

# 2021 SOCIAL RESPONSIBILITY REPORT



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## **CORE PURPOSE**

**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**

**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 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 35% 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.**



## 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 continually strive for greater efficiency, and 2021 marks a **10% decrease in natural gas use/lb versus a decade ago.**



### **ELECTRICITY**

kWh/lb has been on a long term downward trend, with a **30% reduction compared to a decade ago.**



### **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.



## SOURCING CERTIFICATIONS



In 2021, 35% 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.

2021 (%)	
Sustainably Sourced .....	<b>35%</b>
Fairtrade .....	<b>13%</b>
Organic .....	<b>19%</b>
Rainforest Alliance .....	<b>15%</b>





## SUPPORTING OUR COMMUNITIES AND OUR PLANET

### SMALL BATCH SERIES

In 2015, we introduced a line of coffees selected to emphasize extra-delicious, highly traceable decafs from unique origins. Of course, we are incredibly proud of how great they taste, but we feel that the farms behind these offerings—all of which have some unique facet of community-driven or environmental practice—are truly the stars. We're thrilled to be able to shine a light on what they do.

#### Our 2021 Small Batch Series offerings included:

##### **Burundi Rothecha Project**

Women-smallholder farmed coffees organized within a larger project established to combat poverty and support women-produced coffee in Burundi

##### **India Ratnagiri Estate**

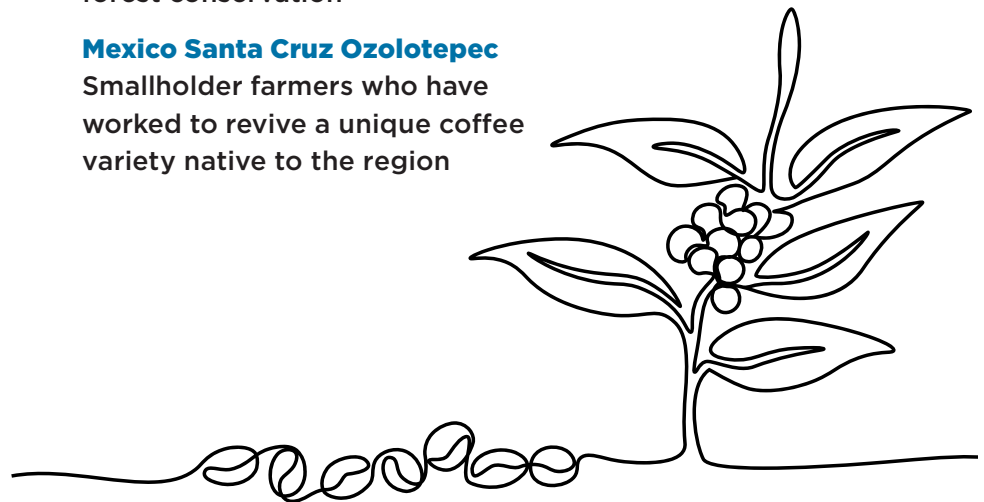
Invests heavily in its people, focusing on increased training and salaries

##### **Ethiopia RFA Organic Natural Masha**

A sustainably focused farm offering training for local producers, with 200 hectares set aside for forest conservation

##### **Mexico Santa Cruz Ozolotepec**

Smallholder farmers who have worked to revive a unique coffee variety native to the region





## SUPPORTING OUR COMMUNITIES AND OUR PLANET



### 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 CAN\$450K in corporate and employee contributions, driven by both individual donations and employee fundraising efforts.

### 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.



### 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.

TOP: GROUNDS FOR HEALTH  
BOTTOM: WORLD COFFEE RESEARCH





## 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.





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