

With more than 40 years of know-how, Biolandes is one of the world's leading producers of natural extracts, a partner to professionals in the perfume, flavor, cosmetics, nutraceuticals and aromatherapy industries, and to all companies wishing to use natural raw materials in their products.

In 2021, Landema was created to **make the natural extracts produced by the Biolandes Group easily available online to professionals and consumers.**

The aim of this Quality, Health, Safety, Environment and Corporate Social Responsibility Policy is to **contribute to the performance and long-term viability of our business**, based on the principles of continuous improvement and sustainable development. Landema aims to conduct its business in a way that **ensure the safety and quality of its products and the satisfaction of its customers**, including legal and regulatory aspects.

The aim is to achieve **balanced social, environmental and economic performance.**

Through its various **For Life, Fair For Life, Organic, NOP and COSMOS** certifications, Landema is committed to continuously improving the well-being of people involved in its activities and supply chain, while respecting human rights, working conditions and ecosystems, promoting biodiversity and sustainable agricultural practices, and seeking positive impacts at local level. This commitment translates into responsible and ethical purchasing practices based on respectful dialogue with our suppliers.

Landema aspires to be the best online supplier of professional-quality natural extracts that are traced, certified and produced in a respectful ecosystem.

Our decisions and actions are guided by three main values: Quality, Responsibility, Transparency.

OBJECTIVE NO.1: CONTRIBUTE TO IMPROVING THE QUALITY OF OUR PRODUCTS AND CUSTOMER SERVICE

- Guarantee product quality: number of complaints < 1% of orders (excluding transport)
- Customer service: 95% response within 24 hours and average customer review > 4.5/5
- Fast delivery: 95% < 72h after order confirmation
- Ensure kind and benevolent management and customer service

OBJECTIVE NO. 2: DEVELOP RESPONSIBLE AND FAIR-TRADE PURCHASING

- Rigorous selection of suppliers, subsidiaries and products, with strong sustainable development criteria
- Increase the number of ORGANIC, FFL or COSMOS products, with the aim of increasing the number of certified references to over 50%.

OBJECTIVE NO. 3: COMPLY WITH CURRENT SOCIAL AND ENVIRONMENTAL REGULATIONS AND CONTROL OUR IMPACT

- Ensure compliance with all applicable regulations
- Pursue continuous improvement of working conditions, involving staff in the process
- Identify actions to reduce environmental impact, particularly on packaging and transport

We are committed to providing the appropriate resources needed to achieve these objectives, as well as guidelines for internal and external communication. We count on each and every one of you to understand, collaborate and support our Policy in your respective professions.



Philippe Coutière, Chairman



Jérôme Ducasse, CEO