

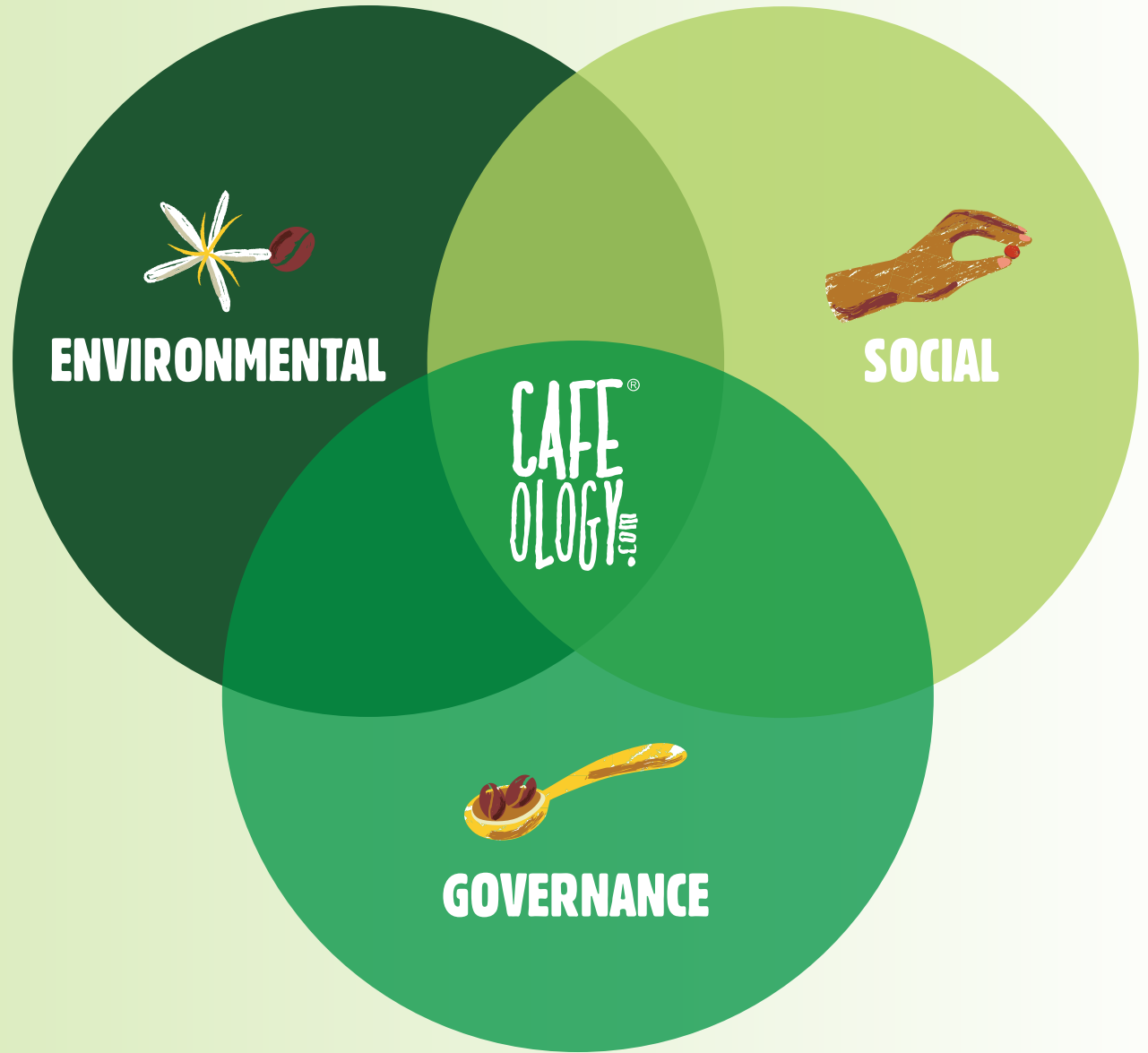
**CAFE  
OLOGY<sup>®</sup>**  
.COM

*Great Coffee. Great Cause.*

**ROASTOLOGY**  
COFFEE ROASTERS

**ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE  
REPORT**

**NOVEMBER 2023**



*Creating a more sustainable and inclusive future for all*

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A vibrant illustration of coffee-related elements. It features a large green coffee bean at the top center, a branch with green leaves and white coffee flowers, several red coffee cherries, and a small yellow bowl filled with dark coffee beans. The background is a light green color.

# ABOUT THIS DOCUMENT

## **Our environmental, social and governance (ESG) practices and pledges.**

**This document details the practices we have embedded on our journey of continuous improvement towards our initial objective of achieving carbon neutrality by the end of 2025.**

**It moves on to demonstrate our alignment with the UN's sustainable development goals, before outlining our future pledges.**

**We are proud to document our journey through this annually produced report.**

All information presented is accurate as of November 2023.

**EMBEDDED ESGs**

**ENVIRONMENTAL**



# OUR CARBON PLEDGE



 **We pledge to be carbon neutral by the end of 2025.**

 **To do this we will track our:**

- **Scope 1** - Direct emissions from fuels we burn
- **Scope 2** - Indirect emissions from fuels burnt to produce energy we purchase
- **Scope 3** - Indirect emissions from sources throughout our supply chain

 **Our tracked scope 1 and scope 2 emissions are as follows:**

## **April 2021 - March 2022**

Scope 1: 35.1 t CO<sub>2</sub>e

Scope 2: 1.7 t CO<sub>2</sub>e

Total: 36.8 t CO<sub>2</sub>e

## **April 2022 - Mar 2023**

Scope 1: 45.1 t CO<sub>2</sub>e

Scope 2: 2.2 t CO<sub>2</sub>e

Total: 47.3 t CO<sub>2</sub>e total

t CO<sub>2</sub>e = tonnes carbon equivalent emissions, whereby greenhouse gases are converted into their equivalent amount of carbon dioxide based on their potency for global warming potential (e.g. per molecule, methane is 28 times more potent than carbon dioxide).



**Raw carbon footprint data is important, however, it does not tell the full story.**

Despite investment in various carbon reduction strategies, our footprint has increased. Importantly, we need to recognise that the business has seen a period of significant growth, with which comes an increase in all our operations, which means an increased footprint.

Therefore, to understand the impact of our carbon reductions and to make comparisons between years, we need to account for growth (to calculate a carbon intensity ratio).

When you compare each footprint with their respective turnover, we can clearly see an overall reduction.

1/4/21 - 31/3/22



1/4/22 - 31/3/23



We are in the process of calculating our scope 3 emissions, to yield a comprehensive total carbon footprint for use as a baseline year.



**THEREFORE: 4.1% DECREASE IN GRAMS CO<sub>2</sub>e PER £ TURNOVER**



OUR WAREHOUSE MANAGER TOM USING OUR CARDBOARD SHREDDER



# REDUCE, REUSE, RECYCLE

**We are committed to reducing, reusing and recycling. Our primary initiatives are outlined below.**

- We recycle hard plastic and metal waste through Biffa.
- We enable our customers to embrace their own reduction and recycling policies by providing a range of 100% compostable disposables and plastic free tea products.
- Waste cardboard is either reused as outer packaging or repurposed by shredding into webbing for internal packaging. This reduces the need for virgin cardboard and completely eliminates packing peanuts.
- We innovatively repurpose the hessian coffee sacks that are used to transport raw coffee. These include hanging basket liners, chair covers, artworks, bags for life and bread bags for Sheffield College. We additionally partner with a jute recycling company where sacks are turned back into raw jute (>3.5 tonne, or >5000 sacks, recycled to date).
- Coffee chaff, a by-product of coffee roasting, is either composted by us or sent to local allotments for composting and mulching (>2.1 tonnes to date).



- We recycle scrap metal from end-of-life coffee machines through European Metal Recycling Ltd (EMR), adhering to waste electrical and electronic equipment (WEEE) guidelines.
- We have an internal composting program whereby coffee grounds, coffee chaff, compostable coffee cups, food waste, gardening waste etc. are converted into compost.
- Upcycled whisky barrels (previously used for our barrel aged coffees), combined with our homemade compost, are used as planters outside our building to encourage and support wildlife and pollinators.
- We have successfully researched and implemented a zero waste packaging programme: coffee is delivered to customers enrolled in the programme in batch tracked, sealed food grade buckets, with any empties collected upon delivery to be reused. Since the inception of our in-house roasting operation in 2018 over 9,000 coffee bags and labels have been saved, as well as over 1,500 cardboard boxes.
- Our roastery operates using a high pressure steam cleaner to reduce water and cleaning chemical consumption when cleaning our facility and sterilising our reusable coffee buckets.





- Our coffee bags are made from fully recyclable low density polyethylene LDPE, resin 4 monoplatic.
- All our green coffee arrives in GrainPros, which are plastic bags that line hessian sacks to keep raw coffee fresh. We reuse these as bin liners within all our operations.
- Spent Sellotape rolls are reused as spacers for internal packaging.
- Where possible, all our warehouse and office practices are paperless. Examples include internal audits, checklists and roast data, which are stored electronically in the cloud, thereby reducing paper usage.
- We have chosen to partner with HP smart printers due to their green credentials, which include their Forest First Programme aimed at protecting forests around the world. Their remote ink tracking service ensures we receive deliveries only when needed and recycle all our ink cartridges effectively.
- We use HP smart page tracking, ensuring we only print where absolutely necessary.
- We create our own notepaper by recycling spent self-adhesive label backing paper.

# WASTE MONITORING

**We monitor our general waste production, as well as our various recycling methods which include:**

- mixed recycling of metal and hard plastic
- shredding cardboard into webbed internal packaging
- recycling our hessian sacks
- donating our coffee chaff for composting
- stripping down and recycling old coffee machine parts

\*Analysis of the figures on this page shows that the following have been contributing factors to the changes in waste/recycling recorded:

1. Increase in business activities
2. Increase in team members
3. More accurate and detailed recording



## **April 2021 – March 2022 (71% recycled)\***

General waste:	643.9 kg
Mixed recycling:	9.8 kg
Cardboard shredding:	346.9 kg
Hessian sacks:	784.0 kg
Coffee chaff:	428.0 kg



## **April 2022 – March 2023 (60% recycled)\***

General waste:	1975.8 kg
Mixed recycling:	30.2 kg
Cardboard shredding:	390.0 kg
Hessian sacks:	1134.0 kg
Coffee chaff:	699.0 kg
Scrap:	650.0 kg



# INFRASTRUCTURE

We make careful choices in relation to our premises and assets, which are critical to our carbon footprint.



We operate from a BREEAM very good standard premises, built on the Blackburn Meadows brownfield site. Examples of the building's credentials include solar panels and low energy movement based lighting.



Our chosen coffee roaster - the Diedrich CR-35 - uses infrared burners that are more energy efficient as well as producing 50% less noxious fumes when compared to traditional blue flame roasting.



We have chosen a zero carbon electricity supply through British Gas - a split of 74% renewables and 26% nuclear.



66% of our company vehicles are hybrid or fully electric.



We have installed three electric charging ports on site to charge our hybrid and electric vehicles, which draw power from our solar panels.



We have had two bee hives installed on site to support declining bee populations and encourage pollinators, in order to increase biodiversity in our semi-industrialised area.

# EMBEDDED ESGs

## SOCIAL



## Cafeology Quality Policy Statement

Quality is embedded within all aspects of Cafeology's business practices ensuring we continue to innovate and continually improve our quality standards. We are committed to our Quality Management Systems ensuring that we can meet all applicable requirements by setting challenging business objectives in relation to products, services and legal obligations so that we fulfil the specified requirements and reasonable expectations of all our customers.

Our commitment to all our interested parties is demonstrated by our five core values:

- **Social Responsibility** – Our products and services are sourced ethically, on quality suitability and price but vitally adhering to ethical purchasing principles.
- **Sustainability** – As we believe our planet is our most vital resource, we ensure responsibility and sustainability minimising the impact upon our environment and ensuring our influence where possible and consider our actions in relation to our future.
- **People Development** – We employ on the basis of the best person for the job, which is regardless of age, religion and any other factors. Training and development are developed to build on existing skills to acquire knowledge and experience in a non-competitive and motivational environment.
- **Ethics**- Our personal and business ethics are all that we do and that we continually deliver our promise to our interested parties.
- **Clear Vision**- As we develop and maintain a clear vision, we ensure that we conform to the requirements of ISO9001:2015 and be accountable for our actions which allows us to communicate and be accountable for our actions.

Our mission statement embodies this.  
"To consistently deliver exceptional ethically sourced products selected and sourced directly through long term relationships.  
Driven by a team of carefully chosen professionals who are selected for their skills and alignment to the core principles of integrity, accountability and a commitment to perfection."

Signed



Bryan Unkles  
Managing Director

QD1 Issue 1 Last reviewed 2025

# POLICIES

**Cafeology is underpinned by a Quality Management System, audited by the BSI to ISO 9001:2015 standard.**

D5 Anti Bribery policy

D6 Equal Opportunities policy

D10 Sustainability policy

D17 Supplier Code of Conduct policy

D19 Anti-slavery and Human Trafficking policy

D22 Genetically Modified Food policy

D28 Environmental policy

D80 Food Safety policy

D118 Procurement policy

D140 Data Protection policy

D158 Business Continuity policy

D176 Water policy

D relates to document number within Cafeology's quality management system. All the above documents are available to interested parties upon request.



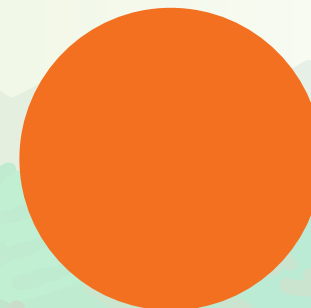
HEAD OF COFFEE STEVE MEETING FARMER CAMILO ENCISO ON HIS FARM IN COLOMBIA



# PRACTICES

**We live and breathe our core principles by demonstrating the following practices.**

- ☪ We source and supply a range of direct trade, Fairtrade, Rainforest Alliance and organic products.
- ☪ We are proud to have developed strong, long-standing direct trade relationships with multiple coffee farmers throughout Latin America.
- ☪ Following a trip to Costa Rica, our sustainability manager has published a case study on Roberto Mata's farm, El Llano, detailing operations and challenges faced by climate change.
- ☪ We are actively involved with the Sheffield Sustainability Network and the Sheffield Sustainability Support Consortium - groups of like-minded local business who meet to learn about and discuss ways of becoming more sustainable.





LIAM TAKING IN THE VIEW OF THE COFFEE HE PICKED IN COSTA RICA ARRIVING IN SHEFFIELD



- ☉ We plan and manage our green coffee consignments from Costa Rica in order to exercise control over carbon footprint. We route shipping containers via London's Gateway port in order to utilise the UK rail network to within 1.5 miles of our roastery, thereby reducing the carbon footprint by 50% compared to road haulage.
- ☉ We operate an internal environmental awareness programme, facilitated by our sustainability manager. Our progress towards sustainability targets is regularly shared with team members in order to develop engagement, demonstrate successes and continue momentum towards our carbon neutrality goals.
- ☉ We have achieved a five star Trustpilot rating based on over 1,000 customer reviews and personally respond to each one.







- We provide employment and apprenticeship opportunities for the neurodiverse, supported by Autism Plus' expertise. We offer an adapted interview process and working practices.
- We support local charities including Weston Park Cancer Charity, Neurocare (Sheffield Hospitals Charity), Golddigger Trust and Autism Plus through actively participating in their events and fundraising initiatives by providing support such as pop-up coffee bars and baristas.
- We have worked in conjunction with The Source Skills Academy to manage the barista training module of their Sector Routeways Programme, supporting those in long-term unemployed to seek hospitality work.
- Due to the maturity of the company we have launched a profit share scheme, which sees a percentage of our future profits given back to all team members as we fully understand and appreciate the role they play in the success of the business.
- We fund an annual team retreat to allow time to be spent together socially, which creates and strengthens bonds - alongside many laughs!

OUR APPRENTICE ROASTER, JACK, WHO IS SUPPORTED BY AUTISM PLUS

# AWARDS

We are delighted to be the recipient of a number of awards, the key ones of which are highlighted below.



## **Guardian Sustainable Business Awards 2015**

*Winner: Innovation - Natural Capital category*

For our Bird Friendly Coffee initiative.



## **RSPCA Animal Hero Awards 2015**

*Winner: Best Business Practice*

For our Bird Friendly Coffee Initiative.



## **European Business Awards for the Environment 2016**

*Runner Up: Business and Biodiversity category*

For outstanding or innovative contributions to sustainable development.



## **South Yorkshire Sustainability Awards 2023**

*Winner: SME of the Year*

For our dedication to working as sustainably as possible.

**EMBEDDED ESGs**

# **GOVERNANCE**



# CAFEOLGY'S MISSION STATEMENT



*“Cafeology’s mission is to consistently deliver exceptional, ethically sourced products which are selected by taste and sourced directly through long term relationships.”*

*Cafeology is driven by a team of carefully chosen professionals who are selected for their passion and alignment to the core principles of integrity, accountability and a desire for perfection.”*



# GOVERNANCE



"TEAMOLOGY"!

- ❶ We are members of:
  - The Sheffield Chamber of Commerce & Industry
  - Made in Sheffield
  - Specialty Coffee Association
- ❷ We are accredited and annual audited to:
  - ISO 9001:2015 standards
  - Salsa Food Safety Standards.
- ❸ We have a clearly defined company structure composed of clear job roles and descriptions, assigned line managers and company processes that ensure consistency and continuous improvement on a daily basis.
- ❹ We demonstrate commitment to our team's wellbeing by offering a supportive environment, living wage, annual appraisals, full relevant professional training for safe and competent completion of job roles, career development opportunities, and annual social retreats.
- ❺ We provide open dialogue with our stakeholders to proudly communicate our ethical and sustainable achievements and objectives.

# UN SUSTAINABLE DEVELOPMENT GOALS

These are a collection of seventeen interlinked objectives designed to serve as a shared blueprint for peace and prosperity for people and the planet, now and into the future. This is how we feel we align with these goals.



We work to build personal relationships with farmers to help them become more sustainable and ensure fairer prices to help them work towards ending poverty. We also pay our team above the living wage.



We work with producers to develop sustainable agricultural practices and also pay above the living wage to ensure no hunger throughout the wider team.



We are a compassionate employer that is mindful of the whole team's mental and physical health, exemplified by team bonding events and availability of free vaccinations.



We work with Autism Plus, Scottish Bakers and The Source Skills Academy to provide apprenticeship, training and educational opportunities. We also offer talks (e.g. "Meet the Producer") at educational establishments and provide access to external training opportunities with accredited bodies alongside internal training.



We operate non-discriminatory hiring policies including, but not limited to, gender equality.



Sustainable practices are embedded in our company water policy to ensure that we are sustainably managing our water supply for all.



We harness solar energy from the solar panels on the roof of our premises and undertake activities during daylight hours where possible. When purchasing energy this is via British Gas's zero carbon electricity supply - 74% renewables and 26% nuclear.



We provide stable careers and good, honest work with high employee retention rates, financial benefits and focus on morale.

# SUSTAINABLE DEVELOPMENT GOALS



We continually review our business practices in order to build a resilient infrastructure and work as smartly and efficiently as possible.



We are an equal opportunities employer with non-discriminatory hiring policies. We pay fair wages and provide opportunities for internal promotion, as well as paying fair prices for our imported raw coffee grown around the globe.



We are conscious of adding biodiversity to our local community, evidence by our apiary. Our location is semi-industrialised and we have therefore assessed the building to ensure that it is safe, comfortable and a pleasant environment to work within.



We carefully consider our production processes and repurpose all by-products sustainably. In relation to consumption we place the environment at the forefront of our purchasing principles.



We are committed to achieving carbon neutrality by the end of 2025. At this point our further goals will be assessed so that we continue to progress and keep the environment at the forefront of our business practices.



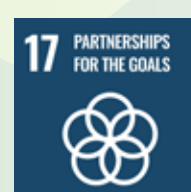
We consider life below water by reducing plastic waste from our products. Our fully recyclable LDPE coffee bags allow customers better options for correct disposal. We also offer compostable takeaway cups and lids and zero waste coffee delivery.



Our beehives and planters promote wildlife and pollinators and our bird friendly coffee initiative protects migratory bird habitats by growing coffee using natural canopy.



We operate a peaceful inclusive company that is fully accountable for all its actions at every level.



A commitment from the entire company that partnership and cooperation is needed by all to achieve the UN Sustainable development goals.

The background is a light green color. In the upper left, there is a yellow bowl filled with red tomatoes, with several more tomatoes floating above it. Below the bowl is a large, irregular green shape with a textured, brush-stroke appearance. In the lower right, there is a yellow spoon containing two dark beans. At the bottom of the page, there are several concentric, semi-circular bands in various shades of green, resembling a stylized rainbow or a target. The text 'FUTURE PLEDGES' is written in a bold, orange, sans-serif font across the middle of the page.

# FUTURE PLEDGES



# ENVIRONMENTAL PLEDGES

- ☞ Calculate a fully realised scope 3 carbon footprint to cover our full emissions.
- ☞ Once defined, offset our carbon footprint via tree planting or other alternative robust offsetting programs.
- ☞ Achieve carbon neutrality by the end of 2025.
- ☞ Continue to expand our electric fleet where possible as battery technology and mileage range increases.
- ☞ Consideration of fitting an electric catalytic converter to help reduce emissions from coffee roaster exhaust.
- ☞ Consideration of heat capture system to utilise waste heat from coffee roaster exhaust into our central heating system.
- ☞ Investigate more gas efficient, or alternative energy, coffee roasters as technology develops.
- ☞ Investigate working with The University of Sheffield to manage their coffee waste sustainably.
- ☞ Collaborate with Sheffield Hallam University on a proposed coffee chaff biofuel project.
- ☞ To further encourage biodiversity around our building creating wildflower areas, insect hotels, bird/bat boxes and viability of rainwater collection.



# SOCIAL PLEDGES

- ☛ To work towards B Corporation accreditation.
- ☛ Enhanced charitable engagement – e.g. Project Waterfall, 1% For The Planet, World Coffee Research.
- ☛ To continue to foster strong relationships with our producers, as well as establish more direct trade relationships with additional farmers.

# GOVERNANCE PLEDGES

- ☛ To continue to expand our team, as Cafeology grows, with the highest standard of professionals who wholeheartedly share our ethics and values - thus ensuring the continuation of the company's strapline:

**100% ETHICAL IN EVERYTHING WE DO**





ANDY



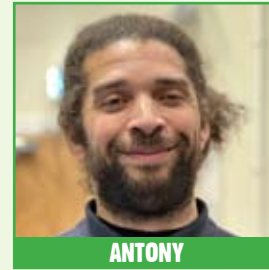
TONI



STEVE H.



ALICIA



ANTONY



DENISE



JACK



LIAM

**“We believe that the power of a team is greater than the power of an individual. Therefore, as a team, we pledge to continue our commitment and drive to achieve everything that has been outlined in our future pledges and will report on our progress in November 2024.”**



SHAUN



TOM

We undertake to deliver the above and publish an update in November 2024.



JAMES T



PHIL



BRYAN

Signed:

**Bryan Unkles**  
Cafeology founder and managing director



STEVE O.



GARETH



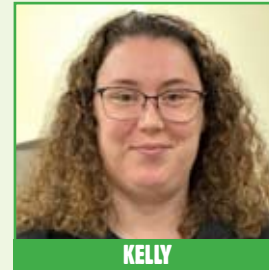
JAMES O'C.



LIZZIE



JOHN



KELLY



JAMES O.



MICHAEL

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## ROASTOLOGY

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