

terre d'Oc™

HAUTE PROVENCE

Communication on Progress

Villeneuve, January 2019



Network France
WE SUPPORT



**FOR THE
PLANET®**

— MEMBER —



terre d'Oc

Zone Artisanale
La Tranche
04180 Villeneuve
FRANCE
Tél. 04 92 79 40 20
fax : 04 92 78 57 39

contact@terredoccreations.com
www.terredoc.com

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SUSTAINABLE DEVELOPMENT GOALS



SDG1- End extreme poverty and hunger.



SDG2 – End hunger, achieve food security and improved nutrition and promote sustainable agriculture.



SDG3 – Ensure healthy lives and promote well-being for all at all ages.



SDG4 – Ensure inclusive and fair quality education and promote lifelong learning opportunities for all.



SDG5 – Achieve gender equality and empower all women and girls.



SDG6 – Ensure availability and sustainable management of water and sanitation for all.



SDG7 – Ensure access to affordable, reliable, sustainable and modern energy for all.



SDG8 – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



SDG9 – Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.



SDG10 – Reduce inequality within and among countries.



SDG11 – Make cities and human settlements inclusive, safe, resilient and sustainable.



SDG12 – Ensure sustainable consumption and production patterns.



SDG13 – Take urgent action to combat climate change and its impacts.



SDG14 – Conserve and sustainably use the oceans, seas and marine resources for sustainable development.



SDG15 – Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.



SDG16 – Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.



SDG17 – Strengthen the means of implementation and revitalize the global partnership for sustainable development.

terre d'Oc™

HAUTE PROVENCE

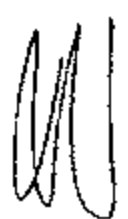
Since its creation, terre d'Oc has been committed to the paths of sustainable development through fair trade and respect for the environment... Even if globalisation leads to unfair imbalance, we are all trying day by day to have positive aspects emerge – positive aspects which for us, mean that behind each product manufactured and commercialized are hidden beautiful human stories and marvellous know-how. It is by meeting producers and their know-how, by listening to what they have to say, that we can develop meaningful products... With this in mind, we wanted to confirm our commitment by joining the Global Compact and by this we also commit to mobilizing and implementing it in order to apply its ten fundamental values.

As for other years, we have chosen to illustrate all the principles of the Global Compact:

Principles 1 and 2 relating to Human rights,
Principles 3, 4, 5 and 6 relating to labour standards,
Principles 7, 8 and 9 relating to the environment and
Principle 10 relating to anti-corruption.

Valérie Roubaud

26 29 janvier 2019



Valérie ROUBAUD & Patrick LIONS
founders of terre d'Oc™



terre d'Oc was born in 1995 in Haute-Provence, following a meeting with François and Françoise Lemarchand, the two founders of Nature & Découverte. The company's first productions showed its Provencal origins because they were based on ochre which is to be found naturally around Apt, and its colouring properties. This was how a range of boxes of ochre, stencils, pastels and even sundials was dreamed up...

In 1997, terre d'Oc went from the reds and yellows of ochre to fragrances, with the launching of the Mémoire d'un Instant collection which aimed at blending Provence with Oriental fragrances.



In 2002 the company chose to turn to cosmetics, here again in a sustainable approach open to other cultures, with the Beauté du Monde brand. Cosmetics dreamed up by women for women, inspired by beauty rituals from all over the world and made with shea butter, argan and prickly pear oil from Morocco and Burkina Faso.

All this in a sustainable and responsible approach at product level but also at the level of the supply chain, which encourages suppliers who respect the commitments of fair trade and organic raw materials. Products which are both pleasant and ecological and make it possible to look after oneself and the environment so that

cosmetics can rhyme with ethics.

Tea was the next obvious product because it is a symbol of sharing and opening out to the world, and collections of teas from all over the world were launched. Tea is part of many cultures as a universal gesture of hospitality and sharing with a wide variety of tea-drinking modes and a wide variety of teas according to each country. terre d'Oc's teas come from all cultures and invite you to travel : black tea with citrus fruit typical of Russia, Indian Darjeeling, vanilla Rooibos from South Africa and many others. With 42 current tea references, focusing on the work of small producers (men and women) for responsible and ecological sourcing.



MADE IN PROVENCE

terre d'Oc, is still located in the heart of Haute-Provence and currently has a triple activity of manufacturer of cosmetics made in France, processor of home fragrances and tea flavouring. These activities are all part of an ethical and ecological approach : the company has ISO 14001 Certification for its environmental management system.



HUMAN RIGHTS : PRINCIPLES 1 AND 2

In accordance with **PRINCIPLES 1 & 2**,
we do not engage in breaches of human rights
and we are committed to promoting their protection.

Our Policy of **Responsible and Solidarity Purchasing** which is based on adopting the principles of fair trade and the development of sustainable partnerships with our suppliers and the conducting of social audits reflect this commitment.



Our **Partnership charter** clearly defines terre d'Oc's commitments and expectations and those of our direct fair trade partners where the respect of human rights is concerned.

Signing of the charter by our partners :

- March 2011 : Vietnam Plus (rattan, incense, bamboo)
- September 2012 : Opuntia Trade Morocco (oriental fig oil)
- July 2013 : Cooperative Ajddigue (argan oil)
- November 2014 : APESF (shea butter)



Origin of our trade raw materials



Making shea butter



© Photos Karité François Goudier

Our fair trade charter :

- Signing of partnerships with groups of women producers, NGOs strongly and actively implicated in ethical projects for women.
- Conducting social and environmental audits.
- Work with no intermediaries.
- Protection of children from exploitation.
- Raising the awareness of the producers to respect for the environment and the benefits of organic farming.
- Commitment for fair pay, orders paid in advance.



Harvesting oriental fig.

TERRE D'OC'S FAIR TRADE POLICY

Fair trade is a trading partnership based on dialogue, transparency and respect, that seeks greater equity in international trade.

Fair trade contributes to sustainability by offering better trading conditions to, and securing the rights of marginalized producers and workers – especially in the South.

Fair trade organisations (backed by consumers) are actively engaged in supporting producers in awareness raising and in campaigning for changes in the rules and practices of conventional international trade' Definition of fair trade 2001.

terre d'Oc's fair trade policy falls within this definition, and formalises it with its partners by :

- The signing of a partnership contract with the producer/group
- The signing of a partnership charter
- The signing of an ethical charter distributed to all its employees.

The partnership contract makes it possible to define :

- The common objective of fair partnership
- The conditions and obligations of partnerships according to FFL certification
- The quantities, timing, prices and payment of raw materials
- The management of communication and the development fund
- The management of quality or supply problems
- The purchasing policy and its definition
- The management of the end of contract

The partnership charter makes it possible to define :

- The commitment of terre d'Oc and the fair trade partners to improve the economic, social and environmental conditions related to fair partnership.

Generally speaking, terre d'Oc is committed to :

Favouring fair trade sectors in its search for a new cosmetics or food raw material and favour short distribution chains.

Favouring small producers where possible and if they meet the quality requirements of terre d'Oc rather than large groups for which terre d'Oc would represent a low turnover.

Favouring a long term partnership in order to enable the producer/group to reach a viable and stable independence based on market expansion.

For sectors which are fair trade certified or which apply certified references, study the social and economic actions carried out by the producer (résumé of the supplier) to improve the labour conditions of the workers.

In the case where a producer/group working directly with terre d'Oc visits the production premises regularly and meets the workers to discuss labour and living conditions and evaluate the needs of the producer/group.

Increase the turnover of fair trade products sold by terre d'Oc.

In the case of an evidenced multi-ingredient product, certain ingredients considered to be available in quality and quantity on the fair trade market can only be used if they are certified FFL or recognized as equivalent. These ingredients are listed on fairforlife.com

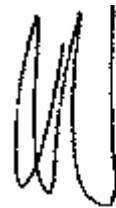
To reach its goals, terre d'Oc has set up a strategic fair trade plan and indicators which are regularly updated. Monitoring of the actions in the field and the communication actions with the partners is ensured all year round.

terre d'Oc also commits to communicating to its clients and the general public on the challenges of fair trade, the origin of the products and the labour conditions of the producers.

terre d'Oc commits to supporting with the same ethics the sectors which are no longer certified for justified reasons (lack of staff, impossibility of valorising the certifications with clients etc).

Drafted in VILLENEUVE, on 13th October 2017

Valérie ROUBAUD
CEO of terre d'Oc





Since 2010, terre d’Oc has chosen to have its social responsibility approach and the sectors of some fair trade raw materials certified. For the last two years we have based this on the Ecocert certified benchmarks. The Fair for Life approach sets up trade with ethical, fair and respectful partnerships through contractual precise commitments. Thanks to long-term partnerships, fair pay and a better idea of the development opportunities for the producers are ensured.

Organisations and companies commit to respectful relationships, by guaranteeing good work conditions and respect for the environment in and right through their sectors.

Consumers can make their purchasing act an enlightened solution which meets their expectations.

Fair For Life is :

- Clear requirements for all the players in the sector,
- Efficient inspections which offer a flexible approach by adapting to contexts, cultures and local traditions,
- Giving transparent information to consumers on the requirements and efforts to be made to respect it.

Fair For Life does not have organic requirements, therefore terre d’Oc also respects the specifications of organic cosmetic and food charges controlled by Ecocert.

The Fair For Life benchmark applies to all operators who have an activity at production, preparation of distribution stage of agricultural products, foodstuffs, cosmetics or textiles, crafts objects, detergents and home fragrances.

Fair For Life has a recognition approach with other existing guarantee systems and particularly in fair trade : FLO Fairtrade, Fair Trade USA, Fair Wild, Naturland Fair, Small Producers’ Symbol (SPP).

From a social point of view, the benchmark is based on the fundamental IOT conventions, the evaluation systems based on ISO 26000 (CSR benchmark) and the SA 8000 standard and ETI base code.

From the point of view of product quality, it encourages companies to follow the national and European organic regulations.

In order to enhance the fair trade aspect of the raw materials and the CSR approach of our partner-cooperatives, terre d’Oc funded the FFL and FL certifications for the argan and shea sector in 2018.

The companies and organisations which work in Fair trade can also be audited at Corporate Social Responsibility level and must meet Life’s specifications. This inspection is carried out by Ecocert which evaluates the level reached.

terre d’Oc has been audited and certified according to the Fair for Life programme control procedure, a programme and certification for fair trade and responsible sectors with a performance level of 96.7 % in Fair for Life in 2018.

Relative to the certification programme for CST (for Life) the performance level obtained was 95.7 % in 2018.



BIO PARTNER is an association which assists its members in the development and maintaining of the organic, fair trade or solidarity sectors. The approval is granted on condition that there is a universal approach which targets the fair remuneration of a quality production to maintain producers in their activity. Convinced that social and economic development goes hand in hand with the protection of ecosystems, this approach is based on long-term contractualisation and permanent partnership commitment.

These sectors are developed in organic farming to guarantee the durability of the production systems, the independence of producers and human health.

This approach makes it possible to support small producers so that they can strengthen their capacity for collective action and earn a decent living from their production.

The approval is granted on the respect of the Fair For Life benchmark and is subject to a yearly inspection.

Currently, 2 organic and fair trade sectors of terre d'Oc meet Biopartner® approval.

- 1 - Shea (butter) sector from Burkina Faso (Cooperative APES/F).
- 2 - Argan Sector (oil) issue from Morocco (Cooperative Ajddigue).



Our sustainable partnerships

Because they put humans back in the centre of exchanges, guarantee a fair remuneration for the work of producers and guarantee fundamental human rights, we integrate the principles of fair trade into our supply policy.

Since 2003, we have developed partnerships with a number of players whose philosophy consists of combining economy, respect for human rights and ecology.



NON-GOVERNMENTAL ORGANISATIONS, COOPERATIVES, ETC...

Ajddigue Cooperative
(MOROCCO)
www.ajddigue.com



Mékong Plus and Viêt Nam plus
(VIETNAM)
www.mekongplus.org
Mekong Creations: www.mekong.plus.com



APES-F Group (Association pour la Promotion Economique et Sociale des Femmes)
(BURKINA FASO)

Opuntia Trade Morocco (MOROCCO)
www.opuntiatrademorocco.com



Because nothing can replace direct dialogue with women, in October 2017 we decided to pay a visit to our fair trade partners in Morocco, Burkina and Vietnam over the year. Morocco in October 2017, Burkina Faso in February and Vietnam last October. Feedback on journeys rich in encounters and the discovery of life stories...

Our actions in Burkina Faso

The Kombissiri shea butter group

The highlights of our trip last February...

The APES/Femmes de Kombissiri Association is a production group of 40 women producers of shea butter.

In addition to this, 3 villages in a radius of 8 km from Kombissiri are involved in the harvesting and processing of the shea nuts and kernels.

The women sell the nuts to the APES/ Femmes de Kombissiri Association.

This represents 132 direct women harvesters, and in all, over 170 women are involved.

Amidou, who has been our contact on the spot for many years and assists the group in its administrative and regulatory tasks, accompanied us during our stay.



Welcome from the women amid singing and dancing...



37°C in the shade of a mango tree, the women have come to talk to us because in February nut processing is finished : work and living conditions, mechanisation, wells, planting trees, etc. A fruitful discussion.



A separate discussion with the women, Amidou is our translator because they speak Moré.



*Visit of the group's premises and seeing the improvements of the equipment:
On the new site, the group has been modernized with a mechanical churn, a crusher which cuts the labour time and fatigue of hand-churning in half.*



*Discussion between Valérie and Fatima, the chairwoman of the group:
You also have to calculate the cost price of shea butter from the harvesting of the nuts to the finishing of the butter cartons ready for sale. Setting a fair price for the butter is a condition of fair trade, a price which will give the women a fair pay, cover the costs of the group and the overheads, and make investments to modernize the group's tools and premises possible.*

Other subjects were broached during our visit :

In the same way as the environmental impacts linked to the group's activity and the group's development projects, the use of the fair trade premium paid by terre d'Oc every year according to the turnover in butter has enabled us to help the group draft documents for Ecocert and study the remarks of the FFL, FL and organic audits.

Before we left the group, we emptied our suitcases filled with presents for the women and children.

Heartfelt thanks to Fatima who undertook their distribution.

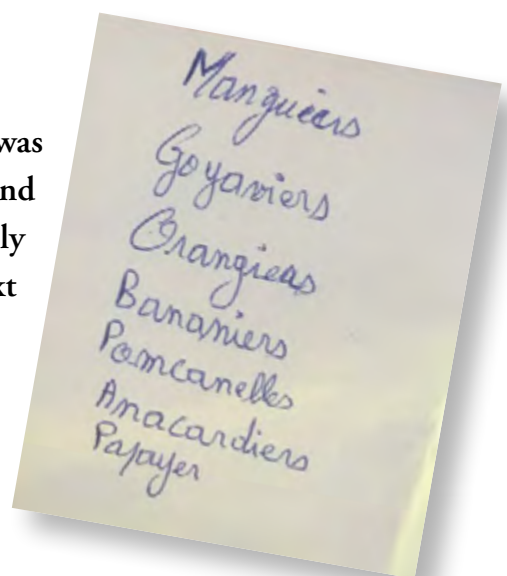


Distribution to the group.



Distribution of soccer balls to local teams.

A proposal we made to the women during our visit was readily accepted : to plant fruit trees at the group and at their homes. The women took this up immediately and scribbled a list of trees that we reserved the next day in a nursery...





*Jean-Baptiste is a gardener who lives in Kombissiri.
He went with us to choose the plants.*

*June 2018, Amidou had
around a hundred plants.
He planted a few trees
at the group before
distributing the rest
to the women.*



Use of the fair trade premium :

According to the rules of fair trade, the group of shea nut harvesters and butter producers receives a grant for actions to improve living or working conditions.

Operation Fair trade May 2018 : this year terre d'Oc took part in the Quinzaine de CE in the Villeneuve shop by redistributing 50 % of the price of hand creams (shea and argan) bought from the argan and shea cooperatives.

Delivery to Burkina :

In the framework of the containers shipped to Burkina, and according to the room available, we help people or associations in the department to ship equipment. Last November we sent books, light medical equipment and musical instruments to the village of Bo'o (opening of a primary school, health centre, maternity ward) and the Hospital in Ouaga - all donated by a doctor in Villeneuve.

The Gira Immana school and orphanage in Ouagadougou

For the last shipping of containers in March and November 2018, we sent books, dictionaries and encyclopaedias given by the Ecole Jeanne d'Arc in Forcalquier and the high school in Oraison.



*February 2018
Meeting with Sister Virginie
of the Gira Immana school
in Ouagadougou. We left some
school supplies and noticed
the need for dictionaries.*

*12 boxes of books arrived at
the Gira Immana school and
orphanage in Ouagadougou
before the summer.*





Actions in Vietnam

terre d'Oc sources in Vietnam for fragrance products such as incense, rattan and bamboo pouches. Our partner is a Franco-Belgian NGO,

MEKONG PLUS is involved in community development : microloans, improving hygiene, setting up of workshops to give an income to the poorest, building bridges, education, agriculture, women's rights... 8000 families to date have been lifted from extreme poverty.

The partnership with MEKONG Plus (Thien Chi locally) started in 2006 with the creation of an incense workshop in the province of Duc Linh. A year later, a rattan workshop was set up in the province of Hàm Thuận Nam.

For the last twelve years, this partnership has swept us off into a real human adventure, where we have brought decent work and extra income to the poorest families living in the remote regions of Vietnam, with difficult weather conditions. A supplement to their salaries which is indispensable for these poor families where the income per person and per day does not exceed for some more than 0.5 € per person and per day (i.e. 75 € on average for a family of 5 people).

*25th October 2018, visit of the workshop
in the province of Duc Linh.
7 people work in the workshop : soaking,
coating with wood powder, drying.*





*Homogenization
of the sticks before
drying.*



« I was born and bred in Binh Duong, my family was very poor, there were many of us and my parents were day-labourers. I had to stop school half way through high school. Like the others, my parents made me work by hand, and I learned to make incense sticks. At the beginning, I was just the person who rolled the sticks to homogenize them. In 2003, I got married and my wife and I decided to settle in Duc Linh. I sold the incense I produced in the neighbourhood. In 2008, I met Madame Hang at the Thien Chi Centre. She asked me if I knew how to make high quality incense for foreign customers. I received a sample and tried but my results were not good enough. The sticks were not homogeneous enough, sometimes the end was broken, and the composition of the incense was not correct... »

Over the months I learned how to choose the materials, how to mix the powders properly with water, to leave them in the sun for just the right time... Since 2008, I have produced something like 90 tonnes of incense! Now my family is protected and my income is around 250-300€ a month. We have been able to buy a television and a fridge, 2 mopeds and most important, my children aged 6 and 9 are at school, that is really important for me. Over the years around twenty people have benefited from this work. All I hope is that the orders keep coming in. »

Phan Thien Chi, incense workshop foreman.

Visit of the rattan workshop

The rattan comes from various dedicated plantations and it is grown and processed without chemicals. 15 jobs have been created and there is no lack of manpower.

Thanks to terre d'oc's orders for rattan, the village women can increase their income for a few weeks, in good work conditions. Unfortunately this is not continuous work and is limited to 6-8 weeks a year. But when the orders come in, the women workers are happy and earn 100-120 €/ month; it's a good supplementary income.

The general opinion is that the work conditions are much better than in the fields. Here each family also has a few small dragon fruit plantations, but they are nowhere enough to feed a family. So they are workers and do shifts. It's paid around 150€ but the work is very hard. Sometimes they wait for the trucks to arrive at the workshop, several hours in the night, and those hours are not paid. It's also very irregular work.



*27th October 2018,
visit to the rattan women the
province of Hà Tĩnh Nam.
When we arrived they were
making the rattan spirals which
will be integrated into our new
POETIC NATURE capillas
in February 2019*



*There are a lot of very small
children around, it's Saturday
so there's no school.*



Discussion with Tran Thi Ngoc on the left. Loan and Huyen provide us with extra information because the employees of Thien Chi (Mekong Plus local) follow the families regularly and are familiar with their needs.

« I live 50 metres behind the workshop, I have two children aged 23 and 24 at university. Thanks to the orders and the work at the workshop, I have health insurance funded by terre d'Oc. I prefer working here than dragon fruit with my husband. The work is much more tiring! »



The women are delighted to have their photo taken with us and the bags of rattan!

Health insurance

terre d'Oc finances health insurance for the incense and rattan workers.

Mékong Plus focuses on participation by all, no donations but working together with all the villagers. The actions cost much less and are sustainable.

Scholarships

A school year costs around 150€ per year for the children. The families have great difficulty keeping the children in school. One in 4 pupils drops out before high school, due to lack of funds. To encourage them MEKONG offers scholarships. When there are several, only one child benefits from it for a maximum of 3 years. Then the next child will be able to benefit from it.

The scholarship is 25€ for primary school children and 50€ for secondary school children.

Every year, terre d'Oc supports Thien Chi for the granting of scholarships so that the children and first and foremost the girls can study : over 70 students from the poorest families have been supported over the last 3 years.



29 October 2018, visit of the Thuan Quy School Kindergarten (Ham Thuận Ham). A dental hygiene programme initiated by MEKONG PLUS and taken up district by district by the Government. Dental problems have been halved thanks to this programme.

www.mekongplus.org

Actions in Morocco

Ajddigue Cooperative in Tidzi (Province of Essaouira)

The partnership with the Ajddigue cooperative has been in force for the last 11 years and totals over 43 tonnes of purchase of organic and fair trade argan oil. A historic partnership, born from a trip in 2006 with Marguerite LACOSTE, CSR auditor, during which the quality of the know-how, the discovery of the women's work, the realisation of their needs convinced us.

At the end of 2017, we went to the cooperative to evaluate our partnership, visit the women, see their work conditions, monitor the activity and the current projects at the level of the facilities, the price of the oil and the cooperative's margin, we talked about all the subjects which touch on the activity and the women, what they want, dental health... Zahra and Hafida welcomed us for the day with mint tea.



Pulped nuts, waiting to be crushed.

With Zahra, every year, we recalculate the cost price of the argan oil to check that our purchase price allows the women to be correctly remunerated. We communicate by email all year round so that we can follow the life, needs and events of the cooperative.

Since 2014, the development (or fair trade) premium has made it possible to provide dental care for the women, which is very expensive in Morocco. A tooth extraction costs 20 € (200dhs); a plate costs 250 €, prosthesis 500 €.

The premium makes it possible to finance treatment : to date 8 women have had treatment thanks to the terre d'Oc premium (dentures, dental appliance), 2,455 € have been spent on treatment and the two women still need urgent treatment.

Following a request from the women, check-ups with a GP were carried out in 2018 for all the women thanks to the development premium.

To date, there are 54 women working in the cooperative, in addition to the supervisors and the quality staff. On the spot, they all work on the sorting, pulping and crushing of the argan nuts.

During our visit in October 2017



During our visit at the end of 2017, the cooperative was carrying out work on the improvement of production to meet standards and to obtain the Certificate of Good Manufacturing Practices for the argan oil :

- Installation of a machine to crush the nuts;
- Setting up of a new analytical and test laborator;
- Setting up of pulping and crushing rooms.



© Coopérative Ajddigue

*Renovation
of the first room*

Renovation of the second room at the beginning of 2018.



Currently, there are 64 argan oil cooperatives in the geographical zone of the argan tree, fifteen of them working for export. The Ministry of Agriculture partially supports the cooperatives for the improvement of the infrastructures and work conditions.



In the shade of the argan tree, the women pose with us for a photo souvenir...

Opuntia Trade Morocco

Our direct supplier of organic and fair trade oriental fig oil since 2010, Opuntia also receives the development fund premium because the company created by Rachida belongs to a fair trade approach through the valorisation of the women by work, the valorisation of their work in a strongly patriarchal society and help for women in need. This budget has been used since 2011 for medical checkups, tests, the purchase of glasses and medicines and Rachida gives us the available cumulative budget. She suggested that we use the 2018 premium to finance school supply kits for the village primary school.

Very much aware of the importance of education in the South, we approved her proposal and in September 2018, 37 pupils in the Tiznit primary school received a kit.

| مكتبة الحليب | | |
|----------------------------------|----------|---------------|
| 110 شارع 1 - وادي الحليب - تزنيت | | |
| Tunisie : 06 24 40 00 70 | | |
| Designation des ouvrages | Quantite | Prix unitaire |
| Trousse | 1 | 12.00 |
| Stylo bic | 4 | 6.00 |
| 1 gomme maped | 1 | 4.00 |
| Double decimetre maped | 1 | 2.50 |
| Crayon maped | 1 | 2.00 |
| Taille crayon | 1 | 4.00 |
| Crayon couleur maped | 1 | 17.00 |
| Feutres bosse satr | 1 | 25.00 |
| Boit a crais robert couleur | 1 | 6.00 |
| Brousse | 1 | 3.00 |
| Cahier 96 page | 1 | 3.00 |
| Cahier 48 page | 1 | 2.00 |
| 1 scotch | 1 | 2.00 |
| Uhu stick p m | 1 | 7.00 |
| Blanco | 1 | 4.50 |
| TOTAL : | | 100.00 |



THE ENVIRONMENT

PRINCIPLE 7

Companies are invited to apply the precautionary principle to environmental challenges.



TERRE D'OC'S FAIR TRADE POLICY

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Increase the turnover of fair trade products sold by terre d'Oc.

Product-related precautions

Fragrances

terre d'Oc has set up specifications for all the perfuming components used in fragrance products.

Beyond the respect for compliance with the standards of IFRA and REACH, our perfumers are aware of our requirements and the evolutions.

- Total or partial banning of certain chemical substances and families in direct and indirect input in the compositions (total or partial banning of 20 and restricted use of 10 of them) which may present a risk for health and/or the environment (precautionary principle).
- The fragrances must be free from carcinogenic, mutagenic or repro-toxic substances which are a risk for the consumer.

Sound stewardship of wood

For the manufacture of some of our products terre d'Oc uses woods sourced in Vietnam for the incense and rattan of the fragrance ranges.

Rattan is a prickly creeper which, once rid of its envelope (the cane) is used for making furniture, baskets, hats and bird cages. It is the second most important economic product after wood in a number of Asian countries.

Because 90 % of the rattan products exported is made of wild rattan which is an endangered species, we have chosen to only use cultivated rattan.

We started planting rattan to the north of Hanoi, in the province of Thai Binh, a big rice-producing region.

Rattan is quite extraordinary, it needs neither fertilizer nor pesticides. The leaves and roots of the water hyacinth which are everywhere are used as compost and prevent weeds from growing. Rattan is cut twice a year and the harvest lasts from 10 to 20 days. The highly invasive creeper is contained in a thick vegetable liana, and when this liana rots it is time to harvest. The rattan is stripped of its leaves and spines with a machete, directly in the fields. This is often family work which is done in addition to work in the fields.

Next the rattan bark is removed with traditional knives or a sickle, and a small machine strips the rattan to obtain the pith. Rattan pith from rattan core is used for its high capillarity. It has tiny hollow tubes which absorb the fragrance and diffuse it into the atmosphere.

The powder used for the incense sticks comes from North Vietnam. The tree use is the Litsea (lauraceae family) and the powder is only from cut branches or waste wood in order not to impact the natural resource. The powder is sent to the province of Duc Linh to be used for the coating of the sticks (no chemicals used).

Cosmetics

In cosmetics, we offer our clients a range of organic products, certified by Ecocert.

The advantages of organic cosmetics according to the COSMEBIO charter and the ECOCERT and COSMOS benchmarks for ecological and organic cosmetics are :

- No use of chemical and polluting substances in the formulas (pesticides, chemical fertilizers, GMs, petrochemical derivatives, paraben, phenoxyethanol, etc.).
- No animal testing.
- 95 % of the ingredients are natural or of natural origin.
- Percentage of organic ingredients 10 % (20 % in practice).
- Guaranteed traceability and origins of the ingredients : all the ingredients are validated by Ecocert, they must not be from polluting extraction or production methods even if they are natural or organic.
- Organic Farming is a production method which respects biodiversity and the natural balance of the soil and plants.
- In the formulas, mineral oils and silicones have been replaced by first cold pressing virgin oils.

On the other hand, for all new formulations containing ingredients made from palm oil, we demand RSPO grade from our suppliers. (Palm oil certified on criteria of origin, respect of social rights and the environment.)

terre d'Oc has been committed for over 10 years to a quality approach according to the ISO 22716 standards of Good Manufacturing Practices and HACCP.

The quality of the products and the regulatory compliance of our cosmetics, foodstuffs and home fragrances are our strategic priorities.

The reliability of our production process, the choice and monitoring of our suppliers and partners, quality of our raw materials and finished products, control of our sourcing sectors, regulatory monitoring and availability to answer our consumers' questions are all assets to satisfy our clients and consumers.



Yinzhen tea



Sourcing our teas spring 2018 in Fujian (China)





Tea tells us a story, the story of a journey over the mountains, steppes and oceans of the meeting of cultures which are worlds apart. Tea invites us to travel and brings people together: all over the world, tea is a gesture of friendliness and hospitality, values which are very close to those of the philosophy of terre d'Oc! For several years, we have set off in the spring to meet the pickers and the producers. For each producer country, terroirs and know-how which will give different colours and leaf-shapes, clear or intense liquors and flavours which are always unique.

This is the ideal moment for us to go and visit the gardens and the processing workshops to make sure that our quality policy is applied and that the workers have decent conditions. 100 % of our producers work in organic farming, according to a farming production system based on respect for the environment, biodiversity, the living world and natural cycles. These foundations have been translated into strict rules grouped into defined specifications. There are a multitude of references for each country and even for each region! However, for our teas, because we are an importer in France, we apply the European Union benchmark and the teas must be submitted to the inspection provisions provided by European regulations. Only those teas which have gone through this process can bear the European organic logo.

Therefore our producers and processors must work according to our references and criteria. From the moment the harvest is over and the batches preselected, we assign an accredited organisation to carry out inspections, sampling and tests carried out in independent laboratories in France and guarantee the absence of pesticides before proceeding with importing. A guarantee which allows us to safely place the organic logo on our tins of tea.

PRINCIPLE 8

Undertake initiatives to promote greater environmental responsibility.

terre d'Oc has been ISO 14001-certified since 2009

Our next certification audit is programmed for March 2019.



1 % for the Planet



Through the Nature et Découverte foundation, terre d'Oc joined the 1300 companies committed in the NGO 1 % For the Planet, with a will to adopt a concrete approach in favour of the environment and in the continuity of the values that the company has upheld since it was created. Valérie

Roubaud used the ideal period of the Sustainable Development Week to announce our membership to the staff on 5th June during a breakfast and a presentation of the 1 %. When you know that the values that represent terre d'Oc most are organic and the environment to the staff, this membership can only reinforce our commitments more. The NGO 1 % for the Planet, founded in 2002 by the entrepreneurs Yvon Chouinard and Craig Mathews, groups together companies which have chosen to give 1 % of their turnover to associations working for the protection of the environment. This initiative currently groups together companies from 40 different countries with a shared will to contribute to the preservation of the environment.

1 % For the Planet stems from several observations : the impact of economic activity on the environment, the responsibility of companies in the current environmental crisis and the low prevalence of the environmental cause in corporate patronage. The NGO provides practical solutions for these problems by getting associations and companies together during the Rencontres Associations et Philanthropes, where terre d'Oc chose to support several associations to the tune of 1 % of its 2018 turnover along with the other donor members.

1 % for the Planet groups together organisations who have the common will to preserve the environment and directly connects project initiating companies and associations. The NGO is present in France via an investment fund set up in 2014, its first structure outside North America. It has several French ambassadors, and in particular Yann Arthus Bertrand.

With its commitment to 1 % For the Planet, terre d'Oc reconfirms its longstanding interest for sustainable development, which is reflected in practical actions and support for associations working in the field for the protection of ecosystems.

This is how terre d'Oc supported 7 associations in 2018 which had initiated an active educational project based on nature. From school in the trees, to the discovery of an educational garden the mountain environment, the projects all have biodiversity and the fulfilment of contact with nature as their priority. But because the protection of the environment is a cause which federates, the projects supported by terre d'Oc are part of the discovery of the local and human heritage for all generations, for an open-mindedness in the sharing and encountering of « others », living together in contact with nature.

During the Rencontres Associations et Philanthropes last October, the staff of terre d'Oc voted to support two associations working on health and the environment.

KYNAROU



Whose actions target the access of underprivileged populations to the essential services in India, Burkina and Madagascar. terre d'Oc supports its Sanya Ka Yiriwa projects in Burkina for access to drinking water, hygiene and sanitation in the 4 villages in the vicinity of Bobo Dioulasso, an action which will be spread to more than 40 villages in the future.

www.kynarou.fr/burkina-faso/





This is an international network (Women Engage for a Common Future) whose local actions aim at building with women a world that is fair, healthy and sustainable on environmental health, gender and Sustainable Development Goals.

terre d'Oc supports the NESTING projects which train mediators overseas who go into social and health establishments to raise the awareness of the professionals and young parents as to our exposure to pollutants in day-to-day life.

www.wecf-france.org

To enable the general public to make a « responsible » purchase and for the visibility and pride of our commitment, the 1 % for the Planet logo can now be seen on terre d'Oc products.

Encourage the development and diffusion of environmentally friendly technologies by business.

Eco-design : the « to do list »

For a year we have been thinking up a list of questions on product design and its packaging system. Inspired by the ecodesign check lists available on the internet, we have created a list of 12 essential points to take the environment into consideration when developing a product : we are studying these questions on all our new products, from the need for the secondary packaging to the optimisation for the product, from the possible second life of the product to the optimisation of the filling of the bulk case.

With the creation of a collaborative tool, the creation department assesses the products, and the data merge enables us to have priced data on each ecodesign criterion. A way of considering the environment in our packaging, of monitoring our actions and evaluating our performance.

To date, the questionnaire has been used on 44 products.

BEE assessment tool

Assistance in decision-making or product improvement.

CITEO (formerly Ecopackaging) has for several years made available to its members an ecodesign tool to calculate the environmental impact of product packaging. Designed for us at development stage, the analysis bears on all the articles : cap, bottle, label, sheath, case, box, RSC, pallet, clingwrap...

The data needed to obtain a pertinent analysis bear on the materials used (glass, cardboard, paper, aluminium, etc.), their origin, transporting the matter and the article to our premises, and taking into consideration the transport of the finished product to the client.

What is particularly interesting with this tool is that it is possible to make a comparison between several developments, in order to take into consideration the environment criterion at the same level as the aesthetic criteria, prices, technique etc. before the validation of the product or use it in product modification or improvement phase.

We used this tool in 2016 when we modified the presentation of a tea tin containing 100 g and recently, we have once again changed this tin to another container. We used this tool to measure the environmental gain with the projects for the new tin. In the near future, we are going to precisely study the results but it would appear that globally the tin is 60 % less impacting than version 2 of our tin.

Sorting instructions

For several years we have decided to give sorting instructions on our packaging to help the end consumer to recycle the packaging of the products. We developed our own instructions.

With the introduction of Triman, a little man who shows the consumer that the packaging has a recycling sector, we opted for the CITEO - Ecopackaging instructions charter. When there is enough room on the packaging, we integrate as complete as possible instructions and update the packaging where possible.

To date, the percentage of products which include the sorting instructions is :

- 93 % in cosmetics (45 % in 2017)
- 85 % in tea (62 % in 2017)
- 80 % in fragrance (48 % in 2017)



« Gagnant à tous les coûts » Operation (winner at all cost)

Proposed by the CCI 04 and financed by ADEME, this operation aims at helping the companies to save on flow and make financial savings on positions of the activity (flow, water, power, matter, waste, etc.)

Following terre d'Oc being selected among the candidate companies, in March 2018 we received a visit from an expert-advisor for the in-depth selection of our consumer data on targeted items : purchase of raw materials, use, waste or loss, and the energy flow used for production. After having analysed these data, an action plan was proposed by the CCI and validated by ADEME. Using a flow accounting method, the actions to be developed in 2019 will bear on the simultaneous reduction of environmental impacts and costs, and the improvement of productivity thanks to waste reduction.

www.gagnantessurtouslescouts.fr

ANTI-CORRUPTION

PRINCIPLE 10

Businesses should work against corruption in all its forms, including extortion and bribery.

Partnership charter

In the framework of our Partnership charter with our Fair trade partners, we have made the commitment to fight against corruption in all its forms and to comply with the international legislation in force.

This means applying this commitment on a daily basis, informing our teams, alerting them for this prevention to be applied every day.

In July 2015, Valérie ROUBAUD, CEO of terre d'Oc decided to draft our Ethical Charter. The charter was presented and explained to the design, purchasing, quality, marketing and human resources, financial, outsourcing and shop teams, as well as staff representatives. It has been distributed to all new collaborators since 2015.

The themes developed in the Charter are :

- Workers' rights
- Trade ethics (rules on competition, respect for anti-corruption laws, purchasing ethics)
- The prevention of conflicts of interest (partners, gifts and compensations, public activity)
- The protection of terre d'Oc's interests of (confidentiality, protection of property and resources)
- Respect of the environment, safety and quality
- Rules of conduct and breaches (principles, vigilance and transparency)

Generally speaking, the precautionary principle should be prioritized, and it is for this reason that management insists on their availability to broach questions or doubts that employees may have in the exercise of their profession.

As a complement to the partnership charter and the ethical charter, the fair trade policy drafted in 2017 aims at informing the internal employees of our fair trade commitments and the respect of the terms and conditions of the contracts signed with them.

SA 8000 Standard

Because mere intentions are not enough for our company and that emergency requires action, terre d'Oc is alerting its suppliers and partners more and more to the need to integrate a responsible approach into their activity – an approach which must be integrated as a positive development lever.

Can there be a future for a company which does not invest in ethical and practical actions?

If current studies and statistics are to be believed, the consumer is increasingly targeting products which have « a little more soul », from organics to refusal of child labour, from the fair premium to the improvement of work conditions, ideas seen as extra values expressed by the product, supported by the « responsible » purchase act.

It is for this reason that terre d'Oc, a pioneer in organics and fair trade, intends to further structure its purchasing process in 2019 with the SA 8000 standard.

The standard aims at improving labour conditions all over the world. It is based on the principles of the 13 international Human Rights Conventions :

- Child labour and forced labour
- Hygiene and safety
- Discrimination
- Freedom of association and the right to bargain collectively
- Working hours and pay...

More generally speaking, the standard makes it possible to improve the competitiveness of manufacturers and to contractualize on a long-term basis with clients. For workers, it helps to improve their situation on a day-to-day basis by protecting their health and well-being and their fundamental freedoms.

Via specifications destined for our imports, we wish to increase the reliability of our purchases for both the social and the environmental components, by placing social production conditions as an intrinsic quality criterion of the product.

In 2018, the person in charge of Sustainable development at terre d'Oc followed basic training in the SA8000 standard to draft this year specifications which will be adapted to the size of suppliers and which will be improved over time, thanks to feedback from installation in the field and visits or audits conducted at our suppliers' premises.

The company must obtain concrete results and be integrated into a utility logic so that the entrepreneurial logic of « doing things well » can rhyme with the more human one of « doing good ».

Faced with the irreversibility of the damage caused to the environment and the current climate emergency, it is necessary to develop sustainable forms of production and consumption which respect ecosystems and alternative innovative models which integrate the challenges of sustainable development...

terre d'Oc is committed to a CSR approach which fully integrates social and environmental preoccupations, both at the level of its production activities and at the level of its « supply chain » and its different stakeholders, in order to move towards an activity with the most reduced environmental impact as possible. Since 2009, this has been materialized by the building of an environmental management system which places the environment at the heart of the managerial preoccupations of the company.

Even if the three pillars of sustainable development are society, economy and the environment, it is obvious that economic considerations prevail over the social and environmental poles. In light of the climate situation it is therefore more than necessary to become part of a sustainable and responsible approach and place the environment and its protection at the core of our preoccupations.

Valérie ROUBAUD
CEO terre d'Oc



Management Review of our environmental policy.