



# Sustainability Report 2019 - 2020

# Letter from the Benefit Officer

Dear friends,

Each year we evaluate our social and environmental performance using the B Corp Impact Assessment (BIA), address our organization's challenges, and set sustainability goals for the years ahead. We're a little later than usually publishing this report, though we are humbled to have the opportunity to release it today. 2020 has been an unpredictable year, to say the least, and we attribute strong community focus and dedication to sustainability as a key factor for making it through. You will find that this report mirrors the format of the BIA and list Amavida Coffee Roasters' practices, plus our goals for improving our overall impact in the years ahead.

While there is a lot to celebrate as we complete the BIA, one of the main reasons we do this is because of the ideas for improvement we gain from assessing our performance. To always strive for excellence is a core value for us, and the B Corp framework sets a high bar and helps us to be our best for the world. In 2021 we will continue to push the boundaries of how business can be a force for good with a deep focus on the environment, our supply chain and sourcing practices, waste management, and internal processes to support these initiatives.

You too are a large part of our ability to do good in the world. Without your involvement and support, we wouldn't be able to do what we do – working to improve the lives of coffee producers and contribute to the development of sustainable communities across the globe. Thank you for having our back and for taking an interest in how business can be a force for good!

Sincerely,  
Jennifer Pawlik  
Benefit Officer & Program Manager

# Governance

*Evaluates a company's overall mission, ethics, accountability, and transparency*

## Mission & Engagement

Amavida Coffee Roasters will work with coffee producers around the world to improve their quality of life by:

- Building markets to support their products.
- Educating communities on the needs of producers and the importance of organic, fair trade products.
- Supporting and contributing to the vision and missions of Cooperative Coffees and On The Ground Global

Commitment to our beliefs and values:

- We will always conduct business with the highest regard to ethics.
- We will provide our customers with an unconditional satisfaction guarantee on our products or their money will be returned.
- We will always strive to support our community by using local suppliers, hiring employees from the community, and contributing to community events when possible.
- We will always strive to support our suppliers and farmers through fair practices and loyalty.
- We will always strive to provide our employees with the best work environment possible for their personal growth and security.

The focus on positive impacts we have as an organization is very high. We incorporate social and environmental performance at all levels of decision making. We treat our social/environmental impact as a primary measure of success for our business and prioritize it even in cases where it may not drive profitability.

## Corporate Accountability

Maintaining certifications like Organic, GMPS, and B Corp Certification are among the tools which keep us accountable as an organization. We've furthered our commitment to sustainability by structuring as a Florida Benefit Corporation, as of 2014.

## Ethics & Transparency

Financial transparency and ownership information are open to all employees.

Each year we produce a Sustainability Report which gives transparency of our social and environmental performance to our stakeholders. This report allows all involved with Amavida Coffee Roasters to see our Annual Impact.

# Workers

*Evaluates the company's contribution to employee well-being, including topics related to compensation and benefits, training, health and safety, ownership and job flexibility.*

## Worker Metrics

At the end of 2019 our team included: 33 full-time, 9 part-time, and 13 seasonal team members.

## Financial Security

Financial management tools and coaching are among the financial services available to employees at Amavida Coffee Roasters.

100% of employees working with Amavida Coffee Roasters earn at or above the local living wage.

## Health, Wellness & Safety

Some of our worker safety practices include:

- We have written policies and practices to minimize on-the-job employee accidents and injuries.
- Data on injury, accident, lost, or absentee days are recorded and made transparent to all employees.
- A worker health and safety committee help monitor and advise on health and safety programs.
- Recurring monthly safety meetings with staff.

Ongoing health and wellness initiatives include, but are not limited to:

- We offer incentives for workers to complete health risk assessments or participate in health and wellness activities through our Wellness Bonus.
- Through HealthiestYou our employees have access to behavioral health counseling services, web resources, or Employee Assistance Programs. Spouses, partners, or children of employees are provided access to these same resources.

Several supplemental health benefits are provided to full-time employees at Amavida Coffee. These are benefits such as: dental insurance, short-term disability, and life insurance. Part-time employees who wish to opt-in to the programs can access these benefits through the company as well.

## Career Development

Working with interns interested to learn sustainable business practices is commonplace at Amavida Coffee Roasters. Oftentimes, we partner with education institutions to provide internship opportunities or work-study programs.

We also believe in offering internal promotions as an avenue for career development of our committed team members.

Each year our full staff participates in performance reviews through a 360-degree feedback process. These reviews include written guidance for career development, social and environmental goals, and clearly identified and achievable objectives.

Training for new hires involves over one month of apprenticeship or technical training.

As a company we provide training opportunities for professional development in the following ways:

- We have formal onboarding process for new employees
- We offered ongoing training on core job responsibilities to employees within the last year
- We have a policy to encourage internal promotions and hiring for advanced positions
- We provide cross-skill training for career advancements or transitions
- We provide non-career-specific life-skill training
- We facilitate or have an allocated budget for external professional development opportunities

On average each employee spends 20+ hours in training each year.

### Engagement & Satisfaction

Workers are empowered and help improve company practices, or address concerns, through open lines of communication. To support this we have formalized feedback and complaint mechanisms that go beyond direct reporting.

To create a culture which promotes healthy living and quality of life for people who form our workforce, we have supplemental benefits like a free fruits and veggies program & counseling supported based on individual needs.

Worker flexibility options are offered in various ways as they fit for individual roles. These can include part-time work scheduled at the request of the worker, flex-time work schedules, and telecommuting.

A number of paid days off are offered to full-time employees at Amavida after six months of working with the company. The amount of PTO increases based on the number of consecutive years a person has been a full-time employee.

# Community

*Evaluates the company's community engagement and impact, including topics related to diversity, job creation, supplier relations, charitable giving/community service, and local involvement. In addition, this section also includes options for companies whose business model is designed to address specific community-oriented problems, such as workforce development for underserved groups, poverty alleviation through fair trade supply chains, etc. Important: We consider "suppliers" to include the company's suppliers' tangible objects, as well as service providers such as accounting or legal firms.*

## Community Impact Area Introduction

Amavida Coffee Roaster's is locally and independently owned since 2004.

Some of the ways which we are structured to benefit community stakeholders are through purchasing fair trade or direct trade to improve the livelihoods for underserved groups through our supply chain, a formal standing commitment to donate a portion of profits to charitable causes, and by operating with a community-focused business model that supports and builds the economic vitality of local communities.

## Diversity, Equity & Inclusion

We do our best to track diversity of ownership among our suppliers and have a policy to give preference to suppliers with ownership from underrepresented populations.

Over 50% of our Board of Directors are female. Similarly, over 50% of our management identify as women. We actively monitor the diversity of our workforce to assure a fair work environment with opportunity for all people, regardless of gender or socioeconomic status.

Amavida Coffee Roasters is a majority woman owned company.

## Economic Impact

Through our relationship with First Green Bank we receive impactful banking services. They are a local bank committed to serving the community and a member of the Global Alliance for Banking on Values.

Over 34% of our expenses (excluding labor) is spent with local independent suppliers.

In light of our community focus, we have written local purchasing and hiring policies.

## Civic Engagement & Giving

In an effort to advance social and environmental performance, we have worked with stakeholders in the following ways:

- We have worked with other industry players on cooperative initiatives on relevant social and environmental standards for our industry.
- We have provided data or contributed to academic research on social and environmental topics.
- We participate in panel presentations and other public forums on social and environmental topics.
- We provide public resources for other businesses and stakeholders on improving social and environmental performance.

Regarding charitable donations and community investment practices, we:

- We have a formal statement on the intended social and environmental impact of the company.
- We have a formal donations commitment.
- We allow our workers and customers to select charities to receive our company's donations.
- We have screening practices for charitable contributions and impact measurement mechanisms for our community investments.

In total, \$12,543 were donated to charity in 2019.

To support and encourage volunteerism of our team members, we offer 20 hours of paid time off for community service to full-time employees.

The total amount of volunteer service time by our employees is over 1,000 hours.

We take part in civic engagement through financial and in-kind donations, community investments, community or pro-bono services, advocacy for adopting social and environmental policies or performance, partnerships with charitable organizations and membership with community organizations, discounted products or services to qualified underserved groups, and free use of company facilities to host community events.

### Supply Chain Management

More than 60% of the materials or products purchased have third-party social or environmental certifications or are from a supplier with a similar company level certification.

We have a Supplier Code of Conduct which holds suppliers accountable for social and environmental performance.

To evaluate our suppliers, we reference third party certifications (B Corp, Fair Trade, Organic) to evaluate suppliers. We also speak with them and learn their business practices and ownership structures.

### Supply Chain Poverty Alleviation

To achieve a transparent supply chain, we make sure customers have access to information about suppliers being sourced from, including their location.

Our trading practices are certified through Fair Trade International, and further transparency of trade relationships can be found at [fairtradeproof.org](http://fairtradeproof.org).

To support small-scale farmers, we provide or participate in support services, such as:

- Capacity building to improve the efficiency of operations for the supplier.
- Capacity building to improve the social or environmental practices of the supplier.
- Support training to improve quality and maintain quality assurance for the supplier.

In association with the Cooperative Coffees Impact Committee we are working in innovative ways with our supply chain, to go beyond general trade and to help improve social, economic, and environmental challenges faced by coffee farmers and their communities.

When it comes to our coffee producers, beneficial trade terms include:

- A premium is paid beyond market price for community support and development.
- Input materials come in a relationship where contracts are signed and executed for the next year.
- Input materials come from a relationship where the contract price was partially or fully paid in advance to significant suppliers.
- Pricing of products is determined collaboratively with suppliers.

# Environment

*Evaluates a company's overall environmental stewardship including its facilities, resource use, emissions, and (when applicable) its supply chain and distribution channels. This section also includes options for companies whose product or service is designed to address a specific environmental problem, for instance by redesigning traditional manufacturing practices or by producing products that create renewable energy, reduce consumption or waste, conserve land or wildlife, or educate about environmental problems.*

## Environmental Impact Area Introduction

We embody an environmental business model through a manufacturing, wholesale, and agricultural processes which are designed to significantly reduce environmental impact compared to typical practices by the industry, and through offering products and services that preserve, conserve, or restore the environment and its resources.

There are several ways to describe the positive environmental impact of our product. Sourcing organic products is a primary way our product has a positive outcome for the environment. In addition, we support project work with our coffee producers that is focused on regenerative soil health. We also prefer local products/services to help reduce our impact & choose more environmentally friendly shipping methods where possible, both when we are shipping and receiving products. We also use compostable serve wear for all our food/beverages in our cafes. Finally, we use 100% wind powered electric energy for all our operations and are completely carbon responsible - now investing in offset for 100% of our CO2 emissions.

## Environmental Management

We strive to meet the highest green building standards at our roaster and cafes wherever possible.

Since we moved into our new roaster location, we've made improvements to the facility, including purchasing a Loring. These roasters are 80% more energy efficient and are made in the USA.

The environmental management system at Amavida Coffee Roasters goes beyond having a policy statement that documents our commitment to the environment. We have a complete assessment of the environmental impact of our organizational activities and set measurable goals to reduce negative impacts.

Furthermore, we conducted an environmental assessment of our production design. As a result, we have reduced materials used in our packaging, and we have continued our reclamation program for used products or parts of cafe equipment.

## Air & Climate

Each year we monitor our energy at all locations.

100% of our electric energy use is offset through renewable wind power, with Arcadia Power.

We use multiple methods to have energy efficient facilities too. Such as, Energy Star appliances, natural lighting, LED bulbs, and programmable thermostats to name a few.

For the past two years we have been regularly monitoring greenhouse gas emissions and in 2019 we invested to offset 100% of our CO2 emissions with Taking Root! Additionally we invest in an impact fund with Cooperative Coffees which supports Carbon, Coffee, and Climate initiative with our coffee producing partners.

## Water

Now that we own our own facility and have access to the information, we have begun monitoring water usage at our roastery.

We use water conservation practices where possible. Even small things like low-flow faucets can have a big impact.

## Land & Life

Recycling programs at Amavida Coffee Roasters range from newspapers to cardboard to glass and metal. We also compost coffee grinds and chaff from our roaster.

From compostable coffee cups to paper straws to cardboard boxes made of recycled materials, we strive to have a positive impact on the environment with our packaging. Our biggest challenge when it comes to packaging and the environment is with our coffee bags. As a result, we have worked to reduce the number of labels used per bag and spent excessive time communicating with suppliers to find a sustainable solution.

At our facilities we employ chemical reduction methods, like using non-toxic janitorial products, unbleached/chlorine free paper products, soy-based or other low VOC inks, and recycled/environmentally preferred office supplies.

## Toxin Reduction / Remediation

Overall, our products and services use less toxic/hazardous chemicals or materials than market alternatives (e.g. non-toxic cleaners, organic food).

We track environmental metrics like kWh used, carbon emissions, and waste recycled/diverted from landfills to the best of our ability. These metrics help us to see opportunities to reduce or offset impacts of our operations.

# Customers

*Evaluates the value that your company creates for your direct customers and the consumers of your products and services through topics such as ethical and positive marketing, warranty and quality assurance of product and services, data privacy, data security, and more.*

## Improved Impact Business Model

This new area will address the social and/or environmental impact for customer's businesses or other organizations.

# Challenges

As a small company we face several challenges from our ability to source a sustainable coffee bag to the accessibility of recycling programs in our community. Nevertheless, we face these challenges by persistently collaborating with community members, suppliers, and others in the coffee industry to explore avenues available or create solutions for the future.

## Goals 2019 - 2021

Over the course of the next years, here are some of our high priority social and environmental improvement goals:

### Governance

- Review all policy manuals in detail with leaders and managers.
- Consider leadership signing a sustainable agreement.
- Add Sustainability Rocks to EOS strategic plan.
- Seek more sustainable banking services.

### Workers

- Give attention and training opportunities to all employees. Assure no one is left unattended and is advanced in some form.
  - Increased participation in all areas of training in 2019 and have persistently continued through 2020!
- Learn how to do sustainability training and strengthen our employee education programs around this.
  - First employee Sustainability Challenge launched in December 2020.
- Improve documentation of training and professional development beyond existing barista programs.
- Improve employee benefits.
- Research and put appropriate programs in place to prevent ergonomic-related injuries in the workspace.
- Facilitate emergency fund for employees.

### Community & Environment

- Strengthen volunteer program and spark participation among employees.
- Increase investment in local charitable organizations.
- Improve supply alignment and strengthen procurement practices through education, collaboration with suppliers and improved internal processes.
- Achieve Carbon Neutrality
  - In Sept 2019 we achieved Carbon Neutrality through Taking Root.
- Become Plastic Neutral

- In 2020 we began to address our plastic waste by measuring and investing in recovery of an equal amount through RePurpose Global.
- Explore water conservation and waste management opportunities for all locations, work with landlords to gain water and other usage info for cafes and to make improvements/reductions where possible.

### [Contact Us](#)

You can connect with us to give feedback on Amavida Coffee Roasters social and environmental performance or to explore collaboration opportunities.

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