CORPORATE RESPONSIBILITY REPORT

JACOBS DOUWE EGBERTS B.V.

For the year ending 31 December 2018
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CORPORATE RESPONSIBILITY ANNUAL REPORT

For the year ending 31 December 2018
Dear valued stakeholder,

I am pleased to share with you JACOBS DOUWE EGBERTS’ (JDE) first Corporate Responsibility report. This report introduces our approach to Corporate Responsibility, highlights the progress we have made in 2018, and sets out the roadmap for addressing the critical sustainability issues we face. Our coffee & tea journey began over 265 years ago and continues today with the collective efforts of all JDE associates.

At JDE, we are particularly concerned about the significant challenges facing coffee producers around the world and are committed to supporting them through our Common Grounds program. We are also focused on minimizing the environmental impact of our operations and have firm commitments in place to ensure the recyclability or compostability of our products.

Thank you for your interest in JDE’s Corporate Responsibility journey. I look forward to working with you and other stakeholders to improve the livelihoods of farming communities around the world while reducing our impact on the environment.

Frederic Larmuseau
Chief Executive Officer
ACTIVITIES OF JDE

FOR MORE THAN 265 YEARS, JDE HAS BEEN INSPIRED BY THE BELIEF THAT IT’S AMAZING WHAT CAN HAPPEN OVER A CUP OF COFFEE. TODAY OUR COFFEE & TEA PORTFOLIO IS AVAILABLE IN OVER 143 COUNTRIES AROUND THE WORLD THROUGH ICONIC BRANDS.

JDE’s commercial activities are divided into in-home (Retail) and away-from-home (Professional). Our core activities include sourcing of raw materials (predominantly green coffee & tea), the conversion of these materials into finished products, and the distribution of such finished coffee & tea products to customers and consumers.

JDE’s promise of A Coffee for Every Cup applies to our CR strategy where we believe in offering consumers a full range of sustainable choices. These choices include certified and verified coffees & teas from diverse origins and various packaging options. JDE products are also backed by farmer support programs, efforts to reduce our manufacturing footprint, and community initiatives.

JDE’s supply chain includes the purchase of our main ingredients – coffee & tea – from exporters, traders, and on the open market. These commodities are then shipped to our manufacturing facilities where we roast, grind, and blend before shipping to our customers across the globe.

RETAIL

Within the Retail segments, JDE’s principal products are roast and ground / filter coffee products, whole beans, portion-sized coffee pads and capsules, instant coffee, coffee-mixes, ready-to drink and cold coffee beverages & tea. JDE sells its products predominantly through modern retail trade (supermarkets and hypermarkets) and traditional trade such as “mom-and-pop” stores.
PROFESSIONAL

In the Professional segment, JDE offers hot beverage full coffee solutions, which deliver the perfect combination of branded coffee & tea, equipment, and services to specific customer segments. JDE Professional’s products are sold directly to, among others, businesses, hotels, hospitals, restaurants and foodservice distributors. We also operate “Coffee Company” retail cafes.

The Professional division strives to offer a total coffee solution, tailored to individual customer needs. Increasingly, JDE Professional’s customers are demanding fully sustainable and circular choices, including certified coffees & teas, sustainable packaging and carbon-neutral footprints.

JDE Professional’s strategic partnership with KLM airlines is an example of increasing demand for sustainable choices. On 1st October 2018, KLM Royal Dutch Airlines in partnership with JDE began serving Douwe Egberts certified coffee on all flights to European and intercontinental destinations.

“We’re proud of our partnership with Douwe Egberts. Good coffee is important to our customers and, on top of that, at KLM we believe it is crucial that we serve sustainable coffee. Two typically Dutch brands, both pursuing the highest standards, will transport each other to new heights”

Miriam Kartman, EVP Inflight Services.

Source: https://news.klm.com/douwe-egberts-coffee-on-board-klm/
JDE’s growth includes organic growth through our brands and geographic expansion as well as significant activity in mergers & acquisitions. Mergers & acquisitions provide distinctive challenges due to complexity of systems and process integration and therefore require phase-in periods across our CR reporting.
OUR APPROACH TO CORPORATE RESPONSIBILITY
OUR APPROACH TO CORPORATE RESPONSIBILITY

AT JDE, WE ARE DRIVEN BY OUR PASSION FOR COFFEE & TEA, RESPECT FOR THE ENVIRONMENT, AND CARE FOR PEOPLE.

Our Corporate Responsibility Program has three pillars:

• Common Grounds
• Minimized Footprint
• Connected People

We routinely listen to our suppliers, customers, consumers, non-governmental organizations, and governments to determine what is material to the company from an Environmental, Social, and Governance (ESG) perspective. In 2018, the JDE Executive Committee reaffirmed that the two most critical areas from an ESG perspective are the sourcing of coffee & tea and the packaging of our products.
OUR CORPORATE RESPONSIBILITY PROGRAM

SOURCING COFFEE & TEA

JDE sources approximately 9% of the world’s coffee and less than 1% of the world’s tea. Coffee and tea are produced in countries with key sustainability challenges primarily related to environmental and working conditions. JDE’s Common Grounds initiative seeks to address these issues by working with farmers, suppliers, non-governmental organizations, and governments to address priority sustainability issues in our supply chain.

JDE’s coffee & tea sourcing commitment – Working Towards 100% Responsibly Sourced Coffee & Tea by 2025 – ensures we are doing our part to address sustainability challenges at origin.

PACKAGING OF OUR PRODUCTS

JDE sells over 4200 cups of coffee & tea per second to consumers throughout the world and we offer our products in multi-serve and single-serve packaging formats. Recent consumer trends have driven increasing demand for single-serve coffee contributing to significant growth in this category. At JDE we believe it is important to strike an appropriate balance between meeting consumer preferences, preserving quality and freshness of our products, and offering environmentally friendly packaging.

JDE’s packaging commitment – 100% Recyclable or Compostable Packaging by 2025 – ensures that we are addressing the sustainability challenges in the consumption of our products.
JDE COMMON GROUNDS
SUSTAINABILITY OF LAND
Agricultural methods that protect our planet for future generations
- Climate Change
- Soil
- Water

EQUALITY OF PEOPLE
Awareness and practices that promote equal opportunities and improve working conditions that create better conditions for women, children and youth
- Gender and Youth Inclusivity
- Child Labour
- Working Conditions

PROSPERITY OF FARMERS
Building capacities to make farming economically viable
- Farm Management
- Yield Improvement
- Income Diversification

COMMON GROUNDS builds upon a rich legacy of public-private partnerships, supporting smallholder farmers for over 20 years in more than 15 countries. Our three focus areas address priority issues to drive continuous improvement in our supply chain.
JDE has three commitments with respect to coffee & tea sourcing.

- **Working Towards 100% Responsibly Sourced Coffee & Tea by 2025**;
- **Directly Reaching over 500,000 Coffee & Tea Smallholders by 2025**; and
- **Investing 10 million Euros over 5 years to Improve Smallholder Farmers’ Access to Finance**

Under Common Grounds we source certified / verified coffee or coffee from origins where JDE jointly addresses priority social and environmental challenges through impactful engagement with our suppliers and farmers by partnering with relevant governments, NGOs and civil society.

### Tea Sourcing

- In 2018, 100% of the tea (Camellia Sinensis) JDE sourced was responsibly sourced.
- 79% of this was certified (UTZ, Fairtrade) and 21% verified through the Ethical Tea Partnership.

### Coffee Sourcing

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<th>2018</th>
<th>2025</th>
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<tr>
<td><strong>Certified / Verified coffee</strong></td>
<td>22%</td>
<td>40%</td>
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<tr>
<td><strong>JDE Common Grounds</strong></td>
<td>~86% coverage*</td>
<td>~98% coverage</td>
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<tr>
<td><strong>Smallholders Reached</strong></td>
<td>280,000</td>
<td>500,000</td>
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* Through Common Grounds we have conducted priority issue assessments for ~ 86% of our supplier volumes and are establishing programmes towards continuous improvement of the priority issues.
Developed with the Rainforest Alliance, Common Grounds identifies the most important social and environmental issues in our supply chain. This allows us to address these issues with our suppliers and other stakeholders.

Through this program, we aim to directly reach 500,000 smallholder farmers by 2025. Currently, we have 25 projects in 11 countries promoting Sustainability of Land, Equality of People, and Prosperity of Farmers.

JDE believes that the best way to improve coffee & tea sustainability is to create partnerships between motivated farmers, cooperatives, exporters, traders, roasters, civil society, and governments. We recognize that many issues are complex and will take multiple years to solve.

**COMMON GROUNDS METHODOLOGY**

**A FOCUS ON CONTINUOUS IMPROVEMENT**

1. We learn from our suppliers through open, direct communication
2. We compare supplier (self) risk assessments with Rainforest Alliance and third-party targeted assessments
3. We partner with suppliers, NGOs and governments to address the challenges faced by smallholders
4. Finally, we measure results and impact of the programs and incorporate learnings for future interventions
COMMON GROUNDS
PROJECTS THROUGH 2019

BRAZIL
- 2 projects, 7,300 smallholder farmers
- Agrochemicals, Forced Labour

HONDURAS
- 2 projects, 5,800 smallholder farmers
- Child labour, Farm Management, Yield Improvement

COLOMBIA
- 2 projects, 3,895 smallholder farmers
- Water management, Climate Change, Gender and Youth Inclusivity, Farm Management

PERU
- 2 projects, 11,200 smallholder farmers
- Yield Improvement, Farm Management, Soil, Water

ETHIOPIA
- 1 project, 7,500 smallholder farmers
- Agronomy, Working Conditions

UGANDA
- 3 projects, 77,000 smallholder farmers
- Gender and Youth Inclusivity, Farm Management, Yield Improvement

MALAWI (TEA)
- 1 project 30,000 smallholder farmers/workers
- Tea Revitalization

VIETNAM
- 5 projects, 20,939 smallholder farmers
- Agrochemicals, Climate Change, Income Diversification

INDONESIA
- 5 projects, 19,500 smallholder farmers
- Deforestation, Farm Management, Gender and Youth Inclusivity

LAOS
- 1 project, 2,000 smallholder farmers
- Yield Improvement, Soil, Water

CHINA
- 1 project, 5,000 smallholder farmers
- Agrochemicals, Water, Farm Management

INDIA (TEA)
- 1 project, 250,000 beneficiaries
- Gender, Child Labour, Working Conditions
EXAMPLE: VIETNAM

In Vietnam we are partnering with Louis Dreyfus Company (LDC) – one of our key suppliers in the region in a project that addresses the priority issues we jointly identified.

**Vietnam Project: Promoting Sustainable Land Management Practices**

- **Partners:** Jacobs Douwe Egberts (JDE), the Sustainable Trade Initiative (IDH) through Initiative for Sustainable Landscape Approach (ISLA), Syngenta,
- **Agronomist:** Do Ngoc Sy, Sustainability Manager, JDE, Asia Pacific
- **Project Period:** 2016-2018, extended to 2021

**Key Focus**

- Improving soil quality
- Reducing carbon footprint of coffee production
- Optimizing use of fertilizer and crop protection products
- Piloting water-efficient irrigation techniques
- Improving the water retention capacity of farms
- Shading and intercropping solutions
- Agroforestry and intercropping to increase biodiversity

JDE's first program in Vietnam is in partnership with the Sustainable Trade Initiative (IDH) through Initiative for Sustainable Landscape Approach (ISLA). Jacobs Douwe Egberts and Syngenta.

The initiative involves nearly 2,500 farmers to adapt to climate change. Topics of focus include soil regeneration, irrigation, intercropping, improving the water retention capacity of farms and a baking climate.

On "office days", he has meetings and coffee catch-ups with colleagues, buyers, farmer group leaders, and a rapidly changing climate.

In September 2011, Tin joined LDC as a coffee agronomist. Today, he is in charge of the coffee production process. He works closely with our coffee research and sustainability program in Tuyên Quang

His work starts right from the heart of the plants. He focuses on soil health issues, improving yields, and the sustainability of the coffee production process. LDC's commitment to sustainability and environmental responsibility is also integral to its sustainability program in Tuyên Quang.

In addition, LDC has launched the "Life on a Farm is Backbreaking Work and My Parents Work Hard from Morning to Night to Support the Family, so My Career Is My Parents' Dream" campaign.

**Testimonial**

Tin Nguyen, Senior Coffee Agronomist for LDC, Vietnam

"Life is a farm is backbreaking labor and my parents worked hard from morning to night to support the family with our farm. Understanding first-hand their challenges made me want to spend my career helping farmers with their harvest. I have been working with coffee for many years, but I have never been so passionate about it. I love working with LDC, one of our suppliers. LDC has the technology and passion to farmers. Their approach to sustainability and environmental responsibility is also integral to our coffee production process. It is important to me that farmers have the skills, knowledge, and tools to assist farmers with LDC, one of our suppliers. LDC have the resources and access to farmers. Their agronomists work with LDC, one of our suppliers, to develop a range of sustainable practices such as organic production, fertilizers, and soil-working procedures.

Together with LDC, we are spreading our sustainability credentials to Indonesia, Colombia and other countries too.

We are all part of a global network to support the production of sustainable coffee in Vietnam. The Sustainable Trade Initiative (IDH) and Jacobs Douwe Egberts (JDE) work together to support small farmers, who are the backbone of our coffee supply. Their role is crucial in ensuring the sustainability and traceability of our coffee. Syngenta, a leading agricultural company, provides farmers with high-quality agricultural inputs and support in implementing sustainable agricultural practices.

Do Ngoc Sy, Sustainability Manager, JDE, Asia Pacific

"We have seen so much improvement since the training program started. It is a great feeling to watch farmers learn new skills and improve their productivity. Farmers are more engaged and motivated, and they have a better understanding of sustainable agricultural practices."
In 2018, JDE was a founding member and committed €10m over five years to the €100 million IDH Farmfit Fund, which is designed to improve smallholder farmers’ access to low-interest loans. The Fund will be enhanced by a $30 million Farmfit Business Support mechanism which provides critical technical assistance to the farmers in addition to the low-interest loans. The Farmfit Fund aims to improve the livelihoods of 3-5 million farmers and increase their income by at least 50% and was launched by Her Majesty Queen Maxima of the Netherlands in her role as the UN Secretary General’s Special Advocate for Inclusive Finance for Development (UNSGSA).
OUR APPROACH TO MINIMIZED FOOTPRINT
OUR COMMITMENTS

JDE is committed to reducing our environmental footprint. We believe incremental efforts pursued over time have a substantial impact.

In 2018, JDE committed to 100% Recyclable or Compostable Packaging by 2025.

REDUCING OUR ENVIRONMENTAL IMPACT STEP-BY-STEP

Zero waste to landfill by 2021.

100% recyclable and or compostable packaging by 2025.
JDE’s Global Environmental Policy includes our Global Environmental Management System (GEMS), our standard operating system for manufacturing, and ISO 14001* as the tools to drive continuous improvement, helping the business to integrate key environmental aspects.

Together, these policies, systems, and procedures ensure we pay constant attention to reducing waste and optimizing natural resources and energy usage to minimize our environmental impact.

Our commitments in this area include the following:

- Comply with or exceed applicable environmental legal requirements and JDE company standards;
- Continue to improve our environmental performance in a sustainable manner that respects the earth and its finite resources; and
- Work with our suppliers and engage in dialogue with members of our global community to make sound sustainable progress.

Currently, 18 of JDE’s 38 manufacturing sites are certified against ISO 14001 and our goal is to certify all manufacturing sites under 14001 by 2021 (excluding recent acquisitions).

Since 2015, JDE reduced its total waste at manufacturing sites by -38% and waste to landfill by -69% (excluding recent acquisitions). Currently, 16 out of 38 manufacturing sites are landfill free.

JDE’s goal is to reduce total waste produced at manufacturing sites by -10% and to achieve zero waste to landfill by 2021 (baseline 2015).

In Brazil, JDE achieved **Zero Waste to Landfill** in 2018 for all manufacturing sites including new acquisitions by raising awareness and investing in new technologies. At our Jundiaí site, about three thousand tons of coffee husks are converted to produce fertilizer for agricultural crops annually.
JDE has actively focused on reducing water consumption and adopting leading water treatment technology at our manufacturing sites. In 2018 JDE began to comprehensively measure and report on annual water usage, with the goal to progressively reduce the amount of water used per tonne of coffee produced per category.

At our factory near St Petersburg, Russia, we use one of the world’s most advanced technologies for waste water. This technology reduces harm to aquatic flora and fauna by almost 68 times (from 9900 mg/dm³ to 145 mg/dm³). Additionally, waste is used to generate steam to produce coffee, turning nearly 70 tons of waste into energy, daily. Similar infrastructure is present in our key installations at Banbury, in the United Kingdom and at Johor, in Malaysia.
Since 2013, JDE has reduced our total manufacturing energy use by 5.8% and steadily increased the use of renewable energy. At the end of 2018, renewable energy constituted 18% of our total manufacturing energy use (excluding new acquisitions and the Asia-Pacific region). JDE is committed to reducing our manufacturing energy use (gigajoules/ton) by 10% per category by 2025 (baseline 2013).*

Several examples demonstrate this commitment to energy efficiency:

- We generate a large amount of electricity and steam at our sites through Combine Heat and Power (CHP) plants from natural gas. These CHP plants are more efficient than large scale electrical generation and transformation and therefore result in lower greenhouse gas emissions and fewer transmission towers.

- In Banbury, the United Kingdom, we generate electricity from the waste gases generated during our waste water cleaning process and spent coffee grounds are burned to generate electricity, resulting in 80% of the factory’s energy needs being generated internally.

- In Elmshorn, Germany, our factory has reduced specific energy consumption by 20% from 2015.

- In Andréziux, France and Valasske, Czech Republic, we use heat recuperation for heating of buildings.

- In Brazil we use biomass to roast our coffee and contribute towards our energy reduction targets.

* JDE’s reporting on energy focuses on our manufacturing because it is the largest material component of all energy consumption.
Biomass boiler

JDE is reducing CO2 in its manufacturing facilities through various efficiency initiatives such as our biomass boiler in Joure, the Netherlands.

Designed to support the increasing production of the site, the biomass boiler consumes 33,000 tons of spent coffee grounds per year. The site has reduced its natural gas consumption, leading to a 70% reduction in its CO2 emissions, the equivalent to 14,000 tons of CO2 per year.

Coffee train

Similarly, the use of the “coffee train” in Germany reduces by 13k tonnes the amount of CO2 generated versus traditional road freight.

In 2019, JDE committed to measuring and reporting its CO2 generation at manufacturing sites on an annual basis with a goal to progressively reduce the amount generated per tonne of coffee produced per category.
In 2018, JDE committed to 100% Recyclable or Compostable Packaging by 2025.

- JDE tracks the percentage of product packaging which is recyclable and/or compostable, and the percentage made from recycled and/or renewable materials. As of 2018, this is where JDE stands: 78% recyclable and/or compostable by weight
- 25% from recycled or renewable materials by weight

These figures reflect over 90% of JDE’s product packaging with limited exceptions that will be included in subsequent reports.

The primary challenges associated with reaching these commitments include:

- Consumer preferences towards single-serve packaging;
- Commercial availability of flexible, recyclable packaging which maintains the freshness and quality of coffee & tea; and
- Regulations prohibiting direct food contact with certain recycled packaging.

JDE is partnering with Terracycle and Carrefour in France to test and pilot reusable packaging in the form of glass jars for our L’OR instant coffee.
An example of a new product designed with these objectives in mind is TiORA®. TiORA® features compostable tea bags and multiple sustainability credentials.
OUR APPROACH TO CONNECTED PEOPLE
COFFEE IS AT THE HEART OF LIFE. IT IS WITH US AT THE BIG MOMENTS AND THE SMALL. JDE CELEBRATES LIFE BEYOND THE BEVERAGE, PUTTING THE COFFEE CUP AT THE CENTER OF THE CONVERSATION, WHEREVER IN THE WORLD IT TAKES PLACE.

It’s amazing what can happen over a cup of coffee
Our Code of Conduct governs our business decisions and sets the standards we require from our associates when conducting business. All JDE Associates are required to comply with the Code of Conduct.

Our Supplier Code of Conduct sets the standards we expect from all our suppliers and contractors. We expect that all suppliers from whom we purchase goods or services will ensure their business practices and policies are in line with our Code and we require their acknowledgement and acceptance of its terms upon doing business with JDE.

Our Speak Up Policy guarantees against retaliation for those who speak up about any Code of Conduct or Supplier Code of Conduct violations.
TRAINING

JDE’s comprehensive compliance training approach consists of three elements:

- Ensure an early touch with compliance for all new associates to complete the JDE Code of Conduct e-learning.
- Regularly deploy compliance e-learnings for all associates on high risk topics.
- Deliver in-depth face-to-face trainings for selective target groups where the subject matter is most relevant.

All new JDE associates are automatically enrolled in the Compliance and Code of Conduct e-learning. Since the beginning of 2018, JDE has deployed three additional compliance e-learnings:

1. Competition Law;
2. Preventing Anti-Bribery & Corruption; and
3. Global Data Protection

JDE also routinely conducts face-to-face training sessions including compliance and Code of Conduct onboarding events with a focus on overall Speak-Up obligations, competition law for Sales teams, data privacy for Marketing and HR teams, and Anti-Corruption for Procurement teams.

In 2019, JDE intends to launch a Comprehensive Code of Conduct e-learning for all associates with a focus on human rights and a closing questionnaire/attestation that verifies completion and understanding of the training.

HEALTH & SAFETY

JDE’s approach to health and safety is led by its motto that We Work Safely or We Don’t Work! The key metrics for how we measure our performance is the industry accepted Total Recordable Incidents Rate (TRIR) and our management system is governed by the JDE Safety Policy and the OHSAS 18001 Occupational Health and Safety System.

JDE’s (TRIR) in 2018 was 0.54 and is calculated along the following formula (TRIR = Number of Recordable Incidents x 200,000 / Total Hours worked). The TRIR of 0.54 has improved from a baseline of 2015 where TRIR was 0.88. This KPI covers JDE’s manufacturing facilities except newly acquired manufacturing facilities; JDE plans to add newly acquired sites to its TRIR system by 2020.

{ We work safely or we don’t work! }
DIVERSITY AND INCLUSION

In 2018, JDE employed on average 15,910 full-time equivalent associates across more than 44 countries. JDE is committed to Diversity & Inclusion and employs a diverse population of associates in terms of gender and nationality. JDE tracks gender and nationalities through associates registered in our SAP system. In 2018, 41% of management and 39% of all associates were women and a total of 75 different nationalities across the company and 45 different nationalities at IHQ. JDE will launch a Diversity & Inclusion program by Q3 2019, aimed to increase diversity (gender & nationalities) in the workplace and to create a more inclusive culture. Progress will be tracked using KPI’s on gender balance, nationality mix at IHQ and engagement scores on inclusive culture.

COMMUNITY ENGAGEMENT

JDE currently has charitable community initiatives in more than 15 countries with a clear focus on our philosophy that “It’s Amazing What Happens Over a Cup of Coffee.” These initiatives range from Burendag (or Neighbour’s Day) in the Netherlands where we help bring together over 6100 neighbourhoods and one million people in 2018 to coffee donations in Germany, France, Belgium, Russia, and Ukraine where millions of cups of coffee are donated to local foodbanks and shelters.
At JDE, we are driven by our passion for coffee & tea, respect for the environment and care for people. Our Corporate Responsibility efforts cover: responsible sourcing; environmental management; people management; and community engagement. Continuous improvement is a key principle of our Corporate Responsibility efforts and we welcome feedback from our suppliers, customers, consumers, non-governmental organizations, governments and our own associates on how we are doing.

JDE is a limited liability company incorporated on 5 May 2014 under the laws of the Netherlands; it was established following the 2014 agreement between Acorn Holdings B.V. (“AHBV”) with Mondelēz International Inc. (“Mondelēz”), to combine their respective coffee and tea businesses. JDE’s main direct shareholders are Delta Charger HoldCo B.V. (56.11%) and JDE Holding Minority B.V. (17.00%), both fully owned by a Joh. A. Benckiser led investor group (‘JAB’) and Mondelēz Coffee HoldCo B.V. (26.36%).

JDE has its corporate seat and headquarter in Amsterdam, the address is: Oosterdoksstraat 80, 1011 DK in Amsterdam, the Netherlands.
A coffee for every cup