

Supply terms for North Star branded coffee.

As the first roastery in our city promoting specialty grade coffee, we had quite a task on our hands to spread the message about quality and the versatility of flavour offered by coffee.

Having worked in coffee for nearly a decade now (and having completed numerous supplier visits across the coffee lands) we are absolutely convinced that specialty coffee is the answer for those who are farming with growing global uncertainty around climate change and an unstable C market (see this blog here for more info).

Specialty grade coffee makes up a small per cent of what is produced globally and is totally reliant on an aligned supply chain to ensure its success - this means attentive handling and roasting, machinery with adequate enough control to prepare this more complex bean along with the training and expertise to produce the highest standards consistently. When establishing our business, we had the mission of making specialty grade coffee more accessible we are now happily at a point where our product is recognised for its quality and the ethics with which we conduct our business and day to day activities both socially and environmentally. We are motivated entirely by the possibility of having a tangible positive impact on our producers and intend to do so by contributing to agronomy and social/ environmental projects funded by our growth.

We are talking about building a business that leaves a legacy and to do so we believe it is of imperative importance to maintain the consistency in our brand, approach and product -the final consumer experience of our coffee is in the hands of those preparing it, our wholesale partners.

In this aim, we have set out the following guidance that we ask you to consider before becoming a part of the north star family to ensure we are a suitable partner in helping you achieve your desired coffee offering.







Equipment Standards.

Espresso Grinder Features

- Adequate capacity to meet your output needs per day, whatever they may be (this is inherently linked to dose consistency and service speed too).
- Cooling system for the grinding chamber to ventilate heat produced during grinding.
- Adequate blade size for output level, at a minimum of 64mm burr size for the main grinder.
- Maintenance during and after service. Hardened steel, titanium or red speed coated grinding blades for longevity of grind quality.
- Programmability of recipes for ease of dosing during service.
- Grinder must produce 16g coffee in no more than 6 seconds, at an espresso grind capable of producing a 30 second brewing time with correct preparation.
- Suitable dosing and grind distribution pattern for ease of use and dose accuracy.
- Motor speed to be no higher than 1200 RPM, unless where adequate cooling system counter-acts the effects of this rate.
- Easily removable hopper for cleaning.

Espresso Machine Features

- Dual boiler machines with adequate PID technology per boiler for maintaining consistency of brewed espresso and steam quality at high levels of output being able to cope with growth too.
- Insulated boilers to maintain temperature stability during service.
- Stainless steel portafilters, spouts, espresso baskets and shower screens for temperature conductivity and hygiene maintenance.
- Adequate boiler size for meeting your estimated level of usage with specialty coffee and expected sales.
- Shot timers (either on your scales or machine) for measuring the time taken for espresso to brew during service. This, along with measuring coffee by weight for calibrations, will be an essential measure of quality through days of service.





Servicing

Servicing of machinery can be ordered through our B2B ordering portal, and arranged for you by North Star, and should be completed at least annually, depending on your maintenance program in-house and water filter capacity. All customers are encouraged to discuss their servicing plan with us to allow us to work on the most effective solution for maintaining gear over time.

Water Filtration

Water filters must be changed in accordance with capacity or at least every 12 months. This must be purchased in line with the brewing machine's boiler size and your output needs per year. Water filters use up their expected capacity differently according to locality and water composition across different geographical regions.

Visits

We are committed to visiting wholesale customers to check in and see if there is anything we can help with but also to review coffee service and presentation along with machine cleanliness and performance - sometimes we may call to arrange a mutually convenient time to ensure we can cover anything you would like us to during our visit.

Locality

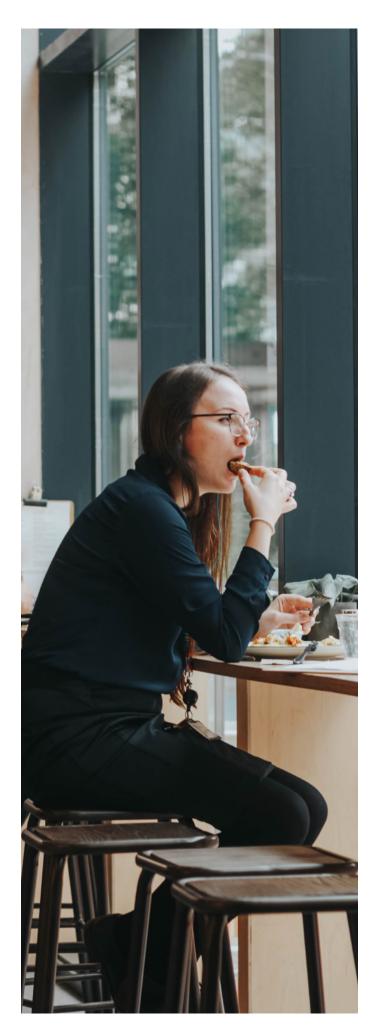
We must respect our other customers' needs in termsof supply distribution. If you are located close to other customers serving North Star, it may be that expectations are put in place to ensure that sites do not conflict in their commitment or ability to show quality or promote North Star. In these instances, we would encourage a transparent approach in discussing the matter with the neighbour in question to float the ideas of different coffees/blends being utilized to maintain a point of difference.

Orders

Customers must manage stock and understand our needs for orders to be placed in a timely fashion (with 48 hours minimum notice) to ensure that they can be produced correctly with good practice in house by our team.

Coffee must be ordered in time to allow for at least 7 days resting time before going through an espresso machine,

It is always advisable to have some coffee in hand to ensure you are never in that position. The consistency of the coffee's performance can only be guaranteed if it has had adequate resting time from the day it was roasted.



If you are unable to meet the above requirements for whatever reason then we can certainly supply you with a white label version of our specialty grade, ethically sourced, freshly roasted arabica coffee that makes no mention of north star on the bags/delivery boxes allowing you the opportunity to maximise your own branding.

This also means there should be no mention of North Star in your own social media channels or menus. Ultimately we feel the above points are really necessary for the protection and consistency of our brand and product and therefore also for the producers we buy from. There really is no point in purchasing coffee at a higher price point if you are unable to bring out the best of it for your customers, if you want us to point you in the direction of some alternative suppliers then please do let us know.