



Impact

REPORT

2022

INTRODUCTION	2
GOVERNANCE	3
WORKERS	7
COMMUNITY	11
- ViFOUNDATION	15
- MADE IN ZÜRICH	20
- GUTSCH	21
- KWEER	22
- PRIDE	22
ENVIRONMENT	23
CUSTOMERS	28

At ViCAFE, we do not run short on exciting, impact-related challenges.

Regenerative agriculture, cleaning products, oat milk, organic, non-organic, packaging, employee satisfaction, CO2, disposable cups, logistics, or diversity, these are all issues that we deal with daily. Our solutions are driven by our aspiration to build a socially and environmentally sustainable company.

This aspiration is an integral part of ViCAFE.

Seeing how our company is growing and becoming more complex, we realised what a paramount role stakeholder engagement has played in the past year. These include customers, employees, suppliers, producers and even nature. We see ViCAFE as part of a diverse system comprising all these elements. All our actions are ultimately a balancing act between different interests, profitability, and sustainability.

In 2022, we put ViCAFE's values to paper and made them accessible to all stakeholders.

Together, we can ensure that we make better decisions that have a positive impact on our environment. This is our first public Impact Report in which you will find our most important findings, challenges, successes, and goals.

GOVERNANCE

The ViCAFE impact model

0% *Negative Externalities is our objective*

Everything we do has an impact on our environment, livelihoods, biodiversity, animal welfare and economy. We aim to reduce our negative impact to zero.

100% *value-based value chains*

We want to create win-win situations. All our stakeholders should benefit from our decisions. We build business relationships that are personal and as long-lasting as possible.

Sharing *wealth with partners*

With the aid of financial donations to the ViFOUNDATION, the first projects on our partner farms could be implemented.



ON 11/4/2023, WE HAD OUR LEGAL PURPOSE ADJUSTED IN THE **ZURICH COMMERCIAL REGISTER**. "IN PURSUIT OF ITS PURPOSE, THE COMPANY ACHIEVES A SIGNIFICANT POSITIVE IMPACT ON THE COMMON GOOD AS WELL AS THE ENVIRONMENT THROUGH ITS BUSINESS ACTIVITIES."

Last year, ViCAFE employees signed our first formal Code of Ethics. All ViCAFE employees undertake to comply with the rules of conduct laid down in the Code of Ethics. We have high expectations of our corporate culture, and it must be free of discrimination and corruption. We consider ourselves fortunate that these values are lived out daily at ViCAFE, however, we know that may not always be the reality. With the Code of Ethics, we protect the integrity of our employees and that of ViCAFE. In the Code of Ethics, we as a company define how we handle complaints, corruption, and conflicts of interest.

ViCAFE *key figures 2022*

175

TOTAL EMPLOYEES (#)

148

TOTAL PART-TIME
EMPLOYEES

9

SHAREHOLDERS

98.6

TOTAL
EMPLOYEES (FTE)

3

EXECUTIVE
MANAGERS

21

MANAGERS (INCL. STORE
MANAGERS)

135

NUMBER OF
BARISTAS

45

NUMBER OF NEW
EMPLOYEES THAT
JOINED

30

NUMBER OF
EMPLOYEES THAT
LEFT THE COMPANY

6

NUMBER OF
EMPLOYEES
PROMOTED

WORKERS

Our ViCAFE family is an important stakeholder and is instrumental to the success and identity of the company. After all, we spend a lot of time together – whether it's brewing behind the coffee machine in the Espresso Bars, packing our beans in the roastery or rolling croissants in the ViBAKERY.

We like people and respect the views, background, sexual orientation, and beliefs of our employees. We therefore consider it our duty to protect the integrity of each individual and to act against all forms of discrimination, harassment and bullying.

We actively promote diversity in our company and believe that it is one of our biggest strengths. It is what makes ViCAFE a vibrant company that encourages and inspires its employees to do their best while staying true to who they are.

Since 2022, every ViCAFE job posting has included a written statement on diversity, equity, and inclusion. People from underrepresented groups should be encouraged to apply to join us.

ViCAFE is a young company with a majority female workforce. Despite this, there are no people on the Executive Committee or Board who identify as women. Our goal is to increase the number of senior female leaders by 2024.



EMPLOYEE *diversity*

WORKERS

66%

HOW MANY EMPLOYEES
IDENTIFY AS WOMEN

0%

PERCENTAGE OF EXECUTIVE
MANAGERS OTHER THAN CIS-MALE

27

AVERAGE AGE
OF EMPLOYEES

36%

PERCENTAGE OF EMPLOYEES THAT ARE
UNDER THE AGE OF TWENTY FOUR

10

NUMBER OF
DIFFERENT
NATIONALITIES

66%

WORKING
SHAREHOLDERS

47%

PERCENTAGE OF MANAGERS (INCL. STORE
MANAGEMENT) IDENTIFYING OTHER THAN
CIS-MALE

0%

PERCENTAGE OF BOARD
MEMBERS IDENTIFYING
OTHER THAN CIS-MALE

11%

PERCENTAGE OF
SHAREHOLDERS IDENTIFYING
OTHER THAN CIS-MALE

2%

PERCENTAGE OF EMPLOYEES
THAT ARE OVER THE AGE
OF FIFTY

By cis-male we refer to persons who were assigned male at birth and whose gender identity is male

EMPLOYEE *satisfaction*

Rating 1 - 5

3.83

VICAPE ACTIVELY PROMOTES A
CULTURE OF EQUAL OPPORTUNITY.

4.56

I CAN TALK ABOUT MY SOCIO-CULTURAL
BACKGROUND AT WORK WITHOUT
OTHER EMPLOYEES JUDGING ME.

3.6

I AM SATISFIED WITH
MY CURRENT JOB AT
ViCAPE.

3.86

AT ViCAPE THERE IS A
GENERALLY POSITIVE WORKING
ATMOSPHERE.

3.81

ViCAPE CELEBRATES THE DIVERSITY
OF IDEAS AND PEOPLE IN THE
COMPANY.

4.09

OPENNESS IS A VALUE THAT I
LIVE AND EXPERIENCE EVERY
DAY AT ViCAPE.

WORKERS

— COMMUNITY

SOURCING & PROCUREMENT

In line with our Impact Strategy, our aim is to establish value chains that are 100% aligned with our values. The concept is primarily based on mutual respect. We sit down with all potential partners and discuss the cooperation openly, honestly, and transparently. We do not pursue hidden agendas or exploit a partner's lack of negotiating power.

Last year, we formalised our [Supplier Code of Conduct](#). This document sets out the minimum standards for our suppliers in terms of labour and human rights, health and safety, environmental impact, and ethics. In 2023, we want to get even more of our suppliers to sign the Code of Conduct and make all value chains transparent. Whenever possible, we negotiate fair prices directly with the apparent economically weakest partner in the value chain, which is usually the coffee farmer.



Our relationships with coffee farmers should be long-term and characterised by trust and transparency. We recognise the inequalities in our business relationships that result from the north-south divide in terms of economic development and equitable distribution of goods. Much of our coffee is grown in the so-called 'least developed countries'. Coffee farmers typically bear the highest risk in the value chain. This is the reason why we believe it is our responsibility to build fair business relationships with them.

Farm	Region	Years of partnership	Quality	Certification(s) of the farms	Volume(s) in kg of the farms	Price FOB* cts/lbs	Price Ex-Farm Gate * cts/lbs	Benchmark Price FOB* cts/lbs	kg CO ₂ /kg*
Fazenda da Lagoa	Sul de Minas, Brazil	6	NY2/3 FC Sc17/18	RFA, preferred by nature	59000	246	246	230	5.17
Finca Los Nogales	Huila, Colombia	6	Excelso EP (washed)	none	7000	374	289	330	5.44
			Excelso fancy Pink Bourbon (washed)	none	560	474	430	262	5.44
			extended anaerobic fermentation	none	140	574	530	231	5.44
Finca San Jeronimo Miramar	Atitlan, Guatemala	4	SHB (washed)	none	39405	289	280	270	6.27
			Microlot Slow Jam (honey)	none	2760	359	350	270	6.27
			Microlot Manchame (washed)	none	350	385	375	270	6.27
Aprolma Women's Association	La Paz, Honduras	10	SHG (washed)	Organic	7245	337	n.a.	245	10.4
Miju Farm/ Alemaju Daniel	Yirgacheffe, Ethiopia	5	Grade I, (natural)	none	11160	440	350	350	n.a.
Chania/Orete Estate	Central Province Thika, Kenya	1	AB+ (washed)	none	6600	465	425	295	n.a.
Ciumenene Farm	Kiambu, Kenya	1	Microlot AB+ (washed)	none	540	495	445	295	n.a.
Monduli Coffee Estate	Monduli District Tanzania	5	AB+ /Nyuki /Mzinga (washed)	CP	4500	377	377	244	6.27
			AB+ /Asali (honey)	CP	3600	377	377	244	6.27
			AB+ /Matunda (natural)	CP	300	377	377	244	6.27
Bynecool Cluster	Chikmagalur, India	1	Monsooned A+	RFA, AAA	15000	no permission	no permission	270	17.33
With Bersih village/ Orang Utan Coffee Project	Gayo Highlands, Indonesia	8	Grade I, TP (wet hulled)	Indonesian Organic	4500	360	n.a.	321	8.82

1 - We requested the consent of the coffee farmers and export companies for the publication of the data +.

2 - The benchmark price is defined as the Arabica exchange price + the local quality differential on the contract date.

3 - * **FOB** - Parchement or green coffee at farm level or FOB if all export services are provided by the farm itself.

4 - * **Price Ex-Farm Gate** - Parchement or green coffee at farm level or FOB if all export services are provided by the farm itself.

5 - * **kg CO₂/kg** - The results were calculated by ClimatePartner by using primary farm data as well as the ecoinvent 3.9.1 database.

OUR MISSION IS TO FORM BUSINESS RELATIONSHIPS THAT ARE BASED ON MUTUAL RESPECT WITH THE COMMUNITIES SURROUNDING THE COFFEE FARMS, WHILE AT THE SAME TIME PROMOTING LOCAL STRUCTURES THAT CONTRIBUTE TO IMPROVING THE OVERALL SOCIO-ECONOMIC SITUATION.



ViFOUNDATION

The ViFOUNDATION is committed to creating positive and sustainable change on and around coffee farms. Mitigating risks and improving the livelihoods of coffee partners and their communities are the key focus. ViFOUNDATION specifically promotes the development of progressive agricultural practices among coffee farmers. The ViFOUNDATION is an independent foundation under Swiss law and is subject to the Swiss Federal Supervisory Authority for Foundations. ViCAFE supports ViFOUNDATION financially through donations defined by the volume of coffee roasted and pro bono work.



APROLMA'S WISHLIST



Since 2016, ViCAFE has been building a solid partnership with Arolma, the Women's Association of Free Producers of Marcala – a group of 69 women and their family units. Last November, we had the opportunity to visit them again. During our visit, we were proud to see their improvements made over the years, shifting biases through the production of organic coffees and quality products. This emphasizes respect for people's rights and the protection of the environment.

The women presented Bianca, our sourcing specialist, with a wish list of much-needed basic equipment to improve their families' lives. The wishes were very basic, yet so important for them to increase productivity – equipment for Hive Management, seeds for growing vegetables, materials for roof, floor, and window improvements in their homes, among other investments in their farms.

At our Christmas dinner, the ViCAFE team diligently collected donations. Subsequently, the ViFOUNDATION matched the amount, resulting in a total collection of USD 7,000. This enabled us to finally fulfill the wishes of these remarkable women.

BRING WATER UP!



Where: KIAMBU, KENYA

When: 2022, COMPLETED

Budget: USD 5,247

Ciumenene Farm is in the highlands of Kiambu, Kenya. The region suffers from long periods of drought due to climate change. Daniel and his family, who are the owners of Ciumenene, wanted to find a solution to this problem with a water storage system that would allow him to irrigate his crops. The water is pumped up the mountain using a solar-powered pump. It is then distributed to the coffee plants by gravity, allowing for good flowering and growth of the cherries and, ultimately, a stable income for the owners.

BRING BACK THE TREES!



Where: MONDUL COFFEE
ESTATES, TANZANIA

When: 2022, ONGOING

Budget: USD 29,061 2022

Monoculture crops make ecosystems more vulnerable to the effects of climate change. In contrast, more complex ecosystems like forests increase biodiversity, create microclimates with lower temperatures, and protect soil from erosion. That is why we have launched a afforestation project on the site together with our partner farm in Tanzania. By the end of 2022, 23 hectares of forest were replanted on the beautiful hills of Monduli Mountain. In the coming years, another 100 hectares will be transformed into fertile and climate-resistant forests. If many different species of birds end up nesting there, this will be a sign that the project has been a success.



Where: FINCA LOS NOGALES,
COLOMBIA

When: 2022-2023

Budget: USD 13,501

Oscar is one of ViCAFE's longest-standing partners in coffee farming. At his Finca Los Nogales in Huila, southern Colombia, he and his family work tirelessly on advanced and sustainable cultivation and processing methods. He had the idea to build a regional composting facility on his finca. Other farmers from the region can also dispose of their organic waste at the Los Nogales composting plant. The ViFOUNDATION supports Oscar financially in the construction of this plant. The goal is to make Oscar's farm and others in the area independent of synthetic fertilisers and thus improve soil quality in the region. Once completed, the plant is expected to produce 30 tons of organic fertiliser per year.

MADE IN ZÜRICH

We are an active member of the [Made In Zurich](#) initiative. We meet regularly with other manufacturing companies from the city and discuss sustainability topics such as logistics, resources, or the circular economy.



GUTSCH

ViCAFE is a proud founding member of [Gutsch](#); the first cooperatively organised Swiss oat milk that is produced from 100% organic oats. Together with other representatives of the Swiss coffee community, Gutsch is our contribution to regenerative agriculture in Switzerland and local production.

In 2022, the Pfister family from Birkenhof in Uster has been producing organic oats for Gutsch in addition to the organic dairy milk for our delicious flat whites. In 2022, 56, 160 liters of Gutsch were consumed by our espresso bars.

So, Gutsch tastes good and comes with no extra cost.



AROUND 30% OF OUR CUSTOMERS CHOOSE A FLAT
WHITE WITH GUTSCH
AT OUR ESPRESSO BARS

DIVERSITY & INCLUSION

At ViCAFE, we pride ourselves on fostering a diverse and inclusive company culture. We strongly believe that everyone has the right to be respected and accepted, regardless of their sexual orientation, gender identity, religious beliefs, ethnicity, economic status, age or other diverse backgrounds.. We are continuously working on making our work environment more inclusive and to ensure that all employees, feel comfortable in their ViCAFE work environment.

KWEER

During the day, Kweer is a ViCAFE Espresso Bar; at night, it becomes a bar. The name and the partnership concept are new, but the Kweer continues a long and important piece of history in Zurich: that of the former Barfüsser, the first gay and lesbian bar in Europe. Kweer remains what the pub has always been: a safe place, and safe(r) space for the LGBTIQ+ community. Everyone is welcome and no one is excluded.



PRIDE

ViCAFE has been involved in [Zurich PRIDE](#) for many years. In 2022, our staff expressed their support and showed their solidarity with the movement in a beautiful video that was created inhouse. PRIDE provides us with a wonderful opportunity to celebrate and share these beliefs.

ENVIRONMENT

Intensive monoculture agriculture contributes to a substantial global decrease in biodiversity. This degradation in biodiversity can lead to vulnerable or even collapsing ecosystems that are unable to sustain future communities. A smaller and less diverse biosphere can only filter a reduced amount of air, save a limited portion of freshwater, and offer partial soil protection. Our approach to address this issue involves sourcing coffee, milk, flour, and other food products exclusively from regenerative agricultural systems.

In the context of coffee production, 'regenerative' entails a holistic approach where coffee is cultivated within a complex ecosystem. Through techniques like agroforestry, we can protect soil, conserve water, enhance crop resilience, sequester CO₂, and foster thriving wildlife. Ultimately, embracing regenerative agricultural systems and prioritizing biosphere protection significantly contribute to the livelihoods of coffee farmers and their communities



READ HOW FAMILY BRESSANI CREATED A REGENERATIVE SYSTEM ON HIS FINCA SAN JERONIMO MIRAMAR ON THE FEET OF THE ATITLAN VOLCANO IN GUATEMALA.

The range of negative impacts a company can have on its stakeholders is extensive, from CO₂, to waste, to intangibles like hate and discrimination. Because our business model is based on refining agricultural commodities, and some of it travels the globe, we can measure our impact on the environment.

Before the coffee ends up in our paper, reusable or porcelain cups, it has gone through a complex journey. During this journey, climate-damaging CO₂ is released. CO₂ reduction is an essential part of our impact strategy. To reduce this externality, we first needed to know how much CO₂ is emitted at every step of our value chain.

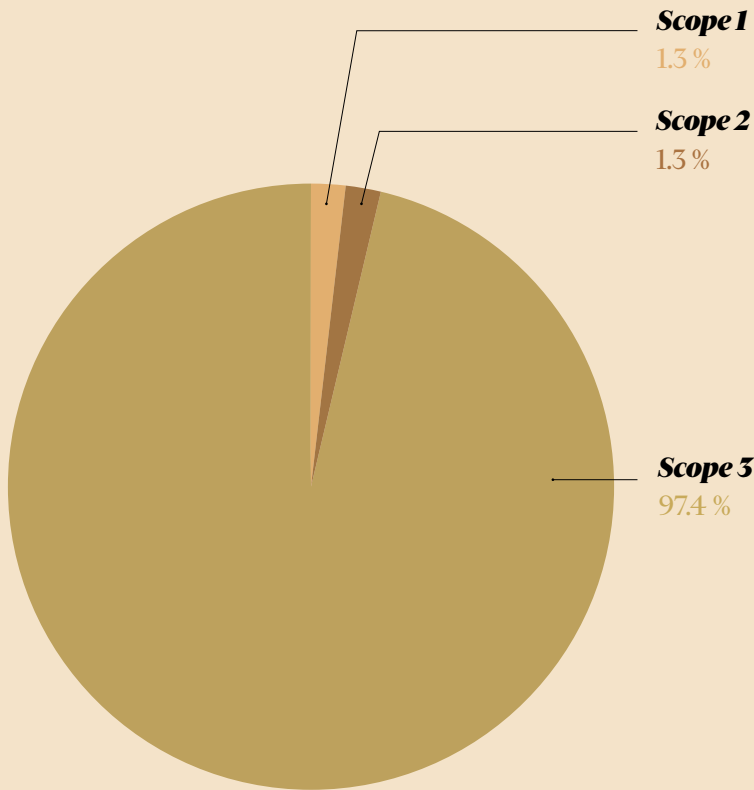
That is why, together with ClimatePartner, we have calculated our corporate carbon footprint for the very first time. This amounts to **2200,4t CO₂ for the fiscal year 2022**. By far the largest share of our greenhouse gas emissions, around 97%, is in Scope 3, i.e., within our value chain.

In addition to coffee, we source a variety of other food and non-food products such as milk, sugar, and paper cups or other packaging products. We are strongly committed to a local sourcing policy. Whenever possible, we source products that are available in the region. That is why we aim to build a strong local network and further reduce our environmental footprint by reducing transport distances. Most of our suppliers are located in the Zurich region.



ONLY ORGANIC-CERTIFIED FOOD IS
PROCESSED IN OUR ViBAKERY.

CO² emissions by scope



Scope 1

These are "direct" emissions that are caused by ViCAFÉ's own operations. They are as an example released through our company van or the roasting machine. Our Loring Kestrel saves up to 70% of gas compared to other roasting machines.

Scope 2

These "indirect" emissions are caused by the electricity and heating energy that we buy to run our facilities. 100% of the electricity in our Zurich Espresso Bars are from renewable sources.

Scope 3

These "indirect" emissions are released by all the other stakeholders in our value chains (from suppliers all the way to customers). Green Coffee makes up for around 50% of our Corporate Carbon Footprint.

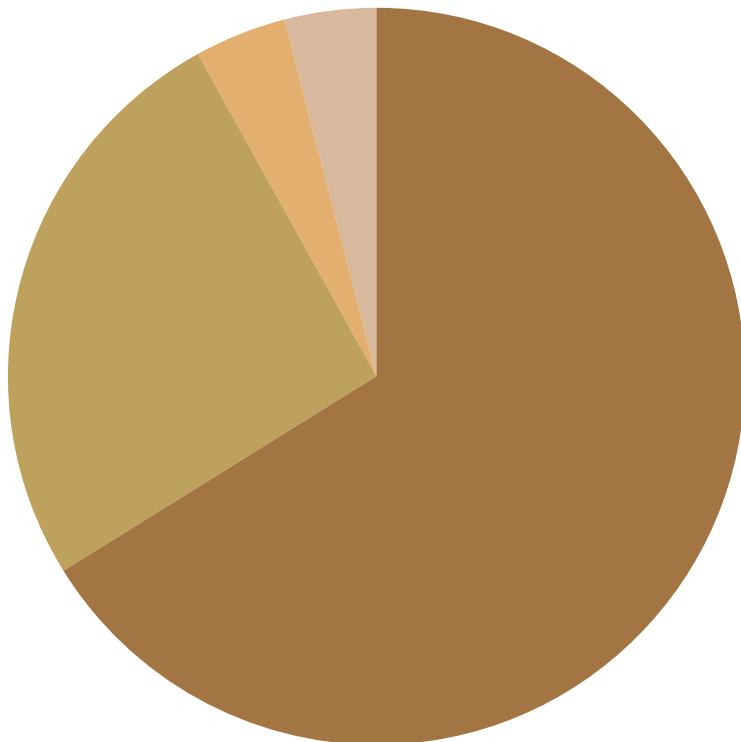
Emission sources in scope 3

Baked Goods 4.02 %

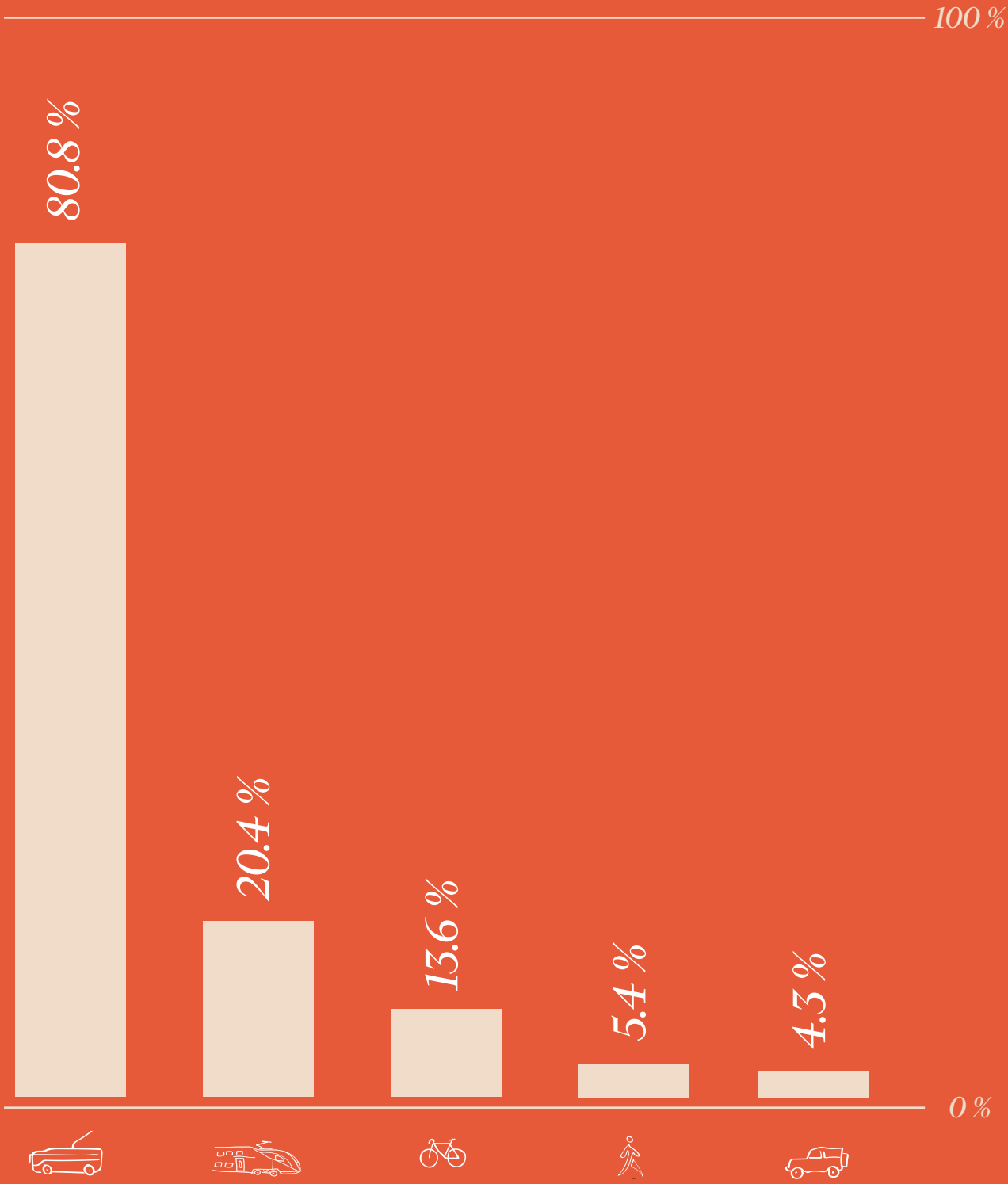
Beverages 4.03%

Packaging, milk & other
input materials 25.8 %

Green Coffee 66.15 %



Share of emissions
- employees' travel



____CUSTOMERS

As one of the most important stakeholders in ViCAFE's ecosystem, every customer is welcome. The same values that apply to all our other stakeholders apply to our customers. We are very happy when people from different backgrounds feel comfortable in our espresso bars.

At ViCAFE we endeavour to create a friendly and inviting atmosphere. Every morning, we have the great privilege of welcoming our customers to the coffee window of our espresso bars. In 2022, we conducted a satisfaction survey amongst them for the first time. Two-thirds of our customers said that they have been coming to us for more than five years. To which point we get to know each other. Whether it's rainy, sunny-and-freshly-returned-from-vacation, just-been-promoted, or even in stressful, not-so-easy times, we get to know our customers personally. We cherish this and would like to thank all our loyal supporters, and we will be here daily to boost your day. We hope to continue to boost you into a good day. As a testament to our loyal fans, in 2022 we have redeemed 40,618 full loyalty cards with our customers hearing us say:

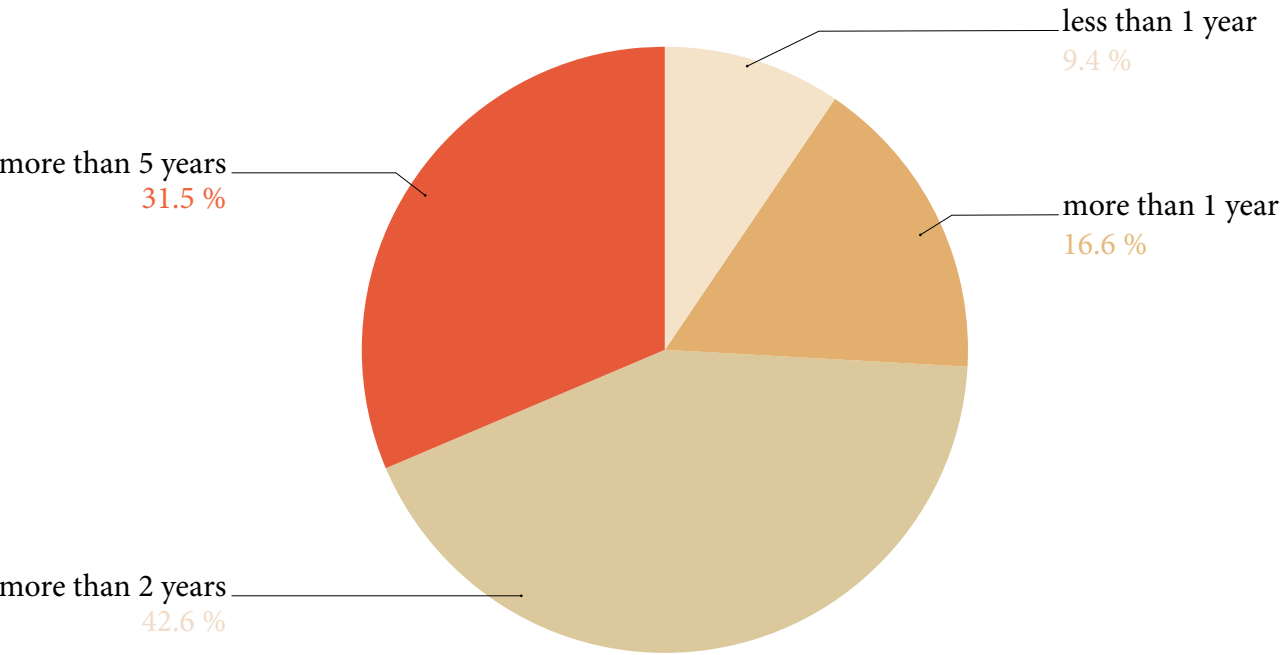
"IT'S ON THE HOUSE TODAY!"

8% OF OUR CUSTOMERS BRING THEIR OWN CUPS.

We believe there is still room for improvement. Our goal for 2024 is to pour 20% of our coffees into reusable cups brought by customers. It has been challenging to find durable and satisfactory alternatives to our disposable cups. However, we are determined to achieve this in the coming years.

At the same time, we would like to involve our customers in finding a solution. In 2022, as part of World Refill Day, we encouraged them for the first time to switch to using their own cups

How long have you been a customer at ViCAFE



Our customers’ opinion of ViCAFE’s sustainability efforts

Rating 1 - 5

3.87

AS A CUSTOMER I AM FAMILIAR
WITH ViCAFE’S VISION.

4.27

ViCAFE IS A SOCIALLY AND ENVIRON-
MENTALLY RESPONSIBLE COMPANY.

3.69

AS A CUSTOMER, I AM WELL INFORMED
ABOUT ViCAFE’S SOCIAL-ECOLOGICAL
PROJECTS.

4.07

ViCAFE ENCOURAGES ME AS A CUSTOMER
TO BEHAVE IN AN ENVIRONMENTALLY FRIENDLY
WAY (e.g. reuse cups, recycle, etc.)

235 of our customers participated in the survey

Thank you!
We appreciate you reading our
first public Impact Report.

For more information, questions
and advice, please get in touch with us

info@vicollective.ch

THE END
