



DISABILITY INCLUSION
ACTION PLAN
2024–2027

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Acknowledgement of Traditional Custodians

L'Oréal acknowledges the traditional custodians of the lands, waterways, and country we work on. We recognise and respect the diversity, resilience, and the ongoing place that Aboriginal and Torres Strait Islander people hold in our communities. We pay our respects to the Elders past, present and emerging, and commit to working together in the spirit of mutual understanding, respect, and reconciliation.

About This Plan

At the L'Oréal Groupe our purpose is to “Create the Beauty that Moves the World.” This purpose serves as a guiding light for our business, reflecting our commitment to beauty that is Diverse and Inclusive, Empowering for Women, Innovative, and Responsible for the planet and its people.



For more than 110 years, the L'Oréal Groupe has been the world leader in the beauty industry, driven by a singular focus and passion. Our mission is to provide the highest quality cosmetics to people worldwide, rooted in values of quality, responsibility, efficacy, honesty, and safety. We aspire to cater to the diverse beauty needs of every individual, recognising and respecting their unique identities.

At the L'Oréal Groupe in Australia & New Zealand (ANZ), we are committed to delivering beauty for all, operating responsibly and sustainably, and fostering diversity, equality, and inclusion across Australia & New Zealand. L'Oréal ANZ seeks to continuously strengthen our inclusive and safe workplace culture where all people feel they belong.

L'Oréal Australia & New Zealand Disability Inclusion Action Plan (DIAP) 2024–2027 has been developed to support initiatives and develop sustainable disability inclusion across the company and within our products

and services. This DIAP supports L'Oréal's commitment to increase the engagement of both staff and customers with disability.

We have demonstrated our commitment to diversity and inclusion through being recognised as an Employer of Choice for Gender Equality by the Workplace Gender Equality Agency, and our commitment to people with disability through the development of this DIAP.

Our DIAP will act as a roadmap for us to follow with the goal of increasing disability, accessibility, and inclusion. This DIAP highlights our social responsibility to removing the many barriers that people with disability face. This not only benefits people living with disability, but it also benefits L'Oréal ANZ and our customers more broadly.

L'Oréal ANZ is driven by the future of beauty and will continue to ensure that our future is inclusive of all, including people with disability.



Our Business



The L'Oréal Groupe in Australia and New Zealand is part of the L'Oréal Groupe. L'Oréal has devoted itself to beauty for 115 years. With its unique international portfolio of 37 diverse and complementary brands, the Groupe generated sales amounting to \$41.18 billion euros in 2023 and employs 88,0000 people worldwide. The L'Oréal Groupe operates as a global business, replicated at regional and local levels. The L'Oréal Groupe's governance structure maintains a cohesive global business based on the strong Ethical Principles. These Principles, Integrity, Respect, Courage, and Transparency, form the foundation on which the L'Oréal Groupe operates at every level. As the world's leading Beauty Company, the Groupe is present across all distribution networks: mass market, department stores, pharmacies and drugstores, hair salons, travel retail and branded retail.

The L'Oréal ANZ operates a diversified portfolio of 32 beauty brands, including in cosmetics, hair, fragrance, and skincare. L'Oréal Groupe in Australia & New Zealand distributes beauty products to retailers across all Australian states and territories and operates training salons and two distribution centres. L'Oréal ANZ employs over 1,200 people across the two countries in various roles and functions, including sales, marketing, operations, and management.

A MESSAGE FROM OUR CEO, ALEX DAVISON

“On behalf of L’Oréal Groupe in Australia and New Zealand I am pleased to present our Disability Inclusion Action Plan (DIAP) for 2024–2027. At L’Oréal, our purpose is to “Create the Beauty that Moves the World,” and this purpose extends to our commitment to diversity and inclusion. Our DIAP reflects our dedication to creating a workplace and products that are accessible and inclusive for all individuals, including people with disability.”

Alex Davison, CEO
L’Oréal Australia & New Zealand

For 115 years, L’Oréal has been a leader in the beauty industry, driven by our values of quality, responsibility, efficacy, honesty, and safety. We believe that beauty should be diverse and inclusive, empowering for women, innovative, and responsible for the planet and its people. With the launch of our DIAP, we are taking another step towards fulfilling this commitment.

Our DIAP outlines initiatives and strategies to foster disability inclusion across our company and within our products and services. It is a roadmap that will guide

us in increasing disability, accessibility, and inclusion. By removing barriers and creating a more inclusive environment, we not only benefit individuals with disabilities but also strengthen our organisation and better serve our customers.

As we move forward, we will continue to prioritise disability inclusion and accessibility in our future endeavors. We believe that an inclusive future of beauty is one that embraces and celebrates the diversity of all individuals, including those with disabilities.



**Alex Davison,
CEO**
L’Oréal
Australia
& New
Zealand

About Disability

According to the Convention On The Rights of Persons With Disabilities, individuals with disability encompass those who have long-term physical, mental, intellectual, or sensory impairments, which, when combined with various barriers, may impede equal participation in society (United Nations 2006).

- In Australia, over **4 million** people live with disability (Australian Institute of Health and Welfare 2022)

- There is an estimated **1.3 billion** people with disability worldwide. That number continues to grow (World Health Organisation 2023)

- It is estimated that **80%** of disability is nonvisible (Hidden Disabilities 2023)

- **2.1 million** working-age Australians live with disability, with an estimated unemployment rate of 10% (Australian Institute of Health and Welfare 2022)

- The intersectionality of disability refers to the recognition that disability does not exist in isolation but rather intersects with other social identities and factors such as race, gender, sexuality, socioeconomic status and more. It acknowledges that people with disability may experience unique forms of discrimination and barriers that arise from the intersection of multiple identities. By considering intersectionality, we can develop more inclusive and equitable approaches to disability rights, advocacy, and support

- **1 million** Australians are from a non-English speaking background (Queensland Government 2022)

- **24%** of the First Nations people have disability, this is twice the rate of the general population (Australia Institute of Health and Welfare 2023)

- **39%** of LGBTIQ+ people aged 14 to 21 identify as having disability or long-term health conditions (LGBTIQ+ Australia 2021)

About Disability

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Supporting the Social Model of Disability

People with disability have been historically viewed through the lens of the medical model of disability, which focuses on what individuals can't do rather than what they can. The medical model proposes that disability is a problem that requires treatment, or its impacts minimised. Therefore, people with disability need to be fixed or healed to be able to fully participate in society. The model asserts that it is on the individual with disability to somehow address the barriers they face on their own.

This DIAP reflects our commitment to the social model of disability, which holds the contemporary view of disability. This model asserts that a person's disability is not the barrier to their equitable participation, rather the external barriers such as, the environment and attitudes, that prevent full inclusion and participation. If these barriers are removed, people with disability will have the ability to contribute and participate with equity and dignity.

L'Oréal is committed to the principles of the social model of disability. This DIAP will support us in working to remove the external barriers that people with disability are faced with.

Strategy Alignment

Australia's Disability Strategy 2021–2031 is a national guide for promoting accessibility and inclusion for all Australians with disability. The Strategy is aligned with the United Nations Convention on the Rights of Persons with Disability, whereby United Nations countries work together to promote, protect, and ensure the equal and human rights of people with disability.

Australia's Disability Strategy calls upon all Australians, businesses, and organisations to ensure that people with disability can participate equally within an inclusive society. By committing to this DIAP, L'Oréal demonstrates our continued commitment to supporting Australia's Disability Strategy.

REFERENCES

The relevant laws, standards and guidelines considered in the development of our Disability Inclusion Action Plan include:

- United Nations Convention on the Rights of Persons with Disabilities (2006)
- Australian Disability Discrimination Act 1992
- Australia's Disability Strategy 2021–2031

Key Outcome Areas of our DIAP

Our DIAP is divided by five pillars. These pillars represent the differing barriers faced by people with disability. They are therefore areas that withhold opportunities to increase inclusion. These pillars should serve as the foundation for our commitment to increase disability inclusion and create a more accessible and inclusive environment that embraces diversity and empowers individuals with disability to fully participate and thrive.

The 5 pillars of inclusion are:

- 1. Culture**
- 2. Built & Digital Environment**
- 3. Employment**
- 4. Systems & Processes**
- 5. Services and Customers**

Discovery and Methodology

This Disability Inclusion Action Plan 2024–2027 was developed following a thorough discovery process. This included a desktop review and consultation process with our employees, leaders, and people with lived experience of disability. The desktop review gave L'Oréal the opportunity to look at our policies, processes, resources, and online content through the lens of disability inclusion.

During October – November 2023, we held three focus group sessions which enabled employees from across L'Oréal ANZ, including those with disability, to share their experience and helped inform the DIAP. These consultations, co-led with Get Skilled Access, provided an opportunity to hear directly from L'Oréal staff regarding their day-to-day experiences with disability, accessibility and inclusion. The feedback from these sessions, including how we can improve disability inclusion outcomes and remove barriers to participation, now inform the actions within this DIAP. L'Oréal looks forward to continuing to consult people with disability as the plan progresses.

Snapshot of Consultation Feedback:

Across the desktop review and consultations, key themes emerged throughout the discussions. Aligned to the 5 pillars of inclusion, feedback included:

Culture

- L'Oréal has an internal ANZ Disability Champions group to drive awareness, education, and action around accessibility and inclusion both internally and externally
- L'Oréal has an internal ANZ mental Health Ambassador Group that works towards mental health education and awareness for employees
- L'Oréal celebrates World Mental Health Days and R U OK? Day
- L'Oréal brand's Maybelline and L'Oréal Professional have partnered with Mental Health Organisations, Reach Out and Head Up, as their brand causes
- L'Oréal is actively working towards creating an inclusive culture within the company
- Staff members are invested in creating an inclusive culture at L'Oréal but do not yet have access to the training, information, and resources they need to do so

Built & Digital Environment

- The Australian and New Zealand offices would benefit from more accessible features in future redevelopments
- L'Oréal staff would like to access a digital accessibility guide when developing digital content
- The L'Oréal website and social media content would benefit from a Web Content Accessibility audit



Snapshot of Consultation Feedback: continued...

EMPLOYMENT

- Inclusive interview techniques are implemented and provided for candidates who request adjustments
- Staff are aware that an inclusive workplace would benefit all L'Oréal employees and customers
- L'Oréal creates a safe space for staff to disclose disability once in the organisation, however there is an opportunity to increase signs and symbols of inclusion for candidates with disability or those considering working at L'Oréal.
- Staff shared a keen interest in meeting L'Oréal's disability employment targets
- A direct quote from a L'Oréal staff member with disability:

“When I was applying for the job there wasn't a lot of representation [of people with disability]. No signs and symbols of inclusion so I did not disclose my disability as I was not confident it would be inclusive. Once I started working here it was clear that it was a really inclusive and a safe environment. I felt fully comfortable disclosing to all of my managers and have been very supported.”

SYSTEMS & PROCESSES

- L'Oréal has an Accessibility and Inclusion Policy that addresses the unintentional barriers that may be faced by people with disability and how staff can address them
- An inclusive branding and communications guideline would support further growth for embedding disability inclusion across all L'Oréal content
- L'Oréal's procurement standards and guidelines should reflect a commitment to inclusion at every level of the company

SERVICES AND CUSTOMERS

- Projects such as Consumer Connect are conducted by L'Oréal to understand the customer experience of people with disability within stores
- Opportunity for L'Oréal's social media and ambassadors to reflect a greater representation of people with disability
- People with disability should continue to be consulted by L'Oréal when developing products and services
- Customer and partner facing L'Oréal staff would benefit from access to inclusive guidelines and disability confidence training to ensure that L'Oréal is known as an inclusive brand

Ongoing Consultation, Review and Monitoring

L'Oréal thanks all staff who participated in the consultation process and for their ongoing commitment in improving accessibility and inclusion. We will continue to work with the relevant staff to ensure that the actions are delivered within the timeframes committed.

Ongoing feedback from our staff, customers and relevant partners will be sought throughout the life of the plan and will help determine the success of the plan's current and future actions.

Measurement of Progress

L'Oréal's DIAP's success will be assessed against the following measures:

- Actions successfully implemented over the life of the plan
- Engaging with the staff that have been consulted and have contributed to the development of the plan
- Quarterly reporting to the ANZ Disability Champions or the disability working group
- We will provide ongoing updates and progress on the actions of the DIAP to the executive team and the CEO
- Achievements will be noted on our website and social media accounts

DIAP Actions

Culture

Our Actions	Responsible
Increase the signs and symbols of inclusion across L'Oréal and uplift disability as a key DE&I pillar	Corporate Communications
Enhance the understanding and recognition of disability inclusion company wide by committing to annual training throughout the life of the Plan	HR & Corporate Communications
Provide ongoing opportunity for the ANZ Disability Champions, ANZ Mental Health Ambassador Group and the Diversity Committee to have a strong presence and influence across L'Oréal	Corporate Communications
Use the findings of the Inclusive Culture Health Check to continue to generate an inclusive culture	Corporate Communications
Commit to representation of people with disability in internal facing resources	Talent Acquisition & Corporate Communications

DIAP Actions

Built and Digital Environment

Our Actions

Responsible

Ensure all online content, including social media, meets the current WCAG standards

IT and Corporate Communications

Provide information so that L'Oréal employers and managers are aware of the accessibility options of the spaces, buildings, and facilities

Facilities and Corporate Communications

Develop a Universal Design Guideline that can be used to support the future redevelopments of L'Oréal spaces, buildings, and facilities

Facilities/OHS

DIAP Actions

Employment

Our Actions	Responsible
Increase the accessibility and inclusion of candidates with disability throughout the end-to-end recruitment process	Talent Acquisition
Increase the signs and symbols of disability inclusion for candidates with disability or those considering a career at L'Oréal	Talent Acquisition
Ensure the careers page is accessible for people with disability	Talent Acquisition
Create pathways and leadership opportunities for people with disability to support and grow their careers at L'Oréal	Talent Acquisition

DIAP Actions

Systems and Processes

Our Actions	Responsible
Ensure the Accessibility and Inclusion policy and the Workplace Adjustment Policy can be accessed and used by all L'Oréal staff When reviewing all policies and procedures ensure they are inclusive for people with disability and can be accessed by all L'Oréal staff	HR and Corporate Communications
Create an inclusive communications and branding guide for internal and external communications to increase accessibility and inclusion of all L'Oréal materials	HR and Corporate Communications
Review current procurement standards and guidelines to ensure accessibility and disability inclusion are included	Procurement
Work with L'Oréal OH&S to ensure that people with disability have equitable opportunities where they meet the inherent requirements of the role and safety is upheld	OH&S
Address the evacuation needs of employees with disability within L'Oréal buildings and facilities	Facilities & OH&S

DIAP Actions

Services and Customers

Our Actions	Responsible
Increase the representation of people with disability across the L'Oréal website, marketing, and social media	Corporate Communications
Identify a L'Oréal employee with a disability to be a brand ambassador or partner with social media influencers with a disability	Corporate Communications
Create Accessibility and Disability Inclusion guidelines for client and partner facing staff to ensure the accessibility and inclusion of people with disability with the L'Oréal brand	Corporate Communications
Continue to consult with people with disability to certify that L'Oréal's products and services are inclusive and accessible	Corporate Communications
Encourage L'Oréal's partners to ensure that their services are accessible to customers with disability	Commercial
Provide ongoing training opportunities for beauty advisors to support customers with disability	HR

“IF YOU’RE GOING TO TALK ABOUT
DISABILITY, MAKE SURE SOMEONE
WITH DISABILITY HAS A SEAT
AT THE TABLE.”

**Dylan Alcott, Co-Founder,
Get Skilled Access**



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