



# Communication On Progress

- 2019 -



**BONTOUX**

DEPUIS 1898





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The Bontoux Group is a legacy created and nurtured by four generations of people. People stirred by their love of nature's wonders and their pursuit of excellence. A family company that values sustainability and connection: connection with the company's original terroir – a land to be cherished and preserved – and connection with our future generations, who will, in turn, inherit this legacy from the family of today.

We know where we come from and we respect these roots, the places and landscapes where we grew up and where the raw materials grow that are the beating heart of our business. In 2016, to preserve these lands, both natural and human-nurtured, we formalized our commitment to sustainable development.

To better understand the context of this effort, it is important to emphasize that Bontoux is a company that operates on a global scale with the aim of having local impact, supporting development of the valley where it was born.

Now, by virtue of a local plant that is prized worldwide, the company maintains the equilibrium of the Haute Ouvèze Valley and the regions that are home to its other production subsidiaries.

Together, we have defined the four pillars of our commitment, each a branch of a deeply rooted resolve: preserving our **environment**, implementing **responsible** sourcing, protecting and proactively contributing to the **local** socio-economic fabric, and, lastly, remaining determined to act **together** to put these policies into practice.

We have chosen to give this commitment still greater weight by embracing and implementing the Ten Principles of the United Nations Global Compact and sharing the progress we have made each year with our stakeholders.

We are therefore pleased to present our second annual Communication on Progress detailing the projects and initiatives we pursued in 2019.

With the firm belief that we have taken the first steps of a promising journey, we wish you pleasant reading.

**Rémy Bontoux**  
President of Bontoux group





*"Constantly passing on our expertise, and constantly innovating! To perpetuate this business that makes us so proud. A business that is enshrined in the future and the landscape where we were born and raised."*

**Robert Bontoux**

1898 — 1941 — 1968 — 2005  
GÉRAUD — RENÉ & MARCEL — ROBERT — RÉMY  
BONTOUX — BONTOUX — BONTOUX — BONTOUX

*From generation to generation: dates that Bontoux family members took the helm of the company.*

### Who we are

Bontoux first saw light of day in 1898 in Provence, France, and began what has become a venerable history in a land unlike any other: the Haute Ouvèze Valley.

In this otherwise remote and austere terrain bloomed a flower unfazed by adversity, one that became a precious resource: lavender. This superior raw material, a botanical treasure, would prompt the blossoming of an entire bouquet of vocations and ventures within this valley, an ecosystem that thrives to this day.

It was from one of these early ventures that Bontoux was born, beginning in Montguers in 1898, when Géraud Bontoux decided to officially enter the distillation business.

Like the fragrance of lavender, the company's operations and influence have since wafted worldwide, all while remaining rooted in the lands of Saint-Auban-sur-l'Ouvèze.

Now, 122 years later, essential oils are still the *raison d'être* for Bontoux, a family firm that has become a distinguished, flourishing actor on the world stage of aromatic raw materials.

Across the decades, four generations have passed the torch, refining and broadening the product range, deepening and expanding sales relationships, ensuring the business withstood the tests of time and trend, remaining, like the growers, tethered to its terroir and fertile with meaning and human ties.

- 1898 Founding of the first Bontoux lavender distillery
- 1948 First export sales and expansion of our range of essential oils
- 1992 First subsidiary on the American continent (USA)
- 2001 Creation of the Bontoux Océan Indien production subsidiary in Madagascar
- 2007 Adoption of the CENSO principles for sustainable development of essential oils
- 2012 First operations established on the Asian continent
- 2013 First subsidiary devoted to organic products (Bontoux Organics)
- 2016 Formation of a Sustainable Development Committee
- 2018 Bontoux joins the Global Compact

### Our sustainable development commitments

The company's activities as a producer of essential oils and natural extracts have always revolved around the use of botanical raw materials and the regions in which they are grown. We are therefore dependent upon and wholly committed to the components of an entire ecosystem – from lands to plants to people – to ensure not only their protection, but their holistic improvement and development.

In 2016, we decided to frame our sustainable development commitments into four pillars and to form a Sustainable Development Steering Committee to guide us in our progress.

In 2018, we further decided to bring our sustainable development plan into line with the world's largest corporate sustainability initiative.

As a participant in the UN Global Compact, we commit to aligning our strategies, business culture, and operations with 10 universal principles and to report to our stakeholders annually on our adherence to these principles in a Communication on Progress.

### WE SUPPORT

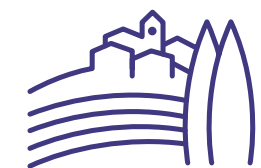


#### The four pillars of the Bontoux Sustainable Development commitment:



#### ENVIRONMENT

*Being a company committed to preserving the environment, terroirs and landscapes*



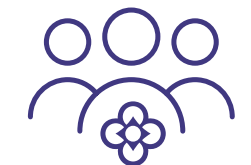
#### LOCAL COMMITMENT

*Being a locally responsible company with the emphasis on good citizenship*



#### RESPONSIBLE

*Implementing sustainable and fair sourcing with respect for people and nature*



#### TOGETHER

*Building a sustainable model with our partners, our employees, and developing our commitments all together*



## What we do

The Bontoux Group is a producer of essential oils and natural extracts and Bontoux SAS also conducts trade as an herbalist with a wide range of dried, aromatic, and medicinal plants.

Having more than 120 years of experience in this field, the group has become a major supplier of natural aromatic ingredients and essential oils. With more than 200 essential oils, natural extracts, and dried plants listed the catalog, and with operations on four continents, the company's international presence is a source of both strength and singularity.



## A few figures:

**202** employees as of December 31, 2019.

Raw materials from **37 different countries**.

**10** subsidiaries

**95% of sales** made outside France.

We produce and offer more than **200 products**

## Sales turnover breakdown for Bontoux SAS:



- Fine Fragrances & Cosmetics
- Foods
- Others (herb trade, aromatherapy, contract work, etc.)

## French site certifications:



## Madagascar site certifications:



## "Product" certifications:



## CSR auditing authority:



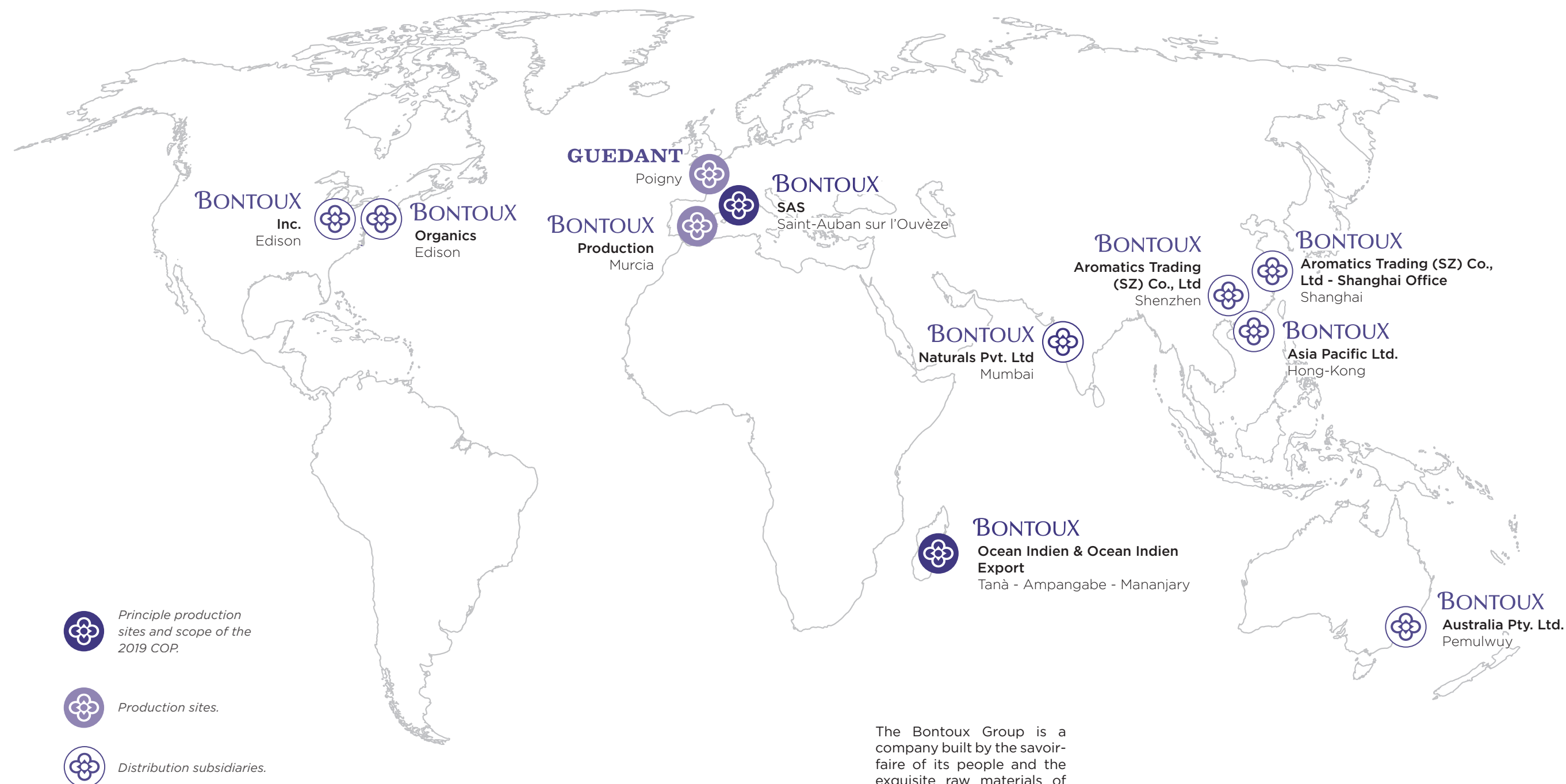
## Sustainable Development Objectives by pillar:



## Our four areas of expertise:







The Bontoux Group is a company built by the savoir-faire of its people and the exquisite raw materials of nature, all living in a distinctive and delicate region.

#### Scope of the 2019 COP

This is why Bontoux has made the environmental and economic well-being of this region a primary concern, for raw-material supplies that are responsibly sourced from the people we proudly call our partners.

This document, our second Communication on Progress, details all activities and initiatives at our main production sites in Saint-Auban-sur-l'Ouvèze, France, and Mananjary, Madagascar.





# *Protect our environment*

## 1.

<b>PROTECT OUR ENVIRONMENT</b>	<b>12-23</b>
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# 1.1 Minimize our Global impact

Our priorities in reducing our environmental footprint are waste management, water and waste-water control, energy conservation, and, more recently, assessing our carbon footprint.



## 1.1.1 Reduce, reuse, and recycle our waste

Through increasingly well-organized recycling strategies and partnerships with specialized companies, Bontoux's flagship industrial site intends to limit the environmental impact of its waste.

**ZÉRO  
LANDFILL  
IN 2019**

**100% OF WASTE  
RECOVERED**  
(heat, organic, or material)

**100% OF RECYCLABLE  
WASTE RECYCLED**

For more than a decade, all employees have been educated in waste management and the need to continuously improve in our recycling efforts, limited only by the techniques and technologies available.

**14** DIFFERENT  
MATERIALS  
RECYCLED

In 2019, we expanded our waste sorting and recycling work through two partnerships: the first for batteries, printer/copier ink and toner cartridges; the second for cigarette butts, a particularly harmful pollutant.

**Up to 80%**  
OF METALS EXTRACTED  
FROM SMALL BATTERIES  
BY OUR PARTNER.

**44 POUNDS** OF CARTRIDGES  
RECYCLED  
BY OUR PARTNER SAVES

**37.5 POUNDS** OF NON-RENEWABLE  
NATURAL RESOURCES

**1** CIGARETTE BUTT CAN POLLUTE  
UP TO 500 LITERS (132 GALLONS)  
OF WATER WITH MORE THAN  
4,000 HARMFUL SUBSTANCES.

We also have been actively recycling at our Madagascar site for the past ten years, and unusable and non-recyclable waste is taken to the Mananjary city landfill.



## 1.1.2 Use environmentally responsible materials

In France, every one of our employees uses recycled paper for all purposes, except for a few very specialized needs, when paper from sustainably managed forests is selected.

To store our raw materials, we have chosen to gradually

switch to storage pallets that are made of either metal or recycled and recyclable plastic.

We are currently studying other ways to use eco-friendly materials and will implement our findings in 2020.

PRODUCING RECYCLED PAPER  
TAKES ONLY **ONE-THIRD**  
THE WATER AND THE ENERGY NEEDED  
TO MAKE NON-RECYCLED PAPER.



## 1.1.3 Take action on our energy consumption



### Reduce our energy consumption.

In 2015, in the parent company site, a deliberate campaign was implemented to replace fluorescent, incandescent, and halogen lightbulbs with LEDs, which consume less energy, an initiative that continued in 2019.

**45%** OF THE BUILDINGS AT  
THE SAINT-AUBAN-  
SUR-LOUVÈZE SITE WERE USING LED  
LIGHTING BY THE CLOSE OF 2019.

Several thermal-insulation campaigns were carried out over the previous four years, resulting in an estimated energy savings of 8%.

In 2019, we focused on insulating the networks of our air handling unit.

Between 2015 and 2018, we repaired and insulated 8,073 ft² of workshop ceiling. Another 538 ft² of workshop roofing was renovated and insulated in 2019.

**60 000 €**  
INVESTED IN **ENERGY-SAVING**  
MEASURES BETWEEN 2015 AND 2019.

### Use more renewable energies

Since January 1, 2019, with our Renewable Energy Contract, our site has been a part of a collective undertaking to facilitate the energy transition.

We have also invested in an electric utility vehicle - especially equipped for the maintenance department - that makes daily trips to handle repair, maintenance, and improvement operations on our 25-acre site.



**100%**  
OF OUR ELECTRICITY IS FROM RENEWABLE  
ENERGIES, WITH CERTIFIED ORIGINS.  
**1 MWh = 1€**  
INVESTED IN RESEARCH AND DEVELOPMENT  
OF RENEWABLE ENERGIES IN FRANCE.

**20 600 €**  
INVESTMENT



## In Madagascar

At our production site in Mananjary, Madagascar, we use a wood-fired boiler to generate the steam needed for distillery and extraction operations.

The extraction and use of forest resources are regulated and monitored by Madagascar's Ministry of Environment and Sustainable Development. Each year, through collection agreements, we commit to predetermined collection volumes, pre-identified areas and tree species, as well as the terms of compensatory reforestation.

Keenly aware of the importance and challenges of forest preservation, we have created our own nursery sheltering both woody and non-woody botanical species. This allows us to not only compensate financially for our forest impact, but to actively and concretely take part in reforestation.

**68 067** YOUNG EUCALYPTUS CITRIODORA TREES  
HAVE BEEN PLANTED SINCE 2010, AS PART OF A COLLECTIVE COMMITMENT BY FOREST-RESOURCE USERS TO CONTRIBUTE TO REFORESTATION.



## 1.1.4 Reduce our water consumption

In 2019, we set out to reduce our water consumption by:

Changing technology to ensure the compliance and optimization of the cooling systems in our rectification workshop, one of the oldest workshops on our main site.

Installing utensil washers in our two main workshops, which also saves detergent, therefore reducing the pollutant load in wastewater to be treated.

Searching for leaks in our reverse-osmosis, drinking-water, and waste-water networks, leading to repair, improvement, and maintenance works by our maintenance department.

**MORE THAN  
57 000 €**  
INVESTED IN 2019



## 1.1.5 Help reduce the lavender industry's carbon impact



Bontoux SAS, already a very proactive presence in the lavender industry, is a founding member of the Sauvegarde du Patrimoine Lavandes en Provence endowment fund. We are also one of the initiators of the Green & Lavandes project and are determined to reach our goal of reducing the carbon impact of France's lavender-growing industry.

The lavender industry is well aware of climate issues and has, for several years, been finding ways to reduce its carbon impact, one of which was the creation of the Green & Lavandes program in 2019. The first step of this project entails listing

and quantifying greenhouse gas emissions across the industry and subsequently implementing measures to drastically reduce them.

*Several key areas have been targeted:*

### Crop management:

Encourage grassing to avoid bare soil, encourage agroforestry, reduce tillage, reduce inputs.

### Harvesting methods:

Reduce the amount of harvested plant material by adjusting and adapting harvesting machines.

### Distillation:

Implement new techniques to reduce the energy consumed by distillation, thereby reducing its carbon impact.



**THE GOAL IS**  
TO HALVE CARBON EMISSIONS  
WITHIN A DECADE.



# 1.2 Commit to making a difference locally

We believe that preserving our environment also means helping the regions that are home to our main production sites – in Saint-Aubansur-l'Ouvèze in the Haute Ouvèze Valley, France, and in Mananjary, Madagascar – to not only survive, but thrive.

Our commitment centers on three key themes: taking responsibility as an actor in the local economy, being involved in our region's civic life, and pursuing patronage initiatives.



## 1.2.1 As a major local economic actor

The company is a committed, active, major economic actor in the rural areas that are home to its production sites, from the Haute-Ouvèze Valley in France to our location in Mananjary, Madagascar.

To keep pace with the company's development, we have created 20 new positions at the Saint-Aubansur-l'Ouvèze site over the past five years, a 20% increase in our total workforce. These new hires help stimulate the local fabric, not only because they allow new families to settle in this region, but because they give the people living in these valleys better future prospects, limiting rural exodus.

**20**  
NEW POSITIONS CREATED  
BETWEEN 2014 AND 2019.

**45%** FILLED BY LOCAL APPLICANTS

**55%** FILLED BY NON-LOCALS

**86 %**  
LOCAL\* RECRUITMENT IN 2019  
(all positions combined: fixed-term, permanent, and seasonal contracts)  
\*Haute Ouvèze Valley and surrounding area

We also disseminated information to young people on the company's activities and the various professions involved in our industry through the 2019 *Forum des Métiers* job fair hosted by the Buis-les-Baronnies secondary school and attended by three of our employees. We also hosted interns for job-shadowing experiences.

Furthermore, we show our dedication to strengthening the local economic fabric through our subsidiaries, where we recruit locally whenever possible. In fact, seven of our eight branch managers are from the country where the subsidiary is located.

## BONTOUX IN MADAGASCAR

### A story of past, present and future

Madagascar has a wealth of wonderful plants that help us create a wide range of superb products. Our subsidiary has served as our presence in this country for 18 years. In 2017, after such long-standing stability, we chose to acquire a new company to strengthen and expand our business there and increase the added value of the raw materials produced in Madagascar.

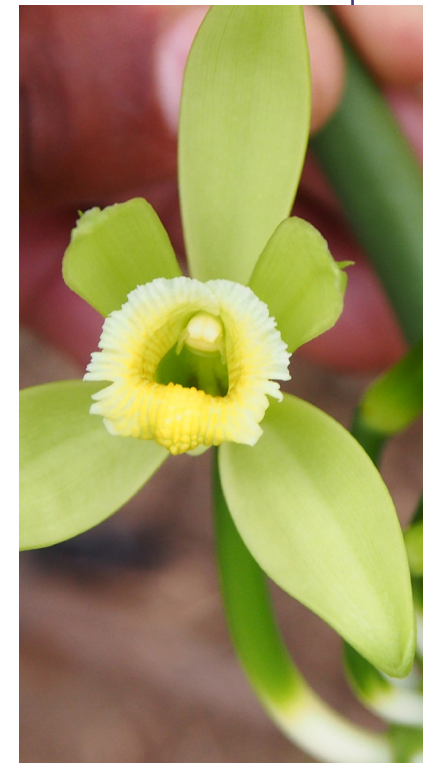
In 2019, to further this development, we invested in a new technical infrastructure and an analysis laboratory at the Mananjary production site.

Not only was this a substantial financial investment, but there were other

challenges to face, such as installing a high-tech, cutting-edge technical infrastructure in a very isolated rural area and training the existing staff to ensure their skills kept pace with the new technologies.

Still, by tackling the difficulties very early on and applying ingenuity and tenacity, we supplied the site with the required medium voltage, installed gas generators and new equipment, and trained the staff.

The new infrastructure has been operational since October 2019 and the site's staff is fully proficient in using these advanced technologies.







## 1.2.2 Through citizen initiatives

Locally, the company has more than an economic role – it also has an important social responsibility and therefore works toward the collective interest of its home regions.

### Making education a priority

In France, over the course of 2019, we helped finance a music-discovery class for all students at the Saint-Auban-sur-l'Ouvèze elementary school and initiated a partnership with the Buis-les-Baronnies primary school to supply new computer equipment. We also donate our apprenticeship tax to the *Maison Familiale Rurale* in

Buis-les-Baronnies (a local rural vocational training center), the ISIPCA (a high-level educational institution for fragrance, flavors, and cosmetics), as well as to schools that have active partnerships with us: SIGMA (a Clermont-Ferrand engineering school), and the University of Nice.

#### SCHOOL DESKS TO IMPROVE LEARNING CONDITIONS



As part of our ongoing commitment to education, we donated desk-and-bench units to the Fangato Public Primary School through our Malagasy subsidiary.

This improves the conditions in which the students attend lessons, as they traditionally were seated on mats on the floor.

### Supporting the Buis-les-Baronnies retirement home

For the past two years, we have been supporting the retirement home in Buis-les-Baronnies, with a twofold purpose: to fund organized outings for able-bodied residents so they can enjoy local and community life.

This includes seeing art-house films at a local theater and dining at the training restaurant of the vocational training center. Through these movie and meal outings, residents have a chance to enjoy entertaining social experiences outside the retirement home's walls and stay connected to local life.

### Joining forces with the firefighters in the Drôme département in France

In 2016, Bontoux SAS signed an on-call agreement with the SDIS 26, the Fire and Rescue Center in the Drôme département, in another act of community solidarity. This agreement was to address a personnel crisis in volunteer firefighters, helping compensate for staff shortages at the nearest fire and rescue station in Buis-les-Baronnies. The agreement provides a mechanism for our employees who wish to become volunteer firefighters, arranging for training and on-call time at the station for up to five staff members while the company continues to pay their salaries.

In 2019, the agreement was revised to allow Bontoux salaried volunteer firefighters specializing in mountain fire and rescue to leave their jobs during daytime work hours to report for duty if needed.

This win-win agreement also now means our company is visited each year by a qualified SDIS fire and rescue agent with expertise in operations, forecasting, or technological risks during our annual staff fire-safety training.

#### Main precepts of the agreement:

The company continues to pay the salaries of staff serving as volunteer firefighters over the 22 days of mandatory initial training.

Annual quota of on-call hours: 400 (with a maximum of 90 hours per employee volunteer firefighter).

OVER THE YEAR, OUR STAFF TOOK PART IN **54% OF THE CENTER'S TOTAL FIRE-AND-RESCUE RESPONSES IN THE AREA** IN 2018, THEY TOOK PART IN **37% OF EMERGENCY RESPONSES**

IN 2019, THE FIRE AND RESCUE CENTER HAD 25 VOLUNTEER FIREFIGHTERS, **THREE OF WHOM WERE BONTOUX EMPLOYEES OR 12% OF THE FIREFIGHTING PERSONNEL**

#### FULL-SCALE EXERCICES

Lastly, full-scale emergency safety exercises are scheduled every two years. The company held the first exercise in 2017 and the second in 2019.

These exercises, like this partnership, benefit both parties, as they are a chance for us to have hands-on, real-time practice in in-house emergency procedures, but they also help emergency-services personnel familiarize themselves with our site and its risks, facilitating emergency responses at our industrial site should they ever be needed.







## 1.2.3 As a patron

Our patronage policy allows us to support projects that encourage discovery and harmonious, healthy living.

### Strengthening the region's cultural fabric

To ensure a thriving cultural milieu in the region, we have donated to non-profit organizations devoted to local life and history, such as *Pour la Mémoire de la Résistance dans les Hautes Baronnies*, *Un Autre Regard Ventoux*

et Baronnies (an association that holds photography-related gatherings that we have funded since its founding), the "Les Lointaines" music festival, the "Sérénade en Baronnies" performing arts group, and "Eurolavande" to contribute to the annual Lavender Festival in Ferrassière.



Alexandra Viozzi

### A BIRD'S-EYE VIEW OF THE LAND

In another patronage initiative, we are supporting the photography project of one of our employees, who is capturing the beauty of Upper Provence's lavender and lavandin fields as seen from above.

As her photographs showcase our terroir from another perspective, it is our pleasure to offer this employee exhibit space in our reception area and to finance her works.

### Aiding regional sports

In 2019, the company assisted the region's sports communities by providing funding to the Buis-les-Baronnies Ski Club, which arranges weekly, affordable ski trips, and the Buis-les-Baronnies Pétanque club, which hosts annual pro-amateur boules competitions.

These contributions are all the more meaningful for us because several of our employees are active members of these organizations.



Alexandra Viozzi





# *Source sustainable and responsible raw materials*



<b>2.</b>	
<b>SOURCE SUSTAINABLE AND RESPONSIBLE RAW MATERIALS</b>	<b>24-33</b>
<b>Continue our responsible purchasing</b>	<b>26-31</b>
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# 2.1 Continue our responsible purchasing

The botanical raw materials we work with are sourced from France and around the world. As a buyer and processor of these raw materials from across the globe, we have a responsibility in ensuring the supply chains remain sustainable.

Behind each supply chain is a history, a heritage, a culture. There are real women and men and the lives they lead. There is also an environment. We seek to understand these many dimensions so

we respect their equilibrium and ensure the people working with these raw materials can maintain stable production and bright horizons for future generations, while doing our utmost to minimize any negative impacts our involvement might generate.

It is also an opportunity for us to secure sustainable supplies, such that we, as a company, have resources for tomorrow, so that every entity along the chain, human or botanical, is able to thrive.

Though our Responsible Purchasing plan is still taking shape, we have been acting in accordance with these principles for many years and have already established indicators to foster judicious governance of our buying choices.

**“At Bontoux SAS, we firmly believe that each of us must be a responsible link in this chain, starting not only at the moment of purchase, but through informed sourcing upstream.”**



## 2.1.1 Know our supply sources

Bontoux SAS has always purchased at the source whenever possible, directly from the producers (growers and/or distillers) of the raw materials we utilize.

Such close contact means we have more control over the quality of our raw materials, we better understand our supply chains, and we are more aware of the associated risks.

**MORE THAN 90 %**  
OF OUR NATURAL RAW MATERIALS\* WERE PURCHASED “AT THE SOURCE” (IN VALUE), IN 37 DIFFERENT COUNTRIES IN 2019.

At Bontoux SAS, acquiring supplies at the source means there are no intermediaries, no middlemen. The connection between the raw material production and us is direct.

\*Processed (essential oils, concretes, oleoresins, etc.) and unprocessed (roots, gums, dried flowers, etc.) natural raw materials.

In 2019, we extensively reworked our product coding system to improve internal traceability.

Our goal is to continue ensuring our supplies come from their sources, as we have always done.



## 2.1.2 Connect with our suppliers in the field



### A dedicated team

Our purchasing department has grown over the last two years, making it possible to better structure the department to increase our presence in the field. The staff, composed of buyers and agronomists, are well-qualified to give advice on technical issues, sustainable sourcing, and traceability.

It is vital that we connect face-to-face with suppliers, as direct contact not only forges bonds and puts faces to names, but makes it easier to address many subjects in more practical, concrete terms.

**163 DAYS**  
SPENT IN THE FIELD BY our team of buyers and agronomists in 2019

**78 LOCAL SUPPLIERS**  
were visited regularly by one of our agronomists, who oversees local supply chains in 2019

### Audit our suppliers to better understand them

In 2019, we put our supplier-assessment procedures into detailed, written form, with accompanying guidelines, and continuously improve them to ensure the issues faced on the market coincide with on-the-ground realities.

The best time for audits is during harvest periods, when the activity is in full swing. Some audits are carried out by two-person teams, a buyer and an agronomist, optimizing the field work by evaluating suppliers and supply chains simultaneously.

**13 SUPPLIERS AUDITED** IN 2019 IN 4 DIFFERENT COUNTRIES.

Our suppliers are audited according to a precise set of standards.

In addition to the traditional criteria, we evaluate our suppliers on their level of involvement in the supply chain, their product's traceability, challenges they may be facing, difficulties they have encountered.

We pay particular attention to working conditions, sustainable management of the resources needed for growing, producing, and/or processing raw materials, awareness of environmental issues, and any sustainable development initiatives they may pursue.

These field operations are a way for us to keep our feet on the ground and assess the efforts made by our suppliers.

This is extremely important in the industries Bontoux works for and with, as ever-increasing regulations mean we must always clearly grasp the realities in the field and the production conditions of our raw materials.





### 2.1.3 Assess our strategic supply chains

Supplier audits are dovetailed with supply-chain analyses. For us to purchase responsibly, it is critical to know and understand the environment in which our aromatic raw materials grow.

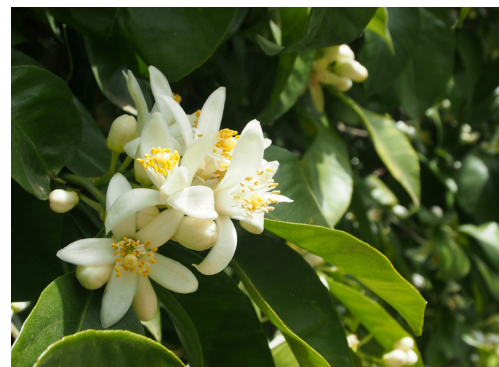
In 2018, we began a series of audits on our strategic supply chains (cinnamon bark and cinnamon leaf from Sri Lanka, vanilla from Madagascar, cinnamon bark from Madagascar, ylang-ylang from Nosy Be).

We continued our supply-chain assessment work in 2019 with a detailed questionnaire addressing a number of points, from agricultural production (determining if it is wild, conventional, protected, threatened, certified organic, etc.) to final processing (where applicable).

More specifically, our audit questions cover growing practices, preservation of natural resources, pesticide use, irrigation techniques, fertilization, harvesting methods, regenerative agriculture, processing stages, joint products and by-products, waste recovery, required energy resources, etc. Traceability is also studied along the entire supply chain, analyzing all entities involved and their roles in the production chain.

These supply chains are analyzed holistically and examined from a number of standpoints (labor, traditional, cultural, economic, agronomic, political, environmental, social, etc.) to better understand the specific characteristics of each.

## 3 NEW SUPPLY CHAINS ASSESSED & TRACED IN 2019: ROSEMARY FROM TUNISIA NEROLI FROM TUNISIA ALMOND-BASED BITTER ALMOND FROM MOROCCO







## 2.1.4 Support producers to foster progress



### Support our suppliers on a daily basis



Our unique positioning in the supply chain and our direct contact with producers naturally means we work with small suppliers\*. These suppliers are from different countries and different cultures, with a wide variety of backgrounds and equally varied professional experience.

At Bontoux SAS, our buyers take care of their suppliers from A to Z, from initial outreach to final invoice approval. Such multifaceted relationships are a way for buyers to support suppliers throughout the purchasing process and guide them in everything from logistics to invoicing, administration to regulations.

In March 2019, to make such assistance even more effective, we drafted supplier

specifications that clearly stipulate, in great detail, all the steps to be followed, from sending samples to quality control of received products, all while complying with the most current regulations.

**146**  
SUPPLIERS  
have already read and signed these supplier specifications.

Standing with our suppliers day in and day out has allowed us to forge close relationships with them over these many years.

*\* A 2018 survey of our suppliers of natural raw materials showed that 82% of our suppliers are small businesses and 59% are very small businesses (VSB) (with 76% representativeness, herb trade suppliers not included).*

**23**  
SUPPLIERS  
(SMALL AND YOUNG BUSINESSES)

benefited from swifter payments, with 19 of these being paid upon receipt and approval of the goods.

### Support small and young businesses

The same survey revealed that 5% of our suppliers are young companies, in business for less than five years.

For businesses like these, cash flow is essential, which is why we help them in this critical development phase by considerably expediting our payments for product, should such a measure be needed.

### Develop partnerships

There is no question that our presence at the source is a clear advantage in cocreating concrete partnerships with our suppliers, generating mutually beneficial exchange and enhancement of savoir-faire.

#### BITTER ALMOND PARTNERSHIP IN MOROCCO

Since 2012, we have maintained a partnership with a Moroccan family business to produce bitter almond essential oil (from almond and apricot). As this was a longstanding supplier, we felt it was vital to combine and share our respective expertise to jointly improve and expand those distinctive forms of savoir-faire.

In practice, we supported our supplier partner in implementing processing

techniques through technological and scientific knowledge transfer.

Pre-financing harvest and processing campaigns in the early years also ensured our partner had sufficient cash flow for peace of mind in pursuing the project and moving forward in business.

This year, we are again continuing our research and development activities and supporting our partner with regular field interventions.

In 2019, our buyer-agronomist team went out into the field to meet bitter almond producers and wanted to see every corner of the terrain.

To reach the producers furthest from the main roads, they had to travel several hours on a narrow, rocky road at an altitude of more than 6,500 feet.





## 2.2 Choose better raw materials for people and nature

*Nestled in a valley where our lives and landscapes are defined by biodiversity and changing seasons, we are keenly aware of the need to preserve our ecosystem.*

*Because supply-chain sustainability also depends on*

*living ecosystems and protecting environmental and human resources, we take great care to work with raw materials that we know to be healthy – not only in their own right, but healthy for people and the environment, as well.*



### 2.2.1 A broader range of certified-organic products



**22 %** MORE  
OF OUR RAW MATERIALS  
ARE CERTIFIED ORGANIC  
COMPARED TO 2018, BY VOLUME.



**150**  
CERTIFIED-ORGANIC  
PRODUCTS, INCLUDING

**50**  
MORE THAN  
CERTIFIED-ORGANIC  
ESSENTIAL OILS

**80**  
MORE THAN  
CERTIFIED-ORGANIC  
DRIED PLANT PRODUCTS

Not only does organic certification provide end-consumers peace of mind by guaranteeing quality products, it recognizes farmers who take care to preserve their land and environment and are proud of growing healthy crops.

In 2019, almost 15% of all our purchases of botanical raw materials, by volume, were certified-organic raw materials.

Because we constantly seek out new certified-organic raw materials, we now have a catalog of more than 150 products with this important certification.

Some of our raw materials are also certified NOP (National Organic Program, for the American market).



For many reasons, it is not always easy to certify all raw materials as organically grown. Nevertheless, we pay particular attention to the presence of pesticides in our products, whether they are conventionally grown or certified organic.



### 2.2.2 Improved pesticide detection

Bontoux SAS has significantly improved its pesticide detection capacity in recent years by investing in extremely effective equipment. In 2019, using a multiple-residue method by GC MS/MS, we were able to detect more than 280 molecules – thirty more molecules than we were able to detect in 2018.

In 2020, as our investment in pesticide research continues, we will acquire LC MS/MS capacity.

Still, these machines would serve no purpose were it not for the analytical expertise that our staff have developed with their years of practice and training in targeted molecule identification.

We now systematically perform pesticide searches on all our certified organic products, as well as on raw materials with known risks, such as citrus, seed-extracted essences, etc.

In 2019, we began meticulous analyses to detect pesticide residues on all our conventional raw materials. This work will help us improve our inspection and monitoring plan for raw materials that may present known or potential pesticide risks.

**650**  
PESTICIDE ANALYSES  
CONDUCTED IN OUR  
LABORATORY IN 2019.

#### A PARTNERSHIP TO PROMOTE ORGANIC BERGAMOT ESSENTIAL OIL

In June 2019, we once again put our commitment to healthier raw materials into practice by signing a partnership with Azienda Agricola Patea, an Italian family business that produces organic bergamot essential oil.

We commit to annual volumes with our partner so that, by financially supporting the stock, we shoulder any risks, allowing this young company to swiftly sell its production with peace of mind.

Our partnership extends to sharing our respective expertise, as well, from growing this citrus fruit to extracting its essential oil.







# *Achieve sustainable development together*



## **3.**

### **ACHIEVE SUSTAINABLE DEVELOPMENT TOGETHER 34-48**

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# 3.1 Committed to our employees

*The story of Bontoux is, first and foremost, the story of our people. Our very existence depends on our employees and the bonds we forge with the*

*women and men throughout our industry. Our company is a small, family-run business and we do all we can to remain close to and supportive of our employees*

*throughout their time with us, which we see as a four-stage journey: orientation, occupation, development, and long-term commitment.*



## 3.1.1 Orientation: from terra incognita to familiar territory

We take great care with our new-employee orientation, offering comprehensive training and support to ensure they feel comfortable both on the staff and in the industry.

### Planning ahead for a warm, well-designed welcome

As of December 31, 2019, the Bontoux Group employed a total of 202 people. For a newcomer, joining such a substantial group of people can be intimidating, which is why we put great thought into how we welcome a new team member, well before he or she arrives.

This advance planning means newcomers start their jobs in an environment that is as friendly and hospitable as possible. To pave the way to this welcome, we send out a group-wide email announcing future arrivals, introducing the people who will soon join the company and outlining their roles and responsibilities.

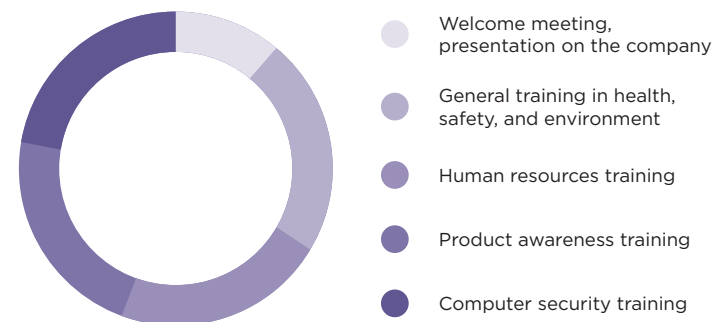
### Start with a complete orientation program

Next comes the new-employee orientation. At the Bontoux SAS site, the Human Resources Department is responsible for orienting new arrivals, which involves a full tour of the site and departments and training in quality, health and safety, and a presentation of our products.

Dovetailing this welcome program is fuller training in safety, chemical and occupational risks, and job-specific preparation, the length of which depends on the new hire's assigned position.

**25** ORIENTATIONS (FULL OR PARTIAL) COMPLETED IN 2019.

A full orientation program includes the following:



We formalized this orientation program three years ago and, in 2019, trained three staff members to become in-house trainers to lead new employees through the program.

## PRODUCT AWARENESS TRAINING

When employees are introduced to our products, it is through a training module called "Product Awareness."

New staff members spend several hours learning about and smelling our essential oils and natural products, becoming familiar with their origins, production methods, characteristics, fragrance families, and applications.

The moment our employees come into contact with our products is an important time, no matter what position they hold, because it gives them a clearer, more comprehensive understanding of the foundations of our business.



## Family-focused

Being formed of a family itself, Bontoux SAS devotes special attention to our employees' families, finding ways for them to be a part of its activities.

We pursue this in a number of ways, such as making coverage from our employer-sponsored complementary health-insurance program available to spouses and children at attractive rates.

Likewise, we invite employees' family members to every annual corporate event so we all can enjoy some fun, friendly time together.

This family-focused philosophy also appears in our career work with young people, as we welcome our employees' adolescent children for educational tours, discovery days, job shadowing, work placement, and internships as often as possible.

**76** EMPLOYEES HAD THEIR COMPLEMENTARY HEALTH-INSURANCE COVERAGE SPONSORED BY BONTOUX SAS IN 2019.

**94** MEMBERS OF THEIR FAMILIES BROUGHT UNDER THEIR COVERAGE UMBRELLA AT SPECIAL RATES

**11 PEOPLE FROM EMPLOYEE FAMILIES COMPLETED AN INTERNSHIP OR A FIXED TERM CONTRACT AT BONTOUX IN 2019, OR 40% OF ALL SUCH OPPORTUNITIES IN 2019.**



### Group ties

Another focus of our orientation relates to our identity as an international group. In fact, the majority of our subsidiaries are located abroad and it is essential that they be and feel solidly integrated into the worldwide group.

To strengthen this all-important group spirit, we held a number of special gatherings on our Saint-Auban-sur-l'Ouvèze site in 2019, helping employees from across the globe to get to know one another.

**IN 2019, WE HOSTED EMPLOYEES FROM EVERY ONE OF OUR SUBSIDIARIES AT OUR ORIGINAL SITE.**

### SALES MEETING

This event was attended by 12 employees from seven different subsidiaries.

Though such meetings are usually devoted to strategy and sales, this year was an opportunity to talk about our progress and plans in sustainable development.

It was also the chance to introduce our employees to some of the areas targeted by our sustainability efforts, including a tour of lavender and lavandin fields.



### 3.1.2 Thriving in the workplace

*We keep a close and caring eye on our employees' health, workplace quality of life, and interpersonal relations, with particular attention to safety,*

#### Staying safe

Our Quality, Health, Safety, Environment (QHSE) integrated management system pushes us to continuously improve so that our employees can do their jobs in a safe, healthy work environment at our production sites.

In 2019, we encouraged collaborative work to help us be more aware of one another's experiences. This year, for instance, we chose to pursue a collaborative update of the Single Document.

We worked in teams, with one member being from the Social and Economic Committee, the other being a representative of each department; we also called upon these teams to investigate work incidents or accidents.

Moreover, we formed a collaborative team involving all representatives of the departments concerned, to focus on the ATEX directives.

**3** LOST-TIME WORK ACCIDENTS IN 2019  
SEVERITY RATE: 0,48

**5** LOST-TIME WORK ACCIDENTS IN 2018  
SEVERITY RATE: 0,61

#### SAFETY IS EVERYONE'S BUSINESS

The moment you enter the Bontoux SAS site, an illuminated sign reminds you that safety is everyone's responsibility and displays in real time of the number of days without work accidents and any lost time/leave in progress.





### Securing our employees' healthcare

For the past several years, in partnership with the Mutuelle EOVI insurance company, we have established coverage options available to all employees.

A complementary health-insurance program is entirely paid for by the company for every employee, no matter his or her length of employment.

At our Madagascar production site, all permanent employees are covered by a national social security system. Any unreimbursed healthcare costs for employees or their children can also be covered by the company upon request to compensate for any shortcomings in the social security system and local health services.



### Fostering dialogue on workers' rights

In France, dialogue on workers' rights is structured around the Social and Economic Committee (a nationally mandated body for companies with 11 or more employees), which meets every two months.

Over the past three years, two collective agreements were signed addressing worktime criteria and the *forfait-jour* (calculation guidelines for days worked per year).

In Madagascar, the staff representative bodies are composed of six delegates, including three alternates. Meetings between employees and delegates are held regularly, as are meetings between delegates and managers.

### Drafting a Code of Ethics and Conduct

In 2019, the Bontoux Group drafted a Code of Ethics and Conduct. This document sets out individual and collective rules of conduct to ensure each staff member has clear guidelines on acting with integrity and responsibility with all of our stakeholders.

Our Code of Ethics and Conduct addresses the primary CSR themes: human rights, working conditions, fighting corruption in all its forms in conducting business, and environmental preservation.



**40% 60%**  
OF BONTOUX GROUP EMPLOYEES ARE WOMEN/MEN



**52% 48%**  
OF BONTOUX GROUP MANAGERS ARE WOMEN/MEN



**33% 67%**  
OF BONTOUX GROUP EXECUTIVES ARE WOMEN/MEN

### Promoting gender equality in the workplace

We adhere to the chemical industry's agreements regarding gender equality in career opportunities and pay. This set of measures is designed to guarantee and promote gender equality in the workplace in recruitment, pay, occupational training, career development, and balance in personal and professional life.

In 2019, the Bontoux SAS entity earned the score of 89/100 on the European Union's Gender Equality Index, and 10/10 for gender balance for the 10 highest-paid positions.





### 3.1.3 Professional development: room for advancement



Our company treasures the expertise and savoir-faire of our employees, and we want to develop their skills and talents through occupational training, knowledge transfer, and skills sharing between our employees.

#### Transformational training

The management-approved skills-development plan is presented to the Social and Economic Committee and gives everyone the means to train throughout their Bontoux career and to flourish in their professional pursuits.

Employees' progress is monitored through yearly conversation sessions, a chance to review their advancement and assess their training needs.



**MORE THAN 80%**  
OF BONTOUX SAS EMPLOYEES  
ATTENDED AT LEAST ONE  
TRAINING SESSION IN 2019.

**23,7 HOURS**  
OF TRAINING PER EMPLOYEE  
WERE PROVIDED IN 2019, ON AVERAGE.

#### ENGLISH FOR EVERYONE

For more than four years, we have offered small-group English lessons open to all staff.

This program, composed of 40 hours of lessons annually, attracts 25% to 30% of parent company employees each year.

#### Bontoux SAS Training Programs:

REGULATORY

JOB-SPECIFIC

CROSS-DEPARTMENTAL

MANAGEMENT

#### Knowledge transfer to preserve a legacy

Sharing our gifts means preserving the treasures of our company, and we do everything possible to foster dialogue and facilitate knowledge and skills transfer between employees, especially between the group's production sites.

As the Guédant company joined the group in 2018, we proceeded with a transfer of skills, IT systems, and human-resources policies with our newest enterprise in 2019. Eight of our employees from the Saint-Aubansur-l'Ouvèze site went to Provins in north-central France throughout 2019 to assist with this transfer, working at the Guédant site for a total of two months.

#### SKILLS TRANSFER TO MADAGASCAR

The new infrastructure built in Madagascar in 2019 meant that staff at that site needed new skills to work effectively. To address this need, the company developed a major skills-transfer plan, sending five experts from the parent company to the Mananjary site, where they spent a total of 280 days.

The transferred skills cover broad areas, such as working conditions and safety, building new facilities, maintenance of the new infrastructure, analyzing essential oils, establishing and imple-

menting procedures, and using specific tools and equipment. One such improvement was the addition of Enterprise Resource Planning software for the company and the training employees needed to run it, as well as accounting and financial support.



### 3.1.4 Employment longevity: putting down roots

At Bontoux, supporting our employees means ensuring they have the space and resources they need to enjoy satisfying career development and true well-being.

Our reward is our employees' trust and commitment, demonstrated by their staying with the company for many years.

Over time, this has given us a united, experienced staff, with an average seniority of 12 years at our original French location and 8 years across the entire group.

**12 years:**  
AVERAGE SENIORITY  
AT BONTOUX SAS

**8 years:**  
AVERAGE SENIORITY  
IN THE GROUP



## 3.2 Committing to the people we work with

*Our commitment is also expressed by our employees and, on a larger scale, by our stakeholders, so that both our company and our industry embrace and practice a sustainable model.*

*Joining forces and moving forward together with our employees and stakeholders through initiatives and partnerships is fundamental to the continued healthy existence of our trade.*



### 3.2.1 Standing with our employees

It is said that great oaks from little acorns grow, and that is why we celebrate every action, big or small, taken by our employees, for we believe that the planet's ecological future depends on individual responsibility.

#### Eco-friendly employee actions

For the past decade in France, our employees have actively taken part in waste recycling and management. Recycling stations are located all across the site and employees perform weekly rounds to collect and bale cardboard.

Educational posters are on display around the site, as

well, explaining the advantages of reducing, reusing, and recycling waste, helping to raise employee awareness and encourage further contributions.

**66%** OF EMPLOYEES VOLUNTEER TO HELP COLLECT AND BALE CARDBOARD.



#### Promoting employee initiatives

Other initiatives have been implemented directly by our employees, such as carpooling. Due to a lack of public transportation in the area, this initiative is now widely practiced among our staff, reducing single-person transport to reach our rural site.

Furthermore, when work at our facilities involves replacing furniture or construction materials, the old items are made available at no charge to employees wishing to take advantage of these still-useful recovered resources.

#### Gleaning inspiration from others

Each year, we plan an informal "field trip" for employees and their families, a day-long outing to discover the delights of another corner of France.

In 2019, we arranged a day of exploring the terroir of Provence and were hosted by Le Roy René, a century-old specialist in crafting the celebrated, diamond-shaped sweets of Aix-en-Provence, calissons.

The day began with two guest speakers: a presentation on the history of lavender in Provence by Eric Chaisse, and a talk on agroforestry by Alain Canet, at which everyone learned how trees and agroecology practices can shape the landscape and help make soil healthier.







### 3.2.2 Joining with our peers for progress



The activities of the Bontoux Group fall within the unique realm of essential oils and natural extracts.

In this domain, for true progress to be made, every industry entity must invest resources in research and development. Our parent company adheres to this principle, sharing its knowledge, skills, and financial and human resources, helping the industry move forward and disseminating know-how.

#### Membership in joint trade organizations

The parent company believes in lasting, diverse commitment and is therefore involved in the following organizations.

Beyond its presence in joint trade associations, Bontoux SAS is developing projects in partnership with universities and producers to explore more specific subjects, such as the Claryssime project.

Joint trade organizations to which Bontoux belongs:



**PDO (AOP) for lavender essential oil from Haute Provence**  
Member for 32 years.  
Represented by **Elisabeth Dadole** (Jury member).



**The International Federation of Essential Oils and Aroma Trades**  
Member for 31 years.



**Association Française de Normalisation (French Standardization Association)**  
Member for 31 years.  
Represented by **Elisabeth Dadole** (Chairwoman of the T75A Essential Oils Commission).



**National Union of Fragrance and Flavor Manufacturers**  
Bontoux SAS has been an associate member for 26 years.



**Centre Régionalisé Interprofessionnel d'Expérimentation en Plantes à Parfum, Aromatiques et Médicinales (Regional Joint-Trade Experimentation Center for Perfume, Aromatic, and Medicinal Plants)**  
Member for 25 years.  
Represented by **Pierre-Philippe Garry** (Vice President).



**Comité Interprofessionnel des Huiles Essentielles Françaises (Joint-Trade Committee on Essential Oils)**  
Member for 22 years.  
Represented by **Pierre-Philippe Garry** (Secretary).



**European Pharmacopoeia**  
Expert representing the interests of France: **Elisabeth Dadole**, for 15 years.



**FONDS SPLP**  
PRESERVONS LES LAVANDES DE PROVENCE  
**Sauvegarde du Patrimoine Lavandes en Provence (Endowment fund to protect Provençal lavender)**  
Bontoux SAS has been represented by **Pierre-Philippe Garry** (Founding member and member of the board of directors) for 7 years.



**E.F.E.O.**  
European Federation of Essential Oils  
**European Federation of Essential Oils**  
Member for 3 years.



**Syndicat National des Ingrédients Aromatiques Alimentaires (National Trade Association for Food Flavorings)**  
Bontoux SAS has been represented by **Xavier Pontheaux** (Treasurer) for 1 year.

#### Elisabeth, a Committed employee

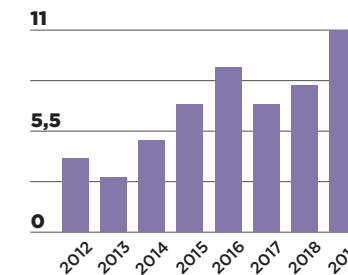
Bontoux's commitment is embodied by its employees, and an excellent example of this is Elisabeth Dadole. Elisabeth – who gives her title as “Essencier” – is an expert in the chemically complex realm of essential-oils expertise who has been with the group for over 30 years.

With her vast knowledge of essential oils – products she works with on a daily basis – and her proactive determination to share this expertise, Elisabeth is now part of three recognized joint trade bodies, in addition to her daily responsibilities with our company.

Through her work on standardization, Elisabeth helps promote the quality and reliability of the essential oils on the market. Beyond its economic impact, standardization also streamlines communications between customers, laboratories, and producers.

Lastly, by being part of the jury for the Haute Provence PDO for lavender, she demonstrates Bontoux's desire to support the local economic fabric by promoting an emblematic product from this region.

In addition to her work at Bontoux, Elisabeth sees her involvement in standardization bodies as an opportunity to increase women's representation in the industry.



Number of women attending AFNOR meetings between 2012 (when Elisabeth first took office) and 2019. (One meeting per year randomly selected from the average of two annual meetings).



**CHAIRWOMAN**  
OF THE T75A ESSENTIAL OILS COMMISSION AT **AFNOR** SINCE 2014 (MEMBER SINCE 2002)

**EXPERT**  
ESSENTIAL OILS EXPERT WITH THE **EUROPEAN PHARMACOPOEIA** SINCE 2008

**JURY**  
**HAUTE PROVENCE PDO LAVENDER JURY** MEMBER SINCE 1987.





*Chocolates by Chocolats Chaloin, flavored with our lavender, bergamot, ginger, peppermint, and cinnamon essential oils.*

#### Delicious partnerships for new taste horizons

The parent company also forges ties with local artisans in a variety of trades, a way for us to explore and develop new applications for our products.

We believe that openness and dialogue between industries can generate unique and unexpected results, offering exciting new avenues to explore.



*Macarons made with Bontoux essential oils by the Peyrerol pastry company for the 2019 Food Ingredients Europe trade fair.*

#### COP EDITORIAL COMMITTEE MEMBERS



**Marie-Bénédicte BONTOUX**  
Copywriting

HQSE and Sustainable Development Manager



**Elise LECLERC**  
Copywriting

Agronomist Responsible for Sustainable Sourcing



**Bénédicte ROZENBLAT**  
Copywriting

Executive management representative and Sustainable Development Committee Member



**Orane BONTOUX**  
Copywriting and Graphic Design

Project Manager

#### PHOTO CREDITS

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	<p>This is our <b>Communication on Progress</b> in implementing the principles of the <b>United Nations Global Compact</b> and supporting broader UN goals.</p> <p>We welcome feedback on its contents.</p>
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**BONTOUX SAS:** 583 Route du Col de Peyruergue - Quartier Aguzon - 26170 Saint Auban sur l'Ouvèze - FRANCE  
T. +33 (0)4 75 28 60 32 - F. +33 (0)4 75 28 60 32 - [contact@bontoux.com](mailto:contact@bontoux.com) - [bontoux.com](http://bontoux.com)