

# FROM HERITAGE TO FUTURE GENERATIONS

SUSTAINABILITY REPORT #3  
2021 & 2022





# Table of contents

## IMPRINT

PUBLISHER  
Julius Meinel Industrieholding GmbH  
Julius-Meinel-Gasse 3-7, 1160 Vienna  
<https://juliusmeinel.com>

CONTACT FOR SUSTAINABILITY  
Carina Needham, Global Sustainability Director  
[sustainability@meinel.group](mailto:sustainability@meinel.group)

SUPPORT OF CONTENT  
csr & communication  
Mag. Karin Huber-Heim  
Paulina Geschke, LL.M.  
<https://csr-and-communication.com>

PHOTO CREDITS  
Jane Goodall Institute, Chase Pickering,  
Lennart Stolte, Zsolt Marton, Cembra-Photography,  
Julius Meinel, istockphoto

LAYOUT & INFOGRAPHICS  
AD-Ventures, Graz  
<https://ad-ventures.at>

PRINT PRODUCTION  
Universal Druckerei, Leoben

Printed on 100% recycled paper.

## INFORMATION

Our Sustainability Report has been prepared with the utmost care to ensure the accuracy and completeness of information in all areas. Figures in the report are subject to rounding. However, rounding errors, typographical errors and printing errors cannot be completely ruled out.

DATE OF PUBLICATION  
December 2023

<b>1. Introduction</b> .....	<b>3</b>
1.1. Our Third Sustainability Report .....	3
1.2. Letter from CEO & CFO .....	4
1.3. Julius Meinel at a Glance .....	5
<b>2. Governance, Profile, and Strategy</b> .....	<b>6</b>
2.1. Company Profile .....	6
2.1.1. About Julius Meinel .....	6
2.1.2. The Julius Meinel Brand's History .....	7
2.1.3. Corporate Governance Structure .....	8
2.2. Sustainability Management .....	9
2.2.1. Sustainability at Julius Meinel .....	9
2.2.2. Ethical Business Conduct .....	11
2.2.3. Governance, Control, and Risk management .....	12
2.3. Value Chain .....	13
2.3.1 Value Chain & SDGs for Julius Meinel .....	14
2.3.2 Stakeholder Engagement .....	15
2.3.3 Material Topics and Risks .....	16
<b>3. Operations &amp; Products</b> .....	<b>17</b>
3.1. Environmental Performance .....	17
3.1.1. Corporate Footprint Data .....	17
3.1.2. Green Coffee Procurement .....	18
3.1.3. Production Data and Environmental Performance .....	20
3.1.4. Circular Economy Principles in the Coffee Industry .....	21
3.1.5. Global Procurement .....	22
3.1.6. Tea .....	23
3.2. Social Performance .....	25
3.2.1. Our Winning Culture .....	25
3.2.2. Key Employee Data, Health and Safety Management .....	28
3.2.3. Customer Relationships & Service .....	29
3.2.4. Community Engagement in Countries of Origin .....	30
3.2.5. Other Social Projects .....	33
<b>4. Outlook (Goals and Targets Table)</b> .....	<b>38</b>
<b>5. Data and Facts Annex</b> .....	<b>40</b>
<b>6. GRI Content Index</b> .....	<b>50</b>



# Our Third Sustainability Report

I have started my new role as Global Sustainability Director at Julius Meinl some months ago and I am very excited about the prospect of this new challenge. This new role has now also been repositioned with direct reporting to the CEO, which reflects the strategic importance that the company gives to this topic.

I am also thankful for this, not only because of my deep personal interest in sustainability, but also because I have the opportunity to make a difference for future generations. What could be more motivating for a parent than working on a better future for their children.

At Julius Meinl we have made a Generations Commitment: **'We act responsibly to ensure meaningful moments for future generations'**. And this commitment inspires us to find new ideas every day for our projects, such as our Generations Program which focuses on building meaningful, long-term relationships with coffee farmers and local communities in selected countries of origin.

Despite the huge task that lies ahead of us in the coffee industry, I firmly believe that we can make it, that we can make a

significant difference in tackling the various environmental, social and governance issues to be solved. It is often the little steps that make a big difference, and I am happy to present to you our third sustainability report which covers two calendar years. As of the 2023 reporting year, we will move to annual reporting and expand it to cover the whole group. For this report we have already increased the coverage from our two main markets of Italy and Austria, where our production sites are also located, to three additional subsidiaries: Germany, Croatia, and Romania. We have also made a significant effort to report an increased number of KPIs.



**Carina Needham,**  
Global Sustainability Director

## About the report

The third sustainability report of Julius Meinl Industrieholding GmbH (abbreviated in the report to 'Julius Meinl') covers the economic, environmental and social activities of our two subsidiaries, which also include our production plants JULIUS MEINL Austria GmbH (Austria) and JULIUS MEINL ITALIA S.p.A. (Italy). We have extended the report to include three additional subsidiaries in the sales and distribution locations: S.C. JULIUS MEINL Romania s.r.l. (Romania), JULIUS MEINL Bonfanti d.o.o. (Croatia), and JULIUS MEINL Deutschland GmbH (Germany). Therefore, we already cover 100% of our production locations and subsidiaries representing 50% of our 2022 Net Sales Revenue.

Information and key figures relevant to sustainability for the period 1 January 2021 to 31 December 2022 are reported with reference to the GRI Standards. The report was approved by the CEO and CFO without external review.

Julius Meinl Industrieholding GmbH has reported regularly, every two years since 2018, on decisions, activities and impacts in matters regarding corporate sustainability. Starting with reporting year 2023, Julius Meinl Industrie-holding GmbH will report annually. For questions on sustainability-related topics concerning Julius Meinl Industrieholding GmbH, and on improving the content of our reporting, please do not hesitate to contact Carina Needham, Global Sustainability Director, at [sustainability@meinl.group](mailto:sustainability@meinl.group).

# Dear Stakeholders,

It is with great pleasure that we present to you the 2021-2022 Sustainability Report of the Julius Meinl Coffee Group. The period covered by this report has been very much influenced by major macro- and geo-political turbulences, ranging from the pandemic and its ramifications, to the war in the Ukraine, which, beyond the human tragedy it entails, has also triggered a massive inflation hike driven by rising energy cost.

We have regarded the crisis, however, as an opportunity to propel change. As an open mindset to adapt to ever faster changing environments, this is inherently embedded in the DNA of a company which celebrated 160 years of business in 2022. On the occasion of our celebrations, the Julius Meinl Company, our Shareholders and Management clearly outlined our commitment and dedication to a sustainable Julius Meinl, for the better of the community, our employees, all external stakeholders of Julius Meinl, and the longevity of the Company. The commitment could not be more deeply grounded, and we will walk, cup by cup and highly engaged, all the way towards our vision of **'Acting Responsibly to Ensure Meaningful Moments for Future Generations'**.

## More specifically,

- over the past two years we have made significant progress towards our sustainability goals. From taking important first steps to reduce fossil-based packaging, to greening our tea portfolio and exploring suitable green coffee verification programs. Most importantly, **we have launched and extended the Generations**

**Program**, where through sourcing at specific farms we contribute to upgrading and premiumising the farms, and hence encourage the next generations to continue coffee farming.

- we have also embarked on **promoting social engagement initiatives**, and have achieved important milestones, thereby positively impacting ESG issues. Finally, our sustainability performance is increasingly measured against several key sustainability performance indicators.



- meanwhile, leveraging metrics to guide us on our journey to consistently improve sustainability has been established in our thinking and doing. Examples of this are the GRI (Global Reporting Initiative) reporting framework, to adhere to comprehensive and transparent reporting, as well as internationally recognised sustainability standards. This allows us to measure and compare our progress, and provide our stakeholders with reliable and comprehensible

representations of our performance. It also ensures we are preparing for the upcoming mandatory EU CSRD (Corporate Sustainability Reporting Directive).

- importantly, the more our sustainability vision and the corporate Julius Meinl vision are merged into one, the more we discover that we are not only making good progress in safeguarding this planet for our future generations. We also realise that this idea and process are also a great source of endless innovative ideas, which resonate very well with our consumers and customers – all beneficial. And while we are still in the early phase, we are pleased with the mindset that all of this triggers.

## Looking ahead,

- we, as a company, will ensure clarity on our sustainability commitments and how each of our defined key areas of intervention (green coffee, production, HR, supply chain and procurement) will improve in the future, and how, using science-based targets and measures, we will reach a significant CO<sub>2</sub> emission reduction by 2030. While sourcing sustainable coffee and gathering data from our suppliers at source remain challenging, with regard to green coffee specifically, we have proactively addressed these issues by joining the Global Coffee Platform (GCP) and initiating a collaboration with **Enveritas, an international provider of sustainability assessments for the coffee industry**. This, alongside our decision to explore new partnerships and supply chains that prioritise sustainability, shall ensure the responsible sourcing of coffee.

# Julius Meinl at a Glance

- In 2023 we will align our materiality **assessment with the upcoming European legislation**, and focus our efforts on areas that have the most significant impact on sustainability and financial performance in the best interest of our stakeholders.
- We will live up to the **defined future culture**, which has been elaborated over the past two years across all countries, and driven by a team from all geographical areas, functions and seniorities. This will not only ensure ownership of the areas of responsibility and our direction overall, but also empower our people to steer this Company towards driving and experiencing sustainability in everything we do. To grow together and create meaningful moments for our next generations.

## Acting Responsibly to Ensure Meaningful Moments for Future Generations

In conclusion, the Julius Meinl Coffee Group is highly committed to sustainability covering environmental, social and governance areas. This commitment is fully linked to **the remarkable people of this Company** who live and role-model sustainability every day, and who, together with our partners and stakeholders, have enabled all the progress of recent years. We also sincerely hope that every reader of this report appreciates this organisation's engagement for the topic. At the same time, we are grateful for any input, additional thought, or suggestions on how to grow even better on our journey to **'Ensure Meaningful Moments for Future Generations'**.

Kind regards

**Marcel Löffler**

CEO Julius Meinl Industrieholding

**Jörg Hönemann**

CFO Julius Meinl Industrieholding



	2021	2022
Net sales revenues in million EUR	154	213
Number of subsidiaries globally	20	20
Number of countries with distribution	50	52
Number of employees globally	955	975
Number of employees in reported countries	441	452
Coffee roasted in t	11,942	13,691
% of bought certified green coffee	17.7	22.1
Green coffee countries of origin bought	12	15
GHG Emissions in tons - Scope 1/2*/3**	124,465	133,614
GHG Emissions in kg - Scope 1/2*/3** per kg roasted coffee	10.42	9.76
Electricity from renewable sources	94%	94%
Energy intensity (in MJ per kg roasted coffee)	6.88	6.23
Water withdrawal (in ML*** per kg roasted coffee)	0.85	0.89
Farmers in Program		50
Number of farmers equipped with dryers		50
Coffee dried at farm		87.6% (+10% vs. 2019)
Farmers visited & trained per year		visited 3x, trained 1.24x
Rainforest Alliance Certification		100% of farmers

\* Scope 2 market-based method

\*\* Scope 1&2: AT/IT/DE/HR/RO, Scope 3 Green Coffee

\*\*\* AT/IT (office and production)

# About Julius Meinl

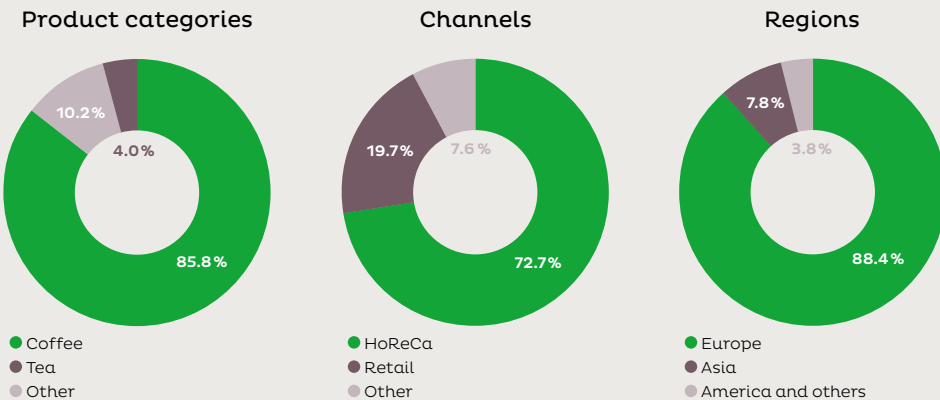
Julius Meinl, an Austrian family company founded in 1862, is one of the oldest coffee roasters in the world, and an iconic Vienna coffee house brand, operating in 52 countries through local subsidiaries and sales partners, with a 2022 annual average of 975 employees worldwide. Dedication to quality has been a family trade mark for five generations.

With more than 160 years of experience in sourcing, blending, and roasting, Julius Meinl is a preferred coffee supplier for Vienna's leading coffee houses. Today Julius Meinl coffees and teas help create meaningful moments for customers and consumers across the globe, and are sold in over 50,000 hotels, coffee houses and restaurants, plus a growing number of retail outlets.

This report focuses on sustainability-related information about Julius Meinl in Austria, Italy, Croatia, Germany, and Romania. In addition Julius Meinl has subsidiaries in the following countries: Bosnia, Bulgaria, China, Czech Republic, France, Hungary, Kazakhstan, Poland, Russia, Serbia, Slovakia, Slovenia, Turkey, United Kingdom, and United States of America.



## Global Turnover Split 2022



## Direct economic value generated and distributed

in EUR 1,000	2021	2022
<b>Direct economic value generated: revenues</b>	153,984	212,796
Net sales revenues	153,624	212,541
Financial income	360	255
<b>Economic value distributed</b>	-154,656	-205,507
Employee wages and benefits	-39,704	-50,079
Payments to providers of capital	-2,837	-3,513
Operating costs	-110,877	-149,708
Payments to governments	-1,238	-2,207
<b>Total</b>	<b>-672</b>	<b>7,289</b>



# The Julius Meinl Brand's History



1862

Julius Meinl I. opens a spice shop in downtown Vienna, selling green coffee beans, cocoa, tea, spices, rice, and sugar.



1877

Julius Meinl I. revolutionises coffee roasting by a process he developed himself.



1924

Design of the iconic Meinl logo for Meinl coffee, later becoming the company's trademark.



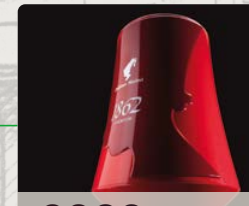
1962

The Jubilee coffee blend is introduced on the occasion of the company's 100<sup>th</sup> anniversary.



2004

Matteo Thun develops a Trend cup design based on the shape of the logo.



2009

Julius Meinl's 1862 premium coffee is launched for the out-of-home business. It is characterised by its exceptional taste, its unique design, and state-of-the-art technology.



2012

Julius Meinl celebrates its 150-year anniversary of unrivalled quality and coffee expertise, and Julius Meinl Tea is relaunched under the motto 'East meets West'.



2018

Julius Meinl expands its range of cold drinks with the launch of the Tea on the Rocks collection.



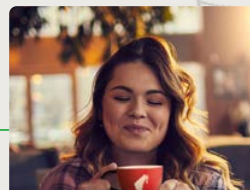
2019

Julius Meinl publishes its first Sustainability Report.



2020

Julius Meinl launches its fully biodegradable capsule range. Another small step towards a better planet for us and future generations.



2021

Julius Meinl launches its new 'More than a Moment' campaign.



2022

Julius Meinl celebrates its 160-year anniversary, and hosts a big event on the company premises in Vienna, including a street art contest.

# Corporate Governance Structure

Julius Meinl Industrieholding GmbH is the headquarter of Julius Meinl, located in Austria, in Vienna's 16<sup>th</sup> district at Julius-Meinl-Gasse 3-7.

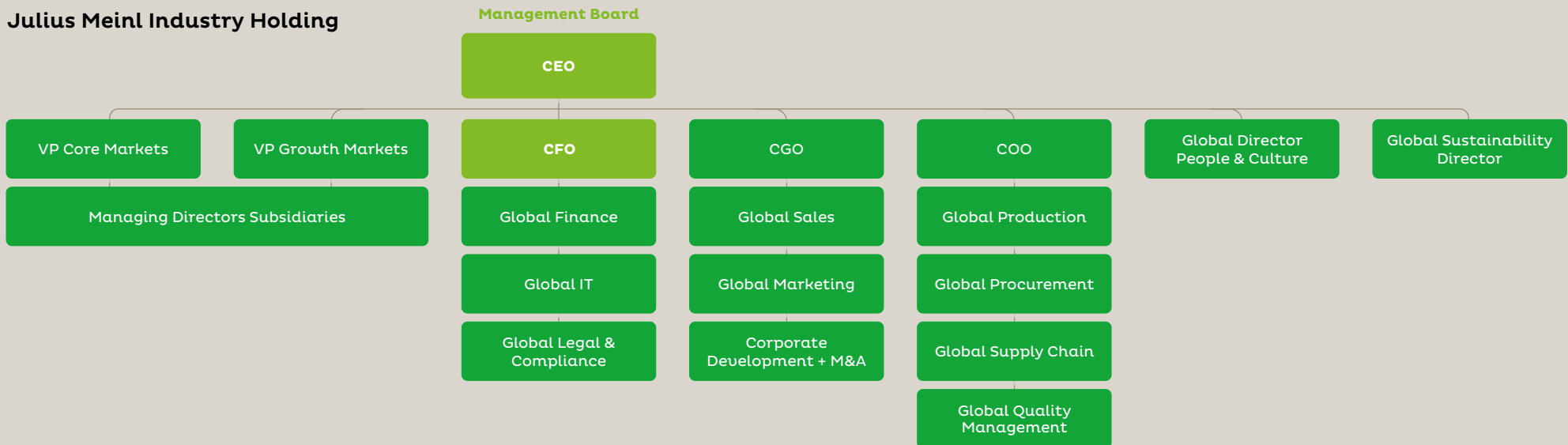
As of 1 January 2020, the company underwent structural changes with Mr. Marcel Löffler, the CEO of Julius Meinl Industrieholding GmbH, also assuming the role of Chairman of the Board. The selection and nomination process for key positions in the company is a rigorous and collaborative effort. The CEO and Director of People and Culture play pivotal roles in identifying and nominating suitable candidates. Final approval of the chosen candidate is given by the shareholders, ensuring transparency and accountability. To assist in the search for the best candidates, we cooperate with external headhunters, leveraging their expertise and extensive networks to find top talent. This approach ensures that we consider a diverse pool of candidates with the right skills and experience.

Julius Meinl's CEO, Marcel Löffler, has a long-standing commitment to the organisation, having served since 2004. With this continuity, recent focus has been on filling crucial vacancies, such as the CFO position, strengthening the management team, and driving the company's continued growth and success. The CEO's and CFO's performance evaluation follows our general EPD and PDP process, which is the same for all employees. However, there are no specific Key Performance Indicators (KPIs) related to ESG performance. Remuneration includes fixed and variable pay, and bonuses linked to targets and external benchmarks. All payments comply with legal requirements. Oversight is provided by a remuneration committee who determine remuneration. The decision criteria are linked to performance (achievement of results) and to external benchmarking against data provided by consultants. The organisation is governed by the Management Board (CEO and CFO) and the Executive Team, ET.

At the end of 2022 the ET members were C-level executives, CEO, CFO, COO, CGO and two regional Vice-Presidents – responsible for a designated cluster of countries – the People and Culture Director and one shareholder representative. The Executive Team is a forum for all decision-making in the organisation. The Global Sustainability Director reports directly to the CEO.

To build up collective knowledge on sustainable development and related companies' responsibilities, Julius Meinl joined the Austrian sustainability network 'respACT-Austrian business council for sustainable development' in 2019. Here, we engage with sustainability-oriented organisations to connect with peers and experts in the field. Together with external experts working with our teams, they provide valuable opportunities for learning, sharing experiences, and collaborating on sustainability initiatives.

## Julius Meinl Industry Holding



# Sustainability at Julius Meinl

At Julius Meinl, we feel a strong sense of responsibility to our planet, as well as those involved at every stage of our coffee journey, as we work together to bring premium quality to every cup. As a fifth-generation family business, it is up to us to take an active role in creating sustainable initiatives that will positively impact the entire coffee industry.

While the Meinl family itself is also fully dedicated to sustainability, the CEO of Julius Meinl Industrieholding GmbH holds the highest level of responsibility for strategic development and sustainability-related decisions. To drive continuous improvement in sustainability efforts, the company has embedded sustainability throughout its various organisational areas. Previously, the Sustainability

Coordinator reported directly to the Chief Marketing Officer (CMO) in 2021 and 2022. The Coordinator leads and coordinates the sustainability team and its activities.

The Sustainability Coordinator has conducted video conferences comprising representatives from relevant departments, to review progress, set new goals, and plan initiatives. These encompass areas such as Sustainability Management, Production Management, Global Procurement, Supply Chain Management, Human Resource Management, Fleet Management, and Marketing & Sales Management. As of December 2022, the position of Global Sustainability Director was established, reporting directly to the CEO.

As of 2019, Julius Meinl has been a member of respACT - the Austrian business council for sustainable development. While our plans to join the United Nations Global Compact as a signatory were impacted by the pandemic, we remain committed to becoming a member within the next two years. Nonetheless, we steadfastly uphold the 'Ten Principles of the United Nations Global Compact', incorporating them into our business practices and procedures. These principles encompass human rights, labour standards, environmental protection, and anti-corruption, and are reflected in our sustainability policy.

## Our 2025 Sustainability Priorities



### Social Responsibility

- Supporting coffee farmers in the origin
- Responsible employer



### Climate Action

- Resource-saving production
- Eco-friendly transport & logistics



### Waste & Material Reduction

- Reduction of packaging materials
- Reduction of single-use POS materials



# Our Sustainability Policy

At Julius Meinl, we embrace a generational mindset, just as our founder did in 1862. We recognise the rights of future generations, and strive to achieve sustainable impact by balancing economic, environmental and social considerations in our decisions and operations.

## Guided by our Sustainability Policy, we are committed to:

- Integrating sustainability into our product expertise, service orientation, and the preservation of the Viennese coffee culture we provide to our customers.
- Enhancing our knowledge and services in economic, social, and environmental sustainability to explore new markets and commercial opportunities.
- Sustainability, which, in our view, drives a continuous improvement process that delivers long-term results while bolstering our economic performance, reputation, and the well-being of our employees.

We uphold the principles outlined in our Code of Conduct, and have adopted the Ten Principles of the United Nations Global Compact as the foundation of our sustainability policy. Our values guide our actions in the areas where Julius Meinl's economic activities have the most significant impact on people and the environment. Find our sustainability policy on our website (<https://juliusmeinl.com/sustainability>). We have identified four key areas that guide our mission to apply our values to those aspects of Julius Meinl's business activities that have the greatest impact on people and the environment.

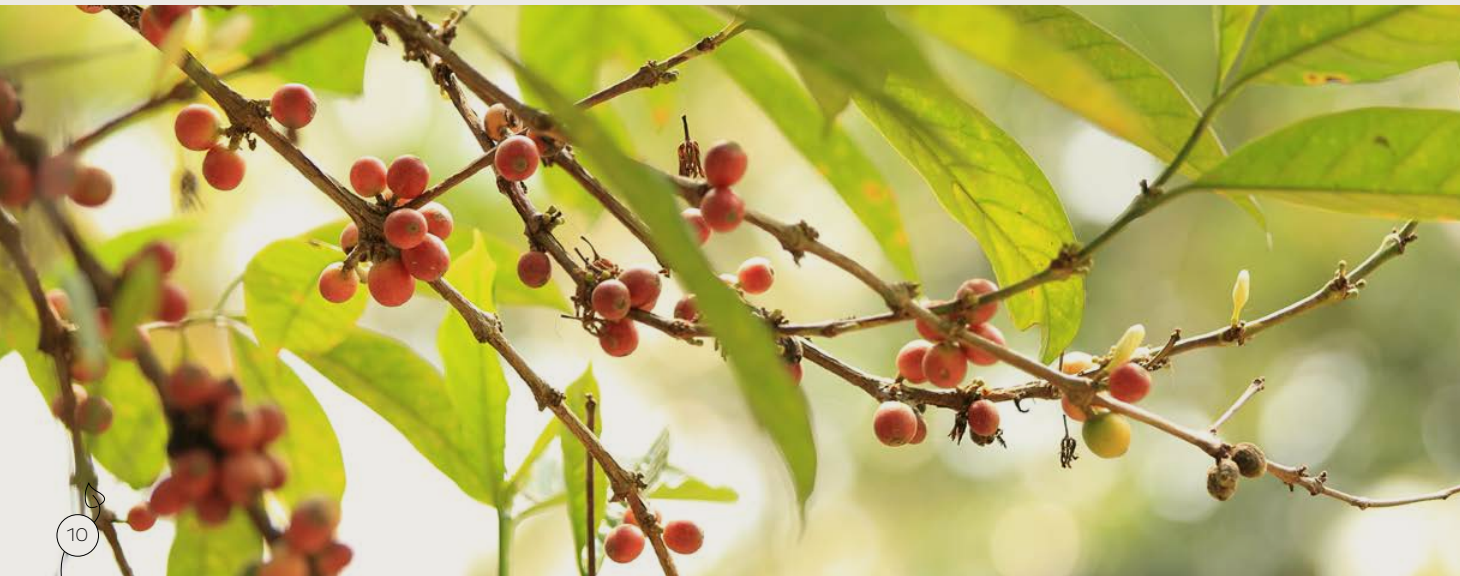
- Environmental Protection
- Human Rights in Supply Chain and Production
- Responsible Employer
- Responsible Business & Leadership

## How we manage sustainability at Julius Meinl

We recognise sustainable leadership as a business imperative, and a lever for transformation and future-fit growth.

The Executive Leadership Team is responsible for implementation in daily business and decision-making, based on a set of principles:

- We trust in science and align with the 17 Sustainability Development Goals (SDGs) and European strategies for 2050.
- We respect the need to build up knowledge in order to lead the transition and prove ourselves in sustainable business leadership.
- We recognise that our sustainability performance is an integrated and joint effort, supported and carried out by each and everyone in the Executive Leadership Team.
- When a decision is made, each team member reviews the proposal in terms of sustainability, and asks for a sustainable alternative if necessary.
- When making investment decisions, we always look out for sustainable solutions.



# Ethical Business Conduct

## Code of Business Conduct

At Julius Meinl, we uphold the core values of integrity, honesty, fair business practices, and respect. These values, established by Julius Meinl I over 160 years ago, guide the behaviour of every employee, from management to staff, in our daily operations. Our Code of Business Conduct is signed by all employees at entry level, and outlines the following key areas:

- **Ethics in business conduct:**

We adhere to principles that govern conflicts of interest, corruption and bribery, political activities, and compliance with competition laws.

- **Respect in the workplace:**

We prioritise a respectful work environment, addressing issues related to discrimination, harassment, and substance abuse.

- **Business integrity:**

We maintain the highest legal and ethical standards when handling business and financial

records, conducting audits and inspections, and safeguarding corporate assets and confidential information. We fully comply with international law and regulation and our corporate policy rules out any political contributions.

- **Seeking guidance and reporting incidents:**

We emphasise the importance of seeking advice and reporting compliance issues, concerns, and problems in a responsible manner.

By adhering to these principles, we ensure ethical conduct, foster a respectful workplace, uphold business integrity, and promptly address compliance issues. To prevent conflict of interests, we have 'rules of procedure' in place which describe a number of actions (e.g. investments to a certain amount) that must be subject to approval by the shareholders.

Responsibility lies with Global HR and the Internal Audit Department, to be contacted also via mail at [compliance@meinl.at](mailto:compliance@meinl.at). Our operations are subject to regular internal audits. Ten operations were internally

audited, and no incidents of corruption were reported in the reporting period.

Employees must report any accounting or auditing irregularities, fraud, theft, bribery, corrupt practices, discrimination, harassment, conflicts of interest, or other work-related issues. They can seek guidance and report problems to their immediate manager, next-level manager, or Human Resources manager. Julius Meinl takes all misconduct reports seriously, promptly reviews them, and recommends corrective actions or disciplinary measures as needed. Confidentiality of the individuals involved is protected, and full cooperation with inquiries or investigations is expected. Violating the Code may lead to disciplinary action, including termination. All employees, including management, are expected to prioritise the best interests of Julius Meinl while performing their job. No legal action had to be taken for anti-competitive behaviour, anti-trust, and monopoly practices, and no political contribution was made in the reporting period.



**Our Supplier Code of Conduct** terms are based on the ILO Core Conventions on Working Conditions and Rights at Work, and the UN Convention on the Rights of the Child, as well as national labour laws in the country of production, and international labour standards. By the end of 2022 we had rolled out our Code of Conduct to 70% of our suppliers handled by our Global Procurement department (covering machines, POS material, tea, trade food, packaging and services), with the aim of reaching 100% by 2024. Its implementation will reinforce our commitment to responsible practices throughout our entire supply chain. The Supplier Code of Conduct is available on our website <https://juliusmeinl.com/sustainability> and signed by our suppliers.

We did not contract any new green coffee suppliers in the reporting period, but started a pilot with Enveritas in Colombia in 2022 to screen our existing suppliers. Enveritas is an independent non-profit organisation that provides sustainability assurance for the coffee industry.

The field assessments are evaluated against Enveritas standards, which cover the three pillars of sustainability: social, environmental and economic.

# Governance, Control, and Risk Management

Julius Meinl prioritises a conservative tax approach, avoiding aggressive planning. By ensuring compliance with legal requirements in each operational country, we adhere to cross-border frameworks, contributing equitably to local communities. The tax strategy is formulated by the CFO and approved by the CEO, with regular biennial reviews ensuring ongoing compliance, and with transfer pricing documentation updated accordingly, maintaining a steadfast commitment to adhering to all relevant laws and regulations. In cases of ambiguity, expert tax advisors are consulted to ensure appropriate solutions.

## Tax and Sustainability Integration

Julius Meinl links tax strategy to business viability, considering profitability post-taxation. We are

increasingly seeking to proactively leverage tax incentives for sustainable investments, reflecting our commitment to environmentally conscious practices.

## Governance, Risks and Monitoring

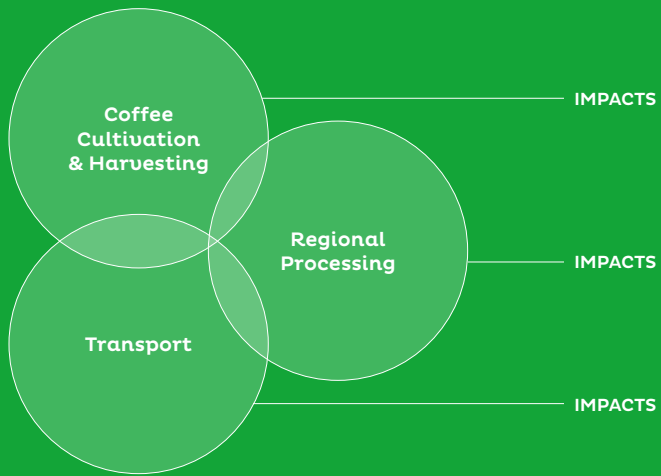
Tax governance, control, and risk management fall under the purview of the CFO. Matters exceeding standard business operations are elevated to the CEO. Our tax philosophy seamlessly aligns with our overall ethical business conduct, emphasising compliance with legal obligations. Tax risks are diligently identified by internal teams, external advisors, and through financial and tax audits. Professional advisors contribute to risk assessment and appropriate mitigation actions. Continuous monitoring of tax-related matters is provided by

internal teams, while emerging legislative changes are vigilantly tracked, both internally and with external advisory support.

## Ethical Concerns Handling and Assurance

Employees are encouraged to voice concerns to their direct line manager, the CFO, or HR. We are also upgrading and broadening the scope of our existing ethical alerts procedure with a professional third-party software solution. Additionally, our General Counsel & Compliance Director can be directly approached in case of complaints. External professional advisors provide assurance by auditing financial statements, including an in-depth tax audit field assessment.

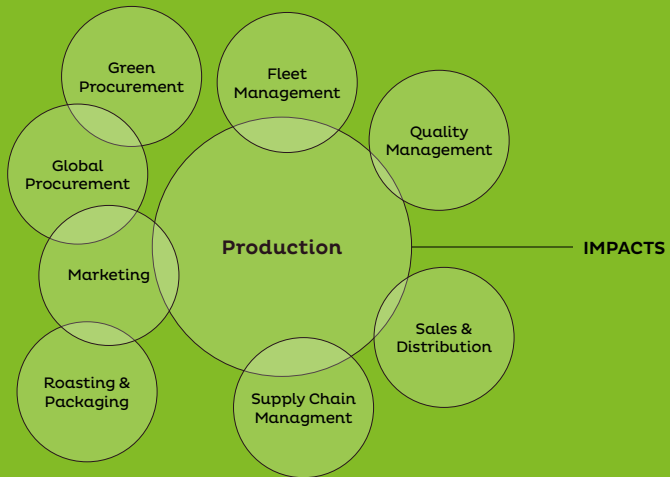




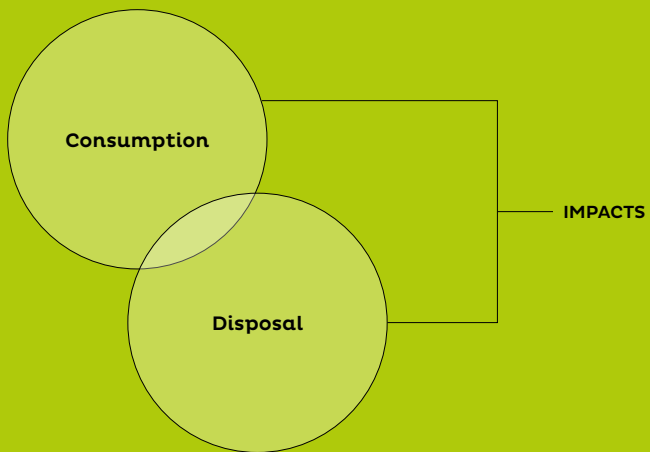
**Environmental:** Water consumption, Pesticides, Fertilisers, Monoculture  
**Social:** Human rights, fair labour practices and standards  
**Economic:** Living wages

**Environmental:** Water and energy consumption, emissions  
**Social:** Fair labour practices and standards  
**Economic:** Living wages

**Environmental:** Energy consumption, emissions  
**Social:** Fair labour practices and standards  
**Economic:** Living wages



**Environmental:** Energy and water consumption, production and transport emissions, material consumption (packaging, marketing), waste water, transport emissions, energy use  
**Social:** Labour practices and standards, sales and marketing practices  
**Economic:** Employment, tax payments



**Environmental:** Water and energy consumption, waste, emissions  
**Social:** Re-use, Product life extension and marketing practices  
**Economic:** Profit generation in HoReCa & Retail segment

# Value chain

Julius Meinl's sustainability activities are focused on addressing the environmental, social and economic impacts that arise along our value chain. These impacts serve as the key areas where we strive to actively take measures to improve our sustainability practices. We are committed to understanding the financial risks arising from climate and land change or social impacts throughout our value chain, and how they affect our business.

We will need to find ways to prevent and minimise our potential negative impacts by expanding our established risk management perspective to address environmental and social issues along the entire value chain in a systematic and structured manner. We had to postpone our intentions in this regard to 2023/24 due to the Covid-19 crisis, the effects of which were still being felt in 2021, and the energy crisis that immediately followed in the wake of the Ukraine war.



## Global Goals at Julius Meinl

In March 2022, Julius Meinl's Sustainability Team, consisting of several representatives from departments at all hierarchical levels, conducted a workshop, led by external experts, to discuss and review key topics in line with the United Nations Sustainable Development Goals (SDGs).

In the wake of the pandemic's impact on our HORECA business, we discussed the role of corporate sustainability as the 'new standard' and what this would mean for our organisation. Environmental challenges such as biodiversity loss and the escalating climate crisis are having a significant

impact on the cultivation of our key raw materials, green coffee and tea. Recognising the need for ambitious goals in the areas of climate protection, environmental sustainability and responsible procurement, and using the calculation of the environmental footprint of our coffee operations, we are now working to understand where Julius Meinl, along with the entire coffee industry, needs to take action to eliminate negative impacts along the entire value chain.

Like many international companies, we are starting to monitor and analyse social and climate policy

trends beyond market trends, as these will have an impact on the way we do business in the short, medium and long term. Making the right decisions today will lead us to taking the right actions tomorrow.

In 2022 the Sustainability Team defined six goals and related targets along the entire value chain to which Julius Meinl can contribute to achieve the objectives of the SDGs. We will develop concrete and measurable targets by 2024, to be able to report on the progress towards achieving our goals.

## SUSTAINABLE DEVELOPMENT GOALS





# Stakeholder Engagement

## Our Engagement with Stakeholders - how we listen to and respond to the concerns of our stakeholders

At Julius Meidl, we recognise the wide-ranging impact of our actions, which directly or indirectly affect numerous individuals. From local coffee farmers and communities to suppliers and employees, to customers and consumers, we hold a deep sense of responsibility for our impacts. We also extend our consideration to future generations, as their well-being can be impacted by our decisions in the present as well. In 2017, we conducted an analysis of stakeholders across our entire value chain, which was subsequently reviewed in 2020 to ensure its relevance and accuracy, resulting in no necessary modifications. Due to the increasing focus on ESG data required, we added 'Financial Institutions' to our list of stakeholders in 2022.

## Information & Transparency:

We ensure our stakeholders are well-informed through various communication channels, including social media platforms, our official website ([www.juliusmeidl.com](http://www.juliusmeidl.com)), press releases, conferences, and our sustainability reports.

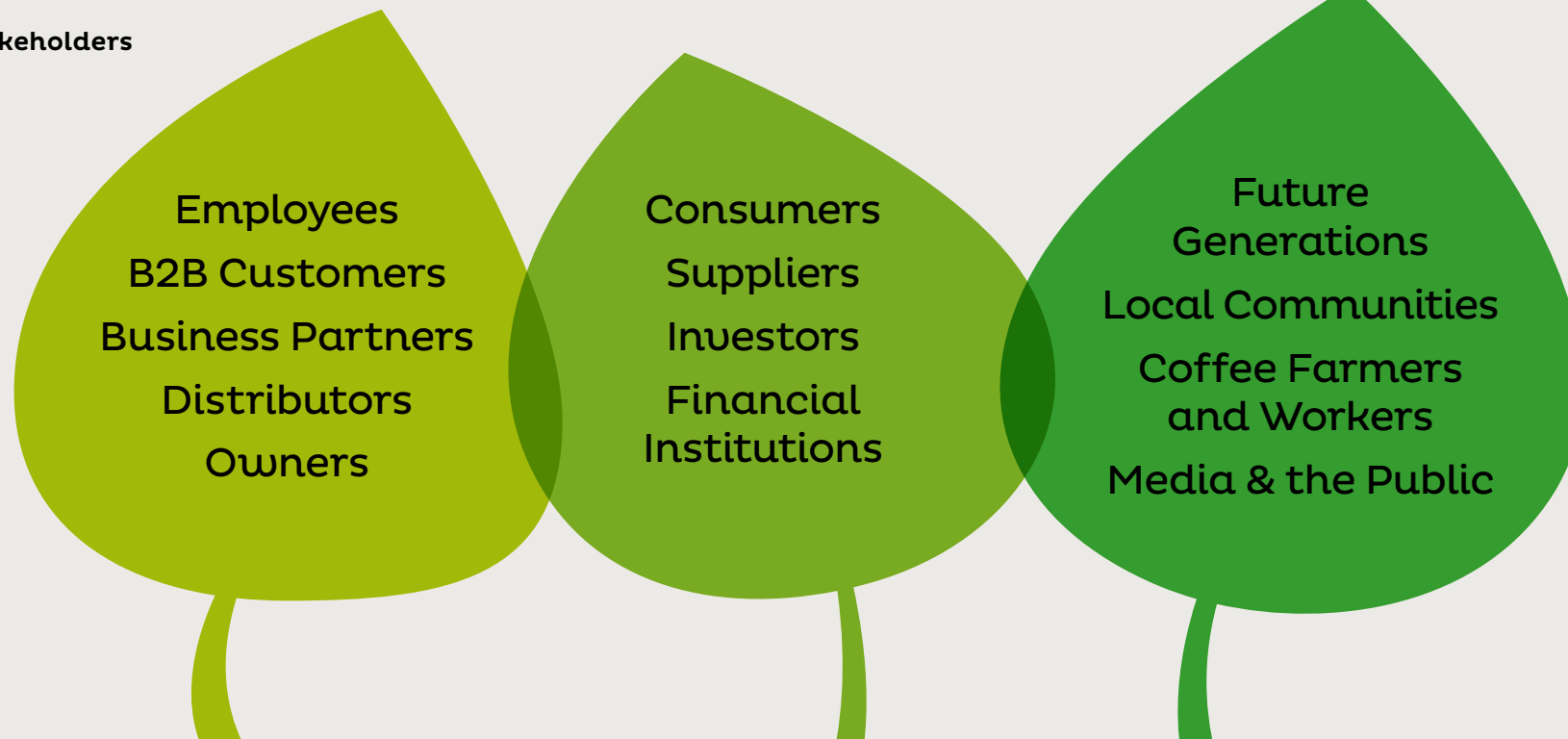
## Consultation & Dialogue:

Engaging in meaningful conversations and actively listening to stakeholder concerns are integral to our approach. We foster regular exchanges through personal discussions, video or phone calls, in-person or video-streamed meetings, customer visits, events, and trade fairs. In 2020, we initiated live digital events to address the interests and concerns of our global employees during challenging times, a format we have since continued.

## Participation & Collaboration:

Julius Meidl has established various collaborations in recent years. We actively participate in the Specialty Coffee Association (SCA) through our membership, and engage in projects such as the Colombian Heritage Project which has been expanded to the Generations Program, our World Coffee Day Initiative, and our ongoing program in Italy, 'Bambini delle Fate'. Our CEO was elected President of the Austrian Coffee and Tea Association in 2021, where he is an advocate for sustainability issues.

## List of Stakeholders



# Material Topics and Risks

In the initial materiality assessment carried out in 2017, representatives across different functions identified general areas, activities, and business relationships across Julius Mehl's entire value chain to determine where negative impacts are most likely to be present and significant, and further assessed actual and potential negative impacts for these general areas.

In a workshop with internal stakeholders (Production, Global Procurement, Fleet Management, Human Resources, Logistics, Marketing & Sales, Sustainability), topics based on the GRI guidelines, the SDGs, the Global Compact principles, and ISO 26000 were identified and supplemented by external stakeholder concerns. This process was based upon a survey of the dialogic communication formats used in different areas of the company, the results of which were included in

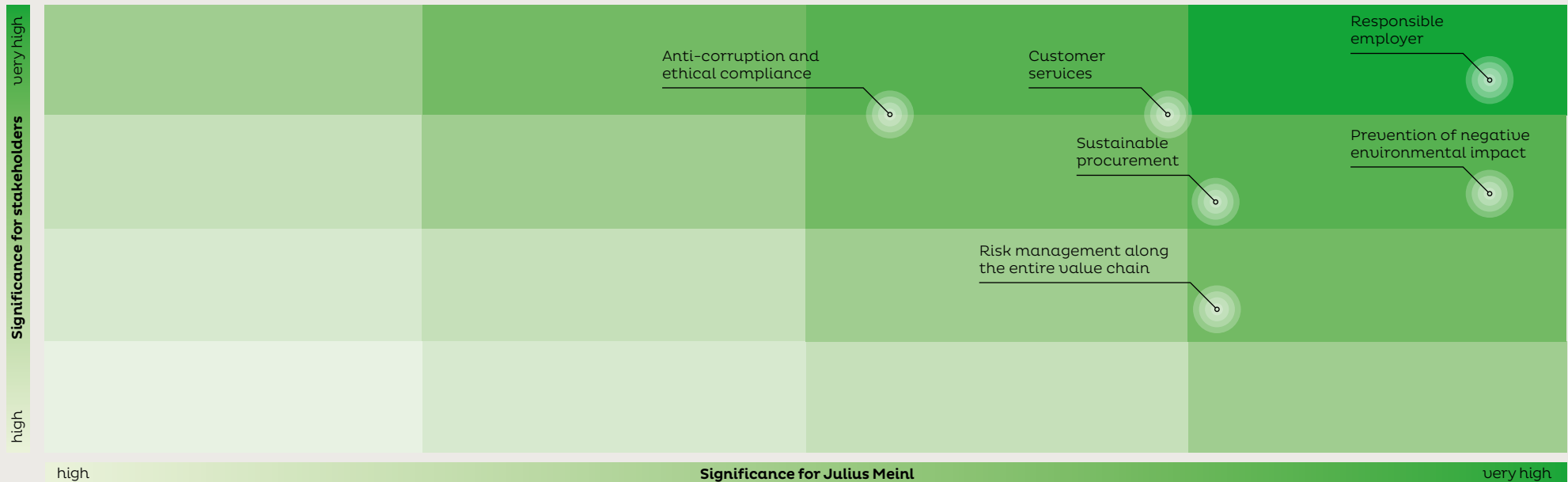
the analysis. The issues identified as highly relevant were rated by internal stakeholders and prioritised by scoring (Materiality to JM/Materiality to stakeholders - high [1] to very high [4]). An external stakeholder survey was announced for 2019-2020, but due to crisis events in the following years (pandemic, war in Ukraine, energy crisis) it has not been conducted to date.

However, impacts can change over time and context evolves, leading to changes in the organisation's impacts. As it was clear that the focus of impacts during the pandemic had shifted to employee health and safety, our most material topic became our responsibility for employees, and therefore had been adjusted in the report without the underlying Materiality Assessment Process.

While prioritising business continuity in 2021, we postponed the integration of sustainability into our risk management operations. However, this remains an area of focus for the coming years. To promote awareness of human rights, anti-corruption, ethics, and environmental issues among our suppliers, we updated our Supplier Code of Conduct.

Following regulatory changes at EU level for Corporate Sustainability Reporting (CSR Directive) and the upcoming European Sustainability Reporting Standards (ESRS), we plan to refresh our materiality analysis in 2023 accordingly. We therefore kept the existing matrix below for the 2021-2022 reporting.

## Materiality Matrix: Our Key Topics



# Corporate Carbon Footprint Data 2019

Our footprint analysis, based on 2019 data, clearly showed that most of our corporate footprint is driven by indirect impacts in the upstream supply chain of green coffee, responsible for more than 90% of our greenhouse gas emissions. Only 4% of greenhouse gas emissions result from our direct activities in our production and through our fleet. Further analysis revealed that packaging contributes to just 2.3% of emissions, and transport to only 1.4%.

The environmental impacts in the upstream value chain stem from limited cultivable land and

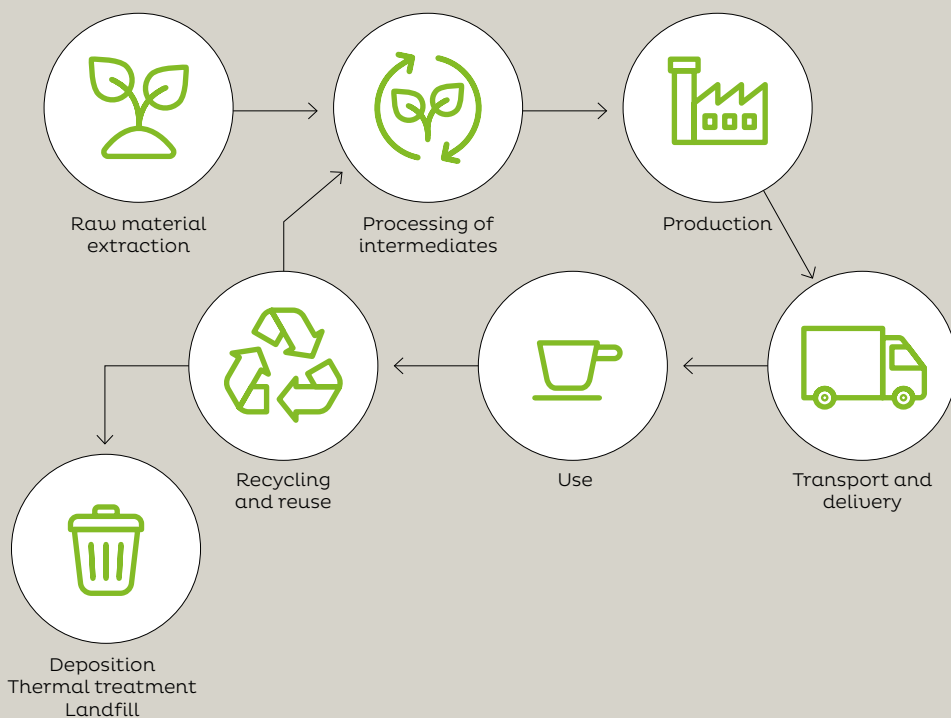
deforestation, leading to substantial greenhouse gas emissions. As a relatively small player in the industry, we acknowledge the challenge of driving cultivation method changes in coffee-producing countries. Therefore, collaboration with other industry stakeholders is crucial for effecting meaningful change.

While we are actively minimising our direct impacts (Scope 1 and 2) through resource efficiency and energy conservation, we are also exploring research to better understand the indirect impacts (Scope 3)

of coffee. We are working on a science-based pathway to decarbonise our operations in Scope 1 and 2, with the goal of including the primary data of our suppliers to calculate Scope 3 accurately.

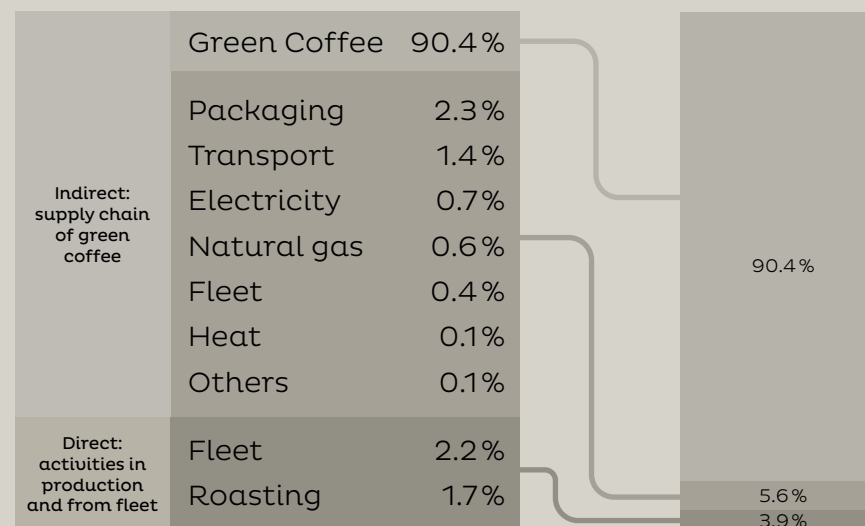
In addition we are closely working with our suppliers to reducing carbon emissions and increasing the adoption of regenerative agriculture practices among farmers.

## Life Cycle Impact Assessment



## Corporate Carbon Footprint (Scope 1-3)

The Corporate Carbon Footprint captures all emissions generated by Julius Meinel operations in Italy and Austria within the year 2019\*



\* including the biggest part of our impact as we cover 100% of our production as well as Green Coffee procurement.

# Green Coffee Procurement

Green coffee procurement plays a crucial role in our sustainability strategy. It refers to the process of acquiring unroasted coffee beans, and involves sourcing beans from coffee-producing regions, assessing quality, negotiating prices, and arranging transportation. It's a crucial step in the coffee supply chain that ensures the quality and sustainability of the final product. Our footprint calculation clearly shows that the biggest impacts on climate and people occur in the countries of coffee origin, which is why we highlight our activities in the upstream value chain.

**Nicolas Charmillot, Green Coffee Sourcing Director, on Julius Meinl's responsible sourcing journey**

**What are the challenges of sustainable green coffee procurement?**

Sustainability in Green Coffee Procurement aims to preserve the wealth of natural ecosystems in coffee producing communities, and to support the people who live in these communities. The world of green coffee is rich in diversity. Coffee is grown in more than 50 countries on four different continents. Each growing region brings its own culture and history to the cultivation of coffee. This diversity of flavours is a way for consumers to connect with their favourite coffee country in every cup they enjoy. However, the challenges are just as diverse: Pesticide use, access to health services, child labour, deforestation, water pollution, biodiversity, soil health, farmer productivity

and livelihoods, legal title to land, access to finance, cost, quality and availability of fertiliser, frost and drought, as well as plant diseases are all some of the most common challenges in the green coffee supply chain. What is labelled as 'responsible and ethical sourcing' is the effort of stakeholders to support these ecosystems and communities. Companies often aim to trace the source of their coffee, and then focus on one or two challenging aspects of their supply chains.

**What are the social and environmental impacts of coffee cultivation at source?**

Over the past 30 years, 95% of coffee production has been concentrated in 13 countries, down from 23 in the early 1990s. The genetic diversity of coffee production has declined, with consequences for the diversity of flavours and aromas, as perceived weaker varieties are replaced by stronger trees



Green coffee refers to the processed seed of the coffee tree fruit. All of a coffee's taste and flavor potential is held within this green seed. This potential is ultimately unleashed through roasting the green coffee.



**Nicolas Charmillot**  
Green Coffee Sourcing Director

to cope with increased disease and pests, due to climate change. Brazil and Vietnam have mechanised production in recent years, steadily increasing productivity and profitability. These productivity gains have enabled coffee production to meet ever-



## Key Countries of Origin

	2021	2022
Vietnam	42.3%	36.4%
Brazil	27.7%	32.8%
India	8.9%	9.7%
Honduras	10.3%	7.4%
Nicaragua	5.2%	6.2%
Uganda	2.2%	2.1%
Colombia	2.1%	1.6%

Smaller countries of origin shown on map

increasing global consumer demand at affordable prices, but have also driven world coffee prices to levels that many other producing countries cannot compete with.

**What's new in green coffee sourcing?**

In view of the sustainability challenges, Julius Meinl has recognised the need to reorganise its sustainable activities in order to achieve a greater positive impact. Our Green Coffee Procurement department is closely involved in this development. Julius Meinl has also joined the Global Coffee Platform (GCP), and participates with other coffee industry leaders in collectively reporting on sustainable coffee purchases, to foster the increased production and consumption of sustainable coffees. Also, two new initiatives have been developed, which outline our actions in the supply chain: our 'Responsibly Selected

Coffee' initiative involves our partners within the supply chain in a drive to do better, with positive impact. The sustainability of our supply chain is assessed by Enveritas, and the results are shared transparently to address challenges together. The assessment by Enveritas will allow us to evaluate the results of our collective efforts on an annual basis. We aim to have 100% of our supply chain participating in the initiative by 2025.

The Generation Program is an evolution - version 2 of our Colombian Heritage Project. While we will be strengthening and expanding our activities in Colombia, a new project will also be implemented in Uganda from 2023, supporting 100 farmers to develop stable, year-round income sources, centred on spouses and well integrated into the wider community. We will strengthen and further develop these programs on the basis of the results.

**The ADAPT principles of Julius Meinl's Green Coffee Procurement**

**ASK:** A regular assessment of the sustainability status of our supply chain, broken down by sub-category. We are working with Enveritas, an independent NGO specialised in this field.

**DECIDE:** We decide where, how and with whom we want to impact farming communities.

**ACT:** We address the identified challenges and implement the necessary actions.

**PICTURE:** The impact of these actions is independently evaluated to share the full picture.

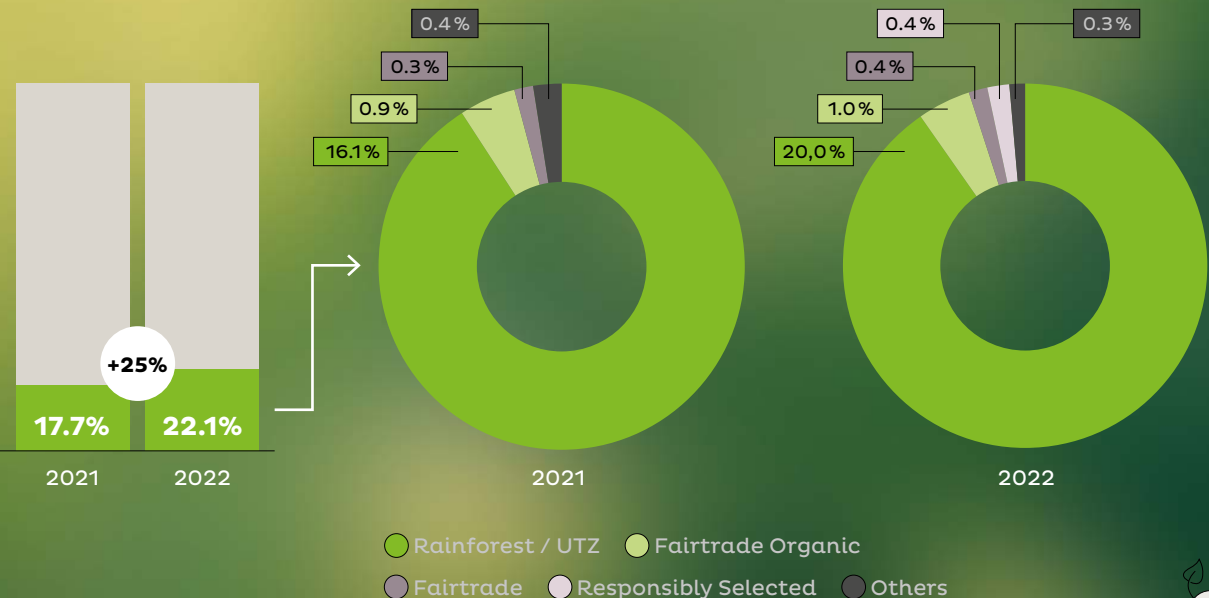
**TRANSPARENCY:** We share successes, failures and lessons learned transparently.

In 2022 Julius Meinl decided to become a member of the Global Coffee Platform (GCP), a multi-stakeholder membership association. The GCP brings together coffee producers, traders, roasters, retailers, civil society organisations, associations, governments, and donors, all sharing a common vision for the future. Our collective goal is to foster a thriving and sustainable coffee sector that will benefit present and future generations.



As a member of the Global Coffee Platform (GCP), Julius Meinl commits to sustainability as a shared responsibility, with the aim of enhancing the economic prosperity of farmers, improving their well-being, and conserving nature. The GCP serves as a unifying force, and brings together multiple stakeholders from the coffee sector, fostering collaboration and multiplying efforts to drive improvement on identified sustainability issues in coffee producing countries, and weigh up successful sustainability learnings and initiatives across the sector for replication and scaling.

**Certified Coffee Share of Total Coffee Volume**



# Production Data & Environmental Performance

Julius Meinel places great emphasis on the safety of its products and the well-being of its employees. The company's roasting plants in Vienna and Vicenza undergo regular audits to meet international standards. Both locations are certified according to the International Food Standard (IFS), ensuring that the coffee produced complies with customer requirements and legal regulations.

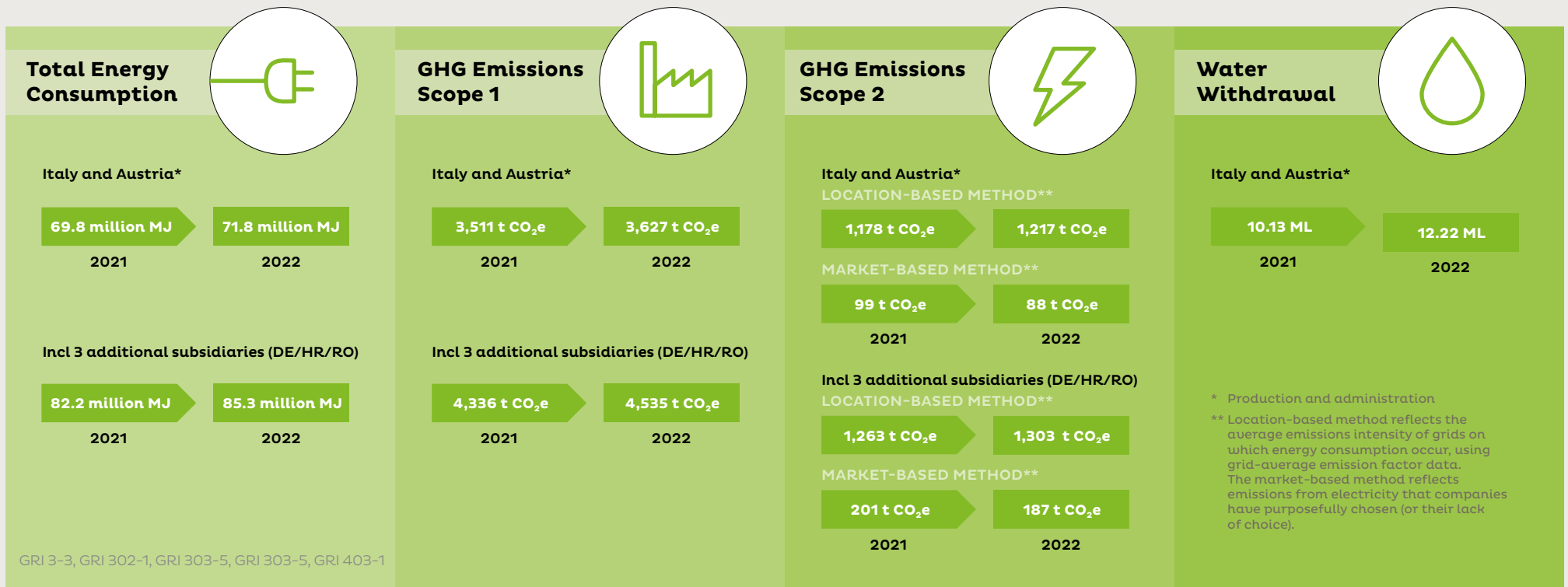
In addition to quality management systems, both sites have established health and safety management systems. In Italy, these systems are certified to IFS, ISO 9001 and ISO 45001, in Austria to IFS standards. Julius Meinel strives to make its production process as environmentally friendly and efficient as possible.

We buy electricity from renewable sources in Austria, Italy and Germany, accounting for 94% of electricity consumed in our 5 reported countries. This is an important step to reduce our Scope 2 GHG emissions to a maximum. For more details, please refer to the Data Annex. The roasting plant in Vicenza employs energy-saving techniques: our heat recovery system allows us to reuse heat from the chimneys of our roasters within the system, either through direct recirculation or via a heat exchanger. This can then be used for heating and cooling the administration building and production facility, which would otherwise be wasted. At 7,560 MJ a year, we save up to 1.05 tons of CO<sub>2</sub> in Vicenza alone.

To ensure ongoing environmental improvement throughout the production process, the Vicenza roasting plant is certified to the internationally recognised environmental management standard ISO 14001. This certification ensures that processes and tasks are well regulated, regularly reviewed, and consider potential environmental risks. By adhering to these standards, Julius Meinel demonstrates its commitment to systematic and continuous environmental improvement.

We are also continuously working on decarbonising our production, and while some projects were only implemented in 2023, we also exchanged a packaging line in 2021, resulting in a saving of more than 3,000 MJ.

## Our Key Environmental Data



# Circular Economy Principles in the Coffee Industry

Coffee production generates significant amounts of waste and residuals throughout its value chain. From the cultivation of coffee beans to processing and packaging, various by-products and residues are produced.

Depending on the method chosen for coffee processing, different by-products may be produced:

## Pre-roasting coffee by-products

**Coffee Husk:** The main by-product from the dry method (also termed as 'unwashed') is the coffee cherry husk, which is composed of the dried skin, pulp, and parchment. It represents about 12% of the berry on a dry-weight basis. About 0.18 tons of husks are released from 1 ton of fresh coffee fruits, producing around 150 to 200 kg of commercial green coffee.

**Coffee Pulp:** Coffee pulp is the first by-product obtained during wet or semi-dry processing, and represents 29% dry-weight of the whole cherry. For every 2 tons of commercial green coffee produced, 1 ton of coffee pulp is obtained. Coffee pulp comprises the exocarp (outer skin) as well as the mesocarp (fleshy part).

## Post-roasting coffee by-products

**Coffee Silver Skin:** The silver skin is the first coffee industry residue produced in consuming countries, as it is released during roasting if the beans are not polished before shipping. It has limited commercial value, and is generally discarded. It can be used as a source of biofuel or compost.

**Spent Coffee Grounds:** Spent coffee grounds are the waste product from brewing coffee. After brewing coffee, used coffee grounds are typically discarded as waste. However, they have potential for various applications such as composting, energy generation, or even as a source of valuable compounds. This is a fact that we want to highlight even more at customer level in the coming years.

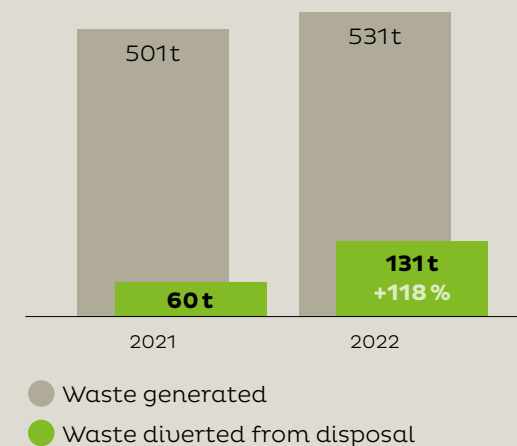
## Waste from Packaging

Waste from packaging materials, like coffee packaging and capsules, is an issue we are working on.

Managing coffee production waste and residuals presents an opportunity for sustainability and circularity. Innovative solutions, such as converting waste into biogas or biofuels, composting, and using coffee by-products for various applications, are expected to help reduce environmental impacts and create value from what was once considered waste. Embracing circular economy principles and responsible waste management practices in our coffee production is part of our sustainability strategy, and can contribute to a more sustainable and eco-friendly coffee industry.

## Some actions we are already taking to reduce our waste impact

- 1) Our N-compatible capsules range has been changed in 2022 to 100% home compostable capsules.
- 2) At our Vicenza plant we diverted 131t of waste from coffee residuals (mainly coffee silver skin) in 2022 which is used to make compost.
- 3) In Vienna we have started a project in 2022 to recollect some of our 1862 Premium packaging. 1t of plastic waste was given to a non-profit organization which is selling the plastic to a recycling company, and the revenue is donated to improve the lives of critically-ill children and their families in need.



Data for Croatia and Germany not available

## Global Procurement at Julius Meinl

We are committed to promoting sustainability in our global procurement practices for machines, capsules, trade foods, and POS materials. To achieve this goal, we have implemented several actions:

### Supplier Selection:

We prioritise suppliers who demonstrate a commitment to sustainability. This includes assessing suppliers' environmental and social practices, certifications, and adherence to ethical sourcing guidelines.

### Sustainable Materials:

We actively seek out and procure materials that have a reduced environmental impact. This includes selecting energy-efficient machines, recyclable or biodegradable packaging materials, and responsibly sourced trade foods.

### Packaging Optimization:

We work towards minimising packaging waste and adopting sustainable packaging solutions. This includes exploring fossil-free materials and reducing excessive packaging. Here are some examples, which add up to better performance:

- By 2022, 100 % of retail coffee capsules were made from bio-based materials that are home-compostable.
- We have optimised our Instant Coffee Sticks packaging, and implemented a change by the end of 2022. Cardboard packaging has been reduced by nearly 35%, saving packaging materials but also allowing us to adjust palletisation. By increasing the number of cartons per pallet from 144 to 240, we produce a positive impact on our transport emissions.

- We have made significant improvements to the packaging of our biscuits. As of September 2022, we have removed display racks, and optimised the cardboard used per selling unit. As a result, we can achieve packaging reductions of 16 t (-45%) annually for 2022, resulting in a packaging reduction of approx. 5.6 t of cardboard packaging.





# Tea

**As one of the first direct importers in Europe, Julius Meinl began to import its own premium teas in 1894. We have developed partnerships with the finest tea estates, and invested in perfecting the tea-making process to ensure we create the finest and most delicious teas.**

## **Arne Stühmer, Tea Category Manager, on sustainability ambitions for Julius Meinl's tea range**

### **What's new in the Julius Meinl Tea portfolio?**

We are thrilled to announce the successful conversion of all Leaf Bag, Big Bag, and Single Bag products, totalling 48 items, to a more sustainable tea offering. This major step forward includes upgrading 18 teas to organic quality, resulting in 40 of the 48 teas in the global tea portfolio, which are now certified organic. Additionally, we have carefully reviewed and improved all packaging materials to enhance sustainability.

### **What are the challenges of sustainable tea procurement?**

Despite the pandemic's resolution, supply chain disruptions still persist, impacting lead times and crop

volumes. For sustainable teas, the specific and niche demands for products like organic-certified teas pose challenges when affected by delays or bad crops. In addition, climatic conditions are threatening organic and non-organic crops, and reducing yields - as is currently happening in the Darjeeling region of north-east India. Another challenge is that meeting the EU's strict organic regulations can prove difficult for farmers, who may find it easier to sell tea elsewhere. We will need to set incentives to motivate farmers to cultivate EU organic products, such as long-term collaborations or higher prices. Additionally, sourcing natural ingredients and teas with some sustainability certifications, like Rainforest Alliance, may still be limited.

### **What actions have been taken by Julius Meinl to enhance sustainability in tea products?**

Our focus has been on upgrading most of our tea portfolio to certified organic quality, which involved extensive recipe development and collaboration with our tea sourcing partners. We have also introduced Rainforest Alliance certification for selected teas, to support farmer communities and adapt to changing climate conditions. Additionally, we have thoroughly examined and optimised our packaging materials, striving to eliminate plastics and use more biodegradable or recyclable options.

### **Can you give us an outlook on future goals for Julius Meinl's tea products?**

While we have made significant progress, sustainability remains an ongoing journey for us. Moving forward, we will continue to explore measures to minimise packaging waste, a crucial topic in the tea industry. Furthermore, we aim to enhance the availability of sustainability data, to guide us in defining more impactful initiatives. Our commitment to sustainability drives us to embrace innovation and tackle future challenges in the tea sector.



**Arne Stühmer**  
Tea Category Manager



### Environmental Data

As far as packaging material is concerned, for our Big Bag Line we switched in 2022 to protective wraps made of biodegradable Natureflex™ material, which contains no plastics, while for our Leaf Bag Line we changed to Biodegradable Sustico® filter-material, and we now use biodegradable paper-based sachets. For our Single Bags Line we changed to new sustainable teabag wrappings made from paper. On top of that, the whole (used) teabag can be disposed of as bio waste.

In addition, we have made an initial preliminary assessment of GHG emissions for tea. Although it was even more challenging – compared with coffee – to obtain the data, we still needed an approximation of the impact of our tea business. This first calculation resulted in CO<sub>2</sub>e emissions of 6.3kg per kg tea, and included processing at source, transport, and packaging material (excluding the actual packaging process of mixing the tea and packaging it in tea bags and boxes, which, however, should be insignificant). We are working on improving data quality in the coming years for a better understanding of our impact, and also to see where we need to work on improvements together with our tea suppliers.

2022 packaging  
quota

1kg tea  
0.6kg  
packaging

-10%  
vs 2021

GHG Emissions  
in kg per kg tea

6.3

GRI 2-6

### Introduction to our Tea Business

Julius Meinl has a long history of expertise in sourcing, blending, and distributing high-quality teas. Our tea experts are dedicated to sourcing the finest tea leaves from tea-growing regions worldwide, and place great importance on quality, sustainability, and fair-trade practices, ensuring that the teas offered to customers meet rigorous standards. Furthermore, Julius Meinl promotes awareness and education in the art of tea preparation, the diverse tea varieties, and the rich cultural history behind this ancient beverage. We are committed to fostering a deeper appreciation of tea among consumers and partners alike.

With a rich heritage and a passion for tea, our experienced tea masters craft unique blends, combining different teas, herbs, and botanicals to create distinctive and flavourful blends with a wide range of tastes.

#### Black Tea:

Various black tea blends sourced from different regions around the world, such as Assam, Ceylon, and Darjeeling. These teas include traditional blends

or single-origin teas known for their unique flavours and aromas.

#### Green Tea:

Specialities from various famous tea-growing regions of China. Green tea varieties include popular types like Sencha, Chun Mee, and Jasmine.

#### Herbal and Fruit Infusions:

A variety of herbal and fruit infusions, also known as tisanes or herbal teas. These blends include ingredients like chamomile, peppermint, hibiscus, fruit pieces, and various herbs, providing a caffeine-free alternative with diverse flavours.

#### Specialty Blends:

Julius Meinl offers specialty tea blends that are carefully crafted to create unique and enticing flavours. These blends can be a combination of different teas, herbs, flowers, and fruits, providing a distinct and delightful tea-drinking experience.

#### Organic and Rainforest Alliance certified tea:

Organic and Rainforest Alliance certified teas, reflecting our commitment to sustainability and ethical sourcing practices.



# Our Winning Culture

**Interview with Lisa Lichtenegger, Global Director People & Culture**

**What were the key challenges for HR at Julius Meinl in the past two years?**

2021 and 2022 were still years of uncertainty for our people and our business. While COVID seemed to have finally come to an end in 2021, the geopolitical situation brought the next crisis in early 2022. All our hopes for a return to 'normal' after COVID turned into many questions about what a 'new normal' might look like, and there was a strong sense that uncertainty was likely to be with us for longer. The COVID years have had a massive impact on our society, with lasting effects on the way we work and, most importantly, an accelerated change in people's mentality, with different expectations of life and work. Like many organisations, we have faced the challenge of meeting these expectations and remaining attractive in the

battle for talent. Today's reality for a company is to compete for talent by undertaking a wide range of activities, most of which involve enabling, engaging and empowering people. At the same time, culture must deliver results and drive business performance in an uncertain economic environment.

**How did you address the 'evolution of the employee' at Julius Meinl?**

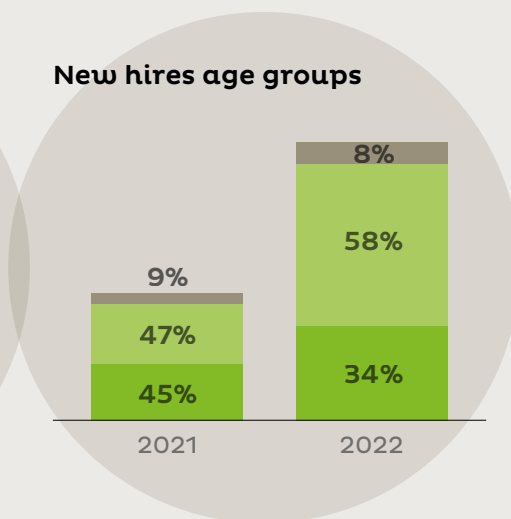
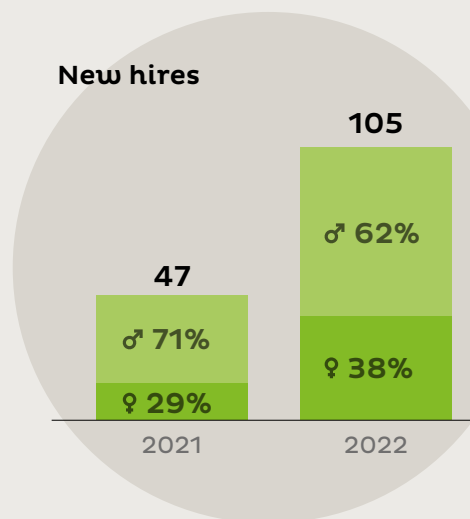
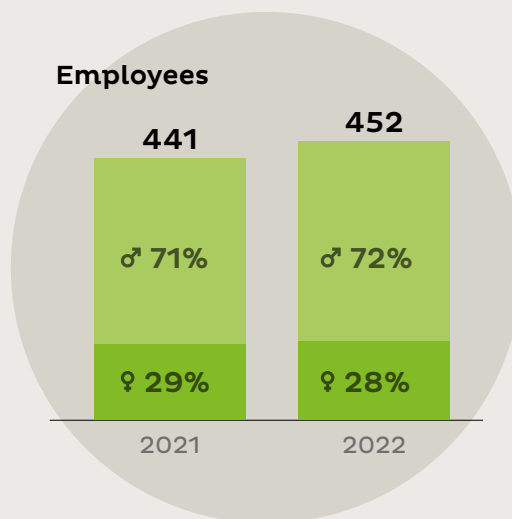
In light of these challenges, 2021 was the right time for us to take a deep dive into our company's DNA and heritage, to better understand what the company's core values are, how our culture is perceived internally, and how it drives business performance today. We also used this challenge as an opportunity to empower and enable our people, and to pilot an agile way of working. An agile team from different Julius Meinl countries and functions was formed, and together we learned how to deliver a 'product' in an agile way.



**Julia Wallner** (left), Agile Project Master Culture & Head of Group Procurement - Products

**Lisa Lichtenegger**, Global Director People & Culture

**Key Employee Data**



- 50+
- 30-50
- <30

**What was the process, and who was involved?**

We assessed the status quo of our culture, and conducted our first global employee survey in 11 different languages across the Group, as well as a series of qualitative interviews. We defined elements such as leadership, teamwork, engagement and communication as success criteria, to analyse our current way of working. Among all the clear insights into our core values, strengths and weaknesses, it was great to learn from the analysis that one of our core strengths is our strong sense of TOGETHERNESS, which is experienced by everyone at Julius Meinl in an amazingly collaborative way.

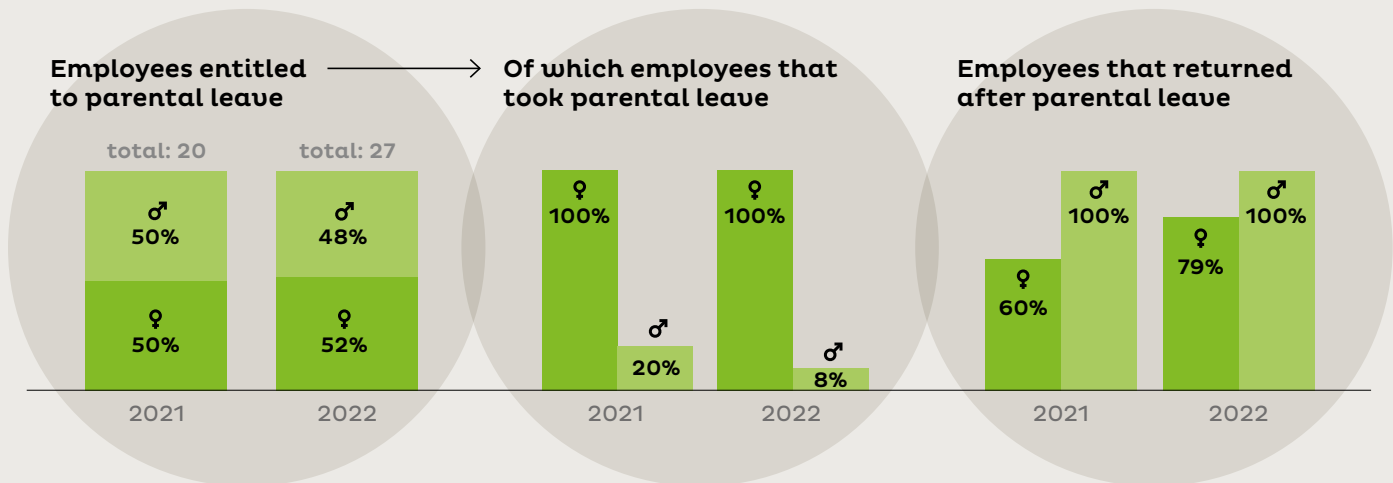
The team was given the task of developing the 'winning culture for the next 160 years' for our anniversary in 2022. With a strong bottom-up approach, we developed our culture story TOGETHER WE GROW, and defined nine core values. We wanted to make sure that our current strengths were well reflected and protected in our culture. At the same time, we wanted to make sure that we addressed areas for improvement in our current way of working.

**Can you give us an outlook on future goals and projects?**

We will continue to focus on our people - they are the heart of our business. Together, we will transform the company by developing our culture roadmap in a third agile sprint, to be published in 2023, when we embark on our culture journey. We will also drive JM's digital transformation and implement the SAP Success Factors as a group-wide HR tool, with the first 'Go lives in 2023'.



**Parental Leave**



## Our Culture Story for Value-driven Success

*We build our future on respectful interactions and by valuing the contribution of all our colleagues*

- Empowering each other**  
Create ownership supported by exemplary, inclusive leadership, clear goals and expectations
- Building on trust**  
Empowerment requires trust, mutual support, transparency and respect for all partners
- Being authentic**  
Trust is rooted in honesty and the integrity of our behaviour, in line with our personal and corporate values

**TOGETHER**

*A strong team spirit creates more than just the sum of all individual contributions*

- It's all about people**  
Meinl is full of meaningful moments. Caring for each other allows enjoyment and work-life fulfilment. Diversity makes our community richer
- Communicating is caring**  
Engaging as a team is facilitated by transparent sharing of information, listening and respectful feedback
- Becoming your best self**  
Challenges are seen as opportunities to learn and grow based on a „not yet“ mindset

**WE**

*The diverse Meinl Team and our culture is the source for our sustainable success*

- Passion to win**  
By focusing on the „vital few“ coupled with fast decisions, we deliver results and create positive impacts
- Driving excellence**  
Our success is the result of our strong heritage, our expertise in high quality and a strong sense of service
- Looking ahead and getting ready**  
We are continuously evolving, embracing change and nurturing our curiosity and innovative spirit for a sustainable future

**GROW**



### Benefit Plan Obligations

Julius Meinl's defined benefit plan obligations for active employees are limited to statutory severance obligations (Austria, Italy, Slovenia) and statutory work anniversary obligations (Austria).

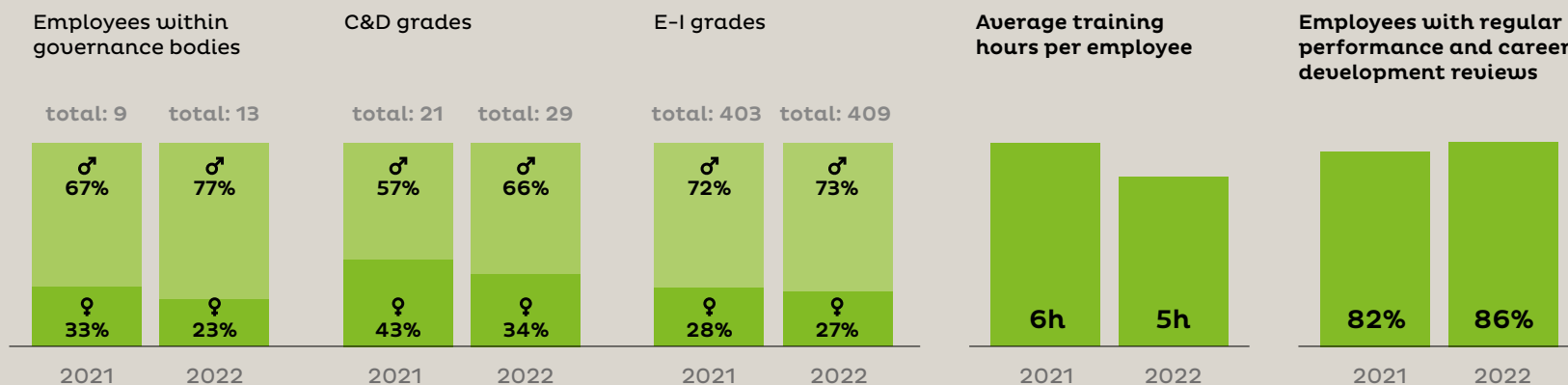
The value of these liabilities is approx. €2m. In our two main locations, Vienna and Vicenza, all employees on part-time or limited contracts are granted the same benefits provided to full-time employees.

### Collective Bargaining Agreements

100% of employees in Austria, Italy and Romania are covered by collective bargaining agreements. There are no collective bargaining agreements in Germany and Croatia.

Julius Meinl adheres to the legal minimum notice period for operational changes in all countries of operation. There were no reported incidents of discrimination in the reporting period.

## Diversity of Government Bodies and Employee Groups\*



\* Our job grades reflect the different hierarchical levels of our organisation. Grades C and D include Executive and Management roles, and Grade E-I include all employees below Grades C and D.

\* a limited number of training courses were offered in 2021/22, and increased again in 2023

# Occupational Health and Safety Management

At our production site in Vicenza, Italy, we have implemented ISO 45001, the international management standard that ensures a safe and healthy working environment for employees and stakeholders involved in the coffee roasting process. It includes hazard identification and risk assessment to identify potential health and safety hazards associated with our operations, such as handling hot equipment, exposure to fumes, or heavy lifting. We regularly carry out risk assessments to evaluate the severity of each hazard, and take appropriate control measures. We have also established procedures for responding to emergencies, such as fires or chemical spills, and ensuring the safety of employees and visitors.

Our top management demonstrates its commitment to OHS by setting clear objectives, providing the necessary resources, and promoting a culture of safety throughout the organisation. Employees are encouraged to actively participate in the OHS

management system by reporting hazards, suggesting improvements, and being involved in safety-related decision-making. They receive training in safety procedures, including equipment handling, emergency response and safe roasting practices, and are provided with appropriate PPE, such as gloves, goggles and aprons, to protect them from potential hazards. ISO 45001 supports our commitment to continually improve our performance by implementing the results of audits and evaluations to determine corrective actions. 100% of employees at our Vicenza production plant are covered by an occupational health and safety system.

At our location in Vienna, a safety expert conducts monthly fire protection and safety inspections across various locations, including the headquarters, production, and external warehouse. All employees are automatically covered by health and accident insurance. Our company doctor provides support on

site, conducts regular inspections and provides low-cost TBE vaccinations. When participating in Company Challenge Austria 2022, Vienna-based employees tracked their physical activity minutes daily, and had a tree planted for every 1,000 minutes. A total of 133,346 exercise minutes were recorded, resulting in 134 trees being planted. Additionally, we provide various resources and tips on nutrition, mental fitness, and exercise for all employees.

As COVID-19 measures in 2021, we had global and local health and safety teams, a separate email address for corona-related questions, and comprehensive Health and Safety Guidelines for employees, covering mask-wearing, hand disinfection, travel restrictions, meetings with external parties, and more. Working from home was allowed when needed. COVID-19 tests were provided daily at the headquarters, and disinfectant was readily available in meeting rooms, entrances, and corridors.

## Occupational Safety in our Production

Number of fatalities as a result of work-related injuries  
**2021: 0, 2022: 0**

Number of high consequences work-related injuries  
**2021: 0, 2022: 0**

Number of recordable work-related injuries  
**2021: 0, 2022: 1**

## Occupational Safety All Employees

Number of fatalities as a result of work related ill health  
**2021: 0, 2022: 0**

Number of recordable work-related injuries  
**2021: 1, 2022: 2**



# Customer Relationships and Service

Service lies at the heart of Julius Meinl. Service in the coffee industry demands expertise. Julius Meinl's sales representatives, managers, baristas and coffee experts are thoroughly trained to international standards, and we have a number of SCA-certified baristas and authorised coffee trainers. We know that to get the optimum taste, you not only need a good roast, but also a precise grind and brew. Also, it is crucial for pulling the perfect espresso to have the machine correctly adjusted. Because we know how important this is, we started a pilot project in Croatia in 2021 to improve our customers in-cup-quality.

## Digital In-cup Quality Project

The project started in Croatia in 2021, and was extended to Germany in 2022. It focuses on the quality of the coffee in the cup. As we are selling a semifinished product, it is vital that the quality of the finished product pleases the consumer. Achieving an excellent coffee experience requires meticulous attention to various parameters, from the settings of the grinder and coffee machine to the quality of the water. This is why we have launched a project in which our team visits customers to carry out digitally-assisted in-cup quality checks. An app is used to document all data, which allows us to create reports and analyse the data across different customers. These visits can be a response to a complaint, a routine check or, for some customers, part of agreed contractual services. The project also includes post-visit activities, such as coffee training sessions, additional checks, and scheduled maintenance.

A visual dashboard, such as the one shown, helps to clarify the steps involved and supports our roll-out to other countries in the future.

## Complaints Management

How do we deal with customer and consumer issues? There are various ways in which our customers and consumers can contact us with a request or a complaint. They can reach us via email or telephone, or through our sales representatives in the Horeca channel. Each complaint is immediately forwarded to the appropriate department.

Our Quality Assurance team treats every inquiry with care. In 2017 we installed a complaints database, and our teams use a standardised complaints management system to respond sensitively and resolve problems to the customer's satisfaction.

Our goal is to provide consumers and customers with a prompt response to their concerns.

Julius Meinl also takes customer data protection seriously, and great care in its marketing communications. There were no substantiated complaints concerning breaches of customer privacy and loss of customer data, and no incidents of non-compliance concerning marketing communications in the reporting period. Most importantly, we had no incidents of non-compliance concerning product and service information, or the health and safety impacts of products and services.

## Complaints Management: Overview of Results

	2019	2020	2021	2022
<b>Total confirmed cases coffee products</b>	30	73	58	37
<b>of which Horeca</b>	50%	58%	79%	59%
<b>of which consumers</b>	50%	42%	21%	41%
<b>Corrective actions taken in confirmed cases</b>	67%	82%	83%	81%
<b>Total confirmed cases coffee and others</b>			139	70
<b>of which Horeca</b>			53%	67%
<b>of which consumers</b>			47%	33%
<b>Corrective actions taken in confirmed cases</b>			88%	78%



# Community Engagement Activities at Source

## Introduction to our Activities at Source

Julius Meinl recognises the human rights issues and risks associated with the coffee and tea industry. While the company uses certifications such as Rainforest and Fair Trade, it recognises that certification alone is not enough. To address this, Julius Meinl prioritises transparency in the supply chain, collecting primary data and maintaining control throughout the supply chain. By actively engaging with suppliers and stakeholders, the company works to minimise human rights risks and ensure ethical sourcing practices.

*That spirit of togetherness pervades everything we do, especially in how we interact with the Julius Meinl community: from our dedicated, passionate employees, the farmers who grow the precious coffee beans and our collaborative supplier network, to our valued hospitality partners and the coffee lover who simply wants to sit and savour what we have collectively created.*

*Christina Meinl*

The Julius Meinl Generations Program is an extension of our Colombian Heritage Project, which was initiated in 2018. This new sustainability program focuses on gradually integrating carefully selected countries of origin into our initiatives, starting with Uganda as the second country in the Generations Program, joining in 2023.

Through the Julius Meinl Generations Program, we actively support coffee farmers in these chosen countries, and foster long-term relationships to

promote best practices and ensure their sustainable livelihoods. Our aim is not only to sustain their businesses, but also to empower them to pass down their invaluable knowledge of coffee cultivation and the market to future generations.

To measure the impact of our actions, track progress, and identify new challenges, the Julius Meinl Generations Program will undergo independent verification by Enveritas. As a trusted non-profit organisation, Enveritas specialises in sustainability assurance for the coffee industry. Their comprehensive farm surveys, conducted by trained regional specialists, encompass geospatial analysis, on-the-ground observations, and adherence to their standards covering social, environmental, and economic sustainability.

By partnering with Enveritas, we ensure transparency and accountability in our efforts. This collaboration allows us to continuously improve our tailored projects and supportive actions for the coffee-growing communities. We are committed to making a positive difference, not only in the lives of farmers, but also in the overall sustainability of the coffee industry.

The Julius Meinl Generations Program reflects our dedication to a sustainable future, where responsible practices and meaningful partnerships enable coffee farmers to thrive and preserve their rich traditions for generations to come.



**Christina Meinl**  
Managing Director Austria and  
5<sup>th</sup> generation family member

### Enveritas Standards

**Social**

- No Child Labor
- No Forced Labor
- Minimum Wage Respected
- No Discrimination
- Clean Water
- Decent Housing
- Worker Rights & Benefits
- Freedom of Association
- Written Contracts
- Occupational Health & Safety

**Environmental**

- No Deforestation
- No Pollution
- Biodiversity Protection
- Soil Conservation
- Water Conservation
- Energy Conservation
- No GMOs
- No Banned Pesticides
- Safe Chemical Handling
- Pest & Disease Management

**Economic**

- Above Poverty Line
- Transparent Pricing
- Ethical Business Practices
- No Forced Land Evictions
- Sustainable Production
- Quality Improvement
- Traceability
- Access to Training
- Access to Finance
- Records Kept



## Activities in Colombia

In 2018, Julius Meinel introduced the Colombian Heritage Project, aimed at supporting coffee farmers in Colombia to enhance their production efficiency and quality. The project's long-term goal is to encourage young Colombians to remain in the coffee industry, and ensure the transfer of coffee knowledge and experience to future generations. Currently, our active support in Colombia is focused on the Tolima region, and will continue to be expanded and improved over the years, with the aim of creating a lasting and significant impact on the local coffee communities. The project is now part of our Julius Meinel Generations Program, and in Colombia we provide support to 50 farms located in the Tolima region. Our assistance includes several key initiatives:

### Agronomist Assistance & Training:

We offer personalised training and technical support to farmers, helping them improve production efficiency, and establish sustainable business practices.

### Coffee Dryers:

To enable farmers to sell their coffee at higher prices, we provide materials for new drying facilities, and maintain and repair previously installed facilities. These dryers play a crucial role in preserving the quality of the coffee during the drying process.

### School Support Programs:

Our commitment extends beyond the farmers themselves. We also support families by implementing educational programs for their children, ensuring access to quality schooling.

## Overview Results

### Coffee Dryers

- 2021: 25 Farmers were equipped with materials to build coffee dryers and 13 existing dryers at farmers have been repaired
- Apart from the investment support to purchase coffee dryers the additional training has led to an improvement in drying techniques and farmers could also increase their share of dried coffee significantly over the years.

### Agronomist Assistance & Trainings

- Each farmer is visited 3 times per year
- We had 24 participants in 2021 in trainings and 62 in 2022

### RFA Certification

- All farmers received their new RFA certificates with zero non-conformities confirmed in the audits

### School

- 38 school kits were delivered to children in 2 schools from the community



1 Technical Agronomist

50 Farmers

30 Students



2.6 ha Farm av. productive area



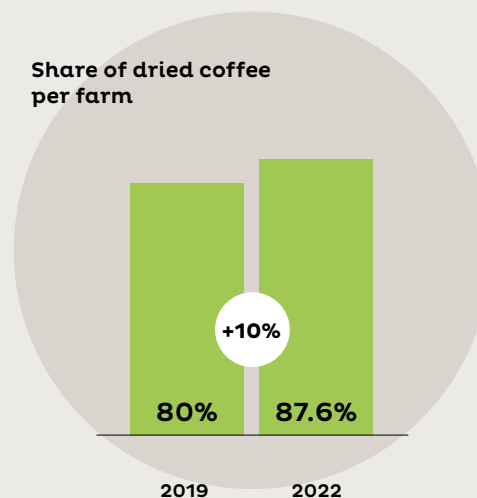
1,441 kg Parchment/ha



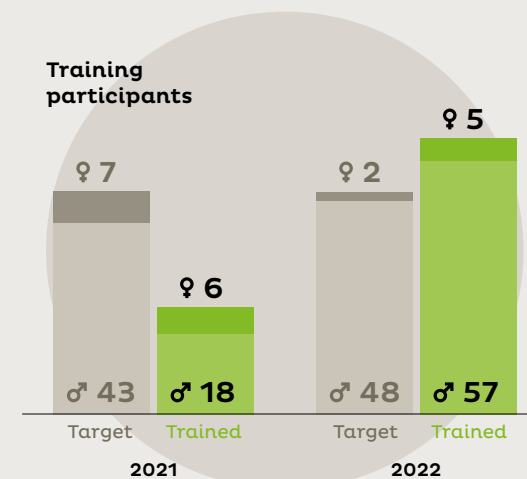
### Topics taught in Training Sessions

- People & Environment
- Sustainable Agriculture
- Drying Process
- Harvesting, Processing and Storage
- Personal Finances

Share of dried coffee per farm



Training participants



## Activities in Uganda

In 2022, in collaboration with our coffee supply chain partners, we identified Uganda as a highly promising country for integration into the Julius Meinl Generations Program. Currently, Uganda's coffee production is dominated by smallholder farmers, with both Arabica and Robusta production on the rise. This positions Uganda as a potential top-tier supplier of premium-quality Robusta within the next five years. By integrating Uganda from into the Julius Meinl Generations Program from 2023, we are committed to supporting and empowering coffee farmers in the region. Our program will focus on enhancing sustainable practices, increasing productivity, and improving the quality of Ugandan coffee. Through training, technical assistance, and collaborative initiatives, we aim to strengthen the local coffee industry, and uplift the livelihoods of farmers and their communities.



## Other Social Projects: **Bambini Delle Fate**

Since 2018, we've been supporting 'I Bambini delle Fate' in Italy, an association that works for social inclusion and education for children and young people with autism or disabilities and their families. In 2021 and 2022, our contribution of approximately € 24,000 funded two special projects:

With the Abilmente Project of Engim Thiene, we supported the Sanga-Bar, a real café that creates opportunities for young apprentices with disabilities. Our support for social inclusion included 12 internships and three recruitments for the bar business managed by these young individuals. Additionally,



we supported the 'Inclusion Goes to the Theatre' program, by providing resources for the Sanga-Bar team to manage the bar of the Municipal Theatre, and offering a delightful coffee experience to guests before performances. Our contribution of € 13,000 in coffee, tea, and food products allowed them to serve over 42,000 coffees during this period.

The Cà Leido Autism Centre, which focuses on improving the lives of autistic children and teenagers, received our support for their day care centre, farm, and home. As part of the 'sCa'Teniamoci' project, we collaborated with a young girl named Giorgia to design a special saucer for a limited-edition cup, symbolising the need to see the world with different eyes.

Proceeds from the sales of the special cup were used to support their projects.

In May 2022, as part of our 160<sup>th</sup> Anniversary activities, Julius Mehl Italy organised team-building activities with the charity organisations we support, including Bambini delle Fate (Engim Thiene and Cà Leido Projects). Our employees assisted disabled individuals with daily tasks, participated in creative workshops, and contributed to making the world a better place in small but meaningful steps. This ongoing project reflects our commitment to creating a positive impact in society.



## Other Social Projects: Global Marketing Initiatives

### #sayhello 2021

The years of the COVID-19 pandemic were not easy for most people, and going out for a coffee with a friend or family member was lockdown's biggest lost opportunity, with an estimated 13 billion missed moments in one year across Europe's cities, according to a study we have conducted in major European cities. To support cafés, hotels, and restaurants around the globe, as they began to reopen in 2021, and to make up for the thousands of missed moments, Julius Meinl has been increasing person-to-person connections over coffee with their 'Say Hello' campaign in 2021, followed by the 'Say Thank You' campaign in 2022.

The campaign was inspired by the difficult years for people all over the globe and their eagerness to share real-life moments, not just on a screen. Our survey has revealed that having coffee with a loved one in a coffee house was lockdown's most missed moment. Our first ever 'Say Hello' event provided a great opportunity to support our HoReCa partners in the reopening phase, and helped people recreate some of the coffee moments they missed out on in lockdowns.

Despite countries being hindered in recruiting customers due to prolonged restrictions and lockdowns, almost 1,000 outlets participated worldwide in 30 different countries. With 154,000 vouchers distributed, we exceeded our initial target by 50%.

### #saythankyou 2022

To celebrate its 160<sup>th</sup> anniversary, Julius Meinl conducted a study on acts of gratitude. According to the study, simple gestures like saying 'thank you', inviting someone for a coffee, or smiling at a stranger can trigger a chain reaction of kindness. The study, which surveyed 4,000 adults, revealed that for every 'thank you' received, more thanks are given. Inviting someone for a coffee and giving a hug were identified as popular ways of expressing gratitude.

The study also highlighted the transformative effect of a stranger's smile, with 85% of respondents from Vienna, Milan, Zagreb, and Bucharest agreeing that it can brighten their day. In light of these findings, we launched the 'Say Thank You' initiative, aiming to spread gratitude and create meaningful moments with every cup served. The initiative supported 1,300 hospitality partners worldwide, and inspired 300,000 acts of gratitude by offering a complimentary cup of Julius Meinl coffee for every coffee ordered at participating outlets.



## Other Social Projects: Jane Goodall Institute Collaboration

In line with our motto - 'small moments make a big difference' and our sustainability commitment, we collaborated with the Jane Goodall Institute, Austria to support their reforestation program in Tanzania, one of Julius Meinl's coffee sources.

We created a cause-based marketing campaign in 2021 and 2022 for **World Coffee Day** and **planted a tree on behalf of every existing or new customer who bought specified certified Julius Meinl products.**

Each tree served as a donation for Jane Goodall's reforestation project in Tanzania. This charity collaboration allowed us to plant more than **20,000 trees over the two years**, and contribute to a better environment.



Photo: © Jane Goodall Institute



Photo: © Lennart Stolte

*Just a single tree will absorb 60kg of carbon over the next decade. Working together, we can save over 150 million coffees' worth of carbon. Making this International Coffee Day our chance to make a big difference.*

*Jane Goodall*



Photo: © Chase Pickering

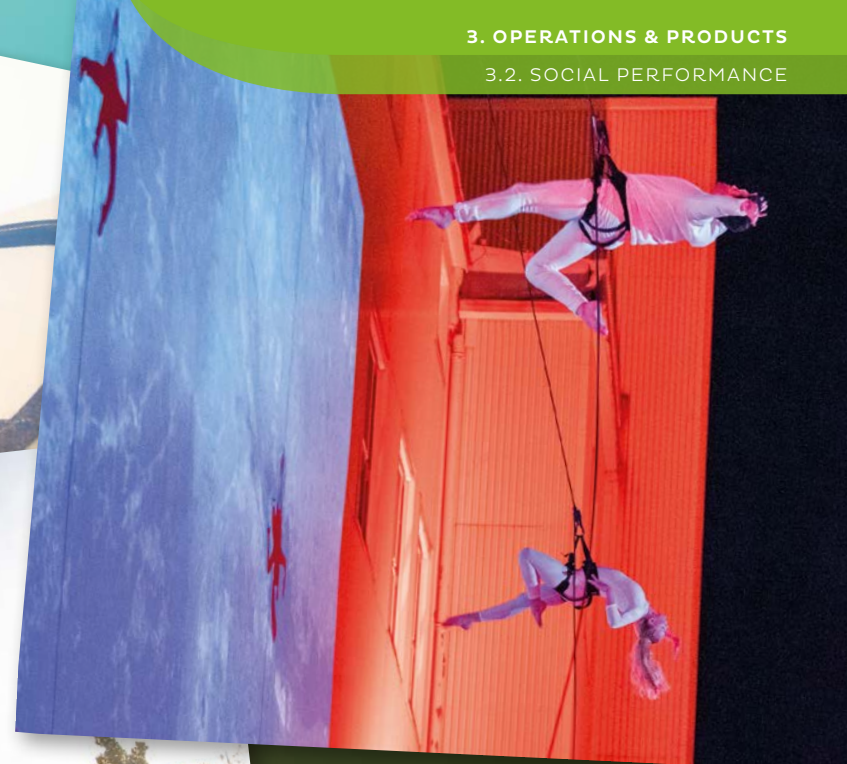
# Celebrating 160 Years of Julius Meinl

In May 2022 we celebrated the 160<sup>th</sup> anniversary of Julius Meinl. The company was founded by Julius Meinl I in Vienna in 1862. Hundreds of international guests, employees and partners gathered at the headquarters to look back at the past and look forward to the future of the brand.

As a premium Viennese coffee-house brand with history, we also have a strong vision for the future. Following recent acquisitions in the US hospitality market, we aim to become one of the most sought-after coffee brands in the world. At the heart of Julius Meinl's success is the spirit of the Viennese coffee house, a culture that embraces and celebrates meaningful moments over a cup of coffee. This unique coffee-house culture has been recognised by UNESCO as an intangible cultural heritage.

Looking ahead, we want to spread this unique culture and heritage further, and have as many people as possible experience and breathe these unique moments over a cup of coffee or tea, sip by sip.





# Our Sustainable Business Targets

Previous targets	Planned for	Result	Comment
100% of employees sign the Code of Conduct	2022	✓	Achieved for 100% of new hires. Repeat in 2023/2024 with updated Code of Conduct for all employees
Integrate a sustainable approach and associated decision-making mechanisms into our structures and processes	2022	✓	Implemented ET (Executive Team) Leadership Principles for Sustainability
Integration of Green Coffee Procurement into Sustainability Team	2022	✓	
All capsules in our retail portfolio will be made of biodegradable materials for household composting	2022	✓	
Including information on tea in our sustainability reporting	2022	✓	Included in this report covering the years 2021/2022
Extending reporting scope to Romania, Croatia, and Germany	2022	✓	Included in this report covering the years 2021/2022
Establish a Group Sustainability Director position	2022	✓	
Employee sustainability proposal system established in Vienna and Vicenza	to be continued	✓	
Development of guidelines for sustainable green coffee procurement	2022	✓	Launched Responsibly Selected Coffee Initiative in 2023
Drive forward the development of competencies for sustainable business and decision making	2022	In progress	Started driving forward the development of competencies for sustainability followed by a bigger project launching in 2024 to build the whole organizations knowledge and awareness of sustainability matters
Conducting a survey of our green coffee suppliers regarding their sustainability policy	2022	In progress	We have started to survey our suppliers regarding their sustainability policies and available responsible coffee initiatives. This led us to partner and support them and in addition we have appointed Enveritas to externally assess our coffee supply chains with their Social, Economic, and Environmental scorecard on a regular basis
Develop quantifiable goals for sustainability management and reporting	2022	In progress	We have started the project to calculate science based targets but are currently updating the base year to 2022 which will be finalized in 2023
Qualitative interviews with five stakeholders per interest group in order to deepen the insights on selection and motives of the stakeholders concerning the relevant topics combined with an online survey of relevant external stakeholders on important environmental and social issues to finalise the definition of our key sustainability issues	2022	Delayed	Delayed to 2023 in order to have full CSRD guidance to conduct double materiality assessment
Compliance refresh	2022	Delayed	Delayed to 2024 in order to include updated version
Join the United Nations Global Compact as 'signatory'	2021	Delayed	Delayed to 2024 when we will switch to annual reporting which is a mandatory requirement
Family Day in Vicenza	2022	Delayed	Delayed to 2023
Audit Career & Family 2020 in Austria	2022	Cancelled	Cancelled due to other prioritised projects
Increase certified product portfolio in Retail and Horeca	2023	In progress	
Broaden our risk perspective and include topics along the entire value chain	2023	In progress	
Establish environmental and energy management systems in Vienna	2023	In progress	
Development of a code of conduct for green coffee suppliers	2024	In progress	



**New targets****Planned for**

Calculate and adopt Science Based Targets to decarbonise Julius Meinl's operations	2023
Launch production decarbonisation project: Installation of PV panels covering 25% of the annual electricity consumption in Italian production	2023
Launch production decarbonisation project: Installation of 2 new catalyser systems for coffee roasters in Italy and Austria, saving up to 50% of energy use per roasting machine	2023
Extend our Sustainability Report to cover 100% of the group's subsidiaries (20 subsidiaries) and change to annual reporting (2023 reporting year)	2024
Launch production decarbonisation project: Installation of PV panels in Austria (energy saving potential still being assessed)	2025
100% of green coffee suppliers' sustainability practices verified by Enveritas	2024
100% of our purchased green coffee is responsibly selected	2025



## Data and Facts: Environment

GHG-Emissions in tons	IT/AT				IT/AT + HR/DE/RO	
	2019	2020	2021	2022	2021	2022
<b>GHG Emissions (direct, Scope 1)*</b>	<b>3,667</b>	<b>2,818</b>	<b>3,511</b>	<b>3,627</b>	<b>4,336</b>	<b>4,535</b>
Natural Gas	2,843	2,150	2,520	2,575	2,609	2,647
LPG					1	1
Gasoline*	18	14	22	30	63	74
Diesel*	806	654	969	1,022	1,663	1,814
<b>GHG Emissions (indirect, Scope 2**)</b>	<b>1,292</b>	<b>1,075</b>	<b>1,178</b>	<b>1,217</b>	<b>1,263</b>	<b>1,303</b>
<b>GHG Emissions (indirect, Scope 2***)</b>	not reported previously		<b>99</b>	<b>88</b>	<b>201</b>	<b>187</b>
Electricity (location-based method)	1,203	1,008	1,078	1,129	1,164	1,215
Electricity (market-based method)	not reported previously		0	0	102	99
District heating	89	66	99	88	99	88
<b>Other indirect GHG-Emissions (Scope 3) total group</b>	<b>150,606</b>	<b>113,250</b>	<b>119,928</b>	<b>128,891</b>	<b>119,928</b>	<b>128,891</b>
Upstream GHG Emissions from green coffee (incl. Transport)	150,606	113,250	119,928	128,891	119,928	128,891
<b>Total GHG-Emissions*/**</b>	<b>155,564</b>	<b>117,143</b>	<b>124,617</b>	<b>133,735</b>	<b>125,527</b>	<b>134,729</b>
<b>Total GHG-Emissions*/***</b>	not reported previously		<b>123,539</b>	<b>132,606</b>	<b>124,456</b>	<b>133,614</b>

\* fleet numbers in 2019/2020 excl. cars that are also allowed to use privately, as of 2021 total fleet was included

\*\* location-based method

\*\*\* market-based method

Water withdrawal in ML	IT/AT			
	2019	2020	2021	2022
<b>Water withdrawal in ML - total</b>	<b>8.53</b>	<b>8.46</b>	<b>10.13</b>	<b>12.22</b>
Thereof groundwater ML*	5.29	6.08	7.45	9.29
Thereof water from public systems ML	3.24	2.38	2.68	2.93

\* The unusual increase in groundwater withdrawal was linked to urgent maintenance and upgrade of the fire hydrant system located on the land of the Vicenza roasting plant. This water statistic is not linked to coffee production, and 2023 numbers are expected to be back to normal.

Energy consumption within the organization in MJ	IT/AT				IT/AT + HR/DE/RO	
	2019	2020	2021	2022	2021	2022
Electricity (MJ)	10,225,393	8,614,800	9,317,755	9,702,874	9,969,733	10,354,269
Natural Gas (MJ)	51,027,880	37,232,129	45,359,560	46,345,644	46,965,937	47,642,321
LPG (MJ)					11,090	9,828
District heating (MJ)	1,291,478	964,062	1,429,200	1,267,200	1,429,200	1,267,200
Fuel consumption fleet (MJ)*	9,883,800	8,017,200	13,669,601	14,514,690	23,811,100	26,045,720
<b>Total</b>	<b>72,428,551</b>	<b>54,828,191</b>	<b>69,776,115</b>	<b>71,830,409</b>	<b>82,187,061</b>	<b>85,319,338</b>

\*fleet in 2019/2020 excl. cars that were also allowed to be used privately, as of 2021 whole fleet was included

Environmental impact per kg coffee produced	IT/AT				IT/AT + HR/DE/RO	
	2019	2020	2021	2022	2021	2022
Water withdrawal (l) (AT&IT only)	0.56	0.74	0.85	0.89		
Energy intensity (GHG Emissions - Scope 1/2**/3, kg)	10.21	10.22	10.44	9.77	10.51	9.84
Energy intensity (GHG Emissions - Scope 1/2***/3, kg)	not reported previously		10.34	9.69	10.42	9.76
Energy intensity (MJ)*	4.8	4.8	5.8	5.2	6.9	6.2
Total roasted coffee in kg	15,236,715	11,466,860	11,942,000	13,691,000	11,942,000	13,691,000

\* due to different fleet assumptions in 19/20, numbers are not fully comparable with 21/22

\*\* Scope 2 location-based method

\*\*\* Scope 2 market-based method

	IT/AT	
Material used in kg to manufacture the organisation's primary products	2021	2022
Raw materials renewable	13,877,975	15,810,063
Raw materials non-renewable	194,548	241,090
Associated process materials non-renewable	40	40
Materials for packaging purposes renewable	343,181	363,689
Materials for packaging purposes non-renewable	473,549	482,318
<b>Total</b>	<b>14,889,293</b>	<b>16,897,200</b>
<b>Total renewable materials</b>	<b>14,221,156</b>	<b>16,173,752</b>
<b>Total non-renewable materials</b>	<b>668,137</b>	<b>723,448</b>
% of recycled input materials	1.96%	2.15%

	IT/AT				IT/AT + RO*	
Waste in tons	2019	2020	2021	2022	2021	2022
Paper & Carton	71	48	53.0	51.2	54.9	53.1
Plastics	46	43	33.4	46.8	35.2	50.1
Coffee residuals	294	219	199.8	226.4	199.8	226.4
Textile	27	18	11.3	14.3	11.3	14.3
Aqueous waste solutions	25	25	26.4	29.0	26.4	29.0
Metal			8.2	6.2	8.2	6.2
Electronic waste	4	3	3.7	2.0	3.7	22.5
Other mixed packaging			74.0	85.1	74.0	85.1
Others	106	122	78.2	30.9	87.1	44.8
<b>Total</b>	<b>574.0</b>	<b>477.3</b>	<b>487.9</b>	<b>491.8</b>	<b>500.6</b>	<b>531.4</b>

\*no waste data available for Croatia and Germany

Waste diverted from disposal in tons	IT/AT	
	2021	2022
Coffee residuals	60	130
Plastic packaging		1
<b>Total</b>	<b>60</b>	<b>131</b>



## Data and Facts: Employees

Employees	IT/AT						IT/AT + HR/DE/RO					
	2019		2020		2021		2022		2021		2022	
<b>Employees Total</b>	<b>229</b>	<b>100%</b>	<b>226</b>	<b>100%</b>	<b>240</b>	<b>100%</b>	<b>239</b>	<b>100%</b>	<b>441</b>	<b>100%</b>	<b>452</b>	<b>100%</b>
Women (% of total employees)	76	33%	70	31%	79	33%	77	32%	127	29%	127	28%
Men (% of total employees)	153	67%	156	69%	161	67%	162	68%	314	71%	325	72%
<b>Fulltime (% of total employees)</b>	<b>216</b>	<b>94%</b>	<b>216</b>	<b>94%</b>	<b>223</b>	<b>93%</b>	<b>226</b>	<b>95%</b>	<b>423</b>	<b>96%</b>	<b>439</b>	<b>97%</b>
<b>Part-time (% of total employees)</b>	<b>13</b>	<b>6%</b>	<b>11</b>	<b>5%</b>	<b>17</b>	<b>7%</b>	<b>13</b>	<b>5%</b>	<b>18</b>	<b>4%</b>	<b>13</b>	<b>3%</b>
Fulltime Woman (% of total female employees)					67	85%	70	91%	114	90%	120	94%
Fulltime Men (% of total male employees)					156	97%	156	96%	309	98%	319	98%
Part-time Woman (% of total female employees)					12	15%	7	9%	13	3%	7	2%
Part-time Men (% of total male employees)					5	3%	6	4%	5	1%	6	1%
<b>Permanent (% of total employees)</b>					<b>231</b>	<b>96%</b>	<b>222</b>	<b>93%</b>	<b>421</b>	<b>95%</b>	<b>427</b>	<b>94%</b>
<b>Temporary (% of total employees)</b>				not reported previously	<b>9</b>	<b>4%</b>	<b>17</b>	<b>7%</b>	<b>20</b>	<b>5%</b>	<b>25</b>	<b>6%</b>
Permanent Woman (% of total female employees)					75	95%	68	88%	120	94%	115	91%
Permanent Men (% of total male employees)					156	97%	154	95%	301	96%	312	96%
Temporary Women (% of total female employees)					4	5%	9	12%	7	6%	12	9%
Temporary Men (% of total male employees)					5	3%	8	5%	13	4%	13	4%
<b>Workers who are not employees</b>					<b>70</b>		<b>71</b>		<b>75</b>		<b>76</b>	
<b>New entries (% of total employees)</b>	<b>33</b>	<b>14%</b>	<b>28</b>	<b>12%</b>	<b>31</b>	<b>13%</b>	<b>60</b>	<b>25%</b>	<b>47</b>	<b>11%</b>	<b>105</b>	<b>23%</b>
New entries Woman (% of total new entries)					17	55%	29	48%	22	47%	40	38%
New entries Men (% of total new entries)					14	45%	31	52%	25	53%	65	62%
New entries age under 30 (% of total new entries)				not reported previously	14	45%	25	42%	21	45%	36	34%
New entries age 30-50 (% of total new entries)					15	48%	34	57%	22	47%	61	58%
New entries age 50+ (% of total new entries)					2	6%	1	2%	4	9%	8	8%
<b>Terminations (% of total employees)*</b>	<b>17</b>	<b>7%</b>	<b>18</b>	<b>8%</b>	<b>35</b>	<b>15%</b>	<b>57</b>	<b>24%</b>	<b>49</b>	<b>11%</b>	<b>82</b>	<b>18%</b>

\*Weak data quality and no comparability to previous years. We are working on improvements for future reports.

Employees	IT/AT				IT/AT + HR/DE/RO			
	2019	2020	2021	2022	2021	2022	2021	2022
<b>Employees entitled to parental leave (% of total employees)</b>					<b>20</b>	<b>5%</b>	<b>27</b>	<b>6%</b>
Woman entitled to parental leave (% of total female employees)					10	8%	14	11%
Men entitled to parental leave (% of total male employees)					10	3%	13	4%
<b>Employees that took parental leave (% of employees entitled)</b>					<b>12</b>	<b>60%</b>	<b>15</b>	<b>56%</b>
Woman that took parental leave (% of woman entitled)					10	100%	14	100%
Men that took parental leave (% of men entitled)					2	20%	1	8%
<b>Employees that returned to work in reporting period after parental leave ended (% of employees that took parental leave)</b>					<b>8</b>	<b>67%</b>	<b>12</b>	<b>80%</b>
Woman that returned to work in reporting period after parental leave ended (% of woman that took parental leave)					6	60%	11	79%
Men that returned to work in reporting period after parental leave ended (% of men that took parental leave)					2	100%	1	100%
<b>Employees that returned to work in reporting period after parental leave ended and were still employed 12 months after their return to work (% of employees that took parental leave)</b>					<b>8</b>	<b>67%</b>	<b>12</b>	<b>80%</b>
Woman that returned to work in reporting period after parental leave ended and were still employed 12 months after their return to work (% of woman that took parental leave)					6	60%	11	79%
Men that returned to work in reporting period after parental leave ended and were still employed 12 months after their return to work (% of men that took parental leave)					2	100%	1	100%

not reported  
previouslynot reported for AT/IT  
separately

Employees	IT/AT				IT/AT + HR/DE/RO					
	2019	2020	2021	2022	2021	2022	2021	2022		
<b>Executives</b>	<b>15</b>	<b>7%</b>	<b>10</b>	<b>4%</b>						
<b>Employees within organisation's governance bodies (% of total employees)</b>			<b>5</b>	<b>2%</b>	<b>7</b>	<b>3%</b>	<b>9</b>	<b>2%</b>	<b>13</b>	<b>3%</b>
Woman within organisation's governance bodies (% of governance body)			0	0%	1	14%	3	33%	3	23%
Men within organisation's governance bodies (% of governance body)			5	100%	6	86%	6	67%	10	77%
Employees age under 30 within organisation's governance bodies (% of governance body)			0	0%	0	0%	0	0%	0	0%
Employees age 30-50 within organisation's governance bodies (% of governance body)			2	40%	5	71%	5	56%	3	23%
Employees age 50+ within organisation's governance bodies (% of governance body)			3	60%	2	29%	4	44%	10	77%
<b>Employees grade C&amp;D (% of total employees)</b>			<b>15</b>	<b>6%</b>	<b>19</b>	<b>8%</b>	<b>21</b>	<b>5%</b>	<b>29</b>	<b>6%</b>
Woman grade C&D (% of C&D employees)			4	27%	6	32%	9	43%	10	34%
Men grade C&D (% of C&D employees)			11	73%	13	68%	12	57%	19	66%
Employees age under 30 grade C&D (% of C&D employees)			0	0%	0	0%	0	0%	0	0%
Employees age 30-50 grade C&D (% of C&D employees)			11	73%	16	84%	17	81%	25	86%
Employees age 50+ grade C&D (% of C&D employees)			4	27%	3	16%	4	19%	4	14%
<b>Employees grade E-I (% of total employees)</b>			<b>223</b>	<b>93%</b>	<b>216</b>	<b>90%</b>	<b>403</b>	<b>91%</b>	<b>409</b>	<b>90%</b>
Woman grade E-I (% of E&I employees)			75	34%	71	33%	114	28%	111	27%
Men grade E-I (% of E&I employees)			148	66%	145	67%	289	72%	298	73%
Employees age under 30 grade E-I (% of E&I employees)			29	13%	32	15%	48	12%	56	14%
Employees age 30-50 grade E-I (% of E&I employees)			146	65%	132	61%	286	71%	271	66%
Employees age 50+ grade E-I (% of E&I employees)			48	22%	52	24%	69	17%	82	20%

not reported previously



Occupational safety – Employees in production	IT/AT				IT/AT + HR/DE/RO	
	2019	2020	2021	2022	2021	2022
Number of fatalities as a result of work-related injury			0	0		
Number of high-consequence work-related injuries (excl. fatalities)			0	0	not applicable	
Number of recordable work-related injuries	differently reported in previous years		0	1		

Occupational safety – All employees	IT/AT				IT/AT + HR/DE/RO	
	2019	2020	2021	2022	2021	2022
Number of fatalities as a result of work-related ill health			0	0	0	0
Number and cases of recordable work-related ill health			1	2	1	2

Training hours / Performance & Development Reviews	IT/AT				IT/AT + HR/DE/RO	
	2019	2020	2021	2022	2021	2022
<b>Average number of hours of training per year per employee</b>	<b>14</b>	<b>15</b>	<b>6</b>	<b>5</b>	<b>HR/DE/RO not reported</b>	
<b>Percentage of employees receiving regular performance and development reviews</b>	<b>43%</b>	<b>42%</b>	<b>78%</b>	<b>80%</b>	<b>82%</b>	<b>86%</b>
Percentage of women receiving regular performance and development reviews			72%	77%	78%	83%
Percentage of men receiving regular performance and development reviews	not reported previously		81%	82%	83%	87%

	AT	IT	AT	IT	AT	IT	AT	IT	HR	DE	RO	HR	DE	RO
Employees	2019		2020		2021		2022		2021			2022		
Ratio of basic salary and remuneration of women to basic salary and remuneration of men	0.96	0.81	0.86	0.79	0.80	0.95	0.78	0.96	0.95	1.27	1.07	0.89	1.28	0.81

Due to significant differences in types of jobs of male and female employees the numbers reported are not very meaningful. We are working on employee categories which will give us a better reading of this GRI in the future.

	AT*/IT	AT*	IT/HR/DE/RO	AT*	HR	RO	IT/DE	
Employees	2019	2020	2021		2022			
Number of senior management locally hired	10 (66.67%)	6 (60%)	3 (0%)	n/a**	4 (75%)	1 (100%)	5 (100%)	n/a**

\* Austria (Vienna) is also the global HQ of Julius Meinl and therefore has more international roles to staff. Roles reported in AT are all linked to global HQ positions.

\*\* no new senior management hires in 2021

### List of entities by tax jurisdiction

JULIUS MEINL Austria GmbH (Austria)	JULIUS MEINL Beograd d.o.o. (Serbia)
JULIUS MEINL ITALIA S.p.A. (Italy)	JULIUS MEINL UK Ltd. (United Kingdom)
JULIUS MEINL Hungary Kft (Hungary)	JULIUS MEINL North America LLC (United States of America)
JULIUS MEINL Coffee Intl. a.s. (Slovakia)	JULIUS MEINL Deutschland GmbH (Germany)
S.C. JULIUS MEINL Romania s.r.l. (Romania)	JULIUS MEINL General Trading LLC (United Arab Emirates)
JULIUS MEINL Russland o.o.o. (Russia)	JULIUS MEINL Coffee Shanghai LLC (China)
JULIUS MEINL BH d.o.o. (Bosnia)	JULIUS MEINL Bulgaria OOD (Bulgaria)
JULIUS MEINL Gida Sanayi ve Ticaret Limited Sirketi (Turkey)	JULIUS MEINL Polska z.o.o. (Poland)
JULIUS MEINL d.o.o. (Slovenia)	JULIUS MEINL France SAS (France)
JULIUS MEINL Bonfanti d.o.o. (Croatia)	JULIUS MEINL Kazakhstan LLP (Kazakhstan)

## Data & facts: Economic

Julius Meinel Worldwide	2019	2020	2021	2022
<b>Annual turnover (in million EUR)</b>	<b>185.7</b>	<b>128.5</b>	<b>153.6</b>	<b>212.5</b>
EBITDA (in million EUR)	35.2	7.1	20.7	31.9
Number of total global employees	900	948	955	975
Represented in countries	55	55	50	52
Company-owned subsidiaries	20	20	20	20
<b>Revenues from third-party sales (in million EUR)</b>			<b>153.6</b>	<b>212.5</b>
Revenues from intra-group transactions with other tax jurisdictions (in million EUR)			99.1	156
Profit/loss before tax (in million EUR)			0.8	10.2
Tangible assets other than cash and cash equivalents (in million EUR)			76.9	85.9
Corporate income tax paid on a cash basis (in million EUR)		not reported previously	0.6	1.2
Corporate income tax accrued on profit/loss (in million EUR)			1.1	2.8
Financial assistance received from government (in million EUR)			1.6	0.7

Direct economic value generated and distributed (in EUR 1,000)	2019	2020	2021	2022
<b>Direct economic value generated: revenues</b>	<b>185,884</b>	<b>128,902</b>	<b>153,984</b>	<b>212,796</b>
Net sales revenues	185,678	128,508	153,624	212,541
Financial income	206	394	360	255
<b>Economic value distributed</b>	<b>-177,780</b>	<b>-143,408</b>	<b>-154,656</b>	<b>-205,507</b>
Employee wages and benefits	-39,374	-33,408	-39,704	-50,079
Payments to providers of capital	-5,646	-2,837	-2,837	-3,513
Operating costs	-128,691	-105,298	-110,877	-149,708
Payments to governments	-4,069	-1,865	-1,238	-2,207
<b>Total</b>	<b>8,104</b>	<b>-14,506</b>	<b>-672</b>	<b>7,289</b>

# GRI Content Index

<b>Statement of use</b>	Julius Meinl Industrieholding GmbH has reported the information cited in this GRI content index for the period January 1 <sup>st</sup> , 2021 to December 31 <sup>st</sup> , 2022 with reference to the GRI Standards.
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI Standard	Disclosure	Location
<b>General Disclosures</b>		
<b>GRI 2: General Disclosure 2021</b>	<b>1. The organization and its reporting practice</b>	
	2-1 Organizational details	3, 5, 6, 8
	2-2 Entities included in the organization's sustainability reporting	3
	2-3 Reporting period, frequency and contact point	3
	2-4 Restatements of information	40
	2-5 External assurance	3
	<b>2. Activities and workers</b>	
	2-6 Activities, value chain and other business relationships	6, 13, 17, 18, 19, 23
	2-7 Employees	5, 26, 27, 28
	2-8 Workers who are not employees	44
	<b>3. Governance</b>	
	2-9 Governance structure and composition	8, 9
	2-10 Nomination and selection of the highest governance body	8
	2-11 Chair of the highest governance body	4, 8
	2-12 Role of the highest governance body in overseeing the management of impacts	4, 8
	2-13 Delegation of responsibility for managing impacts	3, 8, 9
	2-14 Role of the highest governance body in sustainability reporting	3
	2-15 Conflicts of interest	11
	2-16 Communication of critical concerns	11
	2-17 Collective knowledge of the highest governance body	8
2-18 Evaluation of the performance of the highest governance body	8	

GRI Standard	Disclosure	Location
	2-19 Remuneration policies	8
	2-20 Process to determine remuneration	8
	<b>4. Strategy, policies and practices</b>	
	2-22 Statement on sustainable development strategy	10
	2-23 Policy commitments	10, 11, 22
	2-24 Embedding policy commitments	11
	2-26 Mechanisms for seeking advice and raising concerns	11
	2-27 Compliance with laws and regulations	11
	2-28 Membership associations	7, 15, 19
	2-29 Approach to stakeholder engagement	15
<b>Material Topics</b>		
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	14, 16
	3-2 List of material topics	16
	3-2 Management of material topics	9, 17, 18, 20, 25, 28, 29
<b>Economic Performance</b>		
<b>GRI 201: Economic</b>	201-1 Direct economic value generated and distributed	5, 6, 49
	201-3 Defined benefit plan obligations and other retirement plans	28
	201-4 Financial assistance received from government	6, 49
<b>Market Presence</b>		
<b>GRI 202: Market Presence 2016</b>	202-2 Proportion of senior management hired from the local community	48

GRI Standard	Disclosure	Location
<b>Anti-corruption</b>		
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	11
	205-3 Confirmed incidents of corruption and actions taken	11
<b>Anti-competitive Behavior</b>		
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	11
<b>Tax</b>		
<b>GRI 207: Tax 2019</b>	207-1 Approach to tax	12
	207-2 Tax governance, control, and risk management	12
	207-4 Country-by-country reporting	12, 48
<b>Materials</b>		
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	42
	301-2 Recycled input materials used	42
<b>Energy</b>		
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organisation	20, 41
	302-3 Energy intensity	5, 41
<b>Water and Effluents</b>		
<b>GRI 303: Water and Effluents 2018</b>	303-3 Water withdrawal	20, 40
<b>Emissions</b>		
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	20, 40
	305-2 Energy indirect (Scope 2) GHG emissions	20, 40
	305-3 Other indirect (Scope 3) GHG emissions	20, 40
	305-4 GHG emissions intensity (SCOPE 1)	20, 40

GRI Standard	Disclosure	Location
<b>Waste</b>		
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	21
	306-3 Waste generated	21, 42
	306-4 Waste diverted from disposal	21, 43
<b>Employment</b>		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	25
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	28
	401-3 Parental leave	26
<b>Labor/Management Relations</b>		
<b>GRI 402: Labor/Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	27
<b>Occupational Health and Safety</b>		
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	28
	403-2 Hazard identification, risk assessment, and incident investigation	28
	403-3 Occupational health services	28
	403-4 Worker participation, consultation, and communication on health and safety	28
	403-5 Worker training on occupational health and safety	28
	403-6 Promotion of worker health	28
	403-8 Workers covered by an occupational health and safety management system	28
	403-9 Work-related injuries	28

GRI Standard	Disclosure	Location
<b>Training and Education</b>		
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	27
	404-3 Percentage of employees receiving regular performance and career development reviews	27
<b>Diversity and Equal Opportunity</b>		
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	27
	405-2 Ratio of basic salary and remuneration of women to men	48
<b>Non-discrimination</b>		
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	27
<b>Public Policy</b>		
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	11
<b>Customer Health and Safety</b>		
<b>GRI 416: Customer Health and Safety 2016</b>	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	29
<b>Marketing and Labeling</b>		
<b>GRI 417: Marketing and Labeling 2016</b>	417-2 Incidents of non-compliance concerning product and service information and labeling	29
	417-3 Incidents of non-compliance concerning marketing communications	29
<b>Customer Privacy</b>		
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	29







**Julius Meinl**

Vienna 1862

More than a moment