



# Interim report 1 January – 30 June 2012

# 3 months ended 30 June 2012

- Local currency sales increased by 1% and Euro sales were up by 2% to €373.6m (€366.7m).
- Average size of the sales force decreased by 5% to 3.6m Oriflame Consultants and closing sales force was down by 6%.
- EBITDA amounted to €50.4m (€45.7m).
- Adjusted operating margin was 11.6% (10.5%) resulting in an adjusted operating profit of €43.2m (€38.4m).
- Adjusted net profit amounted to €31.3m (€24.2m) and adjusted EPS after dilution amounted to €0.55 (€0.42).
- Cash flow from operating activities amounted to €29.3m (€31.1m).
- Expansion into East Africa via acquisition of former franchisee businesses in Kenya, Uganda and Tanzania.
- The AGM and EGM were held in Luxembourg on 21 May followed by a dividend payment of €1.75 per share.

### 6 months ended 30 June 2012

- Local currency sales increased by 2% and Euro sales were up by 1% to €769.3m (€763.5m).
- EBITDA amounted to €105.4m (€99.1m).
- Adjusted operating margin was 11.8% (11.1%) resulting in an adjusted operating profit of €90.9m (€85.1m).
- Adjusted net profit amounted to €65.8m (€55.6m) and adjusted EPS after dilution amounted to €1.15 (€0.97).
- Cash flow from operating activities improved to €87.3m (€48.5m).

# **CEO Magnus Brännström comments**

"A clearly improved operational efficiency and profitability give us a stable foundation to address the challenges ahead. I am very pleased to see another quarter of strong growth in Asia, Africa and Latin America with further margin expansion, while sales in the CIS and Europe are slightly lower than expected. The decline in the group sales force is fully compensated by strong productivity.

Going forward, we are confident in our ambitions to strengthen the income opportunity for our Oriflame Consultants through innovation and brand building thereby securing a long term sales force increase."

# Sales and earnings

	3 months e 30 Jun		6 months ended 30 June		d			
FINANCIAL SUMMARY (€ Million)	2012	2011	Change	2012	2011	Change	LTM, July '11 - June '12	Year end 2011
Sales	373.6	366.7	2%	769.3	763.5	1%	1,499.6	1,493.8
Gross margin, %	69.9	68.9	-	70.0	69.3	-	68.3	67.9
EBITDA	50.4	45.7	10%	105.4	99.1	6%	188.5	182.2
Adj. operating profit	43.2	$38.4^{1}$	12%	90.9	$85.1^{2}$	7%	$169.9^{3}$	$164.1^4$
Adj. operating margin, %	11.6	$10.5^{1}$	-	11.8	$11.1^{2}$	-	$11.3^{3}$	$11.0^{4}$
Adj. net profit before tax	38.3	$28.6^{1}$	34%	80.5	$66.4^{2}$	21%	$141.8^{3}$	$127.7^4$
Adj. net profit	31.3	$24.2^{1}$	29%	65.8	$55.6^{2}$	18%	$115.9^{3}$	$105.7^{4}$
Adj. EPS, €	0.55	$0.42^{1}$	30%	1.15	$0.97^{2}$	18%	$2.03^{3}$	$1.86^{4}$
Cash flow from operating activities	29.3	31.1	(6%)	87.3	48.5	80%	174.1	135.3
Net interest-bearing debt	288.0	249.5	15%	288.0	249.5	15%	288.0	232.9
Net interest-bearing debt at hedged values	239.2	251.3	(5%)	239.2	251.3	(5%)	239.2	195.1
Sales force, average, '000	3,572	3,753	(5%)	3,590	3,768	(5%)	3,509	3,599

- 1) Before restructuring costs of €0.4m.
- 2) Before restructuring costs of €1.4m.
- 3) Before restructuring costs of €4.5m.
- 4) Before restructuring costs of €5.9m.

#### Three months ended 30 June 2012

Sales in local currencies increased by 1% and Euro sales increased by 2% to  $\mbox{\ensuremath{\mathfrak{C}}373.6m}$  compared to  $\mbox{\ensuremath{\mathfrak{C}}366.7m}$  in the same period last year. Sales development in local currencies was driven by a 5% decrease in the average size of the sales force and increased productivity of 6%. Closing sales force decreased by 6% to 3.5m Oriflame Consultants. Unit sales were down by 3% while the price/mix effect was positive at 4%.

Local currency sales increased by 18% in Asia, by 9% in Latin America, were unchanged in EMEA and decreased by 2% in CIS & Baltics.

Gross margin was 69.9% (68.9%), driven by continued price and mix improvements and efficient inventory management. Adjusted operating margin amounted to 11.6% (10.5%) driven by the improved gross margin and leverage on sales, marketing and administrative expenses.

Adjusted net profit before income tax amounted to  $\in 38.3$ m ( $\in 28.6$ m). The result was affected by net financial costs of  $\in 4.9$ m compared to costs of  $\in 9.8$ m last year. Adjusted net profit amounted to  $\in 31.3$ m ( $\in 24.2$ m) and adjusted earnings per share amounted to  $\in 0.55$  ( $\in 0.42$ ).

Cash flow from operating activities amounted to  $\in 29.3$ m ( $\in 31.1$ m), impacted by a considerable decrease of inventory offset by a decrease of payables and higher tax payouts.

Improvements in the global supply chain, administrative functions and extended use of online tools have led to additional reductions in the average number of full-time equivalent employees to 7,510 (8,003). The roll-out of Shared Service Centers continued throughout the quarter with implementation in Asia and Latin America.

# Six months ended 30 June 2012

Sales in local currencies increased by 2% and by 1% in Euro to €769.3m compared to €763.5m in the same period last year.

Sales growth in local currencies was the result of a 5% decrease in the average size of the sales force and a productivity improvement of 7%.

Gross margin improved to 70.0% (69.3%) and adjusted operating margin was 11.8% (11.1%).

Adjusted net profit increased to  $\epsilon$ 65.8m ( $\epsilon$ 55.6m) and adjusted earnings per share to  $\epsilon$ 1.15m ( $\epsilon$ 0.97). The result was affected by net financial costs of  $\epsilon$ 10.4m compared to costs of  $\epsilon$ 18.8m last year.

Cash flow from operating activities amounted to €87.3m (€48.5m).

+6%
Productivity

-5%

Average sales force

+110 bps

Adjusted operating margin

+2%
YTD local
currency sales

Cash flow

Solid development

# **Operational highlights**

#### **Brand and innovation**

Wellness continued the strong performance during the quarter, with impressive growth. Wellness for kids was launched, including Wellness Kids Omega 3 and Wellness Kids Multivitamins and Minerals which should be used as a complement to a balanced diet. The products are manufactured in Sweden at a certified plant using the highest quality ingredients.

Colour Cosmetics showed growth in both sales and units driven by solid product ranges like Wonderlash mascara and the Studio Artist collection as well as by new products such as Hyper Stretch mascara. This innovative mascara was introduced to the CIS markets, endorsed by the Russian journalist and TV celebrity Tina Kandelaki.

Within the Personal & Hair Care category, a new deodorant range, Activelle, was launched, endorsed by Oriflame charity ambassador and tennis player Caroline Wozniacki.

Oriflame is celebrating its 45th Anniversary, and in the second quarter a special limited edition collection was launched including a small range of favourite products in different categories developed exclusively for this occasion. The female fragrance Precious Moments Red Dream and the special edition Cherry of the heritage Tender Care quickly became best selling products, positively impacting the Fragrances and Skin Care categories' results.

Another cross category limited edition range was launched with good performance. The Amazonia summer collection including fragrances, toiletries and accessories is a lower priced product range developed to explore the seasonal scents and excitement.

In the quarter, Oriflame were recognized with beauty awards in some of its markets. As an example, in Thailand, Oriflame Optimals Oxygen Boost Capsules was appointed winner of Marie Claire Beauty Award 2012 – Most Impressive Performance.

Beauty awards

45th

anniversary

limited edition

collection

in three different markets

## Online

As part of the long term strategic online initiatives, Oriflame has continued to further develop and enhance different applications. The usage of these applications as well as the traffic on the Oriflame websites are increasing.

A complete review of the registration and ordering processes was launched to optimise usability and simplify the steps from registering as an Oriflame Consultant to placing an order. Implementation was finalized in initial markets and the rollout activities continue.

Substantial efforts were put into social media activation of our sales force and followers as well as digital product promotion, to boost leads generation.

An E-Learning module for Step I of the Oriflame Academy, the Oriflame training program, was also launched along with other initiatives that provide the Consultants with business information to drive and support sales and recruitment.

In the second quarter more than 10 million unique visitors viewed Oriflame websites which is a substantial increase compared to the same period last year. Close to 90% of the Oriflame Consultants in most markets use the online services.

Registration and ordering process optimised

# YTD service levels

best since tracking started

#### Service

The new planning system and processes continue to improve the performance. In the second quarter, Oriflame managed to sustain the high service levels from the first quarter, while further decreasing the inventory levels. The achievements in the first half of the year are better than those of the same period last year; in fact the best first half since the tracking of the global service levels has been introduced. In spite of the very high service levels, the inventory decreased by approximately one fifth in comparison to the same period last year.

Oriflame's efforts to restructure its global distribution network and footprint are progressing according to plan. Further expansion of the Group Distribution Center (GDC) in Budapest, Hungary, was achieved in the quarter. Orders of seven markets are presently being picked and packed from the GDC in Budapest. With the inclusion of the Danish market into the GDC in Warsaw, Poland, the Warsaw facilities have been fully implemented and completed. The set-up of the new GDC in Noginsk, Russia, remains on track and is planned to be operational in the first quarter of 2013. The construction work of the production facility is also progressing well and is expected to be taken into use during 2014.

The transfer of products to third party manufacturers in the CIS region is making further progress with the volumes produced slightly ahead of the plan.

The local Oriflame supply chain organization in India has been strengthened. The supplier base in India is being expanded to cover all relevant production technologies.

# **CIS & Baltics**

# **Key figures**

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	Q2′11	Q3′11	Q4'11	Q1'12	Q2'12
Sales, €m	200.3	166.6	228.7	224.9	199.8
Sales growth in €	(4%)	(11%)	(12%)	(2%)	(0%)
Sales growth in lc	5%	(2%)	(6%)	1%	(1%)
Op profit, €m	33.4	25.0	41.8	39.2	34.3
Op margin	16.7%	15.0%	18.3%	17.4%	17.1%
Avg. Sales force, '000	2,221	1,979	1,938	2,074	1,951

#### Countries

Armenia, Azerbaijan, Belarus, Estonia, Georgia, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Moldova, Mongolia, Russia, Ukraine, Uzbekistan.

#### Development

Local currency sales in the second quarter decreased by 1% as a result of a 12% decrease in the average size of the sales force and an 11% productivity improvement compared to last year. Euro sales were in line with previous year €199.8m (€200.3) and closing sales force was down by 14% compared to last year.

The macroeconomic challenges remain particularly in Ukraine and Belarus. The business in Uzbekistan has been gradually declining over the last couple of quarters, with the largest impact in the second quarter. The sales development in Russia was in line with the development in the first quarter – a decrease of 4% in local currency compared to the same period last year.

Operating profit amounted to &34.3m (&33.4m). Operating margin improved to 17.1% (16.7%) mainly from positive price/mix effects and lower sales and marketing costs.

The development remains muted as the market dynamics continue to be challenging. The sales force was lower than expected in the second quarter partly offset by further productivity improvements. The average sales and units sold per active Oriflame Consultant have shown positive development and support the chosen strategy of strengthening the brand position and the earnings of the Oriflame Consultants as well as the company.

In July, the ratification process of Russian accession into WTO was completed. Duties on cosmetics are expected to gradually decrease from today's levels of around 15% to levels of 6.5% by 2017.

# +40 bps Operating margin

## **Sales Force**

High churn of less productive Oriflame Consultants

# **EMEA**

### **Key figures**

	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
Sales, €m	105.6	93.3	115.0	103.8	103.5
Sales growth in €	5%	3%	(3%)	(3%)	(2%)
Sales growth in lc	7%	7%	2%	0%	0%
Adj. Op profit, €m	16.3	11.2	19.4	13.2	15.2
Adj. Op margin	15.4%	12.0%	16.8%	12.7%	14.7%
Avg. Sales force, '000	892	831	843	899	926

### **Countries**

Algeria, Bosnia, Bulgaria, Croatia, Czech Rep., Egypt, Finland, Greece, Holland, Hungary, Kenya, Morocco, Macedonia, Montenegro, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Tanzania, Turkey, Uganda.

# Development

Local currency sales in the second quarter were on the same level as last year as a result of a 4% increase in the average size of the sales force while productivity was down by 4%. Euro sales decreased by 2% to  $\epsilon$ 103.5m ( $\epsilon$ 105.6m) and closing sales force was up by 4% compared to the same period last year. Sales growth was strong in North Africa and Romania.

Adjusted operating margin amounted to 14.7% (15.4%), as a result of negative currency movements, resulting in an adjusted operating profit of  $\in 15.2$ m ( $\in 16.3$ m).

The macro situation in many European markets has shown no signs of recovery leading to a sales development slightly behind plan.

During the period, expansion was made into East Africa by the acquisition of the franchisee businesses in Kenya, Tanzania and Uganda. The impact on the group's financial statements for 2012 is not expected to be material. The acquisition is in line with Oriflame's strategy of further expanding its geographical footprint in global growth areas by making inroads into Sub-Saharan Africa.

+4%
Average sales force

Expansion

into East Africa

# **Latin America**

# **Key figures**

	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
Sales, €m	21.1	24.5	21.9	22.3	24.2
Sales growth in €	(6%)	12%	(2%)	13%	15%
Sales growth in lc	0%	19%	3%	10%	9%
Adj. Op profit, €m	0.6	2.2	1.8	1.3	2.0
Adj. Op margin	2.8%	8.9%	8.3%	5.8%	8.3%
Avg. Sales force, '000	165	165	167	158	171

#### Countries

Chile, Colombia, Ecuador, Mexico, Peru.

# Solid

sales development

## Strong

margin improvement from leverage

# Development

Local currency sales in the second quarter increased by 9%, with a 3% increase in the average size of the sales force and productivity increase of 6%. Euro sales increased by 15% to  $\ensuremath{\mathfrak{C}}$ 24.2m ( $\ensuremath{\mathfrak{C}}$ 21.1m) and the closing sales force was up by 4%. Sales growth was strong in Mexico and Ecuador.

Adjusted operating profit increased to &2.0m (&0.6m) resulting in an adjusted operating margin of 8.3% (2.8%). The margin improvement was driven mainly by operational leverage and positive currency movements.

# **Asia**

**Key figures** 

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	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
Sales, €m	36.2	34.3	40.0	41.2	43.6
Sales growth in €	(8%)	2%	16%	16%	21%
Sales growth in lc	1%	8%	21%	16%	18%
Adj. Op profit, €m	2.5	1.8	5.6	2.7	3.4
Adj. Op margin	6.9%	5.3%	14.0%	6.5%	7.8%
Avg. Sales force, '000	475	461	445	473	524

#### Countries

China, India, Indonesia, Pakistan, Sri Lanka, Thailand, Vietnam.

## Development

+10%
Average sales force

Gross margin improvement

Sales growth in local currencies was 18%, driven by a 10% increase in the average size of the sales force and a productivity increase of 8%. Euro sales increased by 21% to  $\mbox{\em e}36.6m$  ( $\mbox{\em e}36.2m$ ). Closing sales force was up by 9%. Sales momentum was strong in China, Indonesia, and India.

Adjusted operating margin increased to 7.8% (6.9%) driven by improved gross margin, resulting in an adjusted operating profit of  $\in$  3.4m ( $\in$  2.5m).

# Sales, operating profit and consultants by region

G. L.	3 months ended 30 Ju	CI.	CI :	
Sales (€ Million)	2012	2011	Change in Euro	Change in lc
CIS & Baltics	199.8	200.3	(0%)	(1%)
EMEA	103.5	105.6	(2%)	0%
Latin America	24.2	21.1	15%	9%
Asia	43.6	36.2	21%	18%
Manufacturing	0.2	0.5	(61%)	(61%)
Other	2.3	3.0	(24%)	(25%)
Total sales	373.6	366.7	2%	1%

	6 months ended 30 Ju					
Sales (€ Million)	2012	2011	Change in Euro	Change in lc	LTM, July '11-June '12	Year end 2011
CIS & Baltics	424.7	430.9	(1%)	0%	819.9	826.1
EMEA	207.4	212.4	(2%)	0%	415.6	420.6
Latin America	46.5	40.9	14%	9%	93.0	87.3
Asia	84.8	71.7	18%	17%	159.1	146.0
Manufacturing	0.9	2.1	(59%)	(57%)	1.4	2.6
Other	5.0	5.5	(9%)	(9%)	10.6	11.1
Total sales	769.3	763.5	1%	2%	1,499.6	1,493.8

	3 morended 3			6 montl ended 30				
Adj. operating profit (€ Million)	2012	2011	Change	2012	2011	Change	LTM, July '11-June '12	2011
CIS & Baltics	34.3	33.4	3%	73.4	66.9	10%	140.3	133.7
EMEA	15.2	16.3	(7%)	28.3	30.6	(7%)	58.9	61.1
Latin America	2.0	0.6	241%	3.3	0.6	471%	7.3	4.6
Asia	3.4	2.5	36%	6.1	2.6	131%	13.5	10.1
Manufacturing	1.4	2.6	(46%)	2.0	3.8	(48%)	2.4	4.2
Other	(13.0)	(17.0)	23%	(22.2)	(19.4)	(15%)	(52.6)	(49.7)
Total adj. operating profit	43.2	38.4 <sup>1</sup>	12%	90.9	85.1 <sup>2</sup>	7%	169.8 <sup>3</sup>	164.1 <sup>4</sup>

Sales Force	3 months	Average in the 3 months ended 30 June			Average in the 6 months ended 30 June		
(´000)	2012	2011	Change	2012	2011	Change	
CIS & Baltics	1,951	2,221	(12%)	2,015	2,261	(11%)	
EMEA	926	892	4%	915	881	4%	
Latin America	171	165	3%	164	156	5%	
Asia	524	475	10%	496	470	6%	
Total	3,572	3,753	(5%)	3,590	3,768	(5%)	

	Closir 30 Ju	_			Closing at year end
Sales Force (′000)	2012	2011	Change	Average 2011	2011
CIS & Baltics	1,872	2,166	(14%)	2,116	2,067
EMEA	922	887	4%	860	904
Latin America	169	163	4%	161	161
Asia	513	469	9%	462	478
Total	3,475	3,685	(6%)	3,599	3,610

- Before restructuring costs of 0.4m. Before restructuring costs of 0.4m.

# +€19.3m

Continued positive cash flow effect from inventories

## **Cash flow & investments**

Cash flow from operating activities amounted to  $\[ \in \] 29.3m \]$  ( $\[ \in \] 31.1m \]$ ) during the second quarter. An increase in EBITDA as well as a significant positive impact from improved inventory management were offset by other working capital movements and higher taxes paid out when compared to the same period in the previous year. Cash flow used in investing activities amounted to  $\[ \in \] -20.6m \]$  ( $\[ \in \] -8.2m \]$ ).

# **Financial position**

Net interest-bearing debt amounted to &288.0m compared to &249.5m at the end of the second quarter 2011, impacted by higher dividend payment compared to last year. The net debt/EBITDA ratio was 1.5 (1.3) and interest cover amounted to 8.4 (5.6) in the second quarter 2012 and to 7.1 (5.9) during the last twelve months.

Net interest-bearing debt at hedged values amounted to €239.2m (€251.3m). The net debt at hedged values/EBITDA ratio was 1.3 (1.3).

# **Related parties**

There have been no significant changes in the relationships or transactions with related parties compared with the information given in the Annual Report 2011.

#### Personnel

The execution of key initiatives in the global supply chain and administrative functions as well as increased use of online tools have led to further productivity improvements. This is reflected in the decrease of average number of full-time equivalent employees to 7,510 (8,003) in the second quarter and to 7,614 (8,213) during the last twelve months.

# Financial targets and outlook

Oriflame is active in more than 60 countries, of which a majority is defined as Emerging or Frontier Markets. The geographic footprint combined with the direct selling business model forms the foundation for a long-term growth. The long-term financial sales target is to achieve local currency sales growth of around 10% per annum. Some of Oriflame's core markets presently experience dismal macro environment.

Changes in the currency rates have significant effects on the group income statement. Continued implementation of key initiatives will increase the efficiency in overhead costs and the supply chain. The long-term financial profit target is to reach an operating margin of 15%.

For 2012, the focus is to reverse the sales trend and return to growth with improved operating margin.

The business of the Group presents cyclical evolutions and is driven by a number of factors:

- Effectiveness of individual catalogues and product introductions
- Effectiveness and timing of recruitment programmes
- Timing of sales and marketing activities
- The number of effective sales days per quarter
- Currency effect on sales and results

# **Financial Calendar for 2012**

- Third quarter report 2012 will be published on 13 November 2012.
- Year-end report 2012 will be published on 14 February 2013.

## Other

A Swedish translation is available on www.oriflame.com.

## Conference call for the financial community

The company will host a conference call on Tuesday, 14 August at 09.30 CET.

# Participant access numbers:

Luxembourg: +352 208 806 03 Sweden: +46 (0)8 506 269 00 Switzerland: +41 (0)445 804 411 UK: +44 (0)207 750 9905 US: +1 631 886 53 78

Confirmation code: 565490#

The conference call will also be audio web cast in "listen-only" mode through Oriflame's website: www.oriflame.com or through http://storm.zoomvisionmamato.com/player/oriflame/objects/84hn9vt3/

14 August 2012

Magnus Brännström Chief Executive Officer

## For further information, please contact:

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# Oriflame Cosmetics S.A.

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# Statement from the Board of Directors

The condensed set of interim financial information is prepared in accordance with IFRS as adopted by the European Union and give a true and fair view of the condensed consolidated interim financial position of Oriflame and of its financial performance. The interim report includes a fair review of the development and performance of the business and the position of the entity and the undertakings included in the consolidation taken as a whole.

Robert af Jochnick

Chairman of the Board

Magnus Brännström Anders Dahlvig Marie Ehrling Lilian Fossum Biner

CEO & Board member Board member Board member Board member

Alexander af Jochnick Jonas af Jochnick Helle Kruse Nielsen Christian Salamon

Board member Board member Board member Board member

# **Consolidated key figures**

	3 months ended 30 June		6 months ended 30 June		LTM	
	2012	2011	2012	2011	Jul '11- Jun'12	2011
Gross margin, %	69.9	68.9	70.0	69.3	68.3	67.9
EBITDA margin, %	13.5	12.5	13.7	13.0	12.6	12.2
Adj. operating margin, %	11.6	10.5 <sup>1</sup>	11.8	11.1 <sup>1</sup>	11.3 <sup>1</sup>	11.0 <sup>1</sup>
Return on:						
- operating capital, %	-	_	_	-	36.0	36.0
- capital employed, %	-	_	-	-	31.1	29.5
Net debt <sup>2</sup> / EBITDA (LTM)	1.5	1.3	1.5	1.3	1.5	1.3
Interest cover	8.4	5.6	9.2	6.7	7.1	6.1
Average no. of full-time equivalent employees	7,510	8,003	7,566	8,133	7,614	7,898

<sup>1)</sup> Before restructuring costs.

# **Definitions**

# **Operating capital**

Total assets less cash and cash equivalents and non interest-bearing liabilities, including deferred tax liabilities.

# Return on operating capital

Operating profit divided by average operating capital.

### Capital employed

Total assets less non interest-bearing liabilities, including deferred tax liabilities.

### Return on capital employed

Operating profit plus interest income divided by average capital employed.

# Net interest-bearing debt

Interest-bearing debt excluding front fees less cash and cash equivalents.

### Interest cover

Operating profit plus interest income divided by interest expenses and charges.

# Net interest-bearing debt to EBITDA

Net interest-bearing debt divided by EBITDA.

#### **EBITDA**

Operating profit before financial items, taxes, depreciation, amortisation and share incentive plan.

Net interest-bearing debt includes US Loan fair value. The net interest-bearing debt at hedged values would be €239.2m (30.06.2012), €251.3m (30.06.2011) respectively €195.1m (31.12.2011).

# **Quarterly Figures**

Financial summary *	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
Sales, €m	396.8	366.7	321.6	408.7	395.7	373.6
Gross margin, %	69.7	68.9	67.5	65.7	70.1	69.9
EBITDA, €m	53.3	45.7	32.6	50.5	55.0	50.4
Adj. operating profit, €m	46.7	38.4	26.7	52.2	47.7	43.2
Adj. operating margin, %	11.8	10.5	8.3	12.8	12.0	11.6
Adj. net profit before income tax, €m	37.7	28.6	17.8	43.5	42.2	38.3
Adj. net profit, €m	31.5	24.2	15.1	35.0	34.5	31.3
Adj. EPS, diluted, €	0.55	0.42	0.26	0.61	0.61	0.55
Cash flow from op. activities, €m	17.4	31.1	(3.4)	90.2	58.1	29.3
Net interest-bearing debt, €m	185.1	249.5	292.4	232.9	174.8	288.0
Sales force, average, '000	3,796	3,753	3,435	3,393	3,604	3,572
Sales, €m	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
CIS & Baltics	230.6	200.3	166.6	228.7	224.9	199.8
EMEA	106.8	105.6	93.3	115.0	103.8	103.5
Latin America	19.7	21.1	24.5	21.9	22.3	24.2
Asia	35.5	36.2	34.3	40.0	41.2	43.6
Manufacturing	1.6	0.5	0.3	0.2	0.7	0.2
Other	2.6	3.0	2.6	3.0	2.8	2.3
Oriflame	396.8	366.7	321.6	408.7	395.7	373.6
Adj. Operating Profit*, €m	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
CIS & Baltics	33.5	33.4	25.0	41.8	39.2	34.3
EMEA	14.3	16.3	11.2	19.4	13.2	15.2
Latin America	(0.0)	0.6	2.2	1.8	1.3	2.0
Asia	0.1	2.5	1.8	5.6	2.7	3.4
Manufacturing	1.2	2.6	1.3	(0.8)	0.6	1.4
Other	(2.4)	(17.0)	(14.8)	(15.6)	(9.3)	(13.0)
Oriflame	46.7	38.4	26.7	52.2	47.7	43.2
Average Sales Force, '000	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
CIS & Baltics	2,306	2,221	1,979	1,938	2,074	1,951
EMEA	874	892	831	843	899	926
Latin America	148	165	165	167	158	171
Asia	468	475	461	445	473	524
Oriflame	3,796	3,753	3,435	3,393	3,604	3,572
Adj. Operating Margin*, %	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
CIS & Baltics	14.5	16.7	15.0	18.3	17.4	17.1
CIO & Duitico		10.7	15.0	10.5	1/.7	1/.1
FMFΔ			12.0	16.8	12.7	14.7
EMEA	13.4	15.4	12.0	16.8 8.3	12.7 5.8	14.7
EMEA Latin America Asia			12.0 8.9 5.3	16.8 8.3 14.0	12.7 5.8 6.5	14.7 8.3 7.8

<sup>\*)</sup> Adjusted figures for 2011 exclude restructuring costs and impairment Iran.

€ Sales Growth in %	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
CIS & Baltics	12	(4)	(11)	(12)	(2)	(0)
EMEA	9	5	3	(3)	(3)	(2)
Latin America	13	(6)	12	(2)	13	15
Asia	(2)	(8)	2	16	16	21
Oriflame	10	(2)	(4)	(7)	(0)	2
Cash Flow, €m	Q1'11	Q2'11	Q3'11	Q4'11	Q1'12	Q2'12
Operating cash flow	17.4	31.1	(3.4)	90.2	58.1	29.3
Cash flow used in investing activities	(8.7)	(8.2)	(13.0)	(19.6)	(12.2)	(20.6)



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To the Shareholders of Oriflame Cosmetics S.A. 24, avenue Emile Reuter L-2420 Luxembourg

# Independent Auditor's Report on Review of the condensed consolidated interim financial information

### Introduction

We have reviewed the accompanying condensed consolidated interim statement of financial position of Oriflame Cosmetics S.A. (the "Group") as at 30 June 2012 and the related condensed consolidated interim statements of income, comprehensive income, changes in equity and cash flows, and the notes thereto for the six month period then ended (the "condensed consolidated interim financial information") as set out on pages 16 to 25. The Board of Directors is responsible for the preparation and presentation of this condensed consolidated interim financial information in accordance with IAS 34 "Interim Financial Reporting" as adopted by the European Union. Our responsibility is to express a conclusion on this interim financial information based on our review.

# Scope of Review

We conducted our review in accordance with the International Standard on Review Engagements 2410 "Review of Interim Financial Information Performed by the Independent Auditor of the Entity" as adopted, for Luxembourg, by the Institut des Réviseurs d'Entreprises. A review of interim financial information consists of making inquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with International Standards on Auditing and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

#### Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the accompanying condensed consolidated interim financial information as at 30 June 2012 is not prepared, in all material respects, in accordance with IAS 34 "Interim Financial Reporting" as adopted by the European Union.

Luxembourg, 13 August 2012

KPMG Luxembourg S.à r.l. Cabinet de révision agréé

D.G. Robertson

# **Condensed consolidated interim income statements**

		3 month	s ended	6 months end	ed 30 June		
		30 J	une			LTM Jul '11-	Year end
€'000	Notes	2012	2011	2012	2011	Jun '12	2011
Sales	3	373,577	366,654	769,256	763,494	1,499,529	1,493,767
Cost of sales		(112,324)	(114,076)	(230,621)	(234,142)	(475,460)	(478,981)
Gross profit		261,253	252,578	538,635	529,352	1,024,069	1,014,786
Other income		14,327	14,599	29,150	29,517	56,372	56,739
Selling and marketing expenses		(161,348)	(160,583)	(335,517)	(339,554)	(645,022)	(649,059)
Administrative expenses		(71,022)	(68,615)	(141,381)	(135,580)	(270,113)	(264,312)
Operating profit		43,210	37,979	90,887	83,735	165,306	158,154
Analysis of operating							
<b>profit:</b> Adjusted operating profit		43,210	38,417	90,887	85,118	169,831	164,062
Restructuring		-	(438)	-	(1,383)	(4,525)	(5,908)
Operating profit	3	43,210	37,979	90,887	83,735	165,306	158,154
Financial income	4	24,552	2,751	22,277	12,203	43,668	33,594
Financial expenses	4	(29,432)	(12,559)	(32,676)	(30,964)	(71,646)	(69,934)
Net financing costs		(4,880)	(9,808)	(10,399)	(18,761)	(27,978)	(36,340)
Net profit before income tax		38,330	28,171	80,488	64,974	137,328	121,814
Income tax expense		(7,021)	(4,459)	(14,667)	(10,715)	(25,946)	(21,994)
Net profit		31,309	23,712	65,821	54,259	111,382	99,820

		ths ended June	6 months er	ided 30 June		
_€	2012	2011	2012	2011	LTM, Jul '11- Jun '12	Year end 2011
Adj. EPS:						
- basic	0.55	0.42	1.15	0.98	2.03	1.86
- diluted	0.55	0.42	1.15	0.97	2.03	1.86
Weighted avg. number of shares outstanding:		Z				<b>7</b>
- basic	57,041,134	56,980,227	57,041,134	56,980,227	57,012,178	56,981,896
- diluted	57,041,134	57,170,202	57,041,134	57,170,202	57,012,178	56,981,896
Total number of shares outstanding:						
- basic	57,041,134	56,980,227	57,041,134	56,980,227	57,041,134	57,041,134
- diluted	57,041,134	57,373,915	57,041,134	57,373,915	57,041,134	57,041,134

# Condensed consolidated interim statements of comprehensive income

	3 months end	ed 30 June	6 months ended			
			30 J	lune	LTM,	
€ '000					Jul '11-Jun	Year end
	2012	2011	2012	2011	'12	2011
Net profit	31,309	23,712	65,821	54,259	111,382	99,820
Other comprehensive income						
Items that will not be reclassified to profit or loss:						
Revaluation reserve	(158)	(166)	163	(135)	(555)	(853)
Items that may be reclassified to						
profit or loss:						
Foreign currency translation						
differences for foreign operations	(5,707)	(4,240)	3,637	(6,194)	(1,734)	(11,565)
Effective portion of changes in						
fair value of cash flow hedges, net						
of tax	2,077	-	705	-	(1,148)	(1,853)
Total items that may be						
reclassified to profit or loss	(3,630)	(4,240)	4,342	(6,194)	(2,882)	(13,418)
Other comprehensive income						
for the period, net of tax	(3,788)	(4,406)	4,505	(6,329)	(3,437)	(14,271)
Total comprehensive income for the period	27,521	19,306	70,326	47,930	107,945	85,549

# Condensed consolidated interim statements of financial position

Total equity and liabilities		788,579	830,320	751,386
A COMP AND PROPERTY.		373,123	000,20 <del>1</del>	301,004
Total liabilities		593,125	606,284	561,684
Total current liabilities		218,234	272,540	326,189
Pension reserve Provisions		15,106	26,635	7 20,563
Derivative financial liabilities  Page 100 Page		5,059	5,120	5,660
Accrued expenses		112,314	101,980	97,032
Tax payables		12,059	11,935	11,049
Trade and other payables		70,143	87,018	89,567
Current portion of interest-bearing loans		3,553	39,852	102,311
Total non-current liabilities		374,891	333,744	235,495
Deferred tax liablilities		3,677	4,826	3,970
Deferred income		634	510	427
Other long-term non interest-bearing liabilities		675	536	595
Interest-bearing loans		369,905	327,872	230,503
Liabilities				
Total equity		195,454	224,036	189,702
Retained earnings		182,229	216,230	170,669
Reserves		(58,076)	(63,495)	(52,192)
Share capital		71,301	71,301	71,225
Equity				
Total assets		788,579	830,320	751,386
Total current assets		499,810	567,312	510,397
Cash and cash equivalents		87,113	137,040	85,737
Derivative financial assets		56,726	41,930	5,607
Prepaid expenses		45,562	44,939	59,096
Tax receivables		2,537	3,675	5,054
Trade and other receivables		90,918	75,172	87,147
Inventories	6	216,954	264,556	267,756
Total non-current assets		288,769	263,008	240,989
Other long-term receivables		1,546	2,086	1,347
Deferred tax assets		37,365	37,751	33,857
Investment property		1,057	1,071	1,039
Intangible assets		23,862	20,141	19,495
Assets Property, plant and equipment		224,939	201,959	185,251
	Notes	2012	2011	2011
		30 June,	31 December,	30 June,

# Condensed consolidated interim statements of changes in equity

Share incentive plan Dividends	-	914	(99,822)	(99,822)
Total comprehensive income for the period	-	4,505	65,821	<b>70,32</b> 6
Total other comprehensive income for the period, net of income tax	-	4,505	· · · · · · · · · · · · · · · · · · ·	4,505
Effective portion of changes in fair value of cash flow hedges, net of tax	-	705	-	705
Foreign currency translation differences for foreign operations	-	3,637	-	3,637
Revaluation reserve	_	163	_	163
Other comprehensive income			03,021	03,021
Net profit	. 1,001	(00,150)	65.821	65,821
At 1 January 2012	71,301	(63,495)	216,230	224,036
At 30 June 2011	71,225	(52,192)	170,669	189,702
Dividends	_	_	(85,470)	(85,470)
Share incentive plan	_	1,859	, -	1,859
net of income tax  Total comprehensive income for the period	-	(6,329) (6,329)	54,259	(6,329) 47,93(
Foreign currency translation differences for foreign operations  Total other comprehensive income for the period,	-	(6,194)	-	(6,194)
Revaluation reserve	-	(135)	-	(135)
Other comprehensive income				
Net profit	-	-	54,259	54,259
At 1 January 2011	71,225	(47,722)	201,880	225,383
(€'000)	Share capital	Total reserves	Retained earnings	Total equity

# **Condensed consolidated interim statements of cash flows**

			3 months ended 30 June		hs ended June
€'000	Note	2012	2011	2012	2011
Operating activities					
Net profit before income tax		38,330	28,171	80,488	64,974
Adjustments for:					
Depreciation of property, plant and equipment		5,219	5,540	10,682	11,051
Amortisation of intangible assets		1,518	1,153	2,915	2,430
Change in fair value of borrowings and derivatives financial instruments		(3,156)	2,774	1,416	3,290
Deferred income		158	-	120	-
Share incentive plan		472	1,065	914	1,859
Unrealised exchange rate differences		(2,372)	3,478	(10,422)	7,697
Profit on disposal of property, plant and equipment and investment property		(82)	(23)	(51)	(16)
Financial income		(4,330)	(2,751)	(8,279)	(5,223)
Financial expenses		8,627	7,823	16,544	16,260
Operating profit before changes in working capital and provisions		44,384	47,230	94,327	102,322
(Increase)/decrease in trade and other receivables, prepaid expenses and derivative financial assets		(984)	427	(12,718)	(25,398)
Decrease in inventories		19,280	5,831	55,092	8,536
Decrease in trade and other payables, accrued expenses and derivatives financial liabilities		(18,233)	(9,229)	(13,929)	(13,585)
Increase/(decrease) in provisions		1,298	389	(351)	386
Cash generated from operations		45,745	44,647	122,421	72,261
Interest received		4,029	4,567	8,215	5,428
Interest and bank charges paid		(9,133)	(12,664)	(17,280)	(17,130)
Income taxes paid		(11,378)	(5,488)	(26,021)	(12,101)
Cash flow from operating activities		29,263	31,062	87,335	48,458
Investing activities					
Proceeds on sale of property, plant and equipment, intangible assets and investment property		332	338	407	380
Purchases of property, plant, equipment		(20,546)	(7,865)	(31,691)	(15,832)
Purchases of intangible assets		(385)	(642)	(1,522)	(1,381)
Cash flow used in investing activities		(20,599)	(8,169)	(32,806)	(16,833)
Financing activities					
Proceeds from borrowings		47,619	296,002	47,619	321,965
Repayments of borrowings		(18,241)	(231,043)	(53,479)	(266,043)
Acquisition of subsidiary, net of cash acquired	8	(12)	_	(12)	-
Proceeds from issuance of new shares		79	66	75	66
Increase/(decrease) of finance lease liabilities		(18)	(9)	60	(17)
Dividends paid		(99,683)	(85,333)	(99,683)	(85,333)
Cash flow used in financing activities		(70,256)	(20,317)	(105,420)	(29,362)
Change in cash and cash equivalents		(61,592)	2,576	(50,891)	2,263
Cash and cash equivalents at the beginning of the		140 772	0.4.220	126.040	06.022
period Effect of exchange rate fluctuations on cash held		148,773 (95)	84,220	136,940	86,033
Cash and cash equivalents at the end of the period			(1,224)	1,037	(2,724)
net of bank overdrafts		87,086	85,572	87,086	85,572

# Notes to the condensed consolidated interim financial information of Oriflame Cosmetics S.A.

### Note 1 • Status and principal activity

Oriflame Cosmetics S.A. ("OCSA" or the "Company") is a holding company incorporated in Luxembourg and registered at 24 Avenue Emile Reuter, L-2420 Luxembourg. The principal activity of the Company's subsidiaries is the direct sale of cosmetics. The condensed consolidated interim financial information of the Company as at and for the six months ended 30 June 2012 comprises the Company and its subsidiaries (together referred to as the "Group").

#### Note 2 • Basis of preparation and summary of significant accounting policies

#### Statement of compliance

The condensed consolidated interim financial information have been prepared by management in accordance with IAS 34 *Interim Financial Reporting* as adopted by the European Union ("EU") and should be read in conjunction with the consolidated financial statements of the Group as at and for the year ended 31 December 2011. The condensed consolidated interim financial information was authorized for issue by the Directors on 13<sup>th</sup> August 2012.

#### Changes in accounting policies

The accounting policies applied by the Group in these condensed consolidated interim financial information are the same as those applied by the Group in its consolidated financial statements as at and for the year ended 31 December 2011 with the exception of new or revised standards endorsed by the EU, as explained below.

#### Other new or amended IFRS standards

The other new or amended IFRS standards, which became effective January 1, 2012, have had no material effect on the condensed consolidated financial information.

#### Changes in presentation

#### IAS 1 Presentation of Financial Statements

Amendment to IAS 1, Presentation of Financial Statements – Presentation of items of other comprehensive income was early adopted by the Group. As a result, the Group presents separately the items of other comprehensive income that would be reclassified to profit or loss in the future from those that would never be reclassified to profit or loss. Comparative figures have been presented accordingly.

### **Operating segments**

The Group has five main reportable segments, which consists of CIS & Baltics, EMEA, Latin America, Asia plus Manufacturing, as this is the structure of financial information reviewed by the Executive Committee. The purpose of the Group is selling cosmetics within the above organisation. The Group sales consist mainly of sales of Colour cosmetics, Skin care, Personal & Hair Care, Fragrances and Accessories & Wellness products. The segment Manufacturing is producing mainly for the Group. Small quantities are produced for third parties as well. "All other segments" includes mail order business and licensee sales. The performance of each market and region is measured by the operating profit. Sales presented in the segment reporting are only revenues from external customers.

#### **Unallocated items**

Some costs and capital expenditure are not identified as part of any operating segment and are therefore not allocated. Examples of such items are cost for corporate staff, IT costs and general marketing costs. Net financing costs and total income tax expense are also not allocated.

Summarised financial information concerning the reportable segments is shown in the following tables:

<b>As per 30 June 2012</b> €'000	CIS & Baltics	EMEA	Latin America	Asia	Manu- facturing	All other segments	Total segments	Unallocated items	Total
Sales	424,713	207,335	46,486	84,815	879	5,028	769,256	_	769,256
Operating Profit	73,441	28,333	3,297	6,081	1,973	195	113,320	(22,433)	90,887
Net financing costs									(10,399)
Net profit before income tax									80,488
Total income tax expense									(14,667)
Net profit									65,821
Capital expenditure	(7,969)	(1,156)	(534)	(1,099)	(20,045)	(6)	(30,719)	(2,494)	(33,213)
Depreciation & Amortisation	(3,321)	(1,106)	(478)	(1,033)	(3,460)	(15)	(9,413)	(4,184)	(13,597)
Goodwill	-	5,809	-	4,345	-	-	10,154	-	10,154
As per 30 June 2011	CIS &		Latin		Manu-	All other	Total	Unallocated	
€'000	Baltics	EMEA	America	Asia	facturing	segments	segments	items	Total
Sales	430,895	212,388	40,830	71,704	2,147	5,530	763,494	_	763,494
Operating Profit	66,899	30,915	577	2,634	3,776	237	105,038	(21,303)	83,735
Net financing costs									(18,761)
Net profit before income tax									64,974
Total income tax expense									(10,715)
Net profit									54,259
Capital expenditure	(2,272)	(710)	(195)	(1,065)	(10,440)	-	(14,682)	(2,531)	(17,213)
Depreciation & Amortisation	(3,505)	(1,106)	(570)	(978)	(3,300)	(14)	(9,473)	(4,008)	(13,481)
Goodwill	_	1,053	_	4,345		_	5,398	_	5,398

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Note 4 • Financial income and expenses

Recognised in the condensed consolidated interim income statements	3 months	ended 0 June	6 months ended 30 June		
€ '000	2012	2011	2012	2011	
Interest income on bank deposits	242	300	478	493	
Interest received on finance lease receivable	20	-	35	-	
Cross currency interest rate swaps interest income	4,068	2,451	7,766	4,730	
Change in fair value of financial					
assets and liabilities at fair value held for trading:					
- Forward exchange rate contracts gain	420	-	868	-	
- Cross currency interest rate swaps gain	19,802	-	13,130	-	
Change in fair value of financial assets and liabilities at fair value designated as such upon initial recogn	ition:				
- USD loan fair value gain	-	-	-	6,980	
Total financial income	24,552	2,751	22,277	12,203	
Bank charges and interest expense on loans carried at amortised cost	(2,580)	(5,275)	(4,936)	(9,442)	
Interest expense on loan carried at fair value	(2,644)	(1,694)	(5,180)	(3,280)	
Cross currency interest rate swaps interest expense	(3,403)	(1,370)	(6,428)	(3,538)	
Change in fair value of financial assets and liabilities at fair value held for trading:					
- Forward exchange rate contracts expense	(359)	(442)	(6,003)	(197)	
- Interest rate caps expense	(413)	(658)	(1,087)	(600)	
- Cross currency interest rate swaps expense	-	(838)	-	(9,437)	
- Collar option expense	-	-	-	(36)	
Change in fair value of financial assets and liabilities at fair value designated as such upon initial recogn	ition:				
- USD loan fair value loss	(16,293)	(835)	(8,323)	-	
Foreign exchange losses, net	(3,740)	(1,447)	(719)	(4,434)	
Total financial expenses	(29,432)	(12,559)	(32,676)	(30,964)	
Net financing costs	(4,880)	(9,808)	(10,399)	(18,761)	
Note 5 • Dividends					

The dividend of  $\in$ 1.75 ( $\in$ 1.50) per share related to 2011 was paid in May 2012 in conformity with the AGM decision taken on 21 May 2012.

# **Note 6 • Inventories**

During the first half of 2012 the Group wrote down  $\in$ 1.1 million ( $\in$ 5.7 million) inventory mainly due to obsolescence which is included in costs of sales.

# Note 7 • Provision

During the first half of 2012 an amount of  $\ensuremath{\in} 12.8$  million related to open tax litigations were used.

The Group has expanded its operation into East Africa by acquiring 100 percent of Oriflame East Africa Ltd and its subsidiaries, the entities running the businesses in Kenya, Tanzania and Uganda previously run by a franchisee. The acquisition is in line with Oriflame's strategy of further expanding its geographical footprint in global growth areas by making inroads into Sub-Saharan Africa.

After very encouraging experiences and success in Oriflame's present North Africa business, the Group is expanding its market presence by acquiring these franchisee operations in East Africa. This is in line with the long term commitment to develop the direct sales of cosmetics on the African continent.

The operations will be run in three separate legal entities managed from Kenya. The acquisition was concluded on 29 May 2012 and the legal entities are part of the EMEA region as from 1st April 2012. The acquired entities are not expected to have a material impact on the Group's financial statements of 2012.

#### Consideration transferred

The following summarises the acquisition-date fair value of each major class of consideration transferred:

Total	753
€ '000 Cash Contingent consideration	53 700
0.2000	

#### Contingent consideration

The Group has agreed to pay out additional consideration up to a maximum of €700 thousand related to the annual net profit up to 2017. The consideration will be paid out on annual basis. The Group has included the full amount as contingent consideration.

#### Identifiable assets acquired and liabilities assumed

The following summarises the recognised amounts of assets acquired and liabilities assumed at the acquisition date.

€ '000	
Property, plant and equipment	156
Intangible assets	9
Deferred tax assets	532
Total non-current assets	697
Inventories	150
Trade and other receivables	42
Prepaid expenses	26
Cash and cash equivalents	41
Total current assets	259
Total assets	956
Trade and other payables	(3,497)
Tax payables	(28)
Accrued expenses	(795)
Provision	(639)
Total current liabilities	(4,959)
Total net identifiable liabilities	(4,003)

Provision includes contingent liabilities of €639 thousand.

The trade and other receivables comprise gross contractual amounts due of €12 thousand, of which nil was expected to be uncollectible at the acquisition date.

#### Goodwill

Goodwill was recognised as a result of the acquisitions as follows:

€ '000	
Total consideration transferred	753
Fair value of identifiable liabilities	4,003
Goodwill	4,756

The goodwill is attributable mainly to the existing sales force in the three markets, where the Group see a big potential for further developing the Group in Africa. The goodwill recognised will not be deductible for tax purposes.

#### Acquisition related costs

The Group incurred acquisition-related costs of €109 thousand related to external legal fees and due diligence costs. These costs have been recognised in administrative expenses in the Group's consolidated statement of comprehensive income.

## Note 9 • Contingent liabilities

Certain of the Company's subsidiaries are involved in litigation in respect of which the Board of Directors consider that either the timing and outcome of the litigation is too uncertain to quantify at this stage and/or the possibility of an adverse outcome is remote and/or in the event that there was such an adverse outcome, the financial consequence is not likely to be material. The Group continues to actively monitor and defend such litigation.

An Oriflame sales subsidiary is contesting in court a custom duty claim of  $\in$ 6.0 million as at 31.12.2011, which was reduced to  $\in$ 1.9 million during the first half of 2012, out of which the Group provided  $\in$ 1.5 million (unchanged) in claims and other provision based on management's best estimate.

## Note 10 • Seasonality

The business of the Group presents cyclical evolutions and is driven by a number of factors:

- Effectiveness of individual catalogues and product introductions
- Effectiveness and timing of recruitment programmes
- Timing of sales and marketing activities
- The number of effective sales days per quarter
- Currency effect on sales and results