

# SUSTAINABILITY REPORT

# 2016



boticário group  
beauty is what we do

## COMPANY

We Have What It Takes to Change the World

O Boticário

quem disse, berenice?

The Beauty Box

Eudora

Boticário Group Foundation for Nature Protection

Instituto Grupo Boticário

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Message from Our CEO

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# WE HAVE What it takes to change THE WORLD

We are big in our industry and huge in retail as a whole. That is how we define the Boticário Group today, 40 years after our business first launched as a compounding pharmacy, way back in 1977. In 2010, our entrepreneurial spirit helped us become a company with multiple brands. Since then, we have had even more opportunities to change lives through beauty with our brands O Boticário, Eudora, quem disse, berenice?, and The Beauty Box, whose collective output has surpassed 300 million units per year. Our products are sold in 4,000 points of sale located in 1,750 different cities, making us the largest beauty franchise chain in the world!

Our products are also available through an e-commerce platform, and catalogues - O Boticário's "Loja de Bolsa", and Eudora's "Guia de Eudora" – which help us sell directly to customers. Most recently, we formed partnerships with big retailers in order to expand our market presence, and gain a foothold in new sales channels, such as drugstores.

# Allitude

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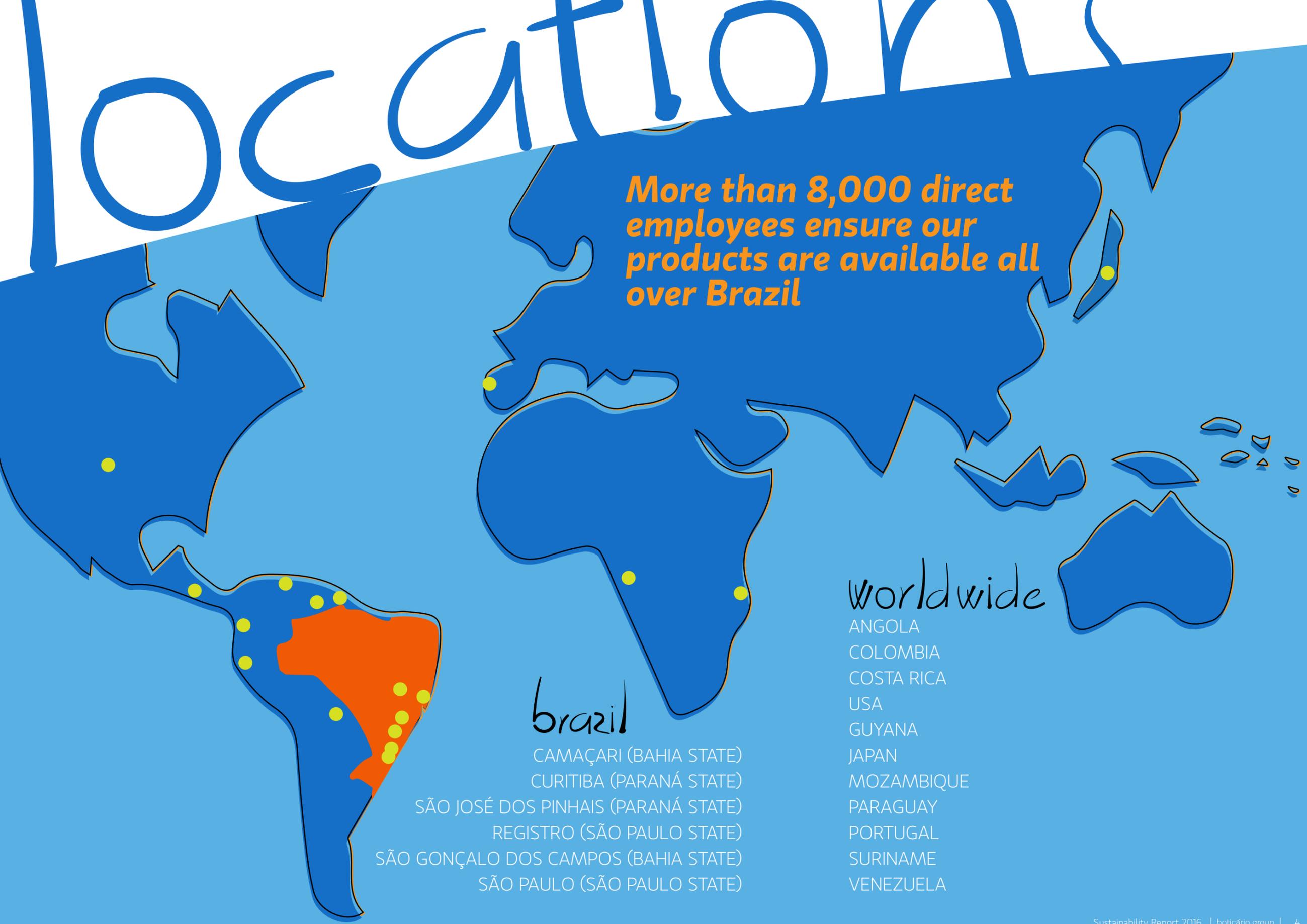
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**More than 8,000 direct employees ensure our products are available all over Brazil**

- brazil**
- CAMAÇARI (BAHIA STATE)
  - CURITIBA (PARANÁ STATE)
  - SÃO JOSÉ DOS PINHAIS (PARANÁ STATE)
  - REGISTRO (SÃO PAULO STATE)
  - SÃO GONÇALO DOS CAMPOS (BAHIA STATE)
  - SÃO PAULO (SÃO PAULO STATE)

- Worldwide**
- ANGOLA
  - COLOMBIA
  - COSTA RICA
  - USA
  - GUYANA
  - JAPAN
  - MOZAMBIQUE
  - PARAGUAY
  - PORTUGAL
  - SURINAME
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# O Boticário

We have been changing lives through beauty for 40 years now. Boasting over 3,700 stores, O Boticário is the leading national brand in fragrances, as well as one of the most beloved brands in Brazil. Sustainability permeates our points of sale, products and ad campaigns. We were the first cosmetics brand to produce corporate materials accessible to people with disabilities of any kind, and a 2016 survey conducted by Netquest singled out O Boticário as the brand that best portrays gender diversity in its ad campaigns.



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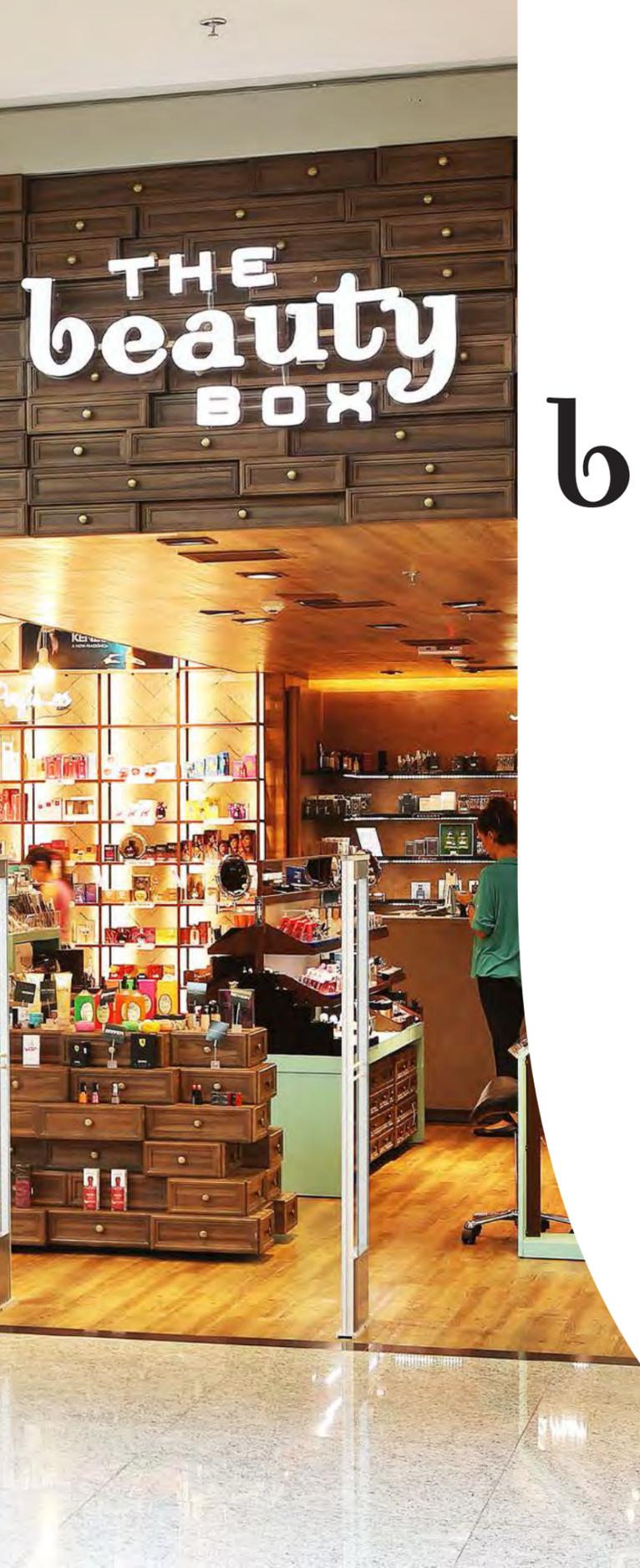
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With the goal of breaking the rules of the makeup world, we developed a new way to talk to customers, so as to make them feel freer when buying and wearing makeup. The year 2016 was one of expansion for quem disse, berenice? with 50 new store openings, making it the largest makeup chain in Brazil. And we crossed the seas to free the women of Europe, too, by launching our brand in Portugal! Moreover, we closed out the year by expanding quem disse, berenice?'s operations to 141 drugstores in São Paulo (São Paulo State), Curitiba (Paraná State), and Rio de Janeiro (Rio de Janeiro State), as well as to three large national airports: Congonhas (São Paulo State), Santos Dumont (Rio de Janeiro State), and Juscelino Kubitschek (Federal District of Brasília).





# THE beauty BOX

In 2016, The Beauty Box added, multiplied and grew in many different ways! For starters, we opened 15 new stores, adding up to 52 stores in total, and are present in seven Brazilian states, making us the largest multi-brand cosmetics chain in Brazil. Furthermore, we have expanded our operations to include 158 new points of sale in drugstores, thus increasing our market presence and charming an ever-greater number of consumers.

Our e-commerce platform has debuted a brand new look, with improved functionalities to boot, and now caters to the most connected customers, who are used to buying through all sales channels.

We have also rolled out huge sustainability campaigns that are totally aligned with our brand: Sustenta + Beauty (+ Sustainable Beauty) was a surprise hit, reaching over 3 million people, securing 33,000 registrations and collecting 13,000 recycled packaging, which were exchanged for new products.

And let us not forget our Beauty Bloggers: we handpicked three consumers, out of 5,000 applicants, to act as brand influencers for a year. They will be posting a lot of curated and exclusive content.

Speaking of consumers, we close out the year in sync with them, having launched Clube da Beauty (Beauty's Club), a loyalty program that reinforces the importance of remaining close to clients, and knowing their needs and consumption habits.

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Eudora believes that every woman has endless power to make things happen, and that beauty makes women feel powerful enough to achieve whatever they set their minds to. It is a multi-channel brand that reaches consumers through direct sales, individual stores, kiosks, and e-commerce. Altogether, the brand boasts 36 Sales Representatives Spaces – which sell exclusively to sales representatives across Brazil -, and 15 kiosks spread throughout the states of São Paulo, Rio de Janeiro, Minas Gerais, and Paraná, as well as a concept store in Belo Horizonte (Minas Gerais State). The brand's concept was inspired by women who are the stars of their own narratives.



eudora



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# BOTICÁRIO GROUP FOUNDATION FOR NATURE PROTECTION

In 1990, we made an important commitment: to protect the environment and ensure a more sustainable future for all. Today, we are one of the main sponsors of environmental projects in Brazil and actively support improvements to national and international public policies. We work with specialist networks and foster biodiversity studies, which led to the cataloguing of over 140 new species of Brazilian flora and fauna. Some of them have even been named after us, such as the true frog *Megaelosia boticariana*, discovered in the Serra da Mantiqueira (Mantiqueira Mountains, in São Paulo State), in 1994.



Saimiri or Squirrel Monkey



# INSTITUTO GRUPO BOTICÁRIO

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The Instituto Grupo Boticário (Boticário Group Institute) promotes the advance of education and culture through experiences that broaden worldviews, value interpersonal relationships and expand knowledge. It maintains the Teatro de Bonecos Dr. Botica (Dr. Botica’s Puppet Show), and the Espaço Histórias Grupo Boticário (Boticário Group’s History Corner), both in Curitiba (Paraná State).

However, the reach of Instituto Grupo Boticário is not limited to the State of Paraná. There is also the Espaço do Olfato (Olfactory Experience Space) in São Paulo (São Paulo State), and the Estação Natureza Pantanal (Pantanal Nature Station) in Corumbá (Mato Grosso do Sul State). Conexão, a travelling exhibition, has been to over 20 cities.

We believe art can change people, and connect them to beauty’s true essence. For this reason, the Instituto is behind O Boticário na Dança (Boticário in the Dance World), a program that sponsors cultural projects related to dancing. The Instituto also manages all of Boticário Group’s tax incentives resources.

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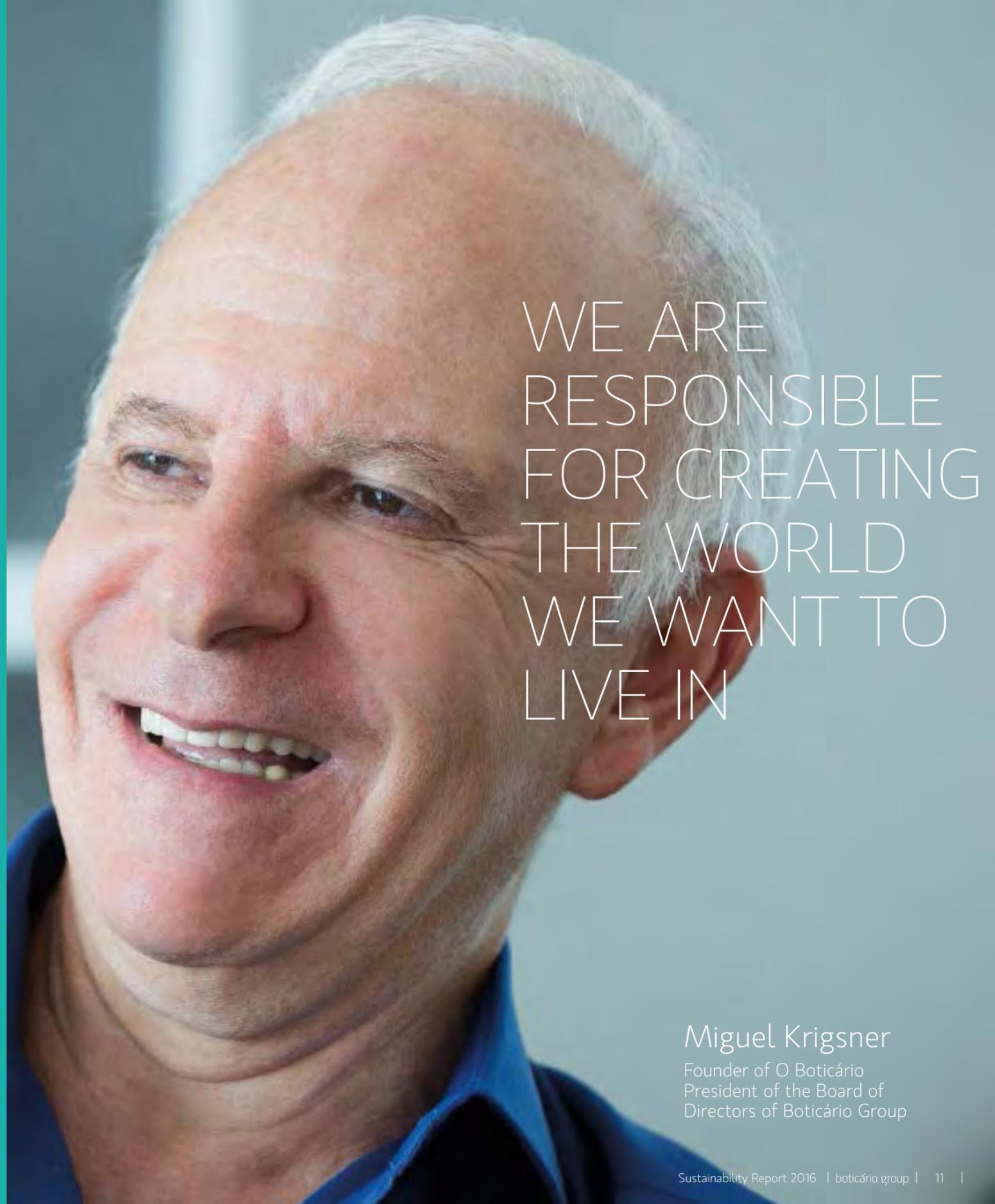
Believing in a better future means, above all, believing in humanity; believing that change begins within us, with our dreams, what we do to make these dreams come true, and how we inspire others to do the same. We have been motivating people to change their lives through entrepreneurship since the beginning of our history with the first O Boticário franchises. For decades now, we have been growing at an incredible pace, with many others growing right alongside us. We have formed relationships with individuals and companies that are equally concerned with improving our communities and place great value on the transformative power of every human being and every organization.

All initiatives promoted or supported by our company embody our values and beliefs. We go all in with our minds and hearts into opportunities that have the power to bring about positive changes in our products, operations, sales channels and value chain. This is who we are; that is also sustainability.

It is truly gratifying to see how much we have contributed to the development of our country and how much our involvement with sustainability has sparked debates in society as a whole. It is even more gratifying to know that we have a legion of employees, franchisees, sales consultants, suppliers and consumers walking together with us down this path, and that they are all increasingly more attentive to relevant issues such as gender equality, reverse logistics, eco-efficiency, and climate change.

This report presents the most significant sustainability achievements of 2016, which have certainly contributed greatly to our journey of creating the change we want to see in the world. I would like to thank everyone who shares in this responsibility, as well as in the noble mission of making the world a better place.

WE ARE RESPONSIBLE FOR CREATING THE WORLD WE WANT TO LIVE IN



Miguel Krigsner

Founder of O Boticário  
President of the Board of Directors of Boticário Group

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PROUD OF  
THE PRESENT,  
INSPIRATION FOR  
THE FUTURE

# MESSAGE FROM OUR CEO

Compiling our annual sustainability results fills me with pride and makes me feel inspired. I feel proud because we can see how much we have been able to change the world around us so that it can be even more sustainable with each passing year. And I feel inspired because, as the years go by, I realize that our number of partners on this journey is constantly expanding.

In 2016, the economic and political landscape in Brazil made everything even more challenging, pushing companies and professionals to reinvent themselves in order to overcome a pessimistic forecast. Thanks to our entrepreneurial nature, we are already constantly reinventing ourselves, always seeking to improve every aspect of our operations so that they can be even more transformative. As far as sustainability goes, innovation is key, and you will see that in 2016 we adopted new technologies to ensure that our packaging and products have the smallest environmental impact possible.

We also strengthened our pioneering spirit in 2016. Several sustainability trends identified in international studies reflect initiatives that are increasingly more common at the Boticário Group.

Reverse logistics, eco-efficiency, alternatives to animal testing, certifications and a host of other initiatives are already part of our portfolio and ingrained in our attitude. We really make the future happen today, and do not leave it for tomorrow.

This was also a year of great accomplishments. Ideas that were still in pilot stage went full scale and achieved their first results, while initiatives in the areas of development and manufacturing received national and international recognition. Furthermore, our sustainability practices inspired our suppliers to follow along the same path, and some of them have received important certifications. We also incited a public debate on gender equality with the documentary 'Precisamos falar com os homens?' (Do we need to talk to men?).

I hereby invite you all to read this edition of our Sustainability Report so that you can share our optimism and hope that we are now doing what needs to be done to have a more sustainable future.

Artur Grynbaum  
CEO, Boticário Group

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## TRENDS ARE OUR REALITY

We work in the beauty world, and to us, that means building a more sustainable future today. This desire has mobilized us since the very beginning, in 1977. Since then, best practices have permeated our beliefs and attitudes - we understand that pursuing beauty does not only mean having sustainable products or lines; it means keeping our entire operation in line with these principles.

In 2012, our strategy evolved as we integrated sustainability to our business model, and identified the long-term challenges faced by our Group and its different business units. We focused on three different action fronts: raw materials and packaging (product life cycle, and reverse logistics), eco-efficiency (production and value chain), and sales channels (points of sale and resellers), in addition to an overview of our entire value chain.

We have achieved much success since first bolstering our sustainability strategy. We have done so much, built so much, and changed so much that in 2016 our sustainability practices finally reached maturity and are now promoting initiatives that were once considered a long way into the future.

Looking back, we can clearly see that we contributed greatly to the inclusion of sustainability to the way we do business.

Looking ahead, as we analyze global sustainability trends, we are reassured that we are not only on the right track, but also a few steps ahead of the curve, leading the way without looking back!

WE BELIEVE THAT, BY WORKING TOGETHER WITH OUR VALUE CHAIN, OUR SUSTAINABILITY VISION IS MULTIPLIED. THAT IS WHY WE SEEK TO MANAGE OUR OPERATIONS IN A SUSTAINABLE MANNER FROM START TO FINISH, INVOLVING SUPPLIERS, FRANCHISEES, CONSUMERS AND COMMUNITIES IN OUR EFFORTS.

“Our desire to change society through a new way of doing business has steadily come true, for we have managed to implement increasingly relevant initiatives, with increasingly relevant purposes and which benefit society as a whole. Our challenge for the upcoming years is to speed up our response time, and develop a more daring and braver attitude, in order to keep up with the fast changes required by market and society alike.”

Malu Nunes  
Sustainability Manager, Boticário Group

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Every year, we take the time to listen to what employees, franchisees, suppliers, consumers, trade associations and other opinion makers have to say about Boticário Group's sustainability performance. This is part of the Materiality Assessment, as required by the Global Reporting Initiative (GRI) methodology, which we have been following since 2011.

The 2016 assessment showed a significant improvement in how we are seen in this area: 71% of those interviewed rate Boticário Group's sustainability practices as good or great, and 60% are aware of our initiatives to collect and recycle packaging. Among internal stakeholders, 93% of employees say that Boticário Group's sustainability performance and its concern with social and environmental issues in all its business operations contribute greatly to making them feel proud of being part of the company.

Among consumers, our sustainability reputation is a key factor in their buying decision process, with 70.3% of consumers stating that they take into account a brand's sustainability initiatives when buying cosmetics.

We can thus conclude that the way society sees us reflects the image we have of ourselves: the Boticário Group does not limit itself to doing the bare minimum for being considered a sustainable company. We are at the forefront of all topics regarded as material by company and stakeholders alike.\*

\*This notion guides the editorial concept for this report. In 2016, we chose to focus heavily on topics revolving around material aspects, so that readers can see how we do things differently, while working under the assumption that they know basic issues have been dutifully addressed and reported on in previous years.

## HOW STAKEHOLDERS RATE BOTICÁRIO GROUP'S SUSTAINABILITY PRACTICES:



**71%**  
say they are good or great

**60%**  
know that we offer packaging collection after use

**93%**  
of employees say these make them even prouder of working at Boticário Group

This is how we put our sustainability vision into practice, by looking towards the future, but acting now. We are not alone - our employees, franchisees, suppliers, consumers and a myriad other institutions believe in the same future we do, and participate in creating change through beauty. And you can read all about our accomplishments in this report.

Speaking of creating change through beauty, last year we worked even harder to promote the inclusion of people with disabilities across all our brands. The result was accessible ad campaigns, with subtitles, sign language interpreters and audio description, which will continue to feature in our advertising strategy.



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## Partnerships through Collaborative Networks

We have committed ourselves to developing the market by strengthening the role our sustainability vision has in the way we do business. This starts by engaging our suppliers, right at the beginning of our value chain. They amount to around 5,000 partners who both directly and indirectly take part in initiatives that enable and promote knowledge exchange on the topic of sustainability.

One initiative is the Programas de Avaliação e Desenvolvimento de Fornecedores (PADF) [Assessment and Development of Suppliers Programs]. With the PADF, which first became part of our business routine in 1997, partner companies are assessed according to criteria that pertain to their businesses, and being sustainable is an important component of their final grade.

With this initiative, supplier companies receive special and targeted guidance on how to improve their performance for different indicators, especially those with low scores, in comparison with our indicators. Additionally, Boticário Group recognizes top-performing suppliers with consistent track records with the Prêmio Destaque em Sustentabilidade (Top Sustainability Performance Award). Here are the 2016 winners:

### BASF

One of the leading companies in the chemical industry, with operations in over 90 countries and more than 110,000 employees worldwide. It was established over 150 years ago, and since then it has been providing technology solutions that are also sustainable, helping us do what we do and constantly improve upon it through chemical transformations.

### SYMRISE

Known as one of the big global players in the industry of fragrances, flavors, active ingredients and scented chemical products. Combines knowledge of consumer needs with creativity, excellence and sustainability.

### TRANSPORTADORA FEDEX

Boticário Group's partner since 2001. Delivers products in the Northeast and Center-West regions of Brazil. With 47 branches and over 3,000 drivers, it has completed over 215,000 deliveries to our service centers, sales representatives, and franchisees.

During the **Oficina de Sustentabilidade** (Sustainability Workshop), we set aside time to **promote good practices** and **reinforce sustainable practices** throughout our operations and management routines. In 2016, the event brought together representatives from all 40 of the Group's direct, relevant and strategic suppliers in Curitiba (Paraná State). It was an important meeting, where attendees were brought up to speed on all that has been accomplished thus far, and we announced what is still to come in 2017. Did guests like it? The answer is a resounding yes - 94% of them stated they were satisfied with the event. This makes us extremely proud.

The survey conducted after the event also showed that 97% of our partners are interested in developing their sustainability expertise, particularly when it comes to innovative solutions in the areas of raw materials, products, and/or more sustainable practices.

## SUSTAINABILITY WORKSHOP

Boticário Group team with attendees of the Sustainability workshop 2017



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# Programa de Parceria em Ecoeficiência (Partnerships for Eco-efficiency Program)

Since 2015, we have been encouraging our partners to implement projects that seek to reduce water and energy consumption, greenhouse gas emissions, and waste in their operations.

We offer free technical support to all suppliers, whereby our engineering and sustainability teams identify points where the eco-efficiency of a given operation could be improved. All we ask in return is that suppliers agree to carry out the plans proposed (either in part or in full) and report on their progress every quarter.

IN 2016, TEN COMPANIES TOOK PART IN THE PROGRAM, WITH IMPRESSIVE RESULTS:



Reduction of **9.098 MWh**

Enough to power the homes of almost all 7,000 Boticário Group employees.



Reduction of **41.000Kg** of CO<sub>2</sub>/year



corresponds to **15** car trips between Camaçari (Bahia State), and São José dos Pinhais (Paraná State).

COMPANIES THAT TOOK PART IN THE PROGRAMA DE PARCERIA EM ECOEFICIÊNCIA:

- BOX PRINT
- WHEATON
- LECLAIR
- FABER CASTELL SÃO CARLOS
- FABER CASTELL PRATA
- C-PACK
- APTAR CAJAMAR
- APTAR MARINGÁ
- ANTILHAS
- IMPACTA

The initiatives promoted among our suppliers have brought us credibility and market recognition. In 2016, our company was invited as a panelist to a sustainable procurement forum held by the United Nations in Cancun, Mexico.

The Boticário Group was also on hand at another important event, the II Global Forum on Sustainable Procurement, held in Rio de Janeiro (Rio de Janeiro State), which presented, in a practical manner, how to apply ISO 20.400 guidelines. This norm was established in 2016 to help industry players make more sustainable purchases.

Our participation in these two events is a testament to our goals of giving sustainability more visibility, and raising awareness among individuals, companies, and institutions.

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## Classroom

All those who work in procurement know that negotiations are based on three things: date of delivery, quality and price. However, as shown, here at Boticário Group, we have a fourth variable: sustainability.

In 2016, we reinforced this stance by including a dedicated sustainability module in our Procurement Management MBA program, an in company course developed in partnership with Fundação Getúlio Vargas (FGV).

Ninety employees completed the program. Afterwards, they rated the topics covered during the course, with overwhelmingly positive results (we registered 94% of course satisfaction).

**94%**   
**satisfied with the topics covered by the MBA in Procurement Management**

## Sustainability on Wheels

The Brazilian road network is a cause for great concern, since trucks emit significant amounts of greenhouse gases.

We have been monitoring all emissions from our logistics chain fleet since 2009, with the goal of reducing this output, and finding opportunities for improvement. One of the resulting initiatives saw the installation of biofuel kits on several vehicles. By adapting their engines, they now run on natural gas as well, which is more environmentally friendly, and reduces the need for diesel fuel.

A pilot project was implemented in 2015, and the idea was scaled up last year, with incredibly positive results. Additionally, we optimized delivery routes, and realized that by making better use of the space available on delivery trucks it would be possible to reduce the total amount of hours spent on the road. Consequently, we began stacking cargo vertically, and gained 45% in space, which up until then had gone completely unused. These improvements, together with many others, led to a 19.6% reduction in greenhouse gas emissions by our fleet in 2016, in comparison with 2015.



**-19,6%**  
**de emissão** de gases do efeito estufa em nossas frotas



# AND THE IMPROVEMENTS JUST KEEP ON COMING. WHY STOP NOW?

## Energy: Awareness On, Waste Off

Imagine having to ensure that part of the electricity used by our operations in São José dos Pinhais (Paraná State) and Registro (São Paulo State) comes from renewable sources. This was the case in 2016, when we switched to the free electricity market, and reduced the use of fossil fuels (diesel fuel) to generate electricity. This new approach resulted in significant savings and a reduction of 53% and 19% of the indicator measuring greenhouse gas emissions at the Registro and São José dos Pinhais plants, respectively.

In the Brazilian free electricity market, consumers are free to choose their electricity supplier. As such, consumers and suppliers negotiate service conditions and which sources will be used to generate electricity. In our case, we have secured a deal, where 50% of all electricity purchased must be from alternative, renewable sources.

At the São José dos Pinhais plant, installing LED lights in multiple areas, such as bottling, cafeteria, logistics, maintenance, loading docks and workshops has resulted in energy savings of more than 250,000 kWh.

However, that is not the only place where we are seeing huge electricity savings. Our plant in Camaçari (Bahia State) has been equipped with fluorescent lighting and as a result, electricity consumption has decreased by 44% in comparison with 2015. The Distribution Center in São Gonçalo dos Campos, also in Bahia State, has kept up the good work and ensured a further 12% reduction in electricity consumption, in comparison with 2015.

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# ENERGY CONSUMPTION

## of Boticário Group

Tipo	Local	Unidade	Consumo 2016
LPG	São José dos Pinhais (Paraná State)	GJ	496
	Registro (São Paulo State)	GJ	286
	Camaçari (Bahia State)	GJ	*
	São Gonçalo dos Campos (Bahia State)	GJ	**
Diesel	São José dos Pinhais (Paraná State)	GJ	876
	Registro (São Paulo State)	GJ	1,725
	São Gonçalo dos Campos (Bahia State)	GJ	2,692
Gasoline	All Group plants/buildings	-	***
Natural Gas	São José dos Pinhais (Paraná State)	GJ	25,071
	Camaçari (Bahia State)	GJ	16,989
Ethanol	All Group plants/buildings	-	***
Biodiesel	All Group plants/buildings	-	***
	São José dos Pinhais (Paraná State)	GJ	57,778
	Registro (São Paulo State)	GJ	10,021
	São Gonçalo dos Campos (Bahia State)	GJ	9,360
	Camaçari (Bahia State)	GJ	42,448
	Aerofarma - Curitiba (Paraná State)	GJ	515
	Corporate Jardim Botânico Curitiba (Paraná State)	GJ	2,587
	Instituto/Fundação - Curitiba (Paraná State)	GJ	329
Electricity	São Paulo Headquarters	GJ	1,250

### Observations:

#### LPG

Consumption data obtained from invoices detailing purchases. Calorific value = 0.04644TJ/Ton.

#### DIESEL FUEL

Consumption data obtained from invoices detailing purchases.

Density of pure diesel fuel = 0.85Ton/M<sup>3</sup>.

Calorific value = 0.04226TJ/Ton.

#### NATURAL GAS

Density = 0.00074 Ton/M<sup>3</sup>

Calorific value = 0.03682TJ/Ton

#### ELECTRICITY

Data obtained from electricity bills (Registro, Aerofarma, Instituto/Fundação, CJB, and São Paulo headquarters) or meter readings (SJP Plant, SGC distribution center, CAM)

1KWh = 0.0036 Gigajoule (GJ)

\* Not used

\*\* Not reported by supplier

\*\*\* Not used in any of the Group's plants/buildings

## CURRENT TRENDS

According to a study from Bloomberg New Energy Finance, the world will experience a rapid transition towards clean power over the next 25 years.

## WE GOT IT COVERED

In 2016, we switched to the free electricity market.

As a result, 50% of all energy used at the São José dos Pinhais (Paraná State) and Registro (São Paulo State) plants now comes from clean power sources. As for the remaining 50%, none of it is generated using fossil fuels.

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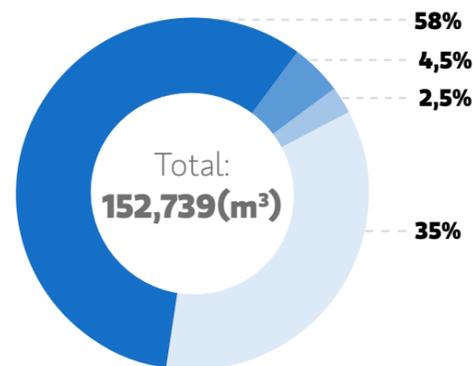
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## Water: Use, Reuse, Multiuse

Currently, 21% of all water used at the São José dos Pinhais (Paraná State), and Camaçari (Bahia State) plants is reused water. 2016 saw important improvements that helped us reach this figure.

For instance, in São José dos Pinhais (Paraná State), 70% of all water used in the cooling towers was already reused water. Even though that is a good figure, we were gunning for total efficiency. Eventually we found a new technology from Israel that ensures 100% of all water used in cooling towers is reused water. This technology was implemented in one cooling tower so far and should roll out to all others over the next few years.

## TOTAL of water withdrawal, by source



- SJP Pant (m³)
- CAM Plant (m³)
- Registro CD (Well) (m³)
- São Gonçalo dos Campos DC



### São José dos Pinhais

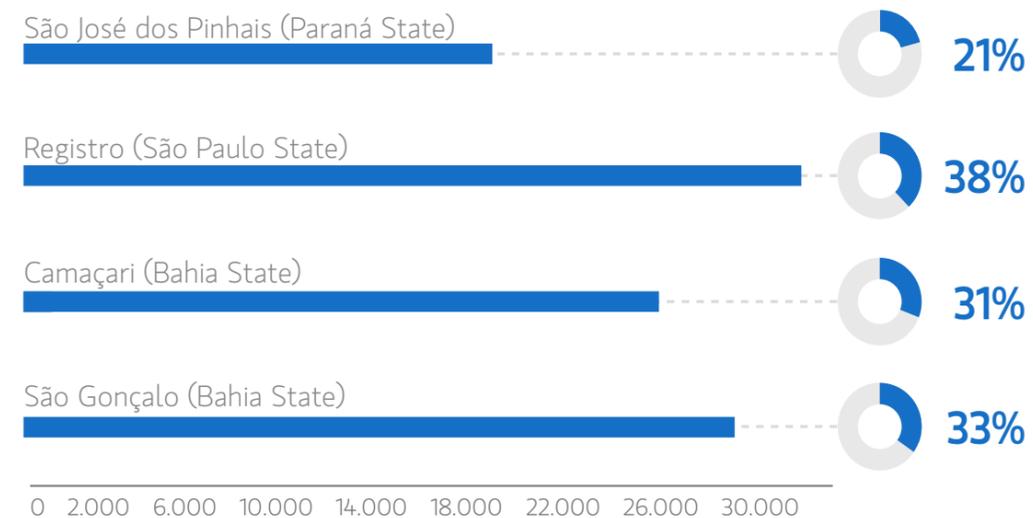
# 21%

of all water used is reused water

# 100%

water used in one cooling tower

## TOTAL VOLUME (m³) and percentage of water recycled and reused



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The UET – name of the equipment used – was first employed as part of a pilot project in a makeup factory in 2016. We closely monitored its operation for four months, and in November, we were sure we had found what we had been looking for for so long! The plan now is to introduce the UET everywhere, so that, by 2018, all cooling towers are working on 100% reused water.

We scour the world to find solutions that can help us use our resources more rationally, but we also value ideas our own come up with. And there are so many of them! At a lotions factory in São José dos Pinhais (Paraná State), 45 employees took part in an initiative that sought to identify areas with opportunities for improvement. They realized that water flow control could be optimized when bottling machines had to be stopped for adjustments. What was the result? This initiative actively contributed to lowering the water consumption indicator by 17% in comparison with 2015.

## CURRENT TRENDS

In 2016, the Carbon Disclosure Program (CDP) gathered information from over 600 global companies on water management practices, and found that 54% of them had established goals and targets related to water consumption. This shows that sustainable water management is increasingly drawing interest from the private sector.

## WE GOT IT COVERED

Water consumption reduction has been a part of our routine since 2006. Since then, several projects have been developed, and in 2016, the most important one revolved around installing new technology in a cooling tower at the São José dos Pinhais (Paraná State) plant, so that it now works with 100% reused water.

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## Greenhouse Gases: Cause for Permanent Concern

Our extensive efforts to reduce greenhouse gas emissions during transport between our factories and points of sale, discussed at length on the section Sustainability on wheels, are combined with initiatives that tackle emissions from our plants.

One such project is the so-called Annual Emissions Inventory, which details the emission of Greenhouse Gas (GHG) from all units. The 2016 edition revealed very good results: in Camaçari (Bahia State), emissions dropped by 46% in comparison with 2015, whereas in São Gonçalo (Bahia State) the reduction amounted to 48%. In São José dos Pinhais (Paraná State), and in Registro (São Paulo State), switching to the free electricity market resulted in significant emission reductions, in comparison with 2015, with Registro recording a 53% reduction.

Our commitment to reducing emissions led us to cofound the Brazil GHG Protocol Program, an offshoot of the international initiative launched in 1998 to quantify and manage GHG emissions on Earth.

We have submitted our Annual Emissions Inventory every year since then to the Registro Público de Emissões (Public Registry of Emissions). As of 2016, we also submit our emission figures to the Registro Público do Estado do Paraná (Public Registry of the State of Paraná), by whom we were awarded the Selo Clima Paraná (Paraná Climate Seal), Silver category.



**We knock our emissions**

**53%**  
Registro (São Paulo State)

**48%**  
São Gonçalo (Bahia State)

**46%**  
Camaçari (Bahia State)





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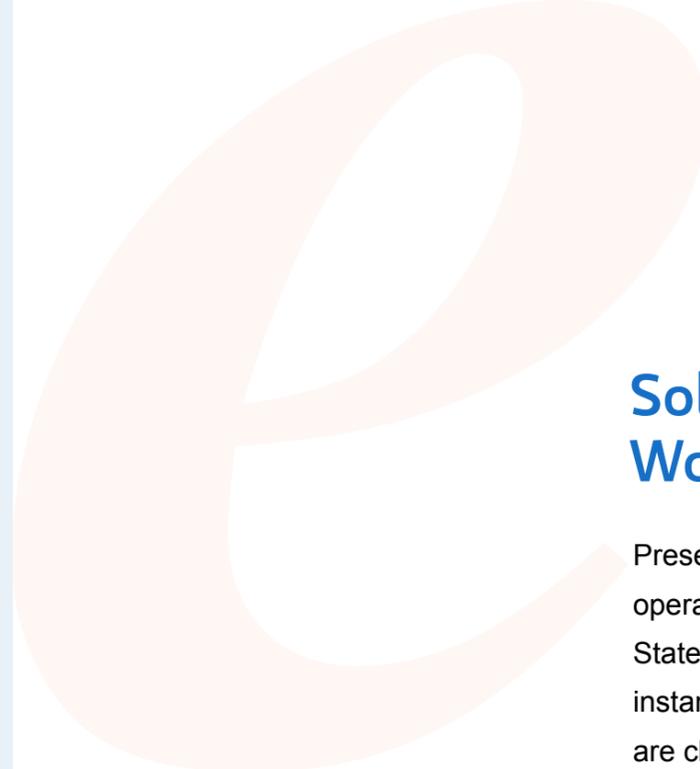
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## Solid Waste: Worth Its Weight in Gold

Presently, 94% of all waste produced by our operations in São José dos Pinhais (Paraná State) and Camaçari (Bahia State) is recycled. For instance, drums used to transport raw materials are cleaned and resold, and residual alcohol obtained from perfume production is forwarded onto the paint industry, where it is used as a solvent. Here is another example: industrial waste of high calorific value, such as oils and rubbers, is sent to cement production companies.

Initiatives like these ensure that only 6% of all waste produced by our operations ends up in landfills. Soon enough, this figure will be zero. We are currently working very hard towards this goal.



**São José dos Pinhais  
and Camaçari**

**94%**  
of all waste is  
recycled

## TOTAL WEIGHT of waste, by type and disposal method

Tipo	SJP	Camaçari	São Gonçalo dos Campos	Registro
<b>Non-hazardous (t)</b>	<b>1,881.95</b>	<b>160,20</b>	<b>274,00</b>	<b>942.9</b>
Reuse	611.63	0	0	582.80
Recycling	1,103.26	0	274.00	337.62
Co-processing	0	0	0	0
Industrial landfills	167.06	160.20	0	22
Incineration	0	0	0	0
<b>Hazardous (t)</b>	<b>583.13</b>	<b>6,203.30</b>	<b>0.8</b>	<b>0</b>
Reuse	0.8	0	0	0
Recycling	184.3	6153.4	0.8	0
Co-processing	396.85	49.90	0	0
Industrial landfills	0.83	0	0	0
Incineration	0.35	0	0	0
Indicator (t/10 <sup>6</sup> units produced or shipped)	15.5	23.9	*Included in the Camaçari indicator	5.2



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## Gratifying Recognitions

Last year, we were proud to be one of the first to obtain the international certification Lasting Initiative for Earth (LIFE), which recognizes organizations that implement voluntary, concrete actions to preserve the environment.

This certification calculates the biodiversity estimated impact value and projects the minimum performance required by conservation efforts, while comparing it to the initiatives developed by an organization.

In order to become certified, companies must prove the effectiveness of their biodiversity conservation actions by reporting on strategy performance, as well as the results obtained from their conservation efforts. They must also meet the required criteria and technical indicators, all while monitoring results according to established management standards. It is a very rigorous process, but it was nevertheless very important to us. The best part of it all is that we were the first cosmetics company to receive this certification in the whole world!

And while we are on the subject of pioneering initiatives, our Camaçari (Bahia State) plant was the first in Brazil to receive the LEED certification for building design and construction. The São Gonçalo Distribution Center, which is close by, was awarded the same distinction in 2016, thus becoming the first distribution center in the North and Northeast regions of Brazil to boast this certification.





# points of sale

## Showcasing Our Sustainability Vision

Our points of sale are the main interface between consumers and us. That is why they are enormously significant when it comes to sustainability. After all, they are the result of highly synchronized efforts by different teams, who work hard to make our operations more sustainable. Everything we think, say, and do is embodied there, in the products, furnishings, and information found in a point of sale.

We strive to build increasingly sustainable POS, which is why all of them must follow the guidelines defined according to the following dimensions:

### CONCEPTION

Aspects that must be observed and implemented when designing a building project.

### OPERATION

Practices that all day-to-day point of sale operations must adhere to once they are up and running.

### DISPOSAL

Step-by-step disposal procedure to be followed at all points of sale, so that all materials are correctly disposed of. Today, following these guidelines results in 87% of all materials being reused, 4% being donated to charitable organizations, and 9% being recycled.

We created a manual containing the guidelines for point of sale conception. It details all standards that must be followed each step of the way, including the selection of materials that will be used in construction and furnishings, eco-efficiency methods, accessibility, recycling, and more. Our goal is to build 100% of our stores using certified materials, and energy saving light bulbs, such as LED, in order to reduce electricity consumption.

In 2016, we launched a new store concept, Prisma 2.0. It follows sustainability guidelines, thus enabling us to reduce the environmental impact of materials used to stage stores by approximately 78%. At Park Shopping Barigui, in Curitiba (Paraná State), we built a Make B, de O Boticário kiosk that follows 100% of our sustainability guidelines. This was the result of an integrated effort from business unit and suppliers.



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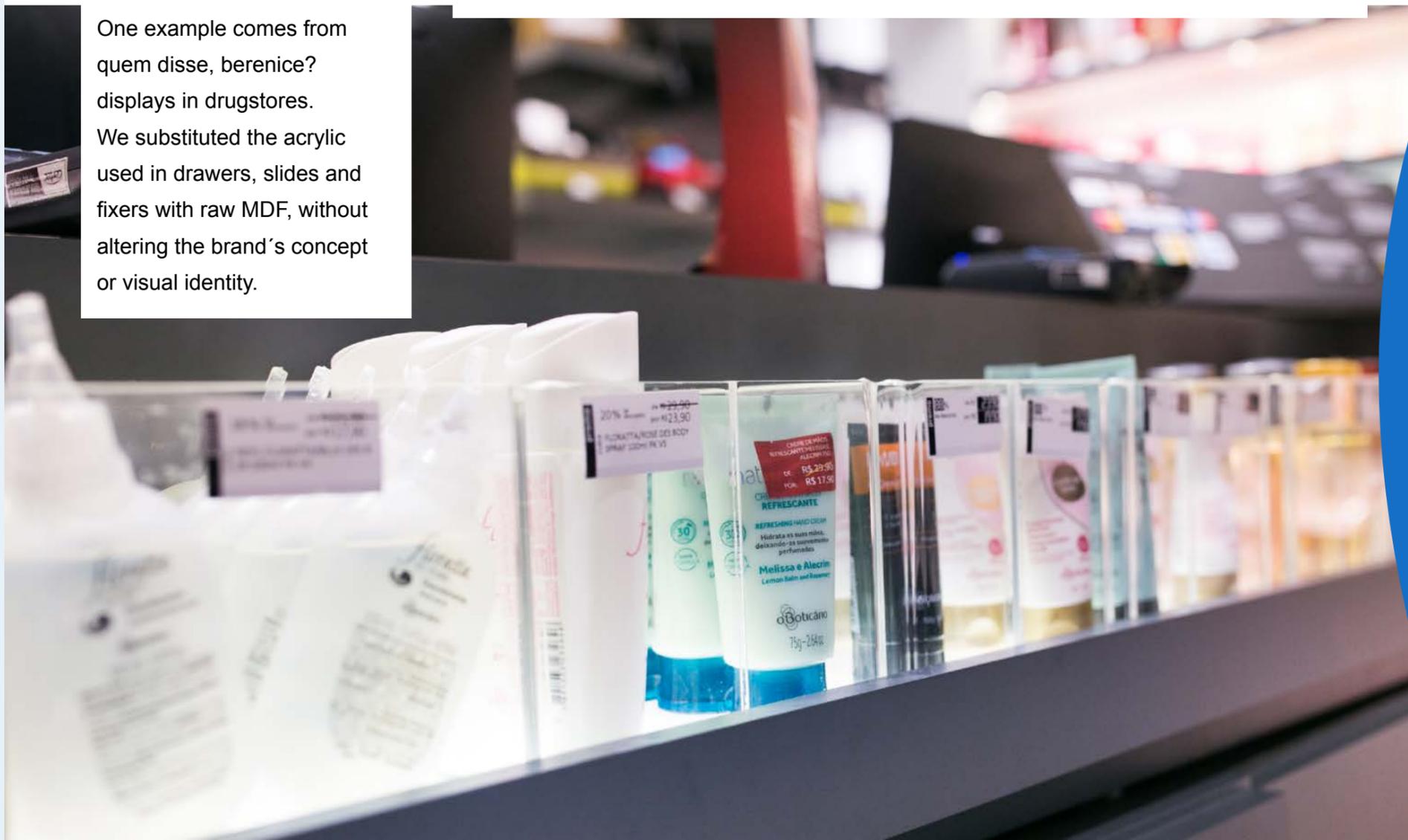
# THEORY + PRACTICE = RECOGNITION

Applying sustainability concepts to our points of sale allows us to see our plans come to fruition. And we are not the only ones to have realized this: the market is watching, and is frequently giving us with awards in recognition of our efforts.

One example comes from quem disse, berenice? displays in drugstores. We substituted the acrylic used in drawers, slides and fixers with raw MDF, without altering the brand's concept or visual identity.

This alteration resulted in a 20% cost reduction, in addition to improving display recyclability, thus reducing its environmental impact. These changes, plus overall sustainability improvements, made us a Gold Winner of the 2016 POPAI Awards, a national award presented in recognition of the best merchandising materials and promotional actions.

Additionally, a quem disse, berenice? store received the Platinum LEED seal in the category 'Retail: Commercial Interiors'. This particular store, which is located at Shopping Cidade São Paulo in São Paulo (São Paulo State) makes use of, among other things, automated lights and sensors, to ensure power efficiency. It also boasts furnishings made from 100% certified wood, and 75% of all construction materials were reused.



## CURRENT TRENDS

As far as sustainable retail trends go, a lot of focus has been placed on the integration of sustainability into all aspects of a business, such as marketing, merchandising, supply chain, human resources and more.

## WE GOT IT COVERED

A quem disse, berenice? store was awarded the highest international certification for sustainable construction standards, the LEED Platinum, in the retail category. We have the most sustainable cosmetics store in Brazil!

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### Extreme Weather Events: Information Is Key!

Together with Fundação Getúlio Vargas, we developed special content for our franchisees that focuses on our plan for dealing with extreme weather events caused by climate change. Since intense rain showers and flooding are the main risks in Brazil, we used them as a starting point to tackle this challenge

The plan was presented in the form of a video and illustrated pamphlet, both of which have been distributed to sales forces and operators. They discuss the main risks posed by extreme weather events, such as difficulty of access, product damage, disruption of sales and supply routes etc. The main goal here is to make sure everyone is educated on this topic, and has received tips and recommendations on how to minimize risks. These include knowing what to do during and after an event, who must be notified, and who to go to for help. Lastly, it explains how to assess store vulnerability and determine if it is located in a risk zone.

**Mudanças Climáticas e Biodiversidade**

Seminário "Ano Internacional da Biodiversidade - Quais os Desafios Para O Brasil", 13 e 14/07/2010

**Painel 8: Sinergia entre Mudanças Climáticas e Biodiversidade**

André Ferretti  
 Coordenador de Conservação da Biodiversidade da Fundação O Boticário  
<http://www.fundacaoboticario.org.br>  
 Coordenador do Observatório do Clima  
<http://www.oc.org.br>



Faça parte da geração que vai transformar o mundo em um lugar possível para viver.



Junte-se a nós!





## Recycling Route

Product created, manufactured, shipped, sold and used. Does our commitment to sustainability end there? No way! Since 2006, we invest in reverse logistics initiatives through the Programa Reciclagem de Embalagens (Packaging Recycling Program). Today, it is the largest program of its kind in Brazil in terms of collection points (almost 4,000), with 28,000 people working backstage on this transformative initiative.

Consumers of quem disse, berenice?, and The Beauty Box are at the heart of the program, since they are the ones responsible for returning discarded packaging to points of sale. In both chains, consumers who exchange five empty packaging items take home a new product for their makeup bag. At The Beauty Box, this means one of the brand's 'Produtinhos' (small items), and at quem disse, berenice?, they get a new lipstick.

After collection, transport companies and recycling cooperatives spring into action, ensuring the correct disposal of all waste.

In 2016, with a mature project, we directed our efforts to promoting the program among consumers, and encouraging franchisees to join in.

The campaign Sustenta + Beauty (+ Sustainable Beauty), from The Beauty Box, was one of the initiatives employed to advertise the Programa Reciclagem de Embalagens. We launched a massive promotional action in October, giving a 15% discount on any item to all consumers, and giving away one Detox moisturizer (one of the brand's new products) to all who traded in empty packaging.

The initiative worked so well that all 33,000 product

exchange coupons were gone in less than a week. Sales went through the roof, too: exchange day, a Saturday, saw one of the highest sales volumes of the whole year.

Eudora sales representatives have also bought into the reverse logistics movement. Last year, resellers from São Paulo, Minas Gerais, and Rio Grande do Norte (all Brazilian states) who traded in five cosmetic packaging to a promoter got a Lip Deluxe Pink Vintage lipstick. This promotional action resulted in almost 3,000 kilos of paper being collected in 2016, all of which was subsequently sent to a recycling cooperative that takes part in the Programa Reciclagem de Embalagem.

As for O Boticário, most of the chain's stores participated in the Reciclagem que Transforma (Transformative Recycling) campaign, with double the number of franchisees collecting materials and reporting them through the Program's system. In addition to the campaigns, store consultants from all business units received training on reverse logistics through our online learning platform, Universidade da Beleza (Beauty University), and are now even better prepared to use this initiative to boost consumer loyalty.



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PROGRAMA DE RECICLAGEM DE EMBALAGENS (PACKAGING RECYCLING PROGRAM)

TRAINING ON REVERSE LOGISTICS – UNIVERSIDADE DA BELEZA

HOW THE PROGRAMA DE RECICLAGEM DE EMBALAGENS WORKS In 6 simple steps



oBoticário  
 Reciclagem que Transforma  
 (Transformative recycling)



**Retorna Berê  
 (Trade in Berê)**  
 5 packaging = 1 lipstick



**Recicla, Eudora\*  
 (Recycle, Eudora)\***  
 5 packaging = 1 Lip Deluxe Pink Vintage lipstick  
**3,000 kilo of paper collected**  
 \* Special campaign held in 2016



**Sustenta + Beauty\*  
 (+ Sustainable Beauty)\***  
 1 packaging = 1 Detox moisturizer  
 \*Special campaign, held in October 2016

CURRENT TRENDS

The Acordo Setorial de Embalagens (Industry Packaging Agreement), which we signed on to in late 2015, published a report, in 2017, that presents reverse logistics initiatives carried out in 422 cities located in 25 different Brazilian states. Their goal is to reduce the amount of discarded packaging sent to landfills by 22% until the end of 2017.

WE GOT IT COVERED

In 2006, we launched the Programa de Reciclagem de Embalagens, and since then, we have formed partnerships with several recycling cooperatives. Through reverse logistics, all packaging collected is sent to so-called *catadores*\*, who sort them out and send all recyclable waste to recycling cooperatives, thus becoming a part of new production cycles. In 2016, 1,200 catadores participated in this initiative, and were given the opportunity to specialize in this line of work.

\*Catadores are individuals who make a living off collecting, transporting, and selling/trading in recyclable waste.

Acredite na beleza

# PRO DUCT



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# Raw Materials and Packaging

## CURRENT TRENDS

Research conducted by the University of Leicester, and published in the scientific journal Anthropocene shows that, since World War II, humanity has produced enough conventional plastics to cover the entire planet. This type of plastic is produced using crude oil, and around 311 million tons are produced each year. Estimates show that, by the end of the century, the Earth will house an additional 30 billion tons of conventional plastic.

## WE GOT IT COVERED

The packaging of approximately 40 items from the Cuide-se Bem (Take good care of yourself) line, from O Boticário, uses bioplastic made from sugar cane. With this technology, we contribute to a reduction of around 3,000 tons of CO<sub>2</sub> equivalent a year by using a renewable source. Moreover, we reduced the use of conventional plastic on this line by 10%, saving 230,000 liters of crude oil.

## What Is Behind More Sustainable Products

In 2016, we made great strides towards making our products even more sustainable. We were awarded important national and international prizes for our formulas, packaging and manufacturing processes. Additionally, we remain active participants of the Rede Empresarial Brasileira de Avaliação de Ciclo de Vida (Brazilian Corporate Network for Life Cycle Assessment) which fosters discussions on sustainability all over Brazil. All of this means we are on the right track!

We won the Gold Award, presented during In-Cosmetics North America, for Neossance Hemisqualane, or hydrogenated farnesene. Behind this very complicated name lies a raw material with incredible moisturizing, cleansing, and emollient properties. And it comes from a vegetal source, which makes it renewable. Furthermore, it is obtained through a more sustainable biotechnology process (sugar cane fermentation, which uses less energy and does not require the use of reagents). Lastly, it is biodegradable, and has a very low impact on water resources.

Amyris, one of our partners, developed it, while our teams assessed its sustainability and efficacy.

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# Raw Materials and Packaging

## Bioplastic? We Sure Have It! And It Is No Secret

And there is more: we won the Sustainable Packaging Award at the 2016 Sustainable Beauty Awards! The award ceremony took place during the European edition of the Sustainable Cosmetics Summit, in Paris.

Given out by Organic Monitor, this recognition was given to the packaging of the Cuide-se Bem (Take good care of yourself) line, from O Boticário, which combines technology with sustainability. But what is so different about it? The line's containers are now made from bioplastic from sugar cane, instead of crude oil, which is used to produce conventional plastic.

By using bioplastic, we have contributed to cutting 3,000 tons of CO<sub>2</sub> equivalent a year! This volume of greenhouse gas corresponds to the carbon stored in over 17,000 trees, or seven Maracanã soccer fields!

In 2016, over 70% of the Cuide-se Bem portfolio was updated to use this new technology. By changing the packaging design, we also reduced the amount of conventional plastic used by 10%, or 90 tons/year, helping us save 230,000 liters of crude oil a year.

Using more sustainable packaging to reposition the Cuide-se Bem line got us invited to talk about this subject at the Sustainable Cosmetics Summit, in Paris. We also delivered lectures about this case, as well as other sustainability practices of our products and processes, at the Sustainable Cosmetics Summit Latam, held in São Paulo, and at the Seminário de Ciclo de Vida (Life Cycle Seminar) from the Federação das Indústrias de Santa Catarina – FIESC (Federation of Industries of Santa Catarina State).

But that is not all: we also developed yet another tool to support new projects. The packaging sustainability matrix was developed internally to rank the best options of packaging according to sustainability criteria. Our researchers use it to compare packaging options, so that they can make an informed decision about which one is the most sustainable.



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## Eliminating Heating and Cooling From Manufacturing Processes

Product manufacturing processes also won us important prizes, most notably the Prêmio ECO (ECO Award), the largest national initiative for recognition of corporate sustainability practices in Brazil. We won the award with our innovative body lotion production process, which has eliminated the need for heating and cooling in the manufacturing process. The award was presented by the Câmara Americana de Comércio Para o Brasil - Amcham Brasil (American Chamber of Commerce for Brazil) and the Estadão newspaper.

Here is how this novel technology works: when manufacturing cosmetics, it is common to have both heating and cooling steps, due to the physical and chemical characteristics of some of the raw materials used in production. However, this requires enormous amounts of electricity. Thinking about how to make the body lotion production process more eco-efficient led us to change the formula and manufacturing process of more than 30 products, so as to eliminate the need for heating and cooling during production.

This revolutionary change resulted in an average 71% reduction in manufacturing time, generating operational efficiency, and reducing resource consumption: 70% less electricity, 15% lower transformation costs, and 10% less raw materials used.



## Smells of Sustainable Innovation

In 2016, we created guidelines to steer our sustainability efforts when developing product fragrances. These included, for instance, the type of raw material to be used, as well as its sourcing method. Furthermore, we established mandatory technical criteria to help partner fragrance houses follow the same guidelines.



# Less Impact, More Safety

## Ecotoxicity

In 2016, the raw materials used to manufacture products such as shampoos, conditioners, and body washes were assessed in terms of their water ecotoxicity. In non-technical language, this means we assessed the impact these substances have on bodies of water like lakes, rivers and oceans. Afterwards, also in 2016, we attended the Congresso Brasileiro de Ecotoxicologia – Ecotox2016 (Brazilian Congress of Ecotoxicology), to share our expertise on this subject, and deliver a lecture explaining the exclusive methodology developed to carry out this assessment.

The search for methods that ensure product safety and efficacy, and do not test on animals is ongoing at Boticário Group, since we banned animal testing in 2000. We recently invested in a novel product called Organs on Chips to help us ascertain more quickly if and to what extent a given cosmetic can cause rashes or allergies.

The studies using the Organs on Chips technology have been conducted in partnership with the Laboratório Nacional de Biociência (Brazilian Biosciences National Laboratory), which is part of the Centro Nacional de Pesquisa em Energia e Materiais (Brazilian Center for Research in Energy and Materials), and with the support of the Ministério da Ciência, Tecnologia, Inovações e Comunicações (Brazilian Ministry of Science, Technology, Innovation and Communication).

## MICROCHIPS THAT IMITATE HUMAN ORGANS

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**MALBEC**, the world's best-selling men's fragrance now uses 2% less glass in its containers. This change alone has ensured a reduction of 55 tons of glass every year.



The shimmer body lotion **LET IT GLOW**, from The Beauty Box, and the moisturizer Chic Retrô, from Eudora, were born more sustainable, since they are manufactured without heating and cooling processes. Remember we talked about it only a few pages back?



We reduced the amount of material used in the packaging of quem disse, berenice?'s liquid matte **LIPSTICK** by 70% and it still doubled in size, going from 2,8ml to 5,6ml. More product in each packaging with a lower environmental impact? Who does not like that?

## Concrete Results

In 2016, we implemented several different projects with the goal of guaranteeing sustainability improvements to the portfolios of all our business units. Here are a few examples:

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# INVESTING IN Communities

## Social Development in Camaçari

## CHANGES FOR THE BETTER

We are as committed to people as we are to the environment. They represent an important pillar of our management style, and in 2016, we promoted numerous initiatives with a community development focus.

One such project was the Módulo Vocacional Tecnológico (Vocational Technology Center), which was built and handed over to the Instituto Federal da Bahia – IFBA (Federal Institute of Bahia). We came up with the idea for the center after assessing the demand for vocational training in Camaçari, and uncovering a significant gap - the only courses available focused on the petrochemical and automotive industries. Since our goal was to change the local reality permanently, we built the first cosmetology school in the region, with free access to all inhabitants.

The building's construction was a trade-off to the funding granted by the Banco Nacional de Desenvolvimento Econômico e Social - BNDES (Brazilian Development

Bank) to expand Boticário Group's operations. We chose IFBA to be our partner in this initiative, which is aimed at training people and promoting personal development in the state of Bahia.

But we did more than just build the center (which, by the way, was built in accordance with all applicable sustainability guidelines). We want to leave a legacy of change, so we went above and beyond, and equipped the entire building of more than 450m2 with desks, chairs, restrooms, computers, phones, and all other items necessary to offer high quality vocational training courses.

We estimate that in 2017, the center's first year of operation, over 500 people will complete vocational training courses, meaning they will be in a better position to find a job, or have a secondary source of income. In time, the center will be just one more example of how our way of being helps us change the world in the short, medium, and long term.

[www.youtube.com/watch?v=2cLKeT4xrvq](http://www.youtube.com/watch?v=2cLKeT4xrvq)



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## New School, New Hope

The year was 2015. The Colégio Estadual Lindaura Ribeiro Lucas (Public State School Lindaura Ribeiro Lucas), located close to our São José dos Pinhais (Paraná State) plant, was facing difficulties, such as constant flooding, buildings in disrepair, and unmotivated teachers and students. This was the situation when we started working with the school administration to turn it around. In 2016, over 60 employees from different units of the Boticário Group contributed to enable renovations, and equipment donations, as well as the implementation of activities aimed at improving educational standards for students and teachers. All these initiatives ended up turning the school into a space more conducive to learning.

But that is not all. Together with Instituto

Grupo Boticário (Boticário Group Institute), we hosted events involving the entire school community. In partnership with Junior Achievement Paraná, a nonprofit education association that focuses on awakening the entrepreneurial spirit, we offered courses on entrepreneurship to both students and teachers. Additionally, with the support of Itaipu Binacional, we delivered lectures and provided books on financial education to all students, teachers and school employees. Moreover, former students of Lindaura School who now work at Boticário Group were invited for a roundtable discussion with current students to emphasize how doing well in school affects professional success.

## CHANGE AT LINDAURA SCHOOL IN NUMBERS

- **6 school** pupils were hired as young apprentices by Boticário Group.
- **250 spots** were offered to teachers and students to visit the São José dos Pinhais plant.
- **5 students** participated in the Programa de Gestantes (Expectant Mothers Program), which educates women on all matters related to their pregnancies.
- **30 female students** participated in the Programa Fabricando Futuros (Building a Future Program), whose goal is to bring together teenage girls and successful women to discuss women's empowerment, career, and life opportunities.
- **20 computers, 19 laptops, and 260 books** were donated to the school.
- **21 workshops** conducted with 580 students in partnership with Junior Achievement.
- **2 lectures** on financial education delivered to all students, together with Itaipu Binacional.
- **Renovations** done in classrooms, library, hallways and stairs, water tank, roof lining and eaves, fire hydrant boxes, administration hallway, inner courtyard, playground, external walls and windows.
- **Construction** of two covered walkways leading to the sports court and library.





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# THE TIME HAS COME FOR

# Women AND MEN, TOO

At Boticário Group, we consider the promotion of women’s empowerment key to ensuring gender equality. That is why we have signed on to the Women’s Empowerment Principles, a UN Women initiative. With action fronts that meet seven universal principles, our goal is to positively influence society and boost gender equality.

We believe it is essential to put these principles into practice in a society that sorely lacks equality. That is why we encourage the formation of a strong network to tackle this task. Together with UN Women, the web portal ‘Papo de Homem’ (Guy talk), and other partners, we conducted a study in 2016 on how men can take part in initiatives that promote gender equality. Over 20,000 people from different social backgrounds, and different regions, were interviewed, with the goal of understanding the role men play in society, and how they perceive the influence of gender equality issues.

This led to the filming of the documentary “Precisamos falar com os homens? – Uma jornada pela equidade de gênero” (Do we need

to talk to men? – A journey through gender equality). Narrated by actors Leandra Leal and Caco Ciocler, the film shows interviews with researchers, specialists, and citizens and reports on the stereotypes perpetuated in Brazil and how they hinder gender equality. The film’s ultimate goal is to cast a new light on the “machismo” culture, and stimulate more discussions between men and women about the cultural patterns imposed upon them.

Our employees had the chance to watch the documentary at special premieres held in every city we operate in before it was released on UN Women’s YouTube channel. After all, we are confident that our 8,000 employees can positively influence society here, too.

<https://www.youtube.com/watch?v=ZJ64IPTAMSU>



45%

of men interviewed say they would like to **express themselves in a less harsh, less aggressive manner**, but do not know how to do so



66,5%

of men **do not talk** to their male friends **about their fears and feelings**



77%

of men **worry about their looks**, but do not talk about it

## WOMEN’S EMPOWERMENT PRINCIPLES

1. Establish high-level corporate leadership for gender equality.
2. Treat all women and men fairly at work - respect and support human rights and nondiscrimination.
3. Ensure the health, safety and well-being of all women and men workers.
4. Promote education, training and professional development for women.
5. Implement enterprise development, supply chain and marketing practices that empower women.
6. Promote equality through community initiatives and advocacy.
7. Measure and publicly report on progress to achieve gender equality.

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## A History of Equality

We have developed several initiatives that reaffirm our commitment to reaching gender equality, such as:

- Programa Fabricando Futuros (Building a Future Program), targeting employees' teenage daughters, young female apprentices working at Boticário Group and teenage girls from surrounding communities, with the goal of discussing career opportunities.
- Lectures on women's empowerment, delivered during sales team events.
- Professional training courses for direct sales representatives.
- Ad campaigns that do not depict gender stereotypes, and value all forms of expression.
- Participated in the Programa Pró-Equidade de Gênero e Raça (Gender and Ethnic Equality Program), from the Secretaria Especial de Políticas para as Mulheres (Special Office for Policies Targeting Women), in 2016.
- Winner of the Silver Award – Big Companies at the 2016 Prêmio WEPs Brasil (2016 WEPs Brazil Awards).
- Joined the Movimento Mulher360 (Woman360 movement) in 2015 (association formed by big companies to promote women's empowerment and gender equality).
- Recognition by the Programa Mulheres Trabalhadoras que Amamentam (Women Workers who Breastfeed Program), from the Ministry of Health, in 2014.
- Started the Programa de Gestantes (Expectant Mothers Program) in 1999.

Seeking gender equality is a hallmark of our organizational culture. We actively promote this cause internally, and strive to offer equal development opportunities to women and men, and to ensure they are selected based on their skills and qualifications, rather than their gender.

## Equality at Boticário Group 2016 figures



**56%**  
of our workforce is composed of **women**

Women occupy **50%** of all leadership positions (from coordinators to vice-presidents)

**61%** of all promotions were given to women

## CURRENT TRENDS

A study presented at the 2015 World Economic Forum shows that economic parity between genders will only be reached in 2186, or 170 years from now.

## WE GOT IT COVERED

We promote gender equality internally, with initiatives that treat women and men (including their potential!) the same way.

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## IT IS NOT JUST PAPER; IT IS AN

Through the Programa Reciclagem de Embalagem (Packaging Recycling Program), we have formed a network composed of 1,200 catadores, and 35 organizations of catadores (both cooperatives and associations) from across Brazil. However, they are only allowed to join the program after being rigorously screened according to 45 different criteria, such as not using child labor, safety and equipment maintenance, and use of personal protective equipment.

All organizations received guidance on how to manage their business professionally, and are helped by specialists who develop plans for selling all paper collected, assist with production flow and legal documents, and offer advice on how to look for new partners. The result: businesses thrive and catadores prosper. This is all offered completely free of charge to all organizations and catadores.

The Programa Dê a Mão para o Futuro (Give the Future a Hand Program), an initiative from the Associação Brasileira da Indústria de Higiene Pessoal, Perfumaria e Cosméticos - ABIHPEC (Brazilian Personal Hygiene, Perfumes, and Cosmetics Industry Association), channels efforts to support cooperatives by helping them improve warehouse infrastructure, and donating equipment, thus giving the waste recycling market a huge boost.

[▶ https://www.youtube.com/watch?v=RB8mk8d-oOo](https://www.youtube.com/watch?v=RB8mk8d-oOo)

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## Our Commitment to Nature

Since 1990, the Boticário Group Foundation for Nature Protection has been promoting and leading conservation initiatives all over the country. We got started by supporting other institutions' initiatives, and, 26 years later, we have become one of the main sponsors of environmental projects in Brazil, having contributed to the description of over 140 new species by volunteer researchers. We closed out 2016 having supported 1,510 initiatives, and 496 conservation areas.

Last year was very significant in terms of national and international recognition of the Foundation's efforts. We attended the World Conservation Congress, organized by the International Union for Conservation of Nature (IUCN), and the biggest of its kind worldwide. Over 10,000 people attended the 2016 congress, which was held in Hawai'i. While there, we presented projects we implemented in Brazil, and supported two public policy proposals related to biodiversity protection. The first deals with regulating the park ranger profession in Brazil, while the second seeks to secure more funding for scientific research in the field of conservation in the country.

We also travelled to Marrakesh, in Morocco, where the United Nations Framework Convention on Climate Change (UNFCCC) took place. We were invited to present our climate change agenda, and report on our participation in the Plano Nacional de Adaptação às Mudanças Climáticas - PNA (Brazil's National Adaptation Plan). We contributed to the PNA with our own "Adaptação Baseada em Ecossistemas (AbE): oportunidades para políticas públicas em mudanças climáticas" (Ecosystem-based Adaptation: opportunities for public policies on climate change) study, produced in partnership with Observatório do Clima (Climate Observatory), a network of climate-related Brazilian NGOs.

In Mexico, we attended COP 13, along with state ministers and more than 6,000 public and private sector representatives, who gathered to determine the next steps in ecosystem conservation and animal species protection.

## Open Dialogue

With the goal of ensuring that biodiversity and climate change remain a top priority in the Brazilian press, we created the Rede de Especialistas em Conservação (Conservation Specialists Network). The project was presented at the 2016 World Conservation Congress, in Hawai'i. It brings together 57 national and international specialists, who are available to the national press to talk about studies, projects and advocacy efforts in the field of nature protection. It is not enough to say that this is a very important subject; we must also actively promote it with the help of heavyweight representatives.

## A Different Sort of Outing

Over 5 million people from nine different cities experienced something new when they went to the mall - they visited Conexão Estação Natureza (Connection Nature Station), an interactive, sensorial, and pioneering exhibit that takes people on an entertaining, knowledge-filled and awareness-raising journey focused on the importance of environmental protection.

Using a virtual reality headset, visitors were able to visit the Reserva Natural Salto Morato (Salto Morato Nature Reserve, in Paraná State), which is maintained by the Boticário Group Foundation for Nature Protection. A 4D, interactive film explained the relationship between all living things that inhabit our planet. Lastly, games made learning about environmental protection a fun experience.

This project, along with all others promoted by Conexão Estação Natureza, won the Prêmio Chico Mendes 2016 (2016 Chico Mendes Award), presented by the Instituto Internacional de Pesquisas e Responsabilidade Socioambiental Chico Mendes (The Chico Mendes International Institute for Research and Social and Environmental Responsibility) for raising awareness and mobilizing the population around the subject of environmental conservation and preservation.

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## Living Culture

The Instituto Grupo Boticário (Boticário Group Institute) is responsible for the collection displayed at the Memória Organizacional e Espaço de Histórias do Grupo Boticário (Organization History and History Corner of Boticário Group) area in São José dos Pinhais (Paraná State). Collection items include important artefacts from the Group's history, such as our first perfume bottles ever, as well as an illustrated timeline that spans four decades and chronicles our most significant achievements. The Espaço de Histórias is open to employees, suppliers, and other select audiences, and was visited by over 9,000 people in 2016 alone, an 80% increase from 2015.

**Década de 80'**

**1980**  
 Stylistas homens também podem ser vaidosos.  
 They: mulheres sempre preferidas e perseguidas.

**1982**  
 Jinha infantil.  
 Corinhos cada vez mais bonitos.

**1985**  
 Boticário redescobre o Brasil.  
 Mais Coleções e mais produtos para todos os gostos.

**1989**  
 Mais Coleções e mais produtos para todos os gostos.

**Década de 90'**

**1990**  
 Mais produtos para todos os gostos.

**1992**  
 Mais produtos para todos os gostos.

**1998**  
 Mais produtos para todos os gostos.

**1995**  
 Mais produtos para todos os gostos.

**1997**  
 Mais produtos para todos os gostos.

**grupo boticário**  
 beleza é o que a gente faz

**Exposição Histórias Grupo Boticário**

A beleza é mais: essência. Essência isso que nos leva a percorrer uma jornada de sucesso para todos os sentidos, para dentro dos sentidos e além dos sentidos. Uma busca pelo novo e pelo melhor, todos os dias.

Esta exposição é um verdadeiro convite para você reviver fatos históricos, sensações e conhecer, mais e melhor, nossa história de beleza.

Porque beleza não é só o que a gente usa, é o que a gente sonha, imagina e quer.

Beleza é o que a gente faz.

The Instituto created the Teatro de Bonecos Dr. Botica (Dr. Botica's Puppet Show) to stimulate culture and education. It has been performing since 2001, with the goal of preserving and promoting puppetry through performances at Shopping Estação, in Curitiba (Paraná State). Last year, its 352 performances charmed more than 60,000 people. Additionally, the institute manages the Espaço Olfato (Olfactory Experience Space), in São Paulo (São Paulo State) and Estação Natureza Pantanal (Pantanal Nature Station) in Corumbá, Mato Grosso do Sul State, as well as Conexão Estação Natureza (Connection Nature Station), which has taken up residence in more than 20 cities. These last two initiatives are run in partnership with the Boticário Group Foundation for Nature Protection.

The program O Boticário na Dança (Boticário in the Dance World) channels our efforts in the field of performing arts. Through it, we support cultural projects related to the art of dance, as a way of strengthening Brazil's dance scene, training new talent and developing public interest in dance performances. In 2016, we supported 21 dance projects in 14 states. Furthermore, the Instituto Grupo Boticário also invests in social and cultural projects that promote changes in local communities and the world around them through resources obtained from tax incentives.

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# GENERAL STANDARD DISCLOSURES

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Item	Strategy and Analysis	Page/answer/omission	Global Compact Principle	Page
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G4-1	Statement from the most senior decision-maker of the organization	Messages from our Founder and CEO	-	11 and 12
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Item	Organizational Profile	Page/answer/omission	Global Compact Principles
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G4-3	Name of the organization	Grupo Boticário (Boticário Group)	-
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G4-4	Primary brands, products and services	Pages 3 to 10	-
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G4-5	Location of the organization's headquarters	Headquarters: Av. Rui Barbosa, 4110, Parque da Fonte – 83050-010 – São José dos Pinhais, PR (Paraná State)	-
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G4-6	Countries where the organization operates, where the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	The organization operates in nine countries: Brazil, Angola, Colombia, USA, Japan, Mozambique, Paraguay, Portugal and Venezuela. This sustainability report covers only the operations of Boticário Group in Brazil.	-
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G4-7	Nature of ownership and legal form.	Boticário Group is comprised of the following business units: O Boticário, Eudora, quem disse, berenice?, and The Beauty Box, which are represented by the company formed by the following brands: Botica Comercial Farmacêutica Ltda., Cálamo Distribuidora de Produtos de Beleza S/A, O Boticário Franchising Ltda., Haganá Fomento Mercantil Ltda., Heritage Serviços Financeiros Ltda., KGMA Empreendimentos Imobiliários Ltda., CENCODERMA Instituição de Pesquisa e Desenvolvimento de Cosméticos Ltda.; Interbelle Comércio de Produtos de Beleza Ltda.; and Frajo Internacional de Cosméticos S.A.. The organization publishes the Sustainability Report 2016 based on this structure.	-
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G4-8	Markets served	Brazil, Portugal, Spain, Venezuela, Paraguay, Colombia, Japan, Angola, and Mozambique.	-
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G4-8	Markets served	Segments: fragrances, cosmetics, and personal hygiene	-
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G4-8	Markets served	Client base: children, teenagers, and adults, both female and male	-
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G4-9	Scale of the organization	Pages 3 to 10	-
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G4-10	Total number of employees	Page 55	6
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G4-11	Percentage of total employees covered by collective bargaining agreements	All (100%) employees are covered by collective bargaining agreements specific to each location. The same applies to collective bargaining agreements related to profit sharing programs, and the overtime banking that 95% of administrative teams are entitled to.	3
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G4-12	Describe the organization's supply chain.	Most of Boticário Group's suppliers are located in different regions of Brazil. Additionally, some products are purchased from Europe, the Americas, and Asia. These products are divided into specific families and segments, such as: Raw Materials, Fragrances, Third Parties, Makeup, Glassware, Paper, Valves, Metals, Plastics, Healthcare & HR, Travel, IT, Automotive Fleet, Facilities, Rentals, Management, Logistics, Energy, Laboratories, Environment, MRO (Maintenance, Repairs, and Operations), Construction, Events, Logistics Operator, Marketing, Market Intelligence, Standardization of Service Centers and Stores, Graphic Materials/ Design Services, and Miscellaneous.	-
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Item	Organizational Profile	Page/answer/omission	Global Compact Principles
<b>G4-13</b>	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Interbelle is currently undergoing expansion, and in 2016, started the process of opening 130 new branches, which sell both retail and wholesale, as well as all brands (O Boticário; quem disse, berenice?; Eudora and The Beauty Box). G&K Holding Ltda. was incorporated by O Boticário Franchising Ltda. on 12/30/2016.	-
<b>G4-14</b>	How the precautionary approach or principle is addressed by the organization	<i>Page 56</i>	7
<b>G4-15</b>	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	<i>Page 57</i>	-
<b>G4-16</b>	Memberships of associations and national or international advocacy organizations	<i>Page 57</i>	-

Item	Identified Material Aspects and Boundaries	Page/Answer/Omission	Global Compact Principles
<b>G4-17</b>	Entities included in the organization's consolidated financial statements or equivalent documents.	The only company that must report its earnings is Cálamo Distribuidora de Produtos de Beleza S.A.. The Sustainability Report covers sustainability operations of Boticário Group, which includes this company, as well as all others listed on item G4-7.	-
<b>G4-18</b>	Process for defining the report content and the Aspect Boundaries	<i>Pages 58 to 59</i>	-
<b>G4-19</b>	Material Aspects identified in the process for defining report content	<i>Pages 58 to 59</i>	-
<b>G4-20</b>	For each material Aspect, report the Aspect Boundary within the organization	<i>Pages 58 to 59</i>	-
<b>G4-21</b>	For each material Aspect, report the Aspect Boundary outside the organization	<i>Pages 58 to 59</i>	-
<b>G4-22</b>	Restatements of information provided in previous reports, and the reasons for such restatements	No restatements have been made regarding mergers or acquisitions, changes in the period and base year or nature of the business. Measurement methods that were altered were properly identified, and explained directly in the relevant indicator.	-
<b>G4-23</b>	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	There have been no significant changes.	-



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Item	Stakeholder Engagement	Page/Answer/Omission	Global Compact Principles
<b>G4-24</b>	Stakeholder groups engaged by the organization	Employees, suppliers, franchisees, resellers, clients/consumers and communities	-
<b>G4-25</b>	Basis for identification and selection of stakeholders with whom to engage	Identifying and selecting stakeholders takes into account all interest groups involved directly and indirectly in company operations and commercial activities, including actors whom the Boticário Group is responsible or co-responsible for, or induces.	-
<b>G4-26</b>	Approach to stakeholder engagement	The form and frequency with which the Group engages with priority stakeholders is described in the chapter Results/Suppliers. <i>Page 17</i>	-
<b>G4-27</b>	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	According to the individuals interviewed in the 2016 Materiality Assessment, the most important areas of engagement for the Boticário Group are packaging collection points, and community development.  The topic of packaging collection has been introduced to consumers through different campaigns. Last year, the Lindaura School, which is located close to the São José dos Pinhais plant, was renovated. We also built and equipped the Módulo Vocacional Tecnológico (Vocational Technology Center), which was handed over to be managed by the Instituto Federal da Bahia, and concentrates on cosmetology. The center was handed over ready to be used, with all infrastructure and equipment required in place.	-

Item	Report Profile	Page/Answer/Omission	Global Compact Principles
<b>G4-28</b>	Period covered by this report for the information provided	This edition corresponds to the period from 01/01/2016 to 12/31/2016.	-
<b>G4-29</b>	Date of most recent previous report	From 01/01/2015 to 12/31/2015.	-
<b>G4-30</b>	Reporting cycle	This is an annual report. Every year, we consolidate data and review project performance analyses and practices focusing on corporate sustainability.	-
<b>G4-31</b>	Contact point for questions regarding the report or its contents	Suggestions, complaints, or praise should be sent to the following e-mail address: <a href="mailto:sustentabilidade@grupoboticario.com.br">sustentabilidade@grupoboticario.com.br</a>	-
<b>G4-32</b>	'In accordance' option the organization has chosen	Core	-
<b>G4-33</b>	Organization's policy and current practice with regard to seeking external assurance for the report	<i>Page 65</i>	-
<b>G4-34</b>	Governance structure of the organization	The Board of Directors is responsible for constituting committees for specific purposes, such as analyzing different subject matters and making recommendations. Members of the Board of Directors are nominated by the Board itself to participate in these committees. Current committees are Conduct, Compensation, Risks and Auditing, and Information Security.	1 to 10
<b>G4-56</b>	Organization's values, principles, standards and norms of behavior	<i>Page 60</i>	10

## SPECIFIC STANDARD DISCLOSURES

### Category: Environmental

Item	Report Profile	Page/Answer	Global Compact Principles
<b>Materials</b>			
<b>G4-EN2</b>	Percentage of recycled input materials	The Boticário Group has made great strides in its quest for more sustainable materials. We are currently testing the use of packaging materials recycled after use in new packaging, and hope to apply this technology to future products. Read more about it on Product/Raw Materials and Packaging on <a href="#">page 33</a> .	8
<b>Energy</b>			
<b>G4-EN3</b>	Energy Consumption within the organization	<a href="#">Pages 21</a>	7 and 8
<b>G4-EN6</b>	Reduction of energy consumption	Total reduction of energy consumption: 968,200 kWh. Read more about it on Results/Eco-efficiency. <a href="#">Pages 20 to 21</a>	8 and 9
<b>Water</b>			
<b>G4-EN8</b>	Total water withdrawal by source	<a href="#">Pages 22 to 23</a>	7 and 8
<b>G4-EN10</b>	Percentage and total volume of water recycled and reused	<a href="#">Pages 22 to 23</a>	8
<b>Emissions</b>			
<b>G4-EN15</b>	Direct greenhouse gas (GHG) emissions (Scope 1)	Total emissions: 6,461.15tCO <sub>2</sub> e (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs). Total biogenic CO <sub>2</sub> emissions amounted to 694.33 tCO <sub>2</sub> e. Base year is 2015 (when the Bahia plants went into operation). 2015 Indicator for Scope 1 = 0.09 tCO <sub>2</sub> e per ton of transported product 2016 Indicator = 0.09 tCO <sub>2</sub> e per ton of transported product.	7 and 8
<b>G4-EN16</b>	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Total emissions: 3,374.83 tCO <sub>2</sub> e (CO <sub>2</sub> ). Base year is 2015 (when the Bahia plants went into operation). 2015 Indicator for Scope 2 = 0.07 tCO <sub>2</sub> e per ton of transported product. 2016 Indicator = 0.05 tCO <sub>2</sub> e per ton of transported product.	7 and 8
<b>G4-EN17</b>	Other indirect Greenhouse Gas (GHG) emissions (Scope 3)	Total emissions: 23,583.1 tCO <sub>2</sub> e (CO <sub>2</sub> , CH <sub>4</sub> and N <sub>2</sub> O). Base year is 2015 (when the Bahia plants went into operation). 2015 Indicator for Scope 3 = 0.31 tCO <sub>2</sub> e per ton of transported product. 2016 Indicator = 0.35 tCO <sub>2</sub> e per ton of transported product	7 and 8
		Total Scope 1 indicator remains unchanged. However, when each plant is assessed individually, there have been reductions: <b>Reduction Scope 1: SJP and REG</b> Switching to the free electricity market resulted in consuming energy from 100% renewable sources, and reducing the use of generators. <b>SJP</b> Avoided consumption – Generators: 228,492 m <sup>3</sup> of natural gas. Avoided emissions: 472.7 tCO <sub>2</sub> e. A 5% reduction. (Down from 13.2 in 2015 to 12.5 in 2016 tCO <sub>2</sub> e/10 <sup>o</sup> of units produced.) <b>REG</b> Avoided consumption – Generators: 57,208 liters of diesel. Avoided emissions: 151.1 tCO <sub>2</sub> e. A 53% reduction (Down from 1.6 in 2015 to 0.7 in 2016 tCO <sub>2</sub> e/10o of units shipped).	
<b>G4-EN19</b>	Reduction of greenhouse gas (GHG) emissions		8 and 9

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Item	Report Profile	Page/Answer	Princípio do pacto global
<b>Effluents and Waste</b>			
<b>G4-EN23</b>	Total weight of waste by type and disposal method.	<i>Page 25</i>	8
<b>Products and services</b>			
<b>G4-EN28</b>	Percentage of products sold and their packaging materials that are reclaimed by category.	<i>Pages 30 and 31</i>	8 and 9
<b>Transport</b>			
<b>G4-EN30</b>	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	The main impact from transport is fuel consumption (both fossil and renewable), and subsequent emission of particulate matter and greenhouse gases, as well as waste produced from product and mps packing. We require black smoke certificates (opacimeter) for particulate matter emissions and work to raise awareness and train transport companies we work with on best practices for emission reduction, while continuously monitoring their performance. The same procedure (raise awareness, train and monitor transport companies) applies to GHG emissions. In order to reduce waste produced from transport, we developed a program that reuses master freepacking boxes.	7 and 9
<b>Supplier Environmental Assessment</b>			
<b>G4-EN32</b>	Percentage of new suppliers that were screened using environmental criteria.	In 2016, 38 new suppliers were screened, out of which 22 passed our screening selection, 10 are currently adjusting to our standards, and 6 did not meet our standards, and will no longer be used. All suppliers mentioned above were assessed using environmental criteria such as possession of a valid Licença de Operação Ambiental (Environmental Operating License), Programa de Prevenção de Riscos Ambientais – PPRA (Environmental Risk Prevention Program), correct waste disposal, and emission of air and effluent pollutants.	8

<b>Category: Social</b>   Sub-category: Human Rights			
Item	Report Profile	Page/Answer	Global Compact Principles
<b>Non-discrimination</b>			
<b>G4-HR3</b>	Total number of incidents of discrimination and corrective actions taken	Six grievances were filed with our Ombudsman. None of them had merit.	1, 2 and 6
<b>Supplier Human Rights Assessment</b>			
<b>G4-HR10</b>	Percentage of new suppliers that were screened using human rights criteria	All new direct suppliers were screened using best labor practices, including the employment of young apprentices, and people with disabilities, no use of child labor, and working hours and conditions. All suppliers who completed the sustainability self-assessment were further assessed concerning human rights issues, including discrimination.	1 to 6

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**Category: Social** | Sub-category: Labor practices and decent work

Item	Report Profile	Page/Answer	Global Compact Principles
<b>Training and education</b>			
<b>G4-LA9</b>	Average hours of training per year per employee by gender, and by employee category.	Page 61	-
<b>G4-LA11</b>	Percentage of employees receiving regular performance and career development reviews.	Page 61	-
<b>Diversity and Equal Opportunity</b>			
<b>G4-LA12</b>	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority, and other indicators of diversity.	Page 62	6
<b>Equal Remuneration for Women and Men</b>			
<b>G4-LA13</b>	Ratio of basic salary and remuneration of women to men, by employee category	Executives: 123% Coordinators: 107% Specialist Technicians: 115% Technicians: 110% Administrative: 133% Operations: 108%	-
<b>Avaliação de fornecedores em práticas trabalhistas</b>			
<b>G4-LA14</b>	Percentage of new suppliers screened using labor practices criteria	In 2016, 38 new suppliers were screened, out of which 22 passed our screening selection, 10 are currently adjusting to our standards, and 6 did not meet our standards, and will no longer be used. They were assessed using labor practices criteria such as no lawsuits or similar work-related claims made to government entities, inspections by the Ministry of Labor, working hours, use of PPE, pre-employment medical screening certificates, and occupational health examination programs.	-

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**Category: Social** | Sub-category: Product Responsibility

Item	Report Profile	Page/Answer	Global Compact Principles
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**Customer Health and Safety**

<b>G4-PR1</b>	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	<p>The Boticário Group assesses product safety and efficacy starting from raw material input. All products developed are submitted to the most advanced tests, as established in international guidelines and applicable legislation, in order to attest to their safety and efficacy.</p> <p>Tests are carried out according to each product's characteristics, purpose, and client base. Furthermore, the Group monitors market performance of its products through the practice of <i>Cosmetovigilância</i> (quality control, inspection, and information service for cosmetics, perfumes and personal hygiene products), thus ensuring a complete cycle of Product Assessment, including product consumption history.</p>	1
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**Product and Service Labelling**

<b>G4-PR3</b>	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirement.	<p>All (100%) of our products follow detailed labeling criteria, in line with current regulations, and include instructions for safe product use.</p> <p>Environmental labeling is not mandatory in Brazil, but Boticário Group started including recycling symbols in all its new SKUs, as well as in all products that have their packaging reformulated.</p> <p>Therefore, our product portfolio has begun gradually displaying recycling symbols, provided there is enough space in the packaging.</p> <p>Moreover, the Boticário Group encourages the disposal of all product packaging in our very own stores. Read more about it in Results / Points of Sale on <a href="#">pages 27 to 29</a>.</p>	8
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## Categoria social | Sub-categoria: Sociedade

Item	Report Profile	Page/Answer	Global Compact Principles
<b>Local Communities</b>			
<b>G4-S01</b>	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	The Boticário Group invested in all (100%) communities where it operates (both corporate headquarters and manufacturing plants). <b>São José dos Pinhais/Paraná State:</b> investment in one local school, expectant mothers program, and investment through tax incentives. <b>Registro/São Paulo State:</b> expectant mothers program, and investment through tax incentives. Curitiba/Paraná State: investment through tax incentives. <b>São Paulo/São Paulo State:</b> investment through tax incentives. Camaçari/Bahia State: vocational training courses, and investment through tax incentives. <b>São Gonçalo dos Campos/Bahia State:</b> investment through tax incentives.	1
<b>Supplier Assessment for Impacts on Society</b>			
<b>G4-S09</b>	Percentage of new suppliers that were screened using criteria for impacts on society.	Sustainable purchasing procedures follow the guidelines set out in the Supplier Sustainability manual, which includes all corporate guidelines that our partners must adhere to. All bidding processes, hiring of new suppliers, and orders issued by the purchasing department meet criteria deemed important in our society, which are reinforced again through the self-assessment survey. In 2016, we held 48 priority bidding processes related to topics that are very important to our organization, such as gender equality, climate change, eco-efficiency, conduct, and more.	-
<b>Grievance Mechanisms for Impacts on Society</b>			
<b>G4-S011</b>	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	In 2016, no such grievances filed were filed with our Ombudsman.	-

## Category: Social | Sub-category: Economic

Item	Report Profile	Page/Answer	Global Compact Principle
<b>Economic Performance</b>			
<b>G4-EC2</b>	Financial implications and other risks and opportunities for the organization's activities due to climate change	Page 63	7
<b>Market Presence</b>			
<b>G4-EC5</b>	Ratios of standard entry level wage compared to local minimum wage, by gender	Page 64	1
<b>Indirect Economic Impacts</b>			
<b>G4-EC7</b>	Development and impact of infrastructure investments and services supported	The Boticário Group has units in São José dos Pinhais (Paraná State), Curitiba (Paraná State), Registro (São Paulo State), São Paulo (São Paulo State), Camaçari (Bahia State), and São Gonçalo dos Campos (Bahia State). We maintain a good relationship with all communities from these locations through several different initiatives. One direct impact is that we employ over 8,000 individuals in these locations. Additionally, the Group has more than 4,000 points of sale spread across Brazil (among brand stores, franchises, and service centers), which have indirectly created more than 22,000 jobs.	-
<b>Procurement Practices</b>			
<b>G4-EC9</b>	Proportion of spending on local suppliers at significant locations of operation	Out of all materials/services purchased by Boticário Group, 42% are sourced from São Paulo State, 30% from Paraná State, 7% from Bahia State, 4% from Rio de Janeiro State, 3% from Santa Catarina State, and 13% from other places, out of which 10% are sourced from other places in Brazil, and the remaining 3% are sourced from abroad. *Figures based on orders billed to direct suppliers and reclassified as indirect suppliers	-

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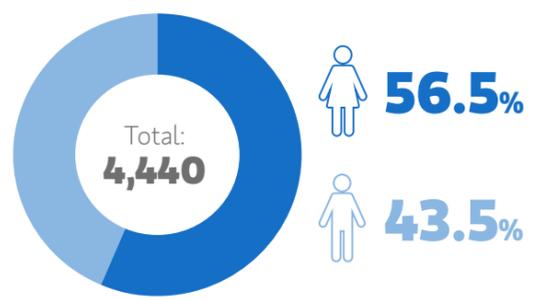
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# TOTAL NUMBER OF EMPLOYEES

TOTAL NUMBER OF EMPLOYEES BY GENDER:



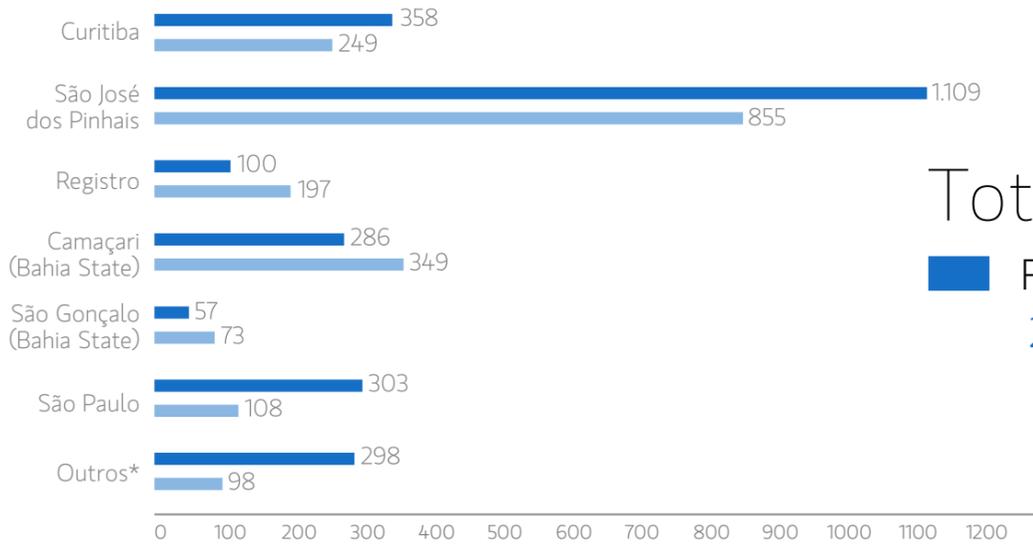
EMPLOYMENT TYPE:

Full time

EMPLOYEES OF CONTRACTORS:

1,628

TOTAL BY REGION:



Total:  
■ Female 2,511  
■ Male 1,929

\*Others: this includes employees from the following states: Amazonas, Bahia (capital and other locations), Ceará, Distrito Federal, Espírito Santo, Goiás, Maranhão, Minas Gerais, Mato Grosso do Sul, Mato Grosso, Pará, Paraíba, Pernambuco, Piauí, Paraná (capital and other locations), Rio de Janeiro, Rio Grande do Norte, Rondônia, Rio Grande do Sul, Santa Catarina, Sergipe, São Paulo (capital and other locations).

# BOTICÁRIO GROUP AND THE PRECAUTIONARY PRINCIPLE

The precautionary principle guides our Group's activities through preventive measures aimed at protecting the environment and the health of all employees. Furthermore, the Boticário Group Foundation for Nature Protection promotes actions for the preservation of nature reserves, conservation areas, fauna and flora.

Applying the precautionary principle is a key step of Boticário Group's decision-making process, and serves as a basis for conducting different projects and activities. Even though there may not be any evidence linking a given activity to potential impacts, Boticário Group always acts preemptively, taking all steps necessary to prevent negative impacts from occurring in the first place.

When approving new projects, the requesting department (that which wishes to carry out a specific change or activity) must first identify all risks related to the proposed project/activity. Approval is only granted if its associated risks are deemed acceptable, and all measures laid out by the Worker Safety and Environmental departments are strictly followed.

The Group constantly strives to develop and introduce the latest technology in terms of lighting, equipment, waste disposal etc. When buying land or property, responsible departments assess the so-called existing environmental passive, as well as the environmental impact proposed activities will have on the site. Should an environmental risk be confirmed, the company will annually identify all environmental impacts and determine their relative importance, in accordance with ISO 14001 norms. This process consists of assessing the probability of a given impact occurring, as well as its significance, and consequently establishing necessary control measures, or even preventing the activity from taking place altogether.

We also apply the precautionary principle to potential impacts of climate change, as forecast by scientists and researchers, due to the global increase in daily emissions of greenhouse gases. There is no scientific precision when it comes to impacts and future scenarios wrought by these undesirable changes; only conjectures and concerns regarding risks and consequences. Nevertheless, even in the absence of concrete evidence or certainties when it comes to climate change, Boticário Group is already working on reducing its greenhouse gas emissions, and has designed a plan to adapt to climate change. However, none of these measures negates the need for making smart decisions and taking action, so that we are prepared when the effects of climate change strike.

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# COMMITMENTS

## we have signed on to and memberships of associations

### Non-mandatory commitments, as declared in the Global Compact, such as:

- Call to Action: Anti-Corruption and the Global Development Agenda;
- The Copenhagen Communiqué;
- The Prince of Wales's Corporate Leaders' Group on Climate Change;
- Observatório do Clima (Climate Observatory);
- Fundação Abrinq;
- Millenium Goals;
- Pacto Empresarial de Enfrentamento à Exploração Sexual de Crianças e Adolescentes - Na Mão Certa (Corporate Pact to Combat the Sexual Exploitation of Children and Teenagers – Going the Right Way);
- Princípio de Valorização da Diversidade e Erradicação do Trabalho Infantil do Instituto Ethos (Instituto Ethos' Principle for Valuing Diversity and Eradicating Child Labor);
- Women's Empowerment Principles;
- Programa Dê a Mão para o Futuro - ABIHPEC (Give the Future a Hand Program);
- Pacto Empresarial Contra a Corrupção (Corporate Pact Against Corruption).

### Memberships of associations and national or international advocacy organizations:

- Associação Brasileira de Anunciantes - ABA (Association of Brazilian Advertisers);
- Associação Brasileira de Comunicação Empresarial - ABERJE (Brazilian Corporate Communications Association);
- Associação Brasileira de Embalagem - ABRE (Brazilian Packaging Association);
- Associação Brasileira de Franchising - ABF (Brazilian Franchising Association);
- Associação Brasileira de Indústrias de Higiene Pessoal, Perfumaria e Cosméticos - ABIHPEC (Brazilian Personal Hygiene, Perfumes, and Cosmetics Industry Association);
- Associação Brasileira de Propriedade Intelectual - ABPI (Brazilian Intellectual Property Association);
- Associação Brasileira de Recursos Humanos – ABRH (Brazilian Human Resources Association);
- Associação de Usuários de Informática e Telecomunicação do Paraná - Sucusu-PR (Association of Informatics and Telecommunications Users of the State of Paraná);
- Câmara Americana de Comércio Para o Brasil - Amcham Brasil (American Chamber of Commerce for Brazil);
- Centro de Estudos em Sustentabilidade (GVces) da Fundação Getulio Vargas (FGV-EAESP) -
- Empresas pelo Clima e Inovação e Sustentabilidade na Cadeia de Valor (Center for Sustainability Studies of Fundação Getúlio Vargas – Corporations for Climate, Innovation, and Sustainability in Value Chains);
- Confederação Nacional da Indústria - CNI (Brazilian National Confederation of Industry)
- Conselho Empresarial Brasileiro para o Desenvolvimento Sustentável - CEBDS (Brazilian Business Council on Sustainable Development);
- Conselho Paranaense de Cidadania Empresarial - FIEP (State of Paraná's Corporate Citizenship Council);
- Comitê de Responsabilidade Social - FIEB (FIEB's Social Responsibility Committee);
- Endeavor Paraná;
- GHG Protocol;
- Grupo Informal de Empresas sobre Expatriação - GAE (Informal Group of Companies on Expatriation);
- Grupo de Profissionais de Meio Ambiente das Indústrias do Paraná - GPMAI (Environmental Professionals of the State of Paraná's Industries Group);
- Grupo de Institutos, Fundações e Empresas - GIFE (Institutes, Foundations and Companies Group);
- Instituto Akatu;
- Instituto Brasileiro de Inteligência de Mercado - IBRAMERC (Brazilian Institute of Market Intelligence);
- Instituto para Desenvolvimento do Varejo - IDV (Brazilian Retail Development Institute);
- Instituto Ethos;
- Junior Achievement;
- Rede Empresarial Brasileira de Avaliação de Ciclo de Vida (Brazilian Corporate Network for Life Cycle Assessment);
- Rede Nacional de Métodos Alternativos - RENAMA (Brazilian Network for Alternative Methods);
- SBMalt: Sociedade Brasileira de Métodos Alternativos (Brazilian Society for Alternative Methods)

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## OUR MATERIALITY AND BOUNDARIES

Global Reporting Initiative (GRI) guidelines were followed to select the content covered in this report. This process was guided by two variables: Boticário Group's activities, and the organization's material topics, which are of interest to the main stakeholders the Group engages with.

We determined which aspects were to be assessed by our stakeholders by reviewing Boticário Group's Agenda Estratégica de Sustentabilidade (Strategic Agenda for Sustainability), from 2012. Back then, 16 sustainability issues deemed critical to this segment were identified, such as risks and opportunities the company faces in the short, medium, and long term, as well as interest groups' priority topics.

In order to rank all different aspects according to priority, Boticário Group interviewed more than 1,300 people from 11 different interest groups, and asked them to assess the organization's sustainability performance on the following action fronts:

- Reseller development;
- Community development;
- Supply chain development;
- Sustainability of franchise network;
- Use of sustainable materials in stores;
- Disposal, recycling and collection of packaging;
- Use of renewable natural resources;
- Reduction of resource consumption;
- Women's empowerment.

The overlap between these topics and the influence they have over stakeholders' assessments and decision-making process defined the content and boundaries of aspects presented in this report. As such, we meet the criteria established in the GRI guidelines, G4 version, embodied by the four main principles for defining report content, namely: stakeholder inclusiveness, sustainability context, materiality, and completeness.

The **2016 Materiality Assessment** showed that these are the most important topics for each of the groups interviewed:

- Suppliers: reduction of resource consumption
- Franchisees: packaging collection points
- Sales consultants: packaging collection points
- Resellers: reduction of resource consumption
- Employees: reduction of resource consumption
- Community: store sustainability
- Trade associations: reduction of resource consumption
- Government: reduction of resource consumption
- Press: women's empowerment and community development
- Opinion makers: reduction of resource consumption
- Consumers: reduction of resource consumption

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# ACTION FRONTS

The action fronts defined based on the review of the Agenda Estratégica de Sustentabilidade (Strategic Agenda for Sustainability), from 2012, are Product Life Cycle, Reverse Logistics, Points of Sale, Resellers, Comprehensive Eco-efficiency, and Value Chain.

The corresponding GRI aspects are Materials, Energy, Water, Emissions, Effluents and Waste, Products and Services, Transport, Supplier Environmental Assessment, Supplier Human Rights Assessment, Customer Health and Safety, and Product and Service Labelling.

# MATERIAL ASPECTS' BOUNDARIES WITHIN AND OUTSIDE THE ORGANIZATION

## RAW MATERIALS AND PACKAGING

WITHIN THE ORGANIZATION: Research, Development, Product Industrialization.

OUTSIDE THE ORGANIZATION: Supply Chain, Product Distribution.

RELATED STAKEHOLDERS: Academia, Trade Associations, Employees, Cooperatives, Consumers, Suppliers, Franchisees, NGOs and Commercial Representatives.

## SALES CHANNELS

WITHIN THE ORGANIZATION: Research, Development, Product Industrialization.

OUTSIDE THE ORGANIZATION: Supply Chain, Product Distribution.

RELATED STAKEHOLDERS: Trade Associations, Employees, Consumers, Suppliers, Franchisees, Sales Teams, and Commercial Representatives.

## ECO-EFFICIENCY

WITHIN THE ORGANIZATION: Industrialization and Operation of Group plants and headquarters.

OUTSIDE THE ORGANIZATION: Distribution and Supply Chain.

RELATED STAKEHOLDERS: Academia and Research Centers, Trade Associations, Employees and Suppliers.

LIMITATIONS: only O Boticário and Eudora have resellers, and only O Boticário and quem disse, berenice? have franchises.

# BOTICÁRIO GROUP'S VALUES AND PRINCIPLES

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## OUR VISION

Be the benchmark for value  
creation in beauty businesses.

Entrepreneurship, Sustainability, Expertise, and Collaborative Network.

Boticário Group's vision depicts our goal as a company with multiple brands. Our brand pillars determine how all Group employees, whether they work in a corporate or business unit, in administrative or operational roles, must act. Additionally, our pillars embody how we accomplish the growth needed to achieve the purpose translated in our vision.

## BRAND PILLARS

Commitment to Results, Integrity (we have integrity), Valuing People and Relationships, and Being Passionate about Challenges and Evolving.

These values guide us in our quest for sustainable results; they drive us to promote change through beauty in the world we live in.

## OUR VALUES

Our CEO, Artur Grynbaum, is the biggest champion of these values in our organization. This demonstrates the importance of building a group as big as ours upon solid foundations, such as the values that inspire us each and every single day.

Employees are exposed to our cultural values from day one at the company, through our integration program, and go on to live them every day within the organization.

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# TRAINING

## Average of hours per year, per employee, by employee category

Cargos	Horas	Média
Administrative	9,660.4	30.6
Coordinators	8,496.3	32.7
Interns	528.1	9.8
Executives	7,279.8	52.8
Young Apprentices	875.1	7.7
Operations	16,524.7	12.1
Supervisors	3,319.2	51.1
Specialist technicians	38,676.7	27.8
Technicians	9,237.6	36.1
<b>Total</b>	<b>94.597,8</b>	<b>23,9</b>

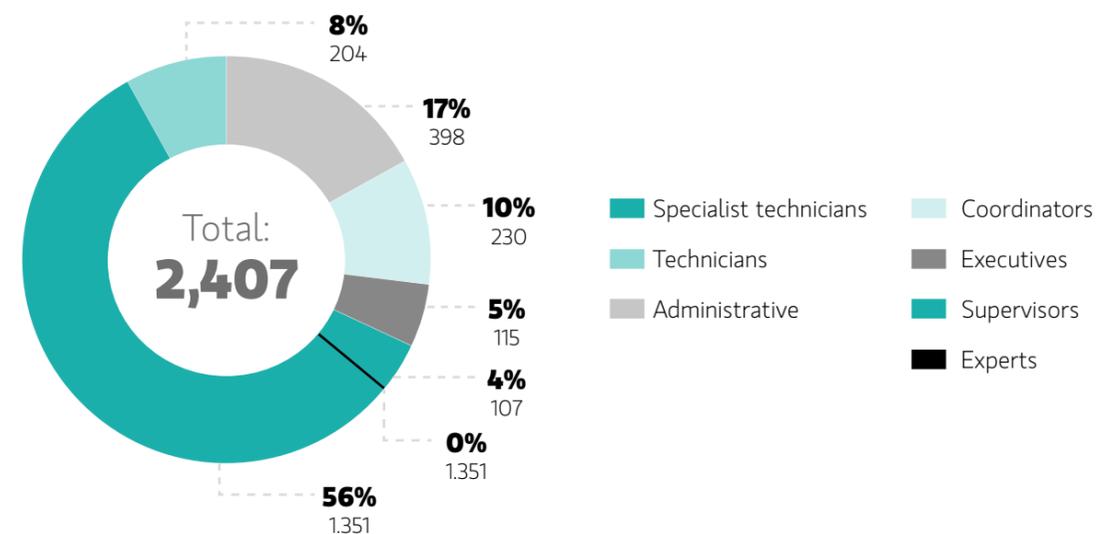
### Total hours by gender



### Average hours by gender:



## PERCENTAGE of employees receiving regular performance and career development reviews



# COMPOSITION

## of Corporate Governance Bodies by Category, Gender, Age Group, and Minority

### People with disabilities

<b>Total</b>	<b>185</b>
Hearing Impairment	51
Physical Disability	78
Vision Impairment	53
Intellectual Disability	1
Rehabilitated	2

### Ethnicity

White	112
Asian	3
Multiracial	47
Undisclosed	4
African-Brazilian	19
Indigenous	0

### Age group

Under 20 years old	0
20 to 29	51
30 to 39	91
40 to 49	41
50 and above	2

### Etnia x Grupo Ocupacional

	White	Asian	Multiracial	African-Brazilian	Indigenous	Undisclosed
Executives	0	0	0	0	0	0
Administrative	53	2	18	4	0	2
Specialist	15	0	3	1	0	1
Technicians	1	0	0	0	0	0
Coordinators	1	0	0	0	0	0
Supervisors	1	0	0	1	0	0
Young Apprentices	0	0	0	0	0	0
Operational	38	1	25	13	0	1
Technicians	4	0	1	0	0	0
Interns	0	0	0	0	0	0

### People with disabilities x employee category

	Hearing Impairment	Physical Disability	Intellectual Disability	Vision Impairment	Rehabilitated
Executives	0	0	0	0	0
Administrative	11	43	0	24	1
Specialist	3	11	0	6	0
Technicians	0	0	0	0	0
Coordinators	0	0	0	1	0
Supervisors	1	1	0	0	0
Young Apprentices	0	0	0	0	0
Operatives	36	20	1	20	1
Technicians	0	3	0	2	0
Interns	0	0	0	0	0

### Board members

	Female	Male
Under 30 years old	0	0
Between 30 and 50 years old	1	2
Over 50 years old	0	4
<b>Total</b>	<b>1</b>	<b>6</b>

### VPs

	Female	Male
Under 30 years old	0	0
Between 30 and 50 years old	1	2
Over 50 years old	1	0
<b>Total</b>	<b>2</b>	<b>2</b>

### Group

	Female	Male
Executives	46	85
Coordinators	133	107
Specialist	912	617
Technicians	416	98
Administrative	77	184
Operational	723	24
Young Apprentices	74	761
Supervisors	93	44
Interns	37	9
<b>Total</b>	<b>2,511</b>	<b>1,929</b>

### Age group

	Female	Male
Menos de 30 anos	820	570
Entre 30 e 50 anos	1,640	1,305
Acima de 50 anos	51	54
<b>Total</b>	<b>2,511</b>	<b>1,929</b>

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# FINANCIAL IMPLICATIONS

## other risks and opportunities due to climate change

In 2016, a Boticário Group team of employees from different departments started working together with the Centro de Estudos de Sustentabilidade (Center for Sustainability Studies) of Fundação Getúlio Vargas, which focuses on adapting to climate change. This collaboration aimed at determining which climate change impacts already affect our business. Results showed that, currently, flooding of all kinds poses the biggest threat to operations at points of sale (POSs), and Service Centers (SCs), since it can restrict their access, or even prevent them from opening altogether, as well as prevent or delay product delivery. Additionally, this also causes a change in consumer behavior and leads to low sales numbers. Lastly, it can affect electricity and drinking water supplies, and hinder access to sanitation, among others.

Armed with this newfound knowledge, we elaborated an adaptation plan for POSs and SCs located in areas subject to flooding based on rainfall frequency. Current selection criteria for location of a new POS or CS do not take into consideration environmental or climate change concerns, but our goal is to gradually include some.

In the future, all other group units (manufacturing plants and distribution centers) will use this methodology to identify risks they are susceptible to and adaptations required to deal with climate change. This will allow the Group to exert control more efficiently over all its operations and businesses.

The study covered the period until 2050, projecting an increase in precipitation frequency over time during certain months, with a probability of “Likely”, meaning over 60% chance of this scenario coming to pass.

There are several risks related to climate change. These can be divided into physical risks (structural problems at stores), operational risks (product delivery), financial risks (product damage), reputation risks (not being able to serve clients well), regulatory risks (complying with new regulations), market-related risks (changes in consumer behavior), and environmental risks (difficulty of access and lack of sanitation).

However, this situation also presents some opportunities, such as developing products specifically designed for tackling climate change and greater customer engagement with sustainability campaigns.

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# RATIO

## of lowest wage compared to local minimum wage, by gender

Location	Lowest wage	Minimum wage	Ratio
SJP/Curitiba – Administrative – Female	1,219.00	1,190.20	102.42%
SJP/Curitiba – Administrative – Male	1,219.00	1,190.20	102.42%
SJP/Curitiba – Operations – Female	1,649.00	1,234.20	133.61%
SJP/Curitiba – Operations – Male	1,649.00	1,234.20	133.61%
Registro – Administrative – Female	3,631.00	1,000.00	363.10%
Registro – Administrative – Male	1,212.00	1,000.00	121.20%
Registro – Operations – Female	1,364.00	1,000.00	136.40%
Registro – Operations – Male	1,364.00	1,000.00	136.40%
São Paulo – Female	1,830.00	1,000.00	183.00%
São Paulo – Male	2,142.00	1,000.00	214.20%
Camaçari – Administrative – Female	2,024.00	880.00	230.00%
Camaçari – Administrative – Male	3,730.00	880.00	423.86%
Camaçari – Operations – Female	1,099.00	880.00	124.89%
Camaçari – Operations – Male	1,099.00	880.00	124.89%
SGC – Administrative – Female	1,669.00	880.00	189.66%
SGC – Administrative – Male	1,984.00	880.00	225.45%
SGC – Operations – Female	1,219.00	880.00	138.52%
SGC – Operations – Male	1,219.00	880.00	138.52%





# EXTERNAL VERIFICATION OF BOTICÁRIO GROUP'S SUSTAINABILITY REPORT 2016

The Boticário Group submitted its Sustainability Report to external verification, as recommended by the Global Reporting Initiative (GRI) with the goal of making the entire process more transparent. Prof. Dr. Priscila Borin Claro once again conducted the external verification. She has a PhD in Management, Environment, and Development from the Universidade Federal de Lavras (Federal University of Lavras), and is also a professor at Insper – Instituto de Ensino e Pesquisa de São Paulo, where she is responsible for the discipline of Environmental Management & Corporate Social Responsibility and for the Social Responsibility and Community Outreach projects. The verification was conducted in accordance with G4 guidelines, and focused on the final document submitted, as well as on the appendices reporting on material indicators. The assessment process included content analysis on what each indicator represents and what the Group has reported, in addition to an analysis of the Materiality Assessment conducted with stakeholders. Moreover, as suggested by GRI standards, the following criteria were assessed: objectivity, clarity, balance between quantitative and qualitative evidence and completeness of answers. These are the main conclusions:

## Stakeholder inclusiveness and sustainability context

The Group once again validated the topics regarded as most relevant by its stakeholders through a materiality assessment.

The Group's sustainability context, as well as that of its value chain, is presented throughout the report. It includes its performance and impact within the appropriate geographical context.

However, it was not clear on this edition how many stakeholders took part in the Materiality Assessment, nor the research methodology used. The report mentions only that the assessment was carried out, but the results published, in the form of percentages, refer only to the perception stakeholders have of Boticário's reputation in matters of sustainability. In order to give the report more transparency and accountability, I suggest that the number of participants, divided by stakeholder type, be mentioned in future reports.

The actions and projects implemented to meet expectations and (material) interests were detailed throughout the report.

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## Objectivity and clarity

The 2016 Report makes great strides in terms of reporting only performances and managerial actions of in-depth material aspects (comprehensive).

The report as a whole presents clear information that is of easy access to readers. Furthermore, when presenting less intuitive performance indicators, such as those in the eco-efficiency category, care has been taken to connect vague figures to real-life examples. For instance, the indicator for water consumption reduction is presented by comparing it to the volume of Olympic pools, and the reduction in CO<sub>2</sub> emissions is presented as the number of car trips between Camaçari (Bahia State) and São José dos Pinhais (Paraná State). The report does not overuse technical language nor any other specific terminology, which could hamper reading comprehension and information access.

In order to boost comprehension of the Group's performance, I suggest GRI indicators be included along the text. For example, in the eco-efficiency chapter, some indicators are included in the text, but there is no mention of the corresponding GRI indicator. Moreover, even though the indicators are present along the text, I suggest they, too, be incorporated to the GRI table. The present table contains some answers in the table itself, but in other cases, the only information available about a given indicator is reported only along the text. It would be interesting to have all answers in the same place, so as to facilitate reading comprehension and assessment of overall sustainability performance.

## Balance, accuracy, and completeness

The GRI table presents answers pertaining to all indicators, both qualitative and quantitative, as well as to the Group's performance in all matters environmental, social and economic. Thirty-four general disclosure material aspects are published along the report and in the GRI table. As for specific disclosure indicators, 29 are presented in total.

Overall, this report meets the criteria of presenting scopes, material aspects boundaries, and period details for the indicators selected.

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## Balance and comparability

The Group has been publishing annual reports with the relevant sustainability information according to GRI standards. This enables all different stakeholders to make informed decisions.

Once again, the results presented in the GRI table relate only to the year in question - in this case, 2016. This makes a quick and clear analysis of the Group's evolution for selected indicators impossible. Therefore, I suggest once more that upcoming reports contain at least performance results of the previous year alongside results for the year in question, in order to help readers make comparisons.

The 2016 report does not present any negative sustainability results.

## Conclusions

The report and accompanying GRI table meet the criteria 'In Accordance' with G4 guidelines, Core option.

The report presents Boticário Group's sustainability positioning in a qualitative and comprehensive manner, in addition to the aspect boundaries prioritized by different stakeholder groups.

The results achieved, as well as improvements made to the development process and format of this annual sustainability report reinforce Boticário Group's commitment to achieving the Sustainable Development Goals.

São Paulo, June 2017.

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Marcelo Vieira

Images  
Boticário Group's Image Bank

Translation  
Green Letters

This report meets the guidelines set out in Global Reporting Initiative's (GRI) G4 methodology.



SUSTAINABILITY  
REPORT  
2016



boticário group

beauty is what we do

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