




Paulig



CORPORATE SOCIAL  
RESPONSIBILITY REPORT  
2006  
ANNEXES

## Comparison of the Paulig 2006 Corporate Social Responsibility Report with guidelines of the GRI

Indicators that Paulig has chosen to report

GRI guidelines		Paulig's report	
Code	GRI content	Included	In report on page
<b>5. Performance Indicators</b>			
<b>Economic Performance Indicators</b>			
EC1	Net sales	Yes	5, 9
EC2	Geographic breakdown of markets	Yes	10
EC3	Cost of goods and materials purchasec	Yes	9
EC5	Total payroll and benefits	Yes	9
EC6	Distributions to providers of capital broken down by interest on debt and borrowings, and dividends on all classes of shares, with any arrears of preferred dividends to be disclosed. This includes all forms of debt and borrowings, not only long-term debt.	Partly	9
<b>Environmental Performance Indicators</b>			
<b>Materials</b>			
EN1	Total materials use other than water, by type (inc. green coffee)	Yes	32
<b>Energy</b>			
EN3	Direct energy use segmented by primary source Electricity Natural gas	Yes	32
EN4	Indirect energy use Heating energy	Yes	32
<b>Water</b>			
EN5	Total water use	Yes	30
<b>Biodiversity</b>			
EN7	Description of the major impacts on biodiversity associated with activities and /or products and services in terrestrial, freshwater, and marine environments.	Yes	27-33
<b>Emissions, Effluents and Waste</b>			
EN10	NOx, SOx and other significatn air emissions by type	Yes	27
EN11	Total amount of waste by type and destination	Yes	32
<b>Suppliers</b>			
E33	Perfomance of suppliers relative to environmental components of programmes and procedures described in response to Governand Structure and Management Systems section (section 3.16)	Yes	29, 31
<b>Transport</b>			
EN34	Significant environmental impacts of transpotation used for logistical purposes	Yes	31

GRI guidelines		Paulig's report	
Code	GRI content	Included	In report on page
<b>Social Performance Indicators</b>			
<b>Labour Practices and Decent Work</b>			
LA1	Breakdown of workforce	Yes	18
LA4	Policy and procedures involving information, consultation, and negotiation with employees over changes in the reporting organisation's operations	No	*
LA7	Standard injury, lost day and absentee rates and number of work-related fatalities	Yes	18
LA9	Average hours of training per year per employee by category of employee	Yes	19, 20
LA11	Composition of senior management and corporate governance bodies (including the board of directors), including female/male ratio and other indicators of diversity as culturally appropriate.	Partly	18
LA13	Provision for formal worker representation in decision-making of management, including corporate governance	No	*
<b>Human Rights</b>			
<b>Strategy and Management</b>			
HR1	Description of policies, guidelines, corporate structure and procedures to deal with all aspects of human rights relevant to operations (including monitoring mechanisms and results).	Yes	15-17, annexes
HR2	Evidence of consideration of human rights impacts as part of investment and procurement decisions (including selection of suppliers/contractors).	Yes	13, 15-17
HR3	Description of policies and procedures to evaluate and address human rights performance within the supply chain and contractors (including monitoring systems and results of monitoring).	Yes	15-17
<b>Non discrimination</b>			
HR4	Description of global policy and procedures/programmes preventing all forms of discrimination in operations (including monitoring systems and results of monitoring).	Yes	18
<b>Freedom of Association and Collective Bargaining</b>			
HR5	Description of freedom of association policy and extent to which this policy is universally applied independent of local laws, as well as description of procedures/programmes to address this issue.	Yes	18
<b>Child labour</b>			
HR6	Description of policy excluding child labour as defined by the ILO Convention 138 and extent to which this policy is visibly stated and applied as well as description of procedures/programmes to address this issue (including monitoring systems and results of monitoring).	No	*
<b>Forced and compulsory labour</b>			
HR7	Description of policy to prevent forced and compulsory labour and extent to which this policy is visibly stated and applied as well as description of procedures/programmes to address this issue (including monitoring systems and results of monitoring).	No	*

GRI guidelines		Paulig's report	
Code	GRI content	Included	In report on page
<b>Society</b>			
SO1	Description of policies to manage impacts on communities in areas affected by activities, as well as description of procedures / programmes to address this issue (including monitoring systems and results of monitoring). Include explanation of procedures for identifying and engaging in dialogue with community stakeholders	Yes	23, 24
<b>Product Responsibility</b>			
PR1	Description of policy for preserving customer health and safety during use of products and services, and extent to which this policy is visibly stated and applied as well as description of procedures/programmes to address this issue (including monitoring and results of monitoring).	Yes	22, 23, 25
PR2	Description of policy, procedures/management systems and compliance mechanisms related to product information and labelling.	Yes	22, 23

\* like in previous report

## Involvement in business and sector development

### Finnish cooperation

- ECR Finland: The purpose of ECR Finland is to promote cooperation between trade and industry, especially in category management and logistics. Further information available at [www.ecr-finland.com](http://www.ecr-finland.com)
- The Finnish Food and Drink Industries' Federation (FFDIF): The federation promotes the interests of Finland's food and drink companies in business and labour market policy. It also functions as a forum for cooperation between companies in their relations with the authorities, retailers, producers and other stakeholders. Further information available at: [www.etl.fi](http://www.etl.fi)
- Finnish Business & Society: The network seeks to reinforce cooperation between the private and public sectors in order to promote sustainable social and economic development. Further information available at [www.businessandsociety.net](http://www.businessandsociety.net)
- The Association of Finnish Advertisers: The association promotes the interests of advertising purchasers in Finland, provides its members with advice on marketing communications issues, and publishes research. Further information available at [www.mainostajat.fi](http://www.mainostajat.fi)
- The Finnish Coffee Roasters' Association: The roasters' association is a sectoral association of the FFDIF and a member of ECF (European Coffee Federation), an umbrella organisation for the coffee industry in the European Union. The association develops links with the Finnish research community in order to monitor research into coffee, and it closely monitors research into the sector conducted outside Finland, issues of coffee and health and environmental matters. The roasters' association sets out to provide Finns with topical information about coffee, coffee culture, and the manufacture and processing of coffee. Further information available at [www.etl.fi](http://www.etl.fi) and [www.kahvi.net](http://www.kahvi.net)
- The Environmental Register of Packaging PYR Ltd: Finnish legislation requires that companies take responsibility for the reuse of packaging they bring onto the market. By entering into a contract with PYR, companies transfer their recovery obligation to the PYR producer organisations. Having concluded such a contract, Paulig is entitled to use the PYR trademark. Further information available at [www.pyr.fi](http://www.pyr.fi)
- The Specialty Coffee Association of Finland (SEKO): A nationwide association for professionals in the field of speciality coffees, which seeks to maintain quality among speciality coffees and to enhance awareness of coffee, as well as to promote Finland's coffee culture. Further information available at [www.seko.fi](http://www.seko.fi)
- The Finnish Packaging Association: The association coordinates communications, public relations, publishing

and training for the packaging sector. Further information available at [www.pakkaus.com](http://www.pakkaus.com)

- Finnish Plastics Recycling Ltd: This is an organisation for plastics producers. Further information available at [www.suomenuusiomuovi.fi](http://www.suomenuusiomuovi.fi)
- The Santa Claus Foundation: The foundation's mission is to promote Finland's global image as the home of Christmas and Santa Claus, as well as to create ways of benefiting from this image and to promote the welfare of the world's children. Some of the profits from the foundation's activities are donated to charity. Paulig's Santa Claus coffee is the foundation's official coffee. Further information available at [www.santaclausplaza.com](http://www.santaclausplaza.com)

### International cooperation

- International Coffee Partners GmbH (ICP): A joint non-profit enterprise established in 2001 by five family-owned European companies operating in the coffee sector. ICP's mission is to promote sustainable development in coffee-producing countries by implementing projects which benefit the environment and families of coffee growers. Further information available at [www.coffee-partners.org](http://www.coffee-partners.org)
- European Coffee Federation (ECF): The umbrella organisation for the European coffee industry, whose interests it defends at EU level. Further information available at [www.ecf-coffee.org](http://www.ecf-coffee.org)
- The Institute for Scientific Information on Coffee (ISIC): Established by Europe's largest coffee companies, ISIC works in cooperation with the International Coffee Organisation (ICO). ISIC is an umbrella organisation for CoSIC and PEC. Further information available at [www.cosic.org](http://www.cosic.org)
- The Coffee Science Information Centre (CoSIC): Based in the UK, CoSIC is a coffee industry information centre that monitors global scientific research into the health effects of coffee, which it then uses to produce reports for use by experts and consumers. Further information available at [www.cosic.org](http://www.cosic.org)
- Physiological Effects of Coffee (PEC): A sub-organisation of ISIC which monitors and finances scientific research into the health effects of coffee.
- The Specialty Coffee Association of America (SCAA): An association focusing on speciality coffees, whose members include organisations such as coffee houses, roasting plants, growers, coffee exporters and importers. Further information available at [www.scaa.org](http://www.scaa.org)
- Paulig is a member of the Speciality Coffee Association of Europe (SCAE). Further information available at [www.scae.com](http://www.scae.com)

## Coffee production permits and commitments

- The product safety standard of the British Retail Consortium (BRC), the British interest group for retailers, has been developed to ensure safety for the consumer and compliance with statutory obligations for the company. BRC Global Standard - Food is intended specifically for companies supplying foodstuffs to the retail trade. Paulig's product safety strategy is based on this standard. Further information available at: [www.brc.org.uk/defaultnew.asp](http://www.brc.org.uk/defaultnew.asp)
- European Contract for Coffee (ECC): All Paulig's green coffee purchase agreements conform to ECC regulations. Further information available at [www.ecf-coffee.org](http://www.ecf-coffee.org)
- Self-assessment plan: The City of Helsinki Environment Centre issued a decision on self-assessment at Gustav Paulig Ltd in November 1996. The self-assessment is based on HACCP (Hazard Analysis of Critical Control Points). Further information available at [www.hel.fi/ymk](http://www.hel.fi/ymk)
- Surveillance of organic products: The entire supply chain for organic products is covered by an official surveillance system. The surveillance is the responsibility of the Finnish Food Safety Authority (Evira). Further information available at [www.evira.fi](http://www.evira.fi)
- Certificate of Conformity: Paulig products comply with the requirements of the GOST R standard (Gosstandard of Russia), which is imposed on imports to Russia. Further information available at [www.fi.sgs.com/fi](http://www.fi.sgs.com/fi)
- Gustav Paulig has an environment system which is compliant with the ISO 14001 standard and was certified by Det Norske Veritas in June 2004. The compliance of environmental activities with the standard is ensured by external audits conducted annually.
- Environmental permit: The environment committee of Helsinki City Council awarded Paulig a new environment permit in December 2004. The permit replaces the earlier permit, which had been valid since 1996.
- Rescue plan: Created in 2000 and updated annually, the plan familiarises employees at the production plant with fire control and accident prevention.

## Personnel policy at Gustav Paulig Ltd

Personnel policy at Gustav Paulig Ltd is based on the values of the Paulig Group, which are quality, trust and respect for the individual, multicultural awareness, creativity and transparency. The aim is to generate an open company culture in which people both talk to and listen to each other.

Our company offers interesting and target-driven challenges to which employees are keen to commit. For us, this involves:

- ensuring that our employees are competent and motivated
- looking for solutions which take account of social responsibility.

The company's core competences are the starting point for skills development. We stress individuals' responsibility for their own development and consider it important to raise the skill levels of our personnel as a whole. Skills development includes learning on-the-job and also meetings to discuss objectives, appraisals, skills assessments, task rotation, project work, identifying best practice, and external and internal training courses.

The company aims to provide a safe and healthy working environment. The company's efforts to promote the welfare of its employees include occupational health care, development work based on regular surveys of the working atmosphere and support for leisure activities. The company has a functioning occupational protection organisation. We have made it easier to reconcile family life with working life through working time arrangements and teleworking.

Should the business environment suggest a need to reduce the workforce, we make every effort to transfer employees to new positions within the Paulig Group, providing additional training wherever possible.

Gustav Paulig Ltd complies with international, national and local laws and regulations as well as international agreements. The company does not accept forced labour or child labour. Details of company practice in personnel management are freely available in writing for consultation.

The company promotes equality and impartiality and it respects the right of its employees to have their privacy protected.

Approved by the board of directors of Gustav Paulig Ltd on 7 November 2003

## Gustav Paulig Ltd ´s quality policy

### Our mission

- We offer high quality branded products and services to our customers.
- We are a preferred business partner.
- We provide our employees an encouraging working environment with interesting and target-oriented challenges.
- We are profitable and long-term investment for our shareholders.

### This means to us

- We develop our products, service concepts and operations in a consumer and customer oriented way.
- We combine our many years of experience with the latest expertise, while paying due attention to product safety and legal requirements.
- We take care of our employees' well-being at work and working skills.
- We commit ourselves to corporate responsibility.

Helsinki, 25th April 2007

## From bean to cup

### Mission

Provider of the best taste for enjoyable moments.

### Vision

One of the leading coffee roasteries in Scandinavia and in selected East European countries.

### Strategic principle

Consistent high quality of performance.

### Strategies

1. Market leadership in selected markets  
– through acquisitions, alliances and organic growth.
2. Consumer-driven innovation  
– to generate added value for our offerings.
3. Empowerment  
– to encourage action and personal growth.
4. Cross-cultural mindset  
– to promote collaboration with our partners.

### Values

1. Quality.
2. Trust and respect for people.
3. Multicultural approach.
4. Innovativeness.
5. Openness

### Behaviours

1. Participate and share knowledge  
– we expect outspokenness and we listen.
2. Favour and stand behind empowerment  
– we take initiative and provide opportunities.
3. Recognise problems and seek solutions  
– we learn from mistakes and failures.
4. We want to grow throughout life  
– we are ready constantly to learn new things.

## Environment policy at Gustav Paulig Ltd

### ”High quality in everything we do”

Paulig is a player in a global chain which stretches from the countries where green coffee is produced to the market area for its finished products. The company strives to take environmental issues into account in a responsible manner throughout the chain, as well as actively supporting both measures that promote general well-being and environmentally sustainable solutions.

In **purchasing**, coffee production methods in the countries of origin are included in the definition of quality. The basic requirements include ensuring that the methods used place the least possible strain on the environment and that the working conditions are safe and responsibly maintained. In transporting green coffee, we aim to use the most efficient and environmentally friendly processes and tools.

In **production**, we strive to minimise environmental impact as far as possible. We do this by using the Best Available Techniques (BAT) when it comes to new and repair investments and by planning and steering our operations efficiently.

Technical efficiency requires a skilled and professional workforce. Ongoing training ensures that a sufficient level of expertise is maintained and that employees are aware of the environmental dimension of their own work.

In packaging our **products**, we look for solutions that are as practical as possible for the consumer and take environmental considerations into account.

We have made a commitment to **ongoing improvement** by systematically setting objectives and implementing programmes of measures that will allow us to reduce environmental impact and to incorporate the principles of sustainable development into the production chain.

We are **committed** in all our operations to complying with legislation and requirements imposed by the authorities. Our environment policy guides our operations at all levels of the organisation, and each and every member of the Paulig team is responsible for addressing the environmental aspects of their work.

We **report** openly on environmental issues and our environment policy and is freely available for consultation.

Environmental management at Gustav Paulig Ltd is developed in line with the ISO 14001 standard.

Approved by the board of directors of Gustav Paulig Ltd on 7 November 2003