



Introduction

Just a reminder that our annual Customer Satisfaction Survey will be issued throughout December and we would welcome your feedback so that we can review internally as a team and identify opportunities for improvements as well as recognising the positive outputs from the survey. The surveys will need to be returned by **Friday 13th January 2023**. We will then review the feedback and reach out to arrange a call or a visit to discuss in more detail.



As well as external feedback we also seek out feedback from our colleagues too to learn more about their experience working at Laleham. Back in May, all Laleham employees, as part of a wider DCC initiative, were invited to participate in an Employee Engagement Survey. The results were verified and analysed and we are pleased to report a year on year improvement on participation levels and also on our overall engagement score. We have been busy sharing the results across the business and seeking out any areas to focus on for the future to ensure we continue to have good participation levels but more importantly happy and engaged colleagues who strive to deliver the best customer service.

Vicky Hart

Vicky Hart, Customer Services Director

ISO Environmental Management Standard



As the Laleham Health & Beauty Group continues to work towards ISO14001 certification in the first half of 2023, we have selected the British Safety Council as our auditing body. We are currently reviewing and aligning our policies and procedures, setting up internal metrics and making sure we are capturing all our stakeholder requirements. We will be reaching out to all our customers to ensure we understand your environmental and sustainability reporting requirements as part of this process.

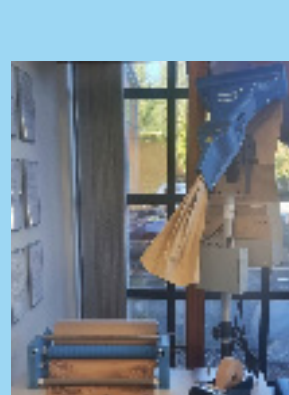
As we strive for ISO 14001 accreditation, continuous improvement is an important element and our Ecologic Always initiative will help to deliver on this. Site teams have been set up and have started to look at ways we can review and improve our ways of working in line with our 3 core pillars of emissions, waste and sustainability at local levels.

Packing Materials

We are in the process of adopting a more environmental approach to sending parcels as part of our drive for Ecologic Always and we endeavour to replace plastic packaging with paper alternatives to support our efforts.

We will be replacing plastic packaging with paper alternatives to pack parcels to send to our customers/suppliers/testing houses etc. The paper solutions will replace bubble wrap, plastic tape and, in some cases can replace the need for a plastic zip lock bag where collation of samples is needed.

The initiative has been adopted at the Kirkham site in the first instance but we are looking to roll out across Alton in the near future.



We are also pleased to update from the previous e-shot, that **all three sites now have operational electric vehicle charging points** with the final installations being completed at our Alton site in recent weeks.

Cosmetic Regulation Compliance Update November 2022

The European Commission published the 5th CMR Omnibus on 16th September 2022, with an imminent change and implementation of Regulation 2022/1531.



This Regulation amends the Annexes of the EU Cosmetic Products Regulation in respect to substances classified as Carcinogenic, Mutagenic or Reprotoxic (CMR) and includes the following entries.

- Addition of 14 substances to Annex II of the EU Cosmetics Regulation. Among these substances Methylene Di-t-Butylcresol and Methyl Isobutyl Ketone are cosmetic ingredients and will be **banned for use in cosmetic products**.
- Addition of Annex III entry for Methyl Salicylate, a fragrance ingredient, where this **substance will be restricted to 0,06% in leave-on skin products (except face makeup, spray/aerosol body lotion, spray/aerosol deodorant and hydroalcoholic based fragrances) and leave on hair products (except spray/aerosol products) – with the note that it must not be used in preparations for children under 6 years of age; 0,05% in face makeup (except lip products, eye makeup and makeup remover); 0,002% in eye makeup and makeup remover; 0,009% in leave -on hair products (spray/aerosol); 0,003% in deodorant spray/aerosol; 0,04% in body lotion spray/aerosol; 0,06% in rinse-off skin products (except hand wash) and rinse -off hair products; 0,6% in hand wash; 0,6% in hydroalcoholic based fragrances; 0,03% in lip products; 2,25% in toothpastes; 0,1% in mouthwash intended for children aged 6–10 years; 0,6% in mouthwash intended for children above 10 years of age and adults; 0,65% in mouth spray.**

These changes will apply from 17th December 2022.

Our Cosmetics Regulatory team have been working closely with our suppliers, seeking confirmation that the banned substances are not present in the raw materials or fragrances they supply to us. The team have also assessed current finished products to ensure levels of Methyl Salicylate comply with the new restrictions.

If you free issue materials to us, please check with your own teams regarding your material compliance, and if you would like to discuss this further please contact your Account Manager or our Cosmetics Regulatory team directly.

Continuous Improvement

We have recently engaged with HSO Enterprise Solutions Ltd, to propose Microsoft Dynamics for continuous improvement in some key areas:

1. NPI project management process enhancement
- 2 Customer data management & ease of reporting



HSO have completed a deep dive with the MS Customer Engagement platform in mind. They have spent time getting under the skin of the business and ensuring that their proposed solution would fit with our longer term IT strategy and our ongoing investment in digital transformation.

Phase 1 implementation will include Project Operations to create a more efficient way of managing new product launch and change projects within our business, as well as Master Data Management which will address customer data and reporting requests.

The aim is for implementation at all three Laleham sites. The project will kick off in November and is expected to conclude by May 2023.

"We are looking forward to working with HSO to implement the Microsoft Dynamics Customer Engagement platform they have showed us. We anticipate significant efficiencies to be gained, not just within the NPI project team but across the other department and wider business involved in the product development process. This is a significant step for us to move into a more automated and digitised way of working and promotes further alignment opportunities across our three manufacturing sites. The solution proposed will allow team members to spend time on the more value add and innovative side of their roles."

Vicky Hart, Customer Services Director

London Packaging Innovations/ PCD London show

This year's London packaging show took place in September with an array of exhibitors and show features within the industry. The exhibitors showcased premium packaging solutions for perfume, cosmetics, personal care, fashion, jewellery, wine, spirits and the soft drinks sectors.



With a focus on sustainability, the suppliers and exhibitors were keen to show what they were offering.

Spectra were proud to announce that all their recycled PET products are now made from Prevented Ocean plastics as a standard (POP).

There was a larger push and discussion over Extended Producer Responsibility within the industry and with a lot of talk up until this point, it's now time to act.

Extended Producer Responsibility (EPR) Update

Development of the EPR scheme has been significantly impacted by recent political uncertainty. By now we were expecting that government departments would have confirmed an assigned EPR Scheme Administrator, and the provision of communications detailing the exact data required, and collation and presentation of the data required to satisfy the scheme. This has not yet materialised.



DEFRA is continuing its work regarding the EPR scheme, with further communications expected in the following weeks.

In the interim we suggest that all producers check their existing packaging classifications ensuring that the following categories are included:

'Packaging Hierarchy' – each packaging component should be classified under one of the following categories 'primary', 'secondary', 'shipment' and 'transit' packaging

'Household and non-household waste' – if your packaging is deemed non-household waste you will need to be able to demonstrate that the packaging was sold to a business and consumed and discarded of prior to the product contained being sold to a consumer

'Street bin waste' potential – clarify if your packaging may be deemed as potential 'street waste'

Look out for further updates on Packaging Legislation & EPR detail in future e-shots

Let's Recycle Live



At Laleham we are continually looking to improve our understanding of the Packaging Landscape and as part of our Eco-Logic Always! initiative we strive to help better inform our customers on how they can contribute to a more sustainable and circular economy. What better way than to lift the lid on the waste industry than getting amongst them at their dedicated trade show "Lets Recycle Live!" at the NEC, Birmingham.

This was a really interesting event providing us with real insight into the challenges facing the waste industry as they endeavour to close funding gaps for investment, tackle the rapidly evolving packaging waste regulatory landscape and develop technology to meet very ambitious recycling targets set by governments, all while tackling an economic slowdown and huge energy price increases affecting what is a low margin and high energy consuming industry.

By getting closer to the waste industry and understanding the specific challenges they face, we can better inform our Packaging Development Teams how to proactively design elements into the packaging that improves circularity and increases recyclability once it lands with the waste industry to process.

At Laleham we are passionate about and committed to reducing unnecessary packaging, reducing plastic consumption where practicable, and improving the recyclability of the packaging we help our customers develop on their journey to a more sustainable industry.

We were able to further understand the **UK Composting infrastructure**, an area we are frequently asked about by our customers as to if, and indeed when, Compostable Packaging in Beauty and Personal Care will be a viable option. We established a contact that was trialing a method to industrially compost waste packaging items made from compostable polymers that need the right conditions to degrade safely to a biomass.

We caught our first glimpse of **Deposit Return Scheme Reverse Vending Machines**. In future this type of machine will be found across the UK, starting in Scotland with beverage bottles. This will inevitably include some Beauty & Personal Care packaging in the future as more types of packaging are brought into scope of DRS. This will be determined by how likely it is that the packaging will leak into the environment.



If you have any questions relating to this event or anything we saw there please reach out and we will be happy to discuss further.