



Crepes & Waffles Colombia

Disclosure Report

Date Submitted: September 21st, 2023



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.

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fossil fuels Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
On-Site Fatality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Significant Layoffs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Recalls

Issue Date	Aug 2018- Aug 2023
Topic	Recalls due to quality-related issues in some of the products (presence of listeria monocytogenes, foreign object, and product did not meet laboratory release requirements).
Summary of Issue	<p>Crepes & Waffles Colombia has had a total of 7 product recalls in the last five years:</p> <ol style="list-style-type: none">1. Recalls related to the presence of listeria monocytogenes<ul style="list-style-type: none">- 2022: identified presence of listeria monocytogenes in the vegan cheese (Queso Marañon vegano)- 2023: identified presence of listeria monocytogenes in 4 different products: Salsa India, Helado Vainilla VEG, Helado Golden Latte and Quinoa 5002. Recall due to foreign object<ul style="list-style-type: none">- 2019: reported presence of foreign object identified in a spinach salsa3. Recall due to lack of laboratory release requirements<ul style="list-style-type: none">- 2021: the product "Roast beef en casa" did not meet laboratory release requirements.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	<p>Recall 1:</p> <ul style="list-style-type: none">- Vegan Cheese: 100% of vegan cheese units produced (5 units total), representing 0.00002% of overall production in 2022.- Salsa India: 37% of units produced (16 out of 43), representing 0.00026% of overall production in 2023.- Helado Vanilla VEG: 70% of units produced (16 out of 23), representing 0.0032% of overall production in 2023.- Helado Golden Latte: 80% of units produced (17.5 out of 22), representing 0.0035% of overall production in 2023.- Quinoa 500: 9% of units produced (14 out of 148), representing 0.00023% of overall production in 2023. <p>Recall 2: 13 out of 84 produced sales; representing 0.00048% of overall production in 2019.</p> <p>Recall 3: 73% of units produced (22 out of 30), representing 0.00011% of overall production in 2021.</p>
Impact on Stakeholders	No illnesses or injuries were reported among consumers, due to

	these recalls, and no medical treatment was required for any affected individuals. However, there was a risk of infection among susceptible populations due to the recalled food product (i.e. potential to cause infections, especially in individuals who are more prone to health complications). In the recall 2, products could have caused injuries or discomfort in the throat of consumers.
Implemented Management Practices	<p>Practices to avoid foreign objects in the products:</p> <ul style="list-style-type: none"> - Established a norm to ensure that pens are consistently secured to the worktable, being mandatory that employees refrain from storing pens in the upper portions of their uniforms. <p>Practices to avoid product release without complying with laboratory requirements:</p> <ul style="list-style-type: none"> - Quality and Dispatch departments diligently oversee the thorough retention and identification of products. <p>Practice to avoid contamination of products:</p> <ul style="list-style-type: none"> - Monthly sanitation process for the evaporator, alongside a mutual commitment to conducting monthly sanitation for the cheese ripening unit. - Inspection and maintenance to address the findings before conducting intensive disinfection for a duration of 8 days. - Process of Good Manufacturing Practices (GMP) is monitored, providing feedback to the staff and analyzing the raw materials. - Production process and vegetable disinfection are monitored.
Management Comments	As these are products distributed to our establishments, there is no communication to consumers in any way, only internal communication at the point of sale for the management of the product involved.
Related Incidents	From 2021 to 2023 there were 17 cases related to organoleptic assessment, a diverse range of products, and 2 cases related to the presence of mold in one specific product.

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Environmentally Intensive Industries

Topic	Water Intensive Industries
Summary of Issue	As a food manufacturing company, Crepes & Waffles Colombia uses water throughout its value chain starting with the reception of raw materials, transformation, storage, distribution, and use at points of sale.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The company derived 98.94% of its revenues from water-intensive activities (food products). Their water consumption, in 2022, is 4230L/Tons produced.
Impact on Stakeholders	<p>The company sources water from the district aqueduct system - TIBITOC.</p> <p>Their facilities are located in Bogotá, Medellin, Cartagena and Barranquilla en Colombia; none of these areas has been declared as a polygon of scarcity by the competent environmental authorities.</p> <p>Crepes & Waffles conducted a water consumption benchmarking analysis to understand how their water consumption was compared to other companies in the same industry in Colombia. The result demonstrates that their consumption is slightly below the average, considering cubic metrics per tonne of product (average 4.44 m3/ton vs. 4.23 m3/ton consumed by Crepes & Waffles. Their water consumption is within the industry parameters (1800-6400L/ton)</p>
Implemented Management Practices	<p>Crepes & Waffles has implemented the following practices:</p> <ul style="list-style-type: none"> - Water reuse, recirculation, monitoring, control; - Use of saving devices in the hand hygiene points and process taps; and - Consumption reduction targets established annually by their Environmental. <p>Considering 2019 as the baseline, in 2022 the company achieved a reduction of 17% in water consumption (from 5.08 m3/ton in 2019 to 4.23 m3/ton in 2022).</p>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Alcohol

Topic	Crepes y Waffles Colombia serves and sells alcohol products
Summary of Issue	Crepes y Waffles Colombia is a restaurant that earns a material amount of revenue from the sale of alcohol
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In the previous fiscal year, 1.7% of Crepes y Waffles Colombia's revenue was earned from the sale of alcohol.
Impact on Stakeholders	Alcohol may have a negative impact on the health and well-being of individuals and their communities.
Implemented Management Practices	<p>Crepes y Waffles complies with Decree 120 of 2010, which prohibits the sale and supply of alcoholic beverages to minors under 18 years of age and establishes measures for their protection against the consumption of alcohol and other substances.</p> <p>The company conducts an annual training course for employees responsible for the sale of alcohol in the company's restaurants, where employees are taught to identify and prevent excessive or improper consumption of alcohol, to verify the age of customers, to prevent and handle difficult situations and to comply with current legislation. With the personnel that enters the company, related in some way to the process of selling alcohol, a detailed induction is carried out where all the service and sale protocols are trained, ensuring the protection measures against the consumption of alcohol in excess and sale or supply minors.</p> <p>For these training processes, an attendance control format is completed, which supports the specialization of the employee and the responsibility for compliance with the trained protocols. In addition to that, consistent policies have been established on responsible alcohol service, such as limiting the number of drinks per customer, avoiding excess in its establishments, refusing service to drunk customers, verification of identification documents to customers suspected of being minors and offering alcohol-free alternatives to all customers.</p>