

2025 Sustainability and Ethical Policy Report



Ethical Sourcing

2

Trips to audit
trusted producer
partners



As part of our ethical sourcing mission, Maille travelled to India and Bulgaria to visit key production areas for the first time. The trips focused on reviewing current product sourcing, identifying new opportunities, and auditing our trusted producer partners to verify compliance with our environmental, health and safety, and human rights standards.



Quality

During this time, Harry became the UK Quality Manager and helped Khush Ingredients UK achieve a perfect ISO 9001 audit. This has become the driver to achieve the same quality standard in the Netherlands by the end of 2026.

We do not form relationships with suppliers engaged in animal testing. None of our producer partners have been involved in animal testing since REACH came into force on 1st June 2007 and Khush Ingredients began in 2008. Hector uses alternative testing methods to ensure our substances are safe.



Non Animal
Testing

0

Animals tested



Responsible Production

UEBT Bulgarian
Lavender



To support the preservation of biodiversity and workers' rights, this year we have built new relationships with producer partners that share our values and have switched to sourcing UEBT-certified Bulgarian Lavender and French Lavandin oils. Additionally, throughout 2025, Ruby has been working closely with a key producer partner to support their journey towards UEBT verification for Sandalwood, and hopefully Oud in the coming year(s).



Minimising Waste

0

New pallets
bought



We are committed to minimising waste within our warehouse operations by reusing and recycling wherever possible. All incoming packaging materials are recycled or reused to extend their lifecycle. Sam reuses all pallets received from deliveries and collects surplus pallets from other companies located on the same industrial estate. As a result of these initiatives, we have successfully reduced the number of waste skips used over the past year to zero, significantly decreasing landfill waste.

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Transparency

1,199

Instagram views in 2025
#SeeWhatWeSee



As part of our commitment to transparency, Abby launched the #SeeWhatWeSee series on Instagram to share insights from our producer partner visits. The series shows our customers what we see - how our oils are made from field to product and the expertise behind the production, as usually our customers cannot go themselves. So far, we have shared content from our trips to India, Bulgaria and Indonesia.



Reducing Emissions

Ruby is continuing to make decisions that support decarbonisation. After obtaining EcoVadis certification, she is changing the way that we calculate our emissions. Moving forward, we are aiming to work with our producer partners to calculate full scope emissions, from field to bottle, allowing us greater insight into how we can reduce emissions throughout the value chain.

0.19 CO2/kg

from 0.10/kg in 2024

Despite our efforts, due to long shipping times (because of Suez issues) our CO2 consumption per kg of imports has nearly doubled. This is due to a significant increase in airfreight as customers destock. Positively, it is still lower than 2023 levels.



Water Management



Many of our suppliers primarily use natural local water sources in their production. During Pramod's trip to Bulgaria, he inspected our producer's extensive and advanced irrigation infrastructure, which efficiently channels an abundant supply of mountain water from the Balkans to rose and lavender fields. Additionally, during a visit to the mint production regions in Uttar Pradesh, India, Pramod observed that water from the Ganges, as well as rainwater, served as the primary source of water for both field irrigation and distillation.



Safety

To uphold the safety of our staff and suppliers, Ruby has updated our Health & Safety Policy bringing it in line with EcoVadis standard. We continue to prioritise employee wellbeing and ensure that our supply chain is free from exploitation.



Goals & Targets for 2026

- Increase local stocking through consignment agreements to allow imports by sea.
- Reduce CO2/kg to 0.16.
- Greater focus on finding organic essential oil sources, which will reduce agrochemical use and increase biodiversity. Our target is to add 5 new sources.
- Achieve ISO 9001 in Khush Netherlands.
- Total Instagram #SeeWhatWeSee series views to reach over 4,200.

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