



ETNA SUSTAINABILITY REPORT

2024

**SIMPLY
UNSTOPPABLE**

ETNA-CT.COM

PASSION FOR COFFEE, SUSTAINABILITY & TECHNOLOGY

Official company name: ETNA Coffee Equipment b.v.
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FOREWORD

We are delighted to welcome you to the world of ETNA Coffee Technologies, where passion for coffee goes hand in hand with a deep-rooted dedication to technology and sustainability. As proud representatives of our company, we take you on a journey through our values and forward-thinking approach to coffee machines.

At ETNA Coffee Technologies, we are committed not only to delivering quality coffee machines, but also to making a positive impact on the world around us. Sharing the honest story behind our coffee machines with you is important to us.

We focus on four main sustainability themes: the environment, corporate social responsibility, origin and circularity. We are continuously working to achieve our goals within these themes. For example, our coffee machines are designed with minimal environmental impact in mind, from raw material selection to manufacturing. Our circular Triple R approach – reduce, repair, reuse – is an important foundation for how we innovate and shape our business model. We strive for a responsible approach that both values our partners and protects the planet we live on. We value fair trade and a healthy and pleasant working environment, we support local initiatives and we strive for a transparent supply chain.

On behalf of the entire ETNA Coffee Technologies team, we invite you to be part of our mission. Together we can enjoy excellent coffee while actively contributing to a world we can proudly pass on to future generations.

With kind regards,
The ETNA Coffee Technologies management

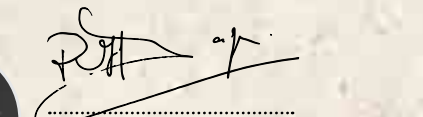



Linda van de Maat
Director of Operations




Richard Vogelzang
Director of Technology




Peter Jager
Director of Commerce & Finance



WE ARE ALL AWARE OF FAIR COFFEE, BUT WHAT ABOUT THE COFFEE MACHINE?

We believe it is important to be honest about sustainability. Communicating about sustainable initiatives can be complicated. From a marketing perspective, short and powerful claims tend to be preferable. At the same time, the line between sustainability and greenwashing can be very thin.

When we talk about 'our fair story', we mean that all our claims are backed up with a transparent explanation. We provide this explanation in this documents such as this annual report and in-depth (online) articles or white papers. We would like to invite you, our reader, to take a critical look with us. Is it clear enough to you what we mean and do you find our explanation sufficiently transparent?

Our ambition is to offer you the most sustainable option for fully automatic tabletop coffee machines. We believe that we are well on our way to achieving this, but perhaps even more so, we also believe that we still have a lot to discover and change in order to reach that ambition. Are we the most sustainable alternative right now? We don't know because we don't have enough information about our industry peers to make a well-founded comparison. It is our ambition to work on the areas that are important to us in the coming years and to quantify and prove what the results are. We sincerely hope that our peers will do the same, so that we can make a proper comparison and encourage each other to achieve increasingly sustainable solutions.

Linda van de Maat

Director of Operations / Sustainability Team Chair



“WE BELIEVE
IN THE DEVELOPMENT
OF COFFEE MACHINES
WITH A LONG SERVICE LIFE”



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2024: A REMARKABLE YEAR

For us, 2024 will go down in history as a remarkable year. On Saturday 4 May, a fire that originated outside our premises took us by surprise. Although the fire brigade arrived quickly to contain the fire, there was major soot damage.

Impact on site

We were only able to use part of our premises and we used external locations for several months:

- A warehouse at a nearby industrial estate in Doetinchem
- A production site for the pre-assembly of components at an industrial estate in Wehl (on the boundary with Doetinchem)
- An office with four workstations on a neighbouring site
- And a marquee in our own car park for cleaning work

Impact on the team

This dramatic event obviously had an impact on our team. Work continued on public holidays and weekends, and staff had to move to different locations and sometimes do other work than normal. At the same time, there was a great sense of togetherness, and we celebrated every step forward.

Impact on our goals

In the context of our sustainability goals, the fire affected factors such as energy consumption and travel movements. It was also difficult to introduce new sustainability activities when our first priority was to continue our business operations.

“Never waste a good crisis” (Winston Churchill)

The positive side of an event like this is that we have been able to implement several improvements faster than planned. These improvements will reduce our CO₂ emissions and help to boost our colleagues' vitality. For example, we have adjusted the layout of our production site and warehouse, made our workstations more ergonomic, abandoned the compressed air system with a compressor, purchased a cardboard press and equipped some of the offices with electric heating (instead of the central heating system) and ensured all offices now have LED lightning.



Team spirit during the cleanup

MISSION, VISION AND CORE VALUES

Our vision and ambition define who we are, what we stand for and how we work. All our products have been developed to consistently represent our vision and ambition.

OUR PASSION

We are passionate about coffee, sustainability and technology.

OUR VISION

- We don't believe in a throw-away society. We believe in developing and manufacturing high-quality coffee machines with a long service life.
- We don't believe in a business model based on the sale of spare parts. We believe in the principle that a coffee machine should never malfunction.
- We believe that today's consumers have high expectations of their coffee's quality, both at home and on the go. Consistently offering the best tasting coffee is essential.

OUR AMBITION

- We want to develop reliable products and build professional coffee machines. we aim to minimise our service costs and maximise our customer satisfaction by selecting and developing high-quality components in combination with ETNA software.
- We want to build robust and long-term relationships with our partners, adding value to their business through innovation, customisation and the lowest total cost of ownership.
- We want to be a responsible company: responsible for our employees, our business partners and the planet.



**“ROBUST
RELIABLE
RESPONSIBLE**

**OUR VALUES THAT GUIDE
OUR BRAND EVERY DAY “**

SIMPLY UNSTOPPABLE
FROM 1856 TO THE PRESENT



TIMELINE

- 1856** Established as an iron foundry in Breda
- 1893** ETNA brand name and logo were introduced and used for the first time
- 1922** ETNA started developing and building professional coffee machines
- 1983** ETNA moved to Uift
- 1992** ETNA started developing and building professional coffee machines
- 1999** Business split into ETNA Coffee Equipment b.v. and ETNA Kitchen Appliances
- 2010** ETNA moved to current site in Doetinchem
- 2012** Relaunch of ETNA Coffee Equipment under new management: ETNA Coffee Technologies
- 2013** Introduction of ETNA Dorado product line; Espresso Medium, Instant Small, Medium and Large and the FreshBrew Large
- 2016** Introduction ETNA Dorado Compact Espresso and Instant
- 2018** Introduction ETNA Dorado Touch 7"
- 2018** IP acquisition of Braumann brewing unit and Braumann grinder
- 2020** Introduction of ETNA MilkBase
- 2022** Introduction of ETNA Dorado Premium 10" / Sustainability becomes part of the business strategy
- 2022** New logo and corporate identity
- 2023** Introduction of ETNA Sagitta / Fully carbon-neutral assembly
- 2024** ETNA fire / Introduction of eco mode / Introduction of sustainability vision 'Fair coffee, fair machine' at ETNA Dealer Days

ENVIRONMENT



CO₂-NEUTRAL

We are **continuously working to reduce** our CO₂ emissions. We offset the amount we can't reduce by **helping to fund the creation of nature areas** in the local region.



WASTE MANAGEMENT

We maintain separate waste streams and use **fully recyclable** packaging materials.



A+ ENERGY RATING

ETNA follows the energy protocol of the European Vending Association (EVA) and always aims to make improvements to **minimise energy consumption**.

CORPORATE SOCIAL RESPONSIBILITY



STAFF

Our employees can count on a **safe working environment**, both physically and socially.



REGION

We support various **local social initiatives**.



ORIGIN



75%

OF OUR PARTS ARE MADE IN EUROPE.*

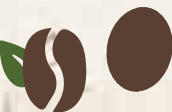
At least 75% of the parts for our machines are assembled or manufactured in Europe.

* Based on origin declaration



CODE OF CONDUCT

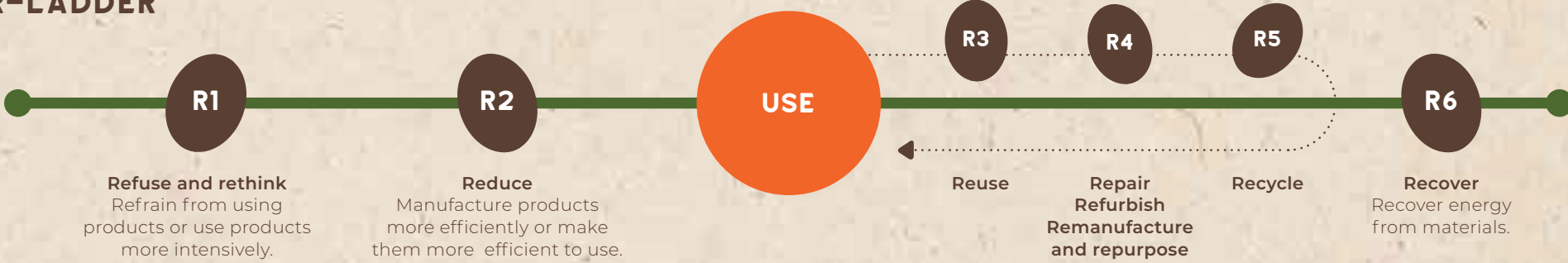
We have agreed a **code of conduct** with our suppliers, in which we set out agreements on environmental requirements, working conditions, child labour, etc.



CIRCULARITY



R-LADDER



REDUCE

ETNA machines are built with **quality materials**. During the design stage, we think carefully about the amount of used materials and we select **recycled raw materials** wherever possible.



REPAIR

The service life of our machines is at least **eight years**. The machines are easily accessible for repairs if necessary.



Parts are available for at least **10 years** after the machine's purchase.

REUSE

Our dealers are **trained** to refurbish brewers so that they last longer or can be reused.



RECYCLE

At least **95%** of our components are recyclable.



“WE LOOK 
FORWARD TO THE
FUTURE”

SUSTAINABILITY VISION AND GOALS

Climate change, fossil fuel scarcity and resource depletion. Society is facing major **societal challenges**. ETNA Coffee Technologies is very aware of its role in this and takes **responsibility**.

SUSTAINABLE DEVELOPMENT GOALS (SDG)

The 17 Sustainable Development Goals (SDGs) aim to make the world a better place by 2030. They are a global compass for challenges such as poverty, education and the climate crisis. (Source: <https://www.sdgnerland.nl/>)

We use these goals as a guide for our sustainability strategy. Eight of the SDGs have a strong link to the themes we focus on.



SDG 3 | GOOD HEALTH AND WELL-BEING

Our policy on the vitality of our employees is directly linked to this SDG. We strive to contribute to the health and well-being of our employees with initiatives such as offering fruit at work, encouraging sports and paying attention to ergonomics in the workplace.



SDG 5 | GENDER EQUALITY

The ETNA team has a diverse composition and salaries are determined based on the payroll structure of the Metalektro collective labour agreement. We implement our policy with our sponsorship of the De Graafschap Women's 1 football team and our membership of the regional organisation FemmeTech, which promotes women in technology.



SDG 7 | AFFORDABLE AND SUSTAINABLE ENERGY

We help to save energy by reducing our energy consumption, by using as much energy generated by solar panels on our premises as possible and by developing energy-efficient coffee machines. Especially now that grid congestion is an issue in many more areas, this is also a socially relevant issue in the Netherlands.



SDG 8 | FAIR WORK AND ECONOMIC GROWTH

We develop and assemble our machines at our own site in Doetinchem, the Netherlands. We work in accordance with the applicable collective labour agreement and help to create an innovative environment in the Netherlands. We ask our suppliers to sign a code of conduct.



SDG 9 | INDUSTRY, INNOVATION AND INFRASTRUCTURE

By consciously choosing to manufacture and develop our products in the Netherlands, we contribute to an innovative environment. We work with as many suppliers close to home as possible. This reduces the pressure on infrastructure worldwide. We reduce the pressure on the local infrastructure by offering remote working opportunities and online training courses to our employees.



SDG 10 | REDUCE INEQUALITY

We choose partners who employ people who would otherwise find it hard to access the labour market (see also SROI).



SDG 12 | RESPONSIBLE CONSUMPTION AND PRODUCTION

ETNA machines are built to last. Our Triple R strategy – reduce, repair, reuse – focuses on sustainable material use, repairability, and reuse and recycling.



SDG 13 | CLIMATE ACTION

We strive to reduce our site's CO₂ emissions as much as possible and we investigate where we can have a positive effect on our chain's CO₂ emissions. We offset the CO₂ emissions related to our site in Doetinchem in collaboration with the local Buur maakt Natuur foundation.



ENVIRONMENT

“ WE WANT TO BE A
RESPONSIBLE COMPANY. ”



CLIMATE CHANGE: WHAT IS THE EU DOING?

The Paris Climate Agreement is a global agreement of the United Nations signed by almost all countries in the world. Voluntary agreements have been made to slow down global warming by reducing greenhouse gas emissions (with CO₂ as the main gas). The objective is to limit the increase in the global average temperature to below 2°C above pre-industrial levels. The EU is a leading player and signatory to the Paris Agreement and drew up the Green Deal in 2020.

On 14 July 2021, the European Commission presented the Fit For 55 package, a comprehensive set of measures aiming to achieve the goal of climate neutrality by 2050. The Fit for 55 package is part of the Green Deal and still needs to be approved in the European Parliament.

GREEN DEAL GOALS

- By 2030, we should have reduced CO₂ emissions by 55% compared to 1990
- By 2050, the entire European Union has to be climate neutral
- Economic growth without resource depletion
- No person or region left behind

To achieve this, the EU Climate Law was formally adopted in 2021 as the legal basis of the Green Deal. This law requires all EU Member States to take national measures to achieve the 2050 climate goals.

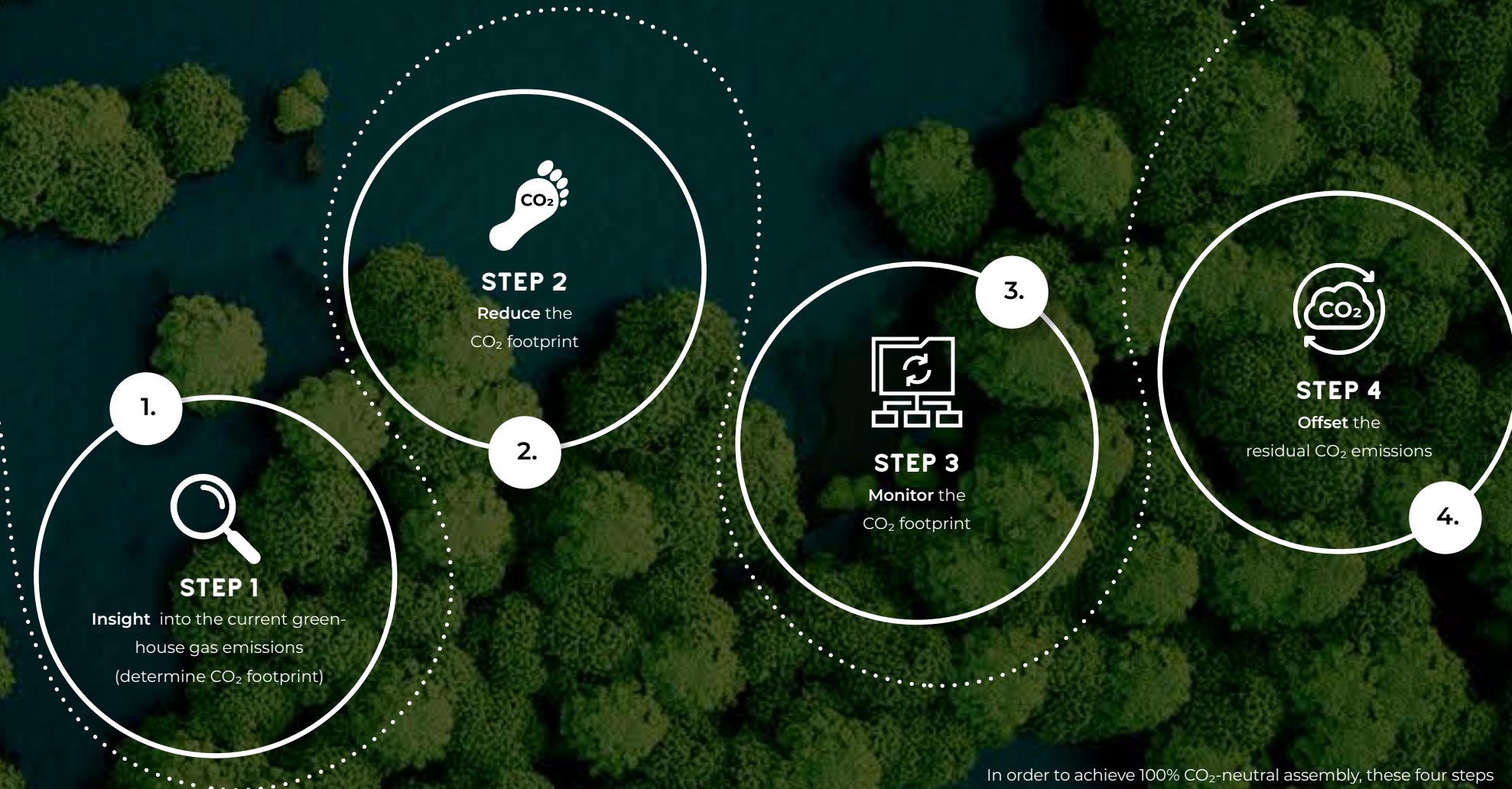
A SELECTION OF THE EUROPEAN MEASURES

- All packaging must be recyclable by 2030.
- The textile and plastics industries are to stop using microplastics by 2030.
- Consumers must have the right to repair faulty goods.
- Companies must be fined if they incorrectly present themselves as green.
- Buildings need to be renovated to reduce carbon emissions and energy consumption.
- European forests need to be protected and expanded.
- 40% of generated energy must be clean by 2030.
- Investments will be made in four million electric car charging points across Europe to encourage the use of electric cars.

Where relevant, ETNA Coffee Technologies will adhere to and comply with the above measures and include activities related to these measures in its roadmap.

“OUR ASSEMBLY IS 100% CO₂ NEUTRAL”

ROADMAP



In order to achieve 100% CO₂-neutral assembly, these four steps are carried out continuously.

Internal and external communication is of course an important part of this.



SUSTAINABILITY TEAM

To ensure sustainable products and processes, it is important that everyone at ETNA is aware of the goals we want to achieve. That is why colleagues from different disciplines have joined forces to form a Sustainability Team. We would like to briefly introduce them to you (from left to right in the picture).

Patrick represents the Research & Development department, where our machines are designed to last as long as possible. This includes making material choices and considering reparability and recyclability at the end of the machines' service life.

As a Product Manager, **Ben** keeps an eye on what sustainability information and topics are relevant for our partners and end users. These include material passports and energy ratings of the machines. The team collects this information and presents it in a clear way.

Linda acts as a driving force behind our sustainability strategy and related activities in her role as a Director of Operations with a clear personal sustainability mission. She specifically focuses on building management, manufacturing and logistics.

Jeroen keeps an eye on things from the Finance department's point of view in order to create a reliable foundation for carbon emission reduction in particular. He oversees the collection of figures on travel movements, waste handling and energy consumption.

Clementine and the marketing team ensure clear and concise communication about our activities. She also applies 'reduce' principles to our marketing materials, for example by thinking about what printed materials we still want to use, in what volumes we still want to do this and on what type of paper.

Frederique uses her HRM expertise to play a crucial role in terms of corporate social responsibility. She has her finger on the pulse of the organisation to know exactly what is going on with our employees and how we can contribute to their health and vitality.

Marcel and his purchasing team buy as many components from nearby suppliers as possible and keep us well informed about the developments of more sustainable materials hitting the market.

Together, we keep each other on our toes and continuously take steps to improve our sustainability performance. If you have any questions about sustainability or need help with tenders, please send an email to marketing@etna-ct.com. Our Sustainability Team will be happy to help.



From left to right: Patrick Jansen, Ben Welleweerd, Linda van de Maat, Jeroen Arentsen, Clementine Terhorst, Frederique Grevers, Marcel Wijkamp



SCOPES

To explain which limits we adhere to for measuring our CO₂ emissions, we use the three scopes as defined in the Greenhouse Gas Protocol.

SCOPE 1

Direct CO₂ emissions caused by our own sources within the organisation. This concerns emissions from our own building, transport and manufacturing-related activities. These include our own diesel generators and heating systems, our own trucks and other vehicles and the use of coolant in cooling equipment and air conditioning systems.

SCOPE 2

This includes indirect CO₂ emissions resulting from the generation of the electricity or heat we purchased or consumed ourselves. The organisation uses this energy internally, but does not generate it internally. It is generated in another location, for example a power plant.

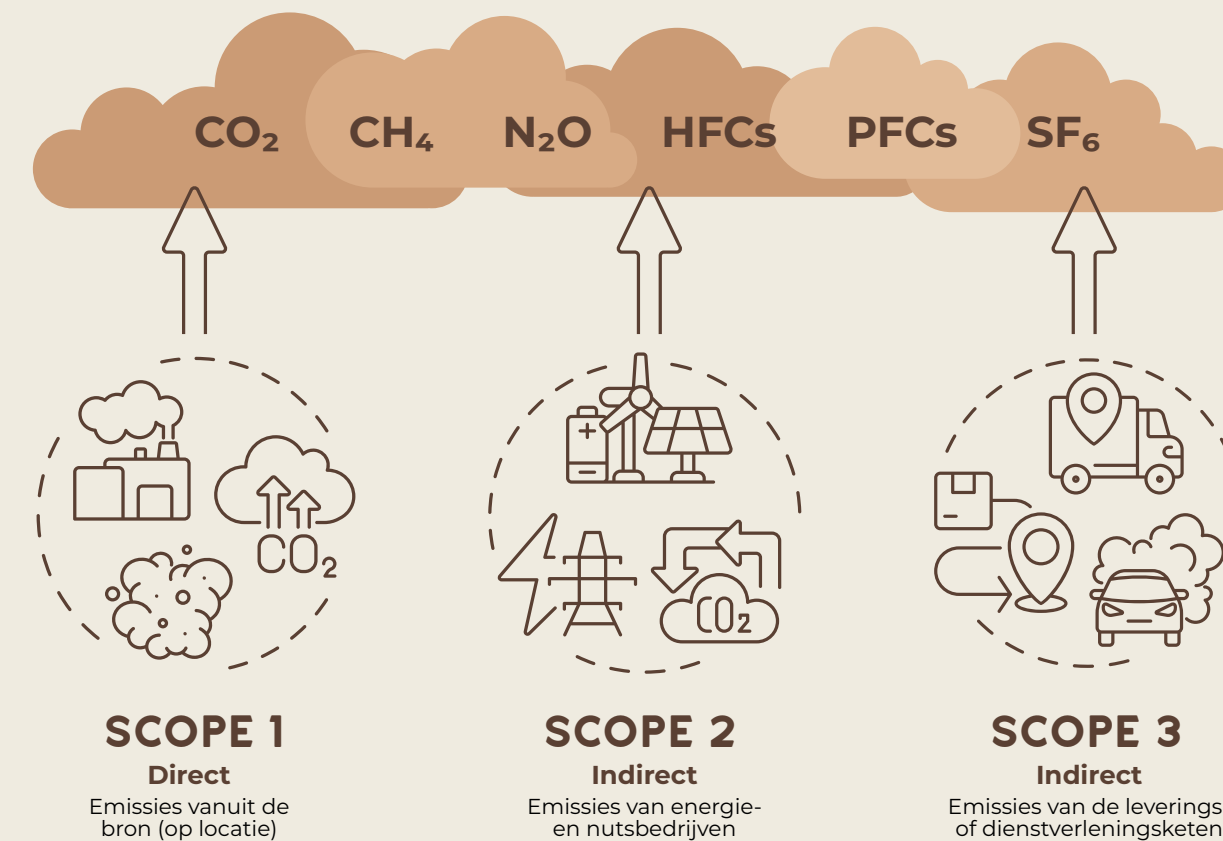
SCOPE 3

Indirect CO₂ emissions caused by another organisation's business activities. This emissions come from sources that our organisation does not own and can't influence. Some examples are emissions caused by the production or extraction of purchased raw materials and outsourced activities such as freight transport. Scope 3 also includes indirect emissions from business travel in private vehicles and business air travel.

We measure the CO₂ emissions within scopes 1 and 2. In addition, we measure the business travel of our employees of the Doetinchem site within scope 3, both in private vehicles and by air.



SCOPES EMISSIONS



Scopes defined as in the Greenhouse Gas Protocol



SOLAR PANELS AND GREEN POWER

To reduce CO₂ emissions caused by the use of electricity, 686 solar panels were installed on the ETNA assembly hall's roof in December 2021. ETNA's electricity consumption was 175,927 kWh in 2024, so this system should be able to meet all of ETNA's electricity needs. In reality, the option to feed the generated electricity back into the grid is currently not available due to grid congestion.

As a result, 95,833 kWh of generated electricity was used directly and the remaining required electricity was purchased. ETNA leases the premises. Together with the landlord, we are looking at how to be even smarter about our energy management. We use green electricity, for example.

Consumption	Unit	2021	2023	2024
Gas	tonnes of CO ₂	79.43	91.05	69.84
Electricity (purchased)	tonnes of CO ₂	102.49	57.72	52.49



ELECTRIC CHARGING STATIONS

ETNA researched the installation of electric charging stations for employees and visitors. Unfortunately, this is currently not available due to grid congestion. We are keeping a close eye on developments in this respect.

WHAT IS GRID CONGESTION?

Grid congestion is a kind of traffic jam on the electricity grid. This traffic jam is caused by the energy transition: the switch from fossil fuels to renewable forms of energy. The energy transition is evolving quickly. All renewable energy is (mostly) fed back into the electricity grid. The supply of electricity used to be a one-way street. It went from the power plant to homes and businesses. With the arrival of renewable energy generation, such as solar energy, this has become a two-way street. The Dutch electricity grid was not originally designed for this. This sometimes leads to voltage problems on the power grid. This means the options of feeding electricity back into the grid and the consumption of more electricity (for example through electrification or urban expansion) is not available.

GRID CONGESTION IN DOETINCHEM

Buildings or developments with a commercial connection (shops, hospitality, businesses, solar farms/roofs, etc.) are currently not being connected. Liander casts a critical eye on when these buildings can be connected.

Source: <https://besluitvorming.doetinchem.nl/Documenten/2023-37-Netcongestie-Doetinchem.pdf>



ENERGY LABEL OF THE ETNA BUSINESS PREMISES

From refrigerators to large commercial buildings, almost everything that consumes energy has to have an energy label. The energy label for commercial buildings indicates how energy efficient a building is. It also shows which energy-saving measures are still possible.

The less fossil energy a building consumes, the better its energy label will be. An energy label G is the poorest score. The best score is an A+++++ energy label for commercial buildings. As the picture on the energy label shows, our building is classified as A+++++.



INTERNAL TRANSPORTATION

All internal means of transport are electric. All forklifts, reach trucks and pallet trucks are also electrically powered. None of our internal means of transport run on fossil fuels (petrol, gas or diesel).

LED LIGHTING

We opened a second production hall in January 2020. This meant that all fluorescent lighting in both production halls was replaced by LED lighting. The office spaces are also fully equipped with LED lighting.

CO₂ EMISSIONS

The scope overview is shown below.

Scope 1 category	Unit	2021	2023	2024
Gas consumption	tonnes of CO ₂	79.43	91.05	69.84
ETNA company bus consumption	tonnes of CO ₂	6.7	8.38	7.86
Water consumption	tonnes of CO ₂	0.065	0.08	0.06

Scope 2 category	Unit	2021	2023	2024
Electricity consumption (purchased)	tonnes of CO ₂	102.49	57.72	52.49

Scope 3 category	Unit	2021	2023	2024
Upstream				
Commuting	tonnes of CO ₂	60.77	58.3	61.54
Business trips	tonnes of CO ₂	8.70	18.54	19.90
Waste	tonnes of CO ₂	13.80	27.03	33.51
Total emissions		271.96	261.37	245.20

In 2021, business trips and gas consumption were very low due to the impact of the coronavirus pandemic and people having to work from home.



THE ETNA BUILDING IS BREEAM CERTIFIED.

BREEAM-NL has been the certification method for a sustainably built environment since 2009. This methodology is used to assess projects' integral sustainability, not just in terms of energy, but across the board.





COMMUTING

What are our employee commuting CO₂ emissions? And how can we reduce them? These are the questions we measure with an internal survey.

ETNA encourages its employees to commute by bicycle with a bicycle plan. A canopy has also been installed so that ETNA employees can safely park their bicycles and charge their electric bicycles.

Means of transport	2021 results		2023 results		2024 results	
	In general: total number of employees: 51		In general: total number of employees: 60		In general: total number of employees: 66	
	Total	Total (%)	Total	Total (%)	Total	Total (%)
Distribution of emissions in tonnes of CO ₂						
Car	50.1	82.5	54.1	92.8	57.1	92.8
Carpooling	9.0	14.7	2.7	4.6	2.9	4.6
Scooter/Moped	1.6	2.7	0.8	1.4	0.8	1.4
Bicycle	0.0	0.0	0.7	1.2	0.7	1.2
Public transport	0.1	0.2	0.0	0.0	0.0	0.0
Running	0.0	0.0	0.0	0.0	0.0	0.0
Total	60.7	100.0	58.3	100.0	61.5	100.0



BUUR MAAKT NATUUR

ETNA is affiliated with the Buur maakt Natuur foundation. The Buur maakt Natuur foundation is committed to buying agricultural land and returning it to nature. As a partner of Buur maakt Natuur, we offset the company's residual CO₂ emissions after our CO₂ reduction measures.



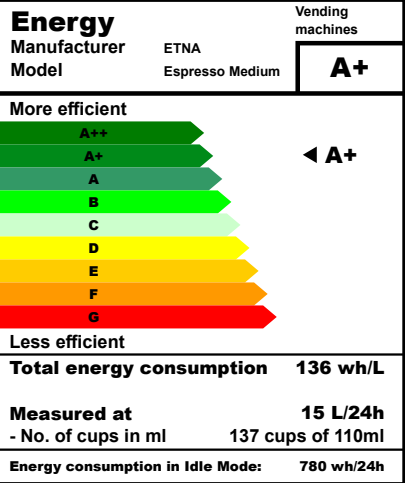
Cardboard press in our assembly hall

WASTE MANAGEMENT

Our assembly site has separate waste streams and uses recyclable packaging material. We try to use multi-trip packaging to deliver components as much as possible. For example, the Braumann brewers and Braumann grinders are delivered in wooden packaging that is returned. Paper, metals and residual waste are collected and disposed of separately. We also reuse packaging materials from suppliers where possible to ship parts to our partners.

ENERGY RATING OF COFFEE MACHINES

ETNA follows the European Vending Association (EVA) energy protocol and we always strive for improvements to minimise energy consumption. We do this by delivering all ETNA coffee machines in activated eco mode as standard, which saves a lot of energy during their service life. Another example are the well-insulated open boilers in our instant and fresh brew coffee machines. This insulation greatly reduces heat loss.



The energy ratings of the coffee machines can be found on our ETNA Dealer portal.



ORIGIN

“ WE STRIVE FOR A TRANSPARENT
SUPPLY CHAIN. ”

12 VERANTWOORDE
CONSUMPTIE
EN PRODUCTIE



13 KLIMAATACTIE



ORIGIN



75%

**OF OUR PARTS ARE MADE IN
EUROPE***

We develop and assemble our coffee machines in the Netherlands. Keeping our production local allows us to maintain control over quality, respond to events quickly and reduce our ecological footprint.

About 75% of the parts and components we use are currently of European origin, but we strive for more. It allows us to remain independent of long chains and to work towards responsible, future-proof manufacturing.

SUPPLIER CODE OF CONDUCT

We have agreed a code of conduct with our suppliers. It states what we can expect from each other.

Important principles are:

- Respectful collaboration
- No child labour in the chain
- No discrimination
- Fair trade practices

* Based on country of origin declaration

CORPORATE SOCIAL RESPONSIBILITY

“OUR EMPLOYEES CAN COUNT ON A SAFE AND HEALTHY WORKING ENVIRONMENT.”



SAFE AND HEALTHY WORKING ENVIRONMENT

Part of ETNA's sustainability strategy is to demonstrate socially engaged entrepreneurship. We pay attention to our employees and our immediate surroundings. Our employees can count on a safe and healthy working environment, both physically and socially.

DIVERSITY AT ETNA

The full ETNA team consisted of 66 employees in 2024. This corresponds to 60 FTE (as at 31 December 2024). By offering part-time work and flexible working hours, we give a wider target group the opportunity to fill a position, such as people who want to combine their care for children or other loved ones with their job.

BICYCLE PLAN

Employees have access to the bicycle plan, which allows them to purchase a bicycle on attractive terms. It encourages cycling to and from work and for recreational use.

PERIODIC MEDICAL CHECK-UP

Every three years, we offer employees the opportunity to have a Periodic Medical Check-up. This (voluntary) check-up gives employees insight into their physical condition, pays attention to a healthy lifestyle and monitors employees' stress levels. Employees receive individual feedback, and as the employer, ETNA receives general feedback. Based on this general feedback, we will carry out further optimisations to support our employees' vitality as much as possible.

SPORTS CLUB MEMBERSHIP

ETNA is a member of Bedrijfsfitness Nederland. This platform allows us to cover part of employees' sports club membership fees and entitles employees to a tax benefit on those membership fees. This makes exercising (more) particularly attractive for employees.

VITALITY WEEK

National Vitality Week takes place every year. The aim this week is to make the working population of the Netherlands aware of the importance of their own vitality. This week, ETNA is organising accessible activities for all employees. In 2024, an activity was scheduled every day. These ranged from a challenging boot camp to a soothing chair massage. There were also workshops on nutrition and personal focus. Everyone was invited to participate in all these accessible activities.

JOINT SPORTING ACTIVITIES

A sports event calendar is drawn up each year with (at least) four events employees can take part in as a team. Mainly running, cycling and mountain biking events are scheduled. Participating employees will be given an ETNA sports outfit they can keep.



KrampRun



FBDA Games



LOCAL SOCIAL INITIATIVES

DOETINCHEM INNOVATION HUB

The Innovation Hub is a collaboration of four companies: Rensa Family, Wopereis Group, Hosokawa Micron and ETNA Coffee Technologies. The Doetinchem Innovation Hub enables graduates and trainees to complete a challenging work placement, giving them the unique opportunity to take a look at the three other organisations. They have the option to take additional training courses and receive additional guidance to get the most out of their work placement or graduation assignment.

SCHOOLS COLLABORATION

In addition to the Doetinchem Innovation Hub, we are also in touch with various schools, such as Graafschap College, HAN, University of Twente and Prakticon. We offer students work placements in different ETNA departments.



MINI MANNA FOUNDATION

The Mini Manna Foundation is an independent social enterprise founded in Doetinchem in 2007 to support a large group of residents with insufficient income to make ends meet. They now also have branches in Ulft and Winterswijk. In the 15 years since it was founded, the Mini Manna Foundation has developed into one of the leading organisations in the fight against poverty. The foundation has become a place of inclusive day programmes, reintegration and participation, all based on the motto “driven by the target group for the target group”. We are happy to contribute to this initiative. The coffee beans that our factory grinds during the adjustment of the coffee machines are donated to the Mini Manna Foundation.

SPONSORSHIP

We put our employees and the local community first. In order to meet this goal, we support social initiatives brought forward by our employees every year. We assess sponsorship requests based on themes such as health & vitality, equal opportunities, sustainability and technology. We focus primarily on initiatives in our region and believe it is important that our sponsorship is in line with our ‘Simply Unstoppable’ pay-off. In 2024, for example, we sponsored the Graafschap Women's 1 football team, Zwem4daagse Gendten, which enables children to experience the pleasure of swimming, the Rock4music festival, which brings music to children with a chronic illness, Solar Team Twente and the Megchelen beach volleyball competition.





SOCIAL RETURN

Social return means creating employment for people who would otherwise find it difficult to access the labour market.

1. Employment rate
2. Supported employment
3. Social activities

EMPLOYMENT RATE

When recruiting and selecting new employees, we aim to take an inclusive approach that focuses on the strengths of each candidate who presents themselves. We believe that diversity and inclusion helps us to perform better and to attract the right talent. Our goal is to create a work environment in which every employee feels valued and comfortable.

As an accredited apprenticeship company, we welcome trainees of all levels. We have become a member of Doetinchem Innovation Hub to find suitable trainees and ensure proper support for our trainees during their work placement period. Our trainees come from secondary

vocational education, higher vocational education and universities. The Innovation Hub is a collaboration of four companies in the Doetinchem area. Every school year, we offer two work placement places to students from Secondary Special Education and Practical Education.

SUPPORTED EMPLOYMENT

We outsource part of the assembly activities to inclusive-focused company Maak BV and we buy printed circuit boards from Confed. We carefully consider all aspects when we outsource certain activities. On the one hand, we look at the feasibility of limiting time pressures in supported employment. On the other hand, we take into account the logistical and environmental aspects (such as additional transportation).

SOCIAL RETURN VALUE

Each machine built represents an SROI value of €84.83 (value applicable in 2024). This value is based on the building block method.

"If I can help you with your work placement, do drop by! That is what every ETNA colleague told me. ETNA is a close and welcoming team with a mindset that is typical of the Achterhoek region. This is the perfect work placement for me."

Daan van Erkelens

Logistics Management student on his work placement with ETNA Coffee Technologies.



“WE BELIEVE DIVERSITY AND INCLUSIVITY HELP US TO PERFORM BETTER”



CIRCULARITY

“WE WANT TO DEVELOP
RELIABLE PRODUCTS.”



REDUCE

PACKAGING

We take a conscious approach to the packaging of our products and make choices that are in line with our sustainability policy. The cardboard in our packaging is made largely from recycled, FSC-certified materials. The cardboard can be taken to our partners for recycling.

Our packaging uses EPS to give our coffee machines sufficient protection during transport. There is a misconception that EPS is not a sustainable packaging material.

It is true that unlike cardboard, EPS is more difficult for our partners to recycle. We have therefore decided to gradually switch our packaging to cardboard and phase out EPS.



“WE TAKE A
CONSCIOUS APPROACH
TO THE PACKAGING
OF OUR PRODUCTS”



EPS AS A PACKAGING MATERIAL AND EPS SUSTAINABILITY

EPS, also known as Styrofoam or polystyrene, has a reputation for being a non-sustainable packaging material. However, research has shown that this couldn't be further from the truth. EPS is a lightweight thermoplastic material that is resistant to shocks and vibrations. It is widely used as a packaging material for electronics, medical devices, food and beverages and so on. Because the material is not biodegradable and therefore add to the plastic soup, it is often considered unsustainable.

EPS SUSTAINABILITY

However, recent research has shown that as a packaging material, EPS is much more sustainable than often thought. For example, a study by the University of California, Berkeley, shows that EPS packaging emits up to ten times less greenhouse gases during production and transportation than other materials such as paper, glass and cardboard. This is because EPS has a relatively low energy consumption and requires few raw materials to produce. It is very light and consists largely of air.

In another study, McKinsey compares 14 plastic packaging types containing other materials such as paper, glass and cotton. 13 out of 14 types of plastic packaging examined generate less CO₂ than the alternative packaging options.

For example, using EPS for food packaging results in 30% less CO₂ emissions than the same type of packaging in paper. The use of plastic packaging helps to reduce greenhouse gas emissions.

RECYCLING EPS PACKAGING MATERIALS

In addition, EPS packaging materials can be recycled. The material can be converted into new products, such as insulation materials, the raw material styrene for XPS extruded polystyrene foam, flowerpots and furniture frames. This ensures the material stays within the cycle and hardly any new raw material is used in the manufacturing of these new products.

In short, as a packaging material, EPS is far more sustainable than most people think. Even though it is not biodegradable, it emits far less greenhouse gases during production and transportation than other packaging materials. The most important prerequisite for low CO₂ emissions is the possibility of recycling. Mono-material packaging, which is packaging that consists of only one material, is easiest to recycle. EPS (Styrofoam/Tempex) is a mono-material and can therefore be recycled several times. It is therefore important not to simply dispose of EPS, but to separate it and take it to a recycling point. That is how we all contribute to a more sustainable world!

Source: <https://plastisense.nl/eps-als-verpakkingsmateriaal-en-zijn-duurzaamheid>



COMPONENTS OF RECYCLED MATERIALS

The Research & Development team pays close attention to the choice of components used in our coffee machines. Recycled materials are used whenever possible, provided that no restrictions apply under the legislation on food contact materials.



All doors of our ETNA Dorado and ETNA Sagitta coffee machines are made from recycled plastic.

REDUCE REPAIR REUSE



SERVICE LIFE OF ETNA MACHINES

We don't believe in a disposable society. What we believe in are coffee machines that last and continue to perform reliably. That is why we consciously choose durable, stable, high-quality components that can withstand intensive use and have been designed for a long service life.

An ETNA coffee machine has to last at least eight years. And to achieve this, we make sure that any essential parts remain available for at least ten years. This makes maintenance easier, extends the service life of our machines and prevents unnecessary replacement.

In the chain of coffee machine manufacturers, maintenance – both preventive and corrective – has the greatest impact on the environment. By investing in quality and the availability of parts, we reduce that impact and contribute to a circular, carefree coffee choice.

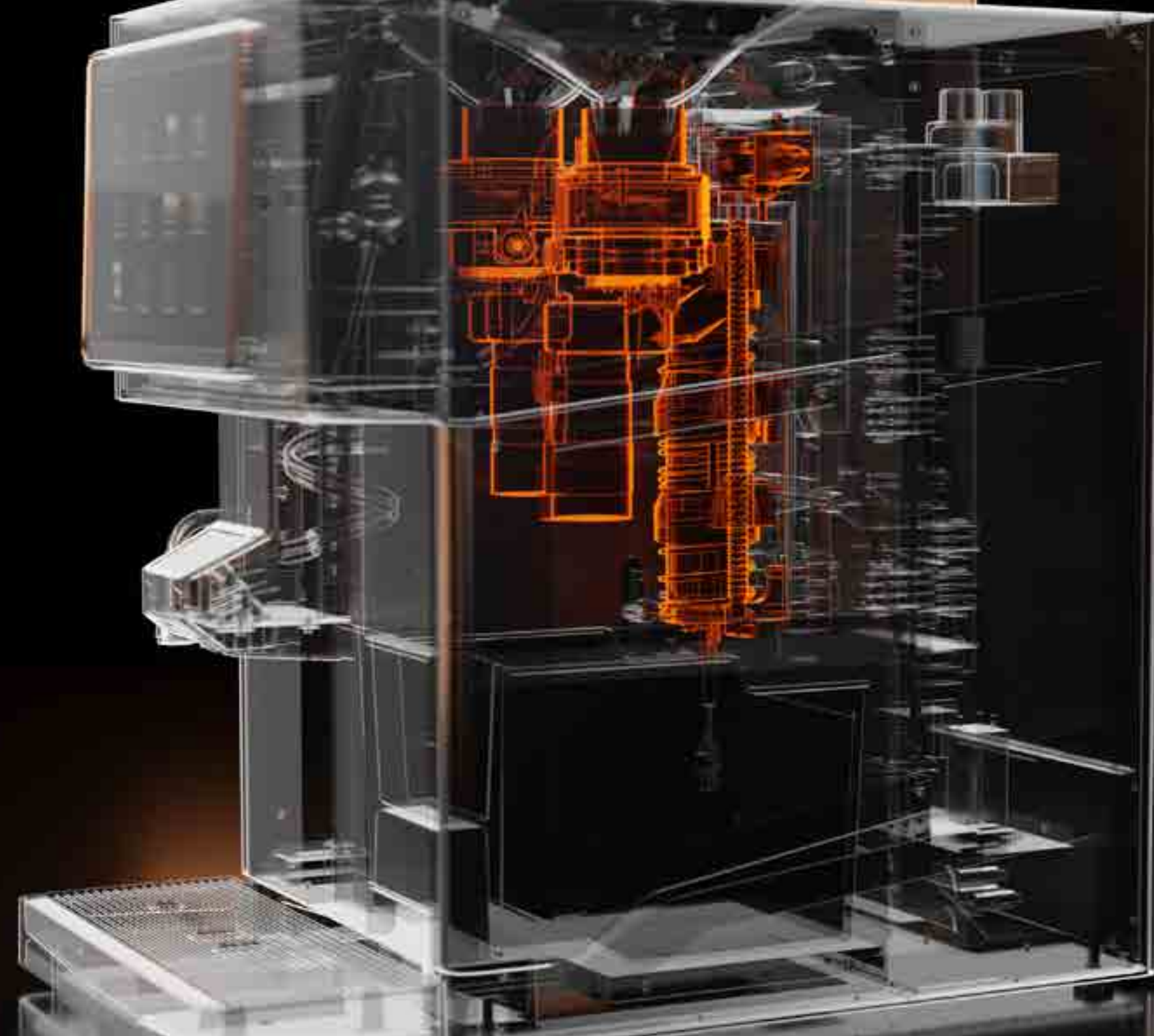
8-YEAR WARRANTY ON THE BRAUMANN BREWING UNIT AND BRAUMANN GRINDER

The brewing unit and grinder are key to the machine's reliability and the coffee's quality. With an 8-year manufacturer's warranty on the Braumann brewing unit and Braumann grinder, you don't run any technical risk on these crucial components.

Your advantages of the 8-year warranty on the Braumann brewing unit and Braumann grinder:

- Guaranteed long service life
- Low maintenance costs
- A sustainable solution

The warranty conditions can be found on our ETNA Dealer Portal.





REPAIR

MAINTENANCE AND REPAIRS

The machine is easily accessible for repair. The side walls, rear wall and top plate can be easily dismantled, allowing the technician to get on with the maintenance and repair straight away. Parts remain available for at least ten years after the purchase of the machine. This extends the coffee machine's service life and reduces the environmental impact.



REUSE

BRAUMANN BREWER OVERHAUL

ETNA has been manufacturing Braumann brewing units since 2021. The employees making Braumann brewing units have been trained and certified by our partner Braumann in Switzerland. As our production now also takes place at ETNA, we have taken the next step to extend the service life of our products within the Triple R philosophy: reduce – repair – reuse. We also offer the option of brewing unit overhauls as part of our reuse philosophy.

WHAT DOES AN OVERHAUL INVOLVE?

During an overhaul of a Braumann brewing unit, any parts that are subject to wear are replaced. This maintenance is carried out after around 100,000 – 120,000 drinks, after which the brewing unit can produce the same number of drinks again.



RECYCLE

RECYCLABILITY OF ETNA MACHINES

ETNA takes the recyclability of its machines into account in the design phase. We make sure that as many connections between different materials can be easily separated. The result of this policy is that our machines have a very high recyclability rate at the end of their service life. At least 95% of components are recyclable.

For example: ETNA Dorado Espresso Medium / DESI21



Our coffee machines material passports can be found on our ETNA Dealer Portal.



Recyclability DESI21BBAHECNL0						
Materiaal categorie	Percentage	Materiaal	Recy j/n	Reken %	Recyclebaar	Niet recyclebaar
Kunststof	4,19%	ABS, Acrylonitril Butadien Styreen	j	100%	4,19%	0%
	1,52%	EPS, geëxpandeerd polystyreen	j	100%	1,52%	0%
	0,19%	PA 6, polyamide (nylon)	j	100%	0,19%	0%
	0,59%	PA 6.6, polyamide (nylon)	j	100%	0,59%	0%
	0,03%	PA, polyamide (nylon)	j	100%	0,03%	0%
	0,99%	PC, polycarbonaat	j	100%	0,99%	0%
	0,26%	PE LD, polyethylene, low density	j	100%	0,26%	0%
	0,95%	POM, polycetaal	j	100%	0,95%	0%
	1,61%	PP, polypropyleen	j	100%	1,61%	0%
	5,80%	PS, polystyreen	j	100%	5,80%	0%
Metaal overige	0,60%	Siliconen	j	100%	0,60%	0%
	7,09%	Aluminium	j	100%	7,09%	0%
	0,04%	Brons	j	100%	0,04%	0%
Metaal RVS	0,75%	Messing	j	100%	0,75%	0%
	44,79%	Sendzimir/zincor	j	100%	44,79%	0%
	0,47%	RVS 302 / AISI 302 (1.4310) (verenstaal)	j	100%	0,47%	0%
	0,16%	RVS 303 / AISI 303 (1.4305)	j	100%	0,16%	0%
	1,18%	RVS 304 / AISI 304 (1.4301)	j	100%	1,18%	0%
	0,05%	RVS 316 / AISI 316 (1.4401)	j	100%	0,05%	0%
	0,05%	RVS 420 / AISI 420 (1.4021)	j	100%	0,05%	0%
	0,57%	RVS 430 / AISI 430 (1.4016)	j	100%	0,57%	0%
	1,64%	Staal	j	100%	1,64%	0%
	1,14%	Hout	j	100%	1,14%	0%
Overige materialen	4,35%	Karton	j	100%	4,35%	0%
	0,25%	Overig wel recyclebaar	j	100%	0,25%	0%
	0,12%	Papier	j	100%	0,12%	0%
Deels recyclebaar	2,04%	Kabel/kabelboom	j/n	70%	1,43%	0,61%
	16,04%	Mech assembly 1 wel recyclebaar 95	j/n	95%	15,24%	0,80%
	0,31%	Mech assembly 4 wel recyclebaar 75	j/n	75%	0,24%	0,08%
	1,26%	PCB, printplaat	j/n	50%	0,63%	0,63%
Niet recyclebaar	0,22%	Mech assembly 2 niet recyclebaar 0	n	0%	0%	0,22%
	0,73%	Overig niet recyclebaar	n	0%	0%	0,73%
	100%				96,92%	3,08%

PCB: aanname dat 50% van het gewicht gerecycled kan worden.

Kabel en kabelbomen: aanname dat 70% van het gewicht (kernmateriaal) gerecycled kan worden.



OPEN/WECYCLE FOUNDATION

ETNA is a member of the OPEN/Wecycle Foundation. This means a removal fee is paid for each machine. This means that all ETNA machines can be recycled correctly at the end of their service life at no cost to the customer. The OPEN Foundation arranges sustainable and environmentally conscious recycling of collected discarded electrical appliances. The electrical appliances are sorted after collection. Some appliances are dismantled manually for reuse or better recycling. Where possible, this activity is handled by people who would otherwise find it difficult to access the labour market. The e-waste is then processed in the best possible way by CENELEC-certified processors. Environmentally hazardous substances such as batteries and capacitors are also disposed of. This means the collected appliances are eventually all recycled into new raw materials.

For more information about the OPEN Foundation, visit www.stichting-OPEN.org



WEEE NEDERLAND B.V.

ETNA is also a member and affiliate of WEEE Nederland b.v. This is currently an important collection and recycling platform, especially in Germany. WEEE stands for Waste from Electrical and Electronic Equipment. WEEE is the common name for the European directive that regulates the collection and recycling of this waste stream.

For more information on WEEE, visit www.WEEE.nl



Wecycle



CSR NETHERLANDS

ETNA is a member of CSR Netherlands. CSR Netherlands drives the transition to a sustainable economy with the largest sustainable business network in the Netherlands. To measure progress towards their ambition, CSR Netherlands has developed the New Economy Index (NEx) to measure how well they are doing every year. This index comprises seven themes: new wealth, the circular economy, biodiversity, real prices, company inclusivity, green energy and transparent chains. Together, these themes form the new economy, which is the focus of CSR Netherlands' work. It also sets the agenda for our partners on the journey to becoming a more sustainable company.

For more information, visit www.mvonderland.nl

“CONSUMERS HAVE HIGHER EXPECTATIONS OF THE QUALITY OF THEIR COFFEE. CONSISTENTLY OFFERING THE BEST TASTING COFFEE IS ESSENTIAL”

2025 PLAN

“ WE INVITE YOU TO BE PART OF
OF OUR MISSION . “

CORPORATE SOCIAL RESPONSIBILITY

- HR policy aimed at ensuring a safe and healthy working environment for all ETNA employees. We measure the health of our working environment based on the absence figures and by conducting interviews about 'growth at and with ETNA'.
- Strengthen our vitality plan to increase the sustainable employability of our people. We aim to increase the number of participants in joint sporting activities by 30% in 2025.
- We give at least five students a work placement opportunity with ETNA (using the Innovation Hub) and we offer two apprenticeships to pupils in practical education.
- We want to support at least three new charities (social organisations) that our colleagues have brought forward and have a personal connection with.

ORIGIN

- Investigate whether we can purchase cable harnesses currently purchased in Asia in our region.
- Renewed request of declarations of origin for articles to gain a better insight and achieve our goal of sourcing 80% of articles within the EU.
- Update code of conduct and ask all suppliers to sign it.

ENVIRONMENT

- Reduce commuting CO₂ emissions by challenging more colleagues to cycle into work.
- Make packaging of accessories, small and compact machines completely EPS-free, using unbleached cardboard. Prepare the conversion of other packaging to achieve completely EPS-free packaging in 2026.
- Investigate the possibilities to further reduce our coffee machine's energy consumption with the highest achievable energy rating for our products.

CIRCULARITY

- Act on refurbishment research and recover reusable parts from used machines.
- Research and prepare the calculation and reporting of Life Cycle Analyses (LCAs) for our coffee machines.

“WE WANT TO BUILD ROBUST, LONG-TERM RELATIONSHIPS WITH OUR PARTNERS AND ADD VALUE TO THEIR BUSINESS THROUGH INNOVATION, CUSTOMISATION AND THE LOWEST TOTAL COST OF OWNERSHIP.”



ACHIEVED IN 2024

Objective		Implementation*
Environment	Understand CO ₂ emissions, evaluate the measures taken, take new measures, offset the residual CO ₂ emissions.	New measures: compressed air system removed, some offices and canteen switched from central heating system to electric heating, final offices now also equipped with LED lighting.
	Introduce sustainable packaging for ETNA Sagitta and implement this across the entire ETNA product line.	The Sagitta product line has corrugated cardboard packaging without any EPS. Preparations have been made to pack compact machines in unbleached cardboard from now on.
	Investigate the possibilities to further reduce our coffee machine's energy consumption with the highest achievable energy rating for our products.	Default eco mode developed and implemented as standard in newly manufactured machines since December, reducing energy consumption by approx. 15%.
Origin	Provide insight into the origin of components by publishing material passports.	Our partners can access the material passports of all machine types with the ETNA label on the Dealer Portal. For customer-specific machines, the material passports are made available on request. The countries of origin will be added to the material passports in Q2 2025.
	A Supply Chain policy focused on regional procurement.	We constantly explore alternatives to source our components as close to home as possible. In 2024, we switched the procurement of a pump from Asia to Italy.

Objective		Implementation*
Corporate social responsibility	HR policy aimed at ensuring a safe and healthy working environment for all ETNA employees.	Our absence monitoring shows that we had 5.37% short-term absences, 1% medium-term absences (8-42 days) and 1% long-term absences (more than 43 days). A very limited part of these were work-related. Our external confidential advisor did not receive any reports in 2024.
	Offer fruit in the workplace to promote employee vitality.	Landwinkel Luemes delivers fresh (regional) fruit twice a week.
	Strengthen collaboration with the Innovation Hub.	Work placement vacancies are consistently posted on the Doetinchem Innovation Hub website, we were present at the Talententuin Achterhoek, and we welcomed students from other companies in the hub for a tour. Three trainees joined ETNA via the Innovation Hub in 2024.
	Further shape sponsorship policy and actively contribute to charities in the region.	An internal committee has been set up to review sponsorship requests and clear criteria have been established. We entered into a partnership with five new social organisations (charities) in 2024.
Circularity	Investigate reuse of returned/discarded coffee machines.	During the ETNA dealer days in November 2024, we spoke to a number of partners who will contribute to the investigation. So far, a very limited number of machines is available to be returned from the market.
	Research and preparation of Life Cycle Analyses (LCAs) of our products.	We have provided an initial data set to one of our partners. This has given us more insight into what we are still missing to make LCA calculations ourselves.

* For a detailed explanation of the objectives achieved, please refer to the next page.



ADDITIONAL NOTES

	Objective	Implementation*
Environment	New measures: compressed air system removed, some offices and canteen switched from central heating system to electric heating, final offices now also equipped with LED lighting.	The compressed air system had leaks in the pipes and connections with tools, causing the compressor to switch on unnecessarily, particularly outside working hours. We now only use battery-powered tools. We have not been able to calculate the extent to which this will reduce emissions. By comparing total energy consumption on an annual basis over a number of years, we expect to be able to make an assumption. We can only do this after we have run for a year after the full switch. That is the year 2025.
		After the fire, the office block also housing the canteen was stripped, redesigned and fitted with electric heating (air conditioning units) rather than a new gas-fired central heating system. It covers approx. 480 m2. Gas consumption will decrease. The result will be reflected in the consumption figures in 2025.
		A large part of our premises had already been equipped with LED lighting before 2024. We now completed the last few offices. 53 fluorescent luminaires (53 x 56W) have been replaced by 53 LED luminaires (43 x 29W and 10 x 36W). This results in a theoretical reduction of approx. 1,878 kWh per year (based on a conservative calculation of 230 working days x 6 hours).
	The ETNA Sagitta product line has corrugated cardboard packaging without any EPS. Preparations have been made to pack compact machines in unbleached cardboard from now on.	Although the production of one kg of EPS (also known as Styrofoam) is very likely to cause less CO ₂ emissions than the production of one kg of corrugated cardboard (as evidenced by research conducted in the EPS industry/we have not yet been able to find any independent research), we have chosen to switch to packaging made entirely from corrugated cardboard. The infrastructure for returning used corrugated cardboard for recycling is better organised than the infrastructure for EPS. Many of our partners have indicated that they dispose of EPS packaging materials as residual waste, which is not recycled.

“OUR AMBITION IS TO OFFER THE MOST SUSTAINABLE OPTION FOR FULLY AUTOMATIC TABLETOP COFFEE MACHINES.”



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NETHERLANDS

Expeditiweg 6F
7007 CM Doetinchem, the Netherlands
Phone +31 314 442 442

GERMANY

Boschring 12
63329 Egelsbach
Phone +49 6103 2082 173

DENMARK

Nupark 49
7500 Holstebro
Phone +45 2740 6080

POLAND

ul. Piłsudskiego 116C
05-270 Marki
Phone +48 889 444 331

info@etna-ct.com
etna-ct.com

