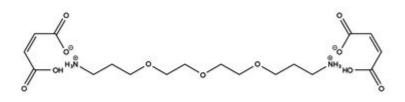




## OLAPLEX

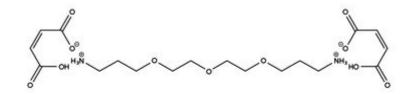
#### REPAIR.REBUILD.RESTORE.



YAMARIS GONZALEZ-FUENTES

## TABLE OF CONTENTS

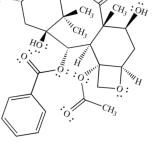
N°.1	PROBLEM STATEMENT
N°.2	INSIGHTS
N°.3	OPPORTUNITIES
N°.4	CONCEPTS
N°.5	SKETCHES
N°.7	BRAND OVERVIEW



THE ORIGINAL BOND BUILDER

HOW MIGHT WE, **THROUGH PACKAGING** DESIGN, EMPHASIZE CURLY HAIR, SUSTAINABILITY, AND FACILITATE THE MOBILITY OF **PRODUCTS WITHOUT** SACRIFICING QUALITY?





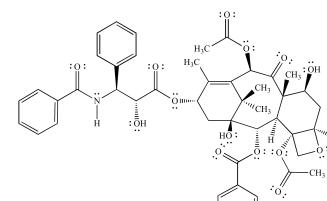
## ALL ABOUT OLAPLEX

OLAPLEX was formulated by chemist's Dr. Eric Presley and Dr. Craig Hawker, in California.

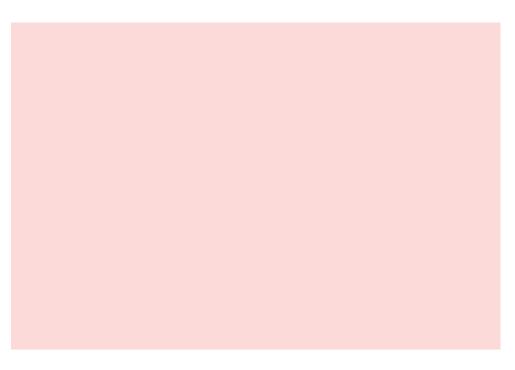
Their goal was to give hairstylists a product that allows them to be creative and do colorful makeovers without compromising client's hair.

OLAPLEX: Repairs, Rebuilds and Restores broken hair bonds

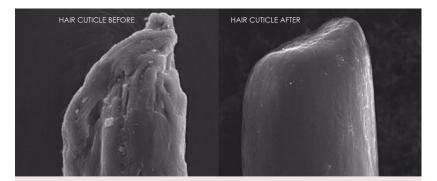




## THE SCIENCE BEHIND IT



Bis-Aminopropyl Diglycol Dimaleate - a single molecule, works in a unique way to quickly and effectively repair broken bonds and restore healthy hair.

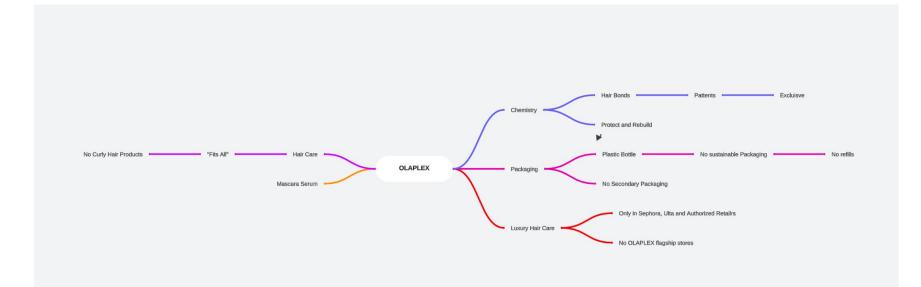


## **OLAPLEX Essence Wheel**





## MIND MAP



## MISSION

VISION

## VALUES

Our Mission Is to Improve Hair Health

We believe every person deserves to have healthy, beautiful hair, whether they are visiting a salon or caring for their hair at home. Aim to be the leading innovator in the hair care industry by continuously developing products and services that cater to individual needs. Innovation Customer Focus Sustainability







## CORPORATE SOCIAL RESPONSIBILITY

#### Supporting Small Businesses

- Invested in supporting the success of hairstylists.
- 98% of whom are small business owners, and a meaningful percentage of whom are racial or ethnic minorities.
- Affiliate Program, which enable hairstylists to generate income by selling Olaplex products for at-home use.

#### Diversity, Equity, and Inclusion

"We believe it is important that our employees reflect the diversity of our hairstylist and consumer community. Our Diversity, Equity, and Inclusion ("DEI") initiatives focus on promoting a workplace of inclusion and acceptance."

As of June 30, 2021, 77% of their employees identify as female and 41% identify as non-white. In addition, an employee survey from February 2021 found <u>90% of their employees agree that they</u> have an inclusive environment that makes them feel comfortable bringing their true selves to work.

#### **Environmental Sustainability**

"We continue to explore ways to reduce our carbon footprint and to contribute to a more sustainable future for our planet. One of our key initiatives is to limit the use of secondary packaging in which our products are sold.

We believe that between 2015 to 2021 we avoided the use of approximately 2.9 million pounds of paper packaging, which we believe prevented approximately 23 million pounds of greenhouse gas from being emitted into the environment, conserved approximately 37 million gallons of water and saved approximately 29,000 trees from deforestation, as compared to manufacturing, packaging and distribution alternatives.

In addition, we strive to produce clean products that exclude certain harmful ingredients. These efforts are well recognized in the industry, with <u>OLAPLEX being one of</u> <u>only 21 haircare brands accredited with the "Clean at</u> <u>Sephora" designation, as of July 31, 2021. "</u>

#### THE ENVIRONMENT COMES FIRST

#### HEALTHIER HAIR, HEALTHIER PLANET



## PACKAGING DESIGN ANALYSIS





- Olaplex packaging is monotone and elegant
- Consists of Plastic Bottle made with recycled plastic collected from the ocean
- The bottle's size and cap make the user quantify the amount of product used
- Uses no secondary packaging
- Contains only QR code, instructions, ingredients and description in the bottle

## SHIPPING PACKAGING





## VISUAL IDENTITY ANALYSIS:



LOGO:

SLEEK.

CAPITALIZED.

HELVETICA.

## COLOR SCHEME:







## **PRODUCT MATRIX ANALYSIS**







OLAPLEN

Shampoo

\$30.00

★★★★☆ 1.4K



Purple Shampoo **★★★★**☆ 675 \$30.00

No. 4C Bond Maintenance™ Clarifying Shampoo \*\*\*\*\* 1.2K \$30.00

C



\*\*\*\*\* 480

\$30.00

No. 5P Blonde Enhancer™ Toning Purple Conditioner \*\*\*\*\* 272 \$30.00

Lashbond Building Serum \*\*\*\*\* 1.2K \$68.00

	OLAPLE NO NO NO NO NO NO NO NO NO NO	New
OLAPLEX	OLAPLEX	OLAPLEX
Strong Days Ahead Hair Kit	Smooth Your Style Hair Kit	No.7 Bonding Oil
★★★★☆ (117)	★★★★☆ (91)	★★★★☆ (3,159)
\$55.00 (\$75 value)	\$40.00 (\$53 value)	\$30.00 - \$54.00



PROFESSIONAL USE ONLY . OLAPLEX.COM

OLAPLEX.

No.1 MIX WITH LIGHTENER, COLOUR. OR CHEMICAL SERVICES 525 ml/Net 17.75 fl oz PROFESSIONAL USE ONLY . OLAPLEX.COM

OLAPLEX. BOND PERFECTOR.

Nº.2 APPLY AFTER SHAMPOOING LIGHTENER OR RINSING COLOUR FROM HAIR

525 ml/Net 17.75 fl oz

NOFESSIONAL USE ONLY + OLAPLEX.COM USEE MORESSIONNEL UNIQUEMENT

#### OLAPLEX. 4-IN-1 MOISTURE MASK

MOISTURE MASK MASQUE HYDRATANT

MOSTURIZES, SMOOTHS, ADDS BODY & SHINE ALL HAIR TYPES 370 mL / 12.55 fl. oz. **Professional Products** 

## Exclusive for Professional Hairstylists

#### Not Sold to the Public

#### Nº.0 INTENSIVE BOND BUILDING HAIR TREATMENT

#### PRIMES HAIR FOR MAXIMUM REPAIR

- INTENSIFIES THE BENEFITS OF Nº-3 HAIR PERFECTOR™ (SOLD SEPARATELY)
- 3X STRONGER HAIR & 68% **MORE REPAIR\***
- STRENGTHENS AND **REPAIRS BONDS DEEP** WITHIN THE HAIR

\*After one application when used as a two-part system with Nº-3 Hair Perfector"

## OLAPLEX



WEHOME . OLAPLEX COM

MOFESSIONAL INSPIRED

OLAPLEX

INTENSIVE BOND BUILDING HAIR TREATMENT

## Nº.3

#### HAIR PERFECTOR<sup>™</sup>

#### NOT A CONDITIONER. NOT A MASK. THE #1 PRESTIGE HAIRCARE PRODUCT.\*

- REPAIRS DAMAGE AND **VISIBLY STRENGTHENS** HAIR
- REDUCES BREAKAGE AND SPLIT ENDS
- RESTORES HEALTHY APPEARANCE AND TEXTURE

TAKE HOME . OLAPLEX.COM THE ORIGINAL

\*Source: The NPD Group/U.S. Prestige Beauty Total Measured Market, Hair Category Sales, Annual 2021

## OLAPLEX.

OLAPLEX. HAIR PERFECTOR

Nº.3 REPAIRS AND STRENGTHENS ALL HAIR TYPES

100 ml/Net 3.3 fl oz

#### Nº·4 bond maintenance® shampoo

#### THE #1 PRESTIGE SHAMPOO\*

- NOURISHES FOR SOFT, SHINY, HYDRATED HAIR
- PREVENTS FRIZZ AND FLYAWAYS
- REDUCES DAMAGE
  AND SPLIT ENDS

PATENTED TECHNOLOGY . OLAPLEX.COM

OLAPLEX,

Nº.4 Bond Maintenance" Shampoo

REPAIRS, STRENGTHENS, & NOURISHES ALL HAIR TYPES

250 ml/Net 8.5 fl oz

\*Source: The NPD Group/U.S. Prestige Beauty Total Measured Market, Hair Category Sales, Annual 2021

## OLAPLEX.

### Nº.5 Bond maintenance® Conditioner

#### THE #1 PRESTIGE CONDITIONER\*

- NOURISHES AND HYDRATES WITHOUT HEAVINESS FOR SOFT, SHINY HAIR
- PREVENTS FRIZZ, FLYAWAYS, AND TANGLES
- REDUCES DAMAGE
  AND SPLIT ENDS

\*Source: The NPD Group/U.S. Prestige Beauty Total Measured Market, Hair Category Sales, Annual 2021

## OLAPLEX.

PATENTED TECHNOLOGY • OLAPLEX.COM OLAPLEX. Nº.5 BOND MAINTENANCE" CONDITIONER REPAIRS, STRENGTHENS, a NOURISHES ALL HAIR TYPES

250 ml/Net 8.5 fl oz

## Nº.6 Bond Smoother®

#### THE VELVETY LEAVE-IN FOR 72-HOUR SMOOTH STYLING

- CONTROLS FRIZZ UP TO 72 HOURS
- FASTER, SMOOTHER BLOW-DRIES
- DEFINED, FRIZZ-FREE AIR-DRIES

OLAPLEX.

RITENTED TECHNOLOGY • OLAPLEX.COM

OLAPLEX. Nº.6 BOND SMOOTHER®

LEAVE-IN STYLING TREATMENT ADDS MOISTURE, STRENGTHENS & REDUCES FRIZZ FOR UP TO 72 HOURS

100 mL / 3.3 fl. oz.

Nº·7 Bonding oil™

THE WEIGHTLESS OIL FOR SLEEK SHINE

- MAXIMUM SHINE, SOFTNESS, AND COLOR VIBRANCY
- PROTECTS HAIR FROM HEAT AND EVERYDAY DAMAGE
- TAMES FRIZZ AND FLYAWAYS

OLAPLEX. Nº.7 BONDING OIL" 30ml/Net 1 floz

#### N°·8 bond intense moisture mask

#### RESULTS YOU CAN SEE. REPAIR YOU CAN'T MASK.

- 2X SHINE, 4X MOISTURE, 6X SMOOTHNESS
- 94% SAW MORE BODY\*
- RESULTS THAT LAST THROUGH MULTIPLE WASHES

\*As reported by 47 out of 50 participants in a consumer test.





### N°.9 bond protector nourishing hair serum

## THE ANTI-DAMAGE HAIR SHIELD

- SATIN SHINE, STYLE MEMORY, AND BOUNCEBACK CURLS
- REDUCES TANGLES
  AND STATIC
- HEAT PROTECTION UP TO 450°F & 48-HOUR POLLUTION PROTECTION



#### **N°·4P** blonde enhancer™ toning shampoo

#### THE REPARATIVE PURPLE SHAMPOO FOR UNBREAKABLE BLONDES

- 3X BRIGHTER HAIR\*
- NEUTRALIZES BRASSINESS
  IN BLONDE, LIGHTENED,
  AND GRAY HAIR
- HYDRATES AND MAINTAINS HAIR STRENGTH FOR SOFT, SHINY HAIR

\*Compared to top purple shampoos

OLAPLEX.

PATENTED TECHNOLOGY . OLAPLEX.COM OLAPLEX Nº.4P BLONDE ENHANCER™ **IONING SHAMPOO** REPAIRS, HYDRATES & BRIGHTENS ALL BLONDE, LIGHTENED AND GREY HAIR

250 mL / 8.5 fl. oz.



#### REMOVE THE BUILDUP. REVEAL YOUR HEALTHIEST HAIR.

- PROMOTES AIRY VOLUME AND SOFTNESS
- RESTORES SHINE
- SUPPORTS VIBRANT
  COLOR CLARITY

OLAPLEX. Nº.4C BOND MAINTENANCE\* CLARIFYING SHAMPOO

PATENTED TECHNOLOGY . OLAPLEX.COM

DEEP CLEANS, SOFTENS, RESTORES SHINE & CLARITY ALL HAIR TYPES

<sup>250</sup> mL / 8.5 fl. oz.

## NEW! OLAPLEX PEPTIDE COMPLEX TECHNOLOGY<sup>™</sup>

Supports the natural lash growth cycle and retention

Proven to leave hair looking and feeling clean with no clogging buildup.

100% saw no white residue

97% said their hair looked clean

97% saw oil reduction\* NEENTED TECHNOLOGY NONOLOGIA PATENTADA OLAPLEX.COM

OLAPLEX. Nº-4D DRYSHAMPOO WHEN YOUMAN DETOX WHEN YOUMAN DETOX

ABSORBS OIL, VOLUMIZES, REFRESHES & DETOXIFIES ALL HAIR TYPES & COLORS

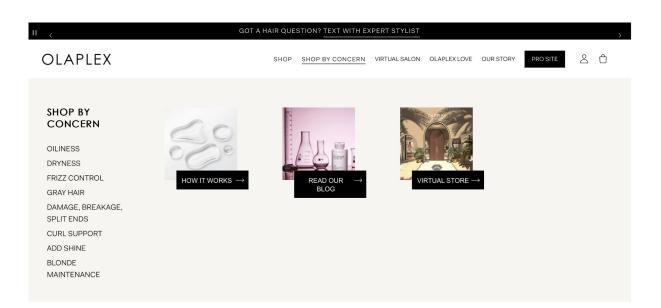
ASSORBE LA GRASA, DA VOLUMEN REFRESCA Y DESINTOXICA RARA TODO: TIPO DE CABELLO Y COLOR

178 g / 6.3 oz.

\*In an independent consumer perception study of 30 m/f, ages 18+ after 3 consecutive uses.



## **BRAND PRESENTATION ANALYSIS**





Search



Q

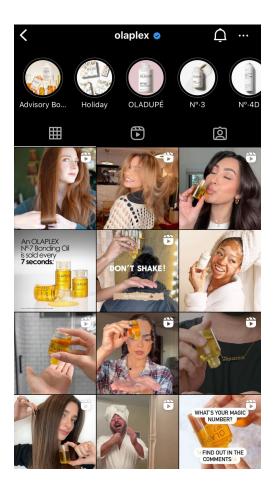






## **DIGITAL PLATFORMS**





## **KEY INSIGHTS**

## REFILLABLE PACKAGING

Olaplex does not currently provide sustainable packaging, which would improve customer experience and the brand's sustainability promise.

## **USE OF NUMBERS**

The use of numbers to name their products help with the customer's experience, as it facilitates the understanding of the products order.

## PHILANTHROPY

The brand lacks philanthropic efforts.



## UNINVITING CUSTOMER EXPERIENCE

OLAPLEX is not inviting to new customers. The brand and customer relationship is not interactive as it is primarily handled by authorized retailers.

## ANTI-DIVERSION

All of OLAPLEX products contain a qr code to ensure that their customers can differentiate the real product from a counterfeit one.



## EXPANSION INTO OTHER INDUSTRIES

OLAPLEX entering other could pose a challenge to their current packaging promise. As packaging gains significance in other sectors in the beauty industry.

## PACKAGING SIMPLICITY

OLAPLEX packaging simplicity and pastel packaging makes the brand noticeable among its competitors.



## CUSTOMER PERCEPTION

Only using hair stylist promotion in stores and digital platforms makes the brand intimidating for new customers.

## ONLINE TOOLS IN PACKAGING

OLAPLEX provides guides and assistance on how to use their products in their web page. Therefore this could be implemented in their packaging.

## COLOR CODED

Their color coded products and their functions are easier to identify among their products.



## CUSTOMIZATION

OLAPLEX does not provide any option of customization in their product lines.

## SCIENCE IN BRAND

OLAPLEX is a science based brand, yet their packaging does not have anything that alludes to it.

## ONLY LIQUID PRODUCTS

Products are moving in the direction of bars and dissolvable products, which the brand has not indulged in.



OLAPLEX mini products, are not travel friendly.

## SECONDARY PACKAGING

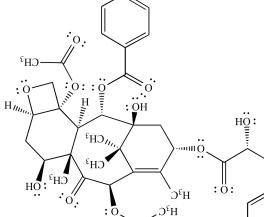
OLAPLEX lack of secondary packaging is good for the environment, but risks the damage of the products.

## PRIMARY PACKAGING

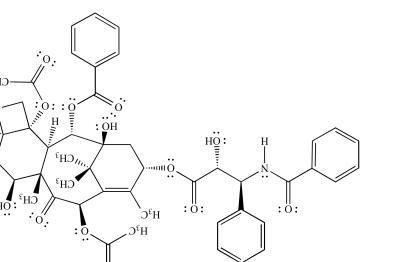
All of their primary packaging is made of plastic.



## HOW MIGHT WE, THROUGH PACKAGING DESIGN, EMPHASIZE CURLY HAIR, SUSTAINABILITY, AND FACILITATE THE MOBILITY OF PRODUCTS WITHOUT SACRIFICING QUALITY?

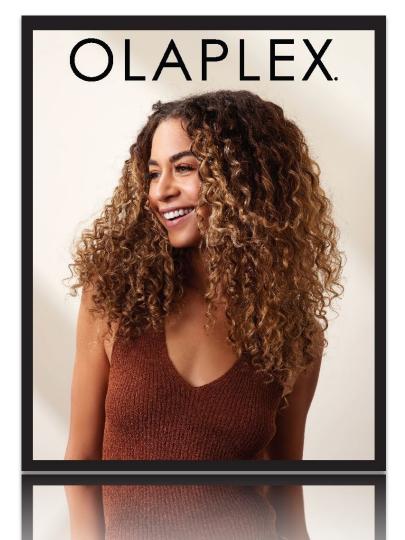


## **OPPORTUNITIES**





There is an opportunity to create a hairline tailored to Coils and Curls.



# Why a hairline tailored to curls?

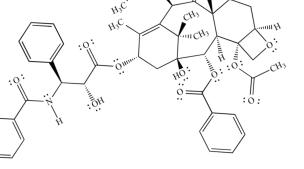
#### Curl needs:

Due to its unique structure, curly hair tends to be drier, more coarse and more prone to frizz than straight and wavy hair types, and requires concentrated moisture to stay soft, defined and stop from easily tangling.

Some of the ingredients that benefit this type of hair, include Coconut Oil, Shea Butter, Argan Oil and Jojoba Oil. Aloe Vera and protein help reduce frizz.

All of this ingredients + OLAPLEX BOND REPAIR = Healthy Curly Hair

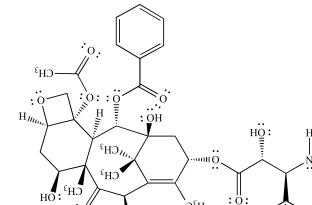




### There is an opportunity to create packaging that is both sustainable, highly functional and aesthetically pleasing for the consumer.

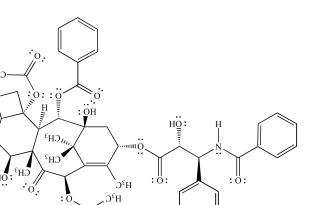


### There is an opportunity to make hair care products easy to take on the go.



### There is an opportunity to make OLAPLEX products customizable.



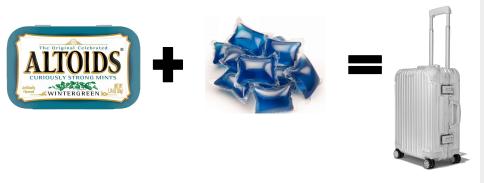


# CONCEPT STATEMENTS:



### TIN + PODS = HAIR ON THE GO

A pocket sized container filled with your choice of OLAPLEX water soluble pods/capsules and biodegradable pods. Perfect for traveling.

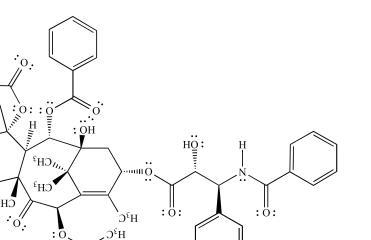


### REIMAGINING THE OLAPLEX BOTTLE: A CUSTOMIZABLE EXPERIENCE BY YOU

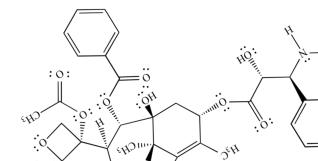
In this new product line, focused on customization and sustainability, customers have the opportunity to choose their type of packaging, its material, its refills, which products they desire, add ons and OLAPLEX exclusive technologies.

### OLAPLEX CX: OLAPLEX FOR YOUR COILS AND CURLS

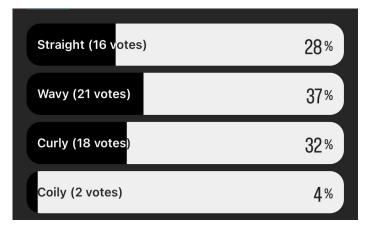
# **Primary Research**







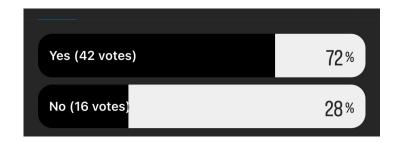
#### What is your hair type?



How many products do you take when you travel?

1 (5 votes)	9%
2 (17 votes)	30%
3 (10 vo <mark>tes)</mark>	18%
More than 3 (25 votes)	44%

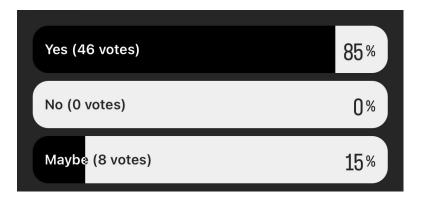
Has the size of your current products ever stopped you from bringing them before?



Do you buy travel sizes of your favorite products?

Would you be interested in a product that allowed you to carry all of your favorite products without sacrificing luggage space?





# Consumer Profile + Journey



Jennifer Gomez-Smith is a thirty year old woman living in Orlando, Florida. By day, she assumes the role of a dedicated Spanish teacher, earning an annual income of \$47,874. On weekends, she channels her entrepreneurial spirit, working as a freelance nail technician to supplement her earnings. Her financial goals revolve around securing a home with her longtime boyfriend, Jason.

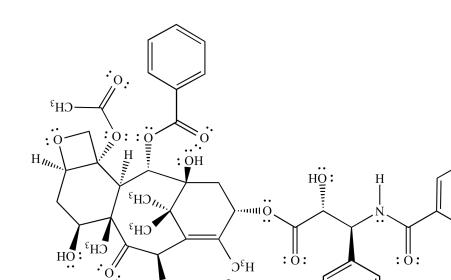
However, two weeks before their planned wedding in San Juan, Puerto Rico, Jennifer and Jason find themselves parting ways. Undeterred, Jennifer decides to proceed with the Puerto Rico trip, repurposing what was meant to be her wedding suite as a vacation.

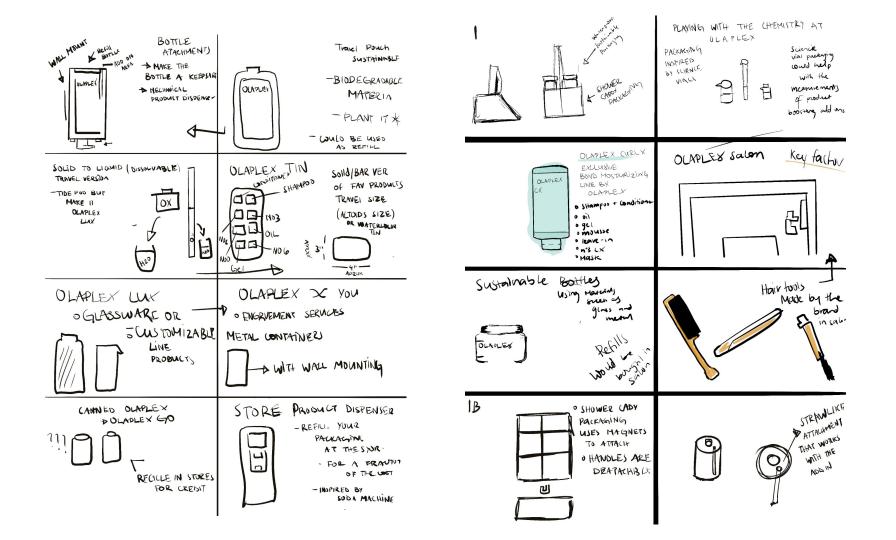
In a moment of introspection, she seeks change by purchasing hair cutting scissors and red box hair dye from a nearby Walgreens. Dissatisfied with the results, she turns to Amado Salon, a luxury hair salon in San Juan.

Here, she encounters Johnny, a skilled stylist, who conducts a thorough hair analysis. Recognizing the need for professional intervention, he proposes an OLAPLEX-driven color remover procedure using N1 and N2. Stressing the significance of OLAPLEX for hair health, Johnny recommends a hair gloss for added vibrancy and introduces Jennifer to the OLAPLEX CURL X line for curl maintenance.

Considering Jennifer's dynamic lifestyle, Johnny suggests the to-go OLAPLEX kit, ensuring her hair care remains a constant amidst her on-the-go schedule. Intrigued, Jennifer delves into the research, acknowledging OLAPLEX as a reliable solution for her evolving hair care needs.

# SKETCHES:

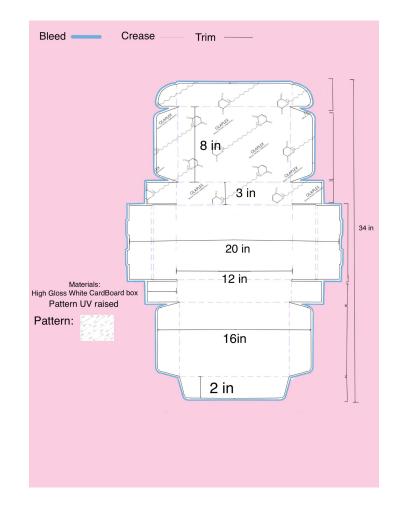




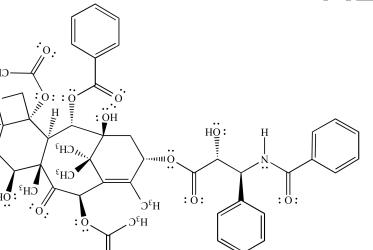
### REFINED SKETCH:

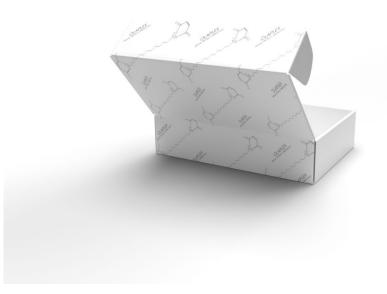


#### DIELINES



# **RENDERINGS:**











#### LAPLEX

Nº4

BAMPOO

PAIRS, STRENGHTENS. WOURISHES CURLS



# LABEL:

PATENTED TECHNOLOGY • OLAPLEX.COM

# OLAPLEXCX

N°4

BOND MAINTENCE™ SHAMPOO

REPAIRS, STRENGHTENS, & NOURISHES CURLS



#### OLAPLEX CX TRAVEL KIT

BOND MAINTENCE™ SHAMPOO CX BOND MAINTENCE™ CONDITIONER CX BOND MAINTENCE™ BONDING OIL CX BOND MAINTENCE™ HAIR TREATMENT CX HAIR PERFECTOR CX MOISTURIZE MASK REPAIR CX

REPAIRS, STRENGHTENS, & NOURISHES CURLY HAIR

#### OLAPLEX CX TRAVEL KIT

BOND MAINTENCE™ SHAMPOO CX BOND MAINTENCE™ CONDITIONER CX BOND MAINTENCE™ BONDING OIL CX BOND MAINTENCE™ HAIR TREATMENT CX HAIR PERFECTOR CX MOISTURIZE MASK REPAIR CX

REPAIRS, STRENGHTENS, & NOURISHES CURLY HAIR





# OLAPLEX. CX TRAVEL KIT



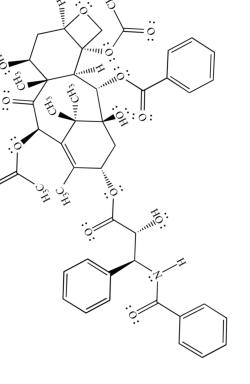


# LABEL:

#### OLAPLEX CX TRAVEL KIT

BOND MAINTENCE<sup>™</sup> SHAMPOO CX BOND MAINTENCE<sup>™</sup> CONDITIONER CX BOND MAINTENCE<sup>™</sup> BONDING OIL CX BOND MAINTENCE<sup>™</sup> HAIR TREATMENT CX HAIR PERFECTOR CX MOISTURIZE MASK REPAIR CX

REPAIRS, STRENGHTENS, & NOURISHES CURLY HAIR



## **INSERTS**:



[DATE] Page 1 [DATE] TITLE: OLAPLEX FOR YOU PURPOSE: REPAIR PROTECT AND STRENGTHEN HAIR INTRODUCTION: HAIR BONDS CONTRIBUTE TO A MAJOR ASPECT OF HAIR HEALTH. THEREFORE, APPLYING THE RIGHT CHEMICAL SOLUTIONS CAN CONTRIBUTE TO HEALTHIER HAIR. THE LAB CREATED SEVERAL PRODUCTS TO IMPROVE BONDS HEALTH. IN THIS EXPERIMENT, WE WILL BE TRYING THE SCIENTIFIC EFFECTS AND CONTRIBUTIONS OF OLAPLEX MATERIALS & METHODS: OLAPLEX N4 CX - CLEANS, REPAIRS, STRENGTHENS & NOURISHES CURLY HAIR OLAPLEX N5 CX - HYDRATES, REPAIRS, STRENGTHENS & NOURISHES CURLY HAIR PROCEDURE: USE ONE TO TWO PODS OF EACH SOLUTION TO COVER AND NOURISH HAIR. NOTES:

#### REFERENCES

Olaplex. (February 28, 2023). Gross profit of Olaplex in 2020 and 2022 (in million U.S. dollars) [Graph]. In *Statista*. Retrieved January 17, 2024, from <u>https://0-www-statista-com.library.scad.edu/statistics/1328782/olaplex-gross-profit/</u>

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https://dcf.fm/blogs/blog/olpx-mission-vision#values

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https://olaplex.obsessvr.com/salon/#/entrance

https://www.bellaffair.com/olaplex-no-4-bond-maintenance-shampoo

https://mondayhaircare.com/best-ingredients-for-curly-hair/#:~:text=Below%20we%20take%20a%20look,Argan%20Oil%20and%20Joj oba%20Oil.