

# Natura Assessment (2016-12-26)

Version: Manufacturing Track / 1000+ Employees / Emerging Market

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This PDF contains a completed B Impact Assessment that has been reviewed by B Lab with Natura for its certification as a B Corporation. As a publicly traded company, Natura is required to make its full B Impact Assessment transparent. This assessment was completed for Natura global, and does not include in its scope Natura Cosméticos S.A.'s subsidiary, AESOP.

Answers to questions that would reveal sensitive information (e.g. that would advantage competitors, prejudice litigation, or could create undo reporting burden for a publicly-traded company) are not disclosed and covered as such:

## Governance

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### Governance: Mission & Engagement

GV1.1 Select the description that best describes your business. [Not Weighted]

- Positive social/environmental impact is desirable but not a particular focus for our business.
- Social and environmental impact is frequently considered but it isn't a high priority.
- We consider social and environmental impact in some aspects of our business but infrequently.
- We consistently incorporate social and environmental impact into decision-making because we consider it important to the success and profitability of our business.
- We treat our social/environmental impact as a primary measure of success for our business and prioritize it even in cases where it may not drive profitability.

GV1.2 Please type or paste your mission statement here. [Not Weighted]

A Natura, por seu comportamento empresarial, pela qualidade das relações que estabelece e por seus produtos e serviços, será uma marca de expressão mundial, identificada com a comunidade das pessoas que se comprometem com a construção de um mundo melhor através da melhor relação consigo mesmas, com o outro, com a natureza da qual fazem parte, com o todo.

GV1.2a Does your company have a corporate mission statement, and does it include any of the following? [Less Weighted]

- No written statement
- A written corporate mission statement that does not include a social or environmental commitment
- A general commitment to social and/or environmental responsibility and stewardship
- A commitment to a specific positive social impact (e.g. poverty alleviation, sustainable economic development)
- A commitment to a specific positive environmental impact (e.g. reducing waste to landfill with upcycled products)
- A commitment to serve a target in-need beneficiary group (e.g. low income customers, smallholder farmers)

GV1.3 Does your company have any of the following internal engagement practices that focus on the social or environmental mission of your company? [Equally Weighted]

- No social or environmental mission
- Company has a social or environmental mission, but there is no training of employees on that mission
- Only informal inclusion of the company's social and environmental goals in orientation, training or instruction, and/or performance evaluation
- All workers receive orientation, training, or instruction that explicitly covers the company's social and/or environmental mission and goals
- Managers' performance evaluation includes how the manager executed on the company's social or environmental mission and goals
- Non-managers' performance evaluation includes execution of company's social or environmental mission and goals

GV1.4b In the last year, how did the company solicit specific feedback from its stakeholders (excluding employees and investors) regarding the company's social and/or environmental performance? [Heavily Weighted]

- No formal stakeholder engagement
- At least annual meetings or other engagement mechanisms with local community members
- At least annual meetings or other engagement mechanisms with social or environmental advocacy groups
- Online stakeholder forum to provide/report social or environmental concerns or feedback
- Third party or anonymous surveys
- Other (please describe)

Other: Engajamento de partes interessadas para construção da Matriz de Materialidade ; Canal aberto com partes interessadas em seu site e redes sociais.

GV1.5 Are there key performance indicators (KPIs) or metrics that your company tracks at least annually to determine if you are meeting your social or environmental objectives? [Equally Weighted]

- We don't track key social or environmental performance indicators
- We measure KPIs/metrics or outputs that we have identified and defined in order to determine if we are achieving our social and environmental objectives
- We measure social and environmental outcomes over time (e.g. 3rd-party studies, customer or household surveys, progress out of poverty index, etc.)

GV1.7 Does the Board of Directors or equivalent governing body review the company's social or environmental performance on at least an annual basis? [Equally Weighted]

- No
- Yes - The Board receives a general update on the company's social and/or environmental performance
- Yes - The Board reviews key performance indicators (KPIs) on the company's social and/or environmental performance
- N/A - No Board of Directors or equivalent governing body

GV1.8 Is the compensation of your CEO and those who directly report to the CEO tied to achieving specific social and environmental metrics or objectives? [Equally Weighted]

- No
- Yes, CEO/President compensation
- Yes, other senior management team member(s) compensation

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## Governance: Corporate Accountability

GV2.1a What is the company's highest level of corporate oversight? [Less Weighted]

- Owner/Manager only
- Non-Fiduciary Advisory Board
- Board of Directors or Equivalent

GV2.2d Which of the following apply to your company's Board of Directors or other governing body? [Equally Weighted]

- At least 50% of board members are independent
- All directors serve four or less other board mandates
- Requires separation of the board chair and chief executive positions
- Company is a cooperative and elects Board from membership
- None of the above
- N/A - No Board of Directors or other governing body

GV2.3b Which of the following apply to your company's Board of Directors or equivalent governing body? [Equally Weighted]

- Meets at least quarterly
- Requires minimum attendance rate for each board member
- Has budgetary authority to hire independent third-party consultants without management approval
- Conducts regular self-assessment of board performance
- Conducts regular independent assessment of board performance
- None of the above
- N/A - No Board of Directors or equivalent governing body

GV2.4b Which of the following stakeholder groups or relevant independent experts have voting seats on the Board of Directors or other governing body? [Less Weighted]

- Executive employee representative
- Non-executive employee representative
- Community expertise (e.g. local universities)
- Environmental expertise (e.g. environmental nonprofits)
- Customers
- None of the above
- N/A - No Board of Directors or equivalent

GV2.5 Which of the following apply to your company's Board of Directors Audit Committee? [Equally Weighted]

- Committee meets at least quarterly
- All Audit Committee members are independent
- Procedures are in place for internal auditors to report directly to the Audit Committee in the case of concerns regarding the accuracy and integrity of the financial reports
- All audit and non-audit fees of the independent auditor are disclosed
- None of the above
- N/A - No Audit Committee
- N/A - No Board of Directors

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## Governance: Ethics

GV3.1d Does the company maintain any of the following internal financial controls? [Equally Weighted]

- Fraud risk assessment is conducted at least annually and any internal control deficiencies identified are communicated to BoD and senior management.
- Formal internal audit department has direct access to the BoD and Audit Committee
- Job descriptions for managers and employees clearly define lines of financial reporting and responsibilities and limits for the authorization, approval and verification of disbursements.
- Documented financial control activities at the minimum cover controls around cash disbursement, accounts receivable, accounts payable, and inventory management.
- Majority of financial controls are automated
- None of the above

GV3.5a Which of the following aspects are covered in your Code of Ethics? [Equally Weighted]

- Bribes in any form, including kickbacks or gifts, on any portion of contract payments or soft dollar practices are prohibited
- Formal oversight policy covering direct or indirect political contributions, charitable donations and sponsorships
- Financial and in-kind contributions to political parties, politicians, lobby groups, charitable organizations and advocacy groups are publicly disclosed
- Other (please describe)
- None of the above
- N/A - No Business Code of Conduct

Other: Natura has a written policy prohibiting political contributions

GV3.6b In cases where there are material breaches to the company's Code of Ethics, does the company have formal written guidelines in place for taking the following actions? [Equally Weighted]

- Breaches, including case details, are reported to Board of Directors
- Breaches, including case details, are reported publicly
- Reported breaches are investigated promptly via independent party
- Severe breaches are reported to Board of Directors
- Employees are dismissed or disciplined if found in breach
- Contracts with business partners in breach are terminated
- Company makes improvements to anti-corruption program based on reported cases
- None of the above
- N/A - No Business Code of Conduct

GV3.8 Which of the following anti-corruption reporting and prevention systems are in place? [Equally Weighted]

- An accessible written whistle-blowing policy that provides legal protection and strict confidentiality for employees
- Helpline or anonymous mechanism to report grievances/concerns
- Individual or department oversight with direct access to Board of Directors
- Other (please describe)
- None of the above

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## Governance: Transparency

- GV4.2b Does the company produce financials that are audited annually by an internationally accredited Certified Public Accountant (CPA)? [Less Weighted]
- Yes  No
- GV4.4 Does the company have a formal process to share financial information (except salary info) with its full-time employees? [Equally Weighted]
- No
- Yes - the company shares financial information if employees ask for them
- Yes - The company discloses all financial information (except salary info) at least yearly
- Yes - The company discloses all financial information (except salary info) at least quarterly
- Yes - The company has complete transparency of financial information and formally empowers all employees and departments to actively participate in financial planning (i.e. Open Book Management)
- Yes- In addition to sharing financials the company also has an intentional education program around shared financials
- GV4.5b Does your company produce a public-facing annual report detailing its mission-related/sustainability performance? If yes, does this report include the following? [Equally Weighted]
- None - My company does not produce a public-facing mission-related annual report
- Input from relevant stakeholder groups to help determine what information to report
- Clear descriptions of your mission-related activities
- Quantifiable targets related to your mission
- Quantifiable results from your mission (e.g. lbs of carbon offset)
- Consistent variables of measurement which allow comparisons to previous years
- Compliance with the Global Reporting Initiative (GRI) or equivalent disclosure level based on a third-party voluntary reporting standard
- Third-party validation/review
- Financial and sustainability information in an integrated report
- GV4.8 Which of the following apply to transparency practices regarding the Board of Directors? [Less Weighted]
- Company publicly reports members names, bios/CVs and relationship, including any conflict of interest with the company
- Company publicly reports attendance rate of board meetings
- Company publicly reports remuneration of board members and chief executive
- None of the above

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## Governance: Governance Metrics

GV5.1 On what date did your last fiscal year end? [Not Weighted]

12/31/2016

GV5.2 Reporting currency [Not Weighted]

Brazilian Real- BRL

GV5.3	Total Earned Revenue	
	From the last fiscal year	7,912,700,000.00
	From the fiscal year before last	7,899,000,000.00
GV5.4	EBIT (Earnings Before Interest & Taxes)	
	From the last fiscal year	1,343,600,000.00
	From the fiscal year before last	1,495,900,000.00
GV5.5	Net Income	
	From the last fiscal year	296,700,000.00
	From the fiscal year before last	513,500,000.00
GV5.6	Payments to government in the last fiscal year. [Not Weighted]	
		2,009,000,000.00

## Workers

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### Workers: Worker Metrics

WR1.1 Are the majority of your employees paid on a fixed salary or a daily/hourly wage? [Not Weighted]

Fixed Salary  Daily/Hourly Wage

WR1.2 Number of Total Full-Time Workers

Current Total Full-Time Workers 6,397.00

Total Full-Time Workers 12 months ago 6,591.00

WR1.3 Number of Total Part-Time Workers

Current Total Part-Time Workers 0.00

Total Part-Time Workers 12 months ago 0.00

WR1.4 Number of Total Temporary Workers

Current Total Temporary Workers 499.00

Total Temporary Workers 12 months ago 1,143.00

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### Workers: Compensation & Wages

WR2.1 Total Wages (including bonuses) [Not Weighted]

WR2.2 What is the company's lowest wage calculated on an hourly basis? [Not Weighted]

6.94

WR2.3 Are all your full-time, part-time, and temporary workers paid above minimum wage? [Less Weighted]

Yes  No



WR2.3 What % above the minimum wage did your lowest-paid worker receive during the last fiscal year? [Equally Weighted]

<10%  
 10-29%  
 30-49%  
 50-69%  
 70-89%  
 90%+  
 N/A

WR2.5a During the last fiscal year, did all full-time and part-time workers receive an increase to their salary/wages (excluding bonuses) that at least meets the inflation rate in your country? [Less Weighted]

Yes  No

WR2.6 Subtracting for inflation increase, what was the average % increase in wage/salary paid to all full-time and part-time workers (excluding bonuses, commissions) in the last fiscal year? [Less Weighted]

0%  0.1-1.9%  2.0-4.9%  5%+

WR2.7 Which of the following are true about the company's bonus plan: [Less Weighted]

Bonuses are given but there is no formal bonus plan  
 Formal guidelines on the structure of the bonus plan (e.g. eligibility, profit/revenue target tied to the bonus pool, allocation criteria) are disseminated and accessible to all workers  
 All full-time and part-time workers are eligible in the plan  
 None of the above

WR2.8 Tell us how your bonus pool is distributed. [Not Weighted]

Para que se tenha o pagamento da PLR é necessário que se atinja o mínimo das metas corporativas estipuladas. O total de PLR pago para os colaboradores considera indicadores da empresa, da área e de acordo com cada público.

WR2.10 If you provide a non-cash bonus, describe what the bonus is and how you value it. [Not Weighted]

Não aplicável.

WR2.11 What % of full-time and part-time employees, excluding founders and executives, received a bonus in the last fiscal year? [Less Weighted]

0%  1-24%  25-49%  50-74%  75-99%  100%

WR2.12b What multiple is the highest compensation (inclusive of bonus) as compared to the median compensation for full-time employees within the lowest decile (10%) salary bracket in the past FY? [Equally Weighted]

>30x  21-30x  16-20x  11-15x  6-10x  1-5x

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## Workers: Compensation & Wages (Salaried)

WR2.5.9a In the last fiscal year, the company's bonus plan for non-executives represented what % of the company's salary base?  
[Less Weighted]

- 0%  <1%  1-5%  6-15%  >15%

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## Workers: Benefits

WR3.1b Are any of the following benefits provided to employees to supplement government programs? [Equally Weighted]

- Disability coverage/ accident insurance  
 Life insurance  
 Financial services (credit or savings programs)  
 Private dental insurance  
 Private supplemental health insurance  
 Other (describe)  
 None of the above

Other: Salário complementar para colaboradores afastados até 12 meses

WR3.3b What is the minimum number of weeks tenured workers are offered paid secondary caregiver leave, either through the company or a government plan? [Equally Weighted]

- None  
 Up to 2 weeks  
 2 to 5 weeks  
 Greater than 5 weeks

WR3.4a How many hours per week must a part-time employee work in order to qualify for the previously-selected benefits? [Less Weighted]

- No benefits beyond what is provided under national law  
 30+ hours per week  
 25-30 hours per week  
 20-24 hours per week  
 <20 hours per week  
 N/A - No part-time workers

WR3.5a Which supplementary benefits are provided to a majority of non-managerial workers? [Equally Weighted]

- Free transportation or transit subsidy
- Free or subsidized meals
- Health benefits extend to immediate family (spouse and children)
- Child-care (On-site or subsidized)
- Access to local medical services/clinic (on-site or subsidized)
- Free or subsidized housing
- Other free or subsidized benefits (describe)
- None

Other: Refeição no local de trabalho ou Vale Refeição com 90% de subsidio; Assistencia Médica e Odontológica extensivo a familiares (cônjuge e filhos); Especialidades Médica no local de trabalho (com 100% de subsidio); Programa de Acompanhamento a Gestantes (com upgrade no plano médico); Compra de Produtos Natura com desconto de 15% (França) ou 40% (demais países); Clube ou Subsidio Academia (exclusivo para Força de Vendas); Presentes: Aniversário, Nascimento de Filhos, Cesta de Natal, Brinquedos e Presente por tempo de Trabalho; Celebrações: Projeto férias, Momento Família, Festa de Final de Ano, Festa por Tempo de Serviço; Venda de Material Escolar com parcelamento em folha de pagamento; Convenio Farmácia com desconto em folha de pagamento; Auxilio para filhos excepcionais.

WR3.7 What % of hourly and salaried full-time workers are enrolled in the private healthcare plan offered by your company? [Less Weighted]

- <50%
- 50%-75%
- 76%-99%
- 100%
- N/A

WR3.8 What % of hourly and salaried part-time workers who work more than 20 hours a week are enrolled in the private health care plan offered by your company? [Equally Weighted]

- No additional health insurance benefits provided by the company to part time workers
- 0%
- 1-39%
- 40-59%
- 60-79%
- 80%+
- N/A - No part-time workers
- N/A - Workers receive health under national plan

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## Workers: Worker Benefits (Salaried)

WR3.5.6a How many paid days off (including holidays) do full-time employees receive annually? [Equally Weighted]

- 0-15 days
- 16-22 days
- 23-29 days
- 30-35 days
- 36+ work days

WR3.5.8a What is the minimum number of weeks salaried workers receive paid primary caregiver leave, either through the company or the government? [Equally Weighted]

- 0-5 weeks  6-11 weeks  12-17 weeks  18-23 weeks  24+ weeks

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## Workers: Training & Education

WR4.1 Which of the following is true of intern hiring practices? [Equally Weighted]

- There is a formalized policy/program outlining the objectives of internships or internship programs for participants
- Company partners with education institutions to provide internship opportunities
- Interns are paid a living wage
- Interns receive formal performance reviews
- Interns have a formal opportunity to provide feedback on experience
- Interns have been hired on as full time permanent employees in the past two years
- Intern tenures are restricted to not exceed 1 year if interns are not currently enrolled in school
- None of the above apply to my intern programs
- N/A - Company does not employ interns

WR4.1b During the last 12 months, what was the average amount of training that a newly hired worker received? [Less Weighted]

- No training
- On-the-job training (1-day to 1 week)
- On-the job training (1 week to 1 month)
- Apprenticeship/technical training (1 month+)
- N/A - No new hires during the last 12 months

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## Workers: Training & Education (Salaried)

WR4.2a Excluding newly hired workers, what % of full-time and part-time workers received the following types of formal training during the last 12 months?

- | 0%                    | 1-24%                            | 25-49%                           | 50-74%                           | 75%+                  | Don't know            |   |
|-----------------------|----------------------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Skills-based training to advance core job responsibilities  |
| <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | Skills-based training on cross-job functions (i.e. training beyond regular job responsibilities, e.g. public speaking training or management training for non-managers) |
| <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | Training on life skills for personal development (i.e. literacy, personal financial planning, etc.)   |

WR4.5.3a What % of full-time workers have participated in external professional development opportunities or lifelong learning opportunities in the past fiscal year? [Equally Weighted]

- None  1-24%  25-49%  50-74%  75%+

## Workers: Worker Ownership

WR5.1 What % of all full-time employees (including founders and executives) own stocks, stock equivalents and stock options, or participate in an ESOP or other qualified ownership plans in the company? [Equally Weighted]

- 0%
- 1-24%
- 25-49%
- 50-74%
- 75-99%
- 100%
- N/A

WR5.3 What % of the company is owned by non-executive, non-founder, full-time workers? [Equally Weighted]

- 0%
- 1-24%
- 25-49%
- 50%+
- N/A

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## Workers: Management & Worker Communication

WR6.3a Is there a formal consistent process for providing performance feedback to all tenured employees which includes any of the following? [Equally Weighted]

- Is conducted on at least an annual basis
- Includes peer and subordinate input
- Provides written guidance for career development
- Includes social and environmental goals
- Clearly identifies achievable goals
- None of the above

WR6.4 Does the company do any of the following regarding worker satisfaction / engagement? [Equally Weighted]

- Company conducts anonymous surveys at least biannually
- Company separates survey results by gender and/or by other underrepresented groups
- Company shares results with employees
- None of the above

WR6.5 What percent of your employees are 'Satisfied' or 'Engaged'? [Equally Weighted]

- N/A
- <65%
- 65-80%
- 81-90%
- >90%

WR6.6 Which of the following is included in your company's termination policy? [Equally Weighted]

- No required written notice prior to termination
- Written notice of worker performance only
- Written notice of worker performance and a stated probationary period
- N/A--no written termination policy

WR6.7 Has the company identified one of the following designated agents to mediate complaints / issues between workers or workers and management? [Equally Weighted]

- Informally-designated worker who passes information to other workers
- Union representative
- Human Resources-designated representative
- Employee Representative mutually-designated by company management and employees
- 3rd party Ombudsman
- Other (describe)
- None of the above

Other: Ouvidoria Interna - Recebimento de denúncias/reclamações para tratativas

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## Workers: Human Rights & Labor Policy

WR8.1 Does your company have a written employee handbook that workers have access to and includes the following information? [Less Weighted]

- No written employee handbook
- A non-discrimination statement
- An anti-harassment policy
- Statement on work hours
- Pay and performance issues
- Policies on benefits, training and leave
- Grievance resolution
- Disciplinary procedures and possible sanctions
- Statement regarding workers' right to bargain collectively and freedom of association
- Prohibition of child labor and forced/compulsory labor

WR8.2 If you have a written non-discrimination policy, which of the following are covered in hiring and in the workplace? [Less Weighted]

- No written policy
- Gender
- Race
- Color
- Disability
- Political opinion
- Sexual orientation
- Age
- Religion
- HIV status

WR8.3b Have your company's human rights and labor practices been certified or reviewed by an independent third party during the last 12 months? [Equally Weighted]

- No
- Yes, 50%+ of company's operations have been reviewed or certified
- Yes, company conducted human rights reviews beyond what is required by law
- Yes, compliance reports are shared with stakeholder (workers, suppliers, NGOs, government)

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## Workers: Occupational Health & Safety

WR9.1 Which of the following are true of your occupational health and safety policies? [Less Weighted]

- There are written policies and practices to minimize on-the-job employee accidents and injuries
- Injury/accident/lost /absentee days are measured and transparent
- A worker health and safety committee helps monitor and advise on health and safety programs.
- None of the above

WR9.3 Does your company have a formal safety and health program to engage with workers that includes the following: [Equally Weighted]

- None - no formal safety and health program
- Annual safety and health training for all workers, including at least one emergency drill per year
- Injury/accident/illness/lost days data is recorded and made transparent for all workers
- Formal safety reporting system for employees to submit their safety concerns
- A safety position, safety committee or safety program representative reporting to senior level position (Vice-President or higher)

WR9.4 Which of the following describe your company's practices to evaluate and mitigate occupational health and safety risks? [Equally Weighted]

- None - No measures to evaluate and mitigate workplace risks
- Has a documented standard procedure for investigating the root causes of accidents and major incidents
- Has implemented corrective actions after an incident is investigated
- Conducts an annual evaluation of the safety and health system and includes senior management in the evaluation

WR9.5b If your company uses any hazardous or dangerous materials on-site, check all that apply. [Less Weighted]

- All workers who are in contact with hazardous materials receive initial and on-going (2x per year) training for proper storage, handling, and disposal of materials
- All workers who handle hazardous materials are required to wear protective gear, including clothing, eye and foot protection
- All workers are made aware of all health risks associated with handling hazardous materials
- We monitor the health of all workers who work with hazardous materials and provide them with annual health check-ups
- Other (describe)
- None
- N/A

WR9.6b Does your company do any of the following with regard to equipment or machinery used by workers? [Less Weighted]

- All workers who use equipment receive initial and ongoing training on proper operation and emergency shut-off of the machinery
- All workers are required to wear appropriate protective gear, including clothing, eye and foot protection, when working with machinery
- The company regularly inspects whether correct protective gear and operation of machinery is being followed by workers
- Machinery is checked at least once per year for necessary maintenance issues
- Signs regarding hazards and proper use of equipment are posted on or near equipment in the local language
- Other (describe)
- None
- N/A



## Community

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### Community: Job Creation

CM2.1 Number of net full-time and part-time jobs that have been added to your company's payroll. Enter 0 if none or if your company has no workers.

Last 12 months: 0.00

Prior 12 months: 0.00

CM2.2c What % of full-time and part-time jobs were newly created at your company during the last 12 months? [Equally Weighted]

- 0% (Has not grown on net basis)  
 1-5%  
 6-15%  
 >15%

CM2.3c What % of employees have been internally promoted within the last 12 months? [Equally Weighted]

- 0%  1-5%  6-15%  >15%

CM2.4 Number of full-time and part-time workers that departed/left the company during the last 12 months. [Not Weighted]

1,022.00

CM2.4a What % of full-time and part-time workers have left the company during the last 12 months? [Equally Weighted]

- >10%  5-10%  2.5-4.9%  0-2.4%

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### Community: Diversity & Inclusion

CM3.1 Number of total full-time and part-time female employees. [Not Weighted]

4,061.00

CM3.2 What % of non-managerial full-time and part-time employees are women or from chronically-underemployed communities?

- | 0%                    | 1-9%                             | 10-24%                | 25-39%                | 40-49%                | 50%+                             | Don't know            |                           |
|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|---------------------------|
| <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | Women                     |
| <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | Chronically-underemployed |

CM3.4 What % of the managers (excluding executives) is from any of the following populations?

0%	1-9%	10-24%	25-39%	40-49%	50%+	Don't know	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Women
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Chronically underemployed

CM3.5 What % of Executives are women or individuals from chronically underemployed communities? [Equally Weighted]

0%  1-9%  10-24%  25-39%  40-49%  50%+  Don't know

CM3.6 Optional unweighted metrics: Approximately what % of executives are from the following groups?

Women	47%
Chronically underemployed	0%

CM3.10 What % of the members of your Board of Directors (or equivalent) are women or individuals from chronically underemployed communities? [Equally Weighted]

0%  
 1-9%  
 10-24%  
 25-39%  
 40-49%  
 50%+  
 N/A - No board of directors or equivalent  
 Don't know

CM3.11 What % of your Significant Suppliers are majority owned by women or individuals from underrepresented populations? [Equally Weighted]

0%  1-9%  10-19%  20-29%  30%+  Don't Know

CM3.11 Is average compensation for men and women equal in comparable executive, managerial and non-managerial roles?

Yes	No	N/A - Only one gender represented	Don't know	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Executives
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Managers
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Non-executive full-time workers

CM3.12 Does the company provide specific content in worker training on inclusion and diversity issues related to any of the following specific underrepresented groups? [Equally Weighted]

- Gender inclusiveness
- Minorities
- LGBT community
- Individuals with disabilities
- Other underrepresented groups (please describe)
- None of the Above

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## Community: Civic Engagement & Giving

CM4.1d Does your company have a formal corporate citizenship program in place that includes the following: [Equally Weighted]

- Statement on the intended social or environmental impact of company's charitable contributions
- Donations (excluding for political causes) and in-kind contributions
- Formal written donations commitment (including commitments with third-party certification, like 1% for the planet)
- Volunteering during paid working hours
- Pro bono service (e.g. consulting projects, management overhead)
- Community development programs
- Community-based investments
- Matching individual workers' charitable donations as an effort to encourage charitable giving
- Allowing workers and/or customers to select charities to receive company's donations
- Other (please describe)
- None of the above

CM4.2b Are full-time employees granted in writing any of the following options for volunteer service? [Equally Weighted]

- Non-paid time off
- Paid time off
- 20 hours or more a year of paid time off
- Workers offered incentives for volunteerism (office parties, competitions with prizes, etc.)
- Do not offer paid or unpaid time off

CM4.3 What % of employees took paid time off for volunteer service last year? [Equally Weighted]

- 0%  1-24%  25-49%  50-74%  >75%  Don't know

CM4.4a Does your company monitor and record volunteer hours of company workers? [Less Weighted]

- We do not currently monitor and record our hours contributed
- Our company monitors and records hours contributed (no increase targets)
- Our company monitors hours contributed and has specific increase targets
- Our company monitors hours contributed and has met specific increase targets during the reporting period

CM4.4b Number of hours volunteered by full-time and part-time employees of the organization during the last fiscal year. [Not Weighted]

828.00

CM4.5b What was the % of per capita worker volunteer, community service, or pro bono time donated in the reporting period? [Equally Weighted]

- 0%
- 0.1-0.5% of time
- 0.6-1% of time
- 1.1-2% of time
- >2% of time
- Don't know / not monitored

CM4.7 Total amount (in currency terms) donated to registered charities in the last fiscal year. [Not Weighted]

45,305,678.00 Answer(s): O total de doações reportado pela Natura no ano fiscal de 2016 é de R\$46.535.000. O valor foi ajustado nesta questão para R\$45,305,678, o que reflete doações diretas feitas a instituições, ONGs, e fundações.

CM4.8b What was the equivalent % of revenue donated to charity during the last fiscal year? [Most Heavily Weighted]

- No donations last FY
- Less than 0.1% of revenues
- 0.1-0.4% of revenues
- 0.5-0.9% of revenues
- 1-1.9% of revenues
- 2%+ of revenues
- Don't know

CM4.11 Has your company worked with policymakers and/or stakeholders (including competitors) to develop or advocate for increased adoption of social and environmental standards or voluntary practices in your industry in the past two years? [Less Weighted]

- Yes, company has offered support in name and/or signed petitions
- Yes, company has provided active staff time or financial support
- Yes, company has directly introduced, testified, made recommendations or provided expertise to advance standards
- Yes, company has worked with other industry players on a cooperative initiative
- Yes, and efforts resulted in a specific institutional, industry or regulatory reform
- Other (please describe)
- None of the above

---

## Community: Local Involvement

CM5.1 We realize for large companies that have numerous facilities and multinational operations, the definition of local is potentially complex. Please briefly describe the structure of your company geographically, including the location and number of employees located at your headquarters and largest facilities. Also state the total number of facilities managed by your company. [Not Weighted]

A Natura tem operação nos seguintes países: Brasil (4907 colaboradores), Argentina (597 colaboradores), Colômbia (339 colaboradores), Chile (185 colaboradores), México (124 colaboradores), Peru (227 colaboradores) e França (18 colaboradores).

CM5.2 Does your company have the following written local purchasing or hiring policies in place? [Equally Weighted]

- No written local purchasing strategy in place
- Written preference at each facility to purchase from local suppliers
- Ready-to-use lists of preferred local suppliers/vendors for specific facilities
- Written preference for hiring and recruiting local managers with equitable compensation
- Preference for hiring and recruiting local staff (management and non-management) with training for employees
- Incentives for staff to live within 40 km of local company facility
- Other (please describe)

CM5.3a What % of your company's expenses (excluding labor) was spent with independent suppliers local to the company's headquarters or relevant production facilities? [Equally Weighted]

- <20%  20-39%  40-59%  60%+  Don't know

CM5.5a What % of your company's Cost of Goods Sold (including value adding activities) was spent within the country of operations, from in-country registered companies or national citizens? [Equally Weighted]

- 0%  1-9%  10-19%  20-29%  30%+

CM5.7 What % of senior management is native to the country of operations? [Equally Weighted]

- <49%  50-74%  75-94%  95%+

CM5.11 Has your company done any of the following local community impact assessment activities to identify and measure your impacts on communities in which you do business? [Equally Weighted]

- Conducted a study or assessment of local community social and environmental impacts
- Engaged broad range of stakeholders in study or assessment, including consultation with any individuals from underserved populations
- Identified negative and positive impacts (actual or potential)
- Publicly disclosed assessment results including potential and actual impacts
- Implemented action plan to prevent or mitigate negative impacts
- No assessment undertaken

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Community: Suppliers, Distributors & Product

CM6.1 Please select the types of companies that represent your Significant Suppliers: [Not Weighted]

- Product Manufacturers
- Professional Service Firms (Consulting, Legal, Accounting)
- Independent Contractors
- Marketing/Advertising
- Office Supplies
- Benefits Providers
- Technology
- Raw materials
- Farms
- Other

CM6.2 Does your company screen and/or evaluate Significant Suppliers for social and environmental impact? [Not Weighted]

- Yes  No

CM6.3a Number of Significant Suppliers

Tier 1	222.00
Tier 2	

CM6.3b Value of Purchases from Significant Suppliers

Tier 1	2,500,000,000.00
Tier 2	

CM6.4 What is the social and environmental screen that is used for a majority of your company's Significant Suppliers: [Equally Weighted]

- No formal screening process in place
- Screened for negative practices or regulatory non-compliance (e.g. no child labor)
- Screened for positive practices (e.g. environmentally-friendly manufacturing process; excellent labor practices, etc)

- CM6.5 When monitoring and evaluating the on-going social and environmental performance of the majority of Significant Suppliers, which of the following apply? [Equally Weighted]
- No formal supplier monitoring and evaluation process
  - Significant Suppliers are evaluated based on company's own criteria
  - Significant Suppliers are evaluated based on specific social and environmental performance standards that are best-in-class for your industry (ISO, SA8000, etc)
  - Company visits a majority of Significant Suppliers on-site
- CM6.6b What is the average tenure of your relationships with Significant Suppliers? [Equally Weighted]
- Less than 24 months
  - 24-60 months
  - 61-96 month
  - 96+ months
  - Don't know
- CM6.7 Is the payment of a fair wage to workers for a majority of Significant Suppliers verified or certified? [Equally Weighted]
- Neither verified nor certified
  - Verified by the company
  - Certified as part of a product or production process certification or certified by another third-party
  - Other (describe)
- CM6.8 Does your company have a formal Code of Conduct policy or contract that specifically holds the suppliers, distributors or retailers that your company works with accountable for social and environmental performance? [Equally Weighted]
- Yes  No



CM6.9 Does the company's written Supplier Code of Conduct specifically hold suppliers accountable for performance in the following topics in accordance to a recognized standard? [Equally Weighted]

- Working hours
- Freely chosen employment
- Compensation
- Child labor
- Freedom of association
- Health and safety
- Information on how the Code will be monitored and reviewed (self-audits, site visits, etc.)
- None of the above
- N/A - No Supplier Code of Conduct

CM6.10 In the cases where suppliers were not yet adhering to the Supplier Code of Conduct, which of the following remediation practices have been implemented before determining whether to terminate the relationship? [Equally Weighted]

- Breaches reported to senior management
- Company has fully disclosed to the public any material breaches of conduct by suppliers that have occurred in the past 5 years
- Company formulated a corrective action plan with suppliers with goals and a timeline for improvement
- Company provided training and education to address non-compliance and poor performance
- Company required a time period for suppliers to make changes to adhere to code of conduct or otherwise terminated contract
- Others (please describe)
- N/A - No Supplier Code of Conduct
- N/A - No remediation policy
- N/A - Company's Suppliers have not had a breach in the last 10 years

CM6.11 What % of your suppliers are verified for compliance with the Supplier Code of Conduct at least annually?

0%	1-24%	25-49%	50-74%	75-99%	100%	Don't know	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Tier 1 Suppliers with self-audit
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Tier 1 Suppliers with third party verification
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Tier 2 Suppliers with self-audit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Tier 2 Suppliers with third party verification

- CM6.12 Are the following mechanisms in place to solicit feedback from suppliers? [Equally Weighted]
- Company has a formal grievance mechanism to methodically address complaints and resolve disputes along its supply chain
  - Formal mechanism in place for suppliers to provide feedback (e.g. supplier satisfaction surveys)
  - Other (please describe)
  - None of the above
- CM6.13 Does the company have a tracking system in place and map information from Tier 1 Significant Suppliers on any of the following? [Equally Weighted]
- Major product and service categories
  - Flow of materials and information
  - Potential Human Rights issues/violations
  - Labor issues/violations
  - Environmental issues/violations
  - Company also tracks the above for Tier 2 Significant Suppliers
  - None of the above
- CM6.14 Do you have a program that identifies suppliers in need of support, education and/or training? If so, which of the following characteristics apply to your program? [Equally Weighted]
- Company reviews all Significant Suppliers for potential training needs
  - Company has a formal education and support program for selected Significant Suppliers
  - Company sets goals and expectations with suppliers to improve their social and environmental performance
  - Company provides incentives for suppliers with strong social and environmental performance
  - Other (describe)
  - No formal supplier development program
- CM6.16 Which of the following describe your relationships with all your company's independent contractors? [Equally Weighted]
- Formal routine process for independent contractors to receive post-project/contract performance feedback
  - Formal routine process for independent contractors to communicate post-project or post-contract feedback to the company
  - Independent contractors are verified to either work on a time-bound basis, or else split their time with work for other clients. Contractors not meeting either criteria have been offered employment.
  - Independent contractors are paid a living wage (when calculated as hourly wage when living wage data is available)
  - We have independent contractors, but have not engaged in any of these practices
  - N/A - We haven't used independent contractors in the last year

CM6.23 What % of materials or products purchased have third party social or environmental certification or approval, or are from Significant Suppliers that are purpose driven enterprises or have a third party company level certification or approval?  
[Equally Weighted]

- 0%
- <10%
- 10-19%
- 20-30%
- >30%
- Don't Know

CM6.25a During the last fiscal year, what % of revenues are generated from products that have a certification that assesses the product or production process for the product (including certifications related to social and environmental performance)?  
[Equally Weighted]

## Environment

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### Environment: Land, Office, Plant

EN2.2a Which best describes a majority of the company's offices and plant facilities' environmental efficiency? [Equally Weighted]

- Buildings employ energy saving strategies (e.g. energy use monitoring, efficient appliances and lighting, renewable energy use)
- Buildings use systems for increasing water efficiency (e.g. water efficient appliances, fixtures, and landscaping)
- Buildings use systems to monitor and improve air quality (e.g. increased ventilation)
- Building construction and/or operations make use of sustainable materials (e.g. reclaimed products)
- New building sites are chosen based on sustainability considerations (e.g. minimizing impact on ecosystems and waterways)
- Buildings are LEED certified or LEED equivalent certified
- Other (describe)
- None

EN2.3b Does the majority of your facilities on a square foot basis have a facility wide recycling program that has ongoing collection of at least all standard materials in your area? [Equally Weighted]

- Yes  No

EN2.4 What % of new equipment purchased (by total cost) during the last 24 months was energy efficient or otherwise environmentally-preferred? [Less Weighted]

- 0% (no equipment)
- <50% (some equipment)
- 50%+ (majority of equipment)
- 100% (all equipment)
- N/A - No new equipment purchased

EN2.6d Does your company have an environmental management system that includes any of the following? [Heavily Weighted]

- Environmental policy statement documenting the organization's commitment to the environment
- Completed assessment of the environmental aspects and impacts of the organization's business activities, including upstream and downstream emissions
- Stated objectives and reduction targets for key environmental aspects of the organization's operations
- Monitoring and reporting of progress on key aspects' reduction targets
- Programming designed, with allocated resources, to achieve these targets
- 3rd party auditing and certification of EMS
- No environmental management system

EN2.15 Does your company measure and manage the following environmental inputs and outputs in a context-based manner? [Equally Weighted]

- Water
- Solid waste
- Greenhouse gas (GHG)
- None of the above

EN2.16 Which of the following systems do you have in place to design products and services that integrate environmental considerations (DFE)? [Equally Weighted]

- None of the above
- Source reduction employed in reducing materials use in both products and packaging
- Standardized product components/ parts to maximize useful life via disassembly/reprocessing
- Identifies resource content on manufactured items to enable eventual recycling
- Program that facilitates maintenance, servicing and reassembly of company's own products
- Company takes back similar products from other manufacturers for disassembly/reprocessing
- Company participates in a product reclamation program established by another party
- Other (please describe)

EN2.17 Does the company have demonstrable procedures in place to reduce or mitigate impacts to natural habitats? If yes, which of the following statements apply to these procedures? [Equally Weighted]

- No conservation procedures/plan in place
- Includes percentage of habitat protected or restored by type of habitat and status
- Addresses future plans and targets for managing impacts regarding habitat loss or degradation, loss of biodiversity, or overall depletion of ecosystems
- N/A - Company does not have opportunity to control or influence land development processes

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## Environment: Inputs

EN3.3 For what percentage of your products on a revenue basis has your company performed Life Cycle Assessments or had their environmental impact certified by a third party? [Equally Weighted]

- 100%
- 25-49%
- 75-99%
- 1-24%
- 50-74%
- 0
- No formal life cycle study, but life cycle considerations taken into materials selection
- N/A: My revenue is generated from a service and a LCA can not be conducted

EN3.4c What is the % of recycled, biodegradable, internally sourced or environmentally preferred materials are used in the top quartile of products sold and the associated packaging? [Equally Weighted]

EN3.6 Does your company monitor, record and report its energy and water usage, relative to company revenues?

	We do not currently monitor and record usage	We monitor and record usage (no reduction targets)	We monitor and record usage, and have specific reduction targets	We monitor and record, set reduction targets and report progress on targets annually to a voluntary public reporting program	We have met or exceeded those targets in the last FY	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Energy
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Water

EN3.7a Total company energy use (Gigajoules) during the last 12 months [Not Weighted]  
296,000.00

EN3.7b Total energy used from renewable resources (Gigajoules) during the last 12 months: [Not Weighted]  
259,640.00

EN3.7c Total water use (liters) during the last 12 months [Not Weighted]  
278,955,000.00

EN3.9 During the last fiscal year, what % of energy used by your company came from low-impact renewable sources? [Equally Weighted]  
 0%  1-9%  10-24%  25-49%  50%+

EN3.10 Have conservation and efficiency improvements led to energy savings for your facilities? If so, by how much? [Equally Weighted]  
 0%  1-4%  5-9%  10-14%  15-19%  20%+  Don't know

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Environment: Outputs

EN4.1 Please select the option that best describe how you monitor and record the following outputs. Select N/A only if your company has no physical plant (for greenhouse gas emissions).

We do not currently monitor and record our emissions	Our company monitors and records emissions (no reduction targets)	Our company monitors emissions and has specific reduction targets	Our company monitors emissions and has met specific reduction targets during the last FY	Eliminated emissions of this by-product entirely	N/A	Our company monitors emissions and has met specific reduction targets in the last fiscal year
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Scopes 1 and 2 greenhouse gas (GHG) emissions
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Non-hazardous waste
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hazardous waste
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hazardous and toxic wastewater
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Significant air emissions

EN4.2a During the last fiscal year, what % of hazardous waste was disposed of responsibly, with a documented 3rd party? [Equally Weighted]

- <90%  90-99%  100%  Don't know

EN4.3a If your company uses any hazardous materials on site, check all of the procedures that your company follows. [Equally Weighted]

- Written procedures for safe storage, use and disposal of each hazardous material available in the national language(s) of work
- All hazardous materials are kept in sealed containers in a locked storeroom located in a separate area from regular business activities
- All containers with hazardous materials are labeled, with instructions for proper storage, use and disposal
- None of these procedures

EN4.5 Total Greenhouse Gas Emissions (metric tonnes of CO2 equivalent) in:

Scope 1	4,975.00
Scope 2	5,094.00
Scope 3	293,355.00

EN4.6 Waste Produced: Non-Hazardous Waste (metric tons) during the last 12 months [Not Weighted]

11,894.00

- EN4.7 Waste Produced: Hazardous Waste (metric tons) during the last 12 months [Not Weighted]  
3,933.00
- EN4.9 Has your company purchased any of the following types of carbon credits during the last fiscal year? [Less Weighted]
- Voluntary Carbon Credits
  - Certified Carbon Credits
  - None
- EN4.10 Have you studied the GHG emissions of your entire operation and supply chain and identified the most intensive sources and set strategies for improvement? [Equally Weighted]
- Yes, for Scope 1
  - Yes, for Scope 2
  - Yes, for Scope 3
  - Yes, for product life cycle
  - No
  - Don't know
- EN4.12 Which of the following apply to your company's waste generation? [Equally Weighted]
- We have adopted a zero waste goal
  - We are approaching zero waste in our hazardous waste generation (90% or better from baseline)
  - We are approaching zero waste in our solid waste generation (90% or better from baseline)
  - We have received external recognition or certification for waste reduction (e.g. Zero Waste International Alliance's recognition program)
  - None of the above
- EN4.13a Has your company tested wastewater emissions for potential contamination during the last 12 months? [Equally Weighted]
- No
  - Yes - results indicate some contamination; no corrective action taken to date
  - Yes - results indicate some contamination; corrective action taken
  - Yes - results indicate no contamination

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## Environment: Transportation, Distribution & Suppliers

- EN5.3 What % of the following was spent with suppliers located within 200 miles (or 322 km) of where the end product was used during the last fiscal year?
- | 0%                    | 1-9%                  | 10-19%                | 20-29%                | 30%+                  | Don't know                       |  |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|--|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Cost of Goods Sold (excluding labor)                 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Raw materials (in currency terms) grown or harvested |



EN5.4b Does the company currently use any of the following specific practices to reduce carbon emissions from transportation?  
[Equally Weighted]

- Offer transit subsidies to employees as part of a low carbon transportation program
- Company policy and practice that requires inbound freight or shipping to be transported via lowest impact methods (such as avoiding shipment by air transport)
- Company policy and practice that outbound freight or shipping is transported via lowest impact methods
- Other (please describe)
- None of the above

Other: Estímulo ao uso de etanol na frota de consultoras, executivos, colaboradores e entrega de produtos; Consolidação da rede logística com ampliação de centros de distribuição no Brasil e América Latina; Testes com veículos elétricos para entrega de produtos; Answer(s): Outros: Redução de emissões em Exportação com Produção Local (adicional por limite de caracteres no campo outros)

EN5.5 What % of Significant Suppliers track and report the following?

0%	1-24%	25-49%	50-74%	75%+	Don't know	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Energy usage
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Water usage
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Any hazardous or toxic air or water emissions
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Generation/recycling/reduction of solid waste
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Generation/recycling/reduction of hazardous waste
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	GHG Emissions

EN5.6 What % of Significant Suppliers have achieved the following?

0%	1-24%	25-49%	50-74%	75%+	Don't know	
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Used at least 10% renewable energy at their facilities
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Reduced GHG emissions or use of ozone-depleting substances by at least 10% in the past two years
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Implemented initiatives to reduce waste at the source or divert waste from landfills/incineration by at least 10 % in the past two years
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Recycled water on site or use close-loop or other water recovery systems to reduce the use of potable water
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Responsibly disposed of all hazardous waste generated from production

## Impact Business Models

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### Impact Business Models: Mission Locked

- IBM1.2 Separate from a mission statement, has your company done any of the following to legally ensure that its social or environmental mission will be maintained over time, regardless of company ownership? [Equally Weighted]
- Signed a contract or board resolution to amend or adopt a legal form that requires consideration of employees, community, and the environment (i.e. Signed B Corp Term sheet but have not yet adopted stakeholder consideration)
  - Amended corporate governing documents to require the consideration of employees, community and the environment (e.g. Amended Articles of Incorporation)
  - Has a specific legal entity/governance structure that preserves mission (i.e. cooperative)
  - Legal entity/governance structure preserves mission and requires stakeholder consideration (i.e. Benefit Corp or cooperative that has amended governing documents to include stakeholder consideration)
  - Other - Please describe
  - None of the above
- 

### Impact Business Models: Worker Business Models Introduction

- IBM2.2 Is your company structured to benefit its employees in the following way? [Not Weighted]
- Ownership structures that provide significant equity (>40%) and empowerment to all employees (i.e. employee-owned companies/cooperative)
  - No
- 

### Impact Business Models: Customer Models Introduction

- IBM15.1a Does your product/service address a social or economic problem for or through your customers? [Not Weighted]
- Yes  No
- 

### Impact Business Models: Community Business Models Introduction

IBM4.1b Is your company structured to benefit community stakeholders in any of the following ways? [Not Weighted]

- A producer-owned cooperative structure in which suppliers share control and benefits of company operations (e.g. farmer cooperative, artisanal cooperative)
- Purchasing fair/direct trade to improve livelihoods for underserved groups in your supply chain
- A micro-distribution or micro-franchising model that provides economic opportunities to underserved groups
- A formal standing commitment to donate a significant portion of sales/profits/ownership to charitable causes (>2% sales, >20% profits/ownership)
- Providing high quality jobs and/or professional development for individuals with chronic barriers to employment (workforce development programs)
- Our company was created as a result of a government privatization scheme (within the past 5 years) or to produce a product in and for the local economy that previously had only been available through import (import substitution model)
- None of the above

---

## Impact Business Models: Supply Chain Poverty Alleviation

IBM12.1 Does your company source from and/or provide support to populations in low-income, poor, or very poor markets through your supply chain purchasing practices? [Not Weighted]

- Yes
- No (you may skip the rest of this section)

IBM12.2 Do you purchase directly from underserved suppliers in low-income, poor, or very poor markets? [Not Weighted]

- Yes, I purchase directly from underserved suppliers
- No, I purchase from brokers or other companies that are verified to be purchasing from and supporting underserved suppliers

IBM12.3 What types of suppliers from underserved markets are in your supply chain? [Not Weighted]

- Small-scale Factories in Underserved Markets
- Fair Wage/ Labor Certified Plantation/Estate Farms in Underserved Markets
- Worker or Producer-Owned Cooperatives
- Small-Holder Small Scale Farms/Suppliers in Underserved Markets (less than 50 employees)
- Micro-entrepreneurs/artisans in underserved markets

IBM12.4 Are any of the following trade terms provided to underserved suppliers? [Not Weighted]

- A premium is paid beyond market price for community support and development
- Input materials come from a relationship where contracts are signed and executed for the next year
- Input materials come from a relationship where the contract price was partially or fully paid in advance to significant suppliers (including loans through a partner organization)
- Pricing of product is determined collaboratively with suppliers
- Onsite visits are made to suppliers on at least an annual basis.
- None of the above

IBM12.5 What % of your cost of materials comes from the stated under-served supplier groups that received the previous trade terms? [Not Weighted]

This question represents 0.35 points of the total 30 points earned by Natura in the Community section

IBM12.6 This is a calculated question based on your previous answers: "Are working conditions and wages of suppliers verified to meet credible standards to ensure dignity and equitable economic empowerment for employees? If so, what methodology is used to determine standards?" and "What % of your cost of materials comes from the stated under-served supplier groups that received the above trade terms?" [Most Heavily Weighted]

IBM12.7 What is the total cost of materials sourced through the previous trade terms? [Not Weighted]

5,615,645.62

IBM12.9 Do you track the premium paid to suppliers? [Least Weighted]

Yes  No

IBM12.10 If yes, what is the average premium paid to suppliers in the last year (either on product or wage)? [Not Weighted]

IBM12.11 Describe in the text box the methodology your company uses to calculate producer price premium. [Not Weighted]

Inicia-se a elaboração de coeficientes de produção e estruturação de cadeia de valor por uma equipe de especialistas, sendo elaborada uma planilha aberta de custos que é discutida com os fornecedores rurais. Answer(s): Anualmente os custos são atualizados e re-validados pelas comunidades parceiras, após serem aprovados em fóruns internos de gestão da Natura, além das melhorias de eficiência e redução de perdas.

IBM12.12 Is there something different or innovative about the company's approach to fair-trade sourcing that has changed the industry? Is this something replicable, unique at the time it was created, and that has been emulated by other organizations? Please explain. [Not Weighted]

Conforme já citado em outros indicadores, a Natura trabalha questões relacionados ao comércio justo e biocomércio ético em varias esferas, segue abaixo melhor descrição destas ações:

- Acompanhamento de equipe especializada para construção de preço com fornecedor, e reajuste dos preços com base em premissas macroeconomicas;
- A Natura é membro fundadora da UEBT (Union for Ethical BioTrade), onde a cada dois anos passa por auditoria a fim de analisar o quão aderente aos princípios do biocomércio a empresa está. Além disso, fomos pioneira no desenvolvimento de um sistema de verificação em parceria com a UEBT para avaliar questões relacionadas ao biocomércio ao longo das cadeias fornecedoras de ativos da sociobiodiversidade. As normas da UEBT estão aderentes aos princípios do Fair Trade.
- Acompanhamento mensal de indicadores de desempenho socioambiental em diversos foruns de governança da Natura.
- O Programa Qlicar (Qualidade, Logística, Inovação, Competitividade, Ambiental, Social e Relacionamento) visa o desenvolvimento de fornecedores, e avalia indicadores de nível de serviço e questões sociais e ambientais.
- Comitê de Fornecedores, formado por colaboradores de diversas áreas da Natura (Finanças, Inovação e Suprimentos, entre outras), que se reúnem mensalmente, busca identificar pontos críticos e oportunidades de evolução no relacionamento da Natura com seus fornecedores, como questões de logística de entrega e formas de pagamento.
- Programa Amazônia: explicita o nosso compromisso de contribuir com a região para desenvolver seu enorme potencial sociobiodiverso e impulsionar a geração de negócios sustentáveis como alternativa econômica, acolhendo seus habitantes e conservando a floresta em pé. Muito mais que apenas adquirir insumos da biodiversidade, queremos contribuir para o desenvolvimento da região como um polo de referência em tecnologias e negócios sustentáveis, capazes de gerar valor local.

O Programa está estruturado em três frentes de atuação: 1) Ciência, Tecnologia e Inovação; 2) Cadeias Produtivas Sustentáveis; e 3) Fortalecimento Institucional.

A fim de obter mais sinergia e impulsionar os impactos positivos das iniciativas do programa, definimos cinco territórios prioritários de atuação que, juntos, abrangem 57 municípios da região amazônica.

Entre suas metas para 2020, o programa visa movimentar cerca de R\$ 1 bilhão na região; conectar mil pesquisadores em rede para gerar inovação e tecnologia a partir dos recursos da sociobiodiversidade; ampliar para 10 mil o número de famílias envolvidas no fornecimento de insumos (atualmente são 1,6 mil); e registrar aumento para 30% do consumo de insumos produzidos na região em valor.

IBM12.13 Does the company provide or participate in support services for underserved suppliers? [Not Weighted]

- Capacity building to improve the efficiency of operations for the supplier
- Capacity building to improve the social or environmental practices of the supplier
- Support and training to improve quality and maintain quality assurance for the supplier
- We do not purchase directly from underserved suppliers, or we do not provide capacity building services

IBM12.14 What % of your total cost of materials (excluding labor) comes from suppliers that have received the above capacity building support? [Not Weighted]

This question represents 0.35 points of the total 30 points earned by Natura in the Community section

IBM12.15 This is a calculated question based on your previous answers: "Does the company provide or participate in support services for underserved suppliers?" and "What % of your total cost of materials (excluding labor) comes from suppliers that have received the previous capacity building support?" [Most Heavily Weighted]

IBM12.16 Are working conditions and wages of suppliers verified to meet credible standards to ensure dignity and equitable economic empowerment for employees? If so, what methodology is used to determine standards? [Not Weighted]

- Suppliers meet third party certification standards (such as Fair Trade Certification)
- Workers receive wage equivalent to or greater than a third party fair or living wage calculation for the relevant industry/product/market
- Suppliers are not verified to meet third party labor standards
- None of the above.

IBM12.17 What % of your cost of materials comes from under-served supplier groups that are verified for labor and wage practices as previously described? [Not Weighted]

IBM12.18 This is a calculated question based on your previous answers: "Are working conditions and wages of suppliers verified to meet credible standards to ensure dignity and equitable economic empowerment for employees? If so, what methodology is used to determine standards?" and "What % of your cost of materials comes from under-served supplier groups that are verified for labor and wage practices as above?" [Most Heavily Weighted]

IBM12.19 How are wage and working conditions screened and monitored to ensure that continual compliance with the previous standards? [Least Weighted]

- Suppliers are verified or certified by a third party to meet standards
- Company visits and reviews supplier facilities and documents compliance with the standards above
- None of the above

IBM12.20 Are the company's trade practices or purchases certified by a third party, including any of the following? [Not Weighted]

- Fair Trade International
- Fair Trade USA
- Rainforest Alliance
- Other (Please Describe)

Other: Para compra de insumos da biodiversidade das comunidades fornecedoras, possuímos nosso próprio protocolo de verificação construído com base nos princípios do Biocomércio Ético UEET.

IBM12.21 Does your company track the impact of your work with small-scale suppliers on the lives of suppliers' employees? [Least Weighted]

- Yes  No

IBM12.22 If yes, please explain how. [Not Weighted]

Conforme descrito nos indicadores acima, 100% das comunidades da sociobiodiversidade que possuem relacionamento com a Natura são acompanhados anualmente através do sistema de verificação Natura, onde o mesmo visa ter um maior conhecimento dos produtores envolvidos nas cadeias, acompanhando questões de: conservação da biodiversidade, rastreabilidade, gestão organizacional, boas práticas de produção e qualidade, saúde e segurança no trabalho e questões trabalhistas.

A Natura possui a sua Política de Uso Sustentável de Produtos e Serviços da Sociobiodiversidade, e os Princípios de Relacionamento com as Comunidades Fornecedoras, orientam nossa conduta de respeito à cultura das comunidades, englobando a compreensão sobre seu modo de vida e organização social, além da pesquisa de lealdade com o público comunidades.

IBM12.23 Is there something different or innovative about the company's approach to sourcing from small-scale suppliers that has changed the industry? Is this something replicable, unique at the time it was created, and that has been emulated by other organizations? Please explain. [Not Weighted]

Conforme já citado em outros indicadores, a Natura trabalha questões relacionados ao comércio justo e biocomércio ético em varias esferas, segue abaixo melhor descrição destas ações:

- Equipe interna dedicada ao relacionamento direto com as comunidades rurais fornecedoras;
- Acompanhamento de equipe especializada para construção de preço com fornecedor, e reajuste dos preços com base em premissas regionais/locais;
- A Natura é membro fundadora da UEBT (Union for Ethical BioTrade), onde a cada dois anos passa por auditoria a fim de analisar o quão aderente aos princípios do biocomércio a empresa está. Além disso, fomos pioneira no desenvolvimento de um sistema de verificação em parceria com a UEBT para avaliar questões relacionadas ao biocomércio ao longo das cadeias fornecedoras de ativos da sociobiodiversidade. As normas da UEBT estão aderentes aos princípios do Fair Trade.
- Acompanhamento mensal de indicadores de desempenho socioambiental em diversos foruns de governança da Natura.
- O Programa Qlicar (Qualidade, Logística, Inovação, Competitividade, Ambiental, Social e Relacionamento) visa o desenvolvimento de fornecedores, e avalia indicadores de nível de serviço e questões sociais e ambientais.
- Comitê de Fornecedores, formado por colaboradores de diversas áreas da Natura (Finanças, Inovação e Suprimentos, entre outras), que se reúnem mensalmente, busca identificar pontos críticos e oportunidades de evolução no relacionamento da Natura com seus fornecedores, como questões de logística de entrega e formas de pagamento.
- Programa Amazônia: explicita o nosso compromisso de contribuir com a região para desenvolver seu enorme potencial sociobiodiverso e impulsionar a geração de negócios sustentáveis como alternativa econômica, acolhendo seus habitantes e conservando a floresta em pé. Muito mais que apenas adquirir insumos da biodiversidade, queremos contribuir para o desenvolvimento da região como um polo de referência em tecnologias e negócios sustentáveis, capazes de gerar valor local.

O Programa está estruturado em três frentes de atuação: 1) Ciência, Tecnologia e Inovação; 2) Cadeias Produtivas Sustentáveis; e 3) Fortalecimento Institucional.

A fim de obter mais sinergia e impulsionar os impactos positivos das iniciativas do programa, definimos cinco territórios prioritários de atuação que, juntos, abrangem 57 municípios da região amazônica.

Entre suas metas para 2020, o programa visa movimentar cerca de R\$ 1 bilhão na região; conectar mil pesquisadores em rede para gerar inovação e tecnologia a partir dos recursos da sociobiodiversidade; ampliar para 10 mil o número de famílias envolvidas no fornecimento de insumos (atualmente são 1,6 mil); e registrar aumento para 30% do consumo de insumos produzidos na região em valor.

- Desenvolvimento territorial envolvendo uma rede de parceiros (governo, ONG, empresas). Como exemplo, podemos citar o território do Médio Juruá, no estado do Amazonas, onde priorizamos iniciativas relacionadas a questões educacionais (apoio as casas familias rurais, que usam como base a pedagogia da alternância), economicas e também de saneamento básico.

IBM12.24 Do customers and/or the public have access to information about the company's supply chain practices? [Least Weighted]

- Customers have access to information about suppliers being sourced from, including their location
- Customers can access information on the social and environmental standards required of suppliers
- None of the above

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## Impact Business Models: Environmental Models Introduction

IBM59.1 Are your company's products or process structured to restore or preserve the environment in any of the following ways? [Not Weighted]

- Through a manufacturing, wholesale or agriculture process which is designed to significantly reduce environmental impact compared to typical practices for the industry
- Through a product or service that preserves, conserves, or restores the environment or resources
- None of the above

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## Impact Business Models: Designed to Conserve Manufacturing Process

IBM78.1 Is your business model designed to benefit the environment in the way your product is manufactured? [Not Weighted]

- Yes  No

IBM78.2 Which of the following product or service descriptions apply? [Not Weighted]

- Company annually measures and publicly reports energy usage, water usage, carbon emissions, and waste output
- Company has reviewed life cycle impact of 50%+ of products in terms of dollar volume
- At least 25% of manufacturing facilities (by square feet) meet comprehensive green building standards (such as LEED)
- At least 15% of the energy is from onsite renewables or 75% of the energy is derived from purchased renewable sources (including RECs)
- The core manufacturing process substitutes a critical energy-intensive manufacturing step that is of concern in your industry (i.e. steam recycling, sun drying vs. gas oven heating, etc.)
- The core manufacturing process of the product substitutes a critical water-intensive manufacturing step that is of concern in the industry (i.e. water recycling, water reuse, and water substitution)
- Core manufacturing process substitutes a critical chemical intensive manufacturing step that is of concern in the industry (i.e. toxic chemical elimination)
- Efficiencies from a core manufacturing process can demonstrate a significant source-reduction in inputs (per unit basis) compared to industry average
- >50% of solid wastes from the manufacturing process are recycled, reused or composted
- Majority of liquid wastes from manufacturing process are treated and returned to water table at same quality diverted (confirmed by testing on temperature, ph levels, bio-chemical oxygen demands, etc)

IBM78.3 How many of the previous statements are true about your environmental manufacturing practices? [Equally Weighted]

- 3 or fewer of the 10 statements
- 4 of the 10 statements
- 5 of the 10 statements
- 6 of the 10 statements
- 7 of the 10 statements
- 8 or more of the 10 statements

IBM78.4 If tracked, what was the number of metric tons of carbon (CO2) off-set by your environmental practices? [Not Weighted]

22,829,595.00



IBM78.5 What were your total revenues last fiscal year from products grown using the previously selected environmental manufacturing practices? [Not Weighted]

7,917,000,000.00

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## Impact Business Models: Environment Products & Services Introduction

IBM80.1 In what way or ways does your product/service conserve the environment? [Not Weighted]

- Provides or is powered by renewable energy or cleaner-burning energy than market alternatives (e.g. solar panel manufacturers/installers, hybrid vehicles)
- Conserves or diverts resources (including energy, water, materials, etc.)
- Conserves or preserves the well-being of land and/or animals (e.g. land protection or reforestation services, sustainably harvested agricultural products)
- Reduces or is made of less toxic/hazardous substances (e.g. brownfield remediation services, organic food, non-toxic cleaners)
- Educates, measures, researches, or provides information to solve environmental problems (e.g. environmental consulting or auditing)
- None of the above

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## Impact Business Models: Toxin Reduction / Remediation

IBM85.1 Tell us more about how your product or service reduces use of toxic or hazardous substances, prevents pollution or remediates discharges to air, land or water [Not Weighted]

1. Álcool orgânico - desde 2007 a Natura iniciou de forma pioneira a substituição do álcool convencional pelo álcool orgânico certificado na perfumaria, que reduz pela metade as emissões de GEE em relação ao álcool convencional, além de adotar práticas mais sustentáveis de produção no campo, como eliminação do uso de agroquímicos, conservação da biodiversidade e respeito às questões sociais. Atualmente 100% do álcool utilizado pela Natura é certificado orgânico. Mais info: <http://www.nativealimentos.com.br/pt-br/produtos/alcool-organico/>

2. Matérias-primas da Biodiversidade Brasileira com certificação orgânica - algumas das comunidades que fornecem ativos da biodiversidade brasileira para os produtos Natura possuem certificação orgânica. Dentre as matérias-primas certificadas provenientes das comunidades, podemos citar a manteiga de cupuaçu, amêndoa de cacau, óleo de castanha, folhas de estoraque e capitiu.

IBM85.2 Which of the following product or service descriptions apply? [Not Weighted]

- Product minimizes need of toxic chemicals compared to market alternatives (non-GMO)
- Product/services use less toxic/hazardous chemicals or materials than market alternatives (i.e. non-toxic cleaners, organic food, integrated pest management for agriculture)
- Product/service remediates environmental damage after discharges to air, land or water (i.e. brownfield remediation, oil spill clean-up)
- Product/service directly prevents pollution or hazardous discharge (i.e. pollution management technologies)
- These descriptions do not apply to our company's product/service (Skip the remainder of this section)

IBM85.3 What is the average % toxic/hazardous material reduction or pollution prevention (by weight or volume) achieved by the product or service? [Not Weighted]

IBM85.4 What were your total revenues last fiscal year from the previous products or services? [Not Weighted]

IBM85.5 This is a calculated question based on your previous answers: "What were your total revenues last fiscal year from products or services that provide toxic/hazardous substance reduction?" and "Total revenue from the last fiscal year" [Not Weighted]

IBM85.6 This is a calculated question based on your previous answers: "Which of the following product or service descriptions apply?" and "What % of your revenues last fiscal year were related to the products that provide toxic/hazardous substance reduction?" [6x]

IBM185.7 If tracked, what was the total or per use number of metric tons of carbon (CO2) off-set or saved by use of your product or service during the last 12 months? Also, provide any of the following, if tracked:

Metric tons of GHG/CO2 equivalent	4,280.00
kWh saved/off-set	
Metric tons of waste saved from landfill or incineration	1,515.00
Liters of water saved/off-set	

IBM85.11 How do you verify that your product contributes to the outcome previously selected? [Least Weighted]

- We have a track record of successful, verified positive outcomes and have created case studies based on these.
- There is secondary research that supports the link between our type of product and the stated outcome.
- We conduct our own direct research to track the outcomes produced for all our customers, such as impact-related surveys
- We have third party certifications or verifications that verify the efficacy of our product/service in delivering outcomes
- We have performed, commissioned, or partnered with scientifically designed impact or outcome assessments to systematically learn about our product's impact
- Our product is too early stage to have research or studies that link our product to positive outcomes
- We cannot provide verification of our outcomes at this time.

IBM85.12 If direct research on your product/service has been performed, did the results confirm that a desired outcome is being achieved? [Least Weighted]

- Yes  No  N/A - No direct research conducted

IBM85.13 Does your company also measure and manage the negative or unintended outcomes generated by this business model? [Least Weighted]

- Yes  No

IBM85.14 Is there something different or innovative about the company's basic product or service that has changed the industry? Is this something that is replicable, unique at the time that it was created, and that has been emulated by other organizations? [Not Weighted]

Lançamentos na qual a Natura foi pioneira e o setor aderiu posteriormente:

Oferecer produtos com refil (1983)

Uso de ativos da biodiversidade (2000)

PE Verde (2010)

Lançamento de desodorante Ecocompacto (2014)

Uso de álcool orgânico (2007)

Política de banimento de testes em animais (2006)  N/A

## Disclosure Questionnaire

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### Disclosure Questionnaire: Disclosure Industries

DQ1.1 Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.

Yes No

- Any product or activity deemed illegal under host country laws or regulations or international conventions and agreements
- Alcohol (excluding beer and wine)
- Commercial logging and logging equipment
- Drift net fishing in the marine environment using nets in excess of 2.5 km in length
- Firearms, weapons or munitions
- Genetically modified organisms
- Mining
- Nuclear Power
- Fossil fuel-based oil or coal utility
- Ozone depleting substances subject to international phase-out
- Persistent organic pollutants (POPs) that are banned or scheduled to be phased out of production
- Pesticides/herbicides subject to international phase-out or bans
- Pharmaceuticals subject to international phase-outs or bans
- Radioactive materials
- Tobacco
- Unbonded asbestos fibers
- Wildlife or wildlife products regulated under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)
- Chemical-intensive industries reliant on chemicals that meet the Substances of Very High Concern (SVHC) criteria under REACH

DQ1.2 If you selected "Yes" previously, please provide a detailed explanation of the company's involvement here. [Not Weighted]

Não se aplica.

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### Disclosure Questionnaire: Disclosure Practices

DQ2.1 Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "True." If false, select "False."

True	False	Yes	No
<input type="radio"/>	<input checked="" type="radio"/>		
		Company is not formally registered in accordance with domestic regulations	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company has reduced or minimized taxes through the use of corporate shells or structural means	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not transparently report corporate financials to government	
<input checked="" type="radio"/>	<input type="radio"/>		
		Company facilities are located adjacent to or in sensitive ecosystems	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not provide clean drinking water to employees at all times	
<input type="radio"/>	<input checked="" type="radio"/>		
		A portion of workers, contractors, subcontractors or day-workers are paid below minimum wage	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not have a signed contract of employment with each worker	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company employs workers under the age of 15 (or other minimum work age covered by the International Labour Organization Convention No. 138 ) and/or company does not keep personnel records that include evidence of the date of birth of each	
<input type="radio"/>	<input checked="" type="radio"/>		
		Overtime work for hourly workers is compulsory	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not provide payslips or equivalent to all workers to show how wages are calculated and any deductions made	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company uses workers who are prisoners	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company prohibits workers from freely associating and bargaining collectively for the terms of one's employment	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company prohibits workers from freely leaving the site during non-working hours or at the end of their shift	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company keeps workers' original Id Cards/Passports	
<input type="radio"/>	<input checked="" type="radio"/>		
		Animal testing is conducted	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company exploitatively operates in conflict zones	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company employs individuals on zero-hour contracts	

DQ2.2 If you selected "True" previously, please provide a detailed explanation of the company's engagement in these practices here. [Not Weighted]

Inaugurado em 2014, o Ecoparque (172 hectares ) faz parte de uma estratégia da Natura de investir e incentivar o desenvolvimento sustentável na Amazônia. Como parte do Programa Amazônia, o empreendimento localizado em Benevides (Pará) abriga a cadeia de produção de sabonetes, de óleos fixos e parte dos óleos essenciais da Natura. Além das instalações da própria Natura, o Ecoparque tem como objetivo atrair parceiros para impulsionar negócios sustentáveis na Amazônia e alavancar a demanda por insumos da sociobiodiversidade e o empreendedorismo local. Tem uma estrutura comum que otimiza recursos, incentiva o empreendedorismo e a contratação de mão obra local, e fortalece uma "economia da floresta em pé" na região.

Em 2015, comemoramos a chegada ao Ecoparque da primeira empresa parceira, a Symrise, multinacional alemã fornecedora de fragrâncias. A Natura e a Symrise passaram a compartilhar custos e recursos, como análises ambientais, água, energia elétrica e segurança patrimonial, além de conhecimentos e serviços. Nessa nova relação, a Natura negocia a compra de insumos com as comunidades locais e a Symrise adquire essas matérias-primas para produzir seus óleos.

Práticas:

- Sistema de geotermia: resfriamento dos edifícios via captação do ar externo no subsolo que possibilita redução da temperatura interior e maior eficiência energética;
- Drenagem de chuva: a água escoar pelos mesmos tubos de geotermia, o que ajuda na limpeza e na eficiência do próprio sistema de resfriamento;
- A obra foi construída sem que nenhuma árvore fosse derrubada;
- Como se encontra em áreas de proteção permanente, temos licenças ambientais e operacionais adequadas;
- Reutiliza água da chuva e aproveita a iluminação e a ventilação natural dos edifícios;
- A Natura é carbono neutro, ou seja, além de nossas metas de redução das emissões, o excedente é neutralizado através de projetos de compensação de carbono.

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## Disclosure Questionnaire: Disclosure Outcomes

DQ3.1 Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "True." If false, select "False."

True	False	Yes	No
<input checked="" type="radio"/>	<input type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input checked="" type="radio"/>	<input type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		
<input type="radio"/>	<input checked="" type="radio"/>		

DQ3.2 If you selected "True" previously, please provide a detailed explanation of the company's experience related to the previous statement here. [Not Weighted]  
Vide Disclosure Questionnaire

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## Disclosure Questionnaire: Disclosure Penalties

DQ4.1 Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.

Yes	No	
<input type="radio"/>	<input checked="" type="radio"/>	Diversity and equal opportunity
<input type="radio"/>	<input checked="" type="radio"/>	Employee safety or workplace conditions
<input checked="" type="radio"/>	<input type="radio"/>	Environmental issues
<input type="radio"/>	<input checked="" type="radio"/>	Financial reporting
<input type="radio"/>	<input checked="" type="radio"/>	Geographic operations or international affairs
<input type="radio"/>	<input checked="" type="radio"/>	Investments or Loans
<input type="radio"/>	<input checked="" type="radio"/>	Labor issues (internal and supply chain)
<input type="radio"/>	<input checked="" type="radio"/>	Marketing
<input type="radio"/>	<input checked="" type="radio"/>	Political contributions
<input type="radio"/>	<input checked="" type="radio"/>	Product safety
<input checked="" type="radio"/>	<input type="radio"/>	Taxes
<input type="radio"/>	<input checked="" type="radio"/>	Animal welfare
<input type="radio"/>	<input checked="" type="radio"/>	Bribery, fraud or corruption

DQ4.2 If you selected "Yes" previously, please provide a detailed explanation of the complaint/fine/sanction here. [Not Weighted]

Vide Disclosure Questionnaire

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Disclosure Questionnaire: Supplier Disclosure



DQ5.1 Please indicate if any of the following statements are true regarding your company's significant suppliers.

True	False	Don't Know	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant Suppliers employ workers under the age of 15 (or other minimum work age covered by the International Labour Organization Convention No. 138 )
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant suppliers use any workers who are prisoners
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Significant Suppliers have had an operational or on-the-job fatality
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant Suppliers' sites have experienced accidental discharges to air, land or water of hazardous substances
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Construction or operation of Significant Suppliers' facilities resulted in physical resettlement or economic displacement involving 5,000 or more people near their facility
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Construction or operation of Significant Suppliers involved large scale land acquisition
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Construction or operation of Significant Suppliers involved large scale land conversion and/or degradation
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Construction or operation of Significant Suppliers involved the construction or refurbishment of dams
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Significant Suppliers have had material fines or sanctions in the last five years regarding the issues indicated in DQ4.1
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant Suppliers exploitatively operate in conflict zones

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## Disclosure Questionnaire: Other Disclosures

DQ6.1 Are there any other sensitive aspects of the business that are necessary to disclose? [Not Weighted]