

FUTURE



Queen's Award for Enterprise:
Sustainable Development (2017 & 2022)

UNION

HAND-ROASTED
COFFEE

FOCUS

OUR MISSION is to make the world discover
the joy of speciality coffee.

From farmers to coffee lovers, we enrich life through
our relentless focus on great quality, sustainable sourcing
and sharing the culture of delicious coffee.



WELCOME

Dear Coffee Lover,

It is with immense pride and a sense of purpose that we present to you our 2022 Impact Report, reflecting on a truly remarkable year for everyone at Union.

From day one, Union has been a mission-driven business with the goal to create sustainable livelihoods for coffee producers whilst spreading the joy of speciality coffee to the world.

Since 2001, we have been working tirelessly with our partners at origin and in the UK to make specialty coffee sustainable and accessible to all.

2022 was particularly special for everyone at Union, as our efforts were recognised with several awards and certifications. We were awarded **Best Specialty Coffee Roaster Europe** and **Most Ethical Brand Europe** Awards, received **The Queen's Award for Enterprise: Sustainable Development**; became a **B Corporation** demonstrating

that Union meets the highest standards of verified social and environmental performance; we certified **ISO14001** an environmental management system which provides assurance that environmental impact is being measured and improved across a business.

In addition to these accolades, we are proud to report that we have **grown our business and scaled our impact both at origin and in the UK**. These achievements are a testament to the hard work and dedication of our amazing team.

As we report on our impact in 2022, we are eager to continue our work and lead by example in creating a more sustainable and equitable future.

Thank you for being a part of our Union and for believing in our mission. We are honoured to share our story and the progress we have made with you.

Sincerely,
Violeta and the Union Team

This report covers Union Hand-Roasted Coffee's financial year September 2021-August 2022.

WHO WE ARE

We're pioneers in two things, which we have relentless focus on; **Roasting and ethical sourcing.**

We have over 20 years of expertise in all aspects of speciality coffee with visibility and control throughout the supply chain.

Step into our East London roastery and you'll find Union roastmasters tending to each small batch with care so we can bring the best flavour out of each coffee. We roast all our coffee fresh to order, which means you receive it as fresh and tasty as it gets.

We source the finest coffee from farmers we believe in. We call ourselves Union because we couldn't make great coffee without our partners—the farmers that grow the exclusive gems we share with you. In return, we pay them a fair price so they can invest in their farms, families and workers.

We have built a unique multi-channel presence, creating a connected consumer journey where you can enjoy our coffees in bakeries, cafes, restaurants, at work and at home – helping people discover the joy of speciality coffee.

We are a community of like-minded individuals who are passionate about coffee and making an impact through the work we do.



*Union Brew Lab
founded in Edinburgh*



*Steve Rose (production manager),
hand-roasting coffee*



*Steven Macatonia & Jeremy Torz
Founders*



CONTENTS

06	BUSINESS AS A FORCE FOR GOOD	28	OUR PERFORMANCE IN THE B CORP PILLARS
08	OUR IMPACT STRATEGY	29	LIFE AT UNION
13	OUR SOURCING INITIATIVE, UNION TRADE DIRECT	30	PEOPLE AT UNION / MANAGERS
15	WHERE WE SOURCE FROM	31	VOLUNTEERING AT UNION
18	RELATIONSHIPS	32	EDUCATION
19	YAYU BIOSPHERE RESERVE, ETHIOPIA	33	UNION BREW LAB
20	CHALLENGES	34	ANNUAL SURVEY
21	MORE SUSTAINABLE PACKAGING	35	WHAT OUR PRODUCER PARTNERS SAY ABOUT US
23	ENVIRONMENTAL MANAGEMENT	36	WHAT CONSUMERS HAVE TO SAY
25	CARBON OFFSET	37	CUSTOMER CATCH UP <i>Peach Pubs</i>
26	KEEPING COFFEE EQUIPMENT IN USE FOR LONGER	38	WHAT OUR UNIONISTAS HAD TO SAY...
27	OUR IMPACT SCORE - B CORP	39	A NOTE FROM THE FOUNDERS <i>Steven Macatonia & Jeremy Torz</i>



BUSINESS AS A FORCE FOR GOOD


“

Union has always behaved like a B Corp. By undergoing this third-party verification, and a well-regarded score of 106.3 on our first assessment, we have demonstrated that our commitment to social and environmental responsibility is not just talk, but is backed up by concrete actions and results.

We are excited to become a B Corp and join a global community of like-minded businesses. This community provides opportunities for collaboration, learning, and networking.

JEREMY TORZ

Co-founder Union Hand-Roasted Coffee

 https://www.instagram.com/p/Cc3OhXpK_WO/

To be true to our mission we must understand our influence and hold ourselves accountable for our actions. Our Impact Strategy – a dashboard that tracks all our various outcomes – ensures we do this.

Quality of Life, Quality of Business and Quality of Coffee. Our Impact Strategy focuses on the health and well-being of people and planet, building stronger communities and future-proofing our supply of speciality coffee. Through this platform, we've established specific goals and initiatives as we continue to positively affect our team, communities and the environment. Our award-winning sourcing initiative, Union Direct Trade, encompasses and touches on all these pillars with a focus on farmers at origin. We continue to be a business for the future, for everyone.

We use the Sustainable Development Goals to keep ourselves on track. These are a series of goals, adopted by the United Nations in 2015, that set out where we all need to focus our efforts if we want to end poverty, protect the planet and provide peace and prosperity to all by 2030. Our Impact Strategy supports the following Sustainable Development Goals:



OUR IMPACT STRATEGY

HEALTH AND WELLBEING FOR PEOPLE AND PLANET

Promote workers’ rights, gender equity and support health and wellbeing, through commitment to our Union Code of Conduct for Ethical Sourcing.

Our SDG goals are:



FUTURE PROOFING SPECIALITY COFFEE

We do our part to build a sustainable future for specialty coffee by reducing our environmental impact through the following activities.

Our SDG goals are:



BUILDING STRONGER COMMUNITIES

We use the power of business to build a more sustainable and inclusive economy, creating sustainable livelihoods at origin. We support and look after our community in the UK.

Our SDG goals are:






QUALITY *of* BUSINESS

\$3M *paid*
**ABOVE THE
WORLD MARKET**

Supporting the livelihoods of

 **200,000** *people*

**23 Tonnes of
CARBON REDUCED**

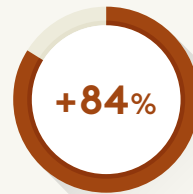
by switching to carbon neutral packaging



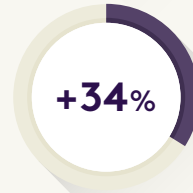
Queen's Award for Enterprise:
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PAYING ABOVE

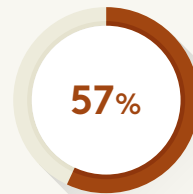
We pay our producer partners:



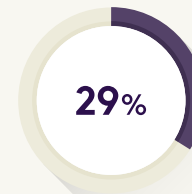
84% above Fairtrade
minimum price of \$1.60



34% above the C Market
average of \$2.22



Coffee sourced from
**RELATIONSHIPS LONGER
THAN 5 YEARS**



Coffee sourced from
**RELATIONSHIPS LONGER
THAN 10 YEARS**

Welcomed **3** 
NEW PRODUCER PARTNERS

**37 TONNES of
WOMEN'S COFFEE** *from Rwanda*



WE BECAME A B-CORP
with a score of 106.3

QUALITY of COFFEE

57 Tonnes of Yuyu wild forest coffee sourced to
PRESERVE WILD FOREST IN ETHIOPIA



1200+ BARISTA'S TRAINED



850+ HOME BREWERS TRAINED

£5000 DONATED TO WORLD COFFEE RESEARCH

(a collaborative, global R&D programme) supporting their mission to grow, protect, and enhance supplies of quality coffee while improving livelihoods of producer families

BEST SPECIALITY COFFEE ROASTER



European Coffee Awards '22



NEW MICROLOTS released

32 × 

Organic certification achieved
by our **PRODUCER PARTNERS IN YAYU**

26% INCREASE IN COFFEE SOURCED FROM OUR PRODUCER PARTNERS

We cupped ~2085 samples to select the best coffee for you to enjoy





88% *sourced from*
**SMALLHOLDER
FARMERS**



Rolled out
**FULLY
RECYCLABLE**
packaging for our 200g bags

**OFF-SET OUR SCOPE
1 & 2 EMISSIONS**
300 Carbon credits
from the CommuniTree Carbon Program

ZERO WASTE TO LANDFILL
all waste is diverted from landfill. We reduce and
reuse where possible.

More than **10 TONNES** *of*
CHAFF FOR NORTHIAM DAIRY CATTLE

95% *of Jute bags*
**RECYCLED INTO
UPHOLSTERY AND CLOTHING**

£11,191
RAISED for Ripple Effect
(Send a Cow) Christmas campaign (2021)

we added **2** 
**MENTAL HEALTH
FIRST AIDERS** *to the team*



We are a London
Living wage employer

We achieved
**ISO 14001
CERTIFICATION**



Violeta & Pascale with Sarah from Huadquiña, Peru (pictured centre)

“

When I started visiting coffee-producing regions nineteen years ago, there was a noticeable absence of women in leadership positions. The coffee industry was predominantly male-dominated, with only a handful of women in management roles.

However, times have changed, and it's inspiring to see the progress we've made. Today, more and more women are running their own coffee businesses, roasting and exporting coffee, managing operations, and cupping labs. Despite this progress, there is still much more work to be done to ensure equal opportunities and representation for women in the industry. It's essential to keep pushing, addressing, and dismantling the barriers that may be preventing women from reaching their full potential.

VIOLETA STEVENS

Managing Director Union Hand-Roasted Coffee



OUR SOURCING INITIATIVE, UNION DIRECT TRADE

Our philosophy of coffee sourcing is more than just paying a fair price. It means we work in partnership with farmers to improve both quality of coffee and livelihoods, long term. This is what Union Direct Trade is about.

- ① You can find out exactly where, how and by whom your coffee is produced.
- ② The farmer always receives a fair, sustainable price, always covering the cost of production.
- ③ Your coffee comes from farmers committed to sustainable agricultural practices and labour rights.
- ④ You get access to unique coffees through our direct sourcing and long-term relationships, where we can discover exclusive, hard-to-find gems.
- ⑤ You're guaranteed to drink a delicious cup of 100 per cent Arabica, speciality coffee



Ethical
Trading
Initiative
Member

Alongside Union's UK business, the Seattle Coffee Company in South Africa and our sister roastery Union in Cape Town, have each contributed to our environmental and social impact. They've pioneered the growth of speciality coffee in South Africa over the last 25 years and through supporting Union Direct Trade.



Yayu Biosphere Reserve, Ethiopia

Over the past
20 years, we've had
a positive impact
on the livelihoods of
over 200,000 people

Drying beds in Cocagi, Rwanda

WHERE WE SOURCE FROM

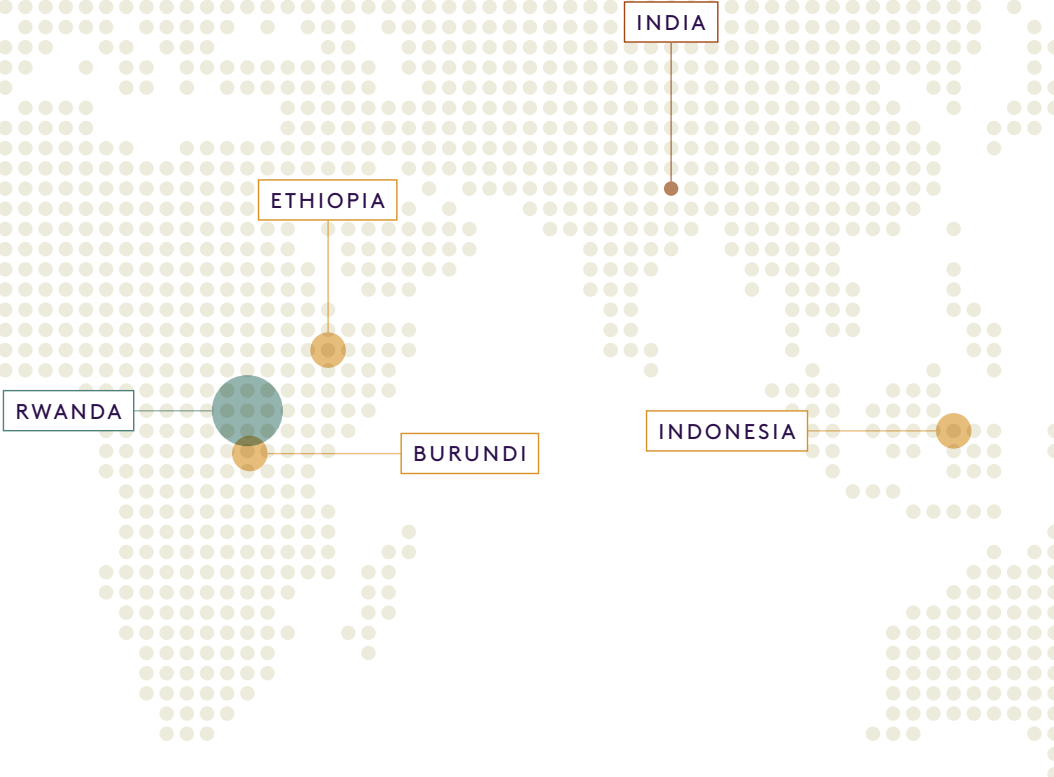
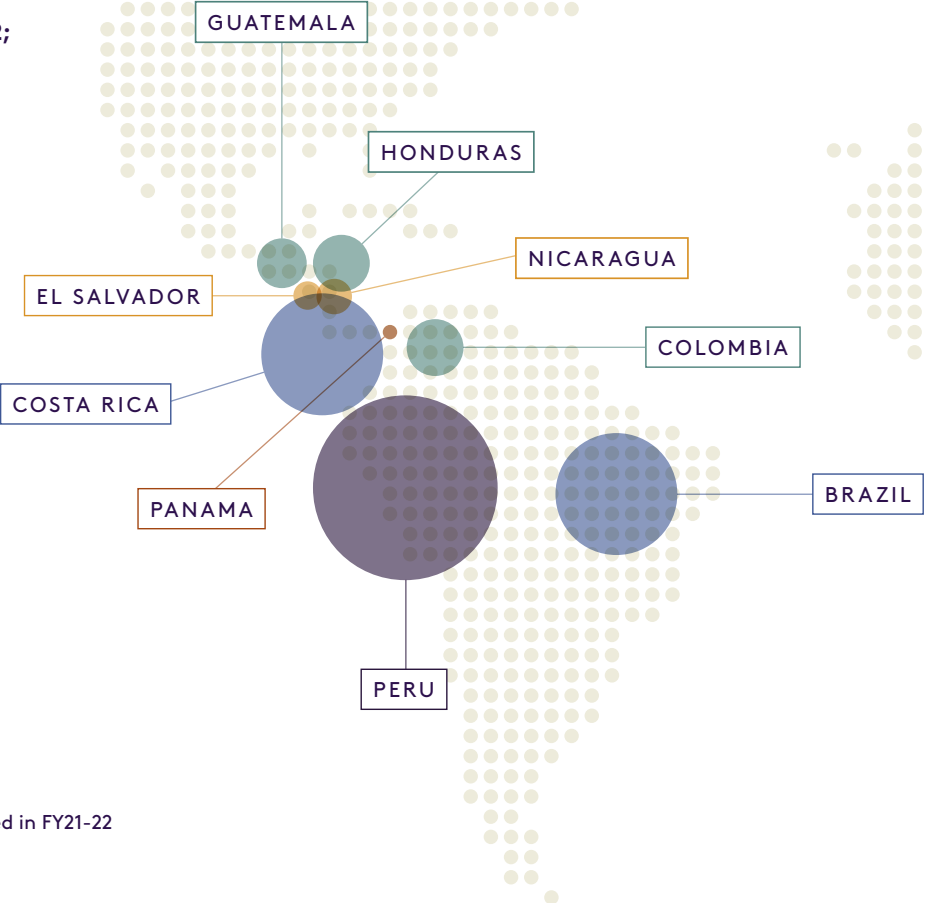
Over 2 million kg of coffee purchased from 14 countries

Top 3 countries we sourced from in 2022;

Peru (26%)

Costa Rica (11%)

Brazil (11%)



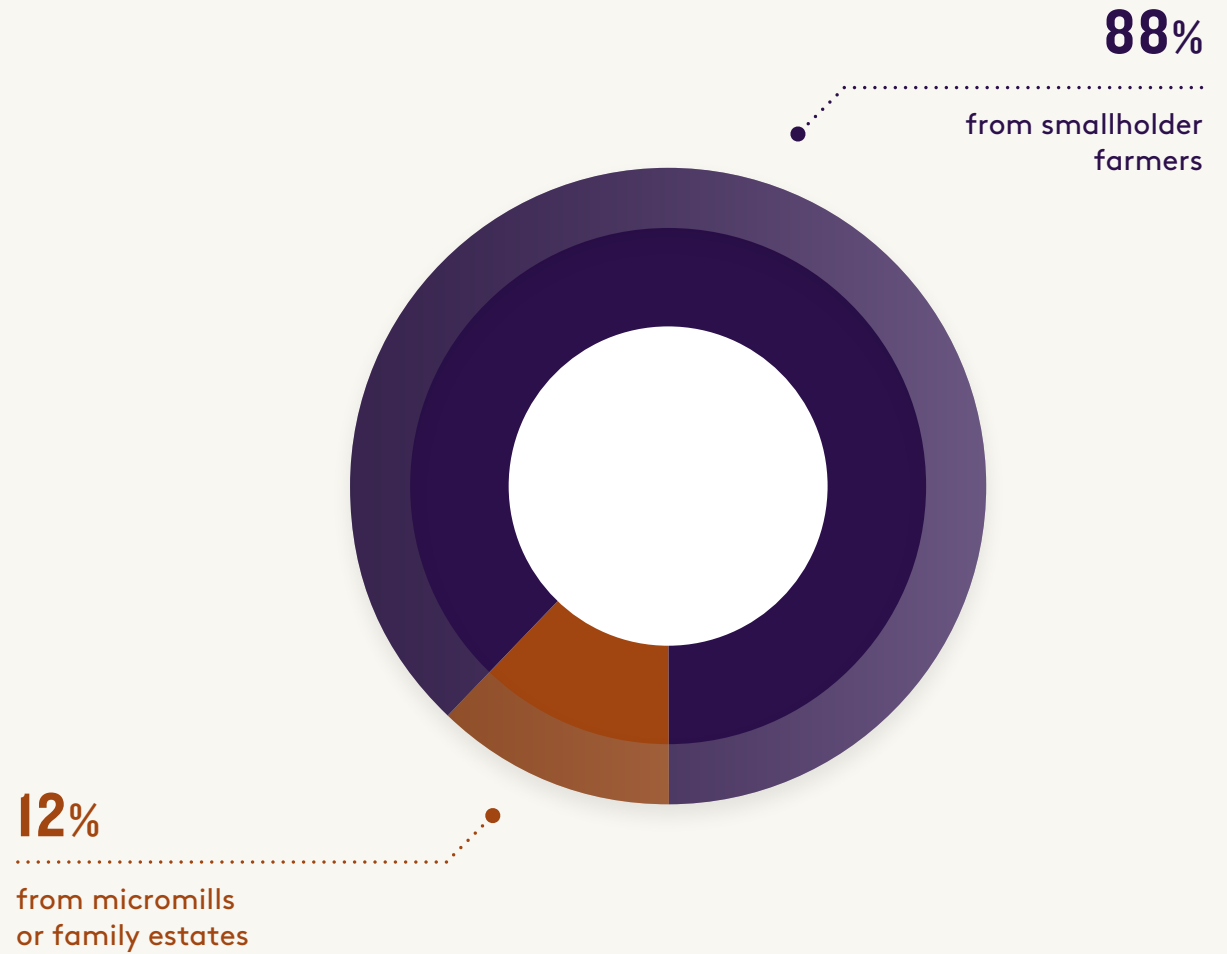
Source: coffees contracted in FY21-22



Richar Aguilar (Huadquiña, Peru)

WE SOURCED over 2 million kilos of coffee, of which 93% was Union Direct Trade.

100% is our annual goal, but the legacy from Covid disrupted shipping, and to maintain continuity of supply, 7% was sourced through importers, certified Fairtrade or organic when possible.




From day one, Union has committed to paying a
SUSTAINABLE PRICE, always above the Fairtrade price.
We stay true to our values.

The average price of coffee sourced was
\$2.95 per lb FOB

 **\$4.58/lb** microlot

 **\$3.10/lb** single origin

 **\$2.91/lb** blend



Sarah (Huadquiña, Peru)



Pascale with Miguel Angel López Córdova from Cooperativa Agraria Cafetalera La Prosperidad de Chirinos

RELATIONSHIPS



We visited 15 existing producer partners and evaluated 15 potential new partners. From these, we selected three new producer groups that we introduced into Union Direct Trade. After two-years of travel restrictions due to Covid-19 it was important to spend time at origin with producers. Understanding the opportunities and challenges and working together to find solutions is one of the principles of Union Direct Trade. Our experience has shown that farmer organizations are very capable of identifying potential risks on their farms, and seeking out approaches to manage these threats effectively. However, often they lack resources and finances to do so.

Through the sustainable prices we pay, our coffee purchases provide farmers with the funding that allows them to invest in sustainable practices. On occasions where specialized skills are needed, we search for additional support to provide collaboration and guidance enabling farmers to achieve their goals.

PASCALE SCHUIT

Head of Ethical Sourcing



7 Countries visited



30 Producer partners



Pascale at Achibo cooperative

YAYU BIOSPHERE RESERVE, ETHIOPIA

“

One of my favourite coffees and a project I am very proud of. A partnership that started in 2014. **Yayu Wild Forest Coffee** has shown that if communities and businesses both derive economic, social and environmental benefits from local biodiversity then they will be incentivized to protect it.

Our 2022 milestone: Wutete, Achibo, Gechi and Bikala cooperative achieved **organic certification**.

PASCALE SCHUIT

Head of Ethical Sourcing

We collaborated with the German Development agency, GIZ, and with P4F (Partnerships for Forests) which is supported by the UK government. P4F provides technical assistance to support communities to reduce the pressure on forests and improve livelihoods.

The cause of deforestation and land degradation are varied and require a multifaceted approach. By working with the communities at Yayu, the value of established forests to smallholders is enhanced through the production of deforestation-free coffee. Under these conditions the forest generates a revenue by not cutting timber.

CHALLENGES

SUPPLY AND DEMAND

The world coffee price has been on a rollercoaster over the last 12-18 months. **In January 2022 the coffee price reached a 10-year high, more than doubling in just 12 months.** The global coffee harvest was reduced, due to a frost in Brazil and heavy rains in Colombia. In addition, the ongoing impact of Covid-19 on shipping and logistics were all contributing factors that pushed up the price of coffee.

LOGISTICS

Problems caused by the pandemic-induced freight and container shortages haunted us through 2021 and 2022. Logistic costs have significantly increased, **in some cases more than doubled.**

THE DOLLAR TO POUND FOREIGN EXCHANGE RATE

We buy our coffee in USD dollars, (USD \$) and over the last five years, the USD (\$) to GBP (£) exchange rates have broadly maintained a consistent level.

However, in September 2022, the pound (GBP) plummeted to a historical 37-year low against the dollar although it has since recovered a little.

INFLATION EVERYWHERE

The cost-of-living crisis is impacting people all around the globe.

Over the last 24 months the price of fertilizer has tripled. This has had an impact on cost of production for all agricultural crops.

All the producers reported that the **cost of labour has doubled** and finding workers has become increasingly more challenging.

CLIMATE CHANGE

Climate change continues to impact coffee farmers through unpredictable yields and increased vulnerability to diseases and pest, **affecting farmers incomes.**

AS A RESULT

Recent higher coffee prices do not necessarily translate into higher profit margins for producers as their costs have significantly increased too.

These cost increases at origin have also caused our producer partners to seek additional premiums on the price of the green coffee as they try to protect their fragile household incomes against the rising local costs of food, cooking oils and fuel.



Violeta meeting Board of Directors of Cooperativa Agraria Cafetalera Huadquiña

MORE SUSTAINABLE PACKAGING

All 200 gram bags in retail are now 100% recyclable

Easily recyclable at home by local council kerb-side waste collections.

SUSTAINABLE PACKAGING MATERIALS

Recycling closes the loop for a circular economy, but the more complex the packaging material, the more difficult it becomes to recycle. Our previous packaging was made of multi-material layers which could not be recycled. We changed to a single-layer-material, with special technical properties which protects the flavours of our delicious fresh-roasted coffee. This material is easily recyclable at home by most local authorities.

See our blog on why plastic and not compostable material – read more about that [here](#).

RENEWABLE, RECYCLED AND RECYCLABLE

The packaging material is manufactured from renewable (non-fossil fuel) and recycled material that is also recyclable:

Our bags are 100% recyclable and are made from:

- 60% plant-based plastics*
- 30% recycled plastic*

CLIMATE NEUTRAL

The carbon emissions from our packaging are off-set through [myclimate.org](#)



*The percentage of recycled plastic and plant-based plastic is verified by International Sustainability and Carbon Certification using a mass balance approach. This measures the amount of used plastic that enters recycling processes and ensures that the recycled content in the final product is accurate.



LAUNCHING 2023

100% RECYCLABLE PAPER BAGS

for coffee direct from our roastery to you, via unionroasted.com.

These bags are disposed along with paper recycling in routine kerb-side collections. This packaging is carbon neutral, achieved by conservation projects undertaken by the World Land Trust protecting the worlds most threatened habitats.

All of our packaging will be 100% recyclable
by the end of 2023

We urge you to segregate your waste correctly.



ENVIRONMENTAL MANAGEMENT

ISO 14001 CERTIFIED



Our effort at improving environmental sustainability has always been our focus, particularly in coffee growing communities, but we could not neglect our responsibilities at home and the environmental impact of our Union roastery in east London.

Our environmental management system was accredited with ISO 14001 in March 2022. This is an internationally agreed standard that has enabled us to improve our environmental performance through more efficient use of resources and by reducing our environmental impact. This system contributes to **twelve of the seventeen** sustainable development goals and influences how we interact with our stakeholders regarding environmental management of our supply chain.

STEVEN MACATONIA

Co-founder Union Hand-Roasted Coffee

70% EMISSIONS REDUCTION BY 2030

Here are the steps we've taken so far:

- We saved 23 tonnes of CO₂e by changing the packaging materials of our 200g retail bags
- Through a focus on energy efficiency in our roastery, we reduced the carbon emitted from roasting coffee by 9% per kg
- We estimate our efficient Loring roaster helped us avoid 19 tonnes of carbon emissions over the year*
- We sourced 100% of our electricity from renewable sources and installed LED lighting across our roastery, warehouse and offices
- 95% of the hessian sacks were upcycled, used by artists to make chairs, bags and clothes
- More than 10 tonnes of coffee chaff is recycled as an underlayer for dairy cow bedding at Northiam Dairy – our barista milk suppliers
- We offer a cycle to work and electric car scheme
- Zero waste to landfill

*Based on US Bureau of Labor statistics as a comparator provided by Loring.





CARBON OFFSET

While we prioritise reducing our carbon footprint, we recognise that eliminating all scope 1 and 2 emissions and emissions from business travel (scope 3) is not feasible. Therefore, we've implemented offsetting measures.

We purchased 300 Carbon Credits from CommuniTree.

The CommuniTree Carbon Programme is run by Taking Root, a not-for-profit on a mission to improve farmer livelihoods by restoring global forest ecosystems. The programme is working with hundreds of communities across Nicaragua, helping smallholder farming families to reforest the under-utilized parts of their farms in exchange for direct payments over time as the trees sequester carbon from the atmosphere.

The programme's unique impact comes from its belief that for reforestation to be a successful solution to climate change, trees have to benefit and be valuable to local communities for the long term.

The CommuniTree Programme reports on and communicates these impacts through its use of cutting-edge technology. Using Taking Root's technology platform (formerly known as FARM-TRACE) the CommuniTree Programme uses mobile, satellite and machine learning data to track its impacts with farmers to deliver effective, targeted interventions on farms and give unparalleled transparency.



KEEPING COFFEE EQUIPMENT IN USE FOR LONGER

Humanity consumes more resources each year than our planet can produce, therefore it's vital that we keep equipment that already exists in use for longer.

Our technical services programme keeps our trade partners brewing.

Technicians are committed to repairing old equipment, instead of replacing it—an ethos that is financially sustainable for our customers and friendlier to the environment.

Additionally, the approach of preventative service reduces emergencies and unexpected downtimes.



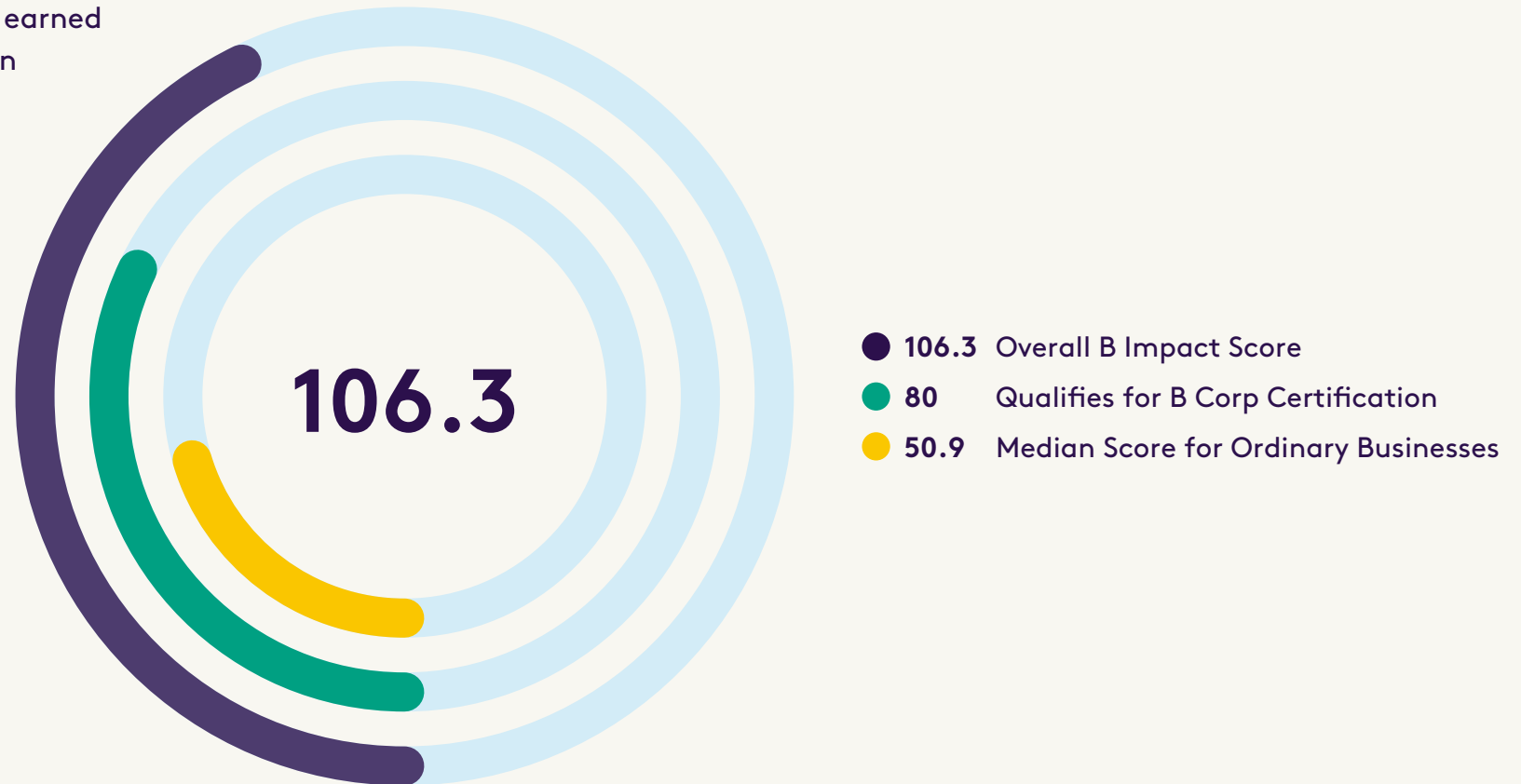
284 preventive maintenance of coffee equipment



444 service calls

OUR IMPACT SCORE - B CORP

Based on the B Impact assessment, **UNION HAND-ROASTED COFFEE** earned an overall score of 106.3. The median score for ordinary businesses who complete the assessment is currently 50.9.



OUR PERFORMANCE IN THE B CORP PILLARS

PILLAR	WHAT WE SAID WE'D DO	WHAT WE DID	REFLECTIONS AND IMPROVEMENTS
Governance (16.6)*	We set public targets and share progress to those targets.	We published our social impact strategy (here).	We are committed to continuously reviewing our impact.
Workers (23)	90% of employees recommend Union as a great place to work.	All respondents answered they would recommend Union as a great place to work.	The response rate to our employee survey was 49%. We are targeting a response rate of 90% of next year's survey.
	Register with SEDEX.	Union is a member of SEDEX, to improve transparency and due diligence in supply chains.	Union is a member of SEDEX.
	Implementing Mental Health at Work Standard.	Two certified mental health first-aiders.	We provide resource for continued support and training.
Community (43.2)	Support communities at origin in becoming more resilient to climate change.	Donated £5000 to World Coffee Research.	Through Union Direct Trade we have a significant and personal impact with a one-to-one approach. Making farmers more resilient to climate change requires research and multi stakeholder collaboration. By supporting World Coffee Research we take a step towards a global solution. You can read about WCR work here .
	Support local communities.	Well Grounded: Barista training and Union Roastery experience days.	Well-grounded is a social enterprise that supports people into paid employment. Together with our partner CH& Co we empower people with the skills, training, mentorship and qualifications they need to access work in the specialty coffee industry.
	Volunteering: 60% of the employees use their volunteering days.	This target was not reached. Partly due to post-pandemic reducing confidence in face-to face interactions.	We are redoubling our efforts to promote charity and community engagement.
Environment (9.1)	Environmental management at coffee farms in our supply chain.	Third Party audits completed.	With climate change reducing the land suitable for coffee production with 50% by 2050, we will continue to prioritize Environmental Management in our operations as well as in our supply chain.
	Certification of Environmental Management Systems at Union Roastery.	Achieved ISO 14001 certification.	
	Fully recyclable plastic-free packaging in Direct-to-Consumer channel.	Suitable packaging material has been selected and design work completed, ready for launch in 2023.	Inventory management delayed our launch to 2023.
	Fully recyclable packaging in all sales channels.	Partially achieved (60%) by end of 2022.	Inventory management has extended this target to by end of 2023.
Customers (3.5)	Deliver Excellent Customer Care.	We achieved 98.35% accuracy for all dispatched orders.	We achieved a consistently high level of customer service. We will focus on maintaining and enhancing this level of performance.
		5* FEEFO Service Rating from our customers.	
		BRC AA* achieving highest standards for Food Hygiene.	

*The B-Corp Score is not easy to interpret but there is a requirement to publish this information, per impact area. An explanation on the score is described in this table. The number of points available in each sector depends on the size and the sector.



LIFE AT UNION

“

At Union, we are more than just a team - we are a community of like-minded individuals who are passionate about coffee and making an impact through the work we do. We believe that coffee has the power to bring people together, inspire creativity, and change lives.

This shared sense of purpose is at the heart of our culture, and it is what sets us apart as a team. We support each other, learn from each other, and celebrate each other's successes, knowing that together we can achieve great things. We are proud to be part of a business that is making a difference.

VIOLETA STEVENS

Managing Director Union Hand-Roasted Coffee

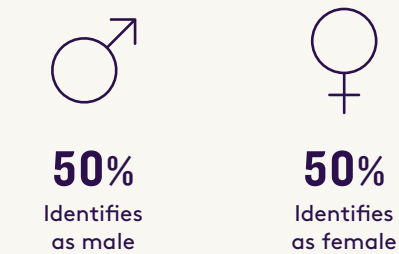


Lisa Norgren, Business Development Executive

PEOPLE AT UNION



MANAGERS



We foster diversity, equity, and inclusion. We updated policies and procedures and our hiring process including steps that support diverse hiring choices.



Union is an accredited living wage employer since 2017

SUPPORTING CAREER DEVELOPMENT

We had our first apprentice in collaboration with Transport for London and Newham College.



Ashley Dawes volunteering in Calais (pictured bottom left)

VOLUNTEERING AT UNION

3 days volunteering per year available to all Unionistas

“

The chance to volunteer with Care4Calais was a unique and harrowing insight into the lives of refugees. It really changed my perspective on the narrative we experience here in the UK. It also really forces you to take a look at your own life and the comforts you may take for granted. I hope that it has made me a better person.

ASHLEY DAWES

Key Account Manager

OPPORTUNITY FOR NEXT YEAR

- Increase the amount of people that use their volunteer time off



48h volunteered

EDUCATION

Certified Q Graders are professionals with extensive experience in the sensory evaluation of green coffee. This is how our Q Graders ensure Union creates coffee that delights and excites our customers.

Our Q Graders use their common language of quality to communicate with our coffee producers. It is very important to have this clear agreement and understanding about our coffee quality.

COMMUNITY

The equivalent of **24,000** cups of **COFFEE DONATED TO LOCAL CHARITIES** (*Fareshare, Crisis and Leaders in Community*)



- 2** Unionistas supported with their Q-Grading Course
- 3** Q-Graders renewed certification



Cupping coffee

UNION BREW LAB



Located in Edinburgh, Union Brew Lab is a proud part of the Union family.

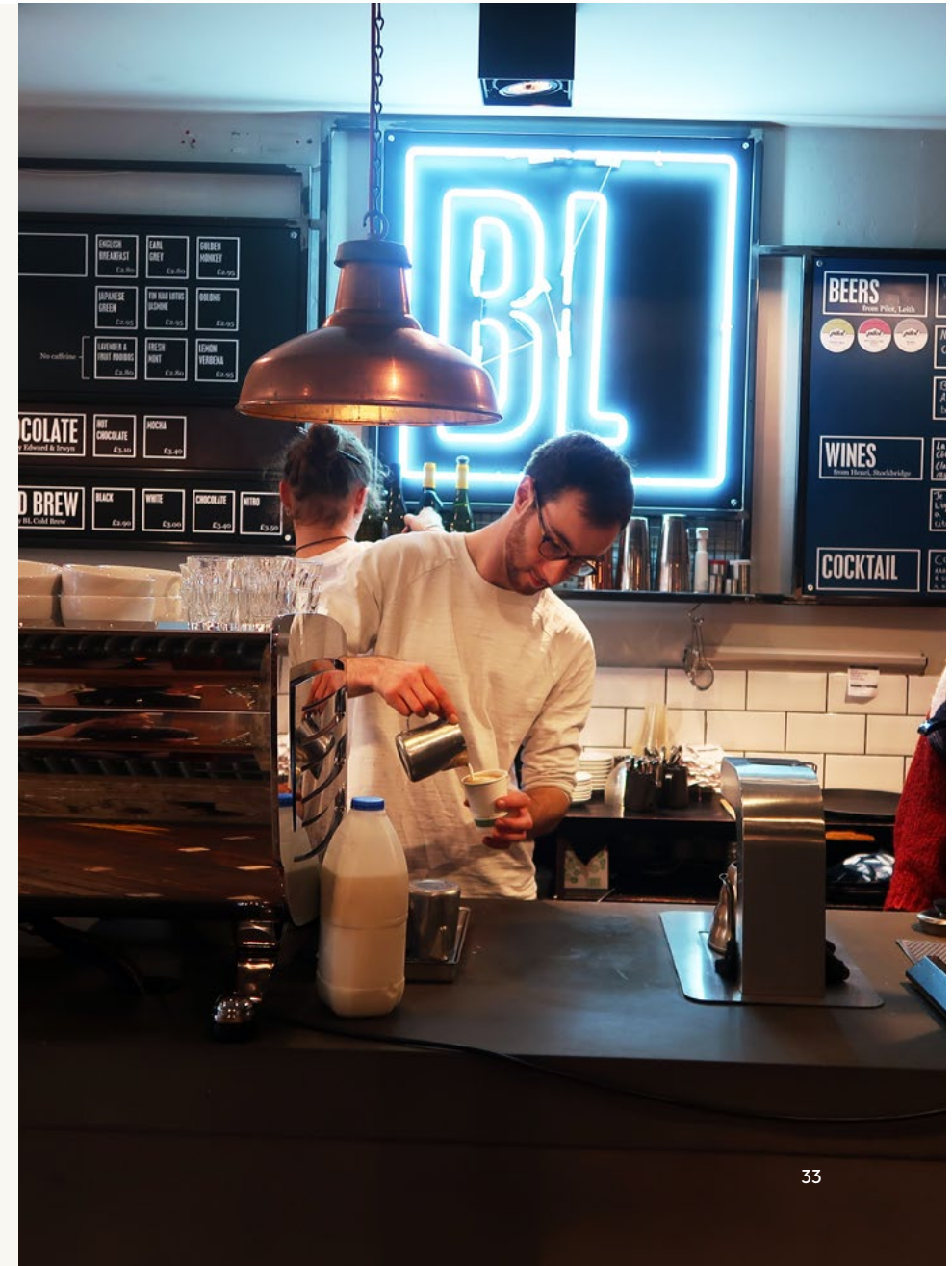
We're the last link of the story – serving meticulously brewed coffee from our café space. We share our knowledge by helping our customers select great coffee and equipment to take home, and guide them through the brewing process in our Training Lab.

Because all our actions effect the natural world and our community, we create a positive impact by embedding environmentally conscious practices into everything we do to become a benchmark sustainability-led coffee space. In 2022 we implemented an Environmental Management System to fulfil the ISO14001 standard. This system ensures that we minimize our environmental impact and continually look to improve our sustainability practices.

In addition to these efforts, we are excited to have begun a partnership with Rock Trust, an Edinburgh-based charity dedicated to eradicating youth homelessness. In this partnership, we offer barista training, empowering them with valuable skills that provide opportunities for employment.

TOM HYDE

Head of Business Transformation





ANNUAL SURVEY

We've always been committed to long-term partnerships based on openness and trust. Our annual survey is an opportunity for our producer partners to share their feedback.

QUESTION OR STATEMENT	ANSWER
Have you received and understand Union Code of Conduct	95% Yes
We are able to fully comply with the Union Code of Conduct	95% Yes
I believe our organization shares the same sustainability values as Union	100% Agrees
How satisfied are you with: the timing of receiving the written contract?	100% are satisfied with the timing
Union communicates the quality and quantity requirements?	95% Clear
How do you rate Union's transparency (e.g. openness in business dealings, willingness to share information) in doing business with your organization?	95% believes we are very transparent
Did a Union representative visit you in the last 12 months?	58% of the respondents had received a visit
How useful did you find Union's team visit?	10 / 10

WHAT OUR PRODUCER PARTNERS SAY ABOUT US

“

Strategic ally.

Commitment and sustainability They are a company that recognizes the effort and work of coffee-growing families and maintains the commercial relationship for the improvement of small-scale producers.

Our biggest buyer since many years ago, our partner for longtime more than others! We respect you a lot.

Long-term we desire to grow together.

Transparency and sustainability work hand in hand with us.

Need the support totally and make an program to support the farmers.

Union Hand-Roasted Coffee is our royal buyer.

Union Hand-Roasted is a potential buyer at the same time a good partner, we appreciate how Union takes into consideration all of our concerns every time we need any support.

Long term relationship, long term friendship.

United in quality and excellence.

Thank you for the good partnership and collaboration.

Excellence really help small holder farmers in my area.

A buyer who helps us develop the social programs that we promote with their pricing policies.

They are a great commercial ally that provide opportunities for our organization with sustainable prices and businesses.





WHAT CONSUMERS HAVE TO SAY

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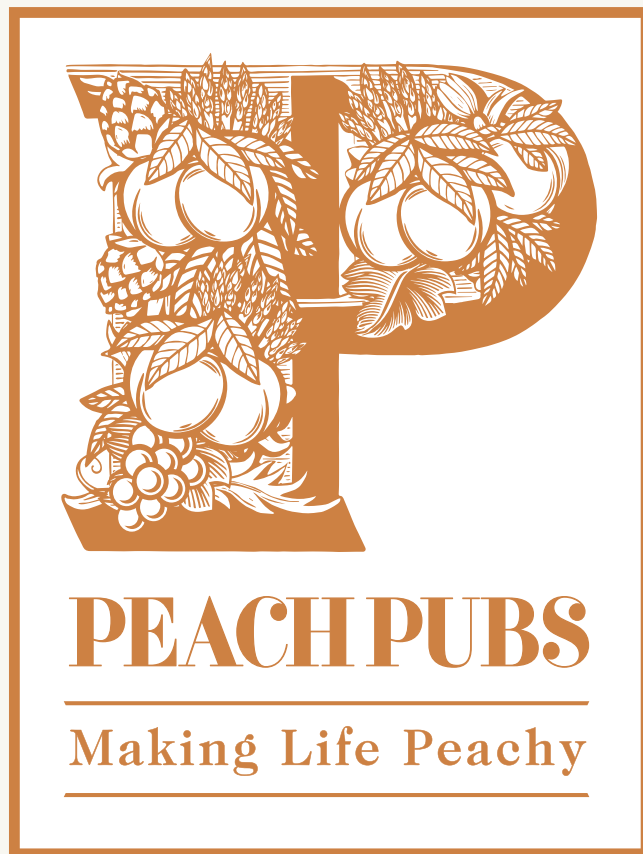
Just to say thank you for producing such great coffee... it's what starts our day every day!!

I would like to thank you personally for the help you provided me, excellent customer service as far as I am concerned. Again please accept my thanks and make sure your manager is aware how happy I am with your service.

Thanks for your personal attention and speedy action, which shows Union Coffee in a very good light. I look forward to receiving the new coffee order and enjoying it as usual.

I just wanted to say that I tried your house roast and its one of the best coffees I have tried in my life! Tried it when I stayed in a hotel and now ordering more!

Hi, I was off to Glencoe camping for Christmas and forgot my coffee!! EMERGENCY! I stopped and bought your Christmas coffee, never tried your coffee before. Man, what a treat! Coffee off a wood burning stove at the bottom of the Glencoe mountains outside my cosy tent is always the best coffee of the year, but your Christmas coffee made it even better! Thank you for such an amazing coffee experience.



CUSTOMER CATCH UP – PEACH PUBS

Why have you been a longstanding partner of Union?

Like us, Union really care about serving the good stuff, and do business the right way. Not only is their coffee spot on, but they source sustainably and build better communities. We couldn't think of anyone else we'd rather partner with.

How long... I think it may be 20 years?!

We've been working with Union since the very start, coming up to 21 years!

How Peach look to partner with like-minded brands, especially on sustainability

Sustainability is a big part of who we are, from only serving free-range meat, to working with B Corp accredited brands who have like-minded views. We are always looking at how we can reduce our environmental impact and look to champion brands who do the same.

Championing quality produce and sustainability (Bigger Peach)

The Bigger Peach is our social and environmental plan, built upon three core principles and ten promises, and working alongside the Sustainable Restaurant Association and Net Zero partners, we constantly look for ways to improve. We also recently won Best Sustainable Pub Company and best Food Led Pub Company, and will look to continue be an award-winning pub company in serving the good stuff and championing sustainability.

WHAT OUR UNIONISTAS HAD TO SAY...



MARK JORDAN

ACCOUNT MANAGER

The sense of community is unparalleled and has wide reaching arms. From the farmer, to the roastery, to the cafes, to the customers you get this sense of journey and togetherness. There is a good saying “that great ideas are thought up in the pub and finalized in the coffee shop”.

<https://unionroasted.com/blogs/latest/meet-the-team-mark-jordan>



HALINA KLOS

HEAD OF TRAINING & DEVELOPMENT

One of the reasons I enjoy working with coffee so much, apart from coffee, are the people. At Union and in the wider coffee community, I have the pleasure to spend time with very knowledgeable, creative and sociable folks. In training specifically, I get exposed to very diverse groups, and it makes sharing the joy of training even bigger and more rewarding. It is a real privilege to be able to spend time with new generation of the future coffee leaders.

<https://unionroasted.com/blogs/latest/meet-the-team-halina-klos>



Warm welcome by Cooperativa Agraria Cafetalera La Prosperidad Chirinos, Peru

A NOTE FROM THE FOUNDERS

“

This has been an extraordinary year with extraordinary challenges, but this year has also drawn out the best in our Unionista's and shown the benefits that evolve from our commitment to being a force for good.

We continue to work hard to adapt to the changing landscape and maintain our focus on supporting the incredible efforts of farmers, their workers and the delicious coffee that we're honoured to enjoy every day.

STEVEN MACATONIA & JEREMY TORZ

Founders

A woman with dark hair, wearing a light blue polo shirt, is looking directly at the camera with a slight smile. She is holding a handful of light-colored coffee beans in her open palms, which are positioned in front of her. Below her hands is a wooden tray filled with more coffee beans. The background is dark and out of focus, suggesting an outdoor setting with trees. The overall mood is warm and authentic.

UNION

HAND-ROASTED
COFFEE

PROUD