

SUSTAINABILITY REPORT

2021



KAFETERRA.
SHAPES THE COFFEE CULTURE



COFFEE BEANS, THE EARTH AND OUR TEAM.
 Three links in a chain intertwined in the ongoing
 endeavour in excellence. In a site where
 Mediterranean aromas from vineyards and olive trees
 blend harmoniously with intoxicating aromas from
 select coffee varieties.

An exciting journey that gives shape to and breathes
 life into what we do; our destination: to create
 freshly roasted, tasty coffee for any time of the day.

CONTENTS

MESSAGE FROM MANAGEMENT	4	RESPONSIBLE OPERATIONS	60
2021 AT A GLANCE	8	Creation and Distribution of Economic Value	62
OUR IDENTITY	10	Ensuring Business Continuity and Emergency Response	64
Milestones from 1988 to 2021	12	Quality Assurance for our Products and Consumer Health and Safety & Investing in New Technologies	67
Business Model	14	CARING FOR OUR PEOPLE	76
Vision, Mission and Values	16	Our People	77
Corporate Culture	17	Job Creation and Retention and Training & Development of Employees	79
Strategic Planning	18	Protection of Human Rights in the Workplace	84
Our Products	20	Safeguarding Health and Safety and Employee Well-Being	87
Our Services	27	SOCIAL CONTRIBUTION	94
Recognition and Holdings	30	Supporting Society and Fostering Solidarity through Partnerships	95
SUSTAINABILITY	35	RESPECT FOR THE ENVIRONMENT	104
Stakeholder Engagement	35	Promoting Circular Economy Practices / Eesource - Waste Management	107
Materiality Analysis	41	Reducing Energy Sources, Consumption, Improving our Energy Performance and Increasing the Use of Renewable Energy Sources	114
Material Topics: Materiality and Topic Boundaries	44	ANNEXES	118
Our Value Chain	46	About the Sustainability Report	118
The Value Creation Journey	48	GRI Table of Contents	119
Towards a Strategy	52		
RESPONSIBLE CORPORATE GOVERNANCE, BUSINESS ETHICS AND REGULATORY ASSURANCE	56		



MESSAGE FROM MANAGEMENT

GRI 102-10 / GRI 102-14

Dear readers,

Welcome to KAFEA TERRA's 2nd Sustainability Report, which reflects the value we create for our people and the wider economy, society and environment in which we operate. Moreover, it is our written commitment to constantly improve the way we manage our most important impacts in those sectors.

Sustainability at KAFEA TERRA

Our Company employs more than 180 people, thanks to whom our mission is evolving as we work to develop a responsible, innovative industrial enterprise with an outward-looking approach, which is widely recognised for its steady, consistent growth and which creates long-term value for employees, associates, communities and the wider society it serves.

Sustainability is an integral part of our culture and philosophy and is based on 5 pillars: Responsible corporate governance, responsible operations, caring for our people, our contribution to society and respect for the environment. Each pillar addresses individual issues associated with the company's activities and the UN's 17 Sustainable Development Goals. By constantly communicating with our stakeholders and carrying out targeted survey, we ranked the Sustainability issues related to our business activity so that the most material ones emerged. The pages below present our actions, initiatives and performance in relation to each of them.

Major challenges in the 2-year period 2020-2021

The COVID-19 pandemic created a new reality which significantly affected the catering sector and forged a new equilibrium in the coffee industry. Coffee professionals on the Ho.re.ca channel experienced a period of 2 years of intense uncertainty and reduced activity as a result of successive lockdowns and restrictions on their operations. On the other hand, shelf coffee sales rose significantly, with consumers supporting Greek products and businesses that invest in responsible practices and are sensitive to people, society and the environment, with the main requirement the high levels of quality.

In terms of the supply of goods and raw materials, the impacts of the pandemic coupled with the impacts of climate change created intense pressures on the supply chain, affected the prices and delivery time of finished products and raw materials, as well as the prices of green coffee.

At KAFEA TERRA we experienced the shocks of the pandemic intensely since the Ho.re.ca. (Hotel, Restaurant, Café) distribution channel is at the core of our business activity. Having said that, we rapidly adapted to the new circumstances, channelling a significant part of our investments into digital transformation and optimising processes that simplified procedures due to the urgent situation. We also defended the health of our people and stayed close to our associates, supporting their operations as best as possible. Key factors which bolstered our resilience faced with these unprecedented challenges were the Company's robust financial situation, the seriousness and honesty of its approach in its business decisions and the day-to-day, intensive work of all our people across the country and abroad.

Major achievements

So far we have managed to earn the trust of our customers, associates and consumers across all of Greece, and to expand further as a coffee importing, processing and trading company in the domestic market. We consider that our most important achievement is not that we have managed to create a healthy, innovative business but that we were able to create a new perception among consumers about coffee, to educate them and convey our love and knowledge so that they enjoy an excellent beverage.

During the period 2020-2021 when we were shouldering the brunt of the COVID-19 pandemic, we are proud that we managed to demonstrate significant resilience and flexibility resulting in uninterrupted business operations, safeguarding the health of our people, effective supply of the market, supporting professionals in the coffee catering sector, as well as supporting the National Health System.

In addition, in 2021 we managed to:

- Increase turnover by 22% compared to 2020.
- Increase in the volume of exports of coffee produced by 10% compared to 2019.
- Introduce 23 new product codes and 68 new import and trade codes in the Ho.re.ca & Retail market sectors.
- Showcase our Company as a Great Place to Work.
- Launch our first certified Rainforest Alliance coffee.
- Measure the carbon footprint of our entire operation.

Our investment plan and our commitment to creating value

Our aim is to focus on strengthening our networks, supporting our associates in Greece and abroad, so we can maintain our leading position in the market. At the same time, we are strategically planning how to enter new markets, either by setting up new subsidiaries or by forging constructive partnerships.

The investment plan for the next five years includes investments related to digital transformation, expansion and modernisation of infrastructure, the industrial unit via which we seek to increase productivity and optimise processes and other parameters associated with the development of our brands, such as marketing and sales activities.

At the heart of our strategic plan and our Company's main focus remains the long-term investment in Sustainability and includes contributing to the economy, creating new direct and indirect jobs, empowering women and more generally protecting human rights, increasing our level of contribution to society and investments in environmental protection, with priority being given to the circular economy, energy savings while also transitioning to renewable energy sources and reducing the carbon footprint across the entire value chain.

At KAFEA TERRA we want to implement this investment to generate long-term value for all stakeholders. Improving our performance in these actions is a key commitment of ours and this Report will serve as our point of reference for the years to come.

Niovi Kallergi
Vice President & CMO
KAFEA TERRA Food and Drinks S.A.

Dear readers,

Representing the new generation of KAFEA TERRA executives, I in turn welcome you to our Company's 2nd Sustainability Report. Coffee is intimately bound up with the culture of Greek consumers in general and young people in Greece in particular. In addition to being a choice, coffee consumption is a rite of passage and at KAFEA TERRA, through a series of successful, quality brands, we aim to transform this daily habit of everyone into a unique, enjoyable ritual.



Innovation at KAFEA TERRA

The culture of acquiring and using cutting-edge technology for industrial production has a long tradition in our Company. We experiment with innovative practices and new technological systems. One illustrative example is the increase in the life cycle of machinery by up to 20 years. We seek out optimum solutions and applications for the production and manufacture of fine coffee. We are exploring new available materials for packaging which have a lower environmental impact, as well as technologies that reduce our environmental footprint. We consider it very important that we are a robust, innovative business with constant investments in product R&D, while also taking into account our commitments to society and the environment.

We courageously face every new challenge, carefully plan our actions and dedicate ourselves passionately to implementing them. Our objective is to constantly develop a responsible, innovative and outward-looking company which is consolidating its position at the top. Our goal is to respond to the trends of the times, constantly expanding our portfolio to meet the needs of consumers, with a highly advanced industrial unit that can support new product ranges for all sectors.

As always, we continue to assess and weigh up changes happening in the market environment with dedication to our values and to take innovative steps to support our sector so as to generate mutual benefits for ourselves and our associates and customers.

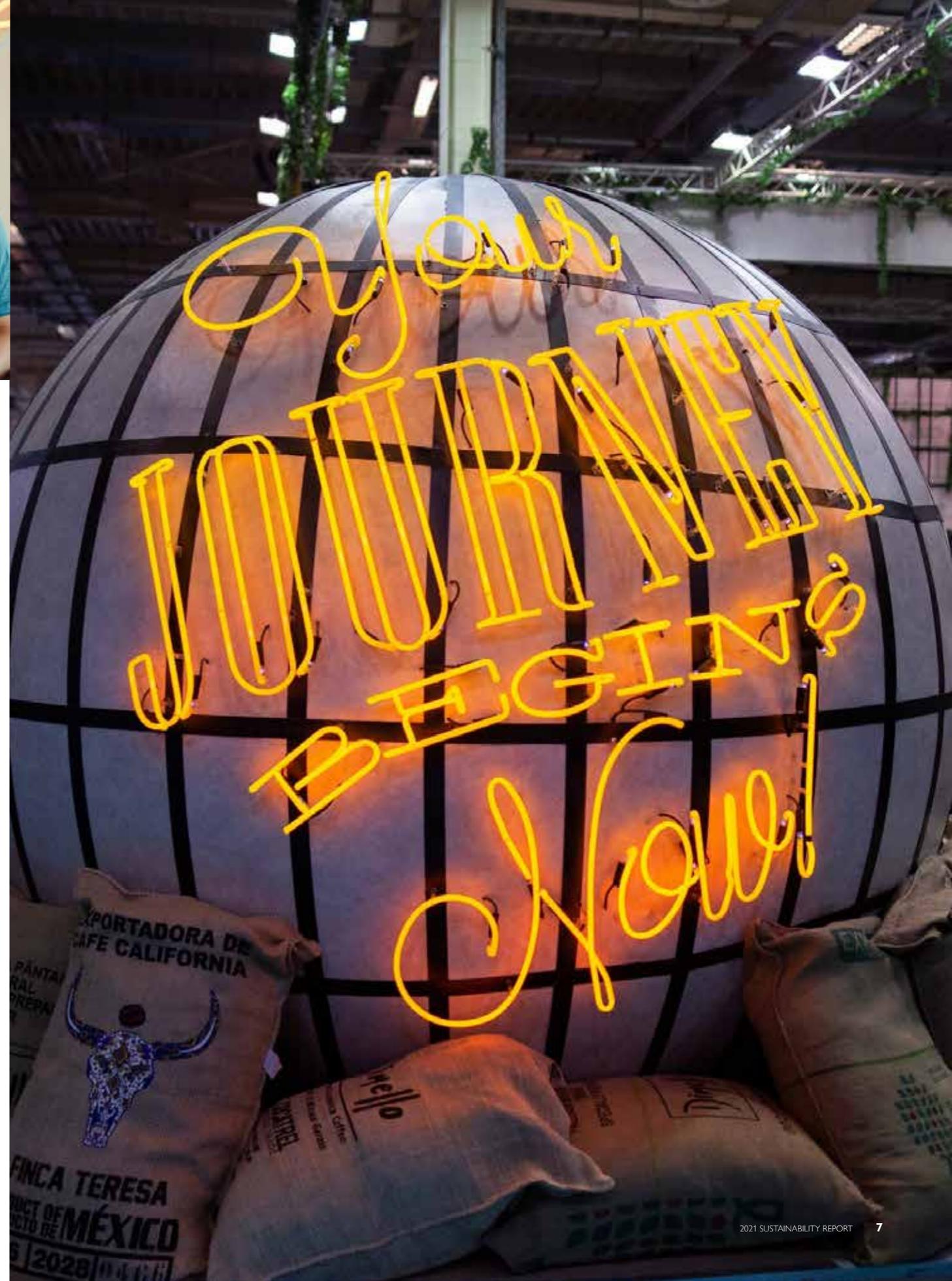
Looking to the future

At KAFEA TERRA we all share a common corporate culture and share a common goal: "To become Greece's leading coffee processor and merchant, offering products of outstanding quality, and internationally recognisable, appealing services. To generate mutual benefits for our partners and cultivate emotional ties among end consumers across our entire range of activities in Greece and abroad".

We are working towards this every day. Dedicated to lovingly seeking out and processing the finest green coffee, and to constantly enriching our knowledge and know-how and aesthetics, we offer consistently fine quality coffee so that anyone drinking it enjoys a unique taste experience no matter the time of day.

In 2022 we plan to invest significantly in the Company's digital transformation, communication and an outward-looking approach. We are guardians of the wealth of knowledge and experience we have accumulated from the past, and are moving forward as we create a better future for all.

Iordanis Iosifidis
General Manager & Board Member
KAFEA TERRA Food and Drinks S.A.



2021 AT A GLANCE

GRI 102-4 / GRI 102-6 / GRI 102-7



181

Employees



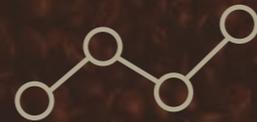
13,680 m²

Facilities in Attica & Thessaloniki



70

Commercial Partnerships



Turnover

€84.8 mil.
2021

€69.4 mil.
2020



96%

Coverage of Greece through distribution network



Total Coffee Sales

4,394 tons
2021

3,549 tons
2020

14 countries
as export destinations

10% increase
in the volume of exports
of coffee produced

2021 vs 2019

Start of construction
of building facilities
in Thessaloniki

€ 880,000
Investment plan
for the two-year period 2020-2021

Launch
of 23 new product codes
of 68 new Ho.re.ca & Retail import and trade codes

New certifications

Great Place
to Work
(Dec. 21 - Dec. 22)

Dimello
"THREE CONTINENTS"
1st certified
Rainforest Alliance Coffee

EN ISO
14064-1:2019
for measuring the carbon
footprint of all
KAFFA TERRA's activities

Start of fleet renewal with a new generation hybrid and electric vehicles



Investments in Society

€ 81,057
2021

Distinctions & Participation

3
Awards

2
International
Fairs & Exhibitions

OUR IDENTITY

GRI 102-1 / GRI 102-5

KAFEATERRA FOOD & DRINKS S.A. is the first coffee processing and packaging company in Greece with a dynamic development and a large market share. It is a family-run business founded on unwavering values and long-term trust-based relationships, with the main pillar of its operations being the import, processing and trade of coffee.

Today, after a successful long career spanning more than three decades, it continues with consistency and dedication, focusing consistently on know-how, innovation and development, to offer high quality products and integrated services, achieving wide-ranging penetration and considerable popularity in the Ho.re.ca and Office & Retail sectors in Greece and abroad.



MILESTONES IN THE 1988-2021 PERIOD

KAFEA COMMERCIAL TECHNICAL S.A.

1988

Kafea Commercial Technical S.A. was established and undertook: the exclusive representation and trade of illy coffee in Greece.

1991

The "freddo" recipe was launched.
(a cold coffee drink based on illy espresso).

1994

A nationwide network of commercial associates was established.

1997

A branch was established in Thessaloniki.

2006

An affiliate company was established in Bulgaria.

2009

illycaffè's Università del Caffè de la Grecia, an innovative training centre, opened in Athens, aiming at the theoretical and practical training of professionals in the preparation of espresso.

ATTICA TERRA FOOD & DRINKS S.A.

2002

Attica Terra S.A. was established to develop an investment plan to process Dimello coffee.

2006

The state-of-the-art coffee processing plant at the Peania Industrial Area was opened and Dimello coffee was launched on the Greek market.

2011

The Dimello Campus training centre was established to create and promote coffee culture.

2017

The Company introduced Specialty Coffees to the public by launching AREA 51 coffee.

KAFEA TERRA FOOD & DRINKS S.A.

GRI 102-5

2017

KAFEA TERRA Food & Drinks S.A. was set up following the merger and absorption of KAFEA COMMERCIAL TECHNICAL S.A. by ATTICA TERRA FOOD & DRINKS S.A.

New storage facilities in Markopoulo were completed.

A new series of Dimello SKUs were launched in the Retail sector.

2018

KAFEA TERRA UK was established to allow Dimello to penetrate the UK market.

2020

The 1st Sustainability Report was published.

2019

Kafea Cyprus was established as an affiliate company to distribute illy coffee in Cyprus.

2021

New building facilities were developed in Thessaloniki.

A new range of Dimello blends, THREE CONTINENTS certified by Rainforest Alliance, was launched.

BUSINESS MODEL

GRI 102-2 / GRI 102-4 / GRI 102-6 / GRI 102-7

We procure, process and deliver fine coffee in all forms and types of packaging in Greece, Europe, the Middle East, Africa and the wider world. We utilise the passion and knowledge of our team and constantly create a superior, enjoyable coffee experience that adds value to consumers and society as a whole.

Operations

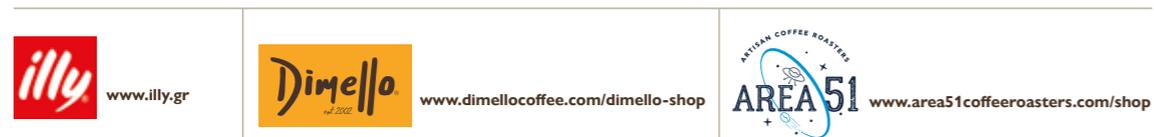
KAFEA TERRA's main activity is to exclusively import illy espresso and to fully produce and distribute Dimello espresso and other types and brands of coffee on Greek and foreign markets and to exclusively import and distribute top quality European brands.



Via the **Ho.re.ca distribution channel** we sell our products in Athens and Thessaloniki to hotel, restaurant and café professionals directly via the Company's sales teams and indirectly via 70 commercial associates who ensure that other parts of the country are supplied. Ho.re.ca is the core of our business activity. We ensure that we support our customers by offering excellent coffee products, professional equipment and at the same time integrated technical support services and ongoing training.

The **Retail channel** is directly served by the Company's retail sales team who ensure that all retail outlets are supplied and by the e-commerce team, which supports the operation of e-shops.

e-shops



Using the **Office channel**, espresso coffee machine and capsule systems are made available to offices, companies and hotels. It is served nationwide by the Company's sales team and a network of commercial associates, providing top class supplying services, technical support and training.

8 Business Sectors

GRI 102-2 / GRI 102-6



3 modern logistics centres

Peania Markopoulo Thessaloniki



96%
of Greece is geographically covered by the Company's sales network.



- Direct Sales in Athens and Thessaloniki.
- Indirect Sales with 96% coverage of the Greek State.

VISION, MISSION AND VALUES

GRI 102-16

Vision

At KAFEA TERRA we view the creation of coffee as an exciting journey as we strive for excellence. The way we experience this journey leaves a legacy for future generations. From the earth on which it grows to the cup in which is served, our coffee journey remains an endeavour in excellence.

Mission

Through recognised brands, strong corporate governance, substantial investments and long-term sustainability perspective, our aim is to consolidate our leading position in Greece while advancing an export oriented strategy.

Our objective is to develop a responsible, innovative industrial enterprise with a forward thinking approach, which is widely recognised for its solid, consistent growth and creates long-term value for employees, associates, communities and the wider society it serves.



Values

The cornerstone of our existence is summarised in the fundamental values which shape our corporate culture and drive the way we choose to operate.

Passion

We do what we love and love what we do

Ethos

We do things the right way

Courage

Implementing our plans with a sense of dedication that's a non-negotiable

Fairness

We deliver on what we promise

Progress

Building the future, establishing the present

Excellence

We don't just do things. We do them well.

CORPORATE CULTURE

Dedicated to our mission, we have developed a strong corporate culture which aims to achieve Sustainable Development through five pillars:

- Responsible corporate governance
- Responsible operations
- Caring for our people
- Contributing to society
- Respect for the Environment

We Respect

our people. We take an ethical, serious, honest approach to business. That's why we follow procedures and policies that protect all individuals involved in our supply chain, from growers who offer us the precious fruit of nature to our employees and consumers.

We Focus

on the equal development of all five pillars of Sustainability, which allow us to develop mutually beneficial relationships with all our associates and local communities, through which we share our love, passion and dedication for excellent coffee.

We Invest

in long-term partnerships which are characterised by integration and inclusion that encourage our partners grow and develop, foster the emergence of know-how and improve visuals.



We Foster

Sustainability, utilising technology and supporting innovation to reduce our environmental footprint. We ensure high quality of our products and consumer safety.



STRATEGIC PLANNING

KAFEA TERRA's strategic plan is fully in line with its values and seeks to implement actions which can be summarised in the following categories:

1. Sustainability

At KAFEA TERRA Sustainability has been fully integrated into our corporate culture and philosophy from the outset. Responsible corporate governance, responsible operations, caring for people, contribution to society and respecting the environment are key aspects of the Company's business strategy and day-to-day operations.

2. Economic Growth

Safeguarding the Company's financial robustness is an important factor in uninterrupted growth, even in conditions of high risk and uncertainty. We focus on creating significant economic value, to promote progress and prosperity for all those affected by our operations.

3. Customer Satisfaction

We put the needs of consumers and professionals at the heart of our plans and activities. We see our customers as valuable members of our journey, who motivate us to exceed their expectations. We strive for excellence and ensure, among other things, to ensure that the best varieties of green coffee are chosen, while respecting coffee growers, that top quality blends are created, that special production methods are used and that knowledge and know-how are constantly developed.

4. Human Resources

At KAFEA TERRA we recognise that our success is based on the commitment and dedication of our people. Their unwavering passion for their work and the way in which they do it, that makes us who we are. Our priority is to ensure our people enjoy a work-life balance and can grow and prosper; we provide incentives, fair financial rewards and healthcare for them and their families. Our goal is to support, guide and encourage all our colleagues who make a dynamic contribution to achieving our goals. We understand our role as an enabler; creating possibilities for growth that assist our people to succeed on both professional and personal journeys.

5. Investments

The majority of the Company's financial resources are dedicated to an extensive investment plan designed to ensure operational effectiveness.

The most important relate to the following sectors:

- Extension and continuing modernisation of the production plant.
- Research and Development.
- Training and development people's knowledge and know-how.
- Construction of state-of-the-art building infrastructure.
- Integration of new IT systems.
- Minimising environmental impacts.
- Developing new markets in the international environment.
- Supporting vulnerable social groups.

6. An outward-looking Approach

In parallel with our growth on the domestic market, we also aim to disseminate Greek culture and our specialisation in coffee to foreign markets. We carefully select partnerships either directly via our affiliated companies or indirectly via partners.

OUR PRODUCTS

GRI 102-2 / GRI 102-4

We are constantly enriching our product range by always applying a meticulous research and evaluation procedure, ensuring that each new introduction reflects the high quality and sustainability standards set by the Company.

Import & distribution of products and professional equipment

A. Exclusive import and distribution



B. Import and distribution of professional equipment



Production Brands

GRI 102-2 / GRI 102-4 / GRI 102-6



illy is the most recognisable coffee brand worldwide. It is produced by illycaffè, an Italian family business based in Trieste, Italy, since 1933. The unique sustainable illy blend originates from the top quality 100% Arabica beans. The recipe is secret while the illy flavour is always consistent.

illycaffè is a company with numerous awards and certifications. In 2019 it reinforced its commitment to sustainability by adopting the form of a multi-shareholder public benefit company, Società Benefit. As a public benefit organisation, it seeks to generate profits by taking steps which benefit society and the environment. Moreover, for years now it has been included in the list of "World's Most Ethical Companies" and continues to participate in specific programmes and initiatives to implement Sustainability strategies and in particular to improve its environmental footprint. In 2021 it became the first Italian coffee company to acquire B Corp certification, which is awarded to companies that meet the highest standards for their social and environmental performance, transparency and responsibility.



The story of illy espresso in Greece began when Ioannis Iosifidis, founder of KAFEA TERRA, decided in 1988 to invest in the introduction of illy espresso. illy was rapidly integrated into the Greek consumer model, with the result that KAFEA TERRA became the largest exclusive distributor of illycaffè worldwide, importing half the quantity of coffee exported each year by the Italian Company across all of Europe.

Today illy holds a significant share of the domestic market, offering different types of coffee aiming at all sectors of consumption for professionals and end consumers.

For more information about the illy brand, visit the Company's website www.illy.gr



Dimello, a 100% Greek brand, is the leading edge in the KAFEA TERRA S.A.'s production and its coffees are available in all packaging forms and types for all market sectors (Ho.Re.Ca, Retail, Office) and are distributed in Greece and abroad.

The state-of-the-art industrial production plant is designed to ensure the highest levels of quality, health and safety for employees and conditions for a reduced energy footprint. Continuous improvements and quality controls in all stages of the production process allow us to get as close as possible to our goal, which can be summarised as "excellence in the cup".

With respect to growers, we select the best varieties of green coffee from producer countries give prominence to the unique blend character, such as Brazil, Ethiopia, India, Guatemala, Colombia and Nicaragua, achieving absolute control over the parameters that lead us to perfection: suitable climate conditions, seasonality, harvests and quality consistency.



Exceptional raw materials pass through the 'magical' hands of the highly trained team of Dimello Specialists, who are strictly dedicated to constantly developing its quality. Thanks to their experience, love and passion, they manage all stages of selection, processing, roasting and final packaging, ensuring that Dimello coffee is always delivered fresh to end consumers.

From the outset, Dimello has been unwaveringly dedicated to seeking out brand excellence, investing value in choosing green coffee, in building relations with coffee growers, in constantly upgrading industrial infrastructure in the R&D and Blending sectors so that each bean can be transformed into a unique coffee experience in every single cup!

For more information visit the website www.dimellocoffee.com



The Dimello story at a glance



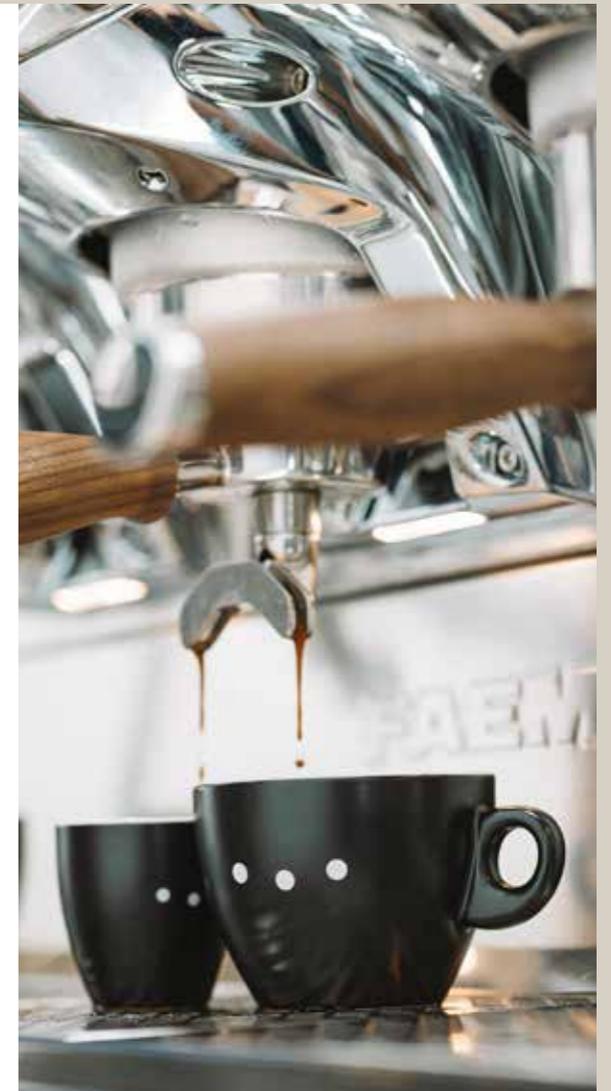
Dimello THREE CONTINENTS

The new range from Dimello, THREE CONTINENTS. An enjoyable trip for those people with love for good, high-quality coffee and with respect for the environment. Three blends, 100% Arabica combining the best elements from the three continents, Africa, America and Asia. Three blends, characterised by their completeness, simplicity and diversity, have been created with respect for the microclimate and the unique ecosystem of each continent.

Our responsible stance towards the environment begins long before the simple enjoyment of a cup of coffee. Throughout the process of preparation and delivery of the new Dimello THREE CONTINENTS blends, we make sure to actively contribute to a better future for people and the environment.

Dimello's THREE CONTINENTS blends, apart from their uniqueness, signify for us another commitment to the quest for a green coffee certified by the international NGO Rainforest Alliance that works towards sustainable agriculture & forestry and the promotion of human rights and the living standards of every farmer.

The product is aimed at Ho.re.ca professionals.





AREA 51 Artisan Coffee Roasters

The AREA 51 Artisan Coffee Roasters project was set up in 2016 to introduce ourselves to the Specialty Coffee Shops audience. Since then the brand has been performing particularly well, with a rapid rate of growth and increase in popularity among the Specialty Coffee audience. Its warm acceptance by coffee professionals and encouraging comments from the public at the international coffee festivals it participates, supported its recent penetration into the UK market.

AREA 51 takes a scientific approach in all stages of production, utilising our deep specialisation and know-how. All this is surrounded by the high quality of training and technical support services offered by KAFEA TERRA that reaches consumers in the form of a tasty cup of coffee.

Every AREA 51 coffee is made from this year's harvest, comes from a unique geographical region and is grown on a microlot or nanolot. The regions alternate over the course of the year but consist exclusively of top scoring specialty coffees according to the Coffee Quality Institute. We respect the uniqueness of each geographical region, experiment with the beans and are constantly seeking out new ways to better convey the coffee's special taste features.

The product is aimed at professionals in the Ho.re.ca. sector and at the retail sector.

For more information visit
www.area51coffeeroasters.com

distillo

Distillo coffee is produced and packaged at KAFEA TERRA's state-of-the-art production plant using cutting-edge equipment. With the raw material consisting of the best Arabica and Robusta coffee varieties from Central, South America and India, we have created the characteristic flavour profile of Distillo, which stands out for its skilful roasting and masterfully structured blend.

The high quality of the brand, coupled with its wide appeal meant in 2020 the need of rebranding, so as to refresh the image of Distillo, giving it a new visual look that is evident in the new packaging and promotional materials. Its product range was also enriched with the launch of Distillo Harvest, a 100% Arabica espresso coffee.

In 2020 the website was redesigned with new content, motion & interactive design and innovative technologies that improve the user experience. The Distillo brand is dynamically developing across the entire range of Ho.re.ca customers via our network of associates.

For more information visit
www.distillocaffe.com



Other Company brands



The entire aroma and full flavour of select varieties was captured in the blend of Greek coffee SPITIKOS, made with all the passion of our unique Greek tradition. Top quality freshly ground traditional Greek coffee, dark and blond. It originates from a fine blend of Brazil (Santos - Arabica variety) and India (Robusta) which gives excellent body, cream, aroma & flavor in the cup.

The product is aimed at Ho.re.ca professionals.

For more information visit www.kafeaterra.gr



OUR SERVICES*

GRI 102-2

Technical Support

KAFEA TERRA's Technical Department is constantly expanding thanks to ongoing research and investments in technological, financial and human resources, focusing on the needs of professionals. It has a specialised team of experts who are constantly seeking out cutting edge, reliable mechanical equipment. In addition, it is provided by 16 experienced and specialised technicians who are regularly trained by recognised professionals from the largest equipment manufacturers abroad to offer reliable technical services for excellent maintenance and operation of mechanical equipment at cafés.

The service is available 7 days a week with 4 mobile units in Athens and 3 in Thessaloniki which call at customer premises. In addition, we provide vocational technical training to all our distributors across the country to effectively support café owners and provide service to domestic coffee machines.

Another major objective is to train professional café baristi so they acquire the skills needed to solve simple problems.

*The R&D sector is presented in the section entitled "Ensuring product quality and consumer health and safety and investing in innovative technologies".



Certified Training

Every year we host more than 1,000 professionals and coffee lovers at our facilities in Athens and Thessaloniki to initiate them into the secrets of preparing and delivering excellent coffee. We devote considerable resources to the state-of-the-art, fully equipped training centre which promotes, supports and communicates the philosophy and culture of coffee programmes aimed at both catering professionals and people who are simply coffee lovers. The team of Trainers consists of experienced barista instructors who have been certified by UDC in Trieste and the Specialty Coffee Association (SCA).

KAFEA TERRA Training Centres:

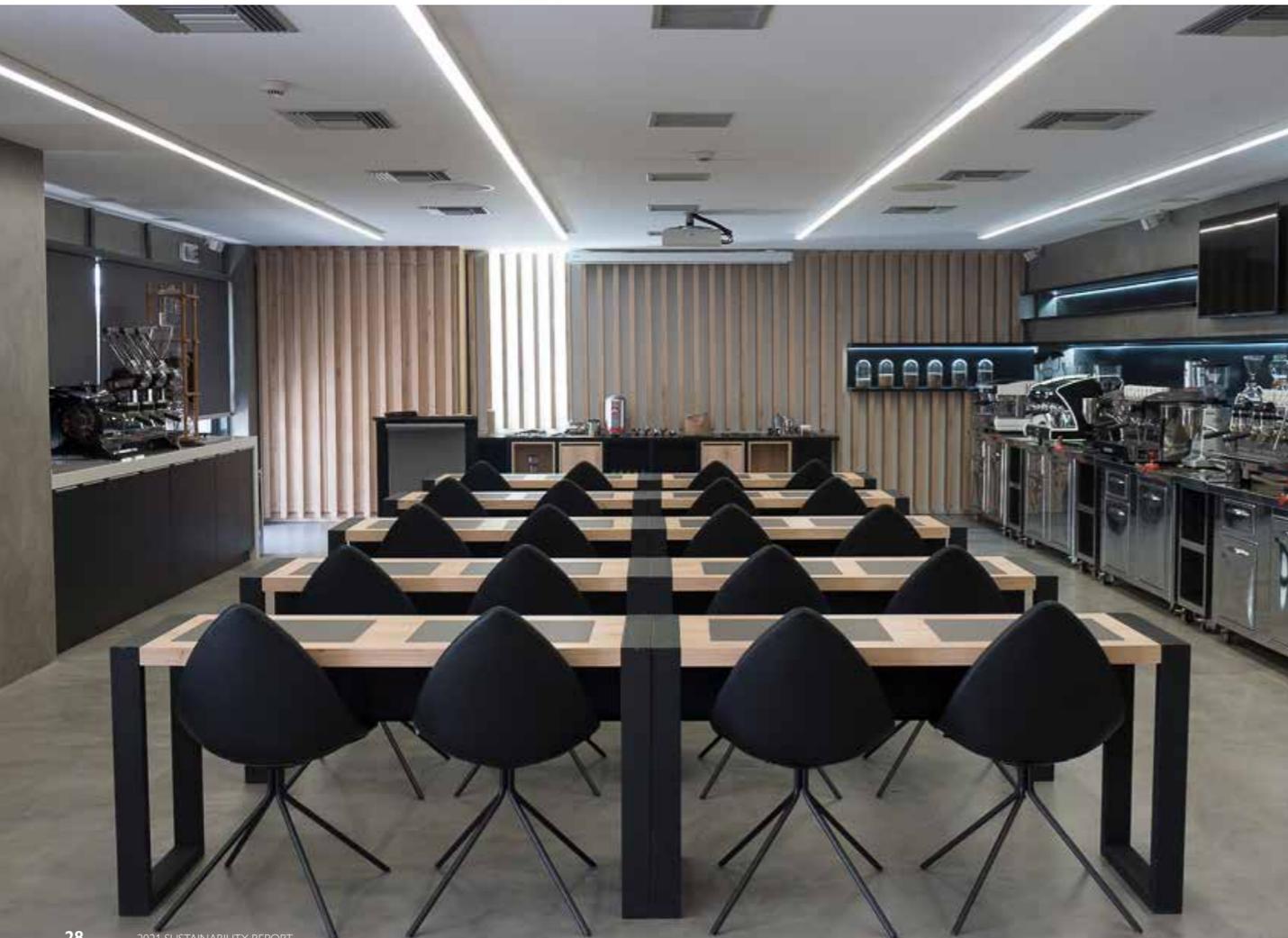
- Università del Caffè of illycaffè (UDC)
- Dimello Campus
- Specialty Coffee Association (SCA) seminars

For more information visit www.kafeaterra.gr

Quality Control Services

Customer training and support is of fundamental importance and continues throughout the entire course of our partnerships. It commences with the installation of the coffee creation equipment by our experienced technicians; moving into extensive barista training that can be provided either on site or delivered at our KAFEA TERRA Coffee Training Facilities.

To ensure the high quality of beverages, specialised barista trainers carry out continuous quality checks on site and provide information, technical advice and top class training with the main objective of maximising the satisfaction of business partners and end consumers.



RECOGNITION AND MEMBERSHIP OF ASSOCIATIONS

Awards and Distinctions

GRI 102-12 / GRI 102-13

We strive for excellence in everything we do. We import and manufacture top quality products and provide integrated technical support and training services, achieving recognition, corporate awards and prizes for the company. In the 2-year period 2020-2021, institutions and the entire business community were dedicated to dealing with the pandemic, with the result that events highlighting individuals and business practices were significantly curtailed.



Great Place to Work Dec. 2021 – Dec. 2022

Great Place to Work® certification after methodical evaluation by Great Place to Work® Hellas

Coffee Business Awards 2021 ETHOS MEDIA

Top Coffee Creative Marketing Director - **Niovi Kallergi**

Retail Business Awards 2020

- Suppliers' Brand Social Media Campaign - **Silver**
- Suppliers' Brand Social Media Strategy - **Bronze**

Participation in exhibitions and festivals

GRI 102-12 / GRI 102-13

We participate in domestic and international trade fairs/exhibitions and coffee festivals to increase the recognisability of our products, to forge new commercial relations and partnerships, and to exchange valuable knowledge and experience.

In the 2-year period 2020-2021 few events were held due to measures taken by all countries to address the spread of the COVID-19 pandemic in line with government guidelines.

In 2020 before the pandemic broke out in Greece and the restrictive measures were put in place, we participated in the HO.RE.CA 2020 Fair and then when the measures in China were scaled back, we participated via our associate in the ALLFOOD CHINA 2021 Fair.



Conferences

At KAFEA TERRA we focus on continuous training, knowledge creation and productive thinking. From this perspective, we encourage our people to give talks and attend conferences and seminars, to learn about and engage with leading figures from the business world and beyond and to exchange new ideas and experiences.

Below are the conferences we attended, the majority of which took place online due to the pandemic:

Conferences

Workshop The day After Tomorrow – Priority
The 10th Annual Capital Link CSR Forum “ECONOMY & SOCIETY: THE NEXT DAY” – Capital Link
Youth employability in the COVID-19 era - ReGeneration
Sustainability Forum 2020 – Global Sustain
Continuous Feedback – Continuous Growth – Agile Actors
5th Annual Sustainability Summit on “How to reach a Sustainable Recovery”
Challenges and Opportunities – CSE
3rd Instore Marketing Conference – Boussias
B2C sales in the COVID-19 Era - 2Grow
CX Summit 2021 - Boussias
All Things Facebook & Instagram 2021 – Boussias
Seminar against food waste - Boroume
Recruitment & Resourcing Conference 2021 - HR Professional Conferences
Women's contribution to the Sustainable Development Goals: The importance of Objective #5 - CSR Hellas
e-commerce Amazon FBA - e-commerce Hellas
Food Retail Forum 2021 - Boussias
Corporate Social Responsibility: Academic approach meets business practice: International Hellenic University
Business Finance in Action! 2021 – Boussias
Corporate Responsibility in Action VIII - Boussias
Diversity Management in the Workplace Industrial and Business Training Institute of the Hellenic Federation of Enterprises
Shop X 2021 – Boussias
Social Media Conference 2021 – Boussias
Product Marketing Conference 2021 – Boussias
Defining the New Age of Work - Adecco
Plant Based Conference 2021 – Boussias
Corporate Communication Conference 2021 – Boussias
Future of Work – PLEO

Networks and Organisations

We participate in networks, bodies and organisations in the sector to exchange know-how, keep abreast of developments and promote responsible business.

Networks and Organisations

ALLIANCE FOR COFFEE EXCELLENCE
SPECIALTY COFFEE ASSOCIATION (SCA)
RAINFOREST ALLIANCE
ATHENS CHAMBER OF COMMERCE & INDUSTRY (ACCI)
HELLENIC COFFEE ASSOCIATION
GREEK-ITALIAN CHAMBER
ORGANIC PRODUCE CONTROL AND CERTIFICATION BODY
ALLIANCE AGAINST FOOD WASTE

In 2021 we commenced procedures to become a member of the Federation of Greek Food Industries (SEVT) which are expected to be completed in 2022.



SUSTAINABILITY

STAKEHOLDER ENGAGEMENT

GRI 102-6 / GRI 102-7 / GRI 102-40 / GRI 102-42 / GRI 102-43 / GRI 102-44

As part of our day-to-day operations at KAFEA TERRA we interact with a range of stakeholders to understand their needs and expectations, to create and distribute value to them. Communicating with our stakeholders is a vital condition for our successful progress towards Sustainability.

KAFEA TERRA's stakeholders are individuals, businesses, organisations, and so on, who could be significantly affected by our Company's activities, or those which could affect KAFEA TERRA's ability to implement its business strategy and/or achieve its objectives.

Our objective in this report is to respond to a series of issues which are important for our stakeholders by describing the most important social, economic and environmental impacts we have.

The diagram below summarises the main categories of stakeholders, the methods for communicating with them and the frequency of contacts in the context of our day-to-day operations.

KAFEATERRA Stakeholders



The table below summarises the key topics of interest for each stakeholder (based on the materiality analysis).

Stakeholders	Key Issues of Interest
Shareholders – BoD	<ul style="list-style-type: none"> Responsible corporate governance, business ethics and ensuring regulatory compliance. Ensuring business continuity and contingency planning. Creating and sharing economic value. Quality assurance for products, consumer health and safety and investment in innovative technologies.
Employees (senior management)	<ul style="list-style-type: none"> Creating and sharing economic value. Ensuring business continuity and contingency planning. Responsible corporate governance, business ethics and ensuring regulatory compliance. Providing training to employees and promoting their growth and development.
Employees (upper management)	<ul style="list-style-type: none"> Creating and maintaining jobs, training and development for employees. Ensuring business continuity and contingency planning. Providing training to employees and promoting their growth and development. Creating and sharing economic value.
Employees (office / administrative)	<ul style="list-style-type: none"> Creating and maintaining jobs, training and development for employees. Safeguarding the health, safety and well-being of employees. Protecting human rights in the workplace. Ensuring business continuity and contingency planning.
Employees (sales reps, trainers, technicians)	<ul style="list-style-type: none"> Creating and maintaining jobs, training and development for employees. Safeguarding the health, safety and well-being of employees. Creating and sharing economic value. Protecting human rights in the workplace.
Employees (production, warehouse)	<ul style="list-style-type: none"> Quality assurance for products, consumer health and safety and investment in innovative technologies. Ensuring business continuity and contingency planning. Creating and maintaining jobs, training and development for employees. Safeguarding the health, safety and well-being of employees.

Stakeholders	Key Issues of Interest
Customers (network of commercial associates)	<ul style="list-style-type: none"> Quality assurance for products, consumer health and safety and investment in innovative technologies. Ensuring business continuity and contingency planning. Responsible corporate governance, business ethics and ensuring regulatory compliance. Creating and maintaining jobs, training and development for employees.
Customers (retail sector)	<ul style="list-style-type: none"> Quality assurance for products, consumer health and safety and investment in innovative technologies. Ensuring sustainable water management. Protecting human rights in the workplace. Promoting circular economy practices/resource - waste management.
Customers (B2B office sector)	<ul style="list-style-type: none"> Safeguarding the health, safety and well-being of employees. Protecting human rights in the workplace. Ensuring business continuity and contingency planning. Quality assurance for products, consumer health and safety and investment in innovative technologies.
Customers (export sector)	<ul style="list-style-type: none"> Reducing energy consumption, improving energy efficiency and increasing the use of renewables. Ensuring business continuity and contingency planning. Creating and sharing economic value. Supporting society and fostering solidarity through partnerships.
Consumers (B2C)	<ul style="list-style-type: none"> Quality assurance for products, consumer health and safety and investment in innovative technologies. Promoting circular economy practices/resource - waste management. Ensuring sustainable water management. Reducing greenhouse gas emissions and other gaseous pollutants.
Suppliers (raw materials, mechanical equipment, advertising, materials, supply chain-logistics, etc.)	<ul style="list-style-type: none"> Ensuring business continuity and contingency planning. Quality assurance for products, consumer health and safety and investment in innovative technologies. Creating and sharing economic value. Responsible corporate governance, business ethics and ensuring regulatory compliance.

Stakeholders

Key Issues of Interest

Business Community

- Reducing greenhouse gas emissions and other gaseous pollutants.
- Safeguarding the health, safety and well-being of employees.
- Promoting circular economy practices/resource - waste management.
- Ensuring business continuity and contingency planning.

Local Community

- Promoting circular economy practices/resource - waste management.
- Quality assurance for products, consumer health and safety and investment in innovative technologies.
- Ensuring business continuity and contingency planning.
- Supporting society and fostering solidarity through partnerships.

Wider Society

- Quality assurance for products, consumer health and safety and investment in innovative technologies.
- Safeguarding the health, safety and well-being of employees.
- Ensuring business continuity and contingency planning.
- Creating and sharing economic value.

Government & Regulatory Authorities

- Quality assurance for products, consumer health and safety and investment in innovative technologies.
- Safeguarding the health, safety and well-being of employees.
- Ensuring business continuity and contingency planning.
- Creating and sharing economic value.

MATERIALITY ANALYSIS

GRI 102-46 / GRI 102-47

At KAFAE TERRA, we focus on issues associated with our economic growth and the creation of long-term value.

In order to identify the most material Sustainability aspects on which we will focus our strategy over the years to come, which relate to and affect our stakeholders, we carried out a materiality analysis in 2022 for the purposes of this Report with the participation of our internal and external stakeholders.

Material topics are those which cause major economic, environmental and social impacts for the Company and/or affect to a significant degree the estimates and decisions of stakeholders in relation to the Company.

During the materiality analysis we also relied on and incorporated the principles of the international Standards for Sustainability Reporting (GRI Standards) for content determination (stakeholder participation, sustainability framework, materiality and completeness).

The materiality analysis was carried out in the following three phases:

A. Recognition of relevant Sustainability Aspects

During the first stage of the analysis, we took into account the principle of stakeholder participation and the GRI Sustainability Framework and identified aspects relating to the Company's activities and stakeholders which arose from the following steps:

- Recording the most important stakeholder groups and the relevant aspects of interest which arose from existing consultation structures.
- Review of leading international Sustainability standards such as GRI Standards and special publications about the sectors in which we operate such as G4 Sector Disclosures "Food processing", and GRI "Sustainability topics for sectors: Food and Beverage processing", the SASB standard. "Processed foods, non-alcoholic beverages, RobecoSAM" "Beverages, Food products".
- Review of the sustainability framework in which we operate (by reviewing internal policy-related documents, via procedures, results of existing consultation with stakeholders, etc).
- Review of publicly available Sustainability Reports of similar companies in Greece and abroad.
- Overview of the UN Sustainable Development Goals (UN SDGs)

The result of this process was that we identified 16 Sustainability aspects which are presented on page 43.

B. Prioritising recognised Sustainability Aspects

We took into account the principles of materiality and participation of GRI stakeholders and ranked the aspects identified in the first stage in relation to the following criteria:

1. To what extent each recognised aspect affects the evaluations and decisions of our Company's stakeholders.
2. To what extent each recognised aspect reflects the major economic, environmental and social impacts our Company has (impacts on the wider economic, social and environmental level, in addition to impacts on stakeholders).

The method used to rank the aspects we identified was to conduct an online survey of internal and external stakeholders.

C. Validation of results

During the final stage of the analysis, the results of the second phase were validated by members of Senior Management. In this process we took into account the GRI principles of completeness & stakeholder participation.

This analysis identified and selected 12 material topics which are published in this Sustainability Report and are presented in the materiality map below:

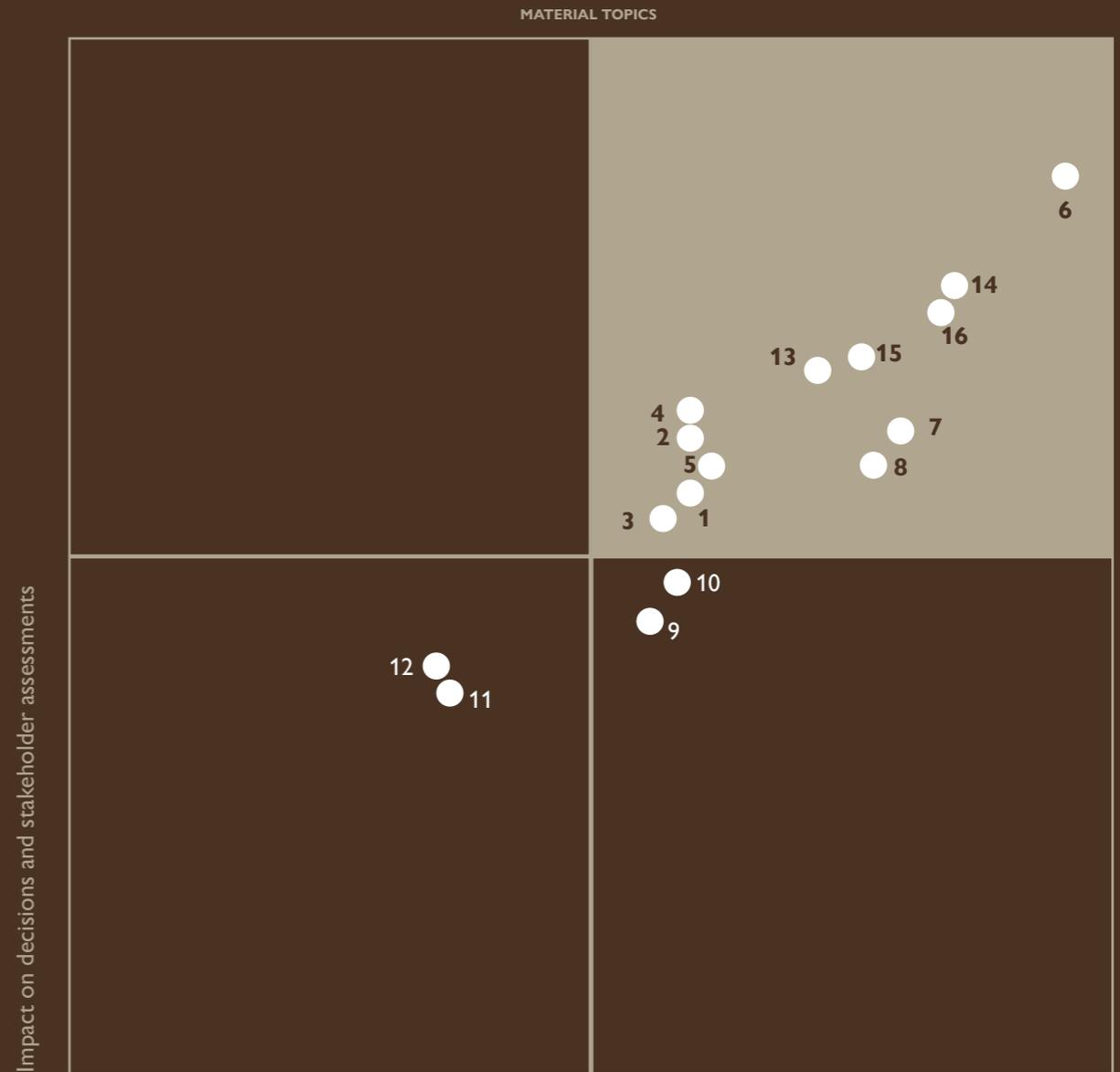
 Creating and sharing economic value	 Investing in innovative technologies	 Ensuring business continuity and contingency planning
 Promoting circular economy practices / resource - waste management	 Providing training to employees and promoting their growth and development	 Creating and retaining jobs
 Responsible corporate governance, business ethics and ensuring regulatory	 Protecting human rights in the workplace	 Ensuring product quality and consumer health and safety
 Safeguarding the health, safety and well-being of employees	 Supporting society and fostering solidarity through partnerships	 Reducing energy consumption, improving energy efficiency and increasing the use of renewables

GRI 102-49

The same material topics also arise in the 2019 Sustainability Report. However, the material topic of "Providing employee training and development" is presented and analysed in the section entitled "Creating and maintaining jobs, employee training and development" and has not been separately analysed in a section on its own. Moreover, the material topic of "Investing in innovative technologies" is presented and analysed in the section entitled "Ensuring product quality and consumer health and safety and investing in innovative technologies".

Materiality map

GRI 102-46 / GRI 102-47



- | | | |
|--|--|---|
| <ol style="list-style-type: none"> 1. Creating and sharing economic value 2. Responsible corporate governance, business ethics and ensuring regulatory compliance 3. Supporting society and fostering solidarity through partnerships 4. Ensuring business continuity and contingency planning 5. Investing in innovative technologies | <ol style="list-style-type: none"> 6. Ensuring product quality and consumer health and safety 7. Promoting circular economy practices 8. Reducing energy consumption, improving energy efficiency and increasing the use of renewables 9. Reducing greenhouse gas emissions and other gaseous pollutants 10. Ensuring sustainable water management 11. Protecting and conserving biodiversity | <ol style="list-style-type: none"> 12. Evaluating suppliers in terms of their social and environmental performance 13. Creating and retaining jobs 14. Safeguarding the health, safety and well-being of employees 15. Providing training to employees and promoting their growth and development 16. Protecting human rights in the workplace |
|--|--|---|

MATERIAL TOPICS: MATERIALITY AND BOUNDARIES

GRI 102-46 / GRI 102-47 / GRI 103-1

Based on the GRI requirements, the information presented in the table below presents the material topics that emerged:

1. Because every aspect is material:

- Who are the stakeholders affected by the Company's most material Sustainability aspects (based on the results of a materiality survey on Sustainability aspects).
- What are the UN Sustainable Development Goals the Company contributes to (wider economic, social and/or environmental impacts).

2. Who causes these effects:

Impacts may be caused in different phases of the Company's value chain. Consequently, some are directly caused by the Company and some indirectly by a third party whose activities are associated with the Company (downstream or upstream).

Material Topic	Why the aspect is material		Impact boundaries	
	Wider economic, social and environmental impacts caused by the aspect	Stakeholders directly affected (in economic, social and environmental terms) by the aspect	Impact caused by the Company	Stakeholders outside the Company who may cause or be associated with the impacts of the aspect
 Creating and sharing economic value		<ul style="list-style-type: none"> • Shareholders – BoD • Employees • Suppliers 	✓	<ul style="list-style-type: none"> • Customers • Suppliers • Consumers
 Ensuring business continuity and contingency planning		<ul style="list-style-type: none"> • Employees • Customers • Suppliers • Shareholders – BoD • Consumers 	✓	<ul style="list-style-type: none"> • Suppliers
 Quality assurance for products, consumer health and safety and investment in innovative technologies		<ul style="list-style-type: none"> • Employees • Customers • Suppliers • Shareholders – BoD • Consumers 	✓	<ul style="list-style-type: none"> • Customers • Consumers • Suppliers
 Creating and maintaining jobs, training and development for employees		<ul style="list-style-type: none"> • Employees • Customers • Suppliers • Shareholders – BoD 	✓	<ul style="list-style-type: none"> • Customers • Consumers

Material Topic	Why the aspect is material		Impact boundaries	
	Wider economic, social and environmental impacts caused by the aspect	Stakeholders directly affected (in economic, social and environmental terms) by the aspect	Impact caused by the Company	Stakeholders outside the Company who may cause or be associated with the impacts of the aspect
 Protecting human rights in the workplace		<ul style="list-style-type: none"> • Employees • Customers • Suppliers 	✓	<ul style="list-style-type: none"> • Customers • Suppliers
 Safeguarding the health, safety and well-being of employees		<ul style="list-style-type: none"> • Employees • Customers • Suppliers 	✓	<ul style="list-style-type: none"> • Customers • Suppliers
 Supporting society and fostering solidarity through partnerships		<ul style="list-style-type: none"> • Employees • Local Community • Wider society 	✓	<ul style="list-style-type: none"> • Customers • Local Community • Wider society
 Promoting circular economy practices / resource - waste management		<ul style="list-style-type: none"> • Shareholders – BoD • Employees • Suppliers • Customers • Consumers 	✓	<ul style="list-style-type: none"> • Customers • Consumers • Suppliers • Business Community • Local Community • Wider society • Government and Regulatory Authorities
 Reducing energy consumption, improving energy efficiency and increasing the use of renewables		<ul style="list-style-type: none"> • Employees • Customers • Consumers • Suppliers • Shareholders – BoD 	✓	<ul style="list-style-type: none"> • Customers • Consumers • Suppliers • Business Community • Government & Regulatory Authorities
 Responsible corporate governance, business ethics and ensuring regulatory		<ul style="list-style-type: none"> • Employees • Customers • Suppliers • Shareholders – BoD • Business Community 	✓	<ul style="list-style-type: none"> • Customers • Consumers • Suppliers • Business Community • Government & Regulatory Authorities

OUR VALUE CHAIN

GRI 102-9

Through an innovative business model, we aim to create value for our stakeholders. Through our 8 sectors of activity, our inflows are transformed into outflows and then create impacts on our stakeholders and the economy, society and environment in general. The table below shows the value creation process in all stages of our value chain:

KAFEA TERRA VALUE CHAIN			KAFEA TERRA VALUE CHAIN		
Value creation process using the innovative business model			Value creation process using the innovative business model		
Material Topic	Supply Chain	Company Operations	Distribution	Supply	Consumption
Creating and sharing economic value					
Ensuring business continuity and contingency planning					
Quality assurance for products, consumer health and safety and investment in innovative technologies					
Creating and maintaining jobs, training and development for employees					
Protecting human rights in the workplace					
Safeguarding the health, safety and well-being of employees					
Supporting society and fostering solidarity through partnerships					
Promoting circular economy practices / resource - waste management					
Reducing energy consumption, improving energy efficiency and increasing the use of renewables					
Responsible corporate governance, business ethics and ensuring regulatory					

THE VALUE CREATION JOURNEY

GRI 102-9 / GRI 102-10 / GRI 102-11

Carefully selecting raw materials

We select raw materials that meet all legal requirements and the criteria we have laid down for health and safety, quality and environmental protection. The Company's competent departments are responsible for identifying quality, sustainable raw materials, receiving supplies on-time to ensure uninterrupted production and designing a detailed plan to eliminate potential risks associated with the supply chain.

A major challenge in the search for green coffee is the steady supply of top quality coffee from farms certified by the Rainforest Alliance. Thanks to ongoing research and sampling, the Company's coffee buyers are seeking to constantly increase the percentage holding of certified coffee in all production products.

Our company has a fully equipped green coffee lab which ensures the excellent quality of the raw material. There, coffee samples are checked for their physico-chemical characteristics and taste profile before any green coffee is approved.

In addition, particular emphasis is placed on delivery and storage of raw materials. When raw materials are delivered, specially trained employees undertake to rapidly pick them up, transport them and store them under appropriate storage conditions.



Building ties with our suppliers

At KAFEA TERRA we recognise that achieving and disseminating excellence includes all the people who constitute our supply chain. We are committed to fair and ethical practices that promote human dignity. We develop strong, honest relations with our suppliers and evaluate them by setting objective criteria such as product quality, price, delivery time, standards and procedures, commercial reliability and annual performance. Using our points system we also reward suppliers who hold certifications under ISO 22000 "Food Safety Management", ISO 9001:2015 "Quality Management System", ISO 14001:2015 "Environmental Management System" and who hold a BRC Food Safety System Certificate, a Certificate under the IFS Food Safety and Quality Certification Standard or the Food Safety System Certification (FSSC 22000) scheme.

Our suppliers are numerous and can be divided into these categories:

POS Materials	Coffee Equipment and Spare Parts	Fuels and Chemicals	Other Items
Production and Packaging Materials	Raw Materials	Services and Other Suppliers	Roasted Coffee



In addition, we divide our suppliers into domestic and foreign suppliers.

In the two-year period 2020-2021

975
Suppliers from Greece (on average)

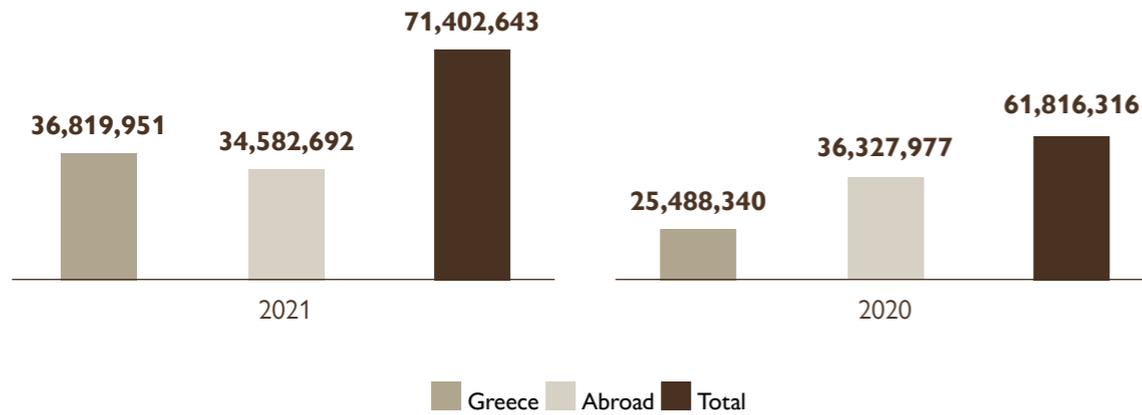
85
Suppliers from abroad (on average)

The precise number of suppliers in 2021 was 1,124. In 2020 it was 996 and in 2019 it was 1,126.

Number of suppliers



Value of purchases and expenses from suppliers (in million €)



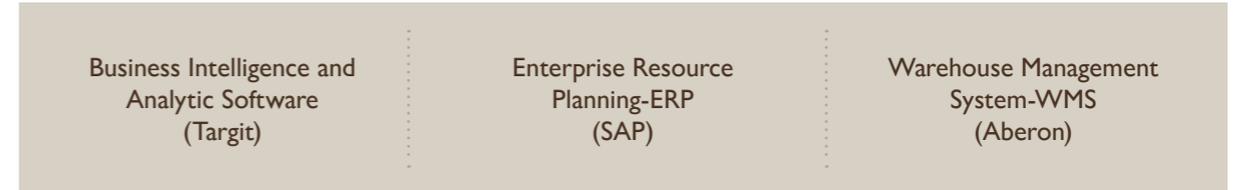
% of purchases and expenses from suppliers



Effective management of the logistics chain

Effective management of the entire supply chain is a key objective of the Company, which is achieved through a well-organised Logistics Department. Thanks to careful market study and extensive experience of departmental personnel, demand is forecast and timely stock replenishment is planned to maintain a stable level which even includes a safety stock. KAFEA TERRA's logistics system is based on functions which ensure high product quality, excellent storage and transport conditions, timely delivery and customer satisfaction, reduced capital commitment and reduced operating costs.

The IT systems used to coordinate its operations are:



TOWARDS A STRATEGY

In 2019, in the context of developing a Sustainability strategy for the years to come, in consistent with its business model, as stated above our Company took a first step towards materiality analysis in line with the GRI Standards and recognised the material topics which create the most important impacts on its stakeholders and society in general as well as on the environment. Then for the 2-year period 2020-2021 commitments were made about our material topics.

This report presents the progress made towards achieving the 2020-2021 targets and the targets for the 2-year period 2022-2023.

ESG Pillars

Environment

Material Topics KAFEA TERRA	Sustainability Commitments	Progress 2020-2021	Targets 2022-2023
 <p>Promoting circular economy practices/ resource - waste management</p>	<ul style="list-style-type: none"> • Adopting monitoring indicators on waste quantities and developing a waste reduction plan for business operations. • Detailed mapping of the supply chain • Developing a Suppliers Code which includes environmental, social and corporate governance criteria (ESG) for selecting suppliers. 	<ul style="list-style-type: none"> • Achieved. • Achieved (ISO 14064 implemented). • Achieved. 	<ul style="list-style-type: none"> • Feasibility study for selected Circular Economy actions. • Incorporating the Supplier Code into agreements with main suppliers. • Exploring implementation of ISO 14001 and 50001.
 <p>Reducing energy consumption, improving energy efficiency and increasing the use of renewables</p>	<ul style="list-style-type: none"> • Developing and implementing performance indicators and targets for energy consumption within the Company. 	<ul style="list-style-type: none"> • Achieved. 	<ul style="list-style-type: none"> • Evaluating performance based on KPIs and targets for 2021 and 2022 (e.g. comparing energy consumption measurements within the Company). • Installation of a photovoltaic plant.

Society

Material Topics KAFEA TERRA	Sustainability Commitments	Progress 2020-2021	Targets 2022-2023
 <p>Quality assurance for products, consumer health and safety and investment in innovative technologies</p>	<ul style="list-style-type: none"> • Developing mechanisms for submitting, responding to and resolving grievances / complaints submitted by customers, and the relevant monitoring indicators, to maximise customer satisfaction. • A feasibility study to adopt voluntary certifications. 	<ul style="list-style-type: none"> • Evolving - there is in developing the mechanism due to adjustment of all Company operations to the new SAP system. • Adoption of Rainforest Alliance (RFA) certification was achieved. 	<ul style="list-style-type: none"> • Developing an online complaints procedure with the option to collect statistical data and improving response and resolution mechanisms. • Exploring and ranking the most widespread voluntary certificates.
 <p>Safeguarding the health, safety and well-being of employees</p>	<ul style="list-style-type: none"> • Adopting a policy on health, safety and well-being at work. • Expanding the official training plan, including mental health issues. 	<ul style="list-style-type: none"> • Achieved. • Achieved. 	<ul style="list-style-type: none"> • Maintaining a training plan with emphasis on road behaviour and mental health issues. • Examining ISO 45001:2018 certification.

Society (continued)

Material Topics KAFE A TERRA	Sustainability Commitments	Progress 2020-2021	Targets 2022-2023
 <p>Creating and sharing economic value</p>	<ul style="list-style-type: none"> Evaluating performance indicators and redefining targets for generating and distributing economic value. 	<ul style="list-style-type: none"> Achieved. 	<ul style="list-style-type: none"> Exploring to carry out a socio-economic footprint study (e.g. calculating total jobs supported by its activities).
 <p>Creating and maintaining jobs, training and development for employees</p>	<ul style="list-style-type: none"> Adopting an employee reward scheme. Implementing an employee performance and development management system. Expanding the training course in terms of features and providing access to online training. Expanding the internship scheme. 	<ul style="list-style-type: none"> Not achieved due to other priorities as a result of COVID-19. Developing an employee performance and development management system. Online training was not achieved due to other priorities as a result of COVID-19. Achieved. 	<ul style="list-style-type: none"> Maintaining the number of jobs. Implementing an employee performance and development management system.
 <p>Protecting human rights in the workplace</p>	<ul style="list-style-type: none"> Developing a human rights policy based on internationally recognised principles. 	<ul style="list-style-type: none"> Achieved. 	<ul style="list-style-type: none"> Implementing a whistleblowing mechanism. Signing up to the European Commission's Diversity Charter initiative.
 <p>Supporting society and fostering solidarity through partnerships</p>	<ul style="list-style-type: none"> Developing a structured programme of activities to give something back to society (CSR). 	<ul style="list-style-type: none"> Not achieved due to budget focus on actions to combat COVID-19. 	<ul style="list-style-type: none"> Developing a structured programme of activities to give something back to society (CSR).

Corporate Governance

Material Topics KAFE A TERRA	Sustainability Commitments	Progress 2020-2021	Targets 2022-2023
 <p>Responsible corporate governance, business ethics and ensuring regulatory</p>	<ul style="list-style-type: none"> Revising our objectives, mission, vision and values as part of our contribution to Sustainability. 	<ul style="list-style-type: none"> Achieved. 	<ul style="list-style-type: none"> Developing a code of ethics. Informing and training 100% of employees about corporate governance, regulatory compliance and business ethics issues.
 <p>Ensuring business continuity and contingency planning</p>	<ul style="list-style-type: none"> Reviewing the business continuity procedure. 	<ul style="list-style-type: none"> Achieved. 	<ul style="list-style-type: none"> Exploring the implementation of ISO 22301:2019 (Business Continuity).

Information about the objectives achieved is available on the relevant material topics in this report.



RESPONSIBLE CORPORATE GOVERNANCE, BUSINESS ETHICS AND REGULATORY COMPLIANCE

W I S E

RESPONSIBLE CORPORATE GOVERNANCE, BUSINESS ETHICS AND REGULATORY COMPLIANCE

MATERIAL TOPIC

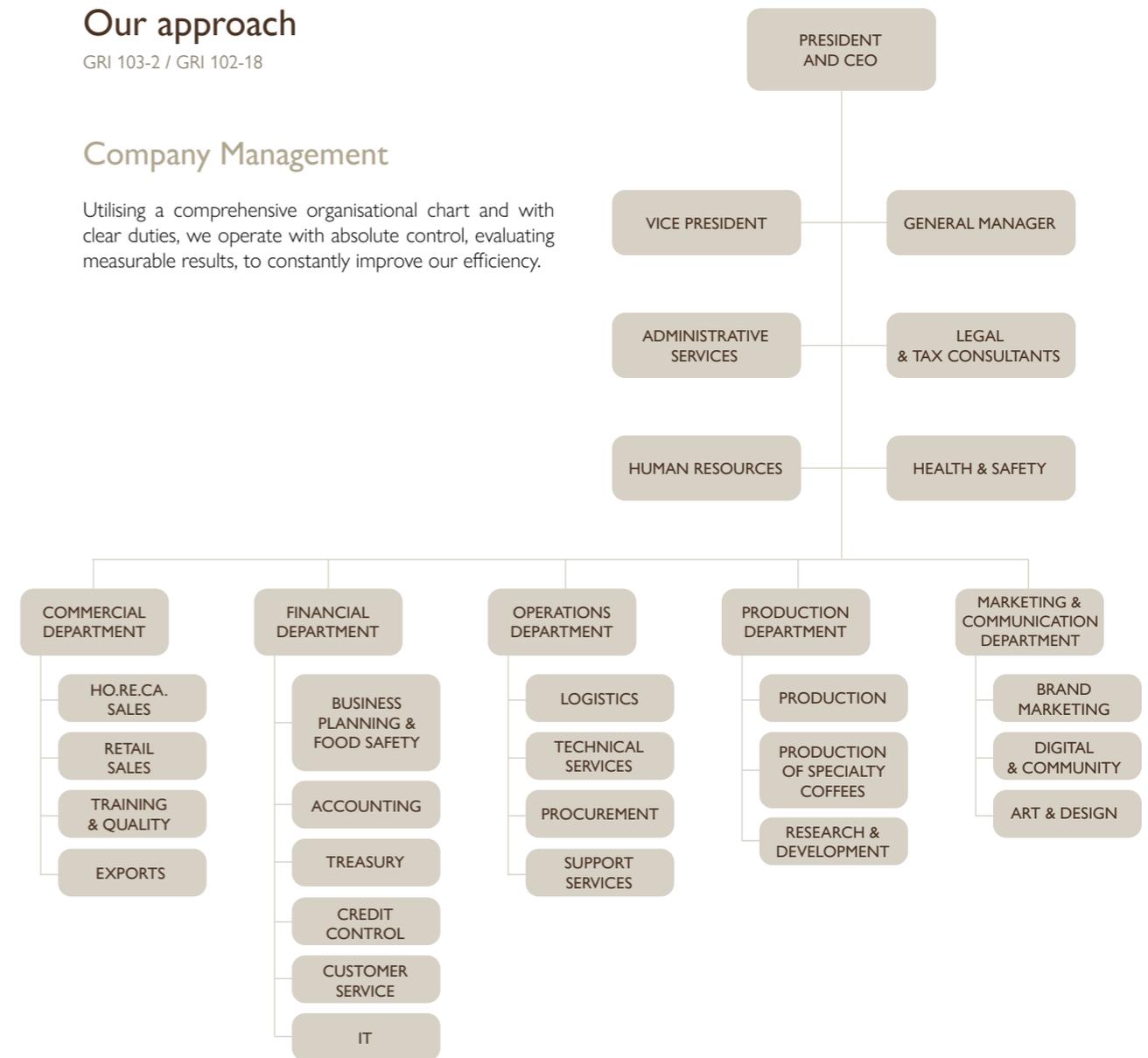


Our approach

GRI 103-2 / GRI 102-18

Company Management

Utilising a comprehensive organisational chart and with clear duties, we operate with absolute control, evaluating measurable results, to constantly improve our efficiency.



Board of Directors

GRI 102-18

Our company has an internal audit system. In order to check its proper and effective operation, Company Management has put in place and implements an organised system of principles, functions, methods and procedures and a system of controls to support achievement of the Company's objectives, the lawful and effective conduct of its business, including compliance with Management principles, safeguarding assets, preventing and identifying fraud and error; ensuring the accuracy and completeness of accounting entries and the timely preparation of reliable financial statements. The Company is managed and supervised by the Board of Directors appointed by the General Meeting which consists of the following persons:

Name-surname	Position
Ioannis Iosifidis, son of Iordanis	President & CEO
Niovi Kallergi, daughter of Ioannis	Vice President
Iordanis Iosifidis, son of Ioannis	Director
Ioannis Karyofyllis, son of Dimitrios	Director

Every two months a senior management meeting is held at which decisions are taken on all important issues relating to the Company, including Sustainability issues.

Supplier Code of Conduct

At the Company we understand that our journey involves people around the world who contribute to the creation and achievement of the excellence we seek.

The cornerstone of our philosophy is the ongoing development and growth of our associates. We are firmly dedicated to good, fair practices that promote the advancement of all our people, from coffee-grower communities to suppliers of our products and services.

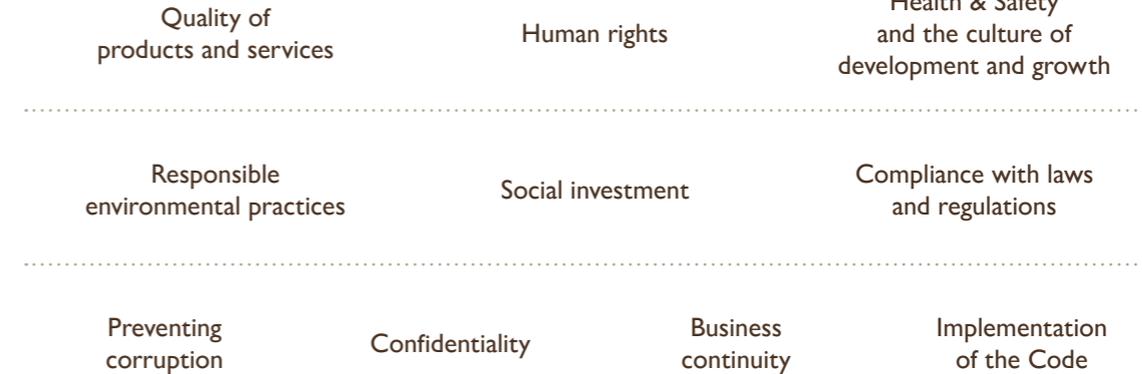
Our goal is to build strong trust-based ties based on mutually beneficial relationships with people who start, contribute to and complete our coffee journey.

In 2022, KAFEA TERRA intends to adopt the Supplier Code of Conduct, which has been approved by the Board of Directors.

By adopting the Supplier Code of Conduct, we aim to create mutual, honest interpersonal relations with all our partners, thereby bolstering fertile ties through which we encourage all aspects of responsible business activity. The Code also seeks to communicate the most important fundamental issues we take into account during our business and will apply without exception to all links in our supply chain.

To ensure that suppliers operate properly, the Code covers the following topics:

Supplier Code of Conduct



Business ethics and regulatory compliance

At KAFEA TERRA, our business ethics are disseminated through the practices we implement each and every day.

Ensuring regulatory compliance with applicable laws and regulations is a condition for ensuring our business continuity. To that end, we are constantly ensuring business ethics and regulatory compliance, which govern all our operations and activities, making it a priority to identify and combat potential cases of corruption across the entire value chain. By creating responsible partnerships and trust-based relationships with our suppliers, and providing a meritocratic working environment for all our people, we are ensuring robust operations while at the same time creating value, contributing to the meritocratic operation of institutions and the defence of justice.

In addition, to ensure regulatory compliance and business ethics, we attach particular importance to the issue of how information and personal data is managed. More information about how we safeguard the privacy of personal data and information for each employee is available in the section entitled 'Protecting human rights in the workplace'.

Our performance

GRI 103-3 / GRI 205-3 / GRI 418-1

In 2020-2021 there were no confirmed cases of corruption or bribery and we did not identify any intention to engage in corruption or bribery. Moreover, there was no financial loss as a result of breaches of business ethics. Likewise, during the reporting period, there were no substantiated complaints about a breach of customer privacy or loss of personal data.

RESPONSIBLE OPERATIONS

GRI 102-7 / GRI 102-10



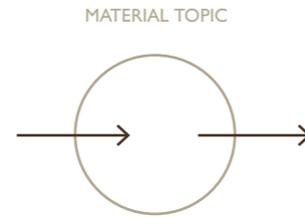
CHANGE IN TURNOVER (€ MILLION)



	2021 (€)	2020 (€)	2019 (€)
Turnover (Net Sales)	84,810,225.84	69,443,456.85	72,908,508.48
EBT	11,616,809.06	7,135,392.37	10,444,318.86
Share Capital	8,029,800.00	8,029,800.00	7,871,800.00
Total Equity	32,429,087.22	30,973,408.26	40,237,725.49
Total Liabilities	38,449,674.57	34,877,319.34	25,974,707.35
Total Assets	71,119,240.24	66,065,799.98	67,507,958.21
EBITDA	16,001,179.40*	10,761,227.35	13,391,868.79

* In 2021 the Ho.re.ca sector recovered as a result of measures to combat COVID-19 being dropped which resulted in an increase in Company activity and the corresponding EBITDA.

CREATING AND SHARING ECONOMIC VALUE



Our approach

GRI 103-2

We operate in the coffee sector, ensuring that we retain our competitive advantage through the powerful business model we have and our tangible and intangible assets.

Thanks to innovative ideas and initiatives, we are increasing the inflow of revenues, improving our financial performance and creating a healthy competitive environment for both us at KAFEA TERRA and our stakeholders. Our activities also aim to showcase Greek industry in the coffee processing and packaging sector and thereby contribute to Greece's economic growth.



Our performance

GRI 103-3 / GRI 201-1

The diagram below depicts the direct economic value we generate (revenues) and distribute (operating costs, salaries and employee benefits, payments to financing bodies, payments/contributions to the state and investments in society).

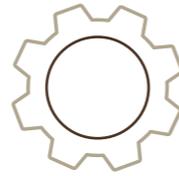
Direct Economic Value Generated and Distributed

	2021 (€)*	2020 (€)*	2019 (€)
Direct Economic Value Generated			
Revenue	85,402,672.50	69,945,972.33	73,341,114.88
Direct Economic Value Distributed			
Operating costs	66,477,009.09	54,978,535.31	55,435,045.38
Employee wages and benefits	5,917,282.06	5,860,348.72	6,125,026.31
Payments to financial institutions	703,629.22	661,187.30	475,325.75
Payments/contributions to the Greek State	2,661,296.90	1,690,657.77	2,708,599.02
Investments in society	81,057.54	168,438.80	27,039.16
Total	75,840,274.81	63,359,167.90	64,771,035.62
Economic Value Retained			
Direct economic value generated	85,402,672.50	69,945,972.33	73,341,114.88
Direct economic value distributed	75,840,274.81	63,359,167.90	64,771,035.62
Total	9,562,397.69	6,586,804.43	8,570,079.26

* In 2021 the direct economic value generated and distributed rose compared to 2020 due to improved conditions which arose from COVID-19 measures being dropped. In 2020 the direct economic value generated and distributed dropped compared to 2019 due to the conditions created by COVID-19.

ENSURING BUSINESS CONTINUITY AND CONTINGENCY PLANNING

MATERIAL TOPIC



Our approach

GRI 103-2

Risk prevention and management is our primary concern to ensure business continuity and readiness for emergencies.

The Company has put in place and maintains procedures to identify potential emergencies and to address risks and threats and minimise their impacts. Implementing these procedures ensures that a suitable response method is used in emergencies which may occur inside and outside the Company's facilities. Senior management is responsible for implementing and ensuring all necessary means and resources for emergency prevention and response procedures.

Occupational Risk Assessment Study and Work Guideline 1601 on handling emergencies.

We prepare occupational risk assessment studies which cover the entire range of our business activities. Through these studies, the Company describes the risks, evaluates them and adopts preventative measures.

We implement Work Guideline 1601 on handling emergencies. This guideline follows the requirements of paragraphs 8.4 of the ELOT EN ISO 22000:2018 standard on the Food Safety Management System - Requirements for food chain organisations. It is based on the Emergency Guidance for Retail Food Establishments Directive published on 17.1.2006 which was screened by the Emergency Preparedness Committee of Council II 2004-2006 at the Conference for Food Protection.

The guideline consists of tables showing the Company's food management operations affected by each type of emergency and the steps which need to be taken when incidents occur, and after the incident is addressed and dealt with, before the plant returns to normal operation.

The types of emergencies referred to are:

- Power outage for more than 2 hours (with or without generator in use).
- Water supply interrupted for more than 2 hours.
- Water supply contaminated by biological agents.
- Sewerage overflow.
- Fire.
- Flooding.

Where new types of emergencies and incidents are added, the work instruction is revised by the Food Safety Team Coordinator. The tables are posted at a conspicuous location so that they are disclosed to and available to all Company employees.

Moreover, at our facilities and on our equipment we use the following as a means of disaster protection:

- Automatic fire safety devices with separate fire systems in all production and storage areas are used.
- An uninterrupted power supply system to avoid equipment failure in the case of power failure.

Our employees receive training to ensure they can better handle emergencies.

In 2021 three training sessions were held:

- Training for the production department on fire safety issues (24/11/2021)
- Fire safety team training (22/09/2021)
- Building evacuation drill (20/07/2021)

Actions to ensure product adequacy:

- We select suppliers who have the resources and procedures to handle emergencies, and can ensure business continuity.
- We put in place backup machinery for 80% of our production, so in the case where a piece of machinery breaks down it is possible to transfer production to another line.
- We have employees in reserve for 100% of our production, so that if one employee is absent there is at least one other with the necessary training and skills to handle each production line.
- We store finished products (stock) for at least one month.
- We store raw materials (green coffee and packaging materials) for at least 3 months to protect against any malfunctions in the supply chain.
- We aim to maintain alternative sources of supply to better manage risk.

Additional actions to ensure uninterrupted business operations:

- We have a data security system, storing encrypted data on controlled access central infrastructure located in two independent parts of the building, and also storing data in the cloud and on backup hardware (hard disks and tape backup) stored off-site, and we fully comply with the provisions of the relevant legislation on the retention and storage of personal data.
- We maintain adequate telecommunications equipment and facilities for full remote work.
- We train executives about measures to be taken in emergencies and the guidance they should be offering.
- The Occupational Physician is available at all times, looking out for the mental and physical health of all employees.
- We receive legal advice and support for all new collaborations or activities of the Company to ensure legitimacy and to defend its interests in the case of malicious acts.

Specifically:

- The fully automated production process for Dimello, AREA 51, Distillo products and the strict operating specifications for the Industrial Unit ensure product safety at all times.
- Recent investments in new industrial coffee product processing and packaging lines for the retail sector made the Company more able to respond to sudden increases in demand in the retail trade sector and at the same time to mitigate the negative impacts from losses in the Ho.re.ca sector.
- The new facilities at Markopoulo operated as a 2nd product distribution centre so that the products could be transported and billed from there if needed.
- The well-organised logistics team ensured that all imported products and raw materials were supplied in time so that there was no shortage in the market.



QUALITY ASSURANCE FOR PRODUCTS, CONSUMER HEALTH AND SAFETY AND INVESTMENT IN INNOVATIVE TECHNOLOGIES

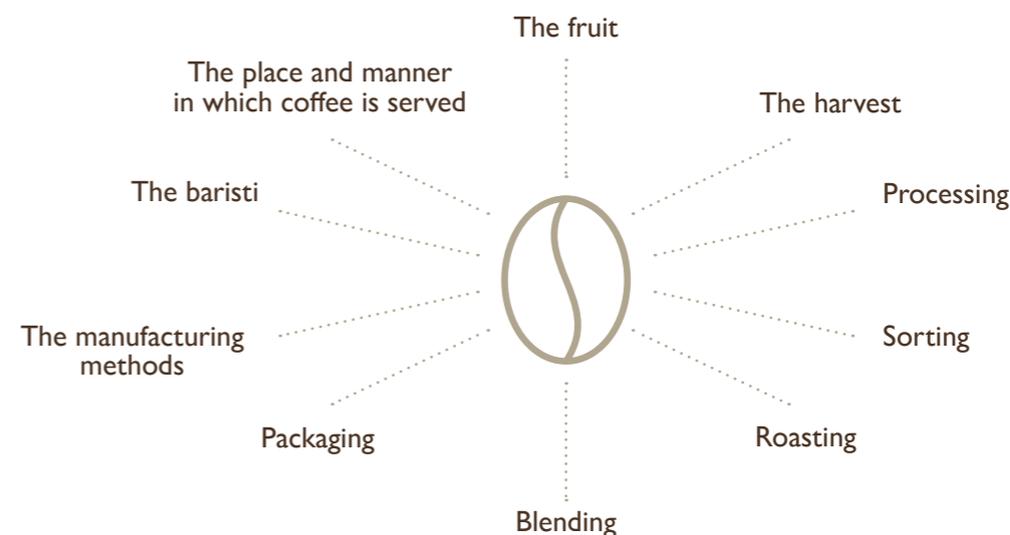


Our approach

GRI 103-2

Excellence in the quality of coffee is achieved when one acquires in-depth knowledge of the factors that affect quality and when one coordinates each step needed to achieve quality.

The main quality pillars are:



Over the last 3 decades or more, we have made major investments at our production facilities. Our coffee is made at state-of-the-art facilities which include a green coffee pre-cleaning system unique in Greece and the wider Balkans region. Specialised professionals from the quality department monitor the coffee journey and check each of the factors that could affect its quality.

Our performance

GRI 103-3 / KAFEA TERRA INTERNAL INDEX

In the 2-year period 2020-2021 unprecedented situations arose due to the COVID-19 pandemic around the globe. More specifically, businesses operating in the Ho.re.ca sector during the pandemic faced numerous challenges since they were forced to suspend operations for periods of between 1 and 3 months, to implement restrictive measures in relation to their premises, employees and customers and there were supply chain problems, drops in sales by over 50% and so on.

KAFEA TERRA was affected to a certain extent by the impacts of the pandemic since the Ho.re.ca sector has been the main pillar of its business from the start of its operations to the present day. However, the determination, timely adoption of measures, flexibility and adaptability it demonstrated at all levels and functions contributed to its fully successful response and effectiveness.

More specifically, in the 2-year period 2020-2021 it managed the following:

Uninterrupted, smoothly operation throughout the entire reporting period.

100% of demand for products manufactured and imported to the market was met.

The health and the safety of all its employees was safeguarded.

All jobs and the level of employee salaries and benefits were maintained.

Contribution were made to and support provided to the Greek National Health System.

Company Management dealt with the pandemic responsibly, taking robust preventative measures even before it broke out and the virus spread in Greece. The action plan implemented was based on 3 pillars: "Protecting the health of Company employees, customers and consumers", "Ensuring its uninterrupted operation" and "Bolstering the National Health System to meet its needs which expanded exponentially".

Today, after a successful long history, we continue to import and process coffee to the highest quality standards with consistency and dedication, based on the same fixed focus on know-how, innovation and development, and to maintain the following certifications:



ISO 22000:2018
KAFEA TERRA implements a strict food safety management system in line with the DIN EN ISO 22000:2018 standard.



RAINFOREST ALLIANCE THREE CONTINENTS
The new range of Dimello blends was created with certified Rainforest Alliance coffee. The Rainforest Alliance is an international non-profit organisation which seeks a better future for people and the environment.



DIO CERTIFICATION
KAFEA TERRA's industrial plant is certified by the Organic Products Control & Certification Organisation (DIO) for its ability to manufacture organic products.



ISO 14064-1:2019
KAFEA TERRA was certified for measurement of the carbon footprint of all its activities in accordance with EN ISO 14064-1:2019 and the GHG PROTOCOL.

At KAFEA TERRA we always aim to achieve excellence and coordinate every step we take in that direction.

The high quality of our products is a cornerstone which determines all aspects of our operations. Through careful planning and strict criteria and procedures, we ensure the quality of all products we place on the market and the health and safety of our consumers. Based on internationally recognised standards, we implement the food safety management system (HACCP) and Rainforest Alliance Chain of Custody for sustainability management and in implementing that policy we are committed to:

Continuous improvement of products, know-how, means of production and procedures.

Faithful implementation and improvement of the Quality Management System.

Harmonisation with legislative and customer requirements.

Continuous development of knowledge and constructive collaboration with employees, customers and suppliers.

Ongoing modernisation and automation of equipment.

Environmental protection.

Allocation of resources needed to faithfully implement the Food Safety Policy*.

* The Company's Food Safety Policy is available on the website: www.kafeaterra.gr

Creating a coffee journey

The search for green coffee

Since the start of our production activities we have developed close interpersonal relationships with the people who grow coffee. We select the best coffee varieties from Brazil, Ethiopia, India, Guatemala, Colombia and Nicaragua. We evaluate important parameters such as suitable climate conditions, seasonality, crops and production methods to ensure select green coffee beans of stable quality.

For that reason we travel to the places where coffee is planted, devoting time with our partners on their farms. We develop and strengthen ties, while at the same time sharing common concerns in the endeavor for excellence.

Sourcing is the starting point for an exciting, journey full of emotions and experiences that inspire us and keep us focused on our original philosophy of offering the best coffee nature can offer.

Cuppings

As far as the supply of coffee is concerned, the most widespread procedure for evaluating its quality is at tasting events called cuppings. It's an easy, but strict extraction method that uses limited tools and can be done almost anywhere. It's the ideal method for use at source on the farm, at the processing plant or in the roasting area. It also allows us to identify the coffee's features, evaluate each batch and confirm that it meets our quality standards. Cuppings done with the growers help us learn more at farm level, exchange views and in the end select the batches we will procure.

Laboratory procedure

The fully equipped green coffee laboratory is our passport to our search for excellent quality ingredients. There, specialised professionals analyse samples of green coffee procured from coffee growers' farms in Central and South America, Africa and Asia. This is where our team of experts meets and works out the identity of each batch, evaluates the organoleptic characteristics and formulates the flavour profile. A wonderful, detailed process in visual and taste analysis. The laboratory procedure is carried out systematically for each variety of coffee and is repeated when the ingredients are delivered so we can ascertain they are related to the original sample.

Research & Development

Research is an integral part of our operations and has accompanied every step in our development. Intensely interesting new trends and practices are frequently emerging. We experiment with innovative practices and new technological systems. We seek out optimum solutions and applications for the production and manufacture of fine coffee. We are exploring new available materials for packaging which have a lower environmental impact, as well as technologies that reduce our environmental footprint.

The research team's challenges can be divided into developing new products, optimising procedures and research for problem-solving.

The development of new products involves the creation of blends and new types of products for the home or café, with the aim of satisfying consumers' taste requirements.

The aim of optimising industrial processes is to constantly improve product quality during processing by selecting suitable equipment and fine-tuning it.

Using problem-solving studies we seek to provide answers to questions and comments from production and/or other departments in a methodical and repeated manner. We carry out lab research on coffee and how it is processed, ground, extracted and served, so as to increase quality. In many cases we have even built special electronic equipment to extract and analyse data (automatic green coffee optical analyser, extract data recording system, automatic pilot beverage processing unit, etc.).

The Industrial Unit has:

2 Labs
1 for R & D and
1 for Quality Control

1 Integrated
green coffee cleaning system
with sieves, extractors
and colour sorter

40 green coffee silos
for storing coffee
of different origins

1 Fully Automated coffee
roasting line comprised of
2 Roasters (300 & 120 kg)

2 Automated
coffee bean packaging lines
1kg espresso

2 Automated
packaging lines ground
espresso & filter coffee
500g & 250g

1 Fully Automated
paper espresso tablet (pod)
production line

1 Fully Automated
production line for
Nespresso compatible
espresso capsules

1 Sugar sticks
packaging line

3 Robotic systems
for palletizing boxes

1 Specialty Coffee
micro-roasting production unit

The total product packaging
capacity is over **20 tons/shift**

Coffee Processing and Packaging Plant

We have a state-of-the-art coffee processing plant with cutting-edge equipment and a highly trained team dedicated to constantly improving the quality of our products. The plant produces coffee in bean, ground, tablet and capsule form.

Specialty Coffee production unit

The Specialty Coffee category includes lots of coffee rated at 80 points on the quality scale specified by the Coffee Quality Institute (CQI) using the Specialty Coffee Association (SCA) evaluation form. They are the highest quality green coffee producers can grow.

Since 2016 KAFEA TERRA has set up a separate coffee processing plant which employs a team of skilled professionals who undertake to research, search out, supply and produce Specialty Coffee.

During the specialty coffee production process, the uniqueness of the hand-made approach harmoniously blends with the use of high-tech in all production stages. For that reason AREA 51 is processed in a separate unit which consists of 2 state-of-the-art roasting and packaging systems where coffee is processed and then packaged in a protected atmosphere (nitrogen environment) in 1kg, 500g and 250g packaging.



Investing in innovative technologies

Use of cutting-edge technology in production

At our production plant we make continuous investments both in production equipment to manufacture new products and increase production capacity and in research equipment to acquire knowledge and improve the quality of the end product.

The culture of acquiring and using cutting-edge technology for industrial production has a long tradition in our Company. In both the initial investment in the production plant and in all subsequent extensions, cutting-edge technology has been chosen, with emphasis on automation, accuracy and quality. In addition to production machinery, a similar investment has also been made in lab equipment to check and ensure quality.

Achieving digital transformation

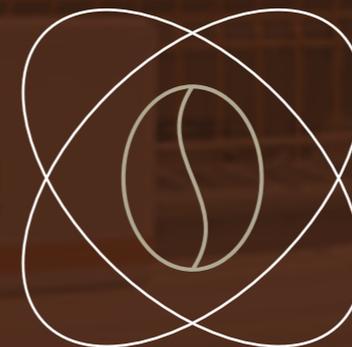
In the 2-year period 2020-2021 the Company made investments to acquire a reliable information system which automates complex, time-consuming procedures and aims to more effectively utilise its resources. The information management and analysis platform TARGIT Decision Suite was initially integrated and then the resource management programme SAP BUSINESS ONE was installed.

The new program has benefits such as stability in the use and security of information, as well as immediacy due to the integration of workflows, as well as smart automation in the various Company processes (e.g. ordering, credit control, collections plan, CRM, etc.).

It is worth noting that over the next year the Company intends to fully digitise all accounting office procedures and documentation and gradually integrate the other departments into a paperless logic.

Investing in modern espresso equipment

The experience of enjoying espresso coffee is maximised by using cutting-edge, quality equipment during its preparation. KAFEA TERRA has long-term partnerships with the world's best professional espresso equipment manufacturers to provide catering professionals with cutting-edge, innovative and sustainable equipment that guarantees top quality end products.



We ensure the safety of our products and immediate customer service.

By implementing ISO 22000:2018 on Food Safety Management (HACCP) the Company ensures the hygiene and suitability of the food it imports, produces and places on the market. In this context, all our storage facilities and production facilities fully comply with this Standard.

The WMS Aberon Warehouse Management System is achieved by:

Compliance with the FEFO (first expired, first out) model.	Immediate traceability.
Minimising errors in order preparation and optimising collection times.	Better reporting and easier and faster stock-take procedures.

The Company's central warehouse is located in Peania and has 2,300 pallet locations, while on average 260 orders are executed per day.

Orders for the Ho.re.ca segment for Attica are filled within 24 hours with 7-8 fixed daily delivery itineraries and 4 additional delivery itineraries to agencies. Distribution is done by an outsourcing service which provides us with employees exclusively for our own operations and thus facilitates training on distribution, health, safety and customer management issues. Distribution also covers reverse logistics.

At the start of 2019 the new Markopoulo industrial building was added to KAFEA TERRA's building infrastructure. These facilities operate as a logistics centre to bolster the Company's storage capacity. During 2023 it is expected that the Markopoulo facilities will be extended so that their storage capacity can reach 3,000 pallet locations.

Ho.re.ca customers in Thessaloniki are served by the branch there which is housed in privately-owned buildings which include offices and storage facilities, while customer orders are delivered by our privately-owned fleet of vehicles.

We collaborate with a Third Party Logistics (3PL) to distribute products to the retail market.

Our performance

GRI 103-3 / GRI 416-2

In 2021-2020 there were 11 cases of non-conformities in food safety based on the ISO 22000:2018 standard, which related to unpacking and delivery of the products we procured and did not lead to cash compensation being paid.



CARING FOR OUR PEOPLE

OUR PEOPLE

GRI 102-7

Thanks to their passion and dedication, our team of people plays a vital role in the success of our journey in the world of coffee. We employ 181 people at the Company's facilities in Athens and Thessaloniki. The aim is to ensure a pleasant, creative work environment in which we all want to inspire, train and grow. KAFEA TERRA's goal is to be an attractive employer and to promote the personal and professional growth and development of its employees.



After a methodical and thorough evaluation carried out in 2021, KAFEA TERRA obtained Great Place to Work certification.

Certification is primarily based on direct, anonymous and confidential assessments made by Company employees about their experience in the working environment and focuses on 5 key aspects: Credibility, Respect, Fairness, Pride and Community.

The high scores achieved by KAFEA TERRA overall confirm the particular importance attached to creating and maintaining a safe, quality working environment with a people-centred focus, which promotes meritocracy, community and trust. Moreover, the evaluation process is practical proof of KAFEA TERRA's commitment to constantly improving the day-to-day working life of all its employees.



Human Resources Data

GRI 102-7 / GRI 102-8

	2021			2020			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of employees by type of employment contract									
Open-ended Employment Contract	131	50	181	124	45	169	128	46	174
Fixed-term Employment Contract	0	0	0	0	0	0	0	0	0
Total	130	51	181	124	45	169	128	46	174
Number of employees by type of employment contract									
Full-time Employees	130	49	179	124	44	168	128	46	174
Part-time Employees	0	2	2	0	1	1	0	0	0
Total	130	51	181	124	45	169	128	46	174
Number of employees by type of employment contract									
Open-ended Employment Contract	130	51	181	124	45	169	157	17	174
Fixed-term Employment Contract	0	0	0	0	0	0	0	0	0
Total	130	51	181	124	45	169	157	17	174

Notes:

1. Company activities such as distribution of goods to customers in Athens, security services, cleaning services are carried out by persons who are not directly employed by the Company and are not included in this data.
2. There are no major fluctuations in the total number of Company employees (the sector is not characterised by seasonality).
3. Human resources data were calculated using the headcount method on 31.12.2021, 31.12.2020 and 31.12.2019 as is clear from the Company's payroll system.

Collective bargaining agreements

GRI 102-41

All our employees (100%) are covered by individual employment contracts based on the National General Collective Labour Agreement.

CREATING AND MAINTAINING JOBS, TRAINING AND DEVELOPMENT FOR EMPLOYEES



Our approach

GRI 103-2

With our primary concern being our people and their needs, we are developing practices which aim to create and retain jobs, and to train and develop employees.

Our people are our most important investment and are the ones who implement our Company's mission in practical terms. We respect our people and their needs and ensure that those needs are met.

We support and encourage our colleagues, offering a pleasant, positive working environment, as we strive to inspire them and encourage them to achieve their own personal and professional goals. We invest in new technologies, research and vocational training so that our employees can stand out, improve and grow.

Moreover, our strategy is to create and retain jobs and to train and develop employees, and seeks to improve living standards and ensure full, safe employment. We offer financial and non-financial benefits both for the health and well-being of our people and to financially support them and their families.

Providing training to employees and promoting their growth and development

At KAFEA TERRA we believe it is particularly important to meet our employees' needs for training which contributes to their growth and development. We are constantly investing in the development of knowledge and skills by training and cultivating a positive climate of collaboration and by transmitting knowledge and experience. Employee training is provided in the form of seminars, subsidies to attend courses of study and attendance at fairs/exhibitions and conferences. Depending on their area of specialisation, training is chosen in sectors which bolster employee growth in day-to-day operations, management, innovation and sustainability.

Below is a list of the topics of training provided to date by our Company, for each level in the hierarchy:

Managers

Training on issues relating to management skills, performance management, leadership, digital transformation, innovation and creativity, negotiating skills, personal development, etc. The preferred result is more effective management and the application of objective evaluation criteria for the team.

Sales and Training Employees

Seminars and training on issues relating to negotiating skills, health and safety, etc. Training by foreign firms to develop knowledge about the philosophy and culture of coffee and other products is also important, as is training in the manufacturing process and the acquisition of engineering skills useful in resolving technical problems with coffee machines. The preferred result is improved performance and the development of communication and other skills to better serve customers.

Office Employees

Seminars per sector on issues relating to organisation, new information management systems, sustainability, marketing, digital, financial management, HR management, etc. The preferred result is an increase in the efficiency, speed and flexibility of employees when performing their duties.

Production, Warehouse and Technical Department Employees

Training on H&S issues, first aid, and training at foreign firms on specialised technical issues, etc. The preferred result is a reduction in accidents and increased efficiency.

Coffee Seminars

The Company has certified Barista Trainers who constantly hold seminars and training to further develop knowledge about coffee and how to prepare it. Moreover, all new entrants to the Company, irrespective of their area of specialisation, attend a special seminar to acquire basic knowledge about coffee and methods of preparation.

Our performance

GRI 103-3 / GRI 401-1

New employee hires and employee turnover

New employee rate of hires	2021								
	<30 years old			30-50 years old			>50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Greece									
Number of new recruitments during the period under examination	4	4	8	8	4	12	1	2	3
Total Number of employees during the reporting period	9	6	15	105	39	144	17	5	22
New employee rate of hires	44%	67%	53%*	8%	10%	8%*	40%	6%	14%*

* The increase in the recruitment rate in 2021 compared to 2020 is due to a recovery in the Ho.re.ca sector as a result of measures to combat COVID-19 being dropped.

New employee rate of hires	2020								
	<30 years old			30-50 years old			>50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Greece									
Number of new recruitments during the period under examination	2	1	3	5	2	7	0	1	1
Total Number of employees during the reporting period	11	7	18	99	34	133	14	4	18
New employee rate of hires	18%	14%	17%*	5%	6%	5%*	0%	25%	6%*

* The drop in the number of recruitments in 2020 compared to 2019 was due to a drop in activity because of COVID-19.

New employee rate of hires	2019								
	<30 years old			30-50 years old			>50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Greece									
Number of new recruitments during the period under examination	6	3	9	17	7	24	1	1	2
Total Number of employees during the reporting period	11	7	18	104	35	139	13	4	17
New employee rate of hires	55%	43%	50%	16%	20%	17%	8%	25%	12%

Employee Turnover Rate	2021								
	<30 years old			30-50 years old			>50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Greece									
Number of turnovers during the period under examination	3	2	5	4	1	5	0	1	1
Total Number of employees during the reporting period	9	6	15	105	39	144	17	5	22
Employee turnover rate	33%	33%	33%	4%	3%	3%	0%	20%	5%

Employee Turnover Rate	2020								
	<30 years old			30-50 years old			>50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Greece									
Number of turnovers during the period under examination	0	1	1	10	2	12	0	1	1
Total Number of employees during the reporting period	11	7	18	99	34	133	14	4	18
Employee turnover rate	0%	14%	6%	10%	6%	9%	0%	25%	6%

Employee Turnover Rate	2019								
	<30 years old			30-50 years old			>50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Greece									
Number of turnovers during the period under examination	3	1	4	14	2	16	0	3	3
Total Number of employees during the reporting period	11	7	18	104	35	139	13	4	17
Employee turnover rate	27%	14%	22%	13%	6%	12%	0%	75%	18%

Employee benefits

The Company offers a series of benefits to all employees (full-time and part-time):

GRI 401-2

KAFEA TERRA employee benefits	2021	2020
Private insurance plan (hospital/outpatient care, permanent/partial disability due to accident or illness, disability and disability coverage, death insurance)	✓	✓
Blood bank and voluntary blood drive*	✓	✓
Collaboration with bodies for: a. Purchase of school supplies at preferential prices b. Car/home insurance at preferential rates c. Wedding and baptism gifts d. Free weekly COVID-19 tests**	✓	✓
Additional benefits: a. Discounts on purchases of company products (personnel prices) b. Cash gifts (New Year pie cutting, Christmas) c. Provision of healthy snacks (fruit, bars, cereals) daily	✓	✓

* In 2020 there was no voluntary blood drive, while in 2021 it took place on 1.7.2021 and 41 bottles were filled and on 29.11.2021 when 43 bottles were filled. One bottle corresponds to one person.

** The free weekly COVID-19 tests were only provided in 2020.

Employee training

GRI 404-1

		2021**			2020			2019		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
Per grade										
Senior and Upper Management	Av. hours of training	12.0	13.8	40.0	11.0	33.0	13.8	3.3	16.0	5.7
Middle Management	Av. hours of training	27.8	36.3	29.5	17.0	21.5	17.9	10.8	10.0	10.7
Other Categories	Av. hours of training	39.5	33.0	37.6	23.3	16.0	21.1	22.7	5.4	17.6
Total	Av. hours of training	35.3	37.7	36.0	21.0	17.4	20.0	18.4	6.7	15.3
Per function										
Administrative Employees *	Av. hours of training	32.8	38.2	34.7	19.8	17.5	19.0	7.8	3.8	6.4
Technical Employees	Av. hours of training	39.4	0.0	39.4	23.3	0.0	23.3	53.0	0.0	53.0
Warehouse and Distribution	Av. hours of training	39.5	0.0	39.5	23.3	0.0	23.3	16.0	0.0	16.0
Production	Av. hours of training	39.7	33.0	38.2	23.3	16.0	21.8	41.1	37.0	40.3
Total	Av. hours of training	35.3	37.7	36.0	21.0	17.4	20.0	18.4	6.7	15.3

* Administrative employees include office workers, sales reps, trainers.

** In 2021 the average number of training sessions rose significantly compared to 2020 and 2019 due to improved conditions as a result of the COVID-19 pandemic, which had prevented a large number of training sessions being held in previous years.

PROTECTING HUMAN RIGHTS IN THE WORKPLACE

MATERIAL TOPIC



Our approach

GRI 103-2

Our philosophy and culture are characterised by a people-centred approach and mentality. Love and respect for our fellow human beings are concepts which are reflected in our mission and values.

At KAFEA TERRA we have never allowed a climate of racism or non-respect for the diversity of our people to emerge since it is contrary to our beliefs. In 2021 we prepared a Human Rights Policy in line with the UN Guiding Principles on Human Rights, under which all members of KAFEA TERRA -management, employees and partners- have made commitments relating to:



Respect for Human Rights

We are committed to respecting all internationally recognised human rights related to our activities. We also undertake to identify and prevent any negative impacts through preventative procedures and human rights compliance.

Fairness, Diversity and Inclusion

At KAFEA TERRA we encourage equality, diversity and integration among our employees and eliminate any form of discrimination. The aim is for our employees to be representative of all sections of society and for every employee to feel they are treated fairly and with respect.

We are committed to:

- Promoting equality, justice and respect for all of the Company's employees.
- Non-discrimination on grounds of personal characteristics such as age, disability, gender, marriage, pregnancy and maternity, race (including colour and nationality), religion and beliefs.
- Avoiding all forms of discrimination relating to pay and benefits, terms and conditions of employment, complaint handling, termination of contract, parental leave, recruitment, promotion and training.
- Offering a working environment free of intimidation, harassment and discrimination, while promoting dignity and respect for all. A working environment where the diversity and contribution of all employees is recognised and appreciated.

Occupational Health and Safety

Promoting occupational health and safety is of utmost importance because it helps us maintain the best possible working conditions for our employees. Every employee has the right to feel safe in their day-to-day work. KAFEA TERRA is committed to and adheres legal standards to ensure a safe workplace. We are obliged to comply with all laws, regulations, codes of good practice and other official health and safety guidelines.

Child, Forced Labour and Human Trafficking

KAFEA TERRA prohibits and condemns child labour, forced labour and human trafficking across its entire range of activities. We strictly prohibit any form of forced labour, modern slavery and human trafficking and argue that the freedom of workers must be guaranteed at all times.

Open Communication with Employees

Support for human rights is an ongoing process which needs to be regularly monitored and adjusted. Business activities are evolving and changing and for that reason we are listening for any potential impacts they could have on human rights.

We believe that open dialogue with our employees and associates creates a more honest and authentic relationship which helps us prevent any negative impacts. We continue to encourage dialogue and open communication via the Company's official complaints channels about any concerns that arise.

In addition, all employees have access to corporate announcements and a monthly corporate newsletter is also published which includes all the Company's commercial, social and environmental activities.

Bribery and Business Ethics Issues

We undertake to strictly comply with the legislative framework governing corruption and bribery issues. We encourage employees training and awareness raising on such issues and on business ethics issues to create a strong culture of compliance with the policies and procedures which are required.



Protecting personal data

Our main priority is to protect personal data and use it properly. For that reason KAFEA TERRA has fully complied with the new provisions of the General Data Protection Regulation (GDPR). The Company protects the privacy of each employee's personal data and information.

When we start collaborating with new employees, we explain in detail the fact that only the HR Department has access to their personal data and the data is only collected so we can keep up-to-date file based on the supporting documents required by law and/or data which may be associated with actions relating to the Department's scope (date of birth for gifts, marital status for taxation purposes, rights to corresponding leave, etc.). As far as controlling the presence of employees at the Company's premises is concerned, this is primarily related to occupational health and safety issues since the facilities include factory production and lab facilities which require particular attention and care.

Our performance

GRI 103-3 / GRI 405-2 / GRI 406-1

	2021**	2020**	2019
Ratio of the basic salary and remuneration of women to men per grade			
Senior and Upper Management	-0.2	-0.9	1.05
Middle Management	0.1	0.1	0.95
Others	0.1	0.1	1.07
Ratio of the basic salary and remuneration of women to men per function			
Administrative Employees *	0.2	0.2	0.83
Technical Employees	1.0	1.0	0.00
Warehouse and Distribution	1.0	1.0	0.00
Production	0.6	0.5	0.55

* Office workers, Sales Reps, Trainers.

** The different method was for calculating the basic salary of women compared to that of men, by grade and function for 2021 and 2020 meaning indicator is not comparable with that for 2019.

Incidents of discrimination

In 2020-2021 our Company did not have any incidents relating to discrimination at work and consequently there was no plan of actions to address them.

SAFEGUARDING THE HEALTH, SAFETY AND WELL-BEING OF EMPLOYEES



Our approach

GRI 103-2

Occupational Health and Safety Management System

GRI 403-1

KAFEA TERRA has developed a Occupational Health and Safety Management System and is based on Law 3850/2010 (Government Gazette 84/A/2.6.2010). The system covers all Company sectors of activity, all employees (both labourers and administrative personnel) and all workplaces.

Our Company is responsible for the occupational health and safety of employees and other stakeholders who may be affected by its activities. This responsibility also includes promoting and protecting their physical and mental health.

The system aims to enable the Company to provide safe and healthy workplaces, to prevent any work-related injuries and illnesses, and to lead to continuous improvement.

As part of the Occupational Health and Safety Management System, at KAFEA TERRA an important priority is to ensure compliance with the Health and Safety Policy which applies to all Company workplaces and relates to Management and all employees and partners.

Health and Safety Policy is divided into two categories:



Preventative Action relates to any action taken to avoid accidents and workplace-related injuries/illnesses. For this reason the Company carried out periodic risk assessments / analyses. Based on our assessments, we take the following preventative measures:



Emergency Management relates to the planning done by the Company to deal with emergencies such as fire, flood, earthquake, etc. Further analysis of emergency management is provided in the section entitled "Ensuring business continuity and emergency preparedness" in the field entitled "Actions to ensure product adequacy".

Risk Minimisation and Incident Investigation

GRI 403-2

KAFEA TERRA takes all steps required by the legislation on risk management.

Our Company identifies the risks associated with its operations across its entire range of activities. This procedure is similar to the occupational risk assessment carried out by the safety technician and occupational physician. These procedures include all factors and situations which could create an actual or potential risk to health and safety.

When identifying those risks the Company:

1. takes into account the definition of 'workplace'.
2. is not limited to the place where activities are carried out. "Workplace" also covers any place, under the full or partial control of the undertaking, where employees must be present or go for professional purposes. In addition, a occupational accidents "near miss" log is also kept.
3. ensures the quality of services provided by keeping and recording all data presented after consultation with Management.
4. Searches for quality documentation (e.g. suitability certificates, measuring instrument calibration certificates, etc.).
5. Utilises the results after discussions with the Safety Technician and Occupational Physician who prepare a Risk Investigation Report and/or occupational accident near misses in order to propose corrective measures.

It is equally important that employees are encouraged to report unsafe situations and to participate in planning to achieve system improvement targets.

To ensure the effectiveness of these procedures the Company:

1. Invests in constantly updating, training and developing employees know-how using modern methods.
2. Assigns specific duties to employees.
3. Provides PPE to everyone and if PPE is not being used by employees, a strict warning about compliance is made.
4. Stops any hazardous situation and having taken suitable measures, continues bearing in mind the safety of employees and/or third parties.

Once an employee has reported an unsafe situation or near miss, the following steps are taken:



Health and Safety Services

GRI 403-3

As required by law, the services of an occupational physician and safety technician are provided.

The Occupational Physician is obliged to provide medical services at the Company's workplaces in accordance with the rules of medical ethics, medical science and the state of the art and in particular occupational medicine, within the context of operational arrangements and using suitable means specified and provided by the Company, such as those services specified in detail and set out in the provisions of Law 3850/2010. The Physician also ensures the necessary support for the Company so that it can discharge all its obligations in accordance with the relevant provisions of national law on employee health and safety.

The Physician has all the information required by law and visits KAFEA TERRA's facilities twice a month following a specific schedule jointly determined by the Physician and Company and then announced to all employees.

The Occupational Physician's role includes a series of duties:

1. Medical examination of employees and issuing of an opinion on suitability for work, both when employees are recruited and after returning from sick leave or after some health problem or accident involving an employee.
2. Periodic health checks for all employees and provision of medical advice to employees.
3. Preparation of individual health records for each employee and unwavering observance of medical confidentiality.
4. Investigation of possible causes of illness related to work, overseeing workplaces and confirming that there are no omissions or factors which could cause some health problem for employees and if a factor/omission is identified, informing the Operations Division.

The Occupational Physician's role is also informative and educational. The Physician:

1. is frequently asked to inform employees about possible risks at the workplace and to train them in first aid.
2. informs all Company managers, supervisors and heads of department about the legal requirements which apply in the health and safety sector.
3. collaborates closely with the Company's Safety Technician and makes recommendations and prepares workplace risk assessment studies, and via that collaboration keeps the attested books required by law (recommendations register and accidents register).
4. Informs Company Management in writing by statistical processing of the findings of the medical and lab tests performed on employees and issues the relevant table each year.
5. Prepares each year a file setting out the main complaints about occupational health and safety.

As far as safety issues are concerned, there is a specialised external associate who operates as a safety technician who provides KAFEA TERRA with recommendations and advice on issues relating to safety at work, the prevention of occupational accidents, the safe carrying out of work and supervision of facilities evacuation.

The written recommendations must be entered by the Safety Technician in a special register maintained by KAFEA TERRA. The Company is then obliged to take cognisance of its obligations which have been entered in that register and must sign in acknowledgement of this. In addition, the Safety Technician visits all Company departments twice a month and after the end of the visit records any recommendations in the special visits log kept by the Personnel Department.

Employee Participation and Consultation

GRI 403-4

Although the Company does not have a Health and Safety Committee, in the context of employee consultation with Management, employees receive regular training at which issues relating to each employee's job position are discussed. The Safety Technician, Occupational Physician, employees, supervisors and departmental managers participate in this process. During each visit the Safety Technician and Occupational Physician have discussions with employees and they in turn record and convey to Management points for corrective actions.

Health and Safety Training

GRI 403-5

At KAFEA TERRA we invest in ongoing, regular training for all employees so that we can respond to emergencies that affect the safety of both them and customers, visitors and partners at our facilities. The Safety Technician is responsible for the training and it includes:



Comments which may be made by the Safety Technician and external associates in the case of non-compliance with the health and safety rules KAFEA TERRA implements.

During each visit to the Company the Occupational Physician is available for face-to-face meetings with employees who wish to visit him. These meetings may include medical examinations, referrals for tests, advice and guidance on how to address health problems, etc.

Health and Safety Benefits

GRI 403-6

At KAFEA TERRA we provide access to the following medical and healthcare services:

Free Private Insurance for all employees in cooperation with an insurance company

Company Blood Bank

Free annual check-up in cooperation with a diagnostic centre

Free 1 weekly COVID-19 rapid test *

* The free weekly COVID-19 test was only offered in 2020.

Health and Safety for all our Employees

During the healthcare crisis, from the outset the Company's top priority was to safeguard the health and safety of its employees and it rapidly provided financial and moral support to them, and took voluntary additional prevention and protection measures, and faithfully followed all rules and guidelines notified by the healthcare authorities.

In the context of operations inside and outside the Company, new hygiene procedures and protocols were developed, such as the Employee's Personal Hygiene Guideline, in relation to the warehouse and production sector, and all necessary protective equipment was made available.

To be more specific:

Remote working was applied to up to 80% of employees where feasible.	Continuous updates were provided about compliance with safety measures in line with the occupational physician's instructions.	Procedures were changed to prevent employees moving between departments and avoid overcrowding in communal areas.	
The training centre was suspended.	Visits by customers and partners to the Company's facilities were suspended.	Disinfection procedures were improved at all facilities.	Disinfection procedures were added to imported goods and raw materials (pallet disinfection before entering the warehouse).
Weekly checks were carried out on employees using tests to identify COVID-19.	Free masks and individual antiseptic gels were provided.	Business trips and face-to-face meetings were suspended.	

Business relations, health and safety

GRI 403-7

At the Company we aim to prevent and mitigate any impacts on the health and safety of associates/suppliers from potential risks. Recommendations are also made under special or emergency conditions such as measures to protect against COVID-19. These must be complied with.

Our performance

GRI 103-3 / GRI 403-8

The Company's health and safety system covers all employees as well as all persons working at its facilities (such as security staff) who are not direct employees. The Health and Safety System also covers anyone visiting the Company's facilities (e.g. suppliers, external visitors). The System is not ISO 45001 certified, so no external audit is carried out by an independent external party, but an internal audit is carried out regularly by the Safety Technician, the Occupational Physician and the Company's HR Division, and at the same time the head of department monitors and records notes to ensure compliance with procedures.

More specifically, in 2021 12 internal audits were carried out on health and safety issues relating to compliance with the provisions and safety regulations, and keeping and retention of the documentation which must be kept (e.g. updating of the occupational risk assessment study, employee's training file, occupational accident log, delivery - acceptance of personal protection equipment, etc.). Likewise, in 2020 5 internal audits were carried out on health and safety issues.

The audits carried out covered our facilities in Athens and Thessaloniki. The objective of these audits was to monitor compliance with the Health and Safety Policy and to enable employees to consult with Management to constantly improve working conditions.



CONTRIBUTING TO SOCIETY



MATERIAL TOPIC



SUPPORTING SOCIETY AND FOSTERING SOLIDARITY THROUGH PARTNERSHIPS



Our approach

GRI 103-2

The human-centred nature of KAFEA TERRA is fully visible and all our activities demonstrate this in practical terms.

One of our main objectives as a responsible company with a human-centric approach is to offer benefits to society. This positive contribution comes from our belief and the steps we are taking to support society at local and wider level. Or as we like to say, to share with everyone the value we create along our journey. We continuously respond to the needs of our people, the coffee community, local and wider Greek society, whether with products or financial aid, which covers a broad spectrum support.

We set out some examples below:

- | | | |
|--|---|----------------------------|
| 1. Support for charitable foundations and non-profit organisations. | 2. Participation in charitable events/fundraisers. | 3. Volunteer blood drives. |
| 4. Support for local communities, especially in the Municipality of Peania, where our company has its registered offices, with the assistance of the Fire Service, Social Grocery Stores, job creation, etc. | 5. Supporting volunteer groups within the Company. | |
| 6. Responding to requests from individuals for hospital treatment. | 7. Providing free coffee seminars to educational institutions and organisations which support the integration of vulnerable social groups into the labour market. | |
| 8. Opportunities for students for internships. | 9. Product sponsorship for television productions and theatre performances. | |



Social Actions

Below are our social actions for the period 2020-2021 and our contribution to the UN Sustainable Development Goals:

Offering a brand new ambulance to the National Ambulance Centre



We decided to support those who helped us during the entire pandemic and in the future so we can remain safe: The National Ambulance Centre and its employees, who remain in the front line, ready to assist with long shifts and increased risks with the COVID-19 pandemic.

We offered a fully equipped ambulance to the National Ambulance Centre in order to facilitate the increased need to transport patients to hospitals. We also supported the 500 healthcare professionals working at the National Ambulance Centre's facilities. We donated 50 espresso machines and 100,000 Dimello capsules along with all the necessary accessories so that they could enjoy quality coffee at work, making their day-to-day life easier. We are really all in this together!

Product donations

We regularly support charities and non-profit organisations.

Product packages are offered to NGOs and employees:

In **2021** we provided around **24,752** product packages for NGOs and employees while in **2020** the figure was **37,225**.

In the 2-year period 2020-2021 we supported the following organisations with edible products and drinks:

- UNESCO Piraeus and Islands Group
- Reto Hellas
- National Ambulance Centre
- Ellassona & Tyrnavos Social Grocery Stores
- Argyroupoli - Hellinikon Volunteer Fire Brigade
- Praksis
- "ANGALIA" Charitable Association
- Food Bank
- The Holy Metropolis of Mesogia and Lavreotiki
- Child & Family
- PAME MAZI
- Panhellenic Association of Paraplegics "ILIAHTIDA"





Dimello for Ethiopia

In addition to being coffee's birthplace, Ethiopia also gives us one of the world's leading coffee beans.

On our travels there, we admired the art of knitting baskets and realised that this act conveys its own message. It expresses good intentions and admirable conduct. It was a source of inspiration for the new cups in the Dimello "Ethiopia" 2021-2022 collection.

However, even more important is Dimello's initiative in partnership with the Ethiopian Ministry of Education to help children have better schools, desks, and libraries so they can have a better future. This is Dimello's first comprehensive corporate social responsibility programme. To create a better future for Ethiopian coffee growers and their families. Because when there is a purpose, art becomes even more important!

Collaboration with "ODYSSEA" for free barista seminars

At KAFEA TERRA we collaborate with "ODYSSEA" as part of the barista vocational training course.

The free barista vocational training course is run at KAFEA TERRA's facilities in Peania with Company instructors certified by SCA.

The aim of the programme is to provide participants with all the necessary skills required to work as professional baristi. The courses are both practical and theoretical in order for learners to acquire the know-how to effectively carry on their profession and also involves practical work experience in a fully equipped professional environment.



Member of the "Alliance to Reduce Food Waste" in Greece

At KAFEA TERRA we participate in the "Alliance to Reduce Food Waste".

By signing the Voluntary Partnership Agreement, at KAFEA TERRA we are joining forces with more than 20 associated bodies such as food and catering companies, academic and research community organisations, NGOs, public organisations, etc. to develop synergies to promote and disseminate best practices, and to implement actions to combat the phenomenon in Greece.

As members of the Alliance to Reduce Food Waste in Greece, we are committed to raising awareness about this issue. To that end, in partnership with the NGO Boroume, we organised a webinar entitled 'Every meal counts' for our employees to raise awareness about the social, environmental and economic benefits of reducing food waste and the various ways they can contribute.

Action to support the local community

As part of the new 'Adopt a School - Education Plan 2021-2023' we supported the Peania 1st Kindergarten, covering the cost of procuring and installing synthetic grass, to create a safe and pleasant outdoor environment for the children.



Supporting sports clubs

To support the local community and bolster the sporting ideal, we are supporting the Ariston Peania Fencing Association, contributing as a sponsor to cover the expenses of its athletes. More specifically, the amount offered will cover part of the cost of athletes participating in sporting events in Greece and abroad, and their participation in 3 training courses abroad.





Free transport of goods to areas affected by fire

The intense, major fires in Greece in the summer of 2021 caused us great concern and sadness. Fire-stricken areas and their residents faced immense pressures and required vigilance and the involvement of all of us in order to effectively address unprecedented difficulties. We provided a truck to assist the Red Cross in transporting food collected to be distributed to victims of the fire.



Support for victims of earthquakes in the municipalities of Elassona and Tyrnavos with Kölln oat cereals.

With a strong sense of solidarity and care for our fellow citizens, we offered 120,000 portions of Kölln oats to our fellow citizens in the Municipalities of Elassona and Tyrnavos, which were hit by the strong earthquake in early March 2021.

Working with the competent authorities, we ensured that the 2,000 citizens whose homes were deemed non-habitable received a donation of Kölln oat cereals.



Coffee donated to forest fire-fighters of the Municipality of Argypoli / Hellinikon



In recognition of the important contribution of volunteer forest fire-fighters, we supported their efforts by offering 5 coffee machines and 1,750 compatible Dimello capsules. In doing so, we met the daily coffee needs of 75 volunteers for the entire duration of the fire season, who were at various outposts in the Municipality of Argypoli - Hellinikon and fought to protect greenery in the wider area.



A special journey to help others in need

As part of our support for voluntary groups, assisted by of our employees, for 3 weeks we took part in a special 'Dinner of Love'* journey offering 3,150 portions of food, water and desserts to our homeless fellow citizens in Athens.



* The 'Dinner of Love' took place in the period 9/3/2021 - 27/3/2021, lasted 95 hours and a total of 38 employees took part.

Volunteer blood donations



The voluntary blood drive organised by KAFEATERRA (1/07/21 & 29/11/21) was a great success. More than 40 Company employees took part in each blood donation.

Mental health webinar



Given that May is the international month for raising awareness about mental health, as part of our employee motivation activities, we organised a series of online seminars with our associate, Dr. Konstantinos Perrotis, Organisational Psychologist and Business Consultant, on issues such as work stress, work-life balance, time management, etc. In general, the following were done in relation to mental health issues in 2020-2021:

- 11/2020 18:00-20:00: Webinar entitled "Happier in Business".
- 27/01/2021 19:00-21:00: A seminar on mental health and development issues.
- 27/05/2021 19:00-21:00: A seminar on personal development and well-being.

Sports - Races & Support for the Employee Football Clubs



We promote the sporting spirit and encourage our people to benefit from the reinvigorating effects of sport, such as better physical and mental health, better team spirit, solidarity and fair play. To that end, we offer free entry to races and free use of a football pitch to the Company's football team.



Our performance

GRI 103-3, GRI 413-1

Overall, in the 2-year period 2020-2021 we invested around **€ 250,000** in society.

Donations to Society	2021	2020
Offering products to NGOs	33,219.85	38,437.86
Offering products to employees	12,019.36	27,193.92
Financial aid to public benefit organisations	35,818.33	102,807.02
	81,057.54	168,438.80

Volunteerism at KAFEA TERRA

Date	Activity	Successful Participants
1/7/2021	Blood donations KAFEA TERRA	41
29/11/2021	Blood donations KAFEA TERRA	43
31/5-6/6/2021	Cleaning activities "SAVE YOUR HOOD"	15
9-27/3/2021	Participation in the "LOVE DINNER:"	38

At our Company we aim to learn about the needs of citizens and the communities in which we operate via well-established communication channels. Through these channels, we receive requests to support social programmes. We then evaluate, prioritise, plan and implement actions based on the criteria of meeting real and important needs in the local community in which we operate, and those which are more in line with our Company's Sustainability Strategy, and the nature of our activities.

As part of our Sustainability Strategy, we intend to carry out quantitative and/or qualitative evaluations of the social and environmental impacts of the programmes and social contribution actions we implement. We are open to all forms of communication with the local community. Anyone interested is free to contact us and raise any issues or concerns they may have about our Company's operations. At the same time we are constantly exploring ways of getting local stakeholders involved so they can evaluate our planned programmes and actions.



RESPECT FOR THE ENVIRONMENT

GRI 102-11

At KAFEA TERRA we express our respect, love and intimate relationship with the fruits of the earth in all aspects of our business activity.

In this context, we aim to ensure compliance with the **Environmental Policy** where we recognise that preserving the natural environment is a commitment and an integral part of our sound business operations, that the climate change which is occurring makes it vital to take measures which lead to control and a reduction in greenhouse gas emissions and that social contribution is a major factor in our action and projects, as well as a factor in prosperity and development.

KAFEA TERRA's strategic objectives are as follows:

To constantly improve our environmental performance by preventing pollution and limiting negative impacts from the Company's activities.

To reduce energy consumption to protect the environment and cut production costs.

To properly manage the waste generated and to promote separate collection and recycling where feasible.

To comply with the environmental legislation governing our operations.

To take initiatives which seek to reduce electricity, fuel and packaging material consumption and to rationally sort waste and recyclable materials during Company operations.

To utilise new technologies by promoting Sustainability and bolstering our social contribution.

To promote a sense of responsibility towards the environment and society among the Company's employees, customers, associates and suppliers.

To grow the Company, taking into account that safety and environmental protection are key criteria in all business decisions.

Environmental Policy Measures and Actions:

Compliance with the Law

- The Company continuously monitors applicable national and European legislation and the relevant standards.
- It ensures and checks proper implementation of the environmental terms and conditions and requirements arising from Company permitting.

Waste Management

- The Company's waste generated is divided into separate collection points depending on its type and it is collected by specially authorised management bodies.
- All Company employees implement our Waste Management Guidelines at both office and production sites.

Energy Management

- The Company systematically monitors fuel and electricity consumption and takes the necessary improvement steps to reduce them.
- Employees comply with the Energy Savings Guideline in the workplace as well as the guidelines on economical driving (when travelling) which are included in the Road Safety Guideline.

Equipment

- The Company ensures that the equipment procured meets its environmental friendliness, energy consumption and health and safety targets.

Suppliers - Stakeholders

- The Company takes into account environmental criteria when evaluating suppliers. Moreover, it monitors, where feasible, the environmental impact of their operation by setting specific indicators.
- The Company works with all stakeholders to identify their needs and concerns for the environment and to take all steps needed to improve it.

Employees Training

- The Company provides targeted training to employees on issues such as: Waste management - Energy consumption reduction - Emergency management
- It then evaluates the effectiveness of training and identifies the training needs for the year ahead.

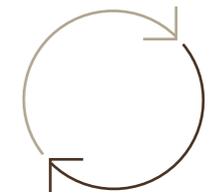
Indicators & Targets

- The Company sets a framework of measurable targets for its environmental and social performance which are systematically monitored and reviewed each year.
- The Company discloses its environmental performance in the Sustainability Report to bolster its commitment and transparency.

Continuous Improvement

- The Company sets out improvement actions to improve its environmental performance taking into account the following:
 - Indicator performance - Customer complaints - Supplier failures - Company failures.
- The progress and effectiveness of improvement actions is assessed at least annually.

MATERIAL TOPIC



PROMOTING CIRCULAR ECONOMY PRACTICES / RESOURCE WASTE MANAGEMENT



Our approach

GRI 103-2, GRI 306-1, GRI 306-2

At KAFEA TERRA we follow the **Waste Management Work Guideline** and implement rules and practices to effectively manage waste generated which includes:

Coffee residues from roasting	Packaging materials	Lubricants	Print cartridges	Waste electrical and electronic equipment - batteries	
Paper management	Printer consumables	Light bulbs	Small batteries (recycled via the AFIS scheme)	Mixed municipal waste	Recyclable office supplies

With a product portfolio of coffee brands and related products that meet all the needs of the modern café market, top quality services and an appropriate development plan, the Company invests in practices that improve every aspect of its operations, while respecting the environment.

To that end, it incorporates circular economy practices in the coffee processing, trade, production and consumption sector and ensures that all links in the value chain are trained and briefed so that major economic, social and environmental benefits are generated. The circular economy practices adopted by KAFEA TERRA cover a wide range of activities and are associated with material flows along the entire value chain.

Circular Economy Practices



5 stages from processing to consumption of coffee:

1. Coffee Processing and Packaging	2. Office and Facilities Operations	3. Warehouse - Logistics Operations	4. Coffee Shops (B2B)	5. End Consumers Houses (B2C)
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1. Coffee Processing and Packaging

Our industrial plant has various surplus materials which are utilised. When green coffee is roasted, the coffee husks are collected and they are sent for composting, so that they can be used as a support - improvement material in crops. During production of the aluminium capsules, residues of aluminium sheets arise and they are inserted into a compression press and then disposed of to a specialist body for upcycling.

Circular economy in the production process



Composting of husks & coffee residues



Recycling of Aluminium



Recycled packaging materials

2. Office and Facilities Operations

All company premises and departments have bins to separate waste. Employees are encouraged to use collection bins for: batteries, light bulbs, lamps and small appliances from the Company, even for waste generated in their home environment. The consumables used by office workers are recyclable and are fully recycled. Organic leftovers are collected in the catering area of the facilities and are used to feed domesticated birds raised in a special area outside the facilities. Moreover, the grounds also have an olive grove and fruit and vegetable garden, the prunings, leaves and residues of which are composted.



We recycle

paper, plastic, aluminium, batteries, lamps, inks & small electrical appliances

We offer gifts with **environmental value**

We remind our employees about the **proper use of natural resources**

Electricity from **renewable sources**

Organic leftovers **are used to feed** domesticated birds or become **fertiliser** for our vegetable garden

3. Warehouse - Logistics Operations

In the warehouse we ensure that new cardboard boxes used for the sale of products are made of recycled paper. We fully recycle any unusable cardboard boxes as well as stretch film. To make sure the stretch film gets used the Company joined the 'In the loop' circular economy initiative, through which any leftover stretch film is sold to and used by the Thrace Plastics Group as a raw material to produce recycled plastic bags.



4. Coffee Shops (B2B)

At B2B stores the Company undertakes to maintain and repair the basic professional equipment required to make espresso coffee.



When it is not possible to rebuild the parts, the worn parts are replaced with new ones. Damaged materials are sent to authorised recycling companies. The same applies at the end of the lifecycle of coffee machines and mills. When deemed unfit for repair, plastic, electronic and metal parts thereof are disassembled, separated and recycled accordingly.

Training is provided to 70 distribution network associates to repair equipment in remote areas where it is not possible for Company technicians to be physically present. The same applies to associates who undertake to distribute our products in the Ho.re.ca sector abroad. Associates are trained and supported via an open communication channel. Using video calls they are directly guided in how to solve complex problems, thereby saving the time and resources required to transport equipment to the central Technical Department in Peania. To better support its associates, in 2020 the Company produced 26 technical videos which are an important online manual for solving the most common problems. Moreover, an important objective is to train professional baristi at cafés to acquire skills in solving simple problems and adopting best practices, thereby avoiding potential damage.

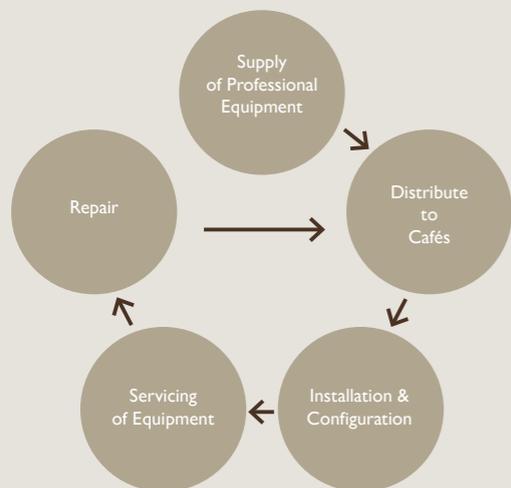
Each year the Company's Technical Department carries out on average 5,500 repairs to professional espresso equipment: around 60% in-house repairs and 40% at customer premises. Just 10% of the equipment available is new, the other 90% is repaired, maintained and re-used. In addition, the lifecycle of domestic coffee machines the Company has also increased since 1,100 of them are repaired each year.

5. End Consumer Houses (B2C)

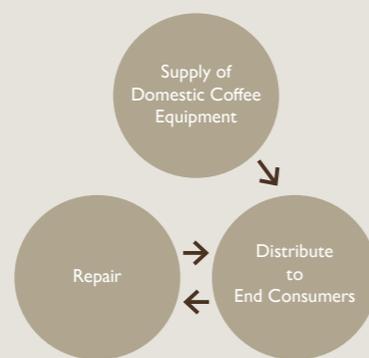
As mentioned above, the Company's Technical Department repairs domestic espresso coffee machines, thereby preventing consumers from replacing them early. Moreover, the Iperespresso Capsules Recycling Scheme allows consumers to recycle their capsules either in bins which have been installed at various locations nationwide or via a special recycling bag which can be dispatched to the facilities in Peania. There the capsules are collected and sent to a special body which undertakes to separate and compost the coffee residues and to recycle the body of the capsule.

Repair and re-use process

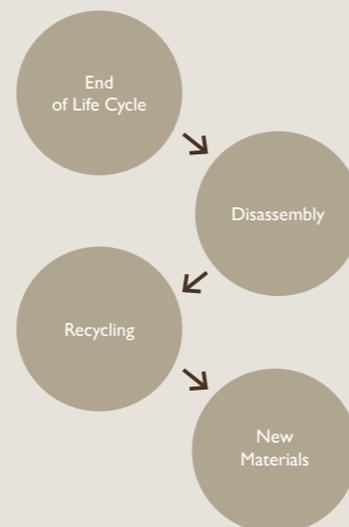
A. Professional equipment for preparing espresso coffee



B. Domestic Espresso Coffee machines



C. End of equipment lifecycle



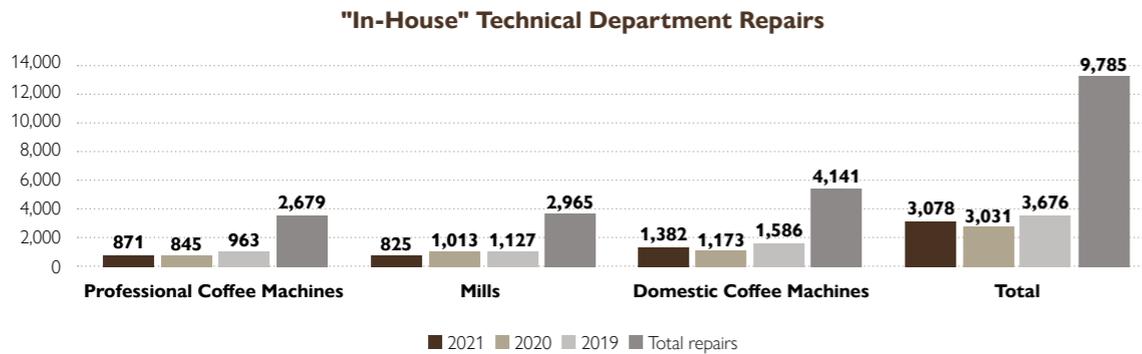
Our performance

GRI 103-3, KAFEA TERRA INTERNAL INDEX

Since integrating circular economy practices into KAFEA TERRA's core operations in 2021, **21,330 kg** of paper & stretch film, **7,440 kg** of electrical & electronic equipment, **440 kg** of metals, **32,620 kg** of coffee residues produced, and small quantities of lights, lubricants, batteries and inks have been recycled, and in 2022 aluminium residues were compressed and recycled.

Quantitative data from the technical department on repair and re-use

The results from running the Company's Technical Department are as follows:



GRI 301-1, GRI 301-2

Total weight of non-renewable materials used

Material	2021 (kg)	2020 (kg)	2019 (kg)
Valves	4,088.65	3,058.75	3,014.12
Aluminium (capsule lids)	2,766.51	1,630.04	686.79
Capsules (Aluminium body)	3,329.89	-	-
Coffee films	71,743.35	56,320.98	54,686.14
Sugar films	2,818.26	2,442.65	5,362.28
Bags (1kg, 250gr)	1,581.12	932.27	651.03
Tin Ties	1,435.20	1,059.45	599.61
Total	87,762.98	65,444.14	64,999.97

Total weight of renewable materials used

Material	2021 (kg)	2020 (kg)	2019 (kg)
Green Coffee	3,427,970.82	2,581,396.50	2,575,346.22
Sugar	36,557.80	31,835.44	66,882.24
Capsules (Body)	9,208.44	9,162.90	4,456.43
Cardboard	15,040.97	9,518.95	4,876.40
Cardboard Boxes	49,622.25	33,920.37	30,566.24
Serving Filter Paper	848.37	624.70	916.41
Total	3,539,248.65	2,666,458.86	2,683,043.94

Year	2021 (kg)	2020 (kg)	2019 (kg)
Total weight of renewable and non-renewable materials used*	3,627,102.09	2,731,967.56	2,748,043.91

* The increase in the overall weight of renewable and non-renewable materials used in 2021 is due to the increase in our production activities compared to 2020.

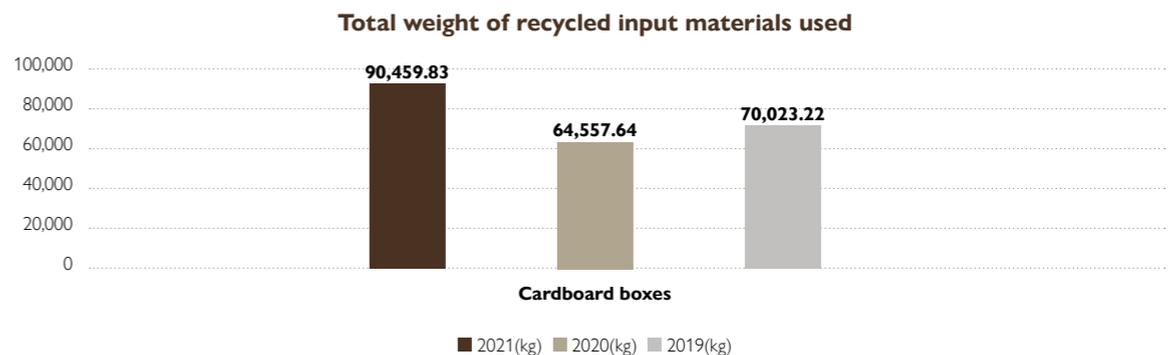
Total weight of recycled input materials used

Year	2021 (kg)	2020 (kg)	2019 (kg)
Cardboard Boxes	90,459.83	64,557.64	70,023.22

Percentage of recycled input materials used

Year	2021	2020	2019
Recycled Input Materials*	2.49%	2.36%	2.55%

* The increase in recycled input materials in 2021 was due to the increase in production activities compared to 2020.



REDUCING ENERGY CONSUMPTION, IMPROVING ENERGY EFFICIENCY AND INCREASING THE USE OF RENEWABLES



MATERIAL TOPIC



Our approach

GRI 103-2, GRI 102-10

Our Company operates with respect for and responsibility towards the environment and is deeply attuned to need to protect it. We are improving our energy efficiency, which contributes to saving resources and cutting costs, while at the same time pushing ourselves to become more competitive and efficient, while effectively protecting the environment.

We are investing in ongoing modernisation of our building facilities.

Model building facilities in Peania

KAFEA TERRA's building facilities in Peania were designed in line with the Company's principles of Sustainability, taking account of the need to create an ideal workplace and optimum storage and safety conditions for raw materials and products. The new building's metal structure was designed with its lifecycle in mind, so as to minimise its environmental impact while still being aesthetically pleasing. The building materials used provide high thermal insulation capacity and a high level of air-tightness. The architectural design of the building ensured proper orientation, natural lighting and adequate ventilation, which combined with visually appealing interior and exterior, have created suitable conditions that bolster the physical and mental health of employees.

To store green coffee, a special underground area was created which ensures ideal temperature and humidity conditions all year round, thereby minimising additional energy consumption requirements. Lighting for all indoor spaces comes from LED lights.

The facilities in Peania house the majority of KAFEA TERRA's operations and consequently particular emphasis is placed on continuous maintenance and modernisation to meet high energy efficiency, safety, ergonomics and aesthetic standards.

New building facilities at Markopoulo

The new building infrastructure at Markopoulo were prepared in line with the standards and principles employed for the Peania facilities. It is a metal structure with modern building materials which reduce the environmental impact. Lighting in all areas comes from low energy consumption LED lights. It operates as a logistic centre and covers a total area of 3,800 m² to meet the increasing storage needs of KAFEA TERRA, contributing to reduced CO₂ emissions due to its close proximity to the central facilities.

New building facilities in Thessaloniki

To ensure the problem-free operation of the Thessaloniki branch, new building facilities were purchased for which a comprehensive reconstruction design was prepared, with a timeframe for implementation in 2023. The purpose of this project is for the 1,400 m² building to be built to Sustainability standards and to house all branch functions such as: office space, technical services, training, storage with absolute ergonomics and a low energy footprint.

Use of renewable energy sources.

All of our central facilities and new hybrid company vehicles are powered by electricity from renewable energy sources.

Energy savings in production

There are increasing numbers of energy savings in the production sector, and in particular:

- Hot gases produced when roasting coffee are recycled instead of using cold air.
- Heat sources have been insulated and hot areas have been isolated so as to reduce cooling needs in the production area.
- Cooling technology using evaporative cooling has been chosen instead of conventional air-conditioning systems.
- Preventative maintenance is carried out on equipment to increase its efficiency to the maximum.
- Special lighting panels have been designed for the roof which bring in rich natural light thereby reducing the need to use light bulbs.

Energy savings in transport

In the 2-year period 2020-2021 the Company began gradually renewing its fleet of company vehicles with electric, hybrid and plug-in hybrid vehicles to reduce CO₂ emissions from employee trips. Moreover, the increased remote working rate over the 2-year period 2020-2021 coupled with the use of teleconferences instead of face-to-face meetings, served as measures to reduce the level of energy consumed.

At the same time, the Company's supply chain has adopted cutting-edge systems and functions for better stock and sales monitoring, and to reduce the energy resources required for product deliveries and shipments.

Investing in a responsible supply chain

Aiming to limit the negative impacts on the environment from our operations, we are redesigning our logistics system to achieve just that.

In this context, we aim to reduce our environmental footprint:

- When transporting and shipping products we aim to reduce CO₂ emissions by organising routes and orders so that we have the optimum load.
- When running our warehouse (energy savings in storage areas).
- In reverse logistics (recycling used iperespresso capsules and reusing pallets).

In the context of the supply chain:

- We provide low energy consumption LED lamps for lighting in all storage areas.
- We have a waste compaction press.
- We re-use boxes which are considered suitable for preparing our orders.
- We carry out our largest imports by sea to minimise CO₂ emissions.
- We use new equipment and machinery powered by electricity and not petrol or oil (such as forklift trucks).
- We are gradually replacing batteries in forklift trucks with lithium batteries.
- We are withdrawing old forklift trucks to recycle them and replacing them with new ones.
- We keep recycling bins outdoors and indoors.
- We manage our stock levels since keeping a large volume of stocks is often considered ineffective.
- We configure all computers for employees in safe mode.
- We distribute products nearing their expiry date free of charge to employees or NGOs to reduce the quantity products to be disposed of.

Our performance

GRI 103-3, GRI 302-1

Total fuel consumption within the organisation from non-renewable sources

Year	2021 (GJ)	2020 (GJ)	2019 (GJ)
Propane	7,988.63	6,914.65	6,874.54

The Company does not consume fuel from renewable energy sources.

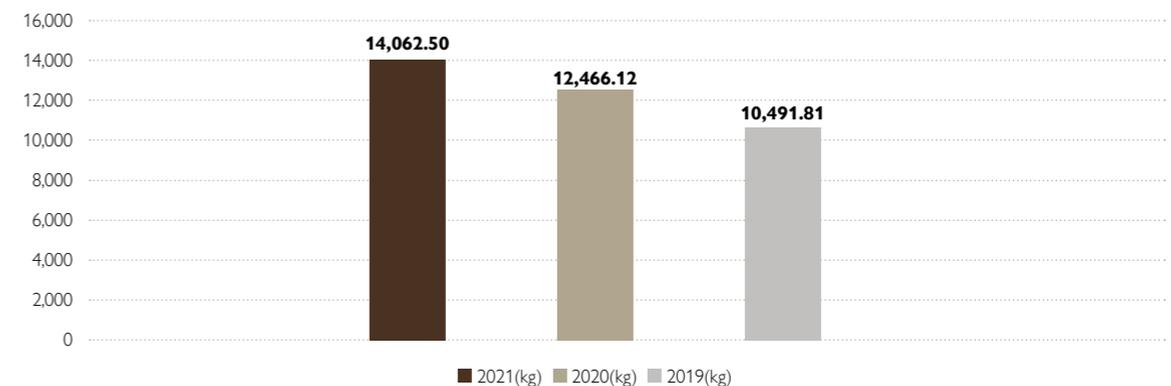
Total electricity consumption within the organisation

Year	2021 (GJ)	2020 (GJ)	2019 (GJ)
Total electricity consumption (purchased)	4,068.67	3,686.67	3,617.27
Total electricity consumption within the organisation from RES (for which there are guarantees of origin)	2,005.20	1,864.80	-

Total electricity consumption per source

Year	2021 (GJ)	2020 (GJ)	2019 (GJ)
a. Energy consumed from non-renewable sources (fuels - propane)	7,988.63	6,914.65	6,874.54
b. Energy consumed from renewable sources (fuels)	-	-	-
c. Energy from electricity consumed	6,073.87	5,551.47	3,617.27
d. Energy from heating, cooling and steam consumed	-	-	-
e. Energy sold from electricity, heating, cooling and steam	-	-	-
Total electricity consumption	14,062.50	12,466.12	10,491.81

Total electricity consumption (GJ)*



* Total electricity consumption increased in 2021 due to the Company's increased activity compared to 2020 which was lower because of COVID-19.

ANNEXES

About the Sustainability Report

GRI 102-45, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56

This Report is the Company's first Sustainability Report and covers the reporting period 1.1.2021 to 31.12.2021. It is published and available in electronic format on the Company's website, <https://www.kafeaterra.gr/page/corporate-social-responsibility>. To make the information comparable, the Report contains information for the 2 previous financial years (2020 and 2019).

The Company's previous report was issued in December 2020 and covered the reference period 1.1.2019 to 31.12.2019.

The term 'Company' and the term 'KAFEA TERRA' in the Report include our Company's activities exclusively on the Greek market.

The report was prepared in line with the standards of the Global Reporting Initiative (GRI Standards) organisation, core option*, to meet the needs and expectations of stakeholders and to highlight our contribution to Sustainability issues.

A defining factor in effectively managing Sustainability issues and preparing this Report is collaboration with all Company departments. This Report has been prepared with the support of the EY Hellas Climate Change and Sustainability Services Department**.

More information about the content and materiality analysis of the Company's Sustainability issues is available on pages 41-45. The GRI table of contents is available on pages 119-122. The Company has not obtained external assurance for the content of this Report. We consider that your opinion about the content of our 2nd Report is particularly important and to that end you can send your comments and/or any questions to the following contact details:

Filio Chatzidaki

Sustainability & Corporate Affairs Manager

f.chatzidaki@kafeaterra.gr

Tel.: (0030) 213-0905513

* This report has been prepared in accordance with the GRI Standards: Core option.

** This report was prepared with the advice of the Climate Change and Sustainability Services Department of the EY Hellas. KAFAE TERRA is responsible for calculating, collecting and consolidating quantitative data and for ensuring the accuracy and completeness of quantitative and qualitative information contained in the Report. ERNST & YOUNG (HELLAS) Certified Public Accountants S.A. bears no liability to any third party for the content of this Report.

GRI Table of Contents

GRI 102-55

GRI Standard	Publication	Page/Reference	Omission
General disclosures (Core option)			
GRI 102: General Disclosures 2016	102-1 Name of organisation	Our Profile (pp. 10-13)	
	102-2 Activities, brands, products and services	Our Profile - Business model (pp. 14-15), Our products (pp. 20-26), Our services (pp. 27-29)	
	102-3 Location of registered offices	Inner back cover	
	102-4 Location of activities	2020-2021 At a Glance (pp. 8-9), 2020-2021 At a Glance - Business model (pp. 14-15), Our products (pp. 20-26)	
	102-5 Ownership and legal form	Our Profile (pp. 10-11), Our Profile - Milestones from 1988 to 2021 (pp. 12-13)	
	102-6 Markets served	2020-2021 At a Glance (pp. 8-9), Our profile - Business model (pp. 14-15), Our products (pp. 22-26), Sustainability - Stakeholder Engagement (pp. 35-40)	
	102-7 Scale of the organisation	2020-2021 At a Glance (pp. 8-9), Our Profile - Business model (pp. 14-15), Sustainability - Stakeholder Engagement (pp. 35-40), Responsible Operation (pp. 60-61), Caring for our People- Our People (pp. 77-78)	
	102-8 Information on employees and other workers	Caring for our People- Our People (pp. 78)	
	102-9 Supply Chain,	Sustainability - The value chain (pp. 46-47), The value creation journey (pp. 48-55)	
	102-10 Significant changes to the organisation and its supply chain	Message From Management (pp. 4-6), Sustainability - The value creation journey (pp. 48-55), Responsible Operation (pp. 60-61), Respect for the Environment- Reducing energy consumption, improving energy efficiency and increasing the use of renewables (pp. 114-116)	
	102-11 Precautionary principle	Sustainability - The value creation journey (pp. 48-55), Respect for the Environment (pp. 104-106)	
	102-12 External initiatives	Our Profile - Recognition and membership of associations (pp. 30-33)	
	102-13 Membership of associations	Our Profile - Recognition and membership of associations (pp. 30-33)	
102-14 Statement from senior decision-maker	Message From Management (pp. 4-6)		
102-16 Values, principles, standards and norms of behaviour	Our Profile - Vision, Mission and Values (pp. 16-19)		

GRI Standard	Publication	Page/Reference	Omission
General disclosures (Core option)			
	102-18 Governance structure	Responsible corporate governance, business ethics and regulatory compliance -	
	102-40 List of stakeholder groups	Sustainability - Stakeholder Engagement (pp. 35-40)	
	102-41 Collective agreements	Caring for our People - Our People (pp. 78)	
	102-42 Identifying and selecting stakeholders	Sustainability - Stakeholder Engagement (pp. 35-40)	
	102-43 Approach to stakeholder engagement	Sustainability - Stakeholder Engagement (pp. 35-40)	
	102-44 Key topics and concerns raised	Sustainability - Stakeholder Engagement (pp. 35-40)	
	102-45 Entities included in the consolidated financial statements	Annexes About the Sustainability Report (p. 118)	
	102-46 Defining report content and topic Boundaries	Sustainability - Materiality analysis (pp. 41-42, 43), Material topics: Materiality and boundaries (pp. 44-45)	
	102-47 List of material topics	Sustainability - Materiality analysis (pp. 41-42, 43), Material topics: Materiality and boundaries (pp. 44-45)	
	102-48 Restatements of information	No information was reformulated	
	102-49 Changes in reporting	Sustainability - Materiality analysis (p. 42)	
	102-50 Reporting period	Annexes About the Sustainability Report (p. 118)	
	102-51 Date of most recent Report	Annexes About the Sustainability Report (p. 118)	
	102-52 Reporting cycle	Annexes About the Sustainability Report (p. 118)	
	102-53 Contact point for questions regarding the Report	Annexes About the Sustainability Report (p. 118)	
	102-54 Claim of reporting in accordance with GRI standards	Annexes About the Sustainability Report (p. 118)	
	102-55 GRI Content Index	Table of Annexes - GRI Content Index (p. 119-122)	
	102-56 External assurance	Annexes About the Sustainability Report (p. 118)	

Material topics

GRI Standard	Publication	Page/Reference	Omission
Responsible corporate governance, business ethics and ensuring regulatory compliance			
	103-1 Explanation of the material topic and its boundary	Sustainability - Material topics: Materiality and topic boundaries (pp. 44-45)	
GRI 103: Management Approach 2016	103-2 The management approach and its components	Responsible corporate governance, business ethics and regulatory compliance - Responsible corporate governance, business ethics and regulatory compliance - Our approach (p. 57)	
	103-3 Evaluation of the management approach		
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Responsible corporate governance, business ethics and regulatory compliance - Responsible corporate governance, business ethics and regulatory compliance - Our performance (p. 59)	
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		

GRI Standard	Publication	Page/Reference	Omission
Creating and sharing economic value			
	103-1 Explanation of the material topic and its Boundary	Sustainability - Material topics: Materiality and topic boundaries (pp. 44-45)	
GRI 103: Management Approach 2016	103-2 The management approach and its components	Responsible Operation - Creating and sharing economic value - Our approach (p. 62)	
	103-3 Evaluation of the management approach		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Responsible Operation - Creating and sharing economic value - Our performance (p. 63)	
Ensuring business continuity and contingency planning			
	103-1 Explanation of the material topic and its boundary	Sustainability - Material topics: Materiality and boundaries (pp. 44-45)	
GRI 201: Economic Performance 2016	103-2 The management approach and its components	Responsible Operation - Ensuring business continuity and contingency planning Our approach (pp. 64-65)	
	103-3 Evaluation of the management approach	Responsible Operation -	
KAFFA TERRA internal index	Ensuring the uninterrupted operation of the Company	Ensuring business continuity and contingency planning Our performance (p. 66)	
Quality assurance for products, consumer health and safety and investment in innovative technologies			
	103-1 Explanation of the material topic and its boundary	Sustainability - Material topics: Materiality and boundaries (pp. 44-45)	
GRI 103: Management Approach 2016	103-2 The management approach and its components	Responsible Operation - Quality assurance for products, consumer health and safety and investment in innovative technologies- Our approach (pp. 67-74)	
	103-3 Evaluation of the management approach		
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance with regulations and voluntary codes relating to the health and safety effects of products and services	Responsible Operation - Quality assurance for products, consumer health and safety and investment in innovative technologies- Our performance (pp. 74-76)	
Creating and maintaining jobs, training and development for employees			
	103-1 Explanation of the material topic and its boundary	Sustainability - Material topics: Materiality and boundaries (pp. 44-45)	
GRI 103: Management Approach 2016	103-2 The management approach and its components	Caring for our People - Creating and maintaining jobs, training and development for employees- Our approach (pp. 79-80)	
	103-3 Evaluation of the management approach		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Caring for our People - Creating and maintaining jobs, training and development for employees- Our performance (pp. 81-83)	
GRI 404: Training and Education 2016	404-1 Average hours of training per employee		
Protecting human rights in the workplace			
	103-1 Explanation of the material topic and its boundary	Sustainability - Material topics: Materiality and boundaries (pp. 44-45)	
GRI 103: Management Approach 2016	103-2 The management approach and its components	Caring for our People - Protecting human rights in the workplace Our approach (pp. 84-86)	
	103-3 Evaluation of the management approach		
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	Caring for our People - Protecting human rights in the workplace Our performance (pp. 86)	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		

GRI Standard	Publication	Page/Reference	Omission
Safeguarding the health, safety and well-being of employees			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Sustainability - Material topics: Materiality and topic boundaries (pp. 44-45)	
	103-2 The management approach and its components	Caring for our people - Safeguarding employee health, safety and well-being- Our approach (pp. 87-92)	
	103-3 Evaluation of the management approach	Caring for our people - Safeguarding employee health, safety and well-being- Our performance (pp. 93)	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational Health and Safety Management System		
	403-2 Hazard identification, risk assessment and case investigation		
	403-3 Occupational health services		
	403-4 Employee participation, consultation and communication on occupational health and safety	Caring for our people - Safeguarding employee health, safety and well-being- Our approach (pp. 87-92)	
	403-5 Employee training on occupational health and safety issues		
	403-6 Promoting employee health		
	403-7 Preventing and mitigating impacts on occupational health and safety		
	403-8 Employees covered by the Occupational Health and Safety Management System	Caring for our people - Safeguarding employee health, safety and well-being- Our performance (pp. 93)	
Supporting society and fostering solidarity through partnerships			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Sustainability - Material topics: Materiality and topic boundaries (pp. 44-45)	
	103-2 The management approach and its components	Contributing to society- Supporting society and fostering solidarity through partnerships- Our approach (pp. 95-102)	
	103-3 Evaluation of the management approach		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	Contributing to society- Supporting society and fostering solidarity through partnerships- Our performance (pp. 102-103)	
Promoting circular economy practices/resource - waste management			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability - Material topics: Materiality and topic boundaries (pp. 44-45)	
	103-2 The management approach and its components	Respect for the Environment- Promoting circular economy practices / resource - waste management - Our approach (pp. 107-111)	
	103-3 Evaluation of the management approach		
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Respect for the Environment- Promoting circular economy practices / resource - waste management - Our performance (pp. 112-113)	
	301-2 Recycled input materials used		
GRI 306: Waste 2020	306-1 Managing significant waste-related impacts	Respect for the Environment- Promoting circular economy practices / resource - waste management - Our performance (pp. 107-111)	
	306-2 Waste generation and significant waste-related impact		
KAFEA TERRA Internal Index	Technical Department repair and re-use data	Respect for the Environment- Promoting circular economy practices / resource - waste management - Our performance (pp. 112)	
Reducing energy consumption, improving energy efficiency and increasing the use of renewables			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Sustainability - Material topics: Materiality and topic boundaries (pp. 44-45)	
	103-2 The management approach and its components	Respect for the Environment- Reducing energy consumption, improving energy efficiency and increasing the use of renewables- Our approach (pp. 114-116)	
	103-3 Evaluation of the management approach		
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Respect for the Environment- Reducing energy consumption, improving energy efficiency and increasing the use of renewables- Our performance (p. 116)	



KAFEATERRA
SHAPES THE COFFEE CULTURE

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A close-up photograph of a hand holding several ripe, red coffee cherries. The hand is positioned over a woven basket filled with dark, roasted coffee beans. The background is a blurred coffee plant with green leaves and small red cherries. The entire image has a warm, reddish-brown color cast.

FROM THE EARTH ON WHICH IT GROWS
TO THE CUP THAT IN WHICH IS SERVED
OUR COFFEE JOURNEY REMAINS
AN ENDEAVOUR IN EXCELLENCE.

KAFETERRA.
SHAPES THE COFFEE CULTURE