



# Information Bulletin

To all agents and suppliers

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## **2010-2012 Strategic Plan: the customer is always the focus of our business**

Our commitment to our customers involves providing them with a world of pleasure, discovery, and advice. Although it is vital that the customer must continue to be the focus of our efforts, the means of ensuring this focus must evolve and adapt to the changing context of our sector of activity.

It is from this perspective that we are introducing the [2010-2012 Strategic Plan](#), which sets the direction for our work over the next three years, both individually and collectively.

We invite you to read it in order to learn about our new vision, our four strategic orientations, and the actions to be prioritized in order to achieve our objectives.

For more information, please contact our  
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