

# influencing profiling communicating connecting

Annual Report 2011-12



**hygiene products | cosmetics | cleaning agents  
toiletries | disinfectants | personal care products  
sunscreens | perfumes & fragrances | oral hygiene  
adhesives | sealants | protectants**

# accord is recognised

as the peak representative  
body by governments and the  
media for formulated chemical  
products

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## members

### Consumer

Advanced Skin Technology  
Amway of Australia  
Apisant  
AVON Products  
Beautiworx Australia  
Beiersdorf Australia  
BrandPoint  
Chanel Australia  
Clorox Australia  
Colgate-Palmolive  
Combe Asia-Pacific  
Cosmax Prestige Brands Australia  
Coty Australia  
De Lorenzo Hair & Cosmetic  
Research  
Elizabeth Arden Australia  
Emeis Cosmetics  
Energizer Australia  
Estée Lauder Australia  
Frostbland  
GlaxoSmithKline Consumer  
Healthcare  
Helios Health & Beauty  
Johnson & Johnson Pacific  
KAO Australia  
KAO Brands Australia  
Keune Australia  
Kimberly-Clark Australia  
La Biosthetique Australia  
La Prairie Group  
L'Oréal Australia  
LVMH Perfumes and Cosmetics  
Mary Kay Cosmetics

Natural Australian Kulture  
Nutrimetics Australia  
NYX  
Procter & Gamble Australia  
PZ Cussons Australia  
Reckitt Benckiser  
Revlon Australia  
Sabre Corporation  
Scental Pacific  
Shiseido (Australia)  
The Heat Group  
The Purist Company  
Three Six Five  
Trimex  
True Solutions International  
Ultraceuticals  
Unilever Australasia  
Valeant Pharmaceuticals  
Australasia  
Weleda Australia

### Commercial

Albright & Wilson (Aust)  
Antaria  
Applied Australia  
BP Castrol Australia  
Callington Haven  
Campbell Brothers  
Castle Chemicals  
Chemetall (Australasia)  
Clariant (Australia)  
Cleveland Cleaning Supplies  
Deb Australia  
Dominant (Australia)

Ecolab  
Huntsman Corporation Australia  
ISM/Salkat Australia  
Jalco Group  
Lab 6  
Novozymes Australia  
Nowra Chemical Manufacturers  
Peerless JAL  
Recochem Inc  
Rohm and Haas Australia  
Solvay Interox  
Sopura Australia  
Tasman Chemicals  
Thor Specialties  
True Blue Chemicals  
Univar Australia  
Whiteley Corporation

### Associate Members

#### Equipment and Packaging Suppliers

HydroNova Australia NZ  
Megara (Aust.)  
SCHÜTZ DSL (Australia)

#### Graphic Design and Creative Ident

#### Legal and Business Management

FCB Lawyers  
KPMG  
TressCox Lawyers

### Regulatory and Technical Consultants

Archer Emery & Associates  
Clare Martin & Associates  
Competitive Advantage  
Engel Hellyer & Partners  
Robert Forbes & Associates  
Sue Akeroyd & Associates  
Toxikos

### Specialist Laboratories and Testing

ams Laboratories  
Dermatest  
Silliker Australia

### Life Members

W P Barry  
Bruce Brown  
Ken Clark  
Geoff Harris  
Graeme Howard  
Stuart Macdougall  
W C Monteith  
D Phillips  
K Scampton





# about our industry



## Products for healthy living and a quality lifestyle

Our industry's products are used every day across the nation in homes, public places, commercial premises, institutions, industry and agriculture.

Cleaning agents, toiletries, disinfectants, personal care products, hygiene products, cosmetics, sunscreens, perfumes & fragrances, oral hygiene products, adhesives, sealants, protectants – these products play vital roles in:

### Safeguarding public health

Maintaining essential standards of hygiene and sanitation in institutions, hospitality, manufacturing and agriculture

### 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 inviting

### Enhancing quality of life

Giving us greater personal freedom through time- and effort-saving technologies

### Boosting confidence and emotional wellbeing

Providing opportunities for self-expression, individuality and pampering

### Keeping the wheels of commerce and industry turning

Fulfilling specialised applications in households, institutions, industry and agriculture

## Our industry makes a significant contribution to national prosperity

### Product sales:

- Approximately \$10 billion at retail level
- Over 70% of members export product

### Employment:

- More than 12,000 full-time equivalent positions
- Small Australian-owned businesses to large multinational companies

### Operations:

- Over 180 offices in all Australian states and territories
- Over 66 Australian manufacturing sites
- Approx. 63% of members have their head office in Australia
- Approx. 57% of members use local contract formulators
- Supporting a range of other industries including beauty & haircare, contract cleaning, catering & hospitality, manufacturing operations including food and agriculture, restaurants, hospitals, clinics and other care institutions

### Innovation:

- Approx. 50% of members invest in local research and development

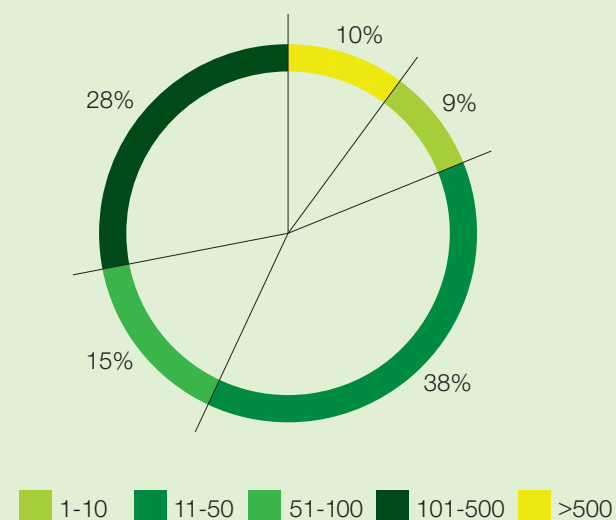
### Highly regulated:

- Over 50% of members have dealings with at least 3 of the 5 major national product/ingredient regulators APVMA, AQIS, FSANZ, NICNAS & TGA\*, and over 25% have dealings with at least 4
- 97% of members have dealings with NICNAS

*Results from Accord Industry Size & Scale Survey 2012*

\*Respectively: Australian Pesticides & Veterinary Medicines Authority; Australian Quarantine Inspection Service; Food Standards Australia & New Zealand; National Industrial Chemicals Notification & Assessment Scheme; Therapeutic Goods Administration

Size of Accord member companies by number of employees





# about accord

## Indispensable Membership

***Our expert team energetically pursues goals to create a strong business environment for our members***

### Influencing

Lobbying to simplify the regulation of industry products and reduce red-tape costs

Harnessing local industry partnerships to maximise leverage

Close relationships with key policy makers

Active involvement in

- Key regulatory decision-making
- Consultation
- National policy development
- International regulatory alignment

### Profiling

Enhancing industry's reputation as an innovative solutions provider through our many proactive industry sustainability initiatives

Promoting the positive social, economic and environmental contribution of our industry's products

### Communicating

Active issues management to address public concerns

Information and expertise to keep your company ahead of the pack

Critical member updates on

- Regulatory changes
- Government policy initiatives
- Key commercial and industrial developments
- Breaking media stories

### Connecting

Global awareness through active engagement with our industry's global and regional networks

Events to expand your company's networks, knowledge and influence

- Informative seminars
- Strategy & policy briefings
- Technical training
- Conferences
- Social gatherings

*Accord Australasia is recognised as the peak national industry association representing manufacturers and marketers of formulated hygiene, cosmetic and specialty products, their raw material suppliers and service providers*

## Accord Strategic Plan 2011-15

### Our Vision

The respected and influential voice of the hygiene, cosmetic and specialty products industry – a growing industry generating innovative and sustainable products which are essential for healthy living and a quality lifestyle

**The Accord Board has set aspirational Outcomes looking to 2015 across our four Priority Activities**

### Priority: Member Services

**Outcome: Indispensable Membership through Provision of Essential Member Services**

**Priority:**  
Regulation &  
Regulatory Reform

**Priority:**  
Sustainability – Social &  
Environmental Contribution

**Priority:**  
Public Affairs &  
Communications

### Outcome:

Respected, Credible & Influential Industry Voice

Enhanced Industry's Reputation & Consumer Confidence as an Innovative Solutions Provider

Brilliant Multi-stakeholder, Multi-media Communicator

Globally and Regionally Connected







Chris

#### Message from the Chairman

# working smarter

**Rapidly changing and uncertain times like these require us to remain focused on what's most important and to work smarter and faster in advancing our industry's interests.**

Accord's role, as the authoritative national voice of our industry sector, is to provide an influential voice in national policy debates, maintain contacts with regulatory authorities and key opinion leaders and liaise with other national and international associations in order to help members stay informed and manage industry issues.

Accord's advocacy on behalf of the industry is geared to improving the business environment in which we operate so that members can continue to build sustainable businesses in a vital and sustainable industry. Our industry generates over \$10 billion in sales and provides over 12,000 jobs making safe, quality products that help Australians live healthier lives.

Three examples of Accord's advocacy successes in the past year are:

- the reversal of excessive dangerous goods transport rules that treated low-risk household and cosmetic products as if they were high-risk industrial chemicals,
- arguing against the proposed palm oil labelling bill which as a result failed to receive the support needed to pass, and
- in a welcome response to Accord's persistent call for reform, the Government announced the Better Regulation Ministerial Partnership review of NICNAS.

Amid the changes and uncertainty in today's business environment Accord members are clearly signalling the following three key areas of focus for Accord resources in 2012.

#### Regulatory reform

The first is the continued call for action from the Federal Government on regulatory reform. Productivity in our industry remains constrained by overly burdensome regulation, often embedded

with unique Australian requirements, and often out of step with other advanced economies, in particular the EU, USA and Canada. Australia is either being denied access to innovative products and ingredients that are safely used in the EU, USA and Canada, or businesses must instead invest in costly reformulation. The case has been made for reform and a road map committed to by COAG but we need to keep up our advocacy to achieve meaningful results.

Examples of the reforms we are seeking include:

- a lighter touch regulatory system for low risk products such as some hard surface disinfectants and sunscreens,
- greatly improved transparency, efficiency and accountability of all the regulatory agencies we must deal with, and
- the recognition of regulation and outcomes in other advanced economies.

#### Sustainability

For Accord members, sustainability is about balancing business sustainability, social contribution and environmental sustainability and Accord's first sustainability survey revealed a strong level of commitment from members, many of whom are advanced with their own programs.

Our industry's products make a natural and essential social contribution to everyday life. Many of our industry's products help maintain health and hygiene by preventing the transmission of disease and reducing food-related illnesses, while other specialty products enable specialised production tasks to be conducted hygienically and efficiently. Our cosmetic and personal care products play an essential role in everyone's life helping people's personal hygiene and self-esteem. Our cosmetic industry's Look Good...Feel Better program has been helping Australian cancer patients since 1990. Now reaching almost 10,000 patients annually across Australia, the goal is to double the program's reach by 2020.

Our industry takes environmental sustainability seriously. We have established codes on product

## in order to advance our industry's interests

quality and on the safe and sustainable use of products. We have also built a WashWise website to inform consumers on how to maximise their laundry wash quality using sustainable energy and water practices, and our current focus is on the Recognised® scheme for environmentally preferable commercial cleaning products.

#### Communication

Scaremongering and deliberate misinformation about some of our industry's products and ingredients are common and have the potential to cause unnecessary consumer alarm. Accord has a strong and successful issues management strategy and its reputation as a science and evidence-based organisation helps separate the facts from the myths.

Accord's *What's in it?* ingredient disclosure initiative was a proactive move to provide more information about product ingredients to the community. Two new initiatives will help Accord become even more effective in managing these issues in 2012-13: later this year we will launch a new educational 'myth busting' website focusing on product safety, followed by a refresh of the Accord website in 2013.

To further improve Accord's effective and efficient communication the secretariat has begun strengthening its collaboration with other industry

bodies with common interests. These bodies include national associations such as ACCI, PACIA, AFGC, ASMI, CropLife and DSAA, and international associations such as PCPC, ACI, Cosmetics Europe, AISE, CSPA, CCSPA, CCTFA and CTFA NZ. Accord's active participation in the global cleaning products industry information exchange and the global cosmetic association collaboration network is also part of this strategy.

Rapidly changing and uncertain times like these require us to remain focused on what's most important and to work smarter and faster in everything we do to advance our industry's interests. I am confident that the focus we have and the steps we are taking to further improve our effectiveness and efficiency will help us speak with "one voice, even more amplified" and continue to achieve significant results for our members.

On behalf of the Accord Board of Directors I would like to thank all members for their continued strong support of the association and the secretariat for their tireless efforts in helping keep our industry dynamic and vital.

**Chris Pedersen**  
Chairman, Accord Australasia  
June 2012



# our community, our commitment

The hygiene, cosmetic and specialty products industry is committed to playing its part in meeting the social, health and environmental challenges of importance to the overall wellbeing of the Australian community.

2011-12 has been an exciting year with the launch of two major new initiatives.



## Recognised – Environmental Credentials Scheme

Our 'Recognised – environmental credentials scheme' was launched on 27 October 2011 at Accord's Sustainability Leaders' Forum.

Page 13 gives more details about this ambitious and unique Accord initiative.



## Hygiene for Health

Our Hygiene for Health website was launched on 25 August 2011 at Accord's Canberra Day.

Hygiene for Health provides comprehensive, 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.

Covering all key aspects of hygiene in personal care, households, public spaces, hospitality, healthcare and industry, the site also details how better hygiene has contributed to a markedly increased life expectancy and quality of life for most Australians.

And all couched in an engaging, navigable design.

[www.hygieneforhealth.org.au](http://www.hygieneforhealth.org.au)



## WashWise

The WashWise public information website provides a wealth of information on sustainable laundry practices – whilst also ensuring that consumers use our products correctly.

WashWise provides tips and information about doing the laundry for Australians who value a great clean, the environment, and saving money.

[www.washwise.org.au](http://www.washwise.org.au)



## 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
- Business ethics/Commercial practices

## Responsible Supplier Checklist

This valuable tool for members in sustainable purchasing is based upon an ideal behaviour model and covers potential purchasing impacts in the spheres of economic development, environmental protection and social responsibility under six key "Checkpoints".

Organisations can use the Checklist to 'measure up' potential suppliers, or themselves, according to their performance across 11 key categories.



HOUSEHOLD  
CLEANING  
PRODUCT  
INGREDIENT  
DISCLOSURE

## '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.

This initiative covers air care products, automotive cleaners, household cleaners, household floor maintenance products and laundry products.

Leading companies have embraced 'What's in it?' These companies cover nearly 77% of the Australian market in the key product categories.\*

[www.accord.asn.au/whats\\_in\\_it](http://www.accord.asn.au/whats_in_it)

\*Based on figures from Retail World Annual Report 2011 (Vol. 64, No. 23, December 12, 2011)



We have developed **Codes, Guidelines and Standards** on important health and environmental issues relating to our industry – including the Phosphorus Standard for Household Laundry Detergents.



# our community, our commitment

## Look Good...Feel Better

Look Good...Feel Better is a free community initiative run by Accord member companies to support cancer patients in Australia.

Cancer treatment, and the ensuing appearance changes, can be a very difficult period of time for many of the thousands diagnosed with cancer each year in Australia. Look Good...Feel Better is dedicated to helping Australians manage the appearance related side-effects of chemotherapy and radiotherapy – such as hair loss and changes to the skin – and thus help restore self-image and confidence.

The cosmetic industry, through Accord, provides:

- hands-on group workshops for cancer patients
- complimentary make-up kits for workshop participants
- free program materials including videos, brochures, and self-help booklets

Each year, Accord cosmetic companies donate **over \$3.2 million worth of products**, support the involvement of **over 1700 beauty and hair care volunteers** and **raise funds** to ensure the ongoing delivery of the program.

Since 1990, Look Good...Feel Better workshops have reached over 100,000 cancer patients. The program aims to reach 10,000 patients in 2012.

Held annually in September, Dream Week – including the annual gala event Dream Ball – is the main awareness and fundraising initiative for Look Good...Feel Better. (See page 27)

Look Good...Feel Better continues to increase its profile through our valued friends in the media and retail. Last year saw unprecedented media coverage across television, print media and radio. In particular we acknowledge and thank Kerri-Anne Kennerley, our wonderful Look Good...Feel Better Patron.

Look Good...Feel Better now has a new-look website as well as a presence on Facebook and Twitter.



Look Good...Feel Better.



***“What a fantastic thing! My mum has been worried about her looks but this day has restored her confidence.”***

Daughter of recent VIC workshop participant

***“Cancer treatment is tough – physically and mentally. Look Good...Feel Better workshops address both of these aspects...I couldn’t get over the transformations, not just in appearance but in attitude and sense of hope.”***

Dr Penny Adams, after joining a Look Good...Feel Better workshop

(Look Good...Feel Better and the Sunburst Logo are service marks of the Personal Care Products Council Foundation. Use of these marks by Accord is by license.)

## Recognised® – Environmental Credentials Scheme

Disillusioned by the proliferation of environmental claims and labels – many seemingly unsubstantiated – in the commercial cleaning marketplace, Accord took on the challenging task of developing a new eco-label for commercial cleaning products.

*The result?*

Accord’s ‘Recognised – Environmental Credentials Scheme’ was launched on 27 October 2011. This Scheme identifies commercial cleaning products with environmentally preferable characteristics.

Products bearing the ‘Recognised®’ logo will progressively enter the Australian marketplace.

Key features of the scheme:

*Science-based, environmentally focused criteria.*

The criteria were developed by chemists and technical specialists from industry, and reviewed by an Independent Panel of expert toxicologists and academics as being “sound and robust...science-based, targeted and pragmatic”.

The criteria centre on the potential environmental impacts of commercial cleaning products, but also

recognise the importance of human health. Simplistic and unexplained criteria – such as banned lists of ingredients – are avoided. Rather, it is the properties of an individual product on which determination of its potential impact is based.

*Third-party assessed.* Conducted by independent toxicology specialists Toxikos, assessment against the criteria is evidence-based and objective.

*Open and transparent.* Rationalisation is provided for each of the criteria and all materials relating to the Scheme are publicly available.

*Minimal cost, maximal accessibility.* There is no turnover-based fee, only a flat-rate assessment fee, and a licence fee – for products that pass assessment.

Establishment of this Scheme is an enormous achievement, one of which Accord members can be justifiably proud.

[www.accord.asn.au/envirocreds](http://www.accord.asn.au/envirocreds)





# sustainability

**Our new Sustainability Charter articulates Accord's Sustainability Mission, Vision and Principles for the industry – providing a vehicle for coordinated, meaningful promotion of our industry's sustainability initiatives**

**Goals of this Sustainability Charter:**

- To actively foster sustainability in our industry and along the supply chain for our industry products
- To promote whole-of-business sustainability approaches
- To be inclusive and aspirational for all business sizes – from multinationals to SMEs
- To demonstrate meaningful achievements in sustainability to customers, suppliers, consumers and government with openness and transparency

**Vision:**

As leaders in production and supply of hygiene, cosmetic and specialty products, our members are committed to:

- progressive improvement in sustainability through whole-of-business ethos and practices;
- generating tangible measures of improved environmental impacts, social benefits and economic progress; and
- effectively communicating our industry's essential role in protecting and promoting the health and wellbeing of Australians and our environment.

**Principles:**

**Environmental stewardship:** Encouraging a voluntary, progressive reduction in environmental impact throughout the lifecycle of our products by innovative solutions and reduction in the amount of resources consumed, waste generated and emissions produced.

**Social responsibility:** Committing to a policy of proactive, voluntary and continual improvement over and above basic legal requirements so that our industry's essential contribution in promoting and improving the health and quality of life of Australians, the communities in which we operate, and our staff is recognised and encouraged by society and government.

**Economic progress:** Contributing to economic growth through innovative delivery, based on sound science and ethical standards, of hygiene, cosmetic and specialty products for use across consumer, commercial and industrial applications.

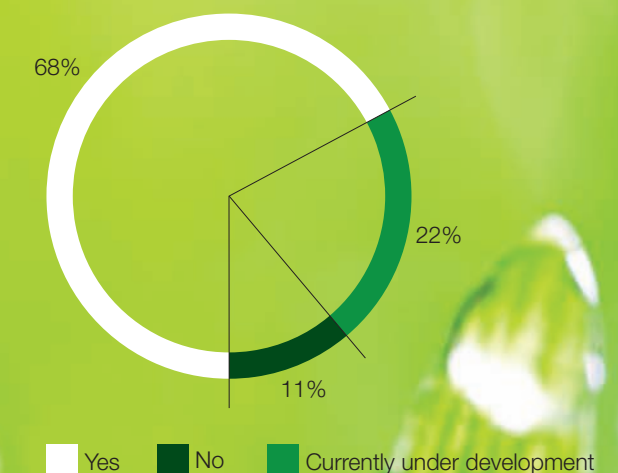
*Industry, through Accord, has implemented many sustainability initiatives under each of these Principles. Download the Charter from [www.accord.asn.au/social\\_contribution/charter](http://www.accord.asn.au/social_contribution/charter)*

## Accord's new Sustainability Charter articulates our Sustainability Mission, Vision and Principles for the industry

**Member Sustainability Survey - snapshot**

Accord members provided information on their current and planned sustainability initiatives, and their views on Accord's role in terms of sustainability. Respondents: 39 companies, from a representative cross-section of industry sectors and company sizes

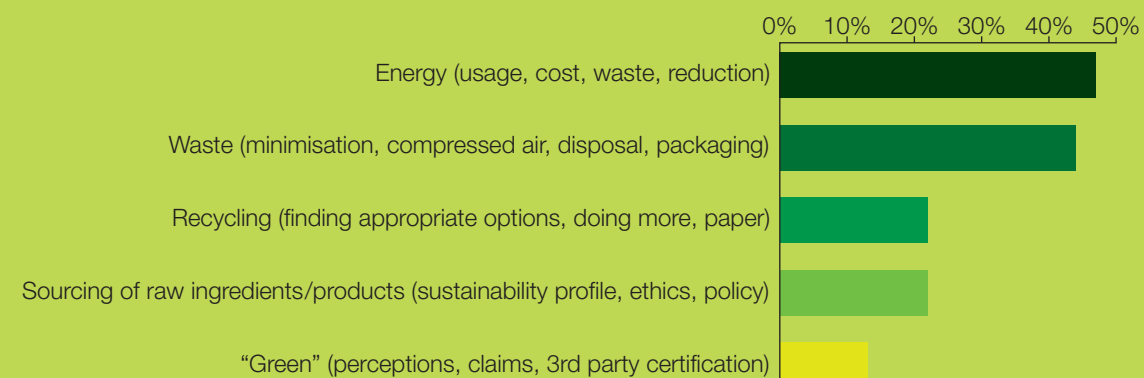
Companies with a sustainability policy or plan:



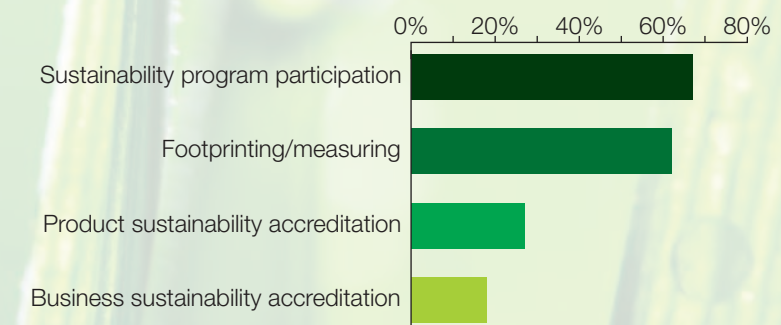
Most important motivator for companies' sustainability initiatives:

1. Social 2. Environmental 3. Economic

**Top 5 sustainability issues member companies are grappling with:**



**Company sustainability accreditation and participation:**





# events

**May 12 2011**

**Look Good...Feel Better  
21st Birthday Celebration -  
The Ivy Room Sydney**



**June 2 2011**

**AGM & Industry Briefing -  
Hotel Windsor Melbourne**

*Seminar topics included:* cutting-edge innovations in green chemicals manufacture and use; international trade issues impacting business; the current state of the retail sector; and the current inquiry into Victorian manufacturing.

**August 24 2011**

**Industry Leaders' Dinner -  
Hotel Realm Canberra**

Accord's Trade Barrier Policy Project was unveiled by Accord Chairman Chris Pedersen. Special guests included senior officials from the EU, French, German and US Embassies; and Susan Page from the Dept. of Finance & Deregulation.



**August 25 2011**

**Canberra Day -  
Hotel Realm Canberra**

*Expert speakers presented on:* economic and taxation policy; R&D tax credits and accessing government grants; the new Australian Consumer Law and mandatory reporting requirements; trademark enforcements; and chemical regulatory reform. Accord also launched our new *Hygiene for Health* website.

**September 11-17 2011**

**Dream Week – 7 days of hope including... 'Happy Birthday!' Dream Ball - Parkside Ballroom, Sydney Harbour Convention Centre**

Dream Week raised a record of over \$625,000 for Look Good...Feel Better, our industry's national cancer patients support charity. *More on Page 27*

Happy Birthday  
**DREAM  
BALL 21**



**October 27-28 2011**

**Accord Annual Conference -  
Surfers Paradise Hilton**

At our first-ever **Sustainability Leaders' Forum** (Oct 27), Accord's draft Sustainability Charter was unveiled, as were early findings from our Member Sustainability Survey. Presentations began with the impact of global sustainability issues in the local context, honed in on examples of international approaches to meeting sustainability challenges, then focused closer-to-home on the Government's Clean Energy Future industry program.

The event also marked the launch of Accord's 'Recognised® - Environmental Credentials Scheme'.

Our **National Conference** (Oct 28) focused on '*Unleashing our industry's potential: pathways to an innovative future*'.

The ACCI's Peter Anderson opened the conference, his speech on Australia's economic policy and political challenges receiving front page coverage in *The Australian*.

Lindsay Tanner (former Minister for Finance & Deregulation) spoke on the dumbing down of political debate and the importance of advocacy groups like Accord.

*Expert speakers covered issues of:* digital marketing trends and futures; turning sustainability challenges into opportunities; potential impacts of current economic affairs on business; and industry experiences dealing with minority governments. There were also parallel CEO and Technical/Regulatory sessions allowing more focus in these key areas.

At the **Conference Dinner** (Q1 Skypoint, Level 78), Graeme Howard was awarded Life Membership of Accord in recognition of his decades of leadership in the cosmetic industry.

**September 30 2011**

**KPMG Workshop & Lunch -  
KPMG**

This interactive session covered R&D tax credits, carbon price legislation and accessing government grants.

**December 8 2011**

**- Melbourne**

**March 15 & May 8  
2012**

**- Sydney**

Our free member training sessions on *Introduction to Dangerous Goods Road and Rail Transport* – were all highly successful and oversubscribed!



**December 8 2011**

**Accord End of Year Dinner -  
Hotel Lindrum's 'felt'  
restaurant.**

**March 29 2012**

**Industry Briefing - KPMG**

Attendees had the opportunity to provide direct input to the Prime Minister's Taskforce on Manufacturing. The ACCI's David Gregory briefed members on the latest major IR and OHS changes. Accord staff presented results from our member Sustainability Survey and briefed members on this year's Business Plan and Priorities.

**April 24 2012**

**The Fragrance Foundation  
Jasmine Awards - The Museum  
of Contemporary Art Sydney**

This breakfast event celebrated and acknowledged journalistic excellence on the topic of fragrance.





# disruptive



*Bronwyn Capanna*

Executive Director's Letter

**Disruptive change seems to be the order of the day for business: so why should government agencies and regulators continue to act as if nothing's changed?**

Looking back over the last year it's now clear that businesses in our sector are, to paraphrase the well-known Chinese saying, living in interesting times.

Increasingly apparent is the likelihood that the changes now occurring within the Australian economy will be transforming in their nature; changes that are expected to challenge our existing business models and thinking.

And this goes beyond obvious impacts of hits to the economy arising from the GFC and the European sovereign debt crisis.

New global economic drivers with the focal point now clearly embedded in Asia; the inexorable rise of online business and new technologies; the emergence of a two-speed economy and high Australian dollar on the back of the resources boom – all of these are potential 'game changers' for most businesses.

When initially facing the GFC toward the end of last decade, Accord member businesses simply grit their teeth, strengthened their resolve and got on with business. Assisted by a similar resolve from Australian consumers and, at the time, decisive action by the federal government, our industry sector got through in better shape than anticipated, maintaining sales, investment and employment. That was until more recently.

A series of 'own goals' on the national political scene that have dented business confidence, combined with flat-lining consumer demand, are taking a toll on our sector. For the first time in a long while, sales volumes for some categories of our industry's products have gone backwards. There has been a softening in sector employment. And facing even stiffer global competition, some further winding back of local manufacturing.

And this has been happening pretty much in advance of deeper-scale structural changes that will

be brought on by the 'game changers' mentioned already, as well as the yet-to-be-felt impacts of the new carbon pricing regime. Did I mention 'own goals'?

Facing both present difficulties and coming transformational changes, especially in areas most impacted by new technology such as retailing, it is imperative that more be done to enhance business productivity in Australia. And it would help everyone if we saw return in Australian politics to a bi-partisan consensus on measures needed to face up to this challenge.

For Accord member businesses, Australia's system of overly complex and fragmented regulation of industry products and operations remains the single biggest sector-specific hurdle facing us in terms of lifting productivity and competitiveness.

But what is even more significant is that, unlike say the high Australian dollar, regulation is essentially the child of governments. So shouldn't the means to bring this unruly child to order – to address regulatory inefficiency, fragmentation and complexity – be directly within the control of our governments?

The Howard Coalition Government got the ball rolling with its 2004 Action Agenda on the chemical and plastics sector and the initiation in 2007 of the Productivity Commission's detailed study of chemical regulation inefficiencies.

The Rudd Labor Government went further in naming regulation of our sector a COAG 'hotspot' requiring urgent action. And the Gillard Labor Government in late 2011 started a much-needed Better Regulation Ministerial Partnership Review of the chemical ingredients regulator, NICNAS.

But has anything really changed? Has our regulatory system improved so that it helps strengthen productivity and innovation, or at the very least so it no longer acts as a barrier to both?

Well, unfortunately, no. In fact, despite clear and well intentioned policy goals from the two major political parties, the overall weight of regulation has increased.

# change

## seems to be the order of the day for business

And reform has either stalled or become stuck in a cycle of review-and-report, free of the most critical final step – effective implementation.

No government sets out to underperform or fail in delivering on its undertakings. So why does it seem that with every one of these reports I've made for our association's Annual Report since 2006, there has been no tangible regulatory streamlining to tell of?

Time has shown that at the core of these ongoing setbacks are problems within the culture of our regulatory agencies and some of the departments which oversight them.

Reform initiatives are simply being 'gummed up' by agency cultures lacking in accountability and failing to properly target the level of regulatory intervention on a risk-basis. And this is further exacerbated by the very limited world view of many regulators, too often divorced from the overall direction of government policy and the major issues besetting our nation.

How else could you explain the fact that, throughout 2011, the federal Health Department and its regulatory agencies seemingly thumbed their noses at agreed reform projects being steered through the COAG Standing Committee on Chemicals? A situation that forced Accord to write to the then minister,

***"The Department's 12.5 percent strike rate – action on one reform out of eight – is clearly unacceptable to all concerned in this important endeavour."***

In the face of such apathy it is little wonder business leaders in our sector mutter "living on another planet" when referring to some of the regulatory agencies they must deal with.

What better way to illustrate the disconnect between agency behaviour, economic imperatives and sound government policy than proposals to increase agency charges. At a time when fiscal responsibility is driving "efficiency dividends" that will cause most departments to deliver to government expectations

with less funding (up to five percent less in most cases), two major federal regulatory agencies – NICNAS and APVMA – have instead proposed that industry pay 24 and 30 percent more in fees and charges.

Australia's policy of fully cost-recovered agencies has not been followed by most other advanced nations. Were these agencies tied to the government purse, as was the case in the 1980s, they would be foolhardy indeed to seek such increases within the current fiscal climate. Treasury would simply slap them down.

An agency culture that proposes expenditure increases of this order, with no thought to the poor timing or negative consequences, is simply out of touch with local and global economic realities. Businesses within our sector are facing a new wave of disruption likely to force structural change on the Australian economy and its industries. Australia's regulatory agencies cannot continue on as if blind to these changes.

Frustration with the unacceptably slow pace of regulatory reform has again attracted welcome bi-partisan attention. Opposition leader Abbott deserves applause for establishing a Coalition Deregulation Taskforce led by the able Senator Sinodinos. Equally commendable, and of immediate value, is Prime Minister Gillard's initiation of a COAG Business Advisory Forum in order to drive delivery of stalled reforms, ably supported by Finance & Deregulation Minister Wong and Assistant Treasurer Bradbury. It is hoped that this timely intervention by our political leaders will provide a wake-up call to all underperforming regulators.

Accord supports independent, science-based regulation where warranted for legitimate public health and environmental risks but there should be no further delays in commitments to overhaul Australia's overly complex and fragmented regulatory system.

**Bronwyn Capanna**  
Executive Director  
June 2012



# achievements

## Connecting – delivering value and growth

**Welcomed new members Valeant Pharmaceuticals, ISM/Salkat Australia and Antaria**

**Identified and harnessed synergies with other industry associations; strengthened global industry collaboration**

**Leveraged our active involvement with the ACCI to boost our influence with broader government policy**

**Increased recognition with key political and policy decision-makers**

**Again offered members 5% 'early settlement' discount on membership fees**

## Influencing – A to Z of Regulatory Reform

**Achieved lighter-touch regulation**

**Drove major reform initiatives**

**Minimised additional fees & charges imposed on industry**

**Escalated representation on stalled regulatory reforms**

### Agvet products

**Achieved recognition for lighter regulatory touch for low risk agvet products in new reform agenda**

**Opposed changes to proposed increases to Australian Pesticides and Veterinary Medicines Authority (APVMA) fees and charges**

- Continued to raise concerns over APVMA assessment times, non-responsiveness of staff, and consultation practices
- Requested rationale for proposed recall of certain naphthalene products

*Letter to:* Minister Ludwig re failures in the APVMA process and communications (June 11)

*Submissions to:*

- Dept. of Agriculture, Fisheries and Forestry re Draft Exposure Bill for the Better Regulation of Agvet Chemicals (March 12)
- APVMA re Cost Recovery (Feb 12)
- APVMA re Draft Operational Notice (Dec 11)
- APVMA re submitting relevant label particulars (Aug 11)
- APVMA re AgMORAG and VetMORAG proposed changes (May 11)

*Participation in:*

- APVMA Industry Liaison Committee (ILC)
- ILC Labelling WG
- Established Low Risk Products WG

### Chemicals of security concern and precursor chemicals

- Liaised with Attorney-General's Dept. (A-G's) and members re chemicals of interest and policy developments

*Submission to:* A-G's re Chemical Security Measures RIS (April 12)

*Participation in:*

- National Industry Reference Group
- Precursor Industry Reference Group

### Chemical scheduling

- Bronwyn Capanna continued as Industry Expert on Advisory Committee on Chemicals Scheduling (ACCS)
- Successfully argued for exemption of naphthalene impurities in hydrocarbon solvents from Schedule 6

*Submissions to:*

- ACCS re February 2012 pre-meeting submission re diethyl phthalate, dimethyl phthalate, formaldehyde, paraformaldehyde and tranexamic acid (Jan 12)
- WA Health re *Poisons Act 1964* revision (June 11)
- ACCS re June 2011 pre-meeting submission re naphthalene (May 11)

### COAG reforms

**Prepared major reform proposal for a streamlined regulatory structure for industrial chemicals**

- Sponsored and participated in Criterion's Regulatory Reform Conference (April 2011), increasing Accord's profile and providing new access to key decision makers, resulting in a major submission on NICNAS issues which influenced the establishment of the Better Regulation Ministerial Partnership Review of NICNAS
- Highlighted industry frustration and disappointment with lack of progress on reform issues, including through active participation at the Small Business Forum convened by Minister Sherry, and the Canberra Multi-stakeholder Forum
- Provided case study material for the ACCI submission to the Productivity Commission (PC) Regulation Reform study

*Letters to:*

- Assistant Treasurer Bradbury (April 12)
- Finance Minister Wong (April 12)
- Prime Minister Gillard re call to finalise COAG reforms (Feb 12)
- Chair of Coalition Deregulation Taskforce Senator Sinodinos outlining our industry's issues with regulation (Feb 12)

- Innovation & Industry Minister Combet re action to deliver agreed COAG reforms and detailing new reform proposal (Feb 12)
- Health Minister Plibersek re action to deliver on previously agreed reforms (Dec 11)
- (Former) Health Minister Roxon re failure to deliver agreed reforms (June 11)

*Submissions to:*

- Qld Health survey on harmonisation of poison control (Nov 11)
- COAG Business Regulation and Competition WG Future COAG Regulatory Reform Agenda Stakeholder Consultation Paper (Oct 11)
- PC re Regulatory Reforms Review (Aug 11)
- Victorian Competition and Efficiency Commission re Regulatory Framework (July 11)
- Standing Committee on Chemicals (SCOC) re SCOC Progress Report (May 11)
- Dept. of Health and Ageing (DOHA) re lack of progress with PC reforms (May 11)

*Meetings with:*

- Coalition Deregulation Taskforce (March 12)
- New SCOC officials, again highlighting lack of reform progress (Dec 11)

*Participated in:* SCOC stakeholder engagement process (2 May 12)

### Consumer Law

- Obtained clarification from Australian Competition & Consumer Commission (ACCC) re "warranty against defects", mandatory reporting requirements and targeting of compliant companies
- Collaborated with the Australian Food & Grocery Council (AFGC) on its members' guide for mandatory recalls
- Arranged presentations by ACCC's John Jamieson and Peter Wallner, and TressCox Lawyers' Jennifer Huby

*Letters to:*

- ACCC re errors in updated Product Safety Supplier Guide (June 11)
- ACCC re Australian Consumer Law labelling requirements re warranties (Jan 12)

### Cosmetics

**Proposed new regulatory regime for the management of cosmetic products in Australia as part of NICNAS review**

**Led Australian delegation to ISO**

**WG4 Terminology – organic and natural**

- Participated with sister organisation Personal Care Products Council (PCPC) on cosmetic chapter in the Trans Pacific Partnership trade agreement process
- Successfully achieved revision to Terms of Reference for Standards Australia (SA) Organic and Biodynamic Cosmetic WG in recognition of the differences between cosmetic and agricultural production

- Encouraged the Australian Quarantine and Inspection Service (AQIS) to accept ISO or comparable national standards, and argued the greater appropriateness of standards developed for cosmetic and personal care products rather than for food produce
- Established a relationship with the Commercials Advice Service with Free TV representative Alison Lee to address member concerns with advertising classifications and claims
- Dusanka Sabic continued as Chair of SA Committee CS-108 Cosmetics Terminology

*Letters to:*

- PS King re concerns with AICS transfer (Nov 11)
- NICNAS Director Healy re secondary notifications for potassium and sodium cocoyl glycinate (Nov 11)
- NSW Health Minister on hairdye labelling (June 11)

*Submission to:* AQIS Review of Export Control (Organic Produce Certification) (May 11)

*Participation in:*

- SA FT032 Organic and Biodynamic WG
- ISO TC 217 Cosmetic Technical WG
- Convened Accord Organic & Natural WG

### Counterfeits and other unfair trade

- Presentation from IP Australia's Terry Moore on trademark enforcements to help combat product counterfeiting

*Letter to:* Home Affairs Minister Clare supporting new IP legislation to thwart counterfeit products (Feb 12)

### Dangerous goods (DG)

**Reversed over-the-top DG transport rules for low-risk household and cosmetic products**

- Obtained two important ADG7 exemptions for Limited Quantities marking and one for Class 9 Environmentally Hazardous Substances through persistent lobbying
- Ran popular and highly successful Introduction to DG training sessions
- Identified amendments to enable finalisation of SA DG Class 4 Storage and Handling Standard

### Globally harmonised system of classification and labelling of chemicals (GHS)

- Achieved acceptance of Australian-led work on GHS elements for APEC economies via adoption of *Approaches for Consideration by APEC Economies in Applying GHS Principles to Classification & Labelling of Consumer Products*
- Led (with NZ Environmental Protection Agency, NZ EPA) Virtual WG in development of case studies re implementing GHS for consumer products, and review of template for GHS implementation status report



# more achievements

- Successfully lobbied against hazard-based labelling for consumer products

*Letters to:* Workplace Relations Minister Evans and all ministers in the Workplace Relations Ministerial Council (Aug 11)

*Submission to:* Senate Education, Employment & Workplace Relations Committee (Aug 11)

## Industrial chemicals regulation

**Achieved the Better Regulation Ministerial Partnership review of NICNAS in response to our persistent calls for reform and widespread industry dissatisfaction**

**Successfully argued for no increase to fees and charges for 2011-12**

**Successfully argued for acceptance of alternative chemical identity rather than CAS number only**

- Engaged in ongoing lobbying for a new regulatory framework for industrial chemicals
- Provided comment on NICNAS financial arrangements, work plan and strategic outlook
- Successfully lobbied against NICNAS-proposed changes to ICNA Act Amendment Bill without undertaking a Regulatory Impact Statement
- Successfully lobbied against removal of hydrates from AICS
- Objected to NICNAS proposal for restricting use of transferred cosmetic ingredients on AICS
- Achieved acceptance by AQIS for industry self-certification for chemical substances used in export-registered meat and food production establishments
- Developed Accord member template for self certification in meat export and food establishments for auditing purposes

*Letters to:*

- NICNAS re Gazette notice on applying GHS classification (March 12)
- Prime Minister Gillard re NICNAS accelerated existing chemicals review (Dec 11)
- Opposition Leader Abbott and Senator Brown re ICNA Act (Aug 11)
- Dept. of Finance and Deregulation re NICNAS performance (June 11)

*Submissions to:*

- NICNAS re AICS transfer proposal (March 12)
- NICNAS re Proposal for improved information on assessed chemicals to inform secondary notifications (Feb 12)
- NICNAS re UV filter guidelines (Feb 12)
- DOHA re NICNAS Review – supplementary submission (Jan 12)
- DOHA re Better Regulation Ministerial Partnership Review of NICNAS (Dec 11)
- NICNAS re Draft CRIS (Dec 11)

*Participation in:*

- Industry Engagement Group
- Implementation Steering Group for Existing Chemicals

- Cosmetic Advisory Group
- Industry Government Consultative Committee
- Nano Advisory Group

## Labelling & measurement

- Continued arguing for increased flexibility for unit measure on pre-packaged consumer goods
- Letter (with the AFGC) to:* Innovation & Industry Minister Combet on flexibility for unit measure for consumer goods (March 12)

*Participation in:* NMI Consumer and Industry Liaison Committee

## Nanotechnology

- Addressed media issues, *see Communicating (page 24)*

*Letter to:* (Former) Health Minister Roxon re status of Government response to Accord's nano-labelling policy proposal for cosmetics and sunscreens (June 11)

*Participation in:*

- SA NT-001 Nanotechnologies Committee
- ISO TC 217 Ad Hoc Nanotechnology WG

*Meeting with:* Acting Therapeutic Goods Administration (TGA) Head Dr Richards to discuss industry's nano-labelling proposal (March 12)

## New Zealand

**Successfully argued for alignment of dental hydrogen peroxide use and warning requirements with Australia**

**Achieved long-awaited reform with fluoride toothpastes and anti-dandruff preparations now regarded as cosmetics not medicines**

- Convened roundtable discussion with ERMA re GHS implementation and improving efficiency of the existing regulatory systems (May 11)
- Presented at NZ EPA Hearing re Cosmetic Group Standard, including nanotechnology and batch coding (March 12)

*Submissions to:*

- New Zealand Health Select Committee re Natural Health Products Bill (Feb 12)
- NZ EPA re Cosmetic Products Group Standard (Jan 12)

## Occupational health & safety

- Lobbied extensively for changes on the management of hazardous chemicals to the draft Model Work Health and Safety Act
- Achieved flexible transition to the new GHS classification, labelling & SDS requirements within the 5 year period; lobbied for additional time for the transition of mixtures of hazardous chemicals

## Palm oil

**Successfully argued against flawed Food Standards Amendment (Truth in Labelling – Palm Oil) Bill 2010**

- Mobilised quickly to lodge industry objections to the last-minute Senate amendment, which would capture all products plus also breach WTO obligations
- Presented at House of Representatives' (HoR) Economics Committee Inquiry

*Submission to:* HoR Economics Committee re Palm Oil Inquiry (Aug 2011)

*Letters to:*

- Prime Minister Gillard (July 11)
- Parliamentary Secretaries Bradbury and King (July 11)
- Opposition Leader Abbott (June 11)
- Shadow Ministers Billson, Dutton and Mirabella (June 11)

## Sunscreens

**Argued for therapeutic sunscreens reform to bring Australia in step with international practice and remove barriers to innovation and trade**

- Developed Discussion Paper *Therapeutic Sunscreens – towards a lighter regulatory touch*
- Achieved outcomes in Australian Sunscreen Standard as per Accord members' position, with support from 5 international sister associations' submissions
- Pushed for finalisation of the Australian Sunscreen Standard and its immediate adoption when published
- Pursued changes to increase cosmetic sunscreen SPF label to 25
- Lobbied against NICNAS' proposed mandated list of approved sunscreen actives

*Letters to PS King re:*

- Follow up to August sunscreen meeting (Sept 11)
- Sunscreens reform, including Accord Discussion Paper (Aug 11)

*Meetings with:*

- TGA Head Dr Richards to discuss sunscreen (March 12)
- PS King and delegation of Accord Board CEOs in the primary sunscreen market (Aug 11)

*Participation in:*

- ISO WG7 – Sun Protection Test Methods
- SA Sunscreen Committee
- Convened Accord Sunscreen WG

## Retail

- Presentation from Australian Retailers Association's Russell Zimmerman on the current state of the retail sector

*Submission to:* PC re Retail industry inquiry (May 11)

## Therapeutic goods regulation

- Successfully raised concerns re TGA consultation practices with Office of Best Practice Regulation
- Finally achieved advice of proposed disinfectant reforms following years of continued pressure

*Letter to:* PS King re Trimmer report on promotion of therapeutic goods (Aug 11)

*Submissions to:*

- TGA re ARGOM OTC Appendix 4 – supplementary submission (Feb 12)
- TGA re ARGOM OTC guidelines (Feb 12)
- National Coordinating Committee on Therapeutic Goods re Uniform Control over Poisons survey (Nov 11)

- TGA re RASML 6 (May 11)

*Meeting with:* TGA senior staff re strategic outlook, including proposed fee increases and implementation of Blueprint Reforms recommendations (March 12)

*Participation in:*

- TGA Technical Working Group for ARGOM sunscreen chapter revision
- GMP Sunscreen WG
- TGA Industry Consultative Committee
- TGA Bilateral industry discussions
- Non-sterile Technical WG

## Trade

**Escalated representation on stalled regulatory reforms through initiation of Trade Barrier Policy Project**

- Scoped Australia's multilateral and bilateral trade obligations and barriers posed by Australian regulation
- Compiled member case studies illustrating Australian barriers to trade to support submissions to US, EU, French, German and Canadian embassies
- Presentations from Tanda International Director Geoff Short on international trade issues and implications for Accord's approach to tackling Australian trade barriers

## VOCs

- Detailed comments re NSW Office of Environment & Heritage (OEH) VOC emissions draft consultancy report (Feb 12)
- Participated in OEH Air Emissions Inventory workshop (Nov 11)

*Meetings with:*

- Collaborative meeting with OEH
- VOC experts from sister associations US CSPA and PCPC
- Convened Technical WG of Accord member experts



## more achievements

### Profiling –

#### Social & Environmental Contribution

**Held record-breaking Look Good...Feel Better Dream Week and Dream Ball – see page 27**

#### Launched exciting new Accord sustainability initiatives

- Launched Accord Sustainability Charter (June 12)
- Launched 'Recognised® - Environmental Credentials Scheme' for commercial cleaning products (Oct 11)
- Launched 'Hygiene for Health' website (Aug 11)
- Kicked off 'What's in it?' ingredient disclosure by signatory companies (July 11)
- Conducted Industry Sustainability Survey
- Provided input to Green Capital 'Buying Better' project
- Continued to administer the Cancer Patients Foundation, the registered charity responsible for governance of the Look Good...Feel Better program
- Continued to administer the Fragrance Foundation of Australia which oversees the annual Jasmine Awards, celebrating journalistic excellence on the topic of fragrance

#### Letters to:

- All State Health Ministers re launch of new Accord Hygiene for Health website (Sept 11)
- (Former) Health Minister Roxon re Hygiene for Health website, completion of Accord 'What's in it?' disclosure initiative, and 21st anniversary of Look Good...Feel Better (June 11)

### Communicating

**Breakthrough for international cosmetic communications – a formal information exchange network across the global cosmetics industry agreed**

**Provided timely media alerts and responses**

#### Increased presence in major trade and professional publications

- Provided timely information to Members via *Industry News & Events*, *Policy & Lobbying Report* and sector-specific *Regulatory Bulletins*
- Contributed regular columns in industry trade magazines *Esprit* and *Inclean*
- Contributed feature article to Royal Australian Chemical Institute monthly publication *Chemistry in Australia*
- Commenced web space addressing media and internet myths and misconceptions about the safety of industry products
- Updated Accord Nanotechnology Statement – “Latest scare campaign ignores weight of scientific evidence and expert regulatory agency assessments: sunscreens help protect us all from harm” (Jan 12)

- Provided member alerts, media responses and statements on a range of issues:
  - Lead in lipstick (Feb 12)
  - ABC Radio AM program re Accord nano-label policy proposal – interview (Feb 12)
  - ABC Online story re sunscreen safety and labelling – interview (Jan 12)
  - Successfully requested Accord and TGA links supporting the safety of nanoparticle-containing sunscreens be added to balance the online Today Tonight “Sunscreen cancer risk” story (Jan 12)
  - Friends of the Earth nano-sunscreens campaign (Dec 11)
  - Today Tonight story on laundry detergent fillers (Oct 11)
  - New Zealand ‘private label’ withdrawal of baby wipes containing IBPC (Sept 11)
  - Herald Sun story on CHOICE ‘natural’ and ‘organic’ hair dyes report (Aug 11)
  - ABC Radio & Canberra Times story on nano-labelling for sunscreens & cosmetics (July 11)
  - ABC National TV News story on new Australian Sunscreen Standard and SPF50+ Sunscreens (July 11)
- Conducted member surveys:
  - Trade Barriers survey
  - Twice-yearly Accord cosmetic, toiletry and fragrance sales survey
  - Annual salary survey for cosmetics and fragrance companies
  - Industry Size and Scale survey
- Monitored international developments including: siloxanes; nanomaterials, o-aminophenol; nitriles as fragrance materials; formaldehyde and methylene glycol in hair straighteners and as cosmetic preservatives; REACH; new US over-the-counter sunscreens requirements; fragrance; triclosan
- Participated in key international meetings:
  - PCPC Global Collaboration Meeting (21-24 Feb 2012)
  - Presented at 8th Asia Oceania Soap & Detergent Association Conference (Beijing, 9-10 Nov 2011)
  - APEC Chemical Dialogue (San Francisco, 12-13 Sept 2011)
  - Canadian CTFA Annual Conference, including special invitation and presentation at Board of Directors’ Dinner (Quebec, 8-9 Sept 2011)
  - Accord exhibit at China International Cleaning Expo 2011 (Beijing, 26-28 May 2011)

#### Accord Meetings

Board: 2 June 2011, 24 August 2011, 27 October 2011, 29 March 2012

CTFA Executive Committee: 9 June 2011, 22 September 2011, 1 December 2011, 23 February 2012

I&I Executive Committee: 29 June 2011, 30 September 2011, 8 December 2011, 16 February 2011

Regulatory Affairs Committee: 24 March 2011, 25-26 August 2011, 4 November 2011, 13 April 2012

## directors

#### Chairman



**Chris Pedersen**  
Vice-President South Pacific Region, Managing Director Australia Colgate-Palmolive

#### Vice-Chairman



**Terry Little**  
Managing Director Estée Lauder Companies

#### Vice-Chairman



**Peter Keech**  
Managing Director Tasman Chemicals

#### Finance Director



**David Brown**  
Group General Manager, Chemical Division Campbell Brothers

#### Immediate Past Chairman



**Clynton Bartholomeusz**  
Managing Director Beiersdorf Australia



**Tony Girgis**  
Managing Director & CEO Albright & Wilson (Australia)



**Paul Rowe**  
General Manager Applied Australia



**Stephen Ford**  
President & General Manager (Aust & NZ) Avon Products



**Chris Short**  
Managing Director Dominant (Australia)



**Darrell Brown**  
VP & General Manager Pacific Region Ecolab



**Steve Toner**  
Business Manager Huntsman Corporation Australia



**John Tisdale**  
Group Managing Director Jalcó Group



**Dan Spira**  
Vice-President - Pacific, Baby & Beauty Global Business Units Johnson & Johnson



**Phil Lynch**  
Managing Director Johnson & Johnson Pacific



**Johan Berg**  
Managing Director (Aust & NZ) L'Oréal Australia



**Mary Ann Azer**  
External Relations Director Procter & Gamble Australia New Zealand



**Maile Carnegie**  
Managing Director Procter & Gamble Australia New Zealand



**Janie Heywood**  
ANZ Regional Regulatory & Medical Affairs Director Reckitt Benckiser



**David Boxall**  
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**Gillian Franklin**  
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**Michel-Henri Carriol**  
Managing Director Trimex



**Brad Macdougall**  
Director True Blue Chemicals



**Sebastian Lazell**  
Chairman Unilever Australia



**Dan Spira**  
Managing Director Valeant Pharmaceuticals Australasia



**Greg Whiteley**  
Managing Director Whiteley Corporation



**Bronwyn Capanna**  
Executive Director Accord

## secretariat



**Bronwyn Capanna**  
Executive Director



**Craig Brock**  
Director, Policy & Public Affairs



**Dusanka Sabic**  
Director, Regulatory Reform



**Catherine Oh**  
Manager, Science & Technical



**Jennifer Semple**  
Manager, Education & Sustainability



**Erly Mifsud**  
Membership Services & Administration



**Atsushi Nakata**  
Office Assistant



**Zoi Tsardoulas**  
Events & Database Management





## thank you

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

On behalf of all members, thanks go to the executive members of our board of directors – **Chris Pedersen** (Colgate-Palmolive and Accord Chairman), **Terry Little** (Estée Lauder, Accord Vice-Chairman and CTFA Chair), **Peter Keech** (Tasman Chemicals, Accord Vice-Chairman and I&I Chair), and **David Brown** (Campbell Brothers, Accord Finance Director).

Accord is again indebted to the following for their dedicated contributions during 2011-12:

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

**Uri Ferster** (Frostbland) as Accord's convener of the Dream Ball.

We also thank **Garth Phillips** (Wedding Looks and Event Hire), for again generously giving his time and expertise as Dream Ball Creative Director.

For specific expert or technical assistance: **Ian Gamble** (Amway), **Alan Brown** (Applied Australia), **Ken Lee** (Beiersdorf), **Clare Martin** (Clare Martin & Associates), **Paul Rubenach** and **Pierre Fonsny** (Colgate-Palmolive), **Mike Tichon** (Competitive Advantage), **Chris Astley** (Dominant), **Peter Rich** (Ecolab), **Graeme Haley** (Engel Hellyer & Partners), **John Koppl** (Estée Lauder), **Ben Brander** (Helios Health & Beauty), **Phil Tudor** (Huntsman), **Mitzi Saitzyk** and **Margaret Richards** (Johnson & Johnson), **Samantha Hass** (L'Oréal), **Ampie Cabangon** (Procter & Gamble), **Kathy Nolan** (Reckitt Benckiser), **Paul Jurickskay**

(Sopura), **Geoff Short** (Tanda International), **Brad Macdougall** and **Gary Spradbrow** (True Blue Chemicals), **Julie Newlands**, **John Graham**, **Vera Matz** and **Emma Peacock** (Unilever) and **Greg Whiteley** (Whiteley Corporation).

Accord again gratefully acknowledges the generous support of our Associate members: **Ident**, for designing the Look Good...Feel Better Dream Ball collateral; and **TressCox Lawyers**, for donating their time and expertise on trademark applications for the Tree of Dreams and 'Recognised® - Environmental Credentials Scheme' logo.

We also acknowledge Look Good...Feel Better's **Sally Harrold** (National Manager) and **Simon Flowerdew** (National Fundraising and Corporate Liaison Manager), **Jacqui Backer** (Backer Communications) and all the Look Good...Feel Better State Managers and volunteers for their passion and dedication to the Look Good...Feel Better program.

## farewell

We said goodbye and best wishes to the following valued association and industry colleagues during 2011-12:

Sincere thanks to retiring Board Directors **John Tisdale** (Jalco), **Maile Carnegie** (Procter & Gamble) and **Sebastian Lazell** (Unilever).

We also farewelled **Simon Flowerdew**, Look Good...Feel Better National Fundraising and Corporate Liaison Manager, who will be taking up a position with the UK Look Good...Feel Better team.

Look Good...Feel Better

## Dream Week & Dream Ball

11-17 September, 2011

Dream Week – 7 days of hope is a special week in September devoted to raising funds and awareness for the Look Good...Feel Better program – to help Australia's cancer patients.

These seven days of activity across Australia showcase the Look Good...Feel Better program and the difference it can make to the lives of cancer patients and their families.

Dream Week 2011 culminated in 'Happy Birthday' Dream Ball, a celebration befitting the 21st birthday of Look Good...Feel Better in Australia.

On Friday 16 September, a glamorous crowd filled the Parkside Ballroom of the Sydney Convention & Exhibition Centre for the cosmetic industry's annual gala event – always a night of glamour, entertainment and fundraising.

Charismatic co-MCs for the night were Dream Ball Patron **Kerri-Anne Kennerly** and **Todd McKenney**. Soul Mystique dazzled and amazed the audience with their dance and quick change act. And headlining the event was **Guy Sebastian**, who thrilled the audience with a catalogue of his chart topping hits.

Recent cancer patient Mia Cassin bravely spoke of how attending a Look Good...Feel Better workshop made such a positive impact on her life.

We also received some wonderful words of support and encouragement in a message sent from Her Excellency Quentin Bryce AC, Governor-General of the Commonwealth of Australia.

A record-breaking \$625,000 was raised through Dream Week in 2011, and over \$525,000 from the gala event Dream Ball. [www.dreamweek.org.au](http://www.dreamweek.org.au)



"Tonight I stand before you...as a patient who can speak with heartfelt thanks for what this program means to someone going through the cancer journey."

Mia Cassin, addressing the 2011 Dream Ball







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