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1. Introduction

1.1. About us

At Crearomatic, we specialise in the production and distribution of high-quality essential oils and aroma chemicals for the food, feed and fragrance sectors.

Our activity focuses on providing safe, high-quality products adapted to the needs of our customers, ensuring compliance with applicable legal and regulatory requirements, as well as an efficient and reliable service.

Our commitment to quality, sustainability and continual improvement is one of the fundamental pillars of our organisation.

1.2. Location

Crearomatic is located in the Cavila Industrial Estate, approximately 6 kilometres from the town centre of Caravaca de la Cruz, Murcia. The organisation's contact details are as follows:

- Address: C/ Industria, Parcela II-1, Polígono Industrial Cavila, 30400 Caravaca de la Cruz, Murcia, Spain
- Telephone: +34 968 704 173
- Email: crearomatic@crearomatic.com
- Website: www.crearomatic.com

1.3. Commitment to Corporate Social Responsibility

Since its beginnings, Crearomatic has maintained a firm commitment to environmental protection, employee wellbeing, customer satisfaction and the sustainable development of its activity.

Since 2017, the organisation has had a Code of Ethics and actively participates in solidarity initiatives through collaborations and donations to different social organisations.

1.4. Mission

Crearomatic's mission is the manufacture and commercialisation of high-quality essential oils and aroma chemicals for the human food, animal feed and fragrance sectors, ensuring the satisfaction of customers and other stakeholders through management based on quality, safety, sustainability and compliance with applicable legal and regulatory requirements.

1.5. Vision

The company's vision is based on long-term sustainable and profitable growth, consolidating lasting relationships with customers and suppliers and strengthening its position in national and international markets.

The organisation considers people to be its main asset and is committed to the professional development of its employees as a key factor in achieving its growth and continual improvement objectives.

1.6. Stakeholders

Crearomatic's actions are based on the values of integrity, excellence, trust, sustainability and profitability. These values ensure the creation of shared value for all stakeholders, as well as sustainable and profitable growth.

Crearomatic periodically monitors the needs and expectations of its stakeholders, integrating this information into the organisation's strategic planning, objective-setting and continual improvement of its processes.

The main stakeholders identified by the organisation are:



- Employees: work-life balance, workplace safety, professional development and continuous training.
- Customers: product quality, compliance with legal and regulatory requirements, traceability, commercial support and fulfilment of delivery deadlines.
- Suppliers: stable commercial relationships, fluid communication and compliance with agreed requirements.
- Neighbours and the local community: minimisation of disturbance arising from the activity, especially in relation to odours, noise and environmental impacts.
- Public administrations: compliance with applicable legislation and cooperation with the competent authorities.
- Ownership and management: sustainable growth, profitability and consolidation of the organisation.
- Environment: progressive reduction of the environmental impacts associated with the activity and efficient use of natural resources.

1.7. Legal compliance

The organisation maintains a system for identifying, assessing and monitoring legal and other applicable requirements, ensuring regulatory compliance in matters related to food safety, chemicals, the environment, occupational health and safety, transport and social responsibility.

At the date of preparation of this report, the organisation complies with the legislation in force applicable to its activities, with no sanctions or complaints having been received during the 2025 financial year.

1.8. Resources

Crearomatic will continue to provide the organisation with the human, technical and material resources required to ensure the sustainable growth of its activity. During the 2025 financial year, one person joined the Production Department and another person joined the Administration Department, strengthening the company's operational capacity.

2. Governance

The company has an organisation chart and defined job profiles within its Human Resources procedure.

2.1. Organisational structure

Crearomatic's organisational structure is led by General Management and supported by different specialised departments that ensure efficient and coordinated management of the business activity.

Transport services and specialised advisory services are subcontracted. These collaborators are considered relevant stakeholders and participate in the fulfilment of the environmental, social and quality commitments established by the company.

Management	Departments and external support
General Management	Administration Department; Production Department; Technical Department; Commercial Department; Integrated Management System Department
External advisory services	Legal, labour, tax and quality advisory services

2.2. Management systems and compliance

Crearomatic has management systems designed to ensure the quality, food safety and regulatory compliance of its activities. To this end, it maintains documented procedures for supplier control, risk assessment, traceability, document management and compliance with the requirements established by internationally recognised standards such as ISO 22000 and FAMI-QS.



Periodic reviews are also carried out to ensure that legal requirements related to food safety, the environment, transport, storage of chemicals and occupational health and safety remain up to date.

2.3. Social responsibility and environmental objectives

2024 objectives	Results
New facilities	In progress
Reduction in water consumption	Achieved in terms relative to production
Registration with the United Nations Global Compact	Not carried out due to the number of employees

2025 objectives	Results
Increase production by 5%	The planned objective was achieved, with production increasing compared with the previous year
100% label verification (incoming and outgoing)	100% control of all incoming and outgoing movements was carried out
New facilities	In progress

Even so, the company will take all stakeholders into account in order to establish, adapt and update any objectives that may be necessary.

3. Human Rights

3.1. Code of Conduct

The organisation has an internal Code of Conduct that sets out the ethical principles, rules of conduct and communication and reporting procedures applicable to all employees.

3.2. Whistleblowing channel

A whistleblowing channel is available to employees and other stakeholders, including customers, suppliers and public administrations, in order to confidentially report any conduct that could constitute a legal, ethical or regulatory breach.

Reports or comments may be submitted through canaldenuncias@crearomatic.com. This email address is managed by the internal system management staff and the company's external consultant, with the aim of resolving and handling such cases in the most appropriate manner.

Supplier approval criteria also include compliance with international legislation and ISO 22000 or equivalent standards.

3.3. Results achieved

During the 2025 financial year, no cases related to discrimination, harassment, child labour, forced labour or other human rights violations were identified, either in the organisation's own activities or in the assessments carried out on suppliers and collaborators.



4. Labour Practices

4.1. Commitment to people

Crearomatic considers people to be one of the organisation's main assets and is committed to providing a safe and healthy working environment that supports the professional development of all employees.

The company promotes equal opportunities and rejects any form of discrimination on the grounds of gender, age, religion, race, sexual orientation, nationality or disability. This commitment applies both to recruitment processes and to opportunities for promotion and professional development.

The workforce is currently composed of 40% female employees and 60% male employees.

4.2. Working climate and work-life balance

Employee satisfaction is periodically assessed through studies carried out by the occupational risk prevention mutual insurance provider, with the aim of understanding employees' perception of the organisation and identifying possible opportunities for improvement.

During the 2025 financial year, the results obtained reflected a high level of employee satisfaction.

The organisation also promotes measures aimed at supporting work-life balance. These include:

- The possibility of remote working for roles that require it.
- Intensive working hours during the summer period.
- Intensive working hours every Friday throughout the year.

Employee participation is one of the fundamental pillars of Crearomatic's management approach, contributing to the continual improvement of processes and to the organisation's sustainable growth.

4.3. Occupational health and safety

Employee health and safety is a priority for the organisation.

Crearomatic carries out its activities under the supervision of the mutual insurance provider and specialised occupational risk prevention services, conducting periodic risk assessments and establishing the preventive measures required to ensure safe working conditions.

During the 2025 financial year, no occupational accidents were recorded, maintaining an accident rate of 0.

All employees have the Personal Protective Equipment (PPE) required to perform their duties safely. When they join the organisation, they are provided with a complete set of equipment adapted to the risks associated with their job position, and equipment is replaced whenever it shows wear, damage or any circumstance that may compromise its effectiveness.

4.4. Training and professional development

Continuous training is an essential tool to ensure employee competence and the continual improvement of the organisation.

During the 2025 financial year, training activities were carried out in relation to:

- Food handling
- ISO 22000
- FAMI-QS
- Transport of dangerous goods
- Master's Degree in Marketing



The organisation will continue to promote training activities that contribute to the professional growth of the workforce, strengthen a culture of quality, safety and social responsibility, and improve process performance.

Employee participation is also encouraged in the identification of training needs and in proposing initiatives that contribute to improving their skills and to the sustainable development of the organisation.

5. Environment

5.1. Environmental commitment

Crearomatic carries out its activity with a commitment to preventing pollution, minimising the environmental impacts associated with its processes and promoting the efficient use of natural resources.

The organisation periodically monitors its environmental indicators in order to assess its performance and establish continual improvement objectives.

5.2. Consumption and resources

Indicator	2023	2024	2025
Water	56 m ³	86 m ³	58 m ³
Electricity	6,385 kWh	10,782 kWh	11,213 kWh

5.3. Waste generated

Type of waste	2023 (kg)	2024 (kg)	2025 (kg)
Empty plastic containers	165	61	2,008
Empty metal containers	846.5	540	2,758
Contaminated paper and cardboard	46.5	30	3

5.4. Packaging placed on the market

Material	2023 (t)	2024 (t)	2025 (t)
High-density polyethylene (HDPE)	3.52	3.90	4.34
Polyethylene terephthalate (PET)	0.01	0.01	0.01
Ferrous material	3.57	7.46	10.30
Paper and cardboard	0.20	1.06	1.20
Wood	4.00	4.66	5.00

5.5. Analysis of environmental indicators

Crearomatic periodically monitors its environmental indicators in order to assess their evolution and establish improvement actions.

In 2025, a reduction in water consumption was observed compared with 2024, decreasing from 86 m³ to 58 m³ and reaching values similar to those recorded in 2023.

In contrast, electricity consumption continued to show an upward trend, reaching 11,213 kWh in 2025, mainly due to the increase in the organisation's activity.

Regarding the waste generated and packaging placed on the market, the data reflect an evolution consistent with the growth of the company's activity during recent financial years.



Overall, the results obtained show appropriate environmental management and make it possible to identify improvement opportunities to continue optimising the use of resources.

5.6. Environmental objectives for 2026

In order to improve the organisation's environmental performance, the following objectives have been established for the 2026 financial year:

- Reduce electricity consumption by 3% compared with the 2025 financial year.
- Maintain monitoring and control of water consumption.
- Continue to promote the correct segregation and management of the waste generated.

5.7. Environmental aspects and impacts

Crearomatic keeps the environmental aspects arising from its activities identified in order to assess possible impacts on the environment and establish the control measures required to prevent or minimise them.

The environmental aspects considered most relevant are related to the consumption of natural resources, the generation of waste, emissions associated with the facilities and possible environmental emergency situations.

Environmental aspect	Associated impact
Water consumption	Depletion of natural resources
Electricity consumption	Depletion of natural resources
Raw material consumption	Use of natural resources
Waste generation	Environmental pollution
Noise emissions	Impact on the surrounding area
Sanitary wastewater discharges	Possible environmental pollution
Hazardous waste	Possible environmental pollution
Emergency situations (fires, spills, flooding or leaks)	Accidental environmental impact

5.8. Waste management

The organisation carries out appropriate segregation and management of the waste generated during its activities, working with authorised waste managers and promoting the reuse of materials whenever technically and legally possible.

During 2025, the following waste streams were managed:

- Plastic containers
- Metal containers
- Paper and cardboard
- Wood
- Contaminated packaging
- Absorbents and other hazardous waste

The organisation promotes good environmental practices among its employees, encouraging responsible energy use and switching off equipment when it is not in use.

The refrigerant gas used in the facilities is R410A. Although this refrigerant does not affect the ozone layer, the necessary maintenance operations are carried out to minimise potential leaks and reduce its environmental impact.

The company does not carry out its own goods transport and therefore does not directly consume fuels associated with this activity. Nevertheless, it encourages measures to reduce indirect emissions by promoting vehicle sharing among employees and optimising subcontracted logistics services.



6. Fair Operating Practices

6.1. Business ethics and integrity

Crearomatic conducts its activity according to principles of ethics, transparency and integrity in all its commercial and professional relationships.

The organisation promotes a culture based on respect, honesty and compliance with current legislation, encouraging responsible behaviour both within the company and in relationships with customers, suppliers and other stakeholders.

All people who form part of the organisation must act in accordance with the principles set out in the company's Code of Ethics, contributing to the maintenance of a professional and transparent working environment.

6.2. Free competition and commercial relationships

Crearomatic maintains commercial relationships based on trust, equal treatment and respect for the rules of free competition.

The organisation rejects any practice that could restrict competition or create unjustified advantage, ensuring that all commercial decisions are made objectively and according to technical, economic and quality criteria.

6.3. Prevention of corruption and conflicts of interest

The organisation maintains a zero-tolerance policy towards any form of corruption, bribery or conduct that could compromise impartiality in decision-making.

The prevention of potential conflicts of interest is also promoted through transparent actions aligned with corporate values.

6.4. Results

During the 2025 financial year, no incidents related to anti-competitive practices, corruption, conflicts of interest or relevant ethical breaches were identified.

7. Consumer Issues

7.1. Commitment to quality and food safety

Crearomatic maintains procedures for supplier assessment and approval, document control, review of technical specifications and verification of compliance with applicable legal and regulatory requirements.

The organisation works in accordance with the principles established in the ISO 22000, FAMI-QS and ISO 22716 management systems, ensuring the traceability, quality and safety of products intended for the food, animal nutrition and cosmetics sectors.

7.2. Customer satisfaction

Customer satisfaction is one of the organisation's main performance indicators.

In order to understand customers' perception of the products and services provided, periodic surveys are carried out to identify improvement opportunities and reinforce those aspects that are most highly valued.

Customer satisfaction level through our survey:



Question	Average score
1. Are you satisfied with the attention received?	3.77
2. Have your questions been resolved?	3.70
3. Variety of different essences	3.17
4. Start and delivery of the product on the planned date	3.32
5. Value for money	3.70
6. Problem resolution	3.68
7. Order fulfilment	3.79
8. Suitable packaging	3.49
9. Technical documentation	3.66
10. Overall assessment	3.60

During the 2025 financial year, a customer satisfaction survey was carried out among the organisation's customers, obtaining responses from 47 customers out of a total of 60 surveyed.

The results reflect a high level of overall satisfaction, reaching an average score of 3.60 out of 4.

The highest-rated aspects were order fulfilment (3.79 out of 4), attention received (3.77 out of 4), and resolution of questions and incidents (3.70 out of 4), demonstrating the organisation's commitment to the quality of the service provided.

The lowest scores were obtained in the areas related to product diversity (3.17 out of 4) and delivery times (3.32 out of 4). Nevertheless, all scores obtained were above 3 points out of 4, reflecting a positive perception among customers.

Compared with the previous financial year, in which an average score of 3.68 out of 4 was obtained, a slight decrease in the overall result can be observed. However, the rating remains highly satisfactory and confirms customers' confidence in the products and services offered by the organisation.

The comments received were mainly related to certain technical documentation needs and occasional transport incidents, all of which were satisfactorily managed.

7.3. Management of complaints and incidents

Complaints and incidents received are managed in accordance with the procedures established by the organisation.

Each incident is analysed in order to determine its causes and establish the corrective actions required to prevent recurrence.

Complaints received during the 2025 financial year were satisfactorily managed and contributed to the continual improvement of internal processes.

Customer opinions and suggestions are considered a fundamental tool for continual improvement. The information obtained through surveys, complaints and direct communications enables the organisation to adapt its processes and services to customers' needs and expectations.

8. Community Involvement and Development

8.1. Commitment to the community

Crearomatic maintains an active commitment to the social, economic and environmental development of its surroundings.



The organisation considers that its activity should create value not only for its customers and employees, but also for the community in which it operates.

8.2. Collaboration with social organisations

During the 2025 financial year, the organisation collaborated with different entities and social organisations through financial contributions and solidarity actions aimed at supporting vulnerable groups and projects of social interest.

The collaborating organisations are as follows:

- University-Business Foundation
- José Alcolea School
- Sponsorship of the APCOM 10k race

8.3. Contribution to sustainable development

Crearomatic maintains an active commitment to the social development of its surroundings by collaborating with social entities and non-profit organisations, contributing to the wellbeing of vulnerable groups and promoting a business culture based on solidarity and social responsibility.

9. Management conclusion

During the 2025 financial year, Crearomatic continued to conduct its activity according to the principles of quality, safety, sustainability and social responsibility that form part of the organisation's culture.

The results obtained reflect the company's commitment to customer satisfaction, employee wellbeing, environmental protection and compliance with applicable legal and regulatory requirements.

Management positively values the progress achieved during the financial year and maintains its commitment to the continual improvement of all the organisation's processes. The achievement of the established objectives and the implementation of new initiatives will enable the company to continue progressing towards an increasingly responsible, efficient and sustainable management model.