Advocate Guidebook

Pro-Philippines ● Pro-Poor ● Pro-Environment
Congratulations! You are about to start your own Social Enterprise! 😊

For us, this is not just about a business. It is about caring for our home, the Philippines – a country blessed by God with an abundance of everything beautiful, that we would like to preserve for our children to see and enjoy. It is about bringing out the best in our people as a world-class people, especially our farmers and our poor. And it is about caring for our families by providing them with the safest, most nourishing genuinely natural products at a price that most people can afford.

This is about a lifestyle, a vision of a beautiful and prosperous Philippines and about following God’s plan for our lives as His people and as stewards of what He has made. This is our mission and vision. Thank you for sharing it with us 😊

May God help you to prosper as you take part in healing our land and caring for our people.

Sincerely yours,

ANNA MELOTO-WILK
President
Gandang Kalikasan, Inc.
Our Story...

began with a dream to help uplift communities from the bottom of the pyramid.

Human Nature traces its beginnings to a “why not?” idea that sprung, ordinarily enough, from trips down American grocery aisles.

Human Nature (Gandang Kalikasan, Inc.) was the brainchild of Gawad Kalinga volunteers Camille Meloto, Dylan Wilk, and Anna Meloto-Wilk who burned with the desire to help uplift the Philippines and its people from poverty.

2007

During a year-long tour of the US drumming up support for Gawad Kalinga - a poverty alleviation movement building homes for marginalized families - Anna Meloto-Wilk and her husband Dylan started to notice a growing trend of affordable, natural, eco-friendly and ethically-made products entering the mainstream market.

What was fascinating was that a lot of the ingredients in popular beauty and personal care products - coconut, elemi, sugarcane, aloe - were from tropical plants which already grew abundantly in the Philippines.

Something immediately clicked. If all these raw materials were in such high demand worldwide, they might just be the key to transforming the quality of life of the poorest sectors - which were ironically, farmers.

Anna’s sister Camille joined the two soon after and they began in-depth research on natural products. They envisioned a business that would produce high-quality, Philippine-made natural products that would restore productivity to the land and impoverished communities.

2008

With the collaboration of a natural formulator, the first line of natural products was created a year later, and with the help of some close friends, family and Gawad Kalinga partners, Human Nature was officially launched in November 2008 at Blue Leaf, Fort Bonifacio in Manila.

Human Nature sourced several raw materials such as citronella, coconut oil and lemongrass at above-market prices from rural low-income communities and provided them with livelihood training, farming and processing equipment. At the same time, the brand rapidly expanded its line of effective, safe and environmentally sustainable products from ingredients that can be grown locally.

2011-2013

Because of its strong commitment to never test on animals, Human Nature earned the Cruelty Free seal of approval from the People for the Ethical Treatment of Animals in 2011, the first cosmetics brand in the Philippines to do so. In the same year, Ernst & Young recognized Human Nature as Social Entrepreneur of the Year, an award echoed by the Schwab Foundation the following year at the World Economic Forum.

Recognizing that it takes an army of social entrepreneurs to solve the problem of poverty, Human Nature partnered with several enterprises at the Gawad Kalinga Enchanted Farm in Bulacan to create a springboard for them to improve product quality, design and distribution. Social enterprises that we have supported since 2012 include the all-nutritious, all-delicious Bayani Brew; First Harvest’s homemade spreads; Apicuria’s bee products; and Plush & Play’s hand-stitched plush toys.
2014-2016

Established in 2014 on the commitment to providing top-quality, natural goodness in every product, the Human Nature Manufacturing Plant in Canlubang, Laguna serves as the heart and core of Human Nature. It upholds the highest possible standards in production and quality control; its microbial standards, for example, are 100 times stricter than the required standard in the cosmetic industry.

In 2015, Human Nature became a member of the Natural Products Association (NPA), the authority on the natural products industry in the United States upholding the strictest criteria of natural claims worldwide. To date, Human Nature has the most number of products certified natural by the NPA.

In 2016, Ecovia Intelligence (Organic Monitor) - a global consulting institution for the natural and organic beauty industry - gave Human Nature the Sustainability Pioneer Award: a first for any Asian beauty brand.

Today

Centering on the core values of being pro-Philippines, pro-poor and pro-environment, Human Nature continues to grow exponentially. It currently employs hundreds of Gawad Kalinga residents and residents of other poor communities in roles from accounting and merchandising to manufacturing and warehousing.

Human Nature continues to strive to uplift the lives of the impoverished and underserved through successful and sustainable social enterprises and quality natural products for everyone. Though still a very young company, Human Nature has big plans for the future and is fiercely determined to build a globally recognized brand that transforms the hearts and lives of everyone it touches.

Goodness... it's Human Nature.

Our Mission

Being faithful stewards of our God-given talents and natural resources, we will give the best of ourselves to urgently and sustainably build a global company which will showcase the best of the Philippines and uplift all our people, especially the poor through providing affordable, quality, natural products.

Our Vision

We will be the gold standard of a globally successful enterprise with a heart that will embolden all usinesses to better serve society.

Human Nature Philosophies

When Human Nature was born in 2008, we envisioned it to flourish as one of the country’s leading social enterprises. This meant our primary goal would be to use business to build a better Filipino society, especially for the poor, by operating a sustainable business that primarily benefited our country. We founded the company on three core principles; to be Pro-Philippines, Pro-Poor and Pro-Environment.
PRO-PHILIPPINES

The Philippines is our home and as a 'developing country', it needs our help! We strive to formulate products using ingredients that can be grown in the Philippines and only include other ingredients if there are no local alternatives. We prioritize Filipino suppliers whenever possible to help make our local economy stronger.

The Philippines is so rich in natural resources and talent... with a little more love of country from the business world, we can pave our way towards becoming a first-world nation.

For example, citronella and lemongrass are widely grown and produced in the Philippines and so we use them in several products and continue to seek other ways to utilize them. Coco Nectar (from the flower of the coconut) is a breakthrough ingredient which is excellent for the scalp and which Human Nature was the first beauty company worldwide to use.

MADE IN THE PHILIPPINES CAN MEAN WORLD-CLASS

Many countries have reached prosperity by buying cheap raw materials from poor countries and turning them into expensive finished goods. Take Belgium, for example. They produce some of the finest chocolate in the world, but did you know that not a single cocoa bean grows naturally in Belgium? They buy cocoa from around the world, turn it into chocolate and sell it back to the country that grew it for many times the price! The way we see it, one great way for the Philippines to become prosperous is for us to produce not just raw materials, but quality finished goods, and for Filipinos to buy Filipino-made products to support our local economy. This is how we aim to help raise our country from poverty — by sourcing locally at fair trade prices, producing world-class finished goods and exporting them around the world.

In the pursuit of helping communities yield more income, Human Nature strengthens its Social Enterprise Development efforts through quality household products and functional gifts created by Gawad Kalinga residents. Today, we have a wide selection of items from mugs, totes, and toys. We are also proud partners of makers of food that are so good and natural they please the taste buds and not just patriotic hearts. We ensure the growth of every seed we plant to serve you high quality coffee, peanut butter, coco nectar, and our famous Bayani Brew Classic Iced Tea.

Gawad Kalinga (GK) is recognized as a global Filipino movement for nation-building, from Harvard University to the National Institute of Education in Singapore. Together with its founder, Tony Meloto, Gawad Kalinga has been given worldwide recognition for its initiatives; among them the Magsaysay Award, Asia's Nobel Prize, Skoll Award for Social Entrepreneurship, Nikkei Asia Awards for Regional Growth and the Ernst & Young Social Entrepreneur of the Year Award.

Gawad Kalinga envisions an end to poverty for 5 million Filipino families by year 2024 through their 3-phase development model: Social Justice, Social Artistry and Social Transformation.

Phase 1, Social Justice, has already built more than 80,000 homes, rehousing around 400,000 Filipinos from slums in beautiful, peaceful communities.

GK is now into Phase 2, Social Artistry. The goal of this phase is to empower the powerless for self-governance, self-reliance, and self-sufficiency. The third phase, Social Transformation, is about achieving scale and sustainability by developing the grassroots economy and expanding the influence of GK to 5 million families, with the support of key sectors in society in the Philippines and partners abroad. Human Nature's role and vision is to support Phase 2; as soon as GK farming villages are capable of producing our ingredients to the highest standards, we equip and empower them to grow and process what we need for Human Nature products. Through our partnerships with these noble organizations, we hope to bring sustainable technology to our Gawad Kalinga communities. Already, we have begun work in a pilot farm in a Gawad Kalinga community in Angat, Bulacan. Through our partnership with GK, we hope that soon there will be hundreds of world-class community organic farms in the Philippines providing livelihood for thousands of our poorest people as we raise them up to be world-class Filipinos.
PRO-POOR
The Philippines is rich in agricultural products, yet many of its farmers are poor, with an average daily wage of Php156.80, according to the National Statistical Coordination Board. As long as our small farmers mostly grow rice, they will always be poor. Human Nature aims to help change this by creating demand for high value essential oils instead, as well as programs that invest in skills training, sustainable technology, infrastructure, and values formation to improve the farmers' output and quality of life.

As firm believers in fair trade principles, we offer to buy at just and fair prices from our community-based suppliers, sometimes even above market prices if the market price is not enough to provide a good quality of life for the farmers.

Through our partnerships with Gawad Kalinga and other organizations who share the same vision, we aim to develop globally-certified organic farms in the countryside that can produce excellent raw materials for Human Nature products, as well as community-based enterprises that will multiply the income of poor communities.

THE BEST FOR THE LEAST
Human Nature employs Gawad Kalinga residents from nearby communities in Quezon City and Laguna and provides fair living wages, around 70% more than the minimum wage required by law. We also make sure to provide our warehouse staff, merchandisers, and manufacturing plant personnel with regularized employment with full benefits instead of the usual 5-month contracts (without any benefits) which millions of Filipinos suffer through nationwide. Lastly, we also advocate a no firing policy. We know that many of our people from poor backgrounds who have not had the benefit of good education will make mistakes, but those mistakes will not make us give up on them. As employers, our role is to be good stewards of our employees and help them become the best that they can be.

Many of our warehouse employees are GK leaders who spearhead projects in their respective GK communities. Because we don’t want their jobs at Human Nature to take away all their time devoted to serving their community, Human Nature implemented a rule that may take half a day per week off (paid) to serve in their communities, as long as they counterpart is with another half a day of their own time.

We hope that soon there will be hundreds of community organic farms and world-class social enterprises in the Philippines providing livelihood for thousands of our countrymen. As we help create the market for their products, we believe we can help them rise out of poverty and into a first-world quality of life. Beyond that, we hope these radical employment practices will embolden other employers in the Philippines to see that it is possible to build a thriving business which also is mindful of the need of the poor.

PRO-ENVIRONMENT
Human Nature is about loving the Philippines, loving the environment and loving our families by providing safe, effective, genuinely natural and affordable products that feel as good on your skin as they do in your heart - and on the earth.

Here at Human Nature, we take our responsibility of being nature's stewards very seriously. We carefully deliberate the impact of all our business decisions on the environment. For example, our Natural Care Labs thoroughly research all our raw materials to ensure that they are naturally derived, biodegradable, are not processed using environmentally toxic processes and are not harmful to our ecosystems when released into the environment after you’re finished with the product or wash it off.

What happens to that chemical shampoo you’re using when you rinse it off your hair in the shower? That's right, it goes straight into the waterways and damages our beautiful country. With Human Nature, you can be sure that what you’re using has been carefully formulated to be safe for our planet.
Human Nature upholds the strictest standards for naturalness, human safety and environmental responsibility in our products. Our product guarantees:

- All ingredients are **proven safe** for human use, based on peer-reviewed third party scientific literature.
- **Biodegradable ingredients** from renewable resources.
- Microbial safety **100x higher** than industry standard.

In 2011, PETA Asia-Pacific, an affiliate of PETA USA, the world's largest animal rights organization, awarded Human Nature with a "Cruelty-Free" certificate in recognition of our policy against animal testing and our focus on environmental stewardship - the first certification in cosmetics and personal care in the country.

**OUR NATURAL PRODUCTS**

Though there are many "natural" products available in the market today, there is surprisingly no government regulation on the use of the term "natural". This makes it very difficult for ordinary people to discriminate genuinely natural products from chemically-laden ones with a few natural extracts thrown in. It is especially difficult in the Philippines, where many manufacturers more often than not, simply don't list the chemical ingredients on their labels if they have elements they don't want you to see!

To guarantee the integrity of our products, we place our natural seal on our product labels, which means that:

1. The ingredients are biodegradable and at least 95% natural (the same standard set by the Natural Products Association in the USA). In fact, many of our products are 100% natural.
2. The ingredients come from a renewable resource with no petroleum compounds, and are also processed in a way that doesn't harm the environment.
3. A product may contain a "non-natural" ingredient, but is only permitted if there is no readily available natural alternative, at which point, the ingredient meets strict criteria on human and environmental safety and biodegradability.

Throughout this entire process, we bear in mind one thing: that when you enjoy our products we want you to be secure knowing you get only genuinely natural goods that are the best for you, your family and the environment. Below are a few commonly asked questions regarding our products:

**What are the benefits of using natural products?**
Nature possesses the most potent ingredients to clean and nourish our hair and skin without the harmful chemicals. Our skin, being made from organic substances as well, will also respond best to natural ingredients instead of synthetic ones. That’s why natural products are the best things you can use to care for your body.

**Are natural products really as good as chemical ones?**
YES! They are much better, which is why the most privileged people have been willing to pay very high prices for them until now. Many chemical personal care products can be harmful in the long run, e.g. some common cleaning agents irritate and dry out hair and skin leading to long-term damage and premature aging. Some chemical ingredients have even been linked to cancer, reproductive and hormonal disorders.

**Can people still be allergic to natural products?**
Some people are allergic to natural substances such as bee pollen, nuts or eggs. If you are, you may have a reaction to a product which contains those natural or organic ingredients. However, many more people are allergic to synthetic chemicals in everyday products. Since our products do not contain these irritating chemicals, there is less likelihood of allergies to our products. If you are unsure about your allergies, please test a small amount on the inside your elbow before using it extensively.

**Are your products safe for pregnant/nursing moms?**
All our products are 100% free from harmful chemicals, and safe for most people. However, it’s always your best bet to consult your obstetrician-gynecologist/pediatrician first before regularly using any product.

**Are your products safe for kids and babies?**
Because all our products are 100% free from harmful chemicals and at least 95% natural, they are generally safe for the use of all ages, way safer than their synthetic product counterparts. However, not all of our products are tested kids and babies. That is why we have created a product line for babies and kids that they can use without any worries. For your peace of mind, we always disclose all our ingredients on the product labels so that you can check if there are natural ingredients that you know your children to be allergic to, since some people can be hypersensitive even to natural ingredients such as strawberries or tomatoes. It’s a good practice to perform a patch test by applying the product on a small area of your child's skin and observing for any reactions within 24 hours.

**What sort of testing is done before you release a product since you don’t test on animals?**
First and foremost, we test the products on ourselves as well as our families! Our products then go through a series of other tests including accelerated stability tests, preservative challenge tests, user acceptability tests done in coordination with some of our dealers and skin compatibility/irritation testing among test respondents conducted by a third party dermatologist. When we feel we have a breakthrough product, we go even further, conducting extensive clinical trials again with third party labs and dermatologists. Beyond that, we often conduct research on individual natural ingredients to better understand their properties and behavior. We are extremely happy that our Natural Care Labs' testing and research into natural ingredients has produced many breakthrough formulations such as CREAMFoam for our natural shampoos as well as other innovations such as the first 100% natural perfect coverage foundation for Filipinas.
Do you have whitening products?
We purposely do not create whitening products, because we believe that the Filipino natural skin color is beautiful, whatever the hue! Many whitening products in the market also contain harmful chemicals that are toxic to the body when absorbed through the skin over a prolonged period of time. Not only that, they create an unhealthy perspective that beauty depends on how light your skin color is. At Human Nature, we celebrate the beauty of diversity of skin tones of Filipinos and Filipinas everywhere!

Do you have a recycling or refilling programs for your used bottles?
We have launched a refilling station for our Home care products this year and have initially made it available in our Flagship Store (Commonwealth Avenue) and SM the Block branch. We are hoping to be able to launch it in our other branches soon. We are also aiming to work with FDA in enhancing existing regulations in order to establish safe and accessible refilling stations for cosmetics and household products. This will allow us to have more products available for refilling.

We also use PET (recycle code 1) bottles, a recyclable and high value plastic, for most of our products, which can easily be brought to recycling facilities. Currently, we are working in finding the right recycling partners once we do we will open our branches for accepting used bottles.

Why are your products much cheaper than other natural products?
Human Nature is a social enterprise. Our affordable prices have been achieved because we made a decision to greatly reduce the usual profit margins. Our ingredients are the same as those in much higher priced brands. But most of us can only make the choice to buy what is good for us and good for the environment if the price of natural products drops dramatically. We also do not incur the high costs of advertising and costly retail stores allowing us to pass on our savings to the consumers.

Rather than trying to maximize profits like most businesses, we aim to optimize them, considering what is best for our country and our people, especially the poor, in all our decisions.

Are you BFAD/FDA registered?
Yes, Gandang Kalikasan, Inc, the company that brings you Human Nature is BFAD/FDA registered with LTO number: LTO-300000-3404185.

WHAT'S NOT IN OUR PRODUCTS
Get to know the chemical ingredients to avoid in your everyday products. Their effects go deeper and last longer than you think.

<table>
<thead>
<tr>
<th>SYNTHETIC CHEMICAL</th>
<th>WHAT IT DOES TO YOU</th>
<th>OUR NATURAL ALTERNATIVES</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLS/SLES (sodium lauryl sulfate / sodium laureth sulfate), ALS/ALES (ammonium lauryl sulfate, ammonium laureth sulfate)</td>
<td>Damages skin allowing ready penetration of carcinogens</td>
<td>Sodium cocoyl isethionate (coconut oil derived), decyl glucoside (coconut derived)</td>
</tr>
<tr>
<td>parabens, BHA/BHT, DMDM hydantoin, phenoxyethanol, TEA (triethanolamine)</td>
<td>May cause cancer &amp; tumors, weakens immune system, allergenic &amp; irritant, may cause premature ageing</td>
<td>rosemary essential oil, gluconolactone (from corn), glyceryl caprylate (coco, palm and glycerin derived)</td>
</tr>
</tbody>
</table>
MOISTURIZERS
- Mineral oil, dimethicone, petrolatum, paraffin
- Coats skin like plastic & clogs pores, slows down skin function & cell development, speeds up skin ageing
- Cocoa butter, virgin coconut oil, sunflower oil, avocado oil, passion fruit oil, castor oil

FRAGRANCE
- Synthetic parfum, phthalates
- Damage to liver & reproductive organ
- Essential oils, natural fragrance oils

ANTI-BACTERIAL
- Triclosan
- Endocrinal and reproductive malfunctions
- Acapulco extract, sugarcane alcohol, chitosan

COLORANTS
- Lake dyes, FD&C colors, carmine (a natural colorant in lipsticks but made from crushed cochineal insects)
- Neurotoxic, possible carcinogen
- Mineral oxides

EMULSIFIERS
- DEA (diethanolamine)
- Affects hormones
- Stearyl alcohol, cetyl alcohol (all vegetable derived)

SOLVENT
- Propylene glycol
- Damage to liver and kidney
- Vegetable glycerin, water

BUG REPELLENT ADDITIVE
- DEET
- Promotes degenerative diseases, congenital diseases
- Citronella, lemongrass, lavender and rosemary essential oils

Communities that we work with

Human Nature works with citronella farmers in Brgy. San Jose, Impalutao, and Imbayao in Bukidnon, with the lemongrass farmers in Cauayan, Negros Occidental, with the VCO farmers in GK Immaculate Concepcion Village in Iloilo, with the soybean test plots and the passion fruit and sunflower test plots in GK Pueblo Antonio Village in Catigan, Davao City. We are building and developing partnerships with more farming communities every year!
Social Entrepreneur

This is not just about a business. It's about caring for our home, the Philippines – a country blessed by God with an abundance of everything beautiful, that we would like to preserve for our children to see and enjoy. It's about bringing out the best in our people, especially our farmers and our poor, to help them compete with the rest of the world in ways that they could never do alone.

And it is about caring for our families by providing them with safe and nourishing natural products at a price that hopefully almost everyone can afford.

This is about a lifestyle, a vision of a beautiful and prosperous Philippines and about following God's plan for our lives as His people and as stewards of what He has made. This is our mission and vision.

Your Human Nature social enterprise begins upon registering for membership. You can register at our website: http://humanheartnature.com/buy/reseller OR at your nearest Human Nature branch (see pages 30 to 32).

There are two (2) staple registration options to choose from:

P799 Flexible Member Kit
❤️ Consists of P940 worth (at SRP) of Human Nature-branded products of your choice including 5 magalogues and 5 recruitment flyers excluding SE products, marketing materials and paper bags.
❤️ Entitles you to become a Human Nature Member with a 15% starting discount.

P1999 Flexible Dealer Kit
❤️ Consists of P2665 worth (at SRP) of Human Nature-branded products of your choice including 10 magalogues and 10 recruitment flyers excluding SE products, marketing materials and paper bags.
❤️ Entitles you to become a Human Nature Regular Advocate with a 25% starting discount.

All Member/Advocate registration packs come with your Member/Advocate ID and dealer dashboard access. Choose your pick. It’s your choice on how to jumpstart your social enterprise!

| TABLE 1: MEMBER/ADVOCATE EARNINGS STRUCTURE (Effective August 1, 2016) |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| **Member Level** | **Monthly Personal Purchase and Discount Rates** | **Monthly Minimum Requirements** | **Referral Fee Rates on Community Purchases** |
|                  | Personal Purchases | Combined Community Purchases | Direct Active Referrals | Active Member/Advocate Referrals | Active Shopper Referrals |
| Shopper          | NO MINIMUM MONTHLY PURCHASE REQUIRED               | MUST MAINTAIN MINIMUM OF P800 / 1,500 PURCHASE TO CONTINUE ENJOYING YOUR DISCOUNT |
| Member           | P800 - 1,499 15%                                     | **P1,500** | **P1,500** | 1 | ‘NOT YET QUALIFIED’ | 5% |
| Regular Advocate | P5,000 - 11,999 26%                                  | **P1,500** | **P5,000** | 1 | 3% | 5% |
| Bronze Advocate  | P12,000 - 19,999 27.5%                               | **P2,000** | **P10,000** | 5 | 5% | 7.5% |
| Silver Advocate  | P20,000 & above 30%                                  | **P3,000** | **P25,000** | 10 | 7.5% | 10% |
| Gold Advocate    | P12,000 - 19,999 27.5%                               | **P2,000** | **P10,000** | 5 | 5% | 7.5% |
| Platinum Advocate| P20,000 & above 30%                                  | **P3,000** | **P25,000** | 10 | 7.5% | 10% |
| Diamond Advocate | P5,000 & above 30%                                   | **P5,000** | **P10,000** | 15 | 9% | 12.5% |
NOTE: Social Enterprise, other partner brands and home care products have a maximum commission rate of 3% across all dealer rank. Brochures, fliers and other marketing merchandise are non-commissionable.

After registering, your starting discount will be 15% with the P799 Member Kit, or 25% with the P1,999 Dealer Kit. Depending on your purchase volumes per month, your discount can increase, up to 30%. As you sell more products and grow your community (through referring Shoppers and Advocates), you will rise through the ranks earning higher discounts and more referral earnings.

Combined group purchases include purchases from all direct active referrals - Shoppers, Members and Advocates.

*All values pertain to net of dealer discounts (not SRP)
*purchase figures are inclusive of VAT
*Referral earnings are calculated based on VAT exclusive amounts

PERSONAL PURCHASE - A Member/Advocate’s purchase from Human Nature either online or from branches.

COMMUNITY PURCHASE - The combined Purchases of all Shoppers, Members and Advocates referrals via Human Nature branches or Online Dealer Shop.

DIRECT ACTIVE REFERRAL - A Member or Advocate registered under you with cumulative purchase of at least Php800 (net of discount) within a month, whether purchased from Human Nature Head Office or a Branch.

SHOPPER REFERRAL – A person registered under you who buys from Head Office or any Human Nature branch at retail price.

IMPORTANT!

❤️ Member/Advocate Performance will be assessed monthly and will serve as basis for moving up to the next level to be applied immediately on the succeeding month. BACK ORDERS regardless if paid or not, are NOT included in calculating sales figures.

❤️ Monthly purchase includes orders successfully processed from the 1st until last working day of the month. Order processing is from Mondays-Fridays 9:00am-6:00pm and 9:00am to 1:00pm on Saturdays for Online orders or until store hours in our branches.

❤️ Social enterprise products and Non-Human Nature merchandise, Human Nature Home care products, Pore cleansing brush and Skin Shield products have a ceiling discount of 20%. While Next 9 diapers have a 10% maximum discount. Refilling station offer a 20% maximum dealer discount.

❤️ Dealer Discount is not applicable for Magalogues, Flyers, Tarpaulins, and other marketing materials/merchandise, as well as for Gift certificates and service fees (e.g. delivery fee). These items/fees are also non-commissionable.

See current price lists for details.

Once you sign up you are required to attend the Brand advocacy orientation that will help you gain an in depth knowledge about Human Nature and our advocacies, that you will also be sharing to others. As a dealer you will have access to new product training and dealer exclusive promos that will help you gain more sales.

Please note that the dealership only applies for purchases made in the Philippines. Human Nature distributors overseas are not covered by these dealership agreements. They may not or may have an existing dealership scheme, which is independent from the ones implemented in the Philippines. For more information on our existing overseas partners, you may visit the individual partner country page on our website and contact them directly.

All member and dealer accounts are non-transferable. Regardless, if the individual decides not to make future purchases or will now be living overseas. The account can go to inactive status if not used for a certain period but can easily be reactivated (see page 19) If your family member wants to purchase at a discount, you may refer them to sign up as an advocate.

However, an exception can be applied in the unfortunate passing of the Member/Dealer. In this case, an immediate family member living at the same address can request to take over the account and will need to submit the following to the member/dealer’s home branch:

- filled-out registration form
- valid ID
- Advocate ID of the member/dealer
• copy of the death certificate
Once processed the account will be transferred to the family member’s name and can continue reselling products and enjoy the advocate benefits as long as the requirements stated in the terms and conditions are met.

Authority to Purchase (Authorized Buyers)

All member/dealer accounts are individual accounts and is not allowed to be shared with anyone. In the event that you are unable to drop by in our stores to make the purchase yourself or pick up your orders, you may authorize a family member or a friend, except your upline (referrer) to purchase on your behalf. Please note that the individual who will represent you will only be genuinely getting your orders and will not be buying for their personal use or sales.

A dealer can, only have a representative at his/her home branch (the branch where she regularly makes her purchase or within the area of her registered address). Hence, a customer residing in Manila cannot authorize someone in Davao to make a purchase in Davao Branch. The authorization request will only be granted in Manila Branch.

You may nominate a maximum of 2 people permanently or once on your account. Permanent authorization means you are authorizing the person to purchase on your behalf every time you are unable to go to the branch. You must submit a signed letter of authorization or fill out our Authority to purchase form indicating that it is a permanent authorization for the named individual together with a copy of your valid ID and the authorized person’s ID as well as your Advocate ID. This will be kept by the branch and noted on your account. Please note that the permanent authorized buyer must either present your dealer ID or his/her valid ID for every purchase.

If it will be rare for you to ask someone to get your orders. Then, you can just do a one-time authorization. The authorized buyer will be allowed to purchase once on your behalf only on the date indicated on the authorization letter. She must present the signed authorization letter with a copy of your Valid ID, Advocate ID and the authorized person’s ID. You must also indicate your Advocate ID number and signature on the letter for verification. This will be collected by the branch for filing.

Kindly note that the authorized buyer can have access to your dealer discount and other account information and will also be handed the receipt at the time of purchase. But any changes on the account details can only be done by the registered member/dealer.

Senior and PWD discounts

Under RA9994 for Senior Citizen and RA 10754 for Person with disabilities. Both are entitled a special 5% discount on prime commodities and basic necessities under the Price Act, RA7581.

The items that you can avail in Human Nature under these categories are the following:

1. Human Nature Powder Detergent
2. Human Nature Liquid Detergent
3. Human Nature Baby Liquid Detergent
4. Coffee - Café Maria, Basilio
5. Sweet & Fit Stevia

The discount is only applicable if the above mentioned items are purchased at SRP.

As indicated in Article 9. NO DOUBLE DISCOUNTS of RA9994 - in the purchase of goods and services which are on promotional discount, the senior citizen/PWD can avail of the establishment’s offered discounts or the discount provided herein, whichever is higher and more favorable. As a Human nature member/dealer your discount can be between 15% to 30% hence this will be applied for your purchase.
In cases where the senior citizen is also a person with disability (PWD) only one discount can be applied per transaction. The person must present the Senior Citizen or PWD ID together with the purchase booklet upon purchase. As mandated by the government No ID, no booklet, no discount can be availed. The store personnel will have to log the purchase in the booklet and at the store record where the customer will be requested to sign as proof of discount availment. As indicated by law the total purchase of basic needs and prime commodities must not exceed P1300 per calendar week without carry-over of the unused amount. Hence, the requirement to log the purchases the Purchase booklet as this needs to be checked by the stores where discount is intended to be availed. Therefore, the discount cannot be applied for online and Telesales purchases.

**Listing an Upline**

An upline is the person who genuinely introduces you to Human Nature. Whether just to use the products (shoppers) or to sign up and start your own Social Enterprise (Dealer).

Your upline must be someone who does not live with you at the same address.

The upline’s name and dealer ID must be indicated on the registration form in order for the dealer to be tagged as his/her downline.

Late declaration of upline is only allowed within 30 days upon registration. To update, please send a Letter of Request along with a scanned copy of a newly accomplished signed Dealer Registration Form and your valid ID, to customer.service@humanheartnature.com. Alternatively, you may visit the Human Nature branch where you register and fill out a new form.

Once an upline has been declared this can no longer be changed to a different name even within the 30 days from registration.

**Recruiting downlines**

Human Nature offers a straight line networking system. Wherein you can recruit other dealers and end users and tagged them as your downline. Please be reminded that only people that you personally refer to join or genuinely introduced to Human Nature can be tagged as your downline.

Dealers or shoppers referred by your recruits will not be connected to you.

Downlines can be your friend, colleague or even relatives as long as they do not live at the same address.

The combined purchases of your downlines can entitle you to earn a commission as long as both the personal and group purchase requirements are met. Please refer to the Dealer Earning Structure Table 1. for the purchase requirement and commission percentage.

Once you have referred a person to register as an advocate, kindly advise them to indicate your name and dealer ID no. on the registration form, in order for them to be tagged under your account. For referred shoppers they would just need to advise the branch staff/sales associate or indicate it in the remarks field on their online order that you introduced them to Human Nature and indicate your name and dealer ID no. during their first purchase.
Corporate Accounts

Any Corporation or organization who wishes to be a member of Human Nature and avail of the discounts is required to avail any of the two starter kits. Like any other dealers they are required to meet the monthly purchase requirement in order to stay active and maintain their discount. In the event that the account gets deactivated, they can easily reactivate by making the minimum member purchase requirement.

A company or organization must nominate one official representative who will make the purchases on the account. The company must submit an employee nomination letter to Human Nature signed by the Human Resource Head or any member of the management team. As well as a company ID of the signatory and the assigned representative.

In the event that the representative leaves the company, a new nomination letter together with the corresponding ID must be submitted to Human Nature.

The account cannot be transferred to a person’s name even in the event that the company closes down.

A corporate account may be referred by another dealer which entitles the group to have an upline. However, a corporate account cannot have a dealer downline even if it invites others to register as a dealer/member. Therefore, a corporate account will not earn commission either from referred dealers and shoppers.

There are three ways of developing your Social Enterprise:

1. Sharing the Goodness – Reselling

Share the Magalogue (product brochures) and Product Flyers with all your contacts and get their orders. While you buy it at a discounted price, based on your Advocate discount, they will purchase it from you at Suggested Retail Price, and you get to keep the profit. Sell more items to reach a higher discount, and therefore, higher profits!

For online re-selling, the online price MUST match the current magalogue price. If the current magalogue price is at regular price, the Member/Advocate must also follow the regular price. If the current magalogue price is at promo price, the Member/Advocate must also follow the promo price. Thus, it is the Member/Advocate’s responsibility to make sure that his/her online price is reviewed every 8 weeks or whenever a new magalogue comes out so that he/she can make the necessary pricing alignments.

Scenario 1 below shows how your discount can go up and down based on your total purchases for a particular month. But if you are unable to maintain an average purchase of P800 per month within a three month rolling period, you will be considered inactive. An inactive Member/Advocate is not entitled to any discount and hence buys at SRP.

You can however reactivate back to Member status by making a one-time purchase of at least P800 net of discount or minimum P942 at SRP or make a cumulative purchase of at least P 800 within one month at SRP. To reactivate as an Advocate, you must have a one time or cumulative purchase of P1500 net of discount or minimum P2000 purchase at SRP.
Reactivation Scenario 1: Single Receipt Transaction

If a single purchase transaction amounting to Php800 at a discounted price is made, the 15% Member Discount can be applied immediately.

Reactivation Scenario 2: Cumulative Purchase Transaction

If a cumulative transaction totaling to Php800 was made, the 15% Member discount shall be re-applied on the following month.

2. Spreading the Goodness – Referral earnings on Community Purchases

As you convince people to sign up as a Shopper, Member or Advocate, you will also earn referral earnings from their purchases. Always remember that you earn referral income from the purchases of your direct referrals and not from merely referring, hence, it is important for you to monitor your referrals and motivate them to replicate your efforts in selling the product and sharing the social enterprise to their own networks.

You can use your Advocate dashboard for constant monitoring of your community’s performance.

Please note that referral earnings are only calculated from your direct active Referrals that are purchasing in Philippine SRP. Hence, members purchasing at International rates or overseas are not included in referral earning calculations.

Computation of community purchases excludes your personal purchases as well as purchases of any of your referral(s) who is an immediate family member living in the same address as you have in indicated in your registration form.

3. Online Dealer Shop (ODS) – Online earnings

An online dealer shop is a dealer sales tool made available at the Human Heart Nature’s website, that provides a personal online store for a Human Nature Dealer, with the dealers own URL. This provides an online platform for dealers to sell to more customers without the geographical and logistical limitations of selling face to face.

Each ODS is a replica of Human Nature's official online shop www.humanheartnature.com/buy, with your photo at the top left area of the page underneath the Human Nature logo. Each ODS can be visited via the dealer's unique web link (e.g. www.humanheartnature.com/buy/lisadelacruz).

NOTE: Use of the brand name and logo. “Gandang Kalikasan”, “Human Heart Nature”, “Human Nature”, its logo and variations of the corporate/brand name or logo are restricted to uses (in the Online Dealer Shop name, URL (link), description, profile image and social media thumbnail). Please refer to our ODS FAQ’s online for full details: https://humanheartnature.com/buy/starting-out#ods
Dealers can share the link to their shop to their friends and contacts via email, SMS and social media, as well as link it to your existing online stores. Shoppers buy through the ODS at SRP (brochure price), once they check out Human Nature Head Office will take care of picking, packing and delivering the order straight to the customer.

Only advocates with a dealer rank may avail an online dealer shop and ODS earnings are only applicable for shoppers – customers purchasing at SRP. An ODS cannot earn from the purchase of another member or dealer as they are already purchasing at a discount.

Shoppers can purchase via their choice of Online Shop, so you can earn even from prior registered shoppers even if they are not your downline. Consequently, your downlines may also purchase from another dealer’s ODS.

**Sample Earning computations:**

1. **Profits from Selling Products**
   - **Rank**: Regular Advocate
   - **Amount of Orders, in SRP**: 10,135.13 (from 4 colleagues and 2 neighbors)
   - **Personal Purchase**: 7,500 pesos (net of advocate discount)
   - **Discount on Personal Purchase**: 26%
   - **Your profit will be**:
     \[= 10,135.13 - 7,500.00 = Php2,635.13\]

2. **Referral Earnings from Shopper, Member and Advocate Referrals**:
   - **Personal Purchase**: 5,300 pesos (net of dealer discount)
   - **Community Purchases**: 3,000 pesos from two (2) Member/Advocate referrals; 14,000 pesos from twenty (20) Shopper referrals
   - **Then**:
     - **Rank**: Gold Advocate
   - **Discount on Personal Purchase**: 26%
   - **Referral Earnings**:
     - **5% on Member/Advocate referrals** (based on VAT-EX purchase amount net of dealer discount and subject to 5% or 10% withholding Tax whichever is applicable**.)
       \[= (3,000/1.12) * 5% = Php133.93 – 5%**
       \[= Php127.23\]
     - **7.5% on Shopper referrals** (based on VAT-EX purchase amount net of dealer discount and subject to 5% or 10% withholding Tax whichever is applicable**.)
       \[= (14,000/1.12) * 7.5% = Php 937.5 – 5%**
       \[= Php 890.63\]
   - **Total Referral Earnings**: Php1017.86

3. **Online Shop Earnings from Online Dealer Shop (ODS)**:
   - **Rank**: Silver Advocate
   - **Personal Purchase**: 1500 pesos (net of advocate discount)
   - **ODS Shop Purchase**: 5000 pesos from 3 ODS Shoppers
   - **Discount on Personal Purchase**: 25%
Online shop Earnings:

Difference of Shopper Purchase at SRP and Advocate Price plus transaction fee (based on VAT-EX purchase amount and subject to 5% or 10% withholdng Tax whichever is applicable**.)

\[
\begin{align*}
&= \frac{5000}{1.12} \times (25\% - 5\%) \\
&= \text{PhP 892.86} - 5\%\** \\
&= \text{PhP 848.24}
\end{align*}
\]

**IMPORTANT!**

* In order for you to receive your earnings you must provide your Tax Identification Number (TIN) to Gandang Kalikasan, Inc. otherwise we will be unable to release any as mandated by the government.

** To be qualified for the 5% withholding tax you must submit a notarized sworn declaration that your gross annual income does not exceed 3 Million Pesos and a copy of your certificate of registration with BIR to Gandang Kalikasan, Inc. If the aforementioned documents are not submitted or your annual income is greater than 3 Million Pesos, then all your earnings will be subject to 10% withholding tax as per BIR Revenue regulation 11-2018

**NOTE:** Referral earnings are downline purchases made in any Human Nature branch and official Human Nature website. Shoppers purchasing through any ODS stores will not merit the upline any referral earning but only an ODS earning that will be credited to the ODS owner. However, the ODS transaction will still be included in your total community purchase for the sole purpose of your dealer rank requirement.

Maintaining your Dealer Discount

Dealer discount is assessed at the end of each month and is updated on the 5th of the following month. You need to maintain at least the minimum personal purchase requirement for the specific discount level every month in order to retain your discount. If you are able to reach the target purchase for a higher discount the new discount rate will be applied to your account in the succeeding month. Similarly, if you fail to meet the required purchase for your current discount level you will go down to the discount level that matches your total month end purchase.

This rule generally applies, if you are under a specific dealer rank. As an example, an HN Bronze level with 26% discount can either go up to 27.5% or down to 25% discount the following month depending on her purchases in the previous month. To illustrate further, a Gold Advocate who was unable to meet her personal purchase of P3000 per month will still enjoy a 26% discount while she is still in the Gold advocate level as this is the lowest discount level for this rank.

All HN Dealers are given three consecutive months to make up for their purchases in order to stay on their rank or at least keep their discount which will be discussed next.
### How to Move Up and Avoid Sliding Down:

#### Table 2

<table>
<thead>
<tr>
<th></th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
<th>OCTOBER</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal Purchase</strong></td>
<td>3,000.00</td>
<td>3,000.00</td>
<td>2,500.00</td>
<td>Past 3 month’s average personal purchase is 2,833.34 which is below 3,000.00 requirement of a Platinum Advocate</td>
</tr>
<tr>
<td><strong>Community Purchase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shopper Referrals</td>
<td>12,000.00</td>
<td>12,000.00</td>
<td>13,000.00</td>
<td>Past 3 month’s average community purchase is 24,833.34 which is below 25,000.00 requirement of a Platinum Advocate</td>
</tr>
<tr>
<td>Member/Advocate Referrals</td>
<td>13,000.00</td>
<td>12,000.00</td>
<td>12,500.00</td>
<td></td>
</tr>
<tr>
<td>Total Combined Community Purchase</td>
<td>25,000.00</td>
<td>24,000.00</td>
<td>25,500.00</td>
<td></td>
</tr>
<tr>
<td><strong>Direct Active Downline</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
<td>Past 3 month’s average direct active referral is 8 which is below the 10 active referral requirement of a Platinum Advocate</td>
</tr>
<tr>
<td>Rank</td>
<td>Platinum Advocate</td>
<td>Platinum Advocate</td>
<td>Platinum Advocate</td>
<td>Platinum Advocate</td>
</tr>
<tr>
<td>Referral Fee Rate for Shopper Referrals</td>
<td>10%</td>
<td>1,071.43</td>
<td>10%</td>
<td>1,071.43</td>
</tr>
<tr>
<td>Referral Fee Rate for Member/Advocate Referrals</td>
<td>7.5%</td>
<td>870.54</td>
<td>7.5%</td>
<td>803.57</td>
</tr>
</tbody>
</table>

**Moving Up** happens when you meet the personal and community purchase requirements plus the required direct active referral for the next rank within one calendar month provided that you have met or surpassed all of the three-month average requirement for your current rank.

**Sliding Down** happens when you miss at least one of the three rank requirements (average personal purchase, community purchase and direct active referral) within a **three-month rolling period**. While in these three months, you will still enjoy the referral earning rates of your current rank. You will slide down to the next rank if you meet all the three-month average requirements for that rank. If not, you will slide 2 ranks down from your current rank.

Based on the example above, the Advocate failed to make up for not hitting the monthly PhP3,000 monthly personal purchase requirement in October, the Php25,000 community sales in September, and 10 Direct Active Referral in August.

The average sales from August - October: Personal – PhP2,833 Community – PhP24,833 and Active Referral – 8 which are below their respective rank requirements. Therefore, the Advocate slides down to Gold Advocate rank in November, and the referral earning percentages for Shopper and Member/Advocate referrals of that level, 7.5% and 5% correspondingly, shall apply.

Continuously referring people and mentoring your community will surely make it easy to move up the rank, and earn more.

**IMPORTANT!**

*Updating of discounts and ranks are being processed within the first five business days of the following month.*
Starting September 2019 newly signed up members and dealers can now enjoy an extended immunity on their first three months (Note: Immunity means the members or dealers can enjoy their discounts without having to maintain a monthly minimum purchase.) The three month rolling period for rank evaluation will now start on the fourth month from registration.

<table>
<thead>
<tr>
<th>Status</th>
<th>Month 1</th>
<th>Month 2</th>
<th>Month 3</th>
<th>Month 4</th>
<th>Month 5</th>
<th>Month 6</th>
<th>Month 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Month of Registration</td>
<td>Immunity to retain Rank and enjoy discount</td>
<td>Immunity to retain Rank and enjoy discount</td>
<td>3-month rolling period</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rank</td>
<td>Sign up rank</td>
<td>Rank can be retained or go up as long as requirements are satisfied*</td>
<td>Rank can be retained or go up as long as requirements are satisfied*</td>
<td>Rank can be retained or go up or go down</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discount</td>
<td>Sign up discount</td>
<td>Discount can be retained or go up based on previous months total purchase</td>
<td>Discount will be based on previous month purchase requirement for her current rank. May be retained, go up or go down</td>
<td>Discount will be based on previous month purchase requirement for her current rank. May be retained, go up or go down</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Refer to TABLE 1: MEMBER/ADVOCATE EARNINGS STRUCTURE*

**Note:** After the first 3 months of immunity period, the 3 month rolling period may reset every time your rank changes (promotion/demotion). This reset month will not be included in the averaging, and the 3 month rolling period will start the following month up until there will be another change in ranking.

**Account Reactivation**

In the event that an HN Member/Dealer fails to meet the average monthly purchase of P800 within a Three (3) month rolling period the account goes into a dormant state. Hence, an inactive member loses their discount privileges and will purchase at SRP.

The account can easily be reactivated by purchasing a minimum of P800 net purchase for a 15%-member discount or P1500 net purchase to reactivate at 25% dealer discount. You may choose to make a single purchase from either of the amount to immediately reactivate your account or make a cumulative purchase within a month and get your account reactivated the following month.
Reactivating Dealership

Table 3

<table>
<thead>
<tr>
<th>SCENARIO 1: Single receipt transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JULY</strong></td>
</tr>
<tr>
<td>Discount</td>
</tr>
<tr>
<td>Monthly Purchase</td>
</tr>
</tbody>
</table>

If a single purchase transaction amounting to Php 800 at discounted price is made, the 15% member discount can be applied immediately.

<table>
<thead>
<tr>
<th>SCENARIO 2: Cumulative transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JULY</strong></td>
</tr>
<tr>
<td>Discount</td>
</tr>
<tr>
<td>Monthly Purchase</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

If a cumulative transaction totalling to Php 800 was made, the 15% dealer discount shall be reapplied on the following month.

* Note that purchases should be net of dealer discount

Commissions from Group Purchases

Once you have reached the HN Bronze dealer level you will now be entitled to earn commissions from your end user referrals. Once you climb up to the HN Silver dealer rank you will now receive commissions from both your active dealer downline and shopper referrals. (Please see Table 1 for commission amount and group purchase requirements).

As mentioned, commissions will only be applied for active dealers. If the dealer has an inactive status, their purchases will not be included in the calculation of your commission.

The commission is only applied to the amount of purchase less the 12% VAT and subject to government mandated Tax. Referral and Online shop earnings are released every third week of the succeeding month. For example, Earnings from sales from the month of June, will be available on the third week of July.

You may choose to receive your commission through bank transfer to your BPI Savings account (Bank of the Philippine Islands only), as a bank cheque or as a Credit on your account.

For BPI Bank transfer kindly provide us the following information:
- BPI Account holding branch
- BPI Account Name
- BPI Account Number

For security purpose, Cheques can only be claimed at your nominated Human Nature Branch. A cheque will only be issued if your total accumulated or single earnings amount to a minimum of P500. Any earned commission lower than P500 will remain on your account which you can opt to use any time for your Human Nature purchases or transferred to your *BPI Savings account upon request. Otherwise, it will remain on your account until it reaches P500 for cheque issuance.

*Note that BPI bank transfer request may take 2-3 business days to process.*
Credit Notes can be used for your future purchases through the Human Nature Flagship store (Commonwealth branch), sales hotline or through our website.

If you prefer to use your credit at another branch kindly inform our Customer Service team before the 5th of the following month so we can process your commission accordingly. Once the credit note is processed to a preferred branch it can only be used at that branch until you request to transfer it again. Similarly, you may also request to change the method you receive your commission, and must place the request before the 5th of the month otherwise the changes will only be applied on the following month.

Commissions are released around the 15th of the month.

### Commission Sample Calculation

#### Gold Advocate - Sample

<table>
<thead>
<tr>
<th>Computation:</th>
<th>Purchase Amount</th>
<th>Commission Rate</th>
<th>Gross Purchase</th>
<th>Less 12% Vat</th>
<th>Withholding Tax</th>
<th>Tax amount</th>
<th>Net Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downlines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dealer</td>
<td>9,000.00</td>
<td>5.0%</td>
<td>450</td>
<td>401.79</td>
<td>10%</td>
<td>40.18</td>
<td>361.61</td>
</tr>
<tr>
<td>Dealer [inactive] - not commissionable</td>
<td>500.00</td>
<td>%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>End-user</td>
<td>1,000.00</td>
<td>7.5%</td>
<td>75</td>
<td>66.56</td>
<td>10%</td>
<td>6.70</td>
<td>60.27</td>
</tr>
<tr>
<td>Total</td>
<td>10,500.00</td>
<td></td>
<td>525.00</td>
<td>468.75</td>
<td>46.62</td>
<td></td>
<td>421.88</td>
</tr>
</tbody>
</table>

#### ODS Earning

<table>
<thead>
<tr>
<th>Computation:</th>
<th>Total ODS Sales</th>
<th>Dealer discount</th>
<th>Less Transaction Fee 5%</th>
<th>Gross</th>
<th>Less 12% Vat</th>
<th>Withholding Tax</th>
<th>Tax amount</th>
<th>Net Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downlines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dealer Discount</td>
<td>9,000.00</td>
<td>26%</td>
<td>0.21</td>
<td>1,880.00</td>
<td>1,687.50</td>
<td>10%</td>
<td>168.75</td>
<td>1,518.75</td>
</tr>
</tbody>
</table>

**Total Net Earnings** 1,940.63

### DEALER DASHBOARD

Upon registration, you should receive an email from us with your online password. Simply go to [www.humanheartnature.com](http://www.humanheartnature.com) and select the Philippines site and click "Log in" using your nominated email address and password. You can then access the different features and benefits of your personalized Dealer Dashboard:

- track your dealer rank and discount
- keep abreast of the latest dealer news, announcements, training modules and selling resources
- view the monthly sales figures and status of your dealer downlines and registered end-users
- avail of monthly dealer exclusive promos
ONLINE DEALER DASHBOARD

Remember to change your password after successfully logging in for the first time for the security of your account. If you have not received an email or have accidentally deleted it, you can simply click "Log in" and then click on "forgot your password". A new password will be emailed to you immediately by our system. Should you encounter any problems or if you need further assistance, you may contact our Customer Service Team at the numbers listed on the directory page.

DEALER ORDERING INFORMATION

A) Order Placement

You may place your orders directly at the Head Office through our website or via our Sales Hotline and at any Human Nature Branch nearest you via email or phone.

Pre–orders and Back Orders

You may place an advance order for new products so you can surely be one of the first customers to receive it once it becomes available.

Similarly, if you order online and an item has recently been sold out, it will be sent to you as soon as it becomes available at no extra delivery cost. You may opt to replace the item that was placed as a back order with another product or cancel it and have the amount be put on your account as credit, so you can use it for your future purchase or request for a refund.

As mentioned in page 12 BACK ORDERS regardless if paid or not, are NOT included in calculating sales figures. This means, that back order items will only be added to your total sales on the month when it has been invoiced and not when it was ordered.
B) Payment

If ordering directly from Head Office, orders need to be paid in full prior to delivery through any of the following payment methods:

1. Bank Deposit
   Account Name: Gandang Kalikasan, Inc.
   Account Number:
   - BPI Current Account 3101-0986-12 or
   - BDO Savings Account 0022-1034-4383
   - Please call (02) 784-7777 or email orders@humanheartnature.com once you have deposited, so we can verify the payment. We accept online and mobile fund transfers. Interbank fund transfers are possible; however, processing charges are automatically deducted by your bank. Kindly ensure that the amount of fund transfer covers the whole amount of the order including the charges.

2. Credit Card - MasterCard or Visa

3. BPI Express Payment System (EPS) – at selected Human Nature stores only.

For payment through Metro Manila and provincial branches, please contact them directly.

C) Order for Pick-up

Orders placed through the phone/online for pick up at our Flagship store need to be paid at time of order by credit card or credit on account. If you wish to pay when collecting, our team will be happy to prepare your order when you arrive, while you relax and enjoy a free cup of Coffee from our Social Enterprise partner.

Last time for entry and collection at Flagship Store is 6:00 pm from Mondays to Fridays; and 5:00pm on Saturdays. Kindly give us a 4 hours lead time to prepare your orders prior to pick up. Payment cut-off is at 2:00pm.

For pick up in other branches, please contact them directly.

If someone else is picking up your purchase for you, just remember to have him or her bring the following documents:
- An authorization letter signed by you
- A photocopy of your member ID or Valid ID
- Authorized person’s ID

D) Order for Delivery

If coming to our branches is not convenient, we can happily deliver your order to you:
*Below rates are applicable for Online, Telesales and Flagship store only

1. Within Metro Manila – Get FREE delivery for orders worth P2,000 and above! * Smaller orders will be subject to a standard P50 delivery fee. Delivery takes just 1-2 working days after payment is received.

2. For Provincial deliveries (including Rizal), Delivery fee varies depending on weight. Fee starts at P55 for Luzon, and P65 for Visayas and Mindanao areas for the first half kilograms. Delivery takes 2-3 working days, depending on location.
   - Order payment cut-off is 2pm. Orders paid after 2pm may be processed the next day.
   - During Holidays and peak season, please be advised that delivery timescales may be extended to 2-5 working days for Metro Manila and up to 3 -7 working days for Provincial deliveries, due to the volume of deliveries received by our Third party couriers.
   - Sample packs are not entitled to free delivery.
   - When ordering from the branches for delivery, please contact them directly to know about their respective rates.

Gandang Kalikasan Inc., 463 Commonwealth Avenue, Quezon City 1119   Tel. (02) 784-7700   Fax. (02) 784-7751
Email customer.service@humanheartnature.com   Website www.humanheartnature.com
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You can place your order either by phone at (02) 784-7777 or online or simply go to www.humanheartnature.com/buy and click "Log in". When you log in, your dealer prices and dealer order form will automatically be shown to you.

Ordering online is the **fastest** and **most convenient way** for many of our dealers to place their orders and the website will instantly tell you if anything has sold out. A mobile version of the website can also be accessed so you can conveniently shop anytime and anywhere.

**Sending gifts via delivery**
You can opt to have your invoice shipped with your order, or just emailed to you if you are sending it to another person as a gift. If you're ordering via phone, just inform our sales representative whether or not you would like the invoice to be sent with your order.

If you're ordering online, here's how to send your gift:

1. On the checkout page, at “Step 1: Shipping & Billing Info,” select or add the address of the person to whom you wish to send your gift.
2. Select the checkbox: "Do not include invoice please." You can leave your default billing address as is.
3. Continue with your checkout process as usual, and we will ship your gift for you, hassle-free!

**International Delivery**

The international shipping fee is based on FedEx rates, and is computed based on the weight of the package and the destination.

Please note that we charge in Philippine Pesos (Php), so there might be a slight price difference that will reflect on your statement depending on the fee your credit card charges for foreign currency transactions.

We will contact you prior to shipment if there will be any major adjustment to the shipping charge due to FedEx surcharges such as:
- Out of delivery area surcharge (ODA)
- Address correction

International orders may be subject to **import duties** and/or **taxes**, which are levied once your package reaches your country. Human Nature ships your package DDU (duties and taxes unpaid). When it delivers the package, FedEx will collect from you any import duties and/or taxes levied by your country’s customs agency. They may also require documents to permit release of the package. For more information regarding your country's custom policies, please contact your local customs office.

**E) Returns**

Any faulty or less than perfect items will be replaced free of charge, as long as the defect was found to be at our fault. Determination of fault is at our discretion. The item in question must also be returned **within the indicated expiry date** of the product. The items that are returned due to dissatisfaction must have at least 50%-75% of its content for it to be accepted.

**Unsold stock** can be returned for credit within **30 days from date of purchase** as long as it has not been opened/used and is in perfect resalable condition. There is a **P5 restocking fee** per item returned.
Return and exchange of an incorrect product purchased will be accepted for replacement within **30 days from date of purchase** provided that it is unused and is in resellable condition.

We also give our customers **30 days from purchase date** to decide on their satisfaction with our product. For any reason you are *unhappy with the product*, you may return it to us and have it replaced with a different product or for credit on your account.

*Must be returned to Human Nature at point of purchase at the customer’s expense

**For online purchase/delivery, we will consider 30 days from date of receipt of order.**

**NOTE:** In case of refunds, the amount can only be transferred back to the original mode of payment used. We highly recommend that you accept the returns from your customers if they are requesting for a cash refund as we can only refund the amount that the product was purchased from us, hence this will be at the discounted price.

F) Missing Items

All items picked up or ordered at the store will be checked in front of you by our staff member to ensure all items are complete. In the event that there is a missing item from your order, this must be reported to us within **24 hours** from the time of purchase/delivery. This will be verified by our Customer Service Team and will be processed accordingly. If we receive the report beyond 24 hours, then we can no longer honor the missing item report.

For more information, you can contact the Customer Service Team between 9am-6pm, Mondays-Fridays and 9am-1pm on Saturdays through the hotline: (02) 784-7788; email: customer.service@humanheartnature.com; or Live Chat on our website.

Selling Tips

There are three very important things that you should always have on hand as a Human Nature Member/Advocate: **Product Magalogues, Product Samples and Prospecting Flyers.** All of these have already been included in your registration fee.

There are other tools of trade that you can opt to purchase from Human Nature:

1. Extra Magalogues at Php6.00 each
2. Recruitment Flyers at Php1.00 each
3. Human Nature Tarpaulins: Small (1.5ft x 3ft)

Selling in Fixed Locations

Dealers who intend to sell Human Nature products in their store or in a fixed location are required to submit the following to any Human Nature branch or email it to or Customer service team and will be subject for Head office approval:

Photo of the location:
  a) store front
  b) shopping area where Human Nature products will be displayed
  c) storage room where the products will be kept.

Below are the requirements and conditions in order to be allowed to sell in a fixed location:

1. Place should be clean and presentable
2. Air-conditioned location with temperature between 25 to 35 degrees Centigrade and must be well ventilated - this is to protect the quality of the products as stipulated in the Dealer Agreement form.
3. No possibility of Human Nature products being exposed to direct sunlight.
5. Approved fixed location are:

- NOT allowed to use Human Nature logo (license to use Human Nature logo is only given to approved franchisees) - this is to avoid customers to identify the location as a Human Nature branch. Store owners may however use the authorized dealer logo.
- NOT allowed to serve existing Human Nature dealers, as dealers should be served by official Human Nature branches only
- allowed to grow her/his recruit network thru the fixed location but registration of recruits should be under the servicing official Human Nature branch

**Online Selling**

Dealers are allowed to sell online including in Social Media. However, dealers are required to provide their registered name on their online store.

Prices must be not be higher than the SRP. Hence, it is the dealer’s responsibility to check the prices from the Human Nature website and update their site.

Dealers must also ensure that they use the updated product images. Dealers are entitled to use and grab the photos from the website as long as you credit Human Nature as the source of the images by linking back to our website ([www.humanheartnature.com](http://www.humanheartnature.com)). For online promotions, make sure to put a disclaimer that it is a dealer-initiated promo on your promo page.

**Product Handling**

Our Natural products must be stored away from direct sunlight and at temperature between 25 to 35 degrees centigrade, to preserve the quality of the products. Failure to do so will cause irreparable damage to the products such as loss of fragrance, separation or discoloration. Active ingredients of natural products degrade at a faster rate on high temperature conditions. Natural products are at its best quality when stored in cool area but not directly stored in air-conditioning unit.

Ergo, you must never leave the products inside a vehicle or any other place that will subject the product at temperatures greater than 35 C as the liability for any change in the quality of products not properly stored in accordance with these directions will be with the customer.

Since our products do not contain petroleum derived solubilizers, it is important to always shake the products before use to ensure that the ingredients are properly mixed throughout the product. Some ingredients, especially essential oils have a tendency to settle either at the surface or at the bottom of the product. Shaking is also required for oil based products that tends to separate due to storage above 35 C to bring it back to its homogeneous form.

When products are stored/exposed under low temperatures the product has a tendency to form streaks or precipitates and in extremely low temperatures solidify. To break the streaks, just hake the product. The physical state of the product will revert back to its original form once it is stored again in ideal room temperature.

Product bottles and containers should always be properly and tightly capped after each use to prevent contamination as well as to maintain the product scent. Natural fragrances dissipate at a faster rate than synthetic fragrances.
For refilling of bottles, make sure that the bottles are properly cleaned, rinsed and dried. Showing no residues of the old content in the bottle. We recommend to use the Human Nature products on the same Human Nature bottle. Natural ingredients are more sensitive to handle and thus proper care is needed to prevent the risk of microbial contamination on the product which may alter its effectiveness. For safe refilling, we recommend to bring your empty and clean Home care bottles in our refilling hubs.

Our soap products are cold pressed, which makes it absorb moisture more, and which can cause it to melt faster. Hence, it is recommended to keep it in a dry soap dish/container after use.

Bottles or containers marked as Fragile – must be handled with care at all times. Avoid placing the bottles or containers in places where it can fall, accidentally pushed or in spaces where it can bump into other objects and break. Extra care must also be given for powder and makeup products as we do not use synthetic binders.

We strongly advise to use the products up to its indicated expiration date. As our guarantee for the quality and effectiveness of the product is only up until the expiry date stamped on each item.

For Social Enterprise food products, please consume within the expiration date and follow the storage conditions on the product labels.

Safety Reminder

Natural product does not mean it is allergen free. Some people may have an inherent sensitivity to certain natural ingredients. If you are unsure if you have any allergies to an ingredient that you have not tried before or if you have sensitive skin, we highly recommend to do a patch test first before you start using the product regularly.

To perform a patch testing, please follow the instructions below:

1. Gently cleanse the inner arm area.
2. Apply a small amount of product and rub in a small area, approximately the size of a quarter.
3. Cover with a bandage.
4. Do not remove the bandage or wash the area for 24 hours.
5. Then check for any sign of irritation, including redness, swelling, or blistering. If any irritation is present, do not use the product.

Natural products are generally safer to use during pregnancy than its chemical counterparts. However, it will always be your best bet to check with your Physician if there are any ingredients that you need to stay away from during pregnancy. Similarly, if you have a skin condition or under medication, it is important for you to consult your Doctor and always check the label of the products before using it.

Our essential oils are generally safe for use. Each has a concentration that is within the maximum dermal dose. However, the use of essential oils comes with a precaution for some conditions.
Please refer to the table below:

<table>
<thead>
<tr>
<th>Essential Oils</th>
<th>Precautions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tea Tree Oil</td>
<td>Should not be used on deep wounds or near the eyes, ears, nose or internally.</td>
</tr>
<tr>
<td>Eucalyptus Oil</td>
<td>For external use only</td>
</tr>
<tr>
<td>Rosemary Oil</td>
<td>Rosemary oil should not be used during pregnancy and is unsuitable for people with epilepsy or high blood pressure.</td>
</tr>
<tr>
<td>Citronella Oil</td>
<td>Citronella oil may irritate sensitive skin and cause dermatitis in certain individuals.</td>
</tr>
<tr>
<td>Orange Oil</td>
<td>Generally regarded as safe</td>
</tr>
<tr>
<td>Lavender Oil</td>
<td>Discontinue use in case of allergic reactions</td>
</tr>
</tbody>
</table>

If you have any of the above conditions or have a sensitive skin, please check with your Physician before using any essential oil.

Switch to Goodness, Share the Goodness and Spread the Goodness! 😊

Kindly Note that Members who have become Fixed Location Partners or Branch Operators are not covered by the Human Nature Dealership program. The applicable terms and agreement will be based on their contract. As such, uplines and referral fees will only be valid during the duration of their member/dealership.

-----------------------------Member/Advocate Terms may be modified without prior notice-----------------------------

DIRECTORY

Human Nature Head Office

Business Hours: Mondays to Fridays, 9am-6pm and on Saturdays, 9am-1pm
Customer Service:
  Hotline: (02) 784-7788
  Email: Customer.Servce@HumanHeartNature.Com
Sales (orders)
  Hotline: (02) 784-7777
  Email: Orders@HumanHeartNature.Com
New Advocate Registration
  Email: Trade@HumanHeartNature.com

Corporate Office Hours: Mondays to Fridays, 9am-6:00pm
  Tel: (02)784-7700

For any other queries, you may check the FAQ page on our website: www.humanheartnature.com

Like us on Facebook: www.facebook.com/humanheartnature
Follow us on Twitter: http://twitter.com/HumanNaturePhil
Follow us on Instagram: www.instagram.com/humanheartnature
Watch us on YouTube: http://youtube.com/HumanNaturePhils
HUMAN NATURE BRANCHES

- For the most updated contact details see website

METRO MANILA

Flagship Store
463 Commonwealth Ave.
Brgy. Matandang Balara, Q.C.
Store: (02) 8-784-7722
Orders: (02) 8-784-7777
Customer Service: (02) 784-7788
customer.service@humanheartnature.com

Store Hours: Mon-Sat: 9:00AM – 6:00PM

Alabang Branch
GF Entrata Urban Complex, 2609 Civic Drive,
Filinvest Corporate City, Alabang,
(02) 8-534-0512 / 0933-8242648
antipolopolo@humanheartnature.com

Store Hours: Mon-Sat: 10:00AM – 8:00PM

Ayala Malls The 30th Branch
30 Meralco Ave. Brgy. Ugong Pasig City
(02) 7-750 8131 / 09338212440 / 09433910304
ayala30th@humanheartnature.com

Store Hours: Mon-Sat: 11:00AM-10:00PM

Cainta Branch
G/F, Rublou Market Place, Ortigas Ext.
cor. Sunset Drive Brookside Hills Subd.
Gate 3, Cainta, Rizal
(02) 8-470-4756 / 0933-821-2420 / 0917-522-5577 / 0939-417-9780 / 0922-480-5241
cainta@humanheartnature.com
HN.Cainta

Store Hours: Mon-Sat: 10:00AM – 8:00PM

Caloocan Branch
Ground Floor, Grandz Commercial Center,
Mac Arthur Highway, Caloocan City
(02) 8-288-2592 / 0956-396-6270 / 0922-378-6270
caloocan@humanheartnature.com
HN.Caloocan

Store Hours: Mon-Sat: 9:00AM – 7:00PM

SM Megamall Branch
Level 5, Bldg A, SM Megamall,
J. Vargas corner EDSA, Ortigas Center,
Mandaluyong City
BLOOMING SOON!

Cubao Branch
LRT Concourse, Gateway Mall, Araneta City, Cubao
BLOOMING SOON!

Makati Branch
Ground Floor Wilcon IT Hub,
Chino Roces Avenue, Makati City
(02) 8-869-5523 / (02) 8-869-5522 / 0995-327-9849
makati@humanheartnature.com
HN.Makati

Store Hours: Mon-Sat: 9:00AM – 6:00PM

Manila Branch
1310 Bambang St. cor. Fermin Tubera St., Sta. Cruz, Manila
(02) 8-463-0851 / (02) 8-254-7477 / 0933-367-7156
manilacity@humanheartnature.com
HN.Manila

Store Hours: Mon-Sat: 9:00AM – 6:00PM

Marikina Branch
Gil Fernando Avenue (formerly A. Tuazon), corner Lark Street, across Toyota Marikina, Sta. Elena, Marikina City
(02) 8-477-5667 / 0998-986-1075
marikina@humanheartnature.com
HN.Marikina

Store Hours: Mon-Sat: 10:00AM – 7:00PM

Paranaque Branch
Unit R06, Ground Floor Santana Grove
7202 Soreena Dr. cor. Dr. A. Santos Ave., Paranaque City
(02) 8-828-4572 / 0925-555-0599
paranaque@humanheartnature.com
HN.Paranaque

Store Hours: Mon-Sat: 9:00AM – 6:00PM

Pasig Branch
Quorum Centre,
73 C. Raymundo Ave, Pasig City
(02) 8-650-3413 / 0917-848-6591 / 0933821 2440
pasig@humanheartnature.com
HN.Pasig

Store Hours: Mon-Sat: 10:00AM – 8:00PM

SM The Block Branch
Level 3, The Block SM City North Edsa, Quezon City
(02) 8-441-0043 / (02) 7-904-8418 / 0917-152-1681
sm@humanheartnature.com
HN.SMTheblock

Store Hours: Monday-Saturday: 10:00AM – 10:00PM

UP Village Branch
Unit 9-D Mahinhin St. UP Village, Q.C.
(02) 8-332-7885 / (02) 332-9858
/ 0943 7059910
upvillage@humanheartnature.com
HN.UPVillage

Store Hours: Mon-Sat: 9:00AM – 6:00PM
## PROVINCIAL BRANCHES

### LUZON

**Baguio City Branch**  
Unit 4A - 09 & 10  
4th Floor, Porta Vaga Mall Annex  
Session Road, Baguio City  
074 – 519 2565  
0915- 601-0200  
hn-baguio@humanheartnature.com  
[www.humanheartnature.com](http://www.humanheartnature.com)  
**Store Hours:** Mon-Sat: 9:00AM – 6:00PM

**Batangas City Branch**  
JPA AMA Commercial Center National Road,  
Kumintang Ilaya Batangas City  
(043)786-1542 / 0908-813-0978  
batangascity@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 6:00PM

**Cabanatuan Branch**  
FMN Industrial Corp, Maharlika Hi-way,  
Cabanatuan City, Nueva Ecija  
(044) 464-0083 / 0936-911-3901  
cabanatuan@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 7:00PM

**Dagupan Branch**  
RVR Bldg, National Road, Tapuac District,  
Dagupan City, Pangasinan  
(075)540-0470 / 0905-524-7639 / 0998-439-9275  
dagupan@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 6:30PM

**Imus, Cavite Branch**  
Ground Flr, City Mall, Aguinaldo Highway,  
Anabu 1B, Imus, Cavite  
(046) 529-6955 / 0916-328-5378 / 0977-801-7485  
imus@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 9:00PM

**Lipa, Batangas Branch**  
Ground Floor Season’s Mall Bldg,  
Pres. JP Laurel Highway, Brgy. Tambo,  
Lipa City, Batangas  
(043)774-5701 / 0917-883-3422  
lipa@humanheartnature.com  
**Store Hours:** Mon-Sat: 10:00AM – 7:00PM

**Meycauayan Branch**  
Supima Square,  
Malhacan Meycauayan, Bulacan  
(044) 913-7461 / 0925-527-1215  
meycauayan@humanheartnature.com  
**Store Hours:** Mon-Sat: 10:00AM – 7:00PM

**Naga Branch**  
TD Makao Bldg., Elias Angeles St.,  
Naga City  
054-2059016 / 0919 759 0750, 0906 377 3093  
naga@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 8:00PM

**San Fernando, Pampanga Branch**  
3M Building, MacArthur Hi-way, San Agustin,  
San Fernando City, Pampanga  
(045) 963-5958 / 0932-625 5339  
sfpampanga@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 7:00PM

**San Jose Del Monte, Bulacan Branch**  
G/F Shell Station MB Bldg. Gov. Halili Road  
Brgy Tungkong Mangga  
City of San Jose del Monte Bulacan  
(044) 9135359 / 0977-685-2728 / 0932-253-3673  
sjdm@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 6:00PM

**San Pablo, Laguna Branch**  
G/F G Square Bldg., Barleta St.  
cor. Malvar St. San Pablo City, Laguna  
(049)503-1096 / 0917-834-3539 / 0947-890-0648  
splaguna@humanheartnature.com  
**Store Hours:** Mon-Sat: 9:00AM – 6:00PM
VISAYAS

Bacolod Branch
Ground Floor Room 123 VSB Building,
7th Lacson Street, Bacolod City
(034) 435-8279 / 0998-790 7904
bacolod@humanheartnature.com
\text{HN}Bacolod
Store Hours: Mon-Sat: 9:00AM – 6:30PM

Bohol Branch
#8 M.H. Del Pilar St. Tagbilaran City, Bohol
(038)501-0010 / 0908-770-1756
bohol@humanheartnature.com
\text{HN}Bohol
Store Hours: Mon-Sat: 9:00AM – 6:30PM

Cebu City Branch
Unit 3, The Strip, Osmeña Blvd.
Capitol Site, Cebu City
(032)236-0549/ 0942-004-0898 / 0916-421-6207
cebucity@humanheartnature.com
\text{HN}Cebu
Store Hours: Mon-Sat: 9:00AM – 7:00PM

Iloilo Branch
#21 Ground Floor D-Jabez Bldg.,
General Luna Highway, Iloilo City
(033)335-5068 / 0917-700-0639
ilio@humanheartnature.com
\text{HN}Iloilo
Store Hours: Mon-Fri: 10:00AM – 7:00PM
Sat 9:00AM – 6:00PM

Mandaue City, Cebu Branch
G/F JAS Bldg. (almost across
Oakridge Business Park)
A.S. Fortuna St., Mandaue City 6014
(032)412-4354 / (032) 236 2253 / 0922-8365442 /
0917-3221853 / 0995-0110587
mandaue@humanheartnature.com
\text{HN}MandaueCebu
Store Hours: Mon-Sat: 9:00AM – 7:00PM

Ormoc Branch
Door 1, G/F Western Leyte College Bldg,
Bonifacio St.Ormoc City, Leyte
(053) 561 2478 / 0917-598-0002 / 0933-828-4849
ormoc@humanheartnature.com
\text{HN}Ormoc
Store Hours: Mon-Sat: 9:30AM – 6:30PM

MINDANAO

Cagayan de Oro Branch
Corrales Avenue, Beside Xavier University Gym,
(Ateneo De Cagayan), Cagayan De Oro City
(088) 852-4207 / 0906-790-4259
cdo@humanheartnature.com
\text{HNCDOBranch}
Store Hours: Mon-Sat: 10:00AM – 7:00PM

Davao City Branch
Unit 9 & 10 Plaza del Carmen A. Loyola St.
Bo Obrero, Davao City
(082) 295-2976 / 0925-373-9104 / 0906-270-4463
davao@humanheartnature.com
\text{HN}Davao
Store Hours: Mon-Fri 9:00AM – 7:00PM
Sat 9:00AM – 8:00PM

General Santos City Branch
Door 6-7, Phase 3, ECA Buildings,
National Highway, Barangay City Heights,
General Santos City
0919-595-7072 / (083) 554 0658 / 0906-261-3556
gensan@humanheartnature.com
\text{HN}Gensan
Store Hours: Mon-Sat: 9:00AM – 6:00PM

Iligan Branch
G/F Phlaim Bldg, Mariano Badelles Sr. St.
cor. Lluch St. Iligan City
(063) 224-0118 / 063 228-1144/
0917-5877790 / 0923-735-7986 /
iligan@humanheartnature.com
\text{HN}Iligan
Store Hours: Mon-Sat: 10:00AM – 6:30PM

General Kalikasan Inc., 463 Commonwealth Avenue, Quezon City 1119 Tel. (02) 224-2222 Fax. (02) 224-2251
Email customer.service@humanheartnature.com Website www.humanheartnature.com Page 32 of 33
RETAIL OUTLETS

*Please note that Member/Dealer discount is not applicable in retail shops

- **Beauty Bar**  
  Alabang Town Center | Bonifacio High Street | Century Mall | Eastwood | Ermita  
  | Fairview Terraces-WellWorth | Galleria | Gateway | Greenbelt 5 | Glorietta | Lucky  
  | Chinatown Mall | Magnolia | Rockwell | Shangri-La EDSA | SM Mall of Asia | TriNoma

- **Fishermall Supermarket**  
  Quezon Avenue  
  | Malabon

- **Landmark**  
  Makati | TriNoma

- **Metro Gaisano Supermarket**  
  Alabang |  
  | Market! Market!

- **Robinsons Department Store**  
  Ermita |  
  | Pioneer

- **Robinsons Supermarket**  
  Banawe |  
  | Berkeley Commonwealth | BF Paranaque | Bacolod |  
  | Bacolod - TIP | Cagayan de Oro | Cagayan de Oro-Lim Ket Kai  
  | California Mandaluyong |  
  | Cebu - Fuente | Congressional |  
  | Dasmarinas | Davao-Cybergate | Davao-Abreeza | Eastwood City |  
  | Ermita | Galleria | Iloilo | Imus |  
  | Las Pinas | Merville | Novaliches |  
  | Nuvali | Tagaytay | Tacloban | Magnolia |  
  | Metro East | Otis |  
  | Pioneer | Forbes 8

- **Rustan’s Supermarket**  
  Alphaland | Ayala  
  | Alabang | Cagayan de Oro-Ayala | Cebu-Ayala | Cebu-Banawa | Century City |  
  | Corinthian Hills | Evia North |  
  | Katipunan | Gateway | Greenbelt 1 |  
  | Magallanes | Makati | Marketplace BGC |  
  | Mille Luce | Oakridge Mandaue | Paseo Center | P. Guevarra | Rockwell | San Antonio | Shangri-La EDSA |  
  | Tomas Morato

- **Sesou Nature Source**  
  Alabang Town Center | Cash and Carry Makati | Ermita |  
  | Festival Mall Alabang | Galleria |  
  | Glorietta 3 | Greenbelt |  
  | Las Pinas | Magnolia | Market! Market! |  
  | Robinsons Place Manila | TriNoma

- **Shopwise**  
  Alabang | Antipolo | Araneta |  
  | Cebu-Basak | Commonwealth | Harrison |  
  | Imus | Libis | Makati | Pacita | Sta. Rosa | Sucat

- **Waltermart Department Store**  
  Tagaytay

- **Waltermart Supermarket**  
  Dasmarinas |  
  | Makati | North Edsa | Tagaytay | Sucat