

Cafe Imports Impact Standards

Background

What Are the Cafe Imports Impact Standards?

Cafe Imports intends to be an engine for good and is committed to conducting all business activities in an ethically sound and responsible manner. The Cafe Imports Impact Standards (hereafter referred to as the “Standards”) describe the minimum ethical standards we intend to uphold in all our business and professional activities, actions, and relationships. Written to clearly communicate the guidelines and priorities by which the company functions, these guidelines provide the basis for internal and external-facing action including the following:

- How we buy and sell coffee
- Who we collaborate with to buy and sell coffee
- Data monitoring and collection
- Data reporting
- Decisions to (and not to) take part in relationships, projects, programs, events
- Capacity building planning and implementation
- Many other company-wide decisions and activities

Process of Development

Our Standards were initially developed through an internal process of identifying the ethical framework that has been in place at Cafe Imports for decades and were added to with direction from sustainability consultants, literature review, and current sustainability and impact reporting standards. Through this process we developed a draft that needed one more important step in its development; being that these Standards would also drive expectations for suppliers of ours, most importantly coffee and cascara suppliers, we wanted to make sure our stated priorities were in alignment with priorities and capabilities of coffee suppliers.

Supplier Alignment and Participatory Approach

Alignment implies a two-way street and Cafe Imports intends to ensure the Standards it prioritizes are in alignment with those of its suppliers. To achieve this, supplier input is incorporated into the Standards as they are developed using a [participatory approach](#), which calls on those with experience to describe the pain points and obstacles they navigate. This method is also one of the best ways to identify feasible solutions for the identified issues.

An ongoing survey assesses the views of suppliers on what is important to prioritize and what actions are feasible for them to take. The Standards are then revised based on this feedback. Future application of the Standards will be based on prioritization developed through this iterative, collaborative process.

Importance of Suppliers

Cafe Imports realizes that much of its influence and potential influence on economic, environmental, and social states around the world lives with its sourcing decisions. To ensure good outcomes, we strongly urge the suppliers in our network to do their part to uphold the Cafe Imports Standards as minimums for ethical conduct in their own businesses. As part of our own pledge to be in strong support of positive action, Cafe Imports will use these Standards as a basis for decision-making in regard to who we work with to source coffee – we will prioritize business with suppliers who are in alignment with these Standards and will intentionally lean away from business, or choose not to do business at all, with those identified to not prioritize positive social and environmental impact.

Communication with Suppliers

Cafe Imports pledges to communicate these priorities clearly and regularly with suppliers of coffee and other products. Data will be collected through surveying and discussion, both as we form new relationships with suppliers, and every three years at minimum from there on to monitor alignment. The Standards will be updated as needed and suppliers will be asked to sign the document to maintain active pledges to reduce harmful impacts and increase positive impacts generated by the business we undertake together.

To ensure open dialog between Cafe Imports and the coffee and cascara suppliers and communities we purchase coffee from, we have formal grievance mechanisms in place for suppliers to provide direct feedback to Cafe Imports. This includes direct methods of contact through an anonymous, or non-anonymous by choice [feedback and complaint web-form](#). In addition, we also proactively engage in communication with farm managers. We have a formal mechanism in place to address complaints and resolve disputes which includes review and response by the Grievance Team within a reasonable timeframe from submission.

Remedial Action¹

We expect that all entities Cafe Imports engages with approach our relationship starting with a foundation of transparency, and that information shared with us is as accurate, relevant, and current as possible. In cases where a Supplier is unwilling to approach the relationship in a similar manner or is not in alignment with Standards, we may choose to minimize future interaction with that entity.

¹ **From B Corp** - Common components of most supplier codes: Documentation and Review Policy, Information on how the code will be monitored and reviewed

A Message to Customers of Cafe Imports

We believe the connections and relationships developed through coffee offer great opportunity for a conscientious community that is mobilized to take substantive action towards positive outcomes for humans and the environment. As such, we invite collaborators who purchase coffee from us to consider these as minimum ethical standards in their business practices, to join the effort alongside ourselves and those we source with. If Cafe Imports and all actors in its upstream and downstream supply networks make ethical and equitable decisions that keep at the forefront our impact on people, the environment, and local and global economies, we will very feasibly move towards a more sustainable world. We hope these Standards provide a clear list of prioritized action that supports Good Governance and, ultimately, good outcomes. Thank you for doing your part!

Beyond the Law

Our ethical Standards go beyond trends in the industry and in many cases may be more stringent or specific than local regulations. Though we insist that all individuals and businesses in our network to adhere to local laws, we also ask that those we source from pledge, and act, to do no harm. We ask that the entities with which we do business consistently aim to elevate the state of any humans, animals, and nature within their purview. This means being present about the impact any action, big or small, may have on the world around us, and striving for the best possible outcomes in all cases. It may also mean taking action that goes above and beyond what is legally required or regulated.

Capacity Building

Substantive transformation takes time and resources. Sometimes, and in some places, such resources are in short supply. In these cases, we ask that intentions still be set to have positive impact. A commitment to continuous improvement, however incremental, will ultimately result in good outcomes. To support this, Cafe Imports will offer guidance where it has the authority and knowledge to do so, and will seek support from third parties where it does not. It will also contribute to projects and programs to help bridge gaps in resources where they truly are inaccessible to those intending to make substantive change.

Our approach is based on the following principles:

- **INCREASE** the quality of life for those involved—from the tree to the cup—through the commerce of coffee.
- **DECREASE** our negative impact on the earth through responsible and proactive business practices that emphasize environmental sustainability.
- **SHARE** our passion for great coffee through education and example.

To be engaged and foster creativity in a dynamic industry through a focus on exploring every facet of coffee. To be honest, equitable, and respectful, and remain teachable in the ever-changing world of coffee.

Cafe Imports Impact Standards

Cafe Imports is committed to prioritizing business activities that drive positive outcomes and reduce negative outcomes for humans and the environment. The Cafe Imports Impact Standards (hereafter referred to as the “Standards”) describe the minimum level of ethical conduct we intend to uphold in all business and professional activities, actions, and relationships in order to reach these goals.

We have developed the Standards as an extension of our own Company Standards to communicate the priorities that guide our commitment to responsibly source the products we buy. This document defines the minimum level of ethical conduct we intend to seek in any entity with whom we have or start a business relationship. The Standards stated here are based on a combination of internally driven priorities and internationally recognized standards, including from the UN Guiding Principles on Business and Human Rights (UNGP), International Labor Organization (ILO) Conventions, the UN Global Compact Principles, UN Sustainable Development Goals (SDGs), Organization for Economic Co-operation and Development (OECD), International Union for Conservation of Nature (IUCN), and General Data Protection Regulation (GDPR) among others.

To uphold these Standards and ensure our business activities result in positive impact, Cafe Imports intends to source all of the products we buy with the utmost care, from packaging materials to office supplies, to event swag, to coffee and cascara.

Given the significance of coffee to our business, the connections coffee provides to various regions of the world, and the strong environmental and social impacts of coffee’s production, conscientious coffee sourcing is one of the most important mechanisms our company has by which to positively impact economic, environmental, and social states around the world. Due to prevalent colonial histories, persistent power dynamics that favor upstream actors, and compounding disadvantages for producing communities, it is particularly important to us, and to the state of the world, that we positive outcomes are sought in the regions and populations where coffee is produced; we commit to be especially attentive to the impacts our actions and network have in coffee producing areas and to collaborating with suppliers to set goals and identify how and where we can go the extra mile to do our part.

To ensure good outcomes, we strongly urge coffee suppliers in our network to do their part and uphold the Standards presented in this document as minimums for ethical conduct in their own business activities. To follow through on our own pledge to support substantive positive action, Cafe Imports will use these standards as a basis for decision-making in regard to who we work with to source any product, with special attention paid to coffee sourcing.

Standards May Evolve

These Standards are to be treated as a living document and may evolve over time. Our stated priorities may change as the complex challenges facing specialty coffee supply chains change, new information comes to light, new solutions issues and are identified, and our relationships with suppliers, coffee, humans, and the environment, evolve. Cafe Imports reserves the right to adjust our priorities and reissue a new version of the Standards at any time.

We **[Supplier/Business Name]** agree to proactively follow the Cafe Imports Impact Standards outlined below to promote good social and environmental practices throughout the coffee supply chain.

Scope

The term “Supplier” refers to any individual or entity that is the direct source for goods or services Cafe Imports has purchased, purchases, or intends to purchase. Some suppliers Cafe Imports buys coffee from are the original producers of that coffee while other suppliers act as intermediaries, consolidators, and/or distributors of a coffee supply generated by others. There may be times where coffee has passed through multiple hands before it comes to Cafe Imports through a supplier. In any case, the term “supplier” refers to the individual or entity who has a direct business relationship with Cafe Imports, regardless of role as producer, intermediary, consolidator, or distributor.

The Standards are applicable to all workers, laborers, and employees of suppliers. This includes any and all workers performing an employed activity to support the business of the supplier and applies to work carried out at a location owned or managed by the supplier, at a location not directly managed by the supplier, or remotely. Workers and employees include permanent, temporary, contracted, seasonal, and one-time workers, as well as subcontractors and any other type of third-party agency, individual, or service employed by suppliers.

Where feasible to do so, we anticipate that Suppliers support alignment with the Standards via the development and implementation of a similar policy to drive active due diligence over their own supply chains. The intention is to support a network of strong ethical actors spanning from production to final consumption and therefore positively impact humans and the environment at all stages along the supply chain. As the purview of Cafe Imports reaches only the direct relationships we hold, we must choose those relationships well and clearly communicate the priorities and expectations for ethical conduct we hope are transmitted through our suppliers to the most downstream actor(s) in the supply chain.

By confirming alignment with these Standards, Suppliers agree that they do, and will, follow them. Other options are for Suppliers to propose an auditable standard of their own for review and/or to discuss with Cafe Imports in detail any obstacle they face in following any particular guideline provided in this document. Where no other set of standards is presented, and no reasonable obstacle or misalignment has been discussed and adjusted for, it will be understood that suppliers follow all the standards presented in this document.

Cafe Imports reserves the right to regularly ask Suppliers to confirm their active alignment with the Standards set forth in this document.

BUSINESS ETHICS²

Compliance with Law

Suppliers shall comply with applicable laws, ordinances, rules, regulations, and orders of public authorities in the countries, regions, and jurisdictions in which they operate, including, but not limited to, those relating to health, safety, sanitation, employment, environmental regulation, and taxation. They shall also comply with all other applicable international laws and regulations, including those relating to international trade, export controls, antitrust/competition, and data protection.

- Where local law and these Standards address the same topic, the supplier shall meet the requirement which affords greater protection to humans and the environment, with special focus on the rights and livelihoods of marginalized people.
- If any discrepancy between local/national law and these Standards should be identified, suppliers are expected to comply with whichever provision affords greater protection to humans and the environment, with special focus on the rights and livelihoods of marginalized people.
- Cafe Imports recognizes that cultural norms might also obstruct implementation The Standards as written in this document. We are committed, in any context, to collaborating with Suppliers to find solutions that meet the goals of reducing negative and increasing positive impact to humans and the environment as a result of the generation of coffee and our relationships in buying it.

Bribery and Corruption³

Suppliers should take a zero-tolerance stance that prohibits all forms of bribery and corrupt compensation. Suppliers shall not take any action that would violate, or cause Cafe Imports to violate, any applicable anti-bribery law or regulation, including, but not limited to, the United States Foreign Corrupt Practices Act (FCPA) and the United Kingdom Bribery Act (UKBA).

- Suppliers should never give, offer, demand, condone, or otherwise accept or knowingly benefit from a bribe, kickback, corrupt payment, inappropriate gift, extortion, or embezzlement, nor should they seek or accept any other improper or unethical advantage, regardless of local practices, customs, or norms.
- Suppliers, along with anyone employed by them, must not offer Cafe Imports employees, or employees of any third party entity engaged by Cafe Imports, any gifts or compensation that could reasonably be deemed to be a bribe. Specifically, suppliers must not offer our employees, or employees of any third party engaged by us, any gifts, event tickets, favors, travel, or any other object, service, or compensation valued at

² Common components of most supplier codes: Labor Standards and Practice, includes working hours, freely chosen employment, compensation, child labor, freedom of association, non-discrimination, and health and safety

³ OECD Guidelines for Multinational Enterprises; UN Convention on Contracts for the International Sale of Goods

more than \$100 USD (or local currency equivalent) that could be reasonably perceived as benefitting the individual and not Cafe Imports as a business.

- We ask that all suppliers keep accurate, current, and transparent records in reasonable detail of all business and professional transactions to serve as evidence that no actual or attempted participation in money laundering or bribery or other form of corrupt compensation has occurred.
- For Collectively Organized Groups, including Cooperatives, Associations, Factories, and any similar entities, leaders should be elected, freely and fairly, following national or regional regulation and/or the entity's regulations and/or bylaws. Leadership should communicate regularly and transparently about finances and any other state or decision that impacts the Organized Group and/or its members. Financial reporting must be done annually at minimum to the full membership.

Conflict of Interest

Suppliers are asked to declare any conflict of interest that exists or arises in any business dealings with Cafe Imports as soon as they are aware of them, and should make every effort to avoid such conflicts. Conflict of interest is defined by the Oxford Languages⁴ as “a situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity,” or, “a situation in which the concerns or aims of two different parties are incompatible.” Essentially, it occurs when someone has potential to personally benefit from an outcome of a decision the company trusts them to make in its best interest, and therefore may be tempted to make that decision in such a way that benefits themselves and not the company; the “conflict” refers to their own potential benefit competing with that of their employer.

Intellectual Property⁵

Any confidential information and intellectual property shared by Cafe Imports or generated through business with us must be safeguarded and not shared with any other party unless explicitly permitted in writing by Cafe Imports.

- Suppliers will not divulge to Cafe Imports any information that is not in the public domain or part of the direct business relationship the Supplier has with us.
- Any authorized transfer of confidential information is to be done in a way that protects intellectual property rights.

⁴ Oxford Languages definition of “Conflict of Interest,” provided by Google, accessed on Feb 17, 2023

⁵ Article 44 GDPR: 7.5.1 Identify basis for PII transfer between jurisdictions

Agricultural Data⁶

Agricultural data includes information about livestock, land specifications, agronomic practices, post-harvest practices, climate, machines, finances, certification, compliance, services, and service-providers, among other things. Some of these data may be personal, sensitive, and/or confidential from the perspective of the business or producer that generates them, especially where a person is identifiable through a contract, land register, coordinates, and other means. Ag data are also of interest, and can be economically important to other actors in the supply chain. However, through misuse of sensitive information, unfair practices, breaching of rights, and other circumstances, unintentional and uninformed sharing of ag data can put the data originators, along with the rest of the supply chain, at a disadvantage. It is therefore essential that safeguards are put in place to protect the data's original sources from exploitation.

Trust and security for ag data generators is developed through transparency around intention, setting clear expectations, preemptively addressing benefit and risk, and developing definitions and parameters to guide and inform data collection and sharing.

Traceability, Materials, and Facility Disclosure

Suppliers should be able to disclose the country of origin for any primary materials utilized in the production or modification of any products Cafe Imports purchases. Cafe Imports reserves the right to ask Suppliers for a map of their supply chain in order to facilitate risk assessment and gauge ethical conduct in the upstream supply chain, including disclosure of all known facilities used to produce products or services for Cafe Imports. At our request, suppliers are expected to provide to us reports on the occurrence of substances in any materials supplied to us that may be restricted by, or require disclosure to, governmental bodies, customers, third-party certifiers and/or recyclers.

- There should be systems in place to maintain separation of different lots of coffee and records should be maintained for all separate lots of coffee. Separations may be based on variety, elevation, field management, producer, wet or dry process, origin, quality, certification or other sustainability requirement, buyer, contaminant, and/or other differentiation.
- If certified and non-certified products are handled together, all products with certifications are maintained such that they can be readily identified.

Transparent Pricing

Pricing paid by Suppliers should be open, collaborative, and competitive at all times.

- Local farm-gate prices paid by Suppliers to downstream actors, including producers, producer groups, and any intermediary, must be competitive with national or regional averages for that same grade of coffee or cascara.

⁶ EU Code of conduct on agricultural data sharing by contractual agreement; General Data Protection Regulation (GDPR); New Zealand Farm Data Code of Practice; American Farm Bureau Federation Privacy and Principles of Farm Data

- Quality standards and pricing for different products that meet different standards are clearly defined in all purchase agreements with farmers.
- Product should be weighed and checked for quality standards while the farmer or grower is present.
- Where possible, regional coffee pricing should be posted publicly, using easily seen and read signage or other form of easily accessible public display.
- Farmers should not be asked to informally pre-sell any substantial portion of their coffee or cascara production at discounted prices.
- Scales or other tools used to identify weight and/or volume of coffee or cascara should be calibrated. Method(s) of determining weight or volume should be transparent to seller.

Access to Finance

Where applicable, Suppliers should make every effort to provide or facilitate access to financing that is fair, reasonable, and provides support to the activities of downstream actors without introducing undue obstacle or long-term debt.

- Credit is offered to producers only at rates comparable, or better than, those of producer-oriented banks and microfinance institutions.
- Producers should never become over-indebted, be put at risk of becoming over-indebted and therefore fall into debt bondage, nor should they ever be forced to pre-sell portions of their harvest to cover debts.

LABOR AND HUMAN RIGHTS

Freely Chosen Employment/Forced Employment⁷

All forms of involuntary labor – including forced, coerced, bonded (including debt bondage), involuntary or exploitative prison, slavery, trafficked, indentured slavery or other forms – are entirely prohibited. Suppliers should clearly state their own zero tolerance policy for such forms of labor extortion.

- All work must be voluntary, and all workers of all types shall be free to resign, leave work, or terminate their contract or terms of employment after reasonable notice.
- There shall be no unreasonable restrictions on workers' freedom of movement at the workplace or at company or any agent-provided housing. Such restrictions to movement

⁷ ILO Convention C29 Forced Labor; ILO Convention C105 Abolition of Forced Labor; ILO Protocol 029 Trafficking in persons; ILO Convention 182 Worst forms of Child Labor; UN Convention against transnational organized crime, protocol on trafficking and smuggling December 2003

normally only apply when there is a safety issue related to entering an area or when an area is known to hold sensitive or proprietary information or instrumentation.

- Workers' spouses and/or children should not be put under any pressure or required to work.
- Employment agreements shall comply with local law, inform workers of their legal rights and employment conditions in a language and format understood by the worker, and be concluded before work has commenced. If employment contracts are not legally required, workers shall at the very least be informed of the terms and conditions of employment, in a language and format understood by them, prior to starting work.
- No trafficked individuals will be employed in any part of the supply chain.
- Employers and agents may not hold or otherwise deny employee access to their identity or immigration documents to obtain work unless such holdings are required by law.
- Workers shall not pay recruitment fees or deposits, either directly or indirectly, or other related expenses in order to gain their employment. If it is discovered that workers have paid fees, the supplier shall ensure that the workers are repaid in full.

Humane Treatment

All workers are to be treated with respect and dignity. There will be no harsh or inhumane treatment, including any level of violence, physical punishment, confinement, sexual harassment, sexual abuse, corporal punishment, psychological or verbal harassment, intimidation, physical or verbal coercion or abuse of any worker tolerated by Cafe Imports in any sourcing relationship; nor is there to be the threat of any such treatment.

Discrimination

We believe employment, and all its terms and conditions, should be based solely on an individual's willingness and ability to perform a job or role and in no way based on personal characteristics or beliefs.

- Suppliers must not act discriminately in hiring or any terms of employment, including, but not limited to, hiring, termination, compensation, promotion and/or disciplinary action, on the basis of race, color, caste, nationality, residency (migrant or domestic), social origin, work status (temporary or permanent), religion, age, disability, gender, marital status, sexual orientation, gender identity, social origin, social status, indigenous status, political affiliation, pregnancy, past or present union affiliation, HIV/AIDS status, or any other characteristic(s) unrelated to the willingness and ability to perform the job.
- All workers and employees should have equal access to recruitment, training, remuneration, allocation of work, termination of employment, retirement, and other benefits.

- Supplier shall not require pregnancy or medical tests, except where required by applicable laws or regulations or prudent for workplace safety, and shall not improperly discriminate based on test results.
- Policies and procedures to secure equal rights exist and are communicated to workers, including **policies to promote gender equality.**
- Suppliers should set a goal to have a written gender policy that supports equal participation of women and men in leadership positions, decision-making, employment, membership, and other activities. A gender policy should also explicitly entitle female workers to maternity benefits in accordance with national law and without discrimination.
- Suppliers should also set a goal to implement training and awareness-raising about policies on sexual abuse and harassment and equal rights and opportunities for women, including in leadership, decision-making, employment, and membership activities.
- Migrant, contract, and home-workers must receive the same rights, benefits and opportunities as other workers performing similar activities.

Workplace Reporting Mechanism

Suppliers should develop a policy to encourage workers to raise any concerns they have about the workplace, including to report any problem or discomfort they experience, and must not seek retribution against an employee who reports an issue.

- This worker reporting process should be encouraged, effective, and accessible. As such, we encourage suppliers to provide multiple channels (for example: multiple people who they can approach, phone [WhatsApp, etc.], written, or web) in order to increase access and encourage workers to report any workplace issues they experience.

Child Labor and Young Workers⁸

Child labor shall not be sought or exploited by Suppliers. The term “child” refers to any person under the age of 15 (14 in certain countries as designated by ILO), or under the minimum age for employment in the country, whichever is greatest.

- Protections should be in place so that workers under the age of 18, including the children of farmers, do not experience conditions that are mentally, physically, socially, or morally dangerous or harmful, or that interfere with school attendance.
- Completed schooling, even at the lowest levels, is correlated with higher quality of life for the rest of the child’s life and **Cafe Imports strongly encourages that school is prioritized over work activities when school is in session.**

⁸ ILO Convention 182 on the Worst Forms of Child Labour, 1999; ILO Convention 184 on Safety and Health in Agriculture, 2001; ILO convention 85/73.32 1983 on Child rights and definitions 1985; ILO Minimum Age Convention No. 138; UN Convention on the Rights of the Child (CRC) protective framework

- To ensure bodily safety for young workers, they should not be tasked with operation of dangerous equipment or machinery, handling of hazardous substances such as biocides (pesticides, herbicides, fungicides, and heavy duty cleaning products – examples: glyphosate, other agricultural inputs, concentrated bleach solutions, concentrated hydrogen peroxide), working in poorly ventilated, unsanitary, or extreme climate conditions, or working at night.
- One of the most common threats to young workers is lifting heavy weights, including coffee cherry, parchment, green coffee, coffee pulp, wood, agricultural inputs and/or water; all suppliers should ensure that young workers are not required to carry full sized sacks of coffee, or any other object of size or weight normally carried by adults.
- All employment of young workers, including apprentices, interns, and vocational students, must comply with laws and regulations on the minimum working age and the compulsory age for schooling. Apprenticeship, internship, or vocation arrangements must be either of clear educational benefit or must be “light work” that is unlikely to cause harm to health, consistent with Articles 6 and 7 of ILO No. 138, which address, respectively, Technical Education and Light Work Conventions for young persons.
- A child may help their family in work or business only if they perform light work that is unlikely to cause harm to health and meet the other requirements listed above.

Freedom of Association and Collective Bargaining

Suppliers shall respect workers’ legal rights to freedom of association and collective bargaining. This means Suppliers must allow workers to join or form trade unions or other comparable organizations of their choosing, to bargain collectively with their employer, engage in peaceful assembly, and engage in any other means of independent and free association and bargaining. Suppliers must also respect the right of workers to refrain from such activities and provide any workers’ representatives access to carry out representative functions they choose. Workers should not fear discrimination, intimidation, or reprisal from their Employer due to partaking in these activities as specified in ILO Conventions 87 and 98.

Employment Status

Any work or service performed must be on the basis of a recognized employment relationship and respected and compensated as such. Obligations to employees under labor or social security laws shall be upheld and never avoided, such as through sub-contracting, excessive use of fixed-term employment contracts, or through apprenticeship appointments with no true intent to impart skills or provide regular employment.

- All workers should clearly understand their rights, duties, contractual terms, and compensation plan.
- Written or orally communicated contracts or work agreements should include duties and responsibilities related to their position; any protection available to the worker from loss in the case of illness, disability, or accident; and a notice period for

termination that is the same in the reciprocal case (workers have the same period of time to give notice of termination as the employer does).

Compensation⁹

Suppliers must fairly and justly compensate their employees by providing wages and benefits that meet, at minimum, national legal standards.

- Workers should earn at minimum the local minimum wage or industry standard, whichever is higher, including where work is done collectively or piecemeal/fragmented.
- We encourage Suppliers to pay above and beyond legal minimum wage standards, to ensure wages are sufficient to meet basic needs and provide discretionary income (income beyond the bare necessities of life, meaning it pays more than the cost of living, taxes, and any other mandated payments common to the region, leaving income to be spent at the discretion of the employee and/or household).
- All overtime work must be paid at the legally mandated overtime rate, or in the absence of this, at a premium wage, which is usually 1.5 times the normal rate.
- No deductions, beyond ordinary and required taxation, will be made unless explicitly agreed to ahead of time by the employee.
- Pay deductions for disciplinary reasons, or as any form of coercion, are prohibited.
- National laws on social insurance and/or pension contributions should be respected.
- Female employees should be provided maternity leave in accordance with national law.
- Wages must be paid directly in full, on a regular schedule that is communicated by employer prior to the start of work.
- For each pay period, workers shall be provided a timely and understandable statement of the work completed and wages earned, including sufficient information to verify accurate compensation for work performed.
- Wages should be adjusted for inflation annually at minimum.
- Workers should be charged fair prices, where applicable, for any necessary uniforms, protective gear, food, toiletries, or other essential items, including transportation. Where possible these should be provided for free to workers if accommodations, materials, and/or transportation are essential to the job. Where they cannot be provided for free, the employer should put reasonable effort into providing a discounted or otherwise affordable rate. Collective cost of living expenses, food, and transportation costs shall not exceed the amount of wages paid for the duration/term length of employment, as this constitutes potential debt bondage.

⁹ ILO Convention 26 on Minimum Wage-Fixing Machinery; ILO Convention 131 on Minimum Wage Fixing

Working Hours¹⁰

The number of hours and days worked must be recorded and both regular and overtime working hours must comply with all applicable laws, prevailing local standards, or industry standards, and must not be excessive.

- Regular working hours shall not exceed either the local legal limit or 48 hours per seven day period, whichever is lower.
- Workers should receive at least one 30-minute rest break after five hours of work. Breastfeeding women should receive two additional 30-minute breaks per day.
- Rest days shall comply with legal requirements or, in the absence of such a requirement, workers shall be provided at minimum one day off per every seven days worked. This may be amended only in highly unusual or emergency circumstances.
- All overtime shall be voluntary, not average more than 12 hours per week or at more than 60 hours total per work week, and not be undertaken on a regular basis.
- Public, national, and annual holidays should be respected.

Respect for Local Communities¹¹

Suppliers shall respect the rights and titles to property and land of individuals, indigenous people, and local communities. Negotiations regarding property and land shall adhere to principles of free, prior, and informed consent, as well as contract transparency and disclosure.

- All land used for farming or other business related activities must have documentation of ownership, lease, rent, or other legal means of occupation. There must be no evidence of forced eviction or dispute over land ownership by current or former community members. Any conflict resolution process that has occurred must be adequately documented.
- Where possible, the Supplier should contribute to local job creation, infrastructure development, and support of education, sanitation, and medical care services, among other mechanisms for local wealth generation and capacity building.
- In order to be aware of all potential impacts on local communities, we strongly encourage Suppliers to map all stakeholders that may be impacted in any way by the Supplier's activities.
- Suppliers should initiate and/or maintain an active and transparent dialogue with the local communities and take their interests into consideration when making decisions about any business activity that may impact them or the region in which they live and/or work in any way.

¹⁰ ILO Convention 1 on Hours of Work (Industry); ILO Convention 30 on Hours of Work (Commerce and Offices)

¹¹ Commission on Human Rights Resolution 2004/28 Prohibition of forced evictions; Sub- Commission on the Protection and Promotion of Human Rights Resolution 1998/9 on Forced Evictions; OECD Due Diligence Guidance for Responsible Business Conduct, Section 2.1; Rio Declaration on Environment and Development, 1992, Principle 22

HEALTH AND SAFETY

Working conditions¹²

Suppliers should provide their employees with safe, hygienic, and healthy working conditions, as appropriate for the industry, geography, and workforce. This includes clean restrooms, potable water, appropriate fire exits, essential safety equipment, access to emergency medical care and well-lit workstations and working areas.

- Adequate steps shall be taken to prevent accidents and injuries to health arising out of, associated with, or occurring in the course of work by minimizing, so far as is reasonable and practicable, the causes of hazards inherent in each work environment.
- There should be clear and permanent warning signs at visible, central locations to indicate any potential hazards.
- Machines should have clear instructions on what constitutes safe and unsafe usage, and any dangerous parts of machines should be guarded or encased.
- Workers shall receive regular health and safety training appropriate for the working environment and their role within it. This is especially applicable for workers who handle agro-chemicals such as fertilizers, pesticides, and any sort of biocide.
- Where needed, workers are to be provided with appropriate, well-maintained, functional, substantive personal protective equipment (PPE) free of charge, along with education about how to use the equipment for utmost protection. This is especially applicable for workers who handle agro-chemicals such as fertilizers, pesticides, and any sort of biocide.
- Precautions should be in place to ensure only those properly trained and protected handle or apply hazardous pesticides, fertilizers, and/or dangerous machinery.
- Workers tasked to be in proximity of loud and/or dangerous machinery must use PPE and wear clothing appropriate to the risk(s) present at the work site.
- Provisions should be made to accommodate the needs of disabled workers.
- Suppliers will spend adequate time, resources, and effort to make sure all employees are educated on any risks to from any prevailing or known hazards. Where applicable, these trainings will be done in person and with experiential examples of how to navigate the hazards for utmost safety precaution.
- All educational materials, protective gear, and education about hazards should be given in a language and format understandable to the employees.
- All health and safety training, risk assessments and training should be documented.

¹² ILO Convention 155 on Occupational Safety and Health; ILO-OSH 2001; ILO Code of Practice: Safety and Health in Agriculture R097 - Protection of Workers' Health Recommendation, 1953 (no.97)

- Suppliers shall respect workers' right to refuse unsafe work and to report unhealthy working conditions. In fact, suppliers should facilitate and, if possible and appropriate, should reward the reporting of any unhealthy working conditions.
- Workers shall have access to basic social services such as basic medical care and social services. If these services are not immediately available within the local area, then there is accommodation available for transportation to access such services, as needed.
- Women who are pregnant, nursing, or who have recently given birth should be prohibited from dangerous work, including heavy lifting and handling chemicals such as biocides.

Emergency Preparedness¹³

Suppliers should identify and assess potential impact of emergency situations such as fires, earthquakes, floods, landslides, chemical exposures, and human-induced violence. Risk of harm due to such events should be minimized by implementing emergency plans and response procedures.

- In buildings, emergency exits must be accessible, unlocked, and unblocked at all times.
- First aid equipment appropriate for work-related and naturally occurring risks should be maintained in good condition and accessible to all workers at all times.
- First aid equipment and emergency health care should be provided free of charge for work-related injuries.
- It is highly encouraged for Suppliers to run regular drills with management, staff, and employees to support awareness of the likelihood of such an event, roles each may need to play in minimizing harm from such an event, escape routes and any procedure that may reduce potential of harm should such an event occur.
- Responsibility for oversight regarding health and safety in any potential emergency situation should be assigned to a senior management representative who will conduct health and safety risk assessments and ensure all required documentation and permits regarding structural, electrical and fire safety are in place.
- It is strongly encouraged to develop and implement an Occupational Health and Safety plan where one is not already in place and to set up any missing safety measures such as emergency showers and eye-washing stations where pesticides and other hazardous materials are used or stored.

Basic services¹⁴

¹³ ILO Convention 155 on Occupational Safety and Health; ILO-OSH 2001; ILO Code of Practice: Safety and Health in Agriculture

¹⁴ ILO Convention 110 on Plantations; United Nation's report of the World Summit on Sustainable Development, Johannesburg 2002

Workers shall be provided access to potable drinking water and clean, easily accessible toilet facilities at any company, or third party provided housing, at all times. Additionally, Suppliers shall provide their employees sanitary food preparation space, storage, and consumption areas.

- Clean drinking water must be available at all work sites, including those for production, processing, and any other work site.
- All drinking water delivery mechanisms should be designed to avoid contamination. Where there is any question of the quality of water, it should be tested before human consumption takes place.
- Toilet and hand washing facilities must be available on site at production, processing, and other work sites and maintained in functional, sanitary condition.
- Toilet and hand washing facilities must be located away from bodies of water to avoid contaminating water bodies.
- Instructions for maintaining sanitary conditions of toilet, hand washing, drinking water, food preparation and food consumption facilities should be clearly worded and displayed visibly at work sites.

Accommodation

Accommodation, if provided, should be clean, safe, affordable, meet the basic needs of workers, and conform to local laws. Accommodation should also meet or exceed the basic levels afforded in the local community and take into consideration any cultural needs of the employees, such as location of toilet and/or cooking facilities in relation to sleeping facilities.

- Housing/sleeping facilities should provide full protection from the weather, including rain, wind, and direct sunlight.
- Housing/sleeping facilities should be absent of mice, rats, insects, or other pests and their conditions should not favor any population of pests. If any facility degrades or somehow becomes habited or clearly habitable by such pests, suppliers should immediately take action to eradicate the pests and change the conditions to be less favorable to them.
- Doors to living quarters and bathrooms should have locking mechanisms and offer safe storage of personal items.
- Fire extinguishing mechanisms should be on site, installed, maintained in working order, and kept unobstructed. Anyone planning to spend time in the space should be taught how to identify a threat and use the extinguishers.
- All areas, especially sleeping, eating, and living areas should have effective firewood smoke ventilation systems.
- A registry should be kept of any workers and/or family members living in Supplier-provided housing.

Health and Safety Training

Suppliers should have or develop policies regarding access to healthcare and basic education and should have or develop a plan to provide these services to permanent workers and their families.

- Training should be done by competent persons with substantive professional or experiential background in the topic of training.
- Training should be done at regular intervals, and/or as all employees enter the role, so that any person who was not present, or who joins the workforce as a new or returning hire will receive adequate training on any appropriate aspect of their own role and responsibilities and any present risks to them or others. No employee should go more than two years without a training or refresher.
- Where at all possible, training should be accompanied with monitoring and evaluation to assess the training's functionality and impact.

ENVIRONMENTAL STEWARDSHIP

Energy Conservation¹⁵

Fossil fuel and electricity use are direct contributors to greenhouse gas emissions. Suppliers should make effort to reduce the use of both fossil fuels and electricity, and increase the efficiency of any such use, through strategic modification of workflow, updated machinery, and any other means possible.

- Where possible, suppliers are encouraged to track use of fossil fuels and electricity through measurement and recordkeeping and use these as benchmarks for reduction of such use in the future.
- Suppliers seek and use alternative sources of energy for powering of machinery, vehicles, and any other necessary infrastructure wherever possible.

Biodiversity Protection¹⁶

Protection of biodiversity is of utmost importance and should be prioritized as much as possible. Agriculture, and especially certain aspects of agricultural production systems, such as deforestation, are a particular threat to plant, animal, and insect species around the world. Cafe Imports strongly encourages Suppliers to follow the guidelines set here as well as further identify ways to protect biodiversity.

¹⁵ B Corp - Common components of most supplier codes: Environmental Policy, includes use of materials and product and transport technology

¹⁶ IUCN Red List of Threatened Species; IUCN for definition of 'protected areas'

- Supplier should not engage in the hunting, trapping, or otherwise causing harm to endangered or protected animals.
- Suppliers should ensure there is a diversity of shade, wind protection, and border trees and that density per hectare is high enough to support and maintain local bird, animal, and insect populations.
- Riparian borders, or buffer zones, at least five meters wide should be left or created around bodies of water, between areas of coffee production, and for any area of low production value and/or high conservation value. For example, areas at too high an elevation for coffee to grow well are managed as wildlife zones.

Pest and Disease Management¹⁷

Pests, pathogens, and weeds should be controlled using an Integrated Pest Management (IPM) system, which calls on natural cycles to mitigate pest and disease pressure and only uses chemical controls where all other methods fail or do not complete the objective.

- Suppliers prioritize biological controls, such as insect traps, crop rotation, pruning, stumping, naturally occurring pesticides, and any other non-chemical and non-harmful method of combatting pest populations and disease impact on crop production and quality.
- Suppliers should monitor fields and any other relevant areas for the prevalence of pests and pathogens and follow due diligence to understand the lifecycle, potential impact to crops, and effective mitigation strategies.
- The use of chemicals to combat pests, pathogens, and/or weeds should be considered a last resort. When used, the recommended intervals must be respected and observed.

Undisturbed, Protected, and Pristine areas¹⁸

Suppliers should make every effort to initiate and maintain protection of undisturbed, protected, and/or pristine areas of nature. A protected area is defined as “a clearly defined geographical space, recognized, dedicated and managed, through legal or other effective means, to achieve the long term conservation of nature with associated ecosystem services and cultural values.” These can include indigenous people’s territories and privately conserved wild terrestrial, aquatic, and marine areas as well as regulated areas such as national parks, nature reserves, wilderness areas and areas otherwise actively preserved by communities or regulatory bodies¹⁹.

- No deforestation or degradation of primary forest should have taken place since 2005.

¹⁷ 7 U.S.C. 136r-1 - Integrated Pest Management; European Commission: Integrated Pest Management

¹⁸ IUCN for definition of 'Effective Protected Areas'

¹⁹ <https://www.iucn.org/our-work/topic/effective-protected-areas>

Water Conservation²⁰

Local water sources can be, and often are, an important resource in coffee production and processing. It is important that these sources are maintained in healthy condition, to ensure their availability for coffee production, other forms of agriculture, as drinking water, to maintain biodiversity, or for any other use. Suppliers should optimize their water consumption.

- Large-scale suppliers should track water used for irrigation purposes, using meters or another form of measuring water use.
- Water conservation measures should exist and be documented. In the case of coffee wet mills, this can include specialized water-use reducing equipment, such as demucilagers and recirculation systems. Any irrigation system is implemented as efficiently as possible, including making use of rain where possible, using drip and micro irrigation heads that reduce evaporation, use of water lines that deposit water closer to the plant than overhead sprinklers, and other forms. Suppliers are encouraged to identify and implement such measures as fitting to their location, natural environment, production system, and resource availability.
- Buffer zones at least five meters wide should be left or created around bodies of water to moderate erosion material entering waterways, reduce chemical contamination of water, and protect natural habitat.
- It is encouraged that Suppliers measure and record all efforts to reduce and improve efficiency of water use.

Water Pollution²¹

Suppliers ensure that toxins and organic material do not enter water sources.

- Suppliers should ensure that any liquid waste, sewage, and wastewater under their direction is treated to prevent water contamination.
- Suppliers should ensure that untreated wastewater is not stored or released within 30 meters of a water source.
- Suppliers should ensure that any containment, transport, or storage system for untreated wastewater has no potential to overflow or leak.
- Suppliers should ensure that any biproducts of coffee processing, including coffee skin, mucilage, pulp, husks, or honey water, are contained such that they have no risk of entering water sources or coming into contact with any other natural resource. Ideally, such coffee processing biproducts are composted or otherwise repurposed, ensuring they do no environmental damage and conserving the nutrients and energy such material holds.

²⁰ IUCN International Water Governance: Conservation of Fresh Water Ecosystems

²¹ World Health Organization Technical Report No. 517, Reuse of Effluents: Methods of Wastewater Treatment and Health Safeguards

- Any treated wastewater that is reintroduced to water bodies or other natural resource areas must be tested to ensure it is safe to either local or World Health Organization quality standards.
- It is encouraged that Suppliers develop a waste management plan for wastewater coming from any source in coffee processing or the conducting of other activities.

Soil Conservation²²

Soil health is an integral part of a healthy ecosystem and contributes significantly to either greenhouse gas storage or release, depending on management. Suppliers are encouraged to give soil health the attention it deserves.

- Suppliers should have erosion control measures in place such that soil is not lost from sloped areas. Soil conservation techniques such as terracing, ground covers, mulching, re-vegetating, and special care in any activities that take place on sloped areas can be effective ways of combatting erosion. Suppliers are encouraged to identify and implement such measures as fitting to their location, natural environment, and resource availability.
- Mulching, composting, cover cropping and allowing litter to remain as it falls can all contribute organic matter, which helps mitigate greenhouse gas emission, reduce moisture loss, and improve nutrient cycling to the benefit of crops. Suppliers are encouraged to identify and implement such measures as fitting to their location, natural environment, and resource availability.
- Suppliers are encouraged to not use chemical means of weed control as it reduces the potential for mulch to naturally develop and can cause harm to the soil microbiome, local water ways, and myriad other issues.
- Fertilizer application should be based on pH, organic matter, nutrient content and availability, and cation exchange capacity resulting from soil and/or leaf testing that is done on an annual basis at minimum, following directions given by any local testing lab.
- Where possible, organically derived and/or certified fertilizers and biproducts should be used to augment soil nutrient profiles, with supplementation by inorganic fertilizers in the case that nutrients are still lacking.

Hazardous Material and Chemical Handling

Suppliers shall identify and reduce the use of hazardous materials, chemicals, and substances and will also ensure their safe handling, storage, and disposal. All applicable employees shall be aware of and trained in related safety procedures.

- Suppliers should ensure that chemicals are stored in a secure, dry, well-ventilated area that is never used for food storage, personal item storage, or for coffee.

²² Consolidated Set of GRI Standards, Topic 13.1: Emissions

- Chemical storage areas must be able to lock and be only accessible to trained, authorized personnel.
- Empty chemical containers should be kept in locked storage areas, then either safely returned to supplier or damaged, crushed, or cut in such a way to prevent any other use of the container.

Banned Pesticides²³

Many pesticides have been shown to cause irreparable damage to humans and the environment and have thus been banned from use. It may be tempting to implement such chemical products, given the many obstacles producers face in field management, including insect, fungus, and pathogens, however Suppliers must not succumb to these temptations and should never use any banned pesticide for any purpose on any land or area managed by them.

- Suppliers do not have, purchase, use, or store any of the chemical agents on the most current version of the List of Banned Pesticides, including all chemical agents classified as “extremely” or “highly” hazardous by the World Health Organization, Class 1a and 1b.
- Banned ingredients that should not be used, or stored, include, but may not be limited to: Aldicarb, Carbofuran, Endosulfan, Paraquat, Terbufos, Triazophos, Zeta-Cypermethrin, and Methyl Bromide.

POSITIVE PRACTICES BEYOND THOSE REQUIRED

Sourcing from underserved populations

Cafe Imports has made a strong commitment to source coffee and other products from underserved suppliers. We see this as an important way to ensure resources spread to individuals and populations that have, for any number of reasons, been less able to get ahead or access high quality of living. We strongly encourage Suppliers we do business with to also make an effort to identify where their purchases can make the most difference, and to prioritize these individuals, populations, communities, and regions in their own business operations.

²³ World Health Organization Recommended Classification of Pesticides by Hazard and Guidelines for Classification, 2019

AUTHORIZED SIGNATURES

Supplier Representative Printed Name

Title

Supplier Representative Signature

Date

Cafe Imports Representative Printed Name

Title

Cafe Imports Representative Signature

Date

REFERENCES

Main References

International Labor Organization (ILO) Conventions

UN Guiding Principles on Business and Human Rights (UNGPs)

UN Sustainable Development Goals (SDGs)

Global Reporting Initiative (GRI)

Organization for Economic Co-operation and Development (OECD) Due Diligence Guidance for Responsible Business Conduct and Guidelines for Multinational Enterprises

United Nations Convention on Contracts for the International Sale of Goods (Vienna, 1980) (CISG)

International Union for Conservation of Nature (IUCN)

Rio Declaration on Environment and Development, 1992

https://www.sustaincoffee.org/assets/resources/Sample-Supplier-COC_for-SCC-Labor.pdf

<https://kb.bimpactassessment.net/support/solutions/articles/43000624009-creating-a-supplier-code-of-conduct>

World Health Organization Technical Report No. 517, Reuse of Effluents: Methods of Wastewater Treatment and Health Safeguards

World Health Organization Recommended Classification of Pesticides by Hazard and Guidelines for Classification, 2019: <https://www.who.int/publications/i/item/9789240005662>

Data Privacy References

General Data Protection Regulation (GDPR):

<https://gdpr.eu/>

American Farm Bureau Federation Privacy and Principles of Farm Data:

<https://www.agdatatransparent.com/principles>

New Zealand Farm Data Code of Practice:

<http://www.farmdatacode.org.nz/>

EU Code of conduct on agricultural data sharing by contractual agreement:

[https://fefac.eu/wp-](https://fefac.eu/wp-content/uploads/2020/07/eu_code_of_conduct_on_agricultural_data_sharing-1.pdf)

[content/uploads/2020/07/eu code of conduct on agricultural data sharing-1.pdf](https://fefac.eu/wp-content/uploads/2020/07/eu_code_of_conduct_on_agricultural_data_sharing-1.pdf)

<https://www.farmanddairy.com/news/privacy-security-principles-farm-data-agreement/226798.html>

Additional References Consulted

Zampati, Foteini. “Does Data Mean Power for Smallholder Farmers?” *World Bank Data Blog* (blog), September 26, 2019. <https://blogs.worldbank.org/opendata/does-data-mean-power-smallholder-farmers>.

<https://www.enveritas.org/library/standards/-/coffee>

<https://verite.org/coffee-project/toolkit/>

<https://ecovadis.com/glossary/supplier-code-conduct/>

<https://s3.amazonaws.com/cms.ipressroom.com/226/files/20183/Supplier+Code+of+Conduct+2017.pdf>

<https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf>

S., Bart & O., Joris. (2003). Coffee and Codes: Overview of Codes of Conduct and Ethical Trade Initiatives in the Coffee Sector.

Version: 1.3

Last updated: January 27, 2026