

# SUSTAINABILITY REPORT

DAVINES GROUP 2015



[ comfort zone ] SKIN SCIENCE SOUL

What drives us

#### Since the Industrial Revolution the impact of human activity on the planet has grown exponentially.









Atmosphere: concentration of CH<sub>4</sub>



Coastal zone: biogeochemistry

Nitrogen flow 10<sup>12</sup> moles yeal



Sources: Steffen W (2004) IGBP Book Series; Canning D (1998) World Bank; Food and Agriculture Organization of the United Nations (2002); International Fertilizer Industry Association (2002); National Institute for Public Health and the Environment (1997), McDonalds (2002); Nordhaus (1997) University of Chicago Press; OFDA/CRED (2002); Pulp and Paper International (1993); Global water resources (1990);UN Center for Human Settlements (2001), UNEP (2000); US Bureau of the Census (2000); World Bank (2002); World Commission on Dams (2000); WRI (1990);World Tourism Organization (2001).



International tourism



ozone depletion



Land ecosystems: area of cultivated land





Telephone communications

Number (millions)

Climate: average surface temperature in northern hemisphere



ĒX





Transport by motor vehicle



Climate: large-scale flooding



in rainforests and woodlands



#### 🗰 What drives us

As humans, we have the enormous responsibility of preserving the planet in which we inhabit. As Jeffrey Sachs explains in his book, "The Age of Sustainable Development", we are in the era known as the Anthropocene, which began in the 18th century with the Industrial Revolution. An era in which human activity and the use of fossil fuels are having a decisive impact on the delicate equilibrium of our planet. Once this is altered, the earth would no longer possess the resilience which allows it to regulate itself.

In the "Planetary Boundaries" theory proposed by the Stockholm Resilience Centre, nine thresholds are identified (see diagram) which, once crossed, could lead to irreversible environmental change. Three of these concern largescale systems - climate change, ozone depletion and the acidification of the oceans - the others are slower and less evident variables such as the flows of nitrogen and phosphorus, changes in land use, the rate of biodiversity loss and freshwater use. Alongside these seven aspects are those linked to parameters which are impossible to quantify: atmospheric pollution and pollution by chemical products. Staying within these thresholds of tolerance is only possible through sustainable development.

We need to take on this challenge with passion, ingenuity and foresight in order to direct and modify our decisions, with the aim of safeguarding our planet. Some steps have already been taken, but the time has come to raise the bar: all these signs are telling us that the future lies in a circular economy. Unlike the old linear system, the new model is based on ethical and sustainable development, thanks to re-use and minimising waste. A circle has no beginning and no end, and therefore can renew itself, assuring the future of generations to come.

For this new paradigm to achieve its beneficial effects, a determination to change is needed from everyone. The Davines group has decided to take up the challenge by seeking to combine business success with a reduction in its environmental footprint, in the hope that its example will raise awareness and engage increasing numbers of companies and individuals, maximising the positive impact on the world around us.



PLANETARY BOUNDARIES by Johan Rockström

PAGE 8 THE DAVINES GROUP

> PAGE 15 SHARED VALUES

PAGE 18 STAKEHOLDER INVOLVEMENT

> PAGE 25 OUR COMMITMENT

> PAGE 30 SHARE OUR DREAM

PAGE 31 SOURCES AND FURTHER INFORMATION The origins

THE GOAL OF LIFE IS TOMAKE YOUR HEARTBEAT MATCHITHE BEAT OF THE UNIVERSE TO MATCHIYOUR NATURE WITH NATURE. In honour of J. Canapbell

#### The origins LETTER FROM THE CHAIRMAN

It gives me great pleasure to launch the Davines group's first Sustainability Report.

Since the year 2000, Davines has been travelling towards sustainability with growing awareness, sensibility and commitment; it's an upwards journey that involves a constant climb of a mountain the shape of an asymptote.

This, alongside an ancestral and - I may say - increasingly necessary love for planet Earth, is perhaps the underlying reason why the concept of sustainability is becoming ever more deeply rooted in Davines.

The perfect coming together of a utopian ideal and concrete strategy, a dream with specific performance indicators, an idea of beauty, justice and happiness with the environment and the society in which we live every day: for Davines this is a powerful driver of ethics, innovation and constantly improving results, year after year. The road is very hard; circularity may be glimpsed as the ideal destination, but to reach it there are huge challenges for the entire production chain: raw materials, packaging, energy use, logistics and consumption.

At Davines we believe in the possibility of continual improvement in this matter, and the B Corp route which we are adopting, the worldwide commitment of I Sustain Beauty, our campaign for sustainability in beauty products, and the building of the new Davines Village, whose primary inspiration is sustainability, demonstrates the extent to which our approach seeks to be truly systematic.

Long live the Davines group's Sustainability Report, from now on a yearly notebook on our wonderful yet difficult journey. There's still a long way to go, but we've come a long way already. May this first report help us henceforth with increased clarity of intent and future results.

> Chairman Davide Bollati

## *The origins* LETTER FROM THE CEO AND MANAGING DIRECTOR

Many times in the course of my professional life I have asked myself what the raison d'être of a business should be. To be honest, the first time the question came up was when I was writing my thesis and I explored the matter of business theory, whose primary objective is to establish precisely what is the ultimate purpose of a company.

As I researched the topic, I came across the "one thing or the other" approach, which characterises - sometimes instrumentally - the positions of those wishing to forcefully push views. Thanks to the input of my supervisor, I became convinced of the validity of the motto "have doubts" and I have never been attracted to "oppositional" models, including the "only profit" approach common in practices of "profit at any cost" or at least at the "cost" of someone or something else.

Later on in my career, I was able to work (also) in companies which, with different levels of awareness, did not put profit before all else.

In the meantime I cultivated the difference between the concept of compromise - according to which each party in a relationship gives something up, and that of conciliation, where each party maximises their own interests in the relationship. It is on this basis that I have helped to shape Davines.

At Davines we applied this concept to the relations between company and staff, thanks particularly to the inspiration evoked by the creation of our Carta Etica, finding the ideal point of conciliation where people constantly give their best at work, thus maximising the benefit that the company accrues and at the same time building the basis for the establishment of an intense feeling of fulfilment at work. This, in our view of things, is the best outcome that a person can hope to achieve from time spent working. We also base the firm-client relationship on this premise, in the belief that the connection can only be successful if it is conscientious in maximising the interests of both parties.

Lastly, we have extended this idea of conciliation to our attitude to the environment, to a vision of the ability of the beauty industry to encourage people to take care of their surroundings, beginning with themselves, and an idea of 360 degrees of sustainability, linked with the possibility that people express their personalities in their work, in an environment where relationships are guided by ethics and where promises made to clients are always based on the likelihood of being able to fulfil them.

Where "beautiful" and "good", conscientiously reconciled, can be expressed to their full potential, to improve the world around them. "Sustainable beauty".

This "balance sheet" is the synthesis of all that Davines has "brought home" to date using this approach. It is a starting point, certainly not the finished article, since we have decided to commit ourselves further in the creation of the conditions that maximise conciliation between our performance as a business and our impact on everything that surrounds us, so that the former can be excellent and the latter exemplary in its extraordinary way, which - after all - we would like to see become the ordinary way in which companies conduct themselves.

> CEO and Managing Director Paolo Braguzzi



#### The Davines group

#### **OUR STORY**

The Davines group begins its journey in Parma in 1983, with the Bollati family's idea of establishing a laboratory for the production of high quality hair products, aimed at both small retailers and internationally-known cosmetic companies. After a decade of research and improvement the Davines brand was born, dedicated to the professional hairdressing market; soon afterwards came the [comfort zone] brand, aimed at the professional skin care market. From the outset, both have specialised in the creation of high-quality products formulated in the artisan spirit and scientifically developed using cutting-edge cosmetic technology, to express the group's distinctive style.

Today the Davines group is present in 95 countries and employs a multicultural team spanning 34 different nationalities. Besides the Parma headquarters, we have branches in New York, Paris, London, Mexico City, Deventer (Netherlands) and Hong Kong.

#### **OUR STYLE**

Our style is a reflection of our curiosity and openness to the world and of the Italian heritage of history, art, design and good taste which is our legacy and our cultural identity. We love all things that reflect simplicity and harmony, because their beauty goes beyond fashion and custom. For that very reason we're in tune with today's mood, yet we set out to create concepts and products whose appeal is timeless.

To us, quality means having the freedom to create the best products with meticulous care and respect for people and the environment in which they live and work, to offer beauty with attention to ethics as well as aesthetics.

## **MILESTONES**



## **OUR FIGURES 2015**



# The Davines group OUR BRANDS

#### Davines

We believe that living a balance of Beauty and Sustainability, what we call "Sustainable Beauty", can improve our lives and the world around us.



### [comfort zone]

We consider skin as the mirror of our mental wellbeing, physical state and the daily choices we make.

Our mission is to promote a soulful, healthy and sustainable lifestyle, with advanced science-based conscious solutions to visibly improve skin, body and mind.



# VISION

We want to be the most admired, conceptually and design advanced beauty company in the world, being premium, s cientifically driven in R&D, ethical and sustainable.

# MISSION

To inspire and improve the quality of the professional life of worldwide beauty professionals through concepts, products and services that will allow them to offer unique experiences to their clients.

### **DEVELOPMENT MODEL**

We are inspired by the will to give a prosperous longevity to our company. Our model of reference is based on:



maintaining and cultivating the uniqueness of our brands



developing sales and profits, preserving our financial stability

By creating a system able to sustain dynamically our growth and, at the same time, the perspectives for our future growth, based on:



quality of our products



strength of the relationship with our customers



reliability of our distribution partners

effectiveness of the organisational processes, especially those oriented to customer service





Shared values



#### **CARTA ETICA**

This is a series of professional values which aims to help those who consult it to improve the quality of their work and wellbeing in corporate life. Drafted in 2005 by Davines and [ comfort zone ] staff with input from an external philosopher, the charter does not contain rules or instructions, but rather proposals for ethical behaviour geared to an improved quality of life. The Carta Etica takes its inspiration from the ancient philosophy which places "beauty" next to "wellness"; to date it has inspired not only corporate life, but also products and services, as well as relations with suppliers, local partners and clients.



Shared values

#### **CODE OF ETHICS**

This defines the series of values which the Davines group acknowledges, accepts and shares, and the series of responsibilities the group assumes both inwardly and outwardly. Adopted in 2014, it includes both the applicable laws and the Carta Etica, in order to promote good practice and behaviour within the company.

#### SUSTAINABLE BEAUTY MANIFESTO

The beauty that we believe in is based on harmony, good taste and appreciation for individuality.

By creating beauty sustainably, we want to encourage people to take care of themselves, of the world in which they live and of the things they love.

"Beautiful and good" - as the ancients defined the unity between exterior and interior beauty - is another way to say "sustainable beauty".

And "sustainable beauty" is another way to say Davines.



#### [comfort zone] FOR MULATION PHILOSOPHY AND THE INTEGRATED APPROACH

sustainable approach, which we call "Science-based Conscious Formulas<sup>TM</sup>" We select and priorities d' natural ingredients, and use them in quantities of up to 98%. We have



eliminated parabens, mineral oils, SLES and silicones, replacing the latter with natural oils and butters to guarantee a beauty that is "real and active". We use high-tech molecules and innovative delivery systems when safe and useful to do so, guaranteeing maximum effectiveness and sensory pleasure.



Alongside our products, we offer professional treatments and lifestyle advice developed with the support of our Scientific Committee, to make sure the skin really is the reflection of physical and emotional wellbeing and the choices we make every day.

17

Stakeholder involvement

 $\square$ 

 $\langle \omega \rangle$ 

Stakeholder involvement STAFF

#### **CARTA ETICA ACTIVATORS**

Following the introduction of the Carta Etica, a group of volunteers was formed within the company who seek to improve wellbeing, quality of life and the feeling of belonging for all employees. The team consists of 21 Activators who meet on a three-month basis, nominate team leaders for projects and discuss progress, solutions and new ideas with the aim of creating the conditions in which all employees can express their full potential at work, grow as individuals and contribute to the company's success. The Carta Etica Activators team have generated the schemes "Solidalmente" and "The Concierge", which are now functioning independently.





#### PLENUM

Twice a year, in July and December, the management shares with staff at the Parma headquarters the company's results from the previous six months, the challenges underway and future goals. The pre-Christmas edition includes the Sustainability and Beauty Laboratory, an occasion for cultural enrichment where leading figures discuss the concept of "sustainable beauty", offering their direct experience in their field of expertise.

#### THE CONCIERGE

19

This project is geared to facilitate work-life harmony, by offering the employees services which simplify their management of personal chores, from car-washing to delivery of fresh bread to the office. It also handles the establishment of special agreements with local businesses.

6

Stakeholder involvement STAFF

#### PORTE Ah!PER-TE

Since 2008, once a year the company has opened its doors to employees' families. This event, traditionally organised around Christmas, is particularly eagerly awaited by children, 75 of whom were present in 2015. The visit to the Research Laboratory is especially popular; here the children can formulate their own personalised cosmetic products, choosing colours, fragrances and labels.

PORTE AH!PER-TE Alla scoperta del mondo

#### **SOLIDALMENTE**

This scheme supports social initiatives of various kinds, operating in Parma and the surrounding area. Run by a group of volunteers, since 2012 the scheme has proposed numerous opportunities for active participation in social issues.



#### DAVINEWS

Every four months since 2005, the Davines group has published an in-house magazine in which new employees are introduced and information is shared about new products, upcoming events and the goals and challenges of the company. Founded at the head offices in Parma, Davinews is international in scope and also embraces the overseas branches.

#### **ECO OFFICES**

This is a series of small environmentally friendly actions to implement in the office every day. Now in its second edition, this publication is shared with all staff members and forms part of the training program for new employees.

#### **DAVINES BAR**

At Davines a range of highquality food is available, fresh and seasonal and prepared according to dietary requirements drawn up in conjunction with a nutritional expert.

#### **BIKE SHARING**

The company has several bicycles which are freely available for short journeys, including outside working hours. A green solution to city traffic, but also a way of life and an invitation to healthy habits.



Stakeholder involvement SUPPLIERS

#### **DAVINES INCONTRA**

Since 2011, every year Davines has dedicated a day to meeting its suppliers, in order to share with them - as well as the classic information of the budget - the company's strategic vision, mid and long-term goals, and ongoing and completed projects. This gathering is conducted in the interest of transparency, and offers suppliers an opportunity to better understand the group's values and its economic and financial identity.

#### **ETHICAL COMMITMENT BY SUPPLIERS**

Davines prioritises collaboration with suppliers who share similar values, in order to generate virtuous synergy beneficial to both parties, society and the environment. The document "Ethical Commitments by Suppliers" lists desirable practices which go beyond the minimum requisite of respect for the law and human rights, and covers items such as managers' refusal of bonuses and gifts, and the high health and safety standards in the workplace and in environmental protection.



Stakeholder involvement CLIENTS



The event dedicated to beauty which since 1996 has brought the international Davines community together every eighteen months. Held in a different city each time - the most influential venues in the world of trends and design - the event is not only, a valuable opportunity for training and inspiration, but also a unique moment of collective sharing of the company values.

#### **EXPERIENCE TOUR**

This is the [ comfort zone ] event which since 2010 has gathered partners from all over the world to share tendencies and innovations in health, beauty and the world of spasand wellness. Every two years, in a different place each time, scientific researchers and marketing and cosmetics experts address educational and inspirational topics, providing an opportunity for in-depth discussion of the brand vision.

#### ETHICAL ATLAS

This publication is dedicated to beauty professionals in the greatest possible revolution: quality of life. Edited in conjunction with hairdressers and beauticians, the magazine is a guide to self-realisation and finding happiness in the work place, by rediscovering it as an expression of human goodness. The Ethical Atlas, published in 2015, has its roots in the Carta Etica, which gave rise to the desire to involve and inspire everyone, including clients. Stakeholder involvement CLIENTS

#### SUSTAINABLE BEAUTY WEEK

Since 2015 Davines North America has organised this yearly event in support of ethical beauty, as well as aesthetics. The participating salons open their doors to offer their services in exchange for donations which go entirely to The Fruit Tree Planting Foundation, a non-profit association which plants fruit trees in the most underdeveloped parts of the world to provide not merely environmental support, but also nutrition and professional training for the local populations.

In 2015, Sustainable Beauty Week resulted in the planting

of 10,000 fruit trees in El Salvador and 9,000 in Uganda. In both places the planting was accompanied by specific fruit-growing training for the future carers of the trees, and the students received a training certificate.

#### LOW ENVIRONMENTAL IMPACTWEEKANDREADING MAKESYOU BEAUTIFUL

These campaigns were held in 2015 exclusively in Italian "Sustainable Beauty Partner" salons, and their aim was to incentivise both ecological transport and the social re-use of secondhand books. With the books collected, the hairdressers created libraries in hospitals, schools and communities, and organised fundraising events for charities.

#### **RENEWABLE ENERGY SALONS**

Since 2012 Davines has encouraged salons to switch. to renewable energy, and to communicate such to their clients and to the consumer- that the services offered as well as the Davines products used, are powered by clean energy.

23

Stakeholder involvement CLIENTS



#### **I SUSTAIN BEAUTY**

The worldwide "I Sustain Beauty" campaign is a call to action addressed to everyone who wishes to commit - in small or large ways - to the creation, promotion or protection of beauty in art, society and the environment. Ambassadors for the campaign are "beauty sustainers", and they come from many different sectors and act as an example of how we can use beauty to improve the world we live in.

Within this campaign, the Davines group was responsible for the restoration of three benches dating from 1748 and located in the loggia of the historic Palazzo Contarini in Venice, which concealed works attributed to Francesco Fontebasso, a major exponent of Venetain painting during that period. In 2015 the benches were exhibited to the public in the Ca' Rezzonico museum of eighteenth century Venetian art, and they have now been replaced in the Palazzo Contarini.

The 2015 edition of I Sustain Beauty included 56 wonderful projects from 22 countries around the world. Among these, Davines prioritised the "Without Borders" project instigated by Salvatore Giaquinta in Lima, Peru. Salvatore opened a hairdressing school where he provides free training to women living in poverty in the theoretical and practical basics of the hairdressing trade. This scheme gives many people the chance to turn their lives around, by helping them to enter the world of work. Salvatore was awarded a prize in the form of funds and equipment for his training school.

#### 2015 AMBASSADORS



Toto Bergamo Rossi Director of the Venetian Heritage Foundation



Matteo Thun Architect and designer



Gundula Deutschlander Head of Babylonstoren Gardens, Cape Town



**Our** commitment

#### PEOPLE - Annual results at head office -

**EMPLOYEES:** WOMEN TO MEN RATIO



# 59% women 41% men



1.4 davs training per employee



138 employees of non-Italian origin (group)

#### employees who have received a results-based reward

91.66%

#### - 2016 objectives -

Raise employees' awareness of the value of inclusion and difference as a source of  $\checkmark$ enrichment in interpersonal relations at work.

✓ Make paid hours available to employees for volunteer work.



#### 48% women 52% men

8

**EMPLOYEES** 

# or recuperated out of generated per kilo total waste

26



# 0,088 Sm<sup>3</sup>

methane gas used per kilo pf product

solid waste

of product

#### 0.426 kWh electricity used

CO<sub>2</sub> emitted per kilo of product (scope 1 and 2)



<sup>st</sup> Tesla model S, in the corporate car pool

 $0.0074 \text{ m}^3$ 

water used per kilo

of product

536.054 kg

- 2016 objectives head office -

- V Reach 50% of total solid waste recycled or reused.
- V Reduce water use per kilo of product by 5%.
- V Keep CO, emissions below the threshold of 550,000 kg (scope 1 and 2) regardless of increased production.
- Increase our corporate car pool of hybrid, plug-in and electric vehicles, including Tesla Models X and 3 (ordered in early 2016).

#### **PLANET** - Annual results at head office -





100%

electricity from

renewable sources

used by the company

#### **Our** commitment

27

#### COMMUNITY - Annual results at head office -

#### **ORIGINS OF RAW MATERIALS** AND SERVICES USED BY THE COMPANY (by value)





of main suppliers\* with sustainability rating "excellent" or "above average"

65% of main suppliers\* located within 200 kms of the premises

\*suppliers representing 74% of the value of supplies in 2015.



#### 232.000 € donated to social and environmental causes

#### - 2016 objectives -

- V Increase the percentage of suppliers with "excellent" or "above average" sustainability ratings by supporting suppliers in improving their areas of weakness.
- In the context of the "Parma, io ci sto!" initiative, establish collaboration with  $\checkmark$ the local business community, with the projects "Parma Highway-Km Verde", "Nuova Illuminazione e valorizzazione della Camera di San Paolo" and "Orto dell'Antica Spezieria di San Giovanni". Collaborate with the University of Parma's Department of Sustainability for the establishment of a regional network linked to sustainability.
- Circulate the awareness that physical and emotional balance is the first step to  $\mathbf{\sqrt{}}$ taking care of ourselves and others, through participation in the Global Wellness Day, the world initiative for wellbeing, for which Davide Bollati was nominated Ambassador for Italy in 2015.

#### **INNOVATION IN PRODUCTS AND PACKAGING**

- Annual results -

**INGREDIENTS OF RAW MATERIALS USED** 

53.34%

natural ingredients, including

certified organic

23%

modified natural

ingredients

23.66%

synthetic ingredients

highly biodegradable

ingredients (OECD 301

method, compliant with

EC ruling 648/2004)

TRACEABILITY **OF INGREDIENTS** 



58%

(primary, secondary, tertiary)

54.62%

from renewable sources

(paper, wood)

4**5.38**%

**TOTAL PACKAGING** 



from geolocalised crops

from non-renewable sources (plastic, aluminium, glass) 49.09%

> in recyclable materials (paper, cardboard)



of turnover produced with CO, offset packaging

- 2016 objectives -

✓ Apply the "Sustainable Life Cycle Assessment" on at least 50% of products manufactured by us.

✓ Increase our CO, offset for packaging by 65%.





# 31.193 kg

plastic saved by Activator and **Essential Haircare** bottles (1 and 5 litres). the equivalent of a reduction of 29.3%

from approved producers

15%

**Our commitment** 

28

#### **RESEARCH CHARTER**

This document gives a series of guidelines to which the Davines Research Laboratory aspires for the creation of effective formulas which are consistent with the company's ideals of sustainability.

The ingredients selected by researchers at the Laboratory are, whenever possible, of natural origin, eco-certified, environmentally sustainable and organic. Priority is given to ingredients which are typical in the traditions of world countries, which are selected in respect for local biodiversity. The researchers make sure that their production cycles adhere to fundamental ethical principles at every stage of production. During the formulation phase, the researchers plan to use the minimum temperatures necessary, reduce water use and employ energy from renewable sources.

#### **GREEN PACKAGING**

For several years, the Davines group has offset the carbon dioxide emissions generated by the production of packaging for its most popular lines, through reforestation projects and protection schemes for woodland areas. Packaging is produced using the minimum possible quantity of material, and the predominant use of primary packaging only, to limit outer packs; when necessary, these are recycled or recyclable and compostable.

Packaging uses single materials, easily separated to facilitate waste differentiation. Logistics are optimized to reduce the volume of packages and carbon dioxide emissions created by transport. *Our commitment* B CORPOR A TION

#### WHAT IS A B CORPORATION

A B Corporation or B Corp is a new type of company which seeks to redefine the concept of business success and competes by being not only the best company in the world, but the best company *for* the world. To this end, B Corps use the resources and influence of the company to develop new solutions to environmental and social problems, meeting higher standards of performance, transparency and responsibility. www.bcorporation.net

#### WHY BECOME A B CORP

B Corp is a movement of companies inspired by the same principles that Davines believes in, based on the idea of reconciling a successful operation with maximum positive impact on the world around us, and therefore on our staff, our local community, suppliers, clients and the environment. The desire to become a B Corp is consistent with the objective of pursuing methodically, objectively and consistently our aim to create a business model geared to "prosperous longevity", increasingly putting into practice the values expressed in our Carta Etica.

#### THE CHALLENGE BEFORE US

Companies interested in joining the B Corp movement are evaluated by the B Lab certifying body by means of a Business Impact Assessment, a questionnaire which aims to measure the firm's degree of social and environmental performance in four themed areas: governance, people, community and environment. A score of 80 points out of a total of 200 is needed for certification.

Achieving the required number of points usually involves profound structural changes, even for companies which - like the Davines group - have already spent years investing in sustainable development. All levels of the company structure are affected, in order to reach measurable targets on increasingly challenging projects. This is an approach which reflects what the company is today, and what it could be and seeks to become.



If you like the philosophy behind the Davines group and you'd like to be involved in our projects for ethical and aesthetic beauty, don't miss out on our advice and upcoming opportunities:

#### **I SUSTAIN BEAUTY**

An invitation to beauty addressed to everyone who wants to make the world a better place. Present your project for artistic, environmental or social beauty by 30 October 2016 on www.isustainbeauty.com

#### **READING MAKES YOU BEAUTIFUL**

When you go to the hairdresser's with a secondhand book you'll get a special discount. The scheme takes place between 7 and 11 November 2016 in the 380-plus Sustainable Beauty Partner salons in Italy. With the books collected, the salons will create projects for the benefit of the community. You can download your coupon in the days before the initiative from the website www.davines.com or from the Davines Italia Facebook page.

#### **ECO TIPS**

To increase the sustainability of our surroundings, a few simple reminders are enough. Consult our Eco Salon Guide.



Sonn	·ces ar	d
info	rther rmati	m
າກງາ	man	on



To find out more, consult the group's publications:

**CARTA ETICA** CODICE ETICO CODE OF ETHICS ETHICAL ATLAS **RESEARCH CHARTER** ŵ

31

FORMULATION PHILOSOPHY [ COMFORT ZONE ]

CODE OF CONDUCT

#### Davines & [ comfort zone ] Italy

Via Ravasini 9/A 43126 Parma Italy T: +39 0521 965611 F: +39 0521 292597 www.davines.com www.comfortzone.it

#### Davines France

28 Rue des Petites Ecuries 75010 Paris France T: +33 (0)1 4633 2213 F: +33 (0)1 4329 9716 www.davines.com

#### **Davines** Mexico

Av Colonia del Valle 420 Col del Valle Centro 03100, Ciudad de Mexico Mexico T: +52 55 5280 1850 F: +52 55 5280 1108 www.davines.com

#### Davines & [ comfort zone ] United Kingdom

5 Great Queen Street, Holborn London WC2B 5DG United Kingdom T: +44 (0)203 3015449 F: +44 (0)207 663 8082 www.davines.com www.comfortzone.it

#### [comfort zone] Hong Kong

5/F Yue's house 306 Des Voeux Road Central Hong Kong www.comfortzone.it

#### Davines & [ comfort zone ] North America

50 West 23rd Street, PH New york, NY 10010 United States T: +1 212 924 24 70 F: +1 212 924 22 91 www.davines.com www.comfortzone.it

#### Davines Netherlands & [ comfort zone ] Netherlands, Belgium and Germany

Boreelplein 67/68/69 7411 EH Deventer Nederland T: +31 (0)570 745170 www.davines.nl www.comfortzone.it

> For further information and updates: www.davines.com www.comfortzone.it www.isustainbeauty.com