

ORACHE DESINFECTION

Professional cleaning and disinfection solutions

CODE OF ETHICS AND CONDUCT

Our values in action

Version 1.0
May 2026
Public document

1. Letter from Management

Dear collaborators, clients and suppliers:

At ORACHE DESINFECTION we believe that ethics is not an option, but the foundation on which we build every relationship, every service and every decision. We work daily in environments where public health, food safety and environmental protection depend directly on the quality and integrity of our work.

This Code of Ethics sets out the principles and commitments that guide our manufacturing activity in the fields of surface cleaning and disinfection, Legionella control, food industry applications, virucidal applications and all other registered products we offer. It applies to all members of our organisation and serves as a reference for our relationships with third parties.

We invite you to read it, apply it and make it your own.

Management

ORACHE DESINFECTION

2. Who We Are

ORACHE DESINFECTION is a manufacturing company specialised in high-efficacy disinfection solutions. Our main product comes in tablet form to be dissolved in water, yielding a solution with antibacterial activity equivalent to traditional liquid bleach, particularly suited for surface disinfection. Our range also extends to other specific applications according to registration.

Our product catalogue includes:

- Refill cleaning products, made with naturally sourced ingredients.
- Generic disinfectant products for general and professional surface disinfection, with HA food industry registration for the HORECA channel and virucidal activity.
- Legionella-registered products: for the control and prevention of Legionella in water installations (cooling towers, DHW circuits, etc.).
- Veterinary sector products: farm disinfection, drinking water treatment for human consumption, udder disinfection, etc.
- Products for other applications such as: washing water for fruit and vegetables.
- Detergent products such as: urinal cleaners, laundry detergents and dishwasher products.

We operate with technical rigour, legal compliance and social responsibility, placing the health of people and the preservation of the environment at the heart of our activity.

3. Our Values

The following values define the identity of ORACHE DESINFECTION and are the axis on which this Code pivots:

Integrity	We act with honesty and transparency in all our relationships, taking responsibility for our actions and decisions.
Technical excellence	We apply the highest rigour in every intervention, using approved products and scientifically validated procedures.
Responsibility	We are aware of the impact of our work on public health and the environment, and act diligently to minimise risks.
Respect	We value people: employees, clients, suppliers and communities. We promote equality, diversity and inclusion.
Innovation	We continuously seek improvements in products, processes and training, adapting to sector demands and current regulations.
Sustainability	We integrate environmental criteria into our operations, minimising waste, emissions and the use of hazardous substances.

4. Commitments and Principles of Conduct

4.1 Legal and regulatory compliance

ORACHE DESINFECTIOIN commits to:

- Complying with all applicable legislation on occupational health and safety, industrial safety, the environment, and the manufacture and marketing of biocidal products.
- Keeping all records and authorisations required by the authorities up to date.
- Ensuring that all marketed or used products have a valid technical data sheet, safety data sheet and registration number.
- Cooperating with inspections by public bodies and providing the required information truthfully and completely.

4.2 Health and safety of people

The protection of health is our top priority. Therefore:

- We guarantee a safe and healthy working environment for all members of the organisation. To this end, we provide appropriate personal protective equipment (PPE) for each role, deliver specific and ongoing training in occupational risk prevention, and promote a preventive culture based on shared responsibility.
- We ensure that our facilities have the technical, material and organisational means necessary to carry out activities safely and efficiently.
- We have emergency, spill and accidental exposure response protocols in place.
- We look after the health of the communities in which we operate, implementing the necessary measures to minimise the risks of third-party exposure arising from our activities.

4.3 Environmental responsibility

Our work involves handling substances that may affect the environment. We commit to:

- Reducing resource consumption and waste generation, applying efficiency and circular economy criteria across all our processes.
- Preventing any form of pollution, avoiding actions that may affect the air, water, soil or ecosystems in which we operate.
- Promoting sustainable practices among our team, suppliers and collaborators, fostering a culture of shared environmental responsibility.

4.4 Client relations

With our clients we maintain a relationship based on trust and transparency:

- We provide truthful information about the products, procedures and expected results of our services.
- We issue clear, complete and understandable technical reports after each intervention.
- We do not engage in unfair commercial practices, misleading advertising or discounts conditional on waiving quality controls.
- We protect the confidentiality of information about our clients' facilities and activities.
- We provide accessible and agile channels for enquiries, complaints and incident resolution.

4.5 Supplier relations

We require our suppliers to meet the same ethical standards we apply to ourselves:

- We select suppliers who can demonstrate the legal registration of their biocidal products and proper supply chain management.
- We establish clear contractual relationships with fair payment terms and mutual respect.
- We reject any practice of corruption, bribery or conflicts of interest in purchasing processes.
- We encourage our suppliers to adopt environmental sustainability and social responsibility criteria.
- We preferentially collaborate with local suppliers, contributing to the economic development of our surroundings.

4.6 People and the human team

Our team is our main asset. We commit to:

- Guaranteeing a safe, healthy working environment free from discrimination, harassment or violence.
- Respecting labour rights: fair wages, legal working hours, rest and work-life balance.
- Promoting equal opportunities and non-discrimination on any grounds.
- Listening to and addressing the concerns of the team through internal communication channels.

5. Quality, Traceability and Transparency

The quality of our products is non-negotiable. We apply procedures to guarantee:

- Complete traceability from raw material intake to delivery to the client.
- Proven product efficacy through standardised testing with accredited laboratories, adapted to the legal requirements of each product.
- Retention of records and samples for the legally required periods and availability to clients and authorities.
- Periodic review of procedures to incorporate the latest scientific evidence and regulatory changes.
- Certifications and external audits as an independent verification mechanism.

6. Anti-Corruption and Conflicts of Interest

ORACHE DESINFECTIION has zero tolerance for any form of corruption. Consequently:

- We prohibit offering or accepting payments, gifts or undue advantages to any natural or legal person with the aim of influencing commercial or administrative decisions.
- Corporate gifts, when reasonable and customary in the sector, must be transparent and not exceed a symbolic value.
- Any real or potential conflict of interest must be declared and managed in accordance with internal procedures.
- We actively cooperate with authorities in any investigation into corrupt practices.

7. Personal Data Protection

We comply with Regulation (EU) 2016/679 (GDPR) and Spanish Organic Law 3/2018 (LOPDGDD). Our commitments:

- We collect only the personal data strictly necessary for the provision of the service.
- We clearly and accessibly inform clients, employees and suppliers about data processing.
- We do not transfer data to third parties without a legal basis.
- We implement technical and organisational security measures to protect information.
- We attend to rights of access, rectification, erasure, portability and objection within legal deadlines.

8. Communication and Whistleblowing Channel

To ensure compliance with this Code, ORACHE DESINFECTIION provides the following channels for employees, clients and suppliers:

- Email: quedesea@orache.es
- Direct contact email for employees (HR Manager – admin@orache.es).
- Any communication or report will be treated with the utmost confidentiality and without reprisals for anyone who submits it in good faith.
- Management will review and respond to all communications within a maximum of 15 working days.

9. Review, Validity and Dissemination

This Code of Ethics:

- Comes into force on the date of its publication and remains in force until its revision.
- Will be reviewed at least annually or whenever regulatory changes or changes in the company's activity require it.
- Is public in nature: it is available on our website, provided to all new employees and sent to suppliers and collaborators.
- Non-compliance may result in internal disciplinary measures or the termination of contractual relationships with third parties.

10. Declaration of Adherence

Knowledge of and compliance with this Code of Ethics is mandatory for all ORACHE DESINFECTIION staff, and enforceable upon its suppliers and collaborators through the corresponding contractual clauses.

We work every day to be a company worthy of trust. Thank you for sharing these values.
