



Nespresso Global

Disclosure Report

Date Submitted: October 1st, 2025



Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

B Lab's Public Complaints Process

Any party may submit a complaint about a current B Corp through [B Lab's Public Complaint Process](#). Grounds for complaint include:

- 1) Intentional misrepresentation of practices, policies, and/or claimed outcomes during the company's [certification process](#)
- 2) Breaches of the B Corp Community's core values as expressed in our [Declaration of Interdependence](#)

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.



Disclosure Questionnaire

Industries and Products

	Yes	No
Please indicate if the company is involved in production or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	☐	☒
Biodiversity Impacts	☒	☐
Chemicals	☐	☒
Disclosure Alcohol	☐	☒
Disclosure Firearms Weapons	☐	☒
Disclosure Mining	☐	☒
Disclosure Pornography	☐	☒
Disclosure Tobacco	☐	☒
Energy and Emissions Intensive Industries	☒	☐
Fossil fuels Gambling	☐	☒
Genetically Modified Organisms	☐	☒
Illegal Products or Subject to Phase Out	☐	☒
Industries at Risk of Human Rights Violations	☒	☐
Monoculture Agriculture	☐	☒
Nuclear Power or Hazardous Materials	☐	☒
Payday, Short Term, or High Interest Lending	☐	☒
Water Intensive Industries	☒	☐
Tax Advisory Services	☐	☒
Other	☒	☐

Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	☐	☒
Breaches of Confidential Information	☐	☒
Bribery, Fraud, or Corruption	☐	☒
Company has filed for bankruptcy	☐	☒
Consumer Protection	☐	☒
Financial Reporting, Taxes, Investments, or Loans	☐	☒
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	☐	☒
Labor Issues	☒	☐
Large Scale Land Conversion, Acquisition, or Relocation	☐	☒
Litigation or Arbitration	☒	☐
On-Site Fatality	☒	☐
Penalties Assessed For Environmental Issues	☐	☒
Political Contributions or International Affairs	☐	☒
Recalls	☐	☒
Significant Layoffs	☐	☒
Violation of Indigenous Peoples Rights	☐	☒
Other	☒	☐



Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	☐	☒
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	☐	☒
Company prohibits freedom of association/collective bargaining	☐	☒
Company workers are prisoners	☐	☒
Conduct Business in Conflict Zones	☒	☐
Confirmation of Right to Work	☐	☒
Does not transparently report corporate financials to government	☐	☒
Employs Individuals on Zero-Hour Contracts	☐	☒
Facilities located in sensitive ecosystems	☐	☒
ID Cards Withheld or Penalties for Resignation	☐	☒
No formal Registration Under Domestic Regulations	☐	☒
No signed employment contracts for all workers	☐	☒
Overtime For Hourly Workers Is Compulsory	☐	☒
Payslips not provided to show wage calculation and deductions	☐	☒

	Yes	No
Sale of Data	☐	☒
Tax Reduction Through Corporate Shells	☐	☒
Workers cannot leave site during non-working hours	☐	☒
Workers not Provided Clean Drinking Water or Toilets	☐	☒
Workers paid below minimum wage	☐	☒
Workers Under Bond	☐	☒
Other	☒	☐

Supply Chain Disclosures

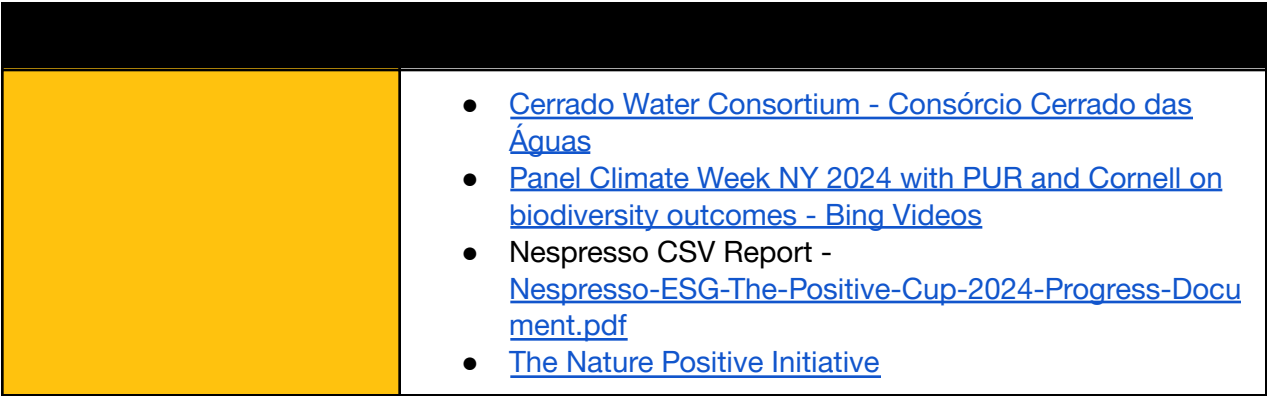
	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	☒	☐
Child or Forced Labor	☐	☒
Negative Environmental Impact	☐	☒
Negative Social Impact	☐	☒
Other	☒	☐

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Environmentally Intensive Industries - Biodiversity Impact

Topic	Biodiversity Impact
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) As a company that sources from agricultural producers, Nespresso operates in an industry in which biodiversity impact is an environmental issue. Nespresso relies on green coffee as the primary ingredient of its products.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	As a coffee capsule manufacturer, the sourcing of green coffee is among Nespresso's primary expenses. The sourcing footprint is around 415 kha across 18 countries, more than 50 coffee-producing regions.
Impact on Stakeholders	Conventional coffee agriculture poses risks to local ecosystems of flora and fauna, depletion of local water sources, as well as the potential degradation of cultivated land.
Implemented Management Practices	Nespresso's Biodiversity Strategy for coffee aligns with the Nature Positive initiative. The strategy fully acknowledges that resilient and healthy ecosystems deliver ecosystem services that are vital for the economic viability of coffee farmers and society more broadly. It builds on a recommendation made by IUCN in 2021, focusing on 3 types of management practices : 1. The traceable sourcing of responsible coffee, ie, coffee sourced from supply chains that are promoting conservation practices such as deforestation-free practices

	2. The promotion of regenerative agriculture practices, including agroforestry, to not only minimize negative impacts but restore soil health, water quality, and habitats for biodiversity; A low-carbon, nature-based, and economically viable coffee production 3. The collective action with key strategic partners to act beyond the farm level in a wider systemic approach These management practices leverage the field workforce capabilities and the use of digital information and intelligence. They are guided by strong collaborations with IUCN, The Rainforest Alliance, Cornell Lab of Ornithology, the Smithsonian Institute, Enveritas, Genesis, and Pur Projet. Nespresso has established a set of indicators to monitor the progress of actions towards biodiversity conservation and restoration, for instance, the volume sourced from farms applying regenerative agriculture practices. These actions are responses to the pressure put on biodiversity across the coffee supply chain. With the support of Cornell Lab of Ornithology and the deep learning on billions of data in the eBird database, the company has also established metrics, the Biodiversity Progress Index, to evaluate the state of biodiversity, bringing scientific evidence of the link between investments, actions, and impact. Based on 2024 independently monitored data, Nespresso is estimated to source 83% of its coffee volume from farms that have adopted regenerative agriculture practices. Furthermore, 10 million trees have been distributed and planted in and around coffee farms across 9 countries since 2014. Collective actions have taken place in various countries to bring wider systemic solutions for farmers' capabilities, best practices advocacy, and integrated landscape actions of multiple stakeholders.
Report	• Rainforest Alliance Regenerative Agriculture Scorecard - regenerative-coffee-scorecard.pdf • IUCN Biodiversity Report - https://www.sustainability.nespresso.com/sites/site.prod.sustainability.nespresso.com/files/Nespresso-And-Biodiversity-2021.pdf



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Environmentally Intensive Industries - Energy Intensive Industries

Topic	Energy Intensive Industries
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) Nespresso Global operates in the food & beverage industry, which is recognised by B Lab as an energy-intensive industry due to energy reliance for manufacturing processes. Of the company's total energy use, the most energy-intensive activities are related to the manufacturing sites in Switzerland. The company procures 100% of renewable electricity for its manufacturing sites, which represents 58% of the total energy. Regarding emissions, most of the company's GHG emissions (99%) are Scope 3 emissions (coffee cultivation & energy deployed during the use phase of coffee appliances).
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In the previous fiscal year, most of Nespresso Global's revenues were derived from the production of beverage products and appliances. The energy intensity of the three manufacturing sites is 3.24 GJ per tonne of product produced for its standard manufacturing processes.
Impact on Stakeholders	Energy-intensive activities, such as manufacturing activities, may pose environmental concerns due to the related emissions derived from energy use. The extent of environmental impact is

	dependent on the energy sources utilised and the management practices in place to manage energy use and GHG emissions.
Implemented Management Practices	Since 2014, Nespresso has continued to expand initiatives aimed at reducing GHG emissions. The company has the following management practices and climate commitments in place: Climate Commitments: • Net Zero target: Committed to achieving Net Zero GHG emissions by 2050 in accordance with SBTi standards. • Near-Term target: By 2030, Nespresso plans to cut its GHG emissions by 50% compared to its 2018 baseline, in accordance with SBTi standards (Scope 1 & 2, 3 Non-FLAG GHG emissions) • FLAG5 (Forest, Land and Agriculture) target: By 2030, Nespresso commits to reducing scope 3 FLAG GHG emissions by 75% (vs the 2018 baseline) in accordance with SBTi standards. For Nespresso, this mainly includes the green coffee production. Since 2023, Nespresso Global's GHG emissions under the SBTi scope have been back to the 2018 baseline level. The company continues to reduce the primary emission factor of AAA green coffee, with estimates showing a decline in 2024 from 5.0 to 4.3 kg CO₂ e/kg GC.5 This progress is driven by reductions, removals, and a commitment to zero deforestation. Further actions include reducing the carbon footprint (CO₂ eq) emissions from our product range and switching boutiques to a renewable energy supply. Management practices: • Manufacturing: The company procures 100% renewable electricity for its three production centres in Switzerland. • Coffee growing: 2023 marked the twentieth anniversary of the AAA Program, which has grown from 300 farmers in Costa Rica in 2003 to over 165,000 farmers in 18 countries in 2024. Over 10 million trees have been planted by Nespresso and its partners in AAA landscapes since 2014 (including 9 million for carbon removals). Furthermore, the company is working on an ambitious transition to regenerative agriculture in the context of the Net Zero Roadmap. • Machine energy consumption: By implementing an

	automatic switch-off mode on B2C machines, amongst other initiatives, Nespresso was able to reduce the carbon footprint of a cup of Nespresso coffee by 24% (2020 vs 2009 baseline). In 2024, 100% of B2C machine models had an Ecoscore energy rating of A or higher. Aluminium Capsule end of life: Recycling program in place since 1991. Since 2014, Nespresso has invested over CHF 550million in its recycling programs globally in 71 markets, where more than 95% of Nespresso capsules are bought by consumers who have access to a convenient collection option.
Report	Target dashboard - Science Based Targets Initiative Nespresso-ESG-The-Positive-Cup-2024-Progress-Document.pdf Nespresso-TPC2024-Progress-Document-QAs.pdf 2024 Quantis LCA study: Nespresso European LCA Executive Summary Quantis 2024.pdf

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Risk of Human Rights Violations in Coffee Supply Chain

Topic	Risk of Human Rights Violations in Coffee Supply Chain
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) The coffee supply chain faces risks of human rights violations such as child labour, forced labour, low salaries, poor working conditions, and gender equality.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	As a coffee brand, the vast majority of our revenue comes from sales of coffee products. Nespresso works with over 165,00 farmers in 18 countries around the world, where coffee farming communities are often facing a range of complex economic, social, and cultural challenges. In some of these countries, one can observe weak labour laws that leave many informal coffee workers unprotected, resulting in endemic labour issues.
Impact on Stakeholders	Potential impact and risks on stakeholders come in the form of low wages, lack of collective bargaining, lack of negotiation power, child and forced labour.
Implemented Management Practices	Human rights violations are intrinsically linked to the issues of income and living conditions. Protecting human rights requires all actors to address the root causes of the problem. Nespresso seeks to unlock opportunities to provide access to social services like potable water provision, pension and

	income protection (crop insurance, Living income reference price), as well as income diversification (beekeeping). Nespresso aims to empower coffee smallholder farmers, building greater resilience for their families as well as preventing workers from poor labour conditions, protecting children's rights, and ensuring women equal opportunities. Nespresso works with coffee suppliers, cooperatives, NGO partners, and communities to ensure that human rights are respected and promoted.
	Nespresso respects and promotes human rights in its operations and entire value chain, in line with the United Nations Guiding Principles on Business and Human Rights (UNGPs). Nespresso applies Nestlé Corporate Business Principles and Human Rights Policy. Nespresso has due diligence processes in place to assess, address, and report transparently on actual and potential human rights risks across its value chain in line with the UNGPs.
	A due diligence process is critical to the prevention, identification, and remediation of any violations. In 2020, the company strengthened the existing relationship with the Fair Labor Association (FLA) to undertake an accreditation process for third-party verification of its human rights due diligence. Nespresso's commitment to promoting and protecting workers' rights and improving global working conditions has been recognised by FLA, which acknowledged Nespresso for achieving the first milestone of its Agriculture Program.
	"Milestone 1 considers a company's activities related to governance and internal alignment: it must have developed a human rights due diligence (HRDD) system to oversee the implementation of labour standards for in-scope commodities, based on a commitment to human rights, a risk assessment, and consultation with international civil society organizations."
	In regions where child rights are at high risk, the company established a community-based Child Rights Monitoring and Remediation System (CRMRS). It builds on a multistakeholder approach, empowering communities to prevent child rights abuses, improve case identification and reporting, and support remediation through social workers, community committees, and local government actors.

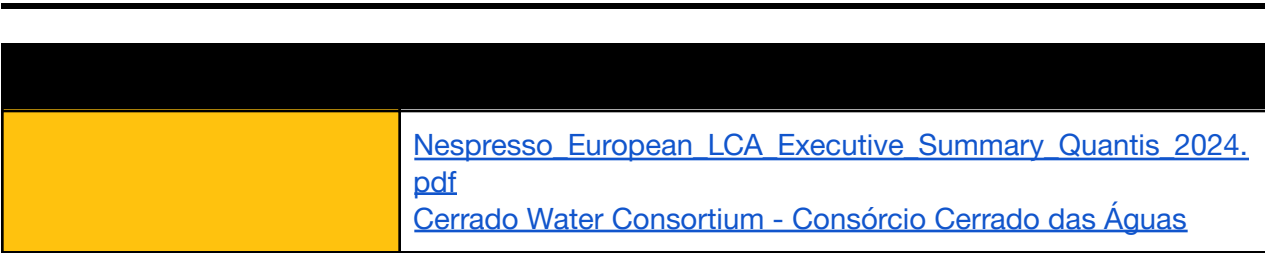
	Non-compliance with strict policies (Nespresso Tool for the Assessment of Sustainable Quality - Pre-conditions) leads to farmers being excluded from the Nespresso AAA Sustainable Quality™ Program until corrective measures and training have been introduced. 91.4% of Nespresso green coffee was sourced through the Nespresso AAA Sustainable Quality™ in 2024. By gaining more knowledge, women are empowered to participate in the decision-making processes of the farm. The company emphasizes removing barriers that prevent women from attending these trainings and accessing knowledge. In 2024, women represented 42% of the participants in AAA agronomy training. The company management practices go beyond minimising risks of human rights violations to maximise opportunities to enhance living/working conditions for workers in the value chain. The company partnered with agri-tech UBEES to bring connected beehives into coffee farming. Currently scoped for Colombian farmers, Nespresso enabled a loan of USD 1 million to support UBEES, in partnership with the World Bank's International Finance Corporation (IFC), to scale up their programme and install 200,000 beehives over the next 10 years in multiple countries.
Negative News	REPORT 1 REPORT 2
Report	https://www.fairlabor.org/reports/nespresso-milestone-1-evaluation/ https://www.fairlabor.org/five-agriculture-companies-achieve-milestone-1-in-the-fair-labor-accreditation-process/ https://www.sustainability.nespresso.com/regenerative-agriculture/climate-week-nyc https://nestle-nespresso.com/sites/site.prod.nestle-nespresso.com/files/AAA-shared-commitment-2022-2.pdf https://nestle-nespresso.com/sites/site.prod.nestle-nespresso.com/files/GCP_231110_TASQ-Tool_for_the_Assessment_of Sustainable Quality Final Agency.pdf

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Environmentally Intensive Industry - Water Intensive Industry

Topic	Water Intensive Industry
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) Nespresso Global operates in the food & beverage industry, which is recognised by B Lab as a water-intensive industry due to its reliance on water for manufacturing processes. Of the company's direct water use, the most water-intensive activities are related to the manufacturing sites in Switzerland. The company's manufacturing facilities are located in Romot, Orbe, and Avenches, in Switzerland. The sites use rainwater and municipal network water supply, and none of them are located in water-stressed regions.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In the previous fiscal year, most of Nespresso Global's revenues were derived from the production of beverage products and appliances. The water intensity of the three manufacturing sites is 3.5 m3 per tonne of product produced for their standard manufacturing processes.
Impact on Stakeholders	Water-intensive industries, such as the manufacturing of beverage products and appliances, may pose risks such as water stress or depletion of local water sources if water used is not appropriately managed. The company uses municipal water supply for its manufacturing activities, and therefore, the main stakeholders affected are

	other water users in the regions of operation, such as local water authorities & regulators, residents, other industrial plants, farmers, and the local biodiversity.
Implemented Management Practices	The company implemented management practices based on Nestlé Water Stewardship in line with Nestlé Environmental Requirements (NER) policy to measure its water footprint and guide its water preservation actions. At the manufacturing sites, even though the water use is limited in the production of coffee capsules, infrastructures are in place to manage water use efficiently, such as rainwater harvesting to cool down factory facilities and for sanitary use. Internal reporting tools for sustainability metrics track water use in agriculture (supply chain) as water management practices are part of the AAA Sustainable Quality (TM) Program. In 2024, 91.4% of Nespresso coffee is sourced through the AAA Program. Since 2020, Nespresso has implemented the Rainforest Alliance (RA) Regenerative Agriculture Scorecard and committed to having 95% of its coffee at the «Bronze» level by 2030. Water is one of the 5 key pillars of the RA Scorecard, with 6 transformative KPIS related to water consumption. In 2024, a third-party assessment by Enveritas estimates that 83% of our AAA green coffee is sourced from farms practising regenerative agriculture, equivalent to a Bronze rating on the Regenerative Coffee Scorecard Nespresso also engages in local initiatives such as the Cerrado Water Consortium in Brazil, a collaborative platform that brings together coffee growers, businesses, researchers and municipal governments with the aim of regenerating landscapes to be productive and sustainable, generating positive socio-economic impacts.
Report	Nestlé Responsible Sourcing Standard Nestlé Policy on Environmental Sustainability Water sustainability Nestlé Global Nespresso-ESG-The-Positive-Cup-2024-Progress-Document.pdf Nespresso-TPC2024-Progress-Document-QAs.pdf 2024 Quantis LCA study:



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Industries at Risk of Environmental Impact

Topic	Environmental Impact - Aluminium and Coffee Waste and Recycling
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) Nespresso's coffee is packaged in aluminium capsules. In territories where small and light metals can not be recycled via public recycling infrastructure, Nespresso has created its dedicated recycling scheme. In addition, the company advocates for the inclusion of small and light metals in public recycling schemes. Through its global recycling scheme, more than 96% of its consumers have access to a convenient collection solution, meaning that the household consumer can recycle their capsules wherever they buy them (either at home, a boutique, or their pick-up point) or within 5 km of their delivery address. This includes municipal waste collection points that accept aluminium capsules.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	Most of Nespresso's capsules are made using aluminium.
Impact on Stakeholders	Aluminium, a material widely used in food and drink packaging, is derived from natural resources. Its use, therefore, contributes to the depletion of natural resources.

	Inadequate final disposal of aluminium packaging might pose significant environmental impacts. Similarly, coffee grounds, as organic waste, when landfilled, might emit methane, a greenhouse gas more harmful to the environment than carbon dioxide and one of the causes of global warming.
Implemented Management Practices	Nespresso has created its own global recycling scheme for its aluminium capsules. In addition, the company advocates for the inclusion of small and light metals in public recycling schemes in territories where it is not currently accepted. Nespresso produces new capsules using recycled content. The Original capsules are made using at least 80% recycled content, and Vertuo capsules at least 85% recycled aluminium. Nespresso launched its first capsule recycling scheme in Switzerland in 1991 to give consumers a convenient recycling option. Recycling Nespresso capsules decreases the carbon footprint of a cup of coffee. Nespresso has put in place the following initiatives: • Developed a network of collection points where consumers can dispose of their capsules in a convenient manner. In 2024, globally, more than 96% of Nespresso household consumers have access to a convenient recycling option. Different recycling initiatives have been developed in collaboration with governments and third parties to make it as relevant and easy as possible for consumers to use. • Developed efficient recycling infrastructures. All capsules collected by Nespresso are sent for recycling. The company has invested more than CHF 500 M in collection and recycling infrastructures since 2019. • Engagement with consumers and promotion of recycling through marketing efforts. • In 2024, around 35% of Nespresso capsules were recycled, with an aim to achieve a 60% recycling rate by 2030. Nespresso uses a life cycle assessment (LCA) approach to measuring the environmental impact of its product and finding ways to reduce it.

	The Nespresso Original system uses resources - water, energy, and coffee - very efficiently, which means a Lungo has a 24% lower carbon footprint than a full automat. The Nespresso system is designed for precision consumption using a precise amount of coffee, water and energy needed, optimizing resources and reducing waste.
Report	Nespresso European LCA Executive Summary Quantis 2024.pdf

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Labor Issue - Negative news related to excessive working hours and unfair working conditions by factory workers

Topic	Negative news related to excessive working hours and unfair working conditions by factory workers
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) In 2020, the magazine Le Temps published an article that accused Nespresso of implementing excessive working hours and unfair working conditions for their employees at three of their Swiss factories - Avenches (VD), Orbe (VD), and Romont (FR). The union, 'Unia', surveyed 240 Nespresso employees at the time. Nespresso operates a shift pattern at its factories to enable continuous production. The shift pattern rotates over 4 weeks, with low weeks (28 hours) and higher weeks (46h50). This pattern was suggested by their employees as a result of a consultation phase in 2018. It incorporates legal criteria, such as maximum time working duration per day and per week, and a minimum time between two shifts. The company states that the shift pattern does not generate overtime.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	850 employees across the 3 factories work in shifts. The employees surveyed represent 28% of these employees.
Impact on Stakeholders	Excessive working hours and poor working conditions can have several negative physical and emotional effects on employees and their families.

Implemented Management Practices	Employees who work in shifts during the evening, the night, Sunday, and Bank Holidays earn the following rates: • Worked hours during the evening and night are paid +30% and a time compensation (+10%) • Worked hours during Sunday are paid +45% and a time compensation (+30%) • Worked hours during a bank holiday are paid +75% and a time compensation (+100%) All the shift premiums represent +17.01 % on top of the salary base for a shift employee. All the break times are also paid. The company communicates the shift pattern during the hiring process. There have been no health or safety incidents related to the work per shift. The shift pattern has remained the same since 2019. A new survey was conducted in the Romont factory in 2021; Nespresso claims that more than 78% of their employees wanted to keep the existing shift pattern. In Nespresso's Safety and Health Policy, there is a SHE program based on BBS, SHE days, training on sleep and nutrition, etc. Each factory has dedicated a room for rest, "Salle de repos," open seven days a week. The company organised working groups with their employees and Employee Representatives. The following actions, based on the outcome of the working groups, were established: • Compensation hours are considered as Holidays ,and all the premiums are maintained when their employees take some hours off • Compensation hours targets per quarter have been defined to encourage their employees to regularly take some rest • Possibility to modulate the compensation hours counters to – 30 hours • Staffing increase in each team to facilitate time off for the team Nestlé Nespresso follows Nestlé corporate principles on unionization and the rights to collective bargaining, electing Employee Representatives in each factory, followed by monthly meetings. Beyond that, the management team encourages open dialogue and proximity with the shopfloor.

Management Comments	"We value the relationship we have with our employees in our three Swiss factories, who have chosen to engage directly with Nespresso through a network of elected employee representatives.
	Our employees' health and well-being in the workplace is of paramount importance to us, and we respect the importance of work-life balance for a healthy lifestyle. For these reasons, we engage monthly with the elected employee representatives and conduct regular internal surveys to understand employees' views on ways of working. We are constantly listening and implementing improvements to the way we work.
	The shift patterns in Nespresso factories are in accordance with Swiss law and follow standard practice common in Swiss industry, and are communicated during the hiring process. There have been no health or safety incidents related to the work per shift. Any changes to the shift pattern or conditions of employment are made in consultation with employees, in compliance with Swiss law. We follow Nestlé corporate principles on unionization and the rights to collective bargaining, and we respect the freedom of association of our employees, who are free to join or belong to any association of their choice inside or outside the company.
	Since 2020, we have been collaborating with employee representatives across all three factories to explore ways to enhance well-being during shifts. A comprehensive plan has been developed and is currently being implemented.
	We are committed and look forward to a continued constructive, direct relationship with our employees in our manufacturing facilities."

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation and Arbitration Topic

Issue Date	2020 - 2025
Topic	Litigation cases related to labour, contract disputes, and consumer protection.
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) In the past five years, the company has been involved in a number of legal proceedings, primarily related to contract disputes with suppliers, employers, consumer protection, and intellectual property (IP) disputes.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The combined value of all open and closed cases represents less than 5% of the company's annual revenue.
Impact on Stakeholders	The cases involved employees, suppliers, distributors, customers, and other commercial parties.
Resolution	Closed cases resulted in payments by Nespresso of less than 0.2% of annual revenue. The remaining cases are ongoing.
Management Practices	The company has implemented the following measures to strengthen its internal practices: 1. enhanced measures for protecting confidential information; 2. enhanced review processes for consumer-facing communications;
Related Incidents	No related incidents

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: On-site fatality

Issue Date	2022
Topic	Fatality in the context of Occupational Health and Safety
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) On 2 May 2022, there was an unfortunate fatal accident at the Nespresso construction site in Romont, which led to the death of a third-party contracted construction worker on-site.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The company reported one fatality in the last 5 years.
Impact on Stakeholders	The primary impact was on the individual and the individual's family. Additionally, fatalities and accidents have emotional, mental, and financial repercussions for the employee's family, friends, and colleagues.
Resolution	The accident was reported to the Police, and the investigation concluded that it was a health and safety accident since the employee fell from the scaffold while not using the appropriate personal protective equipment (PPE).
Implemented Management Practices	Nespresso stopped operations at the worksite. According to Swiss law, Nespresso is not liable for the contractors. The company has established safety protocols, including safety inductions for all contractors, the presence of specialized safety contractors on site, and daily safety meetings. Nespresso has called for a clear commitment to safety from the scaffolding

	company. A thorough inspection of all scaffolding equipment has been carried out, and new procedures have been put in place for all lifting activities. The methodology used to assemble the scaffold was stopped, and a construction lift was installed instead. Communication regarding these updates has been shared with all contractors on-site as well as Nespresso employees. The contracted scaffolding company has provided a written commitment to ensure that their employees receive regular safety training, including for all new hires. This training will cover topics such as personal protective equipment, scaffolding, working at heights, harness usage, load strapping, lifting activities and more. Additionally, the company has decided to develop a simplified version of the Nespresso PHSE (on-site SHE plan) to facilitate training for all employees, which will be accessible at the worksite. The contracted scaffolding company is dedicated to promoting awareness and understanding of safety rules among their employees and a dedicated manager from the scaffolding company was appointed on-site to follow all their activities.
Related Incidents	No

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Negative News related to an employee's discrimination message

Topic	Negative News related to an employee's discrimination message
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) On March 15th 2024, the local press (20minutes) was informed by an employee of an internal communication sent to employees at the Avenches production centre. The e-mail inappropriately warned of the arrival of Gypsy community (Gens du Voyage) near the Nespresso site, citing inappropriate "safety" instructions. According to the company, this email in no way reflects the company's values, and as soon as the Management Committee became aware of it, the email was immediately recalled and a reminder of the company's values was sent to all employees.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	N/A- No litigation or financial penalty related to the case.
Impact on Stakeholders	Racism and prejudice affect mostly the target individuals/groups to which the offence is directed, but it also has further implications for whole communities and nations. Racism is a crime, and it should not be tolerated.
Implemented Management Practices	Nespresso places the highest importance on respecting diversity and inclusion, in accordance with the law and Nestlé's



	Code of Business Conduct. Internal communications and training are regularly sent to our employees to remind them of the company's values, which include respect for ourselves, others, diversity, and future generations. The individual who shared this email was reprimanded.
Reports	Report 1 Report 2 Report 3

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Suppliers Disclosure

Topic	Suppliers in Conflict Zones
Summary of Issue	Nespresso Global- Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) The company sources coffee from regions that have been or can be affected by armed conflicts or widespread violence, including DR Congo and Ethiopia.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The supplier expenditure from conflict zones is less than 1 % of overall supplier expenditure.
Impact on Stakeholders	Conflict zones, by their nature, can be unstable, and the risk of human rights abuses as well as the health and safety of stakeholders working and sourcing from these areas is high.
Implemented Management Practices	Nespresso's policy is to avoid initiating operations in conflict-affected zones. However, conflicts can sometimes emerge in regions from which the company is already sourcing. In such cases, Nespresso works closely with partners and experts to carefully assess the situation and determine the most appropriate way to support farmers and local communities. Whenever the safety of staff, communities, or partners is at risk, Nespresso suspends sourcing operations. Nespresso does not have a direct operational presence in sourcing regions but relies on local partners to manage coffee supply, sustainability, and traceability. All parties involved share a strong interest in understanding how coffee activities intersect with human rights and conflict dynamics in these areas.

	In every sourcing country, Nespresso conducts comprehensive human rights assessments. The company is also part of the Fair Labor Association (FLA) agriculture program, which strengthens its ability to prevent, monitor, and address human rights risks. By 2026, Nespresso aims to achieve FLA Agriculture Accreditation for its AAA Program across all origins, providing independent verification of its human rights due diligence processes. However, the company also actively sources coffee from post-conflict regions to support rural development and promote community stability through improved livelihoods. The Reviving Origins (RO) program, launched in 2011 with the re-establishment of coffee production in South Sudan, exemplifies Nespresso's commitment to using coffee as a catalyst for positive change. This program focuses on restoring coffee production in areas where it has declined or is under threat due to socio-political or environmental challenges. Through partnerships with NGOs, experts, supply chain partners, and multilateral organizations, Nespresso helps coffee-growing communities reconnect with international markets, driving economic development and fostering stability. The Reviving Origins program and the introduction of related products into Nespresso's portfolio stand as a testament to the belief that coffee can be a powerful force for good in regions overcoming adversity. Nespresso acknowledges the importance of heightened Human Rights Due Diligence (hHRDD) in conflict-affected and high-risk areas (CAHRAs). This responsibility involves proactively identifying and addressing potential human rights impacts related to business activities, whether the company causes, contributes to, or is linked to them. Mitigation strategies are tailored accordingly. The company is committed to aligning with international standards for responsible business, including the hHRDD principles outlined by the UN Working Group on Business and Human Rights in its 2020 report and further detailed in the UNDP and UNWG's authoritative guidance.

	When conflict risks are identified, Nespresso commissions independent experts to conduct human rights due diligence and conflict sensitivity assessments, ensuring informed mitigation actions and identifying opportunities for positive impact. Nespresso has established a governance framework to guide decisions in two key scenarios: 1. When considering entry into a sourcing region with potential conflict risks. 2. When determining whether to stay, withdraw, or adjust activities in regions where conflict emerges.
Related Incidents (Yes/No)	No
Reports	Reviving Origins Coffee program Nespresso Coffee as a tool for building peace Nestlé Nespresso

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Suppliers' negative social impact

Topic	Suppliers' negative social impact
Summary of Issue	Nespresso Global - Nestlé Nespresso SA and related subsidiaries are the pioneers and reference for high-quality portioned coffee. The company is headquartered in Switzerland, and its certification consists of the following assessments: • Nespresso Switzerland/ HQ (HQ & 3 manufacturing sites) • Nespresso Europe (retail) • Nespresso North America (retail) • Nespresso SAMA- South America, Middle East & Africa (retail) • Nespresso APAC (retail) Since 2021, several media articles have reported on allegations made by subcontracted employees engaged by a supplier that provides packaging services to Nespresso. In particular, local labor unions raised concerns about the extensive use of temporary labor engaged through subcontracting, as well as the labor conditions of those temporary workers, including the hourly wage paid. Nespresso was not a party to these litigations and specific details may be confidential between the parties involved. However, following a 2021 audit requested by Nespresso immediately upon becoming aware of the situation, the supplier collaborated to implement improvement actions (including revising remuneration conditions) to align with the new Swiss law effective in January 2023 and recommendations highlighted in the audit.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	A number of subcontracted employees engaged by Nespresso's supplier initiated legal proceedings against their temporary staffing agency in relation to labor practices. Nespresso was not a party to these proceedings.
Impact on Stakeholders	The main stakeholders involved were a number of subcontracted employees engaged by the supplier, who initiated legal proceedings against the subcontractor of

	Nespresso's supplier in relation to labor practices. Based on publicly available information, one subcontracted employee engaged by the supplier was compensated through damages awarded by the court.
Implemented Management Practices	In response to the allegations made in 2021, Nespresso proactively engaged with the supplier and took immediate action to address the concerns raised. As part of its Responsible Sourcing Core requirements, Nespresso requested the launch of an audit, which was conducted in 2021. Following this audit, Nespresso and the supplier have collaborated to implement improvement actions (including revising remuneration conditions) to align with the new Swiss law effective in January 2023 and recommendations highlighted in the 2021 audit. A new audit has already been agreed upon and is scheduled to take place before the end of 2025 to ensure ongoing monitoring and compliance with Nespresso's standards.
Reports	Link 1 Link 2



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Clients in Controversial and Ineligible Industries

Nespresso Global is currently involved or has had involvement within the last five years in providing services and/or products to companies in the following industries considered controversial or ineligible by B Lab Global: Debt collection agencies in emerging markets, Mining, Nuclear Power, Pharmaceuticals, Offensive Firearms/Weapons/Defense, Fossil-Fuel, Gambling and Tobacco.

While products and services provided to these clients could serve only as commonplace goods and services, by serving these clients the company may be supporting these industries. B Lab recognizes that these industries potentially have negative impacts, therefore, Certified B Corps are required to make their involvement in such industries transparent.

Any party aware of specific company practices that have had a negative impact related to its involvement in these or other controversial industries, and which may constitute a violation of the B Corp standards, may contact us via our [public complaints procedure](#).



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Conduct Business in Conflict Zones

Nespresso Global - Business Operations in Russia & Belarus

In response to Russia's invasion of Ukraine, B Lab has implemented additional requirements for companies with business operations in Russia and/or Belarus. As Nespresso Global has business operations in Russia or Belarus, the company is required to meet such requirements outlined below in order to move forward with certification.

B Lab is implementing a **phase-in approach** composed of **(1) requirements applicable immediately** and **(2) requirements to be met by recertification**.

1. Respond to questionnaire (Annex I)

B Lab will require companies with operations (including subsidiaries and business partners) in Russia or Belarus to respond to the questionnaire in Annex I. The questions assess a company's ability to implement heightened human rights due diligence in line with UNGP and UNDP's guide on conflict-affected areas. The questions are designed to assess companies' ability to analyze changes in this context and to act accordingly, their willingness to ensure their own human rights commitments are respected, and their ability to identify tipping points, or stages of the conflict that would trigger specific decision-making by the company.

2. Implement heightened due diligence

B Lab will require for companies to publicly commit to have implemented heightened due diligence by the date of their next recertification, or within 36 months, whichever is later. Heightened due diligence is an **internationally-recognized best practice** and B Lab recognizes that implementing it meaningfully takes time. Within corporate contexts, the level of maturity on heightened human rights due diligence remains low and requesting companies to implement adequate processes in a short time would invariably lead to inadequate application, be irresponsible and/or result in claims of green/cause-washing.

With the publication of this disclosure, B Lab confirms that the company is currently meeting the above requirements. The company's responses to the Questionnaire can be reviewed below. If you or someone you know is aware of any specific practices of this company related to their Business Operations in Russia or Belarus that have had a negative impact, and that may constitute a violation of the B Corp standards, please contact us via our [public complaints procedure](#).

Company Responses to Questionnaire

Company Reaction to Russian invasion of Ukraine

Nespresso employs 7.5 FTE to ensure compliance with contractual/legal obligations. Nespresso, as part of Nestlé, is committed to respecting and promoting human rights across its operations and value chain. This commitment aligns with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the International Bill of Human Rights. On March 9, 2022, Nespresso has stopped all advertising and suspended all capital investment in the country. On March 11, 2022, Nespresso announced that it was suspending all imports into Russia. Therefore, Nespresso has suspended the commercial operations of all the boutiques, app, and website in the country, maintaining only essential services to address existing customer queries and fulfil contractual obligations related to machines and services. We uphold our responsibility toward our Nespresso colleagues and will continue to pay and support our impacted employees who depend on us for their livelihood, all through the suspension of our operations. Nespresso engages with stakeholders and is committed to upholding human rights in line with our own policy and international human rights standards whilst providing access to remedies for impacted individuals. Its Human Rights and Environmental Due Diligence Working Group (HREDDWG) oversees compliance and monitors progress, ensuring that its activities align with its commitments.

Nespresso has implemented several measures to identify human rights risks and assess the impacts of its operations. These measures include:

1. Human Rights Due Diligence: Nespresso conducts comprehensive human rights due diligence to identify, assess, and mitigate potential human rights risks in its operations. This process involves heightened human rights due diligence (hHRDD), which involves in the context of our operations, our workforce and our activities in conflict-affected areas.
2. Risk Assessment Framework: Nespresso utilises a risk assessment framework that considers various factors, including political developments, local laws, and socio-economic conditions.
3. Stakeholder Engagement: Nespresso actively engages with stakeholders, including employees, suppliers, local communities, and human rights organisations, to gain insights into the human rights landscape. This engagement allows Nespresso to understand the concerns and experiences of those affected by its activities.
4. Monitoring and Reporting Mechanisms: Nespresso has established monitoring and reporting mechanisms to track human rights impacts and ensure accountability. This includes regular reviews and assessments of its operations in Russia to identify any emerging risks or issues.
5. Training and Awareness Programs: Nespresso provides training and resources to its employees and partners about human rights issues, particularly in the context of operating in conflict-affected zones. This ensures that all stakeholders are aware of their responsibilities and the potential human rights implications of their actions.

In light of the ongoing war in Ukraine, Nespresso has suspended its commercial operations in Russia.

Nespresso respects and promotes human rights in its operations and entire value chain, in line with the United Nations Guiding Principles on Business and Human Rights (UNGPs). Nespresso applies Nestlé Corporate Business Principles ([corporate-business-principles-en.pdf](#)) and Human Rights Policy ([nestle-human-rights-policy.pdf](#)). Nespresso has due diligence processes in place to assess, address and report transparently on actual and potential human rights risks across its value

chain in line with the UNGPs.

All suppliers that Nespresso works with are required to adhere to the [Nestlé Responsible Sourcing Core Requirements](#) which require Human Rights and Environmental Due Diligence management systems (section 1), Business ethics, transparency and compliance (section 2), to name a few.

The governance of Nespresso regarding human rights and human rights risk management in conflict-affected or high-risk areas has evolved in recent years. This includes heightened human rights due diligence, updated policies to reflect the changing landscape, increased stakeholder engagement, and more robust monitoring and reporting mechanisms. Additionally, Nespresso has expanded training initiatives for employees on human rights issues and adapted its governance structures to respond to political changes.

As part of Nestlé, Nespresso aligns with the Nestlé [Human Rights Policy](#), [Human Rights Framework and Roadmap](#), and [Salient Issues Action Plans](#), ensuring a structured approach to identifying and mitigating human rights risks. The Nespresso Human Rights and Environmental Due Diligence Working Group (HREDDWG) plays a key role in overseeing these efforts, reinforcing governance structures to respond effectively to political developments. These measures demonstrate Nespresso's proactive approach to aligning its operations with sustainability commitments and international standards.

Stakeholder Engagement is Key: The value of engaging with a wide range of stakeholders, including employees, local communities, and human rights organisations, is evident. Nespresso has learned that open dialogue and collaboration with these groups provides valuable insights and can help to address concerns more effectively. **Reinforcement of Responsible Standards:** The situation has reaffirmed Nespresso's commitment to its sustainability standards and human rights policies. These lessons have influenced the approach of Nespresso to managing human rights risks in conflict-affected zones, leading to a more robust and responsive governance framework that prioritises responsible conduct and stakeholder engagement.

Human Rights Due Diligence

In the event of a new conflict in one of its operating areas, Nespresso employs a comprehensive approach to assess human rights risks before deciding on any action given the human rights due diligence that is expected of our company. This includes conducting rigorous human rights due diligence, utilising a structured risk assessment framework, and engaging with stakeholders for insights. Nespresso also implements monitoring and reporting mechanisms to track developments, follows a responsible decision-making framework, provides training for employees on recognising risks, and collaborates with external experts. These measures ensure that human rights guidelines and international standards remain central to any operational decisions in conflict-affected areas.

Consultation with the Board: The company's governance framework, including human rights policies, is subject to periodical senior management review. **Engagement with Local Populations:** Nespresso recognises the value of engaging with local communities to understand their perspectives and concerns. This engagement helps it assess the potential impacts of its operations and ensures that local voices are considered in decision-making. Through its direct relationships with farmers and communities on the ground, Nespresso maintains an ongoing dialogue to understand local challenges, identify risks, and support



sustainable livelihoods Non-Governmental Organisations: Nespresso collaborates with Rainforest Alliance, Trust Works, BHR (Business & Human Rights), and Terre des Hommes, leveraging their expertise to strengthen its human rights due diligence, monitor risks, and implement responsible sourcing practices. These partnerships provide valuable insights from local populations and human rights experts, informing Nespresso's approach to mitigating risks in complex environments. Through continuous engagement with these stakeholders, Nespresso reinforces its commitment to responsible business conduct and supply chain management. By integrating these governance processes, Nespresso aims to make informed decisions that prioritise human rights practices and international standards in its operations, especially in conflict-affected areas.

Nespresso involves its cross-functional Human Rights and Environmental Due Diligence Working Group (HREDDWG) in decision-making processes related to human rights and conflict-affected areas including high-risk zones. This group oversees human rights topics, participates in risk assessments, engages with stakeholders and contributes to policy discussions. The HREDDWG escalates issues as necessary, ensuring that human rights considerations are integrated into operational decisions and aligned with the company's responsible conduct commitments.

Nespresso has implemented a heightened due diligence policy for high-risk areas to ensure its operations align with its responsible conduct, sustainability, and human rights commitments. This includes comprehensive risk assessments, stringent supplier and partner screenings, and third-party monitoring to ensure compliance with international standards. Additionally, Nespresso engages with local stakeholders, including communities, NGOs, and governments, to operate responsibly and reviews its practices regularly in view of changing conditions. These measures reflect the company's commitment to mitigating risks and upholding the highest standards of corporate due diligence in high-risk areas.