

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

OZONE → COFFEE → SOURCING → REPORT

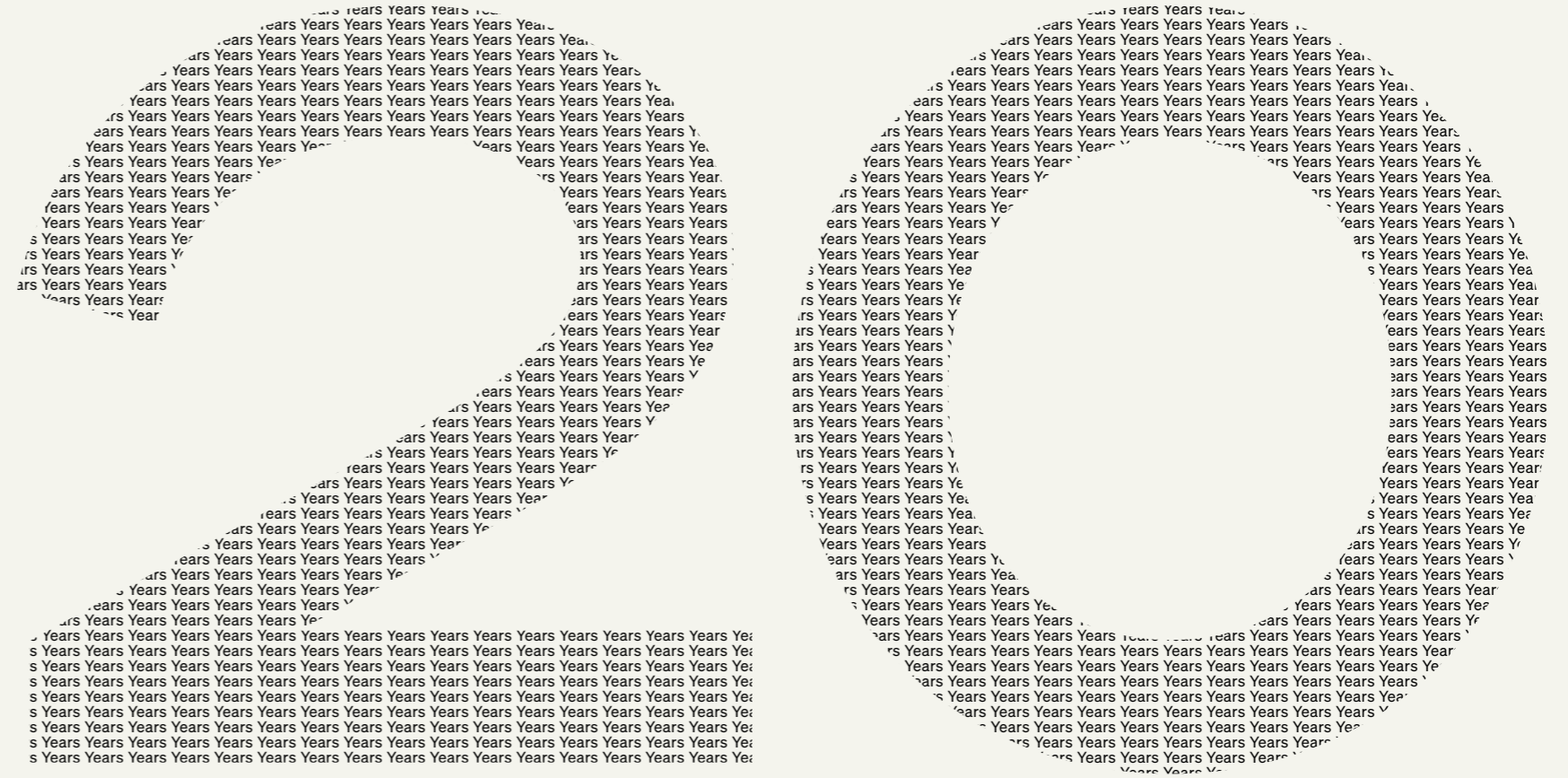
OZONE → COFFEE → SOURCING → REPORT



How we source

Long-term, sustainable relationships are at the heart of what we do, allowing us to positively impact our coffee, our producers, our team and our customers.

We place huge importance on regularly visiting our farmers, producers and exporters at origin. By fostering close collaborations, we aim to create strong and lasting relationships with each of them We trade using a relationship, sustainability and quality model - rather than rely on the certification and differential model. We recognise that each partnership is unique, we tailor our strategies to individual needs, steering clear of a one-size-fits-all mentality.



We've held relationships with some producers for over 20 years and we're still working with them today.



We don't believe one system can work for everyone, so we don't buy coffee purely because of a certificate or to tick a box. Instead we take a direct and transparent sourcing approach based on our values.

We work with producers who uphold the highest quality product, implement excellent sustainable practices, and demonstrate social responsibility towards their workers. When our producers see value in organic or biodynamic certification, we wholeheartedly support them, recognising the significance of these methodologies for both them and our environment.

We talk with our producers about their real individual costs of production. We are a company that helps businesses grow with us, we are committed to the sustainability of their livelihoods and our collective coffee. We commit to pay prices well above and beyond their local cost of production, irrespective of market conditions. We want to ensure that our relationships are built with sustainable-sourcing at the forefront - where we work with the same producers year on year; working with them to improve their product, to grow together and to develop a partnership over time.

We aren't after the best deal. We want to help build communities at origin, ensuring that workers receive fair wages, allowing for dignity and pride in their work. We seek visibility into the environmental impacts and changes occurring in each territory, collaborating with producers to mitigate risks and ensure that specialty coffee adds and increases value for all.

Producer audits and the 3 pillars:

Each time our Director of Coffee and Head Roasters travel to origin to visit our partner producers, they carry out Audits on the farms. The purpose of these Audits is the assessment of sustainable practices against three 'Pillars': Environmental, Economic and Social.

We collect information through interviews, observing facilities and processes, and by reviewing and sighting reference material provided.

Environmental Pillar

The Environmental Pillar reflects the need to protect the ecosystem at origin, and to ensure the long-term viability of land used for intensive farming purposes. It is essential that farmers receive ongoing training and education on topics such as deforestation, soil degradation, water pollution related to pesticide and fertilizer runoff, and the connection between increasingly volatile climatic conditions and the increase in disease and pest issues. The success or failure of a farm often comes down to good farm management and a sound understanding of agronomy and a wholistic approach to the environment.

Social Pillar

The Social Pillar reflects the provisions required for basic human need: Food, water, shelter, education and healthcare. If unmet, producing nations will likely see a generational flight of human capital to cities or occupations that offer a higher living standard, and the potential for a more consistent wage. This Pillar also takes into account gender equality, child labour and overall working conditions at origin. If these basic human needs are not met, the supply chain may not be sustainable.

Economic Pillar

The Economic Pillar acknowledges that, relative to the rest of the supply chain, farmers may lack the bargaining power to ensure a living wage for their workers (as well as the technical skills necessary to deploy the risk management strategies necessary to protect that wage). Without knowledge of and/ or access to bank credit and hedging derivatives, these individuals are often exposed to falling commodity prices and rising input prices - either of which could negatively impact an undiversified income base. Falling income may prompt substitution to more profitable crops or inhibit planting altogether. The socio-political landscape of the country and the dynamics of the territory we are working with is accounted for inside this Pillar.

Impact Reports:

The Audits carried out on the farms are then compiled into Impact Reports for each producer we work with. The Impact Reports ensure that we not only record, but also measure the progress and success of our longer-term producer relationships year after year.

Our ongoing Audits and Impact Reports provide transparency between us and our customers. By going the extra mile to record and document the practices of our partner producers we can confidently stand by our commitment to Sustainable Sourcing. Our stories and partnerships with producers are extremely important, and ensure that our customers know exactly where their flavour in the cup is coming from.



Producer Relationships



Hermanos Aguilera
Finca De Licho
Costa Rica
Partner since 2007

Pedro, Daniela
& Pedro Pablo Rodriguez
Fincas Los Rodriguez
Bolivia
Partner since 2006

Gabriel de Carvalho Dias
Fazenda Cachoeira da Grama
Brazil
Partner since 2003

Stephen Hurst
Fazenda Inglaterra
Brazil
Partner since 2003

Carmen Esteves de Silva
& Rafael Silva Hoff
La Fany, Siberia
El Salvador
Partner since 2003

Francisco Mena
Sumava
Costa Rica
Partner since 2015

Allan Oviedo Rodriquez
Carmela
Costa Rica
Partner since 2013

Fuadi Pituswan
BeanSpire
Thialand
Partner since 2016

Arrieta Barboza Family
El Oasis, El Manatial, La Isla, Don Pedro
Costa Rica
Partner since 2013

Alejandro & Mauricio Martinez
Finca Argentina
El Salvador
Partner since 2010

Dr Brian Gakunga
Kiriga Estate
Kenya
Partner since 2011

Mierisch Family
Finca Las Delicias, El limoncillo,
Escondida, San Jose
Nicaragua
Partner since 2007

Gloria Rodriguez & Luis Rodriguez
Nejapa, San Jose
El Salvador
Partner since 2009

Guadalupe Alberto Reyes Aguilar
Finca El Limon
Guatemala
Partner since 2013

Francisco Otávio Lotufo
Fazenda Barreiro
Brazil
Partner Since 2022

Juliana & Flavio Paulino de Costa Mello
Fazenda Nova Aliança
Brazil
Partner Since 2015

Martin Chirino
Martin Chirino
Bolivia
Partner Since 2021

Gregorio Paye
Volcan Del Tigre
Bolivia
Partner Since 2018

Pedro Flores
Pedro Flores
Bolivia
Partner Since 2021

Calderón Martinez Family
Ortiz 1900
Costa Rica
Partner Since 2022

Francisco Flores
El Bosque
Guatemala
Partner Since 2007

Miguel Giron & family
La Alondra
Honduras
Partner Since 2022

Benjamin Paz
Orquidea
Honduras
Partner Since 2022

Einer Saldivar
El Cedro
Peru
Partner Since 2021

Lali Josely Guevarra
Lali Josely Guevarra
Peru
Partner Since 2022

Nima Juarez
El Roble
Peru
Partner Since 2021

Long term producer relationships and counting

In order for us to continue to be a market leader, we make it a priority to have representation at origin for approximately 16 weeks each year. This time at origin allows us to build meaningful and long-term relationships, and provides our team on the ground sufficient time to complete Impact Reports. These reports assure us that our partners and producers are being both socially and environmentally sustainable, and allows us the opportunity to identify areas where our input, investment or assistance could be beneficial.

As both a wholesaler and retailer of coffee, we must have complete transparency throughout our supply chain. In order to achieve this transparency, different territories do require the application of different relationship models. This can be due to the socio-political landscape, the feasibility and access to be able to support small holder farms, the need to work with cooperatives and/ or the possibility of working directly with a producer. It is never a one size fits all approach, and the following case studies evidence our differing relationships models at origin:

- Direct relationship with the producer.
- Direct relationship with an exporter.
- Representation at origin by a third-party who has the ability to connect us with smaller producers, and who align with our sustainability credentials.

Regardless of the relationship model applied – whether it be direct, through an exporter or through a third party – it is extremely importance to us to always visit the farms where our coffee is grown.

Mokanisa Bulega →

El Yalcon - Caravela →

San Patricio →

Fincas Miereish →

Santa Izabel & Monte Verde →

Case Studies → Mokbanisa Bulega

Mokbanisa Bulega is a privately-owned washing station that is owned by Israel Degfa, a second-generation coffee farmer from Ethiopia who owns 46 washing stations/wet mills and three dry mills across different areas of Southern Ethiopia. Formed in 2013 and in the region of Bulega, this washing station is considered very new. The local producers who deliver to this washing station are located at a very high altitude of between 1,900 and 2,350 metres above sea level and is surrounded by small coffee growers who work around the protected forest area.

Israel is the owner and built the washing station on site at Mokbanisa Bulega in 2014 to prevent the local farmers from having to transport their coffee to the nearest station - over 100kms away. Now, two thousand farmers in the area deliver the cherry direct to Israel's washing station. The washing station works only five months a year, and processes both natural and washed coffee.

Coffee growing is popular in the Bulega area, and Israel also sources his coffee from the surrounding region. The area is populated by smallholder farmers who speak Oromife and are of Oromo ethnicity. Israel believes that educating the farmers in husbandry and providing them with financial assistance is the only way to sustain coffee growing long-term in Ethiopia.

Ethiopia can be a difficult place to purchase coffee direct from the producer due to the business complexity and the bureaucracy around coffee exporting. Most coffee in Ethiopia comes from cooperatives and not from private farms and washing stations – so finding and building long-term, direct and strong relationships can be very challenging. We consider ourselves very fortunate to have formed a sustainable and mutually beneficial relationship with Israel and the Mokbanisa Bulega farm.

Relationship model: Direct

Sourcing chains:

Producer: Mokbanisa Bulega

Shipping: Ozone

Roasting: Ozone

Relationship started: 2019



Case Studies → El Yalcon - Caravela

To source our coffee in Colombia we enlist the support of Caravela, a B-Corporation certified company and exporter founded to facilitate sustainable relationships between quality focused small holder farmers, and speciality coffee roasters like us.

Caravela create solid business relationships and provide access to ergonomic education so that both we and the farmers can rely on the security of long-term relationships. For example, they provide:

- The PECA education programme for farmers: Aimed at engaging and educating the next generation of coffee farmers to maintain profitable farm operations and focus on quality and sustainability.
- 'Virtual Classrooms': Aimed at educating both producers and their children on subjects such as agronomy, the harvest, post-harvest processing and sustainability.
- An Innovation and Experimentation Centre: Focused on applying best practices, experimenting with new processing methods and developing tools to make coffee production more sustainable.
- Farm Field Schools: On-the-ground educators whose main role is to continuously educate producers and their families on best practices, thereby increasing productivity and improving quality so farmers can become more profitable.
- Ongoing investment into cupping labs, dry mills, drying infrastructure and in both training and education for farmers and cuppers.

Caravela provide huge value and inspiration to us in terms of their sustainable practices and producer-focused initiatives. They enhance the work of, lift, educate, support and champion small holder

coffee producers in Colombia, in turn encouraging even better coffee. Through our relationship with Caravela, we work with and support over 35 different Colombian small holder producers - only made achievable and feasible through the support, representation and assistance of the Caravela team.

El Yalcon is a Colombian speciality coffee produced by small scale growers in the municipality of La Plata. The name El Yalcon comes from the indigenous people that used to where La Plata is today. This special coffee is the result of many years collaboration between Caravela and the cooperatives Global Cafes and Occicafe.

There are 36 small and medium sized coffee producers from La Plata and El Pital who make up this coffee, and these farms range from 1 to 5 hectares and are mostly located at higher altitudes (above 1500 masl). Mostly cultivated with traditional varieties such as Caturra and Typica, in order to guarantee a consistent quality and cup profile the Caravela team physically analyse and cup every single lot delivered – no matter its size. Only the best lots that fit the El Yalcon profile are selected. This year, from this producer group we purchased four container lots in total – two for the UK and two for NZ.

We are committed to this group of local producers and through our relationship with Caravela, have recently signed purchasing contracts with these farmers, strengthening our relationships with them and providing them with long-term security.

Relationship model: Third Party

Sourcing chains:

Producer: Caravela
Shipping: Ozone
Roasting: Ozone

Relationship started: 2016



Case Studies → San Patricio

Guadalupe Alberto (Beto) Reyes Aguilar and his family have a clear love and understanding for coffee, and a strong respect for the natural environment at the estate that they own and operate. Located around an hours' drive to the east of Guatemala City in the small town of Palencia, their estate sits at an altitude of between 1600 and 1800 metres above sea level. At 60 hectares, El Limon is the largest plot of the San Patricio farm which also comprises El Morito (9.5 hectares) and Bella Vista (24 hectares).

The family endeavor to manage San Patricio's farms as 'organically' as they can, and although they are not certified organic - they follow organic principles. The farm mostly produces Bourbon and Caturra, with the Pacamara being the result of experimental crop cultivation. Overall, the family are motivated by and focused on ensuring that their farms take extraordinary care at every step – from picking and processing to shipping and agronomy, and they are always experimenting with new varieties.

San Patricio is very much a family affair. Beto's wife, his sons and his brother work on the farm, and everyone plays a part in the running of the farms on a daily basis. The more established Finca El Limon is definitely the 'jewel in the crown'. Purchased by the family 22 years ago, the family terraced and planted new coffee nine years ago and have successfully renovated the older areas of the farm. El Limon has established shade cover trees, sits at a high altitude and has an excellent aspect to the sun - resulting in the long maturation of coffee, high levels of sugar and consistent levels of coffee production.

Social sustainability is very important to the Reyes family. At the heart, they want to create a family and community environment in all areas of the farm, and work hard to build loyalty and a 'team spirit'. Staff retention is strong with numerous pickers having worked with the family for the full nine years that their farms have been producing coffee. Their people are treated as equals, collaborators, and with a great deal of respect. The Reyes family are progressively investing in San Patricio. A new wet mill enabling lot separation has recently been built, and an irrigation system was under construction during our last visit in March 2019, aimed to help ensure the cleanliness and proper maturation of their specialty coffees.

We like to consider the San Patricio team as Ozone Fam, We have been to visit every year since 2013 and last year Beto and Betio visited Ozone for our 20th birthday party in London.

Relationship model: Direct

Sourcing chains:

Producer: San Patricio Estate
Shipping: Ozone
Roasting: Ozone

Relationship started: 2013



Case Studies → Fincas Mierisch

The Mierisch family, headed up by Doctor Erwin Mierisch and his children Erwin, Eleane and Steve own eleven farms across Nicaragua and Honduras. The Mierisch family are dedicated to producing exceptional coffee and are champions of keeping community and sustainability at the heart of every aspect of their operation.

In the 1980s, the Sandinista Government confiscated the family coffee farms, forcing the entire family into exile in the United States of America. While in America, Doctor Erwin continued to practice Obstetrics, and his daughter Eleane trained as a nurse practitioner specialising in women's healthcare. The family farms were returned to them in 1991/1992 by the Nicaraguan Government, and most of the family returned to oversee their recuperation from abandonment.

The illness of her mother Maria Ligia McEwan brought Eleane back from the US, and from the moment she began tasting the flavours found in a cup of coffee, she was inspired. Eleane wanted to know more about the farms' agricultural management, so she learnt each step of the value/production chain. She learnt directly from her father and was taught everything from picking cherries to the exportation of raw green coffee. Eleane now shares her knowledge, passion and experience with speciality coffee professionals globally by consulting and being involved in the Cup of Excellence. She is a true inspiration, and is a woman demonstrating true leadership in what is a very male dominated industry.

The largest of the Mierisch family farms is Finca El Limoncillo in Matagalpa, Nicaragua. At 171 hectares, this farm has nine waterfalls, and is home to 60 families full-time. The employees at the Mierisch family farms are some of the happiest and

well looked after workers we have come across in our coffee travels. The Mierisch family fiercely protect the wellbeing of all of their staff, and in return, they are rewarded with a huge amount of respect.

Staff get paid up to 30% above minimum wage, have free housing, receive free electricity from the hydroelectric generator linked to one of the farm waterfalls and during picking, all workers receive free meals. There are free daycare facilities for families, healthcare facilities, a visiting nurse and a full-time teacher on site too. The family also ensure that ongoing training and education is provided to their employees and have created a culture based around equality, open communication and team work - their motto is: "Everyone has a voice".

We consider ourselves very lucky to have a long-term and strong direct relationship with the Mierisch family. We have known the family since 2005 and bought coffee since 2007. Our 2019 Special Reserve was sourced from Fincas El Limoncillo and we are proud to be linked to a family so dedicated to sustainable practices and who understand the importance of both people and planet.

Relationship model: Direct

Sourcing chains:

Producer: The Mierisch family
Shipping: Ozone
Roasting: Ozone

Relationship started: 2007



Case Studies → Santa Izabel & Monte Verde

We're huge fans of the progress and vision of FAL Café, and have a long-standing and successful direct relationship with them which dates back to 2013. Not only are they regular placeholders in the Cup of Excellence, but their two farms Santa Izabel and Monte Verde in the Minas Gerais region of Brazil are going from strength to strength and are renowned for producing some of the best quality coffee in Brazil.

In March of this year, our Director of Coffee and Head Roasters visited Fal Café and met with their CEO Humberto Florezi Filho. We were once again impressed with their focus on long-term sustainability - both socially and environmentally. Fal Cafe have invested heavily in infrastructure and education with an aim to help protect the longevity of specialty coffee production in Brazil, and to encourage their local producers to strive for betterment on the land.

Monte Verde is an award winning, Rainforest Alliance Coffee Farm with an elevation range of 1000 - 1260 metres above sea level. It is located in a geographically advantageous coffee-growing region and produces six different varieties on 1,415 acres, alongside 418 acres of natural reserve lands. The farm was selected as a Brazil Cup of Excellence finalist in 2011, 2012 and 2013 and won first place in the 2012 EMATER, Minas Gerais State Quality Contest Natural and Pulp Natural categories.

Santa Izabel has 766 acres of the farm dedicated to coffee production and has over 175 acres of natural reserve area. It is one of the first farms in Brazil to employ coffee tree terracing, and it is here that Fal Cafe has invested heavily in milling infrastructure, the development of variety gardens, a new drying patio, new office spaces and a newly established 'Neighbours and Friends' education programme aimed at supporting, upskilling and sharing resources with local producers. Santa Izabel is also the permanent home to seven families, and 35 other employees.

Staff retention is very high at both Monte Verde and Santa Izabel with some employees having worked on the farm for over 5 years, and others their entire lives. When we asked Humberto what he would like to see in the future for Fal Cafe, he told us that he would: 'Like to invest even more in the next generation; to encourage the application of new thinking, new methodologies and to improve the performance of the farms as a whole - therefore improving the quality of life for those who provide us with such beautiful coffee'.

Relationship model: Third Party

Sourcing chains:

Producer: FAL CAFE
Shipping: Ozone
Roasting: Ozone

Relationship started: 2013



OZONE

NEW PLYMOUTH

AUCKLAND

LONDON

STAFFORD