

2022/2023

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# SOCIAL RESPONSIBILITY REPORT







## CORE PURPOSE

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### **We believe everyone deserves a better choice**

Consumers should have the right to transparency and choice in how their coffee is decaffeinated. We offer a decaffeination process that doesn't introduce chemical solvents into coffee, allowing coffee drinkers and roasters who want a better cup to select the Swiss Water® Process.

**We are proud to be **the only decaffeinator** exclusively focused on a chemical-free process.**



## VALUES

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**We are a collection of diverse individuals aligned on carrying out our values in everything we do**

To us, integrity means continuously striving for improved efficiencies while holding ourselves accountable for doing the right thing. It includes holding an influential space in the global coffee industry as we embrace sustainability and take measures that make a positive impact on the industry at large, and lessen our environmental footprint. It also means placing worker safety and health at the forefront of every action in our organization.



# KEY HIGHLIGHTS

What separates us as a sustainable company is also what makes us a great decaffeinator



- Our **certified organic** and **chemical-free process** is an inherently sustainable decaffeination choice
- We are the only **exclusively** chemical-free decaffeinator
- 80% of our water use is returned **clean to the community**
- We focus on conscientious sourcing, with 35% of our coffees\* holding **sustainability certifications**

\*Refers to coffee purchased by Swiss Water for resale only, not toll coffees



# PILLARS

There are so many ways to positively contribute to making the world a better place. We have chosen to focus our efforts in four specific areas. Look for these icons used throughout the report which link our activities to the relevant pillars.



## ADVANCING PROSPERITY OF PRODUCERS

We believe in advancing the prosperity of producers, who are the backbone of our industry



## CARING FOR OUR PLANET

Caring for our planet is a global concern and we aim to be good stewards of the earth



## LEVELING OPPORTUNITIES

We inhabit a shared planet and believe in leveling opportunities across peoples



## HELPING COMMUNITIES FLOURISH

People thrive when communities thrive; we want to uplift people through helping communities flourish



## OUR PROCESS

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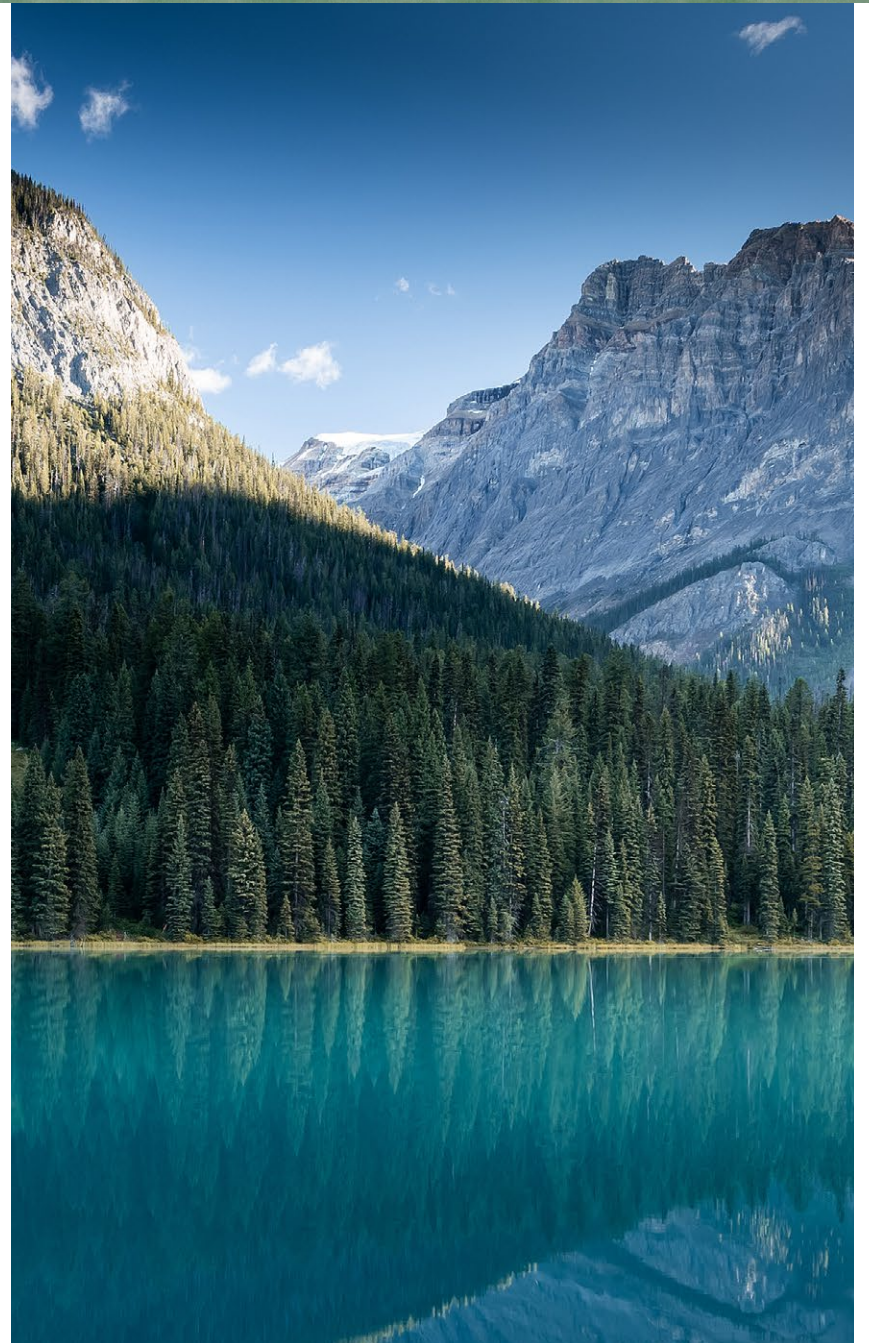
**Our organic-certified process is an inherently more sustainable decaffeination choice.**



Fully free from added chemicals, the Swiss Water® Process was **invented as an alternative to decaffeination processes that use chemical solvents**—the manufacture of which is also a big pollutant contributor.

Our sustainable process is built around natural, renewable elements. **We create our Green Coffee Extract (GCE) just once, made out of fresh water and all the soluble solids within green, unroasted coffee.** For decaffeination, green coffee is immersed in GCE until there is no more than 0.1% of caffeine remaining in the coffee beans. The caffeine is then removed from the GCE through a proprietary carbon filter system, and the **carbon is regenerated to remove all caffeine so that it can be reused.**

Because we don't add chemicals, more than 80% of the water used in our process can be safely returned as clean water to local waterways. **Not using chemicals also keeps our workers safer, eliminates environmental contamination risk, and keeps potentially harmful residue out of the final cup.**





## SUSTAINABLY CERTIFIED SOURCING

31% of the coffees we buy\* are sourced sustainably



When it comes to total lbs of decaf processed\*\*, organic volumes have increased 286% and other certifications have grown 376% compared to 2014.



\*Refers to coffee purchased by Swiss Water for resale only, not toll coffees

\*\*These include coffees we purchase as well as those we process as tolls

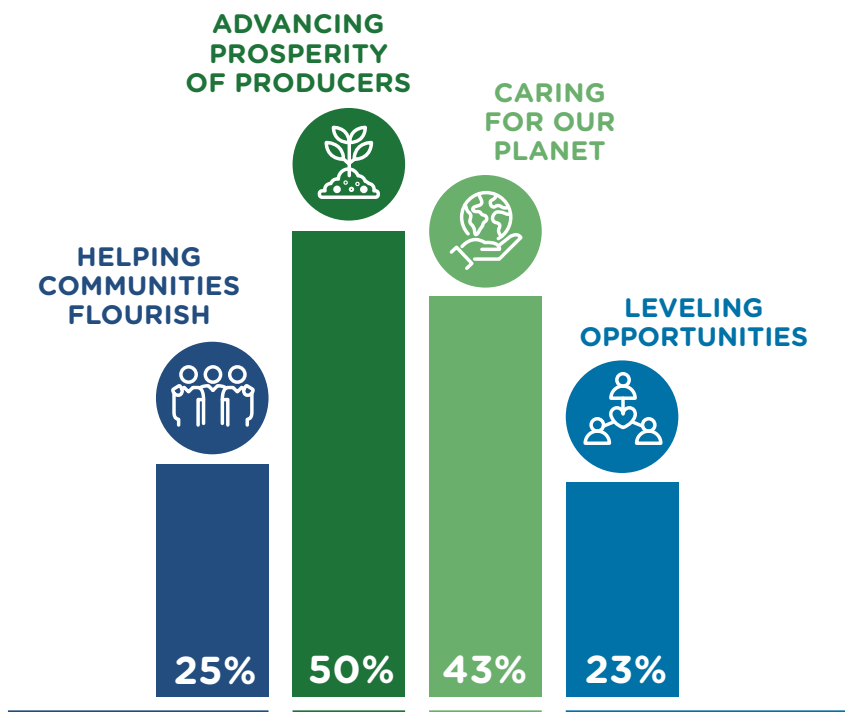




## SMALL BATCH SERIES

In 2015, we began to offer coffees through our Small Batch Series line. These coffees represent highly traceable, unique coffees with limited availability. In most cases, they also have a social responsibility component.

Since the program's creation, we can directly point to positive contributions that align with our four pillars of focus. The figures below represent the percentage of total Small Batch Series offerings that align with each pillar.





# RESOURCE USAGE

We are passionate about achieving efficiencies in our process and minimizing the impact on our environment



## Water

**80% of water used is returned clean to a community source.** Our rolling five-year average trend for clean water return has improved by 10%, and this continues to be an area of focus for ongoing improvement.

## Energy

**We've taken steps to contribute to energy efficiency and emission reductions.** To increase energy efficiency, we installed insulation into piping and ductwork when building our new production lines. We have also contributed over \$1 million (CAD) into a mandatory BC and Canada carbon tax, which is invested in emission reduction projects, helping to make traditional industries cleaner and stronger.

## Our Future

**We are passionate about achieving efficiencies in our process and minimizing the impact on our environment.** We look forward to sharing more about resource usage when we have concluded the transition phase in our new facility. Of course, we will continue to take steps to minimize our impact during this intermediate window where possible.



## CAUSES

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### Grounds for Health

Since 2004, we've had a close relationship with Grounds For Health, an international non-profit focused on reducing cervical cancer among women in coffee-growing regions. Over time, we have contributed US\$460K in corporate and employee contributions, driven by internal fundraising efforts as well as individual donations.



### World Coffee Research

We're proud to have supported World Coffee Research (WCR) since its inception. WCR's dedication to collaborative agricultural innovation is focused on improving the sustainability of coffee as a global crop. We're also a part of their Checkoff Program, which enables roasters with whom we work to donate a set amount directly to WCR per every pound of green coffee purchased through us.



### Tim Hortons® Foundation

Since 2014 we've been a sponsor of the Tim Hortons® Foundation Camps, who create programs designed to change the way young people from low-income families see themselves and the opportunities that exist for them.



Photo: World Coffee Research

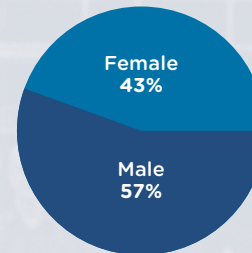


# EMPLOYEE COMPOSITION

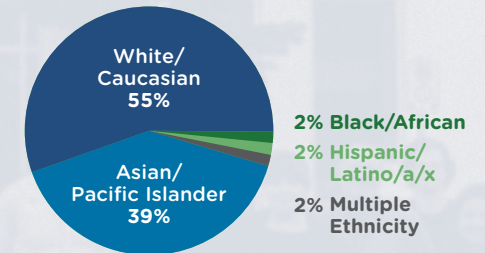
Swiss Water employs more than 100 individuals drawn from diverse nationalities, ethnicities, ages, gender and sexual identities, opinions, and values. Among the team there's a sense of pride about the company's role in supporting environmental sustainability and social good.

We distributed a voluntary, anonymous survey to all employees and received a 48% response rate. Of those replying, we have the following composition.

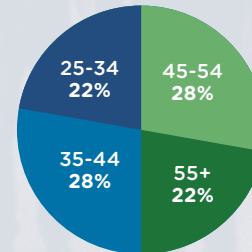
## GENDER



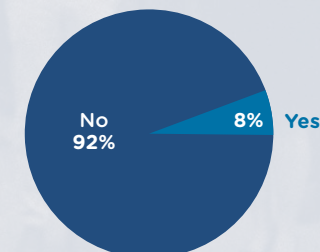
## RACE



## AGE



## IDENTIFY LGBTQ+



\*Response options with 0% are not represented within these charts.



## HEALTHY WORKPLACE

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### Safety

Swiss Water holds it essential that all employees are provided with a safe work environment. Along with following a strict adherence to WorkSafe BC provincial policies and procedures (and job-specific training in confined space, fall protection, and equipment operations), Swiss Water consistently performs better than the industry average for lost-time accidents. Swiss Water proudly maintains a companywide safety culture that is integral to all operations. We maintain the highest level of cleanliness through a high-standard janitorial program to ensure all staff have a safe, clean environment to work in.



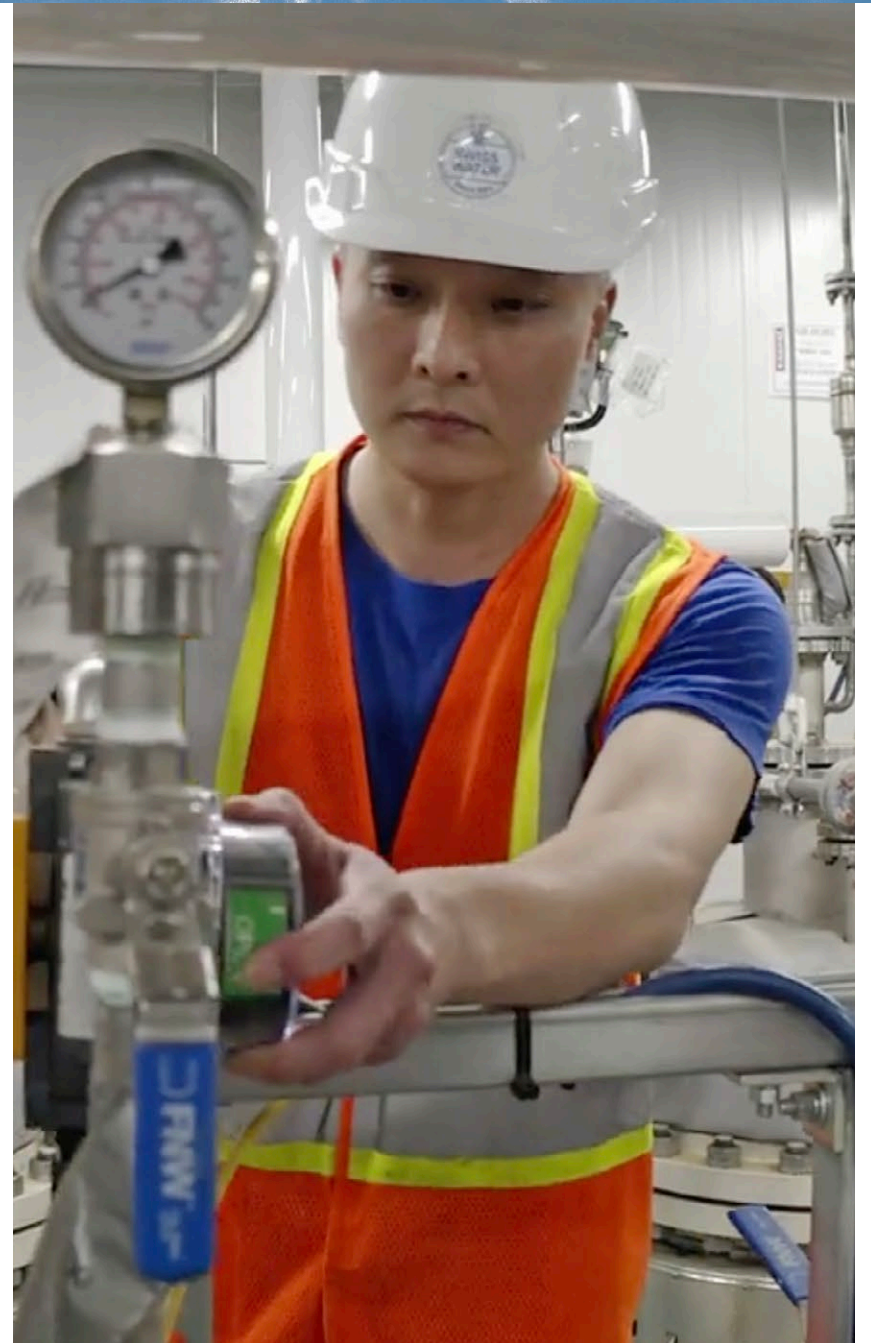
### Health

We offer a 100% employer-funded health plan, parental leave, flexible work schedules, and personal days to support physical and mental health. We encourage the use of onsite fitness equipment, and support team building activities.



### Professional Development

We provide encouragement and financial support to take part in industry certification programs, training programs, workshops, and memberships (e.g. LEAN, CQI Q-Grader, SCA Education Courses, FSMA training, etc.) so our team members can become their best professional selves.







SWISS WATER DECAFFEINATED COFFEE INC.

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