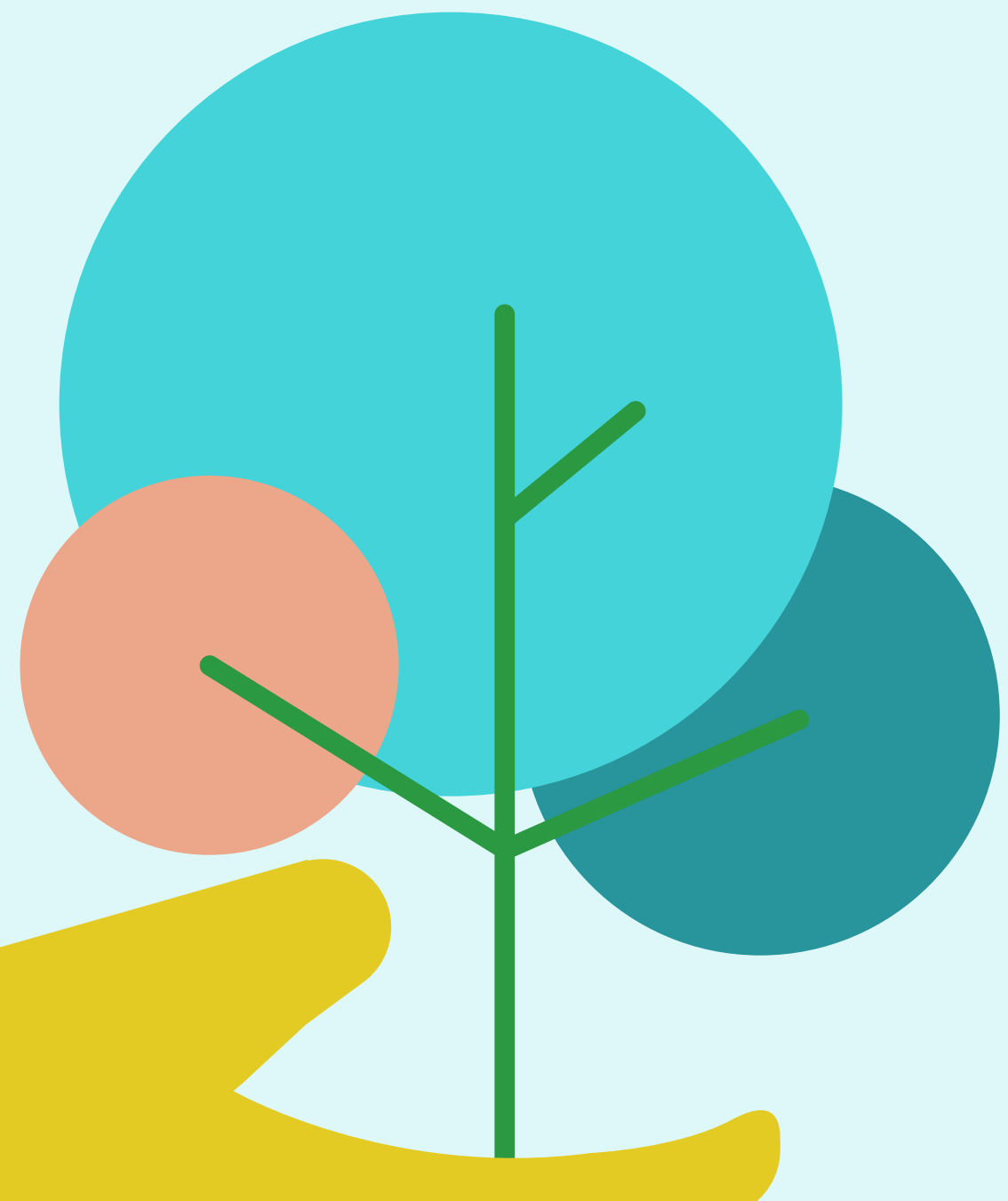


March 2022



OUR CSR APPROACH

2022



OUR APPROACH



SUMMARY

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OUR APPROACH, AN EVIDENCE



In 2015, the company Diffusions Aromatiques, concerned about future generations, worked on a CSR approach in order to combine sustainable growth and performance.

The year 2020 prompted the company to strengthen its reflections and actions undertaken with the objective of preserving the environment, people and the economy. We have given particular importance to updating our CSR approach by formalizing new commitments. The latter is oriented towards the well-being and safety of employees and the minimization of our impact on all of our stakeholders; but also towards a culture that is more respectful from an ecological and environmental point of view.

With the contribution of each member of our team, we have been able to put in place commitments in line with our values and convictions, those of our customers, our suppliers and the group to which we belong.

We promote eco-communication by maintaining constant transparency on our services, our products and our company. We are vigilant in protecting the environment by recycling our waste as much as possible and saving our energy. We guarantee respect for human rights by ensuring parity and avoiding all forms of discrimination.

Diffusions Aromatiques is embarking on a new era: through our actions, together, bringing a little more every day to the world around us.

Lola Hannaert, General Manager

St Cézaire s/siagne, France, March 7, 2022



OUR PURPOSE

A COMMON GOAL



“ HUMANLY DEDICATED,
PROFESSIONALLY COMMITTED ”

Diffusions Aromatiques team



OUR MAIN VALUES



OUR VALUES

1

DYNAMISM

- Passionate employees
- Excellence for our customers
- A perfectly adapted offer

2

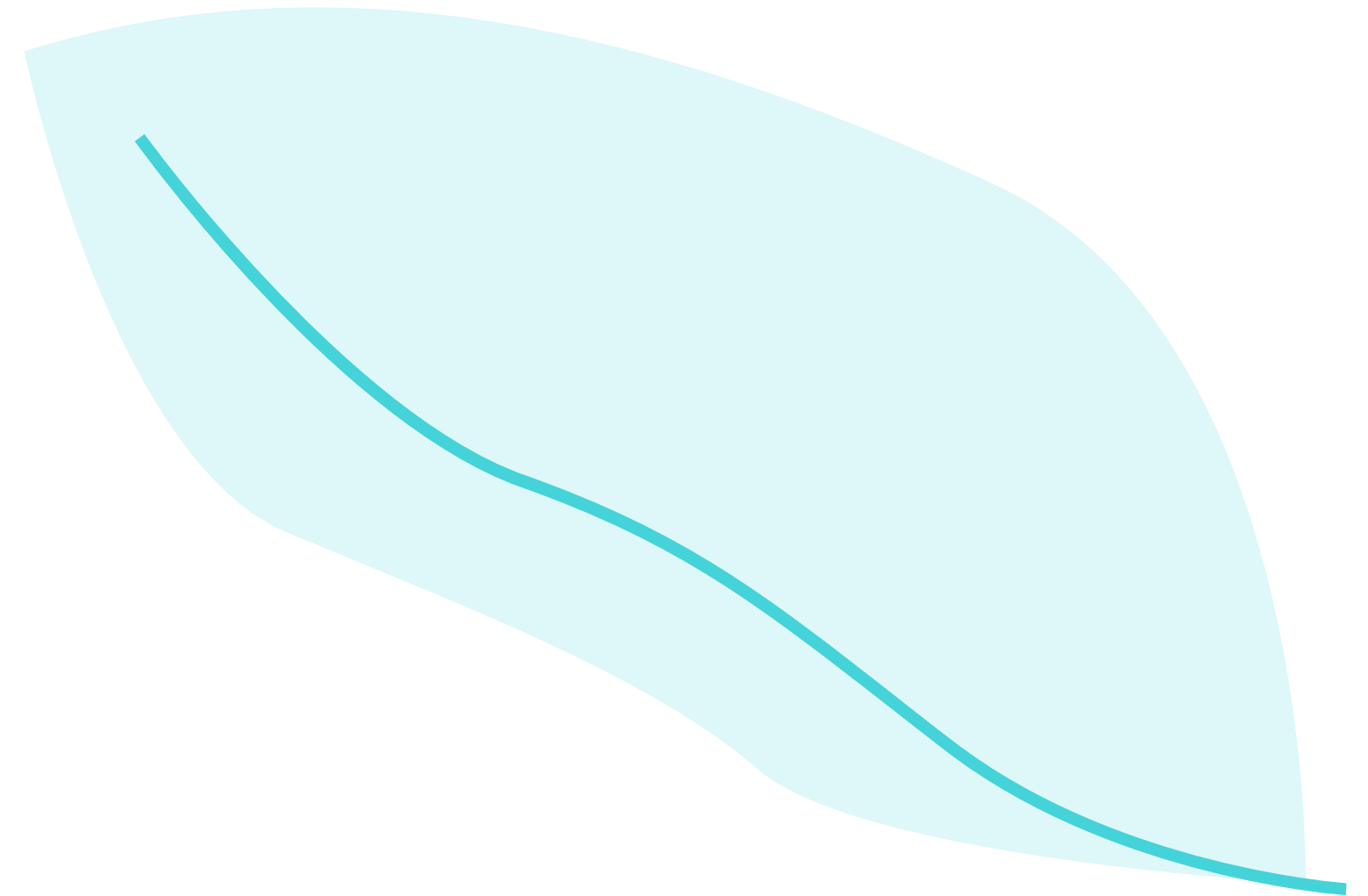
TRANSPARENCY

- Information transmitted
- Trusted partnership

3

QUALITY

- State-of-the-art equipment
- Regulatory monitoring & traceability
- Kosher, Cosmos, Ecocert



OUR VALUES

4

REACTIVITY

- One step ahead
- Proximity
- Time limit

5

RESPECT

- Human and environment
- At the heart of our business
- Common thread of our decisions

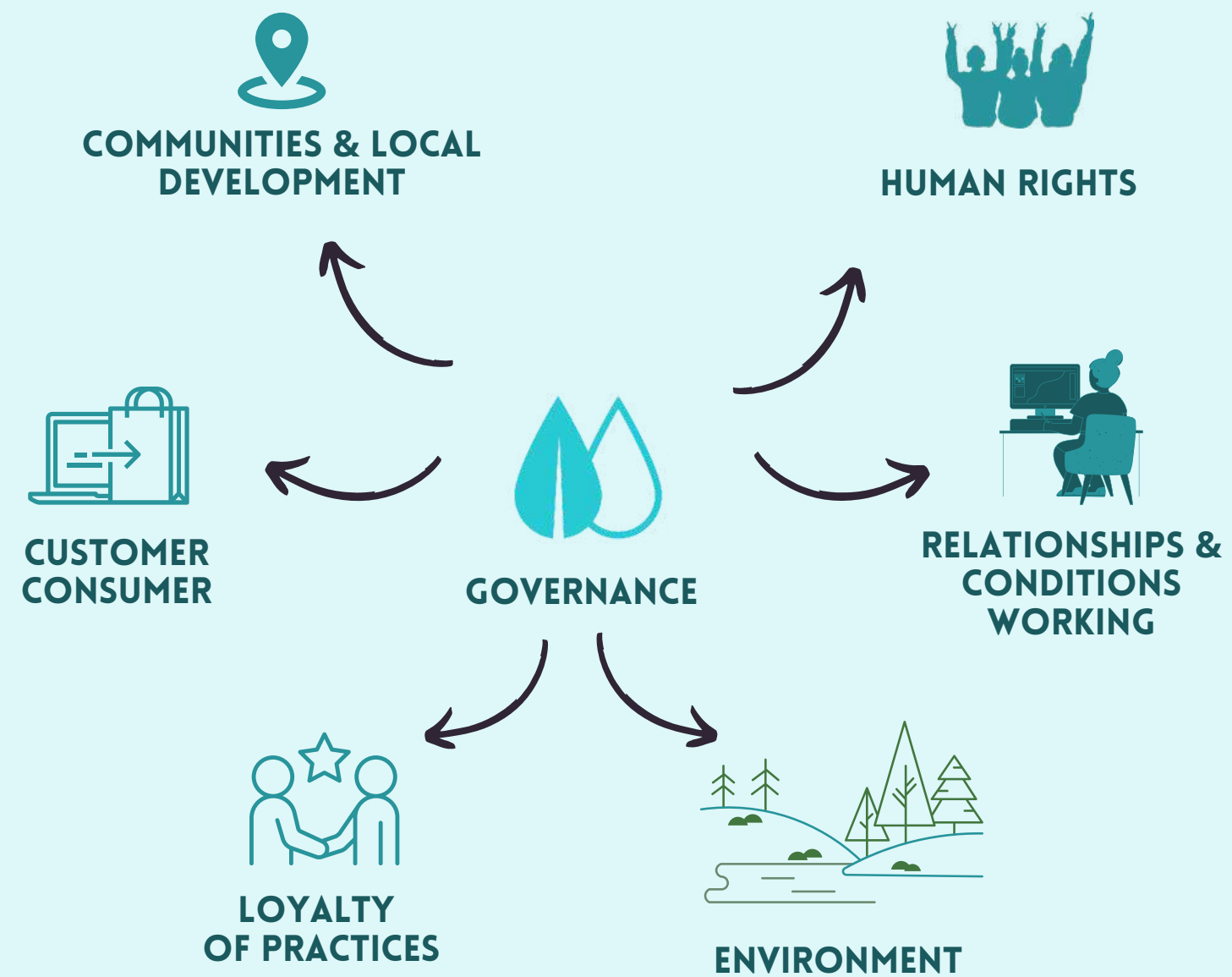


OUR MAIN ISSUES



OUR MAIN ISSUES

ISO 26000



The social responsibility of Diffusions Aromatiques was built on the fundamentals of ISO 26000.

The key indicators:

- the governance,
- working relationships and conditions,
- the environment,
- loyalty of practices,
- customers / consumers,
- local development,
- the human rights.

OUR MAIN ISSUES

INVENTORY

Each year, we highlight new priority issues consistent with the negative impacts related to our activities and in accordance with our convictions. In a process of continuous improvement, we rely on these issues in order to formalize consistent commitments.



PA 1 - Integrating the CSR approach

Formalize the strategy, involve stakeholders, commitment of Governance, means and organization for CSR.



PA 4 - Fight against discrimination

Preventing all forms of discrimination and promoting equal opportunities.



PA 5 - Protect personal data

Protection of the data of employees, customers and other stakeholders.



PA 8 - Social dialogue

Create the conditions for social dialogue in all its forms.



PA 9 - Protect employees

Protect the health and safety of employees.

OUR MAIN ISSUES

INVENTORY



PA 12 - Eco-conception

Eco-design of products, activities and services.



PA 13 - Resources

Minimize resource consumption.



PA 15 - Environment

Deploy a structured approach to environmental protection.



PA 14- Limit pollution

Minimize pollution and nuisances.



PA 18 - CSR among suppliers

Act in favor of social responsibility among suppliers.



PA 25 - Initiatives of general interest

Support for solidarity, social or environmental projects.



OUR COMMITMENTS



OUR COMMITMENTS

FORMALIZE

Our commitments are recorded over time and monitored using relevant indicators.

We make the link with the 17 Sustainable Development Goals, universal benchmarks that guide companies to achieve a better and more sustainable future for all. They respond to the global challenges we face.



OUR COMMITMENTS

RESPONSIBLE GOVERNANCE



We integrate the CSR approach into the overall strategy of our company. The formalization of our CSR policy is a common thread running through all Diffusions Aromatiques strategies. Our collective approach allows each employee to get involved. Accompanied by an external firm, we pay particular attention to the conditions of responsible governance by guaranteeing fair and participatory operation and by favoring representativeness within the general management.

In order to strengthen our actions, we formalized new commitments this year.

Support in the integration of our CSR approach within the company / Bee Curious (external consultant) follow-up	2 days/month
Creation and implementation of the CODIR	4/year

OUR COMMITMENTS

HUMAN RIGHTS



In order to fight against all forms of discrimination, harassment and illegal work, we have implemented several actions with our stakeholders. The creation of a supplier/provider charter allows us to have visibility on the conditions of our partners. Our guide to good practices also enables us to raise awareness among our employees on these subjects. We closely monitor specific indicators in order to have constant visibility on equal opportunities within the company.

Diffusions Aromatiques has formalized new commitments in order to be in continuous improvement.

Workforce monitoring - gender parity	40% M 60% W
Workforce monitoring - average age	1 x/ semester
Anonymous recruitments	100% of profiles via agencies
Project study for the development of a ramp to access the canteen	1 study project
GDPR training	1 training certificate
Update of our internal GDPR procedure	100% new contracts
Compliance of external customer / supplier documents...	100% of documents
Cookie management	Annually

OUR COMMITMENTS

RELATIONSHIPS & CONDITIONS WORKING



Diffusions Aromatiques favors long-term jobs through its recruitment policy.

As a company on a human scale, we promote dialogue with all of our employees thanks to the implementation of an organization and internal tools. We ensure everyone's well-being by promoting comfort, accessibility, teleworking and work-life balance. We encourage the practice of sport once a week, reduce the risk of everyday ailments with the provision of ergonomic balls & offer certain advantages guaranteeing a pleasant daily life for our employees (RTT, MAM, access to local products...).

We are attentive to the respect of good working conditions in order to guarantee the safety and health of our employees. We have formalized new commitments in order to strengthen the internal communication axis.

Internal communication procedure	Annual update
Installation of a suggestion box	Consultation 1x/month
Raise and lower CODIR/collaborator information	4/year
Teambuilding	1 to 2/year
Breakfasts: information and key figures of the company	6/year
Communication training	1 training certificate

OUR COMMITMENTS

RESPECT THE ENVIRONMENT



We consider environmental issues through all of our decisions and actions.

We want to collectively lead Diffusions Aromatiques towards reducing the impacts of our activities. We have carried out several installations aimed at minimizing our energies. We have set up precise, monthly monitoring of our consumption and installations within the offices, depot and car park. We pay attention to transport, one of the main sources of pollution in our company. The measurement of our carbon footprint through reports transmitted by our carriers allows us to have a precise vision and to reflect on alternatives aimed at optimization and reduction.

We formalized a number of commitments this year.

Installing paper vending machines	Installation and annual consumption monitoring
Creation of an internal best practices guide	Creation and annual update
Dematerialization of documents & tools	100% of documents and tools
Regrouping of tours 2 days a week (excluding Grasse and Mouans Sartoux)	1 feasibility study report
Installation of electrical terminals	Installation of 2 bollards
Retention audit & channeling plan (water)	1 audit report
Selective sorting within offices	On-site installation

OUR COMMITMENTS

LOYALTY OF PRACTICES



We develop ethics in business relations by preventing any act of corruption and by raising awareness among our partners and suppliers of the challenges of sustainable development through a global CSR charter. We guarantee fair competition with our competitors and create lasting links with our service providers and suppliers. We want to be transparent about the conditions of each of them by also involving them at our side. Actions will be implemented this year to strengthen our vigilance.

Responsible purchasing training	1 training certificate
Product rationalization study through monitoring & precise monitoring	Setting up monitoring table + feasibility report
Supplier questionnaire	1 creation and annual update
Categorize suppliers (CSR criteria)	1 creation and annual update
Implementation of a responsible supply policy	40% of supplies
Supplier charter	100% of the top 30 suppliers

OUR COMMITMENTS

CUSTOMER/CONSUMER RESPECT



The customer is at the heart of the concerns of Diffusions Aromatiques.

Our control laboratory is equipped with the latest generation physico-chemical measuring devices. Our qualified staff is able to validate our purchases at the origin, but also to manage any customer complaints. This equipment guarantees our customers the constant quality of our products and the monitoring of our supplies. Our control samples are kept for 2 years in optimum condition. We guarantee traceability of the products delivered thanks to our computer system. We constantly update our MSDS in accordance with the regulations.

We benefit from COSMOS, Ecocert and Kosher certifications.

This year, we are strengthening our teams in order to be able to go further in our actions.

OUR COMMITMENTS

COMMUNITIES & LOCAL DEVELOPMENT



Diffusions Aromatiques participates in local development by promoting recruitment and local partnerships.

The notion of support is part of the DNA of Diffusions Aromatiques. Several actions have been implemented within the company to enable employees to join together in a benevolent and positive dynamic.

Solidarity hours in the event of a natural disaster	Team mobilization
Sponsorship budget	€1,000
Organization of a collection of solidarity business	Twice a year
Organize an inter-company operation in the area	Once a year
Area development	Participation in all meetings



Report drawn up in March 2022 by

BEE ∞
CURIOUS
l'innovation optimiste



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