



Grasse, July 12th 2022

ERP system upgrade/Project « T.O.L.U. »
Transformation Opérationnelle du Logiciel Utilisateurs

Dear clients and colleagues,

Since our establishment in 1854, our company has always been at your service in supplying the highest-quality natural ingredients and unique fragrance compounds.

2022 marks a notable milestone in the history of our Company, as we celebrate “ 100 years of family-led creativity “, with an unwavering dedication to maintaining our independence and standing alongside our customers and partners.

In an increasingly complex and volatile environment, 2022 also marks a year that we have decided to upgrade our ERP system in order to boost productivity and support the further growth of our company over the coming years.

Under the close supervision of our IT Director, Magali Allione, we have selected the integrated management system “ **LSI Create Simply** “, which is already widely and successfully used in numerous companies in our industry sector : perfumes, cosmetics and food flavors.

The installation of a new ERP system is a significant change within a company that affects the daily schedule of all participants. It is a project that will have wide-ranging impact on all of our teams and departments, and inevitably there will be disruptions and inconveniences during this period of major organizational change (OCM).

This important and manageable project may bring some temporary disruption in the areas of delivery lead times and responses to your enquiries and requests. We are anticipating and are prepared for any such disruptions but ask for your utmost understanding and patience during this period of change.

Very sincerely,

Eric & Vincent Proal