

# RETAIL COMPLIANCE SOLUTIONS & THOUGHT LEADERSHIP SERIES

## Retailer Report Card: Insights and Strategies to Improve Your Score



**RETAIL INDUSTRY  
LEADERS ASSOCIATION**

**\*\*Please be sure your Zoom display name reflects  
your first and last name and company\*\***

**April 23, 2024**

# REMINDERS & HOUSEKEEPING

## **Everyone is muted upon entry**

- This reduces background noise during the webinar.

## **Recording/Materials**

- The webinar is being recorded and a link to the recording will be circulated along with other follow-up materials following the call.

## **Posing a question/commenting**

- Please use the Q&A box to pose questions or comments.
- Questions and comments posed will go directly to the speakers and moderators.
- As time provides, questions will be answered after the conclusion of the speakers' presentation and remarks.

# ANTITRUST STATEMENT

RILA believes strongly in competition. Our antitrust laws are the rules under which our competitive system operates. It is RILA's policy to comply with both the letter and the spirit of antitrust laws. This Antitrust Statement has been adopted to avoid even the appearance of impropriety under the antitrust laws.

At any association meeting, participants must avoid any discussion of the following subjects in order to avoid even an appearance of impropriety:

- **Do not** discuss current or future prices, price quotations or bids, pricing policies, discounts, rebates, or credit terms.
- **Do not** discuss cost information such as production costs, operating costs, or wage and labor rates.
- **Do not** discuss profits or profit margins, including what is a "fair" profit margin.
- **Do not** discuss allocating markets, territories, or customers.
- **Do not** discuss current or future production or purchasing plans, including plans to take facility downtime, production quotas, or limits on output.
- **Do not** discuss refusing to deal with any suppliers, customers, or competitors (or any class or type of suppliers or customers).
- **Do not** require or pressure any supplier, customer, or competitor to adopt any particular actions or policies.
- Never agree on any aspect of future pricing or output.

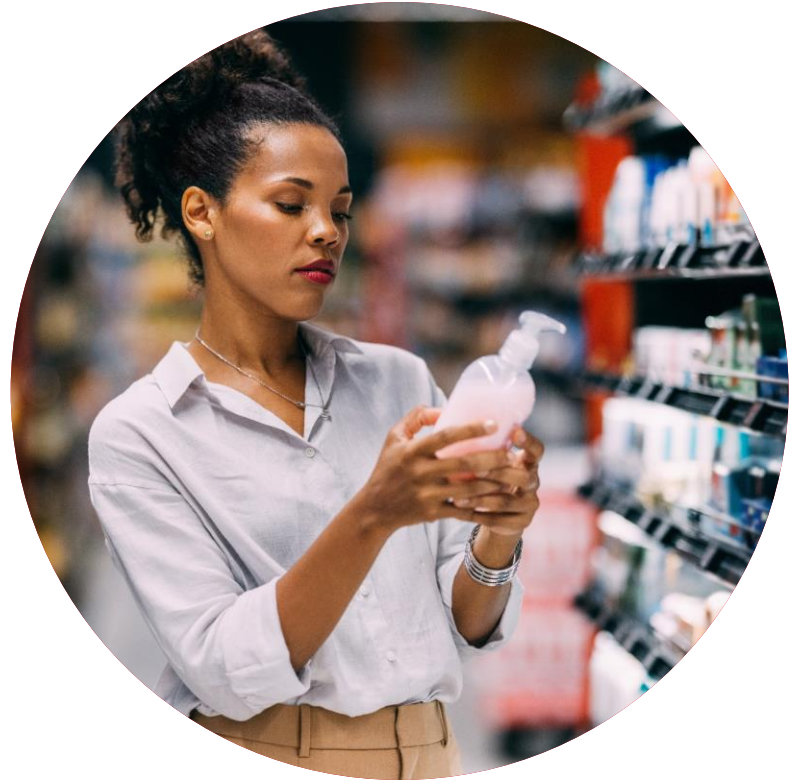
Do not engage in prohibited discussions before a meeting or after a meeting is over. These antitrust guidelines apply not only in formal RILA meetings, but also in hallways, casual conversations, phone calls, emails, text messages, cocktail parties, golf outings, or any other setting that is related in any way to the RILA. If you have questions or concerns, or if you are uncertain about the propriety of any subject of discussion or proposed activity, you should stop the discussion immediately and bring the issue to the attention of RILA staff or consult your company's general counsel.



# Retailer report card

## Insights and strategies to improve your score

RILA thought leadership webinar series  
April 23, 2024



# Meet today's presenter



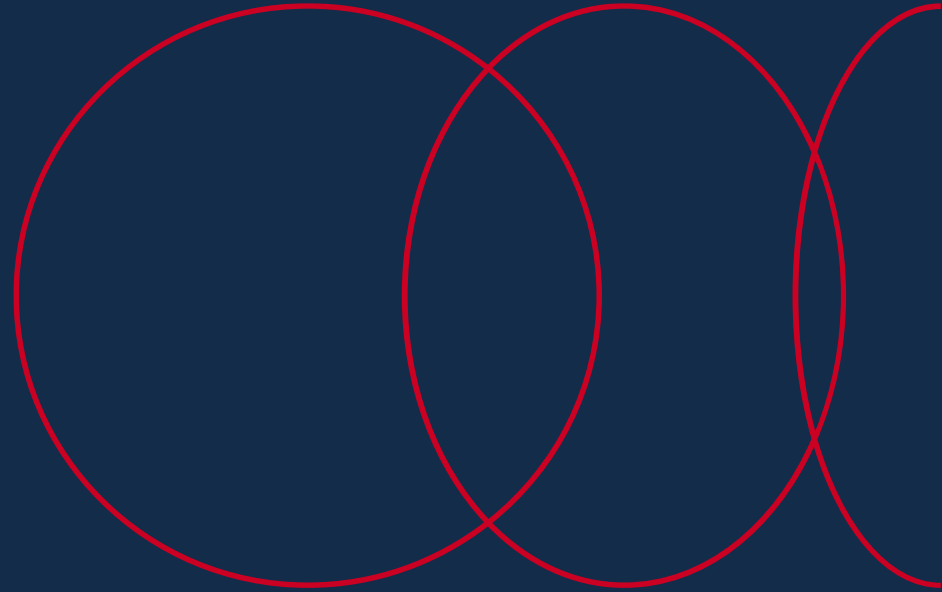
## **Tom Flicker**

Director of sustainable value chain initiatives  
UL Solutions

# Today's agenda

- Intro and report card background
- Scoring themes
- Opportunities for points
- Retailer perspective – Fireside chat with RILA
- Q&A and closing remarks

# Mind the Store, Retailer Report Card background



# What is Mind the Store?

- Mind the Store is Toxic-Free Future's "market transformation" program
- Toxic-Free Future (TFF) was originally founded in 1981 in Seattle as the Washington Toxics Coalition.
- Separately, Safer Chemicals Healthy Families (SCHF), focusing on federal policy and marketplace transformation, started the Mind the Store program in 2013.
- SCHF joined TFF in 2020, bringing with them the Mind the Store program.
- TFF strives to "influence laws and corporations through education and activism."





# What is the Retailer Report Card?

- 2021 was the fifth report
- Forty-three retailers in 2019, 50 in 2021, 50 in 2024
- Based on publicly available information
- Coverage in the U.S.
  - Retail and non-governmental organization (NGO) groups on social media
  - Informed consumers see, contact retailers
- Received similar coverage in Canada
  - CBC and CTV articles
  - Social media, LinkedIn
- Low grades may reflect poorly on informed consumers; higher grades may have halo effect



# Retailer Report Card as internal tool

- Opportunity to drive change
- Provides a metric to track progress
- Know your internal audience
  - Brand differentiation
  - Financial-minded
  - Environmental, social and governance (ESG)-conscious
- Understand internal vs. partnership work
  - Policies, employee training, goal setting, etc.
  - Supply chain disclosure, verifications, reporting



# 2021 scoring methodology

13 criteria and 164 total points



<b>Policy</b> 23.5 points	<b>Oversight</b> 5 points	<b>Accountability</b> 15 points	<b>Disclosure</b> 17.5 points	<b>Action</b> 26 points
<b>Safer alternatives</b> 16 points	<b>Transparency</b> 20 points	<b>Chemical footprint</b> 7.5 points	<b>Third-party standards</b> 8.5 points	<b>Joint Announcements</b> 5 points
	<b>Continuous improvement</b> 10 points	<b>Collaboration</b> 5 points	<b>Impact investment</b> 5 points	

# 2024 scoring methodology

Four sections and 155 total points



**Corporate  
commitment  
20 points**

**Transparency  
40 points**

**Ban the bad  
45 points**

**Safer solutions  
50 points**

# Scoring categories



# Internally driven decisions

115 of 155 total points

## Corporate commitment: 20 points

- Published chemical policy
- Engaged employees
- Industry challenges
- Support public policies
- External advisory board

## Ban the bad: 45 points

- Published Restricted Substance Lists (RSLs)
- Scope: Private-label vs. branded articles
- Publish reduction goals
- Report on reduction and elimination of substances

## Safer solutions: 50 points

- Define “safer alternative”
- Invest in alternatives
- Implement alternatives
- Report percentage of UPCs that meet chemical standards

# Transparency: Working with suppliers and systems

40 of 155 total points

**Supply chain  
disclosure: 14 points**

**Accountability:  
10 points**

**Consumer ingredient  
disclosure: 11 points**

**Chemical footprint  
project: 5 points**

# Working with suppliers and systems

40 of 155 total points

## Supply chain disclosure: 14 points

- Suppliers report chemicals in products to retailers
- Private-label and national-branded products
- Formulated products and articles

## Actions to take



- Establish disclosure requirements, including for generics
- Utilize software for disclosure
- One-to-many model simplifies



# Working with suppliers and systems

40 of 155 total points

## Accountability: 10 points

- Ensure supply chain accountability
- Including third-party (3P) conformance testing
- Private-label and national-branded products

## Actions to take



- Test with 3P laboratories to ensure conformance to RSLs
- Use 3P laboratories to test recycled materials for unwanted chemicals
- Train suppliers on policies

# Working with suppliers and systems

40 of 155 total points

## Consumer ingredient disclosure: 11 points

- Disclosure of ingredients to consumers
- Private-label and national-branded products
- Articles and formulated products

## Actions to take



- Publish ingredient lists online
- Constituents of generics at SKU level
- Disclose types of plastic in packaging

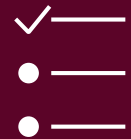
# Working with suppliers and systems

40 of 155 total points

## Chemical footprint project: 5 points

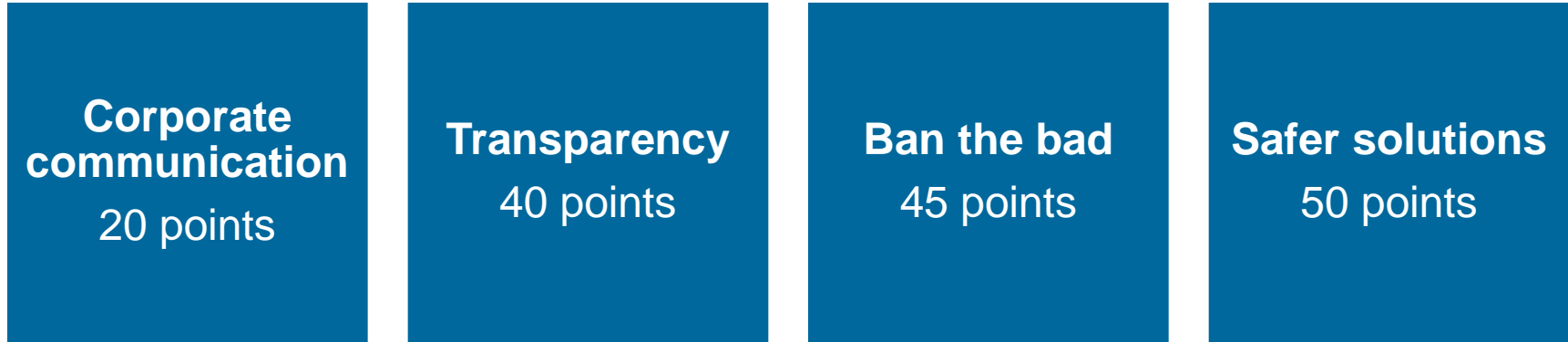
Calculate and disclose for at least one major category

## Actions to take



- Join the Chemical Footprint Project
- Ingredients x product weight x sales = reporting

# Summary



- Retail leaders have paved a path others can follow.
- Articles and packaging will bring new challenges and opportunities to lead.
- No reason to go alone or reinvent what's working
- Resources available to help you ensure more sustainable products and supply chains

# How UL Solutions can help

---

## Software and services

- **ULTRUS™**
  - WERCSmart® – Retail product compliance
  - PurView® – Retail product sustainability
- **Advisory and consultation**
- **ECOLOGO® Certification**



# Retailer perspective

Tom Flicker and RILA



# FIRESIDE CHAT

**Dr. Tom Flicker**

Director of Sustainable Value Chain Initiatives  
UL Solutions

**Susan Kirsch**

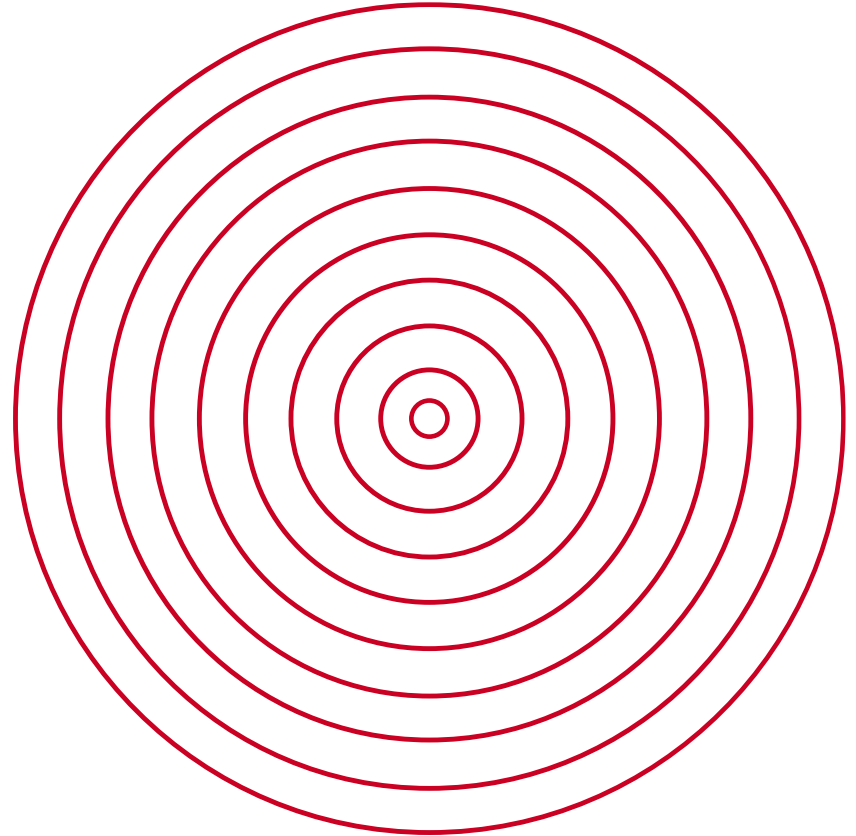
Vice President, Regulatory Affairs  
RILA

# Questions?

**Tom Flicker**  
**Director, Sustainable Value Chain Initiatives**  
[Thomas.Flicker@UL.com](mailto:Thomas.Flicker@UL.com)

If you have any questions or would like to discuss any of the topics covered in this presentation, please contact Cory Anderson directly: [Cory.Anderson@UL.com](mailto:Cory.Anderson@UL.com)

**UL.com/Solutions**





# FINAL REMINDERS

## Recording/Materials

- The webinar was recorded and a link to the recording will be circulated along with other follow-up materials in the coming weeks.

## Retail Compliance Solutions & Thought Leadership Series

- This webinar is the first webinar in a three-part compliance solutions & thought leadership series with UL. Please keep an eye out for more information in the coming months for the 2<sup>nd</sup> installment!

## Questions?

- If you have any remaining questions, please do not hesitate to directly contact **Cory Anderson**, [cory.anderson@ul.com](mailto:cory.anderson@ul.com) from the UL team, or **Luisa Lobo**, [luisa.lobo@rila.org](mailto:luisa.lobo@rila.org) from the RILA team.



Thank you

[UL.com/Solutions](https://www.ul.com/Solutions)