WITH CARE

IMPACT REPORT 2024/25

decarbonation, biodiversity, organic farming, eco-design, circular economy, solidarity

UNE PUBLICATION
AROMA-ZONE

RECY-
CLER ET
REEM-
PLOYER
RECYCLER ET REEMPLOYER
AROMA-ZONE
DÉCAR-
BONER
DÉCARBONER
Aroma-Zone s'engage dans une démarche de décarbonation ambitieuse en établissant une trajectoire qui doit être validée scientifiquement conforme aux accords de Paris à l'horizon 2030.
AROMA-ZONE
LIMITE
NOTRE
IMPAC
ÉCONOMISER LES RESS
Pour diminuer nos émiss de gaz à effet de serre, les ressources et préven la pollution notamment au plastique, nos produ sont élaborés selon une interne d'éco-conceptio
PRESERVER LA BIODIVERSITE
Nous soutenons une agriculture respectueuse des sols, de l'eau et de la biodiversité, sans intrants de synthèse et sans OGM.
AROMA-ZONE
S'EN-
GAGER
POUR LA
CHIMIE
VERT
S'ENGAGER POUR LA CHIMIE VERTE
Dans nos formules, les extraits végétaux issus de l'agriculture biologique se combinent aux actifs issus de biotechnologies, et aux tensioactifs, émollients ou émulsifiants issus de la chimie verte.
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IMPACT
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EDITORIAL BY SABRINA HERLORY

Sabrina Herlory
CEO of Aroma-Zone

"At Aroma-Zone, we are committed to sharing our values and our approach to wellness, beauty and natural dermatological active ingredients with all our communities, who have been closely involved with us for over 25 years.

We live in a fast-paced world. Today's decisions are not made the way they were yesterday. What we believe is essential is the ability to identify and understand your corporate culture. For us, it is based on humility, listening, observation and always placing people at the heart of our projects. These fundamentals, these values, are what have enabled us to make the right decisions. It is not a question of applying ready-made solutions from elsewhere, but of deeply understanding what we do.

From the outset, we have worked to promote a different way of caring for yourself – natural, effective, accessible, while ensuring we limit our impact on the environment. Our mission remains unchanged to this day.

Every day, we take action to build a more sustainable future. We progress with humility, always striving to do better: to decarbonise our activities, minimise our impact on biodiversity, reduce plastic, and make responsible trade-offs. This is our guiding principle every day.

We are aware that there is still a long way to go and that the stakes are immense. We must continue to strengthen our commitments, and we still have much to achieve."

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Chapter 01

WHO ARE WE?

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01 OUR PURPOSE

Enabling everyone to take care of themselves with Confidence.

25 YEARS OF COMMITMENT AND SHARING

Aroma-Zone is a French brand, founded in 1999 out of a shared passion for aromatherapy. Initially a pioneer in essential oils, over the years the brand has become the benchmark for natural and do-it-yourself cosmetics. Gradually, we have broadened our offering to embrace a global vision of skincare: beauty, wellness and health, through raw ingredients, ready-to-use solutions and supplements, always selected or formulated to the highest standards of naturalness, efficacy and traceability. All while remaining true to our DNA: empowering consumers to choose what they apply to their skin, thanks to complete transparency and access to knowledge.

From our laboratory in France, we offer natural skincare products and solutions with proven effectiveness, designed to reduce environmental impact and always at the right price.

OUR KEY FIGURES

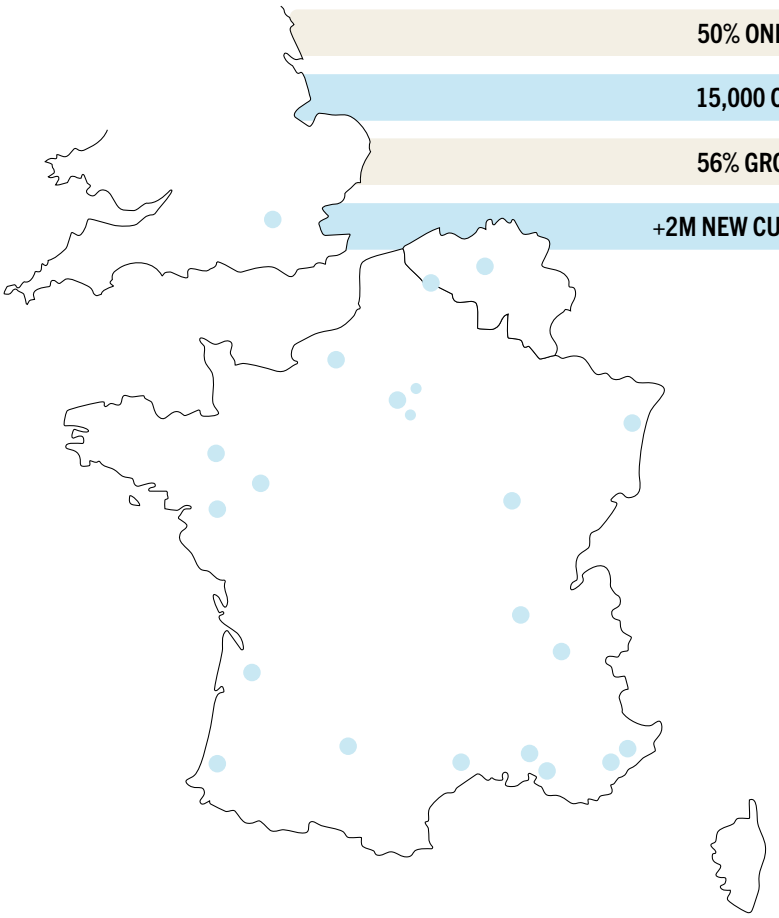
34 SHOPS IN EUROPE

50% ONLINE ACTIVITY

15,000 ORDERS A DAY

56% GROWTH IN 2024

+2M NEW CUSTOMERS IN 2025

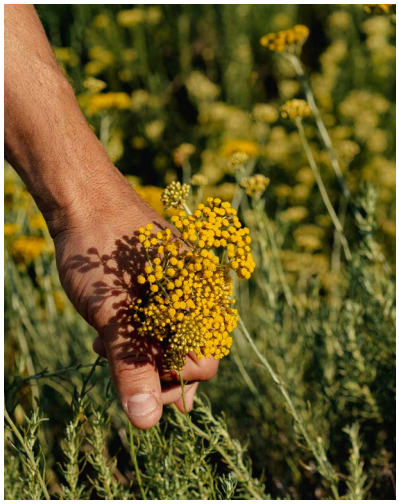


OUR VALUES: WHAT GUIDES US EVERY DAY

FREEDOM OF CHOICE

Because everyone is different, we're committed to offering a solution that suits every skin type, hair type, schedule, and preference.

With us, you can create your own product from A to Z, rely on a single hero ingredient, or simply let yourself be guided by our ready-to-use formulas. For the same need, there are endless solutions — and with us, everyone can find the one that's right for them.



SHARING KNOWLEDGE

Taking back control of your well-being also means taking back control of your knowledge. Our team of scientific experts and naturopaths share their expertise to help our customers better understand nature and what it can do for them. With complete transparency, we give you access to the best natural products, along with recipes and advice on how to use them more effectively on a daily basis. Engaging with our community is also part of our role. This exchange helps us grow and enables us to build the brand together. Our community also helps Aroma-Zone identify the real needs that must be addressed. We do not create needs that have not first been expressed by our customers. No needs are created that have not been previously identified by our customers.

OUR VALUES: WHAT GUIDES US EVERY DAY

TRANSPARENCY

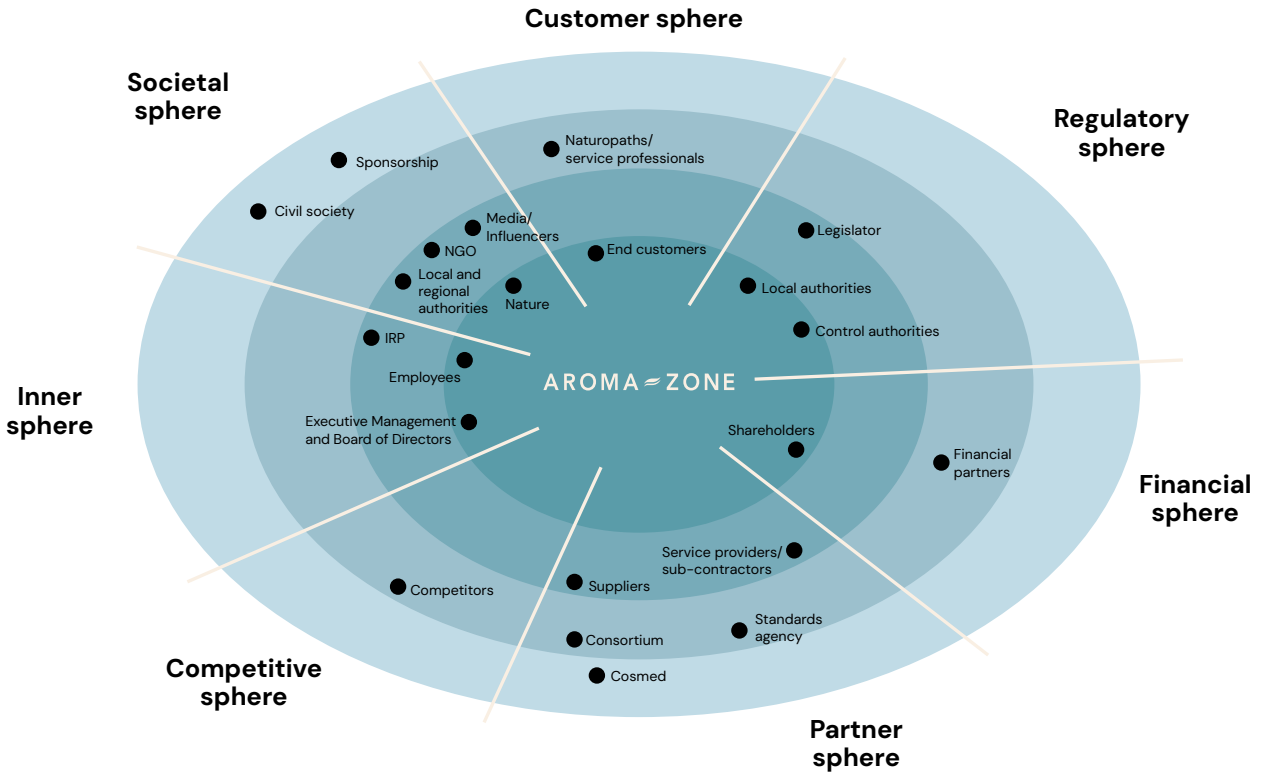
With us, transparency is not an option; it is a duty to our consumers. On our website and in our stores, we take the time to explain our company and our products. Our scientific expertise is shared daily through our integrated laboratory. Lists of active ingredients, sourcing methods and ingredient traceability are provided in full. The trust that has bound us to our consumers since the brand was created remains our foundation.

ACCESSIBILITY

From day one, Aroma-Zone has wanted to make natural skincare accessible to as many people as possible. We put all the product's value into its formula. For us, it's all in the bottle. No over-packaging, no large-scale advertising campaigns or brand ambassadors, no intermediaries and very little marketing... We work so that our customers never have trouble finding us, whether in store or online, since the brand was created.

02 OUR ECOSYSTEM

Anchoring ourselves in an ecosystem means recognising those who influence our impact and shape our path.



This mapping was carried out as part of Aroma-Zone's **double materiality** assessment. It helps to identify stakeholders' spheres of influence.

The more central the groups identified, the greater their influence and interaction with Aroma-Zone. Interviews were conducted with these stakeholders to determine our IROs: **impacts, risks and opportunities**

03 IMPACT, CENTRAL TO OUR MISSION

Making impact central to our mission means affirming a vision where ethics, the environment and people advance together.

IMPACT, CREATING VALUE

We have always been committed to natural and organic products, and our environmental and ethical responsibility is in our DNA. We believe that CSR (Corporate Social Responsibility) is a **key factor in creating value** for our company and its stakeholders.

Humbly and pragmatically, our roadmap to 2030 is based on the following pillars:

Business ethics	• Impeccable **business ethics** that, in particular, guarantee fundamental human rights in our value chain
Decarbonation trajectory	• An **ambitious decarbonisation trajectory** across our entire value chain (scopes 1, 2 and 3)
Biodiversity & circular economy strategy	• A **biodiversity strategy** to better account for natural resources and a plan to promote **circular-economy actions** to reduce our waste
Benevolent collective	• Ensuring that **our employees** have access to a healthy, safe and stimulating working environment, enabling them to express their individuality and grow within a supportive team
Transparency & accessibility	• **Transparency** and **reliability of the information** provided to our customers, the **accessibility** of our products to all
Community enterprise	• A **social enterprise** that contributes to projects supporting health, people in vulnerable situations, environmental preservation, and our local roots

All these points are illustrated with indicators and practical examples throughout this report.

CSR-NATIVE

2030

Becomes a B Corp

Our production site is ISO 14001 certified

Decarbonisation trajectory validated by SBTi

Freight 21 programme validated (transport)

Committed to the Agri Agro course of the Convention des Entreprises pour le Climat

Support for the acquisition of cutting-edge equipment for the Hôpital de la Timone in Marseille

2025

2024

Signatory to the United Nations Global Compact

Engaged in the Business Convention for Climate

Member of The Shift project

Member of the Green Impact Index consortium and the Consigne Coalition with Circul'R Signatory of the One in Three Women Charter

Onboarding of our strategic suppliers in an EcoVadis assessment

2023

2022

Participation in the Grand Défi des Entreprises pour la Planète Deployment of responsible purchasing practices

Launch of a solid range and refills for serums

2021

2019

In-store bulk sale of plant-based oils and soaps.

65% of bulk sales made without packaging.

100% recycled paper from sustainably managed forests and plant-based inks for our paper

2016

2015

Parcels in 100% recycled cardboard with optimised void fill,

saving 15.8 tonnes per year of plastic and packaging material per year

Launch of the DIY range in 100% recycled and recyclable plastic,

saving 100 tonnes of plastic per year

2013

2007

Aroma-Zone moved to Provence, setting up its Research and Production site in Cabrières-d'Avignon, where it designed, assembled and packaged its 1,700 different products

Aroma-Zone launched the innovative concept of homemade cosmetics, offering its customers everything they needed to make their own healthy, effective and, of course, 100% natural-origin cosmetics

2005

2000

From the outset, Aroma-Zone has offered natural, certified organic products that are affordable and free from over-packaging

COALITIONS, WORKING TOGETHER TO WIN

Committed to the ecological transition, our company is actively involved in a number of key initiatives.

2022 - 2025: Aroma-Zone is a patron of the **Convention des Entreprises pour le Climat**, both within CEC Provence–Corsica and CEC Agri-Agro, demonstrating our regional and sectoral commitment to transforming economic models.

2022: The Group also contributes to the **Green Impact Index Consortium**, working for better societal and environmental transparency of products. Aroma-Zone played an active role in drafting AFNOR Spec 2215 on scoring.

2023: We joined the **Coalition Cosmétique Consigne** led by Circul'R, illustrating our commitment to rethinking packaging use and promoting circularity in the cosmetics and supplements sector.

We are also members of the **Shift Project** whose mission is to inform and influence the debate on climate-energy challenges.

2025: We are members of the **Responsible Beauty Initiative**, an industry coalition focused on responsible purchasing and created by EcoVadis.

We are members of the **Beyond Plastic Méditerranée (BeMed)** association, committed to reducing plastic pollution in the Mediterranean.

CERTIFI-CATIONS, RAISING OUR STANDARDS

September 2024: Aroma-Zone signed the **United Nations Global Compact**, a universal commitment framework that defines the UN's sustainable development goals.

February 2025: Our 2030 decarbonisation trajectory is validated by the **Science-based Targets Initiative (SBTI)** to meet the targets set by COP21.

May 2025: Our industrial site in Cabrières-d'Avignon is **ISO 14001**-certified for environmental standards.

May 2025: Aroma-Zone earns **Great Place To Work certification**, recognising companies where it is good to work

June 2025: We completed **B Corp impact assessment** — an exacting international label for social and environmental standards — and will be audited in 2026.

REFERENCE FRAMEWORKS, SETTING OUR INTERNAL RULES

Our impact experts also help formalise **reference frameworks** that set the company's fundamental principles in ethics, social and societal responsibility, and the environment.

- The **Code of Conduct** enables our employees and stakeholders to adopt behaviour aligned with our ethical commitments and responsibilities.
- The **Responsible Purchasing Charter**, which reflects our ambition to build a sustainable value chain that complies with international standards and best practice.
- The **Eco-design Charter** which defines what we allow or prohibit in our raw materials, packaging and accessories, and product formulations.
- The **QSE Policy** (Quality, Safety, Environment) covering all Aroma-Zone sites to achieve zero accidents while ensuring the highest product and service quality.
- The **Group Philanthropy Policy** which sets out our areas of action in terms of social responsibility.

Chapter 02

SERVING IMPACT

01 Responsible governance *p.18*

02 Our Impact teams *p.20*

03 Serving an ethical value chain *p.22*

01 RESPONSIBLE GOVERNANCE

Our local governance makes social and environmental impact central to our decision-making.

COMMITTED MANAGEMENT

Aroma-Zone was founded and led by the Vausselin family until 2021.

Since then, the company has been majority-owned by a French investment fund, Eurazéo, one of the first investment groups to have made sustainable development a core part of its business, back in 2008.

Aroma-Zone makes social and environmental responsibility central to its decision-making, in line with the brand's history and deeply committed identity.

02 OUR IMPACT TEAMS

At Aroma-Zone, impact is not a stand-alone department — it is a collective energy that guides our work every day.

INTERNAL GOVERNANCE LINKED TO IMPACT

Impact is a strong **marker across our roles**. Our Impact experts steer CSR in the majority of the Group's departments: Human Resources, Innovation & Products, Purchasing, Operations, Brand & Customer Experience.

Agnès Coste,
Head of Impact

> *At Aroma-Zone, Impact is a collective, cross-functional approach that is integrated into each of the business lines because working in these areas is something that happens daily — it's everyone's ongoing focus.*

Thematic **committees** meet regularly to drive projects forward and operate as working groups. An **Impact Executive Committee** meets every six months to report on progress to the Management Committee and set new targets. Finally, all Impact work is presented to Aroma-Zone's **Supervisory Board** on an annual basis.

Our employees are also very involved and have always been committed to Corporate Social Responsibility issues. The **GREEN TEAM** numbers around twenty volunteer ambassadors who carry out community projects on a voluntary basis for the common good.

Impact Thematic Committees

1. Corporate
2. Climate
3. Biodiversity
4. Products
5. Social/Societal

Green Team
Composed of engaged employee volunteers.

Impact Supervisory Board

Ethics Committee

CSR objectives are included in the variable remuneration criteria for members of Aroma-Zone's top management team, including the Managing Director. The same applies to managers who report directly to the Executive Committee.

Finally, Impact is also integrated into the job descriptions of all our employees.

03 SERVING AN ETHICAL VALUE CHAIN

We are stepping up our efforts with our partners and subcontractors to obtain impeccable quality and products from traced and sustainable sources.

RESPONSIBLE PURCHASING

Maud Reboul,
Head of Sustainable Purchasing & Biodiversity

> *“We want to control all our purchasing and ensure the sustainability of our supply chain by creating value and supporting our suppliers in their environmental and social impact. This is the vision that the Purchasing department must embody on a daily basis.”*

The products we offer are the result of the work of our partners: producers, packaging suppliers, service providers, laboratories, etc.

To ensure impeccable quality and products from traced, sustainable sources, we are stepping up our efforts with our partners and subcontractors.

RESPONSIBLE PURCHASING CHARTER

Our Responsible Purchasing Charter provides the framework for all our commercial relationships. It covers, among other things:

- Compliance with national and international laws and regulations
- Respect for human rights and prohibition of child labour and forced labour
- Respect for the environment and biodiversity
- Reducing economic dependence
- Combating corruption and conflicts of interest
- Combating anti-competitive practices

In 2024, our teams carried out 18 compliance visits, and we commissioned 13 ethical and social audits from independent third-party inspection experts.

**by the end of 2025*

85%
of our suppliers are Charter signatories*

100%
of our buyers have taken Responsible Purchasing training

SUPPLIER SELECTION AND SUPPORT

- Our suppliers are selected according to 4 predefined, explicit and transparent criteria: **quality, service, price, environmental and social impact** of the products and services offered.
- All new and existing suppliers are required to complete **an assessment conducted by an independent third party. EcoVadis** is an international benchmark for CSR performance assessment.
- Once the assessment score is published, an action plan is drawn up and monitored by our teams to support suppliers in continuously improving their roadmap.
- During the annual supplier review, CSR is a positive or negative factor that can influence our commercial decisions.

In 2024, Aroma-Zone's Responsible Purchasing programme was assessed by EcoVadis and awarded "Proactive" status, with higher scores than the market average on each of the criteria assessed.

**by the end of 2025*

89%
of our direct purchases (€) are assessed by EcoVadis*

300
suppliers assessed on their impacts*

In 2025
Aroma-Zone joined the Responsible Beauty Initiative

Mohamed, *producer of organic Damask Roses in Morocco*

BUSINESS ETHICS

Caroline Arias,
Head of Legal & Ethics

> *“Anchored at the core of our practices, our Code of Conduct sets out in unambiguous terms the values that guide our collective action: integrity, transparency and respect for the law. Much more than a simple document, our ethical guidelines form the backbone of our corporate culture.”*

The Group has a **Code of Business Conduct**, provided to every employee and supplier, to ensure ethical conduct in stakeholder relations and based on multiple dimensions:

- Exemplary behaviour by employees
- Prevention of corruption and influence peddling
- Relations with our business partners
- Governance aligned with Group values.

An anonymous whistleblowing system has been set up, enabling anyone (internal or external) to report any breach of the Group's ethical commitments.

70%
of employees are currently undergoing ethics training*

80%
of suppliers have signed the Code of Conduct*

*by the end of 2025

The reporting procedure is available via the following email address: ethique@aroma-zone.com

An annual review of complaints received and handled is produced, to adopt corrective measures and strengthen control mechanisms.

Chapter 03

REDUCING OUR ENVIRONMENTAL IMPACT

01 Decarbonising our businesses *p.27*

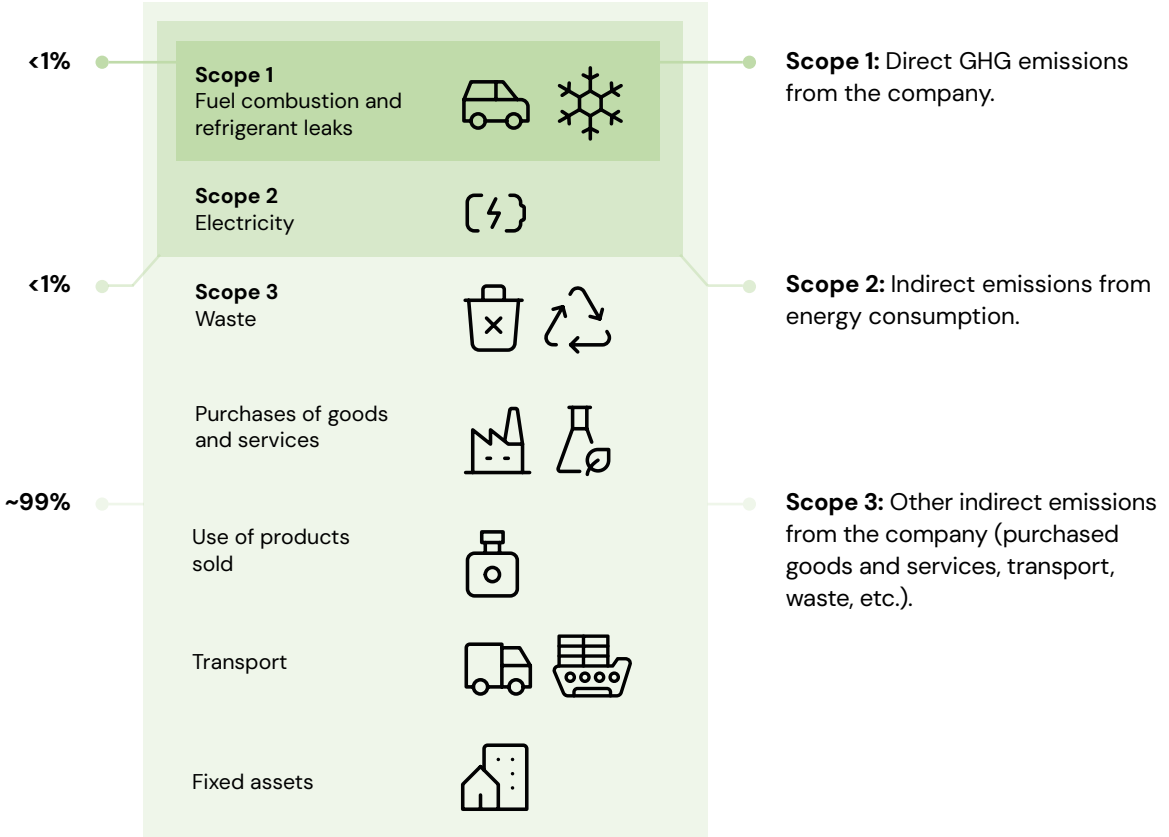
02 Reducing our impact on biodiversity *p.32*

03 Our products are designed to reduce their impact on the environment *p.38*

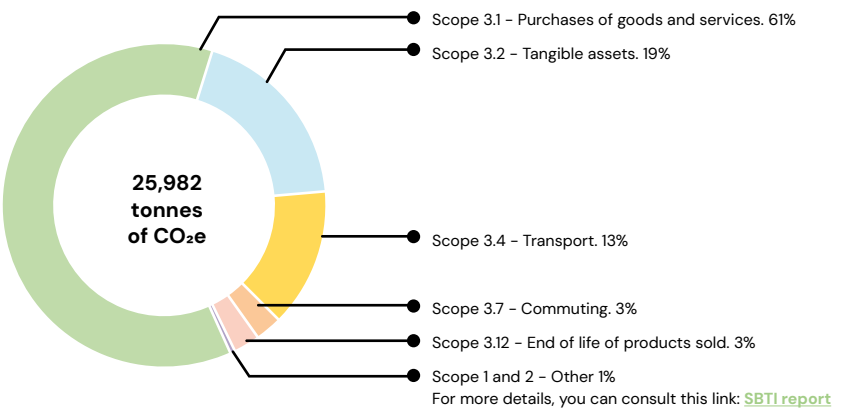
Our decarbonisation trajectory has been validated by the SBTi (Science Based Targets initiative).

GREENHOUSE GAS (GHG) EMISSIONS ASSESSMENT

Since 2022, we have carried out an annual assessment of greenhouse gas (GHG) emissions across our entire value chain (scopes 1, 2 and 3), in accordance with the internationally recognised methodology of the GHG Protocol.
This GHG emissions report is calculated over a calendar year, from 1 January to 31 December.



TOTAL AROMA-ZONE GHG EMISSIONS IN 2024 BY CATEGORY

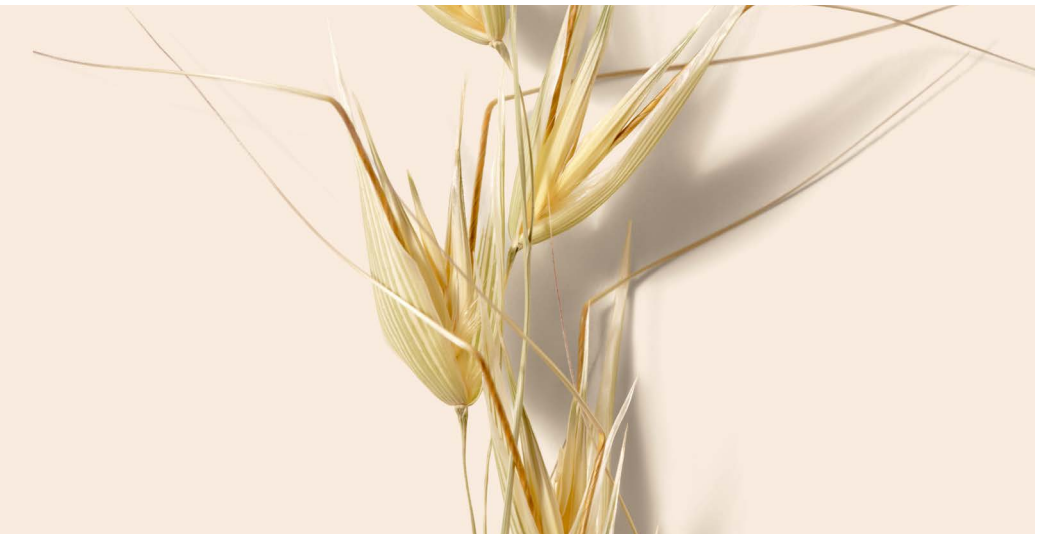


DECARBONISATION TRAJECTORY AND TARGETS

In February 2025, Aroma-Zone's **near-term (2030) GHG reduction targets** received **validation** by the Science Based Targets initiative (SBTi), based on scientific data.

SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



OUR COMMITMENTS

-42%
absolute Scope 1 GHG emissions

SCOPE 1: Aroma-Zone is committed to reducing absolute Scope 1 greenhouse gas emissions by **42% by 2030** compared with the base year of 2022.

100%
renewable electricity

SCOPE 2: Aroma-Zone is committed to increasing the active annual supply of renewable electricity from **0% in 2022 to 100% by 2030**.

-51.6%
Scope 3 emissions in intensity

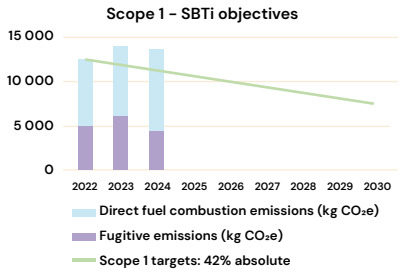
SCOPE 3: Aroma-Zone is also committed to reducing Scope 3 greenhouse gas emissions from purchased goods and services, upstream transport and distribution, the use of products sold and the end-of-life treatment of products sold by **51.6% per thousand euros of added value by 2030**, compared with the 2022 base year.

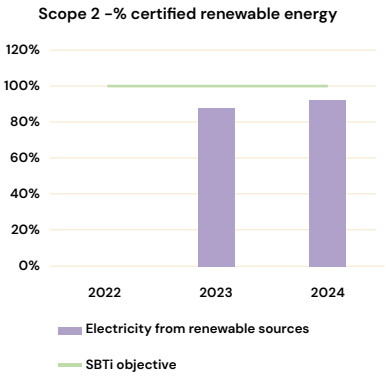
OUR RESULTS, OUR ACTIONS

SCOPE 1:

By 2030, Aroma-Zone plans to electrify its fleet of company vehicles, thereby eliminating direct emissions linked to fuel combustion.

As the project will not begin until 2025, its impact will be visible from the 2025 GHG inventory.





SCOPE 2:

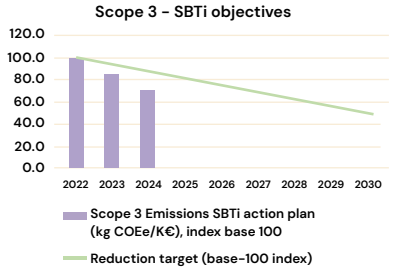
Our indirect energy-related emissions come solely from electricity consumption at all the company's sites (factory, logistics platform, offices, shops), as Aroma-Zone does not use any other energy sources (no fuel oil or gas).

The next steps are to switch the remaining shops to renewable electricity contracts, and to continue to contract renewable supplies for new sites.

We are also working on installing photovoltaic panels across our sites to produce our own renewable energy.
Finally, we analyse all our processes to improve energy efficiency in order to reduce electricity consumption and commit to an environmental certification process for our sites (ISO 14001 obtained for our production site in May 2025 and 50001 to come).

SCOPE 3:

From 2022 to 2024, we reduced our relative CO_2 emissions per thousand euros of added value by 29.5% as part of our SBTi Scope 3 action plan.



OUR MAIN LEVERS FOR ACTION

Transport
In March 2025, we committed to the Fret21 scheme under the EVE programme (Voluntary Commitments for the Environment – Transport and Logistics, supported by ADEME). Through this initiative, we aim to improve the reliability of our data and reduce GHG emissions from freight by 20% within three years. We have also implemented a piggyback transport system to supply our Paris shops from our logistics centre near Avignon.

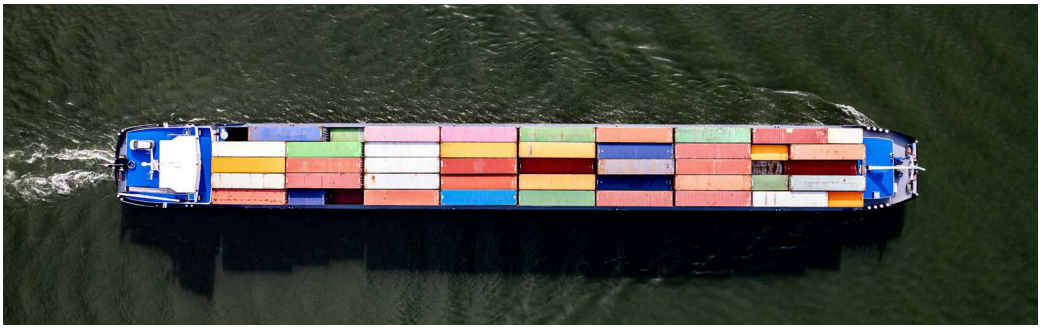
-50%
air transport per year until 2030*

Phasing out air transport after 2030*

*transport linked to upstream supplies, except for an irreducible threshold for small volumes of essential oils

With regard to air transport, our objective is to reduce air transport for our supplies by 50% a year until 2030, reaching a minimum level reserved for small volumes that cannot be transported by sea.

By 2030, air transport* will only be used for goods that cannot be transported by sea (e.g. certain essential oils).



Suppliers / partners
In order to reduce the impact of its value chain, Aroma-Zone asks all its suppliers to complete a specific carbon assessment via the Ecovadis platform.

Ecodesign and the circular economy
To reduce emissions from products and packaging, Aroma-Zone is working on the eco-design of its products through a charter covering the requirements applicable to our packaging (especially the 4Rs: refuse, reduce, re-use, recycle), formulas (naturalness, biodegradability, ecotoxicity, biodiversity) and accessories.
Aroma-Zone is also implementing and experimenting with new ways that its products can be consumed, highlighting the circular economy of its packaging (refills, bulk, deposit systems).

For more details, you can consult this link: Greenhouse gas (GHG) emissions balance and decarbonisation trajectory - 2024

02 REDUCING OUR IMPACT ON BIODIVERSITY

We support organic farming and agroecology, which respect soils, water, biodiversity and human health.

The destruction of biodiversity exacerbates climate change and, conversely, the effects of climate change accelerate the loss of biodiversity. These two issues are being tackled with the same level of ambition.

We carried out a biodiversity impact assessment in 2023, evaluating 65 products and raw materials. Supported by our stakeholders, this initiative enabled us to identify our areas of commitment: endangered species, sustainable supply chains, agroecology programmes, and respect for animal welfare.

In addition, our teams took part in the AGRI-AGRO programme of the Convention des Entreprises pour le Climat (Business Convention for Climate) to help businesses do better with the Living World.

CLASSIFICATION OF OUR RAW MATERIALS

Our ingredients include around 500 materials of natural origin. These are qualified prior to their creation, in accordance with the regulatory and legislative framework applicable to environmental law.

We record the botanical name of the plant resources used in manufacturing our products, the geographical origin of the extracts and the type of processing used for our raw materials.

This commitment to transparency enables us to verify our compliance with the Nagoya Protocol, which our suppliers are committed to respecting. This protocol deals with issues of access and benefit-sharing relating to genetic resources.

This also allows us to determine whether certain plants are on the IUCN red list. Since 2023, an "endangered species" working group has been studying sustainable alternatives to wild-collected materials that may be on this list or on Appendix I of CITES. We commit not to use species classified extinct, endangered, critically endangered, or extinct in the wild.

For example, for *Arnica montana*, we have ensured that our suppliers (via their pickers) comply with good sustainable harvesting practices and management plans for this wild species. Some of our volumes already come from cultivation, and we intend to continue in this direction.
None of the species we source from cultivation are on the European Union's list of invasive alien species of concern.

SUSTAINABLE SECTORS

We favour organic farming without chemical inputs or GMOs.

Today:

70%
of our supply chains are certified organic, i.e. over 400 plant supply chains

By 2030,

80%
certified-organic supply chains

We source our raw materials from over 70 countries and respect the plant endemism (organic Helichrysum from Corsica, organic ravintsara from Madagascar). By sourcing as close as possible to the biotope of the species, they have a better chance of withstanding the climatic conditions. In this way we support natural habitats and biodiversity. We also promote heritage know-how, such as organic argan oil produced by women in Morocco, and have undertaken rigorous **efforts to ensure our supply chains have full traceability through field audits carried out by our teams**.

We are also committed to developing fair trade supply chains certified by recognised labels. Value sharing is one of the key priorities of the Sustainable Supply Chain department.

FRENCH PRODUCTION

Today:

92%
of our products are manufactured and/or packaged in France

30%
of our raw materials are of French origin (essential oils, hydrosols, carrier oils, powders, etc.), some of which come from Provence and Corsica

We also support the revival of French aromatic crops, particularly in Provence, to encourage more local, sustainable and resilient production.

LOOKING AFTER FARMERS

For change to be profound and lasting, it must also enable farms to adapt to climate change and drought. **This is why landscapes, soil and water are at the heart of our progress initiatives**.

Agroecology is an essential solution because it brings together all the farming practices that:

- help to regenerate biodiversity and soil,
- safeguard water resources,
- help solve part of the climate equation by storing carbon in the soil, and look after the farmers whose work is essential to our existence

In 2024, Aroma-Zone launched the AGROECOLOGY programme, aimed at producers who want to lead by example for the agriculture of tomorrow. It's a long-term learning process at the pace of a living ecosystem. We first test the approach on pilot plots and then apply the model to the entire farm. **Our contracts are guaranteed and multi-year, ensuring fair pay.** Farmers receive several years of training and support from experienced agronomists to transition their farms towards a living-systems economy that is resilient and profitable.

By 2027:

30
partners will be trained in agroecology

By 2035:

50
plant raw materials will be produced using agroecological practices

“As the person in charge of the farm, I see moving towards an agroecological model as an opportunity. This will enable us to take a positive step forward in our profession as farmers, and it's a step beyond organic farming. We are looking for robust ways to align with the living world and address the environmental and social challenges that are becoming ever more complex in agricultural production.”

Gérald, *plant grower and essential oil distiller in Drôme*

UPCYCLING (CO-PRODUCTS)

It is said that the best waste is the waste you don't produce. As part of this circular economy approach, Aroma-Zone repurposes co-products to give them a second lease of life: this is the principle of up-cycling.

Short supply chains, circular economy, organic and made in France!

Leïla, *PhD, supplier of Organic Provençal Tomato Oil*

Our Organic Provençal Tomato Skin Care Oil, for example, is made **from tomato seeds**.

The tomatoes come from around Aix-en-Provence and are taken to a tomato purée processor.

While the pulp is used to make tomato purée or juice, the seeds are preserved. Tomato seeds are eco-extracted using supercritical CO_2 to obtain a high-quality carrier oil.

This produces a fluid oil with antioxidant properties.

The same process is used for Organic Prune Oil from Gascony. Agen prunes are eaten as food, and the kernels from the pits are recovered **and pressed** to produce an exceptional, highly aromatic oil. We always value our suppliers' commitment to up-cycling, including in the formulation of our active ingredients.

Nothing is lost, everything is transformed! This is the logic behind co-products, which we consider to be noble materials with high added value.

NO ANIMAL TESTING

In line with European cosmetics regulations, **we carry out no animal testing** on our cosmetic products.
We have extended this requirement to other product ranges: food products (supplements, superfoods), household products and fragrance products.

98%
of our products are vegan

We also ask our suppliers of raw materials to make a commitment and provide us with a certificate confirming the absence of animal testing.

We are continuing to expand our **range of vegan products** and mark them with a dedicated logo, making it easier to identify vegan alternatives among the majority of formulations on the market.

TRADE-OFFS

Trade-offs are sometimes necessary to uphold our commitments and evolve our business model towards ever greater sustainability.
We have withdrawn certain products from the market, such as Jatamansi (Spikenard) Essential Oil and Guaiac Wood Essential Oil. Faced with the severe overexploitation of these materials, no reliable guarantee could be found to ensure sustainable sourcing.
Each year, we continue to analyse our portfolio in terms of the availability of resources and the sustainability of our suppliers.

03 OUR PRODUCTS ARE DESIGNED TO REDUCE THEIR IMPACT ON THE ENVIRONMENT

Eco-design is one of the hallmarks of Aroma-Zone's DNA.

The design of our products takes major environmental and social issues into account.

To reduce our GHG emissions, preserve resources and prevent pollution, particularly plastic-related pollution, our products are developed under an internal eco-design charter. Each month, a committee of experts analyses the **environmental and societal score** of products according to an internal assessment grid before they are launched in shops and on our website.

PACKAGING: THE 4RS REQUIREMENT

REFUSE

We take great care to avoid unnecessary packaging. We have decided not to develop single-use products (such as collagen sticks) despite strong demand from our community, and we do not send out samples because these two formats generate a lot of waste.

96%
of our products do not require secondary packaging

REDUCE our packaging

Solids
We offer a range of solid products (toothpaste, household products, soaps, make-up remover, etc.) that help to reduce our environmental impact in terms of packaging, both the use of plastic (kraft packaging) and by reducing waste generation. Made from effective raw plant extracts, they are compact and less bulky to transport to our shops, and are formulated with little or no water, which means real savings on resources.

Solid products means 17 tonnes of plastic saved per year or 607,000 plastic bottles(1)

(1) - Based on sales of Aroma-Zone solid cosmetics (shampoos, body washes, deodorants and toothpastes) in 2024 and on the average weight of a bottle of water: 28g - source CITEO

Our parcels
The reduction in packaging also applies to the boxes used to ship orders placed on our e-commerce site. We have special machines to reduce the height of parcels according to their content. This lever optimises the space in the boxes, making it easier to secure the products. This also means that more parcels can be transported in a single lorry, optimising their loading rate: more parcels per lorry means fewer lorries on the road and therefore fewer greenhouse gas emissions! For example, thanks to automation, parcel height can be reduced from 10 cm to 2 cm, enabling 30% more parcels to be loaded per lorry.

In 2021, we also introduced a **new, smaller cardboard format**: today this small parcel accounts for **50% of our shipments**. This format provides a **40% space saving**, therefore enabling more parcels to be transported by lorry**, and saved 58 tonnes of cardboard in 2024**!

58
tonnes of cardboard saved over the year 2024

No over-packaging is used. Only crumpled recycled paper is used for cushioning (plastic bubble wrap is only used in exceptional circumstances for very fragile products such as candles and gua shas). This approach supports continuous improvement in service quality and alignment with the brand's commitments.

REUSE

Eco-refills
As early as 2021 we launched **fully recyclable, 100% mono-material eco-refills** for serums, creams and our deodorant. These initiatives help to guide our community towards new ways of consuming that encourage the reuse of their packaging at home.

From the 1st refill, the main environmental impacts (climate change, fossil resources, particulates, mineral and metal resources, acidification and water use) **are reduced by around 28%**[1]. In 2024, sales of eco-refills reduced resource use by: **37.9 tonnes CO_2e and 7,091 m³ of water**.

75% of our face serums are offered with a refill. The glass bottles for our serums can be reused, provided the period after opening (PAO) of our refills is respected and good refilling practice is followed.

For a 30 ml serum eco-refill that's
-74%
plastic*

-37.9
tonnes CO_2e

-7,091 m³
water

**by weight (2024 data)*

Bulk sales
New bulk bars will be arriving in our shops from 2026 to refill carrier oils and liquid soaps.

(1) Based on a life cycle analysis carried out for Aroma-Zone with a critical review.

Deposit-return
We have joined a coalition with other players in the beauty sector, initiated by Circul'R, which is studying the deposit-return system. An initial trial on supplement packaging took place in our CNIT La Défense and Nice CAP 3000 shops (from October 2024 to the end of September 2025). A preliminary life-cycle analysis comparing this consumption model with single-use shows that, provided the logistics chain is optimised (regional consolidation and transport), reuse performs better from the 2nd use on the main indicators (climate change, fossil resources, particulates, human toxicity, mineral and metal resources, photochemical ozone formation, acidification and water use).

RECYCLING

To guide our choices pragmatically and using objective data, we use life cycle analyses to select the materials that have the lowest impact. We systematically check the recyclability of our packaging to achieve **our goal of offering 100% recyclable and/or reusable and/or compostable packaging by 2030**.

To date, **98% of our packaging benefits from an established recycling channel (CITEO 2024 data).**

Recycling our packaging avoided 417 tonnes of CO_2 in 2024.

Since 2013, the bottles for the hygiene, carrier oils and hydrosols ranges have been made from recycled rPET. rPET is a material made from over 95% recycled PET (polyethylene terephthalate).

Our goal:

100%
of packaging that is recyclable and/ or reusable and/ or compostable by 2030.

417
tonnes of CO_2 avoided by recycling our packaging in 2024

Making bottles in 95% recycled rPET generates almost **ten times fewer greenhouse-gas emissions** than making bottles from virgin PET.

(Based on emission factors for virgin PET bottles (3410kg CO_2e/t) and 95% recycled PET bottles (348 $kgCO_2e/t$) - Empreinte de l'Ademe V23.4 database)

OUR FORMULATION CHARTER

Pascale Ruberti, *Director of Innovation & Products*

“We design innovative natural skincare products with impeccable compositions. Our formulation charter is more demanding than European cosmetics regulations. Our highly concentrated and up to 100% active formulas demonstrate tested and proven efficacy.”

The hallmark of our Research & Development team lies in formulas of natural origin with optimal concentrations of active ingredients, no unnecessary ingredients, short compositions and up to 100% active ingredients.

Demanding and committed, our **formulation charter goes beyond European cosmetics regulations** by opting for natural compositions aligned with the Cosmos standard.
We automatically exclude a large number of synthetic ingredients that are under debate for their impact on health but also for their toxicity to soils, animals and aquatic environments.

Our R&D laboratory’s commitment is clear: to formulate cosmetics that are safe for health, natural, effective and designed to reduce their environmental impact.

To limit the environmental impact of our formulas, we favour raw materials from organic farming. Our dermo-cosmetic active ingredients are derived from biotechnologies, validated by Cosmos standards.

The emulsifiers, surfactants and emollients in our formulas come from green chemistry. The Cosmos standard authorises only green-chemistry processes and bans other petrochemical processes because of their harmful environmental impact.

When choosing between two ingredients, we prioritise the natural option, with the exception of certain active ingredients that are not available in natural form but whose efficacy is well established (niacinamide, peptides, vitamins, etc.). These active ingredients are selected with the utmost rigour for their efficacy while maintaining strict vigilance regarding their safety and continuously seeking natural alternatives.

We have never used PFAS, known as 'forever pollutants', and are ahead of the regulations by verifying the absence of their traces in our finished products, formulas and primary packaging through specific analyses, carried out by independent laboratories.

Microplastics are also banned from our formulas. The cause: is their non-biodegradability and pollution, which threatens marine flora and fauna and human health.

We ban PFAS and microplastics from our formulas

Chapter 04

CARING MEANS TAKING ACTION

01 Alongside our teams *p.44*

02 With our customers *p.47*

01 ALONGSIDE OUR TEAMS

With over 850 employees in our 34 shops and at our production, logistics and research sites, Aroma-Zone is a major employer in the Vaucluse region.

HEALTH, SAFETY AND WELL-BEING AT WORK

The health and safety of our employees are a priority for Aroma-Zone. In collaboration with the relevant authorities, we implement continuous improvement procedures based on high internal standards.

These efforts have resulted in a 72% reduction in the frequency rate of work-related accidents between 2023 and 2024, demonstrating the effectiveness of the actions undertaken across our various sites.

In addition, we are gradually adapting our tools and organisation to respond to new ways of working (remote working, flexible working hours, multi-site working), while maintaining a smooth and friendly working environment.

In 2025, we organised a major Great Place to Work survey to establish a barometer of fulfilment and well-being for all our employees.

It's great to know that:

88%
of our employees are proud to work for Aroma-Zone*

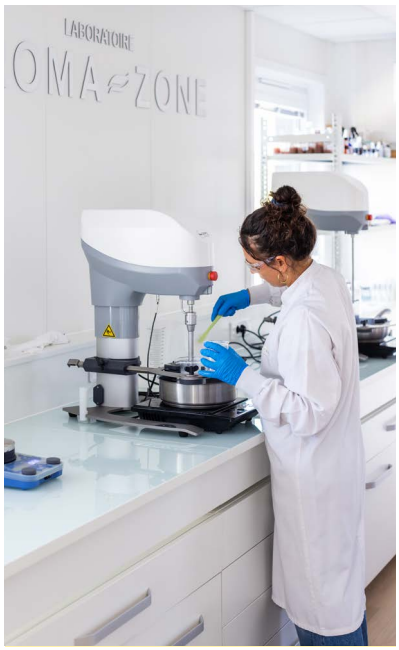
**Great Place To Work 2025 survey*

EQUALITY, DIVERSITY AND INCLUSION

94%
of employees feel they are treated fairly regardless of their origin*

7/10
first-tier management posts are occupied by women

99/100
gender pay-equality index



TALK BY MAISON DES FEMMES DE MARSEILLE

By 2024, 100% of employees had been made aware of the need to combat violence against women.

FACE, THE FOUNDATION FOR INCLUSION

We have recently made an even stronger commitment to inclusion by joining FACE's strategic governing body! The partnership was formalised in June 2025 when Jean Castex visited Marseille alongside the FACE Sud Provence club.

Jean Castex & Edwige Duchesne
Chairman of the FACE Foundation / Director of Human Resources

"This collaboration has already enabled us to carry out a pilot in 2024, helping jobseekers to regain their self-confidence. This successful programme is currently being rolled out across our various territories. Through these initiatives, our Group reaffirms its commitment to building a more inclusive society, by facilitating access to employment for all and supporting the integration of people far from the labour market."

TALENT DEVELOPMENT

We strongly support each person's professional development. Every employee receives an annual appraisal and salary review. A reinforced training plan is being deployed to promote skills development, including:

- A "Communication - Management" course with the Vaucluse Chamber of Commerce and Industry, involving 100% of our managers
- An internal learning dynamic that values experimentation and the right to make mistakes, with an average of 14 hours of training per year per employee.
- An internal promotion policy that gives everyone a chance: **25% of employees experienced professional development during 2024.**

25%
of employees experienced a career progression during 2024

The Aroma-Zone Group is particularly committed to local employment, especially at our head office in the Vaucluse region, with numerous initiatives in the field:

- Annual job fairs and open days at sites in the Vaucluse region
- Around 30 work-study students a year and 3rd-year interns from priority neighbourhoods
- Potential-detection workshops in partnership with France Travail
- Participation in Industry Week, in conjunction with the CCI Involvement in the POEC (Préparation Opérationnelle à l'Emploi Collective) scheme, with a pilot programme on operating industrial machinery

02 WITH OUR CUSTOMERS

At Aroma-Zone, we believe that a well-informed consumer is a key player in the transition to a more responsible way of consuming.

OUR CORE BUSINESS

In 2024, we improved access to our customer service for deaf and hard-of-hearing people. Our partnership with **Sourdline** gives them live access to sign language interpreters so they can get in touch with Aroma-Zone advisors via webcam or chat to get all the information and advice they need.

In 2026, we plan to roll this service out across our entire store network by introducing tablets that enable simultaneous sign-language interpreting.

INFORM TO SUPPORT

At Aroma-Zone, we believe that a well-informed consumer is a key player in the transition to a more responsible way of consuming That's why, for several years now, we've been developing educational and informative tools to help our customers choose and understand natural products.

QUALITY, SAFETY AND TRACEABILITY OF PRODUCTS

We are committed to guaranteeing the traceability of our plant-based ingredients. The origin, method of cultivation and method of production are always stated, either directly on the products or on our website.
We make it easier to read product characteristics with easily recognisable icons indicating, for example, Made in France, 100% natural origin formulas, vegan-certified products or ingredients from organic farming. This information enables everyone to make informed choices in complete confidence.

AN ENVIRONMENTAL AND SOCIAL SCORE

To take our transparency approach a step further, we are currently working on displaying an **environmental and societal score** for our cosmetics and other products: the Green Impact Index.

This tool for displaying the environmental and societal impact of products (cosmetics, supplements and family health and well-being products) is based on the methodology in the AFNOR Spec 2215 reference document. It aims to rate and make visible the environmental and social impacts of our products by assigning a grade from A to E through the assessment of more than 50 criteria. Objective and comparable, this score helps our customers to integrate sustainable criteria into their purchasing choices.

Having helped develop this methodology within a consortium, we are now working on the actual scoring of our best-sellers, and eventually want to extend it to our entire range of cosmetics, supplements and fragrance products.

This score will be shown on the product data sheet on our e-commerce site; the first grades are already available on our website.

GREEN IMPACT INDEX CONSORTIUM Association loi 1901

To find out more, visit www.greenimpactindex.com

Chapter 05

WE ARE A SOCIALLY RESPONSIBLE COMPANY

01 Our solidarity projects *p.50*

02 We cultivate local roots *p.54*

01 OUR SOLIDARITY PROJECTS

For us, caring must become a movement in the service of the common good.

Professor Padovani, *Head of the Oncology/Radiotherapy Department at AP-HM – La Timone, Marseille.*

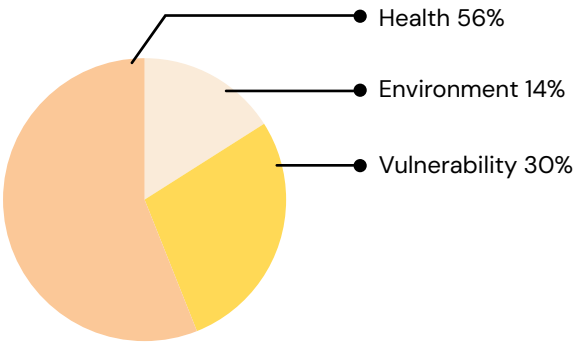
As an engaged and responsible brand, Aroma-Zone makes its core values of respect for nature and people central to its activities and commitments. True to these principles, we actively support projects of general interest through our sponsorship initiatives. These actions are in the following areas:

- Biodiversity, preserving life and the environment
- Support for people in vulnerable situations
- Support for health and wellbeing projects

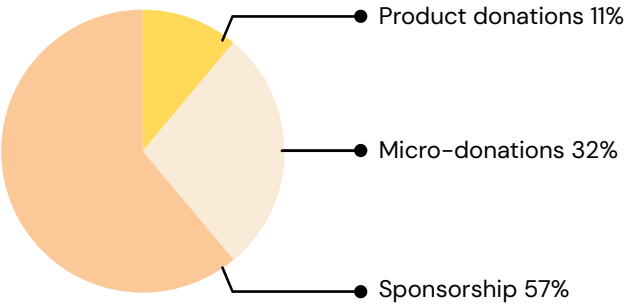
Aroma-Zone supports these projects through various forms of contribution, each tailored to the specific needs of each initiative:

- Financial sponsorship
- In-kind sponsorship with product donations
- Skills-based volunteering, with employees making their expertise available on a pro bono basis during working hours
- Micro-donations through the financial contributions made by customers in our retail network

BREAKDOWN OF DONATIONS IN 2025



TYPES OF DONATION IN 2025



HEALTH & WELLNESS

- Among the wonderful people we are lucky to work with, we would like to honour Pr Laetitia Padovani, radiotherapy oncologist at the **Assistance Publique – Hôpitaux de Marseille** (AP-HM). Care, like a common thread, has woven an obvious link between our two worlds. The courage, energy and drive of Professor Padovani and her team, who are breaking new ground and transforming the way paediatric cancers are treated, immediately convinced us to support them. Their project involves acquiring a revolutionary machine – a particle accelerator coupled with an MRI – designed to change the future for children with paediatric cancers by offering safer and more effective treatments. Thanks to this technology, tumours can be viewed and treated in real time, down to the millimetre, helping to avoid damage to healthy tissue and limiting long-term side effects. This machine could significantly increase cure rates.

In 2024 and 2025 we contributed to the AP-HM endowment fund, Phoceo, via direct financial sponsorship and micro-donations in store. **Objective 2025/2026 = raise €500,000** and get other companies on board to join this essential project.

Sabrina Herlory & Pr. Laetitia Padovani

> “Because our day-to-day commitment to caring for everyone goes far beyond the formulating our products. For us, caring must become a movement, an impetus, a quiet resistance that infuses every aspect of our lives. It is the last bulwark of our humanity, which must not give way.”

Sabrina Herlory,
CEO of Aroma-Zone

- Direct financial sponsorship of the **Centre Hospitalier d'Avignon** - Support for various projects: therapeutic garden, greening of the "big kids" patio, and the development of a wellbeing room.

- Product donations to various associations : **Tout le monde contre le cancer, Mécénat Chirurgie Cardiaque, Institut Sainte Catherine** (cancer centre in Avignon).

- Micro-donation campaign in October 2024 in support of **Pink October**.

BIODIVERSITY AND PRES-ERVATION OF THE LIVING WORLD

- Direct financial sponsorship to three organisations working for the ecological transition:

  – Fermes d'avenir: support for a mentoring project for women farmers wishing to grow aromatic and perfume plants using agroecology

  – Convention des Entreprises pour le Climat: support and participation in the Convention des Entreprises pour le Climat (Provence-Corsica region course and Agri/Agro course) for a shift towards a regenerative economy

  – The Shift Project: support and membership of The Shift Project, a think-tank promoting a carbon-free economy

- Support via micro-donations to the association **Terre & Humanisme** (training and awareness-raising in agroecological practices)

SUPPORT FOR PEOPLE IN VULNER-ABLE SITUATIONS

- Direct financial sponsorship of associations and foundations that help vulnerable people:

La Maison des Femmes de Marseille and **Maison Mazarine** in Avignon supporting women who are victims of violence

Toutes à l'école in support of education for little girls in Cambodia

FACE which combats discrimination, inequality and exclusion

Fondation de France supporting the traditional argan industry in Morocco after the 2023 earthquake and assisting populations affected by flooding in Mayotte

- Product donations to La Maison des Femmes de Marseille, to students in precarious situations, to the NGO Médecins Sans Frontières, and humanitarian support to the Valence region in Spain after floods.

02 WE CULTIVATE LOCAL ROOTS

Our history is closely tied to Provence: a region whose vitality we support by developing our activities, partnerships and commitments there.

Since 2005, we have been based in Cabrières-d'Avignon, where our research centre and production site are located. Our location in the heart of Provence is no accident: it allows us to benefit from an environment rich in plant biodiversity, and to forge close ties with local producers. This proximity plays an essential role in guaranteeing the quality of our raw materials while reducing the carbon footprint associated with transport.

SUPPORTING LOCAL PLAYERS

We play an active role in the economic, social and cultural life of our region, through a wide range of commitments and partnerships:

- **Local agricultural partnerships:** we are developing projects to give added value to agricultural co-products in collaboration with producers in the region. Our regular participation in the Med'Agri trade show in Avignon enables us to strengthen these synergies and share our expertise with the key players in sustainable agriculture.

- **Participation in regional transition dynamics:**we are part of the Convention des Entreprises pour le Climat - Région Sud, alongside other players committed to accelerating the ecological transition in our region.

- **Club TOP20 Marseille and Provence-Alpes-Côte d'Azur Region:** Aroma-Zone is a member of the dynamic Club TOP20 and helps promote the Aix-Marseille metropolitan area throughout France and worldwide.

- **Member of the Lubéron Sorgues Entreprendre network:** together we develop collaborative projects such as photovoltaic panels, or hydroelectric turbines.

- **Support for cultural life:** we support local cultural events such as the Insane and Lub'Art Fest festivals, demonstrating our attachment to the richness and diversity of artistic life in Vaucluse.

- **Community and environmental commitments:** we take part in local initiatives such as beach-cleaning operations run by the Clean my Calanques association, in line with our commitment to preserving natural ecosystems.

To nurture our local roots, a new research and development laboratory has just been extended at Cabrières-d'Avignon: an 850 m² building rated class A for GHG emissions and class B for energy performance.

In addition, our Châteauneuf-de-Gadagne site houses our unique logistics hub. A 15,000 m² platform from which around 15,000 orders are shipped every day to our target markets.

Finally, we are investing in a new 22,000 m² warehouse in Cavaillon, dedicated to our inbound logistics. It will also house 1,200 m² of offices and laboratories, providing our teams with a modern working environment designed to reflect our ambitions. The building will be BREEAM Excellence and Biodiversity certified, and equipped with self-consumption photovoltaic panels, in line with our SBTi strategy.

Laurent Lucasson,
Director of Operations, Aroma-Zone

"Through these practical actions, every day we affirm our desire to play an active part in the sustainable, economic and human development of our region. Supporting a local economy is a societal choice for which we feel fully responsible. In practical terms, this means creating and maintaining jobs in the region. Because taking care of living things also means acting with and for the local communities around us".

APPENDICES

01 Governance performance as at 31 December 2024 *p.58*

02 Environmental performance as at 31 December 2024 *p.59*

03 Social performance as at 31 December 2024 *p.60*

01 GOVERNANCE PERFORMANCE AS AT 31 DECEMBER 2024

BOARD GOVERNANCE	UNITS	2024
CSR on the board agenda	Yes/No	Yes
Board or Supervisory Board members	Number	10
Gender diversity on the Board of Directors (% of women)	%	50%
Independent directors on the Board or Supervisory Board	Number	2

OPERATIONAL GOVERNANCE	UNITS	2024
Executive committee / first management tier	Number	10
Women in the first management tier	Number	7
Female CEO	Yes/No	Yes

DATA SECURITY AND CUSTOMER PRIVACY	UNITS	2024
Cyber security risk programme	Yes/No	Yes
Cybersecurity and data breaches	Number	0

CSR GOVERNANCE	UNITS	2024
Head of CSR	Yes/No	Yes
CSR materiality analysis	Yes/No	Yes
Head of CSR in the first management tier	Yes/No	Yes
CSR policy	Yes/No	Yes
Quantitative CSR objectives	Yes/No	Yes
CSR targets linked to CEO remuneration	Yes/No	Yes
CSR targets linked to remuneration at the first management tier	Yes/No	Yes
Internal code of conduct	Yes/No	Yes
Whistleblowing and conflict-resolution procedure	Yes/No	Yes
ESG incidents	Number	0
Alignment with the EU Taxonomy	Yes/No	No

CLIMATE	UNITS	2024
Carbon footprint	Yes/No	Yes
Total carbon footprint emissions	tCO_2e	25 982
Scope 1 carbon emissions	tCO_2e	14
Scope 2 carbon emissions	tCO_2e	115
Scope 3 carbon emissions	tCO_2e	25 853
Decarbonisation trajectory	Yes/No	Yes
SBTi commitment	Yes/No	Yes
Validation of SBTi decarbonisation targets	Yes/No	No
Carbon offsetting	Yes/No	No
Activities in the fossil fuel sector	Number	No
Activities in high climate-impact sectors	Yes/No	Yes

ENERGY	UNITS	2024
Total energy consumption	MWh	2 983
Renewable energy consumption	MWh	2 755
Energy consumption from coal	MWh	0
Total energy production	MWh	0

WATER	UNITS	2024
Water consumption	m3	3 253
Discharge into water	Tonnes	-
Water exposure analysis	Yes/No	No
Water management action plan	Yes/No	Yes

BIODIVERSITY	UNITS	2024
Biodiversity risk exposure analysis	Yes/No	Yes
Biodiversity exposure risk	Yes/No	Yes
Company located in or near biologically sensitive areas	Yes/No	Yes
Activities adversely affecting biodiversity-sensitive areas	Yes/No	No
Biodiversity strategy	Yes/No	Yes

WORKFORCE	UNITS	2024
Total workforce	Number	567
Full-time equivalent (FTE)	FTE	557.8
Permanent FTEs	FTE	508.8
Non-permanent FTEs	FTE	49
Female FTEs	FTE	393.6
Total FTEs in France	FTE	551.6
Total FTEs in Europe (excluding France)*	FTE	6.2

JOB	UNITS	2024
Employee turnover	%	19%
New hires	FTE	294.9
Departures*	FTE	85.4
Net organic recruitment	FTE	209.5
Total net recruitment	FTE	209.5
Average gender pay gap	%	7%

ENGAGEMENT	UNITS	2024
Implementation of an employee survey	Yes/No	No

*KPI collected in FTE in 2024 and as a number in 2023

HEALTH AND SAFETY	UNITS	2024
Occupational accident prevention policy	Yes/No	Yes
Absenteeism rate	%	8.2%
Workplace accident frequency rate	Number	6
Workplace accidents	Number	4
Working days lost due to accidents and fatalities (permanent and temporary staff)	Number	138
Fatal workplace accidents	Number	0
Permanent Full Time Equivalents (FTEs) benefiting from a health insurance scheme*	FTE	508.8
% of permanent Full Time Equivalents (FTEs) covered by a health insurance scheme*	%	100%

HUMAN RIGHTS	UNITS	2024
Supplier Code of Conduct	Yes/No	Yes
Supply-chain monitoring for ESG issues	Yes/No	Yes
Human rights policy	Yes/No	Yes
Violations of UN Global Compact principles and OECD Guidelines	Yes/No	No
Policies or compliance mechanisms aligned with UNGC principles and OECD Guidelines	Yes/No	Yes

*KPI collected in FTE in 2024 and as a number in 2023