



Sustainability Report 2016

DAVINES GROUP

Our contribution to the UN challenge

At the threshold of the second decade of the 21st century, there are many challenges facing humanity. In order to secure a future for the planet and its inhabitants, in September 2015, the governments of the 193 UN member states signed a joint development plan, a program with 17 sustainable goals to reach within 15 years: Agenda 2030.

The goals, called SDGs (Sustainable Development Goals), are set to define global priorities and include topics such as the fight against poverty, the elimination of hunger in the world, social and gender equality, health, education, attention to the environment, consumption and responsible production. Compared to the previous UN Millennium Development program, Agenda 2030 calls for action and cooperation for all stakeholders - governments, businesses and civil society.

The program therefore also requires entrepreneurs to minimize negative impacts and rather maximize their contribution to the well-being of people and the planet. SDGs provide guidelines for modelling, guiding and communicating development strategies; suggest new business models to redirect investments; propose innovative solutions for a virtuous evolution of the whole society; and lay the foundations for an ethical and responsible way of doing business. SDGs thus become the universal language for a world that needs to grow while being respectful of the environment and the community, with the goal of ensuring a healthy planet and a serene life for all its inhabitants.

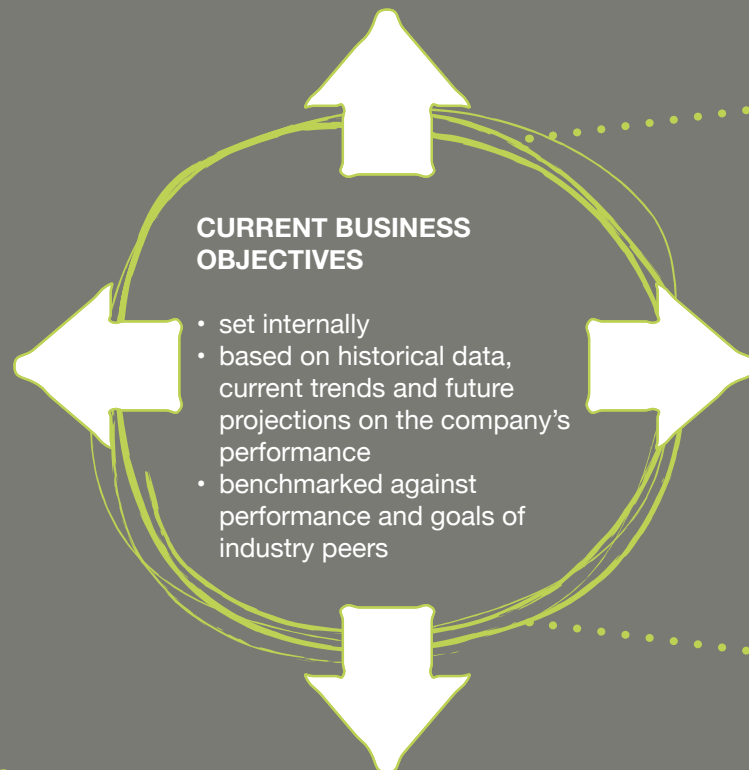
Davines, committed to combining business success with sustainable and ethical goals and conduct, has decided to respond to this challenge by reflecting SDGs in its corporate strategy. In some cases, by moving the goals through direct action and involving its collaborators in the same commitment; in others, by inspiring customers and suppliers, aware that only through a communion of intentions and actions will it be possible to maximize the positive impact on society.



adopting a goal-setting approach

FROM THE INSIDE TO THE OUTSIDE

Today's approach to objectives, focused on the inside, is not enough to address global needs.

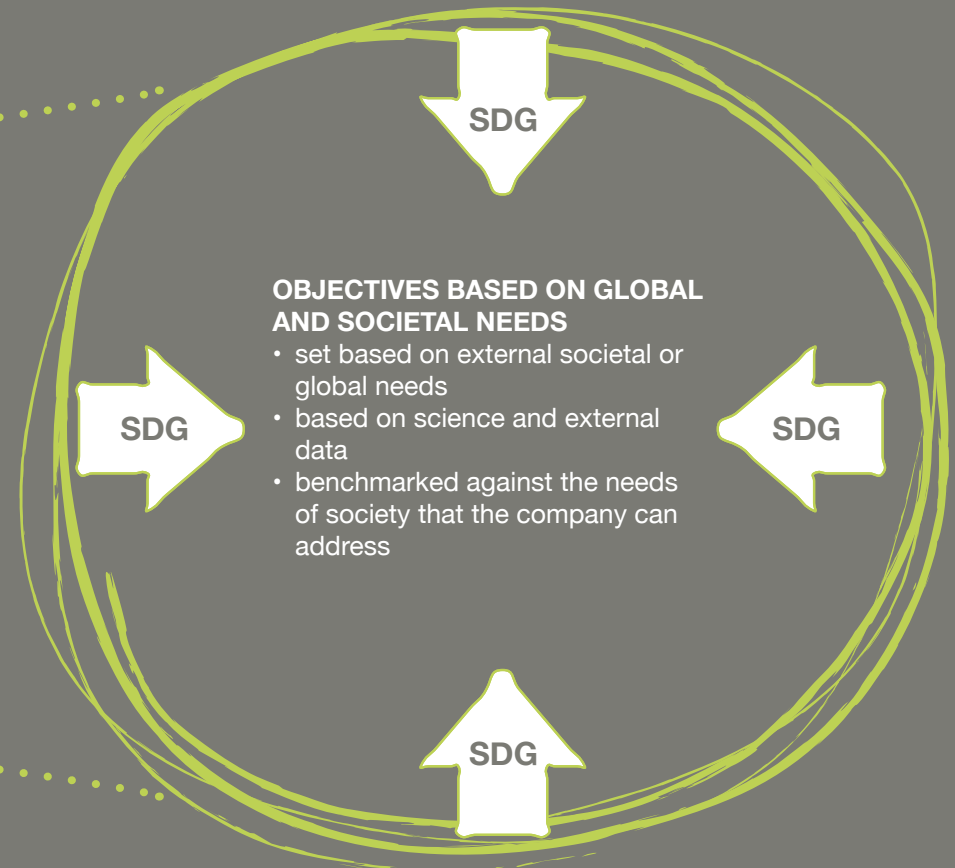


PERFORMANCE GAP

There is a gap between current business performance and required performance in addressing global needs.

FROM THE OUTSIDE TO THE INSIDE

This approach, focused on assessing what is necessary outside, with a global perspective, and setting objectives accordingly, allows companies to bridge the existing gap between current and required performance.



the sustainable development goals (SDGs)

This page contains all the Sustainable Development Goals (SDGs), the goals set by the United Nations in terms of aspirations and development priorities to be achieved by 2030. The circles highlight the goals with which Davines chose to align its business commitments, linking them to a global dimension and directing its business to a worldwide cause.



GOAL 1 End poverty in all its forms everywhere

GOAL 2 End hunger, achieve food security and improved nutrition and promote sustainable agriculture

GOAL 3 Ensure healthy lives and promote well-being for all at all ages

GOAL 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

GOAL 5 Achieve gender equality and empower all women and girls

GOAL 6 Ensure availability and sustainable management of water and sanitation for all

GOAL 7 Ensure access to affordable, reliable, sustainable and modern energy for all

GOAL 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

GOAL 9 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

GOAL 10 Reduce inequality within and among countries

GOAL 11 Make cities and human settlements inclusive, safe, resilient and sustainable

GOAL 12 Ensure sustainable consumption and production patterns

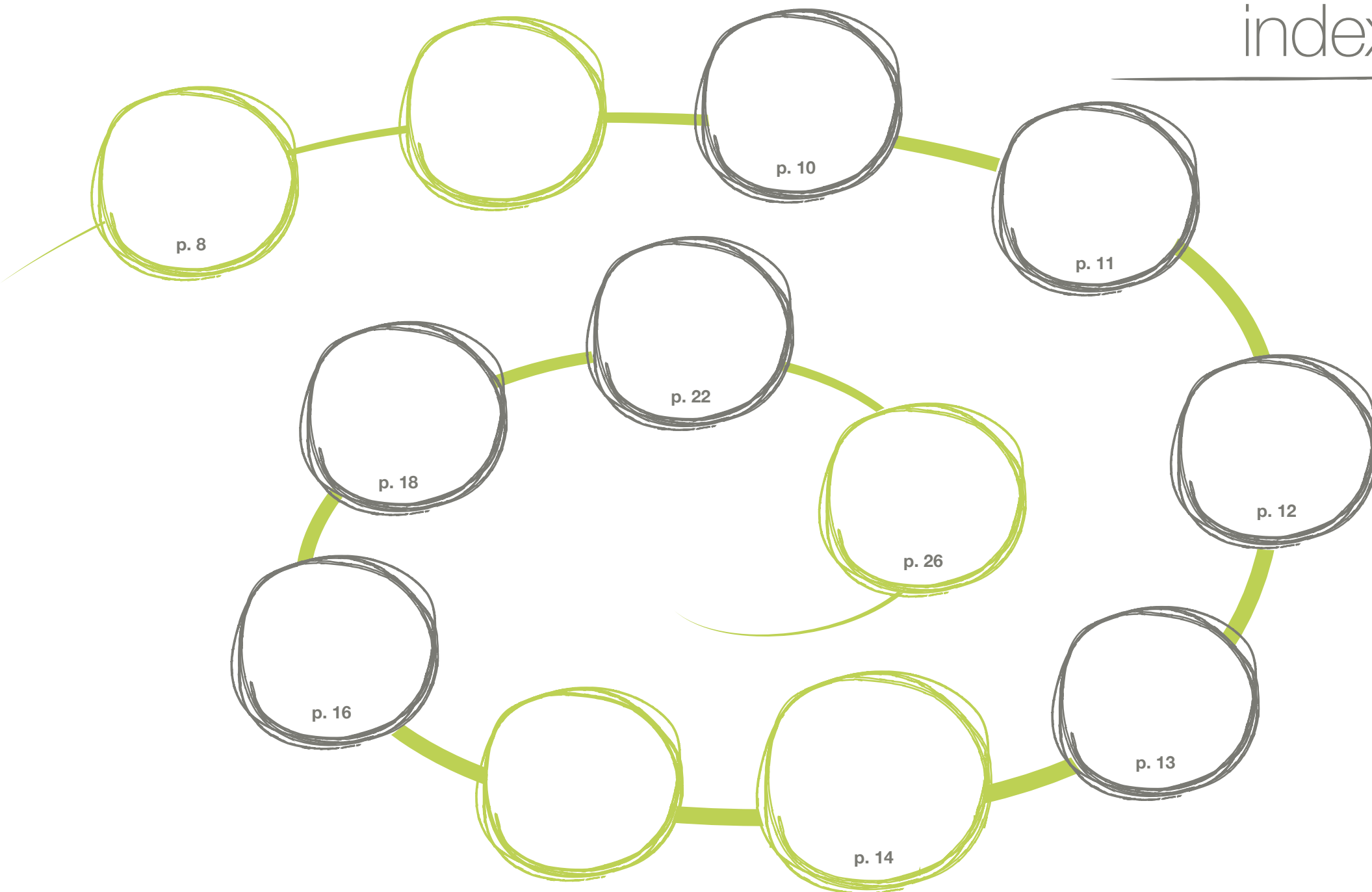
GOAL 13 Take urgent action to combat climate change and its impacts

GOAL 14 Conserve and sustainably use the oceans, seas and marine resources for sustainable development

GOAL 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

GOAL 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

GOAL 17 Strengthen the means of implementation and revitalize the global partnership for sustainable development



be “the best for the world”™

Since 2016, Davines has been a B Corporation.

This means that Davines has chosen the route of responsible enterprise, a way of doing business that aims to create a positive impact, as significant as possible, in the society in which it operates.

In becoming a B Corp, Davines signed a Declaration of Interdependence that sanctions and reaffirms a principle that is not yet sufficiently shared and lived in our present society.

It is precisely that growing awareness of the interdependence between the actions we make each day and the health, well-being and resilience of people and the planet that motivates us in our Vision and Mission of Sustainable Beauty.

In the future, Davines will be increasingly committed to making the relationships with its suppliers, customers and territories in which it operates even more sustainable.

At Davines, we feel responsible for the change we seek in the world to the point of wanting to become that same change.

We do not want to waste our work as a company unable to generate a positive impact in our world and, indeed, we feel some sense of virtuous and noble urgency in our renewed Mission.

For us, growth will be right and deserved only if it is earned in this direction.


The growing challenges of an interconnected and interdependent world now require it.

I wish to thank the global Davines community for believing in and sharing our dream of realization and life for the best of possible worlds.

Chairman
Davide Bollati



VISION



We want to be
the most admired,
conceptually and
design advanced
beauty company in the
world, being premium,
scientifically 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.

This second Sustainability Report is an occasion to reaffirm our intention to continue our path of transparency. We think that the business world as a whole, as well as individual businesses, must ensure that customers, suppliers, institutions, citizens and communities know the policies, practices and performance of the businesses they deal with and which, in fact, affect their lives both in the present and in the future.

In this context, the “challenge of transparency” represents for us the opportunity to express the concrete nature of our commitment to create a positive impact on all those who in different forms and moments, come into contact with our business activity. This commitment is embedded in our choice, made in 2016, to become a B Corp, a company that uses business as a force for good while respecting the environment. In 2016, this important achievement was a milestone in the history of Davines.

Being a B Corp is now an essential foundation for our way of being and doing business and is the most important inspiration for our strategic and operational decisions.

We are confident that the energy we extend trying to further satisfy our customers and innovate the market approach combined with our effort to be the “best for the world” can be an extraordinary source of economic, civil and ethical progress, a purpose that enriches the lives of the people who work with us.

CEO and Managing Director
Paolo Braguzzi



company overview

8
branches

2
brands

97
countries
where the
group is
present

511
collaborators

34
different nationalities
of collaborators

30,000+
customers

22million
pieces sold

113million €
total group turnover

+19.3%
2016 turnover compared to 2015

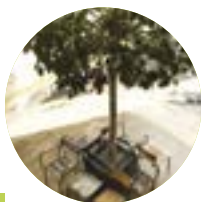
3.1%
turnover spent in R&D

96
new formulas

99
score of the
B Corp
certification

In addition to the historical Italian office of Parma,
the group has offices in **6** countries around the world

PARMA



LONDON



NEW YORK



PARIS



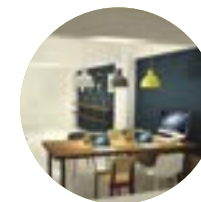
DEVENTER



MEXICO CITY



HONG KONG



the development model



To realize this ideal, we have created a system that can evolve in tune with our development prospects, through attention to:



THE DAVINES GROUP

milestones

CODE OF ETHICS

We recognize the responsibilities and values that we assume both internally and externally.

CARTA ETICA

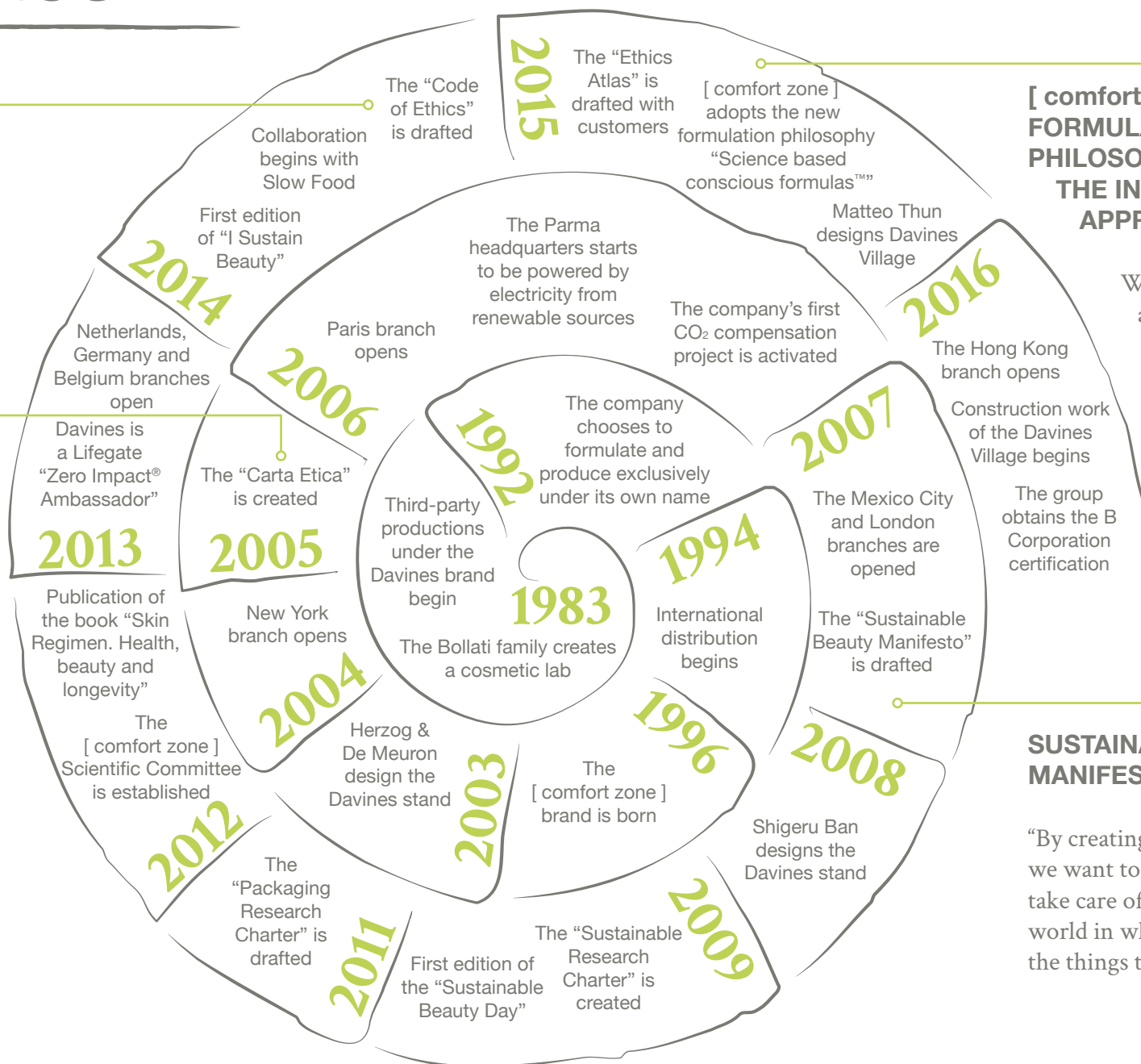
We support the sharing of the values conceived by our collaborators for a better quality of life.

[comfort zone] FORMULATION PHILOSOPHY AND THE INTEGRATED APPROACH

We offer scientifically advanced solutions that integrate products, treatments, and lifestyle suggestions. We prioritize natural ingredients and innovative systems.

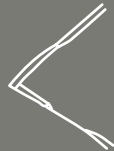
SUSTAINABLE BEAUTY MANIFESTO

"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."





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



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.

[comfort zone]

SKIN SCIENCE SOUL

The B Corp certification

PEOPLE USING
BUSINESS
AS A
FORCE FOR GOOD



In December 2016, the Davines Group obtained the B Corp certification, after 18 months of work and 33 years of operation. Since its origins, the group has shaped its vision of business on the ideals of sustainability, challenging itself with projects that combine profit and positive impacts on people and the environment by raising awareness and actively involving stakeholders (collaborators, customers and suppliers). The B Corp certification required an effort to quantify and organize the historical heritage of corporate sustainability and the implementation of new operating policies and practices that involved the collaborators of the group's headquarters and its branches.



WHY THIS CHOICE

It is consistent with our development model oriented to a “prosperous longevity” of business activities. It affirms our vision of “Sustainable Beauty” by seeking profit and positive impact on people and the environment.

Davines aims to uphold the B Corp motto **be “the best for the world”™**, involving all stakeholders in achieving its goals and developing increasingly ambitious projects.



HOW TO OBTAIN THE CERTIFICATION

1 COMPLETE THE B IMPACT ASSESSMENT



that evaluates the company's performance in 5 main areas:

- WORKERS
- ENVIRONMENT
- GOVERNANCE
- COMMUNITY
- CUSTOMERS

2 ACTIVATE A REVIEW PROCESS WITH B LAB



that attests the truthfulness of the stated results through the analysis of documentation and business data

3 REACH A MINIMUM SCORE OF 80 POINTS

80pts

that is the point of balance where the company begins to create social, environmental and economic value for all stakeholders

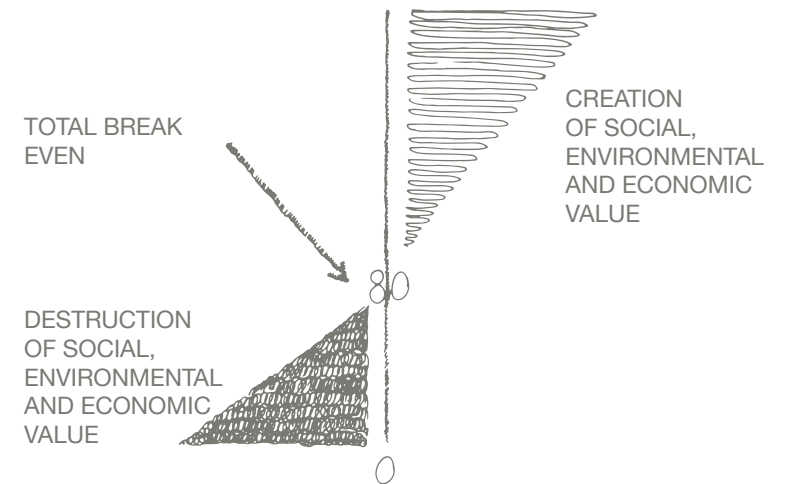
4 SIGN THE "INTERDEPENDENCE DECLARATION"



that proclaims the commitment of each B Corp to adhere to the principles that drive the movement

THE CERTIFICATION IS MEASURED IN POINTS

SCORING OF THE B IMPACT QUESTIONNAIRE



OUR COMMITMENT

people

Measure and improve our internal social commitment to the collaborators of the headquarters and subsidiaries, promoting diversity and inclusion, gender equality, high quality of life and professional growth.

HEADQUARTERS ANNUAL RESULTS

2016 OBJECTIVES (SET IN 2015 ON ANNUAL BASIS)



20 COLLABORATORS INVOLVED IN AWARENESS-RAISING TRAINING ON INCLUSIVE CULTURE

Objective achieved through involvement in training and experiential days aimed at recognizing the values of diversity and inclusion.



789.5 PAID WORKING HOURS DEDICATED TO **COMPANY VOLUNTEERING**

Goal achieved through the cumulative working hours dedicated to projects supported by the company.

Glossary

COMPANY VOLUNTEERING

At the Parma office, each collaborator can use up to 4 business days a year for volunteering activities, provided that a similar amount of personal time is used for the same reason.

2016 PROJECTS

CARTA ETICA ACTIVATORS

The activators contributed to the design of initiatives aimed at working well-being, including the Carta Etica 2.0 and **Company Volunteering**.

PORTE Ah!PER-TE

Like every year, family members of collaborators, over 70 children, were welcomed in the company to explore the theme “Earth is a spacecraft” through workshops and moments of interaction.

PLENUM AND LABORATORY OF SUSTAINABLE BEAUTY

The annual twofold occasion of sharing and inspiration has been renewed, dedicated to the collaborators of the headquarters, and also extended to the subsidiaries. The Sustainable Beauty Laboratory featured the intermingling of personalities in the fields of civil economy, psychology and environmental sustainability.



objective achieved /
project realized within the agreed time frame



objective not achieved /
project not realized within the agreed time frame

HEADQUARTERS ANNUAL RESULTS

2016 FIGURES



1.6

TRAINING DAYS PER
COLLABORATOR



50%

WOMEN IN MANAGERIAL
ROLES (DIRECTORS,
MANAGERS, SUPERVISORS)



97%

NON-MANAGERIAL
COLLABORATORS WHO BENEFITED
FROM A RESULT-BASED REWARD



100%

INTERNS CONFIRMED AS
COLLABORATORS



154

COLLABORATORS OF NON-ITALIAN
ORIGIN

HEADQUARTERS 2017 OBJECTIVES AND PROJECTS



Reach **1.8** training days per collaborator.



Involve **all** new recruits in awareness-raising
training on inclusive culture.



Increase by **50%** the number of paid working hours of



Involve more than **60%** of collaborators of the
headquarters and branches in preparing the Carta
Etica 2.0, an evolution of the first version from
2005, with the aim of awakening the awareness
that working time is life time, through days of
ethical discussion mediated by a philosopher.



Promote **company well-being**, promoting
work-life balance, with the launch of "Well-
Fair" projects, including the Davines Care
Portal dedicated to the facilitated provision of
affordable services thanks to voluntary
financing by the company.



OUR COMMITMENT

planet

Measure and improve the environmental impact of our products during their life cycle (concept, production and commercialization chain) by preserving and optimizing available resources, minimizing emissions and containing waste production.

HEADQUARTERS ANNUAL RESULTS

2016 OBJECTIVES (SET IN 2015 ON ANNUAL BASIS)



-9.5% REDUCTION OF WATER USED PER KG OF PRODUCT

Objective of 5% reduction achieved and exceeded by increasing the efficiency of washing of raw material tanks, resulting in a value of 0.0067 m³ of water used per kg of product.



58% TURNOVER GENERATED WITH PRODUCTS WITH PACKAGING

Objective of 65% not achieved due to the increase in sales of lines with not yet compensated packaging.



677,235 KG

Objective of containment within the 550,000 kg threshold not achieved because of the increased consumption of gas and company vehicles required by the group's growth.



66.7% INCREASE OF HYBRID, PLUG-IN HYBRID AND ELECTRIC COMPANY CARS

Objective achieved by purchasing new hybrid and electric company vehicles.



60.4% OUT OF TOTAL WASTE

Objective of 50% reached and exceeded by optimizing waste separation, reducing generation of non-recoverable waste, and collaborating with the waste disposal provider to increase types of recyclable and recoverable materials.



51.2% PRODUCTS (TURNOVER) TO WHICH THE ANALYSIS WAS APPLIED

Objective achieved by applying the Sustainable Life Cycle Assessment (SLCA) analysis to most strategically relevant product references (colour, shampoo and conditioner).



objective achieved /
project realized within the agreed time frame



objective not achieved /
project not realized within the agreed time frame

2016 FIGURES



0.17

KG CO₂ EMISSIONS
GENERATED
PER KG OF PRODUCT



100%

ELECTRICITY FROM
USED AT THE PARMA OFFICE (KWH)



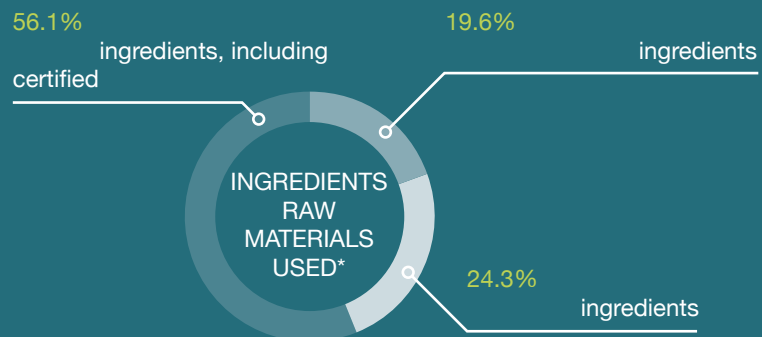
0.093

SM³ METHANE GAS USED
PER KG OF PRODUCT



0.483

KWH ELECTRICITY USED
PER KG OF PRODUCT



61.8%

HIGHLY BIODEGRADABLE INGREDIENTS PURCHASED*
(, REC. REGULATION EC NO. 648/2004)

36.3%
from non-renewable
sources (virgin and
recycled plastic,
steel, aluminium,
glass)



63.7%
from
sources (paper,
cardboard, wood)

**HEADQUARTERS
ANNUAL
RESULTS**



26.5%
virgin paper/
cardboard and
wood

73.5%
paper/cardboard in



85.3%

CARDBOARD IN
OUT OF TOTAL CARDBOARD PACKAGING

*data calculated on the % of kg purchased by the Group headquarters

HEADQUARTERS 2017 OBJECTIVES AND PROJECTS



Achieve **70%** of
out of total waste.



Achieve **60%** of turnover with products
with **compensated CO₂** packaging.



Achieve **30%** between
total plastic packaging*.



Apply the
analysis to **all** launches of new lines and re-
launches of existing lines.



Enhance and enrich the section “facilitation of recycling
activities” of our Packaging Research Charter.



Achieve over **60%** of electricity from
at the group’s foreign offices.

Glossary

NATURAL INGREDIENTS

Are ingredients of natural origin or modified according to ECOCERT/ COSMOS standards, reference regulations for biological and natural cosmetic products.

MODIFIED NATURAL INGREDIENTS

Are ingredients of natural origin treated with synthetic reagents, so they do not conform to the ECOCERT/ COSMOS standards, in order to amplify performance in particular uses.

BIOLOGICAL INGREDIENTS

Are ingredients obtained from biological farming.

SYNTHETIC INGREDIENTS

Are compounds that are artificially created through chemical reactions.

ECOCERT/COSMOS STANDARDS

Define the necessary requirements to certify natural or natural and biological products. The ECOCERT certification is issued to products that contain at least 95% of ingredients of natural origin and 5% of synthetic origin. Ingredients are defined of natural origin when obtained through chemical or physical processes approved by the entity and of synthetic origin when falling within the “positive list” prepared by the entity.

CO₂ COMPENSATION

Is an action that aims to compensate carbon dioxide emissions, typically through participation in projects that increase absorption, such as planting trees.

Glossary

CO₂ EMISSIONS

The Greenhouse Gas Protocol divides company CO₂ emissions into three categories.

Scope 1: direct emissions, mainly generated by combustion processes and the company vehicle fleet.

Scope 2: indirect emissions, generated by the production of electricity from non-renewable sources purchased by the company.

Scope 3: indirect emissions, generated mainly by extraction, production and transport of raw materials used and mobility of company collaborators by means not owned by the company. Its calculation is optional.

WASTE RECOVERY

Reuse of waste materials, by specialized companies, replacing new virgin materials otherwise necessary for a particular function.

WASTE RECYCLING

Processing of waste materials, by specialized companies, to be processed into materials, substances and products destined for new life cycles.

SOLID WASTE

Are waste materials derived from industrial, commercial, mining, agricultural and community activities.

RAW MATERIALS FROM RENEWABLE SOURCES

*Are raw materials that come from natural resources that are renewed over time. They are used to produce, without the use of oil, both energy and materials from which are derived finished products, called “**bio-based**”, non-necessarily biodegradable.*

RECYCLED MATERIALS

Are materials generated from scrap that, instead of becoming waste, are processed to be reintroduced into the distribution chain.

BIO-BASED PLASTIC

Is a plastic that comes from renewable raw materials such as corn starch, cellulose, glucose and vegetable oil. There are different types, recyclable or biodegradable.

OECD METHOD 301

Monitors the biodegradability of ingredients in 28 days: if higher than 60%, it classifies them as “easily biodegradable”.

SLCA (Sustainable Life Cycle Assessment) ANALYSIS

Is a methodology used to create sustainable products through the analysis of their environmental and social impact throughout the entire life cycle. It is based on product analysis according to the four sustainability principles aimed at reducing the non-controlled use of natural resources and pollutants produced by humans, destruction of ecosystems and social degradation.

CIRCULAR PROJECT

It is a project realized according to the principles of the circular economy.

The circular economy contrasts with the current linear model, based on the logic “take - make - dispose” and represents an alternative to its non-sustainability:

In 2015, the global demand for resources was equivalent to 1.5 times what the earth can sustain in one year.

A circular project is based on three principles:

- 1. preserve and enhance natural capital through the control of the use of non-renewable raw materials and renewable resources flows;*
- 2. optimize the circulation of products, components and raw materials to maximize the efficiency of their use;*
- 3. promote the effectiveness of the system by identifying and containing negative implications generated by activities.*

OUR COMMITMENT

community

Measure and improve our external social impact towards local and global communities of stakeholders (customers, suppliers, consumers...), selecting business partners according to social and environmental criteria, creating territorial projects and supporting local initiatives with charity actions.

HEADQUARTERS ANNUAL RESULTS

2016 OBJECTIVES (SET IN 2015 ON ANNUAL BASIS)



46.6%*

SUPPLIERS WITH ENVIRONMENTAL AND SOCIAL PERFORMANCE "EXCELLENT" OR "ABOVE AVERAGE"

Objective achieved through an environmental and social awareness-raising campaign disseminated on the occasion of "Davines Incontra", ongoing dialogue with suppliers and direct mailing initiatives.



Participation in the Global Wellness Day

Objective achieved thanks to the involvement of the [comfort zone] Italian Spa Partners which, by adhering to the worldwide initiative on wellness, have disseminated awareness on the importance of psycho-physical balance through the organization of free local initiatives.



Initiating projects of territorial involvement

Objective achieved by supporting the territorial projects promoted by "Parma, io ci sto!", in particular for the 2017 reopening of the Camera di San Paolo. The "Km Verde" project has been the subject of scientific studies of feasibility and assessment of environmental and landscape benefits. Relations with the Sustainability Department of the University of Parma have been consolidated, in order to raise awareness of the territory, also in view of the 2017 "Festival of Sustainable Development".



objective achieved /
project realized within the agreed time frame



objective not achieved /
project not realized within the agreed time frame

*based on the average of all

received

HEADQUARTERS ANNUAL RESULTS

2016 PROJECTS

I SUSTAIN BEAUTY

The worldwide beauty campaign collected 114 projects, two of which will be supported by the company: a hairdressing salon in the United States that offers free treatments for cancer patients and an aesthetic center in Calabria that offers space for aggregation and youth integration.

DAVINES INCONTRA

The day dedicated to suppliers and institutions of the territory was also opened to the local press to present the first Sustainability Report.

WORLD WIDE HAIR TOUR

The international beauty event took place in Los Angeles and involved over 1,700 hairdressing professionals.

SOLIDALMENTE

The team of collaborators favoured the renewed company contribution to numerous volunteer associations and in particular to the Fondazione Hospice Seràgnoli, in addition to the funding of a scholarship at the Academy of Sciences of palliative medicine.

TRIBE EVENT

Annual event reserved to the [comfort zone] Italian partners to share inspirations and new projects, for a progressive professional development.

2016 FIGURES



96%



97%

FROM PRODUCERS



203,564 €

DONATIONS FOR SOCIAL AND
ENVIRONMENTAL PURPOSES

2016 FIGURES

SELECTION



60%

SUPPLIERS INVOLVED IN OF SOCIAL AND ENVIRONMENTAL PERFORMANCE AND COMMITMENT TO CONTINUOUS IMPROVEMENT, EQUAL TO 97% OF THE VALUE OF PURCHASES IN 2016 (RAW MATERIALS, PACKAGING, THIRD PARTIES AND SERVICE COMPANY)

SELF-ASSESSMENT



63%

SUPPLIERS THAT COMPLETED THE PROPOSED , EQUAL TO 74% OF THE VALUE OF PURCHASES IN 2016 (RAW MATERIALS, PACKAGING THIRD PARTIES AND SERVICE COMPANY)

41.7%* SUPPLIERS WITH ENVIRONMENTAL PERFORMANCE "EXCELLENT" OR "ABOVE AVERAGE"

ENVIRONMENTAL PERFORMANCE

28.9%

suppliers that monitor water and energy consumption, the generation/recycling/reduction of undifferentiated and dangerous waste and emissions of greenhouse gas and pollutants in water and atmosphere

28.3%

suppliers that use at least 10% of renewable energy out of the total energy consumed

26.1%

suppliers that, in the last two years, have reduced by at least 10% the production of undifferentiated waste

23.3%

suppliers with a system to reduce consumption of drinking water (water recycling, closed cycle or other recovery systems)

80%

suppliers with quality certifications or quality management system

70%* SUPPLIERS WITH SOCIAL PERFORMANCE "EXCELLENT" OR "ABOVE AVERAGE"

SOCIAL PERFORMANCE

76.1%

local suppliers (within 200 km from the Parma office)

15.0%

suppliers that offer work opportunities to disadvantaged groups beyond the law obligations

56.6%* SUPPLIERS WITH PERFORMANCE OF CONTINUOUS IMPROVEMENT "EXCELLENT" OR "ABOVE AVERAGE"

PERFORMANCE OF CONTINUOUS IMPROVEMENT

31.7%

suppliers that have undertaken initiatives with positive environmental and/or social impact

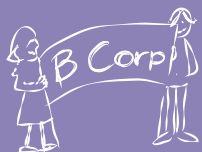
HEADQUARTERS 2017 OBJECTIVES AND PROJECTS



Undertake preparatory actions for the realization of the “**Km Verde**”.



Consolidate **partnerships in the territory** to promote the Sustainable Beauty.



Create a **network of sharing** and promoting of the sustainability culture and B Corp philosophy.



Achieve **70%** of suppliers that complete the “**Self-assessment** of social and environmental performance and commitment to continuous improvement”.

Glossary

INGREDIENTS FROM CHANNELLED SYSTEM

Are ingredients about which the identity of the original producer is known.

INGREDIENTS FROM WELL-KNOWN GEOGRAPHICAL AREAS

Are ingredients about which the region or the country of origin is known.

PERFORMANCE SELF-ASSESSMENT

Is a tool that allows Davines to evaluate and select suppliers according to their social and environmental performance. Suppliers complete a self-assessment that measures them on three main areas: environmental and social impact and continuous improvement.

additional information

The site presents additional and up-to-date information not contained in this report. It also collects all the past publications of the group, from the sustainability report of the year before to the “Carta Etica”.



[comfort zone]

SKIN SCIENCE SOUL



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