



# COFFEE SUPREME SUSTAINABILITY REPORT



Our future is intrinsically linked to a natural agricultural product. Its sustainability is crucial to all of us.



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# EXECUTIVE SUMMARY



## This is a journey about being better, not perfect. We're taking steps in the right direction.

### EXECUTIVE SUMMARY

Along with the domestic challenges we face, we work with coffee-producing families who live in very different worlds, who are at different stages along this journey, who face their own very real set of challenges, and whose customs and way of life we don't always understand. But, as we are learning to come to terms with, this journey is about becoming better, not perfect.

This report is Supreme's first step on the journey of engaging with the complex issues of Sustainability, where we move from having green intentions to actually measuring what we do, and committing to targets for improvement.

Getting started on addressing sustainability presented some confronting realisations about our carbon footprint. It has entailed learning what we do not know, figuring out how to establish monitoring processes, and considering how we can put in place policies to improve our performance. It certainly has its flaws, but at least it is a start.

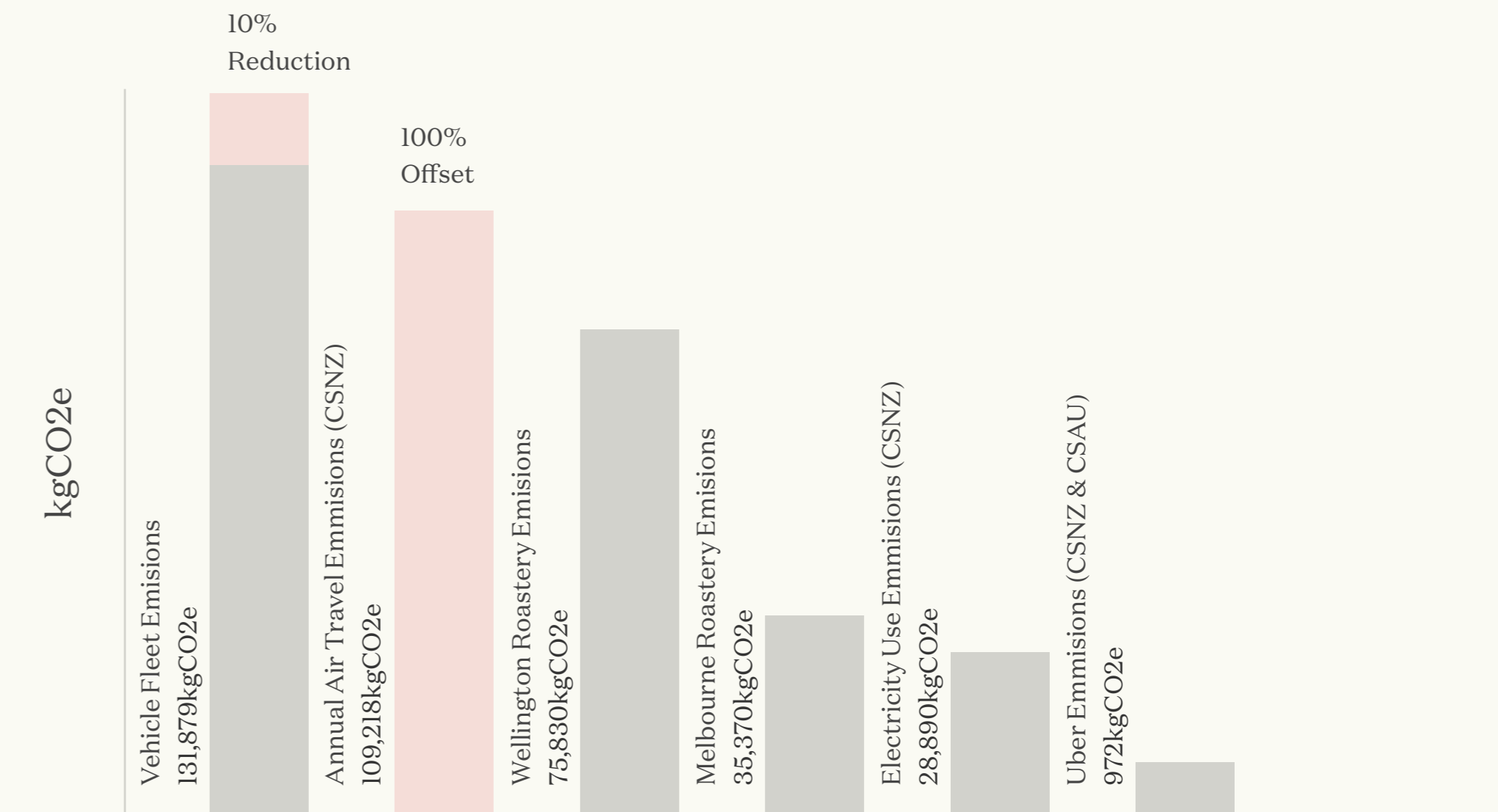
Our initial objectives for this report were:

- Find out what we do know, and what we don't, or currently cannot measure.
- Establish processes to fill the gaps in our knowledge and data.
- Set achievable goals where we can already accurately measure activity.
- Establish Policy that requires specific sustainability goals to be factored into our decision making.

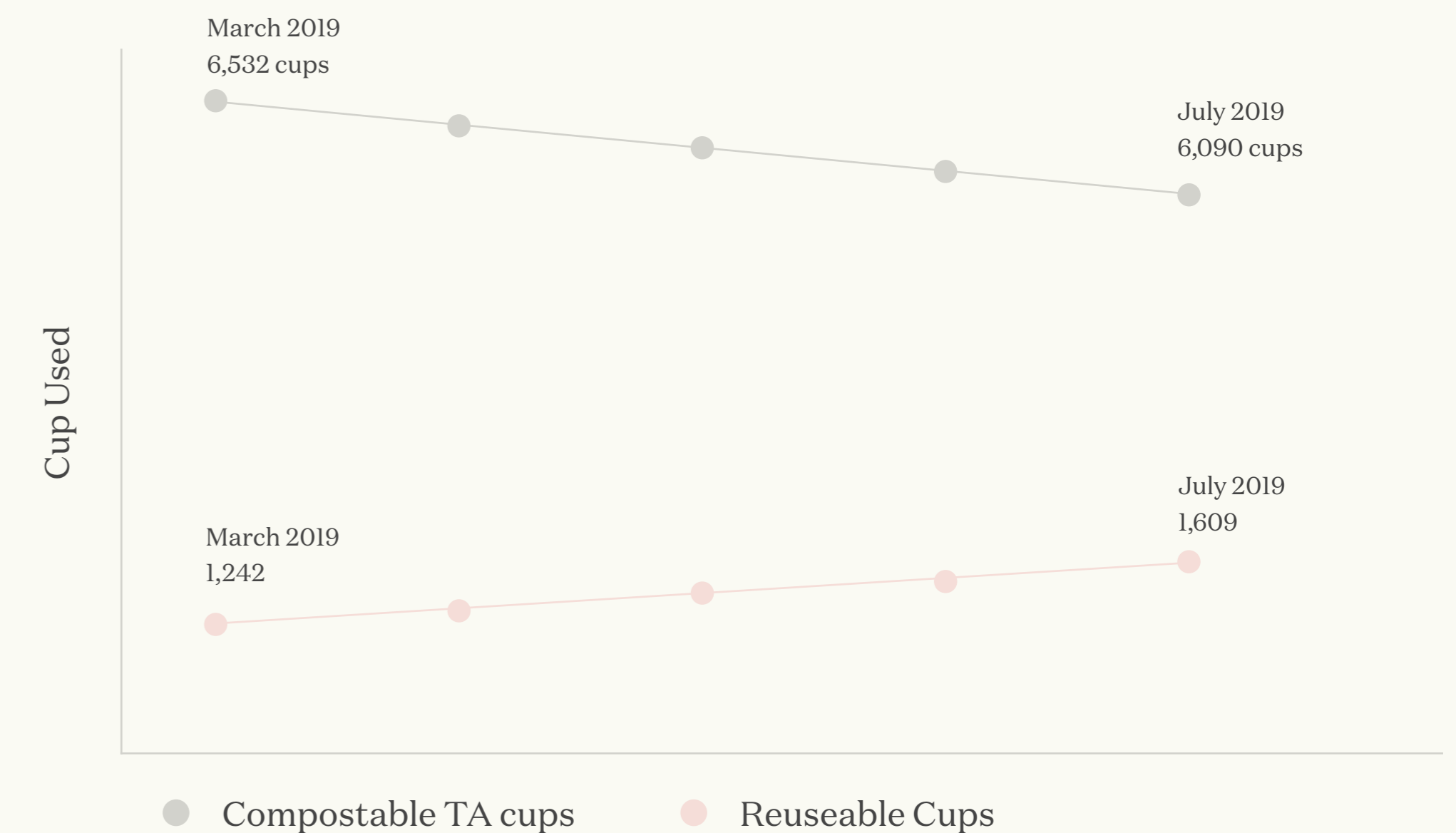
The work on this report was completed pre Covid-19 and its release has unfortunately been delayed by several months. It uses data from the 2018/19 financial year - which is now somewhat out of date. A report using data from 2019/20 will follow.

Chris Dillon  
Chair

### FY21 TARGET REDUCTIONS



Company CO2e Emissions Targets



Single Use vs Reuseable Takeaway Cups (CSNZ & CSAU)



EXECUTIVE SUMMARY

**COVID-19 Impact**

The decision to hold off on publishing our sustainability report was made at the eleventh hour when COVID-19 restrictions affected our business operations in Japan, then Australia followed closely by New Zealand. We paused to adapt both our sustainability strategy for FY21 and reduction targets/commitments to ensure the report continues to be relevant and meaningful in a post-COVID economy and environment.

**Stakeholder Engagement**

We created an open dialogue with all stakeholders, in part, due to the requirements of the GRI reporting framework - but mainly to ensure this report does not act as an untethered marketing document. Through qualitative and quantitative methodologies, we gathered feedback from internal and external stakeholders, highlighting what topics matter the most to them, to honor our purpose: Better™ Coffee for All.

**Environmental Issues**

This reporting process has highlighted the need to significantly improve our record-keeping and management of greenhouse gas emissions. We've committed to measuring our footprint within FY21 to best strategise and set meaningful and measurable reduction targets. Within this report, our GHG emissions data is expressed in kilograms of carbon dioxide equivalent (kgCO2e) to make our findings easy to understand and compare.

Company vehicle fleet emissions were pulled from our 'petrol bought' records for FY19 within New Zealand, and Australian data was based on a monthly report, extrapolated across 12 months to reach a per-annum figure. Combined, Coffee Supreme International vehicle emissions totaled 131,879kgCO2e. We're committed to reducing vehicle emissions by at least 10% (13,188CO2e) per annum, the equivalent of 4.7 average kiwi car emissions per year.

Coffee Supreme's largest contribution to natural gas emissions within the reporting period was the Wellington roastery, emitting 75,830kgCO2e. We have committed to undertaking an energy report, focused on roasting emissions to determine the best way forward. The implementation of specific energy tracking across the company will aid us in understanding where we can make the most effective changes.

Our New Zealand team's air travel resulted in 109,218kgCO2e entering the atmosphere during FY19. On top of reducing travel due to COVID-19

restrictions, we'll also be offsetting carbon emissions with every Air New Zealand flight booked from the release of this report. We're estimating that we'll offset 72,812kgCO2e from fuelling climate change within the following 12 month period.

Due to the complexity of our supply chain, and no official record-keeping on energy efficiency, we don't have complete data on the total amount of renewable energy or renewable fuel Coffee Supreme uses. Based on power bills, we do have total electricity usage for our Australian and New Zealand business operations. For instance, our Auckland offices used 38,057kWh annually, the equivalent to roughly 5.44 average kiwi homes. In an endeavor to better our energy efficiencies, we'll be reviewing all current energy suppliers in AU, NZ, and Japan. We'll choose the most efficient, ethical, and sustainable companies in each local market.

Waste is a complex issue and the management of it differs greatly from region to region. During the reporting period, Coffee Supreme disposed of 18.6 tonnes of organic waste, 18.8 tonnes of cardboard recycling, 10.4 tonnes of general recycling, and sent 27.4 tonnes of waste to landfill. Coffee Supreme's New Zealand and Australian Food and Beverage sites recorded (on average) a 5% increase in reusable cup use, from March to July 2019. This shows our guests increase their use of reusable cups between 1.3 and 2.6% every month. Furthermore, in July 2019, Coffee Supreme sites averted the use of 3,218 single-use cups. We suspect Covid-19 to have significantly impacted this downward trend but we've been unable to research this prior to publication.

Our use of reusable buckets in place of soft plastic packaging saved 580 coffee bags weekly (approximately 30,243 annually) during the reporting period. However, our Australian and New Zealand businesses used 438,819 bags between September 2018-August 2019. These figures will have grown across the business since FY19.

In response to this, Coffee Supreme signed up with TerraCycle in 2020 to have all our soft plastic coffee bags collected and turned into useful things, like gardening products and playgrounds. It's costly, but we're offering a solution to this piece of the huge problem we're part of.

**Social Impact**

We are proud of the team at Supreme. We have a group of amazing individuals who are diverse, caring, and passionate about coffee and what they do. 64.5% of our team identify as male, and 35.5% identify as female.

Our company age distribution showed 47.4% of the team were aged under 30 years with 51.3% between 30-50 years, with 1.3% over 50. This results in diverse skill sets, technological sensibilities, traditions, mentoring, and business continuity. Our NZ gender pay gap was 18.16% in favour of men, while our Australian business was the opposite showing 12.47% in favour of women.

Supreme's people are proud and active members of the various communities we are located in. Within the reporting period, we worked with Women's Refuge, the Christchurch Mosque Appeal, Cafesmart, Cycle for Heart Kids, and Creative Mornings (NZ/AU). And as a company, we have supported the Falla Family in South Guatemala following the devastating Fuego volcano eruption.

The health and well-being of our team are of paramount importance. We actively promote the use of the Employee Assistance Program for all team members, and refer back to our values and purpose to help staff connect their work to the bigger picture. Excluding our Food and Beverage sites, our employee retention rates are 76.6% in NZ, and 79.17% in AU.

Within this report, we detail our approach to responsible and ethical procurement. Our direct relationships with growers ensure we always pay higher than the market rate, and above the cost of production. This provides financial stability for the farmers, encouraging investment in their operations, and ensuring the ability to maintain a high-quality product and sustainable supply.

**Governance**

Coffee Supreme has been independently owned and operated since '93 - we're quietly proud that after 27 years, we can still say 'yeah, Chris & Maggie own it'. This report details our governance, covering topics including transparency, communication and education, financial viability, and business relationships.

**Sustainability as a Strategic Value**

Our stakeholders highlighted the strong desire for sustainability to not only be a core value of Supreme's business operations but for us to show leadership in this space. As the state of our planet becomes increasingly concerning and our level of understanding and awareness continually grows, we are driven to play our part as best we can, while also using our influence to encourage others to play their part, too.



# REPORT OVERVIEW



## “In the last few years, we have become acutely aware of our impact on not only our planet, but the neighbourhoods we occupy”

### WELCOME FROM AL

Coffee Supreme began a little over 28 years ago, when coffee was roasted dark, and consumed in even darker rooms; a handful of cool cafe patrons hunched over chipped Formica tables in city centres. One could count the New Zealand roasting community on two hands, and none of us had even begun to consider where our plastic rubbish and emissions were headed.

Now, two and a half decades later, we’ve been joined by hundreds of roasters across New Zealand and Australia, sending plumes of smoke and hot air into the skies daily. Our smoke and hot air rises above Wellington, Melbourne and Brisbane, where we roast for markets in seven cities including Tokyo.

In the last few years, we have become acutely aware of our impact on not only our planet, but the neighbourhoods we occupy – our paper cups, bags and vehicles visible on every corner.

Our coffee industry itself is challenged hugely, from our core products’ origin all the way to the dump tubes and curbside bins it ends up in; we fly aboard aeroplanes to faraway places like The Americas and North Africa, where we are driven around coffee farms in old Landcruisers to select our beans. We then sail our coffees back home across the seas in diesel-fuelled ships, where we roast it in gas burning equipment, put into plastic bags and drive it around the country in trucks and vans and hatchbacks.

Even the humble espresso machine that produces your morning flattie draws enough power to run a small town (well, figuratively speaking). So, our journey to a greener brown is fraught with challenges, before we even begin to tackle the concept of the-convenient-paper-cup.







## “As we are learning to come to terms with, this journey is about becoming better, not perfect.”

### WELCOME FROM AL

Along with the domestic challenges we face, we work with coffee-producing families who live in very different worlds, who are at different stages along this journey, who face their own very real set of challenges, and whose customs and way of life we don't always understand. But, as we are learning to come to terms with, this journey is about becoming better, not perfect.

In light of this, the purpose of this report you're reading on your screen — our first-ever sustainability report — is not to make bold triumphant claims about how well we're doing, but instead to disclose where we're currently at, where we want to get to in the near and short term, and what we are committing to do in order to achieve that.

This is a snapshot of where we are today and how Coffee Supreme is tracking in relation to the three key sustainability factors we can control: Environmental, Social and Economic. We publish this report to transparently state our commitments and aspirations, and as a way for all of our stakeholders to hold us accountable.

Thank you for taking the time to read this report. We acknowledge that there are many different parties reading this, and for a number of different reasons. You may be reading this as a customer or supplier or team member, and curious about how we conduct ourselves and our commitments. You may be reading this as a competitor or critic of ours — we get that. We trust that you gain some insights into Supreme and, if you have not undertaken this challenging process, that you are inspired to do the same.

Whatever the reason, we hope you find it a useful resource and can see our efforts to be better and more honest. I should add too, that this report is being released considerably later than we intended to. After some consideration, we decided that it would be better to publish late a complete report than it would be to begin the process again ultimately delay it even further. We trust you understand.





## Before we tell you about Supreme and what we've been doing, we want to tell you about this report and why we are doing it.

### ABOUT THIS REPORT

We've made the decision as a business to tackle the huge environmental and social issues the planet is facing and to do whatever we can to help solve them. The coffee industry contributes in particular ways to these issues, naturally, these will be our focus. Although we are mindful of our impacts and have undertaken various projects to improve our sustainability performance, we decided we wanted to do more. After some conversations internally, we reached out to Go Well Consulting and made the commitment to jump into the deep end and produce our first-ever Sustainability Report.

The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. The framework provides rules and processes that ensure transparent and accurate reporting.

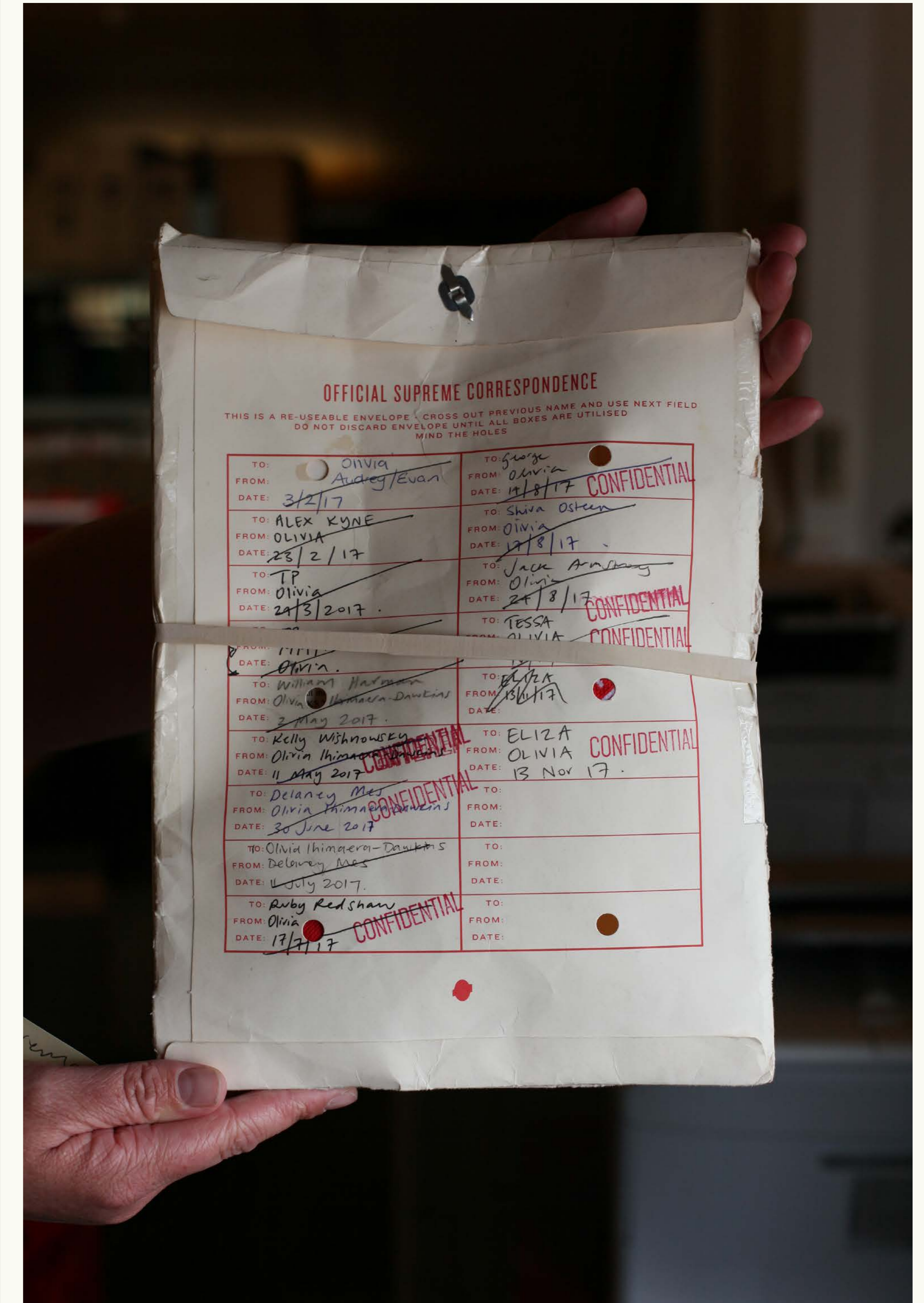
Unless otherwise stated, the data and information in this report is relevant to the period between 1 April 2018 and 31st March 2019. As this is our first sustainability report, we have not always been able to gather complete data sets for our material topics, where applicable this has been indicated. Where the data sets are incomplete we have taken steps to complete them for our

own information and for all future reporting. We are committed to producing a biannual report.

To produce the report in accordance with the GRI requirements we worked closely with our stakeholders and undertook a materiality assessment. For more information on this see page 56.

Currently, Coffee Supreme roasts in three cities – Wellington, Melbourne and Brisbane. These roasteries service seven cities across New Zealand, Australia and Japan. Food and Beverage is a core part of the business too, with cafes in Wellington (a cafe and a retail store), Christchurch, Melbourne, Brisbane and two in Tokyo. Coffee Supreme's entire business operation will be covered in this report, in some instances, the data was limited, and will be addressed in the next report.

This report represents a step in the right direction – we would love to hear your feedback, or answer any questions you have relating to this report. To do so contact us at [info@coffeesupreme.com](mailto:info@coffeesupreme.com)





## The Sustainable Development Goals are a collection of 17 global goals designed to be a “blueprint to achieve a better and more sustainable future for all”.

### SUSTAINABLE DEVELOPMENT GOALS

Writing this sustainability report has given Supreme the opportunity to see what other businesses and organisations are doing in this space, and what types of sustainability-related models exist. Not surprisingly, the United Nations (UN) are pretty big on solving the huge social, economic and environmental challenges the world is facing. As part of the UN’s efforts to show leadership on sustainability, they have developed the Sustainable Development Goals (SDG’s). There are 17 key areas (pictured right), these “provide a shared blueprint for peace and prosperity for people and the planet, now and into the future.”

Supreme have reviewed these SDG’s and have selected 11 of the goals we feel we can act on (see the table on page 49 for the topics we have aligned with and the material topics they are similar to). Throughout the report, the SDG icons are placed alongside the corresponding report topics.





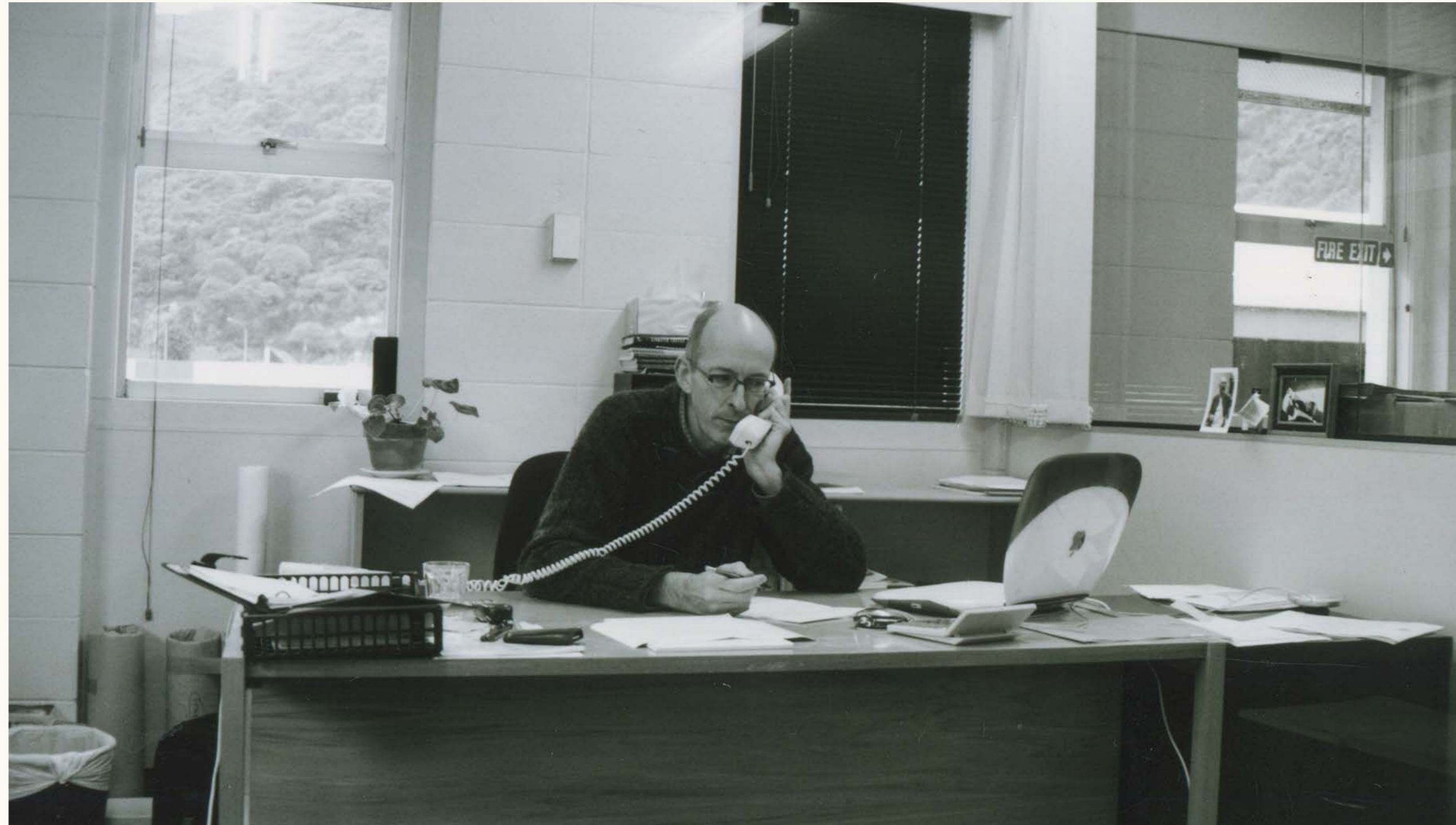
# ABOUT COFFEE SUPREME



After 28 years of every one of us working hard to deliver better coffee for all, Coffee Supreme has become a beloved brand in the coffee business, and the world over.



ABOUT  
COFFEE SUPREME



**Sunday in your PJ's, eating toast off the bread-board or mid-week down the road at your favourite local. It's the thought of getting you your first cup, and the one after that one, and the one after that one, too.**

Maggie Wells and Chris Dillon first switched on the Probat GN12 roaster in 1993. Since then, a lot has changed, but also a lot hasn't changed. We still fly to origin to meet the growers. Here, we spend time and cup (that's a fancy word for taste) the coffee. We then ship the green coffee back to this side of The Pacific, roast it, cup it again to ensure it's premium quality has maintained, bag it, tag it and ship it to you – be you an enthusiastic home-brewer or cafe owner. Simply put, we independently source all of the coffee we roast, for you and our wholesale partners.

What started as a small eager team in a capital city the size of a shopping mall in the USA, has grown to become a trusted, reliable coffee roaster who supplies delicious coffee to cafes, homes and offices across New Zealand, Australia and Japan. That's the only thing that's changed, really. We're also a creative bunch, so we like to design other everyday goods, like pencils and mugs and t-shirts.

As you will see on the following page, one of our key values, here at Coffee Supreme International Limited (Supreme), is Better Quality. It's at the heart of everything we do – the coffee we source, roast and serve, the people in our team, the people who we work with (suppliers and customers) and the supplementary products we supply, too.

A focus on quality has allowed us to have naturally occurring positive sustainability practices within the company. It's also allowed these practices to develop over time. As we have moved forward as a company, sustainability has evolved into a necessity. This report is the beginning of formalising our efforts and establishing baselines we can hold ourselves accountable to.



OUR PURPOSE

*Why we're here together, every day.*

# Better™ Coffee For All

Better™ Coffee For All is all-encompassing. It's not limited to the taste of the coffee, although we guarantee it's delicious. It's better for the environment, better for our suppliers, better for us, and of course, better for our customers.

THE PURPOSE OF  
COFFEE SUPREME

OUR PHILOSOPHY

*What underpins the way we do things around here.*

# Better™

Better is a constant, we're always improving – we're better than the time before. It doesn't have to be about upgrading, it's about refining our practices. We never settle for mediocre, we want to be the best.

OUR VALUES

*Our Supreme DNA makes us who we are.*

## Better Company

We want to be the best place to work for, a place to tell your friends about. We're inclusive, we listen and we're willing to change. We'll become a household name and we'll put in the hard yards to do so. We see problems as opportunities to create solutions.

## Better Quality

Quality means delicious. It means well-made and well-presented. Quality is a remarkable experience. It's about consistency in the way we treat all of our products and the people involved. It's how we execute our work. We do it well and get it right, down to the last hidden detail; seen or unseen. What we do and produce is memorable and lasting.

## Better Contribution

We collaborate and communicate with each other; talent and hard work ride shotgun. We're on this journey together, and we know where we're headed. We strive to be profitable, resourceful and consistent – our actions have consequences. We have the trust of our bosses, peers and customers. We set clear expectations, we meet them, and are held accountable.



BUSINESS OPERATIONS

● LOCATIONS/CAFES

**HOPPER ST**  
WELLINGTON, NZ  
Retail, Hospitality

**MIDLAND PARK**  
WELLINGTON, NZ  
Retail

**CUSTOMS**  
WELLINGTON, NZ  
Retail, Hospitality

**WELLES STREET**  
CHRISTCHURCH, NZ  
Retail, Hospitality

**ABBORTSFORD**  
MELBOURNE, AU  
Retail, Hospitality

**GIBBON STREET**  
BRISBANE, AU  
Retail, Hospitality

**SHIBUYA**  
TOYKO, JP  
Retail, Hospitality

● OFFICES

**AUCKLAND**  
Office, Tech, Field staff,  
CHAIRS™

**CHRISTCHURCH**  
Office, Tech, Field staff, Cafe

**BRISBANE**  
Roasting, Office, Field staff,  
Tech, Dispatch

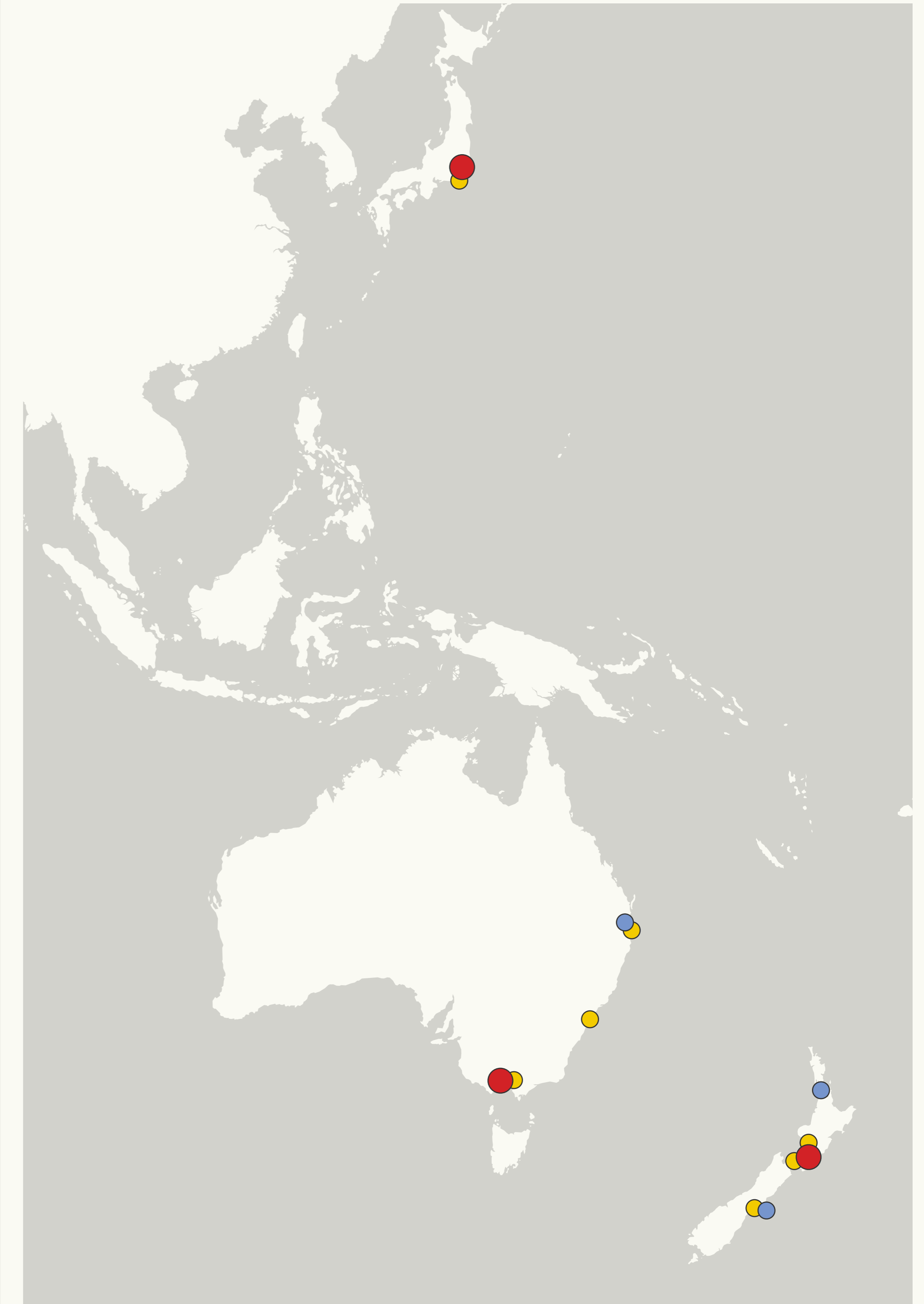
**SYDNEY**  
Field staff

● HQ'S

**WELLINGTON**  
Roasting, Office, Tech,  
Field staff, Dispatch

**MELBOURNE**  
Roasting, Office, Field staff,  
Tech, Dispatch

**TOYKO**  
Office, Dispatch, Field staff







### DISTRIBUTION MAP

*A map showing the countries where Coffee Supreme distributes its wholesale and retail products to.*

#### MAP KEY

HIGH DISTRIBUTION  
(RETAIL & WHOLESALE) ●

LOW DISTRIBUTION (RETAIL ONLY) ●





### PROCUREMENT MAP

A map showing the countries where Coffee Supreme procures its retail products, machinery, and coffee. The map also marks the three roasting sites in Australia and New Zealand, where the procured coffee is imported to.

#### MAP KEY

- COFFEE ●
- RETAIL ●
- MACHINERY ●
- ROASTING SITES ●

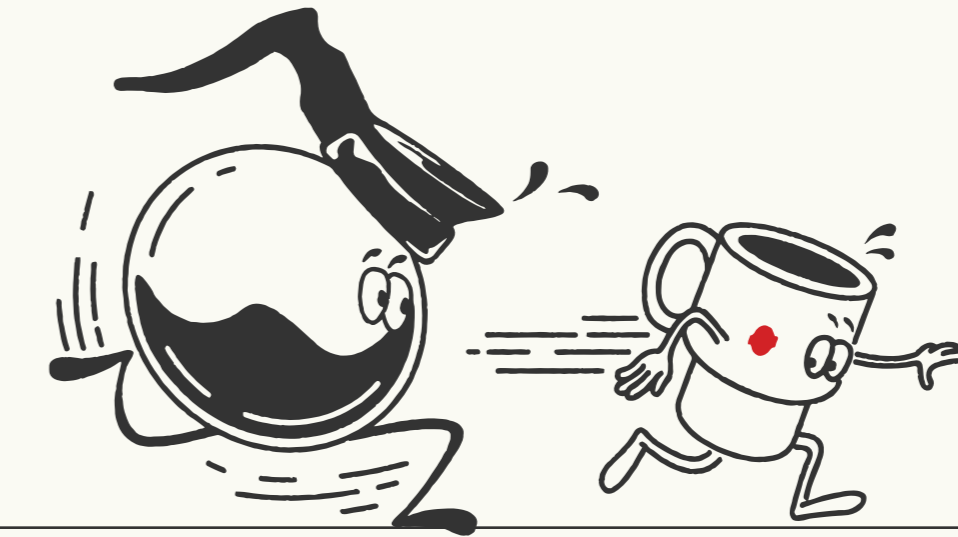




1992  
Chris & Maggie open  
Reds Cafe

1996  
Kaiwharawhara factory  
starts roasting

2004  
Hopper Street Factory  
turns on the Probat



1993  
Coffee Supreme  
is founded

2001  
Coffee Supreme  
goes ANZAC

2017  
Hello Japan, we are  
Coffee Supreme!

1992

Coffee Supreme began trading on the 16th of August, 1993. The inception of Coffee Supreme truly began the year prior, at 49 Willis Street, Wellington.

Founders Chris and Maggie, backed by Dean Cato’s creative fitout, opened Reds Cafe. With perhaps a dose of Antipodean naivety, Chris and Maggie believed they could better what other cafe’s had on the menu. They served Belaroma coffee in a theatrical space; warm, dark and otherworldly. It was a golden age of being talk of the town and ferociously busy.

1993

Starting a coffee company was however, a happy accident.

Reds was successful, but it’s coffee supplier was not. One day Chris got the call – Inland Revenue had put Belaroma into liquidation. Against advice of their betters, Chris and Maggie did a deal with the liquidators. Three days later, Coffee Supreme was up and running, with the hope that something lasting could rise from the ashes of Belaroma. Chris, armed with a new brand, a bag of coffee, caustic soda and rubber gloves, hit the Wellington streets to introduce Coffee Supreme to cafes across the city.

1996

For three years, coffee was roasted in an impossibly tiny shop at 7 Woodward Street.

Truck drivers dreaded it, the basement flooded at a frequency only surpassed by the rate neighbours reported smoke from the flue to the Council. Coffee Supreme outgrew it’s hand-me-down shoes, calling for a proper roasting factory on the fringe of town in Kaiwharawhara.

2001

Across the ditch, the Australian team put in the hard yakka detoxing Melbourne from gutsy-coffee-tar dominating the industry.

At the very least, we like to think Supreme had a hand in creating arguably the Southern Hemisphere’s epicentre of speciality coffee. In the intervening years, joining the quiver of Supreme’s Aussie operations, a roastery in Brisbane opened, followed more recently by a wholesale office in Sydney.

2004

Hopper Street, our current HQ, was founded.

The then empty commercial property was in a state abject to squalor. The building was pieced together with tilt slabs, reroofed and repaired. Heath and Chris ordered a Probat roaster that landed in the car park in a 20ft and a 40ft set of containers along with a wonderfully inadequate instruction manual. With ample capacity for Coffee Supreme’s volume, and the tech department no longer working out of a cupboard, Coffee Supreme spread it’s wings, opening both Christchurch (2003) and Auckland (2012) wholesale offices to spread the good word.

2017

But still, the frontier moved forward. In 2017 a bunch of kiwis wearing red, stripey socks and two Tokyo locals, opened Coffee Supreme Japan.

Tokyo has two cafes, one in Shibuya and the other in Mergo. Coffee Supreme Japan is indeed, making tourists and locals question if the flat white really did come from New Zealand.



A LITTLE ABOUT COFFEE

Coffee is a drink created by brewing roasted seeds (coffee beans) harvested from the fruits (berries) of the *Coffea* plant. The coffee beans contain large amounts of caffeine, a central nervous system stimulant and the most commonly used drug in the world.<sup>1</sup>

There are over 120 species of *Coffea*. The two most popular are *Coffea arabica* (commonly known simply as arabica), which accounts for 75–80 percent of the world’s coffee production, and *Coffea canephora* (known as robusta), which accounts for approximately 20 percent.<sup>2</sup>

Arabica coffee has a significantly reduced caffeine content when compared to its robusta counterpart, but twice as much sugar<sup>3</sup>. In terms of yield, arabica produces less coffee per hectare than robusta, making the cost of growing arabica much higher.<sup>4</sup>

The arabica coffee shrub typically grows between 2.5–4.5 m (8.2–14.7 ft) in height, requires a temperature between 15°-24°C (59-75°F) and an annual rainfall of about 1200–2200 mm/yr. Robusta grows slightly taller at 4.5–6.5m (8.2-21.3 ft), requires warmer temperatures of 18°-36°C (64–97°F) and slightly more rainfall (2200–3000 mm/yr) than arabica.<sup>4</sup>

At Supreme, we only use Arabica Coffee.

<sup>1</sup> Steven E. Meredith, Laura M. Juliano, John R. Hughes, and Roland R. Griffiths. *Journal of Caffeine Research*. Sep 2013. ahead of print <http://doi.org/10.1089/jcr.2013.0016>

<sup>2</sup> “Coffee Plant: Arabica and Robusta”. Coffee Research Institute.

<sup>3</sup> <https://www.espressoschool.com.au/blog/arabica-v-robusta-whats-the-difference/>

<sup>4</sup> <https://www.coffeechemistry.com/general/agronomy/differences-arabica-and-robusta-coffee>





THE CONTEXT OF COFFEE GLOBALLY

Coffee is a global industry with around 125 million people depending on coffee for their livelihoods.<sup>1</sup> According to data from the Food and Agriculture Organization of the United Nations (FAO) in 2017, 85 countries produced 9,327,318 tonnes of green coffee beans, on 10,880,628 hectares of land – that’s an area the size of Iceland. In the period 2012 – 2017, coffee consumption and production across the globe increased by an average of two percent each year.<sup>2</sup>

According to research by *worldatlas.com*, the Finnish are the biggest consumers of coffee per capita with each person consuming an average of 12kgs per year. New Zealand, Australia and Japan don’t even make the top 20 coffee-consuming nations.

Coffee is renowned for its fluctuating price due to its susceptibility to pests, disease and weather events. However, “over the past two years, the price has been pushed down by the increase in cheap, mechanised coffee production in Brazil, the strength of the US dollar and increased production in Vietnam, Honduras and Colombia.”<sup>3</sup>

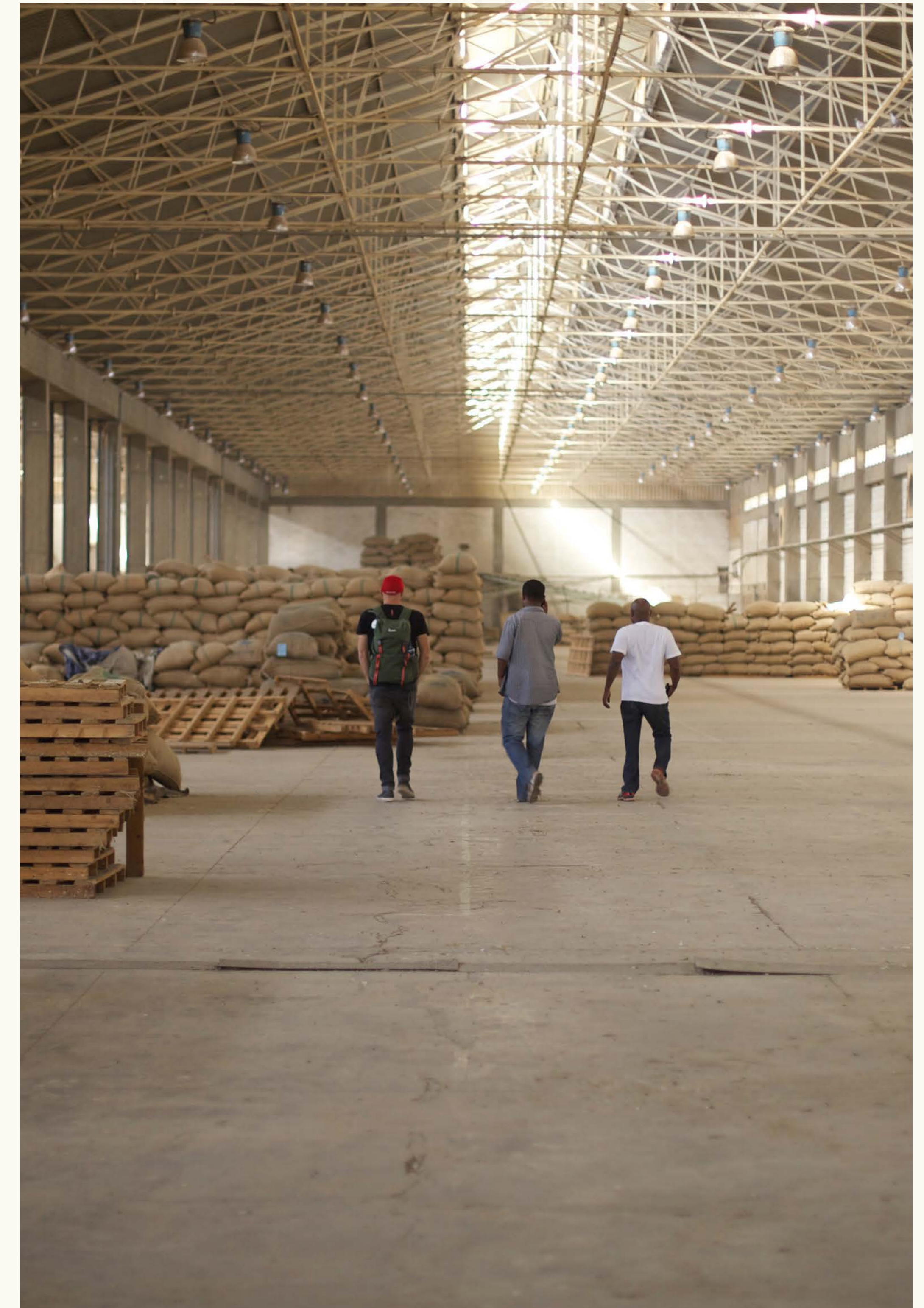
This recent drop in coffee prices has had a devastating impact on thousands of smallholder farmers around the world. Of the major coffee-growing nations, Guatemala has been hit the hardest, experiencing decreases as large as 60 percent from 2015 prices.<sup>4</sup> With prices this low, huge numbers of coffee farms have been forced to shut down. Due to few other employment opportunities, “Guatemala is now the single largest source of migrants attempting to enter the United States – more than 211,000 were apprehended at the southwest border in the eight months from October (2018) to May (2019).”<sup>4</sup>

<sup>1</sup> <http://www.fairtrade.org.uk/Farmers-and-Workers/Coffee>

<sup>2</sup> Panhuysen, S. and Pierrot, J. (2018). Coffee Barometer 2018.

<sup>3</sup> <https://www.washingtonpost.com/world/2019/06/11/falling-coffee-prices-drive-guatemalan-migration-united-states>

<sup>4</sup> <https://www.independent.co.uk/news/world/americas/coffee-price-migrants-starbucks-guatemala-mexico-us-border-trump-a8957731.html>





# ENVIRONMENTAL IMPACT



Nothing is more important than our kids and the viability of the world we'll leave them. We have to meet the challenges of the Climate Crisis for their sake.



IMPACTS OF CLIMATE CHANGE



Our climate is in crisis. Man-made climate change is the biggest threat facing our planet and the scale of the challenge asks us to find new ways of doing business. For the coffee industry, the impacts of climate change are being felt most strongly by those who grow the coffee.

Coffea plants are grown in tropical climates with rich soils at relatively high altitudes. The arabica plant generally likes higher altitudes of 550 to 1900 metres with cooler climates, while robusta varieties prefer a lower elevation of 200 to 700 metres with warmer climates.<sup>1</sup> However, a warming world is changing this, forcing coffee growers to higher altitudes to find the cooler temperatures. “The mean optimum altitude for growing across Central and South America will rise 200 metres by 2020 and 400 metres by 2050.”<sup>2</sup>

Further to this, the “rising temperatures will bring drought, increase the range of diseases and kill large swaths of the insects that pollinate coffee plants”<sup>3</sup> while also causing the coffee beans to ripen faster (which degrades the quality).<sup>4</sup>

CLIMATE SNAPSHOTS

**In the Andes**, around the altitude where rainfall is at its maximum (about 1500m above sea level), sunshine hours, due to increased cloud cover, have been declining by -3.7 to -8.5 percent per decade.<sup>5</sup>

**Average temperatures** have risen by about two degrees Fahrenheit (1.1 °C) in Central America over the past several decades, making the cultivation of coffee difficult, if not untenable, at lower altitudes that were once suitable.<sup>6</sup>

**Production costs** for Guatemala’s 120,000 small-scale coffee farmers “have increased as they’ve been forced to buy chemicals to combat the growth of coffee rust, a fungus believed to be associated with climate change.”<sup>7</sup>

<sup>1</sup> <https://www.perfectdailygrind.com/2015/06/how-does-elevation-affect-coffee-and-its-taste-in-the-cup/>  
<sup>2</sup> <https://www.baristamagazine.com/climate-change/>  
<sup>3</sup> <https://time.com/5318245/coffee-industry-climate-change/>  
<sup>4</sup> <https://www.climate.gov/news-features/climate-and/climate-coffee>  
<sup>5</sup> <https://www.coffeeandcocoa.net/2019/04/04/warming-climate-changing-colombias-coffee-future/>  
<sup>6</sup> <https://www.nytimes.com/2019/04/13/world/americas/coffee-climate-change-migration.html>  
<sup>7</sup> <https://www.independent.co.uk/news/world/americas/coffee-price-migrants-starbucks-guatemala-mexico-us-border-trump-a8957731.html>





CLIMATE CHANGE & GREENHOUSE GAS EMISSIONS

When measuring an organisation’s Greenhouse Gas (GHG) emissions, they are divided into three “scopes”. Each scope references the amount of control the organisation has over the emissions.<sup>1</sup> These scopes are defined by Toitu as:

**Scope 1** includes GHG emissions from sources that are owned or controlled by the participant, e.g. from production processes, company-owned refrigeration and air-conditioning equipment, and/or burning of fuel in boilers and company-owned vehicles.

**Scope 2** encompasses the GHG emissions arising from the generation of imported (purchased) electricity, heat or steam consumed by the organisation.

**Scope 3** covers the GHG emissions that occur as a consequence of the activities of the participant, but come from sources not owned or controlled by the participant. Inclusion of these is on a case-by-case basis, e.g. road freight, shipping freight, employee air travel and waste.

The major GHGs are carbon dioxide (CO2), methane (CH4) and nitrous oxide (N2O). These gases occur naturally, but human activities such as travel, energy consumption and agriculture increase the amount of these gases in the atmosphere. Other non-naturally occurring GHG's, are hydrofluorocarbons (HFCs), perfluorocarbon (PFCs) and sulphur hexafluoride (SF6). These are created as a result of industrial processes.

But when calculating a carbon footprint these GHGs are expressed collectively in terms of a carbon dioxide equivalent, making it easier to understand and compare. They are usually recorded in tonnes or kilograms (kgs). For this report all of our GHG emissions are expressed in kilograms of carbon dioxide equivalent (kg CO2e).

As a company, we have never recorded our GHG emissions. Consequently, it’s not possible to provide values for our entire business. However, where possible, we have collected the information, which is displayed below. As with many New Zealand companies, the majority of our emissions are attributable to freight and travel.

This reporting process has highlighted the need to significantly improve our record keeping and management of our GHG emissions. Inline with this, we have committed to measuring our footprint moving forward so we can strategise and set reduction targets.



GREENHOUSE GAS EMISSIONS

Greenhouse gas emissions from the transport sector make up about 20 percent of New Zealand’s total greenhouse gas emissions each year.<sup>2</sup> In Australia that figure sits at 18 percent,<sup>3</sup> and in Japan, 16 percent.<sup>4</sup>

<sup>1</sup> <https://www.toitu.co.nz/tools-and-resources/faqs-and-glossary/glossary>

<sup>2</sup> <https://www.transport.govt.nz>

<sup>3</sup> <https://www.climatecouncil.org.au/resources/transport-emissions-and-climate-solutions>

<sup>4</sup> [https://di.unfccc.int/ghg\\_profiles/annexOne/JPN/JPN\\_ghg\\_profile.pdf](https://di.unfccc.int/ghg_profiles/annexOne/JPN/JPN_ghg_profile.pdf)



### CLIMATE CHANGE & GREENHOUSE GAS EMISSIONS

We have 40 light vehicles (a goods vehicle that has a gross vehicle mass not exceeding 3.5 t)<sup>1</sup> across the company. 25 of these are in our New Zealand company fleet (6 diesel, 19 petrol) and 15 in Australia (3 diesel, 12 petrol). All New Zealand vehicle information has been extracted from our ‘petrol bought’

records covering the period from April 1 2018 – March 31 2019. The Australian vehicle data has also been pulled from our ‘petrol bought’ records covering one month of the reporting period. This figure was then extrapolated across 12 months to represent the total Australian kg CO2e per-annum figure.

#### COMPANY VEHICLE FLEET EMISSIONS - SCOPE 1

For comparison with the figures below, the average NZ vehicle produces 2800 kg CO2e per year.<sup>2</sup>

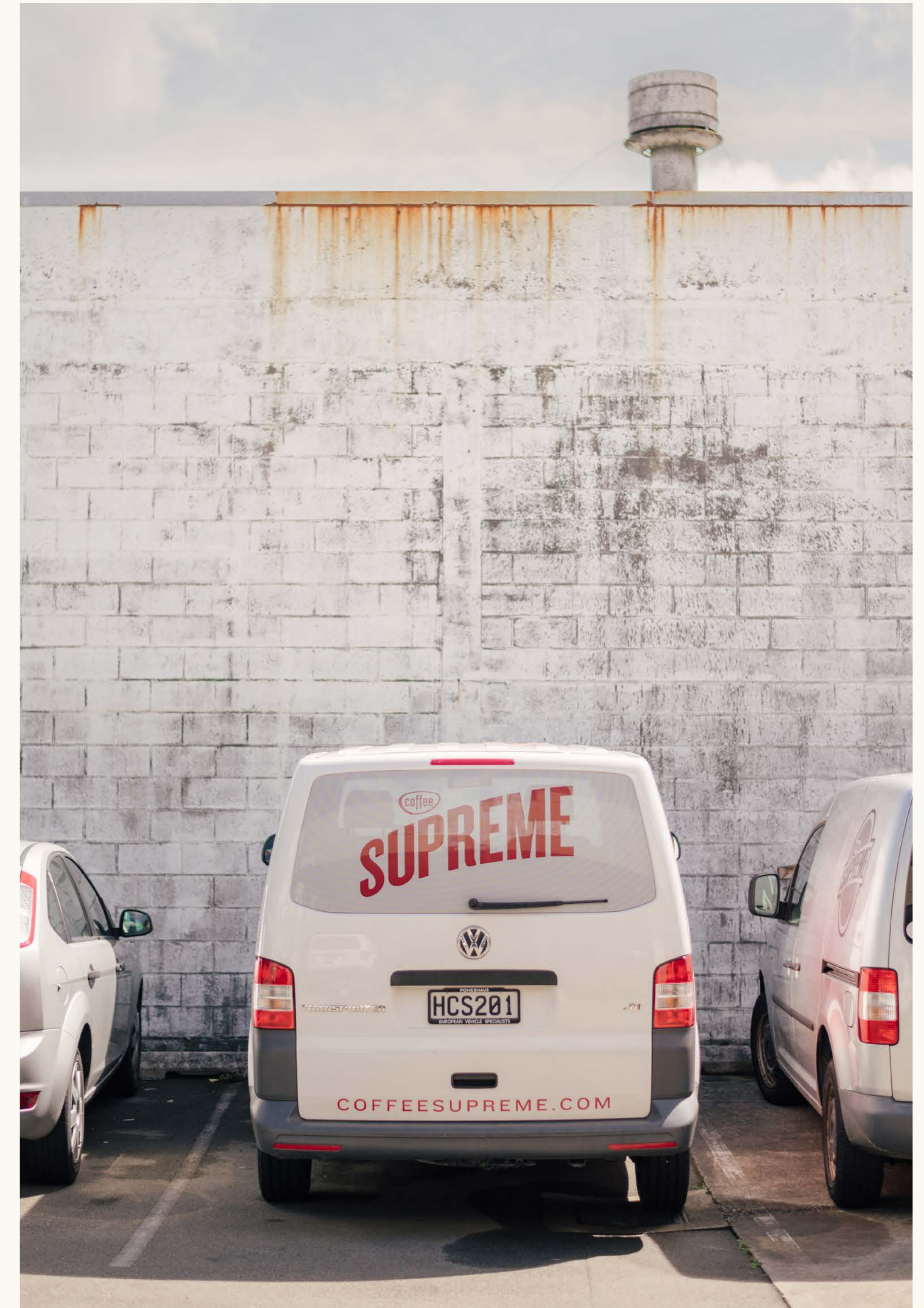
LOCATION	EMISSIONS (kg CO2e)	TOTAL
AUCKLAND	30,564	
CHRISTCHURCH	19,935	
WELLINGTON	27,078	
NEW ZEALAND TOTAL		77,577
AUSTRALIA TOTAL		54,302
JAPAN TOTAL		No vehicles
COMPANY TOTAL		131,879

#### NOTE

All kilograms of carbon dioxide equivalent figures (kg CO2e) were calculated using the Tuito online public calculator

<sup>1</sup> <https://www.nzta.govt.nz/vehicles/vehicle-types/light-goods-vehicles/>

<sup>2</sup> <https://www.greaterauckland.org.nz>





Coffee can be a bit gassy, and that needs to change. But to tackle our natural gas emissions effectively, first, we need to measure them.

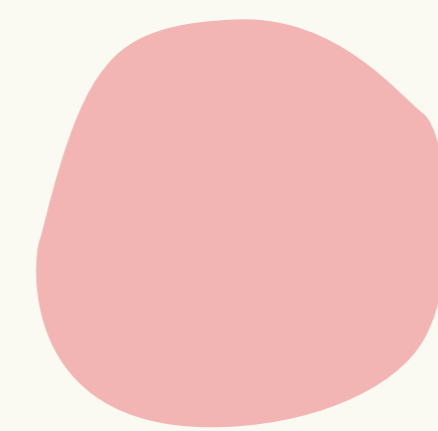
CLIMATE CHANGE & GREENHOUSE GAS EMISSIONS

NATURAL GAS EMISSIONS - SCOPE 1

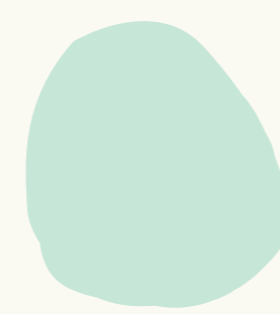
The process of roasting coffee requires specialised machinery that use a lot of energy. The most common form of energy used, and the energy we use for all of our roasters, is natural gas. We have three roasters, one is located in Wellington that services our New Zealand operations, the second in Melbourne which caters for the Victoria, New South Wales and Japanese operations, and the third in Brisbane, which looks after the Queensland market.

NOTE

All kilograms of carbon dioxide equivalent figures (kg CO2e) were calculated using the Toitu online public calculator



CHRISTCHURCH  
9370  
kgCO2e



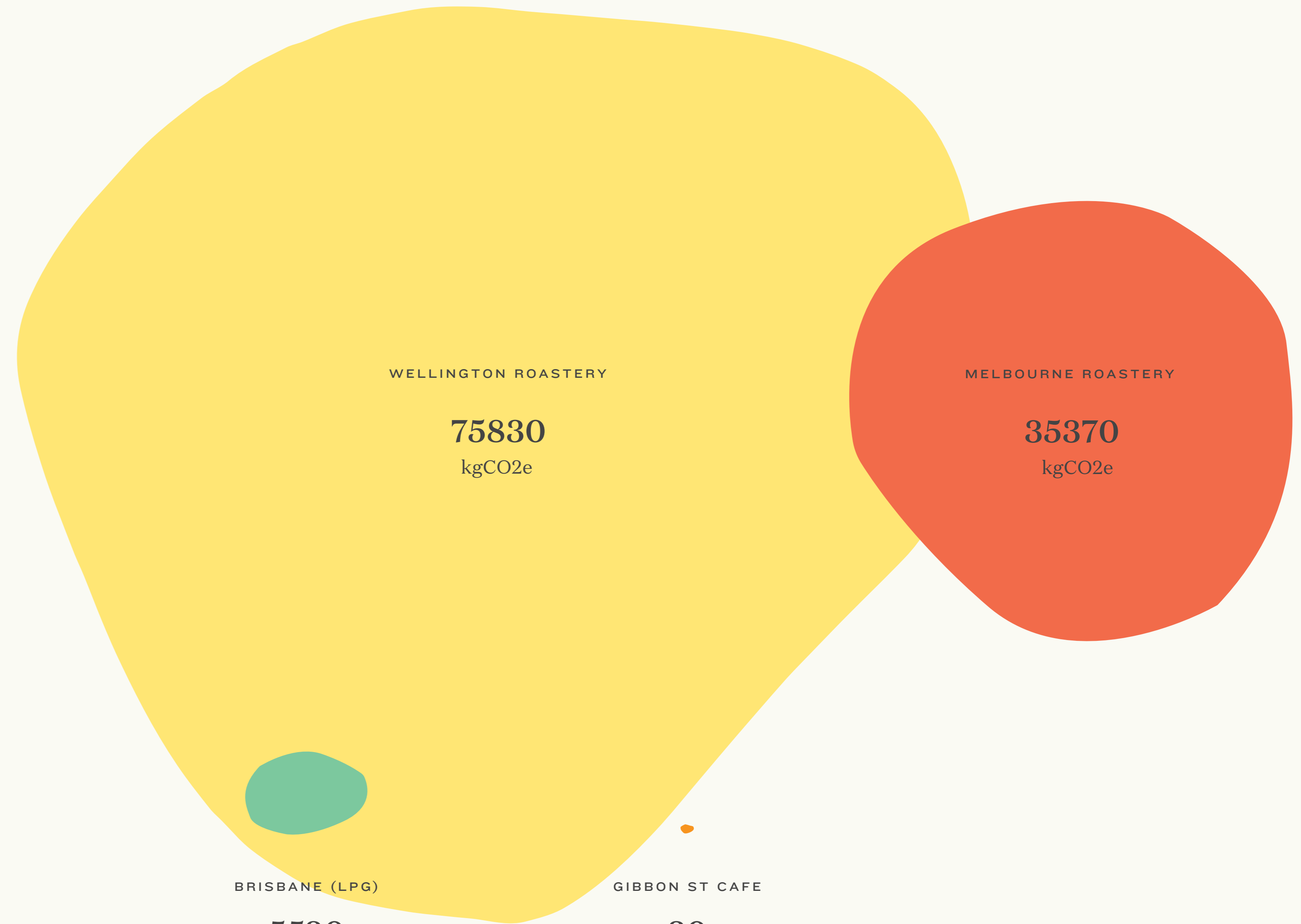
MELBOURNE (LPG)  
6370  
kgCO2e



BRISBANE (LPG)  
5520  
kgCO2e



GIBBON ST CAFE  
30  
kgCO2e



WELLINGTON ROASTERY  
75830  
kgCO2e

MELBOURNE ROASTERY  
35370  
kgCO2e





CLIMATE CHANGE & GREENHOUSE GAS EMISSIONS

ANNUAL AIR TRAVEL EMISSIONS - SCOPE 3

LOCATION	EMISSIONS (kgCO2e)
NEW ZEALAND DOMESTIC	42,054
NEW ZEALAND INTERNATIONAL	67,164
NEW ZEALAND TOTAL AIR TRAVEL	109,218
AUSTRALIA TOTAL AIR TRAVEL	Unavailable
JAPAN TOTAL AIR TRAVEL	19,524

NOTE

Were calculated using Toitu's online public calculator

Kilograms of carbon dioxide equivalent figures (kg CO2e). Air travel is for New Zealand staff only. Figures taken from our records of Air NZ flights covering the period April 1 2018 - March 31 2019.

ANNUAL ELECTRICITY EMISSIONS - SCOPE 2

LOCATION	ELECTRICITY (kWh)	EMISSIONS (kgCO2e)
AUCKLAND	38,057	4,900
CHRISTCHURCH	78,850	10,150
WELLINGTON	107,576	13,850
NEW ZEALAND TOTAL	224,483	28,890
AUSTRALIA TOTAL	134,601	Unavailable
JAPAN TOTAL	33,160	Unavailable

Kilograms of carbon dioxide equivalent figures (kg CO2e) were calculated using EECA's online public calculator. The emission factors relating to electricity are different in every country. We were unable to obtain this information for Japan and Australia.

<sup>1</sup> For comparison with the figures above, the average New Zealand home uses 7,000 kWh of electricity per year, or 1981 kgCO2e – source <http://ea.govt.nz>

ANNUAL TAXI AND UBER EMISSIONS - SCOPE 3

LOCATION	EMISSIONS (kgCO2e)
NEW ZEALAND	581
AUSTRALIA	391
JAPAN	N/A

Taxis and ride sharing apps are not used in Japan, trains are used instead. We were unable to obtain data on train usage.





EMISSIONS TARGETS  
TO 2021

1. By the end of the 2020 financial year, we aim to have complete figures of the company's carbon footprint
2. We aim to implement specific energy tracking across the company to fully understand where we can make changes
3. We aim to reduce petrol usage by 10 percent across the company vehicles
4. Moving forward, we commit to only buying hybrid or fully electric cars
5. From the release of this report, we aim to decrease air travel and offset carbon emissions on all air travel moving forward
6. We aim to undertake an energy report focused on roasting emissions to determine the best way forward
7. Supreme will implement and maintain complete data sets relating to each topic in this report.





## Reduce petrol usage of our fleet by 10 percent

This will be achieved by lowering fleet use, and shredding unnecessary cars. Where possible, technician and account manager trips will be combined into one car, preventing double-ups on regional travel. Errand runs by the Wellington team will be completed on a pushbike, enforced with a Health and Safety Policy. To ensure we continue reducing fuel usage, any new hires will not be allocated a car.

### COMMITMENTS

## Coffee Supreme will enact research into the best energy-efficient vehicles and a plan to replace the existing fleet as vehicles age in the long-term.

Coffee Supreme will replace cars with hybrid vehicles and/or electric vehicles.

#### NOTE

*As part of reducing our carbon footprint Supreme have committed to the following:*

## We will decrease air travel and off-set carbon on all Air New Zealand flights.

The Executive Team has agreed that all air travel will be necessary and approved in alignment with delegated authority as it always has been. Coffee Supreme will be carbon neutral on all aeroplane travel, off-setting each flight during booking. Coffee Supreme will implement a new policy to lower Uber (and other rideshare apps) usage by 15 percent across all business units.

## We will explore other options for alternate ways to clean up roastery emissions with a full business case being produced for the Board to assess.

Coffee Supreme will determine, implement and maintain methodology for collecting data under each topic in which information/collection is not currently possible.





WATER MANAGEMENT

Worldwide, more than 700 million people lack access to safe water, and nearly two billion people – more than a quarter of the world’s population – suffer from poor and unreliable water services.<sup>1,2</sup> Although nearly 70 percent of the world is covered by water, only 2.5 percent of it is fresh, and only 1 percent of fresh water is easily accessible – much of it is trapped in remote glaciers and snowfields.<sup>3</sup> Every year since 2012, the World Economic Forum has rated water crises within the top three global risks, in terms of impact on society and economic development.<sup>4</sup> Research has estimated 140 litres (37 gallons) of water is required to produce a single cup of coffee<sup>5</sup>. Needless to say, the world’s water crisis deeply affects Supreme.

Of all the steps involved in brewing a cup of coffee, the process of growing and milling the coffee at origin is the area that's most dependent on water. This is where the issue lies – water is most necessary where access to fresh water is most limited. Although we work closely with our growers, we haven’t yet engaged with them in an official capacity relating to their water management.

The process of creating this report has highlighted the need to improve our knowledge of water usage and management by our growers. We are committed to ensuring we discuss this with growers, allowing us to become more informed as we move forward.

Within our own business operations, city leaders (managers) across all Supreme sites will implement a water usage awareness campaign to lower usage. This will be tracked through existing meters where possible. Additionally, all Coffee Supreme Food and Beverage sites will offer oat milk as an alternative milk, due to its significantly lower water footprint.

<sup>1</sup> UNICEF and World Health Organization Joint Monitoring Program for Water and Sanitation (2015)  
<sup>2</sup> Grey, D. (2012). “Framing the agenda: the global case for science, policy and enterprise,” Proceedings of the Water Security, Risk and Society Conference 2012, Oxford, UK.  
<sup>3</sup> <https://www.nationalgeographic.com/environment/freshwater/pollution/>  
<sup>4</sup> Global Risks 2016. Eleventh Edition. World Economic Forum (2016). <http://reports.weforum.org/global-risks-2016/>  
<sup>5</sup> Chapagain, A.K. and A.Y. Hoekstra. “The water footprint of coffee and tea in the Netherlands.” Ecological Economics, Volume 64 (2007): 109-118





HEALTHY LAND AND SUSTAINABLE FARMING METHODS

Healthy soil is crucial for a healthy environment, it provides food, nutrients, shelter, plant and animal life. Less commonly known, soil also plays an incredibly important role in the storage of carbon, water and the other life building molecules. Internationally we have seen immense damage caused to the world's soils through deforestation, urban sprawl, monocropping, intensive farming, and the abundant use of synthetic fertilisers, herbicides, and pesticides.

Degraded soils are disrupting the earth's natural systems, speeding up climate change, placing huge pressures on the world's food security and causing the erosion of 25 to 40 billion tonnes of topsoil every year.<sup>1</sup>

Although Supreme doesn't have any formal policies, assessments or audits relating to farming methods, use of land or environmental impacts, we place a huge focus on the relationships we have with our growers to ensure the highest quality of coffee bean. Sustaining the production of quality coffee beans requires healthy soils and well managed farms. As part of our product sourcing policy, we visit multiple farms every year and follow the Precautionary Principle<sup>2</sup> whenever a negative environmental impact is identified. We also engage in open dialogue with the growers to address any environmental issues. During Supreme's 27 years, we are yet to identify any non-compliance with environmental laws and/or regulations across any of our supply chain. We have not faced any fines or sanctions from our business practices.

<sup>1</sup> Food and Agriculture Organization of the United Nations, Status of the World's Soil Resources - Brochure - 2015

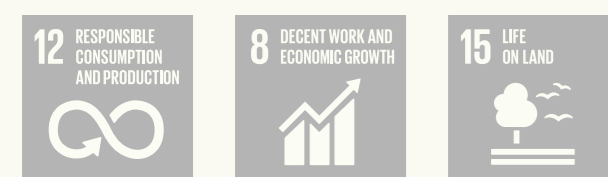
<sup>2</sup> The precautionary approach was introduced by the United Nations in Principle 15 of 'The Rio Declaration on Environment and Development'. It states: 'In order to protect the environment, the precautionary approach shall be widely applied by States according to their capabilities. Where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation.'



CASE STUDY | THE MIERISCH FAMILY

We pride ourselves on our long standing relationships with our coffee suppliers. A solid example of this, is the Mierisch family. We've been purchasing coffee from Fincas Mierisch for 10 years, with annual visits marked on our calendars. The farm's been around for years and produces some of the world's best coffee. Well, we think so anyway.

During our 2019 Nicaragua trip, we hosted an interview for our a journal post with Eleane Mierisch. Eleane's responsibilities focus on quality control, preparation and client relations. When asked if there extra things we at Coffee Supreme can do to ensure our sourcing is responsibly and sustainably carried out the Mierisch family told us "open, clear, direct, and deliberate communication is key, especially when the two parties working together are in two separate countries, halfway across the world. Also, buyers are like liaisons between the producers and the roasters and consumers". Buyers hold the keys to the narrative, the sense of place, and the story that follows the coffee to the final cup. Consumer engagement, is really important. If we can get people excited about the product, and provide some context to the industry, people will understand the value (and the cash value) attached to specialty coffee.'







Our purpose, Better Coffee For All, simply means, ensuring we have something for all of our customers. And if organic coffee is what they're after, we'll do our best to look after them.

ORGANIC COFFEE AND CERTIFICATION

Through conversations with our customers, it became apparent that a handful of them wanted the option to serve an organic coffee. As part of our ambition to further our knowledge and experience around organic farming (as well as auditing and certifications) we achieved our certification for our organic coffee range in November 2018 and began roasting in May 2019. Now, we aim to always have an organic coffee on the menu.





ENERGY EFFICIENCY



Creating great coffee requires a lot of energy. Harvesting, sorting, transporting and roasting a coffee bean wouldn't be possible without an energy source.

As it is with most transport in today's global economy, our products are transported by combustion engines (boats and trucks), which are powered by burning fossil fuels. Due to the

complexity of our supply chain and no official record keeping on this, we don't have data on the total amount of non-renewable or renewable fuel we use, however you can learn more about our GHG emissions on page 21. Through our power bills we do have a record of the total electricity usage of our Australian and New Zealand business operations.

COFFEE SUPREME ENERGY SUPPLIERS

AUCKLAND

Contact Energy

WELLINGTON

Nova Energy

BRISBANE

Origin Energy

CHRISTCHURCH

Contact Energy

MELBOURNE

Next Business Energy

JAPAN

Information unavailable

ENERGY USE BY LOCATION

LOCATION	EMISSIONS (kWh)
AUCKLAND	38,057*
MIDLAND PARK	5,379**
CUSTOMS	24,742**
HOPPER STREET Roastery	77,455**
MELBOURNE Roastery	60,536
MELBOURNE Warehouse	24,000
BRISBANE Roastery	16,253
GIBBON STREET	33,812
TOKYO	33,160

\* data obtained from annual electricity bill

\*\* figures calculated by extrapolating one months bill

For comparison with these figures, the average Kiwi home uses 6,995 kWh per year. – source figure.nz





ENERGY  
EFFICIENCY GOALS

We believe in using less energy to perform the same task — that is, eliminating energy waste and improving efficiency. Our commitments relating to our energy efficiency include the following:

1. **All City Leaders will review their current energy supplier and ensure we partner with the most efficient, sustainable and ethical company in each local market**
2. **Complete a roaster assessment and business case allowing Coffee Supreme to make informed decisions for roasting capacity, quality and energy efficiency**
3. **Internally, power-saving challenges will be created and success celebrated company-wide**
4. **City Leaders will assess current equipment on each site and report back on energy efficiencies**





## WASTE

WASTE STREAM	METRIC	THE FACTORY & MIDLAND PARK	CUSTOMS	AUCKLAND	CHRISTCHURCH	MELBOURNE	TOTAL
Organic	Tonnes	8.3 (26%)	6.9 (84%)	3.4 (57%)			18.6
Cardboard Recycling	Tonnes	4.1 (13%)	0.2 (3%)			14.5 (31%)	18.8
Paper Recycling	Tonnes	0.5 (2%)					0.5
Red General Recycling	Tonnes	5.4 (17%)		1.0 (17%)	2.9 (51%)	1.1 (8%)	10.4
Landfill	Tonnes	13.2 (42%)	1.0 (13%)	1.6 (26%)	2.8 (49%)	8.8 (61%)	27.4
<b>TOTAL</b>	<b>Tonnes</b>	<b>31.5</b>	<b>8.1</b>	<b>6.0</b>	<b>5.7</b>	<b>24.4</b>	<b>75.7</b>
<b>Percentage recycled or composted</b>	<b>%</b>	<b>58%</b>	<b>87%</b>	<b>74%</b>	<b>51%</b>	<b>39%</b>	<b>64%</b>
Coffee Sacks	Units	6,032				3,380	9412
Coffee Chaff	Litres	26,000				15,600	41600
Polystyrene	Litres			150			150

Waste creation is an environmental impact that is of particular importance to our staff, it surfaced many times, during the stakeholder engagement process when creating this report.

As a business, we have not kept a record of the total amount of waste we create by weight. However, we have captured the amount of waste created by the litre. We've measured this by the capacity of the bins provided to us by our waste management partners. Waste is a complex issue and the management of it differs greatly from region to region. During the

reporting period the total weight of hazardous waste we disposed was zero.

The above table outlines the non-hazardous waste disposed of across our business operations and the methods of disposal. The figures were calculated by taking a weekly average of the volume, based on the size of the bins used (litres), and extrapolating that over one year using the calculator provided by Wrap.org.uk to establish the weight.<sup>1</sup> Where the conversions were unavailable we have left the data in litres or units.

<sup>1</sup> [http://www.wrap.org.uk/sites/files/wrap/Business%20waste%20weights%20calculator\\_businesses%20v1\\_0.xlsx](http://www.wrap.org.uk/sites/files/wrap/Business%20waste%20weights%20calculator_businesses%20v1_0.xlsx)



TAKEAWAY CUP PACKAGING



We are acutely aware of the waste created from our business practices. That's why we have continually evaluated our packaging solutions over the years. In 2016, we made the change to commercially compostable takeaway cups and lids, which we brand and make available for our wholesale customers. Although there is debate around compostable packaging and the fact that much of the packaging ends up in landfills, we still believe that making packaging from plants is a better option than the fossil fuel alternatives.

Despite our efforts around the product stewardship of our compostable takeaway cups, we understand they are single-use and require resources to make, transport and process them. Therefore, we have been working hard to encourage our customers and consumers to make the behavioural change and bring their own reusable cup, take a moment to enjoy their coffee in the cafe or use a reusable cup provided by us.

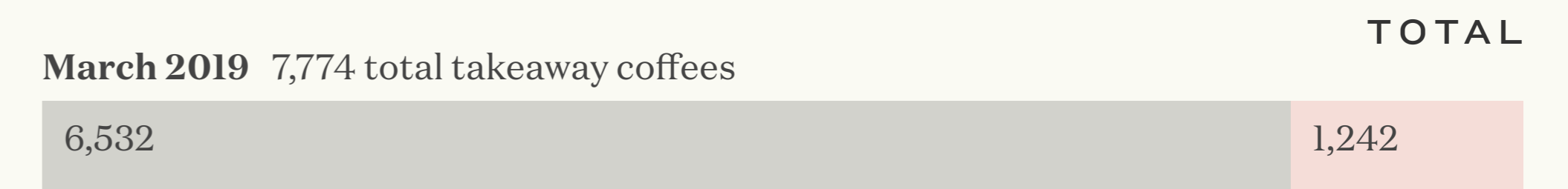
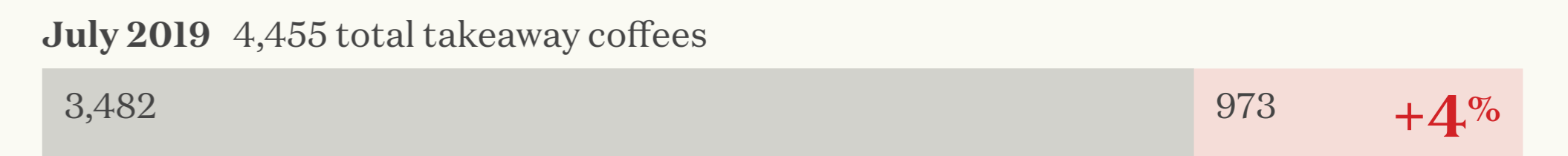
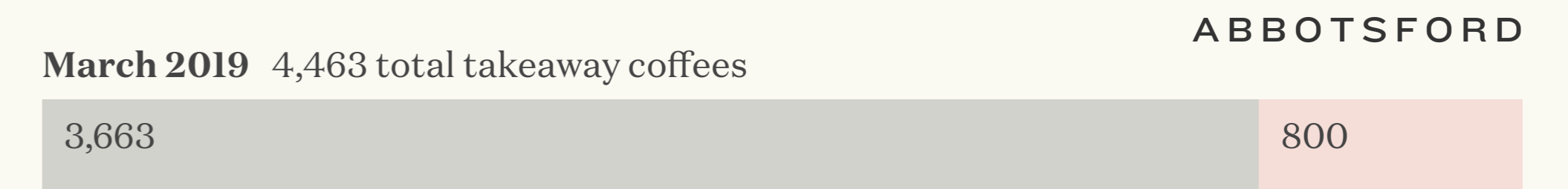
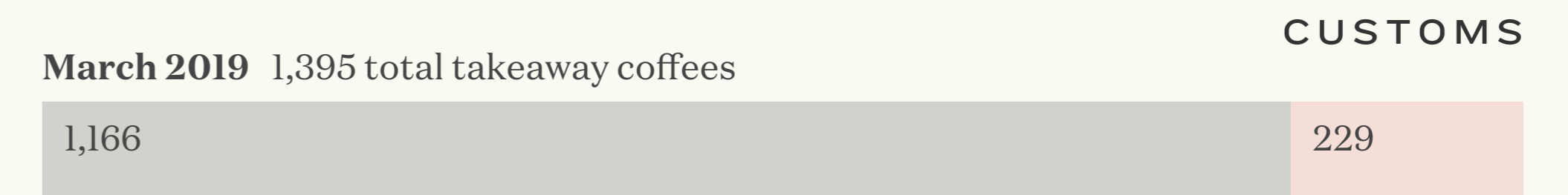
From March to July 2019, we recorded the number of takeaway cups compared to reusable cups for takeaway coffee orders. The number of single-use cups that we used during March 2019 and July 2019 across three of our sites is displayed on the right. Research shows an increase in the use of reusable takeaway cups, between 1.3 and 2.6 percent every month.

We are hugely encouraged by this consumer trend and are committed to reducing this figure across all our food and beverage sites.

We expect the global pandemic, COVID-19, to significantly impact this downward trend but have been unable to research this before publication.

PERCENTAGE OF SINGLE USE VS REUSABLE TAKEAWAY CUPS

Single use Reusable





COFFEE BAG PACKAGING



NUMBER OF COFFEE BAGS USED PER YEAR\*

BAG SIZE	AUSTRALIA	NEW ZEALAND	TOTAL
2kg	45,338	89,912	135,250
1kg	44,222	65,937	110,159
500g	11,004	31,412	42,416
250g	44,667	92,108	136,775
150g	7,250	6,969	14,219
TOTAL	152,481	286,338	438,819

Another large packaging challenge we face is our retail coffee bags. We require a packaging solution that maintains the freshness and integrity of our coffee for 2-3 weeks. It must also be available in a volume that meets our customers needs, this is typically between 250g and 2kg. With the implementation of a nation-wide soft plastics collection service by the New Zealand

Packaging Forum in late 2015, we were able to direct our New Zealand-based customers to the community collection bins. However, due to the collapse of this service in late 2018 we have been forced to review our retail packaging again.

**In Australia, we distribute a total of 2,932 coffee bags per week\***

That's a total of 152,481 coffee bags a year.

**In New Zealand, we distribute a total of 5,507 coffee bags per week\***

That's a total of 286,338 coffee bags a year.

\* Numbers taken from data collected from September 2018 - August 2019. Tokyo data unavailable.





REUSABLE BUCKETS



For the past six years, we've been delivering coffee in reusable buckets to cafes in Wellington, and then, Auckland joined the party a little later. As part of our commitment to reducing waste, we have begun encouraging wholesale customers to receive coffee in reusable buckets (4kg or 7kg capacity). The roasted coffee is transported internally (to Christchurch and Auckland) in reusable buckets which are

then returned to the Wellington roastery. For our Australian operations, the roasted beans are packaged directly into the buckets for delivery, with the empty buckets returned to either the Melbourne or Brisbane roasteries.

See the table to the right for the total amounts of coffee delivered per week broken down by Coffee Supreme distribution locations.

Across New Zealand and Australia, reusable buckets prevent the use of 580 2kg coffee bags every week.

WEEKLY AMOUNT OF COFFEE DELIVERED VIA REUSABLE BUCKETS

Every 2 kgs of coffee transported in reusable buckets prevents the use of one 2kg coffee bag.

LOCATION	COFFEE (kg)	BAGS SAVED
AUCKLAND	200	100
WELLINGTON	200	100
CHRISTCHURCH	0	0
MELBOURNE	525	262.5
BRISBANE	235	117.5
<b>TOTAL</b>	<b>1,160</b>	<b>580</b>



OTHER PACKAGING

In addition to our branded coffee cups, lids, coffee bags and reusable buckets, we use a number of other materials when labelling, packaging and delivering our coffee and other products. While we're still in the process of collecting data sets in Australia and Japan, the table below lists the other materials, quantity included, that we use in New Zealand each year.

CONSUMABLE PACKAGING USAGE

ITEM	MATERIAL	USE
<b>Cardboard boxes</b> Wholesale – 27,590 units Retail – 32,039 units	Cardboard (50-70% recycled content)	Deliveries postage
<b>Packaging filler</b> 880kg	Shredded recycled cardboard	Deliveries/postage (product protection)
<b>Tape</b> Packaging – 756 units Paper – 2 units	Polypropylene tape with acrylic adhesive	Deliveries/postage
<b>Trackpacs</b> No data	Plastic (grade 4) and solvent based ink	Postage
<b>Labels</b> 277,000 units	Metalized BOPP stock and UV ink	Product labelling
<b>Carbon Courier Labels</b>	Unknown	Deliveries/postage







In packaging, as with everything else we must consider, we know we cannot let the lack of a perfect solution hold us back from moving forwards with a better answer.

PACKAGING COMMITMENTS

Finding the perfect packaging solution is a challenge; we have to find the right balance of what's best for the product and the customer, what we can afford, and what is most environmentally responsible. It's a moving target, but we're also following our own rule of, 'better, not perfect'.

In 2020, we signed up with Terracycle to have all of our recyclable plastic coffee bags collected and turned into useful things, like gardening products. This comes at a cost, but we have a responsibility to offer a solution to a huge problem we're part of.





# SOCIAL IMPACT



We are working with coffee-producing families who live in very different worlds, and who face unique challenges. But we're on this journey together.



CULTURE & DIVERSITY  
- GENDER

The culture here at Supreme has always been something we're proud of. Yeah, the coffee's delicious, but we truly believe it's our team that makes us so great.

We have always taken great pride in the team at Supreme. We believe we have a group of amazing individuals who are diverse, caring and passionate about coffee and what they do.

As part of our reporting process we sent out an internal questionnaire to ask our staff questions about their gender, age, and ethnic identification. We left the ethnic and gender labelling up to the individual. We had a response rate of 73 percent and we obtained the following data.

GENDER DIVERSITY

Gender diversity is the equitable or fair representation of people of different genders. A workplace where diversity and inclusion is valued brings improved business performance and attracts a more diverse customer base – put simply, gender diversity means Better Coffee For All™



COMPANY  
GENDER DIVERSITY

MALE 64.5%  
FEMALE 35.5%



MANAGEMENT  
GENDER DIVERSITY

MALE 68.0%  
FEMALE 32.0%



NON-MANAGEMENT  
GENDER DIVERSITY

MALE 62.7%  
FEMALE 37.3%





The culture here at Supreme has always been something we're proud of. Yeah, the coffee's delicious, but we truly believe it's our team that makes us so great.

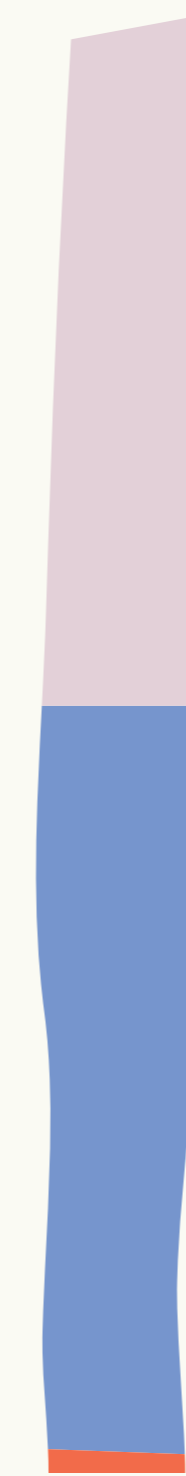
CULTURE & DIVERSITY  
- AGE

We have always taken great pride in the team at Supreme. We believe we have a group of amazing individuals who are diverse, caring and passionate about coffee and what they do.

As part of our reporting process we sent out an internal questionnaire to ask our staff questions about their gender, age, and ethnic identification. We left the ethnic and gender labelling up to the individual. We had a response rate of 73 percent and we obtained the following data.

AGE DISTRIBUTION

For the purpose of this report 'age distribution' refers to the proportionate numbers of persons in successive age categories across Coffee Supreme. The benefits of age distribution are many, including diverse skillsets, technological sensibilities, traditions, mentoring and continuity.



COMPANY  
AGE DISTRIBUTION

- UNDER 30 YEARS 47.4%
- 30-50 YEARS 51.3%
- OVER 50 YEARS 1.3%



MANAGEMENT  
AGE DISTRIBUTION

- UNDER 30 YEARS 32%
- 30-50 YEARS 64%
- OVER 50 YEARS 4%



NON-MANAGEMENT  
AGE DISTRIBUTION

- UNDER 30 YEARS 54.9%
- 30-50 YEARS 45.1%





The culture here at Supreme has always been something we're proud of. Yeah, the coffee's delicious, but we truly believe it's our team that makes us so great.

CULTURE & DIVERSITY  
ETHNICITY

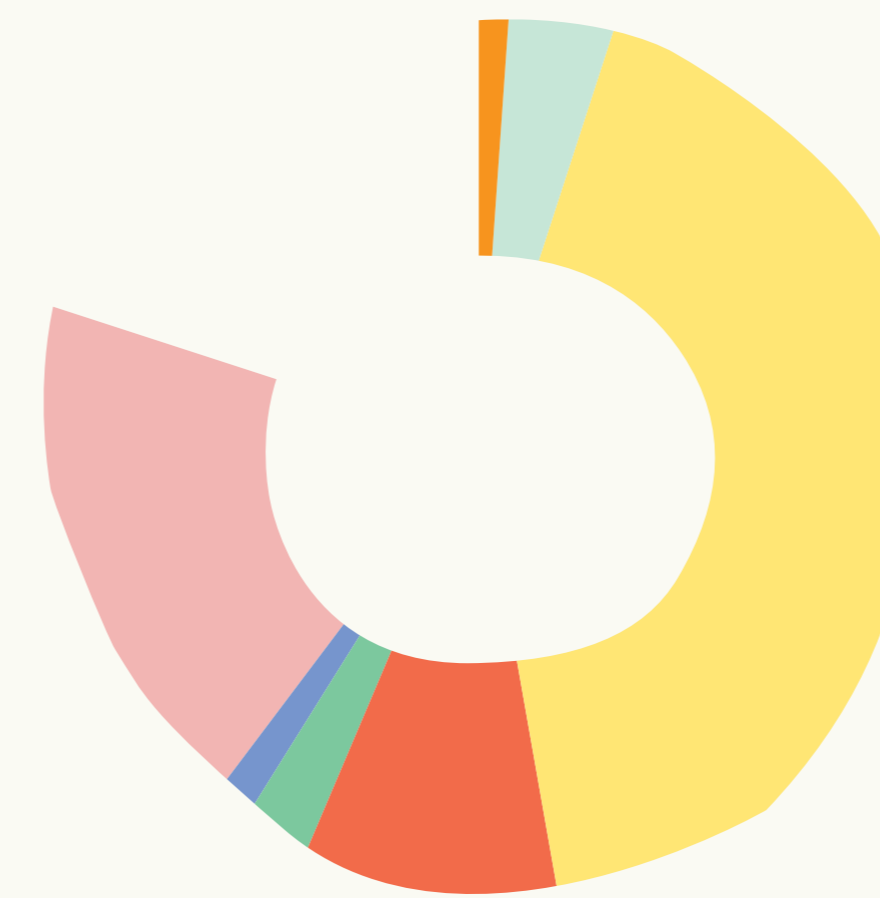
405-1

We have always taken great pride in the team at Supreme. We believe we have a group of amazing individuals who are diverse, caring and passionate about coffee and what they do.

As part of our reporting process we sent out an internal questionnaire to ask our staff questions about their gender, age, and ethnic identification. We left the ethnic and gender labelling up to the individual. We had a response rate of 73 percent and we obtained the following data.

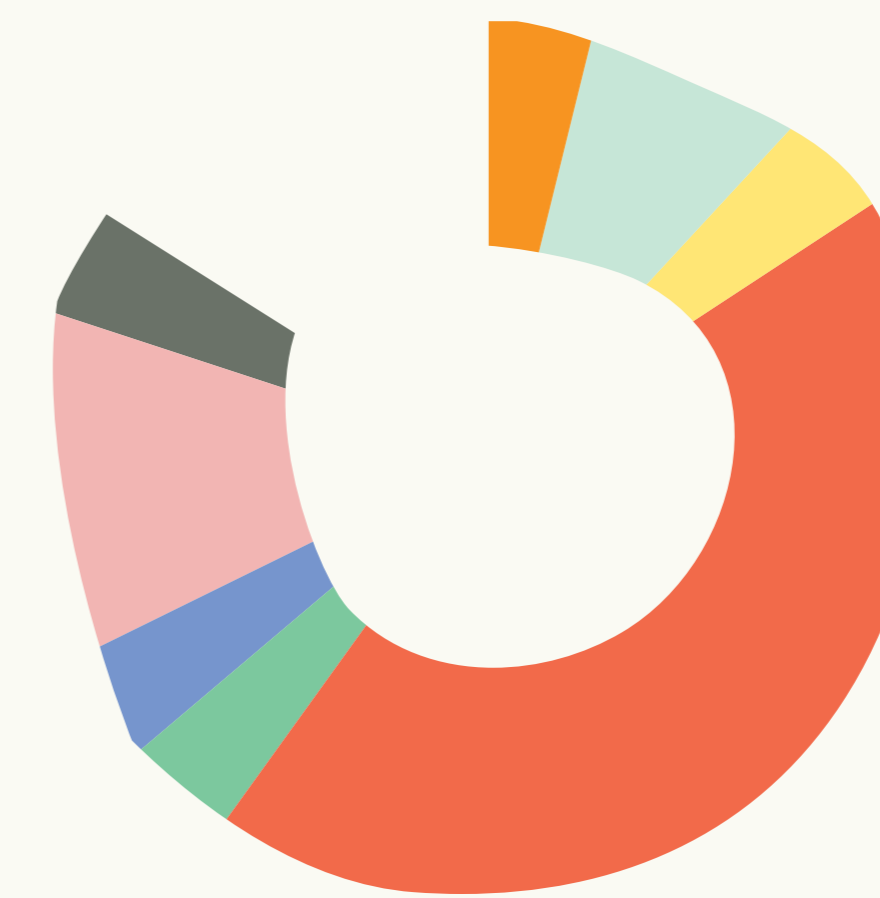
ETHNIC DIVERSITY

Ethnic diversity refers to the presence of different ethnic backgrounds or identities. And here at Coffee Supreme we are a proudly diverse bunch, each bringing knowlege, traditions and sensibilities that makes Coffee Supreme rich in more ways than one.



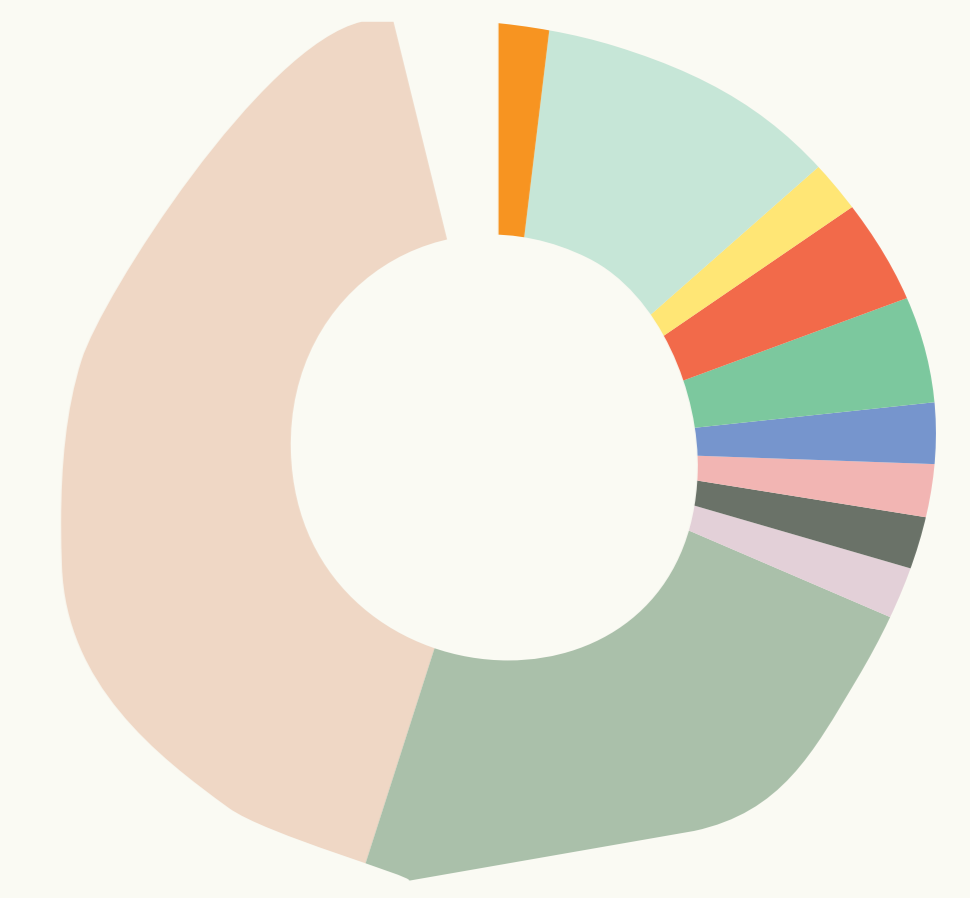
COMPANY  
ETHNIC DIVERSITY

- PAKEHA 1.3%
- NEW ZEALAND 3.9%
- NZ EUROPEAN 42.1%
- JAPANESE 9.2%
- KOREAN 2.6%
- AUSTRALIAN CHINESE 1.3%
- AUSTRALIAN 19.7%
- DID NOT DISCLOSE 20%



MANAGEMENT  
ETHNIC DIVERSITY

- PAKEHA 4.0%
- NEW ZEALAND 8.0%
- NEW ZEALAND MAORI 4.0%
- NZ EUROPEAN 44.0%
- IRISH 4.0%
- SCOTTISH FILIPINO 4.0%
- AUSTRALIAN 12.0%
- JAPANESE 12.0%
- DID NOT DISCLOSE 16%



NON-MANAGEMENT  
ETHNIC DIVERSITY

- BRITISH 2.0%
- JAPANESE 11.8%
- ITALIAN 2.0%
- NEW ZEALAND 3.9%
- KOREAN 3.9%
- FRENCH 2.0%
- SAMOAN 2.0%
- AUSTRALIAN CHINESE 2.0%
- SCOTTISH 2.0%
- AUSTRALIAN 23.5%
- NZ EUROPEAN 41.2%
- DID NOT DISCLOSE 3.7%





### Below is an overview of salary and remuneration of Coffee Supreme employees across our New Zealand and Australian locations.

#### GENDER PAY GAP

##### NEW ZEALAND

**\$21.63**

Median hourly wage for women.

**\$26.43**

Median hourly wage for men.

The pay gap was **18.16 percent** in favour of men.

The percentage gap between the lowest paid and highest paid is **58 percent**. In other words, the highest paid person is paid **2.4 times** more than the lowest paid person.

The percentage gap between the highest paid and the median paid is **53 percent**. In other words, the highest paid person is paid **2.1 times** more than the median.

Only includes Base Pay (not Kiwisaver, or allowances etc).

For comparison, research on New Zealand pay ratios by Dr Helen Roberts at the Business School of Otago University, found that CEO's of publicly listed New Zealand firms are paid 30 to 50 times more than the average wage. <https://www.otago.ac.nz/business/research/department/otago119826.html>

##### AUSTRALIA

**\$30.40**

Median hourly wage for women.

**\$27.03**

Median hourly wage for men.

The pay gap was **12.47 percent** in favour of women.

The percentage gap between the lowest paid and highest paid is **54 percent**. In other words, the highest paid person is paid **2.2 times** more than the lowest paid person.

The percentage gap between the highest paid and the median paid is **45 percent**. In other words, the highest paid person is paid **1.7 times** more than the median.

Only includes Base Pay (not super or allowances etc).





## At the heart of Supreme are it's people and the way coffee connects us. Perhaps our core product is not in fact coffee, but instead, what happens over a coffee shared – generous hospitality.

### COMMUNITY ENGAGEMENT

In line with this philosophy we've always aimed to be active members of the various communities we are located in. This takes different forms, but is generally based on us supporting projects and initiatives that Supreme aligns with. Across all the markets we operate in, from Christchurch to Japan, we are involved in some form of community engagement or development program to support the local community. On this page are some highlights of projects we have been involved with during the reporting period. Although we haven't kept quantitative data of the impacts of these projects, we have received positive feedback from all of them.



WOMAN'S REFUGE STREET APPEAL (NZ)

During their Wellington street appeal all volunteers can cash in a free coffee at any of our hospitality sites.



CAFESMART (AU)

CafeSmart unites the community over to help fund local homeless services. Every year on the first Friday of August, we donate \$1 from every coffee sold at our AU sites. We also encourage our wholesale customers to get involved by offering them a free kilo for the day.



CHRISTCHURCH MOSQUE APPEAL (NZ)

We raised \$5210 between staff and company donations to support the victims of the christchurch Mosque shooting in March 2019.



FUEGO VOLCANO RELIEF

Following the devastating Fuego Volcano eruption in South Guatemala we raised \$3,000 to help support the Falla Family who we've worked alongside with for the past seven years.



CREATIVE MORNINGS (NZ)

We donate coffee and brew gear for their monthly talks held in Wellington and Auckland. Here, typically a young creative crowd, attends and leaves inspired to do great things in their careers and personal lives.



CYCLE FOR HEART KIDS (NZ & AU)

We donated \$3,000 towards Heath, our Group Operations Director's cycle in March 2019.





## At CHAIRS™ we've built a great place to get some work done alongside a great community of like-minded people.

### CHAIRS™

In 2018 we moved our Auckland HQ to a new location on Great North Road, in the trendy suburb of Grey Lynn. The building has 2 floors and we had grand plans to create an epic cafe upstairs with our offices, dispatch and tech support downstairs. However after moving in we discovered outfitting the upstairs space to run a cafe was going to be far more expensive than we had anticipated. Keeping in line with our values around hospitality it was then decided we would create a shared office space. Normally in a cafe, you charge people for coffee and give them a 'desk' for free. This time, we've just flipped it and give them the coffee for free but charge them for the desk.

As well as being the business home for a bunch of fantastic Auckland based businesses we provide a space for events, workshops, gatherings and meetings for the local community.





RESPONSIBLE AND ETHICAL PROCUREMENT

We value the relationships we have with our suppliers. Over the years, we have invested a lot of time and resources to build these connections. The result, longstanding relationships.

Fazenda Ambiental Fortaleza, one of the many suppliers we work with, is a producer and exporter of coffee in Brazil. We've worked with them for nine years with frequent visits dotted throughout our calendars. Our ethics are strongly aligned with the team at Fazenda Ambiental Fortaleza, particularly those around how coffee should be produced, the environment treated and communities supported. Alongside other things, it's these shared thoughts that have lead to a mutually beneficial partnership.

Until now, we haven't had an official policy or environmental criteria guiding who we work with; we simply work with people whose values are aligned with ours. When it comes to our coffee, our approach has always been the same: thoroughly research the supplier, visit the farm and begin what will become, an ongoing dialogue. If any negative impacts are observed, we undertake an informal review and engage in a discussion with the supplier about any corrective actions that could be taken. As part of our commitment to the implement the best possible procurement practices, Coffee Supreme will construct a supplier code of conduct and procurement policy by March 31st, 2021.

Our direct relationships with the growers ensures we always pay higher than the market rate for our green beans. Paying above the cost of production ensures financial security for the growers, which, in turn allows the growers to invest in their operations, ensuring the ability to maintain a high quality product and sustainable supply.

“Creating informed relationships is what matters to us, here at Supreme. We aim to source only those products whose effects on the environment and society are known and understood.”

Andy Craig — Coffee Supreme



CASE STUDY | LONG SERVING GROWERS

The Bob-O-Link Project is an initiative led by Fazenda Ambiental Fortaleza (FAF) Coffees with the support of our clients around the world to promote quality of Life and Coffee sustainably for our partner farmers and eventually, all farmers.

This project was born out of a desire to do things differently and to show people that it is possible to farm in a more environmentally friendly way. We are now into our ninth year with this partnership with FAF and the bobolink project and our commitment to this partnership stems from these shared goals of environmental stewardship and holistic treatment of workers and partners alike.



We are hugely proud of our workforce. We've always prided ourselves on creating an enjoyable, connected and rewarding working environment – it's a place to tell your friends about.

HEALTH AND WELLBEING

Initially driven by legal obligations in New Zealand, we developed our company-wide Health and Safety Plan. Since its introduction, it has become a positive tool for building a great work culture and environment. We also have a dedicated Performance & Culture role, who has a core objective to build a positive culture where employees feel supported and can be their best selves. The Performance & Culture role achieves this by:

- Seeking regular feedback through surveys and talking to people, analysing data (from exit interview, induction interviews and surveys), and suggesting or implementing improvements.
- Focusing on creating regular clear internal communication.
- Raising awareness around the benefits and support available to the team.
- Leadership training and assisting leaders with specific situations .
- Managers are expected to be the first port of call for any employee struggling with wellbeing, however, managers do not receive training in wellbeing. They do, however, have the Employee Assistance Program (EAP) to refer their team to.

Friday beers, staff Christmas parties and mid-year events are a common occurrence within the team. We always try to refer back to our values and purpose to help staff connect their work to the bigger picture. We've found this increases the team's worth when it comes to their work life. Supreme's work culture, is shown through our retention rates. During the reporting period, excluding our Food and Beverage sites, the New Zealand team had a retention rate of 76.6 percent and the Australian team, 79.17 percent.

For context, New Zealand's average national turnover figure in 2018 was 20.5 percent. <https://www.lawsonwilliams.co.nz/blog/new-zealand-staff-turnover>



HEALTH & SAFETY

All new staff members are taken through a Health and Safety induction. For specified roles, such as roasting and despatch, further training is provided where there are unique hazards. Once a new employee has moved through the onboarding and induction programme, managers then take the lead on arranging training and development for their staff. We've found this works well as there is typically a direct communication channel.



# GOVERNANCE



Independently operated since '93 — we're incredibly proud that after 28 years we can still say 'Yeah, Chris & Maggie own it'.



**This sustainability report is a huge step for us as a business. It also highlights our recent pledge to be more transparent with our stakeholders.**

TRANSPARENCY

As we learn more and more about the impacts businesses are having on people and the planet, the general public want to be informed on where their products are coming from, how a business is run, and who they are supporting. Or, in one word – transparency.

In line with this Supreme are working to better tell our stakeholders how we do what we do, and share our challenges and successes. This sustainability report is a huge step for us as a business. It also highlights our recent pledge to be more transparent with our stakeholders. The process of creating this report has highlighted that although we aim to tell our story we could be better and more transparent with how we do that.

Moving forward, Supreme plan to produce a sustainability report every two years to share our progress and deliver on our targets. Our marketing and communications team will be engaged to work out how we can better share our journey and talk about how we do business. This will involve our sustainability efforts being communicated across our newsletters, social media channels and website.

COFFEE SUPREME GOVERNANCE STRUCTURE



**CHRIS DILLON**  
*Board Member*



**TANIA BAILEY**  
*Board Member*



**AL KEATING**  
*Chief Executive Officer*



**HEATH CATER**  
*Group Operations Director*



**JESSE NEWSON**  
*Group Commercial Director*

Coffee Supreme International Limited is overseen by a Board. Co-founder Chris Dillon and director Tania Bailey sit on the board, joined by our Executive Team: Al Keating (CEO), Heath Cater (GOD) and Jesse Newson (GCD).

Internally, Coffee Supreme has a Senior Leaders Team (SLT), consisting of 11 team members. Examples of roles at this level include Regional Managers, Head of Brand & Marketing, and Team Leaders in finance and customer care, to name a few.



COMMUNICATION AND EDUCATION

From the beginning, Coffee Supreme has always had a strong focus on education, both with our customers and the wider coffee drinking public about high quality “specialty” coffee. The comprehensive training we provide for our wholesale customers ensures they have industry leading knowledge, which allows them to deliver consistently delicious cups of coffee.

One of the most efficient channels of communication with our customers is through our product labelling. Our procedures for labelling our coffee are in line with the laws that regulate the markets we supply. On all of our bagged coffee, we include the country origin of the bean, roast type, roast date and flavour notes. Currently, we don’t provide any specific product labelling that details the coffee’s environmental or social impacts other than for causes we have chosen to support such as ‘So They Can’. This is an example of one of many initiatives we’ve run, where the label on the bag communicates where the proceeds will be going. Our coffee bags also communicate the best method of disposal, which in this case, is currently through any local soft plastic recycling scheme.

For our non-coffee retail products, we follow our suppliers recommendations on product labelling. Outside product packaging, we use flavour cards, social media, our website and blog, events, retail customer visits and staff training to continually communicate Supreme’s key messages.

Other key communication channels include our digital presence. This includes our social media channels, newsletters and our website, which has a journal page. As part of our commitment to continual improvement, using these channels, we will better communicate our sustainability performance to our stakeholders.

Improving our internal communication has been a solid focus of the business. Amongst the standard channels (email and phone), we also use Slack and newsletters (a monthly FYI is sent out to the entire company, this covers products, goals, focuses and marketing initiatives for the month to follow). We also recently introduced ‘Ask Me Anything’ sessions. Prior to any new initiatives or services going live, a company-wide video session is held. These sessions are partnered with Slido, a service that allows people to send in any questions they may have about the topic. This has worked incredibly well.





## Great coffee doesn't simply grow on trees.

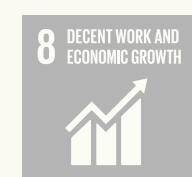
### FINANCIAL PROSPERITY

Supreme is first and foremost a business. We are in the business of sourcing, roasting and selling coffee and associated products that support our core business. We are owned by a group of shareholders and support hundreds of staff, suppliers, growers, stakeholders and other people who are dependant on our success.

All of these people require us to run the business in a way that is financially robust, and sustainable - repeatable and healthy.

While our purpose is to provide Better Coffee For All, there are commercial imperatives that must also be met. Profit allows us to continue to operate, to invest in improvements, to develop new products and to be a healthy company that can withstand the troubled waters of doing business in an industry where so many elements are beyond our control.

We source coffee that is incredibly susceptible to unpredictable environmental factors. We purchase that coffee on a market that is dictated by a global economy that is out of our hands, and we do that with USD; a continually moving playing field.







## The process of creating this report has led sustainability to become a core strategic value, here at Supreme. And, we intend to lead by example.

### SUSTAINABILITY AS A STRATEGIC VALUE

Throughout the process of creating this report, the conversations we engaged in with our stakeholders highlighted the strong desire for sustainability to not only be a core value of Supreme’s business operations, but for us to also show leadership in the space. With the intention of our influence encouraging others to improve their sustainability performances.

Producing this report has also had a huge impact on our internal conversations and decision making. Resultedly, we’ve highlighted a number of areas we feel we need to improve on and are committed to significantly increasing the emphasis we place on sustainability.

As the state of our planet becomes increasingly concerning and our level of understanding and awareness continues to grow, we find ourselves driven to play our part as best we can, while also using our influence to encourage others to play their part.



### NEXT STEPS

Moving forward, we will implement the following steps in our quest to be more sustainable:

- Add a focus on environmental footprint reduction to our core values
- Include a sustainability section on our website to inform stakeholders of our progress and decision making
- Create a follow-up report in two years
- Engage with our industry peers, on a more regular and direct basis, to discuss the key sustainability issues facing the coffee industry
- Engage a sustainability consultant to help us create a roadmap for the next three years
- Use our social media channels to have a proactive voice
- Attend various conferences and workshops relating to sustainability and the circular economy.





## As a leading player in the Asia-Pacific coffee sector we see it as our responsibility to be an active and engaged member of the industry.

### INDUSTRY REPRESENTATION AND ENGAGEMENT

Coffee Supreme currently hold a membership with the following industry bodies:

- Kelly Wishnowsky (Supreme employee) is a board member of the New Zealand Specialty Coffee Association
- New Zealand Packaging Forum
- BioGro Organic Certification

Involvement in local and international industry events to engage with the industry, wider public and our key stakeholders, is a core strategic value of Supreme. Below are a handful of events that we've been involved in, or hosted:

- Cup of Excellence competition and auctions
- Melbourne International Coffee Expo (MICE)
- Toyko Coffee Festival
- La Marzocco Cafe, Seattle Guest Resident (2017)
- The AeroPress Championship with events in Wellington, Christchurch, Auckland, Melbourne, Sydney and Seattle (2017 - 2019)
- New Zealand Coffee Festival (2017 - 2019)
- Tauranga Coffee Festival (2018 - 2019)
- Newtown festival (including stage sponsorship)

We hope that this report will inspire our industry peers to also report and/or collaborate with us to ensure a sustainable future of coffee.





## We've always prized friendships and collaboration with like-minded businesses — there are few things we like more than raising the bar with our mates.

### BUSINESS RELATIONSHIPS

Our materiality assessment identified the importance of the relationships we have with the various businesses we work with. Supreme works with hundreds of businesses, whom without, we couldn't provide the great coffee we do. We take a lot of pride in the wholesale customers we work with, helping them to give their customers great hospitality experiences. We understand the importance of these relationships and work hard to ensure that all our partners enjoy working with us.

We've always been aware of the influence of our brand and have looked to collaborate with businesses we admire and want to support. From our Coffee & Maple Peanut Butter with Wellington friends Fix & Fogg to our Cascara Beer with Hop Nation, a huge amount of thought and time goes into keeping good company.

As this report highlights there are some massive challenges facing the coffee industry that will inevitably have an impact on us and the businesses we work with. As we front foot these challenges, it is our intention to openly and transparently communicate our decision making to the businesses we work with and continue to collaborate with them on the solutions.

CHAIRS™, our shared workspace, allows us to create a community space for small businesses. Typically, CHAIRS™ hosts brands who have less than 3 people working for them. Where possible, whenever we're hosting an event, we'll pull in each of the brands to be involved too. Ideally extending their reach as well.



#### CASE STUDY | FIX & FOGG

Coffee is great but is often even better when paired with something, like toast. Built off the back of our event Popped Culture, and each of our core products being breakfast staples, we established our friendship with Roman and the team at Fix & Fogg. Not only do they drink our coffee at their place, but we also have buckets of their peanut butter in the work pantry. This quickly lead to some new product development, which saw the release of their Coffee & Maple Peanut Butter using our Supreme Blend. The relationship now extends to us helping them with product distribution in Australia and never having to worry about empty PB buckets in the kitchen.



STAKEHOLDER ENGAGEMENT AND MATERIALITY

RETAIL CUSTOMERS	WHOLESALE CUSTOMERS	GROWERS	STAFF	SUPPLIERS	INDUSTRY PEERS
Transparency	Financial prosperity	Water management	Health and well being	TBC	Packaging
Communication and education	Communication and education	Health and well being	Packaging		Communication and education
Packaging	Packaging	Climate change and GHG emissions	Climate change and GHG emissions		Water management
Community engagement	Sustainability as a core strategic value and leading by example	Business relationships	Culture and diversity		Financial prosperity
Waste	Responsible and ethical procurement	Community engagement	Sustainability as a core strategic value and leading by example		Community engagement
	Health and well being	Communication and education	Energy efficiency		Industry representation and engagement
	Climate change and GHG emissions	Healthy land and sustainable farming methods	Waste		Waste
	Water management	Responsible and ethical procurement			Healthy land and sustainable farming methods

The GRI reporting framework required us to determine which of the sustainability topics are of most importance to our stakeholders. By engaging in an open dialogue with our people, we've ensured this report doesn't act as an untethered marketing document, but instead, reflects the issues most important to those within our business; our customers and the businesses and organisations we partner with.

For the purposes of this report, Coffee Supreme stakeholders are defined as an entity or individual that can reasonably be expected to be significantly affected by the reporting of Coffee Supreme's activities,

products and services, or whose actions can reasonably be expected to affect the ability of Coffee Supreme to successfully implement its strategies and achieve its objectives (GRI).

Following an internal discussion to identify our key stakeholders, we communicated with them through phone calls, emails, questionnaires and in-person interviews. Our daily business operations have provided us with a sound knowledge of the topics matter most to our stakeholders. The above table lists the groups of stakeholders we spoke to and the topics they were most concerned about.





GENERAL STANDARD DISCLOSURES

SECTION	GRI STANDARD	DESCRIPTION	PAGE(S)	NOTES
Organisational profile	102-1	Name of the organisation	5-6	About Coffee Supreme
	102-2	Activities, brands, products and services	5-6	About Coffee Supreme
	102-3	Location of headquarters	5-6	Business Operations
	102-4	Location of operations	5-6	Business Operations
	102-5	Ownership and legal form	5-6	About Coffee Supreme
	102-6	Markets served	5-6	Business Operations
	102-7	Scale of the organisation	5-6	Business Operations
	102-8	Information on employees and other workers	5-6	About Coffee Supreme
	102-9	Supply chain	5-6	Procurement Map
	102-10	Significant changes to the organisation and its supply chain	5-6	CHAIRS™
	102-11	Precautionary Principle or approach	5-6	
	102-12	External initiatives		
	102-13	Membership of associations		



GENERAL STANDARD DISCLOSURES

SECTION	GRI STANDARD	DESCRIPTION	PAGE(S)	NOTES
Strategy	102 - 14	Statement from senior decision-maker	3	Welcome from AI
Ethics and integrity	102 - 16	Values, principles, standards and norms of behavior	5-6	The Purpose of Coffee Supreme
Governance	102 - 18	Governance structure	5-6	About Coffee Supreme
Stakeholder engagement	102 - 40	List of stakeholder groups	7-8	Stakeholder Engagement and Materiality
	102 - 41	Collective bargaining agreements	5-6	No Coffee Supreme employees are covered by a collective bargaining agreement
	102 - 42	Identifying and selecting stakeholders	7-8	Stakeholder Engagement and Materiality
	102 - 43	Approach to stakeholder engagement	7-8	Stakeholder Engagement and Materiality
	102 - 44	Key topics and concerns raised	7-8	Stakeholder Engagement and Materiality



GENERAL STANDARD DISCLOSURES

SECTION	GRI STANDARD	DESCRIPTION	PAGE(S)	NOTES
Reporting practice	102 - 45	Entities included in the consolidated financial statements	5-6	Financial statements omitted due to confidentiality
	102 - 46	Defining report content and topic boundaries	5-6	This report
	102 - 47	List of material topics	5-6	Stakeholder Engagement and Materiality
	102 - 48	Restatements of information		No restatements of information
	102 - 49	Changes in Reporting		N/A
	102 - 50	Reporting period	3	About this report
	102 - 51	Date of most recent report	5-6	This is Coffee Supreme's first report
	102 - 52	Reporting cycle	5-6	About this report
	102 - 53	Contact point for questions regarding the report	7-8	About this report
	102 - 54	Claims of reporting in accordance with the GRI Standards	5-6	About this report
	102 - 55	GRI content index		
	102 - 56	External assurance	See note	We employed the services of Go Well Consulting to help us construct this report, but we were unable to have the report externally assured





ENVIRONMENTAL IMPACT

SPECIFIC STANDARD DISCLOSURES

SECTION	GRI STANDARD	DESCRIPTION	PAGE(S)
Climate change and GHG emissions	305-1	Direct (Scope 1) GHG emissions	
Water management	303-1	Water withdrawal by source	
Healthy land and sustainable farming methods	308-2	Negative environmental impacts in the supply chain and actions taken	
	307-1	Non-compliance with environmental laws and regulations	
Energy efficiency	302-1	Energy consumption within the organisation	
Waste	306-2	Waste by type and disposal method	
Packaging	301-1	Materials used by weight or volume	



SOCIAL IMPACT

SPECIFIC STANDARD DISCLOSURES

SECTION	GRI STANDARD	DESCRIPTION	PAGE(S)
Culture and Diversity	405-1	Diversity of governance bodies and employees	
	405-2	Ratio of basic salary and remuneration of women to men	
Communication and Engagement	413-1	Operations with local community engagement, impact assessments and development programs	
Responsible and Ethical Procurement	308-1	New suppliers that were screened using environmental criteria	
Health and Wellbeing	403-1		
	403-5		
	403-6		



GOVERNANCE

SPECIFIC STANDARD DISCLOSURES

SECTION	GRI STANDARD	DESCRIPTION	PAGE(S)
Transparency	Management approach only		
Communication and education	417-1		
Financial prosperity	201-1		
Sustainability as a core strategic value and leading by example	Management approach only		
Industry representation and engagement	Management approach only		
Business relationships	Management approach only		



# THANK YOU