

Our commitments for a more responsible coffee

CSR REPORT 2023-2024



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RICARDO

Maisons de café et de torréfaction

Ricardo embodies the spirit of a French, family-owned, and independent group. Its ambition is to elevate the French art of coffee within a community of roasters and companies with strong individual identities. United by shared values, each entity expresses the uniqueness of its mission through a responsible approach. Cafés Richard, Espresso Service, and Comptoirs Richard—part of the Ricardo Group—have developed a joint CSR strategy, evaluated under the scope of Cafés Richard's Afnor label: “Engagé RSE - Responsabilité Europe”. The men and women who form the Ricardo group are guardians of an heritage of valuable know-how. Together, their combined talents create and shape the skills of tomorrow.

Editorial

As a family-run business founded over 130 years ago, we infuse our company with the know-how and values we hold dear, driven by a strong commitment to sharing them. Cafés Richard also strives to preserve the essence of French coffee, embracing its popular and epicurean spirit in all its forms.

We were the first French roaster to be awarded the *Engagé RSE and Responsibility Europe* label. Such acknowledgment of the maturity of our approach reflects our deeply rooted conviction: to act as the coffee roaster and partner dedicated to sustainable growth. Our ambition is to continue developing our business while respecting both people and the environment, from bean to cup.

The CSR approach we have developed is based on four pillars: developing and sustaining our activities, guaranteeing food quality and safety, caring for the men and women in the coffee industry, and optimising resources.

The purpose of our approach is to create meaning so that sustainable development becomes a unifying force for our customers, employees, and all other stakeholders. Because it is by working together that we can develop our positive impact and pour more heart into every cup.

PIERRE RICHARD
ANNE RICHARD BELLANGER
& ARNAUD RICHARD



OUR CORPORATE VALUES

Integrity

For us, establishing a relationship of trust with all our stakeholders is the cornerstone of responsible commitment.

Proximity

Maintaining closeness is our golden rule for meeting all our customers' needs and collaborating effectively with our partners.

Togetherness

Sharing a deeply human spirit with our employees and partners.

Cafés Richard

THE SOUL OF FRENCH COFFEE

“We embody the spirit of a French, family-run, and independent company.

With the support of a robust regional network, our supply chains are designed to be both short and direct.”



“Cafés Richard aspires to preserve the essence of French coffee, celebrating its popular roots and epicurean spirit in all its expressions.”

As a long-standing partner of café-bistros, restaurants and hotels, Cafés Richard has been building on its know-how for three generations to offer the finest French-style coffee experience.

Sourcing and roasting quality coffee, training in the proper techniques, and supplying the right equipment to produce it: our mastery of the coffee trade is unparalleled. We support and inspire more than 40,000 customers, ranking us number 1 in the French HORECA coffee market.

Concerned with sharing our know-how, we offer professionals access to our certifying training centre, the Académie du Café. Its expertise is widely recognised, as it trains over 1,200 people annually.

Our Espresso Service technical department is the leading technical service for coffee and hot beverages dedicated to catering professionals across France. Specialising in both equipment and coffee-making techniques, it supports our customers nationwide with tailored advice and reliable, responsive technical assistance.

We also share our passion and expertise with consumers through Comptoirs Richard boutiques, coffee shops at travel destinations, and events that foster connections.

Cafés Richard—part of the Ricardo Group—is the first coffee roaster to have been awarded the *Engagé RSE and Responsibility Europe* label. The company adheres to the ISO 26000 standard, the only internationally recognised framework for the social responsibility of organisations. In the spirit of continuous improvement, Cafés Richard has also submitted its CSR practices to the EcoVadis assessment, the global framework for CSR ratings for companies. In this first assessment, we received a bronze medal, a distinction awarded to only 35% of companies assessed.

Such acknowledgment are the result of collective effort, involving all employees every day, each at their level, to create sustainable growth.

— Cafés Richard is a signatory of the United Nations Global Compact

Established in 2000 by the United Nations, the Global Compact unites companies and voluntary non-governmental organisations around a shared goal: laying the groundwork today for a sustainable world for future generations through responsible management practices toward people and the environment. It encompasses 17 Sustainable Development Goals (SDGs) to which all signatories are committed to contributing.

WE SUPPORT



MAPPING
—
of our stakeholders



An ecosystem that integrates a variety of stakeholders directly or indirectly linked to the coffee industry.

The first circle of our stakeholders includes those with whom we maintain close daily relationships: our customers, to whom we guarantee the highest quality, as well as our suppliers and service providers. In addition to the coffee industry, which is at the core of our ecosystem, our workforce is the driving force behind our progress and growth. We share strong values and a common culture with them.

The second circle includes stakeholders who are more distant but vital to our operations: certification bodies, institutional and financial partners, federations, and public authorities. Building lasting relationships with all our stakeholders, founded on mutual trust and respect, is an integral part of our CSR approach. The various audits we conduct with our stakeholders—or those we respond to—are also valuable opportunities for mutual skill development.

*specialised institution designed to provide employment opportunities and professional support for people with disabilities
**non-profit organisation dedicated to promoting the employment and professional inclusion of people with disabilities

PILLAR NO. 1

Developing and sustaining our activities

— I —

Consolidating sustainable and profitable growth

— II —

Promoting the circular economy

— III —

Securing a responsible purchasing policy, particularly for green coffee

— IV —

Contributing to the growth of the economic fabric and the local development of territories

— V —

Enhancing the visibility of our brands and strengthening ties with our stakeholders

— VI —

Promoting the French art of coffee and the hospitality industry



— I —
CONSOLIDATING SUSTAINABLE AND PROFITABLE GROWTH

— **Our coffees available at all time**

For the French market, we have accelerated the



deployment of our digital portal, ePro Cafés Richard. With our branches in Paris Île-de-France, Lille, Bordeaux, Toulouse, Lyon, Fréjus, and Annecy, nearly **4,461** customers have started using it. Fast, simple, and intuitive, ePro

Cafés Richard provides exclusive access to the Cafés Richard brochure and allows customers to place orders quickly, 24/7, across all devices. All customer information and historical data are centralised, and customers can also view their machine inventory and make direct service requests. All our branches in France and their customers will benefit from the ePro Cafés Richard platform by the first quarter of 2025.

— **Better managing and controlling regional stocks in a context of growth**

To improve logistics efficiency, we have adopted a push-flow system between Gennevilliers and the French regions, based on demand forecasts. This approach helps reduce delivery times. To prevent product shortages, a monthly steering committee monitors supply risks. We have also doubled our suppliers for major packaging and trading products, secured coffee supplies with two production sites, and implemented proactive order planning. This ensures complete traceability of our products.

We also address new distribution challenges through optimised last-mile management, ensuring fast and reliable delivery to the end customer.

— **Prioritising local produce**

We streamline our product range and prioritise *Made in France* items or suppliers located nearby (mainly in Europe) for our cup-side treats and packaging. We value our regional roasters (such as Brûlerie de Saint-Avertin and Café Négril) and develop a range of regional products.



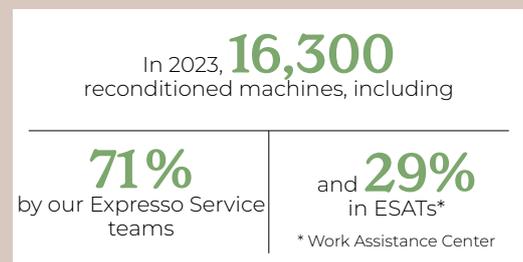
— II —
PROMOTING THE CIRCULAR ECONOMY

— **Our equipment get a second life**



Extending the lifespan of our equipment by giving it a second life is the goal of our reconditioning program. In our three Espresso Service workshops, 28 specialists carry out

around 20 technical and aesthetic checks to ensure the quality of the equipment. By choosing reconditioned equipment, our customers join us in a shared commitment to circular economy principles, fostering more sustainable growth.



— III —

SECURING A RESPONSIBLE PURCHASING POLICY, PARTICULARLY FOR GREEN COFFEE



— **All committed to our responsible purchasing charter**

We have deployed a charter for responsible purchasing, particularly for green coffee. This charter reflects our commitment to contributing to a fairer and more sustainable world, ensuring consistent product quality, and preserving natural resources. It protects the men and women involved in the coffee industry and requires our suppliers to adhere to the ten principles of the United Nations Global Compact.

We also send our suppliers a questionnaire to assess their CSR approach. This allows us to support them in improving their results.

In 2023, Cafés Richard was awarded the

A++

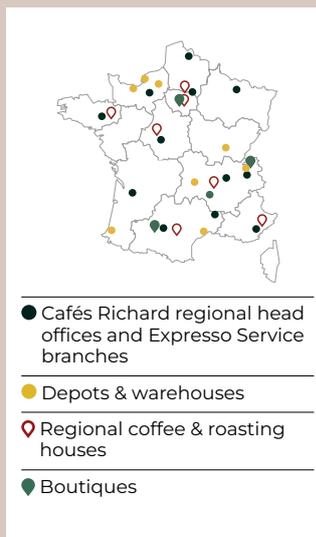
Green certification by the CAHPP*

* This certification measures a company's level of commitment to CSR and Responsible Purchasing.

— IV —

CONTRIBUTING TO THE GROWTH OF THE ECONOMIC FABRIC AND LOCAL DEVELOPMENT OF TERRITORIES

— **Our unique distribution brings us closer to our customers every day**



Twelve Cafés Richard regional head offices and Espresso Service technical branches anchor our presence across France and

promote employment within their territories. Each contributes to the group's CSR approach at the local level, through their operational choices or by supporting social and sports causes, including the employment of people in ESATs, etc.

We are committed to ensuring that both our roasting sites, which preserve our know-how and the regional coffee houses that have joined us, maintain their unique identity while continuing to contribute to the economic development of their regions. Although we remain primarily focused on our HORECA customers, we are also adapting to emerging coffee consumption trends by expanding our presence in the take-out, bakery, snacking, retail, and office sectors.

We maintain strong ties with local institutions to engage them alongside us. We have communicated the key elements of our CSR approach with them and identified our primary points of contact. Since September 2023, we have been signatories of the Cities/Companies Charter of Gennevilliers, where we have been based since 1976, allowing us to contribute to various areas such as employment and mobility. Our local presence supports direct employment opportunities for individuals or through partnerships with local service providers.

743
employees

Nearly **57%**
of our employees
have direct contact
with our customers

72%
of our service
providers are
based outside
of Paris



ENHANCING THE VISIBILITY OF OUR BRANDS AND STRENGTHENING TIES WITH OUR STAKEHOLDERS



Promoting French coffee culture to the general public

Cafés Richard shares its passion for coffee by inviting consumers to immerse themselves in the Cafés Richard experience through its boutiques, coffee shops, and prestigious events.



EVENTS

As the first mobile coffee shop concept, Alto Café offers a tailored coffee experience, thanks to its team of expert baristas and autonomous modules. As a specialist in flexible events, Alto café allows Cafés Richard to reach out to consumers wherever they are.

More than 100 events per year.



BOUTIQUES

- A key destination for French coffee, providing an opportunity to explore all aspects of coffee and its variations, the 9 Comptoirs Richard boutiques located in the heart of Paris and across other French regions are committed to bulk sales.
- An e-commerce website offering the same tailored service as in-store, making our expertise accessible throughout France (e.g., freshly ground coffee tailored to the type of coffee maker, etc.).
- Digital: **+24%** growth in e-commerce sales between 2022 and 2023.
- Positive customer reviews: **4.3** on Google and **4.5** on Trustpilot.
- Comptoirs Richard continues its efforts to offer products from organic farming.

Since 2014, the City of Paris has chosen Comptoirs Richard to market a range of coffees, teas, and chocolates under the "Ville de Paris" license. A collaboration that showcases our know-how and expertise.

Objective for 2025:

redesigning the concept of our boutiques to give a new dimension to the Cafés Richard customer experience, strengthen proximity, and better communicate our expertise.



FOR MORE INFORMATION



COFFEE-SHOPS

- Cafés Richard, a leading coffee roaster in the HORECA industry, opened its first coffee shop at Rennes station in 2018. Building on the success of this experience, we aim to strengthen our presence in travel retail with a brand-new concept that has a strong identity centred around the French lively, warm, and timeless café-bistro. Designed to highlight every coffee moment, it comes in various formats to cater to all types of consumption and to animate high-traffic areas (train stations, airports, shopping centres, businesses, museums...) across France and Europe.
- Brûlerie des Gobelins roastery has opened its first coffee shop at La Samaritaine in 2021. Le Zinc by the Brûlerie des Gobelins roastery offers tastings of speciality coffees as well as the Café Signature de la Samaritaine, a unique blend created to order.



VI PROMOTING THE FRENCH ART OF COFFEE AND THE HOSPITALITY INDUSTRY

Promoting the French art of living



- We are proud to have sponsored the *Course des Cafés* waiter and waitress race in Paris, a resounding success that elevated the profile of the iconic café waiter trade on the international stage. We also sponsored the “Restaurant Service” category at the

WorldSkills 2024 competition, where candidates from over fifty countries vied for a place on the podium.

- The *Trophée Delair* table service trophy is also a highlight within the profession, as it celebrates the transmission of know-how and interpersonal skills. A competition that highlights the dynamism and creativity of young students from hotel and catering schools.

- We are also dedicated to supporting organisations that preserve the cultural heritage of our know-how. That is why we are benefactor members of the French organisation recognising the art of living in French bistros and cafés as part of France's intangible cultural heritage (*Organisation pour la Reconnaissance de l'Art de Vivre dans les Bistrot et Cafés de France en tant que Patrimoine Immatériel*), established in 2018.



PILLAR NO. 2

Guaranteeing food quality and safety

— I —

Ensuring the quality of our products throughout the value chain

— II —

Producing an excellent coffee

— III —

Guaranteeing quality of service to all our customers

— IV —

Sharing our know-how through the Académie du Café



— I —

**ENSURING THE QUALITY
OF OUR PRODUCTS
THROUGHOUT
THE VALUE CHAIN**

— **From green coffee
to finished product**

The compliance and consistency of the quality of our products are ensured through both field and documentary audits of our processes, as well as the evaluation and inspection of our suppliers.

Our two roasting sites, located in Gennevilliers (Hauts-de-Seine) and Saint-Avertin (Indre-et-Loire), are assessed under our *Engagé RSE and Responsibility Europe* label, which is based on the ISO 26000 standard.

This certification attests to our commitment to sustainable development through the implementation of concrete actions.

21%

of certified green coffee purchases

31.5

tonnes of green coffee roasted every day, 20% is processed at our Saint-Avertin site

100%

of our **single-origin** are traceable back to the cooperative or farm

FOOD SAFETY

To continually improve, we have begun the process of obtaining the FSSC 22000 certification. This international standard aims to ensure food safety at every stage of our production chain. By preventing food safety risks, it ensures rigorous and continuous management of our processes. This certification is a guarantee that will help strengthen the trust of our customers and partners in our products, while contributing to the protection of consumer health.



Our quality experts are also constantly on the lookout, along with the French Coffee Syndicate, for changes in product regulations, labelling and packaging, particularly with the French law against waste and for a circular economy and its various decrees. Their role is to communicate and control action plans to ensure that the company meets these requirements.



— II —
**PRODUCING AN EXCELLENT
 COFFEE**

— **Sourcing expertise**

Every day, our experts meticulously select beans with distinctive characteristics, based on their terroirs and unique profiles. We combine rigorous sourcing of the finest origins with our responsibility to care for the land and support coffee growers, particularly through the certifications to which we are committed. Each time we receive green coffee, we perform thorough checks and tastings to ensure its quality before roasting.

**A TRADITIONAL SPIRIT AT THE SERVICE OF
 HIGH-PRECISION ROASTING**

Cafés Richard has been roasting in France for three generations, preserving its know-how in creating Signature Blends. The expertise in high-level roasting ensures the consistency of quality and flavour in every blend, with recipes that feature unique profiles. Our Manufacture is dedicated to specialty coffees and more exclusive terroirs. Batches of 5 kg or 30 kg are entrusted to the expert hands of the master roaster, whose precise eyes and movements are timed to perfection. The regional roasting houses that have joined the company complement our know-how. We preserve their unique identity, and their local coffee brands retain all the richness of the territories.



— III —
**GUARANTEEING
 QUALITY OF SERVICE
 TO ALL OUR CUSTOMERS**

— **A sense of service**



Proximity, trust, and responsiveness: Cafés Richard is fully committed to ensuring the satisfaction of its professional customers and guaranteeing the quality of its products and services. Our 200 Espresso Service experts also provide tailored advice and technical assistance to our customers. A call centre complements the system for immediate assistance and emergency scheduling. To better meet the needs of our customers and provide more flexibility, we continue to develop our omnichannel ordering system, with the ongoing expansion of ePro Cafés Richard and telesales in the regions. From selecting the best coffee to finding the right machine solution, including a local ordering and delivery system, as well as technical support and training: our mission is to be a complete partner, an expert in our field, and close to our customers.

<p>99% service rate for Cafés Richard¹</p>	<p>93% service rate for Espresso Service²</p>
<p>1. Number of compliant deliveries (quantities, references, delivery times) / Total number of deliveries.</p> <p>2. Rate of calls handled before being directed to voicemail.</p>	

— **IV** —
SHARING OUR
 KNOW-HOW THROUGH
 THE ACADEMIE DU CAFÉ

— **Expert workshops and international certifications**

- Authorised and Qualiopi-certified training centre, Cafés Richard teaches the excellence of coffee-making techniques to professionals through its Académie du Café. Our experts, accredited with internationally recognised SCA certifications, share their passion daily. From barista techniques to Latte Art, from crafting coffee cocktails to workshops focused on service quality for hotel and catering schools, we reveal all the secrets of coffee each year to our customers, hospitality school students, and employees. Training takes place at the Académie du Café, in hotel and catering schools, or at our customers' premises across France, thanks to the showrooms at our regional branches and our experts who travel throughout the country. Over **1,000** people trained per year.
- E-learning modules are put online on the L'atelier des Chefs platform to facilitate remote training for our customers.
- Espresso Service also runs a training department that works alongside Cafés Richard to provide its customers with complete solutions that are perfectly matched to their products and machines. The Espresso Service specialists complement the expertise of the Académie du Café experts.



— **The Cafés Richard Master Cup, created in 2019, continues to grow every year**

Bringing together the worlds of coffee and bars, the competition features around fifteen young students from hotel and catering schools across France. Candidates selected by Cafés Richard during training must demonstrate their expertise in coffee knowledge (origin, production, and tasting), precision in their techniques, quality of oral communication, and creativity in preparing and serving a “perfect espresso” and a signature coffee cocktail.

SPECIALTY COFFEE ASSOCIATION

We are among the founding members of SCA France, established in 2005, whose goal is to continually improve the quality of coffee at every stage of the supply chain. Additionally, our Académie du Café is SCA Premier Training Campus-certified, a distinction that highlights the exemplary standards of our training centre and reinforces our commitment to complying with the highest industry benchmarks of excellence.



PILLAR NO. 3

Caring for the men and women in the coffee industry

— I —

Protecting coffee-producing partners

— II —

Enhancing the skills of our employees

— III —

Cultivating quality of life at work and workplace safety

— IV —

Implementing an ethical and social approach



PROTECTING

COFFEE-PRODUCING PARTNERS



Producing our coffees sustainably

As part of our responsible sourcing policy for fairer trade, our coffees carry the Organic, Fairtrade, and Rainforest Alliance certifications. Through the Organic certification, we guarantee a cultivation method that minimises the use of fertilizers, synthetic pesticides, and excludes genetically modified organisms, following practices that respect biological and ecological balances. The Fairtrade certification guarantees that the product has been grown and marketed in compliance with social, economic and environmental criteria. Finally, the Rainforest Alliance certification supports farmers who take care of their workers and our natural resources.

€453,128

in premiums generated in 2023 to support fair trade, organic farming, and biodiversity development for producers

41%

Rate of certified food product references in 2023 (28.7% in 2021)

ENHANCING THE SKILLS OF OUR EMPLOYEES

Our skills development plan is closely aligned with the company's strategic goals and its CSR approach.

External training:

- Strengthening the professionalisation of our sales force.
- Providing new tools for managers to support and motivate their teams.

In-house training:

- The workshops at our Académie du Café are available to all employees to deepen their expertise: coffee science, barista know-how, etc.
- Espresso Service training is delivered to employees according to each technical job profile.

93.5%

Training effectiveness rate in 2023

129h

of training in 2023 for Comptoirs Richard teams



— Overview of CSR training for Cafés Richard teams in 2024

CSR training: after in-depth training given to our in-house trainers (Académie du Café and CSR team), training will be deployed in 2024 to all our regional sales teams.

Understanding of sustainable development and CSR commitments as applied to the coffee sector:

+ 44%

Knowledge of Cafés Richard's CSR commitments:

+ 45%

100%

of those trained recommend this training.

— Pioneers of the Maintenance Technician - Coffee machine Repairer PQC

In 2020, we were the first to offer our Espresso Service technicians the opportunity to earn this PQC. Such acknowledgement of national skills, developed in conjunction with our professional sector, is the validation of very specific trade know-how. To date, 14 technicians have obtained their PQC, and the fourth cohort is currently in training.



CULTIVATING QUALITY OF LIFE AT WORK AND WORKPLACE SAFETY

— Friendliness and quality of life to foster a sense of belonging

Because induction is an essential stage in any employee's career, our new recruits follow a comprehensive programme: they receive a welcome booklet, training in caffeology, a tour with a delivery driver and an introduction to the company's various trades.

95%

Induction satisfaction rate

Numerous initiatives are implemented throughout the year by the company and the QWL team to contribute to employee well-being: friendly break areas with access to all in-house beverages, gourmet activities, annual meals, sports sessions, and celebrating achievements and key moments together as a team, such as championship titles, etc.

In early 2024, we unveiled *LE CENT SIX*, our new dining area at our Gennevilliers headquarters. Because the quality of time spent on lunch breaks is just as important as time spent on coffee breaks. *LE CENT SIX* embodies both our commitment to enhancing workplace quality of life and our dedication to integrating sustainability into every project (see p. 21).

Our proactive Business and Social Council is equally committed to regularly offering new services to help make life more pleasant: the HelloCSE website offers a wide range of benefits, sports challenges, annual outings, etc.

Continuous improvement of working conditions

- 100% of HR and HSE departments have been trained in the prevention of PSRs (psychosocial risks).
- Regular workstation assessments are conducted, resulting in targeted improvements, particularly for palletisation processes. A noticeable reduction in MSDs (musculoskeletal disorders) has already been observed during manual loading operations.
- Two Espresso Service instructors have been newly certified to deliver "Electrical Safety" training to employees.

96%

of our employees are on permanent contracts

Gender equality index in 2023:

75/100

for Cafés Richard

89/100

for Espresso Service

18

In 2023:
apprenticeship contracts
(vs 10 in 2022)

10 years

is the average length of service of our employees

— IV — IMPLEMENTING AN ETHICAL AND SOCIAL APPROACH

— *Le café solidaire*

Within the Ricardo Group, the mission-driven company Lobodis and Cafés Richard have formed a partnership to offer solidarity-based coffees that are **100%** traceable, **100%** inclusive coffees. The coffees come from countries such as Brazil, Peru, and Honduras, where we have been working for many years by funding societal and environmental projects with small-scale producers.

The *CAFÉ SOLIDAIRE* range by LOBODIS offers blended coffee beans in eco-designed packaging (see p. 22), as well as plant-based, compostable capsules, designed and manufactured in France.



The Lobodis expertise:

- Coffees selected at origin and traceable to the producers.
- Coffees roasted and produced in Brittany, in a 100% inclusive manner, with direct employment of people with disabilities at the Notre Avenir organisation and its ESAT.

Cafés Richard expertise:

- A nationwide distribution network through Cafés Richard's **12** regional branches.
- A guaranteed technical partnership through our nationwide Espresso Service branches.

Lobodis - Le Café Solidaire range is exclusive to the French market and is not available for international distribution.



— **Direct employment**

- Integration of people from ESAT Hovia at our Gennevilliers site for roles in production, packaging, and logistics.

— **Indirect employment through subcontracting to adapted companies**

- Each year, nearly 3,500 coffee machines are repaired by people with disabilities at ANRH Epône, a disability-friendly company. A strong and virtuous partnership for greater social and environmental efficiency. The ANRH is a non-profit organisation specialising in employment and disability.
- Service contracts entrusted to local ESATs (e.g., maintenance of green spaces, paper collection, laundry services, etc.).

— **Sponsorship**

- Sharing our know-how and offering skills-based sponsorship to individuals facing integration challenges (Académie du Café training provided to organisations such as Afuté, Coffee for More, etc.).
- Donations to the WakeUpCoffee organisation, dedicated to the reintegration of former prisoners.

ANTI-CORRUPTION POLICY

All employees sign our ethical and social charter. An anti-corruption approach has also been established based on a risk mapping process. Depending on the level of risk, a preventive action plan has been implemented.

The target is to train 100% of our employees exposed to this type of risk.

PILLAR NO. 4

Optimising resources



Reducing the carbon footprint of our activities



Master our consumption from eco-design to valorisation

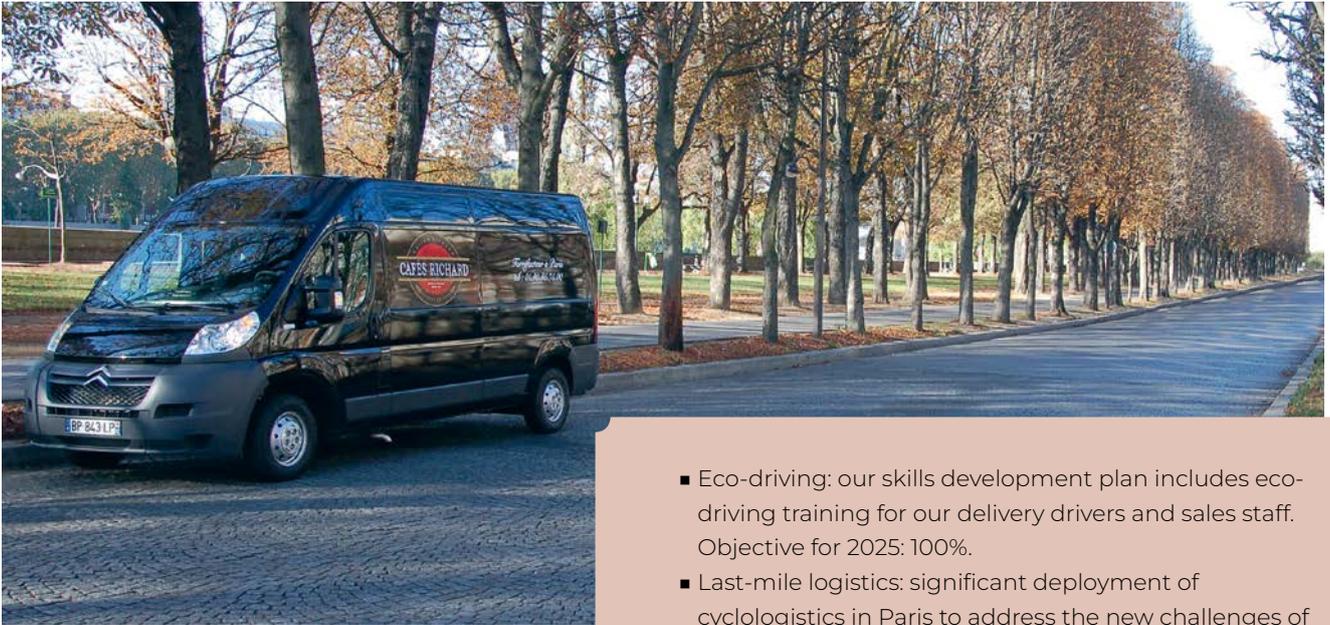


Producing sustainably and protecting biodiversity



From product design to recycling, Cafés Richard is committed to sustainable coffee.





REDUCING THE CARBON FOOTPRINT OF OUR ACTIVITIES

Transport and delivery

In France, we benefit from a significant operational advantage as we are our own distributor. That is why we are fully committed to managing our delivery routes and working to reduce emissions by:

- Adapting delivery methods to specific route locations (electric vehicles in Paris and the inner suburbs, hybrid vehicles in peripheral areas) and consolidating orders to minimise small-quantity deliveries and avoid multiple trips, thereby reducing CO₂ emissions.

To take this a step further, we have implemented IFS software to optimise the number of kilometres travelled. In addition, a contribution to transport costs is requested from our customers for orders below a certain minimum in order to raise their awareness.

- A greener fleet: whenever we replace a vehicle, we prioritise environmentally friendly options (hybrids, electrics, natural gas and bioethanol).

+68% of green vehicles in 2024 compared to 2022.

- Eco-driving: our skills development plan includes eco-driving training for our delivery drivers and sales staff. Objective for 2025: 100%.
- Last-mile logistics: significant deployment of cyclologistics in Paris to address the new challenges of major urban areas.

128 tonnes of products delivered annually by cargo bike, with 99 tonnes using Fludis — an innovative urban delivery service combining electric river transport and cyclologistics to serve our customers in central Paris. The remaining 29 tons come from a long-standing partnership with Bizbike.



100%
of our OCS deliveries in Paris (offices) are made using cyclologistics.

Carbon Footprint

We are updating the **carbon footprint** of Cafés Richard and Espresso Service across scopes 1, 2, and 3, and **conducting life cycle assessments (LCA)** of our major coffee blends and single-origin coffees. To carry out this project, we are working with a specialised consultancy firm that is an expert in carbon strategy and climate action.

A **carbon footprint assessment** was first conducted in 2021, providing an initial baseline. We are going further today by expanding the scope to include Scope 3, in order to calculate greenhouse gas emissions across all activities, from all branches, throughout the entire value chain (supply, production, transport, and customer use).



In November 2023, we launched **life cycle assessments** of our coffee products to map the environmental impacts generated at every stage, from green coffee production to the end of the product's life.

They will help us develop a decarbonisation strategy and an action plan to reduce our greenhouse gas emissions.

— Reducing the environmental impact of transporting green coffee

- **47.5%** of green coffee deliveries from Le Havre are made using LNG (Liquefied Natural Gas) tankers.
- Maritime transport with carbon offsetting: **5.6%** in 2023. Objective for 2024: 10%.
- **2023:** member of Windcoop, the first shipping company for the transport of goods by sail, organised as a cooperative.

Cafés Richard and Comptoirs Richard have joined this collective initiative, whose goal is to build sail-powered container ships. By pooling volumes, the cost of transporting coffee is reduced, and the carbon footprint is minimised as well.

— Prioritising sustainability

During the construction of the new dining area at our headquarters, LE CENT SIX, we chose a sustainable approach, made possible by reusing materials from the demolition of a building at our site: **90%** of the timber was reused.



MASTERING OUR CONSUMPTION FROM ECO-DESIGN TO VALORISATION

Energy and water consumption, as well as the amount of waste generated, are tracked using monitoring indicators aimed at reducing them.

— Valorisation of waste from our two production sites

In 2023, **79%** of waste was valorised: reuse, recycling...

- **63** tons of organic waste (including 90% coffee skins) from our production sites were sent locally for anaerobic digestion.
- We have expanded the collection of our organic waste, which already includes coffee grounds, to encompass the recovery of capsules and paper pods. In partnership with Veolia Bio'Pôle, these items are sorted and stripped of their packaging, then sent to anaerobic digesters to produce energy (biogas or electricity). The residual material is transformed into compost and used as natural fertilizer.
- The green coffee sacks made of jute are repurposed through a specialised channel into fibres for textile use.
- In 2023, we received a Gold Recycling Certificate from our filtered water supplier Brita for recycling more than **90%** of our filter cartridges.



— Energy (gas, electricity)

An action plan has been drawn up following the energy audit carried out in 2021: roof insulation at the production site in Gennevilliers, greener vehicle fleet policy (see page 20), etc.

We made the choice to invest in renewing our two main roasters in order to improve their efficiency and performance, thereby reducing our energy consumption by approximately **20%**.

Some of our buildings are subject to the French tertiary sector decree. To achieve this, we are being supported by a consultancy firm that will conduct energy audits, enabling us to establish an action plan to reduce our energy consumption by **40%** by 2030.

— Water

Water consumption at our sites, including for watering green areas and washing delivery vehicles, is strictly regulated during hot weather.

The water used to cool the coffee at the end of the roasting process is consumed in very small quantities and is optimised.

— Committed coffee break

Cafés Richard offers its customers a 100% recyclable and/or compostable coffee break:

- coffee grounds
- plant-based capsules
- OK Compost Home paper cup
- wooden stirrer
- tea bag

Recognising that organic waste from our coffee breaks is a valuable resource, we have committed to ecological, economical, and local revalorisation efforts.

To provide a sustainable solution, we have carefully selected partners who specialise in local composting.

Cafés Richard has established a network of over 30 local partners who are experts in organic waste treatment.

This network of committed partners helps create jobs, with a focus on inclusive employment: adapted companies, integration companies, and composting stakeholders using cargo bike collection.

— Eco-designing our products

Cafés Richard is committed to and adheres to the **3Rs** “Reduce, Reuse and Recycle”, as outlined in the decree established by the French Ministry of Ecological Transition, Ademe, and 14 eco-organisations.

In 2024, all our 250g four-seam coffee packs will be made from recyclable PE. This packaging is the result of over eight years of research and testing to preserve quality and limit moisture content.

The objective is to use this recyclable packaging for all our coffee packages by 2030.

30% of the coffee formats produced on our packaging lines are in recyclable packaging.

Additionally, we give a second life to our equipment through reconditioning carried out by Expresso Service (see p. 7).



— Fighting food waste



We have signed a national partnership agreement with the French Food Bank to facilitate the distribution of donations and ensure access for those in need, while standardising actions across all our branches. We are committed to continuously improving stock management and product optimisation. To ensure that our employees benefit from this anti-waste campaign, we also organise garage sales where various items are put up for sale.

— III —
**PRODUCING SUSTAINABLY
 AND PROTECTING
 BIODIVERSITY**

— **Fighting imported
 deforestation**

The new European regulation on the marketing and export of raw materials and products associated with deforestation and forest degradation is set to come into force. This initiative, supported by stakeholders in the coffee industry, is also a major priority for us as roasters.

How can producers and cooperatives certify their coffee as deforestation-free?

For example, within the Ricardo Group and alongside Lobodis, we have chosen to support Envol Vert, an organisation that collaborates with the Valle Ubiriki cooperative in Peru. Our partnership focuses on two key initiatives:

- Promoting agroforestry and restoring degraded areas in the coffee-growing region of Junin.
- Implementing the “Zero Deforestation and Agroforestry in the Peruvian Amazon” pilot project, which assists 20 cooperative farms in aligning with European regulations.



**FOR MORE
 INFORMATION**

Commitment for 2024-2025:

€30,000

— **Preserving biodiversity
 and cultural heritage of
 coffee-growing regions**

In Sumatra:

Since 2013, we have been involved in the Sumatran Orangutan Conservation Program (SOCP).

The program's goal is to protect the orangutans of Sumatra, assist coffee farmers

in conserving their land by combating intensive farming and deforestation, and promote the cultivation of ecological and sustainable coffee. We market specialty coffee from these plantations under the Orang Utan Coffee brand.

Cumulative amount of our
 commitment:

€157,000

In Ethiopia

The goal is to develop alternatives that ensure the economic sustainability of farming families. The balance of agroforestry, weakened by growing demographic pressure and climate change, is leading to a reduction in agricultural plots, while uncontrolled logging threatens biodiversity.

Since 2019, we have been supporting the Franco-Ethiopian Abaya Archaeological Mission, which is exploring megalithic sites in the south of the country.

In September 2023, the cultural landscape of the Gedeo region, which combines stela sites and traditional agroforestry, was added to the UNESCO World Heritage List.

The culmination of this mission is celebrated in an exhibition at the Musée Fenaille in Rodez.



Cultural sponsorship:

€15,000

— **Promoting specialty coffee**

Cafés Richard upholds the values of speciality coffee. This commitment is carried out in close collaboration with our importing partners and cooperatives. Our speciality coffees are responsible and **100%** traceable. We combine rigorous sourcing of the finest origins with our responsibility to care for the land and support coffee growers, particularly through the certifications to which we are committed (Organic, Fairtrade/Max Havelaar, and Rainforest Alliance).

#CoffeeLovers

#AResourcefulCoffee

#ARichardMoment

Our community dedicated to professionals:

cafesrichard.com



Académie du Café



Our community for general public:

**Comptoirs Richard
boutiques**

comptoirsrichard.fr



**Alto café mobile corners and
nomadic coffee shops**

altocafe.com

**Brûlerie des Gobelins
roastery**

bruleriedesgobelins.fr



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