

**O Boticário**  
**Global Compact**  
**Progress Report 2008**

São José dos Pinhais, May 21, 2009

Ban Ki-moon  
Secretary General  
United Nations Organization

Mr. Secretary General,

Aware of its role in society, O Boticário does not limit itself to merely carrying out and maintaining social projects. It also makes sure that ethics and transparency pervade its management model and company business. This philosophy has always guided our practice, but became even more explicit in 2008 when we announced our core purpose, which is to contribute to a more beautiful world aligned to our brand positioning – Believe in Beauty.

Driven by this mission, we encourage the daily practice of ethical relations, transparency, integrity and respect for our entire network of relations, including consumers, suppliers, employees, shareholders, government, environment and community.

In this new context, we would like to reassure our commitment to supporting and promoting the ten principles of the Global Compact across the entire **Boticário** value chain. The basic premises guiding how we conduct our actions will always be valuing the human being, respecting the environment and promoting social well-being.

Best regards,

Artur Noemio Grynbaum  
President

## INTRODUCTION

O Boticário's history began in 1977 when it was a small compounding pharmacy in downtown Curitiba, capital of state of Paraná (PR). Innovative formulas, quality and ethical relations turned the small pharmacy into one of the largest cosmetic companies in Brazil and the largest franchise network in the cosmetic, toiletry and perfume industry in the entire world, with 2,660 stores. Among direct and indirect jobs, **O Boticário** provides 14 thousand jobs. The factory alone, in São José dos Pinhais, Greater Curitiba (PR), employs about 14 hundred people.

The O Boticário product line currently features about 600 different articles ranging from body and face care to sunscreens, makeup, perfumes, deodorants, soaps and shampoos. Over the course of more than three decades of operations, O Boticário has become a synonym of enchantment. In essence, it represents the power of taking beauty, satisfaction and making oneself over to each consumer.

At O Boticário, Social Responsibility pervades the way it does business. At its core is the practice of ethical relations with all interested parties and the balance between economic, social and environmental vectors to achieve sustainability, and also its support to social and environmental projects like the O Boticário Nature Protection Foundation.

Created in 1990, the O Boticário Foundation is a non-profit organization that emerged with the mission of protecting Brazil's immense natural assets. The Foundation develops and supports actions that contribute effectively to preserving fauna and flora, helps train professionals from the area and makes thousands of people aware of the importance of caring for nature and the balance of the planet. It is recognized nationally and internationally for its ability to produce effective results in preserving Brazil's natural riches.

O Boticário's commitment to the Global Compact is part of this philosophy, whose principles are represented by the company actions set forth below.

## Principle 1 – Respect and protect human rights

Commitment	System	Actions	Performance 2008
As part of its management model, O Boticário believes that it is everyone's duty to act with social responsibility within the organization, and is continuously committed to the quality of life of present and future generations, by exhibiting a mode of behavior that contributes to economic, social and environmental development.	1. Human Resources	Integration of newly hired employees: On the first day of work, employees receive instructions about their rights, benefits and workplace safety, as well as information on Boticário's positioning in relation to social responsibility and the environment.	<b>All newly hired employees receive these instructions.</b>
	2. Human Resources – Quality of Life Programs	Work Gymnastics – the practice of physical activities fulfills the needs of staff members right at their workplace	Work gymnastics is made available to all company employees.
		Essence of Life – a program for pregnant women made available to both in-house personnel and the local community, where future mothers prepare to receive their babies; the program provides information, promotes the exchange of experiences, and offers practical situations and notions of the changes they will be experiencing	107 pregnant women participated in this program, 24 of which were employees and 83 of which were women from the São José dos Pinhais community
	3. Human Resources – Benefits	Anneliese Krigsner Educational Center (CEAK) – Boticário provides a complete child education center to company employee children until they complete their early childhood education (4 months to 5 or 6 years of age)	The CEAK served 97 children in 2008.

## Principle 1 – Respect and protect human rights (continued)

Commitment	System	Actions	Performance 2008
<p>As part of its management model, O Boticário believes that it is everyone's duty to act with social responsibility within the organization, and is continuously committed to the quality of life of present and future generations, by exhibiting a mode of behavior that contributes to economic, social and environmental development.</p>	<p>4. Human Resources – Benefits</p>	<p>Supplementary Child Education – funds are set aside for employees whose children are at child education age (4 months to 5 or 6 years of age) and who attend schools accredited by Boticário.</p>	<p>44 children of company employees were benefited</p>
		<p>Supplementary Child Nutrition – financial aid to buy milk for company employee children age 4 months to 2 years</p>	<p>65 children of company employee were benefited</p>
		<p>Food Aid</p>	<p>All employees have subsidized food aid at the company and receive a food voucher for supermarket purchases</p>
		<p>Medical Assistance</p>	<p>All employees and dependents have health plans and their health-service-related expenses are subsidized by the company.</p>
		<p>Private Welfare Plan</p>	<p>O Boticário offers all employees a private pension plan with voluntary enrollment</p>
		<p>Medication Aid</p>	<p>All employees have a 50% subsidized aid for purchasing branded medications, 50% for compounded medications and 60% for generic medications.</p>

**Principle 1 – Respect and protect human rights (continued)**

Commitment	System	Actions	Performance 2008
As part of its management model, O Boticário believes that it is everyone's duty to act with social responsibility within the organization, and is continuously committed to the quality of life of present and future generations, by exhibiting a mode of behavior that contributes to economic, social and environmental development.	5. Human Resources – Benefits	Dental Services	All employees and dependents are provided with dental services at the factory facilities.
		Life Insurance	All employees and dependents have life insurance.
		Other Benefits	O Boticário offers other types of benefits, like discounts on purchases of products, transport vouchers, or company-provided chartered transport services.
	6. Community-oriented Actions	Toy Drive	The drive collected 833 toys, benefiting three institutions assisting children and teens.
		Donations of products and equipment	<p>a) Starting 2007, donations of goods made by Boticário were sent to the local authorities of São José dos Pinhais and Curitiba to be used in actions developed by the town halls of these cities.</p> <p>b) In 2008, 3,554 items were donated (ranging from personal care products to equipment and uniforms)</p>

## Principle 2 – Prevent violations of human rights

Commitment	System	Actions	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
Not only does O Boticário not tolerate the violation of human rights in its operations, it also acts proactively to disseminate the culture of good corporate practices, striving to instill awareness in its entire value chain – employees, franchise network and suppliers.	1. Social Responsibility Management Program in the Supplier Chain	The program consists of offering guidance to suppliers on issues related to social responsibility, training on how to use Social Responsibility Ethos Indicators, monitoring and auditing indicator results related to topics like child labor, forced labor, health and workplace safety, diversity, respect for the environment and social action.	<p>Social Responsibility Ethos Indicator Average for Boticário suppliers (child labor, forced labor, health and workplace safety, diversity, respect for the environment and social action).</p> <p>Indicator values range between 0 and 10.</p>	5.04	5.37	5.12

Principle 2 – Prevent violations of human rights						
Commitment	System	Actions	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
Not only does O Boticário not tolerate the violation of human rights in its operations, it also acts proactively to disseminate the culture of good corporate practices, striving to instill awareness in its entire value chain – employees, franchise network and suppliers.	2. Social Responsibility Management Program in the Franchise Network	<p>Striving to disseminate the importance of social responsibility management to its franchise network, O Boticário created socio-environmental indicators related to the topic of Human Rights Violations.</p> <p>These indicators are addressed by franchisees, giving rise to action plans.</p> <p>The franchise network is assessed according to the initiatives taken on in the previous year.</p>	<p>% of franchisees participating in the survey and adopting the social responsibility indicators for the Boticário franchise network.</p> <p>Both the questions composing the 2006 assessments and the number of participants changed in the following years, precluding any comparison among them.</p>	<b>Promoting of Children and Teens</b>		
				15%	22.5%	18%
				<b>Work Environment Quality</b>		
				99%	97%	82%
				<b>Health and Workplace Safety</b>		
				98%	80%	66%
				<b>Promoting Diversity</b>		
				53%	98%	82%



### 3. Uphold the freedom of association in the workplace

Commitment	System	Actions	Performance 2008
O Boticário respects the freedom of expression and of trade union initiatives, and in no way represses staff members belonging to these institutions.	Human Resources	Relationship with Trade Unions	100% of O Boticário workers are represented by trade unions.

4. Abolish forced labor						
Commitment	System	Actions	Performance 2008			
O Boticário does not allow, under any circumstances whatsoever, the exploitation of workers, nor does it maintain business relations or contract out the services of organizations that adopt any form of forced or compulsory labor.	1. Human Resources	Flexible Work Hours – Administrative staff can start working an hour earlier or later in relation to the hour set by the company.	Available for all employees that work administrative hours.			
		Hour Bank – a mechanism that allows excess hours worked in one day to be compensated by lessening the same number of work hours of another day.	Available for all employees that do not hold management positions.			
	2. Social Responsibility Management Program in the Supplier Chain	The program monitors and audits suppliers in issues related to forced labor, among other topics.	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
			Ethos Indicator Average for Boticário suppliers in relation to the forced labor indicator.	4.76	5.11	5.44

#### 4. Abolish forced labor ( continued)

Commitment	System	Actions	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
O Boticário does not allow, under any circumstances whatsoever, the exploitation of workers, nor does it maintain business relations or contract out the services of organizations that adopt any form of forced or compulsory labor.	3. Social Responsibility Management Program in the Franchise Network	<p>Striving to disseminate the importance of social responsibility management to its franchise network, O Boticário created socio-environmental indicators related to the topic of Forced Labor. These indicators are related to quality at the workplace.</p> <p>These indicators are addressed by franchisees, giving rise to action plans.</p> <p>The franchise network is assessed according to the initiatives taken on in the previous year.</p>	<p>% of franchisees participating in the survey and adopting the social responsibility indicators for the Boticário franchise network.</p> <p>Both the questions composing the 2006 assessments and the number of participants changed in the following years, precluding any comparison among them.</p>	Those hired (all employees of a store or franchise) are registered in their Work Permit Record Booklet and with the Social Security Administration.		
				99%	98%	83%
				The employee work load does not exceed 44 hours a week.		
				NI	96%	82%
				Decent work relations with all its employees, adopting correct disciplinary practices.		
				100%	99%	84%

## 5. Abolish child labor

Commitment	System	Actions	Performance 2008
<p>O Boticário is against child labor and has taken on two commitments in this respect:</p> <p>a) Partnering with the Abrinq Foundation that recognizes O Boticário as a Child Friendly Company</p> <p>b) Fostering Corporate Conduct for Eradicating Child Labor</p> <p>This posture pushes for the engagement of the company's supplier chain and franchise network in adopting the same positioning and also developing actions for children and teens.</p>	1. Human Resources - Benefits	<p>Education Enables a Future – a program designed to arouse the awareness of fathers and mothers to the importance of their children's education</p>	<p>a) In 2008, 417 people participated in the program, broken down into 224 adults and 193 students.</p> <p>b) In 2008, 193 school kits were distributed to children of company employees, provided their proven enrollment in a basic education program.</p>
	2. Human Resources	<p>Young Apprentices Program – Youths aged 14 to 18 (according to the Brazilian legislation in force) are hired to be young apprentices. Participation in the project requires that they be enrolled in high school and engage in 4 hours of company activities. The project is designed to encourage personal and professional development through work in daily job-related activities and training in teamwork, ethics and the job market.</p>	<p>O Boticário has signed on 36 young apprentices, thus surpassing the minimum number stipulated by Brazilian legislation.</p>

## 5. Abolish child labor (continued)

Commitment	System	Actions	Performance 2008			
<p>O Boticário is against child labor and has taken on two commitments in this respect:</p> <p>a) Partnering with the Abrinq Foundation that recognizes O Boticário as a Child Friendly Company</p> <p>b) Fostering Corporate Conduct for Eradicating Child Labor</p> <p>This posture pushes for the engagement of the company's supplier chain and franchise network in adopting the same positioning and also developing actions for children and teens.</p>	3. Social Responsibility Management Program in the Supplier Chain	<p>Clause against child labor – O Boticário alerts its suppliers in a contract clause that a proven condemnation of child labor may cause the breaking off of their business relations.</p>	All contracts with suppliers included a clause against child labor.			
		<p>The program monitors and audits suppliers in issues related to child labor, among other topics.</p>	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
			<p>Ethos Indicator Average for Boticário suppliers in relation to the topic of child labor.</p>	3.46	4.15	4.34

## 5. Abolish child labor (continued)

Commitment	System	Actions	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
<p>O Boticário is against child labor and has taken on two commitments in this respect:</p> <p>a) Partnering with the Abrinq Foundation that recognizes O Boticário as a Child Friendly Company</p> <p>b) Fostering Corporate Conduct for Eradicating Child Labor</p> <p>This posture pushes for the engagement of the company's supplier chain and franchise network in adopting the same positioning and also developing actions for children and teens.</p>	4. Social Responsibility Management Program in the Franchise Network	<p>Striving to disseminate the importance of social responsibility management to its franchise network, O Boticário created socio-environmental indicators related to the topic of Promoting of Children and Teens, including child labor indicators.</p> <p>These indicators are addressed by franchisees, giving rise to action plans.</p> <p>The franchise network is assessed according to the initiatives taken on in the previous year.</p>	<p>% of franchisees participating in the survey and adopting the social responsibility indicators for the Boticário franchise network.</p> <p>Both the questions composing the 2006 assessments and the number of participants changed in the following years, precluding any comparison among them.</p>	Hiring of teens between age 14 and 17 as apprentices.		
				15%	22%	18%

5. Abolish child labor (continued)			
Commitment	System	Actions	Performance 2008
<p>O Boticário is against child labor and has taken on two commitments in this respect:</p> <p>a) Partnering with the Abrinq Foundation that recognizes O Boticário as a Child Friendly Company</p> <p>b) Fostering Corporate Conduct for Eradicating Child Labor</p> <p>This posture pushes for the engagement of the company's supplier chain and franchise network in adopting the same positioning and also developing actions for children and teens.</p>	5. Traveling Industry Program	In partnership with the Social Services for Industry (SESI) and the National Service for Industrial Apprenticeship (SENAI), O Boticário currently conducts a personal and professional guidance program for 7 <sup>th</sup> and 8 <sup>th</sup> grade elementary students.	The program benefited 150 students age 14 and 15.
	6. Children's and Adolescents' Fund	O Boticário selects projects from the Children's and Adolescents' Funds sponsored by the cities of São José dos Pinhais and Curitiba (PR), to which it allocates funds and follows up the results achieved.	O Boticário invested R\$ 417,408 in 25 projects that benefited 12,000 children and teens.

6. Eliminate workplace discrimination						
Commitment	System	Actions	Performance 2008			
<p>O Boticário respects diversity as one of the principles that drives the company. For this reason, it does not tolerate any form of discrimination, whether of race, gender, sexual orientation, color, religion, ethnic origin, age or physical or mental incapacity.</p> <p>O Boticário formalized this positioning when it signed the Corporate Commitment for Valuing Diversity in the Workplace.</p>	1. Human Resources	Diversity	<p>a) In relation to the composition of its employee body, O Boticário has 53% of women holding 38% of managerial positions.</p> <p>b) The company has an inclusion program for the physically impaired (PPI) and employs 26 such professionals. This figure exceeds the quota established by Brazilian legislation by 38%.</p>			
	2. Social Responsibility Management Program in the Supplier Chain	The program monitors and audits suppliers in issues related to diversity, among other topics.	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
			Ethos Indicator Average for Boticário suppliers in relation to diversity.	4.56	5.25	5.45



6. Eliminate workplace discrimination (continued)						
Commitment	System	Actions	Performance Indicator	Performance 2006	Performance 2007	Performance 2008
<p>O Boticário respects diversity as one of the principles that drives the company. For this reason, it does not tolerate any form of discrimination, whether of race, gender, sexual orientation, color, religion, ethnic origin, age or physical or mental incapacity.</p> <p>O Boticário formalized this positioning when it signed the Corporate Commitment for Valuing Diversity in the Workplace.</p>	3. Social Responsibility Management Program in the Franchise Network	<p>Striving to disseminate the importance of social responsibility management to its franchise network, O Boticário created socio-environmental indicators related to the topic of Quality at the Workplace, including an indicator on discrimination.</p> <p>These indicators are addressed by franchisees, giving rise to action plans</p> <p>The franchise network is assessed according to the initiatives taken on in the previous year.</p>	<p>% of franchisees participating in the survey and adopting the social responsibility indicators for the Boticário franchise network.</p> <p>Both the questions composing the 2006 assessments and the number of participants changed in the following years, precluding any comparison among them.</p>	The recruitment and selection process for store or franchise personnel is free from discriminatory practices.		
				53%	98%	82%

## 7. Support a precautionary approach to environmental challenges

Commitment	System	Actions	Performance Indicators	Performance 2007	Performance 2008
<p><i>Guided by its <b>Environmental, Health and Work Safety Policy</b>, O Boticário commits itself to <b>reducing the environmental impacts</b> caused by its activities through its <b>control and prevention of pollution</b>.</i></p>	<p>1. Integrated Management System (certified by OHSAS 18001 and ISO 14001)</p>	<p>Ecoefficiency Plan [reduction and optimization of natural resource consumption]</p>	<b>1. Residues</b>		
			1.1. Global Recycling Rate [%]	<b>90%</b>	<b>95% (6%)</b>
			<b>2. Water</b>		
			2.1. Industrial Water Consumption m³/ MM units produced	<b>0.71</b>	<b>0.67 (↓6%)</b>
			<b>3. Effluents</b>		
			3.1. Effluents treated [m³/day]	<b>110</b>	<b>128 ( 16%)</b>
			3.2. Water reuse [m³/year]	<b>510</b>	<b>1786 (250%)</b>
			<b>4. Energy</b>		
			4.1. Industrial Energy Consumption kWh/ MM units produced	<b>0.062</b>	<b>0.054 (↓13%)</b>
		<p>“Teams in Action” Program [Internal awareness program about environmental responsibilities and actions]</p>	<b>5. Residues</b>		
			5.1. Recycling Rate in ADM areas [%]	<b>89%</b>	<b>90% (1%)</b>
			5.2. Generation of ADM Residue Areas [Tons]	<b>13.5</b>	<b>11 (↓23%)</b>
			<b>6. Water</b>		
			6.1. Water Consumption – Administration m³/ head count	<b>13.64</b>	<b>13.27 (↓3%)</b>
			<b>7. Energy</b>		
			7.1. Water Consumption – Administration kWh/ head count	<b>5,993</b>	<b>5,836 (↓3%)</b>

## 7. Support a precautionary approach to environmental challenges (continued)

Commitment	System	Actions	Performance Indicators	Performance 2006	Performance 2007	Performance 2008
<p><i>Guided by its <b>Environmental, Health and Work Safety Policy</b>, O Boticário commits itself to <b>reducing the environmental impacts</b> caused by its activities through its <b>control and prevention of pollution</b>.</i></p>	<p>2. Social Responsibility Management Program in the Franchise Network</p>	<p>Striving to disseminate the importance of social responsibility management to its franchise network, O Boticário created socio-environmental indicators related to the topic of environment, including indicators associated with caring for the environment in everyday actions at Boticário stores.</p> <p>These indicators are addressed by franchisees, giving rise to action plans</p> <p>The franchise network is assessed according to the initiatives taken on in the previous year.</p>	<p>% of franchisees participating in the survey and adopting the social responsibility indicators for the Boticário franchise network.</p> <p>Both the questions composing the 2006 assessments and the number of participants changed in the following years, precluding any comparison among them</p>	Measures are used to reduce the use of natural resources in store/franchise facilities.		
				99%	100%	50%
				Selective garbage collection is carried out in stores.		
				NI	44%	32%

## 7. Support a precautionary approach to environmental challenges (continued)

Commitment	System	Actions	Performance Indicators	Performance 2006	Performance 2007	Performance 2008
<p><i>Guided by its <b>Environmental, Health and Work Safety Policy</b>, O Boticário commits itself to <b>reducing the environmental impacts</b> caused by its activities through its <b>control and prevention of pollution</b>.</i></p>	<p>3. Social Responsibility Management Program in the Supplier Chain</p>	<p>The program monitors and audits suppliers in issues related to respect for the environment, among other topics.</p>	<p>Ethos Indicator Average for Boticário suppliers in relation to managing the company's environmental impact</p>	<p>4.58</p>	<p>5.10</p>	<p>5.36</p>

## 8. Promote environmental responsibility (continued)

Commitment	System	Actions	Performance 2008
<p>In 1990, O Boticário developed a pioneer project to act on its desire to do something concrete for Brazilian nature and inaugurated the O Boticário Foundation for Nature Protection.</p> <p>The Foundation focuses its actions and funds on three programs: Nature Conservation Incentive, Protected Natural Areas and Education &amp; Engagement.</p>	1. Private Social Investment Policy – Steered by this policy, the company earmarks part of its annual net revenues for the O Boticário Foundation for Nature Protection.	The Fundação O Boticário de Proteção à Natureza (O Boticário Foundation for Nature Protection)	<p>a) In 2008, O Boticário earmarked R\$ 6,563,739.06 to the O Boticário Foundation for Nature Protection.</p> <p>b) Up to 2008, about 1,200 projects had already been approved, for a total of US\$ 8.6 million in investments.</p>
	2. O Boticário Foundation for Nature Protection	<p><b>Salto Morato Nature Preserve</b> - Created and maintained by the O Boticário Foundation for Nature Protection, the preserve is located in Guaraqueçaba (on Paraná's north shore) and has been recognized by UNESCO as a World Heritage Site, along with other conservation sites in the regions.</p> <p>a) The Preserve preserves 2,340 hectares of Atlantic rain forest.</p>	<p>a) The Preserve preserves 2,340 hectares of Atlantic rain forest.</p> <p>b) In 2008, 7,000 people visited the Preserve and received instructional information on environmental conservation.</p> <p>c) 110 people took technical training courses at the Preserve, which received 4 technical visits and 20 volunteers.</p>
		<p><b>Serra do Tombador Nature Preserve</b> - In 2007, the O Boticário Foundation for Nature Protection consolidated its activities to support the conservation of the cerrado – Brazil's woodland savanna and one of its most endangered biomes – with the creation of this reserve in Cavalcante (state of Goiás).</p>	<p>The Preserve preserves 8,900 hectares of the cerrado.</p> <p>In 2008, the renovation of the buildings for logistics support, dwelling and administration were concluded. Ecological technologies were prioritized with the installation of septic tanks, a filtering system and entirely solar-energy-powered electricity for the Preserve.</p>

8. Promote environmental responsibility (continued)					
Commitment	System	Actions	Performance 2008		
<p>In 1990, O Boticário developed a pioneer project to act on its desire to do something concrete for Brazilian nature and inaugurated the O Boticário Foundation for Nature Protection.</p> <p>The Foundation focuses its actions and funds on three programs: Nature Conservation Incentive, Protected Natural Areas and Education &amp; Engagement.</p>	3. O Boticário Foundation for Nature Protection	<p>Estações Natureza Exhibits – Situated in Curitiba (PR) and Corumbá (MS), the Estações Natureza Exhibits are fun &amp; game exhibits created and maintained by the O Boticário Foundation for Nature Protection with the object of bringing nature closer to the population of urban centers, combining entertainment, knowledge and nature conservation awareness.</p>	<p>a) Estação Natureza Curitiba Exhibit received 22,311 visitors.</p> <p>b) Estação Natureza Corumbá Exhibits received 6,145 visitors.</p>		
		Brazilian Biodiversity Fund	O Boticário earmarked US\$ 200,000 to the Protected Amazon Areas Program (ARPA) in 2008.		
Practice the social-economic-environmental triad in the value chain	4. Integrated Health, Safety and Environmental Management	BioAwareness Program (promote post-consumer recycling by shared responsibility and committed consumers)	Performance Indicators	Performance 2007	Performance 2008
			1. Post-Consumer Containers		
			1.1 Collected containers [units] - accumulated	36,000	77,000 (114%)
			1.2 Collected residues [tons/year] -	4.0	8.1 (100%)

			accumulated		
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## 9. Encourage environmentally friendly technologies

Commitment	System	Actions	Performance 2008
Environmental management at O Boticário is developed through innovative actions that encourage the search for new technologies and procedures in manufacturing processes and everyday company operations, which reduce environmental impacts.	Biodiversity Policy	Non-use of animals in product testing	O Boticário has not used methods involving animals since 2000, and strives to establish partnerships with suppliers and institutes that also do not use animal testing methods.

## 10. Fight against corruption in all its forms, including extortion and bribery

O Boticário began implementing a management model based on Corporate Governance, which prioritizes ethics and transparency in company relations.