

**Amway**

BE THE CHANGE FOR A BETTER WORLD

# Corporate Social Responsibility Impact Report

2020





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# Welcome!

## At Amway, our mission is to help people live better, healthier lives.

Looking ahead, 2021 holds huge potential for Amway and we are optimistic about the days to come. But we can't look forward without examining what we did given the surprising circumstances of 2020. In this report, we're showcasing some of the stories and results of our efforts this year.

While experiencing the global pandemic of COVID-19, Amway Business Owners and employees generously helped address needs in their communities and around the world.

We are ambitious about ways to continue to nourish children. We will support family health by empowering women and providing economic opportunities. And we will weave sustainability into the fabric of our identity.

Change is at the heart of our business. We will never stand aside and simply watch things happen – we are committed to being at the forefront and making positive change happen. Join us in the journey. We're just getting started.

Candace Matthews  
Chief Reputation Officer

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# Success Requires Commitment and Teamwork

We believe that companies should share their expertise to help address some of the world's biggest issues. We support the **United Nations Sustainable Development Goals** and are optimistic that by working together, we can make a difference toward achieving these goals.

## UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

● = Amway's Initiatives target these goals.



# About Amway Corporate Social Responsibility

Throughout this report, you'll see signs of expansion in Corporate Social Responsibility. This aligns with current events, global initiatives, new opportunities, and the engagement of our people. We are always watching for areas where Amway can achieve meaningful impact.

Working together with select partners that align with our values, we will:

- Nourish children and support family health by empowering women and providing engaging economic opportunities.
- Weave sustainability into the fabric of our identity over the next decade.
- Create ways that all of our stakeholders can authentically engage with Corporate Social Responsibility.



# Amway’s Response to COVID-19

“I am so proud of the way that Amway Business Owners and employees have created new and innovative solutions, especially during these challenging times. The bedrock of our collective action is caring for each other — our customers, colleagues, and communities. Congratulations on your initiative and determination. The best is yet to come.”

-Milind Pant, Amway Chief Executive Officer



The COVID-19 virus created an unexpected and widespread global health emergency and Amway employees, markets and business owners were quick to respond. Fifteen markets generously provided support to local front-line

health and emergency workers, while employees around the world rallied to demonstrate our Founder’s Growth Mindset – Lead with Heart, Live to Serve, and Love to Learn.



### AMWAY VIETNAM ASSISTANCE

In collaboration with the Vietnam Government Portal, Amway Vietnam made product donations to help with personal care, cleaning and other products valued at \$26,000 (USD). Products were sent to isolated areas in the Lang Son Province.

### AMWAY EUROPE DONATIONS

A collective response raised donations to local entities including the Red Cross, Emergency Services, and Civil Protection in all 27 European Markets where Amway operates. Funds raised purchased respirators and intensive care materials. Additional contributions were made through Amway websites.

### ADA MANUFACTURING PRODUCTION

More than 40 cross-functional partners and teams from four Ada manufacturing plants unified in three days to respond to an urgent need for hand sanitizer at area hospitals and for first responders. More than 156,000 units of Amway hand sanitizer were quickly produced, packaged, and donated to 30 local organizations. In addition to the costs associated with this production, emergency grants were made to corporations and non-profit organizations in West Michigan and Buena Park, California.



# Creating an Inclusive Environment

At Amway, we actively encourage everyone to be their true selves and share their diverse perspectives, unleashing their full potential and sparking solutions that will make a difference in the lives of our employees, communities, Amway Business Owners, and customers. By seeing people as they see themselves, we can support more sustainable work environments, processes, and solutions.



“At Amway we believe in the power of a culture that includes all people and perspectives - a place where employees can show up and be themselves. A diverse and inclusive environment makes us better and we are working to embed this into everything we do.”

-Claire Groen, Chief People Officer

## INCLUSION NETWORKS

At Amway we're proud of our four employee run Inclusion Networks: the Women's Inclusion Network, Pride Inclusion Network, Multicultural Inclusion Network, and Young Professionals Network. This year, our Networks were pivotal in driving meaningful connections and virtual support in a time many employees felt isolated during the COVID-19 pandemic.

## UNITY CIRCLES

To provide our employees with a platform to express their feelings and learn from and support each other during the unique year that was 2020, we created Unity Circles. These were guided town hall forums that offer open, honest conversation, empowering resources, and a place where employees could come together to offer support and insights.

## PROFESSIONALS OF COLOR CONFERENCE

This year the Multicultural Inclusion Network partnered with the Diversity & Inclusion team to host our annual Professional of Colors Conference, themed: Back to Basics. The Conference focused on identifying and overcoming bias and communicating across cultures.

## BE YOU ALLYSHIP TRAINING

Allyship trainings for all employees served as an essential first step in creating an organization centered on equity and equality. The 60-minute sessions outlined specific actions employees can take on the journey to becoming active allies.

## DAY OF UNDERSTANDING

The inaugural Day of Understanding continued our series of inclusive conversations while providing answers to employees' questions. The event featured an executive welcome, three different breakout sessions, a call-to-action session, and a keynote message from Marc Morial, President and CEO of the National Urban League. Total attendance across five sessions was over 1,300 employees.



# Health & Nutrition

## SUPPORTING HEALTHY LIFESTYLES

Nutrilite is the world's #1 selling vitamin and dietary supplement brand\* and this expertise enables us to help people around the world improve their nutrition.

Our Health & Nutrition Global CSR initiatives focus on:

- Granting children and families access to nutrition
- Encouraging healthy and active lifestyles
- Supporting nutrition and wellness education programs

\* Euromonitor International Limited , [www.euromonitor.com/amway-claims](http://www.euromonitor.com/amway-claims).



## AMWAY RIVER BANK RUN

In 2020, the 42nd annual Amway River Bank Run, the largest in the country, held in Grand Rapids, Michigan, US, evolved to a virtual race for the 25K, 10K, and 5K distances. In October, over 1,900 runners — including more than 50 Independent Business Owners — promoted health and wellness when they finished the race. Hundreds celebrated with a drive-through parade. Special thanks to the 483 Amway employees and their families who were prepared to volunteer. We hope everyone will join us for the 43rd annual event on October 23, 2021.

## AMWAY KOREA'S NUTRILITE™ HEALTH WATCHER PROGRAM

Recently recognized with the grand prize at the prestigious Donation for Education Award hosted by the Ministry of Education, this program educates children about nutrition, food choices, exercise, and body composition.

## AMWAY THAILAND HAPPY HEALTHY FARM FOR KIDS

This program is meant to strengthen nutritional and health value for schools in remote areas of Thailand. Since 2019, Amway Thailand volunteers have helped establish farms at 35 schools, benefiting nearly 5,500 kids by providing them with the resources to have a healthy lunch every day.

# The Power of 5 Campaign

With help from Amway Business Owners and employees, nearly 230,000 malnourished children in 11 countries are getting essential daily nutrients with the help of 15 partner organizations. Together, we distribute Nutrilite™ Little Bits™ and provide food supplements, clean water, and education about nutrition and hygiene to help more children survive, thrive, and grow.



## SOUTH AFRICA

Acorn Foundation, a Power of 5 partner in South Africa, was able to register as an essential service during COVID-19 so they could provide critical food to participating communities. They also worked with transportation companies to distribute vital food, protective gear and medical supplies.



## HAITI

During the pandemic, Hope for Haiti was able to enroll 650 children additional in their Power of 5 program at a new location, bringing their total number of distribution locations to 24. They also utilized community health workers to identify and help malnourished children.

We are helping children thrive and live healthy, properly nourished lives through the power of people and plants.



## 2020 LOCATIONS AND PARTNERS

- Brazil – Amway employees at the Ubajara Farm
- Dominican Republic – Solid Rock International & World Vision
- El Salvador – Asociación Agape & Glasswing International
- Guatemala – Compassion International & Glasswing International
- Haiti – Hope for Haiti & Word2Act
- Indonesia – Amway Indonesia
- Mexico – Un Kilo de Ayuda
- Panama – Glasswing International
- South Africa – Acorn Foundation & Headstart Kids
- Vietnam – Amway Vietnam
- Zambia – Christian Alliance for Children in Zambia

# Empowerment



Empowerment is a new Amway CSR pillar that focuses on empowering people — especially women — around the world to be agents of positive development for themselves, their families, and their communities.

Our empowerment initiative focuses on ways to:

- Equip entrepreneurs
- Develop leaders
- Promote equitable economic opportunities



## INSPIRING ENTREPRENEURS

In India, the Livelihood Skills program educated 200 women on community health education and entrepreneurship in the rural areas of Uttar Pradesh and Bihar. It is estimated that 20,000 people benefitted from this initiative, which resulted in improved health and nutrition standards; skills in accounting, marketing, and sales; regular livelihoods; and increased savings.



## MOMPREENEUR TRAINING

Amway Russia hosts a Mompreneur training program to help female entrepreneurs learn how to develop a business plan, from budgeting to marketing. The final project is a pitch competition before a panel of judges and winners receive a grant to support their start-up. Since the Mompreneur program was implemented in 2013, more than 1,700 mothers from 64 Russian cities have participated.

**72% of Amway Business Owners are women.**



# Employee Engagement

Amway employees have big hearts, especially for serving others. It's in their DNA. And in 2020, each market was very creative about fulfilling the needs of others in their local communities, whether that was in-person or virtually. Together, we embrace the values of social engagement authentically, as a company and as individuals, to be the change for a better world.

This CSR initiative focuses on:

- Activating stakeholders to engage
- Establishing cross-team collaboration
- Organizing events and communications that enable engagement



## AMWAY CHINA GIVES TALENT AND TREASURE

In 2020, Amway China volunteers contributed nearly 20,800 volunteer hours that impacted more than 1.1 million children and their families. The Amway Charity Foundation, offering equal development opportunities for children in poverty-stricken areas, also invested a total of \$3.9 million (USD), including more than \$2 million (USD) donated by Amway and \$1.9 million (USD) raised by Amway Business Owners and employees. In nine years, the Foundation has helped nearly 470 million children.



## AMWAY JAPAN REBUILDS COMMUNITIES

Remember HOPE, Amway Japan's flagship CSR initiative, won the Gold Standard Award for Corporate Philanthropy, the most prestigious award of its type in the Middle East, South Asia, and Asia-Pacific regions. This award recognizes the work of the entire CSR team over the lifetime of the project, which launched in 2012, and to date has raised \$13 million (USD). Over 3,400 volunteers have dedicated 54,154 hours participating in and organizing community classes and events. More than 150,000 people have used the Houses in Tohoku.



## THE AMWAY TAIWAN HOPE MAKER FOUNDATION

The Amway Hope Maker Foundation successfully launched fundraising campaigns strongly supported by ABOs and employees. Donations were used to assist 6,492 disadvantaged children in remote areas to improve their competitiveness and confidence through a tutoring program and the "Pursue Your Dream" campaign. Contributions represented an 82% increase when compared to 2019 giving.



## AMWAY NORTH AMERICA EMPLOYEE ADDS JOY

For more than 10 years, Amway North America receptionist Mary Pell has shared happiness with Kids Food Basket, an organization that provides sack suppers for children in need. She has decorated over 2,500 paper sacks with drawings, games, puzzles, jokes and inspiring thoughts so the children have something fun to take home. Pell says that working on the bags, especially during COVID-19 closures, has given her a sense of purpose because she felt like she was doing something really important.



## AMWAY BUSINESS OWNERS SHOW THEY CARE

From thousands of miles away, Amway Business Owners Andy Wu and Angela Huang watched the news about how COVID-19 was affecting the people of Michigan, and they were worried about Amway employees. Proactively, they reached out to their team and gathered 2,500 masks that were sent overnight to critical medical staff at several West Michigan healthcare organizations.

# Sustainability

At Amway, sustainability impacts our people, our products and our places.

As we scale sustainable practices into all operations, we will:

- Set aggressive goals to be planet positive
- Build on our expertise in the power of plants and build sustainability into our products
- Galvanize employees and ABOs in sustainability efforts, individually and collectively



## Sustainable Products

Perhaps the most visible part of our sustainability initiatives are the products and packaging that Amway Business Owners sell to their customers. The lifecycle of every product and its package speak volumes about who we are.

### PACKAGING ADVANCEMENTS: ARTISTRY SKIN NUTRITION™ LAUNCH

Our most recent examples of packaging advancements come with the launch of our new skincare line and include:

- 90% of the waste in our production facility is landfill-free, with plans to continue to improve.
- A 21% reduction in plastic, compared to previous skincare lines. That's the equivalent of removing more than 13.2 million water bottles from the environment each year.
- 57,000 fewer pounds (26,000 kgs) of paper used with our new packaging each year
- 100% of the electricity used to manufacture Artistry™ products in the U.S. is offset by our continuing investment in sustainable wind power.

The entire lifecycle of our products, our processes, and our packaging must be considered as we advance our sustainability focus.

# Sustainable Operations

Over the years, Amway Manufacturing has made great strides to improve sustainability, by increasing energy efficiency, reducing our consumption of materials like water and paper, reusing waste as an alternate fuel, and seeking renewable energy sources. Over the last five years, we've been focused on our manufacturing locations and now plan to expand efforts to include our offices and shops worldwide. For more information regarding our manufacturing locations, see the [Media Guide](#).

## REDUCTION INITIATIVES

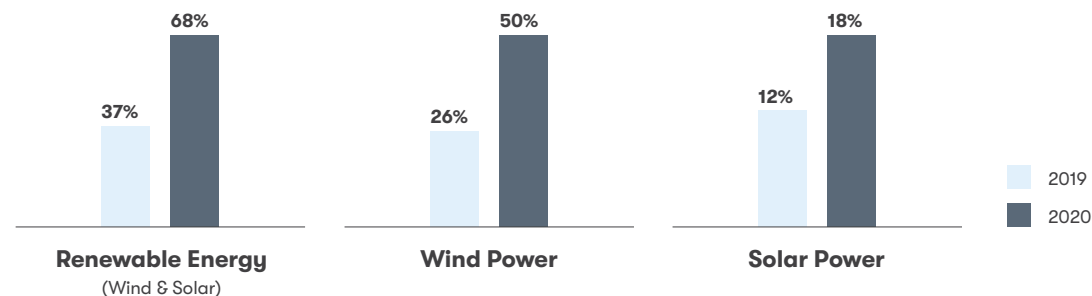
We've been tracking sustainability initiatives across several areas since 2015. This is where we finished at the end of 2020. Looking ahead, we will be setting more ambitious goals to be planet positive.

	Goal	Status
<b>Increase alternate energy use</b>	25%	40%
<b>Landfill free*</b>	100%	100%
<b>Recycling rate</b>	95%	95%
<b>Reduce greenhouse gases</b>	25%	41%
<b>Reduce total energy use</b>	10%	35%
<b>Reduction in total waste</b>	25%	10%
<b>Reduction in water consumption</b>	10%	3.5%

\* Amway is 100% landfill free at 2 of 7 of its major manufacturing sites. The remaining five sites are all more than 85% landfill free.

## SUSTAINABILITY SUCCESS IN INDIA

Wind and solar power are used to make our India manufacturing facility more sustainable. After upgrades in 2020, the plant transitioned to nearly 70 percent renewable energy, an improvement from 37% in 2019.



In 2020, we achieved most of the goals we set in 2015 to lower our environmental footprint, with a special focus on our headquarters facilities and manufacturing, as well as major advances in our India manufacturing facility.

Amway's commitment to traceability also benefits sustainability. Because we can trace ingredients used in Nutrilite™ supplements, we know that ingredients are double- and triple-checked to ensure they meet Amway's stringent quality requirements.

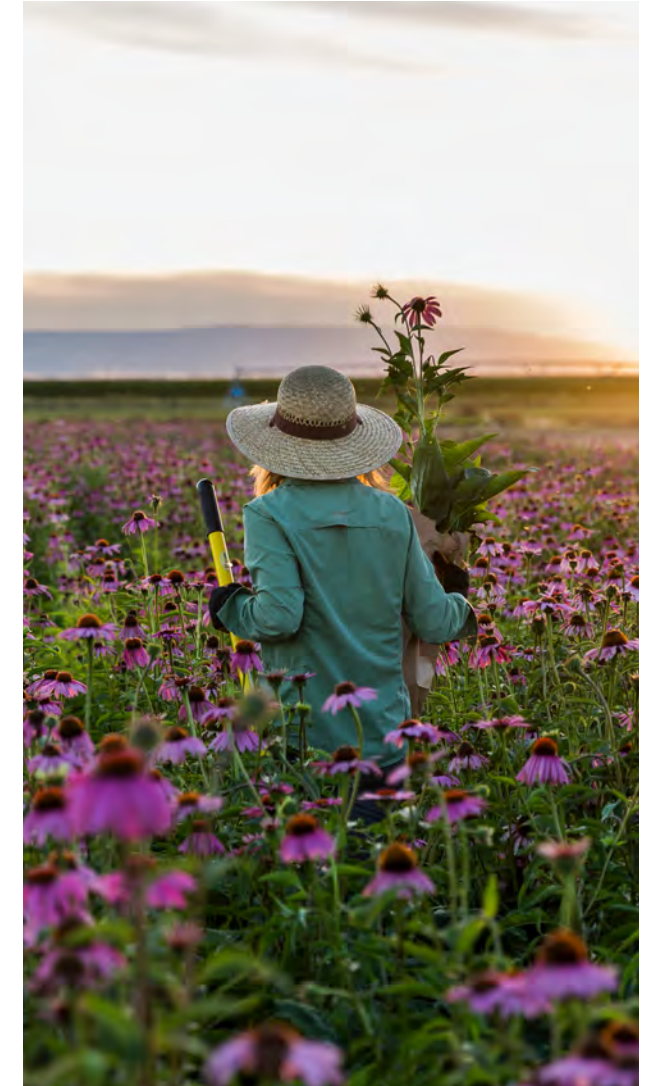
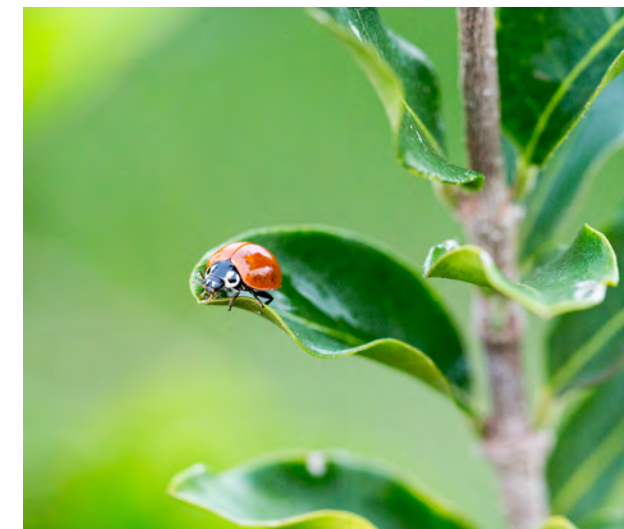
## WHAT DOES SUSTAINABLE FARMING MEAN TO US?

On our nearly 6,000 acres of certified organic farmland, sustainable farming means using methods that respect the harmony and balance of our surrounding communities. We do all we can to protect soil health, minimize pollution and ensure the availability of quality water. We use nature to manage nature instead of using harsh pesticides, we grow food for local food banks and we provide education services to local children. These are just a few of the sustainable practices we promote on our farms and require from our partner farms.

Sustainable farming principles go back to our company's roots and guide our farming methods. These also guide our NutriCert™ certification program standards.

- We see the farm as an ecologically integrated system.
- We prioritize organic farming and sustainable use of resources.
- We believe in the importance of ingredient traceability.
- Community programs and social responsibility are an integral part of our farms.
- We practice continuous innovation through research and development.
- We take care of our soil: Healthy soil means healthy crops and healthy products.

Whether the plants are grown on our organic farms or supplier farms, we make it a priority to care for every part of the growing process – starting literally at ground level.



## Where Nature Manages Nature

### How are earthworms used on our farms?

At our Mexico farm we raise red earthworms that produce about 260,000 liters per year of nutrient-rich liquid biofertilizer, which we apply to our crops through the irrigation system. They also produce solid humus that we add to our all-natural compost.

### How are falcons used on our farms?

The falcons are used to ensure pest control for the entire farm. Without hurting other animals, the falcons work in teams of six to 10 and each knows its particular job within its team. These brilliant birds have their own unique personalities, skills, wingbeat and working techniques.

### How are ladybugs used on our farms?

At our Trout Lake farms in the USA, we have a large natural population of ladybugs, which eat aphids and thrips that can damage plants. Our ladybug population is naturally robust in part because we don't use conventional herbicides and pesticides.

### How do Nutrilite farms fertilize crops?

The use of organic compost and liquid biofertilizer are important practices at our farms that improve soil condition and provide nutrients to the crops. Our organic composts frequently include our own leftover plant material. Liquid biofertilizers contain beneficial micro-organisms that contribute to crop growth and yield and help sustain soil fertility.

