

Certified



Corporation



**NOSSA
FAMILIA™
COFFEE**

**SUSTAINABILITY &
TRANSPARENCY REPORT**

2018-2019



A WORD FROM OUR CHIEF FRIENDSHIP OFFICER

When I started Nossa Familia Coffee, I had no clue what this journey would look like. All I knew was that I was done being an engineer, and that I wanted to share my family's Brazilian coffee with friends and my Portland community. I had little vision beyond how I was going to sell the few boxes of roasted coffee sitting in my basement which had been Fed-Ex'ed to me from my cousin's farm.

Starting a company and then growing it is just a little bit more crazy than the rabbit hole that Alice fell into. Parts of the journey are full of color, options, optimistic potential and awesome people. While other parts are like an insanity-fueled tea party, or feeling paralyzed with uncertainty of which path to take.

Fifteen years into this wild journey, we pause to reflect and take stock. The most rewarding part of growing Nossa Familia has been the depth of the journey. From the profoundly meaningful relationships we've formed along the way, to the involvement with our local community and the level of care that we put into everything.

We truly care, so deeply – about the really big stuff and the seemingly mundane. We are constantly considering the social and environmental impact of every decision we make. We ask ourselves questions like: How do we help our staff save for the future? What type of to-go cup has the lowest carbon footprint? How do we implement a straw policy that is good for the environment but takes into consideration those experiencing disability who need them? How do we ensure that ALL of the farmers and workers involved in the supply chain are paid well and fairly?

How do we justify and balance visiting our suppliers with limiting the carbon footprint of our air travel? And so many more questions.

“Progress, not Perfection.”

I find myself repeating this mantra often, to myself and to my employees who push themselves so hard to find their best answers to these tough questions. It's important to be able to take stock of where we are, and what we've accomplished. As you leaf through this report, know that we are proud of where we are and the good we are doing, but we know there is much more work ahead.

Thank you for being a part of our journey as a team member, friend, customer or supplier. I hope you'll join us in celebrating the progress that we've made as a company, as a B Corp community, and simply as people who care.

And then, let's get right back to work.

(But first, coffee!)

Augusto

Augusto Carvalho Dias Carneiro
Founder & Chief Friendship Officer

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WHAT DOES 'SUSTAINABILITY' MEAN TO US?

Sustainability is both the result and the foundation of approaching every aspect of our business with care, and treating everyone involved in our supply chain as part of *our family* – “Nossa Familia” in Portuguese. We don’t treat ‘sustainability’ as a buzzword; we go back to the root of the word: the *ability to sustain*. How do we make it more likely that our farms, our relationships, our places, and our business overall will continue into the foreseeable future in a positive way?

At each step in the coffee cycle, our decisions are made with sustainability in mind. Sustainability is embedded in our treatment of the environment, our relationships with producers and the fair price we pay for their coffee, and comes through in how drinks are served in our cafés. We strive to produce specialty coffees in a way that has a positive impact on our world. In the pages ahead, you’ll learn all about our holistic approach to sustainability, which touches every part of our business – from the farmers to you.

Learn more at: www.nossacoffee.com/sustainability



B CORP CERTIFICATION

We are proud to be **Oregon's first B Corp Certified coffee roaster**, showing our commitment to the Triple Bottom Line of People, Planet and Profit. We became a B Corp because it provides a rigorous framework and assessment tool for social and environmental responsibility. It's a broad-view approach that looks at several areas of our business. We appreciate the focus on continuous improvement, and last year we went through the rigorous recertification process, after originally certifying in 2016. We have also enjoyed forging deep connections and partnerships with our community of other like-minded businesses through the B Local PDX community and beyond.

Some of the many practices we have as a B Corp business include:

- purchasing **100% renewable energy** for our facilities and looking for ways to reduce energy use.
- **reducing our roasting energy and emissions output by over 85%** compared to a standard coffee roaster by using Loring Smart Roast machines.
- offering **16 hours of paid volunteer & pro-bono time** for employees to engage with community organizations.
- committing to **donate at least 10% of annual profits**. In 2018, we donated over \$50k in cash & in-kind product to 200+ organizations.
- participating in the **B Corp Inclusive Economy Challenge** to set goals and make progress toward Equity, Diversity, and Inclusion in our business.
- having a local, **sustainable purchasing policy** to guide our procurement practices company-wide.
- working to **reduce our greenhouse gas emissions and overall carbon footprint**, and to become carbon neutral.
- offering **subsidized health insurance, paid parental leave**, and other supplemental benefits.
- implementing an extensive **waste reduction program** and striving to recycle and compost everything we can. We educate and nudge our staff, customers, and suppliers toward **the goal of Zero Waste**.

PROUD TO BE
OREGON'S FIRST
B CORP CERTIFIED
COFFEE ROASTER

Certified



Corporation



91
POINTS

OVERALL SCORE

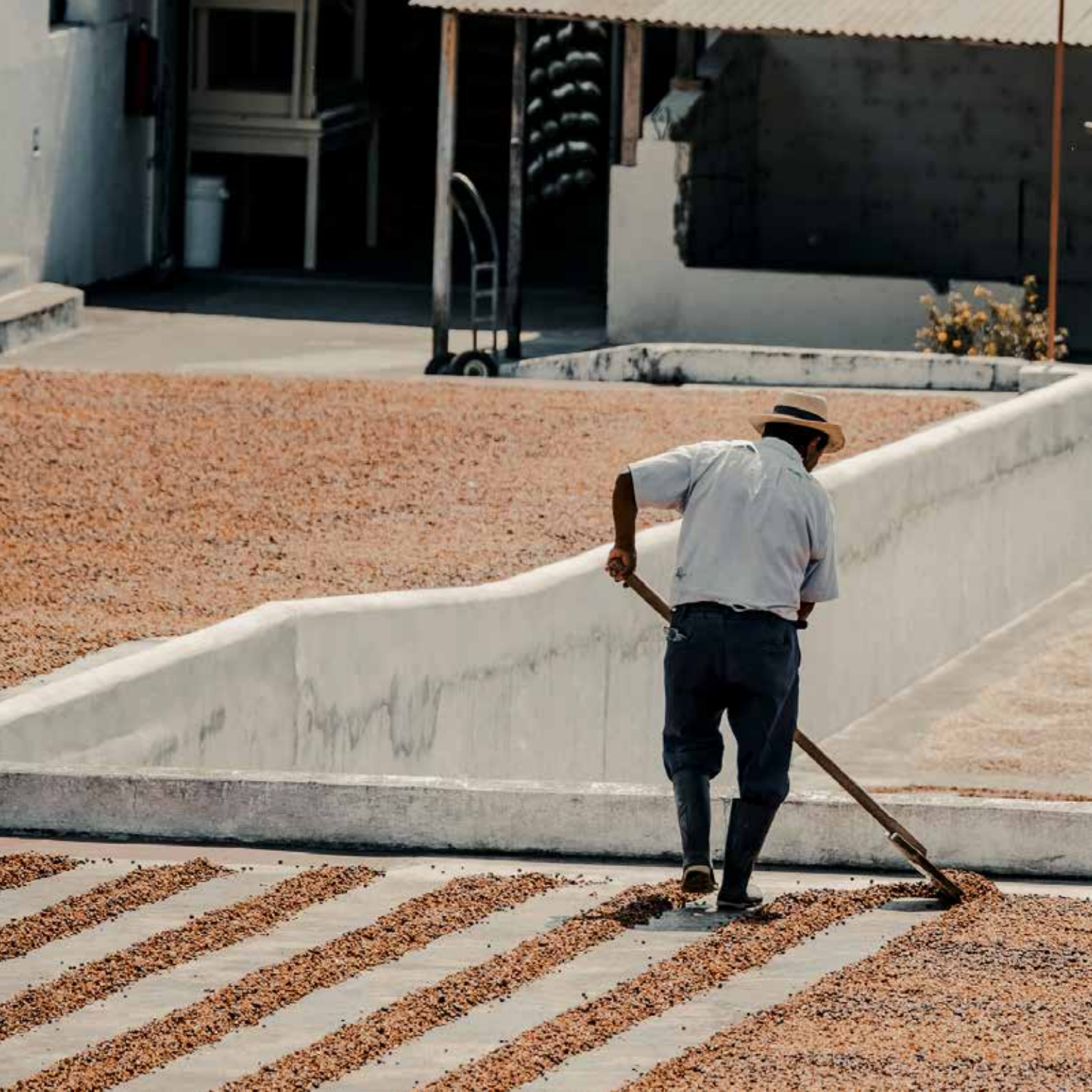
2018 B IMPACT REPORT

GOVERNANCE	15
WORKERS	21
COMMUNITY	35
ENVIRONMENT	20

OVERALL B SCORE 91

The Median Score for Ordinary
Businesses is 51 Points.





A photograph of a building with a corrugated metal roof and wooden walls. The building has a concrete curb in front of it. In the foreground, there is a large pile of reddish-brown gravel. The text "SUPPLY CHAIN TRANSPARENCY" is overlaid in white, bold, sans-serif font in the center of the image.

SUPPLY CHAIN TRANSPARENCY

OUR CAFÉS & ROASTERY

1 USA

Portland, OR

- Pearl District Espresso Bar
- Central Eastside Café
- Seven Corners Café

Los Angeles, CA

- Espresso Bar at The CalEdison DTLA



**NOSSA
FAMILIA**
COFFEE

1

OUR COFFEE ORIGINS

2 BRAZIL - OUR FAMILY FARMS

Sul de Minas

- Fazenda Cachoeira da Grama
- Fazenda Recreio
- Fazenda Santa Alina

Cerrado De Minas

- Fazenda São Francisco
- Fazenda Rodomunho
- Fazenda Vereda

3 GUATEMALA

- Finca San Jerónimo Miramar
- La Armonia Hermosa
- San Miguel Escobar Cooperative
- Asociación Unión de Pequeños Caficultores (UPC)

4 NICARAGUA

- Finca San Jose de las Nubes

5 PERU

- Selva Andina Cooperative

6 KENYA

- Oreti-Chania Estate

3

4

5

2



OUR COFFEE SOURCING PHILOSOPHY

“When I started Nossa Familia Coffee, it was with the premise of showcasing and celebrating my family’s coffee tradition in Brazil that dates back over a century. The goal was to work with my family to select the cream of their crop and pay them a specialty price to ensure our family would continue growing coffee for generations to come. When we started meeting farmers from other coffee origins – now friends and trusted partners – we approached them in the same way: to nurture a long term relationship that is mutually beneficial for all involved. We appreciate all of you who choose our coffee and believe in our purpose to nurture these global and local relationships.”

– **Augusto Carvalho Dias Carneiro**
 Founder & Chief Friendship Officer

OUR DIRECT TRADE STANDARDS

We are proud to operate a Direct Trade coffee model built on strong relationships. We hold ourselves to these coffee sourcing standards:

- We meet with farmers, visit their farms, take Origin Trips, and maintain an open and communicative relationship based on a feedback loop. We also try to make it possible for them to visit us.
- We work directly with the farmers to set sustainable prices. We partner with responsible and trusted importers who work directly with the farmers to set prices that ensure farmers economically viable futures.
- We always pay farmers above Fair Trade price (\$1.60) for their coffee.
- We strive to bring exceptional, quality coffees to our customers, with a score at or above 84 points on the Specialty Coffee Association cupping scale.
- We honor the farmers by learning their stories and sharing them with others.
- We work to build connections between employees, customers, and farmers.
- We work with farmers to identify and support farm improvement projects and community development needs.

OUR IMPORT PARTNERS

DE LA GENTE



CAFE IMPORTS



BOURBON
SPECIALTY COFFEES

SUSTAINABLE HARVEST
RELATIONSHIP COFFEE

PRICE TRANSPARENCY

GOING BEYOND FAIR TRADE

We often get asked the question: “Is your coffee Fair Trade?” It’s a complicated question. The short answer is that **Nossa Familia’s coffee is beyond Fair Trade**. We operate on a Direct Trade basis with our coffee producing partners. We buy from family members in Brazil or smallholder farmers who we treat like extended family. Direct Trade means that we visit farmers often and offer them feedback and a continuous relationship. We talk to farmers and responsible importers about sustainable pricing that takes into account the cost of production and quality of life. We pay on average 50% more than the Fair Trade minimum price per pound of green coffee, and we have committed to always paying above the Fair Trade price on all of our coffee contracts.

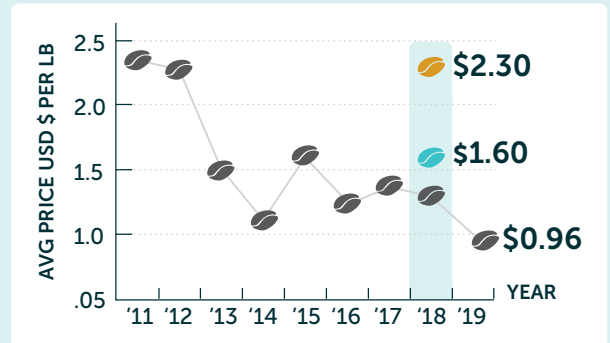
Commodity & Fair Trade Prices Are Not Enough

The current commodity price, or “C-Price,” for coffee is dangerously low and has been for some time. We often hear of the threat of climate change to coffee producing regions, but even less discussed, and potentially devastating, is the current unsustainability of pricing for coffee. In 2018, the price dipped under \$1 per pound, which means that farmers selling at the C-price are selling for less than it costs them to produce the coffee, which is around \$1.40 per pound.¹

Fair Trade Certification is a third-party standard set by Fair Trade USA (or Fairtrade Certification by Fairtrade International). While it’s a higher and more stable price and accountability standard than the C-Price, Fair Trade is still a fairly low standard as far as price goes, like a minimum wage. The Fair Trade Minimum Price for coffee is \$1.40 per pound, plus a \$0.20 premium (an additional sum that must go to improving social, economic and environmental conditions), so \$1.60 per pound. While the premium structure offers a good way to encourage positive investment, unfortunately we’ve found that the minimum price is usually still not enough for coffee producers to make a sustainable living in coffee. The Fair Trade price hasn’t been updated since 2011.

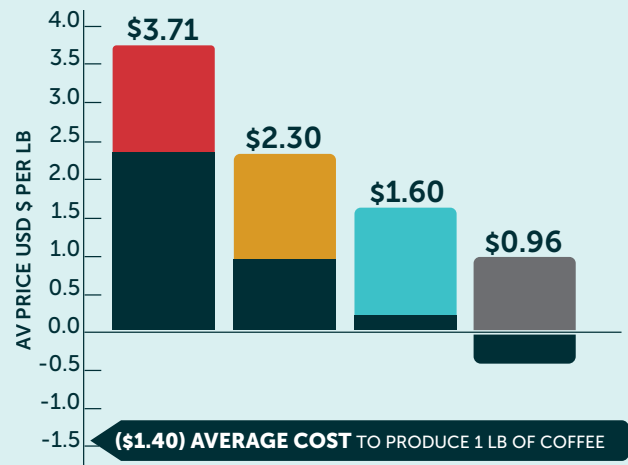
Paying a sustainable price for coffee farmers to support their businesses and their families is a crucial first step. **Through specialty coffee**, which often operates independent of the commodity market, **we can create more attractive and sustainable futures in coffee.**

HISTORIC AVERAGE COMMODITY PRICE OF COFFEE (C-PRICE)



COFFEE PRICE COMPARISON

Nossa Familia, Commodity + Fair Trade



- **NOSSA FAMILIA UNWEIGHTED AVERAGE BY CONTRACT**
- **NOSSA FAMILIA WEIGHTED AVERAGE BY POUND**
- **FAIR TRADE CERTIFIED**
- **COMMODITY MARKET**
- **COFFEE FARMER'S NET INCOME**
BASED ON GUATEMALA'S AVERAGE COST¹

1. <https://www.perfectdailygrind.com/2018/07/this-is-how-much-it-costs-to-produce-coffee-across-latin-america/>

THE TRUE COST OF A 12oz BAG OF COFFEE

A lot of time, energy and resources go into making a great bag of coffee. Here's a breakdown of a 12oz bag of Next Generation Roast sold for \$15.99 at a grocery store:



REVENUE

\$9.45 WHOLESale PRICE per 12oz Bag of Coffee

EXPENSES

- \$3.27** ROASTED COFFEE
- \$1.28** LABOR Delivery & Production
- \$0.50** PACKAGING
- \$0.50** DONATION
- \$0.18** MARKETING
- \$0.72** FACILITIES Rent, Utilities, Maintenance
- \$0.76** BUSINESS Taxes, Insurance, Depreciation, Interest, Licenses, Fees
- \$2.02** OTHER eg: Vehicles, Travel, Equipment, Shipping, Legal, Accounting, Contractors, Payroll Service, Etc.

NET INCOME

\$0.22 PROFIT per 12oz Bag of Coffee

NEXT GENERATION HIGHLIGHT

Using Coffee as a Force for Good

In addition to paying farmers a sustainable price for their livelihoods, we also believe that supporting the future of coffee farming through young farmers is a crucial endeavor for the coffee industry.



La Segunda Generación de Café Entre Volcanes - the second generation of coffee producers from San Miguel Escobar, Guatemala

In 2018 we introduced the Next Generation Roast, a special Partner Brand coffee with fellow Certified B Corporation, New Seasons Market. We teamed up to purchase a special lot from Young Farmers in Guatemala. For their first harvest, we were able to offer the Young Farmers group \$3.20 per pound, not including additional shipping and importing fees through our nonprofit importing partner, De la Gente. This price is double the current coffee price to meet Fair Trade Certification for Arabica coffee, and over triple the current commodity price.

Available at New Seasons Market stores, \$1.00 from each bag of coffee sold - \$0.50 each contributed by New Seasons and Nossa Familia - has gone back to support the establishment of a Young Farmers Fund with our partners at De la Gente in Guatemala. This fund will provide a sustainable micro-loan program so that young farmers can purchase land, equipment and provide ongoing education for these farmers.

SUPPORTING OUR ORIGIN PARTNERS

Supporting our coffee-producing partners is essential to the sustainability of our work, and it goes beyond the higher prices we pay for their coffee. We work with partners to identify projects or needs that are most impactful for them and their communities.

HIGHLIGHT

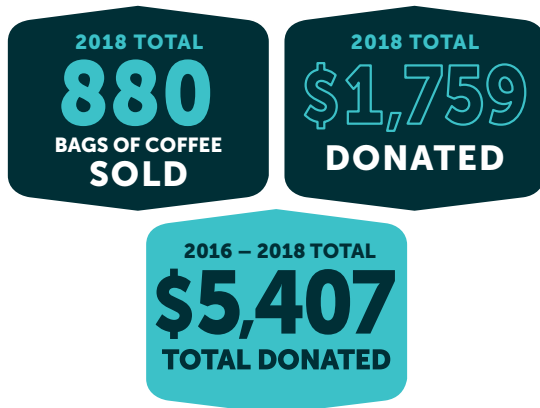
Festa Holiday Blend Giveback

During the 2016 holiday season, we created our first Holiday Blend and called it Festa, meaning ‘celebration’ in Portuguese. We launched Festa as the cornerstone of our coffee origin giveback program, with 50 cents from every bag sold going back to a project identified by our partner farm in Nicaragua, Finca San Jose de las Nubes, run by Bayardo Reyes. The farm was in great need of improvements to its communal farm kitchen where meals are cooked and served to its many workers.

Over the past 3 years of holiday seasons selling Festa Holiday Blend, we were able to raise funds to help with the construction of a brand-new kitchen and farm center built entirely by the farm-workers themselves. Among other features, the new kitchen has a clean-burning stove and refrigeration, which will help provide better food and nutrition for those on the farm, in addition to a healthier environment for the cook and her family.



FESTA HOLIDAY BLEND Sales & Donations



HIGHLIGHT

Importing Partner De La Gente

De la Gente is a nonprofit social enterprise that works to expand economic opportunity and improve quality of life for smallholder coffee farmers, cooperatives, and their communities in Guatemala. We have worked with DLG for over five years, sourcing green coffee from two of their partner cooperatives, to which they provide technical assistance and market access. We are deeply appreciative of the expertise and care that De la Gente brings to our partnership.

From Director of Marketing and Communications for De la Gente, Ola Leszczyńska:

“Nossa Familia is one of our most reliable partners. Their continued commitment brings greater economic stability to farmers in a volatile market. Their efforts towards creating a more equitable specialty coffee industry are driven by genuine care about producers’ well-being. Over the years they have become friends who regularly visit us in Guatemala and actively support many of our initiatives, including the De la Gente Microlot Competition, intended to improve coffee quality and give farmers an opportunity to earn a premium price. In 2018, Nossa also generously supported us in creating the De la Gente Young Farmers Fund through which motivated young coffee producers from the Antigua region of Guatemala will gain access to low-interest financing for land purchases to grow their businesses. We are enormously grateful for having a business partner, and a friend, in Nossa Familia Coffee. They are an emblem of conscious and dedicated roasters that make our work on the ground possible.”

“The partnership with Nossa Familia is a blessing and a friendship. It makes me feel successful in my work and brings positive economic benefits to my family. For our cooperative, it gives us motivation to work and a chance to make our community known as producers of great coffee.”

– **Timoteo Minas** of San Miguel Escobar Cooperative (Café Artesanal San Miguel Entre Volcanes de Antigua)

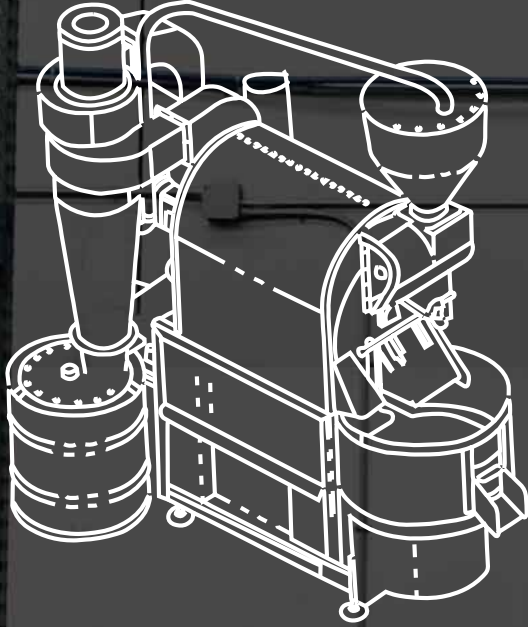


DE LA GENTE
DE LA GENTE, OR “FROM THE PEOPLE”
GREAT DIRECT FROM COFFEE FARMERS
CULTURAL EXCHANGE TOURS
CHANGING LIVES
GENERATING ECONOMIC OPPORTUNITY





**ENVIRONMENTAL
IMPACT**



47,064
 lbs of Certified Organic
 Coffee Roasted



CENTRAL CITY
coffee
Highly Rated, Premium Beans

20,111
 lbs roasted for our partner,
 Central City Coffee

99%
 of our coffee was roasted
 from farms where we have
 a direct relationship




407,436 lbs

2018 TOTAL POUNDS ROASTED FOR NOSSA FAMILIA
 (includes toll roasting / partner brands)

354,469 lbs

ROASTED ON LORING S70

52,967 lbs

ROASTED ON LORING S35

SUSTAINABLE ROASTING

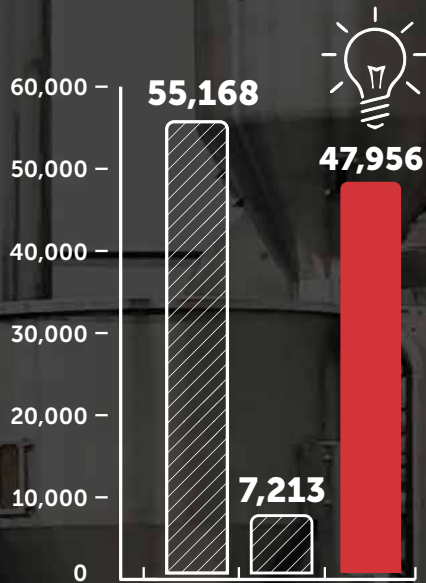
ROASTING WITH LORING SMART ROAST S35 KESTREL & S70 PEREGRINE

In 2012, after 8 years working with another local roasting company, Augusto decided it was time for Nossa Familia to start roasting its own. He sought out a machine that would have a lower environmental impact than a standard roaster, and took a chance on a small company based in Northern California that was fairly new to the roaster manufacturing scene called Loring Smart Roast. Augusto was inspired by their innovative approach to energy efficiency, and bought the sixth machine the company ever built, the S35 Kestrel. Rob Hoos was hired shortly after to be Nossa's first roaster and Director of Coffee, and the match of man and machine was made in coffee heaven!

Roasting on the Loring S35 meant that Nossa Familia was able to use 80% less energy and reduce its greenhouse gas emissions by 80% over a standard roaster. In 2018, Nossa Familia moved into a new roasting facility in Northwest Industrial Portland, and acquired a new, larger machine called a Loring S70 Peregrine. Further energy efficiency improvements on this machine mean that this roaster uses 85% less energy than a standard roaster. Today, we are proud to roast most of our coffee on the Loring Smart Roast S70 Peregrine and smaller batches on our S35 Kestrel.

ENERGY SAVINGS ON THE LORING

BASED ON OUR 2018 ROASTING (THERMS / YR)



STANDARD ROASTER
LORING ROASTER
ENERGY SAVED!

87% LESS ENERGY USED!

THIS IS EQUIVALENT TO:

54 Passenger Vehicles Driven for One Year



OR

44 Homes' Electricity Use for One Year



SOURCE: <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>



WHAT MAKES LORING ROASTERS DIFFERENT?

With a standard coffee roaster, most of the energy is spent in the heating of the afterburner, not the roasting process itself. This external emissions control device is usually heated up to around 1400°F and required to burn off the smoke, odor and particulates produced in the roasting process. Loring roasters have an innovative **single-burner design** and a **closed-loop system**. The **recirculation of heat** takes care of both the roasting and pollution control with one internal burner, significantly **reducing the amount of energy** required for the roasting process, resulting in **exceptional efficiency**.

LOWERING OUR CARBON FOOTPRINT

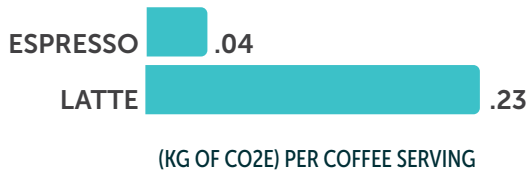
WHAT WE'VE LEARNED

Carbon Footprint of Dairy & Plant-Based Milks

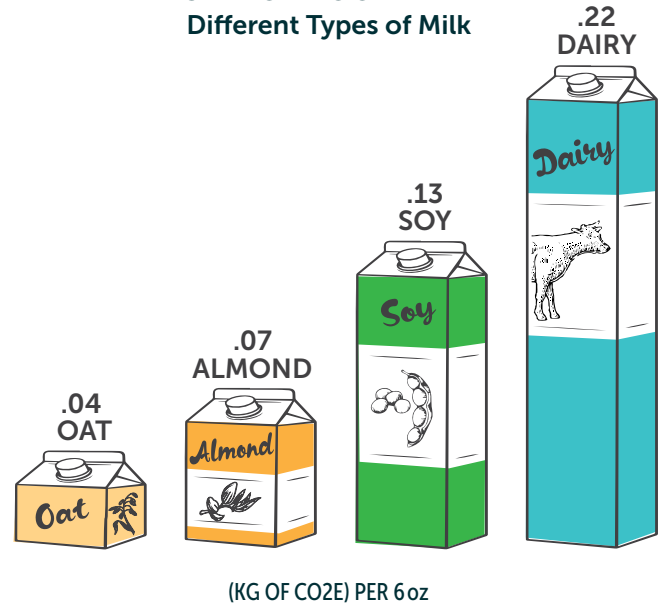
The majority of the carbon footprint produced by a latte comes from the milk used in the drink, not the coffee. While black coffee might be the best alternative, latte-loving consumers can still lower their emissions by choosing a plant-based milk alternative. These alternatives, such as almond and oat milk, present a lower Global Warming Potential than dairy milk.

Cow's milk generates around 10 times more greenhouse gas emissions than almond milk. This is mostly due to the methane produced by cows, which is 30 times more potent than carbon dioxide. Part of the fight to mitigate climate change is that of individual action. Make conscious decisions, starting with your morning coffee.

CARBON FOOTPRINT With & Without Dairy Milk



CARBON FOOTPRINT Different Types of Milk



WHAT WE'VE DONE

Our Alternative Milk Program

All of our cafés have an extensive list of alternative milks to choose from, including almond, coconut, hemp, oat, and soy. Our baristas love experimenting with these different types of milks, playing around with textures and flavors, and perfecting their latte art. We've also enjoyed sharing information with customers about how they can make their coffee greener by choosing a plant-based milk, and we have this information on display at our cafes as our customers stand in line.

2018 ALTERNATIVE MILK CONSUMPTION

12,816

Total # of Alternative Milk Lattes Served

35%

of all Lattes were made with Alternative Milks



Hosting a Zero Waste, Plant-Based Beverage Latte Art Throwdown

In 2018, we hosted a Zero Waste Latte Art Throwdown in order to highlight alternative milks, sponsored by Pacific Foods Barista Series. 32 baristas competed in the latte art competition, and each bracket featured a different kind of plant-based beverage. We paired each barista with a latte drinker to receive a free latte, so that no drinks were wasted!

ZERO WASTE INITIATIVE

Reducing our waste generation has always been an important piece of our goal to minimize our overall environmental footprint. In 2018, we got serious about reducing the waste from single-use coffee cups in our cafes.

THE COFFEE CUP WASTE PROBLEM

Single-use coffee cups are not recyclable nor compostable. For every paper cup manufactured, 0.24 pounds of carbon dioxide are emitted into the atmosphere. By promoting reusables, we can reduce our overall solid waste generation and carbon emissions.

16 billion disposable cups are used for coffee globally every year. That's...



6.5 MILLION trees cut down,



4 BILLION gallons of water,



& enough energy to power 54,000 HOMES.

An estimated 50 million disposable coffee cups are thrown away in the Portland Metro area each year. This adds up to 30 million pounds of solid waste and 6,000 tons of carbon dioxide produced.¹

SOURCE: www.recyclingadvocates.org/single-use-coffee-cup-reduction

OUR ZERO WASTE CAFÉ & THE TO-GO CUP UPCHARGE

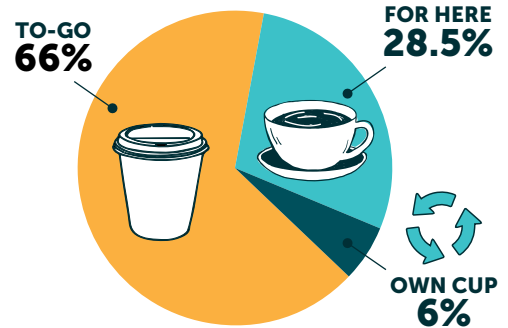
We opened our Seven Corners Café in 2018 with the goal of being a Zero Waste coffee shop. A major piece of this initiative was a 25-cent upcharge on all orders getting a single-use, disposable to-go cup. We also give a 25-cent discount for customers who bring their own cup. Our data show that the upcharge is **helping to shift behaviors and reduce cup waste**. Given these positive results, we introduced the to-go cup upcharge at all three of our Portland cafés on Earth Day 2019.

RESULTS OF OUR TO-GO CUP UPCHARGE

Reducing To-Go Cup Usage in 2018

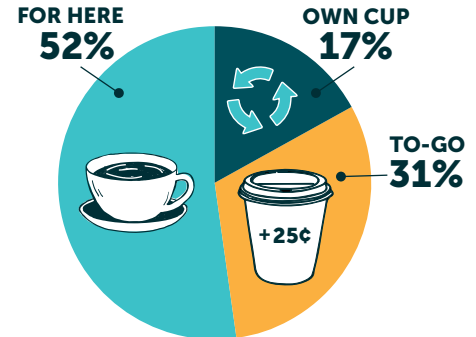
WITHOUT 25¢ UPCHARGE

Central Eastside & Pearl District Cafés



WITH 25¢ UPCHARGE

Seven Corners / Zero Waste Café



55,000+ CUPS SAVED

ANNUAL PROJECTED SAVINGS
with 25¢ Upcharge at our 3 Portland Cafés

Starting on Earth Day (4.22.19)

we will take small change
to make **big change**
for our planet. 🌱

SINGLE USE
TO-GO CUP



25¢



HOW WE ARE REDUCING WASTE COMPANY-WIDE

Our waste reduction efforts are not limited to our cafés. On the roastery side, we work to reduce our waste by:

1. delivering coffee in durable, reusable containers to our cafés and wholesale clients;
2. using boxes made with recycled content that are 100% recyclable;
3. purchasing coffee bags that are biodegradable and made of renewable materials;
4. creatively reusing label backing as package stuffing;
5. reusing boxes and packing materials we receive;
6. donating burlap sacks to local community gardens;
7. and donating unsold coffee to local nonprofits.



COMMUNITY ENGAGEMENT

Fostering a thriving local community is a natural extension of Nossa Familia's roots. It's an essential component of realizing our company mission and living our Core Values. We know that giving back to our community builds lasting relationships, deepens our purpose, and makes things more fun for all. In addition to our robust giveback program where we provide local charitable organizations with in-kind product donations and cash donations, we also offer sixteen hours of paid time for our employees to volunteer with organizations of their choice.

p:ear & the Barista School

Since 2013 we have worked with p:ear, a Portland nonprofit dedicated to mentoring homeless and transitional youth through education, art, and recreation. Nossa Familia facilitates the p:ear Barista School, which teaches youth the art and science of preparing and serving coffee. In addition to offering the tools necessary to become a barista, this eight-week course also incorporates significant job and life skills, identifies the students' aspirations and self-defined goals, and provides them with resources upon graduation. This program offers mentorship and creative support, and helps to build new patterns of behavior.

In 2016, we also helped p:ear open their own walk-up retail window inside their headquarters' gallery space in Portland, and in 2018 partnered to run a pop-up coffee booth during the Sunday Parkways event series. With these experiences, the p:ear students have the ability to apply their barista skills in new ways, creating opportunities for economic gain and healthier lives.





p:ear barista School



* p:ear market program

Coffee	1.50	1.00	2.50	Espresso	2.75
Au Lait	1.00	2.50	1.00	Americano	2.75
Latte	3.25	3.50	3.75	Macchiato	3.00
Mocha	3.75	4.00	4.25	Cappuccino	3.25
Hot Chocolate	3.00	3.25	3.50	Tea	2.50
Chai	3.00	3.25	3.50		

+ Add Shot 1.00 Milk .50 Syrup .50



p:ear barista School
 PORTLAND, OR
 Best Coffee.
 Make Change.

NOSSA GIVEBACK PROGRAM

Through the Nossa Giveback Program, we are proud to make a commitment to reinvest at least 10% of our profits to organizations and farmers who are making the world a better place. We select nonprofits, partners and charitable causes to support who we believe are doing great work.



Central City Coffee

Central City Coffee is a social enterprise branch of Central City Concern which assists homeless women, primarily single mothers, in the path toward self-sufficiency. Through the coffee business, CCC supports trainees in job skills development, securing housing, and maintaining sobriety. Nossa Familia assists with evaluating, sourcing and roasting coffee, as well as providing production space for packaging, order fulfillment, and events.

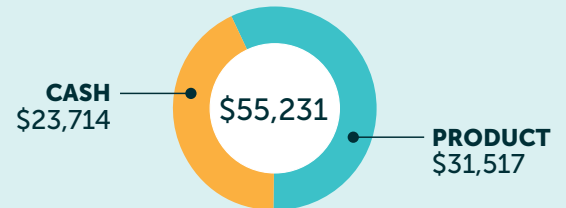
Community Vision, Inc

Community Vision, Inc works to make Oregon a place where all people with disabilities can live, work, and thrive. They offer supported living, homeownership, asset development, youth programs and employment services. Nossa Familia has partnered with CVI to offer work to participants of their Employment Connections Program to provide job opportunities and skill development to people with disabilities. In 2018 we opened our accessibility-minded Seven Corners Café in CVI's new headquarters, the Seven Corners Collaborative.

2015-2018 COMPANY DONATIONS (Cash & Product)



COMMUNITY DONATIONS 2018 (Total Cash & Product Donations)



213
ORGANIZATIONS
DONATED TO

1.47%
NOSSA FAMILIA
REVENUE DONATED

EMPLOYEE VOLUNTEERING & ENGAGEMENT

73 HRS
2018 pro bono time
DONATED
to:pear barista school

148 HRS
VOLUNTEER TIME
PAID IN 2018
16 employees used
paid volunteer hours

16 HRS
PAID VOLUNTEER TIME
offered to employees
every year

77%
employees reported
volunteering in the
community at least
once in 2018



FULL CYCLE

A Signature Blend with a Mission

Full Cycle is Noss Familia’s signature blend, curated to embody the best of what we stand for: delicious coffee sourced through family & direct-trade relationships. Full Cycle always starts with Augusto’s family’s Brazilian coffee, which lends chocolaty and nutty notes. We then blend in seasonal coffees from some of our other key relationships, which contribute the brighter and more delicate fruit tones.

The name of the blend represents our involvement in the ‘Full Cycle’ of coffee, from farm to cup, and the relationships at every step in the supply chain. The name is also a nod to Noss Familia’s (and the founder’s) love for cycling, with 50¢ from every bag sold given to Community Cycling Center and The Street Trust, two local organizations that work to improve bicycle infrastructure and safety, and work to get more people (and kids!) on bikes.

About Community Cycling Center

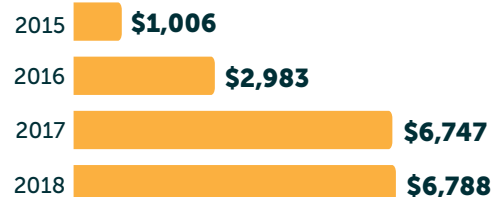
Community Cycling Center is a group of Portlanders who love bikes, and they’re on a mission to broaden access to bicycling and its benefits. Their vision is to help build a vibrant community where people of all backgrounds use bicycles to stay healthy and connected. One of the events we love supporting every year is their Holiday Bike Drive, where dozens of volunteers gather to help distribute around 400 donated bikes to kids in need during the holiday season.

About The Street Trust

The Street Trust, formerly known as the Bicycle Transportation Alliance, works to promote and improve public transit, walking and bicycling conditions in Oregon. They have a rock star team of advocates, lobbyists, mentors, and instructors who strive to improve pedestrian and cyclist access to safer streets. One of our favorite programs with the Street Trust is their ‘Bike More Challenge,’ in which they encourage workplaces to form teams and compete with each other to see who can bike the most in a month.

FULL CYCLE DONATIONS

Over Lifetime



OUR TEAM

Our Team, our Familia, is at the core of what we do, every single day. Without the thoughtfulness, care, and commitment of this group of talented people, Nossa Familia would not be what it is or where it is today. Our team brings joy and color, creativity and conscience to our work.

EQUITY, DIVERSITY, & INCLUSION HIGHLIGHTS

Our initiatives include...

- participating in the B Corp Inclusive Economy Challenge, setting goals to make improvements as a company in Equity, Diversity, & Inclusion. With our progress, we were named an Inclusive Economy Changemaker in 2018.
- offering Safe Space trainings, with content on valuing diversity, micro-agressions, sexual discrimination and harassment.
- holding workshops and trainings on financial fitness, such as understanding credit, saving for retirement, and budgeting.
- working with organizations, services and websites to help our job postings reach marginalized & underrepresented candidates.
- communicating that our cafés are a welcome space for all, and building principles of universal design and accessibility into our newest cafe at the Seven Corners Collaborative.
- signing on to Vote No on Measure 105, a campaign against an Oregon ballot measure that would have ended the state's sanctuary status that protects people from racial profiling.

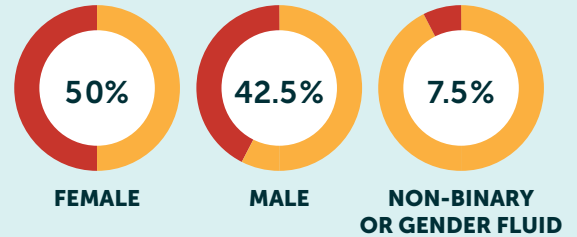
We've supported many projects and programs that promote LGBTQ+ equality. Among them:

- designing B Corp's "B Proud" campaign posters, and donating a Willamette Week ad to the cause.
- selling the posters in our cafés to benefit SMYRC (Sexual Minority and Youth Resource Center).
- donating a percentage of sales to Visibles Guatemala for Pride month.
- donating coffee to Voodoo Doughnut for a special coffee doughnut which raised over \$7,000 to benefit the Human Rights Campaign.

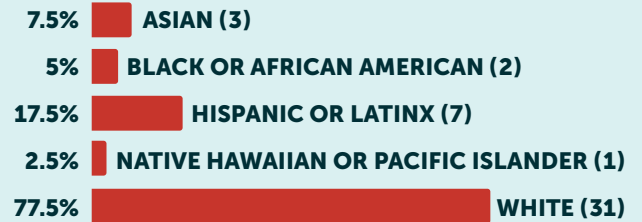
WHO IS OUR FAMILIA?

Employee Metrics (polled October 2018)

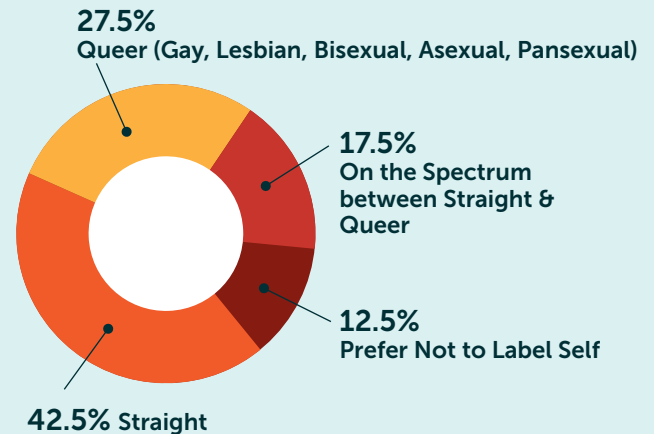
Employee Gender Makeup



Employee Self-Identified Race



Employee Sexual Orientation





97.5%

of our employees
feel a sense of belonging
at Nossa Familia

100%

of our employees feel they
can be their authentic selves
working at Nossa Familia

2018
PORTLAND
BUSINESS JOURNAL
named in the top 25
MOST DIVERSE

Private Companies
in Oregon & SW Washington

20%

of our employees have
lived with a disability
or consider themselves
differently-abled

82%

of company owners are
from a racial or ethnic
minority

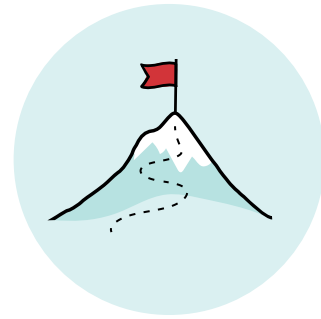
92%

of our employees agree
with the statement that
Nossa Familia values diversity

2019
STAKEHOLDER POLL

96%

of our customers agree with the
statement that our cafes are
inclusive and welcoming



LOOKING AHEAD

OUR GOALS

At Nossa Familia we believe in ‘progress, not perfection.’ We are proud of our progress, and we are always looking for ways to improve ourselves and our practices. These are some of the next steps we will be working on:

- expanding our waste reduction program at all of our cafés by implementing a \$0.25 charge on all single-use, disposable to-go cups;
- achieving Carbon Neutral Certification at our Seven Corners Café through carbon reduction and offsets;
- offsetting the carbon footprint of our other cafés, and ultimately for the entire company;
- monitoring prices paid to coffee farmers and supporting projects to ensure sustainable farmer livelihoods and futures;
- growing our coffee offerings and reaching new origin countries while staying true to our sourcing philosophy;
- encouraging employee volunteering and use of paid volunteer and pro bono time to achieve 75% use of this time;
- continuing our work with the B Corp Inclusive Economy Challenge to meet Equity, Diversity and Inclusion goals;
- and implementing tracking around our environmental footprint, such as carbon footprint measurement, waste diversion rates, greenhouse gas emissions and life cycle analysis of our products.

CORE VALUES

LIVE FULLY

We believe everyone should live life to the fullest – doing meaningful work, having fun and working on personal growth.



ABMF

(Always Be Making Friends)

Strangers are simply friends we haven't made yet. We seek new connections & look for the win-win in every situation.



BUILD TRUST

We act with honesty and integrity, while striving to be a reliable source of knowledge and support.



ENTREPRENEURIAL SPIRIT

We treat challenges as opportunities, problem-solve & work creatively to get things done.



CARE

We show care throughout our 'Full Cycle' of coffee: caring for each other, our local community, customers, farmers, and delivering exceptional coffee.



**NOSSA
FAMILIA™**
COFFEE

PURPOSE

To deliver exceptional farm-direct coffee and create positive relationships locally & globally.



**FARM DIRECT
FAMILY TRADITION
SUSTAINABLY ROASTED**



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