



SUSTAINABILITY REPORT 2023

Cultivating a better future



Welcome to the new era of coffee!

In 2023, Incapto marked a milestone in our mission to revolutionize the specialty coffee industry. We focus on quality and sustainability and sustainability, extending our impact beyond our customers' homes. Our product focuses on specialty coffee, zero waste and a direct business model, benefiting both farms and customers.

In 2024, we aim to exceed our expectations in quality and sustainability, while redefining consumption standards and the value chain. This report is not only an account of our social and environmental achievements in 2023, but also promises an even better 2024. We are committed to improving our sustainable practices, enhancing quality and strengthening relationships with producers. Join us on this journey towards a more just and sustainable future, where every cup of Incapto coffee symbolizes our commitment.



FRANCESC FONT, CO-FOUNDER

"2023 has confirmed to us that the challenges of the coffee industry are global, which motivates us to expand our mission beyond our borders. Our strategy focuses on the 'cup experience', the excellence of our product and the efficiency of digitalization. By taking Incapto to the world, we seek not only to grow, but also to share our vision of a fairer and more sustainable coffee."

QUIM MACH, CO-FOUNDER

"I am convinced that we are doing the right the right thing by changing the coffee industry. Even if the numbers bear it out, you really feel it when you see it with your own eyes. you feel it when you see it with your own eyes. That's why my highlight of 2023 was witnessing the direct impact of our work in coffee-growing communities. Visiting our projects at origin is always eye-opening and a strong reminder of our purpose."





BEA MESAS, Q-GRADER AND CO-FOUNDER

"My journey in the world of coffee began more than 15 years ago in Guatemala. Since then, I have dedicated myself to humanizing each cup, valuing each person in the production chain. For me, specialty coffee is not just 80 points, but stories with names and surnames. Just three years ago, it seemed impossible that specialty coffee would replace capsules in the home. But today, thanks to teamwork and the trust of our customers, we are seeing the change."





Capsule free

At INCAPTO, we believe in a future where coffee consumption is sustainable and respectful of the planet. For this reason, we would like to share with you some thoughts about coffee capsules, both conventional and compostable.

WHAT'S BEHIND A CAPSULE

Significant environmental impact

While coffee capsules offer convenience, their environmental impact is considerable. It is estimated that, in Europe alone, their use generates more than 1.5 million tons of waste per year.

The challenge of recycling

Beyond the volume of waste, the recycling of capsules presents difficulties. Their size and composition make the industrial process difficult, which means that many end up in landfills, where they can take up to 500 years to decompose.

Beyond environmental impact

The high price of coffee in capsules and the difficulty of repairing coffee machines are other aspects to consider. These factors, together with the generation of waste, make up a panorama that invites us to reconsider our options.

THE IMPACT OF CAPSULES IN NUMBERS

1.582.477

TONS OF WASTE

14g

OF RESIDUE PER CAPSULE

Own source: measurement of different types of capsules, compostable, aluminum and plastic capsules of different brands at home with freshly brewed coffee.



Our figures

OUR CAUSE

83,6
BCorp score

85,14
SCA Score
average of our coffee

10
Origins

32.972.931
Capsules saved
from the beginning

92,8%
Arabica*

7,2%
Robust up*
Percentage of specialty
coffee we produce

OUR SALES

78%

Revenue growth in recent
years

4

Countries in which
we are present

10.629

Subscribers

1.627

B2B customers

161.518 kg

Of coffee sold



Our figures

OUR TEAM

93

PEOPLE WHO ARE
PART OF THE
INCAPTO TEAM

36,6%

WOMEN OF THE TOTAL NUMBER OF
TEAMS

38%

IN MANAGEMENT POSITIONS

24,18%

UNDER 25
YEARS OF AGE

16

NATIONALITIES

OUR PLANET

3.438,65
tCO₂ e

Carbon footprint calculation

174,6 t

of waste avoided considering that
72% of our customers come from
capsules.

25,4%

CO₂ Footprint compared to
the traditional model



Capsules avoided are equivalent to 5,983 times the height of the Sagrada Família

In our years of life, we have avoided 32,972,931 coffee capsules, taking into account that 72% of our customers come from the consumption of capsules.



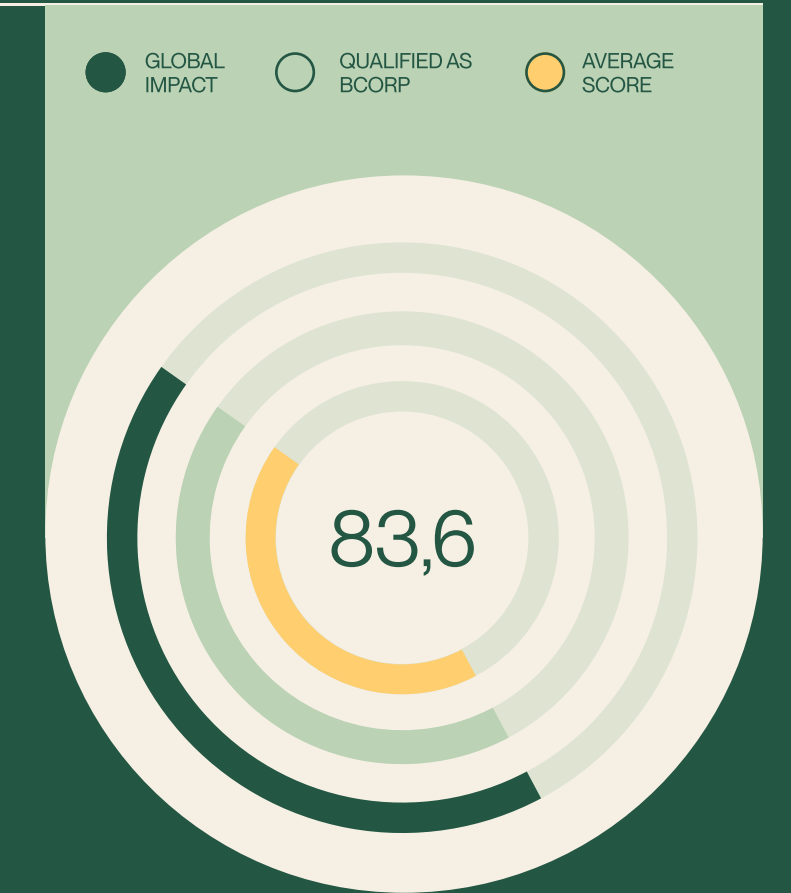
To be B is to use the strength of the company to change the world.

The certification measures the company's performance in 5 impact areas: Environment, Community, Customers, Employees and Governance.

As of April 2023, INCAPTO is a BCorp certified company. Being a BCorp company implies facing challenges, but we are determined to move forward. Although we recognize that we still have a long way to go, we are committed to transparency to balance the interests of all parties involved.

Overall BCorp impact score

According to the impact assessment B, INCAPTO obtained an overall score of 83.6. The average score of ordinary companies completing the assessment is currently 50.9.



How do we do it?

01

We seek to create an equitable work environment

02

We minimize our environmental impact

03

We offer our customers high quality products while protecting their consumer rights.

04

We contribute to the development of the community we work with.

05

We support social causes



Our coffee



Commercial and specialty coffee

To understand what makes a coffee to be considered a specialty coffee, a minimum score of 80 out of 100 is required with the cupping protocol of the Specialty Coffee Association, where 10 different attributes are evaluated and determined in a cupping performed by Q Graders, certified tasters. In more informal terms, a specialty coffee is one that from the seed to the cup all the details are taken care of to obtain a coffee of the highest quality.

What differentiates a specialty coffee from those we find on the supermarket shelves or in the big brands? It is a whole set of factors: from the meticulous selection of ripe cherries and beans with no defects, to the sustainable agricultural practices, the careful care in the roasting process and attention to final preparation. It is a commitment to excellence every step of the way every step of the way, ensuring a unique taste experience in every cup.

QUALITY

TASTE

TRACEABILITY

COFFEE GROWER RELATIONSHIP

RESPONSIBLE PRACTICES

SPECIALTY COFFEE

Each lot of coffee contains exclusively high quality beans, free of defects and from current harvests.

80 points with SCA tasting protocol.

The origin of the coffee harvested is known.

Closer relationship with coffee growers and traceability.

Focused on good cultivation practices, care of the soil and the biodiversity of the ecosystem surrounding the plantation.



COMMERCIAL COFFEE

Mixture of low quality beans that may contain defective beans or coffees from old harvests.

The bitter taste is predominant due to the low quality of the coffee beans as well as the high roasting to cover its defects. Sometimes sugar is added in the last phase of roasting to mask the defects.

The origin is not known and sometimes not even the origin.

Traceability to the producer or cooperative is unknown.

More aggressive farming practices: productivity takes precedence over sustainability.



Looking towards regenerative agriculture

Coffee, the world's second most popular beverage, faces an uncertain future due to climate change and conventional agricultural practices that degrade the environment and threaten the quality of the bean. In this context, regenerative agriculture emerges as an alternative to grow coffee responsibly, protecting the planet and ensuring a prosperous future for coffee-growing communities.

Regenerative agriculture, in addition to allowing us to enjoy a higher quality coffee, with a unique flavor and a story behind each cup, is key to a prosperous future for coffee.

Consumers, increasingly aware, are looking for products that are more responsible with the environment and people. In line with this trend, we are working to collect data and origin information so that by 2030 all of our coffee will come from regenerative agriculture.

SUSTAINABLE AGRICULTURAL PRACTICES

Protection of coffee from direct sunlight

Shade cultivation protects the coffee from excessive sun, reduces the need for water and creates a favorable microclimate for biodiversity.

Natural Pest pest control

Instead of chemical pesticides, less aggressive natural methods such as traps or natural control are used.

Biodiversity conservation

Regenerative agriculture encourages the presence of a wide variety of native flora and fauna on coffee farms. This richness enriches the soil, improves pollination and creates a more resilient ecosystem.

Improved soil conditions

Increased soil cover and compost application are used to improve soil fertility and structure. This reduces erosion and increases water retention, improving coffee quality.

Efficient use of water

Drip irrigation techniques are employed to optimize water use

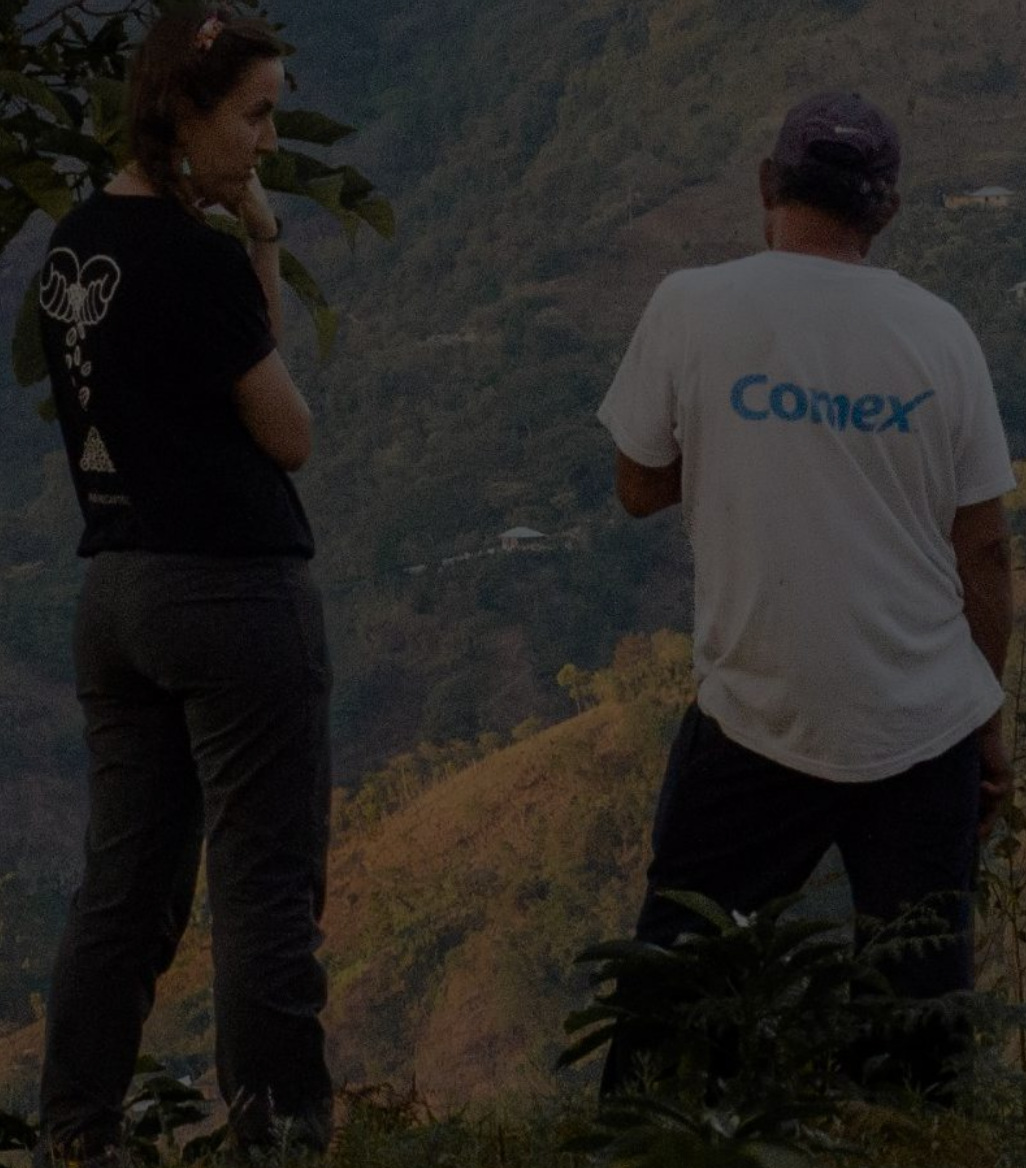


Small farms, big stories

Small farms, with less than 2.1 hectares, are the heart of specialty coffee. Cultivated by coffee growing families from generation to generation, they are characterized by exclusive harvests and unique varieties. Traceability is fundamental in these farms, allowing the coffee to be traced from seed to cup. It offers transparency to the consumer regarding production and the coffee grower, guaranteeing a fair price for the quality of the coffee and strengthening the value chain.

This system has many advantages for the consumer, who can make informed decisions and enjoy a guarantee of quality. By choosing coffee from small farms, we contribute to a more sustainable future for coffee and coffee growing communities. It is a commitment to transparency, quality and social justice throughout the coffee value chain.

At Incapto, we are committed to building a comprehensive database that includes all of our valued producers. By 2024-2025, we are moving forward with the implementation of technology that will allow us to collect detailed data on the producers with whom we collaborate. This approach will help us strengthen our relationships with producers, ensuring greater transparency and quality at every step of our supply chain.



CHARACTERISTICS OF OUR FARMS

Limited production

Harvests are small and meticulously managed, allowing attention to every detail.

Unique varieties and distinct flavors

Experimentation with rare varieties, innovative processes and unique environments, resulting in coffees with unique flavor profiles and aromas.

Sustainable agricultural practices

Committed to the environment, such as the use of organic fertilizers, protect biodiversity and soil health

CONSUMER BENEFITS

Informed decisions

Allows consumers to make informed decisions about the coffee they consume, valuing quality, responsible practices and the origin of the product.

Quality assurance

Traceability ensures high quality coffee, grown with responsible and environmentally friendly practices.

Responsible consumption

It contributes to a more sustainable, fair and transparent coffee sector, where coffee growers are rewarded for their work and effort.



Origins of our coffee



Responsible trade

The price of coffee in the global market is characterized by being volatile and unpredictable, with constant changes due to various factors, such as supply and demand, speculation and certifications. In recent years, an upward trend in the price of coffee has been observed. The average cost per kg of coffee varies according to origin and quality. In this case, Arabica coffee, considered to be of higher quality, tends to have a higher price than Robusta, although the price of both can vary according to the country and region of cultivation. In addition, since the second half of 2023, the price of Robusta coffee has risen to historical levels, even matching the price of some Arabica varieties.

We are working so that in 2024 we can have access to the farm gate price and not the FOB, which will allow greater transparency and fairness in the remuneration of producers.

OUR PRICES COMPARED TO THE MARKET

4,11€

MARKET PRICE

84%

INCAPTO PAYS 84% MORE THAN WHAT IT IS PAID ON THE STOCK EXCHANGE

FACTORS INFLUENCING MARKET PRICE

OFFER

Affected by climatic conditions, pests, diseases and other changes in production.

DEMAND

Depends on global consumption and consumer preferences

SPECULATION

In the markets may affect the price of coffee

CERTIFICATIONS

Coffees with sustainability or fair trade certifications usually have a higher price and cost. This price increase does not translate into significant benefits for the farmer, since a large part of the additional income is used to cover the costs of certification.

QUALITY

No defective grains, more than 80 points using the SCA protocol.



The right price

The coffee value chain is characterized by a profound inequality in the distribution of value among the different factors. Producers, who are at the beginning of the chain, are the ones who benefit the least from the final price paid by consumers, receiving a small portion of this price. consumers, receiving only a small portion of this. Most of the value remains in the hands of intermediaries.

Reducing inequalities in the coffee value the coffee value chain is a complex challenge that requires a joint effort by all the actors involved. For this reason it is why it is important that consumers are aware of this problems and make informed decisions to support a fairer and more sustainable and sustainable production model.

Low prices

Coffee producers often receive prices below the cost of production, making it difficult for them to cover their basic needs and reinvest in their crops.

Lack of price control

Producers have little control over the price of their product, as the price is determined on international markets by large trading companies and by the volatility of commodity markets on the London and NY stock exchanges.

Intermediaries

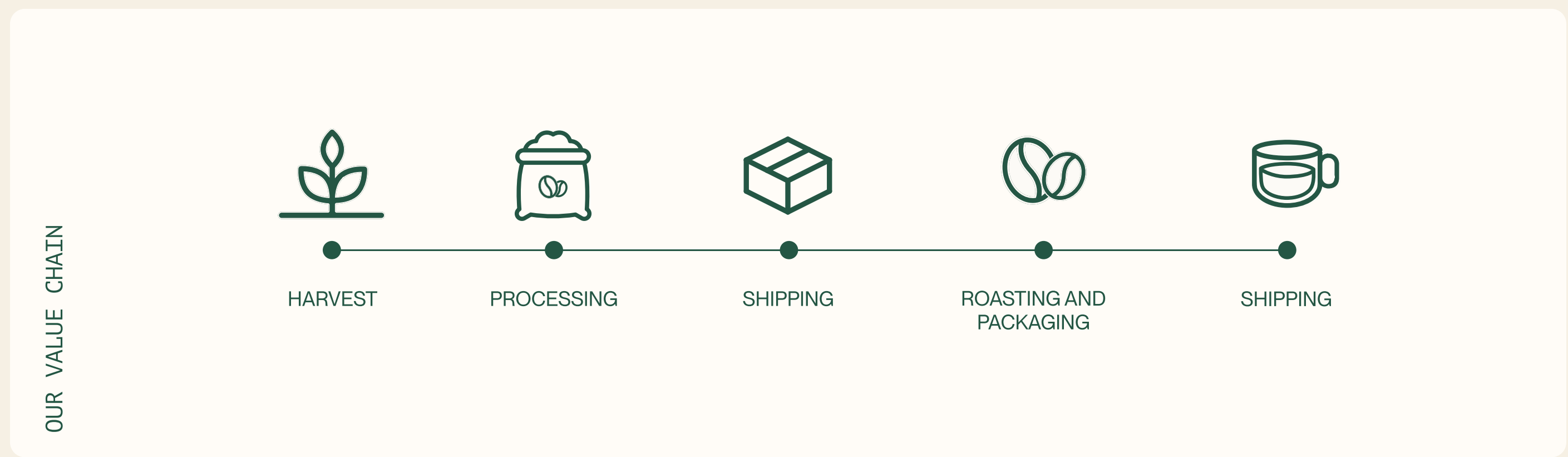
They capture a large part of the value of coffee, leaving only a small portion for producers.

Lack of access to finance

Coffee growers do not have access to credit to invest in improving their crops or the technification of their processes.

Lack of infrastructure

Coffee plantations often lack basic infrastructure such as roads and internet access, which hinders community development.





Our opinion on certifications

In a context where the coffee industry is facing pressure from consumers for sustainability and social responsibility, a plethora of different labels and certifications have been created in the market. Although Incapto does not offer coffee certified by conventional labels, such as fair trade, we have opted for an innovative approach by obtaining BCorp certification in 2023. This certification recognizes our commitment to high standards of social and environmental performance in our operations.

Certifications have a number of limitations to ensure fair payment to smallholder coffee farmers. The high costs of certification can be a burden and the benefits often do not outweigh the investment, so it is not a guarantee of improved incomes for coffee farmers.

We believe that guaranteeing a fair price does not depend on certifications, but rather should focus on the quality and origin of each coffee, while at the same time promoting the dignity and empowerment of coffee growers.

In our practice, we prioritize direct work with smallholder coffee farmers, coffee growers on small farms and cooperatives, where producers set the price of their coffee. Depending on the origin, Incapto pays between 2.4% and 143.3% above the Fair Trade price.



Although we do not require certifications from our producers, we carry out exhaustive quality controls and multi-residue analysis on the coffee lots we purchase.

These procedures allow us to guarantee that the coffee we offer meets our exacting standards of taste, freshness and quality, without the presence of traces of pesticides or harmful herbicides.



Fair Trade

Fair trade certification guarantees a minimum price for products, where the reference price is the FOB (Free on Board) price, not the producer's price. The fair trade criteria include two types of green coffee: Arabica coffee (€4.12/kg) and Robusta coffee (€2.88/kg). For organic coffee, 0.80 €/kg is added.

As a weighted average, INCAPTO pays a 39.71% above the fair trade price.

39,71%

As a weighted average, INCAPTO pays 39.71% above the fair trade price.

4.12€/kg
ARÁBICA

2,88€/kg
ROBUSTA

OUR REASONS FOR NOT HAVING CERTIFIED COFFEE

They do not value the quality of coffee

Same price for all coffee, regardless of quality level and origin.

A challenge for small businesses

The high membership fee for certification throughout the chain is a challenge for small enterprises, limiting their access to certification and favouring large companies in the process.

Not a guarantee for improving farmers' incomes

Coffee certifications have been in place for decades, yet coffee farmers have experienced little improvement in their livelihoods. Despite the growing demand for certified coffee, this does not translate into increased income for coffee farmers. Moreover, the focus is only on the FOB price and the Farm Gate is neglected. At Incapto, we consider it crucial to ensure a real improvement in farmers' incomes if changes in the sector are to be sustainable in the long term.



Coffee for good

We believe that coffee is more than just a beverage and we have set out to make it a product that connects people and has the power to generate a positive impact on the world. With our "Coffee for Good" initiative, we go beyond offering exceptional coffee. For every kilogram of special editions sold, we donate €1 to social projects that empower communities in the coffee's countries of origin and thus give back to society what it gives us in the form of coffee. to society in the form of coffee.

In 2022 and 2023, we are partnering with The South Face Foundation to train women in Kenya, providing them with equal opportunities in the coffee sector. Our goal is to provide them with quality education to expand their employment opportunities.

Despite progress, education in Kenya faces significant challenges, with more than 1.2 million children without access to elementary school (UNICEF, 2020). By supporting this scholarship program, we address inequality and promote a more just and equitable society.

6.785€

BUDGET 2023

11.110€

BUDGET FROM 2021



The coffee lung

The coffee world faces challenges that threaten its future, from the lack of generational replacement to the persistent poverty in coffee growing communities and the effects of climate change. The crisis of generational replacement is reflected in precarious working conditions, low salaries and few opportunities for young people, which leads to the aging of the coffee population and the abandonment of farms, affecting economic and social stability.

Poor working conditions and low incomes endanger the health of coffee growers, while the low profitability and lack of opportunities hinder the continuity of the family tradition. The migration of young people to urban areas decreases production and causes the loss of knowledge and traditions.

In January we presented "The Lung of Coffee", a documentary that goes beyond a simple beverage to explore stories, faces and the real impact of coffee on people and the planet. In collaboration with Ethichub and Cosechando Riqueza, the documentary delves into the coffee-growing lands of Mexico to meet those who produce this high quality coffee. Through their stories, we understand the challenges facing the industry, from labor shortages to the poverty of the coffee growers.

to the poverty of coffee growers and vulnerability to climate change.

At Incapto, we believe in a fairer and more sustainable coffee model, working whenever we can directly with coffee farmers, offering them fair prices and support in sustainable agricultural practices. With 'The Lung of Coffee', we seek to raise awareness among consumers about the importance of choosing ethical and sustainable coffee and we invite you to join our movement for a more humane and responsible coffee.

and responsible coffee.

INCAPTO

EL PULMÓN, DEL CAFÉ

Una realidad en México

contada por INCAPTO STORIES
una historia a través de la COOPERATIVA COSECHANDO RIQUEZA
con la colaboración de ETHICHUB

▶ VER TEASER



Poverty in the coffee world

Poverty in the coffee sector has left coffee growers trapped in a cycle of difficulties. The low price of coffee, a result of market instability and speculation, is one of the main causes. Coffee growers are forced to sell their coffee at minimal prices, unable to cover their basic needs or reinvest in their crops.

Lack of access to credit exacerbates the situation, especially for small producers who struggle to acquire quality inputs and improve their cultivation practices.

Limited education also plays an important role, reducing farmers' opportunities to improve their situation. Lack of education limits their ability to negotiate better prices and improve their farming practices. It is necessary to break this cycle and ensure a decent future for coffee farmers.

Consequences of poverty in the coffee sector	Precarious living conditions	Coffee farmers and their families are deprived of access to basic services such as health and education.
	Labor exploitation	The economic vulnerability of coffee growers exposes them to abusive practices by intermediaries and buyers.
	Migration and abandonment of the countryside	In search of better opportunities, many coffee growers and their families are forced to migrate to the cities, abandoning their land and coffee cultivation.

Actions against poverty in the coffee sector	Stabilizing the coffee market	Establish direct and lasting relationships between producers and roasters, separating the price from speculative markets.
	Facilitating access to credit	Offer loans with low interest rates and flexible terms to encourage production investment.
	Promoting education	Training and capacity building for coffee growers to improve their possibilities and knowledge.
	Responsible consumption	To promote the consumption of quality and traceable coffee for sustainable production. Bringing long-term benefits to producers and future generations.



The impact of climate change

Rising temperatures, the intensification of extreme weather events and climate variability create an uncertain outlook for the future of coffee.

In 2023, global and ocean temperatures will increase by 1.19°C compared to the average temperature of the last century, forecasting major changes in agriculture, agriculture, and food security. century, forecasting major changes in agriculture in the coming decades. in the coming decades. Among the crops most affected is coffee, essential to the culture and economy of many countries and the livelihood of millions of people around the world.

Global warming directly affects the life cycle of coffee, causing pests, diseases and undesirable flavours in the beans. beans. In addition, the increase in extreme weather events, such as droughts and floods, intensified by climate change, cause crop decline and even losses, endangering the survival of coffee farms. survival of coffee farms.

The decrease in arable land represents an additional threat to coffee production and the livelihoods of coffee-growing communities. The loss of land suitable for coffee cultivation not only limits the sector's production capacity, but also jeopardises economic stability, but also puts the economic stability of these communities at risk. Addressing this climate challenge is crucial for the future of coffee, and requires a concerted effort and commitment to the planet to ensure its survival and the well-being of millions of people.

Instability of the coffee sector

In the long term, the market may be affected by low supply

Lower farm yields

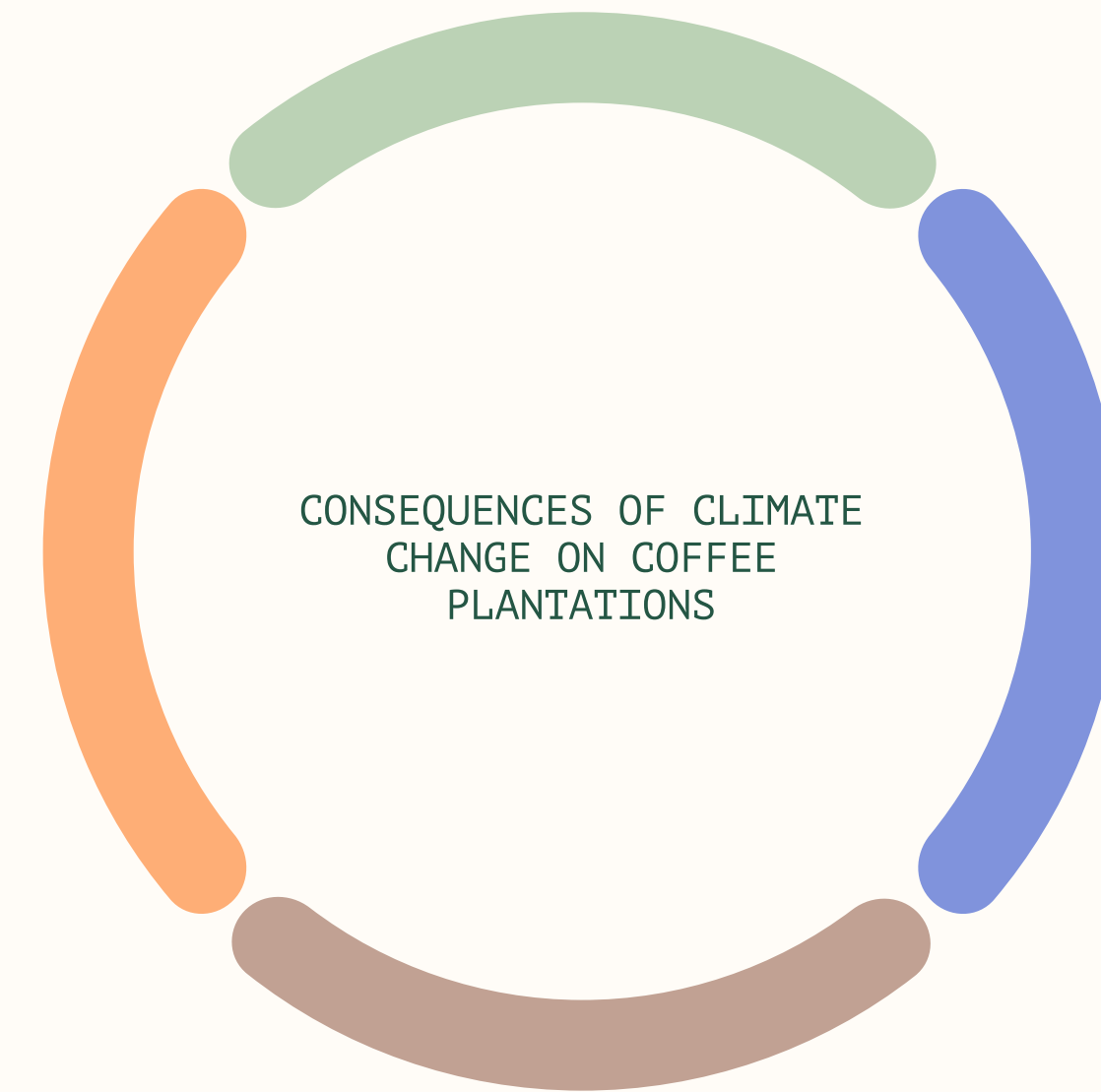
Coffee production is negatively affected, with lower harvests and lower quality.

Loss of coffee quality

When the optimal conditions for its cultivation were altered

Deterioration of the environment

Deforestation, soil erosion and loss of biodiversity, which severely threaten agro-ecosystems.





Our pillars



Sustainability pillars

We understand sustainability as a process of constant evolution and have defined our main commitments on which we work every day to improve our impact.

PLANET



DECARBONIZATION



CIRCULARITY

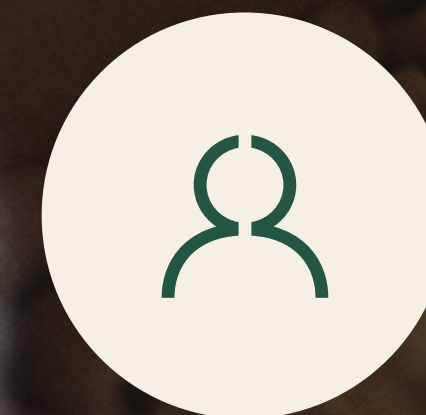


RESPONSIBLE
AGRICULTURE FREE OF
SYNTHETIC FERTILIZERS

PEOPLE



INCLUSIVE AND
RESPONSIBLE
VALUE CHAIN



DIVERSE,
EQUITABLE AND
CONSCIENTIOUS
TEAM



EDUCATION FOR
RESPONSIBLE
COFFEE



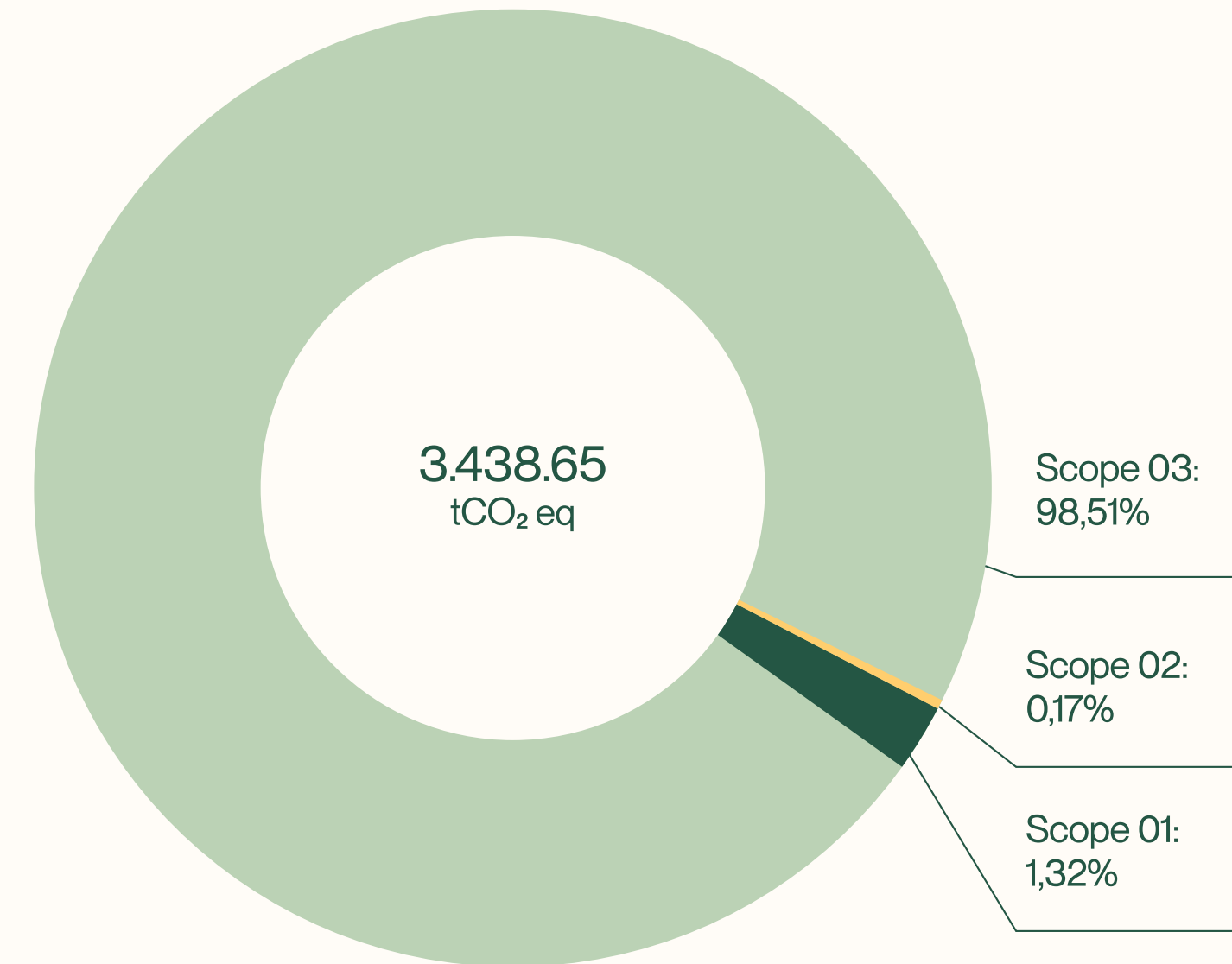
Our carbon footprint

At Incapto, we are convinced that that sustainability is not only a responsibility, but also an opportunity to build a more prosperous future for all. That is why we have made a firm commitment to sustainability, we have made a firm commitment to the fight against climate change and decarbonizing our operations.

Reducing our environmental impact is a challenge that motivates us. We are committed to decarbonizing our operations and collaborating with our employees and suppliers.

In 2023, we calculated and analyzed all the scopes of our carbon footprint, following the standards of the Greenhouse Gas Protocol (GHG Protocol).

INCAPTO's total carbon footprint by scope



21.29kg CO2/kg of coffee sold

MEASUREMENT

01

Direct emissions

Generated by our daily activities daily activities (combustion, transportation, fire extinguishers).

02

Indirect emissions

Produced by the energy we consume (100% renewable electricity). 100% renewable).

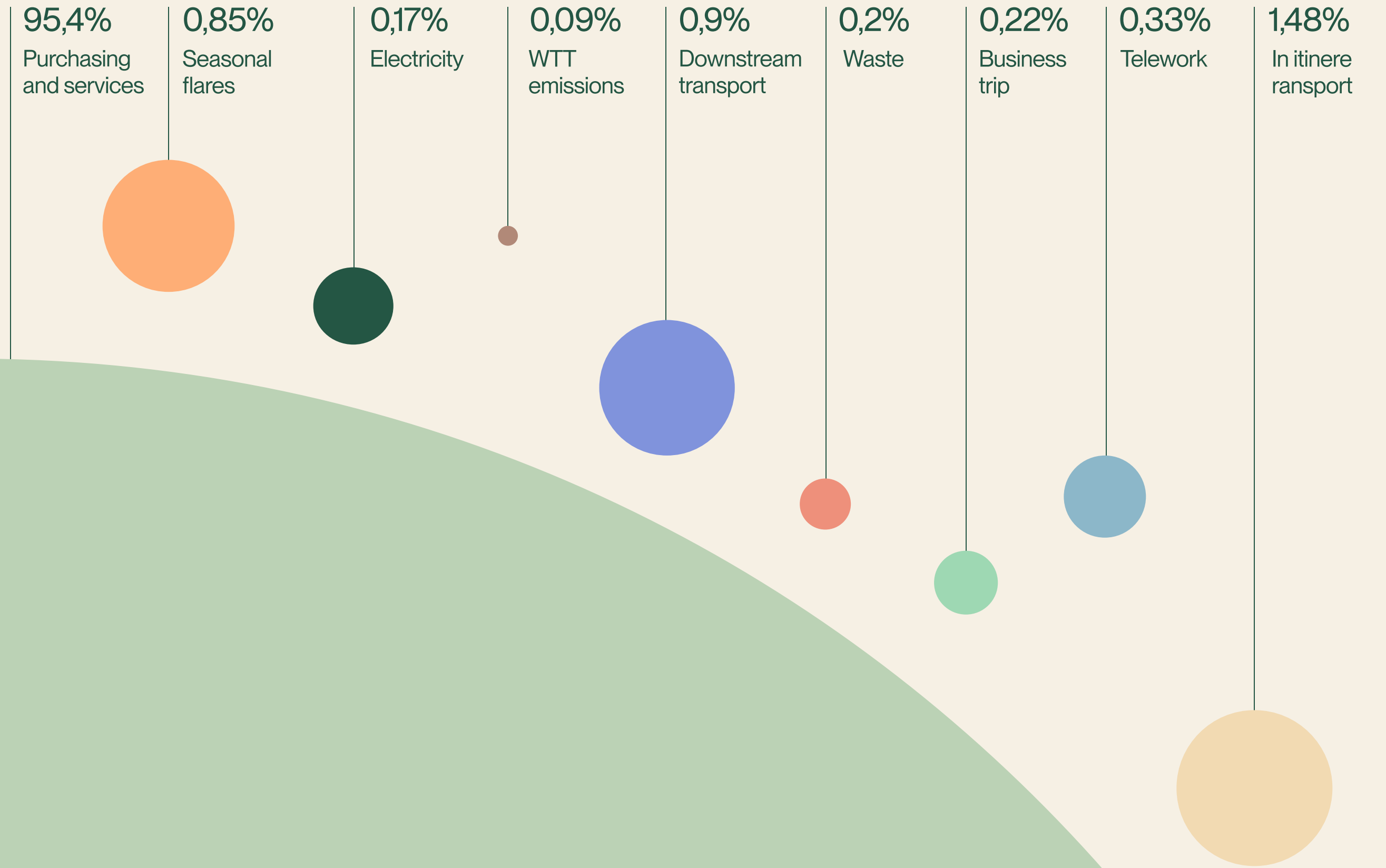
03

Other indirect emissions

Emissions related to distribution, employee transportation, travel, purchases, services and waste.



Our carbon footprint





Decarbonization projects

Our vision prioritizes decarbonization as a fundamental objective, driving us to take concrete steps to address both direct and indirect emissions.

In line with this commitment, we have charted a clear path toward reducing our carbon footprint, with the ambitious goal of reducing it by 10% by 2025 and offsetting Scopes 1 and 2 of our carbon footprint as an additional measure to mitigate our environmental impact.

38,8%

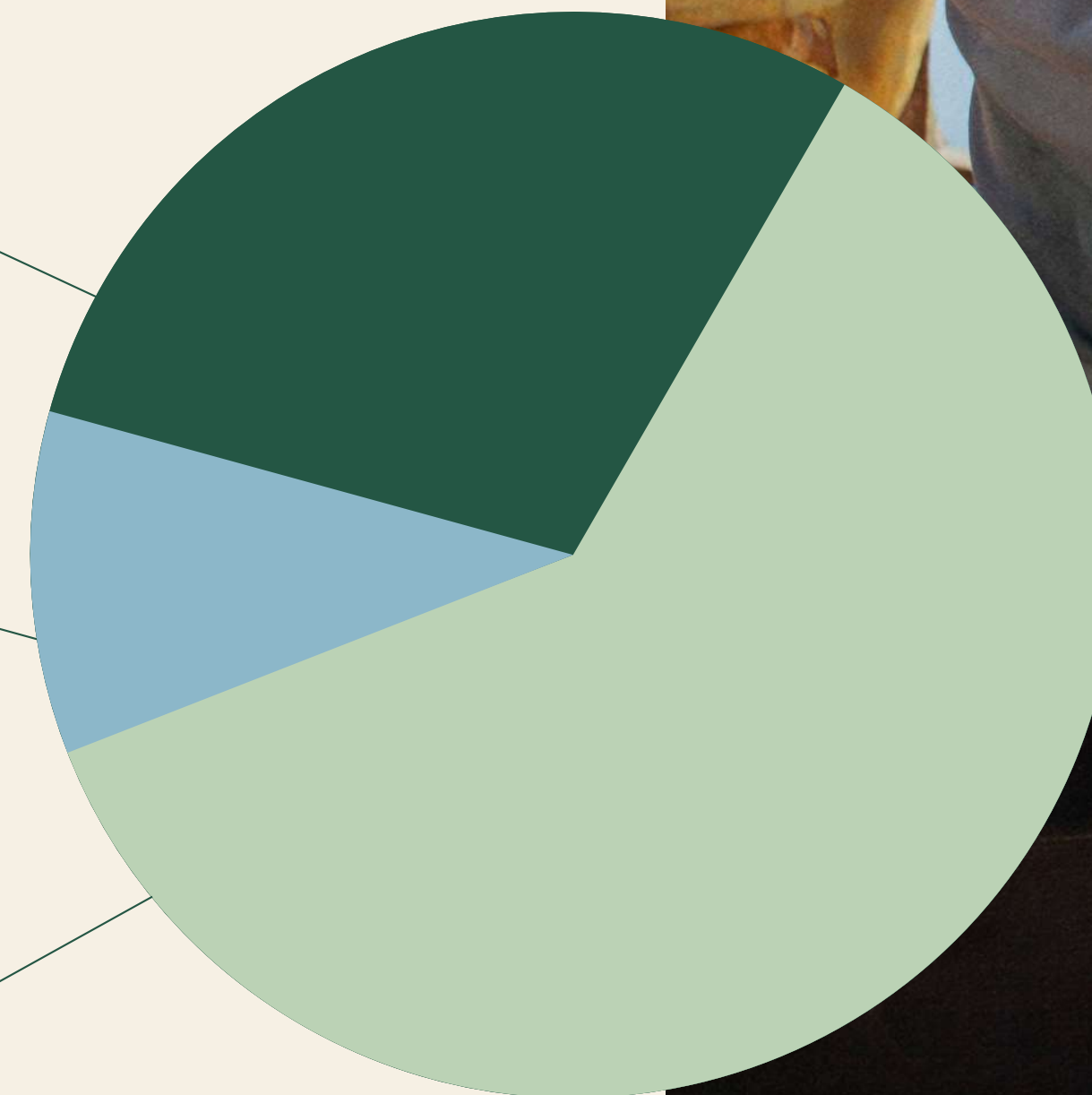
Projects at source

10,2%

Projects registered in MITERD

51%

National agricultural projects





Decarbonization projects

To achieve this goal, we are implementing a series of strategic initiatives in different areas: logistics, energy efficiency and packaging.

These actions are part of our comprehensive commitment to sustainability. We believe that decarbonization is fundamental to building a cleaner, more balanced and prosperous future.

Logistics

Energy efficiency

Packaging

Reverse logistics

Pilot test for the implementation of reverse logistics in the transportation of our products to recover and reuse materials.

Internal logistics

Replacement of cardboard boxes with reusable boxes for use in internal logistics, avoiding a large amount of waste.

Optimization of machinery

Monitoring and optimizing the energy consumption of our machinery to ensure the energy efficiency of our operations.

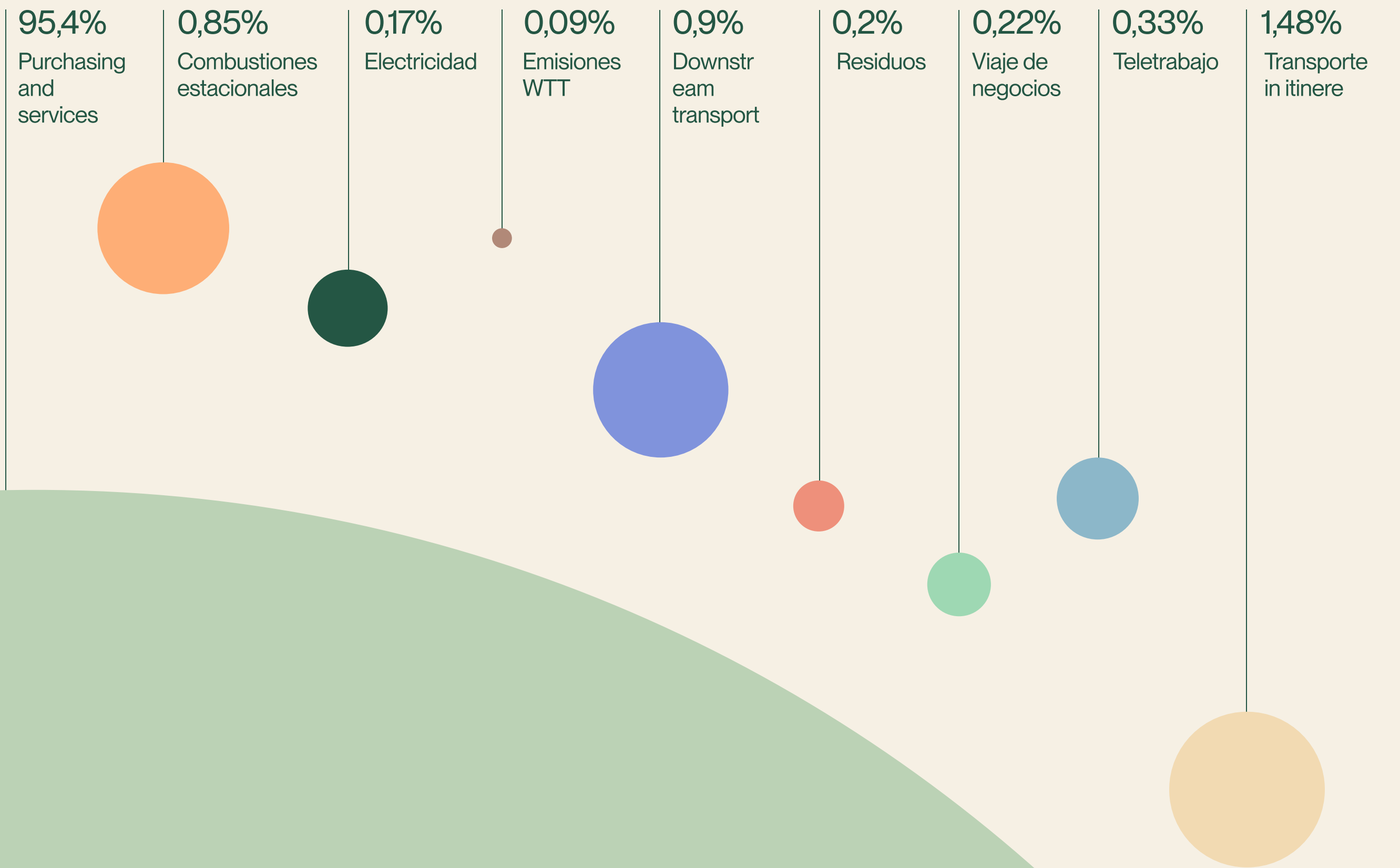
Packaging of our products

Transformation of packaging to make it more sustainable, using recycled cardboard and recycled materials in our coffee packaging.

Reusable packaging

Implementation of a reusable packaging pilot project in the Metropolitan Area of Barcelona, eliminating the use of single-use packaging.

Our carbon footprint



Diverse, equitable and conscientious team

At Incapto, we recognize that diversity, equity and team awareness are fundamental to driving innovation and creativity. We value the variety of perspectives and experiences, committing to creating an inclusive environment where every individual feels valued and respected. We believe that by celebrating our differences and promoting equal opportunity, we reach our full potential and contribute to the well-being of our company and a positive impact on society.

Objectives and goals

We are committed to a series of goals to strengthen our organizational culture and team. This includes an ambassador program focused on environmental, social and governance actions, where employees propose activities to promote sustainability. We promote the regular rotation of ambassadors to ensure diverse participation. In addition, we will provide internal training on sustainability and set concrete targets for equality and inclusion. Our goal is to create an equitable and diverse work environment that reflects our commitment to continuous improvement and positive impact on society.

93

PERSONAS QUE FORMAN PARTE DEL EQUIPO INCAPTO

25,8%

MENORES DE 25 AÑOS Y MAYORES DE 50 AÑOS

20

PERSONAS EN POSICIÓN NO MANAGEMENT ACCEDEN A UN BONO

85%

OF THE TEAM HAS SALARIES THAT EXCEED THE MINIMUM LIVING WAGE FOR AN INDIVIDUAL, ACCORDING TO STUDIES OF THE METROPOLITAN AREA OF BARCELONA, EXCEEDING THE MINIMUM INTERPROFESSIONAL WAGE (SMI) BY 26.7%.

36,6%

WOMEN

38%

EN CARGOS GERENCIALES



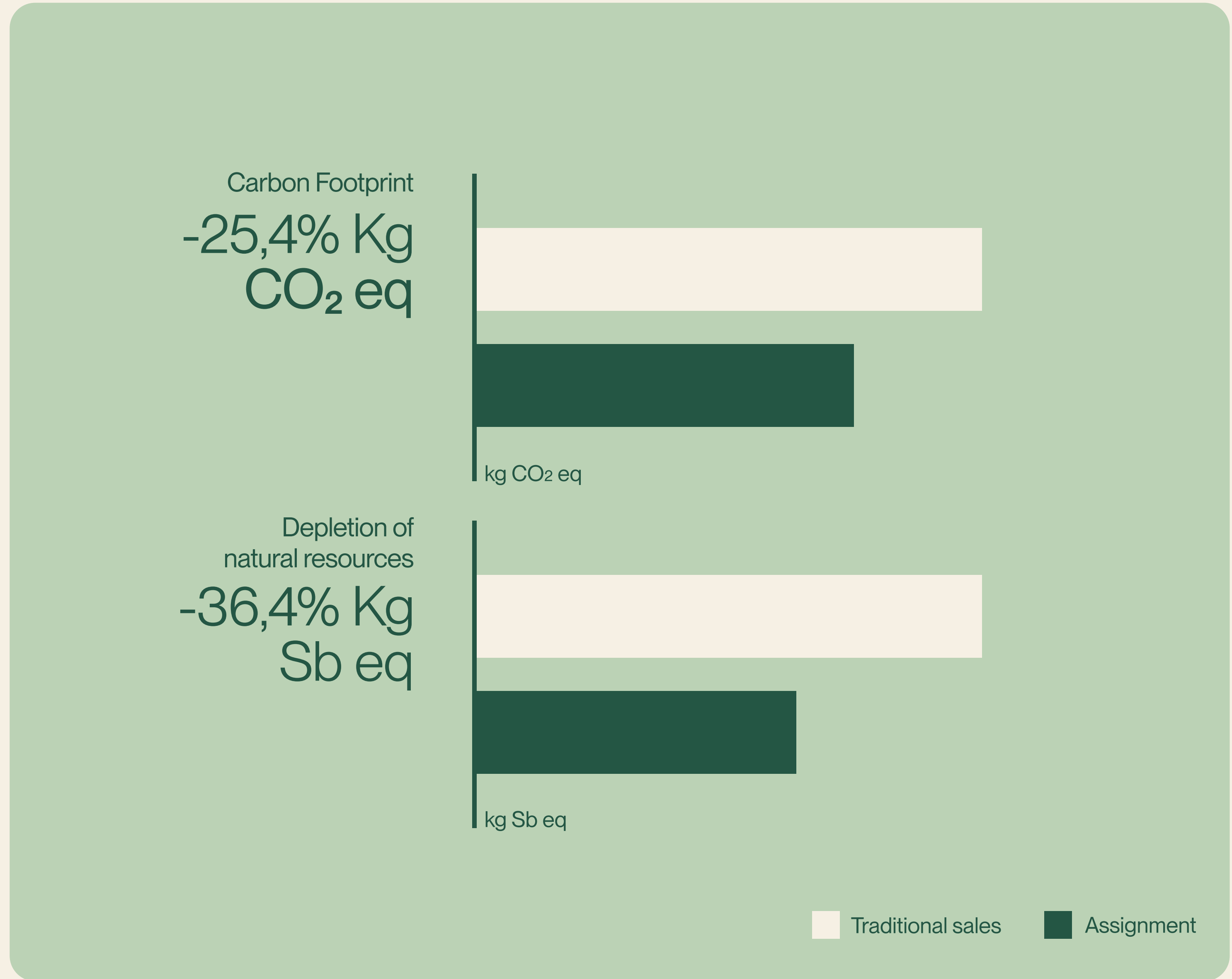
Circularity

At INCAPTO, we adopt the 'coffee as a service' business model, where we provide coffee machines and charge according to employees' coffee consumption.

As part of this initiative, we conducted a life cycle analysis study of our superautomatic machines. Comparing servitisation with the traditional sales model, which includes maintenance and remanufacturing, we found that servitisation significantly reduces the environmental impact. In particular, the carbon footprint is reduced by up to 25.4% with preventive maintenance and remanufacturing, extending the lifetime of machines by up to 67% in the best case scenario.

We conclude that the servitization of coffee has the potential to improve material efficiency and reduce environmental impact, as long as we ensure the extension of the useful life of our products. The shelf life of our products. This implies a continuous commitment to improve the conditions of use and maintenance of our coffee machines.

As we move forward, we use our expertise and traceability to further validate and optimise the environmental benefits of our strategy, highlighting the importance of continuous innovation for a positive environmental impact.



Traditional sales Assignment



CIRCULAR PROJECTS

Repair and sale of reconditioned reconditioned

As part of our commitment to sustainability, we focus on minimizing our environmental impact through the repair and sale of reconditioned coffee machines. By extending their useful life and promoting their reintegration into the consumption cycle, we contribute to the long-term care of the environment. This approach not only drives resource efficiency, but also promotes the circular economy by offering our customers more sustainable and affordable options.

3,4%

Refurbished coffee makers
of total sales





CIRCULAR PROJECTS

Circular economy

At Incapto we believe in the circular economy, that's why we participate in different projects to take advantage of our waste and give it a new life.

In addition to the development of internal projects, Incapto maintains an active collaboration with the Universitat Rovira i Virgili in the development of different projects to close the cycle of coffee grounds, including the production of bioplastics. This commitment to innovation and sustainability reflects our constant search for collaborative initiatives to comprehensively reduce our environmental impact.



BOLET BEN FET

The Bolet Ben Fet farm, a special work center in Sant Antoni de Vilamajor uses coffee grounds from Incapto's B2B customers to produce organic mushrooms that are sold to supermarkets and restaurants.

ROURE FOUNDATION

The Roure Foundation, a non-profit organization, focuses on improving the social rights of vulnerable people. We collaborated in a project reusing green coffee jute sacks to create totebags and laptop sleeves, thus promoting sustainability and social values.



SCENTED CANDLES



Near our offices we manufacture handmade scented candles made from soy and coffee grounds. In this way we achieve a double function, reusing coffee waste and filling homes with a soft and delicate coffee fragrance.



CIRCULAR PROJECTS

Renew promotion

In collaboration with the Ecolec Foundation, Incapto is promoting a capsule coffee machine recycling campaign. Thanks to the active participation of our community, we have recycled 125 coffee makers, preventing them from ending up in an uncertain fate due to lack of knowledge about the recycling protocol for small electronic devices. This achievement highlights our commitment to reducing waste and promoting sustainable practices, demonstrating the positive impact we can make when we collaborate together.

-  **BYE CAPSULES!**
-  We recycle your capsule coffee machine and we give you 40€ discount

125
RECYCLED
COFFEE
MACHINES

ECOLEC

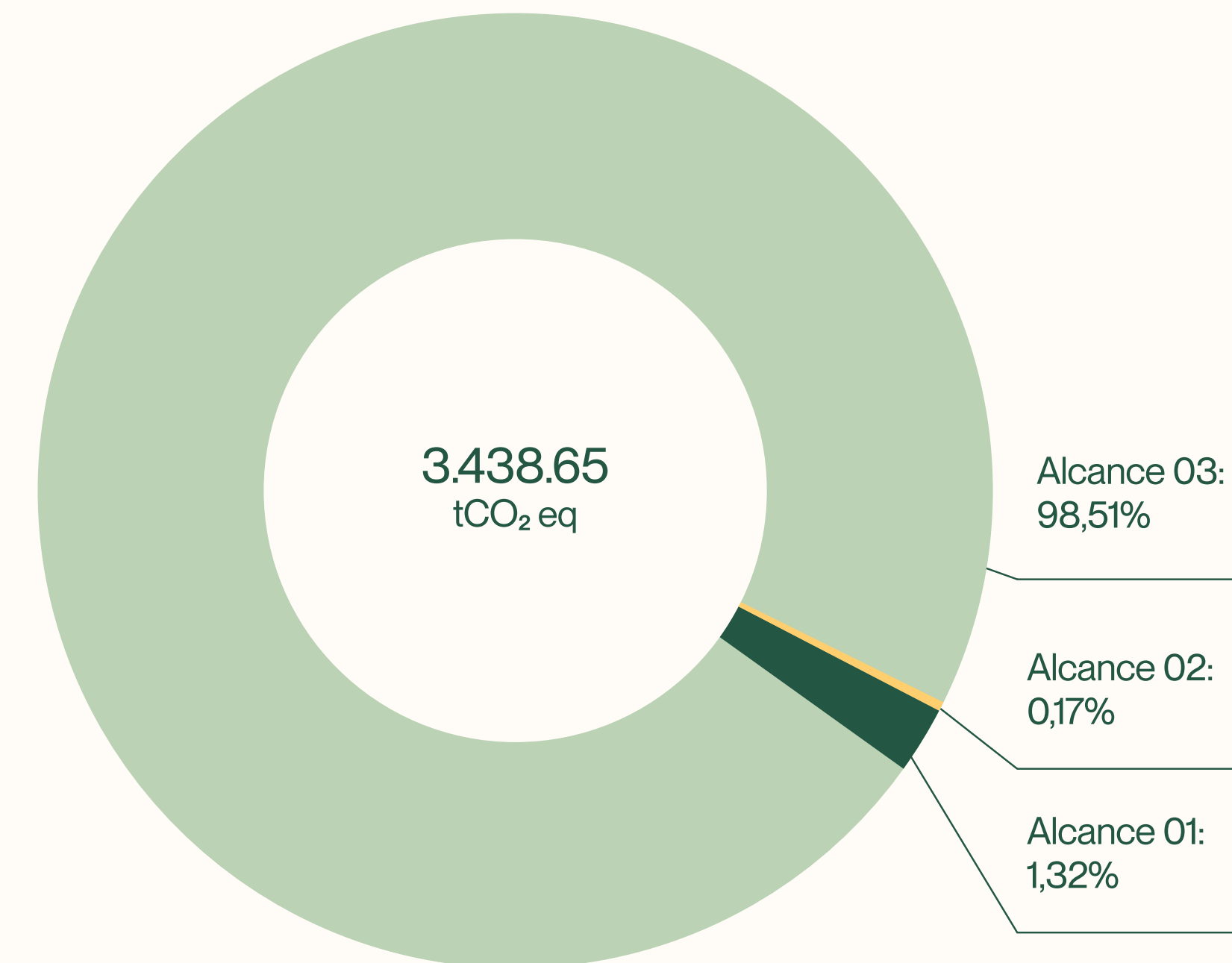


Nuestra huella de carbono

At Incapto, we are convinced that that sustainability is not only a responsibility, but also an opportunity to build a more prosperous future for all. That is why we have made a firm commitment to sustainability, we have made a firm commitment to the fight against climate change and decarbonizing our operations. In 2023, we calculated and analyzed all the scopes of our carbon footprint, following the standards of the Greenhouse Gas Protocol (GHG Protocol).

Reducing our environmental impact is a challenge that motivates us. We are committed to decarbonizing our operations and collaborating with our employees and suppliers.

Huella de carbono total de INCAPTO por alcance



21.29kg CO₂/kg of coffee sold

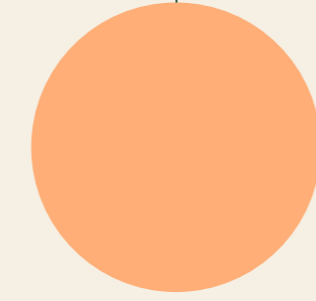
MEDICIÓN

01
Direct emissions
Generadas por nuestras actividades diarias (combustiones, transporte, extintores).

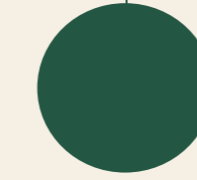
02
Indirect emissions
Producidas por la energía que consumimos (electricidad 100% renovable).

03
Otras emisiones indirectas
Emisiones relacionadas con la distribución, transporte de empleados, viajes, compras, servicios y residuos.

95,4%
Compras y servicios



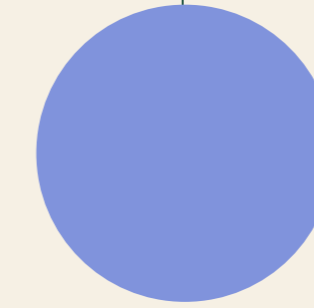
0,85%
Seasonal flares



0,17%
Electricity



0,09%
WTT emissions



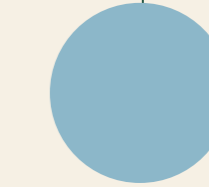
0,9%
Downstream transport



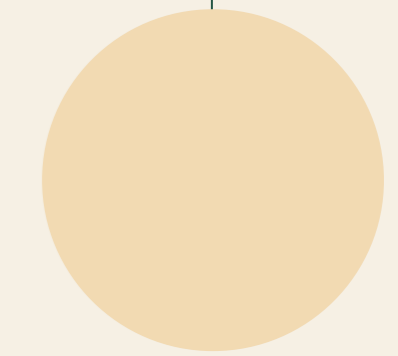
0,2%
Residuos



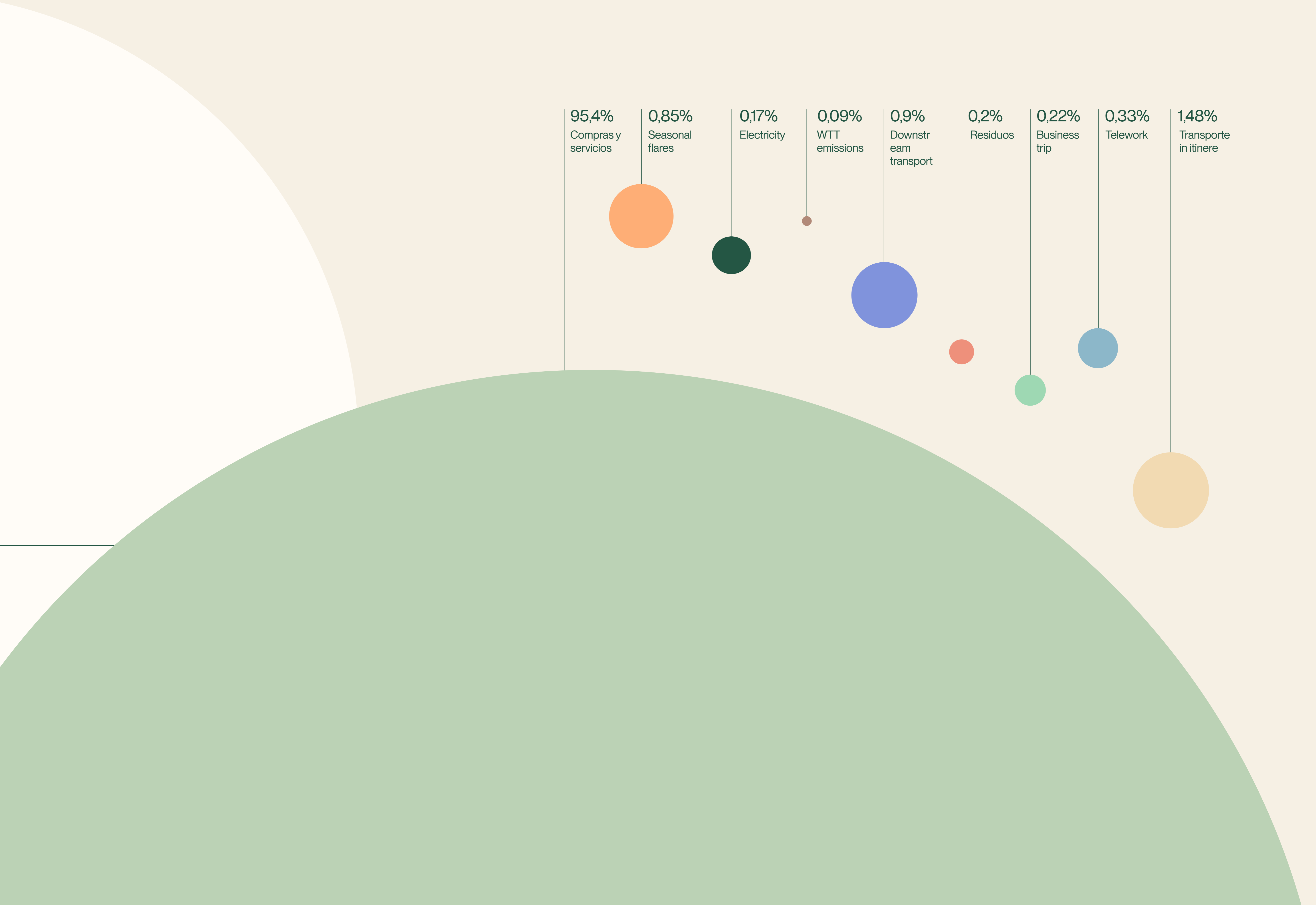
0,22%
Business trip



0,33%
Telework



1,48%
Transporte in itinere





The farms we work with

We are proud to collaborate with small farms and coffee growers who passionately cultivate the coffee you enjoy in your cup. A large part of our coffee comes from these farms, which represent the diversity of coffee flavors, traditions and cultures in different regions of the world.

Each farm has a unique microclimate that influences the flavor profile of the coffee. By working directly with the farmers, we know the stories behind each bean and guarantee the highest quality. Small farms are vulnerable to climate change and market fluctuations, which is why we are committed to supporting them with social development programs and better agricultural practices. By choosing coffee from these farms, we support the coffee growing families and contribute to a sustainable future for the coffee industry, enjoying a coffee with a taste of tradition and passion.

Thanks to knowing the origin of our coffee we can:

To ensure a fair price to coffee growers

Eliminating intermediaries and paying a price above the market.

Promote sustainable agricultural practices

Working hand in hand with coffee growers to improve coffee quality and protect the environment.

Supporting the development of coffee-growing communities

Investing in social and educational projects that improve people's quality of life.



Good coffee growing practices

Juan Francisco González Menchú, agronomist and founder of the Federación Comercializadora de Café Especial de Guatemala (FECCEG) and founder of Federación Comercializadora de Café Especial de Guatemala (FECCEG), shares his fascinating journey into the world of coffee. Raised in a family of traders and farmers in Guatemala, his purpose was always to merge his love for the land with a profession. After years of working in production and marketing diagnostics, Juan Francisco focused on serving small producers and small farmers, focused on serving small producers and cooperatives, which led him to found FECCEG.

The organisation was born out of the need to provide quality information and support to Guatemalan coffee farmers. With the support of the Intermon Oxfam Foundation of Spain, FECCEG implemented the first dry mill and provided funding for related projects.

For Juan Francisco, education and training are essential in the coffee value chain. FECCEG seeks to empower producers, improve their living conditions and promote a fairer and more sustainable coffee industry. Its focus goes beyond coffee production, beyond coffee production; it is about changing mindsets and practices throughout the industry. Through this organisation, Juan Francisco (Neri) is transforming communities and entire sectors. is transforming entire communities and sectors in Guatemala. in Guatemala. His story demonstrates how passion and commitment can make a difference one cup at a time.



"My life purpose was always to enter the agricultural world, but with a profession."

JUAN FRANCISCO GONZÁLEZ MENCHÚ



The three-dimensional approach to regenerative agriculture

In analyzing our various coffees under our sustainability framework, we identified three key parameters that influence the environmental impacts related to agriculture.

We are committed to implementing regenerative agriculture projects in the various places of origin of its coffee, with the objective of improving soil quality, increasing biodiversity and strengthening the resilience of crops in the face of climate change.

Good agricultural practices (GAP) are techniques and strategies that improve the sustainability of agricultural production, focusing on protecting the environment, human health and worker safety.

Biodiversity

Coffee monoculture, with plants exposed to the sun all day long, can be detrimental to the environment. It reduces biodiversity, degrades the soil and increases susceptibility to pests and diseases.

Growing coffee under the shade of trees (agroforestry systems) creates a healthier environment. It promotes biodiversity, protects the soil and allows for slower but sustainable growth of coffee plants. While the growth of coffee in a monoculture is faster, there are many long-term environmental and social benefits of agroforestry systems.

Fertilizers

The choice between synthetic and organic fertilizers for coffee is critical, as the former, while offering rapid nutrient release, generate high CO₂ emissions and can damage the soil in the long term, while the latter, derived from natural sources such as coffee waste or animal manure, nourish the soil gradually and promote its long-term health. Finding a balance between the efficiency of synthetic fertilizers and the sustainability of organic fertilizers is critical for responsible coffee production.

Production

Dry or wet. Dry production generates very low emissions, in contrast to wet production, which leads to higher emissions. However, this varies considerably depending on the treatment of the water once it has been used to wash the grains.



Sustainable value chain

A chain of which we are proud and of which we can say that our suppliers, besides being good, are the most ambitious in terms of sustainability.

In a world increasingly aware of the environmental and social impact of business, sustainability has become a crucial factor for success. A sustainable value chain seeks to minimize the negative impact on the environment and communities throughout the entire production process, from the production of raw materials to the distribution of the final product.





Code of Conduct



Implementing a code of conduct for suppliers is essential for a sustainable value chain. This code sets out the principles that our suppliers must follow, including respect for labor and human rights, environmental protection, and adherence to ethical business practices. By working with them to improve their environmental and social performance, companies can strengthen their value chain and move toward a more sustainable future.

The development of a sustainable value chain is an ongoing process that requires the commitment of the entire company. However, the long-term benefits are considerable and can contribute to a company's success in an increasingly demanding marketplace.

Benefits of a sustainable value chain



Reputation enhancement

Consumers increasingly value companies that are committed to sustainability.



Cost reduction

Environmental and social efficiency can generate long-term savings.



Increased resilience

A sustainable value chain is more resistant to shocks and crises.



Access to new markets

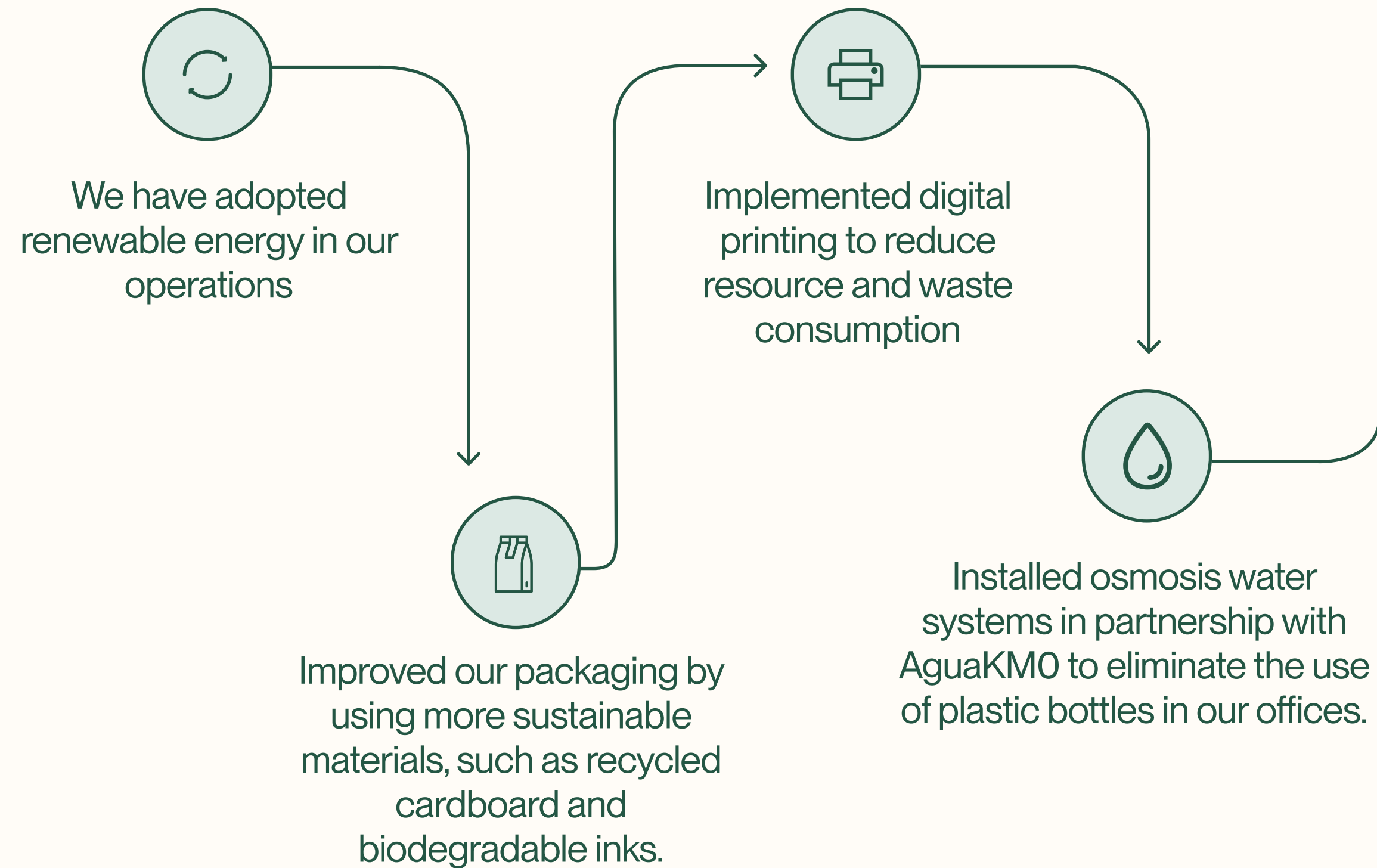
Consumers and companies are looking for products that are sustainably produced.



Building a sustainable future, one cup at a time

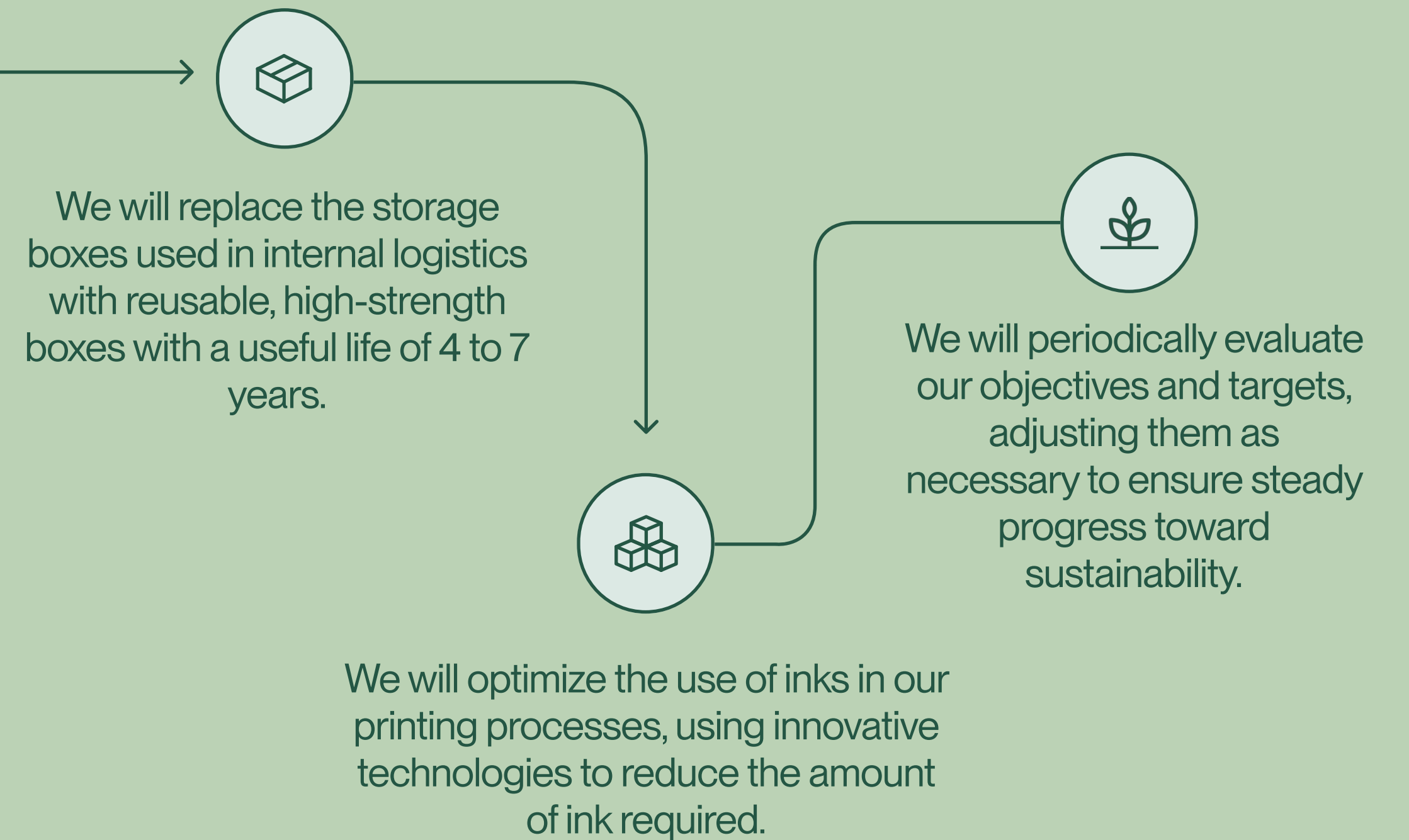
PRESENT

Over the past year, we have taken significant steps to fulfill our commitment to the planet.



THE FUTURE

In addition to the improvements already implemented, INCAPTO is projecting an even greener future with these measures:





Our partners

At INCAPTO we are proud to collaborate with a network of partners committed to sustainability and social responsibility. Together, we promote responsible practices throughout the value chain, generating a positive impact on the environment and the communities we work with.

These collaborations are key to achieving our goal of creating a more responsible future and we look forward to continuing to strengthen these relationships to make a positive impact on the planet and the people.



Thanks to our partnership with HP and its cutting-edge printing technology, we have adopted digital printing for our packaging. This decision significantly reduces our environmental impact by minimizing resource and energy consumption compared to traditional printing methods.



UNIVERSITAT
ROVIRA I VIRGILI

In addition to the development of internal projects, Incapto maintains an active collaboration with the Universitat Rovira i Virgili in the development of different projects to close the coffee grounds cycle, including the production of bioplastics.



Commitments future

At Incapto, we believe that transparency is essential for a sustainable supply chain. That is why we are implementing a complete traceability system to follow the origin and production of our products, from the raw material to the final consumer.

By 2024, we will evaluate our suppliers according to environmental and social standards, working closely together to mitigate any negative impacts. This will help us to cultivate strong relationships and continuously improve our environmental and social performance in an increasingly demanding marketplace.



Reduce our environmental impact by identifying and eliminating inefficient and polluting practices and reducing resource consumption and carbon emissions.



Improve social conditions, ensuring the rest of human and labor rights throughout the supply chain, promote the welfare of workers and local communities.



Increasing consumer confidence: offering our customers products that are responsibly sourced and produced, in line with their values and expectations.





Our team





Diverse, equitable and conscientious team

At Incapto, we recognise that diversity, equity and team awareness are fundamental to driving innovation and creativity. We value a variety of perspectives and experiences, committing to creating an inclusive environment where every individual feels valued and respected. We believe that by celebrating our differences and promoting equal opportunity, we reach our full potential and contribute to the well-being of our company and a positive impact on society.

Objectives and targets

We are committed to a number of goals to strengthen our organisational culture and team. This includes an ambassador programme focused on environmental, social and governance actions, where employees propose activities to promote sustainability. We promote regular rotation of ambassadors to ensure diverse participation. In addition, we will provide internal sustainability training and set concrete targets for equity and inclusion. We aim to create an equitable and diverse work environment that reflects our commitment to continuous improvement and positive impact on society.

93

PEOPLE WHO ARE PART OF THE INCAPTO TEAM

25,8%

UNDER 25 AND OVER 50

20

PEOPLE IN NON-MANAGEMENT NON-MANAGEMENT ACCESS TO A BONUS

85%

OF THE TEAM HAS SALARIES THAT EXCEED THE MINIMUM LIVING WAGE FOR AN INDIVIDUAL, ACCORDING TO STUDIES OF THE METROPOLITAN AREA OF BARCELONA, EXCEEDING 26.7% OF THE MINIMUM INTERPROFESSIONAL WAGE (SMI).

36,6%

WOMEN

38%

IN MANAGEMENT POSITIONS





NATIONALITIES OF THE
INCAPTO TEAM



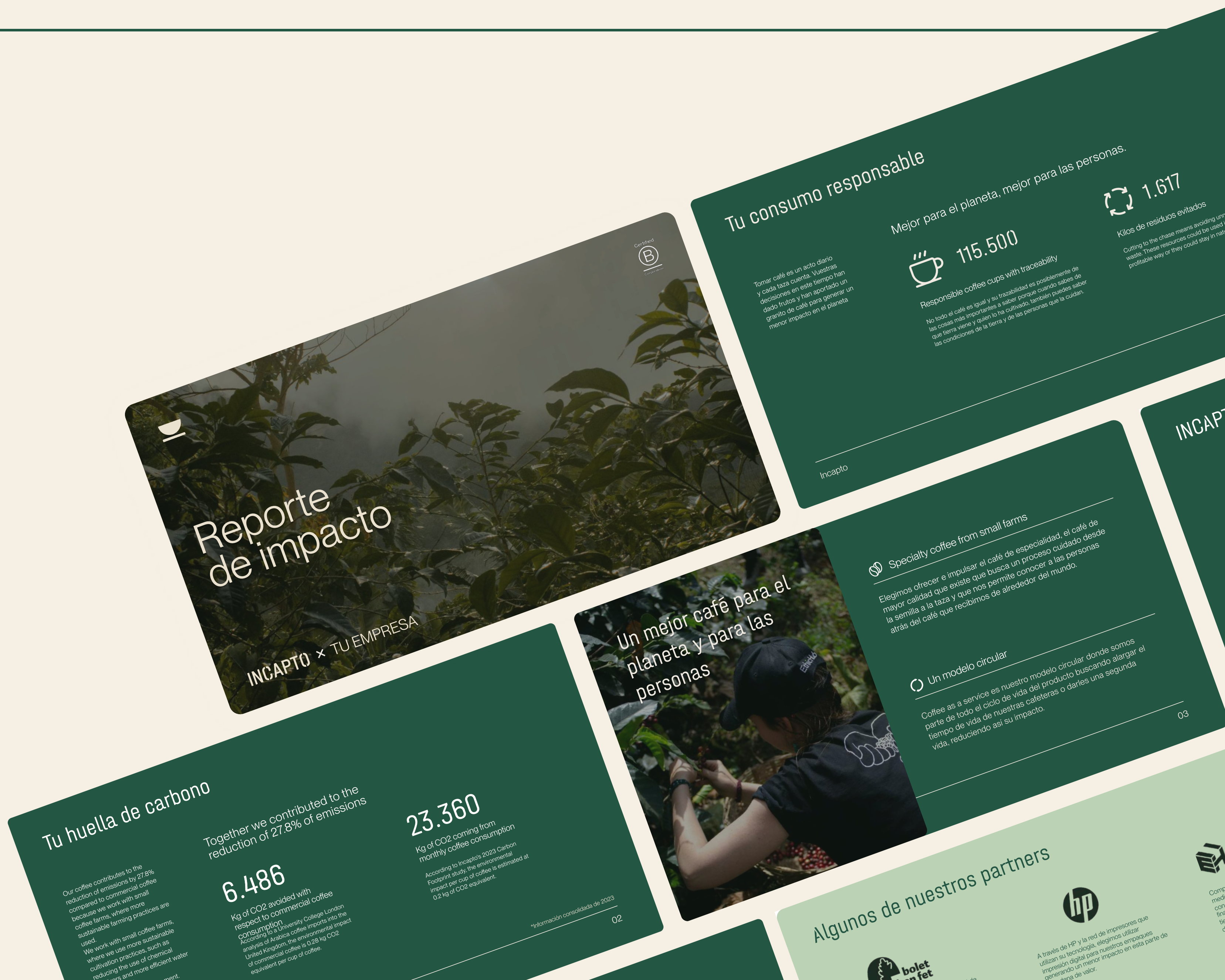
Education and transparency

Report and reports for our clients

At Incapto, we value transparency and training of our employees, and we also want to educate our customers about the importance of sustainability.

the importance of sustainability. That is why we provide transparency reports and detailed reports that clearly show our environmental and social practices and commitments, as well as our ESG progress.

We want to empower our clients to make informed and sustainable decisions, thus strengthening our relationships. We currently produce monthly reports for our B2B customers, which include details on consumption, waste avoided and contributions to the coffee grounds collection program in Barcelona. With the launch of our sustainability report, we commit to an annual transparency exercise to reflect our future progress.





Education and transparency

Tastings of different origins

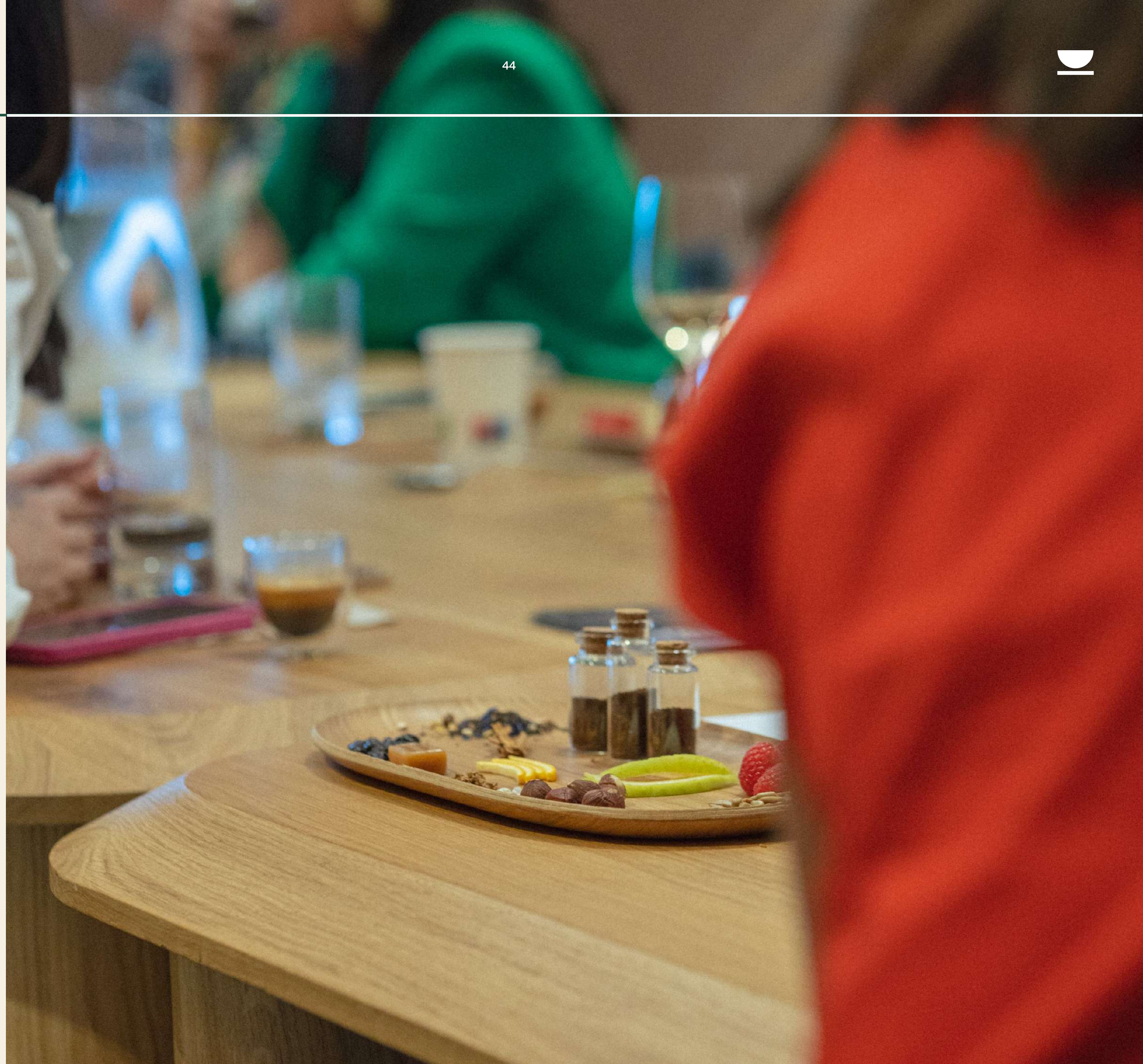
Coffee is an experience that goes beyond simple taste. It is a sensory journey that allows us to discover different cultures, traditions and landscapes through a cup.

With this goal in mind, we organise coffee tastings led by our expert Q Grader, who has not only a deep knowledge of coffee, but also has an unquestionable passion for sharing it with others.

At the tastings, we guide participants on a sensory journey through the different origins of coffee, from the mountains of Ethiopia to the jungles of Brazil, making them a unique opportunity to connect with the world of coffee in a deep and meaningful way.

Through the tasting of carefully selected coffees, customers will be able to:

- Identify the different flavour profiles that characterise each origin.
- Appreciate the unique aromatic notes of each coffee variety
- Understand the influence of the climate, soil and altitude in which the coffee is grown on the coffee's flavour
- Discover the different processing techniques that impact the final taste of coffee





The coffee industry is at a crucial moment. We face challenges such as climate change, water scarcity and the poverty of coffee farmers. To ensure a sustainable future for coffee, we need to join forces and change behaviors.

The responsibility is everyone's. Every cup of coffee we consume represents an opportunity to support a sustainable future.

Our objective is to promote the understanding of the individual's impact on the world of coffee and to become a reliable source of information and knowledge. We want to empower people to make responsible decisions and contribute to a more sustainable future.

In the future, we will be offering free webinars on coffee and sustainability and providing our clients with the tools and knowledge necessary for informed decisions. In addition, we will conduct workshops to raise awareness among our community and use our social networks to disseminate educational and engaging content in a variety of formats, such as publications, videos and infographics.



CONSULTATION LINKS

Lerner, D.G.; Pereira, H.M.F.; Saes, M.S.M.; Oliveira, G.M.d. When Unfair Trade Is Also at Home: The Economic Sustainability of Coffee Farms. *Sustainability* 2021, 13, 1072. <https://doi.org/10.3390/su13031072>

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