



TOGETHER



Sustainability Report 2019 & 2020



Julius Meinl

Vienna 1862

Julius Meinl Key Sustainability Data 2019 & 2020 worldwide



	2019	2020
Number of employees	229	226
COVID-19 related lay offs	0	0
Hirings	33	28



	2019	2020
Countries with subsidiaries	20	20
Countries of distribution	55	55
Green Coffee countries of origins	11	10



	2019	2020
Coffee sold in tons	14,915	11,033
Percentage of bio/certified coffee	19.5	18.2



	2019	2020
Energy in mio kWh	31.3	23.6
GHG Emissions – Scope 1-3 per kg coffee	10.4	10.4
Water used in m³	8,528	8,463
Non-hazardous waste in tons	574	477



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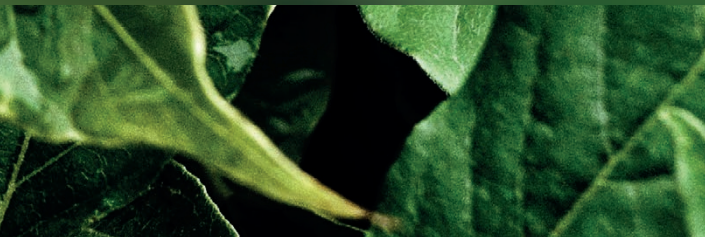
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Our second sustainability report

Being a mother of four, 2020 was a big challenge for me, with plenty of changes and obstacles to overcome. But we managed – as a family. Those were troubling times for all of us. Nevertheless, as a company we still were able to drive our sustainability activities further. Therefore, we proudly present our second sustainability report, which above all shows how we made it through the crisis – together.

It contains information on topics surrounding sustainability at our production sites in Austria and Italy as well as the associated markets for the financial years 2019 and 2020. The financial year of Julius Meinl Industrieholding GmbH, referred to in the report as “Julius Meinl”, begins on 1 January and ends on 31 December.

Hereby we aim to give our stakeholders an overview of our sustainability activities and goals in our most important and largest business area: coffee. This report was completed in consideration of the indicators of the Global Reporting Initiative (GRI) and has the approval of the highest management, without external review. We publish an update on our sustainability activities every two years, our next report will be published in 2023 and cover the financial years 2021/22.

In the last report, we envisaged expanding our report to include the product group “tea”, along with the incorporation of additional countries, to comprise the information in accordance with the GRI Standards Option Core. However, with our focus realigned in the year 2020 towards adjusting to the economic and organisational challenges posed by COVID-19 pandemic, this expansion has been postponed until 2023.

In our first report from 2018 all key figures for Austria and Italy were shown separately but from this report on 2019 and 2020 onwards they are now presented in aggregated

form. In comparison to the 2018 report, this edition notes improvements in the database stemming from our more refined calculation methods. For this report, the figures for the 2018 financial year have therefore been reviewed and corrected where necessary, to reflect this improved methodology. The carbon emissions for the vehicle fleet were calculated using the THG-emissions calculator of the Austrian Federal Environment Agency. All figures in the report are presented rounded.

We kindly welcome all feedback or comments seen fit by recipients. Please do let us know if we have been able to illustrate the content and activities that define Julius Meinl and which are important to you. If you have any questions or suggestions, contact Marianne Witt at Julius Meinl Industrieholding GmbH via witt@meinl.group

For all matters related to our sustainability activities please contact us via sustainability@meinl.group



Marianne Witt,
Global Sustainability Manager

Interview with Marcel Löffler

In an interview held at the beginning of 2021, Marcel Löffler, CEO of Julius Meinl Industrieholding, reflected upon two very contrasting years, with particular reference to the challenges for businesses in the pandemic and the anticipated developments within the coffee industry.

Mr Löffler, while 2019 was one of the best years in Julius Meinl's history, 2020 was one of the most challenging. How did the company navigate the pandemic-related crisis so far?

The record year of 2019 was initially followed by a very good start into 2020 but from March onwards, we had to focus on cost reductions and safeguarding our cash flow, as 80 percent of our core businesses, the hotel, restaurant and café sector, were affected by simultaneous closures in all our markets due to the pandemic. Our biggest challenge was to find a way through the crisis despite the closure of our most important sales channel. At the same time we were immediately aware that the company's greatest asset in overcoming the crisis is our employees. We definitely wanted to make sure that we would get through the pandemic together, not leaving anyone behind. This decision was indeed courageous because none of us knew how long the pandemic was going to last. Today, we are convinced that with the strength we have gained as an organisation, we will be even more successful after the pandemic.

At the beginning, it was important to ensure that the supply chain of green coffee from the countries of origin was secured and that our roasting plant in Italy continued to operate. Italy was the first country in Europe to be hit hard by the pandemic, so our focus was on the supply chain and finding alternative production options.

At the end of 2020, when the second wave hit and shutdowns returned, we looked for alternative sales channels to the gastronomy sector, which could become another pillar for the future. We had already started to focus more on the digital end-customer sector before that but the pandemic accelerated this process considerably. We focused on establishing a second pillar by advancing digitalisation and acquiring the know-how to better understand consumer needs in the retail and e-tail segments.

However the top priority from the beginning of the pandemic until today, has been staff safety. We immediately implemented safety measures in all our workplaces and branches, which were initially seen as excessive by some employees. Soon, however, there was a realisation that these precautions minimised the risk of infection within the workforce.

In addition to the introduction of A- and B- teams, which alternated in maintaining operations from late summer 2020, all employees were required to take a COVID-19 PCR test several times a week, which Julius Meinl had helped to develop. Through the tests, which represented quite a high monthly investment, we were able to filter out individual positive cases, contagions in the private sphere and avoid clusters in the company. Our precautions were very positively received by the staff and have enabled us to achieve a certain normality in our everyday work. We have also passed on this approach and the know-how we have gained to our partners in the catering industry. Besides the topic of security, the pandemic has accelerated ideas in the digital field to be implemented more quickly in the company. Even working from home ('home office'), which was often debated in the past, was suddenly no longer an issue.

Will employees and consumers return after the restrictions are lifted?

Yes, the consumers are coming back and we are also getting back into business quickly thanks to our strong sales team – even though we will of course continue to bear the consequences for a little while longer. There have always been interruptions in the company's past – whether wars or even pandemics like in 1912. That is part of Julius Meinl's 160-year history. This company has always adapted to change and has done so sustainably.

Does a long-standing traditional and family business have an advantage in difficult times over younger companies that have not yet been able to draw on experience?

I think it presents an advantage over businesses that only aim for short-term success. Changes and upheavals are part of being a business and companies have to learn to deal with them without endangering the backbone of the organisation through reckless cost-cutting. In a family business, at the end of the day, it is the family unit that contributes to the decision making process. Their long-term thinking was certainly a factor in our decision to adopt this strategy.

Despite all these challenges, there were no budget cuts made regarding sustainability. What role does the idea of sustainability and responsibility in management have for a company with such a chequered history as the one you have just elaborated on?

Sustainability has been an integral part of the company for 160 years. We are here because we act responsibly and because we do not think in quarterly

terms. We believe that sustainability is good for business, our consumers and our customers. Taking care of the people within the company is intrinsic to Julius Meinl's identity, representing a tradition that has been passed down throughout its lineage. Social and environmental sustainability are topics on the agenda of employees from different departments, whether in production, purchasing or sales. They see it as their mission to drive sustainability within the organisation.

The global coffee industry has become intensively involved in sustainability topics, climate action and social justice issues in the countries of origin. Where do you see these trends for the coffee industry headed?

First, in the social sector, there has been a positive development in recent years. Three decades ago, consumers did not even think about where their coffee came from while today coffee has become a fashionable commodity. Consumers not only want to know where the coffee comes from but also under what conditions the farmers grow and harvest it. Organisations like the Specialty Coffee Association

(SCA), have contributed to this increased awareness. Through guidance and support in sustainable farming methods, farmers can produce better coffee, achieve higher prices and improve their quality of life.

Another trend that will positively influence the entire industry in terms of social concerns are topics such as blockchain or other exponential technological developments. They will enable individual customers to trace which farmer produces their favourite coffee and under what conditions.

There are similar developments in climate protection and resource conservation. From what were originally small initiatives ten or fifteen years ago have become much larger in scope today. Nowadays, not only small but also large companies in the industry are addressing issues of social and environmental sustainability.

In the various associations you are involved in, are you addressing the financial consequences or impacts that climate change, biodiversity loss, deforestation or soil degradation can bear?

We are particularly concerned with the issue of Living Wages ; finding ways to ensure that current and future generations of farmers can produce sustainably and earn a good living from their work and continue to make a good living from their work. That is of great importance in countries where coffee is being grown and cultivated.

In other fields, we are looking for cooperation with global certifiers and labels and/or directly with peer companies. Only then can long term, sustainable change be achieved across the largest of jurisdictions, such as Brazil. However, we are still very much at the beginning of what needs to be achieved and what will be accomplished.

Is Julius Meinl going to work towards the European climate targets? Do you envision developing and contributing to the European goals?

Julius Meinl will certainly set goals to contribute to the European climate targets. We need to consider where we, as a company of our size, can have the greatest impact to make significant contributions to developing and contributing to the European goals.

In 2019/2020, the company structure underwent a number of changes. Do you therefore believe that Julius Meinl is well equipped for the challenges of the coming decade?

We must learn to adapt quickly and with greater flexibility to the increasingly rapid changes. What the future will hold will certainly be a much greater challenge than what we have experienced so far. Our structural changes constitute the first step. We are still too traditional in many aspects, inter alia with regards to adapting to future challenges and in terms of corporate structure. The way the company will operate and the hierarchies it will need in order to succeed in the rapidly evolving ecosystem must be subject to further exploration. Taking this into consideration it is clear we are still at the very beginning of the process.

Is there anything else we haven't asked you that you would like to share with the readers of the Sustainability Report?

Yes, absolutely: We are extremely proud that Marianne Witt will be taking leadership as Sustainability Group Manager from 2021 onwards. Mrs Witt has been committed to sustainability in the company for many years – out of both a deep personal conviction and the understanding that we will be best equipped for the challenges ahead by acting responsibly. I believe this to be a great step into the future of the company.



Marcel Löffler
CEO Julius Meinl
Industrieholding

Together we grow

The year 2020 was an exceptional year. It challenged and changed the perspective on many aspects of our lives. It required all of us to be more flexible as the usual way of doing things became impossible. Everyone worked very hard and innovative solutions were often found.

What impressed us most, however, was the team spirit and the entrepreneurial attitude of our people. Long hours, 100% commitment and problem solving was very visible. The “we can do it” attitude was overwhelming and touched us personally many times. It felt like one big family, in which everyone cares for the other person and tries to help and support where possible. We shared information and as a team tried to get through the crisis together as best possible.

Our company has a long and proud history of looking after its talented teams and their families. Those talents and teams in return looking after the best interest of Julius Meinl has always been a big part of the success of this company. We are very proud that this culture remains strong to this day – generation after generation.

The pandemic made us even more aware that these family values are as important as ever. Not only for our own teams, but also for our partners and farmer friends at origin.

Social Responsibility is the extension of these values to our business partners and is equally rooted deeply in the proud heritage of this company and in the DNA of our founding family.

We have always valued long-standing partnerships with our coffee growing families and are committed to working even more closely with them. We had already started a very promising “Colombian Heritage Programme” with farmers in Colombia, which is in line with our core values of heritage and tradition while enabling economic success on the coffee farms.

Today we are committing to enhance and steadily grow our support for farmer families enabling economic empowerment and education for future generations. Living family tradition and being able to provide a successful livelihood for your next generation is an aim every family has. As a family in the 5th generation we look forward to looking after each other's families for many generations to come.

Together we grow.

A portrait of Christina Meinl, a woman with curly brown hair and blue eyes, smiling. She is wearing a green blazer over a white t-shirt that has the text "you're the spiral" printed on it. The background is a blurred, colorful circular pattern.

Christina Meinl
Managing Director Austria,
5th generation family member

About Julius Meinl

Company profile

Julius Meinl is an internationally successful Austrian family-owned company and for nearly 160 years has been a global ambassador of Viennese coffeehouse culture.

The history of Julius Meinl began in the year 1862 with a spice shop located at the heart of Vienna, where founder Julius Meinl I, sold green coffee, cocoa, tea, spices, rice and sugar – and soon revolutionised the coffee roasting business. Today, the company operates in 55 countries with local subsidiaries and sales partners, who similarly operate in another 20 countries with their own subsidiaries. Julius Meinl has 948 employees worldwide. Our most important markets today include Austria, Italy, Russia and Central and Eastern European countries. The company specialises in coffee and tea, with coffee constituting the core

business. We offer our customers in the hotel, restaurant and café sector (HoReCa), our partners in retail and ultimately our end consumers, high-quality products and excellent customer service.

Julius Meinl Industrieholding GmbH is the market leader in hotels, restaurants and cafés in Austria, CEE, Adriatics, Russia and Dubai. In this report we focus on sustainability-relevant information on the coffee business of Julius Meinl Industrieholding GmbH in Austria and Italy.

Corporate and management structure

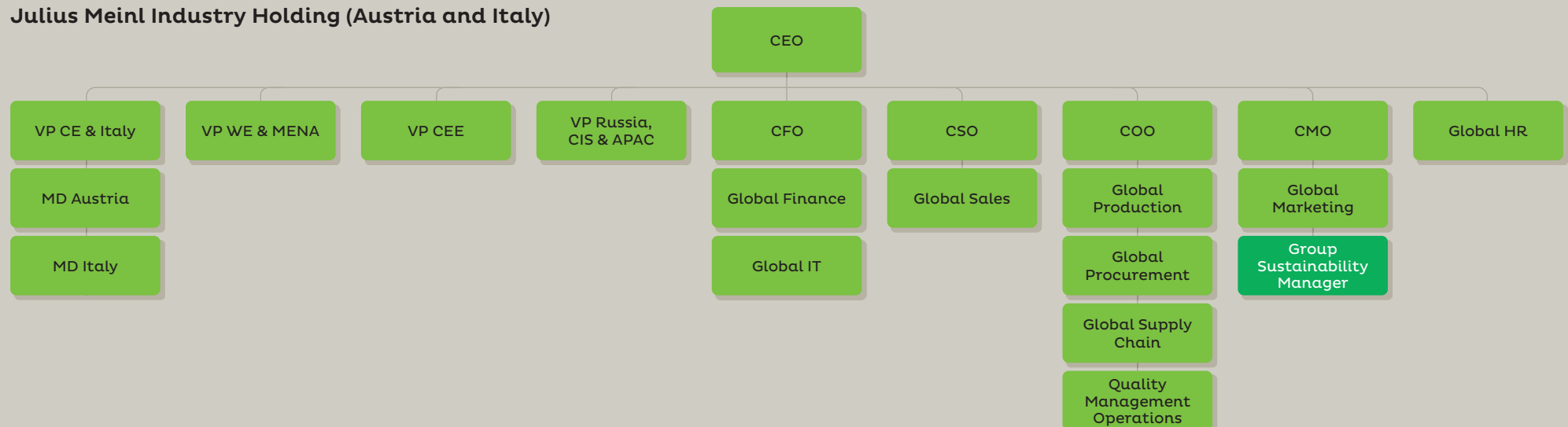
Julius Meinl Austria GmbH and Julius Meinl Italia SpA are entirely owned subsidiaries of Julius Meinl Industrieholding GmbH. Our roasting plants are situated in Vicenza in Northern Italy and Vienna, located at the same address as Julius Meinl's headquarters in the 16th district, Julius-Meinl-Gasse 3-7.

Effective as of 1st January 2020, the following structural changes took place in the company: In addition to his function as Chief Executive Officer (CEO) of Julius Meinl Industrieholding GmbH, Mr. Marcel Löffler assumed the responsibilities of Chairman of the Board. The following positions now report directly to the CEO:

- **Chief Finance Officer (CFO)**
- **Chief Sales Officer (CSO)**
- **Chief Operations Officer (COO)**
- **Chief Marketing Officer (CMO)**

The countries where the company operates have been divided into four global business clusters. Each cluster is led by a Vice President (VP) who reports to the CEO. Each country reporting to the VP is led by a Managing Director (MD).

Julius Meinl Industry Holding (Austria and Italy)

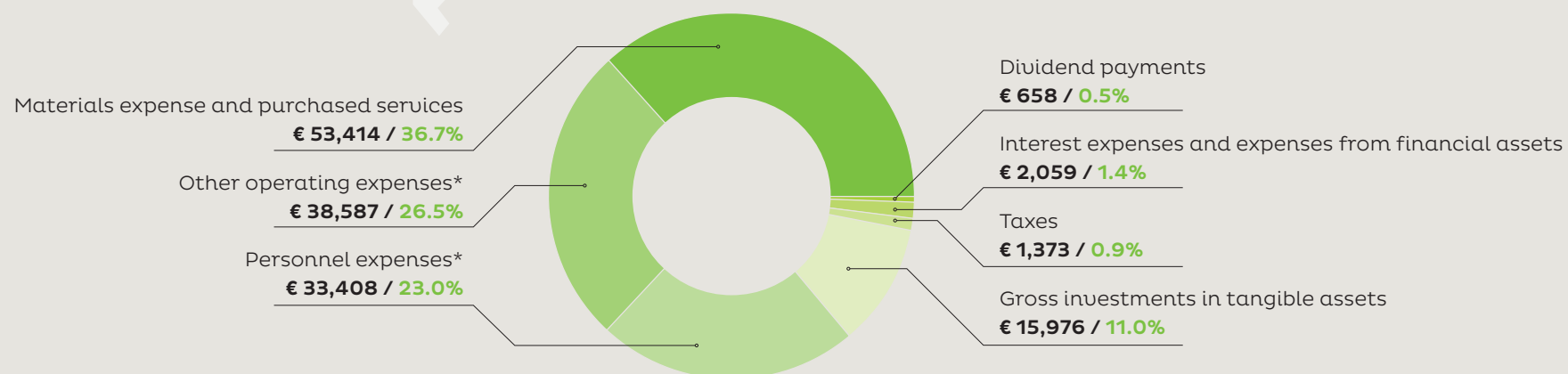


Julius Meinl Worldwide

	2019	2020
Annual turnover (in EUR 1,000)	185,678	128,508
EBITDA (in EUR 1,000)	35,241	7,055
Number of employees	900	948
Representations with local subsidiaries and sales partners	55	55
Company owned subsidiaries	20	20

Distribution of economic value 2020 (in '000 €)

Total expenditures € 145,475



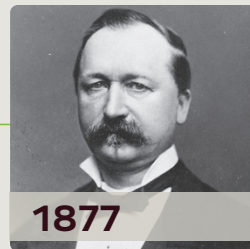
* Incl. COVID-19 related subsidies for short-time work and personnel grants worldwide.

Complete breakdown of data for 2019 and 2020 in *Data & facts*

Our History



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



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



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



Opening of the Julius Meinl flagship store in the City Centre of Vienna.



The "Jubilee" coffee blend is introduced on the occasion of the 100th anniversary of the company.



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



Julius Meinl's 1862 Premium coffee blend is launched exclusively for HoReCa.



Celebrating 150 years of delivering unrivalled quality and coffee expertise.



First Sustainability Report launched.



Launch of two new Inpresso capsule variants made from fully biodegradable materials.



Entire capsules retail range switched to biodegradable capsules.



Second Sustainability Report launched.

Sustainability @ Julius Meinl

Julius Meinl Sustainability Team

Responsibility for strategic development and related decisions in the area of sustainability at Julius Meinl Industrieholding GmbH is assigned to the highest level of management, the CEO. To ensure continuous improvement of Julius Meinl's efforts in the area of sustainability, the company has integrated sustainability into various areas of the organisation. Due to the reorganisation within the company in 2019, the Sustainability Coordinator reported in 2019 and 2020 to the Chief Marketing Officer (CMO). She is responsible for leading and coordinating the sustainability team and its activities.

The team consists of management representatives from all relevant departments in Austria and Italy. For the ongoing development of the sustainability agendas, the measures taken so far are reviewed in regular video conferences within the team and new goals and activities are determined.

The Sustainability Team covers the following areas:

- **Sustainability Management**
- **Production Management**
- **Global Procurement**
- **Supply Chain Management**
- **Human Resource Management**
- **Fleet Management**
- **Marketing & Sales Management**

Since 2019, Julius Meinl has been a member of respACT – austrian business council for sustainable development, the platform for responsible business. Due to the impact of the pandemic on our business operations, we were not yet able to join the United Nations Global Compact as a signatory in 2020. However, we are confident that we will be able to do so in 2022 once our international business has fully recovered. Nevertheless, we are committed to the "Ten Principles of the Global Compact" of human rights, labour standards, environmental protection and anti-corruption, and are incorporating these principles into our business practices and procedures.

“We want to contribute to make the world a better place, in small but meaningful steps.”



Our Sustainability policy

Families think in generations to come – just as Julius Meinl did when he founded his company in 1862. This is why Sustainability is more than just a word for us. We live it and we are convinced it is the only way forward to the future.

Our Mission

“We want to contribute to make the world a better place, in small but meaningful steps.”

Julius Meinl recognises the right of future generations to meet their own needs and therefore strives to balance economic, environmental, and social criteria in its decisions and operations in order to achieve sustainable impacts.

Our Sustainability Policy guides us in all our efforts to:

- Embed sustainability into our product expertise, service orientation and the devotion to traditional Viennese coffee culture that we provide our customers with.
- Continue to develop our expertise and services in the field of economic, social, and environmental sustainability to open new markets and commercial opportunities.

We strive to set standards through innovation. We operate in the belief that Sustainability is a driver of a continuous improvement process that guarantees results over time while strengthening our economic performance, our reputation and the health and safety of Julius Meinl employees.

We adhere to the principles of our Code of Conduct and have adopted the Ten Principles of the United Nations Global Compact as the basis of our sustainability policy. Our values are applied to the areas where Julius Meinl economic activities have the most relevant impact on people and the environment:

Environmental Protection and Human Rights in Supply Chain and Production

Recognising the interconnectivity between ecological and human welfare on our planet, we respect human rights in every form and expect this from our suppliers and partners. At the same time we take appropriate measures for the protection of the environment, the sustainable use of resources and the avoidance and reuse of waste.

Responsible Employer

We attach great importance to employees' health and safety and well-being. This includes offering professional and personal development prospects, equal rights and opportunities for all, and a family-friendly working environment.

Responsible Business & Leadership

Julius Meinl is complying with all applicable laws and regulations and takes all necessary measures to prevent corruption and illegal practices. We expect that our business partner's conduct is in line with our principles and values.

Customer Value

We strive for trusting, long-term relationships with our customers and offer them excellent products and services and at the same time consider all aspects of sustainability.

Our Sustainability Priorities 2025

In a workshop held by the Sustainability Team in 2019, main topics of responsibility that lie within the company's direct sphere of influence were identified and concrete objectives are to be developed by 2025. The following areas were identified by the internal stakeholders:



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

In order to gain a better understanding of where Julius Meinl can make the greatest positive impact in the value chain through its business activities and decisions, an additional analysis of the environmental footprint of coffee (Life Cycle Analysis) was subsequently commissioned externally (for more information, see pages 30/31).



Julius Meinl Code of Conduct

Integrity, honesty, fair business practices and respect form the basis of every employee's behaviour at Julius Meinl. All of us, both management and staff alike, are committed to the values and principles that Julius Meinl established almost 160 years ago and upon which we base our daily actions. Our Code of Conduct sets out the principles and rules for our behaviour in these areas:

Ethics in our business conduct

Guides our conduct in the event of conflicts of interest, corruption and bribery, political activities and compliance with competition laws.

Respect in the workplace

Guides our conduct in the event of discrimination, harassment and alcohol and drug abuse.

Business integrity

Guides our handling of business and financial records, procedures for audits and inspections and the handling of corporate assets and confidential information

Obtaining advice and reporting incidents

Guides our approach and responsibilities in case of compliance issues, concerns and problems.

In 2020, the German version of our Code of Conduct was linguistically revised but in the course of the large number of COVID-19 related measures, contrary to our original plans, it was not yet extended to all Austrian employees. We aspire to do so in 2022. The planned anti-corruption training could also not take place in the reporting period. It has been rescheduled for 2022.

In addition to our general Code of Conduct, we commit to special guidelines on antitrust law that define rules of conduct with other manufacturers and our customers. In the event of suspicion of derogation from these standards, employees can contact our Compliance Officer, the Executive Board or our external law consultancy. There have been no reports in 2019 and 2020, and no action has had to be taken.

Our Stakeholders

A considerable number of people are directly or indirectly affected by our actions: From local farmers growing our coffee to consumers enjoying it. At Julius Meinl we have always been aware of the responsibility for our impacts. Stakeholders are relevant persons or groups who are affected by our decisions and business activities or can influence them. As our decisions can impact future generations' well-being, we also include them among our stakeholders. In 2017, we conducted an analysis of stakeholders along the entire value chain for the first time. It has been reviewed in 2020 to ensure that it is up to date – no changes had to be made.

How we engage with our stakeholders

Information – Providing transparent information

Julius Meinl informs its stakeholders about the company's developments on various social media channels and our website www.juliusmeinl.com, in press releases and conferences or in the Sustainability Report 2019/2020.

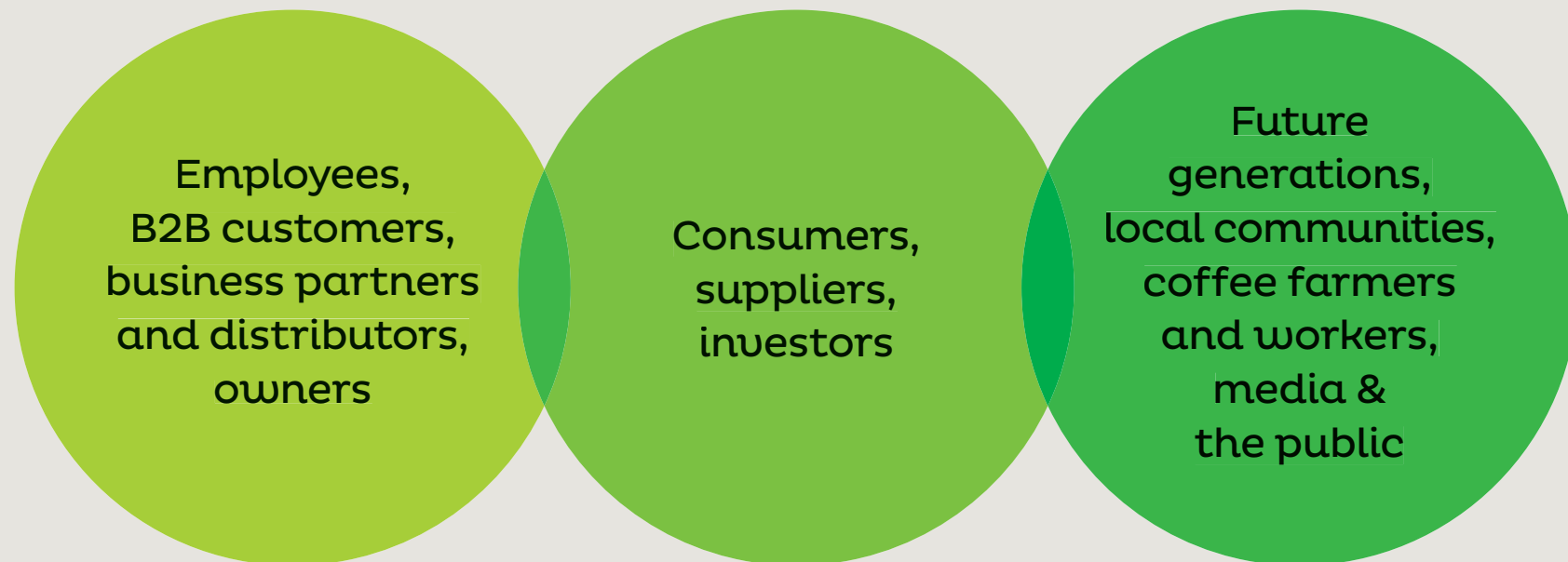
Consultation & Dialogue – Listening and learning

Regular exchange with various stakeholders on their concerns takes place mainly through personal conversations but also via video or phone calls, in person or video-streamed meetings, customer visits and at events, trade fairs, etc. In 2020, we started live digital events for all our employees worldwide to address their interests and concerns during this difficult time. We will continue this format in

the future. Furthermore, Julius Meinl Austria was involved in early stages of the development of the PCR gargle test, which was subsequently made available free of charge by the Vienna authorities to the entire population of the city.

Participation – Active cooperation

Julius Meinl has entered into a number of collaborations in recent years. Among them were partnerships with cafés for Poetry Day and the Jane Goodall Institute Austria 2019. In 2020, we launched our Safer Coffee initiative, as well as partnerships with non-profit organisations such as the WorldReader Organisation for Coffee Day. We are also involved with the Specialty Coffee Association (SCA) as part of our membership and our “Colombian Heritage Project” and “Bambini delle Fate”.



Sustainability Value Chain

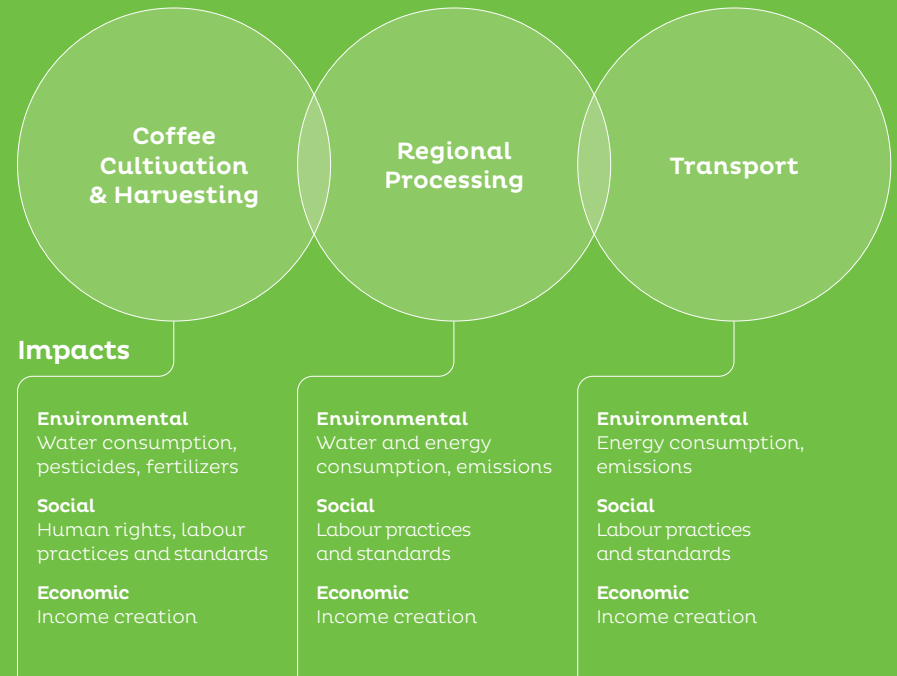
The ecological, social and economic impacts along our value chain largely determine the topics in which Julius Meinl must take measures to improve its sustainability activities.

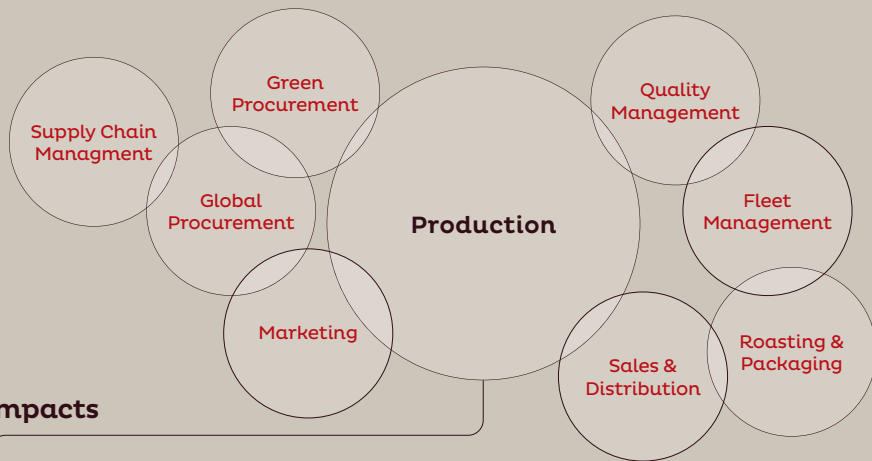
Environmental impact of production per kg coffee 2020

Water withdrawal
0.7 l

GHG emissions (scope 1-3)
10.4 kg

Energy intensity
2.1 kWh





Impacts

Environmental

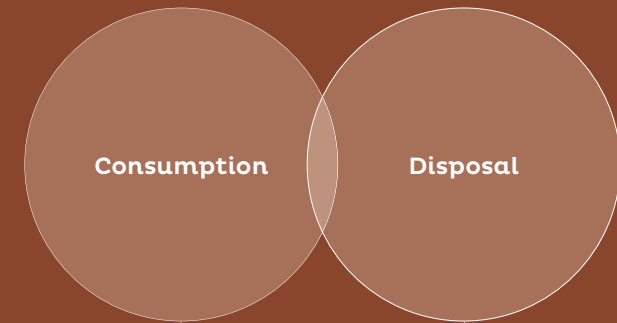
Energy and water consumption, production and transport emissions, material consumption (packaging, marketing), waste water

Social

Labour practices and standards, sales and marketing practices

Economic

Employment, taxes



Impacts

Environmental

Waste

Environmental

Waste



Impacts along the entire coffee value chain

	Environmental Impacts	Social Impacts	Economic Impacts
Resources	Land Use Deforestation Land use change Biodiversity Soil depletion		
Coffee Cultivation & Harvesting	Water consumption Pesticides Fertilizers Monoculture	Human rights Fair labour practices and standards	Living wages
Transport	Water and energy consumption Emissions	Fair Labour practices and standards	Living wages
Regional Processing	Water and energy consumption Emissions	Fair Labour practices and standards	Living wages
Transport	Energy consumption Emissions		
Production	Energy and water consumption Production Material consumption (packaging, marketing) Waste Water	Labour practices and standards	Employment Tax payments
Distribution	Transport emissions Energy use	Labour practices and standards	Employment Tax payments
Consumption	Water and energy consumption Waste	Re-use Product life extension	Profit generation in HoReCa & Retail segment
Disposal	Waste, emissions, energy		

We must learn to understand not only the financial risks arising, but also those arising from climate and land change or social impacts along our entire value chain and how they affect our business. We also need to find ways to prevent and minimise our potential negative impacts as soon as possible. Therefore Julius Meinl is committed to broadening its established risk management perspective to address environmental and social issues along the entire value chain by 2022 in a systematic and structured way.

Our material topics

1. Responsible employer
2. Prevention of negative environmental impact
3. Customer services
4. Anti-corruption and ethical compliance
5. Sustainable procurement
6. Risk management along the entire value chain

The impacts and risks of the pandemic placed our responsibility as an employer in the absolute focus of our actions. Besides maintaining occupational safety and ensuring the health of each and every employee, Julius Meinl focused on keeping all employees on board and the coffee roasteries in operation throughout this critical year. As a result, the topic's position in the materiality matrix was adjusted.

Environmental challenges such as biodiversity decline and the advancing climate crisis are already greatly affecting the cultivation of our most important raw material: green coffee. We recognise that we must set ourselves even more ambitious goals for climate protection, environmental protection and sustainable procurement – therefore we rephrased our environmental topic from “Prevention of environmental pollution” to the broader “Prevention of negative environmental impact”. In 2020, we made an important first step by calculating the environmental footprint of all our coffee operations. Based on the results of this analysis, we now know where Julius Meinl, and the entire coffee industry, have to take measures to eliminate negative impacts along the entire value chain.

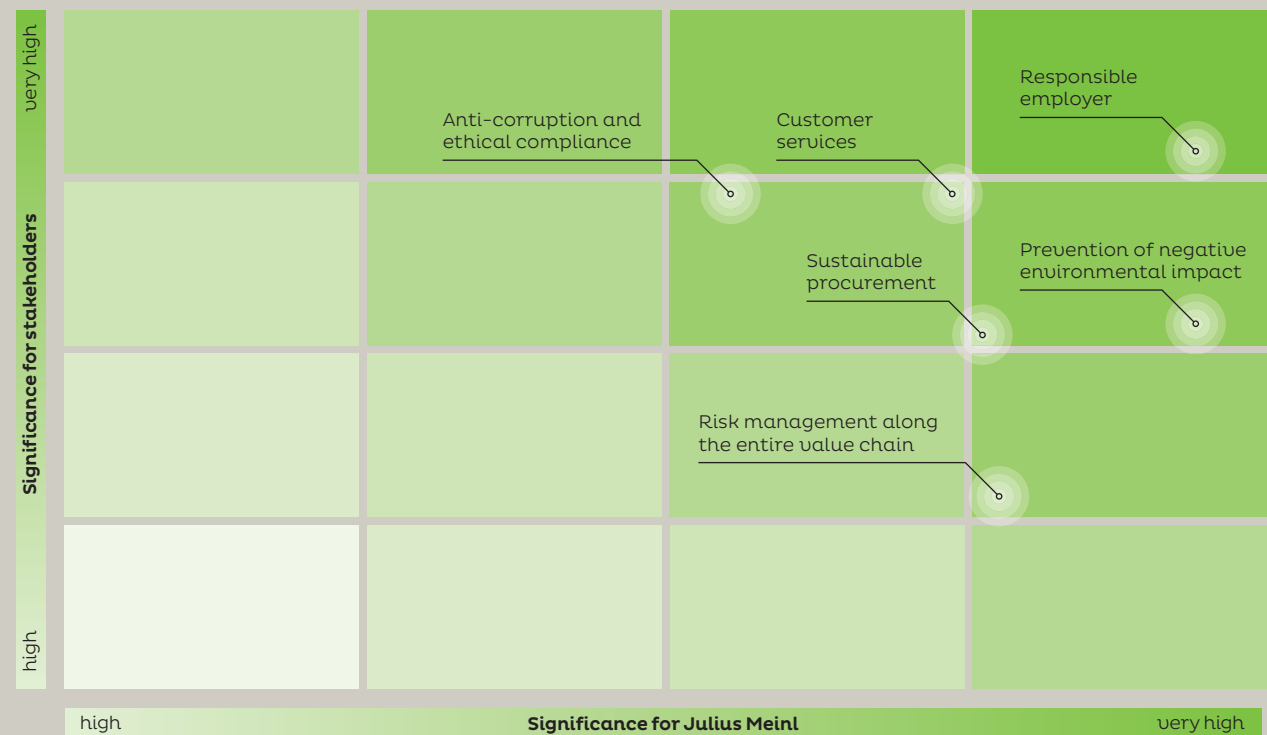
Customer services have and always will form an integral part of our identity. Due to these difficult times, we wanted to support our HoReCa customers in 2020 by developing Coffee-To-Go programmes along with easy-to-implement safety and hygiene measures to reopen safely their businesses during and after the lockdowns.

In times of the pandemic, risk management became an important factor for our operations team in sourcing green coffee, equipment for the roasteries and other products in our portfolio. Business

continuity was the priority in 2020, postponing the establishment of sustainability within our risk management operations, which we will address further in the years to come.

The year 2020 reminded us of the importance of reliable and fair business relationships. To raise our suppliers' awareness of human rights, anti-corruption, ethical and environmental issues, we have developed a Supplier Code of Conduct that will be implemented in 2021.

Materiality Matrix: Our key topics



International Trends guiding us into the future

As with every internationally operating company, we observe and analyse social and climate policy trends beyond pure market development trends, as these can have an impact on the way we do business in the short, medium and long term. This is important in order to be able to take the right decisions today and pursue the right actions tomorrow. Probably the most important trends for the coming years are:

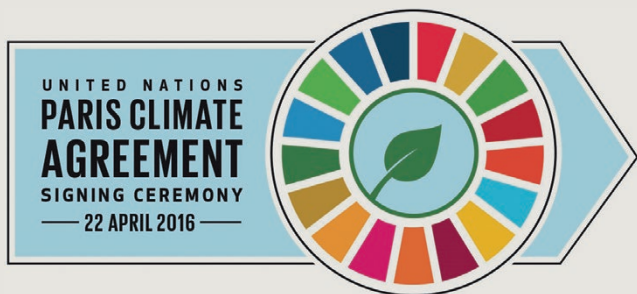
Sustainable Development Goals

In September 2015, subsequent to a three year multi-stakeholder development process, the 193 members of the United Nations (UN) officially adopted the historic new agenda, entitled “Transforming Our World: The 2030 Agenda for

Sustainable Development”. The Sustainable Development Goals (SDGs) comprise 17 economic, environmental and social goals with 169 sub-goals, which signatories committed to contribute to achieving by 2030. These will require ambitious action in all sectors of politics, society and economy.

In December of the same year, 2015, 195 countries, including all European Union countries, agreed at the UN Climate Change Conference in Paris to unite forces to combat threats posed by climate change. The Paris Climate Agreement, effective from 4 November 2016, aims to limit global warming caused by human activity to well below 2°C above pre-industrial levels. By ratifying the agreement, Austria and Italy committed to taking the necessary regulatory measures to achieve these targets in order to halt the growing climate crisis.





The Paris Climate Agreement

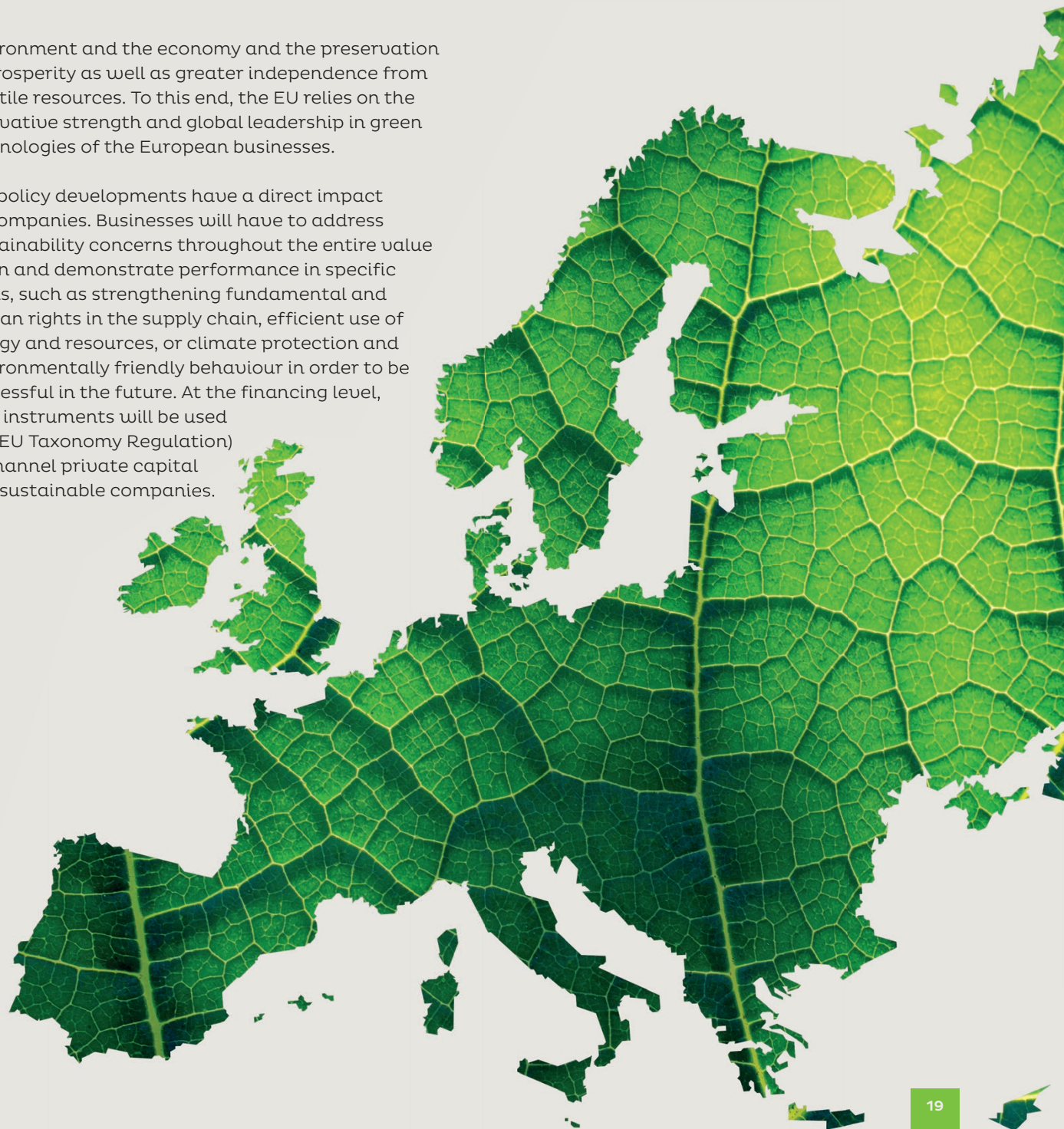
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The European Green Deal

An integral part of the EU strategy to implement the SDGs and the Paris Climate Agreement goals at national level is the "EU Green Deal". It aims to reduce EU-wide greenhouse gas emissions by 55% by 2030 compared to 1990 and to make Europe the first climate-neutral continent by 2050. The Green Deal further addresses the supply of clean energy, circular economy, resource-efficient construction, a pollution-free environment, the preservation or restoration of ecosystems, fair and environmentally friendly food and the rapid transition to sustainable and intelligent mobility. The European community thus aims at healthy growth for peoples, the

environment and the economy and the preservation of prosperity as well as greater independence from volatile resources. To this end, the EU relies on the innovative strength and global leadership in green technologies of the European businesses.

The policy developments have a direct impact on companies. Businesses will have to address Sustainability concerns throughout the entire value chain and demonstrate performance in specific areas, such as strengthening fundamental and human rights in the supply chain, efficient use of energy and resources, or climate protection and environmentally friendly behaviour in order to be successful in the future. At the financing level, new instruments will be used (e.g. EU Taxonomy Regulation) to channel private capital into sustainable companies.



Coffee is our business

2019 – Our most successful year in history

The year 2019 marked the most successful financial year in the 160-year history of Julius Meinl. A global sales revenue of 185.7 million euros was generated, corresponding to a 4.7% increase compared to 2018.

The year 2019 was not only financially rewarding but also successful in establishing our commitment to Sustainability. Numerous processes in the value chain were reviewed for their impact and our objectives for the next five years were defined by the Sustainability Team. These ambitions include examining how much we can increase the share of certified coffee within our product portfolio and increased identifying of the quality seals that provide the greatest assurance. Energy and environmental management in our production facilities will be expanded and we are continuing to work on furthering ways in which to conserve resources.

As a socially responsible coffee producer, we launched our small but mighty ‘Colombian Heritage’ project, which supports Colombian coffee farmers and their families with technical expertise and financial aid. We introduced compostable “coffee-to-go” cups to contribute to the reduction of polyethylene waste. As a measure to minimise waste and conserve resources, we started to develop 100 percent biodegradable coffee capsules in the retail segment and we launched two variants of these industrially compostable products in the fourth quarter of 2019.

In Autumn 2019, Julius Meinl launched an initiative in Austria to raise awareness amongst its employees



on sustainable practices by discussing existing efforts and collecting new ideas. The “Sustainable Autumn” initiative asked employees to take snapshots of themselves with their sustainable ideas and activities and to send them in. The participant presenting the best idea was awarded an annual ticket for public transport in Vienna and all participants received a lunch-box made from bio-based materials as a thank-you for their efforts. The initiative was a great success and significantly promoted awareness among employees, making many want to do even more to engender sustainable practices.

... and along came 2020

This past year has shown us how crucial a well functioning corporate culture is and how even the biggest crises can be successfully mastered if everyone in the company joins forces. The pandemic has negatively impacted the coffee business at every level of the value chain.

The company's key sales channels were adversely affected in the wake of COVID-19. As a result of numerous business shutdowns in the hospitality industry in nearly all countries, the volume of coffee

sold declined by around 26 percent and our sales revenue dropped by 31 percent compared to 2019 to around 129 million euros.

As the leading business in the HoReCa sector, Julius Meinl used the time of the closures of the gastronomy and hospitality industry to develop new strategies for its customers aimed at facilitating as smooth a transition as possible to the “new normal”. These include a comprehensive hygiene concept for the safe preparation of coffee, “Safer Coffee”, as well as increased customer interaction.

Despite these hurdles, Julius Meinl was able to implement some of the sustainability activities initiated in 2019 despite the pandemic in 2020. We launched biodegradable “Coffee-to-go” cups in the POS segment and switched the entire capsules retail range to biodegradable capsules. In addition, we also introduced certified sustainable textiles. We succeeded in offsetting the greenhouse gas emissions caused by transport and logistics for DHL deliveries with GoGreen climate protection projects of the Deutsche Post DHL Group. The company footprint for 2019 was calculated in 2020. Finally, in order to push the sustainability agendas ahead, the new position of Group Sustainability Manager was created, which the previous Sustainability Coordinator will hold starting 2021.

We are all about People

One long-standing tradition at Julius Meinl that has proven its value in times of crisis and social distancing once again is that we fundamentally care about people, about respectful cooperation, about lived value systems and a high degree of personal responsibility. The foundation of our success is the strong relationship between the owner family, the management and the employees. This moral backbone of our company meant that Julius Meinl was able to design and implement a professional crisis management system for all sites at a very early stage of this pandemic, before the extent of COVID-19 could have even been foreseen. The Global Corona Crisis Committee is responsible for the introduction and implementation of the strict health safety and hygiene measures.

Julius Meinl strives to provide its employees with a supportive working environment in which they are able to develop their talents to the best of their abilities and where their health, safety and well-being are of paramount consideration. We place great value on equal rights and opportunities and we do not tolerate any form of discrimination, which is made transparent and clear to all employees and new hires in our Code of Conduct.

Health & Safety

Across 2019 and 2020, the Vicenza production site is certified in accordance with the ISO 18001 health and safety management system. Our management system defines clear objectives, responsibilities and processes for control and corrective measures. All employees have health and accident insurance and

are covered by an occupational health and safety management system.

Both locations, Vienna and Vicenza, provide staff with on-site occupational health services. Medical doctors are regularly available to assist

employees in any sort of issue or request. As a result of COVID-19 pandemic, we were forced to discontinue the on-site visits as of March 2020. We are expecting these restrictions to be lifted again soon and to continue our health prevention and care services to employees in 2021.



Training and further education

In the pandemic year 2020, an increased emphasis was placed on staff training and professional development. In accordance with legal requirements of Italian Labour Statutes, all staff in Vicenza receive regular training. We host annual meetings with the workers' safety officer. In compliance with legal requirements, we have an on-site First Aid Team and a Fire Fighting Team, subject to annual review. In Vienna, we have staff trained in first aid, fire prevention officers and safety officers. They are trained in accordance with legal requirements through training such as first aid courses, occupational safety training and fire safety training.

In Vicenza, additional health and safety training is provided annually in accordance with Legislative Decree (D.L. 81/2008). Each worker is trained according to their function and in regards to the specific risk for that particular function. Workers most at risk of health hazards are those in the production area (see also information on Corona Crisis Management p 26).

General health and safety training is repeated annually, specific training at five-year intervals. Our staff in Italy regularly receives information on prevention and limitation of occupational health and safety risks. All impacts directly related to operations are defined in the risk assessment document (D.V.R.) in accordance with the task. In 2019, there were three accidents at our production sites in Vienna and Vicenza, and five in 2020. We are thoroughly analysing all cases of accidents and actively endeavour to pursue preventive measures in all cases.

Human Resource Management

As was common practice in pre-COVID years, our managers conduct annual staff interviews (People Performance Review) for personal performance appraisal and career planning. Alongside work goals for the coming year, individual development goals are determined based on the potential and the needs of the employees. This development process, the Effective People Development (EPD), applies to the entire Group at Julius Meinl. At regular intervals (EPD cycle), potential talents are identified in transparent consultation with the Managing Director and the HR

department. Vacant positions are filled with internal talents whenever possible. In 2020, there were no internal reappointments due to COVID-19.

To our pride, we were successful in maintaining employment security to all staff during the pandemic. The wellbeing of our employees has been a top priority for the Meinl family and the executive management. We are immensely grateful for our large Julius Meinl team and the care we have shown for each other during the pandemic. It is because of this unity, we have come through this crisis even stronger and excited for what successes the future holds.



Together we made it through the pandemic

In honour of the uniqueness that was 2020, we decided that the only way to appropriately pay homage to the experience would be to have our people, from here at Julius Meinl Austrian and Italian section, express their experiences, themselves. As such, we have asked them to describe their personal impressions, learnings and future outlooks, to offer the full nuances of this era and to gift us an authentic picture of how we are getting through this rare time of reflection.

Christina Meinl

This pandemic was a situation we have never experienced in our lifetimes. There was a high level of nervousness all around. There was uncertainty about what the future would bring. I remember worrying about the health of my family and team and I worried whether there would be food available.

Being a trained infectious disease medical doctor, I know how dangerous infectious diseases can be and how rapidly they can spread. There have been a number of cases of pandemics in the history of humanity and the effect on the world was always very apparent. I saw the challenge in attempting to balance the calming of people to avoid a panic but simultaneously attempting to keep them careful and diligent. Knowing that the disease could spread faster than anybody could imagine was the hardest part. There were so many aspects of the disease that were unknown and there was no treatment available initially. The fact that a vaccine was developed within 12 months has been a great achievement.

As a family company we are very close to our teams and the pandemic brought us even closer. It felt like one big family, in which everyone cares for the other person and tries to help and support where possible. We shared information and as a team tried to get through the crisis together as best possible.

Thanks to the initiative of my brother, weekly PCR Tests were implemented within weeks of the first wave. Working in the home office was initiated within the first week. Additionally, we split the teams into two groups so that we would have two fully functioning smaller teams if we had a positive case of infection. We prepared infection prevention plans at the office and were also one of the first companies in Austria that offered vaccines to all employees as soon as they were available.

I was surprised how fast decisions can be taken in a crisis situation. The full commitment of so many and the high level of trust enabled us to function as a team and to make decisions on the basis of "What is in the best interest of the company?"

Also, it was surprising to be reminded of just how vulnerable we humans actually are. One virus and the whole world stops. From the last years' experience I have learnt not to take everything in daily life for granted; stay flexible since circumstances can change very quickly. Be courageous to walk new paths on the one hand and stay true to your values on the other.

The most important factor for success in the crisis are our people. Without our great teams and everyone going the extra mile, we would never have got through this pandemic so well.



Christina Meinl
Managing Director Austria.
Trained medical doctor

Thomas Meinel Senior

The over 60 years I have been in business, I have never experienced anything like this new COVID-19 epidemic. It came "out of the blue" and was a shock to everyone offering as it did, an unpredictable and uncertain future. On the 24th of March, many traditional business structures suddenly ceased functioning and the general public had to find new ways of buying their daily needs. One way of purchasing daily products was by means of online shopping. Our young Meinel Internet Commerce online supplier of Meinel products overnight became a shopping method of choice.

Our online sales skyrocketed after the 24th March 2020, as the impact of the crisis became apparent. As nobody knew what was going to happen, people

started to stock up online and customers worldwide ordered our Meinel coffee. Business grew rapidly and reached a new level of sales. By late autumn 2020, a plateau had been reached, which, during the course of the pandemic, have generally been maintained as customers settled down to the new course of events.

Generally speaking, a drawback of online business is a lack of human contact with customers. Working in Julius Meinel retailing for many years, I appreciated having direct contact with and feedback from customers. However, times change and we need to adapt to new technologies in order to remain successful. The success of any business is the ability to listen to customers; that being said, you also need to have luck and be confident in the job; only then will an idea be a success.



Thomas Meinel Senior

4th generation family member, still pouring his heart in 7 days a week. Happy owner of an electric car.



Andreas Hosp

Managing Director Italy, at Julius Meinel for over 25 years, started from a summer job. Andreas's father has already been part of the Julius Meinel family for almost 50 years.

Andreas Hosp

The pandemic brought about a tremendous amount of change. Terrifying images around Lombardy upset the whole Italian population, panic spread and the fight for survival began. It was emotionally touching to see people applauding on balconies as a small way of thanking the heroes of the health service, the doctors, nurses and carers who performed miracles in those weeks and months. At the Vicenza headquarters, protecting staff was the number one priority. A number of measures were taken to ensure safety in the workplace, such as separate entrances and exits, A and B teams and the establishment of partition walls between workstations.

Our staff in Italy are my second family. We tried to provide support and an optimistic perspective in times of complete uncertainty. The top management always tried to guide us through these difficult times and our core team in Vicenza tried to keep in touch with everyone. It was amazing that despite the pandemic, in the midst of the biggest crisis since the Second World War, we were able to win new customers. We managed to focus on the future and then restart with success.

Personally, I was really pleased with the team spirit of "my second family"; we weathered the storm as a united force. What I have learned from the difficult times was that it is important for our business to build up a second pillar to the HoReCa sector and that it is important to have concrete goals and ambitions when facing uncertainty.

Daniela Stadler

2020 was the year of change from the very beginning – and not simply because of the pandemic. Julius Meinl had developed into a financially strong, global company on a trajectory of growth over the last ten years. In order to continue to grow and to meet the challenges of the future, the business model and the organisational structure has been redefined as of 1 January 2020. Under normal circumstances, organisational changes require a fair amount of support from the HR department, however, in conjunction with the pandemic, we were of particular importance. For me personally, the biggest challenge was to know how important it is to communicate with our employees in times of crisis, but not being able to give a safe outlook on how long this virus will persist.

As a result of the shutdown of all hotels, restaurants and cafés in Austria, our HoReCa departments as well as our Viennese production, which exclusively

manufactures gastronomy products, could no longer be employed on a full-time basis. For this reason, we resorted to Corona short-time work for the affected departments from the beginning, to avoid having to release anyone from their jobs.

The COVID-19 year has turned our working world upside down. In a short time and with great speed, we introduced home office arrangements, equipped employees for working on the move and held meetings as well as application processes via MS Teams. If the pandemic has taught me anything, it is to enable greater opportunities for more flexible and agile collaboration. A quote from Tony Robbins is "Stay committed to your decisions, but stay flexible in your



Daniela Stadler
HR Austria, nature lover, for whom no path is too far and no mountain is too high.

approach." Despite these adaptations to the virtual world, there will continue to be a "human touch" at Julius Meinl also in the future as we are convinced that personal contact is the cornerstone of successful cooperation. We just want to offer our employees freedom and choice in where and how they achieve their ambitions. However, this requires a high degree of trust in the employees because in some minds, unfortunately, the image is still strongly anchored that work is only done where the employees are visible. The HR team wants to actively accompany the necessary transition in leadership culture.

The development of our employees matters to us, even in times of crisis. We wanted to avoid a standstill in the area of human resources so we used our internal expertise to pass on to our employees. For instance, the phase of short-time work was used, in part, to provide the HoReCa team with further technical training in our in-house coffee academy, in compliance with Corona safety measures. We have also started to virtualise individual face-to-face training sessions in the area of management development. In the coming years, we intend to further expand on the scope and use of this training format.

2020 has proven to me how much our employees support the Group and how each and every one of them has contributed to steering the company through this crisis. Thanks to the Meinl family's foresight to follow the development of the Corona virus from the very onset, we started Corona safety precautions for our employees quickly and at a very young stage. As early as mid-February 2020, the Corona crisis team was formed and the first health and safety guidelines were distributed throughout our organisation. Even though many of our employees felt that the measures were "excessive" at first, in retrospect we were all very grateful that Julius Meinl placed so much emphasis on the health and safety of all of us.

Birgit Göstl

Prior to the first lockdown, the IT department was faced with the challenge of ensuring that all employees would be able to work from home. The HR department and the workers council devoted a lot of time to getting the correct information about short-time work, implementing all of it correctly and passing it on to the employees. Therefore, we created a specially designed website area and initiated a tour through Austria.



Birgit Göstl

IT manager & chairwoman of the works council Austria. Down-to-earth and close to nature.

Huge praise must go out to the company, for from the very beginning we were well equipped to cope. Someone was immediately appointed as a "Corona Officer" and we were regularly updated. When measures were taken right at the beginning, some employees wondered if it was excessive but in retrospect, everyone is very grateful. I always felt very safe in the office. There were free PCR tests in the company from the beginning. When I told my family or acquaintances about these measures, many said, "WOW, we don't have that!".

Home office has been very successful for us and has brought me a certain quality of life. Personally, I had no problems working in the home office, on the contrary, I enjoyed it very much. Despite all the work, everything was a bit slowed down. Yet, there are also downsides to the home office due to other circumstances (premises, childcare). I think there will certainly be a fundamental shift in thinking in this field.

Personally, I would not have thought that the pandemic would last so long. I realised what a fast-moving time we had lived in before Corona. Everything was urgent and had to happen instantaneously. Travelling was not called into question. Things are different now – regardless of the pandemic, many meetings will be held virtually. Not only does the shift to virtual meetings save money and time, it also saves emissions. I am very pleased that there have been no severe COVID-19 cases in my surroundings and that nobody has lost their job. I hope that people will learn from this crisis and not fall right back into the same rut.

Theresa Zehentner

I started the year very busy: organising for our national and international guests at the 63rd Kaffeesiederball and planning the International Leadership Meeting for June 2020 in Warsaw. Rather soon, however, we learned through our Chinese subsidiary in Shanghai that there was something big and previously unforeseeable coming up. From mid-February, we had already implemented a so-called "Global Corona Crisis Committee" and at the same time formed a "Corona Crisis Team" for Austria.



Theresa Zehentner

executive assistant, took on the position as Head of the Corona Crisis Unit Austria in 2020. Proud dog-owner. Cannot do without coffee in the morning.

Among the tasks of the crisis team was the development of a Global Guideline for the entire Julius Meinl Coffee Group, to be followed by each country. There were global guidelines on wearing protective masks, guidelines for field staff, office staff, tasting rooms, the coffee academy, production and for business travel. We issued an international travel ban, so business-related travel could only be undertaken with the prior approval of the global crisis team. In addition, we appointed a person in each country who was responsible for health and safety.

Health and safety of all staff was always the top priority. Right at the beginning, a mail address was set up for the entire Julius Meinl Coffee Group, to which all employees of the Group could address their concerns. Free hygiene or FFP2 masks as well as disinfectants in all premises were made available. From mid-year onwards, we offered free PCR gargle tests on request, which from October onwards could be done directly on site, in front of our reception. The tests and a general obligation to wear a mask were the prerequisites for working in the office or in production. Visitors and employees were only allowed to enter our premises with a mask and a negative test. Compliance was closely checked directly at the reception desk.

Training continued taking place in our coffee academy on a very limited scale with only a few participants, and here, too, the mask was an absolute must. We also physically separated our production staff and quality control staff from the rest of the workforce to avoid mutual contagion and any resulting production stoppage. All our measures have contributed to the fact that we have had isolated cases of corona but have not had any "clustering" despite the fact that we work in an open-plan office.

The biggest challenge for me was that everything always had to happen extremely fast, decisions had to be made quickly and implemented immediately.

From one day to the next, our employees were in the home office, which was unthinkable before, as it was in many companies. We had just started with two days of home office per month and due to the lockdowns it was a completely different situation but we were able to cope with it very well. Thanks to the MS teams, all meetings took place as planned. We were surprised how efficient online meetings can be.

Our podcasts were also very well received, which we used to give staff updates from top management as well as an insight into the current situation of our subsidiary in the respective countries. In addition, live events were organised where our employees had the opportunity to ask questions to the top management, anonymously if preferred.

After the first lockdown, the company then gave employees the opportunity to return to the office on a regular basis in order to gain some distance from their

own four walls. The employees were divided into two groups that came to the office on different days and were thus able to exchange information on a regular basis again.

I was able to take away a lot of experience from last year and have grown personally and professionally from this exceptional situation and the responsibility it entailed. The team spirit was unique, we were able to prove that we can also work productively from home and that we are really fully dedicated to our company. Many employees have shown enormous commitment this year to find the best possible solutions for the new challenges we face – despite enormous stress and constant uncertainty. Even though the last year was stressful and demanding, we always treated each other with great respect and enjoyed our work. I am grateful for the opportunity to have been given this challenging task as head of the Julius Meinl Group's corona crisis team.



Green Coffee Procurement

Julius Meinl sources its green coffee either from producers and cooperatives from countries of origin directly or from international trading houses.

The best regions for coffee cultivation are located in tropical countries along the equator, the so-called “coffee belt”. The majority of our green coffee beans come from Brazil and Vietnam, followed by India, Honduras, Nicaragua and Colombia. Smaller quantities are also imported from Uganda, Ethiopia, Kenya and Guatemala.

As with climate, location and soil are incredibly decisive for the taste of the beans. Coffee plants

prefer locations up to 2200 metres above sea level, depending on whether they are Arabica or Robusta coffee beans. The best quality coffee is often grown on steep slopes which engender the creation of nuanced microclimates. Combined with the volcanic soil, often prevalent in these areas, coffee plants are able to thrive in ideal conditions... The coffee bushes bear berries, named “coffee cherries” due to their appearance and can be easily recognisable when ripened by their bright red or yellow colour.

Since not all coffee cherries ripen at the same time, the best harvesting method for high-quality green coffee is handpicking. Only the fully ripe fruits are

selected and picked by hand. Other harvesting methods are stripping or mechanical harvesting.

After harvesting, further processing must take place as quickly as possible, so that the fruit does not begin to rot. The red flesh and parchment skin are removed from each coffee bean. Various processes are used for this purpose. The beans can be prepared dry, semi-dry or wet. Each process affects the taste of the roasted beans.

Where our green coffee grows

	2019	2020
Brazil	33.2 %	35.2 %
Vietnam	33.7 %	31.4 %
India	10.5 %	12.5 %
Honduras	9.7 %	9.5 %
Nicaragua	4.3 %	4.6 %
Colombia	3.7 %	3.0 %



Ecological & Social Impacts

Cultivation is the all-important factor for climate sustainability. The way coffee is grown is responsible for most of the greenhouse gas emissions from conventional coffee. Unfortunately, this also applies to organic coffee, for which rainforest sections have been destroyed, for example in Brazil.

Nowadays coffee is mostly grown on larger plantations without any natural protection from trees. This dries out the soil which in turn loses essential nutrients and the coffee bushes become more susceptible to pests. To prevent this, coffee farmers use more fertilizers and pesticides. This

mainly harms the surrounding ecosystem and, to a lesser extent, the coffee beans themselves as pesticides are mainly found in the outer pulp of the coffee cherry, which is removed when the beans are processed. Julius Meinl regularly checks coffee beans for pesticide residues by random sampling. In recent years, not a single sample has been identified as exceeding the legal limit.

In various production regions the use of pesticides and herbicides are significant environmental challenges. Furthermore, coffee farmers are exposed to strong price fluctuations on the world market. This fragility is further exacerbated by conditions of global warming which have been resulting in drastic climate

changes which have manifested as polarised, often extreme weather which threaten plantations.

Certified Green Coffee

18.2% of our purchased green coffee volume, mostly originating from Brazil, Honduras and Vietnam, meets internationally recognised sustainability standards. This coffee is certified by Fairtrade, UTZ or the Rainforest Alliance (RFA). All three certificates guarantee that the coffee has been grown and harvested responsibly, Fairtrade additionally ensures that farmers are paid fair prices for their coffee beans.

International Certifications

We are committed to supporting organisations protecting people and the environment:



Fairtrade certification ensures that coffee importers, roasters and traders are guaranteed a fair payment for work, and that the production of the goods meets certain environmental and economic criteria.



UTZ and Rainforest merged in 2018 and are fighting deforestation, climate change and social poverty.



The EU organic logo can only be used on products that have been certified as organic by an authorized EU control agency and fulfil all conditions for production, processing, transport and sourcing.

2019 & 2020 Total volume of certified coffee

	2019 (tons)	2019 (%)	2020 (tons)	2020 (%)
Total	3,353	19.5	3,140	18.2
UTZ*	2,439	14.1	2,243	13.0
Fair Trade Organic	498	2.9	462	2.7
Rainforest Alliance*	315	1.8	338	2.0
Fairtrade	63	0.4	63	0.4

*) Quantities are shown separately in this report as both logos are still to be found in the market.

Due to the significant challenges in the commercial environment during the COVID-19 crisis, the Julius Meinl product mix was negatively affected as far as certified coffee was concerned. We are committed to engage with our customers to further expand our sustainable coffee offering

Our corporate environmental footprint for coffee

As an outcome of our sustainability team workshop in 2019 we decided to have our 'corporate footprint' calculated by external experts. A carbon footprint measures the total greenhouse gas emissions caused directly and indirectly by a person, organisation, event or product. An ecological footprint tends to refer to the total resources people or entities consume, compared to the land and water area needed to replace those resources.

Our corporate footprint relates to all these matters, looking at the overall impact our coffee business has on our environment. Building up intelligence around climate matters helps busi-

nesses globally to understand where the hotspots are across their value chain and to identify the main drivers of their environmental impact. Our corporate environmental footprint, based on life cycle assessment methodology, is a key step for building a metrics-based sustainability strategy.

Learning more about the positive and negative impacts of coffee production along the entire value chain, from cultivation to disposal at customer and consumer level, helps us to set strategic goals and targets for improving our climate performance and contributing to climate neutrality, thus contributing to people's health and welfare on all levels of our activities.

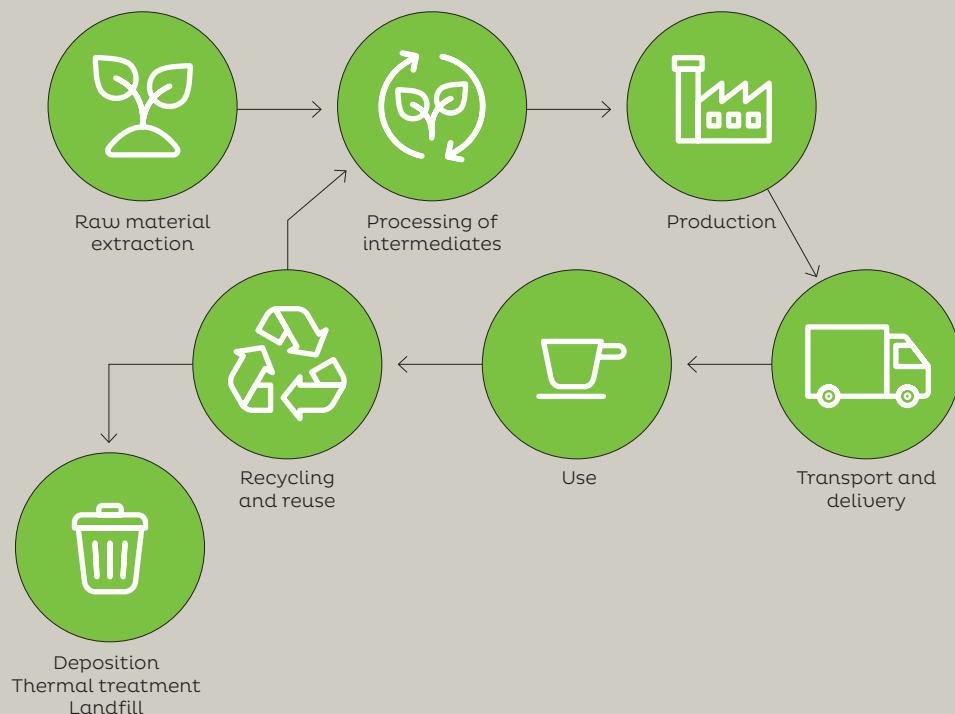
Our footprint calculation for all our coffee related business impacts covered the roasting plants in Vicenza and Vienna and including all direct and indirect activities of Julius Meinl such as cultivation in countries of origin, transport to the roasting plants as well as direct emissions and energy requirements for roasting, up to the preparation of a cup of coffee. The analysis was based on the calculation of one kilogram of coffee beans for two different usage scenarios: one assuming preparation and consumption in a Viennese coffee house (HoReCa – customer) and the other assuming the average Austrian two-person household with a fully automatic coffee machine (retail – consumer).



Carbon footprint per cup of Espresso in a coffeehouse

Coffee (incl. cultivation, shipping & roasting)	78.2%
Use	20.2%
Packaging	1.3%
Transport (from roastery to customer)	0.4%

Life cycle impact assessment (Scope 1-3)



The overall result of the study, conducted in 2020 and based on data for our activities in 2019, clearly showed that our corporate footprint is dominated by indirect impacts in the upstream supply chain of green coffee. Only four percent of the greenhouse gas emissions (GHG) result from our direct activities in the roasting plant and from Julius Meinl's vehicle fleet.

A more detailed analysis showed that only one percent of emissions are due to packaging, while 20 percent are due to preparation in the coffee house and 38 percent stem from preparation at home.

The environmental impacts in the upstream value chain are attributable to the lack of cultivable land for the global demand for coffee. Mass greenhouse gas emissions are caused by the deforestation of primary and secondary forests and the increased use of fertilisers to prevent the spread of pathogens such as fungi and pests.

Today and in the near future, it remains incredibly difficult to obtain suitable quality in sufficient quantities on the world market. Bringing about a change in cultivation methods in the countries of origin will be difficult for us as we are a relatively small player in the coffee industry compared to others. Thus we

Corporate Carbon Footprint of Julius Meinl

The Corporate Carbon Footprint captures all emissions generated by Julius Meinl operations within the year 2019.

Indirect: supply chain of green coffee	Green Coffee	90.4 %
	Packaging	2.3 %
	Transport	1.4 %
	Electricity	0.7 %
	Natural gas	0.6 %
	Fleet	0.4 %
	Heat	0.1 %
	Others	0.1 %
Direct: activities in production and from fleet	Fleet	2.2 %
	Roasting	1.7 %

can only achieve change by cooperating and collaborating for change with other industry players.

On the level of 'direct impacts' (scope 1 and 2) Julius Meinl is already taking considerable measures to keep them as minimal as possible, with a strong commitment to continuous improvement. This means working with the greatest possible resource efficiency to minimise losses and to keep energy consumption in all processes as low as possible. Currently we are looking into research papers, to gather further science based knowledge and insights into the indirect impacts (scope 3) of coffee.



Global Operations

Global Operations at Julius Meinl consists of several departments in addition to green coffee purchasing and production. Our coffee is roasted in our production plants in Vicenza and Vienna. Procurement is responsible for the purchasing of coffee machines, trade food and POS materials. Supply Chain Management accounts for logistics of transport from countries of origin via roasting plant and warehouses to HoReCa and retail customers. Fleet Management organises Julius Meinl's vehicle fleet.

Günter Eller

The beginning of 2020 was special for me, as I was entrusted with the management of the newly founded business unit Operations. My staff and I were very euphoric and in the process of defining the Operations strategies and establishing ourselves as a team, when we were hit by something completely unexpected.

On 22 February, two weeks before the first lockdown, I was in Jerusalem with my wife and found out through social media that Corona had broken out in Italy and the first villages near to our plant had already been shut down completely. My thought was: this could just as easily hit Vicenza tomorrow, or Milan, where our machine and packmat suppliers are. Italy was faced with what appeared a critical risk.

Fast reaction was crucial and on the following Monday 8:00 I led already the first crisis meeting at Julius Meinl out of Jerusalem. We had proper crisis management right from the start. The new situation taught us to be vigilant, to make quick decisions that

sometimes had to be revised the very next day.

Fearing that we would soon be unable to supply roasted coffee from Vincenza, we ramped up production and asked all our suppliers to empty their warehouses for us. We took safety measures and put in extra shifts.

In parallel we took this occasion to thoroughly professionalise our risk management in operations, with risk evaluation and litigation actions. We looked for companies all over Europe that could take over production in case we had to stop production in Italy. A plan B which had to be revised very quickly, because when we finally had alternative suppliers, COVID-19 was raging in these areas whereas, in Italy the situation was already getting better again.

Apart of production related risks we we faced with a disrupted Supply Chain. We had and have still now difficulties shipping green coffee from the countries of origin because countries like Vietnam or Brazil were in lockdown. Even with smaller segments such as capsule machines, which we source from China, we could no longer guarantee delivery on time. All these uncertainties about whether the production site would have to close or if the production materials would be available forced us to be very flexible.

Working with our suppliers has shown that long-term partnerships which are based on consistency, reliability and fairness pay off. Due to the fact our HoReCa business was at a standstill, our suppliers accommodated us with extended payment terms, even though they were under pressure themselves. That was a great act of decency, which we graciously countervailed with transparent, reliable and trustful acting. Our suppliers told us afterwards that Julius



Günter Eller
Chief Operations Officer,
slow food lover, permanent
wanderer, energized by nature.

Meinl was the first to react in a professional way asking for a contingency plan from the first day of the lockdown in Italy. They had not experienced this with any other client. This also explains how everything could be maintained despite the restrictions of the pandemic.

The operations team has worked marvelously together from the beginning, despite jumping in at the deep end. Throughout the entire Julius Meinl Group we pulled together, supported each other and

showed buckets of mutual understanding. This helped us to see certain things differently and so, one could almost say: "Never waste a good crisis." Needless to say we also had a portion of luck because there was not a single day of production downtime, not a single out-of-stock from suppliers that would have filtered through to the business.

Julius Meinl's business has generally suffered greatly during the crisis due to the HoReCa orientation but surprisingly some countries have sold amazing volumes despite the lockdown. This is due to the fact that we switched to alternative channels and also pushed the to-go business, which was very well received by consumers in some regions.

I'm proud to work for a healthy and strong company in such a great team and I'm convinced that we will get out of this crisis even stronger.



Production

Safe and high-quality products as well as safe work processes for our employees are of great importance to Julius Meinl. Our roasting plants in Vienna and Vicenza are regularly audited in accordance with international standards.

Both locations are certified according to the International Food Standard (IFS), the internationally recognised food safety guideline. The standard ensures that our coffee is produced according to customer requirements and is in compliance with the law. Our in-house food safety management system supports us in this.

Both sites have a quality management system and a health and safety management system. In Italy, this is certified to ISO 9001, OHSAS 18001 / ISO 45001.

Considering we can merely influence the environmental impact in the upstream supply chain indirectly, it is all the more important to make our production process as environmentally friendly and efficient as possible. Our roasting plants are operated at both locations with climate-neutral electricity from renewable energy sources.

Our roasting plants in Vicenza and Vienna apply energy-saving techniques, which are to be found among Green Best Practices recommended by the European Commission. We reuse roasting gases in the same roasting system either directly (roasters with recirculation) as well as by means of a heat exchanger. This way we use roasting gases to heat and cool our administration building and production facility, allowing significant energy savings in the roasting operation: at 2,1 MWh a year we save up to 1.05 tons of CO₂ just in Vicenza alone. The CO₂ emissions saved are sold as 'allowances' to polluting

companies within the European Emissions Trading System. The EU ETS is not only the world's first major carbon market and a cornerstone of the EU's policy to combat climate change, but its key tool for reducing greenhouse gas emissions cost-effectively.

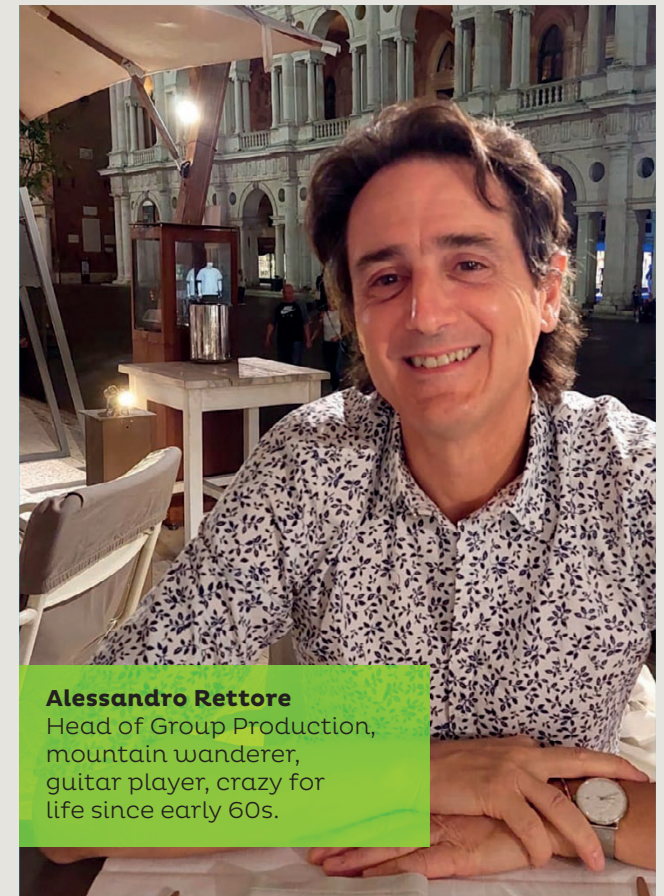
To ensure systematic and continuous improvement in environmental matters along our production process, our roasting plant in Vicenza is certified according to the internationally recognised environmental management standard ISO 14001. Thus, we can ensure that processes and tasks are clearly regulated and regularly reviewed, and potential environmental risks are taken into consideration.

Alessandro Rettore

On 22 February I was in sunny Mantua with my wife when I realised that the situation was really at a turning point – I immediately called my team to make sure that everyone with a health problem (immunodeficiency) should stay at home or go to the doctor. Then we organised an “info and rule-setting meeting” with all the staff for Monday the 24th at the beginning of the first shift. Even before the Italian health authorities had established rules for distancing, the use of masks and disinfectants etc, we already had the same, slightly stricter, rules applied, based on best practices in case of epidemics. We then introduced a regular weekly meeting with all our staff to keep them up to date, to repeat the rules so that no one forgets them at any point and also to explain why they should apply the same rules with their families and friends in their lives outside work. Perhaps we were just lucky but all in all it worked out very well. Throughout those months,

during the severe epidemic in northern Italy and then later in Austria, we never had a problem in our workers' families or in our factories.

A bit later we had the hard lockdown, which truly created a kind of separate reality with all non-essential shops closed, long queues in front of grocery shops, empty streets (and clean air), empty squares and people could only leave home with a



Alessandro Rettore
Head of Group Production,
mountain wanderer,
guitar player, crazy for
life since early 60s.

written work permit. This had the paradoxical effect of strengthening our relationships with the work community becoming our family.

In our production site we quickly learned to become very flexible. In March and the first half of April, we feared a major crisis in logistics and raw material supply, so we switched the entire organisation to maximum capacity and went into a mode with a lot of overtime. Later we switched to a short-time work organisation, which was extended until mid-June. Keeping employees healthy, psychologically strong and motivated was crucial. An important logic we followed was to give them the flexibility and support to take care of their families and children. We supported flexible adjustment of working hours, economic support for childcare, compensating as much as possible for salary losses due to short-time work and more.

We made a conscious decision to keep all strategic activities such as our sustainability agenda alive and only cut all non-essential costs. We wanted to be ready for a restart after the crisis – in other words, we thought it best to seize the opportunity and the time we had in this “suspended business” to go even deeper into sustainability – like working on compostable capsules, a life cycle analysis conducted by Università degli Studi di Padova to explore alternative packaging or renewable energy supplies.

This crisis has shown me how strong people can be and what capacity we have to take care for each other. After months of social distancing I appreciated people differently. I have learned how to breathe under pressure and that working intelligently quick smart flexibility works best for me.

I realised that we all can die tomorrow, so we should live each minute today and that birdsongs and blue skies can be so beautiful – so we should work more for a sustainable world.



Sustainable Packaging Solutions

The packaging of our coffee has to meet several requirements. On the one hand, they have to appeal to our customers and, on the other hand, they have to meet quality and hygiene criteria that both meet our own requirements and comply with legal regulations. The EU legislation provides for a large amount of mandatory information, which we list on all packaging. When using materials, we pay attention to what they are used for (i.e. what purpose they must serve), how often they are used and what happens to them after use. In addition, we advise consumers of our capsule range to contact their municipal waste management company to find out how best to dispose of the biodegradable material in their respective systems, as these are industrially compostable products that are not yet suitable for household composting.

The Julius Meinl Green Cycle Project

The EU aims to achieve recyclability and reusability of all plastic packaging by the 31st of December 2030. According to EU Directive 94/62/EC on packaging and packaging waste, all packaging on the market must meet certain requirements in terms of size, weight, materials and reusability or recyclability by then. In the meantime, this will not only pose great challenges for packaging manufacturers but also for food producers like Julius Meinl. So far, much of our plastic packaging consists of different laminated materials – ‘multi-materials’, which currently cannot be separated manually or mechanically.

In order to develop a long-term strategy for packaging materials that meets the requirements of the EU Directive on the Circular Economy, we conducted a Life-Cycle-Assessment in cooperation with the Uni-

versity of Padua as part of our Green Cycle project in 2020.

First, different types of primary packaging for coffee beans and their disposal (end-of-life scenarios) were compared in countries such as Austria, Italy, Russia, Croatia, Romania, Bosnia and Germany. Secondly, the raw materials used for the packaging were examined for their environmental impact. When analysing bio-based plastic, we concluded that the use of unused fossil raw materials has a significantly higher impact on greenhouse gas emissions than renewable raw materials produced from ethanol. In turn, however, water consumption is significantly higher for the feedstocks, resulting from the cultivation methods of the plants from which they are derived.

The use of recycled feedstocks, however, reduces the potential environmental impact but emissions are generated during recycling or thermal recovery at the end of the product's life.

Another finding was that there are significant differences in municipal waste management in the countries studied, both in terms of the type of disposal facilities (landfills or incinerators) and the prevalence of recycling practices (from 0 to over 50 percent). In terms of waste treatment itself, no significant differences were found for the polyethylene and polypropylene mono-materials and aluminium-free packaging studied.

The study made it apparent to us that every type of packaging material has an environmental impact and that, as things stand today, it is ultimately the consumer who decides on the type of disposal of the packaging within the given system.

In order to meet the requirements of the EU's Circular Economy Action Plan, we continue to research the benefits of packaging made from monomaterials while closely monitoring further developments in industrial recycling.



Greta Lanulfi & Erica Peron
Two dedicated members of our production team with a strong commitment to the development of sustainable materials.

Greta Lanulfi & Erica Peron

Italy was hit hard by the pandemic. We were initially very afraid for our families, we had to learn to deal with the isolation and to adapt to the new challenges in a pragmatic way. We also tried to find something positive in the circumstances of having to work from home.

The pandemic has shown us that Julius Meinl is a responsible employer that provides its employees with all the necessary medical and safety measures and that people are resilient when it comes to change. Despite the heavy workload and stressful times, we have always seen a positive attitude towards what can bring improvement to the organisation. In these difficult times it's the people who make the difference. Good relationships, team sharing and a clear direction help to deal with uncertainties and to ensure results.

We also continued to work on the Green Cycle Project last year. It is our first attempt to explore how we can help make the world a better place and use the sustainability of packaging materials as a lever on which to strengthen our brand.

The project focuses on composite plastic packaging materials and aims to evaluate the technical feasibility of recyclable alternative solutions. This project is important for Julius Meinl, not only to meet the legal requirements for 100% recyclability and reuse of all plastic packaging materials by 2030, but also because we truly believe that we need to innovate as much as possible to stay ahead.

Procurement

Our procurement guidelines for interaction with suppliers are provided in the Julius Meinl Code of Conduct – for Global Procurement. We provide clear and mandatory guidelines for the correct procedures in procurement processes. The guidelines are supplemented by an approval plan which defines exactly who in the company is authorised to approve purchases, up to which amount and when to involve Global Procurement. Our global procurement guidelines are periodically reviewed and updated, and their compliance is monitored through internal audits.

Julius Meinl is committed to conducting its business in an ethical, legal and socially responsible manner. Therefore, we value fair and transparent business relationships with suppliers who act in accordance with our principles. We strive to continuously improve our production processes and our products in terms of sustainability and we actively encourage our suppliers to join us on this path. Our goal is to exclusively work with suppliers who produce under ethically and ecologically acceptable conditions. To this end, we developed a Supplier Code of Conduct in 2020, which will be rolled out in 2021.

Supplier Code of Conduct

The Julius Meinl Supplier Code is based on internationally recognised standards. The topics are based on the "Ten Principles of the UN Global Compact", the ILO core labour standards on fundamental principles and rights at work, the UN Convention on the Rights of the Child, as well as the national labour law of the country in which production takes place. The largest topic area covers

labour and human rights, such as requirements on fair working conditions and compensation, on employee health and safety, on working hours or on dealing with subcontractors.

In addition to acting responsibly towards the environment, the Code states that Julius Meinl has zero tolerance for corruption or bribery. In the event of non-compliance with the Supplier Code, the company reserves the right to take corrective measures.

The Julius Meinl Supplier Code of Conduct can be accessed at our website.

As part of our fight for waste reduction, in 2020 we switched our entire "coffee-to-go" portfolio in HoReCa to cups that are made of 100 percent biodegradable materials and added reusable "coffee-to-go" cups from Circular&Co to our range, whose outer layer consists of single-used and recycled paper cups.

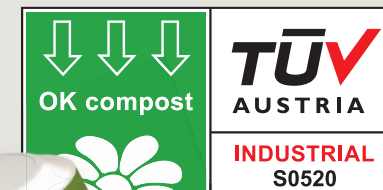
These sustainable and award-winning cups keep coffee hot for up to 90 minutes, are 100 percent leak-proof and have a lifespan of ten years. They are also 100 percent recyclable – one step to circular economy.





Since 2020, all newly developed textiles in the POS range, such as aprons or T-shirts, are certified with the GOTS seal of approval, assuring compliance with ecological criteria along the entire production chain. In 2019, Julius Meinl also started developing the first biodegradable coffee capsules for the retail segment and launched two variants of the new material in the fourth quarter of 2019.

Our Inpresso capsule range now consists of seven different products, and the capsules are certified by TÜV Austria for industrial composting in accordance with the EU standard EN13432 t. We have chosen bioplastics as a “bridging material”, removing fossil plastics from our range for the time being in order to address this critical issue. However, this material is not yet a fully sustainable solution for people and the environment, which is why we are continuing to work on finding solutions.



Julia Wallner

2020 started great – until the first news from China reached us at the end of January.

As I am responsible for many products that are produced in China, I felt quite quickly how fast the situation could become very serious for us. At that time, people in Europe still thought that this “Chinese pandemic” would never spill over to us. However, for us as a global function, from February 2020 onwards, COVID-19 started to become a big issue which affected our daily businesses and lives.

We had to think about risk management plans like we had never experienced before. The demand and conditions on us as a department were constantly changing; no-one knew what was coming within the next few hours. We simply could not know if productions would be closed from one day to the next throughout the whole supply chain – from raw material suppliers around the world, to production and transport companies or if truck drivers would even be able to cross the borders.

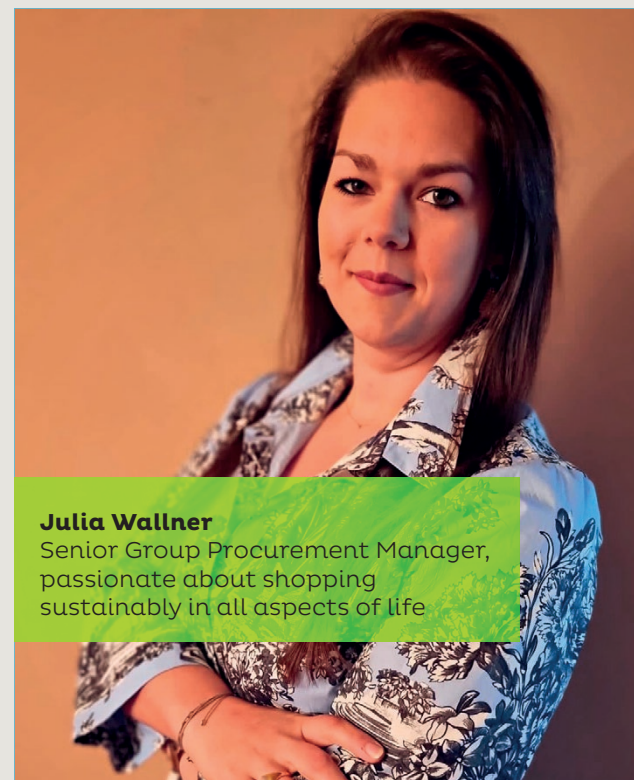
At this point, we very quickly realised that, now more than ever, our ultimate goal must be the availability of goods for our customers. We did everything we could to ensure this. We worked, day and night, in isolation from each other at home in close coordination with our colleagues and suppliers online.

Most especially, it were those initial first weeks of the COVID-19 pandemic's arrival to Europe, heavy with the uncertainty of how it would develop, that posed an enormous challenge, professionally and personally, for us all.

Of course, we felt the impact on our global supply chain shortly after and had to focus sharply in order to innovate out-of-the-box solutions. These

developments, which started in 2020 with the pandemic, are not over and will continue in the coming months and years. So far, we have been able to ensure excellent availability of products and the negative effects have been largely kept at bay, or within manageable limits.

For me personally, a good relationship with my peers has always been one of my highest priorities, as I am convinced that any difficult situation can be managed with the right people. In the pandemic, of course, you could immediately see who was willing to go along with us this tough path and who was not. I am extremely appreciative for the number of great partners we have who were also available day and night and gave their best to support us. I am sure we have some partners with whom I had more contact during this time than with my family sitting in the next room. Without good relationships, many situations in 2020 would not have turned out so well.



Julia Wallner

Senior Group Procurement Manager,
passionate about shopping
sustainably in all aspects of life

Despite this worldwide crises, we did our best to push our sustainability agendas as well, although our clear and biggest goal was to ensure supply and business continuity. In the coffee-to-go market, some production standstills or serious transport delays of branded cups forced us to make quick decisions. Given these struggles, I was very happy that we were able to cover almost all unbranded solutions with biodegradable alternatives.

During this time, we took the opportunity to reflect and to work on our Code of Conduct for suppliers to prepare the next steps towards a more sustainable environment for our portfolio.

In that time there were many positive and negative surprises, too. Starting with how great the home office worked for us and our partners and how well our team dynamics worked. I had the feeling that many personal issues within the organisation were completely put aside and everyone worked in the same direction with the highest priority. It was wonderful to see how strongly the entire operations team worked together and always found new solutions for challenges. Of course, we have to learn to accept that we cannot influence everything and sometimes you can work as hard as you want – some facts that come from the markets are given. But you can do your best to minimise the negative impact and keep the attitude high so that we always “play to win and not to lose”.

Today I'm truly proud at how we all managed this challenging year! We can say that we were able to serve and be there for our customers in the best possible way at all times.

We have experienced many situations that were completely alien to us but in the end, we have evolved and grown with the pandemic. I am sure that we will come out better aligned and even stronger than before.

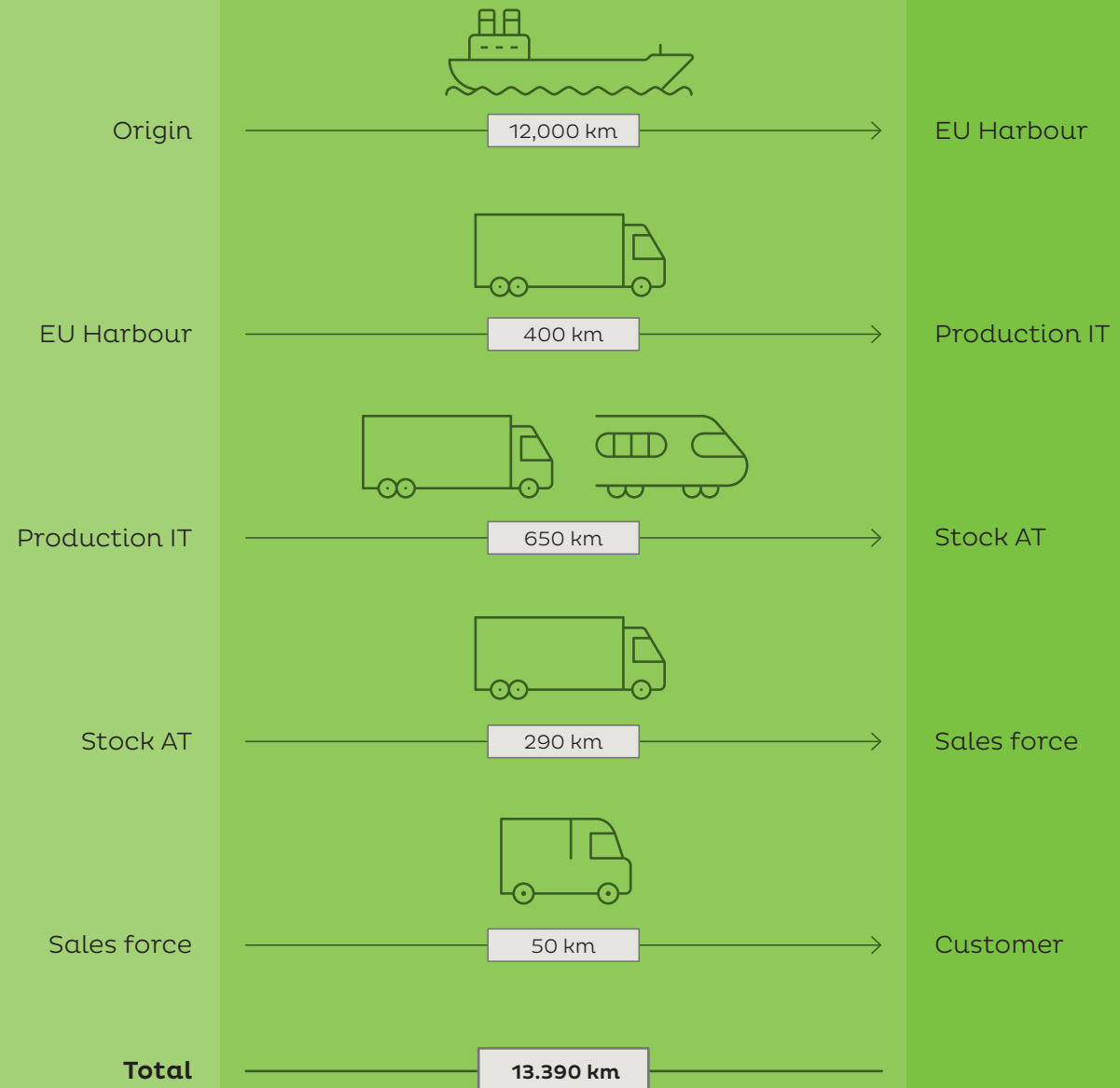
Logistics & Transport

All our green coffee supplies are transported via cargo shipping. 90% of the green coffee arrives in the ports of Genova and Trieste, while the remaining 10% is delivered to the northern European ports of Antwerp and Hamburg. The green coffee is delivered from the port of arrival to our roastery in Vicenza by truck, where the beans are carefully screened, cleaned, roasted and packaged in large quantities. Green beans for specialty coffees are transported to our Viennese production and coffee items produced in Italy are transported to our central warehouse in Wiener Neudorf, from where HoReCa customers are supplied. 60 percent of our hauliers drive with EURO 6 and 40 percent with EURO 5 trucks.

In the past, we have repeatedly tested intermodal transport, a combination of train and truck. The test operations had turned out to be unreliable at the time. In the pandemic, however, rail transport proved to be crisis- and planning-proof, as truck transport across the border came to an almost complete standstill due to restrictions on the free movement of goods.

The transportation market is in transition, the supply of available trucks and shipping containers is scarce and thus prices are high, in the future intermodal transport will in the future become more attractive for long distances, resulting in decreasing the carbon footprint.

From Origin to Customer: Example for a Café in Salzburg, Austria



In 2020, we made use of Deutsche Post DHL Group's GoGreen service for the first time. DHL's climate protection project helped us to offset 17,360 kg CO₂.



Daniela Moitzi

The beginning of the year is always a very challenging time, but in 2020 we additionally were confronted with the first consequences of the pandemic in China, already expecting production and delivery delays or even losses. Mid-February we had our first crisis meetings and prepared a road map defining next steps and actions as increasing stocks, scheduling deliveries and searching for additional trucks. This had been a sign for me too, to increase my personal stocks of non-perishable food and everyday products.

At the beginning of March, borders were closed, truck drivers were not allowed to travel to certain countries or regions due to restrictions by their national governments, truck space got very limited and all that led to increased transport prices. This affected us a lot as our production and a high number of our suppliers are located in Italy, partially in regions which had been in total shutdown. We had to move goods from Italy to Austria as fast as possible.

Not only were inbound goods from suppliers tricky at the time but also finding trucks and containers to supply our customers and subsidiaries were affected. Each day came with new regulations in almost all countries we operate in and so having a synoptic understanding of operations options became almost impossible.

It was the first time that we experienced what it means to not live from one day to the other but from one hour or even minute to another. You thought you found a truck? Sorry, but not if you have not confirmed within the minute the offer arrived. The limited truck capacity, increased prices and long tailbacks at borders forced us to also check other transport options and that's how we had our first runs of intermodal transports (truck & train) from different regions in Italy to the central warehouse in Wiener Neudorf, Austria, in the south of Vienna. We were surprised how well it worked out despite this uncertain situation. Here I must mention how excellently we were supported by our logistics partner LKW Walter, providing more space for storing goods on a very short notice.

We worked in crisis mode for several weeks, not only challenged by the difficult transport and goods availability situation but also with a new way of working online and from home and all on a backdrop of this deep loss of almost all social interaction.

In February 2020 no one knew what to expect and no one had expected what had happened and we still do not know how this pandemic will go on. Part of our daily job is to solve problems and find solutions, this of course came to a new extent within this period. Without a doubt, there had been several lessons well learnt within this last year on how to approach crisis-driven situations.

We are still in a crisis which for sure will continue for some time. The market has not recovered yet,

especially for sea freight, so we must anticipate the pandemic having far-reaching repercussions. I want to highlight that without our team, our colleagues, our business and private partners we would not have been able to manage the situation as we did and I really want to give all of you a big shout-out: THANK YOU!

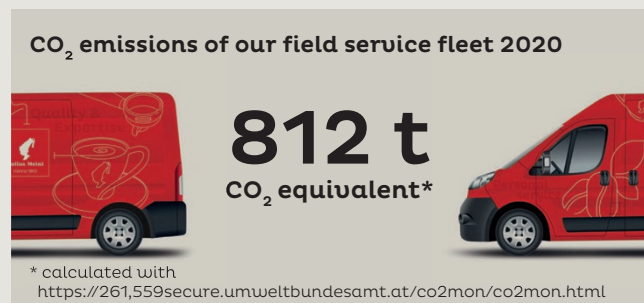


Daniela Moitzi

Supply Chain & Special Project Manager, concerned with food waste and packaging waste already while at school

Our Fleet

As the operations of our HoReCa customers were closed for many months, the pandemic also affected the mileage of our service vehicles. While 3.5 million kilometres were driven by field staff in 2019, this figure fell to 2.78 million in 2020. As a result, fuel consumption fell from 323 thousand litres to 262 thousand litres. In connection with this, the fleet-related CO₂ emissions also decreased from 1,001 t CO₂ equivalent in 2019 to 812 t CO₂ equivalent in 2020. In both years, these figures refer exclusively to the Julius Meinl service fleet, excluding Julius Meinl vehicles that can also be used privately by employees as part of contractual agreements.



Istvan Fodor

We are a very disciplined and loyal organisation and so the protection of our employees and their families, who constitute the main pillar of our business, immediately became the number one priority for our company during this crisis. Home-office worked out very well and I believe that Top Management also recognised the fact that if the employees are not physically present in their offices, they can sometimes bring even better results. Also, the risk management measures taken proved to be very effective and we

were able to ensure the availability of all the products and equipment that would be needed upon reopening.

We were optimistic at the start of the year 2020, as according to our Cape Canaveral plans, we should have developed further according to a well-defined plan. The quick spread of the virus surprised everybody, it was a completely new situation which we have never faced before and the lockdowns imposed by the local governments were simply unexpected. There was so much uncertainty in the air, and we needed to act.

First there were rumours about complete border closures, starting with Italy where we have our main production site and most of our equipment suppliers. Considering these rumours, first of all we had secure our stocks, both internally and externally. The company took quick decisions about the creation of safety stocks – including equipment and detailed risk management measures were undertaken with extreme haste.

At the same time, we engaged directly with our suppliers about postponement of payments and we renegotiated the payment terms to ease the cash flow. We initiated close alignments also with the local subsidiaries, and we began engaging very closely with them on biweekly level guidance.

Our organisation reacted very fast to the new realities; several safety and health guidelines were implemented and travel restrictions were put in place. We had to get used to the online way of working slowly and the home office became the usual way. It was quite challenging at the beginning to have only online meetings, discussions, presentations but we adapted very quickly. I was very positively surprised to see the full engagement and unity in our organisation during

2020 and in particular, how this meant we could overcome the crisis.

Last year showed us that no matter which difficulties we will face in future, at the end we will come out even stronger and more determined than before in order to achieve the goals set up by our Top Management. Nothing can break us and no matter what kind of force majeure will hit us in the future we will be still here. We are making a difference every day: we constantly push ourselves to be our best, we focus on solutions, and we arrive every day inspired to make an impact through our talents, passion and hard work. I am proud to be part of the Julius Meinl family and this company means a lot to me.



Istvan Fodor

Technical Product Manager
in the Global Procurement
Department. Loves to live in
a green environment

Customer Relationships

“How may I serve you?” it is with these words that our founder, Julius Meinl I. diligently welcomed his customers. To this day, his attitude remains a cornerstone of our corporate culture. Providing the best service is a priority for us throughout the entire world – especially in times like these.

It is a point of pride that each member of our large team of coffee consultants and service technicians have completed the globally recognised SCA (Specialty Coffee Association) barista course. At their regular customer visits, they inspect the settings of the coffee machines and carry out repair work if required. Should this prove impossible on site, Julius Meinl immediately provides for replacement machines. Further, training in the preparation of the perfect espresso is part of the service for the catering staff and as such, customers in Italy are supported professionally by independent sales agents.

Safer coffee preparation programme

Given the great hardships experienced by the entire HoReCa industry as a result of the closures due to the COVID-19 pandemic, Julius Meinl promptly developed a concept that would both ensure the highest level of safety and hygiene in its partners' shops and take into account all stages of coffee preparation. Julius Meinl's aim was to give its worldwide partners a successful fresh start with well-trained and risk-aware staff and with customers who could feel safe and comfortable when enjoying coffee outside their four walls. The programme was based on newly developed hygiene standards certified by the Austrian Society for Infection Control, ASIC.



Safer Coffee Preparation
by Julius Meinl

	WHO?	HOW?	WHAT?	WHEN?
1. Safer Coffee Training & Exam	Julius Meinl to customer's staff	Online	Online Training & Exam	During the crisis, before reopening
2. Site inspection performed by Julius Meinl	Julius Meinl Field Teams	On-site	Assessment of the Safer Coffee preparation procedure and check the confirmation	Once outlets reopen
3. Certify Customers (certification & sticker)	Julius Meinl Field Teams	On-site	Safer Coffee certification provided	Once assessment has been successfully passed
4. Regular check-ups	Julius Meinl Field Teams	On-site	Check if customers fulfill conditions on Safer Coffee preparation	Once per month

The importance of customer relations

Thomas Meisl jun. on customer engagement during the pandemic

It has certainly helped Julius Meisl during the pandemic that we are a family business with family values. It was self-evident to us that if we were to survive and in fact, flourish during these times, then we could not abandon our employees.

We did everything possible to ensure sustained supplies for our production operations and of course, to our customers. Our mentality was straight forward: if we wanted to continue supplying our top customers with the highest quality, there were to be no shortages.

How may I serve you?

Together with my father, I visited customers at home and abroad to ask them personally how they were doing and how we could support them. We actively pursued open dialogues with all our suppliers and in turn made adjustments to the previously agreed upon orders as a means to alleviate some of the crisis impact so that they and their employees could survive the upheaval faced. For smaller suppliers, this meant giving a smaller suppliers order and for the larger suppliers, we extended payment terms.

In times of pandemic, we were always striving for support and good relations with our partners. Here, two of our HoReCa customers in Austria and Italy talk about the challenges of these difficult days.

Kay Fröhlich

The Café Central is one of the most beautiful, possibly THE most beautiful, coffee house in Vienna and attracts many international visitors due to the lively Viennese coffee house culture therein.

Since Spring 2020 and throughout the pandemic, with the many rule changes, openings and lockdowns we have been experiencing much fluctuation in our business at Café Central. The jungle of new regulations has been frustratingly translucent and at times, quite daunting. The associated event business in Palais Ferstel, Daun-Kinsky and the Vienna Stock Exchange Halls came to a complete standstill in mid-March 2020. The pandemic and its economic consequences are and will remain more present in these places – therefore we do not expect a recovery to pre-crisis levels here before 2024.

Throughout the lockdowns, I was in consistent contact with my team through our established “home office” (working from home) as well as the colleagues on site who continued to take care of operations. We have all been constantly adapting to new conditions and in doing so, pay careful attention to all minutiae detailing; technical equipment had to be temporarily reprogrammed, building security had to be ensured, food had to be preserved or donated to charitable institutions. I was incredibly impressed by the cohesion of our team, who consistently demonstrated the clarity with which everyone understood the importance of



Kay Fröhlich
Managing Director of Palais
Events including Café Central

this time for them and for the company. Despite the difficult situation, we also remained positive; laughing and taking things with humour whenever possible.

Julius Meisl has been an important partner for many years. The excellent cooperation and high flexibility of Julius Meisl were particularly noticeable during the COVID-19 crisis. In particular, the year-round availability of the important raw material coffee is of great importance for our coffee house operations.

During the Corona pandemic we were confronted with the precariousness of normality. That fills me with a deep humility. I do feel positive for the future, where I envision welcoming delightful guests from all over the world again in Café Central and in our Event Palais. I would like to sincerely thank the staff of Palais Events and all partners and suppliers for their support and the particularly good cooperation in these past months!

Brigitte Zelger

The family-run Naturhotel Pfösl is located in the beautiful Val d'Ega in the Dolomites, about 30 kilometres from Bolzano, Italy. Every aspect of the 'nature hotel' has been considered with regard to sustainability.

In March 2020, literally overnight, our businesses were shut down and we had to suffer through a time of fear and uncertainty. Fear for our businesses, for our families, for our employees. Then came the challenge of reopening in June 2020, a challenge we mastered with flying colours together with our staff. With strict adherence to safety measures, the season went relatively well into the autumn. Coming November the next lockdown arrived, presenting us with an even greater challenge: the cancellation of the entire winter season.

Tourism was probably one of the hardest hit sectors in the pandemic. Over the past 14 months, we have only been able to open our hotel for four months. Uncertainty, fear and anxiety about how and when things would finally move on have constantly accompanied us and our staff. On top of that, there has been no financial support for our business at all.

It was also a very difficult time for our staff. Especially in the second lockdown, which was even more uncertain than the first. We had to constantly push back the opening date. We always maintained personal contact with our managers and staff, be it at small meetings or via Zoom sessions, to sense how they were feeling during this difficult time and work together to overcome it. In addition, we offered a wide range of training courses, webinars and language courses for everyone, which were very well received.

However, this pandemic did not only bear negatives but also a lot of positives. For example, it was the first Christmas and New Year's Eve ever that we were able to experience without guests, in the circle of our family. To us, that was a very special and invaluable time. We had the chance to reflect on our businesses and their orientation, to question whether we are on the right path. We were able to think about changes and restructuring and ask ourselves where our path should really lead us. Would there be other solutions than always going faster, further and higher?

Corona has shown us that we no longer want to be carried away by "bigger – better – faster" but rather that we want to go our own way: more consciously and mindfully. In doing so, we want to focus on the highest quality in all areas in order to offer a new kind of luxury at Pfösl. We don't see luxury in material things or hardware but now even more than ever in the special and unforgettable, individual holiday experiences that we can share with our guests. We see true luxury in showing our guests our special place of power, where peace and quiet inspire the soul, captivating and inspiring them with our hearts.

At Pfösl, we set out on the path of sustainability many years ago. For us, sustainability means implementing measures in our own business in small steps. Sustainability and our beautiful nature are very important to us, which is why we try to take them into account in all our decisions. Our aim is to combine ecological, social and economic goals in our business. This awareness and mindfulness for resources, employees, suppliers and guests has become an integral part of our attitude at Pfösl, making the Julius Meinl company, who share a similar corporate culture, the ideal partner for us in the future.



Eva Zelger
Brigitte Zelger
Daniel Mahlkecht
Hosts Hotel Pfösl



How we deal with consumer issues

Sometimes our customers and consumers have requests or complaints regarding our products. Enquiries usually reach us via the generally accessible address on our website (office@meinl.at or the specific country contact available at our website) or by telephone at reception, or through our Horeca sales agents, and are immediately forwarded to the appropriate department.

Since 2017, our quality assurance team takes every inquiry to heart and responds with care according to a standardised complaint management system to resolve problems to the customer's satisfaction. Our goal is to provide consumers with a quick

response to their concerns. In 2020, all 73 confirmed complaint cases were regarding coffee – 58 percent occurred with HoReCa customers and 42 percent with final consumers. They were mainly linked to de-vacuumization of ground coffee packs, resulting in “soft packs” appearance, but not modifying the sensorial properties of the coffee. In 2019, complaints were predominantly linked to impurities in packaging, showing anyway a strong decrease of cases from 2018 (-75%), due to the installation of an innovative cleaning station for green coffee in our main factory.

In 2020, corrective actions in accordance with our complaint management system were taken in 82 percent of confirmed cases, versus 67 percent of

confirmed cases in 2019, as over the last few years we have strongly focused on the cause analysis of complaints and implementation of appropriate corrective actions.

Complaint management @ Julius Meinl	2019	2020
Total confirmed cases	30	73
of which HoReCa	50%	58%
of which consumers	50%	42%
Corrective action taken in confirmed cases*	67%	82%

(*) In a small percentage of complaints we cannot fathom the reason or offer a solution. However, in any case customers receive a feedback email from us.

Social Investments & Engagements

Julius Meinl is committed to contribute to our wider society by initiating civic projects and providing support to organisations dedicated to the well-being of people and the preservation of natural habitats.

Partner of Jane Goodall Institute Austria

Thomas Meinl jun. on our partnership

In 2019 the Jane Goodall Institute Austria requested our event venue, allowing us to become acquainted with this great organisation. While I was initially unaware just how relevant Jane Goodall is today and how pertinent her concerns and ideas are, especially for the younger generation and their future, after our first conversation with the Institute, I saw it to be our duty as a family business with similar values to support this non-profit organisation. An absolute highlight was meeting Jane Goodall in person at the British Embassy in Vienna.

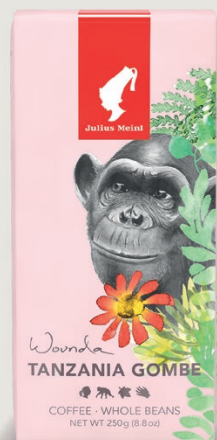
Later, our alliance fostered the idea of marketing coffee from the region in Tanzania where Jane Goodall's organisation operates, in sustainable packaging. As part of the collaboration, we are now exploring sustainable packaging solutions with the hope of their nearby implementation. Currently, we are working closely with existing suppliers and have together developed CO₂ neutral foils from renewable raw materials, such as rapeseed oil. Across our long history, our production processes have grown into huge operation networks and so, adapting them to be more environmentally friendly and efficient is by



no means an easy endeavour. Our avowed goal is to become CO₂-neutral step by step.

For example, in this effort to make packaging more environmentally friendly, we have had to make adjustments to the automatic packaging line. The sensors in the production line, which check where the packaging is situated in the line, have had to be replaced to accommodate the Jane Goodall packaging, as they previously only recognised metal-containing packaging. Exchanging these sensors and integrating them into the production control system was challenging and had to be done by external service providers. However, now the system can package sustainable foils in a technically sound process.

We are proud to say that our partnership with the Jane Goodall Institute Austria will be continued and expanded in the years to come. We are planning to hold another event in September 2021 at our venue and we have organised joint activities on World Coffee Day 2021. The urgency to take action was made even clearer to us through the personal encounter with Dr. Goodall. To this end, we endeavour to continue this appraisal of our complex value chain over the next few years to initiate improvements as soon as possible.



Colombian Heritage Project

At the beginning of 2019, Julius Meinl, as a socially responsible coffee producer, launched the Colombian Heritage project in the community of Libano in Colombia. The initiative supports 50 Colombian coffee farmers in the Tolima region by providing the technical expertise and financial resources to stay in business for the long term, allowing domestic producers to pass on their market knowledge to future generations in the area.

This support is critical for two reasons: In the first instance, as numerous small farmers in the region lack drying machines to dry their coffee cherries directly on the farm, the quality of the coffee is impaired, leading to considerable financial losses in sales due to product quality. Secondly, while most coffee fields are cultivated by the older generations, the younger ones are migrating to the cities. However, by not cultivating the fields, cultivable land is lost for the world market, resulting in a major problem for both Columbia and for global coffee production.

Our Heritage project aims to increase production efficiency and income opportunities for farmers. The project seeks to accomplish this by providing locals with participatory training on good agricultural practices, purchasing coffee dryers to improve product quality and covering the costs of UTZ certification and recertification for all farms involved in the project. In addition, Julius Meinl is committed to providing financial support to schools in the local area.

In 2020, the support directly to the schools had to be interrupted due to the governmental restrictions in Columbia during the pandemic. Instead, learning materials were distributed directly to the students who were able to continue their educational programme from home.

Project goal: Increase the income earning capacity of our coffee growers

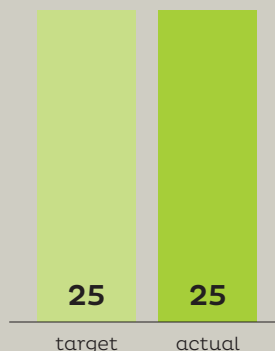
Budget Julius Meinl

108,840 USD (three years)

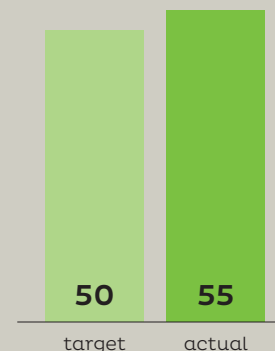
2019: 51,780 USD

2020: 28,530 USD

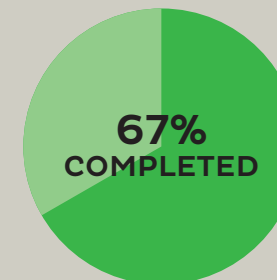
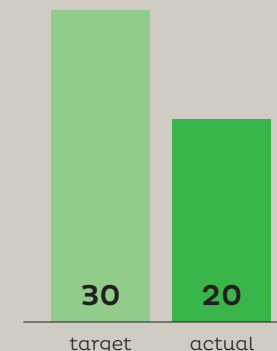
Dryers maintenance



Farmers trained



Students





International Coffee Day in cooperation with Worldreader

Over the past years, including 2019, we have inspired thousands of coffee and tea drinkers worldwide with our global poetry campaigns. During the year of the pandemic, Julius Meinl adapted to a digital format and partnered with Worldreader to combat illiteracy on a global scale. This non-profit organisation provides high-quality and affordable digital learning opportunities to children and youth in need of educational support.

For World Poetry Day 2020 on March 21st and for International Coffee Day 2020 on October 1st, consumers were invited to get creatively inspired over a cup of coffee or tea and submit a poem on their social media accounts with the tag #PayWithAPoem. The number of posts was translated into a donation of EUR 34.000 from Julius Meinl to Worldreader, funding projects in Ethiopia, Kenya and India – all of which countries from which Julius Meinl sources coffee. In addition, Worldreader has also launched a poetry collection, curated in cooperation with Julius Meinl, which gives access to the beauty of poetry in the Worldreader app.



 **Worldreader**

I Bambini delle Fate

For many years we have been supporting the Italian association “I Bambini delle Fate”, which is dedicated to young people with autism, both financially and with educational programmes to assist their integration into the workforce. In 2019 and 2020, we invested a total of nearly EUR 21,000 in this cause.

In 2020, Julius Meinl also financially supported the redesign of a café-bar by direct payments to suppliers, enabling the opening of this place near Vicenza, run exclusively by young people with autism or disabilities. We provided the necessary machinery worth EUR 3,250 as well as POS materials and coffee.

The café staff consists of 32 people, who were trained how to prepare and serve coffee by our employee, Jacopo. In addition, we had 1,500 pieces of cups and saucers made following the design of an autistic young artist. The proceeds from the sales went 100 percent to the café, which is open six days a week in 2020 and prepares an average of 150 espressi, cappuccini and other specialities per day for its guests. This amounted to 400 kilograms of coffee consumption, which must be noted as a remarkable achievement considering the impact of COVID-19. This alliance to such a wonderful project is one which we are extremely proud and happy to have been able to continue supporting during these times.

I BAMBINI DELLE FATE
per l'inclusione sociale



Goals, targets & actions

In our next sustainability report for the financial years 2021 and 2022, we will be expanding our scope of information to include our second most important product group 'Tea'. In 2023, we will be providing additional data and information on the environmental and social impacts along the tea value chain. By the time of the next report, we will also have implemented the measures that unfortunately had to be postponed in 2020 due to COVID-19. To reduce our environmental footprint, we will expand the range of Rainforest Alliance certified organic teas across our product line and switch our tea bags and Loose Leaf tea range to a more environmentally friendly packaging.



Goals achieved

Adaption of the Julius Meinl Code of Conduct in accordance with the principles of the UN Global Compact

Continue with "Colombian Heritage Program"

Financial support to provide 50 Colombian farmers with capacity building on sustainable farming

Review further product groups for sustainability criteria to increase information for next report 2021

Strengthen cooperation with suppliers for sustainability

Revision of purchasing guidelines for goods, supplies and services, to enable more sustainable procurement

Global sourcing of compostable coffee-to-go cups and lids made of bagasse by 2020

By 2020, all capsules in our retail portfolio will be made of biodegradable materials that can be composted industrially



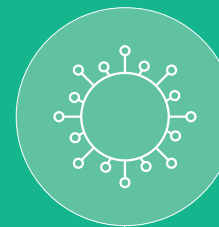
Goals not achieved

	Planned for
100% of employees sign the Code of Conduct.	2022
Compliance refresh.	2022
Drive forward the development of competencies for sustainable business and decision making.	2022
"Poetry for the Planet" becomes part of the #poetryforchange initiative.	cancelled due to brand repositioning



New goals

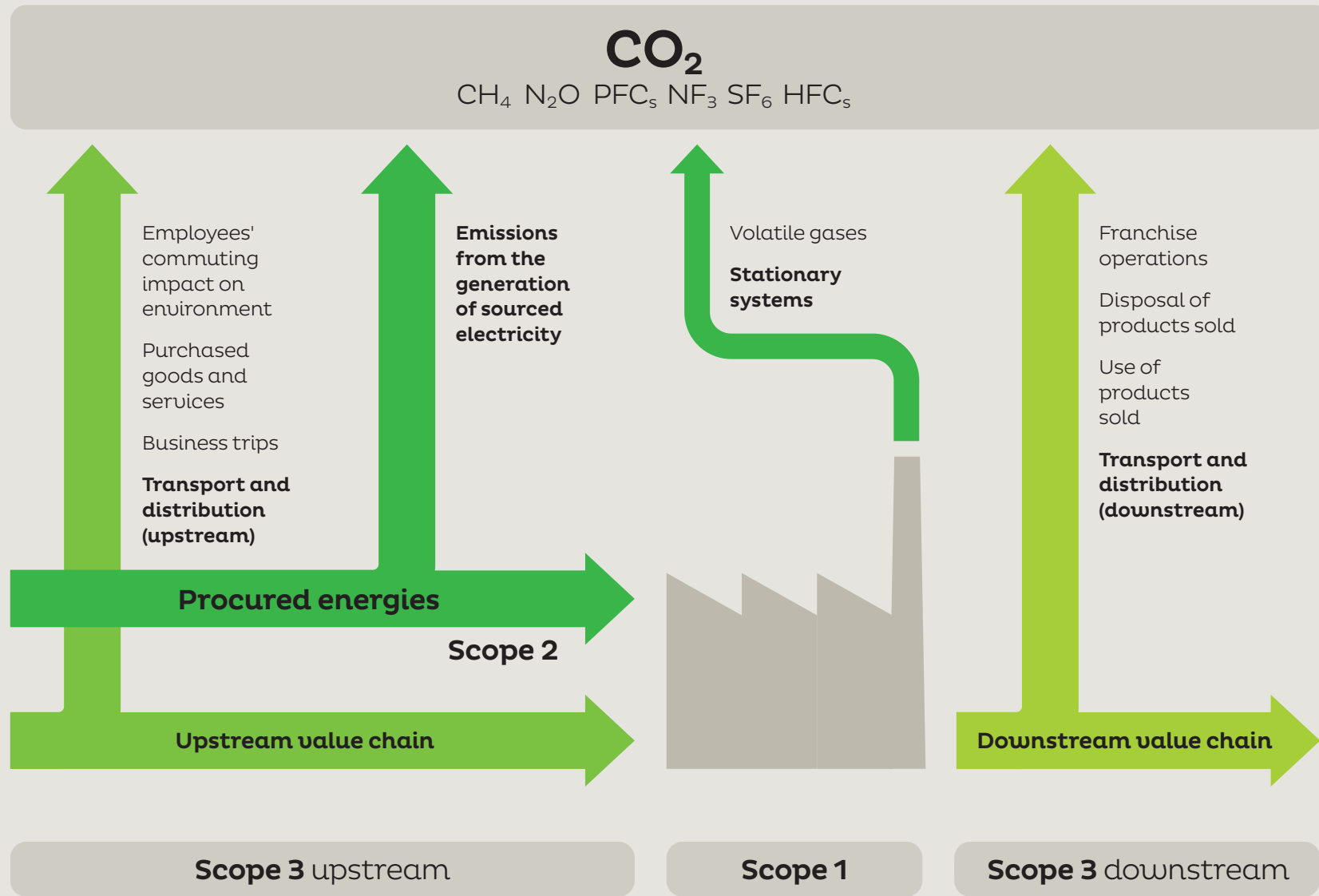
Integration of Green Coffee Procurement into Sustainability Team	2022
Development of guidelines for sustainable green coffee procurement	2023
All capsules in our retail portfolio will be made of biodegradable materials for household composting	2022
Including information on tea into our sustainability reporting	2022
Extending our reporting scope to Romania, Croatia and Germany	2022
Develop quantifiable goals for sustainability management and reporting	2022
Establish a group sustainability director position	2022
Increase certified product portfolio in retail and HoReCa	2023



Goals partly achieved / postponed due to COVID-19

	Planned for
Conducting a survey of our green coffee suppliers regarding their sustainability policy	2022
Broaden our risk perspective and include topics along the entire value chain	2023
Development of a code of conduct for green coffee suppliers	2024
Integrate a sustainable approach and associated decision-making mechanisms into our structures and processes by 2020	2022
Online survey of relevant external stakeholders on important environmental and social issues to finalise the definition of our key sustainability issues	2022
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	2022
Family Day in Vicenza	2022
Audit Career & Family 2020 in Austria	2022
Employee sustainability proposal system established in Vienna and Vicenza	to be continued
Join the United Nations Global Compact as "signatory"	2021
Establish environmental and energy management systems in Vienna	2023

Data & Facts



Data & Facts: Environment

GHG-Emissions in tons	2019	2020
GHG (direct, Scope 1)	6,459	5,487
Natural Gas	2,843	2,150
District heating	3,616	3,337
GHG (indirect, Scope 2)	1,292	1,075
Electricity	1,203	1,008
District heating	89	66
Other indirect GHG-Emissions (Scope 3)	150,606	113,250
Upstream GHG Emissions from green coffee (incl. Transport)	150,606	113,250
Total GHG-Emissions	158,357	119,812

Water withdrawal	2019	2020
Water withdrawal in m ³ – total on site	8,528	8,463
Thereof groundwater m ³ (air-conditioning)	5,289	6,083
Thereof water from public systems m ³ (production)	3,239	2,380

Environmental impact of production per kg coffee	2019	2020
Water withdrawal (l)	0.6	0.7
GHG Emissions – Scope 1-3 (kg)	10.4	10.4
Energy intensity (kWh)	2.1	2.1



Data & Facts: Environment

Energy consumption within the organisation in kWh (production/administration/fleet)	2019	2020
Electricity (kWh)	2,840,387	2,393,000
Natural Gas (kWh)	14,174,411	10,717,419
District heating (kWh)	358,744	267,795
Fuel consumption fleet (kWh)	13,946,104	10,212,625
Total	31,319,646	23,590,839

Use of primary energy outside of the organisation in kWh	2019	2020
Total use of primary energy (kWh) – upstream supply coffee	270,458,169	203,374,115
Total use of primary energy (kWh) – inbound transport of green coffee	8,709,316	6,549,070

Material used in tons	2019	2020
Aluminium	5	6
Household ferrous metal	5	2
Industrial foils	64	23
Other compound material	403	288
Paper	391	321
Plastics	65	35
Total	932	675

Non-hazardous waste in tons	2019	2020
Paper and carton 	71	48
Plastic 	46	43
Textile 	27	18
Wood 	3	0
Organic 	294	219
Liquid 	25	25
Electrical waste 	1	0
Electrical waste 	3	3
Residual waste 	74	73
Residual waste 	30	48
Total	574	477



Data & Facts: Employees

Employees in Austria and Italy	2019	2020
Employees	229 (100%)	226 (100%)
Women	76 (33.2%)	70 (31.0%)
Men	153 (66.8%)	156 (69.0%)
Fulltime	206 (90.0%)	206 (91.2%)
Part-time/Leased labour force	23 (10.0%)	21 (9.3%)
Number of executives	15 (6.6%)	10 (4.4%)
New entries	33 (14.4%)	28 (12.4%)
Terminations	17 (7.4%)	18 (8.0%)

Occupational safety	2019	2020
Accidents at work resulting in death	0	0
Occupational accidents with absence time	2	5
Occupational accidents with limited ability to work	1	3
Occupational accidents involving medical treatment	1	3
Commuting accidents with fatal consequences	0	0
Commuting accidents	1	0
Number of days of accident-related absenteeism	45	74
Total number of accidents	3	5

Absenteeism (Sick-leave)	2019	2020
Absenteeism days per employee	4,7	5,1
Number of long-term absences	0	0
Employees with a high incidence or risk of illness related to their professional activity	0	0

Training hours	2019	2020
Average number of hours of training per year per employee	13.93	15.2
Percentage of employees receiving regular performance and development reviews	98 (42.8%)	94 (41.6%)
Ratio of basic salary of women to basic salary of men	Vienna 0.96	Vienna 0.91
	Vicenza 0.89	Vicenza 0.92
Number of executives locally hired	10 (66.7%)	6 (60.0%)



Data & Facts: Economic

Distributed economic value (in '000 Euro)	2019	2020
Materials expense and purchased services	63,040	53,414
Other operating expenses*	52,215	38,587
Personnel expenses*	39,374	33,408
Gross investments in tangible assets	18,172	15,976
Taxes	4,618	1,373
Interest expenses and expenses from financial assets	1,885	2,059
Dividend payments	940	658
Total	180,244	145,475

* Incl. COVID-19 related subsidies for short-time work and personnel grants received for 2020 worldwide: € 1,4 mio

Julius Mehl Worldwide	2019	2020
Annual turnover	185.7 Mio	128.5 Mio
EBITDA	35.2 Mio	7.1 Mio
Number of employees	900	948
Represented in countries	55	55
Company-owned subsidiaries	20	20

GRI Content Index

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102-4	Location of operations		7
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102-10	Significant changes to the organization and its supply chain		7
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	Stakeholder Involvement		
102-40	List of stakeholder groups		13
102-41	Collective bargaining agreements	All employees are subject to collective agreements	
102-42	Identifying and selecting stakeholders		13
102-43	Approach to stakeholder engagement		13
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102-45	Entities included in the consolidated financial statements	see Annual Report 2019 and Annual Report 2020, Julius Meinl Coffee GmbH	
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GRI	Description	Comments	Page
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201-4	Financial assistance received from government		58
202	Indirect Economic Impact 2016		
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205	Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	in case of suspicion operations are subject to internal audit	
205-2	Communication and training about anti-corruption policies and procedures		12
205-3	Confirmed incidents of corruption and actions taken		12

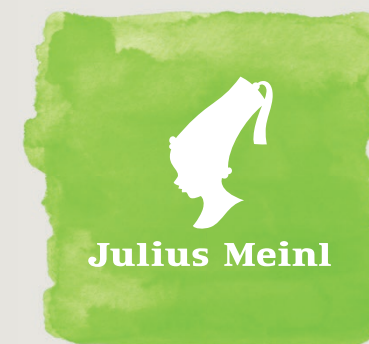
GRI	Description	Comments	Page
206	Anti-competitive behaviour 2016		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	None	
415	Public policy 2016		
415-1	Political contributions	None	
419	Socioeconomic compliance 2016		
419-1	Non-compliance with laws and regulations in the social and economic area	None	
Material topic: Prevention of negative environmental impact			
103	Management approach 2016		
103-1 to 3	Explanation of the material topic and its boundary, the management approach and its components, evaluation of the management approach		11 30 34
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301-1	Materials used by weight or volume		56
302	Energy 2016		
302-1	Energy consumption within the organization		56
302-2	Energy consumption outside of the organization		56
302-3	Energy intensity		55
302-4	Reduction of energy consumption	From 2019 to 2020, there has been a reduction in energy consumption, which however cannot be clearly attributed to the company's energy-saving measures due to the COVID-19 related decline in demand by HoReCa customers.	

GRI	Description	Comments	Page
302-5	Reductions in energy requirements of products and services	From 2019 to 2020, there has been a reduction in energy consumption, which however cannot be clearly attributed to the company's energy-saving measures due to the Covid-19 related decline in demand by HoReCa customers.	
303	Water and effluents 2018		
303-3	Water withdrawal		55
304	Biodiversity 2016		
304-2	Habitats protected or restored	Impacts have not been assessed so far	
305	Emissions 2016		
305-1	Direct (Scope 1) GHG emissions		55
305-2	Energy indirect (Scope 2) GHG emissions		55
305-3	Other indirect (Scope 3) GHG emissions		55
305-5	Reduction of GHG emissions	From 2019 to 2020, there has been a reduction in GHG emissions, which however cannot be clearly attributed to the company's emission-saving measures due to the COVID-19 related decline in demand by HoReCa customers.	
	Effluents and waste 2016		
306-2	Waste by type and disposal method		56
306-3	Significant spills	None	
306-4	Transport of hazardous waste	Not applicable	

GRI	Description	Comments	Page
307	Environmental Compliance 2016		
307-1	Non-compliance with environmental laws and regulations	None	
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103	Management approach 2016		
103-1 to 3	Explanation of the material topic and its boundary, the management approach and its components, evaluation of the management approach		11 21 25
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403-5	Worker training on occupational health and safety		22
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		22 27
403-8	Workers covered by an occupational health and safety management system		21
403-9	Work-related injuries		22 57
404	Education and training 2016		
404-1	Average hours of training per year per employee		57
404-2	Programs for upgrading employee skills and transition assistance programs		22 25
404-3	Percentage of employees receiving regular performance and career development reviews		57
405	Diversity and equal opportunities 2016		
405-1	Diversity of governance bodies and employees		57

GRI	Description	Comments	Page
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406	Anti-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	None	
Material topic: Customer services			
103	Management approach 2016		
103-1 to 3	Explanation of the material topic and its boundary, the management approach and its components, evaluation of the management approach		11 46
416	Customer health & safety 2016		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None	
417	Marketing and labeling 2016		
417-1	Requirements for product and service information and labelling		36
417-2	Incidents of non-compliance concerning product and service information and labeling	None	
417-3	Incidents of non-compliance concerning marketing communications	None	
418	Customer privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None	
Sector Supplement Food Production			
FP8	Guidelines and practices for communicating with consumers about ingredients and nutritional information that go beyond legal requirements		36

GRI	Description	Comments	Page
Material topic: Sustainable procurement			
103	Management approach 2016		
103-1 to 3	Explanation of the material topic and its boundary, the management approach and its components, evaluation of the management approach		11 37
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FP2	Percentage of purchased quantity proven to comply with credible, internationally recognised, responsible production standards, broken down by standards		29
Material topic: Risk management along the entire value chain			
103	Management approach 2016		
103-1 to 2	Explanation of the material topic and its boundary, the management approach and its components		16 30



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Every individual matters.

Every individual
has a role to play.

Every individual makes
a difference - every day.

Pare Goodall.





Julius Meinl

Vienna 1862

More than a moment