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Our commitment to Responsible Beauty
Our commitment to Responsible Beauty

« Do more, do it better and enjoy doing so », has been Clarins motto from the very beginning. It truly expresses our realistic and pragmatic approach to Responsible Development.

“*A concrete and voluntary approach*”

Christian Courtin-Clarins, Chairman of the Supervisory Board

At Clarins, we believe in beauty that respects the planet and mankind, and have thought so for nearly 60 years. Nature is our source of inspiration, Respect is our ethical code. This is conveyed in the special relationship we forge day after day with our clients. Responsible development is a voluntary yet concrete approach that all Group employees put into practice on a daily basis. In addition to a passion for beauty, what brings the men and women of the Clarins Group together is the motivation to get involved above and beyond the call of duty. It is the belief that, together, we can improve life for people now and for future generations. It is a commitment to responsible beauty.
Our commitment to Responsible Beauty

I am convinced that beauty, self-confidence, and well-being have a direct influence on the body and our health. This is important for healthy women and for women who are not. Helping women feel more beautiful is not futile, it is extremely important when they are affected deep within themselves. Just as the French organizations 'Etincelle' (Spark) and 'Belle et bien' help women support the physiological and psychological effects of cancer, the Arthritis Foundation gives hope to those affected by rheumatoid arthritis. The Foundation is unique in France in this field and has already contributed to two major advances: establishing early diagnosis and a new therapeutic practice that changes the life of those with the disease.

“A new therapeutic way”

Dr. Olivier Courtin-Clarins, Managing Director, Chairman of the Arthritis Foundation
Our commitment to Responsible Beauty

From the beginning, the managers of the Clarins Group have been fully involved in the commitment to responsible beauty. These commitments reflect the company’s collective awareness and concern everyone – both internally and externally – involved in our Group’s international success. Our development strategy consists in combining economic performance and durability, growth, social equity and the preservation of nature. Responsible development is an everyday matter which we experience like an incentive for change. Let’s rise to the boldest challenges together. Let’s dare to innovate!

“Challenges to take together”

Philip Shearer, Chairman of the Board of Directors
Presentation of the Group
Presentation of the Group

Clarins, a family-owned company whose business is Beauty.

General Organization

The Clarins Group is a French family enterprise that began in 1954. Its business is Beauty: Face and Body Treatments and Products, Make-Up and Fragrances. It employees close to 8000 people directly worldwide with about 1600 employees in France. Clarins is the European leader in luxury skin care and the Group continues to grow worldwide, especially in emerging markets. The network includes 23 subsidiaries and approximately 130 agents in as many countries. Clarins Group brands can be found in 19,000 points of sale, particularly in department stores and perfumeries but also in a certain number of beauty institutes and spas. Corporate governance is organized across 2 entities: the Board of Directors presided by Mr. Philip Shearer with Dr. Olivier Courtin-Clarins as Managing Director, and the Supervisory Board which represents stock holders, presided by Mr. Christian Courtin-Clarins. Virginie, Claire, Jenna and Prisca Courtin-Clarins, Christian and Olivier Courtin-Clarins’ daughters joined the Supervisory Board in 2010. They embody the idea of renewal and continuity of family tradition.

In 2013

As a way to prepare for the Group’s international development, Virginie Courtin became Head of Marketing and Communication of the Mugler Fashion department and Prisca Courtin is Head of Strategic Projects for Spa Activities.

In 2013

The way these strategies are carried out was reorganized in 2013 into 3 regions under the responsibility of a president:
- The Pacific-Asian Region based in Singapore includes 7 subsidiaries and all of the agents of the Region, including Australia
- The EMEA Region (Europe, Middle East, Africa) covers all of the European subsidiaries, as well as agents from the Swiss regional office and a regional office in Dubai.
- The American Region groups together the USA, Canada and Mexico as well as agents in Latin and Central America, from the regional office in Miami.
All care products and perfumes are made in France

Industrial Organization

Distributed worldwide, all products and fragrances are made in France at 2 production sites: skin care products are manufactured in Pontoise and fragrances in Strasbourg. Products are shipped worldwide from the Logistics Center in Amiens. France and surrounding countries receive direct shipments. Three logistics sites help with international shipping: Dubai is the platform for Africa and the Middle East, Singapore for Asian countries and Geneva for Travel Retail clients and agents in Northern Europe. Except for a few repackaging operations, subsidiary warehouses are exclusively dedicated to storing and shipping products to local retailers. Administrative and Sales support is based in Neuilly-sur-Seine.

Clarins Laboratories in Pontoise

Under the ‘Clarins Laboratories’ entity, the industrial site in Pontoise (which opened in 1983) consists of 61,000 m² and occupies a surface of 38,000 m². It is home to three main activities: research and development, the storage of raw materials and packaging components and the manufacturing and packaging of all beauty products and scented derivatives. Quality Control and the Health, Safety and Environment (HSE) Departments are also based in Pontoise.

In 2013

3056 tons of raw materials were used, 219 million units were produced at the Pontoise site.
The Cosmeurop site in Strasbourg

The Cosmeurop site in Strasbourg has underground maceration tanks with a capacity of 734,000 liters. All alcohol-based products for the Group are manufactured here and packaging items and raw materials needed for this production are stored here. The facility follows strict guidelines for environmental protection and is particularly vigilant in this area.

In 2013

1,167 tons of raw materials were used, 63 million units were produced at the Strasbourg site.

The Clarins Logistics platform in Amiens

Since its construction in 2001, the Amiens site, which also follows strict guidelines for environmental protection, ensures the distribution of all of the Group’s brands. It occupies an area of 12,000 m². The ultra-efficient storage tower can automatically process 27,500 pallets. The order-preparation zone manages shipments to France, Spain, Germany, Belgium and, since 2013, Austria, in just-in-time mode. At the international level, this organization is completed with regional logistics centers in Singapore for Asia, Dubai for Africa and the Middle East, in Geneva for Travel Retail and Northern Europe.

In 2013

23,571 tons of goods were shipped at the Amiens site.
From beauty taken seriously to Responsible Beauty.

A department dedicated to Responsible Development

Created in 2007, the Responsible Development Department is part of the Group’s Presidency. The 4 employees in the Neuilly office work with 23 correspondents around the world (1 in each subsidiary). In France, the Health, Safety and Environment department acts as a relay at each of the 3 industrial sites, as well as the Human Resources department who plays an important mobilization and training role and helps develop responsible objectives in employee evaluations. The department’s primary mission is to mobilize employees so that the Group’s development takes place in a coherent manner within its vision of being a responsible corporation. This is done using the principles that have been the foundation of the company’s success and have always guided its approach in the context of being acutely aware of environmental and social factors worldwide. The cornerstone of these founding principles is Respect: respect for Man and respect for Nature.
We grow beauty with plants

We owe our success to nature: we take from her our most active ingredients. By learning more about plants, we have learned the need to protect them and their environment. We’ve understood this importance for more than 30 years and have integrated the importance of biodiversity and healthy ecosystems for our ingredients but also for the raw materials used in our packaging and overall, for the quality of life for everyone. Pure air and clean water are common goods for all of humanity. Our company has a role to play to help ensure their preservation for future generations.

We are thankful to our customers and the trust they have given us. Clarins has developed products by listening to women, directly in the Institute at first then via the Client Card whose spirit is still found in the new modes of client communication (Le Club for example). Clarins has always sought to show customer respect by having a sincere dialogue and by offering serious, effective products that do what they say, advice that goes beyond product use, product communication on the container, by maintaining relationships with all of our partners, clients and suppliers, and of course with all of our employees, the company’s number one asset.

Protect the world’s beauty

It is this respect for Man and Nature and the will to say ‘thank you’ that made the company commit, beyond simple product development, to medical research, protecting biodiversity and other programs that focus on well-being for society overall, with a priority for women and children’s education.

This is what Mr. Jacques Courtin-Clarins, Clarins founder, meant when he talked about ‘Beauty taken seriously’. Today, the Group talks about ‘Responsible Beauty’ but it is Respect for Man and Nature that guides this approach, with the same concern to producing without harming, neither Man nor the environment, with the goal of making life more beautiful, for everyone, for long.

This is even truer today in the urgent context of sustainable development. Clarins is a socially-responsible company and we want to do our part to protect the beauty of the world.

It is this approach to Responsible Beauty that leads the Group today to identify and continue to listen to its partners, directly or through representative organizations. Beyond the product, the Group is attentive to responding to their ethical, environmental and social expectation.
Strong commitments for responsible beauty.
The Group’s Responsible Commitments

Out of respect for Mankind and Nature.

These Responsible Commitments define the Group’s approach to sustainability. They nourish the spirit in which all employees are called to look for ingenious solutions that will ensure the company’s perennity by balancing economic performance, social fairness and protecting the environment.

Create formulas that are safer than ever

Product efficacy and safe use, strict production procedures and traceability measures that adhere to industry regulations are a priority for the Clarins Group.
Develop environmentally-friendly formulas

When ingredients offer the same efficacy and sensorial aspects, a strict ingredient policy favors plant-based raw materials, organic ingredients, locally-grown plants and, if they come from afar, plants from fair trade practices.

Help protect biodiversity

Working closely with organizations such as Pro-Natura International in Brazil, Alp Action and Asters in Europe, the Clarins Group also supported the St. Ay Herboretum and the Bastide du Parfumeur in Grasse. The Clarins brand created the ClarinsMen Environment Award to recognize outstanding work in this field. The first recipient, Jean-Pierre Nicolas, helps re-create traditional medicinal plant gardens worldwide. He has demonstrated exceptional work as an ethnobotanist and his enthusiasm to grow plants to help lives was therefore rewarded. On-going support is also given to programs working to improve the lives of populations in need: health and nutrition workshops, sustainable projects that focus on access to clean water in Madagascar and Burkina Faso, a reforestation/replanting programme with Pur Projet in China and the Amazon.

Minimize products’ environmental impact

For all products, packaging and promotional materials, the Group aims to reduce weight and volume, use recycled and recyclable material, explain how packaging might be used again, look for new, eco-friendly printing techniques, different communication methods and ways to highlight product displays. Customer involvement in supporting social efforts, such as the FEED programme, is also important. Eco-development is taken into consideration from the very beginning when it comes to marketing, purchasing, merchandizing and in the creation studio as well.
Encourage innovation

As a precursor not only in the realm of skin care but also fragrance, the Group encourages innovation and illustrates this through its partnership with Bertrand Piccard’s Solar Impulse project: he built a plane that is able to fly night or day exclusively using solar energy. Bertrand Piccard was the second recipient of the ClarinsMen Environment Award in 2010.

Reduce greenhouse gas emissions and optimize the use of natural resources

Since the first Carbon Assessment carried out in 2007 at all facilities in France, goals to help reduce greenhouse gas emissions were set. Those areas that had the highest impact are being monitored: packaging materials, product transportation, business travel and energy use. Measures have been taken to favor renewable energy sources, use energy-efficient lighting and heating systems, minimize air shipments, reduce the use of water and improve the quality of recycled water, etc.

Limit unnecessary production and improve the supply chain

Adjusting stock levels and sales forecasts, reducing returns and destructions, finding ways to save money, reinventing logistics procedures: all of these economic and environmental measures are at the heart of the Group’s concerns.
Raise awareness concerning Responsible Development values

A training programme that focuses on sustainable development is in place and specific communication can be found on our intranet site for employees. A film about Clarins values was produced for journalists, an ethics charter was drawn up for suppliers. Presentations are made on a regular basis by the Responsible Development department to raise awareness among all of the Group’s partners in France and in subsidiaries who each have their own Responsible Development Coordinator.

Support members of staff and encourage their development within the Group

HR management is a priority for the Clarins Group. Introductory seminars allow new employees a chance to discover the Group’s values. An ambitious training program has been organized within a corporate ‘university’ and encourages the rise of skills and competency. Mobility between the brands and even countries is encouraged. On-going internal communication enhances the ability to listen to others and to recognize work well done. All of which contributes to a spirit of teamwork and motivation.

Establish the Group as an exemplary socially-minded company

The Clarins Group supports medical research with the Arthritis Foundation and via diverse organizations such as ‘Etincelle’ (Spark) and ‘Belle et Bien’ (Look good, feel good) that supports women on an esthetic level who are fighting cancer. For the past 15 years and now in 13 countries, the Clarins Dynamic Woman Award recognizes women who devote their time and energy to improving the lives of underprivileged children. More than 70 Dynamic Women have already been recognized. A huge chain of solidarity has been created by Clarins, a true socially-minded company.
Key dates of Social Responsibility
Key dates of Social Responsibility

Beyond business performance, the company’s history is dotted with wonderful human-interest stories and social projects that affirm its status as a socially-minded company.

1954
Jacques Courtin-Clarins founded Clarins.

1964
The 100% pure plant extract oils were launched.

1965
First profit-sharing plan offered to employees.

1984
Entry on the Stock Market; shares given to staff.

1989
Creation of ARP, Association for Polyarthritis Research.

1991
Anti-Pollution Make-Up launch.

1992
Launch of Thierry Mugler’s “Angel” refillable perfume and the start of a partnership with Pro-Natura International in Brazil to protect the environment.

1993
Beginning of the partnership with Alp Action for the preservation of biodiversity in the Alpine region.

1997
Clarins first ‘Most Dynamic Woman’ Award to support actions for children.

1999
Clarins stops using plastic bags.

2004
The first ClarinsMen Environment Award given to the ethnobotanist Jean-Pierre Nicolas and his organization called ‘Jardins du monde’ (Gardens of the World).
2006
Creation of the Courtin Arthritis Foundation (replaces the ARP). Good Laboratory Practices certification for the Pontoise site.

2007
Creation of the Responsible Development department at the Clarins Group. Start of a project in Madagascar to plant 10,000 Katafray trees.

2008
The first Carbon Assessment carried out. Communication of the Group’s responsible commitments. Group left the Stock Market: long-term strategy established. Construction of a school and clean water access program in Madagascar.

2009
Planting of 12,000 trees in Burkina Faso and training programs to protect them.

2010
Partnership with Tchendukua and Deyrolle to carry out awareness campaigns around Biodiversity. The ClarinsMen Environment Award given to Bertrand Piccard for his ‘Solar Impulse’ airplane. Eco-calculator was introduced.

2011
Clarins participates in a medicinal plant census of an area of 104,000 hectares in the northern Mongolian forest. The Mugler Forest started in Peru. Birth of a bearded vulture in the Alps who was named ‘Clarins’.

2012

2013
Thierry Mugler Perfumes launched a new 4-part ‘source’ fragrance refill station. Carbon Assessment carried out in Asia and a reduction plan was set up. Camille Lacourt, named spokesperson for the Lake Sentinels program near Annecy, a project carried out with Asters. Roland Jourdain received the ClarinsMen Environment Award for his Explore Foundation which supports innovation through plants. A Generational Contract was put into place in France and the Employee Well-Being Plan was launched.
CSR information for 2013
CSR information for 2013

Let’s take a closer look at the new initiatives carried out by our brands, production sites and employees in France and around the world throughout 2013 and discover how the Group pursues its commitments to Responsible Beauty day after day.
Beauty that is
“Made in France”
—

Create formulas
that are safer than ever

Product efficacy and safe use, strict production procedures and traceability measures that adhere to industry regulations are a priority for the Clarins Group. The notion of safety concerns customers, employees and all those who are exposed to products throughout their life cycle: suppliers, beauty therapists and beauty advisors. The Group is proud that all skin care, fragrances and their derivative products are ‘Made in France’. This geographical grouping helps ensure optimal traceability, strict quality control and manufacturing conditions.

A team of R&D experts with complementary areas of expertise (chemists, biologists, toxicologists, pharmacists) all have a common mission: guarantee the safe use of all products following the (European) Regulation 1223/2009 along with REACH and CLP legislation (Classification, Labelling & Packaging of chemical substances).
Good laboratory’s practices

A series of both in-vitro and in-vivo tests systematically validate the stability, efficiency and tolerance of each formula. In 2007, Clarins Laboratories’ Cellular Culture unit was the first in the industry to receive a Good Laboratory Practices certification from the French National Medication Safety Agency (ANSM). Complementary methods ensure thorough product quality control during both the manufacturing and packaging processes. At the site in Pontoise, a Cosmetic Vigilance department was set up within the Laboratory itself. It is structured following a Group protocol at the European level in place since 2013 in order to follow any potential reaction that occurs after using a product. This protocol will be put in place around the world over the course of 2014-2015.

A Quality Control team of 48 people make sure that the Good Laboratory Practices protocol is followed and aims to ensure optimal quality throughout the entire manufacturing process. Anticipating risks and developing protocols to avoid those risks are part of its mission.

Production sites are committed to making continuous progress in terms of reducing their environmental impact, driven by a dedicated team in Pontoise and Strasbourg along with two new Environmental Safety managers who work with the HSE department.

Employee safety

Employee safety is also a priority for the Group and has been the topic of an awareness campaign and training program that began in Pontoise in 2012 and was carried out at other industrial sites throughout 2013.

For more details, please refer to ‘Preserving Employee Health’ in chapter 9 dedicated to initiatives orchestrated by the Human Resources department.
Ingredient policy

At Clarins, observing nature has led to finding the most effective ingredients so that the skin can better protect itself. The Group uses more than 250 natural raw materials of vegetal origin. Owing much to nature, the Group has always worked to protect these resources. The plants used are chosen with care working in collaboration with ethnobotanist Jean-Pierre Nicolas. When ingredients offer the same efficacy and sensorial aspects, a strict ingredient policy favors plant-based raw materials, organic ingredients, locally-grown plants and if they come from afar, plants from fair trade practices.

“For Clarins, the plant world is an endless source of inspiration and innovation.”

Dr. Olivier Courtin-Clarins

Clarins respects all international legislation that aims to protect the environment. Clarins does not use plants that might be endangered. The Clarins Group respects the Rio Convention and the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Known for their high standards, Clarins Laboratories accepts to pay the right price for a sustainable ingredient supply. Because plant traceability is important, Clarins R&D studies each ingredient of vegetal origin from all sustainable aspects of the plant: origin, type of crop, harvest method and any free trade agreements.

Today, several ingredients are being scrutinized for their impact on the environment or health. Clarins researchers, along with outside specialists, continually work to evaluate these risks and, if needed, seek alternative solutions.
Fair Trade

Whenever possible, the Group develops partnerships that combine helping local populations, economic development and improved harvests with the purchase of plant-based ingredients at the right price. Projects are carried out which aim to develop collective infrastructures and the transfer of knowledge. These fair trade partnerships help assure local populations ‘an existence that is worthy of human dignity’. (article 23 from the Universal Declaration of Human Rights). For example, in Madagascar, the 1,200 inhabitants of the village of Morarano have access to clean drinking water since 2008 thanks to funds collected from the purchase of Cedrelopsis grevei, more commonly called Katafray, the key ingredient in Clarins HydraQuench products. It is reasonably harvested in order to preserve local ecosystems. This practice is also carried out for Ambiaty (Multi-Active range) and Antsemby (Extra-Comfort Foundation). Furthermore, 5% of the purchase price is dedicated to local collective-interest projects such as renovating school buildings in the villages of Sakalava, Amboharabe and Andaingo or building medical structures.
Natural Resources Stewardship Circle (NRSC)

Our company is a member of the Natural Resources Stewardship Circle, a group that brings together leaders from the cosmetics and fragrance industry, those who use natural raw materials. Despite being competitors, they have decided to look beyond their competitiveness and work together to reduce their impact on biodiversity and improve the living conditions of local populations. The founders, who met in October 2008 in Grasse, approved a declaration based on the UN’s Biodiversity Convention, the Declaration on the Rights of Indigenous Peoples, the Global Compact and the International Labour Organization. The common goal is to make durable the fragile natural raw materials channels that are important to the industry by studying all aspects of the network, from the quality of the product to the everyday conditions of the people who harvest the crops.

Guidelines were written and signed by all members of the NRSC in October 2010 in Paris. They were presented during the International Biological Diversity Convention in Nagoya, Japan. This initiative was applauded by the United Nations, our industry being the first to have presented such work.

Members of the NRSC are convinced that we are entering a new era, where the value of a company isn’t just measured by economic terms but also in terms of its social and environmental impact. Taking this impact into consideration opens the doors to new possibilities in regards to a new model of balanced interests in our chain of values.

Respect, Transparency and Responsibility are the founding commitments of the members of this Circle, co-chaired by Christian Courtin-Clarins.
Help protect biodiversity

Biodiversity can be defined as the variety and variability of all living organisms. It is the source of our most essential requirements: feeding ourselves, looking after ourselves, breathing clean air, drinking clean water, fertilizing soil, pollinating plants, etc… biodiversity truly is life itself. It has an immeasurable value and Clarins knows this well and knows how to draw inspiration from it. Not only do we draw our main ingredients from it, but also our packaging. We are well aware how much we depend on biodiversity.

“Biodiversity is Life. Protecting it gives meaning to our lives.”

Christian Courtin-Clarins

As a pioneer, Clarins has always looked to offer the best from plants while respecting nature and biodiversity. This concern is taken into account when creating products, from ingredient selection to the choice of packaging and throughout the entire development process.

Since the 1980’s, the group has continuously worked to protect biodiversity and raise public awareness through a variety of activities. For example, the creation of the ClarinsMen Environment Award in 2004 and support for organizations involved in protecting biodiversity through long-term partnerships. And since solutions are locally managed, the group supports programs in all the regions where we are present, in Africa, Asia, South America and Europe.
ClarinsMen Environment Award

Created in 2004, the ClarinsMen Environment Award recognizes and encourages men who advocate for sustainable development in the full sense of the term, for the common good of all mankind. The first recipient was Jean-Pierre Nicolas, a Ph.D. in anthropology and an ethnobotanist, founder and president of ‘Jardins du monde’ (Gardens of the World), an organization whose goal is to improve people’s health through the use of traditional medicinal plants in parts of the world where access to conventional medical care - which is too expensive- is not available. Jardins du Monde intervenes at the request of villages or local institutions. Clarins has continually supported this organization since 2004 and has allowed several projects to be developed, primarily in Madagascar and Burkina Faso where the organization is very active. The second recipient was Bertrand Piccard in 2010 for his Solar Impulse project, a plane that flies only using solar energy. This support symbolizes Clarins faith in man to innovate and find ingenious solutions that will ensure life on earth in good conditions.

In 2013

The ClarinsMen Award was given to Roland Jourdain, in partnership with Express Styles. An experienced sailor, Roland Jourdain was recognized for his innovative approach that combines the love of nature with technological innovation. Roland Jourdain is working to find safe, plant-based materials of tomorrow that can replace petroleum-based plastics that pollute the environment and harm ecosystems.
**Long-term partnerships around the world**

**IN EUROPE**

**Alp Action**
Between 1993 and 2004, Clarins helped protect the rich natural and historical environment in the Alpine region with Alp Action, an organization founded by Prince Sadruddin Aga Khan. Together, they developed 5 programmes to protect the ecological chain at the heart of Europe which includes butterflies in Antagnes in Switzerland (1993), an orchid species in Judenburg, Bavaria (1996), very rare plants in the Italian Alps (2001), the reintroduction of the Bearded Vulture in the Baryl Mountains in Haute-Savoie, France (2002), and the restoration of wetlands in the Marais de la Cluse near Annecy (1999).

**IN EUROPE**

**Asters**
The work which began with Alp Action continues with the Asters organization. The Bearded Vulture (Gypaetus barbatus), one of the largest birds in Europe, disappeared from the Alps at the beginning of the 20th century. One century later, it is back. It is the direct result of a long-term international project. “Thanks to Clarins’ support over the past 10 years, we have been able to continue our work to help bring the Bearded Vulture back to this region,” said Christian Schwoehrer, the organization’s director. This partnership made it possible to open the only breeding centre in France, managed by Asters, as well as actions linked to the Natural Wetlands Reserve at Bout du Lac, near Lake Annecy.

**In 2013**
Camille Lacourt, a French Olympic swimmer, became a Clarins ambassador because he shares the same values as the brand: doing one’s best and always showing respect. He became the spokesperson for the project ‘Les Sentinelles du Lac’ (Lake Sentinels) being carried out by Asters. With a desire to raise awareness for the general public, the project works with local school children and teaches them how to monitor the environmental health of Lake Annecy. This science-based initiative is being carried out in the heart of a natural setting and allows young citizens to participate in field experiments nearby. It is perfectly in line with a company who is involved in its community.
IN AFRICA

Jardins du monde in Burkina Faso

With Clarins’ support, Jardins du monde, whose mission is to improve the health of local populations through the use of medicinal plants, has been carrying out an ambitious program since 2004 to help improve the health of the people who live there as well as protect local biodiversity and development. Its continuity and effective results are known by local authorities and every year, new projects are put in place. The initial sustainable development program reaches 40,000 people and includes several complementary projects: local villagers are helping build a tree farm and planted 6000 plants in 2009 and 6000 in 2010 thanks to Clarins’ partnership with Douglas. They are also caring for and watering the young plants and protecting the planting areas. Awareness campaigns have been carried out among the local population which include child health and nutrition seminars for mothers.

Through a partnership with Douglas stores, Moringa, Tamarind, Néré and Shea were selected to be planted with a long-term vision in mind based on the importance of their dietary, medicinal, artisanal or cosmetic use and following a harvest schedule spread out over the years so that local populations could achieve food independence.

In 2013

The on-going support Clarins gives Jardins du monde made it possible for the organization to continue its Health and Water initiatives in both villages: new large-diameter wells were built and construction work began on a mini-dam. The benefits for the people who live there include: access to water, making it possible to grow and harvest food, generate revenue and receive medical care. The Health and Water programmes are complementary and fall within the Millennium Development Goals which aim to reduce the number of people living in extreme poverty by half between 1990 and 2015.

In 2012, following an initiative by the Clarins subsidiary in Dubai and the tenacity of Jardin du Monde’s local teams, a water access program was established in the villages of Poun and Mogueya after a meticulous anthropologic field study was carried out to define the program best adapted to the needs and means of the population. The project required 16,000 meters of lines of stone and a large base that were built to channel and retain water. This water makes a second harvest possible that improves both the food supply and revenue for the villagers.
RESPONSIBLE BEAUTY 2013

CSR information for 2013

IN AFRICA

Jardins du monde in Madagascar

On-going support from the Clarins Group to Jardins du Monde in Madagascar based in the northern part of the island makes it possible to organize training activities regarding the use of medicinal plants, the creation of learning gardens and the distribution of pamphlets ("Family health and medicinal plants in northern Madagascar"), available in French and in Malagasy, that are given to health workers.

Several ingredients used in our skin care products are from Madagascar where water-related diseases are the second cause of mortality after malaria. In 2012, Clarins started a purification and drinking water access program whose aim is to improve the local population’s health. 6 wells, 7 pumps and running water for a medical clinic were built. These installations were finished during 2013. Training programs make it possible to ensure the long-term aspect of these projects and water use. Approximately 10,000 people benefit from these projects in the Tulear region located in the southwestern part of the island.

In 2013

Priority was given to training, especially among the younger population. Comic-book like communication was distributed to high schools and libraries and health-themed plays were also performed as a way to raise awareness.

Harvest in Madagascar.
IN SOUTH AMERICA

Pur Projet in Peru

After the launch of the eco-designed fragrance, Womanity, in 2010, then Eau pour Elles in 2012, Thierry Mugler Perfumes continues to demonstrate its responsible fragrance approach that began with the Angel launch in 1992 by supporting a biodiversity program in Peru since 2011.

It is a 3-part program that aims to protect biodiversity in partnership with Pur Projet by: 1) the planting of a botanical garden in Santa Rosa to highlight medicinal plants, flowers and local aromatics as well as protect traditional know-how. 2) the planting of native trees to complement cocoa following the principles of agroforestry and 3) working to preserve 10,000 hectares of forest.

In 2013

Mugler Perfumes allowed clients to become involved in this program: for every Angel Eau de Toilette refill, a tree will be planted in the Amazon forest. This operation was in place at sales sites across France during the last three months of 2013 and will generate the planting of 7,500 new trees in the Mugler Forest over the course of 2014.
IN SOUTH AMERICA

Pur Projet Projet in Brazil

The Kuntanawas count 370 people living in the state of Acre in southwestern Brazil according to a model which combines the protection of traditional know-how and biodiversity.

In partnership with Pur Projet, members of the community choose the species of the 10,000 trees to be planted: 7,000 will be for cosmetics and medicinal purposes, 1,500 fruit trees and 1,500 for their wood.

Clarins Marketing teams developed an eco-developed eye make-up palette for Christmas called “The Essentials”: its small size, recycled cardboard case can be reused or recycled. The wooden brush is made from FSC wood. Having minimized its environmental impact as much as possible, Clarins decided to go further and support a biodiversity project in line with the company’s vision: plant trees whose ingredients are used medicinally and in skin care products to help the Kuntanawa community revive its traditional culture.

Make-up is part of the culture of the Kuntanawas, people of the amazonian Forest.
In Liming (Yunnan), the focus is on transmitting traditional knowledge about medicinal plants.

In Qinlong (Hebei), 9,000 fruit trees were planted.

In 2013

More than 12,000 medicinal plants were planted, just as many in 2012, especially gentian which generates revenue for women who are particularly involved in this project.

In 2013

9,000 fruit trees were planted by the end of 2013 which represents a new economical ‘boost’ that will benefit the 110 families in the village, approximately 400 people.

In Liming (Yunnan), the focus is on transmitting traditional knowledge about medicinal plants.

In Asia

Pur Projet in China

In China, the environment has been highly affected by accelerated economic growth including desertification, damaged eco-systems, air and water pollution, food crises, population displacement, etc. The Group decided to invest in this growing market, where the Cangzhu plant comes from (used in Double Serum), not only for business purposes but also to help the people who live there. This is how the two social and environmental regeneration programs came about in partnership with Pur Projet and with the strong participation of the villagers themselves who have been sorely impacted by the deterioration of their environment.

A pilot decontamination programme, a fight against desertification and replanting according to the principles of agro-ecology, started in 2012 and continued throughout 2013 in Qinlong, a village located in the province of Hebei. The villagers were taught how to take care of and trim back the fruit trees.
Printing both sides on a lighter carton for Eau Dynamisante. An example of eco-thinking when developing a pack.

Develop products and POP material that have a minimal environmental impact

**Multiple impacts**

Every product development and activity impacts the environment: we harvest resources, we emit waste into the water, air and soil. Some of these impacts are visible and managed directly at the production site: water and energy use, waste management and production (see chapter 6). Other impacts are less visible but just as real: the first Life Cycle Analyses (LCA) and Carbon Assessment carried out in 2007-2008 showed us that packaging and promotional materials were a major environmentally-impacting area within our activity that we could make changes to in order to reduce this impact. Product carbon assessment is followed closely. It is a good indicator of not only our environmental ‘footprint’ even though the teams involved in product creation and development know that it isn’t the only indicator to be considered.
**Designed with the environment in mind**

To reduce a product’s carbon footprint without necessarily transferring this impact to other activities, the brands put in place voluntary actions, called ‘eco-conception’ or ‘eco-design’. This includes anticipating all of the environmental impacts linked to product development with the goal of being able to reduce them. Different methods can be put in place: reduced product weight and volume, the choice of recycled and recyclable materials, raising awareness for their reuse, looking for new printing techniques and new communication methods and staging.

Employees from marketing, purchasing, development, merchandizing and the creation studio from the head office participated in specific training programs beginning in 2008. An ‘eco-calculator’, a sort of simulation tool regarding products’ carbon and water footprints is available to developers to help guide them in their choices.

Certain measures have already been adopted and produce concrete results: the coating on outer cartons and showcards has been eliminated, merchandizers are delivered folded flat for less volume, FSC paper (Forest Stewardship Council) or PEFC (Program for the Endorsement of Forest Certification Scheme) is used for the majority of our publications.

**The golden rule**

For the Clarins Group, respecting the earth means never developing a product without adding a social or environmental element to it.
In 2013

The launch of the 100ml Eau Dynamisante Spray & Splash illustrates the idea behind eco-development and responsible beauty well. The new bottle is refillable and the different product parts can be separated to make recycling easier. Its outer carton is lighter and product communication is printed on both the inside and outside. Finally, it invites the client to recycle or to refill the product in order to optimize resources. If the client refills the spray bottle using a 200ml bottle instead of buying 2 x 100ml products, she is helping to save 800g of CO₂-equivalent emissions, the use of 32 liters of water and reduces waste by 20% (Evea study 2012). The environmental footprint for each Eau Dynamisante product is available online to help the client make her choice.

Clarins

The Clarins brand develops products that meet clients’ needs and expectations while respecting the environment too. While redesigning its skin care line, Clarins evaluated its 50ml jar from an environmental perspective and made a conscious decision about choosing to use glass or plastic. The glass jar, overall, was less impactful to the environment than plastic. It was selected but improved upon to be about 12% lighter in weight (24g per jar).

In 2013

More progress was made throughout 2013: the use of recycled glass in the production of 50ml jars.

Packaging updates might not be noticed by clients since they do not affect product use or enjoyment. Efforts to reduce the use of resources continue: superfluous packaging is no longer used to wedge small products, outer cartons are lighter, product information is printed on both sides of the outer carton, decoration is minimal, ballasts are no longer used in the new Make-up compacts, new recycling programs have been set up in Clarins boutiques in France, product merchandizers are now delivered folded flat to reduce transportation volume, cardboard is selected instead of plastic for time-specific counter displays, etc.
In 2013

The Source was modified to be able to refill 4 different Thierry Mugler fragrances for women. Over the year, the refill option for Angel and Alien made it possible to save approximately 1.3 million bottles and outer cartons (all sizes included). The icing on the cake? The CFG has prolonged the lifespan of its POP materials: when the 4-part Source arrives at sales sites, the former dual model is picked up, refurbished and used in new markets. 1000 such Sources will be used again, a wonderful example of responsible management of resources.
In 2013

Another daring initiative, one that has never been done before in the selective Fragrance industry to recruit and raise new client awareness around environmental impact. Customers were given an empty fragrance bottle to be filled at their first purchase. This represents a savings of 35-40% off the regular price. Housed in lighter weight outer cartons made from recycled card stock, these empty bottles have been a huge success.

This idea is being carried over to other brands and licenses and teams from the Clarins Fragrance Group are working on refill systems that will be put in place as product launches occur. The CFG is organizing important communication campaigns to share its ‘different approach to luxury’ concept with customers and sales personnel.
My Blend by Dr Olivier Courtin

Created in 2007 to widen the Group’s high-end product offer, My Blend is a range of custom skin care products that, from the beginning, was designed using refillable packaging in order to optimize the longevity of the materials used.
Clarins Laboratories, where major scientific discoveries take place

Encourage innovation

Clarins Laboratories constantly keep an eye on what’s happening in the scientific and technological world. Products they have developed are considered to be major skin care innovations, from sun protection to well-being and include the 100% Pure Plant Extract Oils, Double Serum, Eau Dynamisante. A number of scientific discoveries has also been made such as the Anti-Pollution Complex, now found in all of Clarins daytime moisturizers. It has protected the skin from the potentially damaging effects of the environment since 1992.

“Open” formulas are a major asset for Research teams. This means that product formulas can be updated and improved upon whenever new discoveries take place. Such innovation is regularly recognized by the most sought-after beauty awards from magazines including Cosmopolitan, Marie Claire and Harper’s Bazaar.

In 2013

Double Serum received 70 major awards on its own.
In 2013

This audacity was once again rewarded. The ‘Prix Grazia’ (from Spain) recognizes outstanding eco-friendly initiatives. Mugler’s 4-part Source received this award and the Source received the Golden Oscar for POP material.

A forerunner in its field, the Clarins Group encourages innovation when it can. It was one of the first companies to support Bertrand Piccard and Andre Borschberg’s Solar Impulse project, the very first solar-powered airplane. The project’s goal is to make an airplane take off and fly on its own, during both the day and the night, using only solar energy (no fuel and no pollution). The Solar Impulse project is scientific but also philosophical since it hopes to raise public awareness regarding saving energy resources and respecting the environment. Building and flying an airplane that does not use fuel is a way to attract public attention to the essential changes that need to be implemented. Supporting the Solar Impulse project shows that we believe in Mankind and his ability to find solutions for a sustainable future for all.

The Group’s perfume business (Clarins Fragrance Group) owes its success to a clever mix of audacity and creativity without hindering expertise and a solid relationship with customers. Angel, a truly unique, hearty fragrance, is a wonderful example of this.

In 2013

This audacity was once again rewarded. The ‘Prix Grazia’ (from Spain) recognizes outstanding eco-friendly initiatives. Mugler’s 4-part Source received this award and the Source received the Golden Oscar for POP material.
In 2013

Our subsidiary in Switzerland received the ‘Nature Made’ environmental award for its energy policy.

“When we protect nature, we are protecting the future. And our children are the future.”
Christian Courtin-Clarins

Des axes prioritaires de réduction

Reduce greenhouse gas emissions and optimize the use of natural resources

At production sites in France, environmental policy is managed by the Health, Safety and Environment department. In 2013, new Environment and Safety managers joined the team at each of the 3 industrial sites. Internationally, it is under the responsibility of the Regional Presidents. Since 2008, the Group has been measuring its carbon footprint and progressively widening the perimeter and the precision of this evaluation. When we understand our primary sources of emission better, we are able to optimize programs that will yield lasting reductions, both in France and internationally.

In 2013

Our subsidiary in Switzerland received the ‘Nature Made’ environmental award for its energy policy.
Help fight against greenhouse gas emissions

The first Carbon Assessment carried out in 2007 at all French sites identified packaging and POP material (Publicity on Place: merchandizers for example) as major sources of greenhouse gas emissions (GGE) that the Group produces in France. Since then, the Group has acquired a software program that evaluates our overall carbon assessment and also provides an ‘eco-calculator’ for each product to determine its impact. This software is used annually in France and we plan to start using it internationally.

Every aspect of the company is urged to work on reducing greenhouse gas emissions, directly or indirectly. For packaging and promotional materials (client gifts, promotional displays, advertising and communication material), the teams in charge of development use an eco-calculator to help them carry out carbon and water footprint simulations. To reduce business travel where possible, ever more performant video conference tools are being used. Rules have been established regarding the shipping of merchandise and logistics teams work to optimize shipping by truck.

In 2013

Targeted and complementary studies have been carried out: carbon assessments for an Institute and a department store counter were produced and recommendations were given to operations departments in order to reduce our impact on the environment.

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Since 2011, the Group, following new French regulations, publishes a Greenhouse Gas Emissions Report (called BEGES in France). Emissions that were followed in this perimeter show a slight decrease between 2012 (3731 T CO₂-equivalent) and 2013 (3457 T CO₂-equivalent). This report primarily focuses on emissions linked to energies used at sites while the overall (voluntary) Carbon Assessment takes into account emissions generated by our activities on a wider scale.

### In 2013

Following the Carbon Assessment carried out in 2012, the Asian region put in place a plan to reduce greenhouse gas emissions linked to its activities. They announced a goal, at all 7 subsidiaries, of reducing emissions by 16% over 3 years and a complementary ambitious offsetting programme that will cover 50% of the emissions. These planting programs will take place in China and in Thailand beginning in 2014.
Limit energy use

Global energy use by the Group represented 40,000 Mwh in 2013. It is stable compared to 2012 (-1%). Energy use is evaluated based on the information provided by our 23 subsidiaries and our industrial sites. An action plan was set to improve its reliability within 3 years. France, along with the 3 production sites, is the top energy user with 27,187 MWh in 2013. 12,274 MWh is the rest of the world’s energy use.

As a way of reducing greenhouse gas emissions from energy use, the Group has chosen to use renewable energy sources when possible, high-performing equipment and improved methods and processes: ungrouped switches, light timers, sensors, new servers, lower temperatures in certain cleansing processes, etc… All of these help lower CO2 emissions as well as lower the energy bill.

Three subsidiaries: Italy, Switzerland and Germany are equipped with solar panels and produce a part of their own electricity. The Canadian subsidiary uses hydraulic energy. Industrial sites at Amiens and Pontoise are under contract to use renewable energy sources (called the ‘Equilibre’ or balance contract). In total, we can say that 56% of the electricity comes from renewable energy sources or from sources that favor this type of energy.

In France, a goal was set to reduce energy use by 5% over the course of 2013 (vs. 2012). Poor weather conditions prevented this from happening but investments were made in the second half of the year to improve performance in 2014. On average, at the Pontoise and Strasbourg industrial sites, 0.3 KWh were used to produce each sales product.

Today, because administrative offices in Neuilly are spread out among several buildings, it is difficult to target minimizing energy use at the head office. In 2014, a new, low energy “green” building will open and will house the entire head office in one location. This represents huge progress in this area. The goal is to gain 30% in energy use at the head office between 2012 and 2015.
Save water

Our bodies are 60% water and need this water in order to function properly. Water is also essential for our products since it makes up for about 50% of a skin care formula. Source of life, water is a rare, fragile resource that is unequally distributed throughout the world. Less than 3% of the earth’s water is fresh water. The water cycle makes this a renewable resource but it is vitally important not to release unclean water into nature. This is another environmental concern the Group takes seriously.

Across the Group, worldwide water usage runs around 117,000 m³. 59% of that water is used in France with 69,109 m³ used at industrial sites, the logistics center and at administrative sites. In 2012, we estimated 105,000 m³ worldwide and 53,000 m³ in France. Water amounts are based on the declarations made by our 23 subsidiaries and French sites. Some rental contracts do not allow us access to water data and estimates had to be made which represented 20% of the estimated usage. These types of evaluation are imperative and will be made more reliable over the course of the next 3 years.

In France, the water used to make one sales product (at Pontoise and Strasbourg) has gone from 0.6 liters to 0.7 liters per sales product. More frequent cleaning cycles due to higher safety concerns and reduced production volumes led to a higher water use at Pontoise in 2013. Actions are being carried out which aim to reduce the amount of water being used, the safe quality of the water used and the quality of waste water.

The osmosis water purification system which helps guarantee high quality water used in product manufacturing is a highly ‘aquavore’ system. Automatic thermal decontamination is used to clean vats allowing better control over water quantities and detergents needed to clean the product-filling lines. Other cleansing operations have been optimized and automated to reduce water use. At industrial and logistical sites, all loading and unloading areas are waterproof and made to recuperate any accidental spills so as to avoid the risk of groundwater pollution.

Internationally, the same processes apply to logistical sites. In Switzerland, two reservoirs (30 m³) capture rain water to supply running water to two buildings at the site.
Reduce waste

It is estimated that we produce 5000 tons of waste worldwide (production and office sites combined). Waste management has not yet evolved enough at all of our markets to render a reliable analysis of end-of-life treatment methods. The topic is however still being treated, in phase with the Group’s strategy, to reduce waste production and improve end-of-life conditions in our branches, especially those who have warehouses and who must manage waste associated with transportation and sometimes small packaging operations. Recycling awareness campaigns take place in France and internationally every year and new initiatives are put in place to improve waste management.

In France, the HSE department outlines the strategy for prevention and improvement when it comes to waste management. It trains and informs personnel on a regular basis regarding the recycling and sorting methods required to treat dangerous waste (solvents, alcohol, inks, etc.) and regular waste (paper, cardboard, plastic, glass, metal and wood).

In 2013

At sites in France, on-going efforts made it possible to increase the amount of waste that was recycled considerably. It went from 58% (1870 tons) in 2012 to 76% (2230 tons) in 2013. This was achieved as well as a reduction in the amount of waste produced which went from 3212 tons in 2012 to 2936 tons in 2013. Dangerous waste represented 350 tons.

These efforts were accompanied by an internal mobilization campaign. During Sustainable Development week at Pontoise, fun and educational activities were organized: posters were hung and experts were invited to talk to employees. The recycling chain for plastic covers and why they should be recycled was explained to everyone. A raffle was held for the winners of the quiz game that rounded up the week’s events.

The CFG lengthened the life cycle for POP material: as the new 4-part Source makes its way to sales sites, the former Dual model (of the source) will be refurbished and used in new markets. 1000 sources will therefore be used again, a wonderful example of mastering resource management.

Also in 2013, a fabulous recycling awareness initiative took place in the gardens of Versailles with Aligna’s ‘Urban Flowers’. ‘Flowers’ were produced using obsolete packaging material that Clarins provided the artist in order to raise public awareness.

Internationally, recycling and waste reduction awareness programs were also organized. In 2013, the Hong Kong subsidiary sent 5 volunteers to participate in the Clean the Coast event. In Canada, where recycling is very popular, our office aims to achieve Zero Waste and is training teams in this direction. The warehouse in the UK recycles and compacts plastic waste on-site. The desire to reduce waste was also seen in the following initiatives: internal awareness campaigns, ‘I clean my beach’ initiatives in Korea, and dematerialization. This last example took place in Italy which did away with paper invoices entirely in 2013. This makes it possible to save 100,000 sheets of paper every year.
Minimize the impact of transportation

Product shipping
Internationally, the services involved in product shipping are well aware of and concerned for the need to protect the environment when it comes to transportation. Unnecessary shipments are carefully avoided and particular attention is paid to grouped orders, direct shipping from the supplier to the final destination for POP material when possible. Air transportation, while relatively low in volume, has a high impact on the environment and therefore is the object of a restrictive authorization procedure.

In France, freight represents 17% of greenhouse gas emissions generated by our activities, it is the second source of such emissions following packaging. This includes the transportation of packaging from suppliers to our production sites, the movement of finished products from production sites to the logistics center and finally, shipments from Amiens to our subsidiaries, direct-delivery clients or Clarins warehouses worldwide.

Finished product shipping managed at the Amiens site to the rest of the world is done by: 61% by truck; 32% by ship; 5% by train and 2% by air. Air freight (2% of shipments in weight) has been stable for several years.

In 2013
Internationally, the Carbon Assessment carried out in the Asian Region revealed an important impact by air transportation. A team project was created to optimize product flow in a general manner (improved forecasts, faster shipping partners, etc...) with the goal of lowering the volume of local air freight from 22% to 15% before 2015.

Business travel
Two kinds of professional travels are here described: business trips by plane for employees of the Group worldwide for seminars, market visits or meetings and travel by vehicles owned or directly used by the Group’s 23 subsidiaries. Travel between one’s residence and workplace were not taken into account in the consolidated numbers.

In 2013
Over the course of the year, air business travel by Group employees worldwide increased by 7% compared to 2012 to reach 37 million kms. Car travel (16 million km) increased by 3% vs. 2012. However, greenhouse gas emissions related to those travels went down from 5.5 T CO₂-equiv. to 3.6 T CO₂-equiv. partly thanks to a more precise calculation method based on fuel and not distance.

Overall, business travel has a high level of greenhouse gas emissions and different action plans are in place to reduce this impact; employees are encouraged to minimize business travel, especially by plane, and to optimize the use of alternative methods when available. 9 subsidiaries or sites are equipped with video-conference tools that make it possible to limit business travel while maintaining a link with business partners: Geneva, Hong Kong, Montreal, Neuilly (2), New York, Pontoise, Singapore and Strasbourg. To encourage carpooling, since 2010, a website was set up for employees to use either for an on-going transportation need or punctually to facilitate carpooling. For national travel, the UK and Japan optimize the use of train travel which represents the majority of transportation costs of these two subsidiaries.

Concerning company vehicles, rules apply in France and at all subsidiaries to reduce the carbon footprint per distance covered. Today, the maximum allowed is 130g CO2/km with local adaptations like in Canada where climatic conditions require using more powerful vehicles.
Land footprint

Across the Group, the area used by administrative and logistics buildings totals 211,028 m² worldwide. French sites occupy 105,857 m² of floor area, a surface that has been stable for several years. Whenever possible, the sites undergo landscaping improvement. For example, when the Amiens site was built, more than 8500 trees and shrubs were planted on the site’s 12 hectares. New construction projects comply with the architectural environment, such as in Bavaria, where the site has small windows to fit in with the local spirit. The Group’s activities do not create noise pollution when they are being carried out.
Limit unnecessary production and improve the supply chain

Adjusting stock levels and sales forecasts, reducing product returns and destructions, finding ways to save, reinventing processes and the logistics “flow”: all of these are imperative for the economy and the environment and are at the heart of the Group’s concerns. A product’s end-of-life is carefully studied in order to optimally reduce excess or obsolete stock and waste. The performance of the new stock management program has already shown positive results. Employees from all of the Group’s activities and from every region are working on a vast and ambitious project called ‘Scoop’ whose goal is to optimize all operations linked to production, management and distribution. It will be operational in 2014.

In 2013

Clarins UK reduced stock by 23% and took advantage of this reduction to decrease the size of its warehouse.
Listening and communication are keys to Clarins success

Raise awareness concerning Responsible Development values

Clarins has built its success on listening and communication. “It is women themselves who have led me to grant importance to beauty. I was happy to listen to them and to follow them,” said Jacques Courtin-Clarins. Communication tools have changed as the company and technology evolved. In this digital age, the Thierry Mugler “Circle” and the Clarins “Club” have replaced the paper client card found in every product. But the level of listening has remained the same. This level of listening is also found in the relationships between the group and its partners, neighbors, consumer groups, local governments and institutions.

The Group accords extreme importance to raising awareness of Responsible Development, both internally and externally. Raising awareness among employees is the main mission of the Responsible Development department, which works directly with the Group’s Presidency. Communicating these ‘responsible’ values to all concerned is the work of everyone and includes the general public and direct partners.

In 2013

Taking this communication into account was shown throughout the year in the creation of a new Public Affairs position within the Group.
In 2013

In January 2013, employees attended a conference on Water and Biodiversity at the National Natural History Museum (in Paris). The museum’s president, Gilles Boeuf, biologist and internationally renowned specialist, shared with Clarins employees what’s at stake for the future.

In 2013, 200,000€ were raised and distributed among the 15 different organizations to help support their work over the long term.

Every year in France, the Works Councils at each site organizes fundraisers for the associations run by our Dynamic Women award recipients.

In our subsidiaries, Responsible Development Coordinators were designated and they are in charge of communicating good practices and initiatives between the head office and various countries. In-house seminars are also a great time to remind employees what the Group is doing in regards to its Commitments. During yearly evaluations, employees have a chance to talk about their own responsible commitments they apply at work. It is a great way to measure their understanding of the stakes at hand and their dedication to carrying out the company’s commitments. They are often passionate players when it comes to performing concrete actions regarding corporate values. The variety of initiatives in France and internationally bears witness to that: solidarity vacation time, high level of participation in races and other activities that support diverse organizations.

Raising employee aware

Communicating the values and stakes behind sustainable development does indeed target employees first and foremost so that we can all feel responsible for putting in place the Group’s commitments and investing in the mission of spreading these values. Making employees aware of these values begins at the introduction seminar for all new employees. Detailed information can also be found on the company’s intranet site and in an informative monthly e-newsletter that has been published since January 2009.

Seminar in Asia.

Employees’ success is enhanced when they adhere to company values and commitments.
Raising business partners’ awareness

The Group works with many different business partners across several different categories. Suppliers, sub-contractors, researchers, scientists, advertisers, distributors, journalists, beauty advisors and therapists, etc., who share our development and our success. The Group shares with them our values and our commitments and also listens to them to better understand their expectations.

Suppliers

In 2013

A new Supplier Charter was put in place in November.

It replaces the one drawn up in 2007. Both parties sign this charter which aims to share our business vision, our sense of environmental and social responsibility with all of our suppliers.

In this Charter, the Group outlines what it expects from its suppliers in a concrete manner in a wide array of areas: business ethics (integrity, equity, honesty), respect for human rights as defined in the UN’s Universal Declaration of Human Rights, respect for employee health and safety, respect for the environment and minimal impact of goods and services along with reduced energy use, saving resources, a reduced carbon footprint, water and waste management, etc.

All suppliers were invited to sign the charter in December 2013, especially those providing raw materials, packaging, POP and sub-contractors. The charter will be sent to other suppliers throughout 2014, especially those in the transportation sector, those who are involved in the new building in Paris and all other services used by the Group.

Beauty Advisors

Each Brand has Product Training teams. Every year, they train thousands of Beauty Advisors worldwide who then become ambassadors for that Brand. Transmitting the Brand’s values is part of the daily training teams carry out regardless of the communication methods used: seminars, e-learning, magazines, information letters, videos, etc. Expectations run high and Beauty Advisors are proud to promote products based on strong values.

In 2013

A deck of Responsible Beauty playing cards was made available to Clarins Trainers. In a fun and educational manner, they remind participants of the stakes involved in sustainable development, explain key definitions and good practices. This new tool helps Trainers raise awareness among Beauty Advisors and is a great way to explain the Group’s Responsible Commitments. The cards complement a film dedicated to explaining these Commitments which has been well received by those who have seen it.
In 2013

The German subsidiary was recognized for their special Responsible Beauty edition in the Spring-Summer issue of their magazine destined to Beauty Advisors. Orchestrated by the local Responsible Development correspondent, this issue mainly focused on how responsible goals are not simply grafted on but integrated within the brand’s overall strategy.

Worldwide, business units, subsidiaries and agents themselves who are highly motivated, set up initiatives on a regular basis to raise awareness among their partners to convey the Group’s responsible initiatives. Depending on the circumstances, this could take place at sales sites, during theme-based activities, or even during events with partner stores or with journalists. Christian and Olivier Courtin-Clarins are often invited by local markets to act as ‘ambassadors’ for the Group’s values during press conferences all over the world and receive an enthusiastic welcome at each of these events.
In 2013

A series of articles appeared in Néoplanète and Terra Eco- general public magazines that are specialized in responsible development- highlighted the Group’s knowledge and know-how in terms of protecting biodiversity.

The Group was a partner for the third time at a major Sustainable Development event, the Earth Workshops, which bring together every year 800 experts from all over the world. This year, the theme focused on understanding whether or not the economic transition towards a more sustainable model had begun. Christian Courtin-Clarins spoke during the opening session and was the voice of a company known for being on this path for a long time already.

Educating the general public

With brands associated with luxury and beauty, present in international women's magazines, the Group is aware of the role it can play for clients when it comes to raising awareness about the stakes involved in sustainable development and to encourage responsible behavior. With an increasing number of eco-developed products, but also by recommending small daily gestures that help the planet: invitations to recycle appear on packaging when possible, the possibility to refill a fragrance is also expressed. Choosing larger sizes, products that do not have packaging, the possibility to plant a tree or make a purchase to benefit an organization are all activities the group strives to do.

Clarins will be participating once again in the Earth University conference taking place at UNESCO in Paris. The Group will intervene in a topic that is very dear: how can research and science be part of a responsible company’s development? Christian Courtin-Clarins will explain our approach and our values to the general public.
Raising consumer awareness

The Group’s responsible communication is being developed primarily in a digital version: the values and commitments as well as the Responsible Beauty Annual Report, are accessible to everyone on the Clarins Group website, on the brands’ websites and on store websites. The ‘beautiful’ actions being carried out by the Group, those that are built on the Group’s values, are regularly highlighted, explained and attached to sales operations. For example, this is the case for the FEED initiative and operations around the Arthritis Foundation. The same approach is carried out in various markets. They carry on the Group’s initiatives or adapt them to meet local needs.

A new generation of solidarity through sales operations is also the occasion to share the Group’s approach with customers worldwide. Based on the Group’s values, they showcase causes the Group supports, with a focus mainly on helping children and protecting nature. The subsidiaries support these activities and actively participate in the communication of the Group’s values and commitments.

In 2013

The Hong Kong subsidiary created a display to communicate Clarins values, vegetal expertise, its fondness of nature and its responsible development ambitions. This window display had a nature-inspired theme: the Clarins Garden, and was created using responsible materials. Folded paper and low-energy lighting were used. This high-tech creativity was admired by customers in the prestigious IFC shopping district.
Our FEED partnership
Since 2011 and based on an initiative of the American subsidiary, Clarins has built a partnership with FEED, an organization founded by Lauren Bush-Lauren which works to fight hunger worldwide. Every FEED beauty bag sold provides a certain number of school meals through the UN’s World Food Program. When a client receives a FEED bag as a gift, she feels she is making a difference in the fight against childhood malnutrition worldwide and their education because providing a meal ensures regular attendance at school.

In 2013
At the end of the year, Clarins provided 3.5 million meals and hopes to reach 5 million by the end of 2014.

A month of hugs
In Canada, Clarins celebrated its 6th annual “Mois des Calins”: with the purchase of Lip Perfector, half of the sales price ($10) is given to the St. Justine Hospital to help sick children. The operation was carried out in partnership with Jean Coutu.

In 2013
The operation raised $1 million CAN by the end of the year. This year, the funds will be used to build a Neuro-Development Institute for Children, the first institute of its kind in North America.

“This
Together we can make a difference and improve the life of all children with neurological problems that affect their development.”
Dr. Carmant, Hospital Sainte-Justine.
“Make a star the earth’s friend”
To accompany the launch of the new 4-part Source in 2013, Thierry Mugler offered each customer the opportunity to take part in a lasting, responsible commitment.

In 2013
For every Angel Eau de Toilette refill at the Source carried out during the last trimester in France, a tree will be planted in the Thierry Mugler Forest/Pur Projet. 7,500 trees will be planted in 2014 in the region of San Martin in Peru, a ‘hot spot’ of biodiversity in the world.

Continued commitment to preserve the forest, Peru.
Support members of staff and encourage their development

The Clarins Group counts 7968 employees around the world: 1593 in France; 723 in Neuilly and 870 at industrial sites, logistics center and R&D (Laboratories, Logistics and Cosmeurop) and 6375 employees in international subsidiaries. The total number of Clarins Group employees worldwide has grown since 2012 and is spread out as follows: 50% of employees work in Europe, 30% in the Americas and 20% in Asia. Women make up the majority of our employees; they represent more than 87% of the total number of employees. However, this percentage varies depending on the country and the company: women represent 69% of the total number of employees in France (82% for the offices in Neuilly and 60% at industrial sites). The average age among employees worldwide is 38.

In France, the total number of employees has remained very stable. Compared to 2012, we’ve added 3 permanent hires. The total number of employees of the Clarins Group in France is characterized by employee loyalty. On average, employees have worked for the company for 10 years and the Group has a relatively low turnover (6.5% in 2013). The average age of employees was 42 in 2013. Out of all of the total number of employees in France, 4% work part time.

*Indicators calculated on the basis of total number of employees (permanent contract and temporary contract) working on December 31, 2013.

** The turnover is based on the number of departures over the year compared to the permanent staff as of December, 31.
In 2013

In France, Groupe Clarins welcomed 116 new permanent contract employees in 2013 (79 in Neuilly and 37 at production sites).

**Integrating each new employee**

Getting new employees to stay with the Clarins group depends mainly on the quality of their welcome and how they are supported when they first begin. It is in this spirit that the HR department wanted to develop a formal welcome of new employees.

Welcoming new employees is a collective approach. It is up to the HR department and the department manager to organize. Several ideas have been thought of: the welcome, starting communication, an integration strategy, outlining precise roles and responsibilities with a thorough job description.

Every new employee receives a welcome booklet that includes useful information (regulatory information, information about health insurance, vacation days, lunch options, etc.).

**Human resources policy**

The Clarins Group has undergone significant changes over the past several years. The organization of work, tasks and collaboration methods has evolved. Teams are now working in a more transversal manner.

It is in this context that the HR department looks to accompany teams during the changes the Group is going through and make the life of our employees even more beautiful.

HR policy is set at the head office and carried out to all of the subsidiaries. This deployment is reinforced with the setting up of three large Regions: Europe, Asia, Americas.
Developing employee competences

For several years, the Clarins group has continued its investment in developing employee competency in the following areas: job expertise, personal development, learning a foreign language and management. In 2013, as a continuation of the previous years, the accent was placed on the collective development of job skills by developing made-to-measure programs, whether for Beauty Advisors at department stores or for purchasing and IT teams. Furthermore, in order to accompany the teams in the Group’s transformation and international growth, new training programs were developed in 2013: intercultural trainings, an English-language program with personalized learning made it possible for many people to improve their English, and the roll out of the international ‘Regional Key People’ seminar. A manager’s role is key in employee growth and development.

Promote the employment of young people

A real source of recruitment, the Groupe Clarins welcomes and trains many interns and alternates every year.

In 2013

More than 100 interns from prestigious business schools and universities worked for the Group in France. They worked in different departments such as marketing, purchasing, communication, media, digital, HR, legal, audit, etc. They learned more about specific jobs and shared their own expertise. The vast majority of our interns was very happy with their internship and said they would like to end up working in the Group. 14% of our interns and alternates in France were offered a job within the Group this year.

In 2013

It is in this perspective that the Clarins Group finished putting in place in 2013 the ‘Manager’s Commitments’ program to accompany and create a dialogue with all of the managers of the group as a true managerial reference.

This is why the Clarins Group continually accompanies team leaders in their role and helps to improve managerial practices on a daily basis. Parallel to that, the Clarins Group continued to invest in the development of managerial competencies through the continuation of the Cycle Manager. In France, like in 2012, commitments made to training in 2013 were respected in terms of financial investment, formation times and equal treatment between employees. In 2013, the number of employees trained in France was higher compared to 2012. In Neuilly, 76% of the total number of employees benefited from at least one training program (compared to 71% in 2012), more than 1000 actions were carried out, or about 12,700 hours of training.
In 2013

The HR department would like to develop the mobility between companies in France, but also internationally. It is in this spirit that HR teams from all international subsidiaries share information every month regarding job opportunities and employee mobility.

**Promote internal mobility**

Every year, employees have the chance to voice a desire to change jobs during the development interview, a career management tool used within the group. In order to better accompany employees, the Clarins group reinforced its career management plan for all employees and especially senior employees through the use of a ‘professional assessment’. All employees have the opportunity, if they desire, to complete a professional assessment in order to define and direct them in any perspective evolution and how that might take place. Mobility remains a top priority within the Group, and it continues to play an important role within the many job openings.

A valuable communication tool for sharing information about job openings at company headquarters and also at industrial sites and in some subsidiaries is the Espace Carrière et Mobilité (Careers and Mobility Area). This internal job board was launched in 2009 and is accessible via the Group's Intranet.
Develop an internal classification system

Helping to maintain employees’ mental and physical health is at the heart of the group’s concerns. A Health and Safety initiative began in 2013 to communicate preventative measures. On this note, several actions were carried out which brought together personnel and employees in order to get them involved in security. This Health and Safety initiative started with the ‘Risk Analysis’ project at all sites in France following a common methodology with the help of the consulting firm ‘Bureau Veritas’.

The key to Risk Analysis is the work unit. Each work unit was the object of work groups per job task made up of different participants from the ‘safety’ approach (HR, Health & Safety Committee, operational ‘supervisors’ and ‘non-supervisors’). Through regular meetings, these actors were able to develop action plans according to identified risks.

For companies in Neuilly, 7 work units were identified: beauty therapists, beauty advisors and team leaders, sales reps and trainers, restaurant personnel, general means personnel, administrative personnel and those who travel internationally. This approach was exactly the same for industrial sites: work groups per job task were set up and each department head helped put action plans in place.

In 2013

To complement the risk analysis project, Clarins Logistics Center launched in October 2013 a pilot approach to Safety Management with the support of Dupont de Nemours, a well-known reference in security. This approach consists in evaluating the site through interviews with managers and operators, training all managers using Dupont de Nemours’ reference material, the deployment of an action plan by inter-department work groups focused on improvement plans. Furthermore, a monthly Safety Committee, made up of members of the management team, was set up.
In 2013

Since November 2013, all managers in Neuilly have been invited to attend a first day of training on ‘Manager for the Quality of Life at Work’, during which time four themes are discussed:

- encourage conversations on the organization and the content of a job
- work to reduce certain risk factors and forecast the human impact of changes
- think about what could cause stress and tension within teams
- and be able to recognize employees in difficult situations

The final goal is for each employee to be an actor in the quality of life at work at his/her own level.

In the same perspective, the Laboratories in Pontoise organized a round table in collaboration with members of the Health and Safety Committee to improve work conditions. After the round table, a plan associated with the Phycho-Social Risks approach was rolled out around the themes of Communication, Consideration and Respect.

In order to improve the quality of life of its employees, the Clarins group also makes sure that employees find a sense of balance between work and home life. It is in this spirit that the HR department developed a parenting booklet so that employees could better understand their rights and obligations, and initiated brainstorming sessions about the feasibility of telecommuting at the beginning of 2013. This study led to the creation of a pilot group to experiment the idea.

With the move planned in 2014, the Groupe Clarins will offer all employees in Neuilly a unique office space that has quality infrastructures. It will be a place that will allow teams to work together in an optimized, modern environment.
Ensure equity and equal opportunities

The Clarins group has always believed that the values the company develops and communicates mean the company has a social responsibility in terms of diversity, equal opportunity and treatment between all employees. This is how the Clarins group watches to make sure its commitments are being respected and the ideas of non-discrimination across the different axis of its HR policies: recruitment, training and pay.

A company agreement that favors professional equality between men and women was signed by personnel representatives in France.

Developing a handicap policy within the Clarins group also translates this commitment.

As a prolongation of the work accomplished over the last few years, the Handicap Mission has continued to carry out audacious projects in 2013. These projects aim to raise awareness about the problems handicap workers face, to wipe out ‘taboos’, to encourage recognition in quality of the handicapped worker, to accord close attention to handicapped employees and to guarantee an optimal work environment.
Through its actions, Handicap Mission has helped to anchor this theme in the concerns of everyone. Carried out to all sites in France, the actions that were organized in 2013 were centered around the following values:

**Respect,**

sign language seminars were organized to raise awareness about deafness. Employees learned a new ways to communicate.

**Performance,**

with the ‘Objective 48-hours’, a sporting event organized to support a school for the physically disabled. The school offers children adapted programs and spans from primary to secondary while integrating their medical and paramedical care. In order to meet this challenge, elliptic bikes were made available to all employees at all sites in France. The enthusiasm for this activity was such that the 48-hour goal was surpassed. Employees at all sites pedaled for 72-hours and 10,000€ were raised for the school.

**Perennity,**

with the desire to publically communicate Clarins handicap policy by participating in the first ever recruitment fair for Handicapped Workers.

Furthermore, since 2012, a Handicap committee was set up in Neuilly. This committee meets several times a year to discuss health problems and to offer personalized solutions for every handicapped employee. This committee ensures a performant work environment for employees and offers them the ‘Clarins Plus’*. Committees include personnel representatives, HR managers, and Handicap Mission managers.

*an adapted, individualized solution to each situation to ensure equal work conditions for every employee
**Rewarding employees**

Clarins pay policy is based on the large principles of non-discrimination. A continued effort, employees received raises in 2013 regardless of their age, years of employment, gender, or their affiliation with a union. Pay raises between women and men were very close (2.9% and 3%). Furthermore, there is a real correlation between performance level and pay. The tool used to evaluate performance is the same for the entire Clarins group worldwide. It makes it possible for all employees to be followed and evaluated using the same criteria and the same philosophy.

In the framework of required annual negotiations in 2013, the Clarins group in France wanted to maintain its level of investment in terms of wage increases: the budget dedicated to raises in 2014 is 2.5% despite a very low level of inflation in 2013 and limited market practices. This desire was also expressed by the revalorization of 100€ (gross) of matching funds set up in 2011 for profit-sharing sums placed in a collective retirement fund. 100% of funds are matched up to 700€ (net), then 50% up to 1000€ net.

**Social Dialogue**

The year 2013 will be remembered by the quality of the social dialogue between Management and personnel representatives. Several collective negotiations led to the signing of 20 agreements or action plan(s) within the companies in France regarding different themes: required annual negotiations, the generational contract, night work, profit sharing and the ability to take money out early from blocked accounts for exceptional circumstances.

**In 2013**

The Groupe Clarins worked to have a dynamic pay policy by increasing the budget of raises given to employees to 3% of payroll.
Establish the Group as an exemplary socially-minded company

A company open to the world, the Clarins Group supports two primary areas of social action: medical research and children. It gives its support to medical research with the Arthritis Foundation, and diverse organizations including ‘Etincelle’ (Spark) and ‘Belle et Bien’ (Look Good Feel Better in the US and UK) or “La Forsa e il sorriso” in Italy. These entities help female cancer patients combat the appearance-related side effects of cancer treatment. Since 1997, Clarins’ ‘Dynamic Woman’ Award has been awarded for actions promoting child advocacy. This spirit of community and cooperation is strongly supported in all locations, by all the company’s brands and by all employees.
The Arthritis Foundation

Severe rheumatism affects more than 1% of the French population—more than 700,000 individuals, 4,000 of them children. The goal of the Foundation is to promote and contribute to rheumatism research, encourage the discovery of innovative treatments, improve communication about these diseases, especially in collaboration with patient organizations represented in the Foundation.

The Foundation was established as a non-profit on 26 June 2006. Its current status allows it to make an even greater impact; in 2008, the Foundation absorbed the Rheumatoid Arthritis Research Association (Association pour la Recherche sur la Polyarthrite or ARP) which had been co-founded by Jacques Courtin-Clarins and Denis Bloch in 1989. Rheumatoid arthritis mainly affects women and Mr. Courtin-Clarins wanted to improve these women’s feeling of well-being.

The scientific board of the Foundation brings together leading European research scientists and rheumatologists. Its Board of Directors is made up founding members, qualified personnel, and representatives from patient organizations.

In 2013

The Foundation works with public health officials, specialized companies and patient organizations. In 2013, 600,000€ was raised to help fund research efforts.

Among the many projects carried out to raise funds, 2013 was especially marked by two special products, supported by Jacques Courtin-Clarins grand-daughters (Virginie, Claire, Prisca and Jenna).

With their help, an exclusive collection of Hipanema bracelets was created for summer 2013 and a collection of sparkling bracelets by Swarovski Elements was sold over the holiday season to support research efforts.

To explain their broader meaning, the four young women recall the words of their grandmother: “Beauty is the best way to combat illness. When a woman feels more beautiful, she feels better and suffers less.”

In 2014, the Foundation hopes to distribute 849,000€ to research. The Clarins Group finances operational costs so that the Foundation can use 100% of donations for research. Over 600 projects have been completed and they all have the same goal: give hope to those affected by this serious illness.
In 2013, 2,150 women benefited from 260 workshops organized by estheticians who donate their personal time. When the workshops are finished, a collection of products.

**Etincelle Association**

From the very beginning, Clarins has supported the Etincelle Association financially. This organization offers well-being workshops to women fighting cancer. It is active in the Paris region and the Languedoc-Roussillon region of France. Trained in the Clarins Method, its estheticians have received specific information on socio-esthetics.

**Belle et Bien**

Clarins is a founding member of ‘Belle et bien’ (formerly ‘La Vie de Plus Belle’). For the past 13 years, this organization has organized skin care and make-up workshops for women in cancer treatment in 23 hospitals in France.

Belle et bien is the French name of the international “Look Good Feel Better” organization that is present in 25 other countries, especially in the United Kingdom, the United States- with strong support from Clarins USA- and Canada, but also in Italy where our subsidiary loyally supports “La Forsa et il Sorriso.”
Dynamic Women: a growing community

Since 1997, first in France and now in 13 countries, Clarins ‘Dynamic Woman’ award supports women who devote their energy to improving the lives of disadvantaged children. These women offer hope and dignity to the children they serve. 73 Dynamic Women have already been recognized throughout the world and they make up a formidable community within Clarins. The ‘Dynamic Woman’ award continues to support the associations involved in the years that follow an award. This ongoing support is valued by the associations for the security it provides for their projects.

After the initial donation is made by Clarins, internal initiatives contribute additional financial support. In France, employees and their works councils raised 200,000€ for these organizations in 2013. Our new partner, Ventes Privées (Private Sales) added 103,000€ to this amount. The impact of such action is not lost on Clarins’ subsidiaries. They also faithfully take care of “their” dynamic women, with or without an official award: in South Africa, Germany and Korea (Sister Gerardine), in Malaysia (Clarins We Care), Spain (Aldeas Infantiles) and in Great Britain, Switzerland, etc.

For 16 years, Clarins ‘Dynamic Woman’ award supports women who work to improve the lives of disadvantaged children.
South Africa
In South Africa, Sue Barnes was named the Dynamic Woman 2013 for Project Dignity which helps young women. It offers complete training programs on feminine hygiene and health, AIDS prevention and the distribution of sanitary kits that allow young women to stay in school full-time and not 3 weeks out of 4.

Germany
The new recipient of the Courage Award-Dynamic Woman is Silke Mader for her work with premature babies at the “European Foundation for the Care of Newborn Infants” (EFCNI). Loyal to the spirit of longevity, the winner of the year will receive 20,000€ and the winner of the past three years receive 5,000€ and all the others 2,000€.
Spain
Since 2006, Clarins-Spain has supported the organization “Aldeas Infantiles SOS” that offers abused children a place to live within a family-like structure. This year, Laura Saez Pozo was recognized for her exemplary work over the past 8 years with 6 little girls, now aged between 10 and 16.

“So that children in the hospital or in special care facilities feel like all the other children”

France
The new link in the chain of the Clarins’ heart is Gisèle Tsobanian. She is the recipient of the Dynamic Woman Award for 2013, the 16th year that this award has been in existence in France. She is being honored for her commitment to brighten the daily lives of sick children. Her association, Les Toiles Enchantées (Enchanted Screens) has been working for 16 years to bring the movies to hospitals in a movie theater-like setting. Every year, 17,000 young movie-goers benefit from this initiative.

United Kingdom
The 2013 Dynamic Woman in the United Kingdom is Nicky Goulder. She is the 12th Dynamic Woman to be recognized by Clarins UK for her organization called Create. She received the award from Dr. Olivier Courtin-Clarins. ‘Create’ uses art as a way of illuminating the life of underprivileged or isolated children and helps them reveal their full potential.
The company's values make its employees proud

We are proud...

Proud to satisfy our clients’ needs,
Proud to show that profit is not our only motivator,
Proud to borrow the best from nature without creating a negative impact,
Proud to preserve biodiversity and eco-systems,
Proud to help local populations,
Proud to innovate in eco-development,
Proud to help beauty evolve,
Proud to reveal our very best,
Proud to accomplish our mission with passion and enthusiasm,
Proud to put all of our heart into all that we do.

On behalf of the Group’s employees and the Courtin-Clarins family.
Corporate Social Responsibility Indicators
Corporate Social Responsibility Indicators

Our methodology

This information covers the consolidated perimeter of the Clarins Group, meaning, its industrial and business activities in France and in 23 subsidiaries worldwide. For social information, the numbers taken into account are the numbers directly linked to the Group by work contracts on December 31, 2013. For environmental information, the perimeter covers all industrial sites used by Clarins (either owned or rented), and the Group’s significant impacts (energy use, water, raw materials, waste, transportation). Sales sites are not included. To date, communicated quantified data is from a reporting process each country does, except for waste data for which reporting is being implemented across the Group. A coherence check is carried out every other year on other declared data and the process will be reinforced to ensure reliability by 2016. To do this, a special committee was created.
### Environment

#### General information

- **Total surfaces used by our sites (owned or rented)**: 210,839 m² in 2012, 211,028 m² in 2013
- **Part of surfaces useful to administrative sites**: 42,415 m² in 2012, 45,443 m² in 2013
- **Part of surfaces useful to industrial or logistics sites**: 168,424 m² in 2012, 165,585 m² in 2013

#### Energy consumption (on sites)

- **Total Energy consumption**: 39,781 MW h in 2012, 39,461 MW h in 2013
- **Part of energy consumed on French sites**: 27,729 MW h in 2012, 27,187 MW h in 2013
- **Average energy consumption per sales product on the French production sites**: 0.3 KW h/un in 2012, 0.3 KW h/un in 2013

#### Split of total energy mix (MWh)

- **Electricity**: 54% in 2012, 53% in 2013
- **Gas**: 45% in 2012, 46% in 2013
- **Fuel**: 1% in 2012, 1% in 2013

#### Water consumption (on sites)

- **Total Water consumption**: 105,537 m³ in 2012, 116,740 m³ in 2013
- **Part of water consumption on French sites**: 53,122 m³ in 2012, 69,109 m³ in 2013
- **Average water consumption per sales product on the French production sites**: 0.6 L/un in 2012, 0.7 L/un in 2013

#### Waste

- **Total Production of waste**: ND in 2012, ND in 2013
- **Part of waste produced on the French sites**: 3,212 T in 2012, 2,936 T in 2013
- **% of waste valorized on French sites**: 100% in 2012, 99% in 2013
- **% of waste sent to recycling on the French sites**: 58% in 2012, 76% in 2013
- **Packaging materials used for production**: 12,857 T in 2012, 11,268 T in 2013
- **Part of recyclable packaging materials**: 67% in 2012

#### Transport of staff

- **Car fleet**: 572 UN in 2012, 551 UN in 2013
- **Distances driven by company float**: 15,8 millions km in 2012, 16,2 millions km in 2013
- **Distances flown by air**: 33,3 millions km in 2012, 35,7 millions km in 2013

#### Transport of merchandise (ex Amiens)

- **Tons of goods shipped ex French logistics site (Amiens)**: 25,642 T in 2012, 23,571 T in 2013

#### Split of shipments per means of transport

- **% road**: 62% in 2012, 61% in 2013
- **% sea**: 32% in 2012, 32% in 2013
- **% mixed with train**: 5% in 2012, 5% in 2013
- **% air**: 2% in 2012, 2% in 2013

#### Emissions of GHG due to freight ex Amiens

- **T eq CO₂**: 11,500 in 2012, 11,100 in 2013
## Social

### Number of staff, age and seniority

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<thead>
<tr>
<th></th>
<th>Unit</th>
<th>2012</th>
<th>2013</th>
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<td>Total Staff Goup Clarins</td>
<td>UN</td>
<td>6 800</td>
<td>7 968</td>
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<tr>
<td>Staff in France person</td>
<td>UN</td>
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<td>1 593</td>
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<tr>
<td>Staff outside France person</td>
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<td>6 375</td>
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<tr>
<td>Average Age of staff members</td>
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<td>Seniority of staff members</td>
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### Diversity

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<th>Unit</th>
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<td>6 978</td>
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<td>% of women in total staff</td>
<td>%</td>
<td>87%</td>
</tr>
<tr>
<td>% of women in Excom members</td>
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</table>
Responsible Development

Make life more beautiful

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