

# Dumas® charter

The present charter has been adopted by the managerial staff, shareholders and company staff, in the spirit of the founders of the Dumas brand, for which they are the sole agent, and whose values they share:

- respect for one another and simplicity,
- honesty, keeping one's word, and self-commitment,
- a love for work and consistency in it, and working with a good team,
- progress, anticipation and rational innovation subject to the principle of precaution.

Its aim is to create a common code in which its future, its commitments and the recognition of its actions are set out.

**Dreamguard®**  
PASSEPORT CONFIANCE

## In this charter we undertake the following:

- Brand mission: guardian of your land of dreams. We place consumer satisfaction at the centre of our actions.
- Our goal is to convey the sense of well-being and the advantages of a world of safe protected sleep, making these accessible and sharing them with a large number of consumers.
- We are committed to a promise, that of being the “guardian of your land of dreams”. In this way, we guarantee the principles of controlled comfort and safety during your sleep, giving you total peace of mind.
- We are committed to a policy in which the ability to listen, advise and guarantee services to our consumers and dealers is central to our offer.

We are attached to promoting innovation and to the factors of progress, in the form of an attractive offer, which our consumers can benefit from.

## We are attentive to the consumer's guarantee and safety requirements

Conscious of consumer expectations for products guaranteeing high levels of safety in hygiene, health and care, we have sought to symbolize our product guarantee by a sign of commitment and quality: DREAMGUARD.

This quality brand, of which we are the creators and sole owners, is used on the whole range of products bearing the DUMAS brand name. It can also be used on products bearing the brand name of our agents, subject to compliance with regulations in

their set specifications and to a contractual agreement with the DUMAS Company.

The DREAMGUARD brand guarantees the hygienization of our product components and their wash and care capacity. With it there is a booklet containing instructions for use and advice, as well as a reminder of the legal guarantee against hidden defects and a standard two-year guarantee covering all manufacturing defects.

The DREAMGUARD brand also guarantees the quality and safety of natural fillings such as the feathers and down used in our products. We deal exclusively with industries specializing in the provision of such material. They contractually guarantee the origin, traceability and level of harmlessness with regards to acarids and allergens, and also comply with regulations. In such a case, the DREAMGUARD brand is associated with the quality label of our partner of the specialized industry in question.

## The principle of precaution

The aim of this principle is to protect the consumer from possible risks. Within the framework of the DREAMGUARD quality label, we remain extremely vigilant on the use of material or treatments that have not been accredited or officially approved. We always give priority to products or material, for which experimental procedures guarantee their harmlessness under current scientific knowledge and techniques.

## Social and environmental ethics

We guarantee ethical openness with regard to the manufacturing cycle of the end product. Within the framework of DREAMGUARD policy and in accordance with our values, we systematically make sure that our partners in the supply of products and services show

respect for human rights and fundamental rights, especially with regard to child welfare and worker's rights. At the same time, we are attentive to the well being of animals, with regard to the natural materials that we use. On an environmental level, we are attentive as much to our conformity to the global cycle of our production, as to the initial and final impact of our products, by making our suppliers aware of the importance of environmental quality in manufacturing methods and their own supplies.

## The principle of compliance with European regulations for end products

This guarantees compliance with regulations and products emanating from Europe to both consumers and the distribution line.

We guarantee that all our end products bearing the DUMAS brand name or the DREAMGUARD quality label are manufactured in the European Union, and comply with current National and European regulations applicable for these products, and that we will carefully follow any future changes in these regulations.

## The principle of involvement

This guarantees that we both contractually and morally respect the demands of our clients.

We are committed to providing top levels of product and service quality, so that our clients may achieve their mission with our consumers. With this in mind, together we study every means of developing communication and technical logistics and marketing solutions enabling them to optimise their sales of the DUMAS brand or their own brands and thereby satisfy our consumers.