

◀ 2020 ▶

**SUSTAINABILITY  
REPORT**

STORIES OF  
RESILIENCE AND AGILITY

A photograph of two women working in a coffee plantation. The woman in the foreground is wearing a blue cap, a pink scarf, and a dark jacket, and is focused on picking coffee cherries from a branch. The woman in the background is wearing a white cap and a white shirt, also working. The coffee plants are dense and green, with many red and green cherries visible. The overall scene is bright and natural.

**CREATING  
LASTING CONNECTIONS  
FROM  
GROWER TO  
CUSTOMER**

Farmer Brothers®



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**TOP** Joy Tushabe, owner of Ishema washing station, and Stafford, from Rwanda Trading Company, discussing harvest volumes at Ishema, Rwanda.

**BOTTOM** Father Albeiro Jaramillo and son James at the drying patio on Finca Los Naranjos, in El Aguila, Valle del Cauca, Colombia.

**COVER** Sisters Marta and Virginia Uran picking coffee at their farm in Urrao Antioquia, Colombia.

# At Farmer Brothers, we believe that coffee is more than just a way to start your morning.

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It means spending time with family. A conversation with a best friend. A break from your workday. It's also the livelihood for coffee growers from Colombia to Nicaragua and Peru to Rwanda. Like the connections we make over a steaming cup, the relationships we've built throughout the years have created a foundation of sustainability that carries through everything we do. So when COVID-19 threatened to break the connections we hold so dear, we took action.



**ABOVE** Bertina Salazar offering coffee to her workers during the harvest season at Finca La Esmeralda in Salgar Antioquia, Colombia.



# Celebrating Resilience

When I think about the events of the past year, I feel incredibly proud to be a part of the Farmer Brothers family. Even as we faced a global pandemic that upended our work and home lives, we stayed true to our guiding principles around service, quality, and corporate responsibility. We drew strength from the long-term relationships we built over the years with coffee growers, colleagues, partners, and customers.

Those relationships inspired us as we worked to refine how we express our purpose in a way that's simple and meaningful—

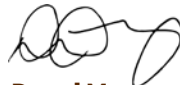
## Cultivating Connections Through the Love of Coffee.

At the core of our purpose are the moments we come together at the kitchen table or the coffee shop, cup in hand. Coffee serves as a vehicle for human connection, whether you're just getting to know someone, sharing a laugh with your family, or confiding something deeply personal with a dear friend.

Beyond the comforts and pleasures of gathering over coffee, our purpose reminds us that in a very real way, every sip connects us with the dedicated people who grow and harvest our coffee. With that in mind, despite the economic impacts of the pandemic on our business, we advanced food security in Colombia, supported farm infrastructure in Peru, empowered women in Rwanda, and promoted diversified income in Nicaragua. At home, we gave back to communities affected by the pandemic through food donations and local sales in our warehouses. These pop-up sales provided food to the community at discounted prices while keeping people safe. We also made sure employees were safe, providing them with personal protective equipment (PPE) at the very start of the pandemic and supporting them as they shifted to remote work.

Through it all, we adapted our practices in order to keep our business strong and our sustainability initiatives moving forward. As the first coffee company to align our carbon-reduction targets to the Science Based Targets initiative (SBTi), we've stayed true to the commitment we made back in 2017 to hold ourselves accountable to science-based goals. This guides our work to be better stewards for our planet and ultimately create a smaller footprint for the entire supply chain—from the source to our customers and through to those gathering over coffee at home or in their local cafe. The progress we're making today will enable us to emerge from this challenging time, better able to serve people and care for the planet.

Sincerely,



**Deverl Maserang**  
President and CEO



**LEFT TO RIGHT:** Deverl Maserang, President and CEO; Victoria Lau, Sustainable Programs Coordinator; Daniel Cifuentes, Senior Manager Sustainability.

# To Cultivate Connections Through the Love of Coffee

Our commitment to service and quality coffee goes hand in hand with a commitment to sustainability. From earth-friendly farming practices to our unmatched customer service, here's how sustainability and quality run the length of the supply chain.



**We have years-long relationships with many of our suppliers, which allow us access to a consistent flow of quality coffee.**

#### TREATED LIKE FAMILY

Lorenzo is a Peruvian grower we've been working with since 2016. Rather than stay at a hotel during our visits, he invites the Farmer Brothers team to stay in the cooperative's tree house and spend time getting to know the workers. As a result of the relationships we've built, Lorenzo always chooses his highest quality coffee for Farmer Brothers, whether direct trade, fair trade, or organic.

**“We put a lot of dedication into each step of the process every time we prepare a batch of coffee for Farmer Brothers. It's our way of honoring the commitment and trust of our long-term relationship. You have shown us that, like us, what interests you most is the well-being of coffee growers.”**

**Lorenzo Cruz**  
*Manager, Union y Fe Cooperative*



**We work directly with coffee growers at origin through our Project D.I.R.E.C.T.™ program, which allows us to support grower communities by paying premiums to direct trade growers. The program helps provide sustainability projects and training and encourages growers and their community to be part of the decision-making process around farming and coffee sales.**

#### QUALITY ACROSS GENERATIONS

Abba Bayer, owner of J.W. Phyfe & Co.—a coffee and tea wholesaler—has been a New York coffee trader since 1952. He has worked with generations of Farmer Brothers families in the procurement of coffee ever since he began selling to us in 1962. In addition to contributing to market data, analysis, and pricing, he provides insight into blends of the past to help us develop better coffees. Referencing a Roy E. Farmer blend book from 1927, he recently contributed to developing a blend used by one of our clients across their network.



**The last mile of the coffee journey is not the end but the start of a new relationship.**

#### CUSTOMER CONNECTIONS MATTER

Customers tell us that what they love most about Farmer Brothers are the connections they make with our people. A restaurant owner shared the story of how he was stuck in the snow one morning and couldn't get to work. His long-time Farmer Brothers route driver helped by opening the restaurant for him and even started to cook until he arrived.

**“To see the Farmer Brothers team at origin interacting with the farmers that grow our product for Nordstrom is an amazing experience. I have seen the impact we are making as a result of our partnership on the lives of the families and the communities they live in. Nordstrom is proud to partner with Farmer Brothers and offer a 100% Ethically Sourced Coffee Program.”**

**Noelle Kawaguchi**  
*Project Manager, Nordstrom Restaurant Group*

# Lightening Our Environmental Load

The global pandemic impacted many areas of our business, including our sustainability initiatives. Despite the challenges, we're proud to report the progress we made against our goals over the past year.

## REDUCING OUR FOOTPRINT

### SCIENCE BASED TARGETS INITIATIVE (SBTi) PROGRESS

↓21%

CO<sub>2</sub>-eq emissions reduction in Scope 1 and 2 greenhouse gas (GHG) emissions compared to 2018 baseline<sup>1</sup>

↓16%

CO<sub>2</sub>-eq emissions reduction in Scope 3 GHG emissions compared to 2018 baseline<sup>1</sup>

### OVERALL EMISSIONS

↓11%

CO<sub>2</sub>-eq emissions reduction compared to FY19<sup>2</sup>

## STRIVING FOR ZERO-WASTE<sup>3</sup>

### COMPANY WIDE

75%

total waste diverted from landfill

13M

pounds total waste diverted

### ROASTING FACILITIES

100%

of our roasting facilities have achieved zero-waste status since 2018

92%

of waste diverted from landfill

4.8M

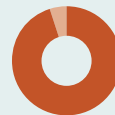
pounds waste diverted from roasting facilities

### DISTRIBUTION CENTERS

% DIVERTED PER DISTRIBUTION CENTER<sup>4</sup>

95%

Northlake, IL



57%

Northlake, TX (headquarters)



83%

Moonachie, NJ



### REGIONAL WAREHOUSES

10%

of our branches have achieved zero-waste

## CELEBRATING SUCCESSES



Leadership Band 2017-2020



2020 CDP Supplier Engagement Leaderboard: top 7% for supplier engagement on climate change



Second year receiving *Texan by Nature 20, Texas Monthly*



Third year sponsoring *Specialty Coffee Association's Sustainability Award*

## BREATHING NEW LIFE INTO BREWERS

To keep materials out of landfills, we have an entire team dedicated to restoring our coffee brewing equipment (CBE).

**9,000**

brewers restored per year on average, with



**75%**

of components recovered

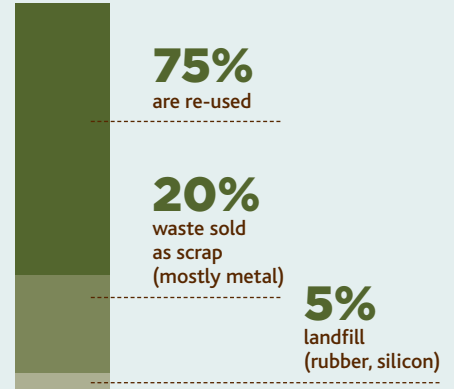
**6,744**

fewer new units purchased in 2020 than 2019, for a cost savings of \$6.9M over 2019

**1,000**

brewer increase in our capacity to refurbish with a new refurbishing facility inside our West Coast distribution center

WHERE DO BREWER COMPONENTS GO



## MEETING OUR GOALS FOR RESPONSIBLY SOURCED

We've worked hard over the past year to enable as much of our coffee as possible to be sourced responsibly as well as traceable to the farm and micro-lot levels. This includes our Rainforest Alliance Certified™, Fair Trade Certified™, Organic, and Direct Trade coffee from Project D.I.R.E.C.T.™.

### GOAL

**100%**  
**RESPONSIBLY SOURCED**  
by 2025

Responsible sourcing means sourcing coffees through a supply chain that strives to be transparent, traceable, and committed to every actor along the chain while following practices that are aligned with our own standards.

### PROGRESS

**100%**  
of our Public Domain brand coffees are responsibly sourced

**31.8M**  
pounds of our green coffee purchases are responsibly sourced, representing



**35.6%**  
of total purchases, a **9.3%** increase from previous year

### TRACEABILITY

**Country**  
**98.5%** (98.8% in 2018)

**Region**  
**92.6%** (77.7% in 2018)

**Mill**  
**89.9%** (70.1% in 2018)

**Aggregator**  
**42.1%** (29.4% in 2018)

**Farm**  
**29.2%** (17.9% in 2018)

By tracing our coffee to the source, we can more positively impact growers and their communities.

## PARTNERING UP FOR GREATER GAINS



NuZee is a leading single serve pour over manufacturer and co-packer in the United States, which also produces eco-friendly T-bag style coffee. Farmer Brothers formalized an agreement with NuZee in 2020 to provide manufacturing capacity at our Northlake facility, supporting their goal to provide an eco-friendly alternative to the single cup capsule.

“Partnering with NuZee is consistent with our demonstrated commitment to sustainable sourcing, production, and distribution of environmentally conscious products.”

**Deverl Maserang**  
President and CEO, Farmer Brothers



# Resilience at Origin

Through our direct trade program, Project D.I.R.E.C.T.™, our partners at origin were able to use their training and experience in sustainability practices to stay resilient during the pandemic and continue the tradition of producing high-quality coffee.



## COLOMBIA

### Advancing Food Security

Food gardens provide greater food security for coffee growers during the lean months of the coffee production cycle.

**324** → **91**  
food gardens established since 2017      additional food gardens established in 2020

### Promoting Quality Through Healthy Competition

To promote quality among our producers, we've held a Direct Trade Quality Contest to evaluate, cup, and purchase at a premium price the top 10 Colombian coffees for the past two years. In 2019, winners shared best practices and coffee growers visited the winners farms to learn from them. While the pandemic prevented this in-person experience in 2020, the online contest was especially meaningful for producers, both emotionally and economically.

## PERU

### Strengthening Drying Infrastructure

Proper drying increases coffee quality, resulting in higher prices paid to coffee growers. However, many growers lack the infrastructure to support the drying process. Through premiums paid in our direct trade program, producers in the Union y Fe cooperative co-finance the cost of the dryers by building the structures.

**85**  
coffee-drying modules constructed since 2016

### Consistent Drying Means Higher Quality

Time needed to dry coffee to humidity content of 10–12%

WITHOUT DRYER

**3 weeks–1 month**

WITH DRYER

**14 days average**

**2%**  
Average increase in yield at the dry-mill process



ABOVE Tatiana Sepulveda and her daughters at their food garden.

ABOVE Lorenzo Cruz and Alex Garcia with the solar dryer on Alex's farm.





**RWANDA**

## Empowering Women and Communities

Due to the COVID-19 pandemic, customer demand and coffee sales declined. But Farmer Brothers continued our commitment to our long-term partner in Rwanda by buying at least one container from Ishema washing station, which is run and staffed mainly by women. The premiums were used to improve infrastructure at the site, including painting washing canals and fermentation tanks, upgrading drying beds, and paving cherry weighing and cherry processing areas. Joy Tushabe, owner of the station, also used premiums to establish a skills training center for women. The first group of 18 seamstresses graduated just when COVID-19 slowed economic activity. To practice their new trade and support the community, they made face masks and sold them to farmers at a discounted price.



**Farmer Brothers was our firstborn, the first partnership we had. Like children, more can come, but the first one will always be special, and we will always care for it."**

**Joy Tushabe**  
Owner, Ishema washing station

**ABOVE** Student Esther and teacher Franzine at Ishema's training center.

**NICARAGUA**

## Supporting Diversified Income

We're committed to improving the economic well-being of our coffee growers, especially during a crisis. From intercropping trees for better soil fertility to establishing new businesses for financial stability, our partnerships with growers helps us all weather the storms.



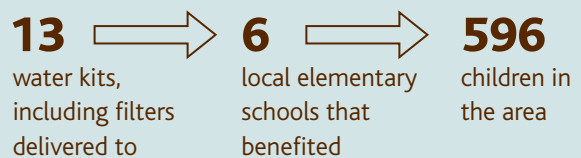
### Through a revolving fund



These businesses range from raising piglets and chickens to running produce stores and a bakery. All of the loans have been recovered and were made available for a group of 46 additional women who have already requested funds. All women who receive loans are required to participate in financial literacy training.

Aldea Global, a cooperative in Nicaragua, found that most elementary schools where their program operates lack access to potable water.

### Farmer Brothers delivered



We also supported education initiatives focused on hygiene practices and the importance of clean drinking water.



**ABOVE** Entrepreneur women receiving piglets in Jinotega, Nicaragua.

## Quality at the Source

The National Coffee Federation (FNC) recognizes the highest quality coffees in all of Colombia through its Colombia Land of Diversity (Tierra de Diversidad) contest. The competition is the only one open to Colombian coffee growers in all regions, and every participant receives premium prices for the coffees they submit.

Out of 1,610 participants, three Farmer Brothers suppliers were recognized as providing the best coffees in the nation, and their coffees were auctioned internationally at premium prices. These coffee growers have been part of Project D.I.R.E.C.T.™ since 2013, helping them build the foundation they need to grow the highest quality coffee.

### Jorge Antonio Arboleda

**AUCTION VALUE: \$31.21/LB.** (C Market price on auction day was \$1.52/lb. for Colombian Milds: October 2020)

Jorge and Carmen Cecilia have been growing high-quality coffee and winning contests since they took their first specialty coffee course in 2011. With 18,000 Caturra coffee trees on their farm in Urrao, Antioquia, Jorge and Carmen Cecilia's dedication to quality has helped build a better life for their family.

PROJECT D.I.R.E.C.T.™ BENEFICIARY OF **septic system / pulp pit for compost / food security garden / filter for water consumption**



### Elpidio Arboleda

**AUCTION VALUE: \$16.50/LB.**

Elpidio, who also grows coffee in Urrao, Antioquia, takes advantage of the region's high altitude and winds to cultivate his coffee. He processes Caturra coffee by mixing fresh batches of freshly de-pulped coffee with already fermented coffee for a unique, high-quality taste.

PROJECT D.I.R.E.C.T.™ BENEFICIARY OF **drying infrastructure / pulp pit for compost / food security garden / waste water treatment system for the wet-mill**

### Luis Álvaro Vargas Urrego

**AUCTION VALUE: \$15/LB.**

Luis is a grower in Urrao, Antioquia, who produces a specialty coffee called Caturra Chiroso, known for its citric and floral profile. He lives on the farm with his wife and daughter, where they also raise cows for milk. A past winner of the Colombia Land of Diversity and Antioquia Best Cup contests, his goal is to establish long-term client relationships to support his farm and family.

PROJECT D.I.R.E.C.T.™ BENEFICIARY OF **drying infrastructure / pulp pit for compost / food security garden / improvement of the wet-mill / filter for water consumption**





## From Research to Resilience

Coffee quality plays a key role in the future of our business. But several factors are threatening that quality, including diseases like coffee leaf rust and root rot, pests, and the limited environments in which Arabica coffee can thrive. That's why we partner with organizations like World Coffee Research (WCR), which is taking action against climate change by creating ways to create more high-performing, resistant coffee varieties. In fact, we're one of the founding members of the organization and are active on the WCR board. In 2020 we were invited to participate in the cupping of WCR's first F1 hybrids.



“

**By combining our expertise in sustainable coffee practices with WCR's research in genetic diversity and breeding, we can help mitigate risks that threaten coffee quality, now and in the future.”**

**Kris Wieser**

*Senior Manager, Product Development and Green Coffee Quality, Farmer Brothers, and Q Grader (Green Coffee Evaluation Expert), Coffee Quality Institute*



**TOP** Kris Wieser visiting the Project D.I.R.E.C.T.™ program in Colombia.

**BOTTOM** Seedlings at a community nursery in El Cairo, Valle del Cauca.

# Optimizing Our Network

As the pandemic took hold and restaurants closed due to lockdown, demand for our products dropped. We adapted quickly by creating new efficiencies in our distribution network. From revisiting our routes to overhauling our warehouse management, we continue moving forward to ensure the health of our business, people, and the environment.

## Elevating Our Efficiency

### Transportation by the Numbers

**260,487**  
miles of intermodal shipping<sup>5</sup>

**317.29**  
metric tonnes of CO<sub>2</sub>  
diverted with intermodal<sup>6</sup>

**92**  
older, inefficient vehicles  
replaced with 20 new vehicles

**15%**  
reduction of fuel intensity  
from FY18

**47,827**  
miles driven with  
alternative fuels

#### REDUCED CARRIER CAPACITY

Instead of scheduled deliveries, we shifted to an as-needed process, consolidating more orders on the same truck. This allowed us to continue delivering product while logging fewer miles overall.

#### CONSOLIDATED FROZEN FACILITIES

We've consolidated one of our offsite facilities where we store frozen product into our existing distribution centers. This will eliminate a significant portion of separate deliveries to branches for frozen product.

#### SHIPPED DIRECT-TO-RESTAURANT

We've adapted our shipping process for restaurants that order only a few boxes a week or a smaller amount of product. Rather than using our own trucks to deliver, we cut costs and reduced impact by shipping those orders via third-party parcel carriers.

#### TESTED TELEMATICS

We complemented our current telematics efforts by conducting a software pilot that allows us to access a vehicle's computer to increase efficiency and reduce idling. With initiatives like this one, we continue looking for ways to reduce our transportation footprint.

“

The advantage of our network is that we're hyper-local. With only three large distribution centers and about 90 branches around the country, we can more efficiently service customers with fewer miles.”

**Josh Vipperman**  
Senior Director, Supply Chain, Farmer Brothers



## Looking Ahead

While a new distribution center and warehouse management system were already in the works, the pandemic accelerated these initiatives. Prior planning made it easier to adapt to a compressed timeline.

### Reducing Our Miles with Efficient Distribution

Our new distribution center in Rialto, CA, is strategically located close to many transportation hubs, including road, rail, air, and sea. Shifting delivery will allow us to use more sustainable forms of transportation, especially intermodal transportation like rail. This will significantly reduce over-the-road mileage and lessen our carbon footprint while allowing us to serve customers more efficiently.

#### NEW FACILITY IMPACTS

- ⇒ **Reduced the number of days to deliver product to customers**
- ⇒ **Customers accounting for \$33 million of sales revenue will be within 2.5 hours of the new facility**

### Working Smarter with Better Warehouse Management

A direct response to COVID-19, we believe our warehouse management system will allow us to more efficiently manage e-commerce orders, reduce losses in inventory, and deliver products faster by automatically assigning a distribution point that's closest to the customer's location. Rolling out company-wide in 2021, it incorporates digitalization of orders, inventory management, distribution, and production of goods.

Based on pilots held with the system, we anticipate a reduction in greenhouse gas emissions due to lower mileage and other energy-saving factors.

“

The new warehouse management system provides a platform where we can engage with our customers directly, increase efficiencies, lower costs, and eventually reduce our carbon footprint.”

**Jose Ramirez**

*Vice President of Coffee Strategy & Innovation,  
Farmer Brothers*



# Caring For Our Community

Tying directly to our purpose of cultivating connections through the love of coffee, caring for the community is part of our company's DNA. And the pandemic put our community initiatives front and center. Employees in branches across the country lent their time, resources, and dedication to keeping our community safe.

## Offering Products Directly to Consumers

In response to low demand due to closures of many businesses we serve, we decided to offer consumers a chance to buy our coffees, gravies, pancake mixes, and syrups directly, giving them the small-town diner experience from the comfort of their home. We did this through local pop-up sales at our warehouses and branches.

**2,200**

pop-up events



**87**

communities impacted





## Donating to Communities in Need

Our team members from across the country regularly share their love of coffee with their communities by donating Farmer Brothers products to organizations and people who can benefit from them most.

### RIALTO, CA BRANCH

The team at Branch 124 donated coffee, juice, and biscuit mix to Smile for Seniors, JW Congregation Support Inc., and Family Promise of Yucaipa-Calimesa.

### DALLAS, TX BRANCH

Darryl McGee, with the help of our employees in Branch 61, donated 200 pounds of coffee and allied supplies to the Watauga, Texas Police and Fire departments. They also donated coffee, tea, and hot cocoa to the Louisiana Cajun Navy/Louisiana Storm Patrol in Hammond, LA.

### SIoux FALLS, SD BRANCH

The employees at Branch 105 donated coffee and other allied products to The Banquet meal ministry in Sioux Falls, SD.

### BLAINE, MN BRANCH

Steve Purpur, manager of Branch 75, regularly donates coffee to a local non-profit called The Listening House. They operate out of a church basement on weekdays providing a place for the homeless to rest, refresh, and enjoy a good cup of Farmer Brothers coffee. The Listening House staff is so appreciative whenever Farmer Brothers makes a donation — saving the organization money and putting a smile on the faces of those in need, one cup at a time.



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201-2	Financial implications and other risks and opportunities due to climate change	<a href="#">Comprehensive GRI Data</a>
201-3	Defined benefit plan obligations and other retirement plans	<a href="#">Comprehensive GRI Data</a>
201-4	Financial assistance received from government	<a href="#">Comprehensive GRI Data</a>
<b>Procurement Practices</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Procurement Practices</a>
103-2	The management approach and its components	<a href="#">Procurement Practices</a>
103-3	Evaluation of the management approach	<a href="#">Procurement Practices</a>
204-1	Proportion of spending on local suppliers	<a href="#">Comprehensive GRI Data</a>
<b>Materials</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Waste Products and Services</a>
103-2	The management approach and its components	<a href="#">Waste Products and Services</a>
103-3	Evaluation of the management approach	<a href="#">Waste Products and Services</a>
301-1	Materials used by weight or volume	<a href="#">Comprehensive GRI Data</a>
301-2	Recycled input materials used	<a href="#">Comprehensive GRI Data</a>
301-3	Reclaimed products and their packaging materials	<a href="#">Comprehensive GRI Data</a>
<b>Energy</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Energy and Climate Change</a>
103-2	The management approach and its components	<a href="#">Energy and Climate Change</a>
103-3	Evaluation of the management approach	<a href="#">Energy and Climate Change</a>
302-1	Energy consumption within the organization	<a href="#">Comprehensive GRI Data</a>
302-2	Energy consumption outside of the organization	<a href="#">Comprehensive GRI Data</a>
302-3	Energy intensity	<a href="#">Comprehensive GRI Data</a>



INDICATOR AND INDICATOR DESCRIPTION		LOCATION
302-4	Reduction of energy consumption	<a href="#">Comprehensive GRI Data</a>
302-5	Reductions in energy requirements of products and services	<a href="#">Comprehensive GRI Data</a>
<b>Water and Effluents</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Water and Effluents</a>
103-2	The management approach and its components	<a href="#">Water and Effluents</a>
103-3	Evaluation of the management approach	<a href="#">Water and Effluents</a>
303-1	Water withdrawal by source	<a href="#">Comprehensive GRI Data</a>
303-2	Water sources significantly affected by withdrawal of water	<a href="#">Comprehensive GRI Data</a>
303-3	Water recycled and re-used	<a href="#">Comprehensive GRI Data</a>
<b>Biodiversity</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Biodiversity</a>
103-2	The management approach and its components	<a href="#">Biodiversity</a>
103-3	Evaluation of the management approach	<a href="#">Biodiversity</a>
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<a href="#">Comprehensive GRI Data</a>
304-2	Significant impacts of activities, products, and services on biodiversity	<a href="#">Comprehensive GRI Data</a>
304-3	Habitats protected or restored	<a href="#">Comprehensive GRI Data</a>
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	<a href="#">Comprehensive GRI Data</a>
<b>Emissions</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Energy and Climate Change</a>
103-2	The management approach and its components	<a href="#">Energy and Climate Change</a>
103-3	Evaluation of the management approach	<a href="#">Energy and Climate Change</a>
305-1	Direct (Scope 1) GHG emissions	<a href="#">Comprehensive GRI Data</a>
305-2	Energy indirect (Scope 2) GHG emissions	<a href="#">Comprehensive GRI Data</a>
305-3	Other indirect (Scope 3) GHG emissions	<a href="#">Comprehensive GRI Data</a>
305-4	GHG emissions intensity	<a href="#">Comprehensive GRI Data</a>
305-5	Reduction of GHG emissions	<a href="#">Comprehensive GRI Data</a>
305-6	Emissions of ozone-depleting substances (ODS)	<a href="#">Comprehensive GRI Data</a>
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	<a href="#">Comprehensive GRI Data</a>
<b>Waste</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Waste</a>
103-2	The management approach and its components	<a href="#">Waste</a>

INDICATOR AND INDICATOR DESCRIPTION		LOCATION
103-3	Evaluation of the management approach	<a href="#">Waste</a>
306-1	Waste generation and significant waste-related impacts	<a href="#">Comprehensive GRI Data</a>
306-2	Management of significant waste-related impacts	<a href="#">Comprehensive GRI Data</a>
306-3	Waste generated	<a href="#">Comprehensive GRI Data</a>
306-4	Waste diverted from disposal	<a href="#">Comprehensive GRI Data</a>
306-5	Waste directed to disposal	<a href="#">Comprehensive GRI Data</a>
<b>Environmental Compliance</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Compliance</a>
103-2	The management approach and its components	<a href="#">Compliance</a>
103-3	Evaluation of the management approach	<a href="#">Compliance</a>
307-1	Non-compliance with environmental laws and regulations	<a href="#">Comprehensive GRI Data</a>
<b>Supplier Environmental Assessment</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Procurement Practices</a>
103-2	The management approach and its components	<a href="#">Procurement Practices</a>
103-3	Evaluation of the management approach	<a href="#">Procurement Practices</a>
308-1	New suppliers that were screened using environmental criteria	<a href="#">Comprehensive GRI Data</a>
308-2	Negative environmental impacts in the supply chain and actions taken	<a href="#">Comprehensive GRI Data</a>
<b>Occupational Health and Safety</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Occupational Health and Safety</a>
103-2	The management approach and its components	<a href="#">Occupational Health and Safety</a>
103-3	Evaluation of the management approach	<a href="#">Occupational Health and Safety</a>
403-1	Occupational health and safety management system	<a href="#">Comprehensive GRI Data</a>
403-2	Hazard identification, risk assessment, and incident investigation	<a href="#">Comprehensive GRI Data</a>
403-3	Occupational health services	<a href="#">Comprehensive GRI Data</a>
403-4	Worker participation, consultation, and communication on occupational health and safety	<a href="#">Comprehensive GRI Data</a>
403-5	Worker training on occupational health and safety	<a href="#">Comprehensive GRI Data</a>
403-6	Promotion of worker health	<a href="#">Comprehensive GRI Data</a>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<a href="#">Comprehensive GRI Data</a>
403-8	Workers covered by an occupational health and safety management system	<a href="#">Comprehensive GRI Data</a>
403-9	Work-related injuries	<a href="#">Comprehensive GRI Data</a>
403-10	Work-related ill health	<a href="#">Comprehensive GRI Data</a>



INDICATOR AND INDICATOR DESCRIPTION		LOCATION
<b>Human Rights Assessment</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Human Rights and Labor Practices</a>
103-2	The management approach and its components	<a href="#">Human Rights and Labor Practices</a>
103-3	Evaluation of the management approach	<a href="#">Human Rights and Labor Practices</a>
412-1	Operations that have been subject to human rights reviews or impact assessments	<a href="#">Comprehensive GRI Data</a>
412-2	Employee training on human rights policies or procedures	<a href="#">Comprehensive GRI Data</a>
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	<a href="#">Comprehensive GRI Data</a>
<b>Local Communities</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Communities</a>
103-2	The management approach and its components	<a href="#">Communities</a>
103-3	Evaluation of the management approach	<a href="#">Communities</a>
413-1	Operations with local community engagement, impact assessments, and development programs	<a href="#">Comprehensive GRI Data</a>
413-2	Operations with significant actual and potential negative impacts on local communities	<a href="#">Comprehensive GRI Data</a>
<b>Supplier Social Assessment</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Human Rights and Labor Practices</a>
103-2	The management approach and its components	<a href="#">Human Rights and Labor Practices</a>
103-3	Evaluation of the management approach	<a href="#">Human Rights and Labor Practices</a>
414-1	New suppliers that were screened using social criteria	<a href="#">Comprehensive GRI Data</a>
414-2	Negative social impacts in the supply chain and actions taken	<a href="#">Comprehensive GRI Data</a>
<b>Customer Health and Safety</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Occupational Health and Safety</a>
103-2	The management approach and its components	<a href="#">Occupational Health and Safety</a>
103-3	Evaluation of the management approach	<a href="#">Occupational Health and Safety</a>
416-1	Assessment of the health and safety impacts of product and service categories	<a href="#">Comprehensive GRI Data</a>
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<a href="#">Comprehensive GRI Data</a>
<b>Socioeconomic Compliance</b>		
103-1	Explanation of the material topic and its Boundary	<a href="#">Compliance</a>
103-2	The management approach and its components	<a href="#">Compliance</a>
103-3	Evaluation of the management approach	<a href="#">Compliance</a>
419-1	Non-compliance with laws and regulations in the social and economic area	<a href="#">Comprehensive GRI Data</a>

# Stronger on the Other Side

The fundamental strengths we've built over the years, along with the deep-rooted relationships we developed along the way, will never waiver, even in the face of crisis. And as we come out on the other side, we'll continue to cultivate the connections that help us support coffee growers, give back to our communities, protect the environment, move our business forward, and stay true to our purpose.

## All for the love of coffee.

### GRI ISSUE BRIEFS

- [Biodiversity](#)
- [Communities](#)
- [Compliance](#)
- [Customer Safety](#)
- [Economic Performance](#)
- [Energy and Climate Change](#)
- [Human Rights and Labor Practices](#)
- [Occupational Health and Safety](#)
- [Procurement Practices](#)
- [Product and Social Compliance](#)
- [Products and Services](#)
- [Waste](#)
- [Water and Effluents](#)

### ENDNOTES

1. Farmer Brothers' SBTi goals commit to reducing absolute Scope 1 and 2 GHG emissions by a total of 30% by 2025 and reducing absolute Scope 3 GHG emissions by a total of 18% by 2025, from a 2018 baseline year.
2. While we've worked hard to reduce our carbon emissions, the pandemic affected our footprint as we bought less coffee, drove fewer miles, and sold less product.
3. At least 90% diversion from landfill.
4. Due to logistics complications associated with COVID-19, only one of our three distribution centers maintained zero-waste status.
5. Due to COVID-19, intermodal shipping decreased from 2019 because of the need to expedite shipments, in addition to fewer sales.
6. One gallon of fuel saved reduces GHGs—mostly in the form of CO<sub>2</sub> emissions—by 20 pounds.  
Source: [US Environmental Protection Agency \(EPA\)](#).