



CSR POLICY

1. Introduction

For a family business with roots stretching back to the 19th century, the focus on long-term sustainability comes naturally. In our view, the decades and the crises that punctuate them cannot be navigated without awareness of and respect for the people with whom an organisation works, and the environments in which it operates. Sometimes, too, it is simply the humble chance alignment of circumstances that allows us to open a new chapter.

By respecting its environments and stakeholders as much as possible, Cafés Carasso seeks to embrace sustainable development: 'meeting the needs of the present without compromising the ability of future generations to meet their own'¹.

In 2023–2024, Cafés Carasso took part in the Diagnostic Action scheme set up by the Canton of Geneva to support local businesses in improving their sustainability practices. This assessment enabled us to draw up a clear stakeholder map and a materiality matrix, valuable tools for embedding corporate social responsibility (CSR) in our decision-making. Concrete actions have been implemented, allowing us now to draft our CSR policy, summation of our practices and our vision for the coming years.

2. Our Key Commitments

We have chosen to focus on the following four areas.

- a) CSR governance, in particular documenting our practices to highlight concrete actions and thereby give meaning to our CSR efforts, whilst fully integrating them into our corporate vision and strategy.
- b) Quality of life at work, which we believe relies on constant trust in team members and continuous improvement of working conditions.
- c) Customer relations: whether in a store or online, in a local bakery or a Michelin-starred restaurant, an SME or an International Organization, a local grocery shop or a supermarket chain, our ambition and standard is to satisfy our customers and build their loyalty over the long term.
- d) Our environmental impact, bearing in mind that when it comes to pollution and climate change, every tenth of a degree counts and that we are accountable for our actions, at our own level. Our priorities are:
 - o reducing our waste and improving recycling,
 - o reducing our carbon footprint and
 - o increasing the proportion of our certified coffees, ensuring a supply chain that takes biodiversity and social issues into account.

Other challenges have been identified: the implementation of a responsible procurement policy, data protection, and adapting our business to climate change. We should also mention the significant impact we have, particularly in social terms, on the regions that make our business possible, both in Switzerland and on the lands where our coffee is grown. These issues are fully integrated into our action plan.

¹ Report of the World Commission on Environment and Development: Our Common Future (Brundtland Report), Oslo, 1987, #27



a) Transparent internal CSR governance

For several years now, we have had a clearly designated CSR lead within our organisational structure. Based on the assessment carried out in 2023–2024, an action plan was set up with monitoring indicators that we update and develop at regular intervals (approx. 8 times a year) in collaboration with the managers of our various business sectors.

We are improving the documentation of our practices and making it accessible internally in the interests of transparency and conviction. During the assessment, we also identified the importance of communicating with our external stakeholders, which takes the form of direct dialogue with our clients, as well as via our website. We have chosen to highlight existing practices rather than our future projects, as we prefer to refer to what has been achieved rather than projects whose success we can never be certain of.

b) A quality working life built on trust and solidarity

In our view, the quality of the work performed by the teams depends less on the number of hours worked than on the trust placed in them, recognition, and a sense of well-being at work.

We therefore support flexible working hours and maximum flexibility within teams (decentralised management of schedules), with the only limitations being specific operational constraints (e.g. opening hours). We have also chosen to standardise weekly working hours across the company by reducing them, in order to achieve a better work-life balance. Excluding family members, the average and median length of service is 9 years in 2025.

c) Customer relations are built on sharing our passion

We know that our relationships with our customers and their experiences are just as important as the intrinsic quality of our product range – around 40 different coffees. In markets where there are countless options, this long-term relationship with our customers is one of our core reasons for being.

As we operate across all distribution segments (direct-to-consumer sales, online shop, hospitality, office, mass retail, third-party roasting, etc.), each with customers of varying sizes and needs, meeting each specific requirement is a challenge that drives us to excellence and fuels our passion.

d) A commitment to significantly reducing our environmental impact

We have prioritised three key areas of focus on which we have a hold, starting with reducing our waste and improving recycling. In this regard, we are participating in a pilot programme run by SIG, which has enabled us to carry out a waste and circular economy audit/assessment to identify recyclable or reusable waste streams. We are now implementing several measures to:

- reduce our packaging, redesigning it to be recyclable, compostable or reusable,
- phase out certain products (e.g. single-use coffee-creams, sugar packets in shops),
- contribute to projects for the reuse of particular products, and
- lead or participate in research projects, particularly with universities and/or private partners (e.g. silver skin, coffee grounds, bio kg, etc.).

We monitor our practices using key performance indicators to ensure we are driving continuous improvement.



The second key area is more broadly concerned with reducing CO₂ emissions. As our objective is to carry out a comprehensive carbon assessment, we have initially identified our main sources of emissions and will implement physical measures to ensure we have reliable data for this project. Our main impacts relate to

- our procurement (particularly of green coffee), for which we have implemented a formalised responsible procurement approach with our suppliers,
- our premises, the main site of which is currently being renovated – a project we actively support as a tenant,
- our production facilities, where particular attention was paid to energy efficiency during their renewal,
- staff travel; we encourage, notably through financial incentives and additional days' holiday, the lowest-carbon travel options possible.

Finally, the third key area focuses on responsible sourcing. Supporting fair and eco-friendly practices has been a major priority for several decades. Our partnership with Max Havelaar in the early 1990s was an early pioneer, whilst the breadth of our current range of certified organic and Fairtrade coffees is, to our knowledge, unique in Switzerland. Over 30% of our sales now come from this dual supply chain – the most demanding of its kind – which guarantees the highest standards in terms of social and environmental conditions. In a niche market, we also work directly with local farms that we know personally. The traceability of all our coffees is fully assured and guaranteed.

3. Conclusions and outlook

We are aware that this CSR policy will evolve in line with our business activities and as our commitments deepen. We have drafted it in the knowledge that the CSR approach is, by its very nature, one of continuous improvement. Yet, in a way, setting out this policy commits us and serves as a reminder to the whole team and our stakeholders that this vision is vital for the future of Cafés Carasso.

Geneva, 28 November 2025

On behalf of Carasso SA

Grégoire and Samuel Carasso

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