



Rapport for

Bærekraftig forretningspraksis 2021

for Jacobs Douwe Egberts Norge AS

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Til lesere av rapporten

Næringslivet har stor påvirkning på mennesker, samfunn og miljø og kan både bidra positivt til utvikling, men også medvirke negativt og forårsake skade. Virksomheter har derfor også en nøkkelrolle i å oppnå FNs bærekraftsmål. Alle selskaper, uavhengig av størrelse, er av norske myndigheter forventet å kartlegge, forebygge, begrense og gjøre rede for hvordan de håndterer risiko for negativ påvirkning samt rette opp skade for mennesker, samfunn og miljø – såkalte aktsomhetsvurderinger (due diligence). Dette gjelder både næringsliv, offentlig sektor og organisasjoner. Større virksomheter er fra og med 1. juli 2022, gjennom åpenhetsloven, lovpålagt å utføre dette arbeidet og vise åpenhet om det ved å rapportere offentlig om arbeidet.

Medlemmer i Etisk handel Norge har forpliktet seg til å jobbe med aktsomhetsvurderinger for bærekraftig forretningspraksis. Til grunn for dette arbeidet ligger Etisk handel Norges prinsipper (vår code of conduct), som dekker områdene anstendig arbeid, menneskerettigheter, miljø/klima, antikorrupsjon og dyrevelferd.

Malen for medlemsrapporten er utformet for at virksomheten skal vise åpenhet om sitt arbeid med ansvarlig næringsliv og bærekraftig forretningspraksis, som beskrevet i FNs veiledende prinsipper for næringsliv og menneskerettigheter og OECDs retningslinjer for flernasjonale selskaper. I rapporteringen skal det inngå hvordan virksomheten arbeider med aktsomhetsvurderinger og beskrive hvilke utfordringer virksomheten står overfor, hvilke tiltak som gjennomføres for å håndtere utfordringene samt fremdrift og resultater. Alle medlemsrapportene gjøres offentlig tilgjengelig på Etisk handel Norges hjemmesider.

Heidi Furustøl

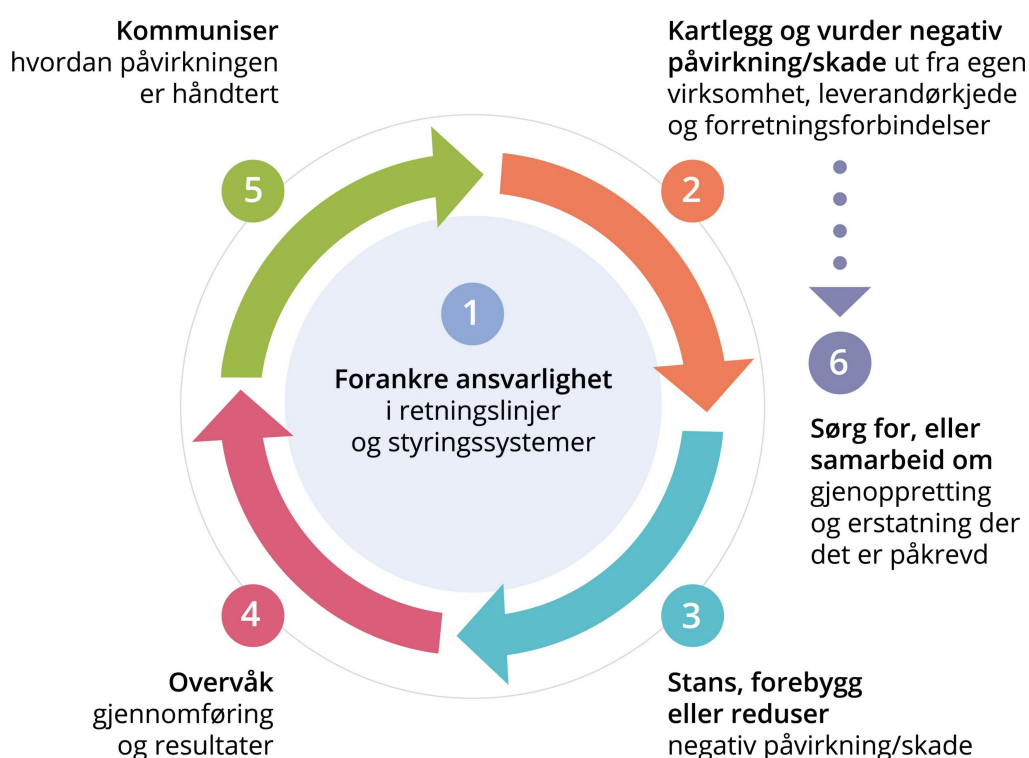
Daglig leder

Etisk handel Norge

Aktsomhetsvurderinger

Denne rapporten er bygget rundt FNs veiledende prinsipper for næringsliv og menneskerettigheter og OECDs modell for aktsomhetsvurderinger for ansvarlig næringsliv.

Modellen har seks trinn som beskriver hvordan virksomheter kan jobbe for mer ansvarlig og bærekraftig forretningspraksis. Å være god på aktsomhetsvurderinger betyr ikke at en virksomhet ikke har negativ påvirkning på mennesker, samfunn og miljø, men heller at virksomheten er åpen og ærlig om utfordringer og håndterer dette på best mulig måte i samråd med sine interessenter. Denne rapporten er delt inn i kapitler basert på denne modellen.



Forord av daglig leder

Friele is Norway's oldest coffee house with a history going back as far as 1799. Our passion for coffee and tea has led to a rich history of beautiful brands and quality products, such as Norway's most known coffee brand - Friele Frokostkaffe. We have taken responsibility for our supply chain – from bean to cup - and the society we operate in. We are continuously improving our business by setting up relevant partnerships, investing in social initiatives and taking care of all our colleagues, who are committed to giving their best whilst producing your favorite coffee.

We take our responsibility for the environment and the well-being of our farmers seriously, so we can look forward to another 221 years of entrepreneurship. This has inspired us to come up with a sharpened approach to our sustainability strategy. Through concrete actions, products and innovations we want to work with our customers and consumers to make a contribution to our living planet, so that we can all enjoy coffee and tea for many years to come.

" Our purpose: Unleash the Possibilities of Coffee & Tea to Create a Better Future "

Lasse Søgaaard
Country Manager

Nøkkelinformasjon om bedriften og leverandørkjeden

Nøkkelinformasjon om bedriften

Navn på bedriften

Jacobs Douwe Egberts Norge AS

Adresse hovedkontor

Midtunhaugen 6, 5224 Nesttun, Postboks 175, 5852 Bergen

Viktigste merker, produkter og tjenester

Coffee produced in our factory in Bergen: Friele (Frokost) coffee (dark roast, caffeine free , Cafe Noir, filter, french press etc), Krone, Norwegian Roast-series with specialty coffee and full range certified coffee.

Beskrivelse av bedriftens struktur

Head office from 1st of July 2015 Jacobs Douwe Egberts (KDE) in Amsterdam, Netherlands. National coffee production with administration in Bergen. Head office for JDE Professional Norway in Oslo. Sales offices in all major cities with nation wide sales support.

Omsetning i rapporteringsåret (NOK)

1 133 427 357

Antall ansatte

172

Vesentlige organisatoriske endringer siden forrige rapportering

Navn, tittel for kontaktperson for rapporten

Eva Gullerud, Marketing Specialist & CSR-responsible

E-post adresse for kontaktperson for rapporten

eva.gullerud@jdecoffee.com

Informasjon om leverandørkjeden

Generell beskrivelse av bedriftens innkjøpsmodell og leverandørkjede

JDE Norge buy our coffee from JDE's central sourcing company KDE Netherlands. KDE Netherlands buy our coffee through traders and local exporters. Norway also buy coffee machines and spareparts through KDE. Approximately 70% our coffee sales in Norway is produced in our factory in Midtun in Bergen (approximately 13 000 tonnes)

Manufacturing mainly in JDE sites (specialized on product type) + small share of 3rd party supplier. Local logistics operations (Warehousing and Distribution) externalized to local suppliers (Bring, DSV).

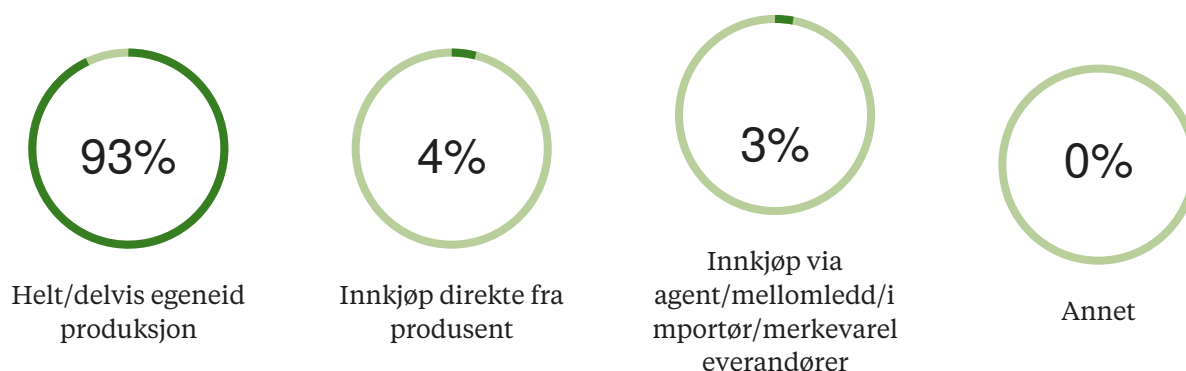
Antall leverandører som bedriften har hatt kommersielle relasjoner med i rapporteringsåret

38

Kommentar til antall leverandører

We engage with our suppliers to assess their alignment and risk against JDE Coffee Responsible Sourcing Principles (<https://www.jacobsdouweegberts.com/cr/>). This is done through an extensive process of self-assessments and independent review through Rainf

Type innkjøp/ leverandørforhold



Own or joint venture production - #11 (93%) (JDE MU's: Bergen (NO, 76%) , Gävle (SE, 5%), Banbury (UK) , Joure (NL), Berlin (DE), Sulasewo (PL) , Trostyanets (UA), Andrezieux (FR), Valasske Mezirici (CZ)). Joint Venture: Multeafil, Johan & Nyström

Direct: #16 (4%):

Uelzena, Muskopak, DeSter, Paardekopper, Friesland, Lactalis, illy, Rauch CH, Rauch HU, Krüger, Leroux, Barry Callebaut, Unic, Zengo, Abena, Crem

Purchases through agents/intermediary/importers/brands - #11 (3%):

Friele Foods, Måkestad Engros, Tingstad NO, Tingstad SE, Black Cat, Foodbroker, Merx, Servicegrossisten Øst, Out Of Home, Strandgaarden Wine & Spirits, Johnson Diversey

Liste over førsteleddsprodusenter per land

Norge :	1
Sverige :	1
Storbritannia :	1
Tyskland :	1
Polen :	1
Ukraina :	1
Frankrike :	1

JDE MU's: Bergen (NO, 76%)

JDE Gävle (SE, 5%)

JDE Banbury (UK) ,

JDE Joure (NL),

JDE Berlin (DE),

JDE Sulasewo (PL) ,

JDE Trostyanets (UA),

JDE Andrezieux (FR),

JDE Valasske Mezirici (CZ)

Oppgi antall arbeidere hos førsteleddsprodusenter som bedriften har oversikt over, og hvor mange produsenter dette er basert på.

Antall arbeidere

Antall produsenter dette er basert på

Kommentar til antall arbeidere

JDE Peet's source approximately 8% of the world's green coffee

Viktigste innsatsfaktorer/råvarer og geografi

Green coffee	Globalt Brasil Colombia Guatemala Honduras Indonesia India Kenya Peru
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In Norway we sell most coffee from Brazil, followed by countries such as Colombia, Peru, Guatemala, Indonesia, Kenya and India.

Er virksomheten leverandør til offentlig sektor?

Ja

Mål og fremdrift

MÅL OG FREMDRIFT I RAPPORTERINGSÅRET

1

Mål: ISO 14001 certification of our factory in Bergen

Status: Reached in February 2022

2

Mål: Continue to develop our strategic collaboration with the City Church Mission and our volunteer program

Status: Volunteer program put on hold due to the pandemic- but will start up again before the summer 2022. We will increase the number of sponsored coffee to 9000 000 cups (an increase of 300 000 cups from 2020)

3

Mål: Carbon neutral factory in Bergen

Status: To be finalised by May 2022

4

Mål: Directly reaching over 500,000 smallholder coffee, tea & palm oil farmers by 2025

Status: We increased our reach by 80,000 smallholder farmers in 2020 to a total of 380 0000.

5

Mål: Designing 100% of our packaging to be reusable, recyclable or compostable by 2025

Status: Launch of compostable tea bags in February 2022

6

Mål: In 2020, we launched a new diversity and inclusion initiative under Connected People that targets gender balance across JDE Peet's' management positions by 2025

Status: In Norway we have 45% gender balance across management positions

7

Mål: Supply chain aim for Service (Service Level 98%)

Status: On track

MÅL FOR KOMMENDE ÅR

1

Designing 100% of our packaging to be reusable, recyclable or compostable by 2025

2

Working towards 100% responsibly sourced coffee, tea & palm oil by 2025

3

Directly reaching over 500,000 smallholder coffee, tea & palm oil farmers by 2025.

4

Targeting gender-balanced management positions by 2025



1

Forankring av bærekraft i virksomheten

Forankring av ansvarlighet knyttet til bærekraftig forretningspraksis i virksomheten handler om å ha strategier, planer, relevante policyer* og retningslinjer for aktsomhetsvurderinger som er vedtatt av ledelsen. Disse bør omfatte hele virksomheten, samt virksomhetens leverandørkjede og forretningsforbindelser. Effektive styringssystemer for implementering er en forutsetning for å lykkes, og arbeidet med aktsomhetsvurderinger bør være en integrert del av virksomhetens forretningsdrift. Tydelige forventninger fra toppledelsen, samt tydelig plassering av ansvar innad i virksomheten for implementering av de ulike delene av aktsomhetsvurderinger er viktig. Alle involverte må vite hva de skal gjøre. Åpenhet om forpliktelser virksomheten har til seg selv, utfordringer de står overfor og hvordan dette håndteres, er vesentlig.

1.A Policy* for egen virksomhet

1.A.1 Lenke til offentlig tilgjengelig policy for egen virksomhet

<https://www.jacobsdouweegberts.com/cr/>

1.A.2 Hva sier bedriften offentlig om sine forpliktelser til å respektere mennesker, samfunn og miljø?

At JDE Peet's, we unleash the possibilities of coffee and tea to create a better future. Sourcing our raw materials responsibly, taking care of the environment, and engaging our own employees and communities are all important principles that guide our business activities. Our corporate responsibility strategy is built on 3 pillars:

- Common Grounds: addressing the priority issues in our supply chain
- Minimised Footprint: Reducing our environmental impact step-by-step
- Connected People: Engaging our employees and our communities

To support the implementation of our strategy, we have put in place a series of performance targets. For each impact area, we mapped the related material topics, the concerned stakeholders, the key risks identified, the targets we have set for ourselves, the KPIs we use to monitor our performance and the SDGs we contribute to

1.A.3 Hvordan er policy for egen virksomhet blitt utviklet og forankret?

Our corporate responsibility strategy focuses on those issues that are most material to our business and where, together with our partners, we can have the greatest impact. To ensure we prioritise the issues that most influence the decision making of our external and internal stakeholders and have the most impact on our business success, we follow a formal materiality assessment process.

To determine our contribution to the 17 UN Sustainable Development Goals, we used their specific targets and KPIs to and assessed the extent to which we contribute to these through our operational management, internal policies, corporate responsibility strategy and initiatives and supply chain programmes. We identified three levels of contribution. For more detailed information, see our annual report.

1.B Organisering og internkommunikasjon

1.B.1 Hvordan er arbeidet med aktsomhetsvurderinger organisert i bedriften, og hvorfor?

Our Code of Conduct is a mandatory eLearning for all employees on a yearly basis. In addition we have launched e-learning courses on competition law, anti-bribery and corruption, and data protection. We also regularly conduct face-to-face courses for target groups. These include for example, courses on competition law for sales teams, anti-bribery and corruption for procurement teams, and data protection for marketing and human resources teams. Moreover, we have an internal audit committee that reports to the board. No one is exempt from our Code, regardless of position or tenure. Our Code and Values go beyond our legal and regulatory obligations and require that we act according to them. There are a number of channels through which you are expected to raise any concerns you may have.

The Speak Up Policy describes how you should report your concerns and be assured that you will never experience retaliation for reporting in good faith.

1.B.2 Hvordan blir betydningen av virksomhetens aktsomhetsvurderinger konkretisert og tydeliggjort for de ansatte gjennom stillingsbeskrivelse, arbeidsoppgaver og incentivordninger?

Our Code applies equally to all associates and consultants/temporary workers. Because this commitment is at the core of who we are, we also expect that our business partners such as suppliers, agents, consultants and licensees will follow similar principles while working on our behalf. No one is exempt from our Code, regardless of position or tenure. For suppliers our core of who we are is clearly set forth in our Supplier Code of Conduct. Each of employee has a responsibility to read our Code, understand the values behind it, and adhere to its guidance.

1.B.3 Hvordan sikres det at relevante ansatte har tilstrekkelig kompetanse til å gjennomføre arbeidet med aktsomhetsvurderinger?

Our managers and other leaders have a duty to demonstrate a clear commitment to ethics at all times. To endorse the Code, the Company provides for periodic trainings. The Speak Up Policy describes how you should report your concerns and be assured that you will never experience retaliation for reporting in good faith.

1.C. Planer og ressurser

1.C.1 Hvordan er virksomhetens forpliktelser til å respektere mennesker, samfunn og miljø forankret i virksomhetens strategier og handlingsplaner?

Our corporate responsibility strategy focuses on those sustainability issues that are most material to our business and where we can have the greatest impact. Our corporate responsibility strategy is built on 3 pillars:

- Common Grounds: addressing the priority issues in our supply chain (more details on Common Grounds, our responsible sourcing programme developed in partnership between JDE and Rainforest Alliance, can be found in the CR overview and Annual report attached)
- Minimised Footprint: Reducing our environmental impact step-by-step (Our factory in Bergen aims to be climate neutral in May 2022, and since 2019 it has used 100% renewable energy)
- Connected People: Engaging our employees and our communities (In Norway we have strategic collaboration with City Church Mission where all employees work as a volunteer once a year and we will sponsor 900 000 cups of coffee in 2022)

1.C.2 Hvordan følges virksomhetens strategier og planer for å være ansvarlig og bærekraftig opp av ledelse og styre?

The Board oversees JDE Peet's corporate responsibility program and approves our long-term corporate responsibility targets. It receives updates and reviews progress at least two times per year. Our Corporate and Government Affairs teams develop our corporate responsibility strategy for approval and by our Board. It works with a cross functional leadership group composed of subject-matter experts from across the company - including areas such as procurement, manufacturing, research and development, marketing, human resources and compliance - to drive execution and measurement of the strategy.

Our Executive Committee, assisted by our Corporate Responsibility Governance Committee, oversees the implementation of our corporate responsibility strategy.

Our local business units are responsible to develop globally defined policies and controls, activate the global e-learning courses and launch face-to-face courses to target groups. The business units have established their own Compliance Councils, chaired by the respective Compliance Officer, and regularly report to the Global Compliance Officer on key initiatives and issues

1.D Partnerskap og samarbeid med forretningsforbindelser, spesielt leverandører

1.D.1 Hvordan tydeliggjør virksomheten viktigheten av ansvarlighet og bærekraft i møte med forretningspartnere, spesielt i leverandørkjeden?

Our Supplier Code of Conduct is an extension of our Code of Conduct and forms the cornerstone of our commitment to responsibly and sustainably source our products. We believe that by adopting responsible and sustainable business practices in our supply chain we not only contribute to the improvement of our products; it also allows us to enjoy long-term sustainable and mutually beneficial relationships with our Suppliers. Therefore, we expect our Suppliers to adopt the universal standards as defined in our Code, in order to minimize any adverse environmental and social impact directly associated with the goods and services sourced by JDE. The requirements laid out in this Code are based on internationally recognized standards, which include the UN Universal Declaration on Human Rights, the UN Guiding Principles on Business and Human Rights, the International Labour Organisation (ILO) Declaration on Fundamental Rights and Principles at Work and the OECD Guidelines for Multinational Enterprises. We require our suppliers to adhere to the Code and the internationally recognized standards on which it is based when conducting business with JDE.

1.E Erfaringer og endringer

1.E.1 Hvilke erfaringer har virksomheten gjort seg om arbeidet med bærekraftig forretningspraksis i rapporteringsåret, og hva har endret seg som et resultat av dette?

Our materiality analysis is an important tool for identifying our priorities according to their importance for external and internal stakeholders as well as their impact on our business success. We identified, scored and prioritised issues. The material topics are linked to the three pillars of our corporate responsibility strategy, our underlying commitment to responsible business practices and our evolving business model. The distribution of topics on our materiality map, across three distinct tiers, informs our approach to value creation for our company and society and helps to integrate our business and sustainability priorities with the United Nations Sustainable Development Goals:

<https://www.jdepeets.com/contentassets/d8f5c1c8552a4039894579d225c20ea7/jde-peets-materiality-assessment.pdf>

2

Fastsette fokus for rapporten

Kartlegging av virksomhetens påvirkning på mennesker, samfunn og miljø

Kartlegging handler om å identifisere virksomhetens risiko for, og faktiske negative påvirkning eller skade på mennesker, samfunn og miljø, inkludert i leverandørkjeden og gjennom forretningsforbindelser. Det handler om å først danne seg et overordnet risikobilde, for så å prioritere mest vesentlige risikoområder for grundigere kartlegging og håndtering av funn. Hvordan virksomheten er involvert i eventuell negativ påvirkning på mennesker, samfunn og miljø, er sentralt for å avgjøre riktig respons og tiltak. Involvering av interessenter, spesielt påvirkede parter, er sentralt i kartleggingsarbeidet, så vel som i tiltak for å håndtere utfordringene på en god måte.

2.A Kartlegging og prioritering

PRIORITERT NEGATIV PÅVIRKNING/SKADE FOR MENNESKER, SAMFUNN OG MILJØ

Å prioritere en eller flere risikoområder på bakgrunn av alvorlighetsgrad, betyr ikke at noen risiko er viktigere enn andre, eller at virksomheter ikke gjør noen med annen risiko, men at det som har størst negativ påvirkning prioriteres først. Kartlegging og prioritering er en kontinuerlig prosess.

2.A.1 List opp virksomhetens prioriterte risiko for negativ påvirkning/skade på mennesker, samfunn og miljø.

Prioritert negativ påvirkning / skade	Relatert tema	Geografi
- Climate change mitigation - Ethics and governance - Product quality - Responsible supplier labour practices - Supply chain transparency - Sustainable agriculture - Sustainable packaging		Globalt

The material topics are linked to the three pillars of our corporate responsibility strategy, our underlying commitment to responsible business practices and our evolving business model:

<https://www.jdepeets.com/contentassets/d8f5c1c8552a4039894579d225c20ea7/jde-peets-materiality-assessment.pdf>

BEGRUNNELSE FOR HVORFOR DISSE UTFORDRINGENE ER PRIORITERT SOM MEST VESENTLIGE FOR MENNESKER, SAMFUNN OG MILJØ

2.A.2 Beskriv kort virksomhetens rutiner for kartlegging og identifisering av risiko og vis til hvordan den negative påvirkningen/skaden ble identifisert og prioritert i denne perioden. Beskriv hvordan informasjon ble hentet inn, hvilke kilder som er benyttet og hvilke interessenter som er involvert/dere har snakket med. Beskriv videre også om det er identifisert områder eller tema hvor det er manglende informasjon for å danne seg et helhetlig bilde, og hvordan dere planlegger å gå frem for å få mer informasjon/håndtere dette.

To guide our materiality assessment we collaborated with BSR, a global business network and consultancy focused on sustainability. We identified, scored and prioritised issues using the following methodology:

1. Identify material issues: A comprehensive list of issues was identified and determined through a sector analysis, review of sustainability reporting standards and company priorities and strategies.
2. Determine importance to business: In order to determine their relative importance to business, each issue was assessed according to its impact on JDE Peet's' brands and reputation, growth, employee engagement, operational efficiency and product quality and innovation. Key internal stakeholders provided input via in-depth interviews with JDE and Peet's leadership as well as surveys to a broader audience of colleagues in both businesses.
3. Determine importance to external stakeholders: In order to determine their relative importance to external stakeholders, each issue was assessed according to its importance to various stakeholder groups: business partners, NGOs and civil society, shareholders/investors, customers, and governments/regulators. In-depth interviews were conducted with external stakeholders spanning our key stakeholder types: coffee farmer representatives, coffee traders, customers, NGOs, certification bodies, industry groups, investors, coffee value chain experts, and multi-stakeholder collaborations.
4. Prioritise: We mapped scores for each issue, taking into account business and external stakeholder importance, which identified the priorities presented in our materiality matrix.

ANNEN NEGATIV PÅVIRKNING/SKADE

2.A.3 Beskriv annen negativ påvirkning/skade på mennesker, samfunn og miljø som ble identifisert i kartleggingen i egen virksomhet, leverandørkjeden eller hos forretningsforbindelser i rapporteringsåret og hvordan disse er håndtert.

Developed with the Rainforest Alliance in 2018, Common Grounds is designed to provide transparency on the priority sustainability challenges in the coffee supply chain and to continuously improve the social, economic and environmental conditions in the origin countries. The primary focus is on coffee & tea, but our engagement also extends to ingredients such as palm oil. In 2021, we launched the third cycle of Common Grounds Supplier SelfAssessments, focusing on further improvements in reach and quality of the process, alignment with our Coffee Sourcing Principles, and identification of key sustainability challenges. This cycle will further inform and enhance both our supplier engagement strategy as well as the continuous improvement approach of addressing priority issues in our supply chain.

3

Håndtering av prioritert påvirkning

Stanse, forebygge eller redusere negativ påvirkning

Stanse, forebygge eller redusere handler om å håndtere funn fra kartleggingen på en god måte. Virksomhetens mest vesentlige negative påvirkning på mennesker, samfunn og miljø prioriteres først. Dette betyr ikke at annen risiko er uvesentlig eller at det ikke håndteres. Hvordan virksomheten er involvert, er sentralt for å treffe riktige tiltak. Faktisk negativ påvirkning/skade som virksomheten forårsaker eller bidrar til må stanses, forebygges og reduseres. Virksomheter som er direkte forbundet med negativ påvirkning må bruke sin innflytelse til å få forretningsforbindelser (f.eks. leverandører) til å stanse, forebygge og redusere dette. Dette innebærer å utvikle og iverksettes planer og rutiner for å håndtere risiko, og kan kreve endringer i egne policyer og styringssystemer. Virksomheters vellykkede håndtering av negativ påvirkning på mennesker, samfunn og miljø er et avgjørende bidrag til FNs bærekraftsmål.

3.A Stanse, forebygge eller redusere

3.A.1 Legg til mål, status på fremdrift, og beskriv tiltak dere har iverksatt for å håndtere virksomhetens prioriterte negative påvirkning/skade på mennesker, samfunn og miljø

Prioritert negativ påvirkning/skade	- Climate change mitigation - Ethics and governance - Product quality - Responsible supplier labour practices - Supply chain transparency - Sustainable agriculture - Sustainable packaging
Overordnet mål :	
Status :	
Mål i rapporteringsåret :	Full report on impacts of our activities is reported with GRI content index https://www.jdepeets.com/siteassets/documents/jde-peets-gri-content-index-2020.pdf

Utforte tiltak og begrunnelse :

During risk mapping, our Common Ground program evaluates the responses given in the SAFs alongside the data reported in the OIAs. This process allows us to identify areas where risks on environmental and social issues are the highest in countries and regions from which JDE Peet's sources coffee. When we need further information, third-parties conduct targeted assessments. Through interviews and surveys with farmers, suppliers, and other stakeholders, targeted assessments provide insight into the complex challenges that contribute to identified risks. Altogether, the detailed information obtained allows us to better identify where risk is highest in the countries and regions that we source from. This information is critical in our supplier investments and in the development of Improvement Projects with the greatest impacts. Part of what makes these projects work is that they undergo a thorough risk assessment by multiple Rainforest Alliance experts and JDE Peet's Sustainability Managers prior to implementation. For more information on active Improvement Projects, see the case studies in our annual report: <https://www.jdepeets.com/contentassets/08dac84aae2e4d6298955e47d80f3cbb/jde-peets-annual-report-2020.pdf>

Tverrgående tiltak for å håndtere negativ påvirkning/skade:

Beskriv virksomhetens tverrgående tiltak for å stanse, forebygge eller redusere negativ påvirkning/ skade på mennesker, samfunn og miljø i leverandørkjeden

3.B.1 Reduksjon av miljø- og klimafotavtrykk

Our Global Environmental Management System pursues continuous sustainability improvements by optimising our use of energy, water and other resources while reducing waste across our manufacturing activities. We also address our environmental footprint along the rest of the value chain by, for instance, the introduction of more sustainable packaging.

We are committed to climate action, while enhancing our operations. That's why we have set science-based targets to:

- Reduce absolute scope 1 & 2 GHG emissions 25% by 2030 from a 2020 base year
- Reduce absolute value chain scope 3 GHG emissions 12.5% by 2030 from a 2020 base year
- Our primary focus is to operate our manufacturing facilities efficiently and reduce fossil fuel use
- We also work with our partners to address the footprint of our value chain

Our factory in Bergen uses 100% renewable energy and in 2022 we aim to become carbon neutral by May. We are also in the finalizing steps of becoming ISO 14001 certified. We are certified Miljøfyrtårn and our office in Oslo is BREEAM excellent-certified

3.B.2 Tilpasning av egen innkjøpspraksis (sourcing)

We work to address sourcing challenges through a cycle of continuous improvement in multi-year projects. These are implemented in close partnership with our suppliers, as well as with farmers, cooperatives, exporters, traders, civil society and governments. Today, we have projects in place across all the 15 Common Grounds coffee origin countries. They focus on the identified priorities and vary by country. Two-thirds of our conventional coffee purchased in 2020 were covered by both a supplier self-assessment and Origin Issue Assessment. This process has equipped us and our suppliers with a much deeper understanding of the most pressing sustainability challenges in each origin country.

3.B.3 Valg av produkter og sertifiseringer

UTZ/Rainforest Alliance, Debio, Fairtrade, RSPO, 4C, Ethical Tea Partnership, FSC, FSA,

3.B.4 Støtte aktivt opp om fri fagorganisering og kollektive forhandlinger, eller der lovverket ikke tillater dette, støtte aktivt opp om andre former for demokratisk valgt arbeiderrepresentasjon

6.2 in Responsible Sourcing Principles:

"Workers rights and duties

Workers are aware of their rights and duties and these are adhered to by their employer.

Suppliers' internal management systems identify, assess and address that in processing units and on (smallholder) farms:

- Workers have access to information regarding workers' individual rights and duties, reflected in their employment contracts or verbal agreements
 - Workers can freely establish and join workers' organizations, both internal (such as workers' representations) and external (such as trade unions) and take part in collective bargaining on working conditions. Employers provide training on social dialogue and workers' rights, and for grievances procedures.
 - Workers are regularly paid at least the minimum national wage, the minimum regional wage, or the wage agreed upon by a collective bargaining agreement, whichever is higher. Employers keep records of paid wages and track applicable minimum wages paid to workers in their supply chain.
 - Workers and their families are provided with accommodation on-farm or near processing facilities have safe, clean and decent living quarters taking into account local conditions."
-

3.B.5 Bidrag til utvikling, kompetanseheving og opplæring internt og av leverandører og arbeidere i leverandørkjeden

Many smallholder farmers are not part of formal cooperatives and are currently beyond the reach of sustainability certification. Moreover, many sustainability challenges are complex and go beyond what an individual producer or cooperative can address. These challenges require systemic change and take multiple years to solve. Accordingly, we believe that the best way to improve coffee & tea sustainability is to drive continuous improvement through partnerships among farmers, cooperatives, exporters, traders, roasters, civil society, and governments. Common Grounds works with stakeholders to identify the most important social and environmental issues wherever we source our coffee & tea. We then address those issues through collaborative action and open, direct communication with our suppliers. After identifying the local priorities, we work in partnership with our suppliers, NGOs and governments to address the challenges faced by smallholders

3.B.6 Annen relevant informasjon for hvordan dere arbeider med å redusere, forhindre og håndtere negativ innvirkning på mennesker, samfunn og miljø.

“Our partnership with JDE is all about bringing long-term sustainability to coffee and tea farmers in key producing regions. The Common Grounds programme offers an innovative approach based on engaging suppliers, jointly identifying high risk areas, and implementing improvement projects that help mitigate these risks and advance sustainability progress in key sourcing origins. By working together on responsible sourcing solutions that complement certification, the Rainforest Alliance partnership with JDE is a powerful vehicle to accelerate sector innovation and scale up impact.” - Aparajita Bhalla, Senior Director Markets Transformation, Rainforest Alliance

<https://www.rainforest-alliance.org/business/tailored-services/partnerships-for-impact-collaborating-with-jde-peets-to-improve-farmer-livelihoods/>



4

Overvåking av gjennomføring og resultater

Overvåkning av gjennomføring og resultater handler om å måle effekten av systematikken og eget arbeid i hvert trinn i aktsomhetsvurderingene, og viser hvorvidt virksomheten gjør gode aktsomhetsvurderinger. Virksomheten må ha systematikk og rutiner på plass for å kunne fange opp og kritisk vurdere egne konklusjoner, prioriteringer og tiltak som er gjort som en del av aktsomhetsvurderinger. Eksempelvis: Er kartlegging og prioritering av mest negativ påvirkning gjort på en faglig god og troverdig måte, og som reflekterer de faktiske forholdene? Virker tiltakene for å stanse, forebygge og/eller redusere virksomhetens negative påvirkning/skade etter hensikten? Er skade gjenopprettet der det er relevant? Dette kan gjelde tiltak virksomheten gjør selv og som utføres av eller i samarbeid med andre. Erfaringene virksomheten gjør seg med arbeidet med aktsomhetsvurderinger brukes for å forbedre prosesser og resultater i fremtiden.

4.A Overvåkning og evaluering

4.A.1 Beskriv hvem som har ansvar for å overvåke effekten av tiltak iverksatt for å håndtere virksomhetens vesentlige risiko for skade/negativ påvirkning på mennesker, samfunn og miljø, og hvordan overvåkingen gjennomføres i praksis

In the 2019/20 cycle we received 145 self-assessments from our suppliers representing a 95% response rate. Despite the limitations imposed by the COVID-19 pandemic on our country risk assessment process, we worked with the Rainforest Alliance to successfully conduct or update independent Origin Issue Assessments in 5 priority countries. This means that two-thirds of our conventional coffee purchases in 2020 were covered by both a supplier self-assessment and Origin Issue Assessment. This process has equipped us and our suppliers with a much deeper understanding of the most pressing sustainability challenges in each origin country

See also attached various case study examples

4.A.2 Beskriv hvordan dere sannsynliggjør at virksomhetens tiltak for å identifisere, forebygge og redusere negativ påvirkning faktisk fungerer

Through a regular supplier self-assessment process, we actively engage suppliers to ensure alignment with our sourcing principles and to work to address the key sustainability challenges. Improvement projects are identified and selected through this risk assessment process in which suppliers provide information on specific social, environmental, and economic issues in their geography, and action plans related to the Common Grounds focus areas.

In case we determine that suppliers are not in alignment with our sourcing principles, we will work with those suppliers to develop a time-bound improvement plan, so that they can progress towards meeting our goals. We will take more immediate steps if suppliers do not execute their plans in good faith or in a timely manner.

A woman with dark hair tied back, wearing a light blue button-down shirt and a brown leather apron, is looking down at something out of frame. She is in a kitchen setting, with a gas stove visible in the foreground. The background is blurred, showing kitchen shelves and equipment.

5

Kommunikasjon av hvordan negativ påvirkning/skade er håndtert

Forutsetningen for god ekstern kommunikasjon om arbeidet knyttet til virksomheters aktsomhetsvurderinger for bærekraftig forretningspraksis er at den bygger på konkrete aktiviteter og resultater. Virksomheter skal kommunisere offentlig om relevante styringsdokumentet knyttet til aktsomhetsvurderinger, eksempelvis policyer, retningslinjer, prosesser og aktiviteter knyttet til å identifisere og håndtere bedriftens faktiske og potensielle negative påvirkning på mennesker, samfunn og miljø. Kommunikasjonen bør inkludere hvordan risikoen er avdekket og håndtert, samt hvilke effekter man oppnådde av tiltakene/aktivitetene. Etter åpenhetslovens §4 skal virksomheter som er omfattet årlig offentliggjøre en redegjørelse for aktsomhetsvurderinger.

5.A. Kommunisere eksternt

5.A.1 Beskriv hvordan virksomheten kommuniserer med berørte interessenter om håndteringen av negativ påvirkning/skade

Suppliers have an internal management system in place for their operations that is sufficient to verify if and to what extent the JDE Responsible Coffee Sourcing Principles are met.

Suppliers' internal management system includes:

- i. a responsible person or team to manage assessment, reporting against the Responsible Coffee Sourcing Principles
- ii. the implementation of the action plan
- iii. written procedures on the assessment against these Responsible Coffee Sourcing Principles
- iv. record keeping of relevant documentation.

Sourcing transparency:

Suppliers know from which (smallholder) farmers they buy their coffee from (directly or indirectly).

Suppliers have mapped GPS coordinates/polygons of the (smallholder) farmers and the production plots and keep an updated registry of all their suppliers and (smallholder) farmers.

5.A.2 Beskriv hvordan virksomheten kommuniserer offentlig rundt eget arbeid med kartlegging og håndtering av negativ påvirkning/skade

<https://www.jdepeets.com/contentassets/d8f5c1c8552a4039894579d225c20ea7/jde-peets-materiality-assessment.pdf>

<https://www.jdepeets.com/siteassets/documents/jde-peets-gri-content-index-2020.pdf>

<https://www.jdepeets.com/contentassets/08dac84aae2e4d6298955e47d80f3cbb/jde-peets-annual-report-2020.pdf>

<https://www.jacobsdouweegberts.com/contentassets/f72a753a37c7471e8d0c37527e4c8a39/jde-responsible-coffee-sourcing-principles.pdf>

<https://www.jacobsdouweegberts.com/cr/>

JDE provide resources available for our supplier and our own employees, including:

- The Alert Line <http://speakup.jdepeets.com>
- Our Supply Chain, Procurement, and/or Compliance Departments
- The Ethics and Compliance team at Ethics.compliance@JDEcoffee.com

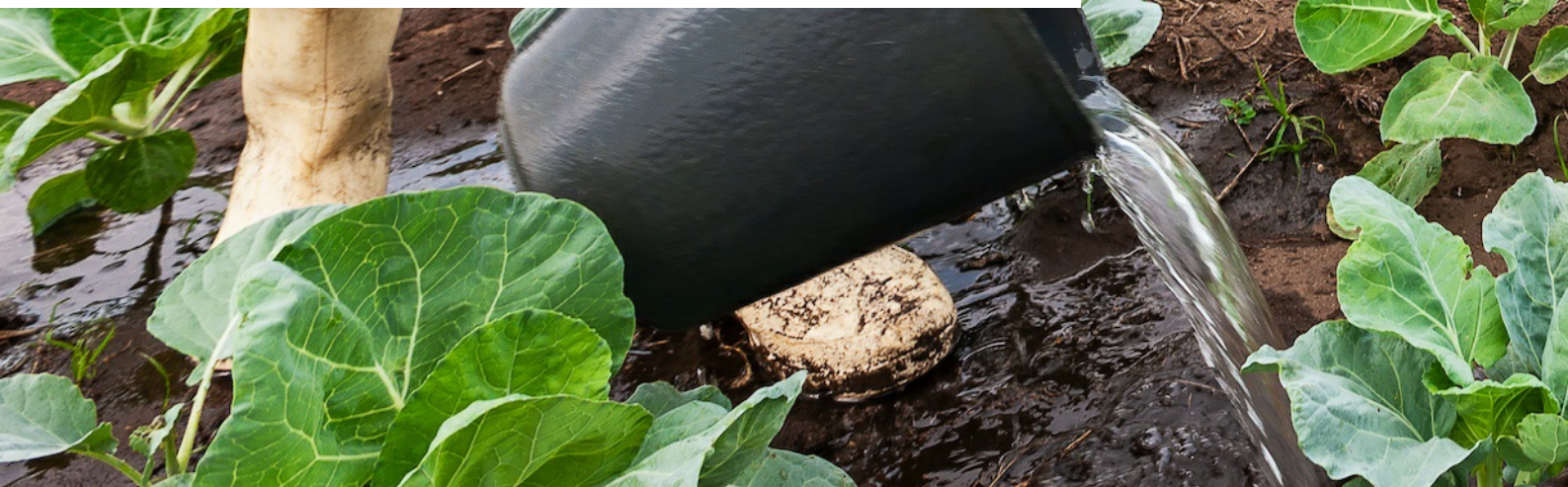
The Alert Line is maintained by an independent third party provider—it is not staffed with JDE associates. It is available online to all of our Suppliers worldwide and is accessible by telephone in most of the locations in which we operate. Operators are available in the various languages our suppliers and their associates speak



6

Gjenoppretting der dette er påkrevd

Når en virksomhet har identifisert at den har forårsaket eller bidratt til skade på mennesker eller samfunn, håndteres skaden gjennom å sørge for gjenoppretting, eller samarbeide om gjenoppretting. Gjenoppretting kan innebære økonomisk erstatning eller kompensasjon, en offentlig beklagelse, eller at skaden på annet vis rettes opp. Det handler også om å sørge for tilgang til klageordninger for arbeidere og/eller lokalsamfunn slik at de kan få sin sak hørt og håndtert.



6.A Gjenoppretting

6.A.1 Beskriv virksomhetens policy for gjenoppretting ved negative konsekvenser for mennesker, samfunn og miljø

We acknowledge the high risk of certain labour violations within the coffee supply chain. We therefore require suppliers to ensure that smallholders and producer groups they work with commit to continuous improvement, put a rigorous risk assessment and mitigation system in place, and take immediate action (e.g., by alerting the responsible local authorities) on any known cases of discrimination, forced labour, child labour, and workplace harassment and violence. Whatever measures are taken should not contribute to further risk or harm of the affected persons

Beskriv eventuelle tilfeller av gjenoppretting i rapporteringsperioden

6.B Tilgang til mekanismer for gjenoppretting

6.B.1 Beskriv hva selskapet gjør for å sikre at påvirkede arbeidere og lokalsamfunn har tilgang til effektive mekanismer for gjenoppretting, når det er aktuelt

In our Supplier Code of Conduct it clearly states that "Suppliers shall have systems in place to enable fair, confidential and anonymous grievance reporting and follow-up without fear of reprisal. This includes worker whistle blower protections"

JDE provide resources available for our supplier and our own employees, including:

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- Our Supply Chain, Procurement, and/or Compliance Departments
- The Ethics and Compliance team at Ethics.compliance@JDEcoffee.com

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