

*SPA L'OCCITANE*



# L'OCCITANE IS NOT ONLY...



*Provence*

*Lavender*



*Hand Cream*

*Yellow*



*We are also...*





*Journey to Provence  
through the senses*

Kupu Kupu Barong Resort & Spa  
INDONESIA



JW Marriott Mussoorie  
INDIA



Le Pashmina,  
FRANCE



Sofitel Reforma  
MEXICO





Alouguya Harbin Hotel,  
CHINA



The Bath Priory  
UK



Khyper Resort & Spa  
INDIA



Intercontinental The Wharf  
USA



The Transamerica Comandatuba Island Hotel  
BRAZIL



Chinsanzo Hotel,  
JAPAN




*They all have chosen us because...*

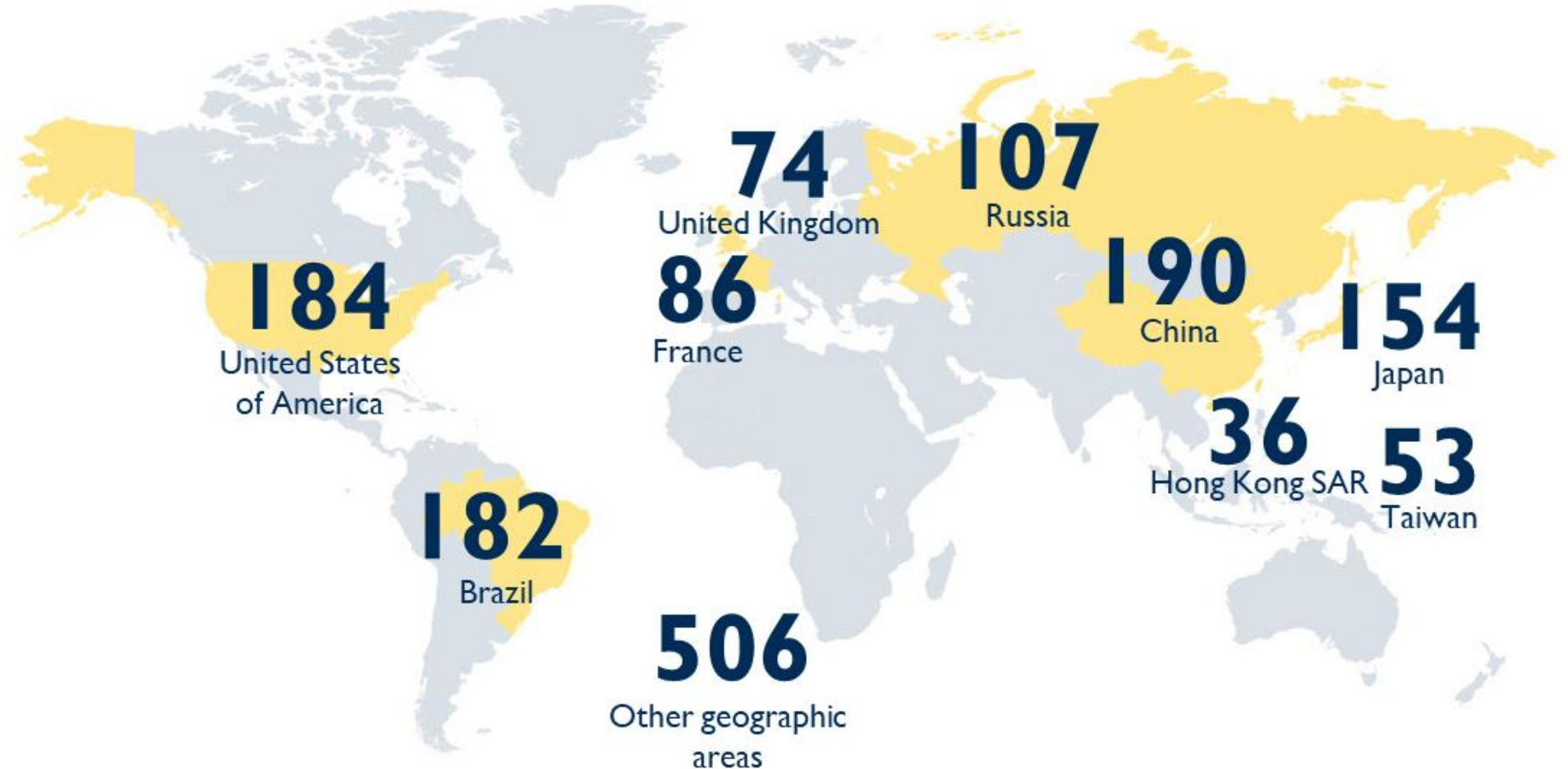


# We have a strong recognition

 **1.4**  
billion Euros  
in consolidated turnover

 **8,1%**  
growth  
(constant exchange rate)

 **8,500**  
employees in 90  
countries across the world



*Number of owned stores by geographic areas*

**3,420 retail outlets, of which 1,572 are company-owned stores**

**Present in over 90 countries**



# We are committed



RESPECTING  
*BIODIVERSITY*



REDUCING  
*WASTE*



SUPPORTING  
*PRODUCERS*

## *Sustainable Sourcing*

**110** producers & **17,000** pickers

**67** traceable supply chains,  
**42** certified Organic



# We innovate

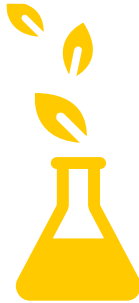
*As a brand...*



**70**  
patents\*

More than  
**300**

plant-derived ingredients



*...but also in Wellness*



**IN-HOUSE PROTOCOLS**  
developed by our Spa experts

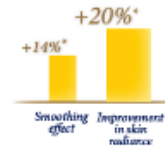
**TESTED & APPROVED**  
by science

## VISIBLE IMMEDIATE RESULTS

AFTER JUST ONE FACIAL (1.5 HOUR)

A NOTICEABLE ACTION ON THE APPEARANCE OF WRINKLES

The anti-aging effect was assessed after completion of the Immortelle Divine Secret anti-aging facial, using scientific measures to evaluate the performance on the skin (including clinical scoring & instrumental analysis)



The volunteers found an improvement in the beauty of their skin\*\*:

**100%** • Skin looks younger  
• Skin texture looks refined  
• Face looks rested

**97%** • Contours are better defined  
**90%** • Feel younger than they did before

\*Patents granted or filed in France

# We have a solid Spa network

105 Spas



Over **300** trained therapists

Over **650** cabins

**4,5/5** average rate\*

\*note given by customers about our Hotel Spas on Google, Tripadvisor, Facebook – 2019

360°

SUPPORT

**SPA CONSULTING AND SUPPORT**  
Project management & Training

**WORLDWIDE PRESENCE**

**CROSS BUSINESS OPPORTUNITIES**

**ONE SUPPLIER**  
SPA & B2B

*UNIVERSITY*

**INTERNATIONAL & LOCAL CROSS MARKETING**

**INTEGRATED & COHESIVE OFFER**  
Integrate Wellness to hotel Offer

**PR - WEB**  
L'OCCITANE Network



**INNOVATIVE WELLNESS OFFER**  
R&D support, tests results +  
therapeutical accreditation

*VALUE*

*How do we provide a well being experience to your guests while caring for our planet?*





# ECO-COLLECTIONS

## DISPENSER PROGRAM



**AROMACHOLOGY**



**CITRUS & VERBENA**



**SHEA VERBENA HANDCARE**

~ **25%** less plastic weight\*\*

100% R-PET bottles, recycled and recyclable plastic, according to local recycling system  
\*\*With a 300ml dispenser VS 50ml bottle



# ECO-COLLECTIONS

## ECO-REFILL PROGRAM



**85%** less plastic weight\*

\*With a 1L eco refill VS 300ml dispenser

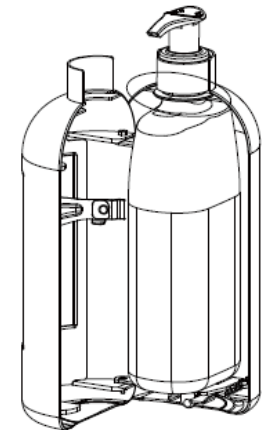
# INNOVATIVE SUSTAINABLE SOLUTIONS

## The Plastic-free Amenities Revolution



**Say goodbye to plastic!**

## The New Sustainable Innovative Dispenser Program



*A stainless steel vessel and an innovative light R-PET cartridge inside.*

**A premium & sustainable solution!**



*Thank you*

