

positive attitudes

2015

*Grupo Boticário
Sustainability Report*



grupo boticário
beleza é o que a gente faz

We're sure we can be better.

And we're constantly seeking that: change the way we do things in order to generate smaller impacts on the planet and larger benefits to people.

This report tells a little portion of that story, already being an example of positive attitudes: in 2015, we will not print the Report. All the content can be seen online. Thus, if someone needs to print it, this simplified version decreases the page number and amount of ink used in printing.

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A message from our Founder

Yes, for positive attitudes and respect for others.

Our way of making business is to respect the planet and people. And this practice isn't new, it has been following all of our path. We always seek to inspire positive attitudes and sensitize people to the right to diversity. We have assumed an increasingly provocative posture in the sense of inviting people into these reflections.

Last year, we finished the first triennium of our sustainability strategy. It was an intense period because we re-thought how to be more effective in our way of being sustainable. And several initiatives arose from that reflection, which together, make a great difference so we can build a more sustainable future today.

One example is the Packages Recycling Program present in all of our brand's stores. This way, our consumers can discard the packages after con-

sumption of their cosmetics so we can provide a proper destination, through recycling.

Respect. That's the message that stays at the end of any of our actions. After all, to value people and relationships is a practice that can be lived by all of us day-by-day.

If each person wakes up in the morning with the intention of going through their day having positive attitudes, we will be building a better world, one day after the other. It's with that spirit that we work at Boticário Group, and that's the invitation we extend to all of our partners and the whole society.

Miguel Kringsner

Founder of Grupo Boticário.

A message from our CEO

We believe that it's possible to achieve economic growth while respecting society and the environment. We want to do things that generate smaller impacts on the planet and larger benefits to people. To Grupo Boticário, that's positive attitude.

That is why we have a commitment with sustainability inserted into our way of making business.

In our long term view, we have pre-viewed the company's strategic view until 2024. In regards to immediate results, in 2015 we made a lot of progress in that sense. It was this year that we concluded the first triennium of our sustainability strategy, reviewed in 2012. Since then, there were three years dedicated to deepen several themes in order to build a more sustainable future, such as the opening of the first LEED distribution center in the Brazilian northeast, in São Gonçalo dos Campos, and in our cosmetics factory in Camaçari, the first in Brazil to receive a LEED certification, both in Bahia.

In our actions, our focus is always on seeking positive attitudes.

Because of that, we have signed the Global Compact and the Women Empowerment Principles, both UN initiatives.

With that same purpose, we also signed the Business Pact for Integrity and Against Corruption, an initiative from the Ethos Institute and other recognized organizations for their performance in that theme.

Our report stimulates to look to good things around us and express gratitude for what we have accomplished. That helps us to find solutions, face new challenges, to create great opportunities for a better and more transformative future. I hope that the reading is clarifying and in a way or another, inspires positive attitudes.

Have a good reading!

Artur Grynbaum,
CEO of Grupo Boticário.

INSTITUTIONAL

When challenges generate opportunities

We are Grupo Boticário. Consisting of **O Boticário**, **Eudora**, **quem disse, berenice?** and **The Beauty Box** and maintainer of **Grupo Boticário for Nature Protection Foundation**.

We were born in 2010, to generate complete and innovative solutions to our consumers. To us, beauty is in all of our forms of expression, including those that go beyond what eyes can see, as you'll see in this report.

One of the greatest milestones of 2015 was the conclusion of the first triennium of the sustainability strategy – reviewed in 2012 and with actions going on until 2024. In those three years, we do a lot of planning, review several premises and deliver concrete results that will sustain the next years of work.

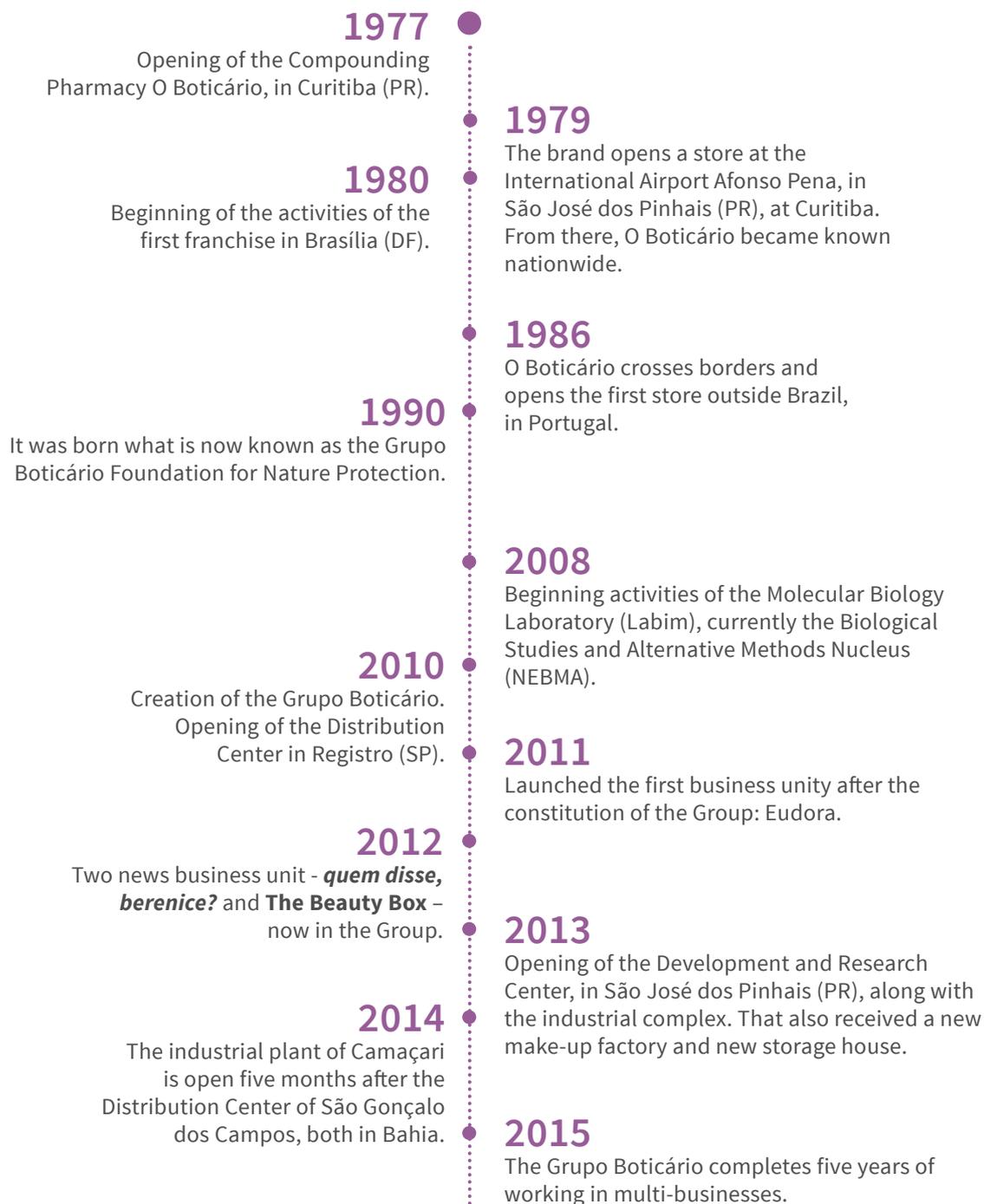
Coincidentally, a context outside the Group proved the importance of one of the main purposes of the strategy: **to build a more sustainable future today**. Work with responsibility and long-term view, allows us to go through economic recession periods successfully, like Brazil is currently experiencing. This fact is evident when we registered the opening of 75 stores of our UNs in 2015. With

those, the Group now has 4.000 sale points (PDVs), employing around 25 thousand people and with 9 thousand products on our portfolio.

We also celebrate, with a lot of work, our first year in Bahia – over there we have a factory in Camaçari and a distribution center (CD) in São Gonçalo dos Campos. Those units join forces to the other Group locations: the industrial plant, the Research and Development Center and offices located in São José dos Pinhais (PR), the CD in Registro (SP), and the offices in Curitiba (PR) and also in São Paulo's capital.

Learn more about our work at the beauty market and in sustainability at our website www.grupoboticario.com.br

Our story



Learn more details
of our story in
www.grupoboticario.com.br

Business Units

O Boticário Transformation by beauty

Beauty transforms, enchants and can also be earned. That is the ideal of beauty that O Boticário multiplies with its products, stores and relationship with the public. With a portfolio of over 850 products, O Boticário offers complete solutions in cosmetics, make up and perfumery. The company gave rise to Grupo Boticário and is one of the largest franchise networks in Brazil and the larger in the world in perfumery and cosmetics. The brand is today leader in the national perfumery market.

There are 3760 retail points in Brazil and it is represented in other eight countries.

Since 1977, O Boticário adds inspiration, boldness, innovation and quality, awakening respect from the market, trust from partners and admiration from consumers.

RELATIONSHIP CHANNELS:

Customer Service Central
 (CRC): 0800 41 3011
Franchised Service Central
 (CRF): 41 3375 1515 e/ou 621515#
Extranet for the franchise network:
www.e-boticario.com.br/portal/site/oboticario
Website: www.oboticario.com.br
Facebook: www.facebook.com/oboticario
Instagram: www.instagram.com/oboticario
Twitter: www.twitter.com/oboticario
YouTube: www.youtube.com/user/boticario

Eudora The power of beauty

To women that write their own stories and that believe in the power of achieving what they want. That besides small and large achievements, they also value the journey a cosmetics brand with sophisti-

cated products that align quality with an accessible price.

It is a multi-category brand and it has over 700 products in their portfolio, including fragrances, make-up, body and bath. It was the second business unity of Grupo Boticário to be opened. Eudora works with the multichannel model: a mixture of direct sale, Service Centers (CSs) to attend representatives, commerce in stores/ kiosks and e-commerce.

RELATIONSHIP CHANNELS:

Talk to Eudora: 0800 727 4535 or falecomeudora@eudora.com.br
Representatives:
representante.eudora.com.br
Website: www.eudora.com.br
Facebook: www.facebook.com/eudoraoficial
Instagram: www.instagram.com/eudoraoficial
Twitter: www.twitter.com/Eudora
YouTube: www.youtube.com/user/eudora

quem disse, berenice? Become prettier, in your way

With the proposal of breaking the makeup world rules, quem disse, berenice?, a business unit from the Grupo Boticário specialized in makeup, created a new way of talking to consumers so they feel free when buying and using make up.

The brand works using the franchise system, with franchises located in the main cities of Brazil. There are over 500 items for skin, mouth, besides nail polishes, perfumes and accessories, with a great variety in shades: there are 100 lipstick colors, 70 shades of eyeshadow, and a ruler of foundation shades, powder and concealers with 18 shades, specially developed for the Brazilian women skin.

Besides 160 retail points all over the

country, the brand also has e-commerce to attend Brazilian women of every region.

RELATIONSHIP CHANNELS:

Talk to our service:
 0800 726 6482 ou
oie@quemdisseberenice.com.br
Website: www.quemdisseberenice.com.br
Facebook:
www.facebook.com/quemdisseberenice
Instagram:
www.instagram.com/quemdisseberenice
Twitter: <https://twitter.com/qdberenice>
YouTube:
www.youtube.com/user/quemdisseberenice

The Beauty Box Brands that you love all in one place!

With a cozy atmosphere and several drawers filled with feminine secrets, The Beauty Box gathers global items that are unanimous among women when talking about cosmetics, nail polishes, make up and perfumery. With that proposal, the business unit arrived to the market in November 2012, and it already has around 4.600 products from 60 national and international brands found at the beautiful stores or through e-commerce.

RELATIONSHIP CHANNELS:

Talk to The Beauty Box: 0800 729 9070
Website: www.thebeautybox.com.br
Facebook: www.facebook.com/facedabeauty
Instagram: instagram.com/instadabeauty
Twitter: www.twitter.com/falecombeauty
YouTube:
www.youtube.com/videosdabeauty

Grupo Boticário Foundation for Nature Protection

The Grupo Boticário Foundation for Nature Protection, main expression of the private social investment of our Group, was born in 1990 to contribute with Brazil nature preservation.

In 2015, when completing 25 years, it reached 1.457 supported initiatives in all biomes in the country and in the marine ecosystem. The institutions maintain the Private Reservation of Natural Patrimony, through which it protects over 11 thousand hectares of the two most threatened biomes in Brazil: Mata Atlântica (Salto Morato Natural Reservation, in Guaraqueçaba, Paraná coastline) and Cerrado

(Tombador Natural Reservation, in Cavalcante, Goiás countryside). Its actions include, also, support to projects from other organizations, investments in innovative preservation strategies, as payment for environment services, spreading knowledge and sensitization of the society for this cause.

RELATIONSHIP CHANNELS:

Website:

www.fundacaogrupoboticario.org.br

Facebook:

www.facebook.com/fundacaogrupoboticario

Instagram:

www.instagram.com/fundacaogrupoboticario/

SoundCloud:

www.soundcloud.com/fundacaogrupoboticario

Twitter:

www.twitter.com/fund_boticario

YouTube:

www.youtube.com/fundacaoboticario

Collaborative Network

Our functional framework consists of around 7 thousand direct employees from different ages, ethnic groups, cultures, levels of education, physical and intellectual conditions. In the Group, 100% of them are benefited by collective work conventions from the cities they're located in, considering operational and/or management

structures and, also, most of them is covered by the agreements of the Result Participation Program (PPR).

Altogether, guided by the same values, form the culture and identity of Grupo Boticário that, in turn, defines our way of being.

Women empowerment for gender equality

In 2015, the **Boticário Group signed the Women Empowerment Principles**. The document created by UN Women shows seven practices that inspire the business community to promote gender equality in their businesses. When participating, we formalized a commitment that, actually, was already a part of our DNA and story: giving equal opportunities to men and women and, consequently, in society.

This position is a result of two important movements at the company. The first one is recognizing the role of the company in society, being aware to matters in which we can positively contribute and influence – being through our direct activity or by influence target audiences. The second point concerns the essence of Grupo Boticário, linked to the female audience, both by the nature of the products, as well as the composition of our functional framework, composed by 56% of women in our management offices and operational areas.

Besides contributing to the building of a fairer society, the Group believes that, promoting gender equality, the business will also be benefited. When considering the universe of working women, for example, it's possible to considerably amplify the talent base in order to occupy strategic and leadership positions in the company. And the management shared by men and women is more efficient, dynamic and complete.

In practice

In 2015, we performed a series of actions in order to promote discussions and practices about women empowerment for gender equality. Starting with our leadership, which heard from the president himself, Artur Grynbaum, during the Grupo Boticário Management Forum, which gathers the company's leadership, numbers and facts about how we work the theme.

In one of the sensitization actions in order to promote a reflection, blue and pink paths were installed in our units and employees were encouraged to choose one of them in order to find a message at the end: people can get anywhere they want to at Grupo Boticário, regardless of gender. In a different moment, we encouraged all men to join the HeForShe movement, from UN Women, in which they commit to do their part for a world without violence and discrimination against women.

The HeForShe movement reinforced a premise that we have known for a while: men have an indispensable role in making gender equality a reality. Benefits such as the babysitter-contribution and refund for child education are offered to men and women around here. And others, such as the Pregnancy Program, which includes a course with a psychological follow up, lectures with specialists and practical classes about several situations that mother and baby go through, are destined to female employees and their partners.

HOW ARE WE TODAY IN OUR MANAGEMENT OFFICES AND OPERATIONAL AREAS?

- 56% women, 44% men
- 50% of vice-presidencies are led by women
- 48% of all leadership consists of women
- 23% of the director boards are led by women
- 85% of the franchises are managed by, at least, one woman
- 54% of the participants of the Leadership Formation Course are women.

But the subject isn't limited to the company walls. Using the Grupo Boticário relevance in favor of gender equality, we take this theme to be discussed in events like the HSM ExpoManagement and the Trip Transformative Award, supported by us in 2015.

Another highlight is the viability of an unprecedented research in Brazil made by UN Women in partnership with the Papo de Homem (Guy talk) portal. The initiative heard thousands of people and understand men's role in supporting gender equality. Results will be published in 2016. We also joined the +Mulher360, an independent non-profit association formed by a group of organizations from the Brazilian business scenario, committed in promoting gender equality and increase women participation in the corporate environment, in communities and in the value chain.

Sustainability in Grupo Boticário

Grupo Boticário believes it's possible to reach economic growth while respecting society and the environment.

Thus, we want to transform our reality and the audience we relate to. That's the belief expressed in this Sustainability Report. Through strategies and results expressed in here, we make it clear our way of looking into the future, inspiring positive attitudes to build a more beautiful world.

In 2015, we had the satisfaction of concluding the first triennium of the Grupo Boticário Sustainability Strategy, reviewed in 2012 and planned up to 2024. Looking at this first cycle is an invitation to celebration!

The achievements are Material indexed in results of well-planned and well executed actions – such as the opening of the first Brazilian factory and the first CD in the North and Northeast regions to receive LEED certification. Now, more than ever, we see the sustainability path as a contribution to transform the world into a better place.

In order to get there, we imposed robust goals to ourselves. Until 2018, we intend to decrease water consumption in 50% regarding the year 2005. In the next triennium, we also want to engage 40% of our target-providers (those who attend specific criteria defined by the Group) in the Eco-Efficiency Partnership Program, an effective way of carrying improvements to the production chain (read more about it on page 23).

We could design these next large steps clearly only thanks to a series of diagnoses and researches made in the last three years. To measure several desires and goals it was, also, the first large learning in this long journey of including sustainability in our businesses.

In addition to that, we dive head first in the format of a historical data base about our productive chain. All in order to build and establish demanding goals of sustainable growth. And those are the goals and results presented in this report.



Time on our side

Follow the evolution of Sustainability of Grupo Boticário starting from the strategy review:

2012 – *Will water end? And what about oil, how much will it cost 30 years from now? What does that have to do with our business?* These were some of the questions that gave rise to the review of Grupo Boticário sustainability strategy.

2013 – *It's time to plan – and start to execute!* The Sustainability Management was defined and the focus points refined planning, including initiatives and investments. Plans already started to come out of the paper and actions started.

2014 – *Results on sight.* Initiatives already started to show results. Highlighting the more robust schedule delivery: the factory and distribution center (CD) in Bahia were built with the highest sustainability standards.

2015 – *From the production line to the shelf.* With focus in making the whole production process more sustainable (and consequently the final product as well), we added robust improvements in product manufacture. The repacking of the classics Malbec and Lily, for example, arrived to the stores with a decrease in environmental impact. We expanded the Container Recycling Program to all business units and offered training in business to over 900 professionals of direct sale.

2016 – 2018 – *Fast pace improvements!* Until 2018 we aim to decrease water consumption in 50% at the São José dos Pinhais factory, in regards to the consumption in 2005. We also want to enable 40% of the target-providers in the Eco-Efficiency Partnership Program to decrease Greenhouse gas emission in 5% for carriers' partners of the Group in the same period, in regards to the year 2014.

2019 – 2024 – *Looking ahead always considering opportunities that the present and future have.* Based on the evolution of the initiatives in our business, the goal is to continue to develop actions that contribute to spread and apply better practices in our value chain and relationship public.

Perception of our beauty

In order to understand our contribution to society, it's fundamental to consider the perception that employees, partners, communities and sector sectors have in regards to the Group's sustainability work.

In 2015, we heard over 1.300 people divided into 13 different groups of interest. The work evaluated stakeholders comprehension regarding our work in sustainability, we know that 34% of the public of interest said they use the Sustainability Report to be informed about Grupo Boticário's sustainability actions.

Still other highlighted results are: 69% of the interviewed consumers say they take into account sustainability actions of the brand they buy cosmetics from; and 74% of the participants consider Grupo Boticário's performance in sustainability to be either great or good.

In the evaluation of Grupo Boticário initiatives in Sustainability, women empowerment was the front in which the company received best performance score. Among the public that consider to be important that the Group worries with that matter, and that influences in a positive way their opinions about the company and their brands, are: consultants (89%), sector associations (80%) and franchises (79%).

Another high point from this research is that 30% of the participants mentioned some action from the Group aiming to container recycling, collect and discard politics, among other initiatives from that nature. This is a confirmation of the strength of the Packaging Recycling Program. [GRI G4-18](#)

From 2013 to 2015, Boticário Group's commitment with sustainability was shared with:

+ 50 thousand people
Through sponsoring events

+ 30
benchmarks attended

Acknowledgement to our work in sustainability is also evident in awards regarding this theme.

In 2015, the highlights were:

- **Entrepreneur of the Year (2015)**, from Alshop, granted to Artur Grynbaum for the social and environmental actions developed by the company.
- **9th place at the "Most Admired"** ranking, from Carta Capital, highlighting sustainability actions.
- **Main spot at the Exame Guide for Sustainability** (2013, 2014 and 2015).
- **Main spot at the Green Company Época Award** (2014 e 2015).

Grupo Boticário's performance in sustainability was considered to be **great or good to 74% of the research participants** in 2015.

Do we have profit? Yes, sir!

Sustainability does make a profit and it's a reality here at Grupo Boticário.

However, whoever works with the theme knows that it isn't always something clear or simple to be measured. In order to have a financial perspective over the sustainability strategy, Grupo Boticário has some initiatives. One of them is the Sustainability Index, an inside tool that measures the evolution of this theme in the company's processes. The method was developed based on internal and External Verification indicators from sources well known in the market.

In other initiative, the German agency GIZ, invited Grupo Boticário and other companies with relevant work in sustainability to be a part of the Emerging Market Multinationals (EMM) Network for Sustainability, a network of companies from emerging countries that are influent in promoting sustainable development. The first fruit of that partnership was a project to help companies to identify and calculate the profit from certain sustainability aspects. The action also has the Sustainability Study Center from the Getúlio Vargas Foundation as a technical partner in Brazil.

The sustainability index measures results, process financial aspects and reputation in sustainability.

The project, in a pilot character, was executed throughout 2015 and involved the case study from activities in which we could identify expense decrease, receipt increase or avoided costs. The Group submitted to the study its eco-efficiency projects, product lifecycle and reverse logistics. The profit method over investment, already consolidated in management areas, start to open important doors to make financial gains tangible in processes with sustainability and become an indicator constantly monitored by the Sustainability Area.

Learn more in www.emsdialogues.org.



Management in Sustainability

Our way of working in sustainability is directly linked to the management created in 2012 and that, until this day, permeates several hierarchy levels in many company sectors.

Management Council: provides guidelines and evaluates the impact of implementing this strategy in Grupo Boticário businesses.

Executive Committee: orients strategic decisions and validates goals and work plans according to planning cycles.

Sponsor: director who, besides conducting his work area, guides the plan of action from a sustainability focus, which means, he is that theme “sponsor” at the company. Our industrial director, for example, was mentioned as the Eco-efficiency sponsor, since both activities are linked to one another.

Leader: manager who responds directly to the sponsor. He leads work group activities, planning and ensuring the practice of initiatives provided in the plan of action.

Work Group (GT): it consists of professionals from several areas, with technical knowledge of specific activities. The group is responsible by direct work in the actions of each focus and performs the deliveries provided in the strategic plan, qualifying related processes.

Sustainability Management: they answer for the theme to the Executive Committee and ensure that business strategies and sustainability are aligned. They also manage the plan progress, stimulate participation and delivery of other areas and provide specific sustainability knowledge to all employees. Besides that, the management works crosswise in all work focuses and with main stakeholders.

RAW MATERIALS AND PACKAGING

Product life cycle

GRI G4-20 and G4-21

From raw Material to retailers shelves, more and more sustainable

In 2015, many of the triennium goals of the Product Life Cycle front became processes within the company.

With that, sustainability practices are more present on the product development team's daily life. Besides that, abroad, Grupo Boticário had another year of active participation in the Brazilian Network for Life Cycle Evaluation, staying at the vice-presidency of the institution and consolidating their influence to mobilize companies, consumer education and incentives to create public policies for Evaluating Life Cycles (ACV).

In that sense, other important initiative that will contribute to mature ACV in Brazil was the support to the Brazilian Institute of Information in Science and Technology (IBICT). Through sponsoring, we helped to implement improvements at the Banco Nacional de Inventários do Ciclo de Vida (National Life Cycle Inventory Bank) (SICV Brasil), which will allow the access to standard information of processes and products of the Brazilian industry, with international recognition, to ACVs developed in here.

Alternatives that generate recognition

Maintaining our commitment with not performing animal testing is a constant challenge and that maintains us constantly seeking new solutions or improvements to our processes. In that sense, in 2015 Grupo Boticário joined the Rede Nacional de Métodos Alternativos (National Alternative Methods Network) (RENAMA). Also this year we had two new intern methods, which total 23 procedures performed internally so far.

Some of our highlight initiatives in that period are:

- **3D Skin*** (method of reconstituting human skin in laboratory) won the best poster award at the 28th Brazilian Cosmology Congress (2015).

- **The recreation of the hair follicle structure *in vitro***, which forms hair, was recognized as the 2nd best poster of the III International Trichology Congress (2015).

- **The methods develop and/or applied** by Grupo Boticário were already published in three book chapters about the theme and in four scientific papers, published in international indexed scientific magazines.

**Read more about those projects in the Sustainability Report 2014.*

With an eye on the future

For the next triennium we will:

- Evaluate Eco toxicity of 100% of raw materials** used in washable products developed internally and define goals to reduce environmental impact of those formulas.

- Implement guidelines so that new containers don't have a greater environmental impact, compared to their previous versions.

***The scope of analysis doesn't include raw Material indexes used in concentrations lower than 1% at the final formulas and considered "low relevance" in a previous analysis on environmental impact.*

RAW MATERIALS AND PACKAGING > PRODUCT LIFE CYCLE

In 2015 a new technology was developed which allowed cold manufacturing of creams and lotions, which means, a much more eco efficient process that doesn't need to heat water neither to design a new step. This new technology is being implemented at around 40 products – in 2015, all Nativa SPA and Cuide-se Bem lotions, from O Boticário, already adopted that process – decreasing in average:

71%
 In manufacturing time

70%
 In electricity consumption

15%
 In transformation cost

10%
 In raw materials costs

Smart production

One of the sustainability premises of Grupo Boticário in industrializing their products is to choose production process with less water and energy consumption, besides decrease in greenhouse gas emission (GEEs) and residue generation. And in order to reach those results, we constantly seek new ways of making the same products; however, with less impact (see more on the Eco-Efficiency Chapter on page 22).

This was how, in 2015, we optimized equipment and made changes into the production process which will allow the manufacturing of shampoos with a lower heat temperature, starting in 2016. It's that in some manufacturing processes it's necessary to heat the formula; therefore, a decrease in temperature will lead to a higher energy efficiency and, with that, less GEEs emission.

Besides that, since 2011, 80% of the O Boticário, Eudora shampoos and the Produtinhos da Beauty, from The Beauty Box, use a surfactant blend with three raw Material indexes in one, decreasing the number of checkups necessary to test their quality and, consequently, the number of reagents being used.

A more sustainable portfolio

Each year, new raw Material indexes are introduced at Grupo Boticário Portfolio – which allows to maintain their products updated with market trends and, also, to improve existing formulas. Currently, in order to buy those Material indexes, we have restrictive criteria, for example not testing on animals.

The news is that, in 2015, we made a study on complementary criteria in order to help the researcher to take other sustainability matters into account when making a choice. Thus, besides safety, efficiency and condition at the time of purchase, they will also use criteria such as: does this raw Material index spends less energy or water in the same production process? Does it cause less impact in the environment when disposed?

In 2015, the Research and Development Center mapped, tested and approved 17 new raw Material and two packaging materials that offer gains in sustainability and can compose future products from Grupo Boticário.

RAW MATERIALS AND PACKAGING > PRODUCT LIFE CYCLE

REVERSE LOGISTICS

Recycling all over the country

The Packaging Recycling Program is in retailers in all business units (uNs) from Grupo Boticário, besides corporate offices and operational organization areas. With this initiative, packaging after consumption of the beauty products developed in any of the stores and service centers (CSs) are sent to approved cooperatives. Thus, O Boticário has, currently, one of the largest operations in packaging reverse logistics in the country, considering the collecting spots, supporting recycling all over Brazil!

Besides being a practice to decrease the environmental impact caused by the improper disposal of solid waste, the Program also brings consumers close to the brands. One research made in 2015, showed that 30% of our target public links the company to some packaging recycling, collecting or reuse initiative.

Therefore, we have the challenge of, more and more, transforming that

interest in practices. We count on the strength of retailers' capillarity – around four thousand in Brazil – and we recommend that the consumer return to the store and return the empty packages of their beauty products. Cities such as Jundiaí (SP), Santos (SP), Santarém (PA), and Itumbiara (GO), are on the spotlight and add a large volume in collected Material sent to recycling through reverse logistics. They are examples of the Program evolution.

We know that the franchise engagement is another success factor for the Program and it makes a big difference in decreasing environmental impact caused by solid waste. And there are people really motivated working hard on that!

In every region of the country, initiatives of the franchises themselves inspire us to seek more ways of engaging consumers and suggest improvements in the program.

Lastly, another success fact is the partnership with six transporting companies that attend Grupo Boticário in Brazil. They are large partners in the Program, being the bridge between retail and over 20 registered cooperatives all over the country.

The initiatives to support recycling burst over company limits. In 2015, a partnership between Grupo Boticário and BNDES (Banco Nacional de Desenvolvimento Econômico e Social – National Bank for Economy and Social Development) support professionalization of five recycling cooperatives, one in every region of the country.

RAW MATERIALS AND PACKAGING > PRODUCT LIFE CYCLE

The organizations received technological equipment and specialized technical support to improve the management process. With a professional infrastructure, the cooperative has a faster and safer operation, positively influencing the growth of the entire local recycling market.

In another initiative, through the ABIH-PEC (Associação Brasileira da Indústria de Higiene Pessoal e Cosméticos – Brazilian Association of Personal Hygiene and Cosmetic Industry), we joined other sector associations that represent commerce, industry and domestic product distributors to ensure the compliance of the National Solid Waste Policy, regarding reverse packaging logistics after consumption. But even before Law number 12.305/2010, which instituted the Policy, Boticário already had, since 2006, the operation of product container return stimulating the incorporation of new productive cycles. With the agreement, we want to engage an even larger number of transforming agents.

The responsibility that comes in trading lipstick

In 2015, Kiss Day – already a traditional campaign from quem disse, berenice? – encouraged consumers to trade their used lipsticks for new ones and send to recycling 17.800 items from several brands. A true success! And a curiosity: the bullet wastes (pigmented part) from the lipstick were used as fuel in ovens from cement industry from co-processing. And the plastic was sent to recycling, in a proper manner.

Besides ensuring the proper destination of the collected lipsticks, we're also sure of the good recycling ability of the brand's items re-inserted in the market. Since, here in the Group, we work since the beginning of the product development process to identify Material packaging more appealing to the recycling process.

THE ENCOURAGEMENT IS IN THE PACKAGE!

In 2015, we started to use in our packaging the symbols that identify the Material indexes that form it. Besides making life easier for whoever is recycling it, making the process more efficient, because it allows ensuring the proper destination to each item in the package.

Reverse Logistics in numbers

- In 2015, nine new cooperatives were registered, which amounts 21 partnerships and over 900 cooperative employees directly benefited.
- The Packaging Recycling Program is in 1.750 cities and 4 thousand retailer points.
- Over 3 thousand drivers from our carriers are engaged in the Program.

Sales Channels

GRI G4-20 and G4-21

RETAILER POINTS

“The best showcases are the stores themselves”

It was with the title above that the Guia Exame de Sustentabilidade 2015 defined Grupo Boticário’s retailers. Is right: in practically every corner of our brands it’s possible to see some sustainability initiative. **Making the store an expression of our worry with the theme – since it is the physical bound between consumers and the Group’s sustainability values – has always being a concern here at the company.**

That’s why, at the work front with Retailers (PDV), the first three years of Sustainability Strategy had a lot of hard work. Besides diagnoses and technical viability studies, basically all Group’s PDVs already had changes or were built following sustainability standards:

100% of our stores adopt at least one sustainability practice.

91% of the O Boticário franchises that updated their stores to the Prisma model reused the furniture in offices or donated to NGOs and associations.

Around 80% of the store floor from The Beauty Box is made of recycled content.

Over 80% of the wood used at the furniture of *quem disse, berenice?* has FSC certification.

The next three years of strategy will be a time to share within the Group itself the knowledge acquired and consolidated at the first cycle. And that already began to happen in **The Beauty Box**: the brand is replying in their stores initiatives with positive results from O Boticário and *quem disse, berenice?*

Talking about “berê”, in 2015, a technical study on lighting allowed to identify energy optimization tools – including lamp replacement, even changes at the store layout. Those adaptations should decrease the electricity bill in over 26% a year – in each one of the stores.

With an eye at the rain!

The increase in frequency and intensity of rain in some regions in Brazil, as a result of climate change, offers risks both direct and indirect to product distribution. That’s why, PDVs and service centers that are vulnerable to floods, are the focus of the pilot project developed by the Boticário Group.

Workers from different areas formed the work group that will contribute to the project in long term. The goal is to minimize negative impacts and identify opportunities, resulting from the increase of rain frequency and intensity, for those critical locations.

Take sustainability home.

In 2015, gift bags and boxes from **O Boticário** were redesigned. The new design uses less Material index, **generating 20%*** reduction in environmental impact for the bags and 14%* for the boxes.

*This data is a result from the Boticário Group Container Life Cycle Evaluation. The evaluations are made with the help of the software simple, the database convent, the impact evaluation method Impact 2002+ and with an analysis method specially developed for the Group.

SALES CHANNELS > RETAILERS

How a + sustainable point of sales is?

The store from **quem disse, berenice?**, located at Shopping Cidade São Paulo, is the first cosmetic retailer with **LEED CI Retail Platinum do Brasil** certification. And that means it is sustainable, very sustainable! The unity was entirely developed following international premises from the Leadership in Energy and Environmental Design, the most important of certifications for that sector in the world.

Do you want to see a little of what's in there?



It has LED lighting.

In the case of the store **quem disse, berenice?** the lamps are responsible for decreasing electricity consumption in 26% regarding common lamps, besides allowing greater visual comfort.



It is made with sustainable Material.

Acquired within a maximum radius of 800km, in order to support local commerce, wood components have FSC (Conselho de Manejo Florestal – Forest Handling Council) certification, for being from reforestation from a proper forest handling.



It uses a less toxic paint.

It has a low index of volatile sectored compounds (COV), substances present in synthetic paint.



It has smart air-conditioning.

It is regulated according to the temperature and to the number of people in the store.



It is near to the public transportation.

That is an encouragement for consumers to use less private cars and, thus, decrease greenhouse gas emission when going shopping.

SALE CHANNELS > RESELLERS

RESELLERS

A transformative entrepreneurship

To Grupo Boticário, entrepreneurship and sustainability go hand in hand.

The combination is evident at the front with direct sale resellers. For supporting entrepreneurship in those professionals, we've created a virtuous cycle: we expand the brand presence at the national market and, at the same time, we allow them to prosper in their professional and personal goals – transforming their lives and also families and community. We grow and our direct sales professionals grow as well.

The work focus in the past three years was to develop this entrepreneur profile in the field professionals, in order to transform direct sales in a business for those men and women and not only a complement for their income. In that sense, we created, in 2015, eight Distance Education modules through the Programs “O Boticário Mais” e “Eu Posso Mais”, from Eudora.

The course brings tips about behavior, sales techniques, business management, among other subjects that help to develop the resellers business potential. The program also had in class training to resellers whose businesses have a

steadier structure. Classes were given in 17 Federation States.

To increase the knowledge about our brand's products for professionals is also a way of engaging them into direct sale. With that intention, we held workshops in Salvador and Curitiba with the makeup artist and Eudora ambassador, Lavoisier Souza. At the occasion, 50 brand resellers learned more about the world of makeup and also local press could participate in the event.

I can do more

Eu Posso Mais (I can do more), launched in 2014, is an incentive program to Eudora resellers, based on entrepreneur activities. Depending on the requests value and frequency, the professional receives extra work tools, such as gifts and larger discounts when buying products. The idea is to encourage sales and provide autonomy so they can choose how to apply their benefits according to their business.

Eu Posso Mais, already has expressive results. The program is responsible for a third of increase in the brand's incre-

Eu Posso Mais was responsible for a third of increase in Eudora revenue between 2014 and 2015.

mented revenue between 2014 and 2015. For tightening the relationship between business unity and resellers, Eu Posso Mais makes it easy for professionals to join sales and discount campaigns at each cycle. The initiative also is a way of promoting loyalty from professionals with a more entrepreneur profile.

In that sense, entrepreneurship is synonymous with sustainability. Once resellers are more qualified in management and sales, they have a professional and permanent income source. Through the focus this work, Grupo Boticário as a direct social impact in the life of thousands of people.

Virtual classes about entrepreneurship enable Eudora and O Boticário resellers.

Eco-efficiency

GRI G4-20 and G4-21

More than efficient, we are eco-efficient

Eco-efficiency's main guideline is to produce goods and services spending less natural resources and generating less environmental impact. The concept arrived at the organizations about two decades ago and it's here to stay! Besides, the concern about the environment reflects positively in saving the companies' financial resources.

It's good to us, even better for the environment. And customers, with access to more sustainable products, thank us. **At Grupo Boticário the first years of sustainability strategy were marked by a lot of infrastructure improvements and adaptations that turn the eco-efficiency idea into reality.**

More and more the Group employees are engaged with energy optimization and knowing the company's technologies. An eco-efficiency module was introduced in the operational areas development program, called Time de Alto Desempenho [High Performance Team] (TAD). There are already over trained 500 people, which would represent, today, 38% of the total number of employees in the operational areas with close look into that theme, this team can contribute with even more improvements.

In 2015, Grupo Boticário...

Installed 236 prism domes at the Distribution Center (CD) in Registro.

This technology allows natural light to pass through with minimum thermal transference (not heating the room) and with great lighting distribution. Thus, we're not turning on the lamps during the day in a large portion of the location. It's a decrease in electricity consumption capable of supplying 200 houses with four inhabitants each during a year. We have also eliminated a large volume of waste, now that, lamps will have a longer life cycle, because they're turned on only during the night.

Modernized the system with LED lamps at the facilities of São José dos Pinhais. A decrease of 250 thousand kW/h, equivalent to the consumption of 130 houses with four inhabitants each during a year. Less waste, cost reduction and, still, increase in visual comfort for the employees.

Used, approximately, 31.800 m³ of reusable water and rain water in their facilities: 27% of the total water consumed at the São José dos Pinhais (PR) plant and 32% of the total water consumed at Registro Distribution Center (SP).

In Paraná, the factory effluent goes through an its own treatment system and it's reused on location. In Camaçari (BA), gray water (from bath and faucets) are treated in its own station and then reused.

Recycled, reused or co-processed 96% of the waste generated in their facilities.

That number only didn't get to 100% because the remaining 4% are classified as 'dangerous' or are related to health services and demand a special destination.

ECO-EFFICIENCY

Project in Eco-efficiency partnership

In Grupo Boticário's vision, it's not enough to adopt positive attitudes inside our house. We believe that the essence of sustainability is in sharing ideas and information and co-creating transformative initiatives. To do so, it's necessary to involve the entire value chains * (Read more about these actions at Shared Responsibility, on page 23).

And it was with that intention that we've developed in 2014, a pilot-project in Eco-efficiency partnership with two suppliers. Already in 2015, it transformed into a structure program within the Group.

That's how it works: beginning with our knowledge on the theme we provided a technical consultant to evaluate opportunities of improvements in Eco-efficiency at our supplier's facilities – according to the need and economic condition on the implementation, being a responsibility of the participant company and a pre-established agreement with each of them.

**Value chain: company partners, such as franchisees, suppliers, neighbor communities and our offices and operations, integrating sales force, consumers and Employees.*

Until 2018, 40% of our target-suppliers* must participate in the program.

**Are considered target-suppliers those that attend to specific criteria defined by the Boticário Group*

New partners, new results

In 2015, the Group started a partnership with other four suppliers. We already mapped optimization opportunities in their facilities, and, until 2017, provisions point that a lot will be made. Target- suppliers selected to this new round in the project are: Faber Castell, makeup pencil manufacturer, Aptar, metal valve manufacturer, C-Pack, container manufacturer, and Leclair, which manufactures soaps.

Get to know the complete result of the pilot for the Project in Eco-efficiency partnership in

<http://relatoweb.com.br/boticario/15/downloads.php>

More engagement and less emissions

Until 2018, all transportation companies responsible for distribution of our products around the country must decrease in 5% their emission of greenhouse gases when compared to 2014. In order to reach that goal, we will show some ways. It's the case of the bi-fuel kit, a result of the Project in Eco-efficiency partnership by Grupo Boticário, Group DSR, Landirengo and Compagás. It allows to fuel trucks with 50% natural vehicle gas (GNV) and 50% diesel, decreasing approximately in half the use of diesel in trucks – one of the fuels that most emits greenhouse gases.

We also semiannually monitor emis-

sions, agreeing on plans of action with each one of our transportation companies and verifying compliance in visits made by the sustainability team. Through encouragement and initiatives in partnerships, absolute decrease in emission from transportation companies that work with Grupo Boticário was 11,8% (tCO²) in 2015, when compared to 2014. With that, we've decrease Grupo Boticário relative index in 36,8% tCO₂/ton transported per km. In that same period, we've also increase the use of other less pollutant fuels in 87 % (Ethanol e GNV).

Shared Responsibility

GRI G4-20 and G4-21

Suppliers: a decade's worth of development

A part of our business strategy provides to input sustainability practices into our value chain. And that's not something recent. The supplier work front completed, in 2015, ten years of work. Engagement of that public and its effective participation in actions proposed by the Group show that, together, it's possible to do a lot more, ensuring economic, social and environmental continuity for the business – besides spreading better practices throughout the company environment.

When the subject is working in sustainability at the supply chain, time was a true ally, giving us maturity and relevance at the theme. The proof is that the market wants, more and more, to listen to our experiences: 2015 was the year with the most demand for benchmarking and participation in events at the area.

We visited organizations such as Itaipu and the Industry Federation of the State of Paraná (Fiep), besides participating on meetings such as the I Seminário Internacional de Gestão de Risco (I Seminar on Risk Management) – all in order to share our experience on supplier management under the sustainability optics.

One of the ongoing defined initiatives with results is the Compras Sustentáveis (Sustainable Purchases). It's the pilot of a tool developed alongside the Conselho Empresarial Brasileiro para o Desenvolvimento Sustentável (Brazilian Council for Sustainable Development) (CEBDS) and associated companies, and it's already

being used in two container Material indexes and services competitors. In 2015, we made a workshop in -company involving over 82% of the employees from all interface areas with suppliers in order to provide training in this new tool.

The proposal is to give resources to buyers in order to prioritize suppliers with sustainable practices. For example, in the case of events, we can give preference to companies that best monitor sub-hired people or that chooses equipment with the ProCel seal – less electricity consumption.

This step reinforces that it's possible to use sustainability at purchase decision, going beyond supplier approval, monitoring and recognition processes. Now, with what we've learned, we will evaluate the course of that process in next years' actions.

Acknowledgement is necessary

The Programas de Avaliação e Desenvolvimento de Fornecedores (Supplier Evaluation Programs) (PADF) and Fornecedores de Serviço (Service Supplier Evaluation Program) (PADFS), both created in 1997, are in line with Grupo Boticário's sustainability values.

At the complementary indirect suppliers' program (PADFS), for example, sustainability represents a part of the final grade at the annual evaluation. Besides that, sustainability criteria are considered when defining strategic suppliers. This way, we prioritize businesses with partners that promote sustainability at

their organizations.

Awards 2015

The suppliers with the best performance at the criteria of Quality, Commercial Support, Technical Evaluation, Service and Sustainability, received bronze, silver and gold trophies. And the company with the best score and classified as gold for the past three years receives a Diamond trophy.

Diamond

PADF: IFF Essências e Fragrâncias Ltda

Ouro

PADF: Rigesa Celulose, Papel e Embalagens Ltda, Givaudan do Brasil Ltda
PADFS: Posigraf - gráfica e editora posigraf, Expresso Jundiá Logística e Transporte Ltda, Patrus Transportes Urgentes Ltda

IFF, Patrus and Posigraf won the **Prêmio Destaque em Sustentabilidade** (Feature in Sustainability Award), for reaching an excellent performance at the sustainability evaluation among Gold suppliers.

Check other initiatives with suppliers on pages 15 and 21.

SHARED RESPONSIBILITY

RETAIL

Sustainability in every network edge

Our stores are the meeting point with our consumers. To engage all publics in that network – franchises, franchise operators, store teams, among others – is essential so sustainability practices are expressed coherently and aligned to the company strategy. That's why, we constantly worked to take the theme to that public.

In 2015, for example, we included sustainability into the Programa de Sucessores (Successor Program). Through a dynamic training, using the visual map method, participants realized the importance of adopting sustainable practices and how they're connected and aligned with business. This way, future franchise managers get to know more about the company's sustainability policies and start to, since early on, to engage in the theme. It is our essence that is passing from generation to generation!

Another initiative was redesigning the Operation Manual, which let the sustainability theme more practical and applicable to the franchises' daily life. The document is a compilation of information regarding the franchises' rules, process and operational activities.

A new way of thinking

During the National Retailer Forum, one of the largest events from this sector in Brazil, we showed an innovative way of thinking about more sustainable solutions to retailers, along with college students from all over the country. We proposed the Reverse Logistics case and the students developed projects related to it. The author of the best idea won a trip to New York in order to participate of the NRF, the largest retail event in the world.

A look into franchises

In 2015, large brands' events have some sustainability action. The *quem disse, berenice?* convention brought a playful action: brownies with blue and pink containers were given carrying the message: regardless of color, the taste is the same. A reflection about women empowerment for gender equality (see more on page 9)

At Eudora National Gathering, the presenter and journalist Ana Paula Padrão talked about that theme to the participants, reinforcing messages of women self-confidence and independence. Besides her well known work as a journalist, Ana Paula

is the creator of the Women Time, a multimedia communication platform that covers a portal dedicated to the feminine universe themes of interest, an event producer and an intelligence bank totally aiming to understand the new Brazilian woman.

At the O Boticário convention, the theme was Reverse Logistics. The franchises were invited to continue participating on the program frequently and correctly reporting the number of containers collected at the retail points. With the largest cosmetics and perfumery franchise network in the world, the Boticário knows that the reach of actions like this is very significant.

Feature Franchises in 2015

Six franchises were recognized as Features in Sustainability at the Prêmio Excelência na Gestão de Franquias (Franchise Management Excellency Award) from O Boticário, for developing sustainability initiatives in their operation.

GRI Content Summary



GENERAL STANDARD CONTENT

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
STRATEGY AND ANALYSIS				
G4-1 Declaration from the organization's most qualified decision maker	Pages 3 and 4		Pages 64 and 65	Yes
G4-2 Description of the main impacts, risks and opportunities	Pages 10 to 14		Pages 64 and 65	Yes
SECTORIZATION PROFILE				
G4-3 Organization name	Boticário Group		Pages 64 and 65	Yes
G4-4 Main brands, products and services	Boticário Group brands: Eudora, O Boticário, quem disse, berenice? and The Beauty Box re described on page 07		Pages 64 and 65	Yes
G4-5 Location of the organization head office	Head office: Av. Rui Barbosa, 4.110, Parque da Fonte - 83050-010 - São José dos Pintails - PR		Pages 64 and 65	Yes
G4-6 Countries in which the organization works, where their main operations are located or which are specifically relevant to the sustainability topics covered in the report	The organization works in nine countries: Brazil, Angola, Colombia, United States, Japan, Mozambique, Paraguai, Portugal, Venezuela. The Sustainability Report refers to Boticário Group's work in Brazil.		Pages 64 and 65	Yes
G4-7 Nature of the property and judicial form of organization.	The Boticário Group consists of business units O Boticário, Eudora, quem disse, berenice?, and The Beauty Box, represented by the company group formed by G&K Holding Ltda., Botica Comercial Farmacêutica Ltda., Cálamo Distribuidora de Produtos de Beleza S/A, O Boticário Franchising Ltda., Haganá Fomento Mercantil Ltda., Heritage Serviços Financeiros, KGMA Empreendimentos Imobiliários Ltda., CENCODERMA Instituição de Pesquisa e Desenvolvimento de Cosméticos Ltda., and Interbelle Comércio de Produtos de Beleza Ltda. Based on that structure, the organization publishes its Sustainability Report 2015.		Pages 64 and 65	Yes
G4-8 Markets in which the organization works	Markets attended: Brazil, Angola, Colombia, United States, Japan, Mozambique, Paraguai, Portugal, Venezuela. Sectors covered: perfumery, cosmetics and personal hygiene. Customer types: children, young adults and adults both males and females		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-9 Size of the organization	Over 7000 direct employees in 2015. Structure: Industrial Plant, Research and Development Center and offices located at São José dos Pinhas (PR), Distribution Center in Registro (SP), offices in Curitiba (PR) and in São Paulo (SP), Factory in Camaçari (BA), Distribution Center in São Gonçalo dos Campos (BA). Portfolio of the 4 brands totals over 7000 different items, including cases, kits and accessories (344 Eudora, 1689 O Boticário, 764 quem disse, berenice? e 135 The Beauty Box- only its own brand). 3.912 retailers, 3.622 O Boticário franchises (with 981 franchisees) and 131 quem disse, berenice? franchises (94 franchisees). Over 22.000 jobs generated at stores.		Pages 64 and 65	Yes
G4-10 Total number of employees	Annex Index G4-10 (page 52).	6	Pages 64 and 65	Yes
G4-11 Percentage of employees covered by collective negotiation agreements	100% of the employees are covered by collective work conventions in each location, and the same happens with collective work agreements regarding the result participation program.	3	Pages 64 and 65	Yes
G4-12 Description of the organization's supply chain	Boticário Group's suppliers are mainly located in Brazil, in several regions in the country, but there are also products bought in Europe, American Continent and Asia. These products are subdivided into distinct families and sectors, such as: Raw Material indexes, Fragrances, Third Party, Make Up, Glass, Papers, Valves, Metals, Plastics, Health & HR, Travelling, IT, Fleet, Facilities, Location, Management, Logistics, Electricity, Laboratory, Environment, MRO, Construction, Events, Logistics Operator, Marketing, Market Intelligence, Service Centers and Stores Standardization, Graphic Material indexes and Others.		Pages 64 and 65	Yes
G4-13 Significant changes resulting from the period covered by the report regarding the organization's size, structure, stock participation or supply chain.	There were no significant changes during 2015.		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
<p>G4-14 How the organization adopts precaution approach or principle</p>	<p>The precaution principle guides the group activities with anticipatory actions in order to protect the health or everyone involved and the environment. Besides that, there are area and natural reserve preservation actions and the protection of species through the Boticário Group Foundation for Nature Protection. The application of the precaution principle is essential in GB decision making and is used as a base to the execution of many projects and activities. Even with no evidences that stablish a correlation between the activity and its effects, the GB anticipate it and seeks treatment, taking necessary measurements in order to stop negative impact from happening.</p> <p>In the approval of new projects, the demanding area (whoever intends to perform a determinate activity or change) must identify which are the risks associated to the project/activity, and the approval is only granted if the associated risks are acceptable and measurements given by the Work and Environment Safety Area are taken. The Group always seeks to develop and introduce the best techniques available (lighting, equipment, waste destination). When buying land and real state they evaluate the existence of environmental passive and evaluate the environmental impact of the activities that will be made in there. In cases when the environmental risk is confirmed, the organization identifies the environmental aspects and then determines the significance of the impacts annually, according to the norm ISO 14. 001. This process consists in evaluating the probability and seriousness of the impact, being determined necessary controls, or even stopping the associated activity. Another example of application of the precaution principle, so the climate change phenomenon being proposed by scientists due to the increase in emission of greenhouse gases daily by all countries. However, there's no scientific precision regarding the effects and future scenarios of these undesirable changes, there are only assumptions and concerns regarding risks and consequences. However, even with no evidences or certainties regarding this subject, the Group is already working with the decrease of greenhouse gases emission and with a plan of adaptation to climate change, not discarding the need of making decisions and taking actions in order to be ready for the effects of climate changes if they Material indexes.</p>	7	Pages 64 and 65	Yes
<p>G4-15 Economy, environmental and social letters, principles or other initiatives developed External Verification, signed or supported by the organization.</p>	<p>Volunteer Commitments declared at the Global Pact, including the Call to Action: Anti-Corruption and the Global Development Agenda; The Copenhagen Communiqué; The Prince of Wales's Corporate Leaders' Group on Climate Change; Climate Observatory; Fundação Abrinq; Objetivos do Milênio (Millenium goals); Pacto Empresarial de Enfrentamento à Exploração Sexual de Crianças e Adolescentes- Na Mão Certa (Business Pact to Fight Sexual Exploration of Children and Teenagers – at the right hand); Global Pact Principle de Valorização da Diversidade e Erradicação do Trabalho Infantil do Instituto Ethos (Ethos Institute Diversity Valorization and Eradication of Child Labor Principle); Global Pact Principles de Empoderamento Feminino Programa Dê a Mão para o Futuro- ABIHPEC (Female Empowerment Principles Give your Hando to the Future Program).</p>		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-16 Participation in national or international defense organizations	Associação Brasileira de Indústrias de Higiene Pessoal, Perfumaria e Cosméticos (ABIHPEC), Rede Empresarial Brasileira de Avaliação de Ciclo de Vida, Associação Brasileira de Franchising (ABF), Empresas pelo Clima (FGV), GHG Protocol, Confederação Nacional da Indústria (CNI), Group de Profissionais de Meio Ambiente das Indústrias do Paraná (GPMAl), Associação Brasileira de Anunciantes (ABA), Associação Brasileira de Comunicação Empresarial (ABERJE), Associação Brasileira de Embalagens (ABRE), Associação de Usuários de Informática e Telecomunicação do Paraná (Sucusu- -PR), Câmara Americana de Comércio Para o Brasil (Amcham Brasil), Conselho Empresarial Brasileiro para o Desenvolvimento Sustentável (CEBDS), Conselho Paranaense de Cidadania Empresarial (FIEP), Conselho Paranaense de Responsabilidade Social e Empresarial - (FIEB), Endeavor Paraná, Group de Institutos, Fundações e Empresas (GIFE), Instituto de Tecnologia e Estudos de Higiene Pessoal, Perfumaria e Cosméticos, Instituto Akatu, Instituto Ethos, Junior Achievement, Rede Nacional de Métodos Alternativos (RENAMA), Sociedade Brasileira de Métodos Alternativos (SBMAIt), Associação Movimento Woman 360		Pages 64 and 65	Yes

MATERIAL INDEX ASPECTS AND LIMITS

G4-17 Entities included in the organization's consolidated financial demonstrations or equivalent documents	The only company we mandatorily have to pucly report is Cálamo Distribuidora de Produtos de Beleza S.A. The Sustainability Report covers the Groups sustainability actions from that and other companies mentions in the index G4-7.		Pages 64 and 65	Yes
G4-18 Process adopted in order to defined the report's content and the aspect limits	<p>The choice of this report's content follows guidelines from the Global Reporting Initiative (GRI) being based on two aspects: Boticário Group's activities and the organization's Material index themes that generate interest for the main publics that the Group relates to.</p> <p>Aspect identification to stakeholders' evaluation was defined from the process of reviewing the Boticário Group Sustainability Strategic Agenda, which was in 2012.</p> <p>In that opportunity there were identified 16 themes critical for this sector, considering risks and opportunities for the company at short, medium and long term, as well as priority themes for the interest groups.</p> <p>In order to allow aspect prioritization, in 2014 the Boticário Group heard about 1.300 people divided into 11 groups from different interest publics. That research considered the evaluation from these stakeholders regarding the organization's work in sustainability in the themes that form Boticário Group's action fronts:</p> <ul style="list-style-type: none"> - Retailers development; - Community development; - Supplier chain development; - Franchise chain development; - Use of sustainable Material indexes in stores; - Container discard, recycling and collect; - Use of renewable natural resources; - Decrease in resource consumption. <p>The cross between these themes and the influence over stakeholders evaluations and decisions has defined the content and limits of the aspects covered by the report. With that, the guidelines from G4 version of the norm from Global Reporting Initiative (GRI), were accomplished, synthesized in the four principles to define the report content: stakeholder inclusion, sustainability, Material indexity and completion context.</p>		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-19 Material index aspects identified in the process of defining the content of the report.	The work themes defined from the review of the Sustainability Strategic Agenda, performed in 2012 are: Product life cycle, Reverse Logistics, Sales spots, Retailers, Broad Eco-efficiency and Value Chain. The corresponding GRI aspects are: Material indexes, Energy, Water, Emissions, Effluents and Waste, Products and Services, Transportation, Supplier Environmental Evaluation, Human Rights Supplier Evaluation, Customer Health and Safety and Labeling Products and Services.		Pages 64 and 65	Yes
G4-20 To each Material index aspect, report the Aspect Limit within the organization	RAW MATERIAL INDEXES AND CONTAINERS: Within the organization: Product Research, Development, Industrialization. Outside the organization: Supply Chain, Product Distribution. Stakeholders regarding the theme are Academy, Sector Associations, Employees, Cooperatives, Consumers, Suppliers, Franchisees, NGOs and Commercial representatives. SALES CHANNELS: Within the organization: Formatting, Operating and Environment of all retailers from all Boticário Group units. Outside the organization: Sales point's development Stakeholders regarding the theme are Class Associations, Employees, Consumers, Suppliers, Franchisees, Sales teams and commercial representatives. ECO-EFFICIENCY: Within the organization: Industrialization and Operation of the Group locations. Outside the organization: Supply Chain and Distribution. Stakeholders regarding the theme are Academy and Research Centers, Class Associations, Employees and Suppliers. Limitations: Only the brands O Boticário and Eudora have dealers and only the brands O Boticário and Quem Disse Berenice? have franchisees.		Pages 64 and 65	Yes
G4-21 To each Material index aspect, report the Aspect Limit outside the organization				
G4-22 Reformulation of information provided in previous reports and the reasons for these reformulations	There were no reformulations regarding fusions or acquisitions, changes during this time or base-year and the business nature. Measurements methods, when changed, were identified and justified at the indexes themselves.		Pages 64 and 65	Yes
G4-23 Significant changes regarding the time covered by previous reports in Aspect Limit and Scope	The 2015 Report covers operations from the Distribution Center and Factory in Bahia, which weren't operational yet.		Pages 64 and 65	Yes
STAKEHOLDER ENGAGEMENT				
G4-24 stakeholder groups engaged by the organization.	Employees, Community, Suppliers, Franchisees, retail public, dealers and customers/consumers.		Pages 64 and 65	Yes
G4-25 Base used in order to identify and select stakeholders to be engaged.	Stakeholders identification and selection considers as a base all interest public directly and indirectly involved with the company's operations and commercial activities, including actors with which the Boticário Group has a relationship of responsibility, co-responsibility and induction.		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-26 Approach adopted by the organization in order to involve stakeholders	The form and frequency in which the Group relates to the main stakeholders are describe at the Shared Responsibility chapter, on page 24. For the Material indexity research the following approaches were used: Sector associations: phone interviews; employees: Online and offline surveys; Community: phone interview and personal interviews; consultants: online survey; Consumers: online survey; Suppliers: online survey; Franchisees: online survey; Opinion makers: online survey; Government: phone interview; Press: phone interview; Dealers: online survey.		Pages 64 and 65	Yes
G4-27 Main topics and concerns raised during stakeholder engagement and measurements adopted by the organizations in order to approach those topics and concerns, including in the process of reporting them	The most important themes for the Boticário Group's work according to respondents in 2015 at the Material indexity Research are: decrease in resource consumption; the source of raw Material indexes; container collect points. The annexed table shows the evaluation of importance given by interest groups consulting the Material index themes identified in the process of defining the report content. The importance grades go from 0 to 5, 5 being the highest importance evaluation. Index Annex G4-27 (page 53).		Pages 64 and 65	Yes
REPORT PROFILE				
G4-28 Period covered by the report for the information shown	This issue corresponds to the time from January 1st 2015 to December 31st from that same year.		Pages 64 and 65	Yes
G4-29 Date of the most recent previous report	From January 1st 2014 to December 31st 2014.		Pages 64 and 65	Yes
G4-30 Report issuing cycle	The document has an annual cycle consolidation and analysis review of project performance, initiatives and practices aimed to business sustainability.		Pages 64 and 65	Yes
G4-31 Contact information for question about the report or its content	Suggestions, critics and compliments can be sent to the following e-mail sustentabilidade@groupboticario.com.br		Pages 64 and 65	Yes
G4-32 Option "agree" chosen by the organization	Agree - Essential		Pages 64 and 65	Yes
G4-33 Current policy and practice adopted by the organization in order to submit the report to External Verification evaluation	Aiming to confirm the sustainability reports' integrity and credibility the Boticário Group follows GRI guidelines regarding External Verification verification performed by groups or individuals that do not depend on the reporter organization. The role of the External Verification verifying entity is to confirm the company's self-declaration, to add value and improve the organization's operation. Through verification we hope to achieve our goals through a systematic and disciplined approach in order to evaluate and improve effectiveness of risk management, control and governance projects. The reinsurance Letter made by Priscila Claro is found on pages 64 and 65.		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
GOVERNANCE				
G4-34 The organization's governance structure	It is up to the Management Council to constitute committees consisting of some of their members, with specific attributions of analysis and recommendations over determinate subjects, as well as nominating members for the constituted committees. Currently the committees are: Conduct, Payment, Risks and audit and Information safety.	1 to 10	Pages 64 and 65	Yes
G4-35 Process used to distribute authority over economic, environmental and social topics by the highest governance sector to senior executives and other employees.	Boticário Group's Management Council is responsible for supplying helpers to the sustainability strategy and for evaluating the impact of its implementation. Vice-presidencies guide strategic decisions and validity short and long term work plans of the strategic columns. It's up to the Sustainability Management to propose and implement the strategy along with the interface areas, to coordinate the course of the strategic plan, providing support and ensuring its execution. The governance model adopted by the Boticário Group for matters of sustainability can be seen on page 14.		Pages 64 and 65	Yes
G4-36 Positions and functions at an executive level as responsible for the economic, environmental and social topics	The Sustainability Management reports to the Organizational Identity Board, which in turn reports to the Human and Organization Development Vice-Presidency.		Pages 64 and 65	Yes
G4-38 Composition of the highest governance sector and its committees	Currently it is formed by seven counselors, four of which are independent, well known in the market and have expertise on their work field. One (1) of them is a female.		Pages 64 and 65	Yes
G4-39 Report of the chairman of the highest governance sector is also an executive director	The chairman of the Management Council is not an executive director.		Pages 64 and 65	Yes
G4-40 Processes of selection and nomination, for the highest governance sector and its committees	These are considered complementary skills and professional experiences, adherence to the values of the Group and absence of conflict of interests.		Pages 64 and 65	Yes
G4-41 Processes used by the highest governance sector in order to ensure conflict of interest prevention and management	The matter of conflict of interest, regarding actions that avoid or prevent the practice, is regulated by the Code of Conduct not being tolerated at the Group the existence of conflict of interests of any nature. Every situation that can be characterized as a conflict of interests must be clarified or forwarded to verification by the Conduct Committee within their work processes. Forwarding the subject, within the process of seeking a solution/correction, goes progressively through the Conduct Committee, People Committee and can even get to the Management Council.		Pages 64 and 65	Yes
G4-42 Roles of the highest governance sector and the senior executives in developing, approving and updating the organization's purpose; mission, vision and values statement; and defining strategies, policies and goals regarding economic, environmental and social impacts.	The Group's Management Council is responsible for defining all directors, which must be reflected through executive directors in the Business Unit's purpose, vision and mission, strategy, policies and goals.		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-43 Measurements taken in order to develop and improve knowledge of the highest governance sector on the economic, environmental and social topics	At each year our councils approach more of businesses, participating on our trimester management forums, where we gather all of our managers and directors to share knowledge and guide economic, social and environmental business strategies.		Pages 64 and 65	Yes
G4-45 Role developed by the highest governance sector in identifying and managing impact, risks and opportunities resulting from economic, environmental and social matters, and implementing due diligence processes	Among other subjects, it's up to the Management Council: - to approve the strategic plan, as well as the respective multiannual plans and annual expenses and investments plans; - to analyse the management report and financial demonstrations; - to evaluate the effectiveness of intern controls and intern and independent audit processes; - to evaluate and monitor the risk management process; - to evaluate the follow up on recommendations made by External Verification and internal audits and discuss on infractions to society's code of conduct; - to supply directors, approve the long term view and work strategies to Sustainability actions; Besides giving opinions on any subject submitted to them, using the best governance practices, ethical values and respect to do so.		Pages 64 and 65	Yes
G4-46 Role developed by the highest governance sector in analyzing the efficiency of the organization's risk management processes for economic, environmental and social topics.	The Risk and Audit Committee, created in January 2014, provides support to the Management Council in evaluating and monitoring the Corporate Risks Management process.		Pages 64 and 65	Yes
G4-47 Frequency in which the highest governance sector analyses impacts, risks and opportunities resulting from economic, environmental and social matters.	The Management Council, through the Strategic Risks Committee, is responsible for reviewing the organization's strategic risks management, including financial, economic, operational, social and environmental subjects.		Pages 64 and 65	Yes
G4-48 Highest position that analyses and formally approves the Sustainability Report and ensures that all Material Index Aspects are covered	The Organization identity Board, through the Sustainability Management, is responsible for the content of the Sustainability Report and for insuring that all Material index topics are covered. The Report is reviewed by all directors that work as sponsors of sustainability strategic focus.		Pages 64 and 65	Yes
G4-49 Process adopted in order to communicate serious concerns to the highest governance sector	The strategic and operational risks report is performed to the Audit and Risks Committee in a previously defined schedule.		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-51 Payment policies applied to the highest governance sector and executives	<p>The management of our business is divided into three executive forums: Management Council, Executive Committee (President and Vice Presidents) and Board (Unit/Area Directors and Managers). Our payment policy uses as a position evaluation method the Hay method (score) and this way pays each professional group.</p> <p>In order to ensure External Verification competition we made annual researches considering desired positions by the Competitor Market: average to a frozen salary, competitive at the variable and different in specific benefits and to internal equality we applied the Merit Policy based on Sectors Performance and Values. It's important to highlight that the variable values (short and long term) are defined through the Annual Professional Agreement and Contract of 03 years with Aggressive/Challenging, however reachable, Goals and Targets. There's no variable payment without the counterparty of results that support the organization plans.</p>		Pages 64 and 65	Yes
G4-52 Process adopted in order to determine payment	<p>evaluation Process of each position: we used the Hay method that evaluated the position considering three variables: Know How, Problem Solution and Result Reliability. This process is conducted by a Specialist at the Remuneration Area along with the Consultant that owns the method. During the entire evaluation process the company executives responsible for the team's positions are involved to validate the process. For the most critical organization positions (executive levels: vice president, directors and managers) we always use the consulting when performing those evaluations and at the non-executive levels this evaluation is centered on the specific remuneration team.</p>		Pages 64 and 65	Yes
G4-53 How stakeholders opinions are demanded and taken into account regarding payment	<p>There is a Remuneration Council that discusses all Payment Policies from the Boticário Group. The committee is formed by the President of the Boticário Group, corporate vice president (representing financial and judicial departments) and Sector Human Development Vice President and it's up to them to make decisions. Organization this forum is the People Remuneration, Benefits and Budget Manager that is responsible for taking and conducting the themes regarding total Remuneration. Periodically we're supported by Specialized Market Consultants in order to have a more broad look into Policies to ensure the correct decision is being taken. In the company's complete climate research, which happens every two years, employee satisfaction regarding that theme is evaluated. It's also important to inform that all remuneration of the organization executives is submitted to the management council for approval.</p>		Pages 64 and 65	Yes
G4-55 Proportion between increase percentage of the annual remuneration from the highest paid individual in organization and average increase percentage of the annual remuneration from all employees (excluding highest paid) in the same country	<p>We use Collective Conventions as readjustment model (from several syndicates that represent employees) and Meritocracy destined only to highest performance employees. Considering that indexes negotiated in syndicates from highest and lowest salary were the same (8,76%), we can confirm that the proportion is 1 to 1.</p>		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-56 Organization behavior values, principles, standards and norms	<p>Our vision Being a reference in creating value in beauty businesses.</p> <p>Brand pillars: entrepreneurship, sustainability, expertise and collaboration network.</p> <p>Boticário Group's vision shows what's their goal as a multi-business group. The brand pillars, in turn, show how's the conduct of the ones working in organization – both in corporate and business units, in management or operational sectors - and the form adopted to reach growth that contributes to the proposal being translated into the vision.</p> <p>Our values</p> <p>Commitment with Results, Integrity (we are just), people and relationships valorization and Passion for evolution and challenges. These are the values that guide us into a quest for sustainable results and push us to promote, through beauty, transformation of the world we live in.</p> <p>Our executive president, Artur Grynbaum, is the sponsor of these themes within the organization. That demonstrates how important it is to consolidate a large Group such as ours, in solid foundations like the values that inspire us every day. Our employees impacted by cultural values since their first day in the company, during the integration program, and start living them, every day, in here.</p>	10	Pages 64 and 65	Yes
G4-57 Internal and External Verification mechanisms adopted in order to demand orientation about ethical and law abiding behaviors	<p>At Boticário Group there are three Codes of Conduct – v, employees, O Boticário franchise network to the employees in that business unity and quem disse, berenice? franchise to the franchisees in that Business Unity – with specific ombudsmen channels for each public. Each ombudsman has two access channels, a 0800 phone and e-mail. They are open channels, so anyone can access the ombudsmen and open a report. The ombudsmen goal is to manage reports that cover ethics, conduct and integrity, but if different themed reports are open, the ombudsmen receives and forwards to the competent area.</p>	10	Pages 64 and 65	Yes
G4-58 Internal and External Verification mechanisms adopted to communicate concerns around behavior that is non-ethical or not compatible to the legislation and matters regarding organization integrity	<p>The ombudsmen channel is managed by a third party company specialized in risk management – EY. That company analyses reports, gathers all evidences and present them to the Conduct Committee, which defines the procedure to each report. There are periodical communication actions about themes from the Code of Conduct, which not only explain main guidelines, they also reinforce ombudsmen channels. All stakeholders know the ombudsmen, which is shown in specific Material indexes to each group. Confidence, confidentiality are ombudsmen premises. Opening anonymous reports is permitted, which means, it's up to the reporters to identify themselves or not.</p>	10	Pages 64 and 65	Yes

SPECIFIC STANDARD CONTENT

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
CATEGORIA: AMBIENTAL				
G4-DMA Page 15 (Raw Material indexes and containers Chapter)			Pages 64 and 65	Yes
G4-EN1 Used Material indexes, categorized by weight and volume	The Boticário Group has no information with the demanded opening level.	7; 8	Pages 64 and 65	Yes
G4-EN2 Percentage of used Material indexes that come from recycling	Boticário Group has advanced in researching more sustainable Material indexes, including container Material indexes recycled after consumption in their test phase containers for future application in their products. Boticário Group's actions regarding Material indexes used in containers can be checked on Raw Material indexes and containers Chapter, page 15.	8	Pages 64 and 65	Yes
ASPECTO MATERIAL: ENERGIA				
G4-DMA Page 22 (Eco-efficiency Chapter)	Boticário Group		Pages 64 and 65	Yes
G4-EN3 Energy Consumption Within the organization	Annex Index EN3 (page 55). GLP: Consumption data obtained in gas purchase receipts. Calorific Value = 0,04644TJ/Ton GLP São José dos Pintails= 27 Ton (27*0,04644TJ/Ton= 1,25TJ*1000= 1250GJ) GLP Registro = 9 Ton (9*0,04644TJ/Ton= 0,42TJ*1000= 420GJ) DIESEL OIL: Consumption data obtained from oil purchase receipts. 95% Diesel and 5% Biodiesel. diesel oil density = 0,85Ton/m ³ . Calorific Value = 0,04226TJ/Ton SJP= 3.730 Liters Registro = 112.690 Liters GÁS NATURAL Density= 0,00074 Ton/m ³ Calorific Value = 0,03682TJ/Ton GN SJP = 840.299 m ³ ELECTRICITY: Reading invoices electricity dealership (Registro) or reading energy transformers (Factory SJP). 1KWh = 0.003 6 Gigajoule [GJ] SJP = 16.897MWh Registro = 3.674 MWh Aerofarma = 153MWh	7; 8	Pages 64 and 65	Yes
G4-EN4 Energy consumption Outside the organization	Data is available in the annual GHG Protocol inventory. Conclusion deadline is 05/31/2015.	8	Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-EN5 Energetic intensity	Energy Productive indicator SJP = 45 MWh/10 ⁶ produced units Indicador Fábrica de Cremes e Hidro [Cream and Hidro Factory Indicator] SJP = 43,8 MWh/10 ⁶ produced units Indicador Fábrica Maquiagem [Makeup Factory Indicator] SJP = 47,7 MWh/10 ⁶ produced units Indicador ADM SJP = 0,89 MWh/103 HH Worked Indicador do Centro de Pesquisas [Center of Research Indicator] SJP = 4,2 MWh/10 ³ HH Worked Indicador de Energia Registro [Register Energy Indicator] = 18 MWh/10 ⁶ dispatched units Indicador Energia [Energy Indicator] CD São Gonçalo dos Campos = 27,5 MWh/10 ⁶ dispatched units Indicador Energia Camaçari [Camaçari Energy Indicator] = 199 MWh/10 ⁶ dispatched units SJP and Register = electric energy + generator. Further areas only concessionaries electric energy.	8	Pages 64 and 65	Yes
G4-EN6 Decrease in energy consumption	Among the initiatives, there were developed projects to link compressed air and LED lamp installation systems. The actions to decrease energy consumption are detailed on the Eco-efficiency chapter, page 22.	8; 9	Pages 64 and 65	Yes
MATERIAL INDEX ASPECT: WATER				
G4-DMA	Page 22 (Eco-efficiency chapter)		Pages 64 and 65	Yes
G4-EN8 Total water withdrawn by source	Annex Index EN8 (page 56).	7 ;8	Pages 64 and 65	Yes
G4-EN9 Water sources significantly affected by water withdrawal	Considering withdrawal volumes and proportions, we understand that Boticário Group's consumption doesn't significantly affect the source from which water is being taken from at the locations where it is installed.	8	Pages 64 and 65	Yes
G4-EN10 Percentage and total volume of recycled and reused water	SJP Plant: 30.016m ³ / 68% of the treated volume is reused; Registro: 1.857m ³ of rain water, which corresponds to 32% of the total used on location.	8	Pages 64 and 65	Yes
MATERIAL INDEX ASPECT: EMISSIONS: WATER				
G4-DMA Page 22 (Eco-efficiency Chapter)			Pages 64 and 65	Yes
G4-EN15 Direct greenhouse gases emission (Scope 1)			Pages 64 and 65	Yes
G4-EN16 Indirect greenhouse gases emission resulting from acquiring energy (Scope 2)	Data is available at the annual GHG Protocol inventory. Deadline for conclusion is 31/05/2015. Page 21	7 ;8	Pages 64 and 65	Yes
G4-EN17 Other indirect greenhouse gases emission (Scope 3)			Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-EN18 Intensity of greenhouse gas emission	SJP = 12,6 tCO ₂ e/ 106 units produced Registro = 1,6 tCO ₂ e/10 ⁶ units produced CD São Gonçalo dos Campos = 3,5 tCO ₂ e/10 ⁶ units produced Camaçari = 20,8 tCO ₂ e/10 ⁶ units produced Considers only internal fuel consumption (GN, GLP and diesel). Metrics for calculation: GHG Protocol Tool.	8	Pages 64 and 65	Yes
G4-EN19 Decrease of greenhouse gas emission	Through internal initiatives also aimed to engage transport companies, we've increase the use of other less pollutant fuels in 87 % (Ethanol and GNV); we've decrease Boticário Group's relative index in 36,8% (2015 result compared to 2014) - tCO ₂ /ton transported/km, adding data from all of our transport companies; and we had absolute decrease of 11,8% (tCO ₂) in transport companies' emission. . Actions regarding decreasing Greenhouse gases emission are detailed on Eco-Efficiency Chapter, page 20.	8; 9	Pages 64 and 65	Yes
G4-EN20 Emission of substances that destroy the ozone layer (SDO)	0,0 t - Boticário Group works according to the Montreal Protocol and does not use in their activities and products the substances that cause decrease in the ozone layer, provided in the document.	7; 8	Pages 64 and 65	Yes
G4-EN21 Emission of NO _x ,SO _x and other significant atmosphere emissions	NO _x (kg): 259,5 / SO _x (kg): 0	7; 8	Pages 64 and 65	Yes
MATERIAL INDEX: EFFLUENTS AND WASTE				
G4-DMA Page 22 (Eco-efficiency Chapter)			Pages 64 and 65	Yes
G4-EN22 Total water discard, separated by quality and destination	SJP: Total water Volume discarded with or without planning: 22.096 m ³ /year Destination: Rio pequeno water body Treatment method: ETE Lodos Ativados Reused Volume: 30.015 m ³ Register: Total water Volume discarded with or without planning: there's no flow rate measurement at the ETE Destination: Afluente do Rio Ribeirão Vermelho. Treatment method: ETE Biológica por lodos ativados em bateladas (LAB) Reused Volume: There is no reuse but rain water use (1.648 m ³). In São Gonçalo dos Campos and Camaçari there were no measurements this year.	8	Pages 64 and 65	Yes
G4-EN23 Total waste weight, separated by type and disposal method	Annexed IndexEN23 (page 56).	8	Pages 64 and 65	Yes
G4-EN24 Total number and volume of significant spills	There were no registers of significant spills of any nature that generated negative impacts in the environment, both at Boticário Group facilities and around them.	8	Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-EN25 Weight of imported or exported transported waste considered to be dangerous at the Basel convention terms, annexes i, ii, iii e viii, and carrier percentage of waste transported internationally	Total weight of transported and treated dangerous waste: SJP: 803,33 t Registro: 1,07 t Values do not include volume of finished products worked at CTR.	8	Pages 64 and 65	Yes
G4-EN26 Biodiversity identification, size, protection status and value in water bodies and habitats significantly affected by water discharge and drainage performed by organization	All water manipulation is properly granted, with no existence of conduct adjustment terms (TAC). Limits established by grants are monitored and reported to proper organs periodically.	8	Pages 64 and 65	Yes
MATERIAL INDEX: PRODUCTS AND SERVICES				
G4-DMA Page 15 (Raw Materials and Containers Chapter)			Pages 64 and 65	Yes
G4-EN28 Percentage of products and their containers recovered regarding total products sold, separated by product category	Actions from Boticário Group regarding reverse logistics can be checked on Raw Materials and Containers Chapter, page 15.	8; 9	Pages 64 and 65	Yes
MATERIAL INDEX: TRANSPORTATION				
G4-DMA Page 22 (Eco-efficiency Chapter)			Pages 64 and 65	Yes
G4-EN30 Significant environmental impacts resulting from transportation of products and other goods and materials used in organization operations, as well as transportation of their employees	<p>“The main impacts resulting from transportation are fuel consumption (fossil and renewable), and its consequent particle and greenhouse gas emission, generating waste from cardboard boxes used to carry products and raw materials.</p> <p>An important project was developed in the logistics area. Along with a transportation company, DSR, we’ve executed a project to decrease Greenhouse Gas emission in product distribution.</p> <p>The project is innovative as it proposes an immediate fleet adaptation, decreasing approximately in half the use of diesel on trucks – on of the fuels that emits most greenhouse gases. The kit does not change original motor characteristics, nor influences on vehicle register and insurance. Which is different, for example, from 100% natural gas solutions that, either have a compatible motor coming out of the factory, or demand a more complex adaptation.</p> <p>Installation at the first test vehicle was made in only two days and approved by INMETRO in less than two weeks. Agility allowed a fast and efficient adaptation, in a few days, it was already consuming GNV and diesel. Partnership between the Boticário Group and DSR, developers of that technology, have everything to make a difference in decreasing greenhouse gas emission and that is a simple and effective way of taking beauty and sustainability to the fleets that attend us.”</p>	7; 8; 9	Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
MATERIAL ASPECT INDEX: SUPPLIER ENVIRONMENTAL EVALUATION				
G4-DMA Page 24 (Shared Responsibility chapter)			Pages 64 and 65	Yes
G4-EN32 Percentage of new suppliers selected based on environmental criteria	All suppliers above were evaluated at environmental criteria such as: the existence of Environmental Operational License, Environmental Risks Prevention Program (PPRA), proper waste disposal, atmosphere pollutant and effluent emission.	8	Pages 64 and 65	Yes
G4-EN33 Significant real and potential negative environmental impacts at the supplier chain and measurements being taken	We have a total of 297 direct suppliers subjected to evaluation, which, at the year 2015, a total of 106 (new, maintenance and market test) were submitted to environmental impact evaluations through audits. Besides audits, we used the sustainability self-evaluation portal in order to verify social and environmental criteria from 100% of the direct and indirect strategic suppliers (54 companies) and over 30 non-strategic suppliers also passed through that evaluation. From the suppliers evaluated in 2015 there weren't identified suppliers with a real negative environmental impact, which made so no supplier had their contact terminated for negative impacts in that period. Suppliers that offer larger environmental impact are large industries and transportation companies. That is due to the volume of greenhouse gas emission, waste generation, water and electricity consumption. However, companies being evaluated did not show real impacts in those aspects.	8	Pages 64 and 65	Yes
CATEGORY: SOCIAL				
SUB-CATEGORY: HUMAN RIGHTS				
ASPECT MATERIAL INDEX: AVALIAÇÃO DE SUPLIERS EM HUMAN RIGHTS				
G4-DMA Page 24 (Shared Responsibility chapter)			Pages 64 and 65	Yes
G4-HR10 Percentage of new suppliers selected based on human rights criteria	All new direct suppliers were audited considering work practices, including young apprentices, child labor, people with deficiencies, work hours and work conditions. All suppliers that went through sustainability self-evaluation were evaluated regarding human rights matters, including discrimination.	1 to 6	Pages 64 and 65	Yes
SUB-CATEGORY: RESPONSIBILITY FOR THE PRODUCT				
MATERIAL ASPECT INDEX: SUPPLIER EVALUATION IN HUMAN RIGHTS				
G4-DMA Page 15 (chapter MPs and EMBs)			Pages 64 and 65	Yes
G4-PR1 Percentage of significant product and services categories to which health and safety impacts are evaluated seeking improvements	The Boticário Group evaluated their products starting from the entrance of raw materials, submitting all developed products to the most advanced studies to prove use safety and efficiency to the consumer. These studies are applied according to each product's characteristics, their use goal and target public. Besides that, the Group monitors their product's performance in the market through Cosmetic Surveillance, ensuring a complete Product Evaluation Cycle, with the history of product use by our consumers.	1	Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-PR2 Total number of cases with non-compliance with volunteer codes and regulations regarding impacts caused by products and services in health and safety during their life cycle, separated by type of result	In 2015 there were no serious complaints about commercialized products that could indicate the need of a product recall and/or alert regarding safety.	1	Pages 64 and 65	Yes
MATERIAL ASPECT INDEX: PRODUCTS AND SERVICES LABELING				
G4-DMA	Página 24		Pages 64 and 65	Yes
G4-PR3 Type of information about products and services demanded by organization procedures regarding information and labeling of products and services and percentage of significant categories subjected to those demands	All products (100%) follow labeling criteria, according to the legislation, including the safe use of products. There's no mandatory environmental labeling for commercialization in the national market, but, in 2015, we've extended the application of symbols for selective disposal, identification of container materials and incentive to disposal of our containers at the Group stores themselves. The process of including material symbols and orientations for disposal on proper product containers at Boticário Group business units started in January 2015 for the new SKUs and also to those that went through repacking. Evolution is gradate, and it varies according to product category. For that reason, it's not possible to consolidate, yet, total percentage of containers that already adopted that model. More information on the disposal of our containers can be found on the Raw Materials and Containers chapter, on page 15.	8	Pages 64 and 65	Yes
G4-PR4 Total number of non-compliance cases with volunteer codes and regulations regarding information and labeling of products and services, separated by type of result	In 2015 the Boticário Group and its business units did not register relevant management grants regarding product labeling.	8	Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-PR6 Total number of cases of non-compliance with volunteer codes and regulations regarding information and labeling of products and services, separated by type of result	Despite being a Material index approved for use by Brazilian and European legislation, in July 2014 we were questioned about the use of polyethylene microspheres on products with exfoliating properties from the Nativa SPA line, pledging that such spheres would have a harmful effect to the environment. In 2014 the Boticário Group assumed the commitment of not applying polyethylene microspheres in the development of new products and interrupting manufacturing of products with such component until July 2016. In order to attend this deadline, the Boticário Group researched alternative ingredients to replace the polyethylene microspheres, which are already being applied to concept of new products and redesigning already existing products. See more on the material use on Raw Materials and Containers Chapter, on page 15.		Pages 64 and 65	Yes
CATEGORY: ECONOMY				
ASPECT: MARKET PRESENCE				
G4-EC5 Variation in the proportion of the lowest salary compared to local minimum wage, by gender	Annexed Index EC5 (page 54).	1	Pages 64 and 65	Yes
CATEGORY: SOCIAL				
SUB-CATEGORY: WORK PRACTICES AND DECENT WORK				
ASPECT: JOBS				
G4-LA1 Total number of employees and their rotation rate, by age, gender and region	Annexed Index LA1 (page 55).	6	Pages 64 and 65	Yes
G4-LA2 Benefits offered to full time employees that are not offered to temporary or part-time employees, separated by main operations	Food stamps of R\$ 360,00 monthly; Christmas food stamps of R\$ 360,00 credited in December; Medical assistance plan to all employees; dental assistance with coverage of complete orthodontics; medication support (50% to 60% aid); executive and coordination heck-up executive; occupational and specialized medical assistance in São José dos Pintails, Registro, Camaçari and São Gonçalo (BA); complementary child nutrition (amount of R\$ 160,00 to buy milk for children up to 2 years old); attending special children; private pension plan - Botiprev; distancing program; group life insurance; executive insurance; funeral support; payroll loan; private transportation; parking; car for executives; fuel support for executives and coordination. Life quality programs: pregnant women, chemical dependents and alcohol/smoking, chronic diseases, support to employees, gymnastics, family visits at the company, vaccines. Effective part-time employees are eligible to all programs above. To temporary employees, are applied only benefits provided by law.		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-LA3 Return to work rate and retention after maternity/paternity leave by gender	All employees have the right to use maternity/paternity leave. In 2015, 215 employees used pregnancy leave, and 107 employees used paternity leave. At the end of the license, 208 female employees (maternity leave) and 107 male employees (paternity leave) returned, an average of 96,7% of return for pregnant women and 100% for the dads. 170 female employees (maternity leave) and 106 male employees (paternity leave) remained after 12 months, a rate of 79,1% for the maternity leave and 99% for the paternity leave.	6	Pages 64 and 65	Yes
ASPECT: WORK HEALTH AND SAFETY				
G4-LA5 Percentage of employees represented in formal safety and health committees, that help to monitor and advice about occupational safety and health programs	Internal Commission for Accident Prevention: 86 employees = 2,10% Emergency Brigade: 371 employees= 9,09% SGI – Integrated Health, Safety and Environment Management System: 115 employees = 2,81% Committees work at a corporate level.	1	Pages 64 and 65	Yes
G4-LA6 Rates of injuries, occupational diseases, lost days, absences and deaths regarding work, by region and gender	Injury rate: 0,71 Occupational disease rate: 0 Days apart rate: 48 Absence rate: 0,94 Number of fatalities: 0 Including all accidents with or without distancing.	1	Pages 64 and 65	Yes
ASPECT: TRAINING AND EDUCATION				
G4-LA9 Average of training hours by year, by employee, separated by functional category functional and gender	Annexed Index LA9 (pages 59 and 60).		Pages 64 and 65	Yes
G4-LA10 Programs to manage skills and continuous learning that support continuity of employee employability and programs to manage the end of a career	In June/2015, the company provided The company make available training in e-learning modality to all Employees. Between July and December, 85% of the Employees were trained about the new competency model (Multiplication New Model Competencies).		Pages 64 and 65	Yes

General Standard Content	Page / Answer / Omission	Global Pact Principle	External Verification	Material index
G4-LA11 Percentage of employees who regularly receive analyses of performance and career development	<p>94% of the Group employees in all Business Units are eligible to the process of Performance Management (Young Apprentice and Interns do not participate on that process). Today this process has instruments to evaluate employee joining to organization values and allows to make a self-evaluation of their previous performance and consolidation with their inheritance, generating space to build development plans and group succession.</p> <p>In 2014, 73% of the employees went through this process, being: Management: 95%, Coordination: 97%, Executives: 97%, Operational: 27%, Specialized Technician: 99%, Technical: 67%. Men: 75%, Women: 71%.</p> <p>In previous years we reported the percentage of eligible employees due to the report date being before the document's conclusion date, in order to fit into the GRI index, we chose to report starting from this year, employees that concluded the process.</p>		Pages 64 and 65	Yes
ASPECT: DIVERSITY AND OPORTUNITY EQUALITY				
G4-LA12 Composition of the groups responsible by corporate governance and employee discrimination by category, according to gender, age, minorities and other diversity indexes	Annexed Index LA12 (page 60).	6	Pages 64 and 65	Yes
ASPECT: EQUAL PAYMENT FOR WOMEN AND MEN				
G4-LA13 Base salary proportion between men and women, by functional category	<p>Executives: 118%</p> <p>Coordination: 102%</p> <p>Specialized technicians: 115%</p> <p>Technicians: 111%</p> <p>Management: 126%</p> <p>Operational: 112%</p>		Pages 64 and 65	Yes
SUB-CATEGORY: HUMAN RIGHTS				
ASPECT: NON-DISCRIMINATION				
G4-HR3 Total number of discrimination cases and measurements adopted	A case was informally reported to the ombudsman team. The situation involved conflicts on the use of the dressing room due to a transsexual third party employee. There was made an alignment between conduct, services third party management teams and HR. Consciousness actions and actions to value diversity were made among third party employees and the group's employees, besides reinforcing about the ombudsmen channels. The theme was also inserted in HR trainings.	1; 2; 6	Pages 64 and 65	Yes
ASPECT: MECHANISMS OF COMPLAINTS REGARDING HUMAN RIGHTS				
G4-HR12 Number of complaints regarding the field of human rights, addressed and solved through formal complaint mechanisms	The ombudsmen from the Code of Conduct are the channel for such situations. In 2015, there were no reports regarding this theme.		Pages 64 and 65	Yes

NON MATERIAL INDEXES

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
CATEGORY: ECONOMIC				
ASPECT: ECONOMIC PERFORMANCE				
G4-EC2 Financial implications and other risks and opportunities due to climate changes	In 2014, Boticário Group initiated a work in partnership with the Sustainability Studies Center from the Getúlio Vargas Foundation, aimed at adaption to climate changes which involved a team with employees from several Group areas. That team raised which are the impacts generated by climate changes already affecting businesses and it was shown that currently what most affects operations at retailers (PDVs) and service centers (CSs) are floods, that can cause limited access or prevent the opening of PDVs and CSs, preventing or delaying product delivery, change in customer behavior, low sales influx, lack of electricity and water, limited access to sewage, etc. Therefore, a work was initiated to design a plan for the PDVs and CSs located in critical areas subjected to these factors regarding rain frequency. Currently the procedure of choosing a location for a new PDVs or CSs doesn't take into account environmental and climate matters, the goal is that some requirements related to that theme will be inserted. Furthermore, the same method will be applied to other group units (Factories and Distribution Centers) in order to identify risks and adapt to climate changes allowing the Boticário Group to have more safety about their operations and businesses. It was considered a period until 2050, with projection of the increase in rain frequency in determinate months as years go by and the probability of that happening is "probable", which means, larger than 60% probability. Risks resulting from climate changes are numerous, and those can be either physical (infrastructure problems in stores), operational (product delivery), financial (product damage), reputation (poor client support), regulatory (attending to new legislation), market (change in customer behavior) and environmental (difficult access to sewage). As opportunities we might have the development of new products aiming at the climate scenario and greater client engagement with sustainability campaigns.	7	Pages 64 and 65	No
ASPECT: INDIRECT ECONOMIC IMPACTS				
G4-EC7 Development and impact of investments in infrastructure and services provided	The Boticário Group works in São José dos Pintails (PR), Curitiba (PR), Registro (SP), São Paulo (SP), Camaçari (BA) and São Gonçalo dos Campos (BA). In all workplaces we have relationship with the community, through several initiatives. Directly, we employ over 7 thousand employees in those regions. Besides that, the Group has over 3900 stores spread throughout the country (among their own stores and franchises), indirectly generating over 22 thousand jobs.		Pages 64 and 65	No

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
ASPECT: PURCHASE PRACTICES				
G4-EC9 Proportion of expenses with local suppliers in important operational units	From Boticário Group's acquisitions of materials/services, 58% are located in São Paulo, 18% in Paraná, 7% in Rio de Janeiro, 5% in Bahia and 7% in other locations, being 2% national and 5% International. *Numbers based on requests' receipts		Pages 64 and 65	No
CATEGORY: ENVIRONMENTAL				
ASPECT: BIODIVERSITY				
G4-EN11 Location and size of the area owned, rented or managed within protected areas, or neighbor to them and areas with high biodiversity index outside protected areas	<p>SÃO JOSÉ FACTORY</p> <p>Main conservation areas - MMA Superimposed priority area level 1 "Extremely High" – Rio Iguaçu's floodplains and bedsides Preservation units Around 5 km from APA of Rio Piraquara and 10/15 km from PE of Serra da Baitaca and Marumbi; IBA - Important Bird Areas Around 5 Km da IBA – RMC floodplains</p> <p>FACTORY - CAMAÇARI</p> <p>Main conservation areas - MMA Superimposed priority area level 2 - Mata dos Joanes ao Pojuca and around 20 Km from the extremely high area level 1- Bahia north landline. Preservation units Limit with Environmental Protection Area Joanes/Ipitanga IBA - Important Bird Areas Mata da Campina and adjacent fragments</p> <p>CD REGISTRO</p> <p>Main conservation areas - MMA Inserted in priority area level 1 "Extremely High" – Juréia-Paranaguá. Preservation units Located around APA da Serra do Mar 5 km and Parque Estadual Campina do Encantado - 15 Km IBA - Important Bird Areas Around IBA - Guaraqueçaba/Jacupiranga/Cananéia</p> <p>CD BAHIA</p> <p>Main conservation areas - MMA Recôncavo baiano and baía de todos os santos - 15km Preservation units Around APA Lago da Pedra do Cavalo - 10 km IBA - Important Bird Areas No nearby IBA</p>	8	Pages 64 and 65	No

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
G4-EN12 Description of significant impacts from activities, products and services in biodiversity in protected areas and in areas with high biodiversity index outside protected areas	The construction of the new factory, in Camaçari, and the new distribution center, in São Gonçalo dos Campos, both in Bahia, followed the premisses from LEED - Leadership in Energy and Environmental Design certification, considered the main certification of sustainable construction. Several initiatives were implemented considering decrease in impact and eco-efficiency, such as white roof, collection water from rain, using natural lighting, materials with low COV emission, among others.	8	Pages 64 and 65	No
G4-EN13 Protected or restored habitats	Protected area 1 – Natural Reserve Salto Morato, a Private Reserve of Natural Patrimony (RPPN), with 2.253 hectares, located in the city of Guaraqueçaba, north coast of Paraná, and maintained by the Boticário Group Foundation for Nature Protection. Protected area 2 - Natural Reserve Serra do Tombador, a Private Reserve of Natural Patrimony (RPPN), with 8.730 hectares, located in the city of Cavalcante, north of the state of Goiás, and maintained by the Boticário Group Foundation for Nature Protection. Both have small areas in recovery process. REGISTRO: we have an APP actively protected with 3,4 hectares. SÃO GONÇALO: Reforestation with native species with 34.000 m2 (will be made in 2016); CAMAÇARI: Recovery Plan in the process of approval.	8	Pages 64 and 65	No
ASPECT: COMPLIANCE				
G4-EN29 Monetary value of significant fines and total number of non-monetary sanction applied due non-compliance to environmental laws and regulations	In 2015 we did not receive any fine or sanction resulting from non-compliance with environmental law and regulations.	8	Pages 64 and 65	No
ASPECT: GENERAL				
G4-EN31 Total expenses and investments in environmental protection, by type	Annexed Index EN31 (page 57).	7; 8; 9	Pages 64 and 65	No
ASPECT: MECHANISMS OF ACTIVE COMPLAINTS REGARDING ENVIRONMENTAL IMPACTS				
G4-EN34 Number of complaints about environmental impacts shown and solved through formal mechanisms	No report was opened with that content in 2015.		Pages 64 and 65	No
CATEGORY: SOCIAL				
SUB-CATEGORY: HUMAN RIGHTS				
ASPECT: SUPPLIER EVALUATION IN LABOR PRACTICES				
G4-LA14 Percentage of new suppliers that were evaluated using labor practices criteria	There were 24 new suppliers audited in 2015, 3 of them are market test in Brazil. In Asia 8 new suppliers were audited, 4 of them are market test. All of those suppliers were evaluated with labor criteria such as: regular situation in public organs, evidencing labor ministry investigation, work hours, use of personal protection equipment, ASO and PCMSO. Besides audits, 100% of the direct and indirect strategic suppliers (54 companies) and over 30 non-strategic suppliers also went through self-evaluation in sustainability, which covers, among others, labor practices.	6	Pages 64 and 65	No

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
G4-LA15 Current and potential negative impacts from labor practices at the supply chain and measurements being taken	We have a total of 297 direct suppliers subjected to evaluation, which, in the year 2015, a total of 106 (new, maintenance and market test) were submitted to environmental impact evaluations through audits. Besides audits, 100% of the direct and indirect strategic suppliers (54 companies) and over 30 non-strategic suppliers also went through sustainability self-evaluation, which covers, among other things, labor practices. No supplier had their contract terminated in 2015 due to negative impacts. There were 4 market test suppliers that didn't get into base 1 and the regular supplier agreed with the improvement plan. Showing regulation with 3 follow in loco.	6	Pages 64 and 65	No
ASPECT: MECHANISMS OF COMPLAINTS REGARDING LABOR PRACTICES				
G4-LA16 Number of complaints about labor practices shown and solved through formal mechanisms	There's no specific channel to receive reports regarding this theme. Ombudsmen receive some manifestations with that content and offer proper procedures. There were 27 reports regarding the theme. Among these, 25 were addressed and finished, and 2 are in analysis process.		Pages 64 and 65	No
SUB-CATEGORY: HUMAN RIGHTS				
ASPECT: INVESTMENTS				
G4-HR1 Percentage and total number of significant investment contracts that include clauses regarding human rights or that were submitted to evaluations regarding human rights	The contracts with service suppliers and purchase requests have clauses to attend legal sustainability requirements, human rights and others defined by the Boticário Group.	1 to 6	Pages 64 and 65	No
G4-HR2 Total of training hours to employees in policies and procedures regarding human rights aspect relevant to operations	Operation managers had two hours of training; TAD (Time de Alto Desempenho – High Performance Team) operational employees that focus on HR and communication spent two hours in training. Themes covered were interpersonal relationship, diversity, conflict of interests and Anticorruption Law. Several e-learnings about the theme, which were distributed in 2016, were at creation stage.		Pages 64 and 65	No
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE NEGOTIATION				
G4-HR4 Identified operations in which the right to freedom of association and collective negotiation can be in significant danger and measurements taken to support this right	Within Boticário Group, we have the syndical relation policy that gives rights of association to our employees. Assemblies for collective agreements are held by Syndicates in the dependences of the company and the responsible in the Group for the negotiations runs an employer syndicate, and also participating in the table of negotiation of syndicates with greater representativeness. We have no control of the theme of syndicate relations of our suppliers, except labor relations that interfere in employees' rights.	1; 2; 3	Pages 64 and 65	No

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
ASPECT: CHILD LABOR				
G4-HR5 Operations and suppliers identified as a high risk of child labor occurrence, and measurements taken to effectively contribute to abolish it	<p>It wasn't identified in the 106 direct suppliers audited in 2015 no supplier with risk of child labor.</p> <p>In 2015, the direct suppliers audit process conducted by GTF verified by employees samples and register check. It's also made the verification of young apprentices.</p> <p>Boticário Group has a supplier management program that includes, among others, evaluation of social criteria when hiring and maintaining their suppliers. Besides that, they have a frequent communication channel with the suppliers that covers themes such as renouncement to practices that break labor rights, makes annual meetings in which they cover explicitly prohibition of child labor in the chain and makes visits aiming to observe their supplier's practices in several criteria, which includes compliance with labor matters.</p> <p>Contracts have a clause covering labor conditions, including forced and child labor, besides approach environmental responsibility and conduct matters. Boticário Group considers operations with significant risk of child labor those of sectors, countries and regions where there's a history of infringement of children's rights.</p>	1; 2; 5	Pages 64 and 65	No
ASPECT: FORCED LABOR OR ANALOG TO SLAVERY				
G4-HR6 Operations and suppliers identified as a high risk of forced or compulsory labor occurrence, and measurements taken to effectively contribute to abolish them	<p>It wasn't identified in the 106 direct suppliers audited in 2015 no supplier with risk of child labor.</p> <p>In 2015, the direct suppliers audit process conducted by GTF verified by employees samples and register check. It's also made the verification of young apprentices.</p> <p>Boticário Group has a supplier management program that includes, among others, evaluation of social criteria when hiring and maintaining their suppliers. Besides that, they have a frequent communication channel with the suppliers that covers themes such as renouncement to practices that break labor rights, makes annual meetings in which they cover explicitly prohibition of child labor in the chain and makes visits aiming to observe their suppliers practices in several criteria, which includes compliance with labor matters.</p> <p>Contracts have a clause covering labor conditions, including forced and child labor, besides approach environmental responsibility and conduct matters. Boticário Group considers operations with significant risk of child labor those of sectors, countries and regions where there's a history of infringement of children's rights.</p>	1; 2; 4; 5	Pages 64 and 65	No
ASPECT: MECHANISMS OF COMPLAINTS REGARDING HUMAN RIGHTS				
G4-HR12 Number of complaints regarding the field of human rights, addressed and solved through formal complaint mechanisms	There were no reports with that theme in 2015.		Pages 64 and 65	No

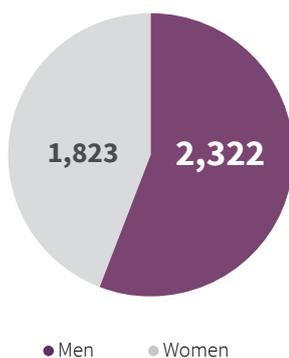
General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
SUB-CATEGORY: SOCIETY				
ASPECT: LOCAL COMMUNITIES				
G4-S01 Percentage of operations with engagement programs of the local community, evaluation of impacts and implemented development programs	Boticário Group made an investment in 100% of the locations where they work in, considering management locations and factory units. São José dos Pintails/PR: professional formation courses, digital inclusion courses, pregnancy program, program through tax breaks; Registro/SP: professional formation courses, digital inclusion courses, pregnancy program, program through tax breaks; Curitiba/PR: investment through tax breaks; São Paulo/SP: investment through tax breaks; Camaçari/BA: professional formation courses, investment through tax breaks; São Gonçalo dos Campos/BA: professional formation courses.	1	Pages 64 and 65	No
G4-S02 Operations with potential or real significant impacts over local communities	There were no reports of significant impacts due to Boticário Group's operations with local community, due to preventive actions performed by the Group.	1	Pages 64 and 65	No
ASPECT: FIGHTING CORRUPTION				
G4-S03 Total number and percentage of operations submitted to evaluation of risks regarding corruption and significant results identified	The company is at a mapping operational risks phase. Strategies were defined, and corruption as a risk factor was mapped. All areas were mapped.	10	Pages 64 and 65	No
G4-S04 Communication and training in the organization's anticorruption policies and treatments	All employees, including members of the governance received the Code of Conduct from Boticário Group and signed a commitment term. The document text exposes the need employees have to show an ethical posture, that forbids concession of any advantage or privilege to public agents. Franchisees from the O Boticário and quem disse, berenice? networks have the Code of Conduct regarding their business unit. Orientation in both Codes, is that franchisees must not be involved in any illegal and immoral practice in the relationship with agents and public powers; forbidding any situation that characterizes corruption, such as crimes against economic and tax orders, among others. The Codes are also available in the on ombudsmen website and extranet, which is the platform of communication with franchisees. Our suppliers receive the "Sustainability Guide for Providers". In 2014, all strategic suppliers had access to the Material index, which is inserted in all communication channels with that public: web site, e-news, purchase requests, events with suppliers, self-evaluation. Guideline contained in the document is that the involvement with illegal and abusive practices is unacceptable conducts for the Boticário Group. This public is also guided to establish formal procedures and policies, broadly spread among their stakeholders, which forbid employee and business partners' participation in illicit acts, as well as observing Boticário Group's Coded of Conduct. In 2015 no specific training for governance members was made.	10	Pages 64 and 65	
G4-S05 Confirmed corruption incidents and measurements taken in response	In 2015 there were no cases regarding that indicator.	10	Pages 64 and 65	No

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
ASPECT: PUBLIC POLICIES				
G4-S06 Total amount of contributions for political parties, or related political institutions, separated by country and recipients	Boticário Group's political posture is not to contribute financially to political parties or related institutions. The position is impartial, especially during elections season, and it's forbidden the distribution of any political-party material at the Group units.	10	Pages 64 and 65	No
ASPECT: UNFAIR COMPETITION				
G4-S07 Total number of legal actions for unfair competition, trustee practice and monopoly, and their results	Boticário Group did not receive, in that period, legal action for unfair competition, trustee practice and result monopoly.	10	Pages 64 and 65	No
ASPECT: COMPLIANCE				
G4-S08 Monetary value of significant fines and total number of non-monetary sanctions resulting from non-compliances to laws and regulations	Boticário Group did not receive, in 2015, significant fines or sanctions resulting from non-compliances to laws and regulations.		Pages 64 and 65	No
ASPECT: SUPPLIER EVALUATION IN SOCIETY IMPACTS				
G4-S09 Percentage of new suppliers evaluated under society impacts criteria	The Sustainability Guide for Suppliers contains anticorruption guidelines. All requests issued by purchase and supply to our suppliers contain a topic mentioned at the link to access the Guide. In self-evaluation, we evaluate if the suppliers have a code of conduct, procedures and channels to report conflict of interest and specific guidelines about corruption acts. In 2015, almost 100 suppliers filled the self-evaluation, among new and regular suppliers.		Pages 64 and 65	No
G4-S010 Real and potential significant impacts from supplier chain into society and measurements being taken about it	In 2015, almost 100 suppliers filled the self-evaluation, among new and regular suppliers.		Pages 64 and 65	No
ASPECT: MECHANISMS OF COMPLAINTS REGARDING TO SOCIETY IMPACT				
G4-S011 Number of complaints regarding labor practices addressed and solved through formal mechanisms	There was no report with that content in the ombudsman channel in 2015.		Pages 64 and 65	No

General Standard Content	Page / Answer	Global Pact Principle	External Verification	Material index
SUB-CATEGORY: RESPONSIBILITY FOR THE PRODUCT				
ASPECT: COMMUNICATION AND MARKETING				
G4-PR7 Total number of proven complaints regarding client's privacy violation and loss of data	Boticário Group, in 2015, did not receive any notification for disrespecting regulations and laws and volunteer codes regarding marketing communication, including publicity, promotion and sponsorship.		Pages 64 and 65	No
ASPECT: CLIENT PRIVACY				
G4-PR8 Total number of proven complaints regarding client's privacy violation and loss of data	Boticário Group, in 2015, did not register any legal or administrative action involving violation of privacy or loss of data from our consumers.		Pages 64 and 65	No
ASPECT: CONFORMIDADE				
G4-PR9 Monetary value of (significant) fines for non-compliance with laws and regulations regarding the supply and use of their products and services	Boticário Group did not receive, in that period, significant fines resulting from non-compliance with laws and regulations.		Pages 64 and 65	No

G4-10

TOTAL EMPLOYEES



Type of contract (full)

Third party employees	1,374
Position Dec/2009	

G4-10

Group - Total

Locations	Female	Male
Curitiba	352	284
São José dos Pinhais	1100	831
Registro	78	173
Camaçari - BA	220	288
São Gonçalo - BA	56	67
São Paulo	263	96
Others*	253	84
Total	2322	1823

*Others: in others there are employees located at the following states: Al, AM, BA (Capital and countryside), CE, DF, ES, GO, MA, MG, MS, MT, PA, PB, PE, PI, PR (countryside), RJ, RN, RO, RS, SC, SE, SP (countryside)

G4-27

Publics

Aspects Materials	Total	Sector associations	Employees	Community	Consultants	Consumers	Opinion makers	Suppliers	Franchisees	Government	Press	Dealers
Decrease in resource consumption	4.83	4.75	4.88	4.84	4.75	4.83	4.72	4.97	4.96	4.90	4.88	4.78
Use of renewable natural resources	4.81	4.90	4.83	4.94	4.76	4.78	4.83	4.94	4.81	4.95	4.76	4.73
Container disposal, recycling and collect	4.78	4.50	4.83	4.87	4.82	4.75	4.50	4.78	4.92	4.45	4.59	4.73
Development of the supplier chain	4.74	4.80	4.76	4.75	4.64	4.75	4.89	4.81	4.85	4.85	4.76	4.75
Community development	4.73	4.85	4.73	4.88	4.59	4.75	4.72	4.77	4.83	4.85	4.63	4.69
Sustainability at the franchise network	4.72	4.65	4.74	4.75	4.72	4.74	4.69	4.76	4.83	4.65	4.65	4.62
Use of sustainable materials at the stores	4.71	4.60	4.75	4.75	4.71	4.69	4.50	4.77	4.88	4.70	4.35	4.69
Gender equality	4.70	4.65	4.67	4.88	4.74	4.62	4.57	4.68	4.77	4.65	4.53	4.79
Dealer development	4.58	4.40	4.58	4.71	4.58	4.54	4.57	4.57	4.73	4.42	4.41	4.61

G4-EC5

Variation in the proportion of the lowest salary compared to the local minimum wage, by gender

Location	Lowest salary	Minimum wage	Variation
SJP/Curitiba - ADM - Female	1,340.00	1,070.33	125.20%
SJP/Curitiba - ADM - Male	1,326.00	1,070.33	123.89%
SJP/Curitiba - Operational - Female	1,504.00	1,111.04	135.37%
SJP/Curitiba - Operational - Male	1,504.00	1,111.04	135.37%
Registro - ADM - Female	3,326.00	905.00	367.51%
Registro - ADM - Male	1,835.00	905.00	202.76%
Registro - Operational - Female	1,249.00	905.00	138.01%
Registro - Operational - Male	1,249.00	905.00	138.01%
SP - Female	1,875.00	905.00	207.18%
SP - Male	2,355.00	905.00	260.22%
Camaçari - ADM - Female	1,537.00	788.00	195.05%
Camaçari - ADM - Male	2,852.00	788.00	361.93%
Camaçari - Operational - Female	1,099.00	788.00	139.47%
Camaçari - Operational - Male	1,099.00	788.00	139.47%
SGC - ADM - Female	1,511.00	788.00	191.75%
SGC - ADM - Male	1,721.00	788.00	218.40%
SGC - Operational - Female	1,343.00	788.00	170.43%
SGC - Operational - Male	1,343.00	788.00	170.43%

G4-EN3

Organization energy consumption

Type	Location	Unit	Consumption 2015
GLP	São José dos Pinhais - PR	GJ	1.081
	Registro - SP	GJ	297
	Camaçari - BA	GJ	No consumption
	São Gonçalo dos Campos - BA	GJ	No report by sodexo.
Diesel	São José dos Pinhais - PR	GJ	625
	Registro - SP	GJ	3.673
	São Gonçalo dos Campos - BA	GJ	4.185
Gasoline	Todas as unidades do Grupo		No consumption in any group unit.
Natural Gas	São José dos Pinhais - PR	GJ	22.672
	Camaçari - BA	GJ	12.517
Ethanol	Todas as unidades do Grupo		No consumption in any group unit.
Biodiesel	Todas as unidades do Grupo		No consumption in any group unit.
Electricity	São José dos Pinhais - PR	GJ	56.371
	Registro - SP	GJ	10.032
	São Gonçalo dos Campos - BA	GJ	8.606
	Camaçari - BA	GJ	36.998
	Aerofarma - Curitiba - PR	GJ	476
	Corporate Jardim Botânico - Curitiba - PR	GJ	2.660
	Instituto/Fundação - Curitiba - PR	GJ	361
Report methodologies and conversion facts used		GLP	

G4-EN8

Total water withdrawn by source G4-EN8

Type	Response 2015
SJP Plant (m ³)	80,005
CD Registro (Well) (m ³)	3,933
CD Registro (rain water) (m ³)	1,857
CD São Gonçalo dos Campos	7,699
SJP Plant (m ³ / produced ton)	6.5
CD Registro (m ³ /10 ³ HH Trabalhadas)	6.1
CD São Gonçalo dos Campos (m ³ /10 ³ Worked Hours)	22.8
Total consumption (m ³)	93,495

G4-EN23

Total weight of the waste, for Type and disposition method

Type	SJP	Camaçari	São Gonçalo dos Campos	Registro
Not dangerous (t)	1,956.89	721.38	0.37	980.81
Reuse	532	0	0	655.76
Recycling	1,225.76	636.72	0.37	320.45
Co-processing	0	0	0	0
Industrial landfill	199.13	84.66	0	5
Incineration	0	0	0	0
Dangerous (t)	661.44	60.37	0.08	3
Reuse	0	0	0	0
Recycling	228.2	0	0	0
Co-processing	429.28	60.37	0.08	0
Industrial landfill	3.90	0	0	0
Incineration	0.09	0	0	0
Indicator (t/10 ⁶ units produced or issued)	18.8	27.3	5.1	5.6

G4-EN31

Total expenses and investments in environmental protection, by Type

Response 2015	SJP	Camaçari	São Gonçalo dos Campos	Registro
Container recycling program	559.880,00 (does not include the amount spent/invested by sustainability)			
Eco-efficiency				
Maintenance				
Audits, Integrated Management System (SGI), Environmental education and monitoring	R\$ 11,075.60			R\$ 8,100.00
Waste assortment center (CTR) and Effluent Treatment Station (ETE)	R\$ 828,193.21	R\$ 1,332,705.71	R\$ 301,284.69	R\$ 169,994.80
Life cycle analysis	0 (does not include the amount spent/invested by sustainability)			

G4-LA1

VARIABLES

Total hiring number

	Women	Men
Location	390	240
Curitiba	44	48
São José dos Pinhais	82	66
Registro	5	13
Camaçari	74	71
São Gonçalo dos Campos	0	2
São Paulo	76	26
Outros	109	14
Age	390	240
Less than 30 years old	212	134
Between 30 and 50 years	175	105
Above 50 years	3	1

G4-LA1

VARIABLES

Total number of employees disconnected

	Women	Men
Location	552	313
Curitiba	80	59
São José dos Pinhais	269	138
Registro	26	35
Camaçari	14	28
São Gonçalo dos Campos	17	16
São Paulo	62	21
Outros	84	16
Age	552	313
Less than 30 years old	200	130
Between 30 and 50 years	333	177
Above 50 years	19	6

Movement x gender

	Women	Men
	827	489
Fitting	154	106
Merit	463	206
Promotion	210	177

G4-LA9

AVERAGE TRAINING HOURS BY YEAR, BY EMPLOYEE, SEPARATED BY FUNCTIONAL CATEGORY

Identify the total number of hours dedicated to training in each one of the work categories

Administrative

12,198.00

Coordination

463.00

Interns

2,910.00

Executives

12,198.00

Young apprentice

884.00

Operational

26,489.00

Supervisors

6,537.00

Specialized technicians

52,635.50

Technicians

8,806.50

Report average of training hours by employee and by work category, using the formula: total number of hours by work category / total number of employees by category

Administrative

36.63

Coordination

48.06

Interns

10.07

Executives

23.28

Young apprentice

12.11

Operational

20.52

Supervisors

142.11

Specialized technicians

36.45

Technicians

34.40

G4-LA9

AVERAGE TRAINING HOURS BY YEAR, BY EMPLOYEE, SEPARATED BY FUNCTIONAL CATEGORY

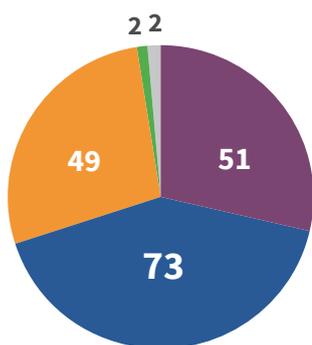
Response 2015

	Women	Men
Total	31,66	
Identify the total number of hours dedicated to training by gender	60,349.00	62,887.50
Report average of training hours by employee and by work category, using the formula: total number of hours by work category / total number of employees by category	29.64	34.28
OTHER COMMENTS	It was considered training hours in class and e-learning made by corporate education, individual training and educational complement.	

G4-LA12

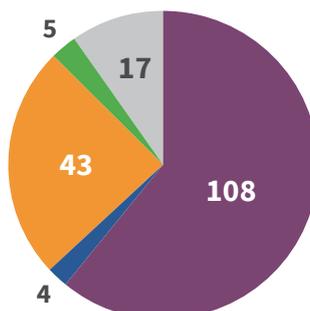
PCDs

Total



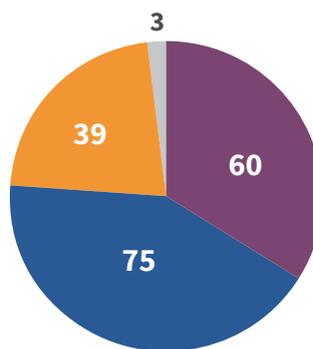
- Hearing Impairment
- Physical Disability
- Visual Impairment
- Mental Disability
- Rehabilitated

Ethnicity



- White
- Yellow
- Parda [brown]
- Not informed
- Black
- Native

Age



- Until 19 years old
- 20 to 29
- 30 to 39
- 40 to 49
- Above 50

G4-LA12

PCDs

Ethnicity x Occupation Group - White

Executives	0
Administratives	58
Specialized technician	9
Coordinators	1
Jovens Aprendizes	0
Operational	36
Technicians	4
Interns	0

Ethnicity x Occupation Group - Yellow

Executives	0
Administratives	2
Specialized technician	0
Coordinators	0
Jovens Aprendizes	0
Operational	2
Technicians	0
Interns	0

Ethnicity x Occupation Group - Pard

Executives	0
Administratives	18
Specialized technician	1
Coordinators	0
Jovens Aprendizes	0
Operational	23
Technicians	1
Interns	0

Ethnicity x Occupation Group - Black

Executives	0
Administratives	4
Specialized technician	1
Coordinators	1
Jovens Aprendizes	0
Operational	0
Technicians	11
Interns	0
Executives	0

Ethnicity x Occupation Group - Native

Executives	0
Administratives	0
Specialized technician	0
Coordinators	0
Jovens Aprendizes	0
Operational	0
Technicians	0
Interns	0

Ethnicity x Occupation Group - Not informed

Executives	0
Administratives	4
Specialized technician	0
Coordinators	0
Jovens Aprendizes	0
Operational	1
Technicians	0
Interns	0

PCD's x Occupation Group - Hearing

Executives	0
Administratives	14
Specialized technician	1
Coordinators	0
Jovens Aprendizes	0
Operational	36
Technicians	0
Interns	0

PCD's x Occupation Group - Physical

Executives	0
Administratives	43
Specialized technician	8
Coordinators	1
Jovens Aprendizes	0
Operational	0
Technicians	18
Interns	3
Executives	0

PCD's x Occupation Group - Mind

Executives	0
Administratives	1
Specialized technician	0
Coordinators	0
Jovens Aprendizes	0
Operational	1
Technicians	0
Interns	0

G4-LA12

PCDs

PCD's x Occupation Group -Visual

Executives	0
Administrative	26
Specialized technician	2
Coordinators	1
Young Apprentice	0
Operational	18
Technicians	2
Interns	0

PCD's x Occupation Group - Rehabilitated

Executives	0
Administrative	2
Specialized technician	0
Coordinators	0
Young Apprentice	0
Operational	0
Technicians	0
Interns	0

COUNSELOURS

Women

Less than 30 years	0
Between 30 and 50 years	1
Above 50 years	0
Total	1

Men

Less than 30 years	0
Between 30 and 50 years	4
Above 50 years	2
Total	6

G4-LA12

VP'S

Women	
Less than 30 years	0
Between 30 and 50 years	2
Above 50 years	0
Total	2

Men	
Less than 30 years	0
Between 30 and 50 years	2
Above 50 years	0
Total	2

VP'S

Women	
Group	
Executives	38
Coordination	128
Specialized technicians	841
Administrative	350
Technician	78
Operational	654
Young apprentice	61
Supervisors	139
Interns	33
Total	2,322

Men	
Group	
Executives	76
Coordination	107
Specialized technicians	631
Administrative	98
Technician	169
Operational	18
Young apprentice	659
Supervisors	52
Interns	13
Total	1,823

Age	
Less than 30 years	750
Between 30 and 50 years	1534
Above 50 years	38
Total	2,322

Age	
Less than 30 years	543
Between 30 and 50 years	1240
Above 50 years	40
Total	1,823

External Verification Report 2015 - O Boticário Group



Boticário Group submitted their Sustainability Report to External Verification by recommendation from Global Reporting Initiative (GRI) in order to input more transparency to the process. The External Verification was made again by Professor Dr. Priscila Borin Claro, Doctor in Management, Environment and Development by Universidade Federal de Lavras and Professor at Insper, Instituto de Ensino e Pesquisa de São Paulo (Institute of Education and Research of São Paulo), where she's responsible by the discipline Environmental Management and Corporate Social Responsibility and by the Social Responsibility and Extension projects. Verification was made taking into account the guidelines G4 focusing on the final document shown and the documents in excel with controls over reported material indexes. The evaluation process involved content analysis over what the index represents and what the Group reported.

Besides that, they evaluated stakeholders inclusion, Material testing for index age, clarity, balance, and accuracy, completion and comparison as a form of ensuring report quality (GRI suggestion). The main conclusions were:

Stakeholders inclusion

The Group once more identified their main stakeholders (11 groups) which validated in 2014, through index age testing in materials, the most relevant sustainability themes to report. Measurements adopted for the collection and data with several stakeholders, as well as measurements adopted to satisfy expectations and interests, detailed throughout these chapters, which are sectors now in function of corresponding GRI material themes.

Clarity

The body of the report shows clear and easy access information to readers. Besides that, the report doesn't abuse on technical terms or any vocabulary that difficult interpretation and seeking information. When a technical term is presented, it's followed by details.

The report follows a story-telling format what facilitates understanding actions as well as justifications for each action.

The report integrates all of the Group's Business Units. To each business unit and each specific action there are shown links that direct to websites and details.

This year the report and GRI table will be made available only online, which is a trend, since it aligns to the concept of conscious resource consumption, at the same time it allows broader access to all information on the period covered by the report.

Balance, accuracy and completion

The GRI table shows a detailed manner and through indexes, qualitative and quantitative, the company's performance in the environmental, social and economic dimensions. Besides the GRI table with material indexes, the Group also reports the GRI at materials that are integrated to management and strategy. That demonstrates a systemic concern and it's broader with the sustainability context. This letter, however, doesn't refer to non-material indexes.

54 material indexes of general standard were published in the body of the report and GRI table. In regards to number of specific indexes there were 55 used in total. To specific indexes, all DMAs were presented in the body of the report in a precise and detailed manner.

Some indexes were partially answered:

G4-EN2 the Answer given at the table doesn't shows the percentage of materials coming from recycling. At page 15, which is about the same index, there's no report on the percentage, only confirms that there is a perception, based on research with interest groups, that the Group has the initiative of recycling and re-using containers. Partially answered index.

G4-EN28 an Answer given in the table and texts explains the percentage of products and their containers recovered in regards to the total of products sold, separated by product categories. In the chapter raw materials and containers only actions made and within percentage are reported, partially answered index.

G4-LA1 the Answer provided was partial, In the annex there are the total number of employees by age, gender and region, There's also the total number of disconnections by age group, gender and region. There's also the number of segmented disconnections as suggested. Indicator GRI G4-LA1 suggests that turnover rates are published (%).

G4-EN12 on page 45 if refers only to the description of the impacts in the new factory in Camaçari and the new distribution center in São Gonçalo dos Campos. Partially answered index in what is referred to other units.

G4-EN31 page 55 there are no real values regarding Eco-efficiency and maintenance. It isn't clear if empty cells refer to expenses/investments equal to zero or if they weren't made at all.

Some information that could be more detailed:

Page 11 writes about the development of measurement in order to measure income and pilot implemented on 2015, however it isn't clear if the results were reached and how they'll be used.

Page 12 talks about governance in sustainability. It isn't clear if the executives have goals regarding sustainability performance.

Comparability

The group has published annually a report with relevant information on sustainability following GRI standard which allows different stakeholders to take fundamental decisions.

However, the years, in the text, at the GRI table, the result refers only to 2015 performance, preventing a clear and quick analysis about the evolution of the group at selected indexes.

Information about previous years are available at the download page on the Group website in order to compare. However, it's suggested that for the next reports, at least the performance on the previous year be presented at the same document in order to facilitate the reader's comparative evaluation.

Conclusions

The report and GRI table attend the "De Acordo" (Agree) level of the Essential Guidelines of G4

The report shows in a qualitative and detailed manner the Boticário Group's position regarding sustainability and the work limits prioritized by different stakeholder groups.

One of the suggestions of the External Verification on the previous year was integrated into this year's report: including goals to each index theme.

The year 2015 meant also closure of an important cycle for the Group: the first triennium of the sustainability strategy that was reviewed in 2012. In the past 3 years I've followed the work on planning and executing strategies to build a better future and I have validated 3 control cycles of achieved results, as well as the report process in the GRI standard.

Results achieved as well as implemented improvements in the development process and the format of the annual sustainability report, reinforce Boticário Group's commitment with challenges and goals of Sustainable Development.



São Paulo, May 2016

Credits

Coordination and editing

Boticário Group

Design coordination

Report Sustentabilidade

Ana Souza

(Project Management)

Juliana Kaminaga

(Diagramming)

Sergio Almeida

(Graphic project and Diagramming)

Wesley Soares (Web)

Wording

Integrated action

Photography

Boticário Group's database usage
e Fernando Dias

Typographic Family

Source Sans Pro

(Paul D. Hunt)



grupo boticário

beleza é o que a gente faz

oBoticário

Eudora

quem disse berenice?

THE
BOX

www.grupoboticario.com.br