

# CENTRE FOR SCIENCE AND ENVIRONMENT

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June 4, 2013

Ms. Shriti Malhotra  
Chief Operating Officer  
The Body Shop India  
7th Floor, Infinity Tower - A DLF Cyber Citi  
DLF Phase - II  
Gurgaon - 122 002  
Haryana

LEAVES  
OF  
IMPORTANT  
SURVIVAL  
TREES  
IN  
INDIA —  
MAHUA,  
KHEJDI,  
ALDER,  
PALMYRA  
AND  
OAK

**Subject: Presence of Heavy Metals in Cosmetic Products of the Body Shop India**

Dear Ms. Malhotra,

Centre for Science and Environment (CSE) has been working on toxins and their health impacts since early 1990s. CSE's Pollution Monitoring Laboratory (PML) has taken proactive position by consistently researching on this issue and informing public, regulators and industry about it.

PML recently tested various cosmetic products available in Indian market for presence of heavy metals. We tested several brands of lipstick, lip-balm, anti-ageing cream, fairness cream for heavy metals such as mercury, lead, cadmium, chromium and nickel.

Our results show presence of chromium and nickel in the lipstick of Body Shop India as follows:

- Bodyshop (Ruby Sparkle - 12) contained 2.91 ppm of chromium and 1.65 ppm of nickel.

The presence of these metals in lipsticks is a serious public health issue, as these are used by a large number of women across the country. Most of the users are unaware of the presence of heavy metals in these products and the potential health hazards of their long term continuous exposure.

Chromium is known to cause lung cancer in its hexavalent form. It may also damage the small capillaries in kidneys and intestines. Nickel is known to cause cancer at high exposure levels. Allergy to nickel is also common and it can cause severe contact dermatitis. These health hazards are not exhaustive. In the wake of our findings, we would like to know your response on the following:

- Why chromium and nickel are present in the product of Body Shop India? What is the rationale of allowing/adding them?
- Do you monitor the presence of heavy metals such as chromium and nickel? What have you done so far to minimise their presence? What are the plans (if any) for phasing out these metals from your product?
- Are there any efforts/initiatives to make the consumer aware about the presence of such heavy metals and their potential ill effects?
- If this brand is sold in other countries; is it exported from India or manufactured in the respective country? What is the level of chromium and nickel found in this brand sold in other countries?
- Do you make this on your own or outsource its manufacturing? Who is the manufacturer and from where it is imported if not manufactured in India?

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**CSE**

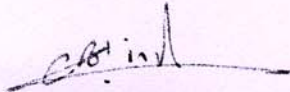


CSE is committed towards restricting/limiting presence of heavy metals in cosmetics through regulatory process and consumer awareness. The industry needs to come forward and take steps to phase out such heavy metals from its products well before the consumer starts demanding it or stringent regulatory provisions enable the same.

We do hope that you will agree to our concerns and take steps to address it. We look forward to your detailed response and appreciate if it reaches to us within a month.

With my very best wishes.

Yours cordially,

A handwritten signature in blue ink, appearing to read 'Chandra Bhushan'.

**Chandra Bhushan**  
**Deputy Director General**



**Quest Retail Private Limited**

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www.thebodyshop.in

Ref: TBS/India/F&L/2013-14

Date: June 7, 2013

**Mr. Chandra Bhushan**  
Deputy Director General  
Centre for Science and Environment  
41, Tuglakabad Institutional Area  
New Delhi – 110 062  
India

**Sub.: Presence of Heavy Metals in cosmetics products of the Body Shop India**

Dear Sir,

Thank you for your letter dated June 4, 2013 in respect of the captioned matter.

The Body Shop prides itself on its safety record and the safety of its customers is of the utmost priority. We use ingredients that are carefully selected for their high levels of purity and consumer safety and the final formulated products are also rigorously tested and have to comply with strict international safety laws.

The Body Shop continually monitors scientific and consumer safety assessments of ingredients used in its products, to ensure that consumers can enjoy our products with confidence.

Your concerns about our lipstick have been noted and passed on to a team that deals specifically with such technical matters to better enable us to address your concerns and provide you with an appropriate response.

Please bear with us while we investigate this.

In the meantime, we appreciate your feedback.

Thanking you

Yours truly,  
For The Body Shop India

A handwritten signature in blue ink, appearing to be "Chandra Bhushan".

(Authorized Signatory)



**Quest Retail Private Limited**

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Ref: TBS/India/F&L/2013-14/2

Date: July 5, 2013

**Mr. Chandra Bhushan**

Deputy Director General

Centre for Science and Environment

41, Tughlakabad Institutional Area

New Delhi – 110 062

India

**Sub.: Presence of Heavy Metals in cosmetics products of the Body Shop India**

Dear Sir,

With reference to our earlier letter 'TBS/India/F&L/2013-14' dated 7<sup>th</sup> June 2013 We would like to confer our response on above subject as Nickel and chromium are naturally occurring elements that are found everywhere in the environment. It is possible that minute traces are carried into cosmetic products from the environment or during manufacture. These extremely low levels are taken into account as part of the safety assessment to ensure their presence does not pose a risk to human health.

At The Body Shop, all our products are developed in accordance with the regulations in all the countries in which we trade, and in line with our ethical guidelines endorsed by the Humane Cosmetics Standard. We continually monitor scientific and consumer safety assessments of ingredients used in our products, so you can rest assured that high levels of care are exercised in the choice of ingredients for suitability for use in our products.

The Body Shop is a global company trading in over 60 countries around the world and all of our products comply with the local cosmetic regulations enforced in each of these countries. We manufacture the same product for all markets globally, so for example the product purchased in India would be the same as the product purchased in the UK. We have a global manufacturing footprint, and all products produced are strictly controlled by The Body Shop International plc UK.

For further Information/Clarification please feel to contact us

Thanking you

Yours truly,

For Quest Retail Pvt. Ltd.

  
(Authorized Signatory)