

L'OCCITANE

INTERNATIONAL SA

Corporate Responsibility Policy

Groupe L'Occitane creates, develops and sells cosmetic products respectful of people and nature. Our ambition is to be one of the leading Groups in the natural beauty segment.

Groupe L'Occitane is committed to developing and distributing high quality products. Our way to do business implies being responsible with a focus on global impact on environment and people.

Integrity and accountability are at the core of *Groupe L'Occitane*.

The roots of *Groupe L'Occitane* are based on the implementation of values and principles through all our practises. We expect the same of all those who touch our company, its services or value chains.

Our Corporate Responsibility Policy describes the values, actions and behaviours expected of all those who are employed by, represent or engage with *Groupe L'Occitane*.

The content of this policy should be respected in letter and in spirit. It is not exhaustive but forms an essential foundation, it is meant to be combined to everyone sense of responsibility. In case of doubt a precautionary principle of “do no harm” to those impacted must be employed.

Groupe L'Occitane recognizes the proliferation of Codes of Conduct, standards and initiatives. We therefore support the convergence of these Codes of Conduct, standards and initiatives in an effort to consolidate the positive impact of collective efforts.

Our Corporate Responsibility Policy is consistent with internationally agreed conventions on human rights, labour rights and environmental protection, including the Universal Declaration of Human Rights and the International Labour Organization's (ILO) Declaration of Fundamental Principles and Rights at Work, the ILO conventions, the UN guiding principles for business and the UN conventions on environment and human health.

49, Boulevard Prince Henri – L-1724 LUXEMBOURG

RC Luxembourg B80 359

L'OCCITANE INTERNATIONAL SA – Succursale de Plan-les-Ouates

CHE-109.312.446

CP 165 – Chemin du Pré-Fleuri 5 - 1228 PLAN-LES-OUATES - SUISSE

Tél : (41) 022 884 3810 - Fax : (41) 022 884 3820

www.loccitane.com

L'OCCITANE

INTERNATIONAL SA

OUR VALUES:

Entrepreneurship is the ability to give meaning to the work we do, to take initiatives and calculated risks, to innovate and adapt within an ever- changing environment.

CORE ELEMENTS: Initiative – Pragmatism – Adaptability – Agility

Team spirit is the ability to cooperate and collaborate with others, to achieve common objectives and to work autonomously within a framework.

CORE ELEMENTS: Trust – Support – Collaboration – Achievement

Leading by example means behaving as you would expect others to behave. Holding yourself accountable and setting high standards for yourself is the best way to positively influence others.

CORE ELEMENTS: Accountability – Integrity – Respect – High Standards

Authenticity is the quality of being humble, genuine and transparent in one's way of being and communicating.

CORE ELEMENTS: Humility – Transparency – Simplicity – Feedback

OUR PRINCIPLES

LABOR

- **Decent Hours:** Observe the law and international standards regarding hours of work and the right of workers to balance work and private life
- **Fair remuneration:** Respect the right of workers to receive fair remuneration.
- **Freedom of Association and Collective Bargaining:** Respect the right of workers to form unions or other kinds of worker's associations and to engage in collective bargaining
- **Freely Chosen Employment:** Do not engage in any form of forced servitude, trafficked or non-voluntary labour
- **Humane Treatment:** Workers are not subject to inhumane or degrading treatment, corporal punishment, mental or physical coercion and/or verbal abuse
- **Human Resource development:** Find, secure, guide, and develop employees whose talents and desires are compatible with the operating needs and future goals of the company
- **No Child labour:** Do not hire any worker below the legal minimum age
- **No Discrimination:** Provide equal opportunities and does not discriminate against workers
- **No Precarious Employment:** Hire workers based on documented and understandable contracts according to the law and international standards
- **Special protection for Young Workers:** Provide special protection to any workers that are not yet adults.

49, Boulevard Prince Henri – L-1724 LUXEMBOURG

RC Luxembourg B80 359

L'OCCITANE INTERNATIONAL SA – Succursale de Plan-les-Ouates

CHE-109.312.446

CP 165 – Chemin du Pré-Fleuri 5 - 1228 PLAN-LES-OUATES - SUISSE

Tél : (41) 022 884 3810 - Fax : (41) 022 884 3820

www.loccitane.com

L'OCCITANE

INTERNATIONAL SA

HEALTH and SAFETY

- **Consumer health protection:** Control consumer exposure to potential hazards through proper design, manufacture and communication.
- **Decent Sanitation, Food, and Housing:** Provide ready access to clean toilet facilities, potable water and where applicable to sanitary eating and residence facilities.
- **Emergency Preparedness:** Minimize the harm to life, the environment and property in potential emergency situations and events.
- **Industrial Hygiene Protection:** Minimize and control the exposure to chemical, biological and physical agents.
- **Occupational Injury and Illness Prevention:** Prevent and minimize occupational injury and illness.
- **Occupational Safety Protection:** Minimize and control exposure to potential safety hazards through proper design, engineering, administrative controls, and ongoing safety training.

ENVIRONMENTAL

- **No animal use:** Minimize the use of any ingredient or product derived from animals, except from beehives. Do not test on animals in the product development or manufacturing process. Be committed to work actively to the abolition of animal testing of beauty products worldwide.
- **Biodiversity Protection:** Take actions for the conservation of biodiversity and its sustainable use.
- **Good Material use:** Comply with all applicable laws and regulations regarding prohibition or restriction of specific substances in products.
- **Impact Minimization:** Reduce or eliminate at the source energy consumption and waste of all types, control and treat prior to discharge air emissions, hazardous substances, waste water and solids wastes, minimize greenhouse gas emissions.

ETHICS

- **Apolitical business stance:** No contributions of resources such as money, goods or services to political candidates or parties. Participation in politics as private citizens avoids any conflict of interest.
- **Business Integrity:** Uphold the highest standards of integrity in all business interactions with a zero tolerance for any and all forms of bribery, corruption, extortion and embezzlement.
- **Disclosure of Information:** Disclose information in accordance with applicable regulations and international practices. Do not falsify records or misrepresent.

49, Boulevard Prince Henri – L-1724 LUXEMBOURG

RC Luxembourg B80 359

L'OCCITANE INTERNATIONAL SA – Succursale de Plan-les-Ouates

CHE-109.312.446

CP 165 – Chemin du Pré-Fleuri 5 - 1228 PLAN-LES-OUATES - SUISSE

Tél : (41) 022 884 3810 - Fax : (41) 022 884 3820

www.loccitane.com

L'OCCITANE

INTERNATIONAL SA

- **Fair Business, Advertising and Competition:** Uphold standards of fair business, advertising and competition.
- **Intellectual Property Protection:** Respect intellectual property rights, transfer of technology and know-how, protects intellectual property rights and safeguard customer information.
- **No Improper Advantage:** No direct or indirect bribes or other means of obtaining undue or improper advantage
- **Privacy Protection:** Protect the privacy of personal information and comply with privacy and information security laws and international requirements.
- **Protection of Identity and Non-Retaliation:** Assure a “no fear of retaliation” and protect the confidentiality, anonymity of any whistle-blower and anyone raising any concerns/suggestions.
- **Responsible Sourcing of Raw Materials:** Contribute actively to minimize the negative impact on people and planet and maintain a chain of custody for critical raw materials sourced.

IMPLEMENTATION

Minimum expectation:

The principles set out in this Corporate Responsibility Policy represent the aspirational goals and minimum expectations that *Groupe L'Occitane* has.

Even though the aspirations will remain unchanged, the minimum expectations of the Corporate Responsibility Policy, which are translated into verifiable standards, may change in line with changes in society. *Groupe L'Occitane* encourages all to go beyond legal compliance in order to advance corporate responsibility, business ethics and good corporate citizenship.

Applicable Law:

Applicable Law in this Corporate Responsibility Policy shall mean any state, national, regional, local and domestic laws, common laws and customs, administrative laws, regulations, rules, orders, interpretations, permits, standards, judgments, decrees, injunctions, writs and orders of any court governmental body or arbitrator, that apply in the country where an activity takes place or has impact. In case where Applicable Law and the requirements in this Corporate Responsibility Policy are in conflict, or set a different standard of protection, the principles that provide the highest protection to the workers and environment shall prevail.

49, Boulevard Prince Henri – L-1724 LUXEMBOURG

RC Luxembourg B80 359

L'OCCITANE INTERNATIONAL SA – Succursale de Plan-les-Ouates

CHE-109.312.446

CP 165 – Chemin du Pré-Fleuri 5 - 1228 PLAN-LES-OUATES - SUISSE

Tél : (41) 022 884 3810 - Fax : (41) 022 884 3820

www.loccitane.com

L'OCCITANE

INTERNATIONAL SA

Value Chain:

Each has the capacity to influence changes in their value chains through their purchasing activities and business behaviours. Relationships with all business partners shall be managed in a responsible way and expect the same in return.

This requires a co-operative approach where every business enterprise, (a) involves its respective business partners; (b) takes all reasonable and appropriate measures in its sphere of influence, needed to implement this Corporate Responsibility Policy and (c) exchanges information to timely identify any challenge that requires mitigation.

This responsibility shall be embedded in the Value Chain management to effectively prevent and address any adverse impact that may be detected in the value chain. The due diligence process and development of the necessary management systems, policies and processes are included in this responsibility.

Worker Involvement:

Good management practices shall be established that involve workers and their representatives in sound information exchange on workplace issues, and allow for appropriate measures for protecting workers in line with the aspirations of this Corporate Responsibility Policy. Sufficient competence among employers, managers, workers and worker representatives must be in place to maintain these good management practices. Specific steps to make workers aware of their rights and responsibilities shall be taken.

Continuous education and training at each level of the organization, to ensure awareness and clear understanding of this Policy and of the relevant behaviors associated is essential. They shall be proposed on a regularly basis.

Effective operational-level grievance mechanisms for individuals and communities who may be adversely impacted shall be established. Even where judicial systems are effective and well-resourced, grievance mechanisms may offer advantages such as speed of access and remediation, reduced costs and transnational reach.

Company Commitment and Accountability

For each business partner a corporate responsibility policy statement affirming the commitment to compliance with the requirements in this Policy, endorsed by executive management, shall be posted in the workplace in the language of the employees/workers

Risk Assessment and Risk Management

An adequate and effective risk assessment process to identify legal compliance, environmental, health and safety and labour and ethics risks must be in place, including the determination of the relative significance for each risk and implementation of appropriate procedural and physical checks to control the identified risks.

49, Boulevard Prince Henri – L-1724 LUXEMBOURG

RC Luxembourg B80 359

L'OCCITANE INTERNATIONAL SA – Succursale de Plan-les-Ouates

CHE-109.312.446

CP 165 – Chemin du Pré-Fleuri 5 - 1228 PLAN-LES-OUATES - SUISSE

Tél : (41) 022 884 3810 - Fax : (41) 022 884 3820

www.loccitane.com

L'OCCITANE

INTERNATIONAL SA

Improvement Objectives

According to the engagement of continuous improvement, written performance objectives, targets and implementation plans to improve should be performed, including a periodic assessment of this performance in achieving those objectives.

Audits and Assessments

Periodic self-evaluations to ensure conformity to legal and policy and contractual requirements shall be performed. Creation and maintenance of records to ensure regulatory compliance and demonstrate Policy conformity and performance shall be kept with appropriate confidentiality to protect privacy. Any entity of Groupe L'Occitane value chain waives the right to refuse a *Groupe L'Occitane* representative to verify conformance to the requirements of this policy and the performance of implementation

Conformance failure

All severe and deliberate failings with regards to the values, principles and implementation set forth in this Corporate Responsibility Policy can result in the termination of the relationship with *Groupe L'Occitane*.

Date: Nov 10th, 2017

Place: Plan-Les-Ouates (Geneva) - Switzerland

Company: *L'Occitane International S.A.*

Name of the signatory: *Reinold GEIGER – Chairman & CEO*

Signature: _____



49, Boulevard Prince Henri – L-1724 LUXEMBOURG

RC Luxembourg B80 359

L'OCCITANE INTERNATIONAL SA – Succursale de Plan-les-Ouates

CHE-109.312.446

CP 165 – Chemin du Pré-Fleuri 5 - 1228 PLAN-LES-OUATES - SUISSE

Tél : (41) 022 884 3810 - Fax : (41) 022 884 3820

www.loccitane.com