

Code of Conduct

SUCCESSFUL TOGETHER



The CAFEA Code of Conduct explains our corporate values, provides guidance and advises us on decisions in our day-to-day work.



SUCCESSFUL TOGETHER
CAFEA Group Code of Conduct

18.12.2024

SUCCESSFUL TOGETHER

For good taste

Dear employees,

Our shared success is based on the values and principles that characterise us as a medium-sized family business. With this Code of Conduct, we want to set a clear example of our commitment to integrity, responsibility and mutual respect in our daily actions.

The guiding principle 'SUCCESSFUL TOGETHER' reflects not only our business goals, but also the way we want to interact and work together. In a world that is constantly changing, our corporate values are the constant anchor that gives us orientation and security. They help us to meet the challenges of the market while promoting a harmonious and respectful work environment.

Our Code of Conduct is therefore not only a set of rules, but also a guide. It serves as a compass for all of us to ensure that we meet the high ethical and professional standards that we expect of ourselves and our business partners. Each and every one of us contributes to shape the culture and success of our company.

We are convinced that our commitment to ethical behaviour and social responsibility forms the basis for sustainable success. It is important to us that all employees identify with these principles and implement them in their day-to-day work.

Together we create a working environment that is characterised by responsibility, trust and mutual support. This is how we realise our vision, develop together and continue to thrive as a strong, responsible and successful family business.

We thank you for your daily commitment and your willingness to put the principles of our Code of Conduct into practice. Let's work together to make our company a place where we all feel comfortable.

Your Rothfos family



Jan Beernd Rothfos

Anne Kathrin Rothfos



SHARED VALUES

To ensure our joint success, it is important that we are familiar with and respect our Code of Conduct and the fundamental principles of our company. In the CAFEA Group, we are aware of the importance of integrity, responsibility and excellence. These values are reflected not only in the quality of our products, but also in our daily actions as a company.

1

Customer satisfaction

Our customers' satisfaction is our top priority. We listen to our customers, understand their needs and strive to exceed their expectations. We provide a personalised service and respond quickly to feedback to ensure that every customer has a positive experience with our products and our company.

2

Quality

We are committed to achieving the highest quality in all areas of our business, from the selection of raw materials to the delivery of our products to customers. We rely on sustainable farming methods and careful processing to ensure that every sip of our products is a highlight of enjoyment.

3

Integrity

We always act in accordance with the highest ethical standards and ensure transparency and honesty in all our business relationships. We comply with laws and regulations and expect the same from our employees, suppliers and partners.

4

Team Work

We value the diversity and unique abilities of each individual employee and foster a culture of cooperation and respect. We believe in the strength of the team and work together to achieve our goals.





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5

Respect

We treat everyone with respect, regardless of their position, background or beliefs. We create an inclusive and supportive working environment in which everyone has the opportunity to fulfil their full potential.

6

Growth

We strive for sustainable growth and continuous improvement in all areas of our company. We recognise the importance of adaptability and flexibility, and we are ready to seize new opportunities and adapt to changing market demands.

Our CAFEA values are more than just words on paper – they are the foundation of our cooperation and guide our daily actions. We are proud to be a family business characterised by integrity, quality and responsibility, and we are committed to upholding and promoting these values in everything we do.

All of us may find ourselves in situations at work where we are unsure whether our actions are in line with the company's interests.

Ask yourself the following questions before making a decision:

1. Do these actions uphold the CAFEA values and corporate principles?
2. Is the decision legal and does it comply with the law?
3. Am I acting in a morally, legally and ethically correct manner in the interests of CAFEA and in line with my personal standards?

On the following pages, we provide you with guidance for ethically correct decisions in line with our CAFEA principles. If you are ever unsure, involve your superior in the decision.

COMMON PRINCIPLES

The COMMON PRINCIPLES of this Code of Conduct apply to all members of the group, regardless of their position or role.

In detail, this includes:

- Employees: All permanent and temporary employees, including part-time and temporary staff.
- Executives and management: All persons in leading positions, including senior management and management.
- Members of the company's advisory board: Members of the company's advisory board who are involved in the strategic direction and oversight of the company.
- Employees of external companies present on the company site are obliged to comply with the applicable Code of Conduct.
- Temporary agency and contract workers: Individuals who work for the company through temporary employment agencies or as outside consultants.
- Students, interns and apprentices: Individuals who are in training, studying or doing an internship and work in the company.
- Representatives and agents: individuals who act as representatives or agents of the company, including sales or commercial representatives, lawyers, marketing agencies, etc.

The Code of Conduct is designed to ensure that all of these groups adhere to the same ethical standards and behaviours that we consider fundamental to our operations and reputation. It does not matter whether the person is internal or external, permanent or temporary – the Code of Conduct applies equally to all.





1. We comply with laws and guidelines.

We comply with all legal requirements and internal company guidelines. This includes national and international laws as well as industry-specific regulations. By adhering to these regulations, we ensure that our actions are legally and ethically correct. It prevents legal consequences and protects our reputation. In addition, it promotes a trustworthy and responsible work environment.

If you are unsure, you should always involve your supervisor

2. We are CAFEA ambassadors

The behaviour of each individual in the CAFEA Group influences the reputation and public perception of the company. We all contribute to how customers, partners and the public see our company through our actions and appearance. Therefore, professional and responsible behaviour is important.

3. We actively contribute to our food safety culture.

Everyone in the company is responsible for ensuring that our products meet the safety and quality standards. This includes careful work, precise controls, good communication and compliance with all relevant regulations and standards. Through continuous improvement and innovation, we ensure that our products not only meet our customers' expectations, but also guarantee their safety. Everyone in the company, from the first customer contact through to production and delivery, plays a crucial role in this process. Our commitment to product safety and quality strengthens our customers' trust and contributes significantly to our long-term success.

4. We are in favour of free competition and antitrust law

The CAFEA Group is committed to fair business practices and complies with all applicable competition and antitrust laws. This promotes healthy market competition and prevents illegal agreements and market manipulation. In doing so, we ensure fair market conditions, avoid legal consequences and maintain our good reputation with our business partners and the public.

What is the right way to act?

No price fixing: We avoid discussions with competitors about prices or market sharing.

Maintain confidentiality: We treat sensitive company information with the utmost care.

Report suspicious behaviour: We inform our supervisor in the event of possible violations or uncertainties.

5. We reject corruption.

The CAFEA Group condemns all forms of bribery and unethical behaviour. No one may accept or offer bribes to gain a business advantage. We are committed to fostering a culture of integrity and transparency and protecting the company from legal and reputational risks.

How can you contribute?

No bribes: We never accept or offer money or gifts to influence business decisions.

Check gifts and invitations: We only accept appropriate gifts and invitations and always involve our supervisor in case of doubt.

Transparency: We report any suspected cases of corruption to our supervisor immediately.

Training: We take part in regular training on anti-corruption and ethical behaviour.

These measures help to ensure an honest and legally secure working environment.

6. We promote health and safety at work.

The CAFEA Group provides a safe and healthy working environment for all employees. This includes preventive measures, training and the provision of appropriate resources to minimise accidents and health risks. We actively protect all employees from accidents and illness in order to improve employee productivity and satisfaction, reduce absenteeism and cut health costs.

You are part of this safety culture, so you also play an active role and observe the following basic rules:

Follow safety guidelines: We comply with all safety regulations and use the protective equipment provided.

Report hazards: We inform our superiors and team about potential sources of danger

Act with caution: We act cautiously and deliberately to ensure that no one is put in danger. In dangerous situations, we immediately take action to eliminate the danger and inform the team members.

Use health programmes: We take part in the health programmes and training offered.

Ergonomic working methods: We set up our workplaces ergonomically and take regular breaks.

7. We practice equality and diversity

The CAFEA Group offers all employees fair treatment and equal opportunities regardless of gender, origin, age, religion, sexual orientation or disability. This promotes an inclusive work environment in which different perspectives are valued and utilised. We expressly reject any form of discrimination or harassment.

For our shared success, this means that diverse teams make us more innovative and creative, which leads to better solutions and a stronger competitive position. Each individual contributes to this by acting respectfully and openly towards colleagues, reducing prejudice and actively participating in inclusive initiatives. This behaviour strengthens the sense of belonging and increases satisfaction and productivity throughout the company.

8. We offer competitive terms of employment

The CAFEA Group offers competitive employment conditions. These include remuneration packages that at least meet the legal minimum standards, as well as flexible working hours that can be tailored to suit individual requirements and measures to help employees balance work and family life. We ensure a safe and healthy working environment and promote professional development through training and continuing education opportunities.

Job satisfaction creates a positive working environment, strengthens trust in the company and contributes to higher productivity and long-term loyalty.

We respect the dignity of each individual and thus also decisions for or against membership of a trade union or other organisations for the representation of employee interests. We engage constructively, sustainably and in a spirit of trust with employee representative bodies and trade unions.

Everyone has the right and the opportunity to express and pursue their concerns in a fair, confidential and transparent process.

9. We are against child and forced labour

We reject all forms of forced labour and modern slavery. We also do not tolerate child labour and do not employ young people under the respective legal minimum age.

10. We disclose conflicts of interest

Conflicts of interest are a burden. Situations in which conflicts of interest may arise should therefore be avoided.

If a conflict of interest arises, we inform the supervisor or the human resources department and disclose all relevant details of the conflict. Disclosure allows conflicts to be identified at an early stage and treated appropriately, minimising any negative impact on the company and maintaining the integrity and trustworthiness of the individual.

11. We treat accounting and financial documents with care

Careful handling of financial records is of the utmost importance in the CAFEA Group. We are all committed to complying with national and international accounting rules. Local accounting in the companies is carried out in accordance with local legal requirements. Financial records serve as the basis for strategic decisions, investments and reporting to stakeholders. Transparent and precise financial management fosters the trust of investors, customers and business partners and contributes significantly to the long-term success and sustainability of the company.

12. We protect personal data

The CAFEA Group places a high value on the careful handling of personal data and integrates data protection into all of our business processes. We are committed to complying with all relevant data protection laws and guidelines. We use modern security measures to protect personal data from unauthorised access, misuse or loss. Regular training sessions promote awareness of the importance of data protection. We aim to maintain and strengthen the trust of our customers and partners by handling their data carefully and continuously reviewing our data protection practices.

13. We handle company resources with care

We use the company's resources efficiently and responsibly to achieve our business goals. We avoid the misuse of resources such as time, materials and technological tools. We report potential waste or opportunities for improvement to our supervisor or the relevant department.

The efficient use of working time, materials and other resources helps us on the road to shared success.

14. We protect confidential information

Protecting our know-how is essential to the long-term success and competitiveness of our business. Our know-how includes the accumulated knowledge, skills and innovative processes that distinguish us from our competitors. Our know-how includes product and packaging prototypes, recipes, product concepts, and details about customers and suppliers.

We protect our intellectual property by:

- **Protect confidential information:** We use advanced technologies to protect against data leaks and unauthorised access.
- **Create secure passwords:** We choose passwords that are strong and unique in accordance with security guidelines.
- **Change passwords regularly:** We renew our passwords to increase security.
- **Keep passwords secret:** We never share passwords with others to avoid unauthorised access.
- **Ensure privacy:** We make sure that unauthorised persons cannot eavesdrop on confidential information, especially during telephone calls over loudspeakers and video conferences.
- **Avoid public areas:** We do not hold confidential discussions in public areas such as the canteen or on public transport.

By protecting our own know-how and respecting the intellectual property of our business partners, we ensure that we deal with our customers and business partners in a spirit of mutual trust. We use trade secrets only in accordance with the legal provisions and contractual agreements.



15. We take responsibility for our environment

The CAFEA Group is committed to sustainable environmental stewardship and to reducing our environmental footprint. We recognise the urgency of climate change and other environmental issues and are determined to do our part to protect our natural resources. This includes minimising waste and emissions, promoting energy efficiency and renewable energies and using natural resources responsibly. We are contributing to environmental protection practices along our entire value chain. Our efforts are aimed at maintaining a healthy and liveable environment for future generations.

16. We are socially committed

The CAFEA Group is committed to strong social engagement, both locally and throughout the coffee supply chain. We believe in the importance of community and solidarity and strive to create positive change in our communities and beyond. Locally, we support social projects, educational initiatives and non-profit organisations to improve people's lives and promote equal opportunities. In the coffee industry, we advocate for fair trade practices, fair pay and better working conditions for coffee farmers and workers. Through our social engagement, we aim to create a sustainable and inclusive future for all.

SHARED TRUST

Living our Code of Conduct

The Cafea Code of Conduct is our common guide in an increasingly complex business world. The Code of Conduct does not cover every situation that may arise in our daily work, but it does provide us all with a clear framework for action. The Code of Conduct is communicated through various channels, such as the intranet. The Code of Conduct is binding, even if current laws or regulations are less strict. Please note that there may also be stricter laws and regulations, which will take precedence in such cases.

Our ethical values and social standards are regularly audited by independent bodies in line with the SMETA concept. This is how we ensure that our Code of Conduct is understood and respected by everyone in the company. The Code of Conduct is an important component of the CAFEA employment relationship. Violations of the Code of Conduct will not be tolerated and can lead to disciplinary action up to and including extraordinary termination of the employment contract and further legal steps. Not reading or not recognising the Code of Conduct does not exempt anyone from the responsibility of complying with it.

Be fair

Fairness is at the heart of our Code of Conduct. When grievances or conflicts arise, we encourage direct and personal dialogue between the colleagues involved. If this is not possible, we recommend involving supervisors, plant management, the human resources department or management to resolve the situation on a personal level.

In cases where direct dialogue is not possible, we have set up a technical whistleblower platform. This portal helps to ensure compliance with legal and ethical principles and to prevent or resolve violations of the Code of Conduct. In our WHISTLEBLOWER POLICY, we describe how to submit information and how it is processed.

You can report infringements anonymously on the whistleblower platform. However, we encourage you to disclose your identity in order to enable a personal, confidential exchange.



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