



NOMAD
COFFEE GROUP

SUSTAINABILITY REPORT
& CORPORATE SOCIAL
RESPONSIBILITY 2020



ACKNOWLEDGEMENT OF COUNTRY

IN THE SPIRIT OF RECONCILIATION, NOMAD COFFEE GROUP
ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF COUNTRY
THROUGHOUT AUSTRALIA AND THEIR CONNECTIONS TO LANDS
ON WHICH WE OPERATE.

WE PAY OUR RESPECT TO THEIR ELDERS PAST AND PRESENT
AND EXTEND THAT RESPECT TO ALL ABORIGINAL, TORRES STRAIT
ISLANDER PEOPLES TODAY.

IN ORDER TO DO MORE, AND CREATE TRUE ACTION NOMAD COFFEE
GROUP IS WORKING WITH RECONCILIATION AUSTRALIA TO DEVELOP
AND COMMIT TO A RECONCILIATION ACTION PLAN.



MESSAGE FROM OUR CEO

2020 will be a year to remember. COVID-19 challenged all aspects of doing business, and in doing so, reinforced our belief that committing to sustainable business practices is the only way forward. As they say, every cloud has its silver lining and some of the temporary setbacks we experienced this year gave us a better understanding of our business and resulted in some wonderful insights to share.

Our core values of providing quality coffee, establishing strong customer relationships, and valuing our employees came into laser focus this year as we were faced with business disruptions at home in the form of lockdowns and closures, and abroad with coffee supply and shipping.

We turned to these core values to create our strategy for COVID-19, keeping in mind that our first priority was to keep people employed. We knew this was the best way we could support our team and keep the business going with some semblance of normalcy. Rising to the challenge, Nomad employees demonstrated exceptional adaptability and commitment to remote work.

Our strong customer relationships kept our roastery open and grew the retail side of our business with some changes to how we operate day-to-day. These changes made open and honest customer and supplier communication more of a cornerstone than ever before, and we remain grateful for the long-standing partnerships that made difficult discussions easier to have. As a result, we were successful in upholding all our coffee purchasing agreements and we were able to reassure our coffee partners of our commitment to their coffee.

This time of crisis made us rethink our responsibility to the future. In April of 2021, we appointed a full-time Sustainability Manager to take our wish list of ideas and turn them into a reality. This report gives some insight into our achievements in 2021 and our upcoming projects for 2022.

Craig Dickson,
CEO - Nomad Coffee Group



THE NOMAD COFFEE GROUP



INIGO
COFFEE
GROUP



HANGAR

LOCATIONS



ROASTERY



TRAINING STUDIO



HEAD OFFICE



ESPRESSO BAR/CAFÉ

AUSTRALIA

NEW SOUTH WALES

352 BOURKE STREET,
SURRY HILLS, 2010



VICTORIA

16-18 RIVER STREET,
RICHMOND, 3121



QUEENSLAND

369 MONTAGUE ROAD,
WEST END, 4101



SOUTH AUSTRALIA

111 MELBOURNE STREET,
NORTH ADELAIDE, 5006



WESTERN AUSTRALIA

PERTH, 6000

NEW ZEALAND

AUCKLAND

222 DOMINION RD,
MT EDEN, 1024



WELLINGTON

30 GARRETT ST,
TE ARO, 6011



WELLINGTON

119 DIXON STREET,
TE ARO, 6142



For regional sites and distributors visit website <https://venezianocoffee.com.au/regional-partners>

An aerial photograph of a lush green mountain valley. The hills are covered in dense tropical forest and terraced coffee fields. A small village with several buildings is visible on a hillside. A river or stream flows through the valley floor, partially obscured by mist or low clouds. The overall scene is vibrant and scenic, emphasizing the natural beauty and agricultural landscape.

POSITION STATEMENT

‘OUR BUSINESS AND ALL OUR PARTNERS ARE ABLE TO ACHIEVE ECONOMIC SUCCESS WHILST PROTECTING THE ENVIRONMENT AND STRIVING FOR SOCIAL JUSTICE AND EQUALITY FOR ALL.’

‘WE UNDERSTAND THAT IT IS ONLY BY IMPLEMENTING SUSTAINABLE AND SOCIALLY RESPONSIBLE BUSINESS PRACTISES TODAY, THAT FUTURE GENERATIONS WILL BE ABLE TO ENJOY COFFEE, TOMORROW.’



SUSTAINABILITY AT NOMAD

When I first joined the Nomad Coffee Group in early 2018, what really drew me here was the priority the group has always placed on coffee, not only sourcing brilliant quality and roasting some of the tastiest coffee in the world, but also a huge emphasis on responsible sourcing, and building long term relationships with our farming partners, some of which we have been working with for many years. This still holds true today, but as we continue to grow and diversify, it has become more and more evident that without a dedicated department, it is difficult to make significant progress on some of our goals, and the communication of those goals. Excitingly for me, this has given me the opportunity to step directly into a role that allows me to focus 100% of my time on the impact our business has on our community, industry and the environment. One of the first steps was to critically measure certain aspects of our business, and I am very excited to publicly share some of our findings, what we plan to do, and some things that we have already done to ensure that we are doing our part to protect the planet we love.

Nick Percy,
Sustainability Manager - Nomad Coffee Group





WE ARE COMMITTED

NET ZERO 2022



THERE IS NO PLANET B

At the Nomad Coffee Group, we acknowledge that there is a very real, and immediate threat to our planet, and to our industry due to the impacts of Climate Change. We have seen signs of this already with the changes in growing conditions in many countries. And more recently, the impact of the recent severe weather events in Brazil, leading to a loss of over 45 million bags of coffee, resulting in a 4 year low harvest, and driving the coffee market price soaring to the highest we've seen in since 2014.

To do our part, we are committed to **Net Zero from 2022**. While we understand the heavily reliance on carbon offsetting to achieve this is not ideal; we believe this is an important step towards lowering our environmental impact quickly. Currently, we are working towards decarbonising our organisation, and limiting our reliance on carbon offsetting by 2030.



GOVERNANCE

Our core value of commitment to quality extends beyond the coffee we buy, roast and sell and into all areas of our business. We expect all of our directors, employees, contractors and suppliers to operate fairly, ethically and lawfully. We know that accountability and transparency beyond financial reporting will be the benchmark for businesses in the near future and we are excited for the opportunity to be a leader in this field.

CORPORATE REPORTING

Nomad Coffee Group is an Australian regulated entity which reports through a traditional corporate structure to a board of directors. The board of directors, executive and management operating team are responsible for complying with all government regulations.

Nomad Coffee Group fully complies with all Australian and New Zealand regulations and reports all required information to the relevant bodies in a timely manner.

EMPLOYEE RESPONSIBILITY

We comply with all regulations around employee health, wellbeing and safety. We are committed to fair work practices, and positive employee experiences. We consider living wages and pay wages according to prescribed government awards or higher. To see full details please turn to pages 32 to 36.

SUPPLIER MANAGEMENT

We are proud of our long- term supplier relationships and work with our suppliers to ensure win-win outcomes. Our supply chain and its relationship to our ESG objectives will be a focus in 2022.

CUSTOMER RESPONSIBILITIES

We take our responsibility to provide quality coffee to our customers very seriously. It is the reason we are in business. Some of our customers have been with us since the beginning and we are proud to have supported their growth as they supported ours. Sharing our coffee knowledge with our customers is a big part of our business and we look forward to supporting their sustainable business practices as well.



MATERIAL TOPICS

In 2020 we created a Sustainability Team from within the business to conduct a materiality assessment of the most important environmental, social and governance (ESG) issues facing our business.

Through formal and informal engagement with our stakeholders, and desktop research we collated the most relevant topics. Then we assessed them for likelihood of occurrence and rated them for significance to our business to ascertain levels of priority.

Three areas most important to our stakeholders: limiting our impact on climate change through; fair prices for coffee farmers and its impact on the wellbeing, health and sustainable livelihoods; and consumer and customer rejection of single use packaging.

Second tier impacts are stakeholder pressure to do better, reducing our landfill, reducing our greenhouse gas emissions and reviewing our energy usage and suppliers. These formed the basis of our programs and initiatives for 2020, 2021 and beyond.

LIKELIHOOD	CERTAIN			STAKEHOLDER EDUCATION ON SUSTAINABILITY	PACKAGING	CLIMATE CHANGE
	LIKELY			ENERGY	WASTE	FAIR \$ PAID TO FARMERS = QUALITY OF LIFE
	POSSIBLE			GENDER, EQUALITY & DIVERSITY. HEALTH, SAFETY & WELLBEING	EMISSIONS	
	UNLIKELY					
	RARE					
		INSIGNIFICANT	MINOR	SIGNIFICANT	MAJOR	CATASTROPHIC
SIGNIFICANCE						

THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs) PROVIDE A FRAMEWORK OF THE WORLD'S MOST PRESSING ISSUES. THE FOLLOWING PAGES DEMONSTRATE THE ALIGNMENT OF OUR SUSTAINABILITY KPIs IN RELATION TO THE SDGs.

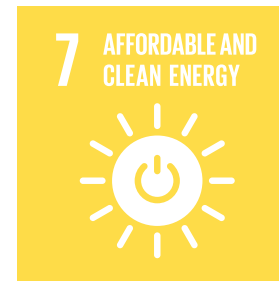


NOMAD ENVIRONMENTAL KPIs

ENVIRONMENT

To decrease and minimise our impact on the environment.

- Reduce our emissions by reducing our reliance on non-renewable energy's
- Net Zero 2022, with a long-term strategy to reduce reliance on offsets
- Improve recyclability value of all packaging, and decreasing pack sizes
- Reduce and avoid Single Use Packaging



CLIMATE CHANGE, ENERGY AND EMISSIONS

GOAL 1

100% RENEWABLE
ELECTRICITY
BY 2023

GOAL 2

20%
REDUCTION IN
CARBON INTENSITY
BY 2023
(2020 BASELINE)

GOAL 3

100%
REMAINING
ORGANISATIONAL
EMISSIONS TO BE
OFFSET FROM 2022

PACKAGING AND WASTE

GOAL 4

75%
WASTE DIVERTED
FROM LANDFILL
BY 2023

GOAL 5

15%
REDUCTION
IN PACKAGING
BY 2024

NOMAD SOCIAL KPIs

SOCIAL

To fight injustice and poverty both at origin, and also on our home shores.

- Continue our long term supplier relationships
- Hold firm to our stance of not accepting any form of Modern Slavery
- By improving our methods of screening our suppliers, and supporting them in avoiding all forms of Modern Slavery
- By giving back into the local communities in which we operate



FAIR PRICE PAID TO FARMERS

GOAL 1

>95% OF OUR COFFEE TO BE CERTIFIED, OR PURCHASED UNDER OUR SCP* BY 2023

GOAL 2

100% OF HIGH RISK SUPPLIERS IDENTIFIED AND AUDITED BY 2023

GOAL 3

100% OF KEY SUPPLIERS ADHERED TO OUR SUPPLIER CODE OF CONDUCT BY 2023

COMMUNITY

GOAL 4

>700 HOURS OF VOLUNTEER SERVICE IN 2022

GOAL 5

2022 IMPLEMENT RECONCILIATION PLAN

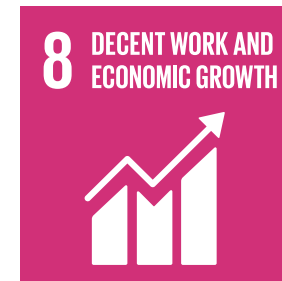
*Sustainable Coffee Program

NOMAD GOVERNANCE KPIs

GOVERNANCE

Ensuring a sustainable future for our business, that is more than just economic.

- Continuing to educate and influence our stakeholders both internally and externally
- Working towards becoming the employer of choice in coffee by improving our diversity, retaining talent, and improving our engagement



STAKEHOLDER EDUCATION ON SUSTAINABILITY

GOAL 1

ONE OR MORE SUSTAINABILITY KPIs FOR EACH DEPARTMENT, REPORTED ON QUARTERLY

GOAL 2

ANNUAL DIVERSITY, INCLUSION AND UNCONSCIOUS BIAS TRAINING FOR ALL HIRING MANAGERS. ANNUAL RECONCILIATION EDUCATION ACROSS THE BUSINESS.

GOAL 3

2022 PARENTAL LEAVE SCHEME TO BE IMPLEMENTED

GENDER EQUALITY & DIVERSITY, HEALTH AND SAFETY AND WELLBEING

GOAL 4

MAINTAIN A SCORE, AT OR ABOVE 78%, AS MEASURED VIA CULTURE AMP

GOAL 5

<19 HOURS LOST TIME INJURIES REPORTED ACROSS THE GROUP

GOALS AT SNAPSHOT



CLIMATE CHANGE

Carbon Neutral from 2022



PACKAGING

Avoid >5000 Single use containers in 2022



FAIR PRICE FOR FARMERS

Supplier Code of Conduct to be introduced, to our key suppliers by the end of 2023

95% of our coffee to be 3rd party certified or purchased under our SCP by 2023



STAKEHOLDER EDUCATION ON SUSTAINABILITY

All departments to have at least one Sustainability KPI from 2022

Internal sustainability communication Monthly



ENERGY

Australian Operations to be 100% Renewable electricity by 2023



WASTE

Divert >75% of our waste from landfill

Reduce our packaging by 15% by 2024



EMISSIONS

Reduce our carbon intensity by 20% by the end of 2022

Reduce our reliance on non-renewable gas by 2030



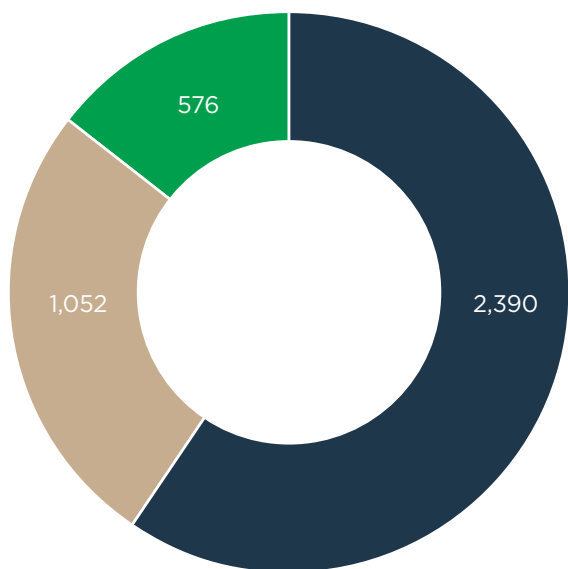
EQUALITY AND DIVERSITY

At >700 hours of volunteer service in 2023

Implement Paid Parental Leave scheme



OUR CARBON FOOTPRINT



■ Scope 1 ■ Scope 2 ■ Scope 3



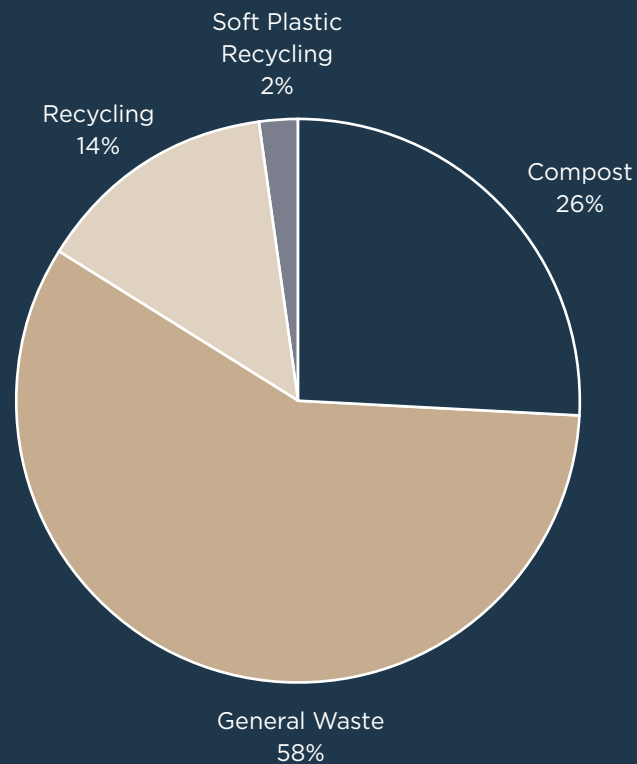
From 1st of January 2022, we will be moving all of our Australian provided electricity to certified Greenpower, we are able to offset more than 500T of GHG emissions.

This equates to a 16% reduction in carbon intensity from 1.4kgCO₂e per 1kg of coffee produced, to 1.18kgCO₂e per kg.

By consolidating all of our power suppliers, we were also able to make a saving of nearly \$10,000 on our annual electricity costs.



WASTE MANAGEMENT - 2020



WASTE MANAGEMENT

By assessing, and measuring our total business waste in 2020, we found that 58% of our total was sent to landfill, a number of initiatives have been put in place to hit our target of 75% recycled or diverted.

2020 95 TONNES OF WASTE
DIVERTED FROM LANDFILL
ESTIMATED A FURTHER

2021 38 TONNES OF WASTE
WILL BE DIVERTED

ESTIMATED TOTAL
OF 133 TONNES
DIVERTED



WASTE REDUCTION - 2021

SOFT PLASTIC

2020 POLYPROPYLENE
BULK BAGS
3.8 TONNES

2021 POLYPROPYLENE BULK
BAGS, GRAIN PRO BAGS,
PALLET WRAP, BUBBLE
WRAP, PALLET STRAPPING

DIVERTING 6 TONNE P/YEAR



SINGLE USE COFFEE CUPS



**DIVERTED BY NOA & PARKER
>1,000 CUPS**

COFFEE GROUNDS

**4 TONNES BY
Q3 2021**

**2020 BEGINNING
JANUARY**

14 TONNES ALL TIME

2020 SIMPLY CUPS
1,600 TAKE AWAY CUPS
DIVERTED FROM LANDFILL

**BY Q3 2021 OVER 22,000 CUPS HAVE
BEEN COLLECTED AND DIVERTED**

2021

CHAFF BY PRODUCT OF ROASTING GREEN COFFEE
10% DIVERTED FROM LANDFILL



**2021 100%
DIVERTED TO
ORGANIC RECYCLING**

**35 TONNES
PER YEAR**

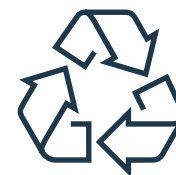


PACKAGING

Single use packaging is one of the most significant and material issues faced by our industry, it is also one with rapidly changing technology, we will ensure to continuously review and adjust the methods in which we supply our goods to reduce source materials, and increase recyclability value.

In 2021, we conducted an extensive tender process for our coffee packaging, allowing us to critically assess our current format, and begin a plan for the future. Our short term coffee packaging goals include removing the aluminium layer within the bags, improving recyclable value, while still maintaining a high oxygen barrier.

We have selected a compostable coffee cup, on the basis that we believe it being the most likely to be widely accepted in organics streams in the near future, we will amend if this changes along the way, but in the meantime we are proud to offer solutions to our customers designed to divert single use take away cups, via such partnerships as Simply Cups, and Noa & Parker.



Sustainable packaging initiatives

- Packaging tender conducted in 2021.
- More than 22,000 cups diverted by Simply Cups and Noa & Parker since inception.
- Our QLD and VIC Flagship cafes are now receiving their coffee in reusable tins for use on the bar.



THE GLOBAL COFFEE MARKET

The coffee producing industry had as hard time as any in the past 18 months, with Covid-19 tearing through key growing regions and limiting the movement of seasonal workers. There have also been many instances of industry shutdowns, including shipping ports, having a massive impact on global shipping. Leading to severe delays and detours before coffee reaches our shore. Coffee shipments are currently delayed by at least a month if we are lucky and up to three on the high end. Throw in some severe weather events such as frost and drought in Brazil, and it has become the perfect storm leading to a more than 100% increase of the commodity price. This leaves farmers in a far better position than in 2019 when coffee was being sold under the cost of production but presents buyers with a set of new challenges, including buying of spot price coffee, which does not fall under our Sustainable Coffee Program, but was necessary to avoid shortfall in supply.

Farm visits have ground to a complete halt over this time, but as always, coffee finds a way. Through the magic of technology we have still been able to source delicious coffees and stay in touch with our growing partners and we look forward to a brighter near future where we are able to again travel to origin to continue our work with our international coffee friends.

Jack Allisey,
Green Coffee Buyer - Nomad Coffee Group





OUR PURCHASING POLICY

We will make sustainability, environmental and social aspects of business decisions as important as quality and economic viability. This will include all areas of our business in Australia, New Zealand and overseas, including green bean buying, roasting, packaging, warehouse and logistics and waste management, administration, human resources and marketing.

WHERE WE BUY OUR COFFEE

GUATEMALA
HONDURAS
EL SALVADOR
COSTA RICA
COLOMBIA
PERU
BRAZIL

ETHIOPIA
INDIA
KENYA
RWANDA & BURUNDI
TANZANIA
VIETNAM
INDONESIA
TIMOR
PNG

GREEN COFFEE PURCHASED

2018 2019 2020

TOTAL KG PURCHASED



2.54M 4.36M
2.73M

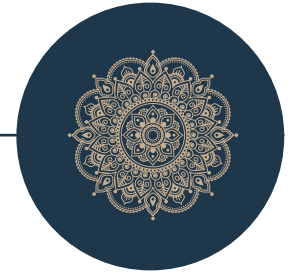
% PURCHASED UNDER SCP

90%
73%
60%




% CERTIFIED (UTZ, FTRADE, ORGANIC)

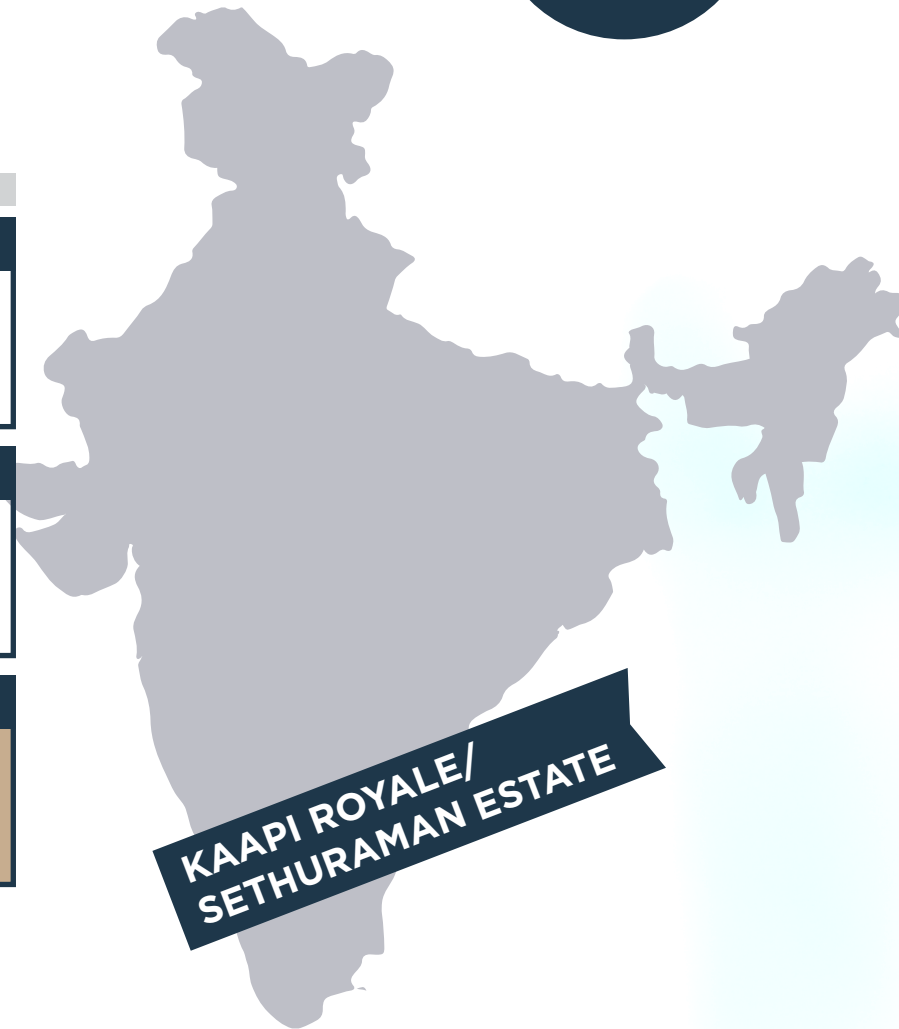
43%
2% 2%

SUSTAINABLE COFFEE PROGRAM



INDIA




	2017	2018	2019	2020
	TOTAL KGS PURCHASED			
	151,200	268,960	326,400	298,430
	% OF TOTAL			
	7%	10%	12%	7%
	SUSTAINABLE COFFEE PROGRAM (SCP)			
	100%	100%	100%	100%



SUSTAINABLE COFFEE PROGRAM

COLOMBIA






	2017	2018	2019	2020
	TOTAL KGS PURCHASED			
	676,100	857,400	897,450	983,842
	% OF TOTAL			
	30%	34%	33%	23%
	SUSTAINABLE COFFEE PROGRAM (SCP)			
	56%	100%	100%	98%



SUSTAINABLE COFFEE PROGRAM



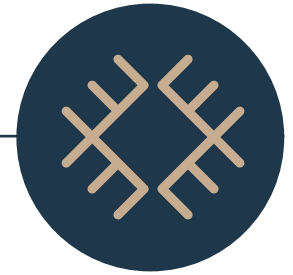
BRAZIL




	2017	2018	2019	2020
	TOTAL KGS PURCHASED			
	1,046,186	1,007,937	1,138,880	2,005,561
	% OF TOTAL			
	46%	39%	42%	46%
	SUSTAINABLE COFFEE PROGRAM (SCP)			
	4%	6%	69%	85%



SUSTAINABLE COFFEE PROGRAM

PERU






	2017	2018	2019	2020
	TOTAL KGS PURCHASED			
	279,507	145,260	149,871	201,998
	% OF TOTAL			
	12%	5%	5%	5%
	SUSTAINABLE COFFEE PROGRAM (SCP)			
	100%	100%	100%	99%



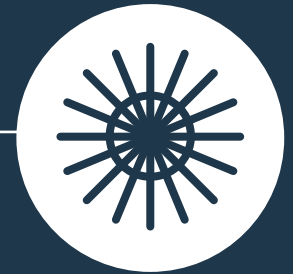
SUSTAINABLE COFFEE PROGRAM



HONDURAS

	2017	2018	2019	2020
	TOTAL KGS PURCHASED			
	0	196,178	177,192	779,951
	% OF TOTAL			
	0%	8%	7%	18%
	SUSTAINABLE COFFEE PROGRAM (SCP)			
	0%	100%	100%	84%





100%

**FAIRTRADE ORGANIC
COFFEE**

**FAIRTRADE
PREMIUM HAS
PROVIDED:**



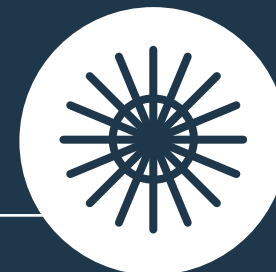
IMPROVED PAYMENT TERMS

**FUNDING FOR COMMUNITY DEVELOPMENT
ACTIVITIES**

**TRAINING AND AGRICULTURAL TOOLS
INFRASTRUCTURE**

	2019	2020
KG'S	29,200	137,000
FAIRTRADE PREMIUM (AUD)	\$18,313	\$87,128

UTZ



100%

UTZ

UTZ ROYALTIES

IMPROVED WATER SANITATION AND
IMPROVED COFFEE PROCESSING FACILITIES.

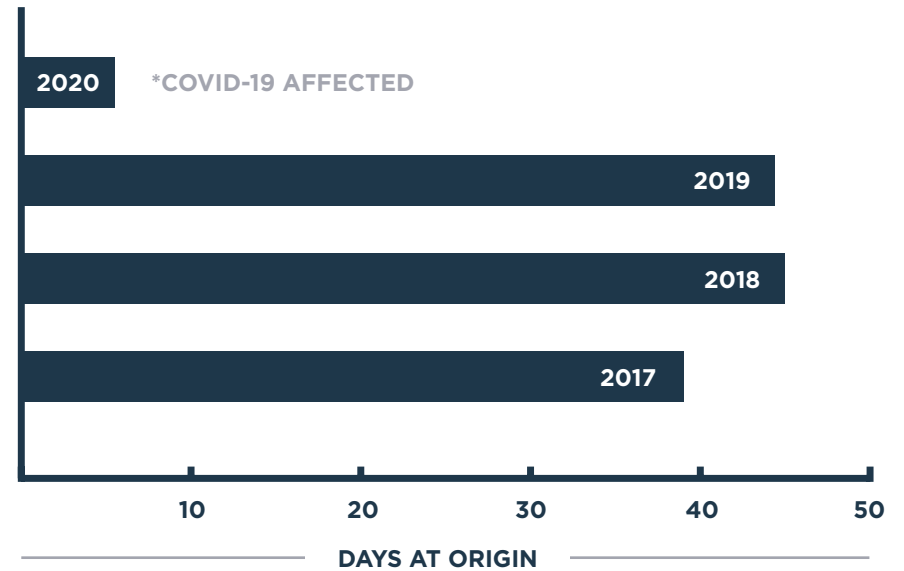
LEADERSHIP TRAINING, ENCOURAGING YOUTH
PARTICIPATION IN COFFEE INDUSTRY AND
WOMEN'S ARTISAN DEVELOPMENT GROUPS.

	2020
KG'S	1,311,389
UTZ PREMIUM	\$52,159

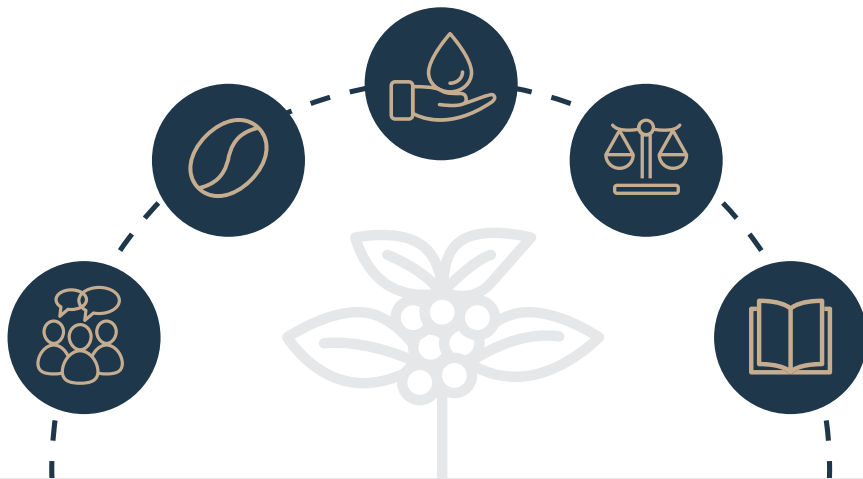


SUSTAINABLE COFFEE PROGRAM

Since the SCP was implemented, we have conducted over 30 research origin trips to over 10 coffee producing origins, with over 50 of our staff attending these trips.



KEY 2022 PROJECT SUPPLIER CODE OF CONDUCT



While we strongly condemn all forms of Modern Slavery, we acknowledge the reality of the risks within the coffee industry and believe that often occurrences can be heavily influenced by instances of severe poverty.

Over the next 12 months, we commit to strengthen our supplier screening and implement a **SUPPLIER CODE OF CONDUCT** to cover the most relevant lines of our supply chain. By doing this, we believe we can help reduce risk to our customers and internal stakeholders.

In the event of any instances of Modern Slavery being discovered within the process, we will work directly with the relevant parties to remedy the situation and break the cycle of poverty that the effected person(s) are in.

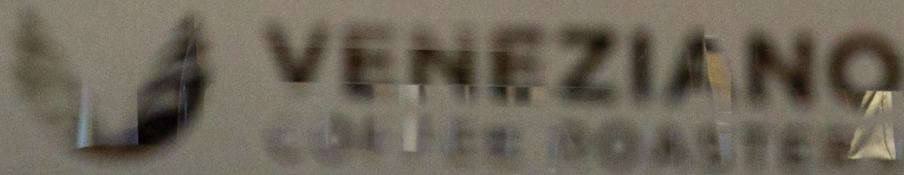
We believe that ceasing sourcing from an effected area should be the last resort, as the removal of funds can create further instances of Modern Slavery and more severe poverty.





DEVELOPING PEOPLE

RELATIONSHIPS WE FORM WITH PRODUCERS CREATES A SYMBIOTIC EDUCATION OPPORTUNITY FOR BOTH PARTIES. SHARING KNOWLEDGE, UNDERSTANDING ROADBLOCKS, AND EXPERIMENTING WITH NEW IDEAS HELPS TO DEVELOP OUR PEOPLE.



OUR PEOPLE: COVID-19 RESPONSE

In unprecedented times like these, businesses that band together, display exceptional leadership and take proactive steps can weather the storm and recover faster.

Nomad Coffee Group took action early in the pandemic to protect our people and the long-term sustainability of the business.

Our objectives the business set at the start of the pandemic have remained through-out this pandemic;

1. To retain our permanent staff, key talent and IP and;
2. Ensure the longevity of Nomad Coffee Group so we can survive and thrive.

To achieve these objectives, we redeployed staff into high demand areas, rather than significantly reduce our headcount. Redeployment meant we had staff working in parts of the business they wouldn't ordinarily. Redeployment has kept staff employed and furthermore, has provided great benefit to our business through greater connection and understanding of the different departments people work across. From this, we are seeing better communication, understanding and collaboration across our business.

We've implemented zoning measures to protect our business and people, supported our people with navigating working from home and continue to educate our people of COVID-19 Safety measures.

To encourage COVID-19 vaccination, Nomad Coffee Group has offered company incentives. Through this process, we've returned positive responses from our employee surveys.

In 2020 our COVID Management Survey results reported;

- 98% Employee Confidence that Nomad Coffee Group has sufficient adjustments to deal with the COVID-19 Pandemic;
- 96% Felt they were being treated fairly during the COVID-19 Pandemic
- 100% Felt they knew what they needed to do to keep safe and healthy during the pandemic

Amie Jacobson,
People & Culture Manager - Nomad Coffee Group



STAFF RETENTION

During the pandemic,
we retained more than
90% of our talent



OUR PEOPLE: ENGAGEMENT

Employee Engagement Surveys

Nomad Coffee Group conducts regular employee engagement surveys to measure our people's satisfaction with their role, manager, the leaders of Nomad Coffee Group and the business as a whole.

Why do we care about engagement?

Engagement is a measure of people's connection and satisfaction with a company. By lifting it, we can positively impact the purpose and meaning an employee takes from a role and organisation. Furthermore, engagement contributes to higher performance, innovation, retention and attraction of talent.

Ultimately organisations with a highly engaged workforce outperform those who do not have a highly engaged workforce.

Engagement at Nomad Coffee Group

We know that the enthusiasm of our people is high and that our employees feel proud to work at Nomad Coffee Group.

We take a multifaceted approach to engagement, regularly surveying our employees on their satisfaction and engagement. We use this insight and data, taking initiatives to improve our employee engagement and satisfaction.

At Nomad Coffee Group, engagement is lead and communicated by our executive team as an equal company priority to our other business metrics. Employee fulfilment and a sense of purpose and meaning matter to us.

NOMAD COFFEE GROUP EMPLOYEE ENGAGEMENT RESULTS

YEAR	RESULT
2019	82%
2020	84%

Our results are above the Australian (100-200 employee) benchmark, above the average engagement score for a food and beverage company, and above the top 25% food and beverage benchmark. (As defined by Culture Amp)

Sustainability engagement

In 2019, we began tracking our sustainability engagement score to help us better understand our communications around the Nomad Coffee Group sustainability goals and direction. We have also increased the amount of information on our communications platform Workplace, as well as expanding the sustainability committee to include more operational departments. In 2022, we will also launch our first community volunteer program.

Externally, we have placed focus on our social media messaging, increasing sustainability themed posts, and sharing stories on our progress and our success.

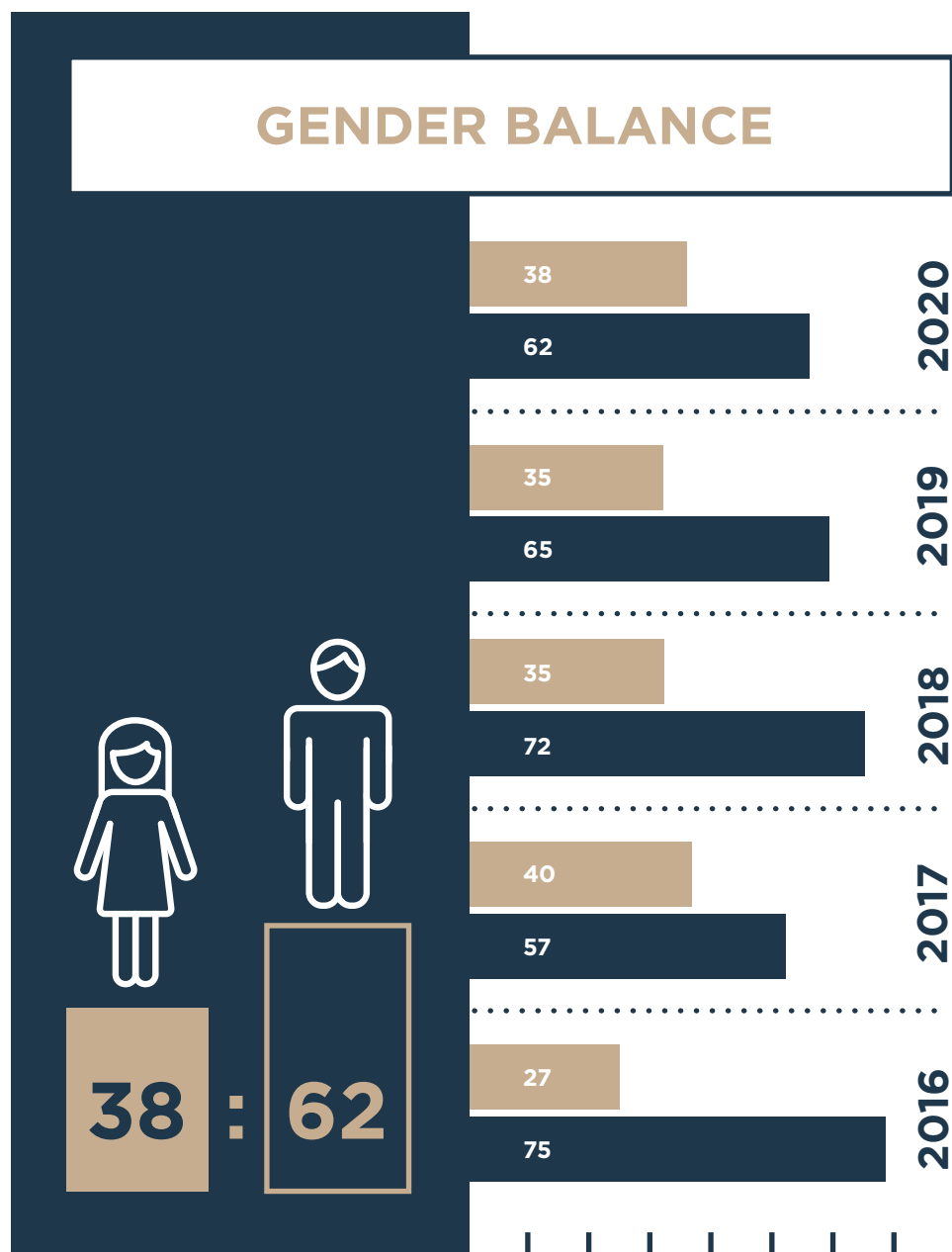


OUR PEOPLE

At home in Australia and New Zealand, we are stringent in our compliance with all state and federal legislation. We aim for a fair, diverse and safe working environment for all our employees.

We understand the importance of diversity in the workplace. Diversity gives a breadth of experience and opinion that creates better business outcomes. Companies that reflect the greater society outperform others in profit, employee satisfaction and retention and a more positive brand association with customers.

We are working to improve all forms of diversity across our organisation. With regards to gender equality, we believe there are many facets to improvement. For this reason, we look at gender equality metrics more deeply, such as gender split in management and decision making roles, and the engagement results of minority groups.





OUR PEOPLE: DIVERSITY

DEPARTMENT/GENDER (OCT 2020)

Departments	No.	M	M %	F	F %
Managing Directors	3	3	100%	0	0%
Sales & Marketing	30	18	60%	12	40%
Black Bag Roasters	2	2	100%	0	0%
Finance	6	2	33%	4	67%
Operations	38	34	89%	4	11%
Retail (Café)	53	24	45%	29	55%
People, Culture Sustainability	2	0	0%	2	100%
Total	134	83	62%	51	38%

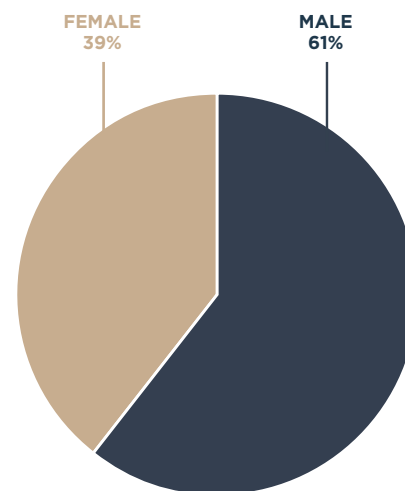
Increase in Female representation between 2018-2020 of 5% (33 vs 38).

EMPLOYEE MOVEMENT

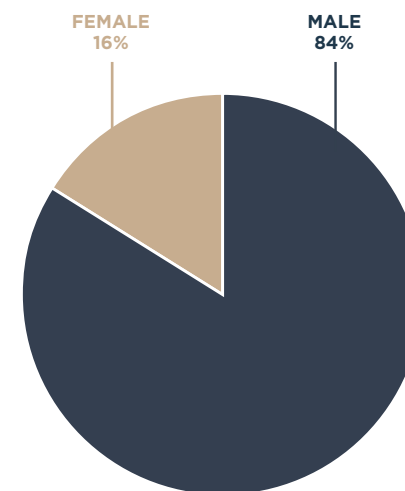
	2019	2020
TURNOVER	17%	10.24%
PROMOTIONS	4%	6%

Employee Movement reflects both internal opportunity and employee satisfaction.

GENDER SPLIT/ PEOPLE MANAGERS



GENDER SPLIT/ EXECUTIVE MANAGEMENT



WHAT'S NEXT?

WE KNOW THAT WE'RE ONLY AT THE BEGINNING OF OUR JOURNEY AND CAN'T AFFORD TO BE COMPLACENT. IN THE AIM OF ALWAYS STRIVING TO DO BETTER AND MORE SUSTAINABLE BUSINESS, WE ARE WORKING ON SEVERAL KEY PROJECTS OVER THE NEXT 12 MONTHS.

ATTAIN CARBON NEUTRAL CERTIFICATION	DESIGN AND IMPLEMENT SUPPLIER CODE OF CONDUCT	IMPLEMENT A RECONCILIATION PLAN
CLIMATEACTIVE		RECONCILIATION AUSTRALIA



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