

Annual Report 2019-20



Accord is the peak national industry association representing manufacturers and marketers of hygiene, personal care and specialty products, their raw materials suppliers and service providers.

We are an inclusive, consensus-driven organisation. We represent the interests of the entire industry and pursue common, uniting objectives that have maximum benefits for our industry. We strive tirelessly to enhance and improve our Members' business operating environment and for recognition of our industry's positive role in society.



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Vision

The national voice of the hygiene, personal care and specialty products industry

Mission

Providing indispensable membership services to facilitate sustainable growth and productivity for a globally competitive industry

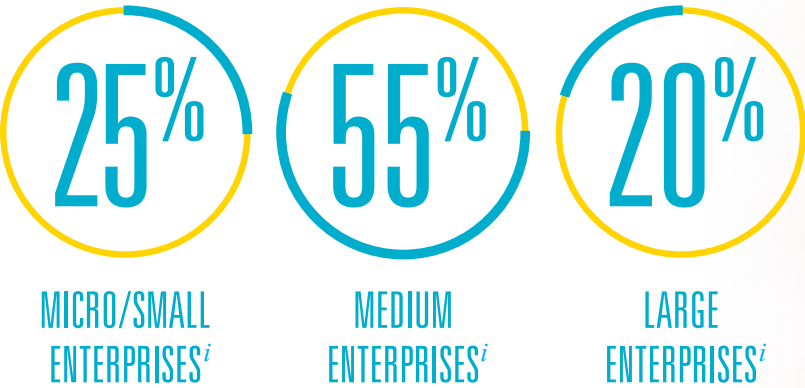
Values

Respected, credible, trusted, influential, science and evidence-based

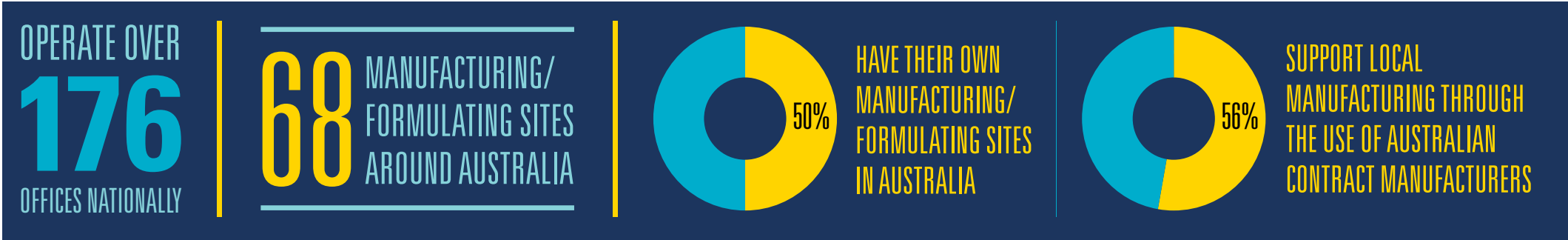
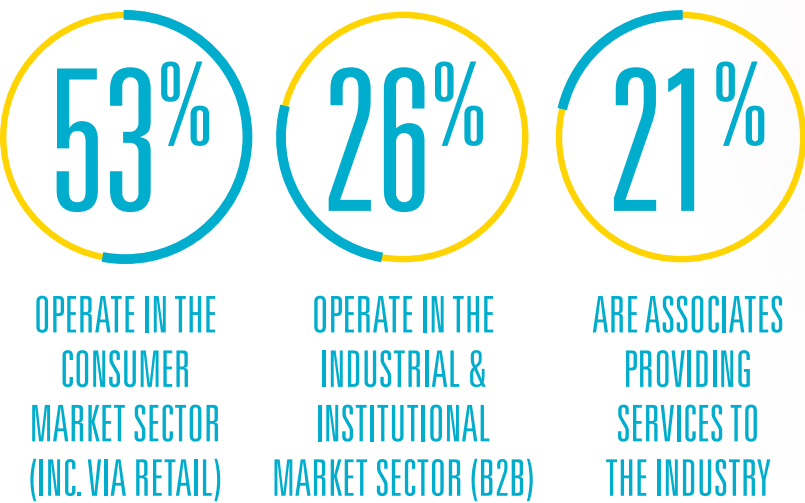
About our industry

Our Members

Accord's Member companies are leading businesses ranging from large multinational firms to smaller Australian-owned enterprises; local manufacturers to product importers. Our valued Associate Members are companies that provide specific services and expertise for our industry.



SNAPSHOT OF ACCORD MEMBERS



ⁱ Business size definitions according to the Australia Bureau of Statistics based on number of employees: micro/small = 1-19, medium = 20-199, large = 200+
Results from Accord Industry Size & Scale Survey 2018

“We joined Accord for numerous reasons; being associated with a professionally run organisation who help lift the profile of our industry, and having a forum to express our collective challenges and an influential voice for engaging government and regulatory bodies.”

Brad Macdougall, Managing Director,
True Blue Chemicals

Our Products

Our industry's products are essential for everyday living.

Each day across the nation in homes, public places, commercial premises, institutions, industry and agriculture, our industry delivers effective solutions that promote health protection, and add value, convenience and comfort to daily life.

Our industry spans the full range of formulated products: cleaning and hygiene products, disinfectants, personal care products, cosmetics, sunscreens, perfumes & fragrances, oral hygiene products, adhesives, sealants and protectants.

These products play integral roles in:

Safeguarding public health – Maintaining essential standards of hygiene and sanitation in institutions, hospitality, manufacturing, agriculture and everyday households

Promoting personal wellbeing – Helping keep us clean and healthy, and helping shield us from harmful effects of the environment

Maintaining comfortable homes – Enabling us to keep our everyday surroundings clean and comfortable, making the home a relaxing place to unwind or to welcome and entertain guests

Enhancing quality of life – Giving us greater personal freedom through innovative time- and effort-saving technologies

Boosting confidence and emotional wellbeing – Assisting us to look and feel our best, as well as providing opportunities for self-expression, individuality and pampering

Keeping the wheels of commerce and industry turning – Fulfilling specialised applications in institutions, industry, manufacturing and agriculture

Our Contribution

In 2019 we released the inaugural **Accord/EY State of the Industry Economic Report**, revealing our industry's role as a driver of national economic activity, jobs and exports. The numbers tell a story of a large and resilient industry, with key economic indicators including:

- ▶ Industry turnover – **\$26.3bn**
(0.9% increase from previous year) making ours the 17th largest industry sector in Australia
- ▶ Industry value-add – **\$5.6bn**
(0.7% increase from previous year)
- ▶ Imports – **\$3.6bn**
(11.8% increase from previous year)
- ▶ Exports – **\$1.3bn**
(9.8% increase from previous year)
- ▶ Jobs data – **68,117 employees**
(2% decrease from previous year)
- ▶ Wages data – **\$3.4bn**
(similar to previous year)

“During these unprecedented times of COVID-19, Accord has done a great job with their frequent communication to members, providing constant updates and information across the ever-changing landscape of lockdowns, and state and federal government initiatives and legislation. Their summarised information is very helpful, steering us through these times of uncertainty.”

Mette Engell, Managing Director ANZ, Coty



COVID-19 special report

COVID-19 Special Report – Accord actions during the pandemic

Responding to the COVID-19 pandemic, and the global disruption and economic recession it has caused, has dominated our industry and Accord's activities during the first half of 2020.

Nimble, flexible industries and industry associations have so far fared better during these challenging times. And fortunately, because of the vital health protection role played by hygiene and personal care products, our industry faced a better mix of challenges and opportunities than some other industries responding to the pandemic.

The pandemic has sadly inflicted a huge toll in terms of loss of life, illness, social disruption, and economic downturn. In these difficult times, our industry is thankful that, via our hygiene products, we have been able to directly play our part and assist in the fight against the spread of COVID-19 infection.

Member services

During the pandemic, assisting our member companies has been our paramount task.

Communications have shifted to a crisis footing, with intensified and specifically targeted information to keep our member businesses fully informed of key developments.

Via our valued membership of the Australian Chamber of Commerce and Industry (ACCI), members also receive the peak body's informative, business-oriented COVID-19 Updates.

Keeping our Members ahead of the pack

- ▶ Communication and information, via direct company engagement and specific Accord email alerts, as well as distribution of the ACCI COVID-19 Updates and other special bulletins, on:
 - critical pandemic trends,
 - key government decisions,
 - changing regulatory requirements,
 - business continuity issues,
 - HR and employment considerations,
 - COVID-safe workplace advice, and
 - economic stimulus programs
- ▶ Specific supply chain disruption information, advice, engagement and supplier connection
- ▶ New, dedicated web page on resources for COVID-19 information on www.accord.asn.au
- ▶ New "Member of Accord" logo, to help members promote their quality credentials
- ▶ Online training and information sessions via the new Accord Insight Hour

Advocacy and industry pandemic capability/response

Engaging with Australia's governments and other key stakeholders, including regulators, to enhance our industry's capabilities for responding to the pandemic has become a daily task for Accord.

In the earliest phase of the pandemic response, with massive disruptions to commerce and trade both locally and globally, addressing supply chain issues for essential products was a priority focus.

While our members were the primary target for this, to assist the government to boost available supplies of hand sanitisers, we also engaged cooperatively with new market entrants, such as distilleries, by publishing guidance on product safety and regulatory compliance rules they needed to be aware of.

As the pandemic progressed, and the full scale of the economic downturn became more apparent, activities shifted to broader problems related to impacted Accord businesses including regulatory compliance to further enhance industry's reputation.

Throughout the pandemic, Accord championed the quality, safety, and business credentials of our responsive and responsible membership across all sectors of hygiene, personal care and specialty products.

Ensuring ongoing supplies/access to essential products

- ▶ Proactively reaching out to Australia's governments, offering industry help where needed
- ▶ Writing to the National Cabinet to emphasise the essential, service nature of hygiene and personal care products and the factories/workplaces that make and supply them
- ▶ Engaging with the Therapeutic Goods Administration (TGA) on options to streamline rules for disinfectants and sanitisers to help increase supply
- ▶ Confirming suitable surrogates and testing regimes for the COVID-19 virus for hygiene products
- ▶ Facilitating supply chain analysis and solutions through a lead role in the multi-stakeholder Ministerial Hand Sanitiser Roundtable, other supply chain fora, and government bodies
- ▶ Establishing the COVID-19 Alcohol-Based Hand Sanitiser Connect matching program, to assist in meeting urgent product requests
- ▶ Compiling important member surveys (which were shared with government decision makers, as needed) on:
 - hand sanitisers,
 - cleaning & hygiene products,
 - business impacts
- ▶ Liaising with the Trade Minister's office and other key government departments on COVID tariff concession measures
- ▶ Campaigning for regulator fee increase relief for businesses, as a government COVID-19 economic response

Ensuring best possible advice to the public on effective and safe product use

- ▶ Promoting good hygiene product use through COVID-19 related revisions to our Hygiene for Health website
- ▶ Liaising with the federal government on improvements to their health and hygiene guidance
- ▶ Liaising with the federal Government on improvements to their COVID-19 safe workplace guidance

Sharing expertise to ensure ongoing product safety and quality in the market

- ▶ Monitoring relevant overseas developments to alert the TGA to a range of alternative regulatory/legislative options
- ▶ Developing hand sanitiser guidance material for new market entrants on safe production and transport
- ▶ Providing media statements and commentary, as strategically needed, on relevant COVID-19 industry matters, e.g. Sydney Morning Herald article on hand sanitiser supply issues
- ▶ Encouraging very visible and active compliance information dissemination and enforcement by a range of relevant regulators and national policy bodies including the TGA, Australian Competition and Consumer Commission (ACCC) and the National Transport Commission (NTC)

This COVID-19 Special Report covers the period from February 2020 – July 2020

Member Value strategy

A responsive and respected team, delivering indispensable services and knowledge across the breadth of membership, focused on stewardship initiatives to maximise sustainability and innovation.

Accord's primary goal is to provide our Members with essential services and business value-add. The key focus areas for our Member Value strategy include new and improved services, such as expanding our event offerings and training options, new and refreshed Member-only information resources, and additional external partnerships with direct benefits to Member companies.

Events

Our regular events provide Members with informative networking opportunities as well as access to key government decision-makers.

The reporting period proved a busy year for our events calendar! Accord hosted a number of successful events including seminars, strategy & policy briefings, conferences and social gatherings.

Cosmetic Industry CEO Networking 9 April 2019 – Sydney

Generously sponsored by Estée Lauder Companies, this networking event provided Accord's cosmetic CEOs a top-line update on the issues affecting the sector and an opportunity to network and engage with fellow industry leaders.

Industry Briefing & AGM 23 May 2019 – Sydney

The 2019 Industry Briefing & AGM featured an economic update from HSBC, a presentation from the Department of Home Affairs on the *Modern Slavery Act 2018* reporting requirements, and a panel discussion with the Accord team showcasing the 2019-2021 strategic plan. The AGM also saw the appointment of three new Accord Board Directors.

Roundtable with Dr Iain Davies 12 July 2019 – Sydney

Members of Accord's Sunscreen Working Group participated in a roundtable with Dr Iain Davies, Senior Environmental Scientist from the US Personal Care Products Council. In addition to briefing Members on the environmental risk assessment of UV filters, Iain provided insights into other emerging environmental science issues relating to personal care products.

Industry Leaders' Dinner 11 September 2019 – Canberra

The annual Industry Leaders' Dinner was held at The Boat House, overlooking the iconic Lake Burley Griffin, and was a perfect way to welcome Members to the nation's capital for the ever-popular Canberra Day.

Canberra Day 12 September 2019 – Canberra

Accord's 10th Annual Canberra Day, *State of the industry and opportunities for industry growth*, brought government and industry together for updates and discussions on the industry's economic, advocacy and regulatory reform landscapes. Senior departmental and agency officials from the TGA, NICNAS and the Department of Environment and Energy provided updates on reform initiatives, and Ernst & Young (EY) also provided a presentation on the inaugural Accord/EY State of the Industry Economic Report.

Dream Ball Havana Nights 30 August 2019 – Sydney

At the cosmetic industry's night of nights, Dream Ball, attendees were treated to a one-night only experience in Havana, all while raising vital funds for Look Good Feel Better. As a result of the evening over \$350,000 was raised, ensuring 350 confidence-building workshops for cancer patients will be fully funded for the next 12 months.

Asia Oceania Soap & Detergent Associations Conference (AOSDAC) and Accord Cleaning & Hygiene Conference

23-24 October 2019 – Sydney

Accord was thrilled to host industry delegations from China, India, Japan, Malaysia and Taiwan for the biennial AOSDAC. The event was held in conjunction with Accord's Cleaning & Hygiene Conference, which also attracted sister association heads from Canada, Colombia, Mexico and the USA, all of whom participated in a panel at the conference and a meeting of the International Network of Cleaning Product Associations (INCPA).

Global advocacy challenges on issues like plastic waste reduction, greater ingredient transparency, better international alignment of chemical management systems, and the ever-increasing need for proactive international industry dialogue and activities were discussed. The event also provided unrivalled networking opportunities for attendees with the combined conference dinner and closing drinks.

Chris Pedersen Life Membership Dinner 21 November 2019 – Sydney

A Life Membership dinner was held for former Accord Chair Chris Pedersen (Colgate-Palmolive) at the Four Seasons Hotel. Chris was a member of the Board of Directors for many years and served as Chair for eight years. In recognition of his distinguished service to industry, the Membership elected Chris as a Life Member at the 2018 AGM. The evening was a wonderful opportunity for Accord Directors, past and present, to come together and celebrate the significant contributions of Chris to our Association.

Training

Our training helps Members to navigate the complex regulation of our industry's products.

Beginner's Guide to Chemical Scheduling Training 18 July & 25 October 2019 – Sydney

Accord's Chemical Scheduling training provided attendees with an insight into Australia's risk management framework for home and personal care products. The hands-on training covered topics ranging from the legislative framework, the Scheduling Policy Framework and the role of the Advisor Committee on Chemicals Scheduling and the Delegate.

Regulatory Basics Training 13 February 2020 – Sydney

Accord's popular Regulatory Basics training returned in February 2020, providing an introductory overview of the Australian chemical regulatory system that impacts Accord Members.

The small group format will allow Accord to run this training more frequently to meet ongoing Member demand for this unique training offering!



Information

Accord Members have unique access to our team of industry experts on regulatory, policy, technical and public affairs issues.

Our regular communications inform Members of key regulatory changes, government policy initiatives, important commercial and industrial developments, breaking media stories and upcoming events. These regular communications include:

- our monthly Regulatory Bulletin, assisting Members with compliance and helping them to stay ahead of the game with advice on forthcoming changes
- our quarterly Industry News and Events, keeping Members connected with what's happening in their industry as well as information on not-to-be-missed events
- our new quarterly Association Update, providing Members with a snapshot of key priorities and work areas of the Association
- weekly AusChamber Insights from the Australian Chamber of Commerce and Industry (ACCI)
- direct email alerts concerning policy briefs and media updates to ensure our Members are kept up to date on a range of important issues.

Accord Members also have priority access to a range of publications including The Salon Guide (a revised version for GHS compliance), a new suite of Member-only Technical Frequently Asked Questions, GHS Frequently Asked Questions, Palm Oil Information Paper, and a Microbeads Q&A, all which provide specific assistance to Member companies.

Membership Growth

Accord boasts 102 Member companies, ranging from large global companies to local SMEs. In 2019–20 we were thrilled to welcome three new Member companies: BASF, International Hair Cosmetics and Ummily Group.

Sustainability & Innovation Initiatives

'Recognised® – Environmental Credentials Scheme'

Recognised® is an independently assessed, science- and evidence-based Accord ecolabel initiative that identifies environmentally preferable commercial cleaning products, including microorganism-based products.

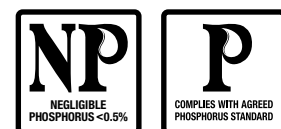
Over 100 products are accredited under the rigorous Recognised® scheme.

www.accord.asn.au/sustainability/recognised



Phosphorus Standard

Accord's national Phosphorus Standard, represented by the 'NP' and 'P' on-pack logos, has set sector-wide benchmarks for the phosphorus content in household laundry detergents, contributing to the industry's efforts to protect Australian waterways and driving innovation towards lower phosphorus formulations.



Industry Codes, Guidelines and Reports

Accord's Codes and Guidelines all help ensure industry-wide best practice or assist in the safe use of products, to the benefit of society. They include:

- Industry Guideline for Labelling & Packaging of Liquid Laundry Capsules
- Children and Safe Storage of Household Products
- Guideline for Cleaners and Sanitisers that may have Incidental Contact with Food – *updated in 2019*
- Code of Practice for Household & Commercial Cleaning Products Claiming Antibacterial Action
- Estimating the Relative Contribution of Major Categories of Formulated Household & Personal Care Products to Tropospheric VOC Emissions ('VOC Report' – in collaboration with NSW Environment Protection Authority).

www.accord.asn.au/sustainability/codes-guidelines

Ethical Sourcing Information Paper

Accord's Ethical Sourcing Information Paper provides information on what is meant by ethical sourcing and the issues it encompasses, with a focus on the formulated products industry. It is intended to be a useful information resource for Accord Members, and specifically for smaller companies who may be less advanced in their ethical sourcing activities.

Accord Industry Quality Commitment

Accord's Commercial Members give their commitment to doing the right thing for customers and the community in four key quality areas: Public and occupational health & safety; Environmental values; Compliance and continuous improvement; and Business ethics/Commercial Practices.



Responsible Supplier Checklist

This sustainable purchasing tool for Members is based upon an ideal behaviour model and covers potential purchasing impacts under six key 'Checkpoints'. Organisations can use the Checklist to 'measure up' potential suppliers or themselves, according to their performance across 11 key categories.

Partnerships, resources and more!

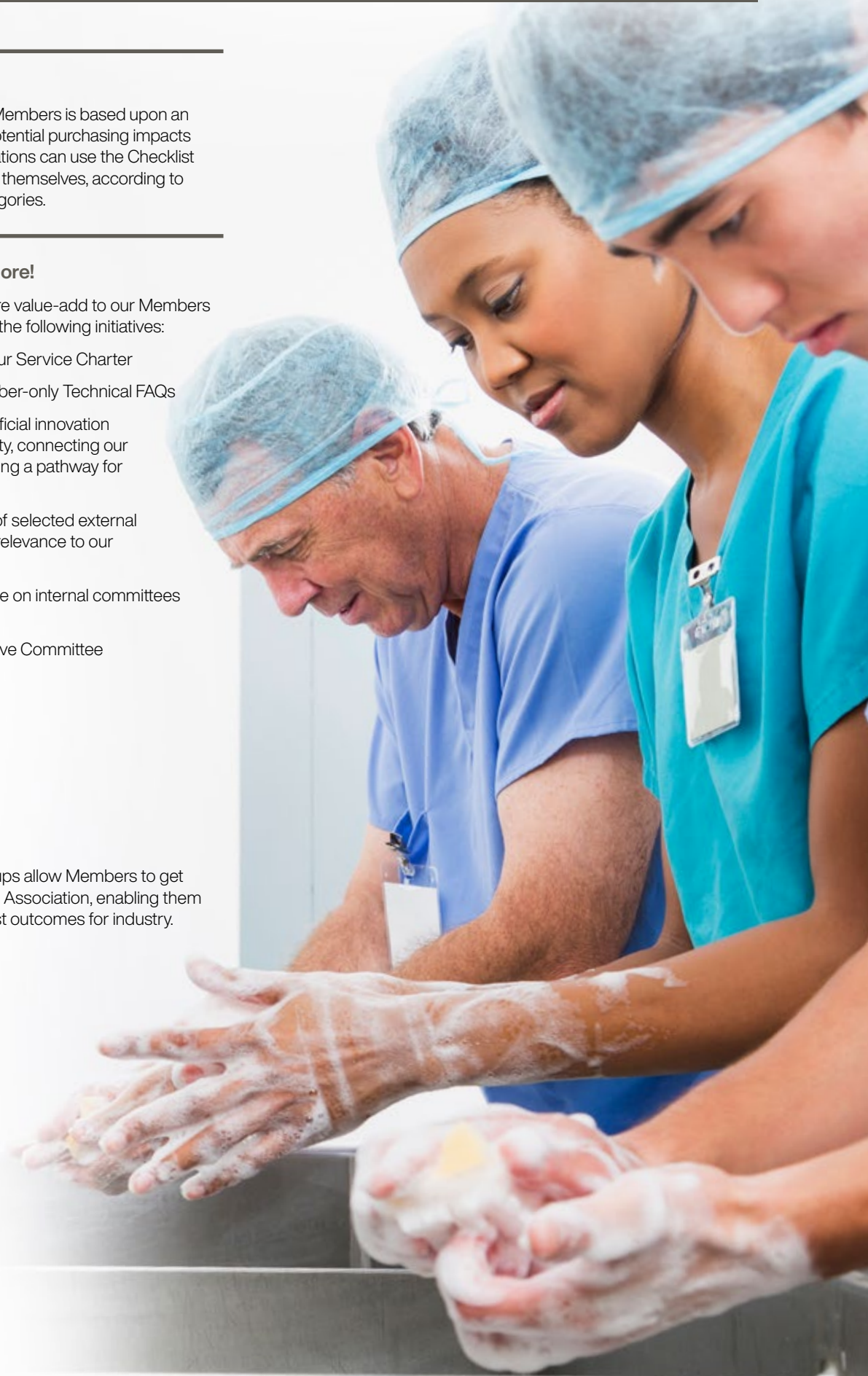
We are always striving to deliver more value-add to our Members and over 2019–20 have progressed the following initiatives:

- development and publication of our Service Charter
- publication of a new suite of Member-only Technical FAQs
- formalisation of the mutually beneficial innovation partnership with Monash University, connecting our industry with academia and creating a pathway for job-ready graduates
- scoping and targeted promotion of selected external event offers and opportunities of relevance to our different membership sectors.

Accord Members can also participate on internal committees and working groups including:

- Innovation & Sustainability Executive Committee
- Regulatory Affairs Committee
- Sunscreen WG
- NICNAS Reforms WG
- Disinfectants WG
- TGA Low-risk Products WG
- Agvet WG

These committees and working groups allow Members to get directly involved with the work of the Association, enabling them to influence change and achieve best outcomes for industry.



Advocacy strategy

A trusted and influential partner, visibly communicating in all relevant fora and engaged with all relevant stakeholders, reinforcing the essential role industry's products play in public health, personal wellbeing and quality of life.

Accord's strategic approach has established our prominent profile with stakeholders and influencers in government, opposition, departments & agencies, and other trade associations. We actively engage with our industry's global and regional networks to maintain current global awareness on key issues in the media and on policy and regulatory matters. We invest in activities that demonstrate our industry's relevance and significance, profiling industry as a solutions provider.



Government & stakeholder relations

Accord has built a positive dialogue with Australian governments and officials, operating with professionalism and integrity within a challenging and contentious policy environment to achieve the right outcomes for our industry. We frame our solutions in terms of the policy priorities and commitments articulated by the federal government, supporting these with tangible details and impacts from our Member businesses. We have raised the industry's issues and concerns via written representations and meetings with ministers, ministerial offices, senior government officials and the opposition.

In addition to meetings and written submissions, Accord draws upon our strong relationships with key government contacts, regulators and external stakeholders through invitations to meet with Accord Members and to present at our events. This allows our Members to engage with key policy- and decision-makers to express their concerns directly. During the reporting period, the following government departments, regulators and external organisations presented at our industry events:

- BehaviourWorks Australia
- Department of Environment & Energy
- Department of Health & Therapeutic Goods Administration
- Department of Home Affairs
- Ernst & Young
- Food Safety Information Council
- GlobalData
- HSBC Bank
- Monash University
- National Industrial Chemicals Notification and Assessment Scheme (NICNAS)
- NSW Business Chamber
- University of New South Wales
- Victorian Department of Environment, Land, Water and Planning

Committees & Working Groups

Accord is an active participant on many key committees, representing the views of our Members.

We participated on the Therapeutic Goods Advertising Code Council, Environmental Microplastics WG, NICNAS Strategic Consultative Committee (SCC), NMI Consumer and Industry Liaison Committee (CILC), TGA Consultative Committee (TGACC) and Industry Forum, TGA Industry WG on GMP (TIWGG), TGA GMP Sunscreen WG, TGA Scheduling Policy Framework WG (SPF), NTC Transport of Dangerous Goods Maintenance Advisory Group, and DAWE Biological Consultative Group.

Members of the Secretariat and Accord Member company representatives are active on up to 15 Standards Australia committees relevant to our industry's interests. Additionally, Dusanka Sabic is Chair of CS-108 Cosmetics Terminology,

Australia's representative on ISO TC217 Cosmetics Working Group 4, and a representative on the National Retail Association Technical Standards Committee. Catherine Oh is an appointed independent expert to the Advisory Committee on Chemical Scheduling (ACCS), and Rachel Linklater is on the NICNAS Reform Ad-Hoc Working Group on Risk-Based Categorisation and Assessment.

External Networks

Locally, Accord is an active member of the Australian Chamber of Commerce and Industry (ACCI). We also promote collaborative, constructive dialogue on issues of mutual interest with local associations including the Australian Dental Industry Association (ADIA), Australian Food and Grocery Council (AFGC), Australian Paint Manufacturers' Federation (APMF), Consumer Health Products Australia (CHP Australia), CropLife, Dairy Australia, Direct Selling Australia (DSA), Chemistry Australia and the Water Services Association of Australia (WSAA). We are also involved collaboratively with professional organisations the Australian Society of Cosmetic Chemists (ASCC), the Royal Australian Chemical Institute (RACI) and the Australasian College of Toxicology & Risk Assessment (ACTRA).

Regionally, Accord represents the Australian downstream chemical industry at the Asia-Pacific Economic Cooperation Chemical Dialogue (APEC CD), a high-level regional forum on issues affecting chemical-based products. We participate on three virtual working groups on Regulatory Cooperation, GHS and Data Exchange. Accord's Dusanka Sabic participated in the APEC CD and other related meetings held in Puerto Varas, Chile (August 2019). Additionally, Accord plays an active role in APEC's regulatory solutions for chemical safety and trade.

Communication

Media Statements

Accord takes a strategic approach to media claims and announcements, releasing public statements on key matters of importance to the industry:

- 'Strengthening industry-academic collaboration for a more innovative and sustainable industry future: Accord proud to enter Innovation Partnership with Monash University', September 2019
- 'Hygiene's important role in preventing the spread of flu and food-borne illness just one of a plethora of informative and sometimes quirky topics covered in Accord's new-look Hygiene for Health website', October 2019
- 'Australia's Hygiene, Personal Care and Specialty Products Industry: Study reveals the \$26.3bn sector as a quiet and steady driver of value within the Australian economy', December 2019

Published Articles

We promote and profile Accord and our industry initiatives via selected publications.

Esprit

- Accord's most popular website gets a make-over (Jan-March 2020)
- Collaboration for innovation in beauty and personal care (Oct-Dec 2019)
- Value beyond balance sheets-how our industry delivers (July-Sept 2019)
- Future-proofing our industry: Accord Cosmetic & Personal Care Conference (Apr-June 2019)

INCLEAN

- Collaboration for a sustainable future (Sept/Oct 2019)
- Modern slavery legislation-what it means for SMEs (July/Aug 2019)
- Wet wipes-cleaning without clogging (May/June 2019)

Science of Beauty

- Save the date! Accord Cosmetic & Personal Care Conference 2020 (Feb 2020)
- Collaboration for innovation in beauty and personal care-Accord partnership with Monash University (Oct 2019)
- Microbeads-success of the BeadRecede campaign (June 2019)

Education & sustainability

washwise.org.au

WashWise provides a wealth of information on sustainable laundry practices and assists consumers in using laundry products correctly.

The site provides tips and tricks for doing the laundry for Australians who value a great clean, the environment, and saving money.



sunsible.org.au

SunsibleTM is all about staying sun safe with sunscreens. It is a consumer-focussed, brand-neutral website promoting the essential role of sunscreens for health protection, addressing common questions and misconceptions about sunscreen with practical tips on staying sun safe.



Careers in our Industry

The new Careers page on the Accord website is aimed at STEM students and graduates to highlight the opportunities for someone with STEM interests and skills in the hygiene, personal care and specialty products industry. The page is broken up into four main parts: 'What kind of products does our industry make?', 'What STEM is involved in our industry?', 'STEM careers in our industry', and 'Tips for STEM job-seekers'.

Furphies.org.au

Furphies helps address unfounded public alarm about the safety of our industry's products by taking an evidence-based approach to address the common myths and misconceptions about these products.



'What's in it?' Household cleaning product ingredient disclosure

'What's in it?' provides consumers with ingredient information to aid choice and enhance confidence in household products. 'What's in it?' covers air care, automotive cleaners, household cleaners, household floor maintenance products and laundry products.

www.accord.asn.au/sustainability/whats



hygieneforhealth.org.au

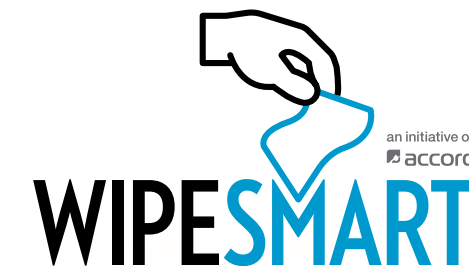
Check out the new-look Hygiene for Health website!

Hygiene for Health provides evidence-based information on the vital role of the cleaning and hygiene products industry in preventing the spread of infection and illness throughout our community. The website addresses the role of hygiene products in personal care, households, public spaces, hospitality, healthcare and industry.



wipesmart.org.au

WipeSmart is a consumer education initiative to promote better use and disposal of wet wipes. This forms part of industry's stewardship approach to foster more sustainable use of important everyday hygiene products. WipeSmart provides many timely reminders about what can go wrong if you flush the wrong types of wipes.



BeadRecede

BeadRecede is a voluntary Accord initiative to raise industry awareness and foster engagement of companies in meeting calls by Australian environment ministers for the voluntary industry phase out of plastic microbeads in personal care, cosmetic and cleaning products.



www.accord.asn.au/sustainability/beadrecede

International collaboration

Accord has fostered strong relationships with international counterparts to facilitate the exchange of timely information and leverage their expertise and resources on industry issues.

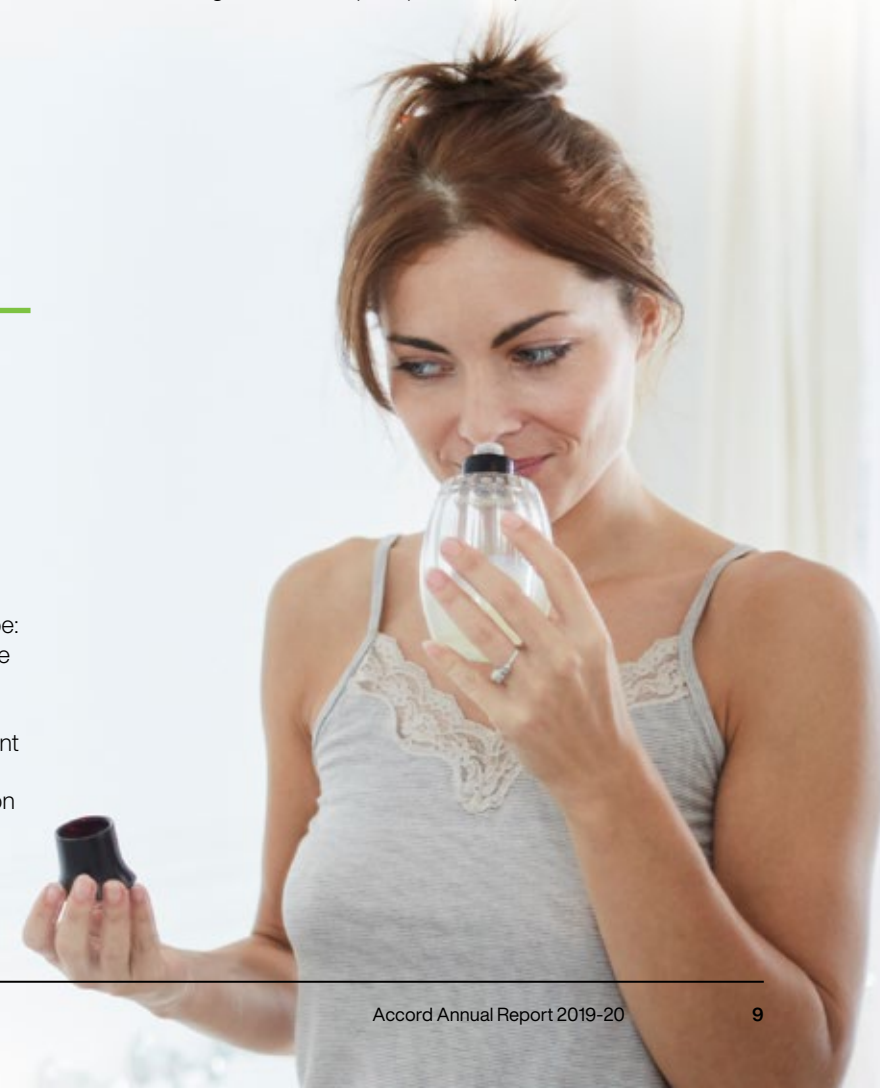
Our global network includes sister associations in Canada: the Canadian Consumer Specialty Products Association (CCSPA) and Cosmetics Alliance Canada (formerly CCTFA); China: China Association of Fragrance, Flavour and Cosmetic Industries (CAFFCI) and China Cleaning Industry Association (CCIA); Europe: International Association for Soaps, Detergents and Maintenance Products (AISE), Cosmetics Europe (CE), UK Cleaning Products Industry Association (UKCPI) and UK Cosmetic, Toiletry and Perfumery Association (CTPA); Japan: Japan Soap and Detergent Association (JSDA) and Japan Cosmetic Industry Association (JCIA); India: Indian Home and Personal Care Industry Association (IHPCIA); Malaysia: Malaysia Soap & Detergent Association (MSDA); New Zealand: Cosmetics New Zealand; Taiwan: Taiwan Cleaning Products Association (TCPA); and the USA: American

Cleaning Institute (ACI), Household & Commercial Products Association (HCPA) and Personal Care Products Council (PCPC), together with a strong dialogue with the International Fragrance Association (IFRA).

In the cleaning and hygiene sector, Accord is part of the International Network of Cleaning Product Associations (INCPA) and the Asia Oceania Soap and Detergent Associations Conference (AOSDAC). We also promote and profile Accord and our initiatives through presentations at selected international conferences, such as ACI's Annual Meeting and Industry Convention (January 2020) at which formal INCPA meetings were also convened.

In October 2019, Accord's Cleaning & Hygiene Conference in Sydney was combined with the biennial AOSDAC event. Accord hosted visiting delegations from AOSDAC member organisations, with presentations from CCIA, IHPCIA, JCIA, MSDA and TCPA. An INCPA meeting was also held in conjunction with the event, leading to an unprecedented level of international participation at Accord's conference!

Our cosmetic sector networks include the International Communications Network and International Associations Collaboration (IAC). Accord is also an Associate Member of the ASEAN Cosmetics Association. Accord attended the IAC meetings held in conjunction with Cosmetics Europe Week (June 2019) and the PCPC Annual Meeting (Feb/March 2020). A presentation about the changing face of Australian cosmetic regulations was also provided to industry colleagues at a seminar convened by our sister organisation in Spain (June 2019).



Industry Growth strategy

A well-connected and credible industry voice, facilitating economic growth and employment by supporting global regulatory convergence based on sound science, commitment to regulatory best practice, and no barriers to trade.

Our industry is frequently burdened by overly complex, nationally inconsistent and poorly designed regulation that is often out of step with other advanced economies. While all companies need to comply with federal consumer regulations administered by the ACCC and NMIⁱ, there are also five major chemical-specific regulators in Australia. Many of Accord's Members have relationships with these regulators:

- ▶ **90%** have dealings with NICNASⁱⁱ
- ▶ **77%** have dealings with the TGAⁱⁱⁱ
- ▶ **32%** have dealings with FSANZ^{iv}
- ▶ **28%** have dealings with Biosecurity Australia
- ▶ **27%** have dealings with APVMA^v

Results from Accord Industry Size & Scale Survey 2018

We ensure industry's voice is heard through active involvement in regulatory policy decision-making, consultation and national policy development, as well as local and international standards development. We adopt a principled, evidence-based approach to our policy inputs and representation, harnessing local industry partnerships and relationships with key policy-makers to achieve a business environment with minimum, effective regulation.



Lighter touch, lower cost, faster to market

Industrial Chemicals Act 2019

With the long-awaited passing of the Industrial Chemicals Bill in early 2019, Accord's priorities shifted to ensuring a workable implementation of the new legislation through the finalisation of the Ministerial Rules and Guidelines that will be least disruptive to industry. Despite some improvements to the existing system, industry continued to harbour strong concerns about the red tape burden and lack of international alignment, with Accord pushing for proper global alignment, as well as more appropriate treatment of fragrance ingredients, volume thresholds and more realistic transition times.

To assist with our direct evidence-based advocacy with the minister in charge (the Hon. Mark Coulton MP), the federal Health Department and NICNAS, the Accord team developed a number of illustrative 'tools'. These showed the scope and scale of the unintended red tape burden facing the formulated products sectors unless the Rules were recalibrated for better global alignment.

Pleasingly, the finalised Rules published in December 2019 contained the following beneficial changes for Members:

- simplified requirements for fragrance and flavour materials
- an extended 24-month transition period during which the current exemption categories can continue to be used.

Minister Coulton wrote directly to Accord informing us of the finalisation of the Rules, indicating key changes since the March 2018 exposure draft, and providing feedback on some of the specific issues we had raised.

Accord also invited Dr Brian Richards (Director, NICNAS) to present at our Canberra Day Seminar in September 2019 on the transition to the Australian Industrial Chemicals Introduction Scheme (AICIS), which will replace NICNAS on 1 July 2020.

Moving forward, our priority continues to be ensuring a smooth transition to the new scheme and facilitating educational programs with the regulator.

Accord continues to have concerns regarding the cost recovery practices of the industrial chemicals regulator. The latest proposal will see cost increases rise significantly for Accord members and was rejected in our submission which called for greater transparency by AICIS of its costs, increased industry participation in developing an appropriate funding model for AICIS and no support for any increases in fees and charges during the two year transition phase.

Therapeutic goods regulatory reform

In late 2016 the government decided to undertake a review of a range of products subject to the therapeutic goods regulatory framework with a view of ensuring that:

- products that might be best regulated under other regulatory frameworks, without undermining public health and safety, are removed from the auspices of the Act
- goods remaining under the auspices of the Act are subject to regulatory requirements that are commensurate with the risk posed by the regulated products

Under this ongoing review process, Accord continues to work with the TGA to reduce the regulatory burden on low-risk Member products such as disinfectants, sunscreens and their ingredients.

For hard surface disinfectants, our work throughout 2019 resulted in some success with the TGA reconsidering and subsequently removing newly introduced mandatory warning statements that were unnecessary and confusing.

We are active participants in the TGA's Industry Working Group on GMP (TIWGG) and its subcommittee on sunscreens, as well as the Complementary and OTC Medicines Regulatory and Technical Forum (ComTech) resulting in a greater understanding of Accord Member issues and specific reform proposals.

The TGA has assumed a greater role in complaints handling, monitoring and enforcement of advertising under the revised Therapeutic Goods Advertising Code. The Therapeutic Goods Advertising Consultative Committee (TGACC) has been re-established with a renewed membership and Accord is an active member.

Dr Cheryl McRae, Assistant Secretary, Complementary and Over-the-Counter Medicines Branch, TGA was also invited to speak at Accord's Canberra Day Seminar to provide an update on the progress of the reforms directly to Members. Dr McRae also met with Accord's Regulatory Affairs Committee meeting held in Canberra at the same time.

The Secretariat continues to keep Members abreast of these changes through regular updates in the Regulatory Bulletin.

Agricultural and veterinary (agvet) products regulatory reform, including dairy sanitisers

Accord continued to work with the then Department of Agriculture, and Water Resources (DAWR) and the APVMA on the implementation of newly announced agvet reforms, to provide a better regulatory framework for industry.

In May 2019, representatives from the Accord Secretariat and four Member companies visited the APVMA at their new offices in Armidale. This face to face visit provided a useful opportunity to engage with the regulator on industry concerns, as well as to provide a valuable overview of how industry operates for new APVMA staff members.

In September 2019 then Minister for Agriculture, Senator the Hon Bridget McKenzie, announced the Independent Review of the Agvet Chemicals Regulatory Framework. The scope of the Independent Review Panel consideration is broad and includes options for improvements such as potential amendments to the scope of the agvet regulatory framework and the role of pre-market and post-market surveillance. Accord was invited to participate as a stakeholder.

On 4 March 2020, the independent panel of experts appointed to review the agvet chemicals regulatory framework published the initial Issues Paper reflecting Member views on the need for

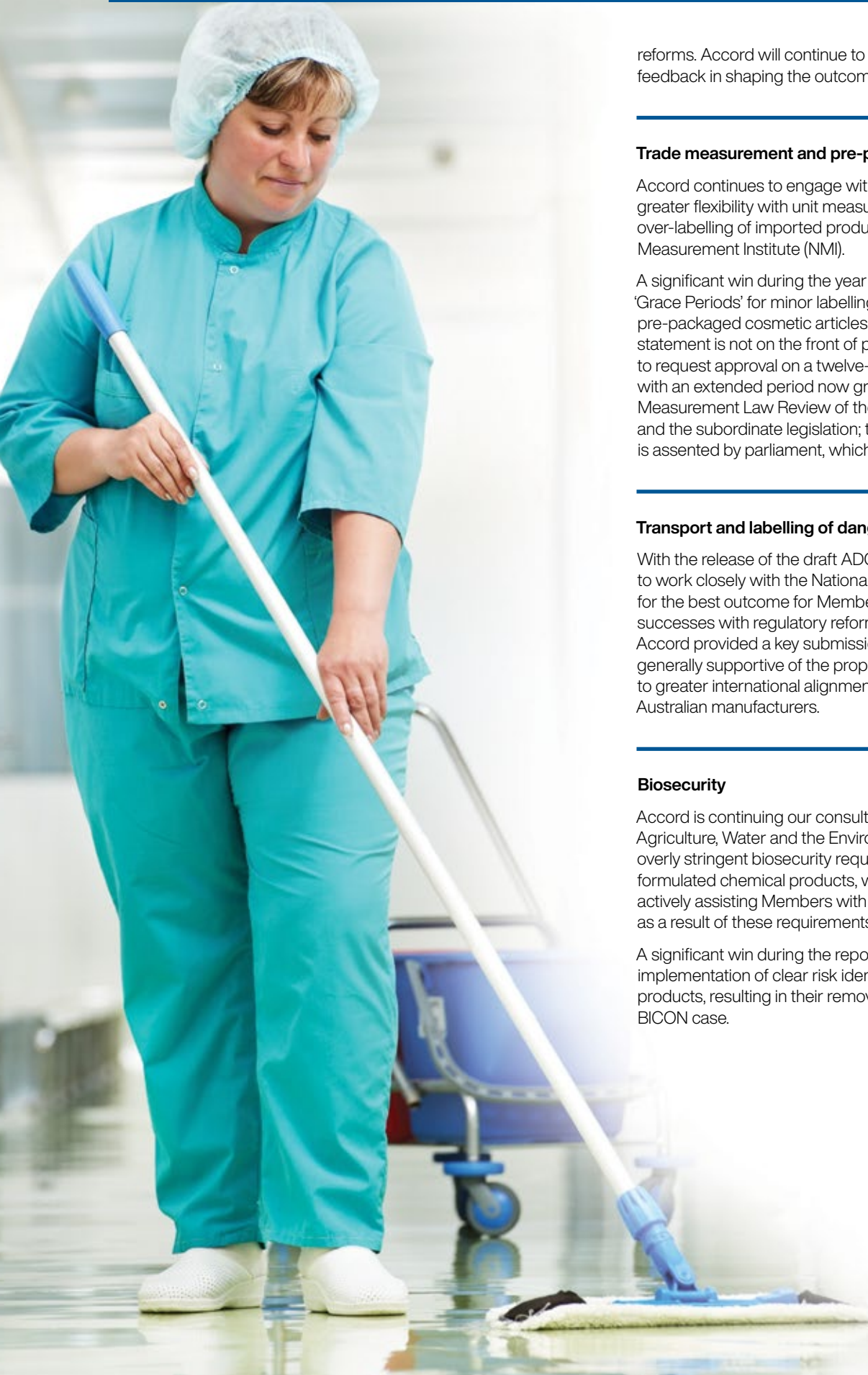
ⁱ Australian Competition and Consumer Commission and National Measurement Institute, respectively

ⁱⁱ National Industrial Chemicals Notification and Assessment Scheme

ⁱⁱⁱ Therapeutic Goods Administration

^{iv} Food Standards Australia New Zealand

^v Australian Pesticides and Veterinary Medicines Authority



reforms. Accord will continue to work with Members to provide feedback in shaping the outcomes of the review.

Trade measurement and pre-packaged goods labelling reform

Accord continues to engage with the government to achieve greater flexibility with unit measure placement and unnecessary over-labelling of imported products through the National Measurement Institute (NMI).

A significant win during the year was the granting of extended 'Grace Periods' for minor labelling non-compliance on imported pre-packaged cosmetic articles, such as when the weight statement is not on the front of pack. The previous requirement to request approval on a twelve-month basis has been removed, with an extended period now granted until conclusion of the Measurement Law Review of the National Measurement Act 1960 and the subordinate legislation; that is, until the legislation is assented by parliament, which is expected in 2024.

Transport and labelling of dangerous goods

With the release of the draft ADG Code 7.7, Accord continues to work closely with the National Transport Commission (NTC) for the best outcome for Members and to build on our previous successes with regulatory reforms for low-risk dangerous goods. Accord provided a key submission on the draft code and was generally supportive of the proposed changes, which could lead to greater international alignment and reduced red tape for Australian manufacturers.

Biosecurity

Accord is continuing our consultation with the Department of Agriculture, Water and the Environment (DAWE) concerning overly stringent biosecurity requirements for cosmetics and other formulated chemical products, with the Accord regulatory team actively assisting Members with permits and clearance issues as a result of these requirements.

A significant win during the reporting period was the implementation of clear risk identification of household cleaning products, resulting in their removal from the 'bioremedial products' BICON case.

New Zealand Environmental Protection Authority (EPA)

Accord continues to represent Member views on the reform implementation for New Zealand's hazardous chemicals regime administered by the NZ EPA. We provided a key submission in early 2020 in support of the proposed update to GHS 7 on the basis of improving international alignment.

International alignment

Globally Harmonised System for Classification and Labelling of Chemicals (GHS)

Accord actively participated in discussions with Safe Work Australia (SWA) regarding the move from the currently implemented GHS 3 to GHS 7. We focused on promoting options that would deliver a smooth and efficient transition with minimal impact on industry.

Accord has continued to increase awareness amongst Members of requirements, exemptions and practical GHS implementation issues and solutions through our Regulatory Bulletin, GHS FAQs on our website, and continued dialogue with SWA and relevant state authorities. We are also active in coordinating the APEC Chemical Dialogue (CD) annual progress report to Trade Ministers on GHS implementation in the APEC region.

Chemical scheduling

Accord continues to provide regular input to the chemical scheduling process via the TGA public consultation process and through direct engagement with the TGA.

Accord responded to scheduling proposals for 2 chemical ingredients of relevance to Members, providing 4 submissions to the Scheduling Committee. We also ensure Members are kept up to date on both upcoming consultations and scheduling decisions via the Regulatory Bulletin and targeted email alerts.

The TGA's Review of chemical scheduling in relation to cosmetic and fragrance ingredients was a promising advance, recognising the key issues industry has been facing with the chemical scheduling processes for ingredients in personal care and household consumer products. Unfortunately, the opportunities for harmonisation with international standards were not supported by other stakeholders and will not be progressed. We expressed our disappointment to the TGA on the outcomes of the review and we are working with them to prioritise the implementation of the process improvement outcomes. We are also considering next steps, particularly to work towards greater acceptance/recognition of the International Fragrance Association (IFRA) standards in the Poisons Standard (SUSMP).

Facilitate trade and commerce

Australian Consumer Law

The Australian Consumer Law (ACL) as well as its administration and enforcement have been under review by Consumer Affairs Australia and New Zealand (CAANZ) and the Productivity Commission. Consumer Affairs ministers have agreed to a suite of legislative reforms to improve the operation of the ACL.

Accord provided a key submission on improving the effectiveness of the consumer product safety system, maintaining the view that a general safety provision is not required under the ACL.

We also provided feedback on the ACCC review of the information standard on cosmetics ingredient labelling, noting our preferred option for maintaining the status quo with the addition of 'deemed to comply' provisions for products where the labelling is compliant in comparable economies such as New Zealand, the USA, Canada or the EU.

National Standard for the Environmental Risk Management of Industrial Chemicals (ICEMR Bill 2020)

Accord remains in active dialogue with the Health and Environment departments on the proposed framework, stressing industry's willingness to engage closely and provide input into a workable implementation process.

Anthony McGregor, Assistant Secretary of the Chemicals Management Branch, of the then Department of Environment and Energy, provided an update on further development of the National Standard directly to Members at our Canberra Day seminar.

"The entire team at Accord have had a hand in helping our business over the years and I have no doubt that they have greatly helped us expand our customer base on a global scale. I thoroughly recommend membership of Accord, the benefits have been immeasurable for our business."

Peter Richardt,
Managing Director, D-Labs

Message from the Chair

Unparalleled challenges facing our industry since the COVID-19 pandemic and economic recession make it even more vital we pull together under Accord

A common theme of conferences and industry events over recent years has been that of *disruption*. Focusing squarely on how disruption, often via new technologies, can challenge us and sometimes even tear down many traditional business models or ways of thinking. And as business managers we have sought to embrace this concept so our companies could adeptly ride the tide of change, rather than risk being washed away instead.

But who could have predicted the scale and depth of disruption we are all currently experiencing?

Never in my time in business has there been anything like the impacts, disruption and rolling uncertainty as in these days of the COVID-19 pandemic. No industry has been immune. Some businesses face an existential crisis. Others will take years to claw back their financial situation.

Economic pain is being felt everywhere. Sadly, this business pain also translates directly to our industry's valued employees, customers and partners. All the way across the Australian community. And this is on top of the health impacts caused by the virus and the necessary but frustrating curtailments to our daily lives as we try to halt the pandemic's spread.

“providing advice, expertise, assistance and advocacy remains at the forefront for Accord”



Tracey Raso

All of which is why having a strong and effective industry body like Accord is essential in these uncertain and difficult times.

As we ended 2019, it was with a sense of optimism that Accord launched the first ever economic value study for the Australian hygiene, personal care and speciality products industry. Leading accounting firm EY measured our industry sector as the 17th largest in the Australian economy. Generating annually, at the time, \$26.3 billion in total economic activity value for the nation, with an economic value-add of \$5.6 billion.

During 2020, our plan was to promote the EY study and engage strongly with the Government and federal parliament on how to further unshackle our industry's economic potential. Although this earlier plan was shelved because of the pandemic, Accord was instead quick to shift gears to position our industry and its hygiene and cleaning products as essential in the COVID-19 fight.

In times of crisis, governments invariably look for a central point of communication with industries, and this is exactly what Accord provided. Under the oversight of the Board of Directors, the association's secretariat pivoted to a comprehensive suite of activities to help member businesses navigate these difficult times, while at the same time advancing the status of our industry. And I know well that member businesses have also stepped up and adapted, as best able, to the many challenges imposed by the pandemic.

More information on the urgent and unanticipated activities the Accord team has undertaken are outlined in a special pandemic report included with this year's Annual Report.

It is still much too early to say just how badly impacted the economy, businesses and the overall community will be because of the pandemic and the recession it has caused.

A detailed survey of Accord members conducted in June/July revealed a mixed bag of findings, but some severe declines in business activity for certain sectors.

With a survey response of nearly 70 percent of Accord member businesses, 38 percent of responding companies reported sharp declines in revenue. And of these adversely impacted companies, 60 percent reported that their revenue has dropped by greater than 20 percent due to the pandemic, with some reporting revenue losses of near 40 percent. Dreadfully steep and sudden revenue downturns like these, if sustained over a longer period, can of course lead to deeper problems throughout the economy, including job losses. Most impacted in this regard has been the cosmetics, skincare and fragrance segment of our industry.

Against this pain and downturn has been an uptick in business for a number of companies in another segment of Accord's membership, our specialty hygiene and cleaning products segment. Twenty-nine percent of companies responding to the survey reported an increase in revenue during the pandemic. This should come as no surprise. Consumer and community awareness that good hygiene is essential to controlling the spread of pandemics like COVID-19 is at an all-time high. Hand sanitisers, disinfectants and hard-surface cleaners are all in great demand.

The mixed bag revealed by this survey, in this early stage of the pandemic and recession, points to one key finding of the 2019 EY report. That the Australian hygiene, personal care and specialty products industry is resilient. And that this is due in great part to

the diversity of its businesses, with no one segment dominating the others. That said, this initial survey of the impacts of COVID-19 on Accord businesses has revealed more companies in damaging downturn than enjoying robust sales. What is also clear is that until an effective vaccine is found, we likely face what is being touted as 'a new normal', with ongoing disruption to daily life and commercial activity.

In these circumstances, Australia's governments must do their utmost to provide certainty and confidence moving forward. This means more realistic policy settings that will remove unnecessary red tape, regulatory burdens and costs on industry. The next steps towards a successful economic recovery will require a move away from bureaucratic business-as-usual and instead a focus on policies that foster consumer confidence, investment, innovation and jobs creation.

In times like this, it is also vitally important that businesses within our industry stick firm to the idea that we are all in this together. Difficult economic times call for greater collaboration and unity within our industry, not less. And strengthened engagement, under Accord, will help ensure that collectively our businesses maintain the strongest possible voice with governments, so that our industry's specific needs are better understood and taken into consideration.

Accord's Board of Directors and the secretariat recognise the importance of offering value for money. As the year progresses, we will hopefully gain clearer insights into how 2021 may look for the industry and adjust the association's work plans accordingly.

All members can be assured that providing advice, expertise, assistance and advocacy remains at the forefront for Accord. I thank Bronwyn, Craig, Dusanka, Catherine, Jen, Rachael, Erly and Stephanie for the nimble and dedicated way in which they have helped the industry through the COVID-19 crisis.

Like most of my industry colleagues I remain confident about the future and fully expect we will eventually rebound, though in what timeframe is anyone's guess at the moment. I thank all members and supporters of our industry for their support and commitment to staying united in these difficult times.

Tracey Raso

Chair
July 2020



Message from the Executive Director

Our industry's COVID-19 pandemic response has been immensely valuable, so it is vital that government policies aimed at our nation's eventual post-pandemic recovery are fit for purpose and support a stronger industry and economy

There's an entry in Accord's flagship *Hygiene for Health* website on the history of epidemics going back 1,500 years and fast-forwarding to more recent times that caught my attention. Amongst such defining events as the bubonic plague of the Middle Ages and the smallpox epidemic of the 1700s, it is the Spanish Flu pandemic of early last century that sadly stood out in the modern era, having inflicted a horrendous toll across all walks of life both in Australia and elsewhere.

Regrettably, this website entry in *Hygiene for Health* now needs updating due to the COVID-19 pandemic. Fortunately, however, Australia and New Zealand so far appear to have been spared the worst in comparison to many other nations. And of course, we had best wait until we are past living the pandemic before post-scripting it into our website.

“policies that were formulated in pre-COVID days should be examined forensically to see if they are still economically sensible and suitable”

Bronwyn Capanna



Preserving good health is not just the theme of Accord's *Hygiene for Health* website. It is in fact the very function of so many of our industry's products: sanitisers, disinfectants, soaps, personal care, and cleaning products.

From February to July 2020, with good hygiene at the forefront of the battle against the spread of COVID-19, Accord member companies quickly rallied to increase production and supply essential products for keeping homes, workplaces, schools, hospitals and other institutions clean and disinfected, and for safe hygienic hands. Unprecedented demand at a time of massively disrupted supply chains, both global and local, made this a very challenging mission.

Left solely to their own devices, some companies may have struggled at this task. Or at least had trouble readily navigating the countless changes brought on by the pandemic. But not so with Accord's assistance, I am proud to say. Indeed, the very reason associations like ours exist is to help member businesses face such crises, while also acting as an industry conduit to communicate with government and support response efforts. For COVID-19, Accord's prime goal was to smooth the path so member companies could better weather the pandemic's many difficulties.

Early actions in Accord's pandemic response included outreach to Australia's governments to stress the essential nature of our industry's operations, alongside various initiatives and roundtables to address roadblocks impeding product supply. Via negotiation with pragmatic regulators like the Therapeutic Goods Administration (TGA), streamlined pathways for essential new products, like hand sanitisers, were put in place. And in response to the Government's call for many new, potentially less-experienced businesses to also enter this market, Accord published and distributed guidance on how to make, pack and transport sanitisers safely and in compliance with regulation. With maintaining hygiene product standards, safety and quality being as important as maintaining supplies during the pandemic, we also very actively engaged with TGA and Australian Competition and Consumer Commission (ACCC) to draw their regulatory attention to blatantly non-compliant products. More details on all our COVID-19 responses is contained in a special chronicle within this latest Annual Report.

COVID-19 has wreaked havoc across the economy and crunched many Accord member companies. Most businesses across our industry saw demand for their products plummet at an unprecedented speed and scale. Sixty percent of members responding to a survey we conducted over June-July 2020 reported steep revenue drops of greater than twenty percent.

And while prudent policy measures like JobKeeper have aided jobs retention, we are yet to see just how devastating to industry and the community this economic recession will become. Which is why the policy decisions made by Australia's governments over the coming year need to be fit for purpose and support a stronger industry and economy.

In this regard, policies that were formulated in pre-COVID days should be examined forensically to see if they are still economically sensible and suitable. If unlikely to advance jobs, the economy and enhance consumer/business confidence, then such policies should be either discarded, delayed or modified so they become fit for purpose.

It is therefore a matter of concern that, with the pandemic and the economic recession raging, increases in red tape burden and costs imposed by the federal chemicals ingredient regulator, the Australian Industrial Chemicals Introduction Scheme (AICIS), were brought forward by the government, effective 1 July 2020. The 60% plus increases in regulator fees some companies are facing make no sense in these times. Regrettably, this situation clashes jarringly with the government's policy commitment for red tape reduction, jobs, investment and business.

In formulating new policies aimed at our nation's post-pandemic recovery, it will be equally important to ensure that these are also truly fit for purpose. An early lesson from the pandemic has been the closer consideration given to the implications of disrupted global supply chains for essential products needed by Australians. And arising from this is the concept of 'sovereign manufacturing capability', with Industry Minister Karen Andrews taking a lead on how to renew the nation's manufacturing potential.

Accord's membership is a vibrant and innovative mix of large and small companies, local manufacturers and importers. And, as with most technology-rich industries these days, our entire sector in terms of its knowledge-base and interlinkages is more the ecosystem equivalent of a rainforest, instead of an agricultural monoculture. It is therefore vital that any policies to bolster manufacturing within our sector avoid protectionist impulses and instead foster greater incentives for local investment. Acknowledging that manufacturing is a valued activity by the highest levels of Australia's governments – and living up to that statement by removing unhelpful red tape impediments and costs – would be a good step forward.

While the COVID-19 pandemic has inevitably dominated attention over the last six months, other challenges also loom large. Environmental sustainability is key amongst these. Last year Accord launched its revamped Sustainability Charter for the industry, which profiles how our various stewardship and community initiatives, like BeadRecede, WipeSmart, Sunsible and Look Good Feel Better, are helping to deliver for the environment and all Australians.

And we are currently in dialogue with governments and other stakeholders on other key issues such as plastics and packaging waste, an Australian Standard for flushable wipe products, modern slavery measures, the Voluntary Industry Code on Animal Testing and Cosmetics, and the proposed National Standard for the Environmental Risk Management of Industrial Chemicals. Critical to all these activities is that they be based on robust weight-of-evidence approaches, relying on the consensus of respected and knowledgeable experts.

Ours is an innovative and progressive industry which pro-actively seeks to maximise the many benefits of its products while generating industry growth for the economy. We stand ready to work constructively with Australia's governments to meet the challenges of these difficult times with evidence-based policy ideas and solutions that are fit for the purpose of helping the national economy rebound from the COVID-19 pandemic and recession.

Bronwyn Capanna

Executive Director
July 2020



Year in photos



Dream Ball, August 2019



ACCI Business Leaders' Cocktail Reception, September 2019



Asia Oceania Soap & Detergent Associations Conference and Cleaning & Hygiene Conference, October 2019



Tracey Raso opening Canberra Day, September 2019



International Network of Cleaning Product Associations meeting, October 2019



Chris Pedersen Life Membership Dinner, November 2019



Australian Chamber Breakfast & Waste Policy Forum with the Hon Sussan Ley MP, October 2019



Asia Oceania Soap & Detergent Associations Conference and Cleaning & Hygiene Conference, October 2019



Asia Oceania Soap & Detergent Associations Conference and Cleaning & Hygiene Conference, October 2019



Dream Ball, August 2019



ACCI Health Forum with Adjunct Professor John Skerritt, February 2020

Thank you

Always critical to our success is the great commitment and effort shown by our Members and partners. Of these, the following deserve special mention.

Accord would like to thank and farewell outgoing Vice-Chair **Terry Little** (Estée Lauder Companies) who retired at the end of 2019. Terry has been a member of the Accord Board of Directors for 12 years, demonstrating constant commitment to the Association and industry throughout his tenure through the hosting and sponsoring of events, participation in key strategic discussions, and a willingness to engage with all manner of stakeholders. The Accord Board has recommended that the Membership consider electing Terry as a Life Member at the forthcoming Accord AGM in recognition of his distinguished service.

We also celebrated a momentous 20-year milestone reached by Accord's Executive Director, **Bronwyn Capanna**. We would like to thank Bronwyn for her continued leadership and enormous contribution to both the Association and the industry.

On behalf of all Members, thanks go to all of the Board of Directors, and particularly to the Executive & Finance Committee members:

Tracey Raso (Revlon & Elizabeth Arden, Accord Chair)
Terry Little (Estée Lauder Companies, Accord Vice-Chair)
Marcus Warner (Ecolab, Accord Vice-Chair)
David Brown (Panamex, Accord Finance Director)
Clynton Bartholomeusz (Beiersdorf, Immediate Past Chair)
Denise van Gessel (Albright & Wilson)
Peter Keech (Tasman Chemicals)
Greg Whiteley (Whiteley Corporation)

Accord would also like to thank the following for their dedicated contributions during 2019-20:

David Blakeley (Chanel) as Chair of the Cancer Patients Foundation, the administering body for Look Good Feel Better.

Members of the **Accord Regulatory Affairs Committee**: **Kiran Raval** (Amway), **Ken Lee** (Beiersdorf), **Graham Hatfield** (Castle Chemicals), **Clare Martin** (Clare Martin & Associates), **Mohan Murphy** (Clorox), **Alice Gock** (Colgate-Palmolive), **Mike Tichon** (Competitive Advantage), **Karen Humphrey** (Dow Chemical Company), **Uma Adhar** (Ecolab), **Paola Becvar & Glenn Berg** (Edgewell), **Melissa English** (Emeis Cosmetics), **Graeme Haley** (Engel, Hellyer & Partners), **John Koppl** (Estée Lauder), **Jennifer Hughes** (GlaxoSmithKline), **Temi Stavroulakis & Michelle Stewart** (Johnson & Johnson Pacific), **Samantha Hass** (L'Oréal Australia), **Aimee Kam & Marilyn Katrib** (Procter & Gamble), **Amanda Yeo** (PZ Cussons), **Amanda Baker, Anne McArthur & Rachel Jefferson** (RB), **Ellie Kim** (RFA Regulatory Affairs), **Joann Abrahamse** (SC Johnson & Son), **Rizalie Vergara** (SC Johnson Professional), **Mandi Godden & Mitch Polley** (Seren Consulting), **Jon Athanasopoulos** (Skin Health), **Kevin Roden** (Thor), **Phillip Tudor** (Tudor Chem), **Nikita Orkey & Brooke Sprott** (Unilever) and **Edward Wrightson** (Whiteley Corporation).

Members of the **Accord Innovation & Sustainability Committee**: **Steve Toner & John O'Donnell** (Albright & Wilson), **Ross Walker** (BP Castrol Australia), **Graham Hatfield** (Castle Chemicals), **Mike Tichon** (Competitive Advantage), **Peter Richardt** (D-Labs), **James Wakefield** (Delphic HSE), **Damien Rankine & Christopher Short** (Dominant), **Peter Rich & Uma Adhar** (Ecolab), **Annabel White** (Emeis Cosmetics), **Ian James** (Monash University), **Tony Bryan** (Novozymes), **Casey Addison & John J Lamont** (Nowchem), **Summar Hammam** (Peerless Jal), **David Boxall** (Recochem), **Steve Sabouné** (SC Johnson Professional), **Jon Athanasopoulos** (Skin Health), **Russell Crowe** (Solvay Interlox), **Peter Bruce & Paul Juricskay** (Sopura), **Peter Keech** (Tasman Chemicals), **Kevin Roden** (Thor), **Rianna Goodwin & Brad Macdougall** (True Blue Chemicals), **Phillip Tudor** (Tudor Chem), **Geoffrey Heber** (Ultraceuticals) and **Greg Whiteley & Edward Wrightson** (Whiteley Corporation).

For specific expert or technical assistance (other than listed above): **Luke Pierce & Jim Wilterink** (Amway), **Andrew Harris** (Johnson & Johnson), **Neil Richards & Julia Schembri** (Kimberly-Clark) and **Ellie Kim** (RFA Regulatory Affairs).

We also thank our many colleagues at international sister associations for their open dialogue and assistance on key issues.

Accord again gratefully acknowledges the generous support of our Associate Members: **Ident**, for the ongoing provision of updated images and materials; **Look Print** and **Active Display Group** for assisting with the printing of the Dream Ball program and displays; **HWLE Lawyers**, for donating their time and expertise on many legal matters; and **Davoren Environmental** for their diligent external assessment to support the Recognised® Environmental Credentials Scheme.

We also acknowledge the Look Good Feel Better national team of **Carol Kavurma** (General Manager), **Nicole Jervis** (Fundraising Manager), **Vanessa Gambin** (PR & Communications Manager), **Kate Rowan** (Volunteer Program Coordinator), **Melinda Ammit** (Program Coordinator) and **Juliet Ammit** (Program Coordinator).

farewell

Sincere thanks to outgoing Board Directors **Peter Rigby** (Coty Australia) and **Anne McArthur** (RB).

Directors

 <div>Chair</div> <div>▶ Tracey Raso Regional Managing Director, Pacific Revlon & Elizabeth Arden Australia</div>	 <div>Vice-Chair</div> <div>▶ Terry Little Managing Director Estée Lauder Companies <div>resigned December 2019</div></div>	 <div>Vice-Chair</div> <div>▶ Marcus Warner Area Vice President, Pest Elimination ANZ Ecolab</div>	 <div>Finance Director</div> <div>▶ David Brown CEO Panamex Group</div>
<div>Immediate Past Chair</div> <div>▶ Clynton Bartholomeusz Managing Director Beiersdorf Australia</div>	 <div>Denise van Gessel Managing Director & CFO Albright & Wilson (Aust)</div>	 <div>Julie Dillon Vice President & General Manager, South Pacific Colgate-Palmolive</div>	 <div>Chris Short Managing Director Dominant (Australia)</div>
 <div>Emmerentia Wilding Managing Director Estée Lauder Companies</div>	 <div>Peter Thanopoulos Director of Regulatory Affairs (Aust & NZ) GlaxoSmithKline Consumer Healthcare</div>	 <div>Liz Tasdelen Country Manager Indorama Ventures Oxides Australia</div>	 <div>Rodrigo Pizarro Managing Director L'Oréal Australia & New Zealand</div>
<div>Mathieu Sampson Managing Director LVMH Perfumes & Cosmetics Group ANZ</div>	 <div>Jessica Miller Senior Counsel, Legal and Government Relations Procter & Gamble Australia/ New Zealand</div>	 <div>Vivek Gupta Vice President & Managing Director Procter & Gamble Australia/New Zealand <div>For the period of Jessica Miller's parental leave</div></div>	 <div>Peter Playford Country Manager Puig Oceania</div>
 <div>Rob Spence Managing Director PZ Cussons Australia</div>	 <div>Anne McArthur Head of Regulatory Affairs ANZ, Hygiene & Home RB <div>resigned December 2019</div></div>	 <div>David Boxall Managing Director, Australia & Asia Pacific Recochem</div>	 <div>Steve Saboun Chief Executive SC Johnson Professional</div>
<div>Peter Keech¹ Managing Director Tasman Chemicals</div>	 <div>Gillian Franklin Founder and Managing Director The Heat Group</div>	 <div>Brad Macdougall Managing Director True Blue Chemicals</div>	 <div>Dr Greg Whiteley Executive Chairman Whiteley Corporation</div>

Secretariat



Bronwyn Capanna	Executive Director
Craig Brock	Director, Policy & Public Affairs
Dusanka Sabic	Director, Regulatory Reform
Catherine Oh	Assistant Director, Regulatory Reform
Dr Jennifer Semple	Manager, Innovation & Education
Rachael Linklater	Manager, Regulatory Science & Technical
Erly Mifsud	Administration Manager
Stephanie Hollands	Membership Services Officer

¹ Chairman of the Innovation Executive Committee

Members

Consumer and Personal Care

Advanced Skin Technology Pty Ltd
Amway of Australia Pty Ltd
Beiersdorf Australia Ltd
Chanel Australia
Clarins Group/Trimex Pty Ltd
Clorox Australia Pty Ltd
Colgate-Palmolive Pty Ltd
Combe Asia-Pacific Pty Ltd
Cosimer Pty Ltd
Coty Australia Pty Limited
De Lorenzo Hair & Cosmetic Research Pty Ltd
Edgewell Personal Care
Erems Cosmetics Pty Ltd
Estée Lauder Australia
Frostbland Pty Ltd
Givaudan Australia Pty Ltd
GlaxoSmithKline Consumer Healthcare
Hairjamm Pty Ltd
Helios Health & Beauty Pty Ltd
Inglot Cosmetics Pty Ltd
Integria Healthcare (Aus) Pty Ltd
International Hair Cosmetics
Johnson & Johnson Pacific
KAO Australia Pty Ltd
Keune Australia
Kimberly-Clark Australia
La Biosthetique Australia
La Prairie Group
L'OCCITANE Australia Pty Ltd
L'Oréal Australia Pty Ltd
Luxasia Oceania Pty Ltd
LVMH Perfumes and Cosmetics
Muk Haircare Pty Ltd
Natural Australian Culture Pty Ltd
Nutrimetics Australia
Panamex Group
Pierre Fabre Australia Pty Ltd
Procter & Gamble Australia Pty Ltd
Puig Oceania Pty Ltd
PZ Cussons Australia Pty Ltd
RB
Revlon & Elizabeth Arden Australia
SC Johnson & Son Pty Ltd
Shiseido Asia Pacific Pte Ltd
Skin Health Pty Ltd
The Heat Group Pty Ltd
Ultraceuticals
Ummily Group
Unilever Australasia
Weleda Australia Pty Ltd

Commercial/Hygiene & Specialty Products

Albright & Wilson (Aust) Ltd
BASF
BP Castrol Australia Pty Ltd
Brenntag Australia Pty Ltd
Castle Chemicals Pty Ltd
Crisp Solutions
Dalby Bio Refinery Ltd
Dominant (Australia) Pty Ltd
Dow Chemical (Australia) Pty Ltd
Ecolab Pty Limited
Eucalip Bio-Chemical Group Pty Ltd
Freudenberg Household Products Pty Ltd
Indorama Ventures Oxides Australia Pty Limited
Lab 6 Pty Ltd
Novozymes Australia Pty Ltd
Nowchem
Peerless JAL Pty Ltd
Recochem Inc
SC Johnson Professional
Schulke Australia Pty Ltd
Solvay Interlox Pty Ltd
Sapura Australia Pty Ltd
Symbio Australia Pty Ltd
Tasman Chemicals Pty Ltd
Thor Specialties Pty Limited
True Blue Chemicals Pty Ltd
Whiteley Corporation Pty Ltd

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