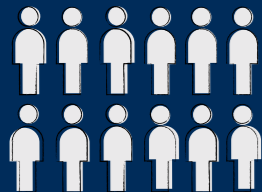


disability  
GOVERNANCE  
**PACKAGING** **ETHICS**  
**ECO-REFILLS** RESPONSIBLE diversity **BUSINESS** recycling  
PURCHASING Natural ingredients  
**ENVIRONMENT** **PHILANTHROPY**  
GENDER EQUALITY **EMPLOYEE COMMITMENT**  
**ISO14001** renewable energy

L'OCCITANE GROUP  
**CARES**

# L'OCCITANE GROUP\*

OVER 7,000



employees

A presence in  
90 COUNTRIES



outlets  
including 1,295  
company-owned stores

94% growth  
(on a constant exchange rate basis)



1,055 BILLION  
euros turnover

5 BRANDS

L'OCCITANE  
EN PROVENCE

L'OCCITANE  
AU BRÉSIL

Melvita

Le COUVERT DES MINIMES

erborian  
KOREAN SKIN THERAPY  
PARIS • SEOUL

\* Figures for the 2014 fiscal year

# ACTING ETHICALLY AND RESPONSIBLY

GOVERNANCE IS AT THE HEART OF THE COMPANY'S ACTIONS. BY MAINTAINING A CONSTANT DIALOGUE WITH ITS DIFFERENT STAKEHOLDERS, THE L'OCCITANE GROUP HAS BEEN ABLE TO DEVELOP LASTING RELATIONSHIPS BUILT ON TRUST AND RESPECT.

## BUSINESS ETHICS

SINCE 2011,  
L'OCCITANE has been a signatory  
of the United Nations Global Compact



and is committed to upholding human rights, working against corruption and respecting the environment.

## RESPONSIBLE PURCHASING



By signing our CSR Charter for Suppliers, our partners agree to comply with labour and environmental standards and respect business ethics. This charter covers 94% of our purchasing turnover.

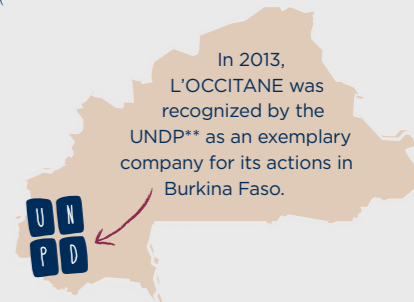
## SUSTAINABLE INGREDIENTS

L'OCCITANE SUPERVISES AND SECURES ITS PLANT SUPPLIES. TO DO SO, WE WORK DIRECTLY WITH PRODUCERS AND FORGE LONG-TERM PARTNERSHIPS BUILT ON TRUST AND RESPECT.



60 traceable ingredient supply chains are active and represent 410 hectares of cultivation.

L'OCCITANE received an award from the French Ministry of Ecology, Sustainable Development & Energy and the ADEME\* for its **organic immortelle plantation programme** in Corsica, launched in 2004.



\* French Environment and Energy Management Agency \*\* United Nations Development Programme

# RESPECTING THE ENVIRONMENT AND REDUCING OUR CARBON FOOTPRINT

THE L'OCCITANE GROUP STRIVES TO LIMIT THE ENVIRONMENTAL IMPACT OF ITS ACTIVITIES DURING THE VARIOUS STAGES IN THE LIFE OF ITS PRODUCTS. TO DO THIS, ALL DEPARTMENTS HAVE A CONTRIBUTION TO MAKE, PUTTING NEW PROCESSES INTO PLACE. FROM THE FORMULATION OF PRODUCTS TO THEIR DISTRIBUTION IN STORES, THE GROUP IS COMMITTED TO CONTINUOUS IMPROVEMENT TO REDUCE ITS CARBON FOOTPRINT.

## OUR FORMULAS

PRIORITY IS SYSTEMATICALLY GIVEN TO NATURAL INGREDIENTS, WITH A LOWER ENVIRONMENTAL IMPACT.



plant-derived ingredients are used in our formulas. 25% are certified organic.



## OUR PACKAGING

THE ECO-DESIGN OF PACKAGING IS ONE OF OUR PRIORITIES. WHENEVER POSSIBLE, L'OCCITANE USES ENVIRONMENTALLY FRIENDLY MATERIALS, WITHOUT COMPROMISING ON THE AESTHETICS AND QUALITY OF ITS PACKAGING.

L'OCCITANE packaging is made up of **17.7%** recycled materials or materials of renewable origin.



To give packaging a second life



eco-refills are available in our stores, using up to **90%** less plastic.

## PRODUCTION

FROM ONE YEAR TO THE NEXT, OUR ORGANIZATION IS STRUCTURED TO IMPROVE WASTE MANAGEMENT AND HAVE BETTER CONTROL OVER OUR ENVIRONMENTAL IMPACT.



**91%** of waste is recovered at the industrial site in Manosque. **80%** is recovered at the industrial site in Lagorce.

## THE ISO 14001 CERTIFICATION PROCESS

The production site in Manosque is working to achieve this environmental certification. Our company-owned stores in **France** and our sites in **Paris, Lagorce and Geneva** have already been certified.

## TRANSPORTATION

**99%** of goods destined for continental Europe are transported using combined **road-rail transport**, allowing for savings of **480 tCO<sub>2</sub>e**.



**20%** of employees in Manosque and

**35%** in Lagorce take the bus to work or carpool.

## OUR STORES

**23 STORES**

in the Paris region have their products delivered by electric vehicles. This year, this has saved **11,000 litres** of diesel fuel, i.e. **28.8 tons** of CO<sub>2</sub>.



**73%** of L'OCCITANE stores in France have a contract for **100% renewable electricity**.

# GETTING INVOLVED IN SOCIAL AND COMMUNITY ACTIONS

THE L'OCCITANE GROUP HAS SET ITSELF THE OBJECTIVES OF ENCOURAGING DIVERSITY WITHIN TEAMS AND HELPING EMPLOYEES TO GROW AND FULFIL THEIR POTENTIAL. TO DO THIS, IT HAS ESTABLISHED A STRONG SOCIAL DIALOGUE AND PUT INTO PLACE VARIOUS ACTION PLANS, WITH THE AIM OF BUILDING A RESPONSIBLE COMPANY THAT ENCOURAGES PEOPLE TO ACT RESPONSIBLY AND IS ALWAYS OPEN TO OTHERS.

## DIVERSITY

EVER SINCE ITS CREATION, L'OCCITANE HAS BEEN COMMITTED TO BUILDING A RESPONSIBLE COMPANY THAT KNOWS HOW TO FIND STRENGTH IN DIVERSITY, AND ENCOURAGES DIVERSITY WITHIN ITS TEAMS.



At our French production sites,

of employees are **disabled workers**.



In 2013, L'OCCITANE signed an agreement relating to **gender equality at work**, enabling it to work with social partners on a concrete action plan.

## TRAINING

DEVELOPING THE SKILLS OF OUR EMPLOYEES IS ESSENTIAL IN ORDER FOR THE GROUP TO BE COMPETITIVE AND GROW.

89,6%

of employees from our French sites attended **at least one training course** over the year.



## QUALITY OF LIFE AT WORK

THE WELL-BEING OF OUR EMPLOYEES IS A PRIORITY FOR L'OCCITANE, WHICH HAS IMPLEMENTED VARIOUS MEASURES TO PROMOTE WELL-BEING IN THE WORKPLACE.

Certain subsidiaries (US, UK, Geneva) took part in the **Best Companies survey** to evaluate employee satisfaction.



**Fitness, yoga and Pilates lessons, a day care centre and a staff canteen are available at certain sites.**

## PHILANTHROPY

THE COMMITMENTS OF THE L'OCCITANE GROUP GO BEYOND ITS CORE BUSINESS. IT SUPPORTS LOCAL PHILANTHROPIC INITIATIVES, PARTICULARLY IN THE REGION OF HAUTE-PROVENCE, BUT ALSO ABROAD, SUCH AS IN BURKINA FASO.



110 EMPLOYEES

got involved in **27 local community projects** within the framework of the **Employee Commitment Programme**, set up by the Group in 2011.



**Two employee associations** are part of this programme and enable employees to go to Burkina Faso and teach Burkinabé women soap-making skills, or be trained in beekeeping.



have been allocated to the L'OCCITANE Foundation to support **women's entrepreneurship** in Burkina Faso and **fight avoidable blindness** in the world.



For more information about our commitments,  
visit [loccitane.com](https://www.loccitane.com) and [loccitane.com/group](https://www.loccitane.com/group)

L'OCCITANE GROUP  
**CARES**