

2020 SOCIAL RESPONSIBILITY REPORT



1 → Core Purpose + Values | 2 → Key Sustainability Highlights
3 → Our Process | 4 → Sourcing | 5 → Resource Usage
6 → Supporting our Communities and our Planet | 7 → Healthy Workplace



CORE PURPOSE

We believe everyone deserves a better choice.

When it comes to decaffeination, consumers are entitled to transparency about how their coffee is decaffeinated and should have the option of a chemical-free method. 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

We align all that we do around the ideas of integrity and responsibility.

To Swiss Water, integrity stands for the way we conduct ourselves internally and externally, continuously striving for improved efficiencies while holding ourselves accountable for doing the right thing. Responsibility 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. And responsibility also means placing worker safety and health at the forefront of every action in our organization.



KEY SUSTAINABILITY HIGHLIGHTS



Our **chemical free process** is an inherently sustainable decaffeination choice



Our process is **organically certified**



80% of our water usage is returned **clean to the community**



We focus on conscientious sourcing, with 38% of our coffees holding **sustainability certifications**



OUR PROCESS



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 the numerous processes out there that use chemical solvents to decaffeinate.

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, while 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.**



SOURCING CERTIFICATIONS



In 2020, 38% of the coffees we sourced were sustainably certified by bodies like Rainforest Alliance, 4C, and the Organic Crop Improvement Association (OCIA)—up from 25% in 2015.

2020 (%)

Sustainably Sourced	38%
Fairtrade	16%
Organic	20%
Rainforest Alliance	11%





RESOURCE USAGE

Our approach to responsible resource management involves powerful internal metrics and continual improvements in energy usage and efficiency. Our new Delta facility is demonstrating efficiencies in the usage rate per lb across electricity, gas, and water.



WATER

Every decaffeination process uses water, but because our process is clean, it results in minimal water waste.

We carefully manage water usage so that the majority (80%) is returned clean to local rivers and streams.

Because we do not use chemicals in our process, nominal treatment is required.



NATURAL GAS

We have maintained the efficiency gained from earlier process improvements, with **2020 seeing our lowest natural gas consumption of the past seven years.**



ELECTRICITY

kWh/lb has been on a consistent downward trend, with a **63% reduction in the past decade.**



CARBON REGENERATION

We continue to use carbon more efficiently, with **our attrition rate having dropped by more than 50%** since 2009, and continuing to descend overall, even as we continue to expand capacity and grow.



SUPPORTING OUR COMMUNITIES AND OUR PLANET



Communities

↑ GROUNDS FOR HEALTH ↑

Since 2003, 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 nearly CAN\$400K in corporate and employee contributions, driven by both individual donations and employee fundraising efforts.

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.

In addition to sponsorship, we've also sent our team members to volunteer at Tim's camps.



The Environment

↑ WORLD COFFEE RESEARCH

We're proud supporters of World Coffee Research (WCR), whose 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.

RUN FOR WATER

Run For Water goes the distance promoting healthy physical activity and community spirit while raising funds for clean water development in Ethiopia. Since 2017, our employees have participated directly in Run For Water's charitable runs, and our company has supported the organization annually with a donation.



HEALTHY WORKPLACE

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 procedure (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. Since 2020, this has also included adherence to CDC and Health Canada guidelines pertaining to COVID-19.

Health

We offer a 100% employer-funded health plan, parental leave, flexible work schedules, and personal days to support physical and mental health.

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.





swisswater.com
info@swisswater.com



©SWISS WATER DECAFFEINATED COFFEE INC. ALL RIGHTS RESERVED. SWISS WATER®
AND SWISS WATER® LOGO ARE TRADEMARKS OF SWISS WATER DECAFFEINATED COFFEE INC.