



SUSTAINABILITY REPORT

2024

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FOREWORD BY THE BOARD OF DIRECTORS

Dear Readers,

This second annual report has revealed just how much we have developed as a team – in sales, in terms of customer relations and partner organisations, and in terms of corporate culture. Our 58 employees mastered a demanding year of economic challenges and increased staff turnover, which only served to boost our appreciation of the team spirit we have experienced even more.

We are particularly pleased to have achieved a 40% share of women in management positions, an important step towards a working environment in which diversity is a matter of course, and in which everyone can contribute their strengths.

Clear standards in food service have also been set: 7.8% of the product volume for professional hospitality providers comes from sustainable production. This impressive result reflects the values we share. We ensure responsible decisions are made to benefit both customers and the environment.

Even though not every year is easy, the report has again shown the amount of potential in the company. We would like to thank everyone who has accompanied us on this journey – and invite you to join us in boldly tackling the next steps together.



Wolfgang Reichl
CEO Central Europe
Segafredo Zanetti Austria Ges.m.b.H.

Dear Readers,

Our second sustainability report reviews a year in which significant progress was made in production, and along our entire supply chain. The updated materiality analysis again shows how important it is to exercise influence responsibly – and where we as a company can initiate real change.

One particularly pleasing result of this endeavour has been our first own Fairtrade and organic roast, *fabia* WIENER WERTE – a product that symbolises the values that drive us: quality, transparency and fair cooperation – from the point of origin to the finished product. The progress made in the ecological and social design of our supply chain is providing momentum for the years ahead.

Key figures such as 1.04 kWh energy consumption, 0.2 kg CO₂e and 0.06 kg packaging material per kilogramme of roasted coffee show we are creating a transparent basis for ongoing step-by-step improvements in production.

We are aware that sustainability is a process determined by multiple factors, and identify areas in which to tackle problems and improve every day. This report documents our progress so far, and highlights the goals that lie ahead. We look forward to making steady progress along this road.



ppa. Mag. Dieter Bretz
CFO Central Europe/Director Production AT
Segafredo Zanetti Austria Ges.m.b.H.

**SEGAFREDO
ZANETTI
AUSTRIA**

THE YEAR 2024

4690.0
TONNES OF GREEN COFFEE PURCHASED



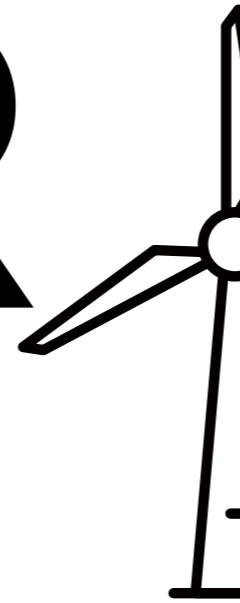
3936,0

TONNES OF
PRE-PACKAGED
ROASTED COFFEE
PRODUCED



1.04

kWh (SCOPE 1 & 2*)
ENERGY CONSUMPTION PER KG OF
PRE-PACKAGED ROASTED COFFEE



0.2 kg

CO₂e-EMISSIONS (SCOPE 1 & 2*)
PER KG OF PRE-PACKAGED ROASTED COFFEE



58

EMPLOYEES

0,06kg

PACKAGING
MATERIAL PER KG
OF READY-PACKAGED
ROASTED COFFEE



40
PERCENT
WOMEN IN
MANAGEMENT POSITIONS



7,8

PERCENT
OF THE TOTAL PORTFOLIO
COMES FROM SUSTAINABLE
PRODUCTION



*Scope 1: Natural gas, Fuels (diesel, petrol); Scope 2: Electricity



ABOUT THIS REPORT

Segafredo Zanetti Austria Ges.m.b.H. is abbreviated to Segafredo Zanetti in this report. Unless explicitly stated otherwise, this refers to Segafredo Zanetti in Austria.

The Segafredo Zanetti brand, and all other brands, are written in italics.

As a subsidiary of Massimo Zanetti Beverage SA, Segafredo Zanetti is part of the Massimo Zanetti Beverage Group – abbreviated to MZB in this report.

Segafredo Zanetti also coordinates and manages sales in the Central European (CE) countries of Czechia, Serbia, Slovakia, Hungary, Slovenia and Croatia. These are not included in the report.

Segafredo Zanetti's sustainability report covers developments in the areas of environmental protection, social affairs and corporate governance (ESG) for the reporting period from 1st January 2024 to 31st December 2024.

Key figures refer to the year 2024. The reporting cut-off date for employment figures is 31st December 2024.

Key employee figures relate to Segafredo Zanetti in Austria, that is – the production site and the seven sales offices. Environmental indicators relate to the production site in Hallwang. Reporting data are based on invoices. The invoice date provides the respective reference point.

2021 provides the base year for targets. Index figures relate to ready-packaged roasted coffee.

The CO₂e equivalent (CO₂e) calculation factors for electricity are based on the IEA 2022 database and data from the Austrian Federal Environment Agency 2024, as well as electricity consumption data on the invoice. The calculation factors for diesel, petrol and natural gas are based on information from the IEA (29 November 2022) and data from the Austrian Federal Environment Agency (Umweltbundesamt GmbH) for 2024.

Segafredo Zanetti is committed to the United Nations' Sustainable Development Goals.

The company is not subject to non-financial reporting obligations. Nevertheless, Segafredo Zanetti has proactively self-imposed an annual non-financial reporting obligation in the form of a sustainability report. Furthermore, the information contained herein is also presented as part of the MZB Group report.

This report was published in June 2026.



THE COMPANY

In 1973, Massimo Zanetti bought the small Segafredo roastery in Bologna, laying the foundations for what is now a world-famous company – Segafredo Zanetti.

Having initially limited business activities to Italy, Segafredo Zanetti entered the Austrian market in the 1980s by purchasing the fabia coffee brand.

Segafredo Zanetti is also a manufacturer and distributor of numerous coffee specialities, sold along with merchandise from other MZB branches via various channels in Austria and numerous CE countries.

In addition to Segafredo Zanetti-brand products, roasted according to an Italian blend and roasting procedure, the company continues to produce premium Viennese coffee exclusively for the catering and hotel industry under the fabia brand name.

MASSIMO ZANETTI BEVERAGE GROUP

Massimo Zanetti Beverage Group S.p.A., headquartered in Treviso, Italy, is one of the world's leading producers, processors and distributors of roasted coffee. The Group has a portfolio of more than 40 brands. The MZB Group comprises a network of production, sales and distribution companies around the entire world.

The MZB Group's main sales channels are 1) mass market – which includes national and international food retailers, and 2) food service – which is mainly aimed at cafés, restaurants, hotels, catering companies and large-scale catering operations. In addition, special private label brands are produced

for food retailers and the catering industry. 3) The company's own online shop was established as a third sales channel in 2023.

The Group has a wide range of products, including all types of roasted coffee – from ground coffee, beans, instant coffee and coffee in pods or capsules. In addition to coffee, the MZB Group also produces and distributes tea, spices, cocoa, chocolate and other food products. Until 2024, the group operated a network of around 400 café franchises worldwide. The franchise concept has been gradually replaced by other concepts and partnerships since the beginning of 2024.

Until 2023, MZB was wholly owned by Massimo Zanetti, who was also the managing director. At the end of 2023, the investment group QuattroR SGR S.p.A. acquired a 50 per cent stake in the company. In 2024, Massimo Zanetti moved to the supervisory board. QuattroR appointed Pierluigi Tosato as its new managing director on 1 April 2024.

SEGAFREDO ZANETTI AUSTRIA

Segafredo Zanetti Austria Ges.m.b.H. is a wholly owned subsidiary of Massimo Zanetti Beverage S.A., which in turn is a subsidiary of the Massimo Zanetti Beverage Group S.p.A., thus part of the MZB Group. Its headquarters and production site are located in Hallwang, in the state of Salzburg.

Segafredo Zanetti also has five sales offices in Austria in the states of Salzburg, Vienna and Carinthia, and two offices in the state of Tyrol.

Management Board

Segafredo Zanetti is managed by two executives: Wolfgang Reichl has been with the company since

1991 and been the CEO for Central Europe since 2016. He is responsible for marketing, sales and HR.

Dieter Bretz has been CFO Central Europe and Director Production AT since 2018. He is responsible for production, including sustainability issues, and IT.

Central Europe (CE)

Austria coordinates and manages sales and finance in Croatia (Segafredo Zanetti Croatia d.o.o.), Slovenia (Segafredo Zanetti Trgovanje s kavo d.o.o.) and Serbia (Segafredo Zanetti d.o.o.). These companies are wholly owned subsidiaries of Segafredo Zanetti Austria. Closure of the company in Serbia (Segafredo Zanetti d.o.o.) was scheduled for 31 December 2024.

Segafredo Zanetti Austria coordinates and manages sales and finances in Czechia (Segafredo Zanetti CR spol. S r.o.), Slovakia (Segafredo Zanetti SR spol. S.r.o.) and Hungary (Segafredo Zanetti Hungária Kft.). Segafredo Zanetti Austria has a small stake of up to two per cent in the respective companies. The company in Slovakia (Segafredo Zanetti SR spol. S.r.o.) was scheduled to be closed on 31 December 2024. In future, the region will be jointly managed by Segafredo Zanetti CR spol. S r.o.

Segafredo Zanetti Austria has a one per cent stake in the company in Germany (Segafredo Zanetti Deutschland GmbH) and provides this branch with financial support.

Romania, Montenegro and Bulgaria are served by distributors. Large food chains in these countries are also supplied directly by Segafredo Zanetti Austria.

Stakeholders

Segafredo Zanetti stakeholders are all persons affected by the company's activities, or whose actions have an impact on the company. These include, in particular, employees, customers and consumers in the food service and mass market sectors, suppliers, sponsorship partners, associations and banks.

In 2023, a sustainability survey was conducted as part of the materiality analysis, in which various stakeholders participated.

Relationships between Segafredo Zanetti and its stakeholders are enhanced by regular discussions with customers and suppliers. Monthly OneForAll calls and the annual conference keep employees informed about current events and developments, with further information available to employees via the OneForAll information platform.

Surveys and annual meetings give employees the opportunity to give and receive feedback.

Membership of associations and interest groups

Segafredo Zanetti is a member of several associations and interest groups. This enables the company to provide support across a range of issues, to access additional information, and share experiences with other members of the industry.

The Austrian Coffee and Tea Association (KTV) is an independent interest group that aims to represent and promote the overarching interests of the domestic coffee and tea industry.

Segafredo Zanetti has been a Climate Alliance member since 2023. The Climate Alliance is Austria's largest municipal climate protection network, and is committed to climate protection, climate

justice and sustainable living. As a Climate Alliance company, the company is actively committed to climate protection.

Segafredo Zanetti is a member of ECR (Efficient Consumer Response) Austria, a neutral platform for the consumer goods industry, enabling members from trade and industry sectors to address industry-relevant issues and cooperate on the proactive development of solutions.

The company is also part of the MAV – Markenartikelverbände (Branded Goods Association). The MAV represents the interests of members vis-à-vis politicians, the public, national and international media and retail companies.

Segafredo Zanetti is a member of Marketing Club Salzburg to promote exchange between fellow marketers. Marketing Club Salzburg is a non-partisan interest platform and sees itself as a competence hub for marketing ideas.

Segafredo Zanetti is also a voluntary member of KSV1870, the Kreditschutzverband von 1870 (KSV1870). KSV1870 is an Austrian creditor protection association, representing the interests of its voluntary members by protecting businesses from financial damage and supporting their liquidity.

The Austrian Franchise Association (ÖFV) represents the interests of the Austrian franchise industry. It represents both franchisors and franchisees, regulates cooperation and ensures high quality standards.

Segafredo Zanetti is also a member of the Federation of Austrian Industries (IV), the main voluntary and independent representative body for Austrian industry.

CORPORATE STRATEGY

Sustainability is firmly anchored in all company activity and is taken into account in all decisions. Sustainability aspects are clearly reflected in corporate strategy.

The company has formulated credos in its vision, mission and values, to be lived by all employees. These are formulated in the 'we' form to enable closer identification by each and every individual in the company.

Vision

Combine tradition and modernity to offer a supreme-quality, unique and sustainable coffee experience. Every sip of coffee we produce should make a positive contribution to the lives of people and to the environment.

Mission

To apply our craftsmanship and knowledge right down to the roots of the coffee plant, while showing our appreciation of the environment, people and products, to create unique coffees with their own special characters.

We take our ecological responsibility seriously along the entire supply chain – from the high quality of our beans and in-house roasting – down to enjoyment of the very last sip.

We strive to guarantee customers the highest quality, and provide a pleasant working environment for employees. Honesty, respect and transparency in all our actions creates a positive impact on all the communities with whom we work and live.

Values

Segafredo Zanetti has established and documented its most important values in the course of corporate strategy development:



We share our **passion** for coffee with everyone and convey joie de vivre with every sip.



We are **transparent** and honest in our communication and actions.



We guarantee unrivalled **quality** by providing everything from the bean to the finished coffee from a single source.



We are partners, and treat all people as equals, with respect and **appreciation**.

PRODUCTION IN AUSTRIA

Coffee specialities are produced at the Hallwang production site for *Segafredo Zanetti* using traditional Italian drum roasting procedures and recipes, and for *fabia* using Viennese procedures and recipes.

Segafredo Zanetti is the only company in the MZB Group to package espresso ground coffee produced in Austria in metal tins.

The company also produces private label products for major customers in the catering industry.

In 2024, Fairtrade and organic certified products were manufactured in Austria for the first time.

In October 2023, production was expanded from a single shift to a three-shift operation. The change-over, and resulting increase in production volume, has impacted key production volume-related figures.

Furthermore, at the end of 2023, the building opposite the production facility in Hallwang was rented. It houses the warehouse, communal kitchen and lunch room, as well as the marketing and sales offices. This simplifies logistics, omitting the need to coordinate with a third party warehouse company and eliminating transport distances. The new building has also impacted certain key figures.

Products

The company roasts products for the food service sector and for the mass market at its site in Hallwang. Apart from the Segafredo Espresso Classico ground coffee in a can, only whole bean products are produced.

The manufacturer produces the Segafredo Linea Bar and breakfast coffee products exclusively for the food service sector. Fabia products are also roasted exclusively for this segment.



In 2024, Segafredo Zanetti achieved a special milestone with *fabia* WIENER WERTE as the first Fairtrade and organic product to come from its own roasting.



The company manufactures the following products for the Mass Market: *Segafredo* Selezione and Passione lines, *Segafredo* Intermezzo and *Segafredo* Espresso Classico ground coffee.



DISTRIBUTION

Segafredo Zanetti primarily operates in three sales channels: the food service channel covers the gastronomy and hotel sectors, the mass market includes traditional food retail, and the company's own online shop enables consumers to purchase products directly.

Food Service

Segafredo Zanetti offers customers in the catering and hotel industry exclusive products only available through direct sales. Coffee for the catering and hotel industry is distributed in four forms: whole beans, ground coffee, instant coffee and single serve (capsules and pads).

The company's most important coffee brand is *Segafredo Zanetti*. However, *fabia* also plays an important role as a regional brand. MZB distributes *TikTak*-brand coffee products, too.

As well as actual coffee, Segafredo Zanetti offers other MZB products to the catering industry, including Crema Caffè (iced coffee), Hot Ciok (cocoa), the Brodies tea assortment, iced tea and, new to the range, the ready-to-drink cold coffee beverage with packaging made from CartoCan – a cardboard can made from 70% FSC-certified renewable raw materials. The range is complemented by 'Selection Products' – an additional range of chocolate almonds, organic biscottini, conventional and organic beet sugar from Austria, and coffee cream in the corporate design of the respective brands.

Food retail – mass market

Mass market comprises food retailers and electronics retailers, both brick-and-mortar and online. It includes cash-and-carry markets – wholesale pick-up stores. In this way Italian coffee specialities are delivered directly to consumers' homes.

Segafredo online shop

The company's online shop offers a wide range of products to be ordered online and delivered directly to homes. In addition to coffee, the online shop offers exclusive accessories such as cups and barista equipment.

Brands

In addition to the products manufactured in Austria, Segafredo Zanetti also distributes other MZB Group products through various sales channels – such as whole bean coffee, ground coffee and coffee capsules, iced coffee, cold coffee drinks, cocoa, tea and iced tea.

Segafredo Zanetti represents the following MZB brands in Austria:



SEGAFREDO ZANETTI BARS

'Segafredo Zanetti Espresso' franchise bars (cafés) have been established worldwide to guarantee high quality standards and make our brand expertise tangible. The world's first Segafredo Zanetti Espresso café opened in 1989 in Vienna's Graben district. There are currently more than 400 franchise locations of this type around the world.

The concept was revised in 2021 and is now being promoted primarily outside Europe as a conventional franchise model under the '*Segafredo Caffè*' moniker. In Austria, existing '*Segafredo Zanetti Espresso*' brand franchise businesses will be converted into conventional catering businesses or be given special VIP customer status.

OFFICE CONCEPT

Segafredo Zanetti has developed a concept tailored to office requirements, facilitating clearly calculable pricing models dependant on the size of the company, number of employees and number of coffee kitchens. Segafredo Zanetti works together with the machine manufacturer JURA to meet varying demands for machines in terms of design and expansion options – and in order to provide comprehensive professional technical support.

SCUOLA DI BARISTA

Segafredo Zanetti strives for the highest quality – from premium beans and in-house roasting to enjoyment from the cup. This goal is achieved by trained employees offering barista seminars in cooperation with customers from the catering and hotel industries at the company's two 'Scuola di Barista' training centres in Salzburg and Vienna – and on site at partner establishments.

The barista's craft involves the perfect preparation of coffee specialities, and also requires comprehensive knowledge of coffee cultivation, technical expertise in machine and grinder settings and, of course, high standards of service for guests.

Segafredo Zanetti's customer seminars are complemented by voluntary training courses for employees and partner companies. At Segafredo Zanetti, each member of staff has the opportunity to train at various levels and become a certified SCA (Specialty Coffee Association) barista. Field staff are required to complete at least the Intermediate Certificate and undergo regular recertification. Segafredo Zanetti has two certified SCA trainers (AST) authorised to conduct training and certification up to Professional Level.





SUSTAINABILITY MANAGEMENT

ORGANISATION FOR THE PROMOTION OF SUSTAINABILITY

Our sustainability management system was established in 2023 and continued in 2024. The tasks of further sustainability system management development were taken over by head of production. Production management coordinates closely with the Sustainability Council, consisting of the management and department heads, to drive forward key sustainability issues. Sustainability is the responsibility of the CFO. Management is responsible for approving the sustainability report.

AREAS OF SUSTAINABILITY AND MATERIAL TOPICS

The 2023 materiality analysis was revalidated internally for this report by the Sustainability Council and the management. For this purpose, internal assessments were carried out and a comparison made with the results of the stakeholder dialogue from the previous year. The materiality analysis was validated on the basis of European Sustainability Reporting Standards (ESRS). These are European sustainability reporting standards for implementation of the EU Corporate Sustainability Reporting Directive (CSRD).

It is notable that in 2024, the focus was on an impact-related perspective. An extension to encompass double materiality and the financial perspective has been planned for the following reporting period.

Material topics and areas of sustainability

Resultantly, the updated materiality analysis has expanded the number of material topics. One reason was to broaden the scope to include sustainability aspects considered under the European Sustainability Reporting Standards (ESRS). Another reason is the stronger focus on the perspective of Segafredo Zanetti stakeholders, their concerns and their expectations of the company.

The material topics identified were prioritised in order to track and promote their development systematically, and to achieve continued, ideally measurable, progress.

Material topics are presented below and assigned to five sustainability areas for a better overview.



CUSTOMER SATISFACTION

'Top quality through sustainable practices.'

- ✓ Product quality and safety
- ✓ Sustainable consumption and customer satisfaction
- ✓ Consumers' need for information



ENVIRONMENTALLY SUSTAINABLE PRODUCTION

'A coffee culture in ecological balance.'

- ✓ Energy and climate protection
- ✓ Environmental protection in the roasting process
- ✓ Water use in production
- ✓ Raw materials, materials and waste



SUSTAINABLE SUPPLY CHAIN

'Creating a resilient supply chain through sustainable practices.'

- ✓ Climate protection
- ✓ Environmental aspects in the supply chain
- ✓ Raw materials and materials
- ✓ Water consumption
- ✓ Biodiversity
- ✓ Social aspects in the supply chain
- ✓ Indigenous peoples and local communities



RESPONSIBLE WORKPLACE

'An attractive workplace with healthy and satisfied employees.'

- ✓ Attractive employment
- ✓ Diversity and equal opportunities
- ✓ Training and further education
- ✓ Health and safety at work
- ✓ Secure employment



CORPORATE GOVERNANCE

'Responsible corporate governance.'

- ✓ Sustainable corporate culture
- ✓ Compliance with legal and ethical standards

Key figures and targets were defined for the material topics for 2023. Due to current developments, individual targets (sustainable product portfolio and staff turnover) were adjusted in 2024.

Development of key figures and targets for the additional key aspects of the updated materiality analysis has not yet been completed.

AREA OF SUSTAINABILITY	MATERIAL ISSUES	KEY FIGURES	TARGETS FOR 2030
CUSTOMER SATISFACTION	PRODUCT QUALITY AND SAFETY Ensure the health and safety of consumers at all times. Comply with legal requirements and standards, and adhere to the International Food Standard (IFS).	<ul style="list-style-type: none"> • IFS certification • Number of complaints 	
	SUSTAINABLE CONSUMPTION Promote sustainable consumption by expanding the sustainable product portfolio. Active promotion of sustainable behaviour among customers, consumers and business partners through training and information. Products advertised in an honest, transparent and realistic manner, free from discriminatory stereotypes.	<ul style="list-style-type: none"> • Sustainable product portfolio in production (total) • Proportion of certified products per segment 	
ENVIRONMENTALLY SUSTAINABLE PRODUCTION	ENERGY AND CLIMATE PROTECTION Contribute to climate protection by minimising climate impact toward global climate protection goals. Use energy efficiently, continuously optimise energy consumption and rely on renewable energy sources.	<ul style="list-style-type: none"> • Energy consumption (total in production and fuels) • Energy consumption (in production) per kilogramme of finished packaged roasted coffee • CO₂e emissions – Scope 1 and 2 (total) • CO₂e emissions (Scope 1 and 2) per kilogramme of packaged roasted coffee 	<ul style="list-style-type: none"> • Energy consumption (total): -10% • Fuel: -50% • Energy consumption per kilogram of packaged roasted coffee: -10% • CO₂e emissions (total): -42%
	ENVIRONMENTAL PROTECTION IN THE ROASTING PROCESS Make a positive contribution to nature conservation and preserve ecosystems and biodiversity by avoiding/reducing environmental pollution. Reduce air pollution and avoid noise. Avoid water pollution and wastewater emissions in production.		
	WATER USE IN PRODUCTION Ensure efficient water consumption in production.	<ul style="list-style-type: none"> • Water consumption in production (total) • Water consumption per kilogramme of finished packaged roasted coffee 	
	RAW MATERIALS AND MATERIALS Procure raw materials and other materials responsibly and, where possible, regionally. Optimise demand and use resources efficiently. Pay attention to sustainable packaging and improve it continuously. Promote certified green coffee (e.g. Fairtrade, organic, Rainforest Alliance).	<ul style="list-style-type: none"> • Weight of packaging material used (total) • Weight of packaging material per kilogramme of finished roasted coffee • Proportion of certified green coffee in production (total) • Sustainable product portfolio in production (total) • Amount of waste from production (total and per waste category) 	<ul style="list-style-type: none"> • Sustainable product portfolio: >20%
	WASTE Avoid waste and recycle unavoidable waste. Also promote waste avoidance and recycling of packaging among customers and consumers.		

AREA OF SUSTAINABILITY	MATERIAL ISSUES	KEY FIGURES	TARGETS FOR 2030
SUSTAINABLE SUPPLY CHAIN	CLIMATE PROTECTION Emission reduction in the supply chain		
	ENVIRONMENTAL ASPECTS IN THE SUPPLY CHAIN Design the supply chain in an environmentally conscious manner. Avoid chemical substances and pesticides in the cultivation of raw materials. Continually request and review environmental management assessments for all suppliers and business partners. Promote certified green coffee (e.g. organic).		
	RAW MATERIALS AND MATERIALS Procure resources sustainably		
	WATER CONSUMPTION Minimise water consumption	<ul style="list-style-type: none"> Percentage of new suppliers assessed against sustainability criteria Number of suppliers (absolute) assessed against sustainability criteria 	
	BIODIVERSITY Preserve ecosystems and biodiversity		
	SOCIAL ASPECTS IN THE SUPPLY CHAIN (Working conditions, equal treatment, other work-related rights) Compliance with human rights in the supply chain and in business partnerships is continuously ensured and monitored. Promote certified green coffee (e.g. Fairtrade).		
INDIGENOUS PEOPLES AND LOCAL COMMUNITIES Protect the rights of indigenous peoples and local communities			
RESPONSIBLE WORKPLACE	ATTRACTIVE EMPLOYMENT An attractive workplace is more appealing to potential employees and promotes motivation, satisfaction and development among existing employees. Together with an open communication culture, an actively exemplary corporate culture leads to increased recognition, respect and increased knowledge exchange.		
	DIVERSITY AND EQUAL OPPORTUNITIES Promote and utilise diversity to yield new opportunities and potential. This is achieved by assuring equal opportunities and conditions for all employees – regardless of age, gender, origin and other diversity factors.	<ul style="list-style-type: none"> Employees by gender, generation, employment status (temporary/permanent, full-time/part-time) Employees covered by collective bargaining agreements Total number and rate of new hires by age group and gender Total number and turnover rate by age group and gender Job satisfaction Employee turnover: <18% (annual target) Women in management positions: Percentage equal to the percentage of women in the workforce (annual target) 	
	TRAINING AND FURTHER EDUCATION Employees acquire the knowledge they need for a specific area of work via training. Further training helps employees stay up to date with the latest knowledge to be prepared for changes in the world of work. Personal development is also an important aspect of this.		
	HEALTH AND SAFETY IN THE WORKPLACE Employees are our greatest asset. Promoting the physical and mental health of our employees is important. Safety in the workplace is also ensured, especially in production.		<ul style="list-style-type: none"> Number of work-related injuries (total) Total Recordable Injury Rate (TRIR)
	SECURE EMPLOYMENT We secure long-term employment.		
SUSTAINABLE CORPORATE CULTURE Embed sustainability in the corporate strategy.			
CORPORATE GOVERNANCE	COMPLIANCE WITH LEGAL AND ETHICAL STANDARDS The company's actions are always ethically correct and in accordance with legal requirements. Principles of good corporate governance are observed, to which transparency and accurate reporting contribute. Assuming digital responsibility and ensuring the responsible handling of information and the highest degree of data protection.	<ul style="list-style-type: none"> Percentage of trained employees 	

SUSTAINABILITY TARGETS

Energy goals, environmental targets and a product portfolio target have been set for 2030. The base year has been set at 2021.

Annual targets have been set for key employee figures.

Energy consumption and CO₂e emissions refer to production and the fuel (diesel and petrol) used in company cars. Energy consumption per kilogramme of finished packaged roasted coffee refers only to production. The emission reduction targets refer to Scope 1 and 2. The CO₂e emissions target was set with reference to the Science Based Targets Initiative (SBTi). The sustainable product portfolio target refers to the products manufactured by Segafredo Zanetti in Austria.

KPI	ANNUAL TARGET	TARGET 2030	2024 ⁴
ENERGY CONSUMPTION¹ (kWh)	–	-10.0%	-5.0%
FUELS (kWh)	–	-50.0%	-3.0%
ENERGY CONSUMPTION¹ PER KG (kWh)	–	-10.0%	-4.0%
CO₂e EMISSIONS² (t CO₂e)	-4.7%	-42.0%	-6.1%
SUSTAINABLE PRODUCT PORTFOLIO³ (%)	–	20.0%	0.5%
FLUCTUATION	<18.0%	–	29.3%
WOMEN IN MANAGEMENT POSITIONS	% same as in the workforce		40.0% (Proportion of women: 25,9%)

¹ Scope 1 & 2: Hallwang production & fuels

² Scope 1 & 2: Hallwang production & fuels; target with reference to SBTi

³ Production Hallwang

⁴ Compared to the base year 2021

⁵ Excluding cooling, for better comparability, as not recorded in 2023

SDGS

Segafredo Zanetti is committed to the United Nations Sustainable Development Goals. Focus is placed on these four SDGs:



Ensure healthy lives and promote well-being for all at all ages



Ensure access to affordable, reliable, sustainable and modern energy



Ensure sustainable consumption and production patterns



Take urgent action to combat climate change and its impacts

Other relevant SDGs are:



SUSTAINABILITY MEASURES

Measures are defined to improve sustainability and achieve targets at Segafredo Zanetti.

MEASURES

STATUS

GENERAL

Sustainability on the segafredo.at website	Implemented
Sustainability data reporting process	In progress
ESG risk assessment	Incomplete (2025)

CUSTOMER SATISFACTION

QR with information on cleaning and maintenance of coffee equipment	In progress
Digitalisation of the ordering process	Open
Expansion of sustainable coffee product portfolio with Fairtrade and organic certification <i>fabia VIENNA VALUES</i>	Implemented
Expansion of sustainable product portfolio. Conversion of Hot Ciok to Rainforest-Alliance-certification	Implemented
Expansion of sustainable product portfolio CartoCan for ready-to-drink cold coffee beverages – FSC certified	Implemented
Participation in the ARA/KTV capsule recycling project	Implemented
Sustainable product portfolio expansion. Tea with EU organic certification	New
Development of Espresso Organico	New

ENVIRONMENTALLY SUSTAINABLE PRODUCTION

Sustainable cleaning products from external cleaning company	Open
Introduction of ISO 14001	Open
Heat recovery from a compressor	Implemented
Fuel-saving training for field staff	Implemented
Switch-over to green electricity in Vienna and Linz	Open
Standard printer settings for double-sided printing and greyscale	Implemented
Digital thermostats in communal areas	Implemented
Recyclable packaging – step 1	Implemented
Fuel reduction via gradual conversion of vehicle fleet to electric and hybrid vehicles	New
Fuel reduction through new customer relations management system with more efficient route planning	New

SUSTAINABLE SUPPLY CHAIN

Supplier assessment on environmental and social aspects	In progress
Revision of procurement guidelines	In progress
Switch from cane sugar to beet sugar (regional and organic quality)	Implemented
Certified products according to Fairtrade, organic and Rainforest-Alliance-standards (see sustainable consumption)	Continuously

MEASURES

STATUS

RESPONSIBLE WORKPLACE

Expansion of massage services to other locations and ongoing needs assessment	Implemented
Reporting on training and further education hours	Implemented
Employee survey	Open
Active lunch breaks	Implemented
Investment in further training	Continuously
Job bikes for employees	Continuously
Free lunches	Continuously
Other comprehensive benefits for employees	Continuously
Promotion of women in management positions	Continuously
Occupational safety through personal protective equipment exceeding the minimum legal requirements	Continuously
Promotion of age structure diversity	Continuously

CORPORATE GOVERNANCE

Implementation of a whistleblowing hotline with whistle-blower protection	Implemented
Sustainability review for investment decisions	New

SUSTAINABILITY IN THE MZB GROUP

Responsible action that considers quality and sustainability values is an essential part of all daily business activities at every company within the Massimo Zanetti Beverage Group. The Group promotes these principles to its customers and consumers, employees and in the local communities within which MZB operates. Our aim is to give something back to the local regions; an approach that has always been part of the company's DNA.

In 2024, the Group continued implementation of its sustainability roadmap, 'The Sustainable Blend', introduced in 2019, with the aim of aligning all Group companies in terms of environmental responsibility, product and process quality, and procurement practices. These were formalised in the following guidelines:

- The environmental policy aims to define a common approach to addressing environmental issues such as energy procurement, emission reduction, efficient use of natural resources and raw materials, and responsible end-of-life management.
- The quality policy promotes innovation and the exchange of best practices between the various companies in the Group and establishes a common approach to ensure high standards of quality and food safety, as well as maximum customer and consumer satisfaction.
- The responsible procurement policy aims to promote responsible management of procurement practices and their impact along the supply chain and by the various actors involved.

MZB publishes an annual sustainability report for the entire Group. It is posted in English on the MZB Group website (<https://www.mzb-group.com/en/sustainability>) and reports with reference to GRI standards.

Materiality analysis of the MZB Group

MZB updated its materiality analysis in 2024 in accordance with GRI standards. This identified three areas of sustainability with the following materiality topics:

Environmental responsibility

- Energy efficiency and climate change
- Responsible waste management and circular economy
- Packaging and sustainable innovation

Social responsibility

- Health and safety at work
- Occupational health and employee retention
- Employee training and development
- Product quality and safety

Corporate governance

- Sustainability and traceability in procurement
- Compliance, ethics and integrity
- Listening to, and communicating with, customers and consumers

VALUE CHAIN

The most important effects along the value chain are referenced in the material topics. The entire value chain was analysed and a plan of key topics produced – from green coffee cultivation through to disposal.

COFFEE FARMING

COFFEE CULTIVATION | HARVESTING

- Climate protection & energy
- Raw ingredients & material
- Environmental aspect of the supply chain
- Water consumption
- Biodiversity



COOPERATIVES

REGIONAL PROCESSING

- Climate protection & energy
- Environmental aspect of the supply chain



TRANSPORTATION

COOPERATIVES FOR PORTS IN EUROPE

- Climate protection & energy

STORAGE & TRANSPORTATION

SALES & DISTRIBUTION

- Climate protection & energy



DISPOSAL

PACKAGING | GROUNDS

PRODUCTION

ROASTING | PACKAGING

- Product quality & safety
- Environmental protection
- Climate protection & energy
- Raw ingredients & material
- Health & safety in the workplace
- Attractive employment



CONSUMPTION

GASTRONOMY | HOTEL | HOMES

- Product quality & safety
- Consumer information

CUSTOMER SATISFACTION

The company aims to produce the best quality through sustainable practices.

Segafredo Zanetti guarantees consistently high quality in every cup with craftsmanship and mastery of the art of roasting, combined with compliance with the latest technical standards – for excellent results at home as well as in restaurants and hotels.

Products are advertised honestly, transparently and realistically, free from discriminatory stereotypes.

The key issues in customer satisfaction are product quality, safety and sustainable consumption.

PRODUCT QUALITY AND SAFETY

The health and safety of customers is guaranteed at all times. All legal requirements and standards are met, and there is compliance with the International Food Standard (IFS).

Quality control

Green coffee is subjected to quality control upon delivery. The check covers water content, pH value, visual inspection and cupping. Green coffee is only poured into the silos after a positive test result.

After roasting, roasted coffee undergoes a quality control check conducted at the beginning of each new batch, including testing water content, colour value and pH value, a visual inspection and tasting.

IFS Food Certification

The roastery undergoes an annual IFS Food audit to assess organisation and the production process in terms of quality and safety in food production. The aim is to ensure safe, authentic, high-quality products in compliance with legal requirements. Hence, all products roasted in Austria are IFS Food certified.

Quality policy in the MZB Group

The MZB Group has set out quality requirements in guidelines with which all Group companies must comply to ensure the quality and safety of products.

Innovation

- Innovation should be guided by trends in consumer behaviour and focus on improving business processes.
- Emphasis is on environmentally friendly innovation.

Food certification and traceability

- Product safety is guaranteed in all operations and along the entire value chain.
- Processes are monitored, measured and improved.
- Coffee quality and traceability are ensured.

Customer-oriented approach

- Engagement with customers builds trust and confidence, and helps to understand market needs and expectations.
- Customer satisfaction contributes to building long-term business relationships.

Laboratory tests

Samples of green coffee and roasted coffee are regularly sent to an external laboratory for quality checks to identify chemical values and allergens.

Complaints

Complaints about products manufactured in Austria are extremely rare. The proportion of complaints in relation to the volume sold is in the range of a thousandth of 1%.

The main cause of complaints is foreign matter similar in size or weight to a coffee bean in the packaging. Despite multiple mechanical cleaning steps, it is not always possible to sort out all foreign matter.



There is demand for sustainable and certified coffee, especially in the mass market. Consumer awareness of the issue is very tangible and the products are well received. The price of the product is often a decisive factor. In 2024, sustainable products accounted for 2.7% of the volume sold in the mass market.

There is also growing demand for certified products in the food service sector. Customers are placing increasing value on sustainability and regionality. The share of certified coffee in the total volume sold in the food service sector was 7.8 per cent in 2024 and, as expected, has continued to rise. This positive trend is likely to continue in the coming years.

Share of sustainable coffee per segment in total sales volume (kg) in the Austrian market:

PERCENTAGE	2021	2023	2024
Mass market	2,3%	3,2%	2,7%
Food service	6,7%	7,3%	7,8%

PERCENTAGE	2021	2023	2024
Complaints as a percentage of sales volume	0,001%	0,001%	0,001%

SUSTAINABLE CONSUMPTION

We promote sustainable consumption by continually expanding our sustainable product portfolio. In doing so, we rely on honest, transparent communication, free of discriminatory stereotypes.

Sustainable products

Segafredo Zanetti's definition of sustainable products refers to products whose green coffee has organic, Fairtrade and/or Rainforest-Alliance-certification.

Such certification ensures green coffee has been grown and processed in an environmentally friendly manner, and/or where social conditions are at a fair level. The ratings of the green coffee vary depending on the certification.

The company's declared goal is to increase the proportion of sustainable products roasted in Austria in its product portfolio to 20 per cent by 2030 in order to fulfil its responsibility in terms of sustainability.

In 2023, production was Fairtrade and organic certified. Since 2024, Segafredo Zanetti has been offering the first Fairtrade organic product from its own roasting – *fabia* WIENER WERTE. Expansion of the sustainable range is already underway.



Segafredo Zanetti sells certified products manufactured by companies belonging to the MZB Group. These are: *Segafredo Storia* (RFA and organic) and *Segafredo Selezione Organica* (RFA and organic) in the mass market, and *TikTak Bio Organica Dark Roast* (Fairtrade and organic), *Segafredo Organic* (RFA and organic), *Segafredo Alleanza* (RFA), *Hot Ciok* (RFA) and *Ready-to-Drink* (RFA) in the food service sector.

Catering equipment

In addition to various coffee specialities, catering customers are also provided with equipment such as coffee machines, grinders, crockery and various promotional materials (e.g. parasols, deck chairs, aprons, table displays, etc.).

The machines are maintained by external service partners commissioned by Segafredo Zanetti or by the customers.

Since 2023, ToGo cups have been made from 100 per cent renewable raw materials and can be disposed of with waste paper after use, as the PE coating is below the five per cent limit and the cup is therefore still classified as solid paper.

In 2023, the company also purchased its own reusable cups, which are mainly used for events where ceramic and paper or cardboard tableware cannot or may not be used.

Training for catering customers

Trained baristas from the sales team regularly conduct training courses for catering customers. They place particular emphasis on machine customers, and perfect quality in the cup.

As quality is a key focus for customers, the barista training courses are very popular and offer real added value for catering operators.

Segafredo Club app

The Segafredo Club app was launched at the end of 2023. It enables users to collect loyalty points through various activities across all touchpoints with the brand and exchange them for exclusive rewards. The Segafredo online shop is directly integrated into the app and every purchase is also rewarded with loyalty points. In addition, club members receive exclusive access to exciting competitions and special offers.

The app features an integrated coffee finder, which makes it easy for users to find a nearby location at which to enjoy Segafredo coffee.

At present, use of the app is limited to the Austrian market, as this is a pilot project and Austria is serving as a test market. However, expansion to other countries is planned.





ENVIRONMENTALLY SUSTAINABLE PRODUCTION

Segafredo Zanetti aims to offer an ecologically balanced coffee culture.

To this end, the negative effects of production on the climate and environment are being reduced as much as possible and, where feasible, positive effects are promoted.

Reducing the impact on the climate contributes to climate protection and underpins global climate protection goals. This requires the efficient use of energy, the continuous optimisation of energy consumption and a greater focus on renewable energy sources.

Water must be used sparingly and efficiently in production, and by avoiding water pollution and wastewater emissions, the company is taking on additional responsibility for environmental protection. Segafredo Zanetti aims to contribute positively to nature conservation, preserve ecosystems and biodiversity, reduce air pollution and minimise noise emissions.

The main areas of action in this context are climate protection and energy, environmental pollution, water use, resource flows and waste.

ENERGY CONSUMPTION AND EFFICIENCY

Segafredo Zanetti's largest energy consumption (72.4 per cent of total energy consumption) is natural gas. Natural gas is used to heat the roasting oven, as this requires air temperatures of up to around 550 degrees. Available technical alternatives, such as roasting systems powered by electricity or renewable gases, are currently still under development and not yet economically viable for use across the entire existing plant fleet.

Natural gas is also used to heat offices. However, this only accounts for a fraction of the amount used for the roasting oven.

Electricity is used in the offices (lighting, air conditioning, electrical appliances, e-charging stations, etc.), in the warehouse and for the packaging machine. Compared to natural gas, electricity accounts for only a small proportion of 10.6 per cent of total energy consumption. Segafredo Zanetti uses electricity that comes from 100 per cent renewable energy sources.

Additional energy is consumed by fuel and charging energy for the vehicle fleet. All sales employees, individual department heads and the management have company cars. Fuel accounts for 17 per cent of total energy consumption.

In 2022, the company carried out an energy check at its Hallwang site. The following energy-saving measures were implemented as a result: ongoing conversion to LED lighting, conversion from diesel to electric forklifts and waste heat utilisation from the compressor.

Segafredo Zanetti has set itself a target of reducing total energy consumption in production and fuel by 10 per cent by 2030 (base year 2021). Two further targets are to reduce energy consumption per kilogramme of packaged roasted coffee by 10 per cent by 2030 (base year 2021) and to aim for a 50 per cent reduction in fuel consumption by 2030 (base year 2021).

Energy consumption

The data for electricity and heat refer to the production site in Hallwang. The sales offices are rented and account for a minimal share of energy

consumption compared to production. The fuel data includes the company's entire vehicle fleet.

Since 2022, absolute total energy consumption has fallen by 5%, mainly due to a significant reduction in the use of natural gas in the roasting process.

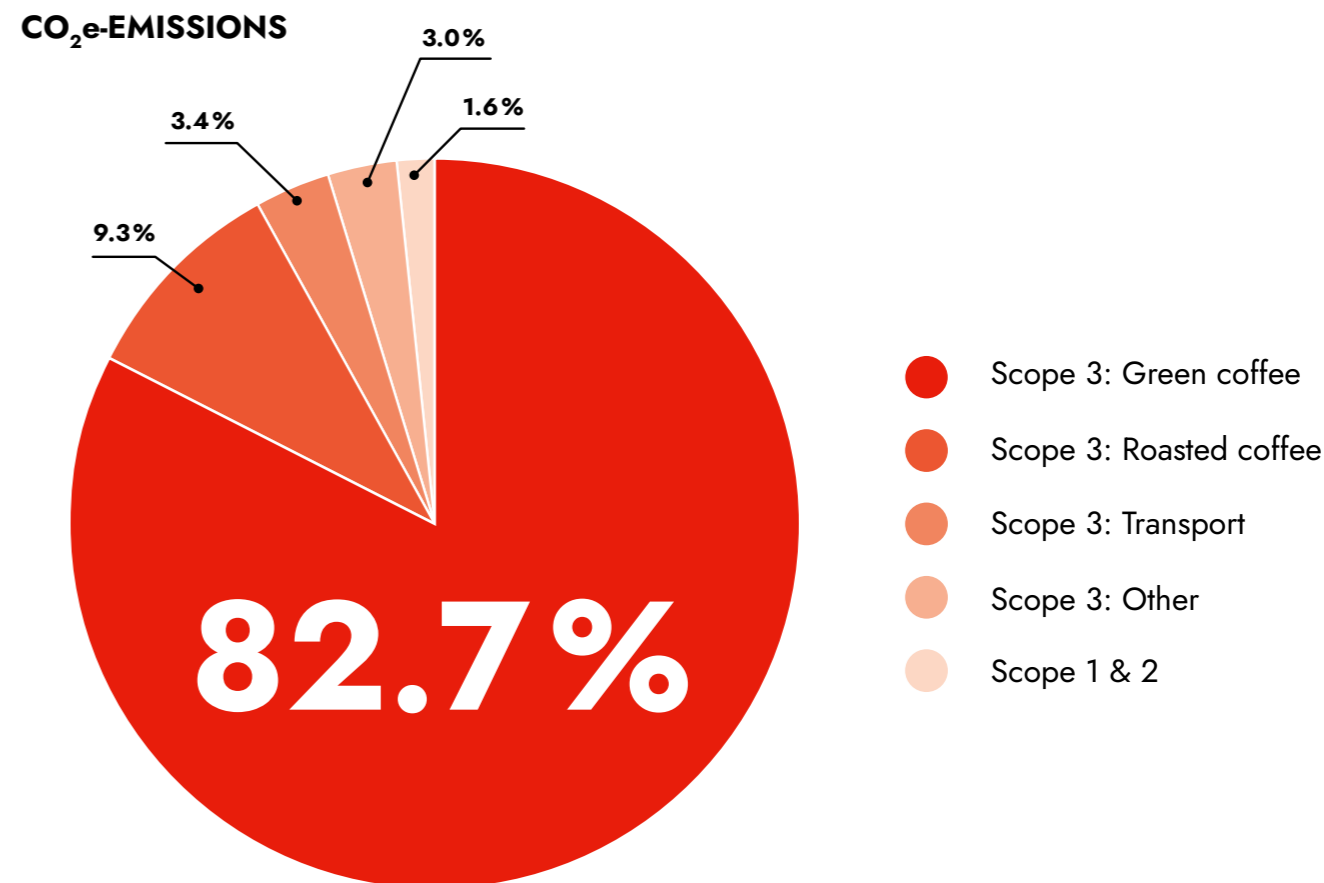
However, in comparison to the previous year, 2024 showed a noticeable increase in absolute energy consumption. Various factors are responsible for this: Firstly, this was an effect resulting from renovation work in 2023, during which production was suspended for several weeks, leading to a temporary decline in energy consumption. The switch to demand-oriented 3-shift operation in 2024 caused basic energy costs to rise. In addition, a UV light filter was installed in 2023 to reduce odour pollution in the cooling exhaust air, but increased air resistance significantly has increased energy consumption. At the time of the changeover, only one model was available that met the required reduction performance, so energy efficiency was initially a secondary consideration. If the market situation changes, retrofitting will be considered.

The significant reduction in natural gas consumption in recent years is mainly due to the fact that operational downtimes have been reduced, resulting in fewer energy-intensive heating cycles.

IN kWh	2021	2023	2024
Electricity	344 226	363 632	432 459
Charging current			2 125
Electricity	344 226	363 632	434 584
Natural gas	3 253 653	3 044 525	2 956 680
Heat	3 253 653	3 044 525	2 956 680
Diesel	715 212	586 056	530 552
Petrol	3 279	104 871	163 942
Fuel	718 491	690 927	694 494
Energy consumption	4 316 370	4 099 084	4 085 759
kWh per kg of packaged roasted coffee	1.08	1.08	1.04

CLIMATE PROTECTION

The CO₂e emissions generated by energy consumption were calculated for the first time for the year 2021. The CO₂e emissions from Scope 1 (natural gas, diesel and petrol), Scope 2 (electricity) and Scope 3 (upstream and downstream supply chain) were taken into account. Segafredo Zanetti's CO₂e footprint shows that the majority (over 98 per cent) of CO₂e emissions are generated in Scope 3.



The cultivation of purchased green coffee accounts for the largest share (85 per cent) of CO₂e emissions. There are significant differences between the various countries of cultivation.

The company aims to increase the proportion of its sustainable or certified product portfolio to at least 20 per cent by 2030 in order to reduce the CO₂e emissions of the green coffee used as much as possible. A share over 20 per cent would be ambitious, and currently unrealistic considering the customer base.

The presentation and calculation of the Scope 3 footprint have not been updated since 2021. A revision is planned in the course of future reporting requirements. The focus will be increasingly placed on targeted emission reduction in the supply chain in order to further improve sustainability and transparency along all stages of the value chain.

The share of Scope 1 and 2 is very low (less than 2 per cent). Natural gas consumption accounts for the largest share of Scope 1. Due to the exclusive use of electricity generated from 100 per cent renewable energy sources (only at the production site), there are no Scope 2 (market-based) CO₂e emissions.

Segafredo Zanetti has set itself the goal of reducing absolute CO₂e emissions from Scope 1 and 2 by 42 per cent by 2030 (base year 2021). This goal is in reference to the Science Based Targets Initiative (SBTi).

CO₂e emissions Scope 1 and 2

The data for electricity and heat refer to the production site in Hallwang. The data for fuels (diesel and petrol) and charging current include the company's entire vehicle fleet.

Due to lower natural gas consumption, brand-related CO₂e emissions fell again from 2023 to 2024. This reduction is also reflected in the CO₂e emissions per kilogramme of finished packaged roasted coffee.

IN TONNES CO ₂ e*	2021	2023	2024
Fuel	183	175	188
Heat	651	609	594
Scope 1	833	784	782
Electricity (market/location)	0/60	0/63	0/79
Scope 2 (market/location)	0/60	0/63	0/79
Scope 1 & 2 (market/location)	833/893	784/848	782/861
kg CO₂e emissions per kg of packaged roasted coffee	0.21	0.21	0.20

In 2024, emissions from refrigerants were recorded for the first time and amounted to 51 tonnes of CO₂e. Comparative data from previous years can currently only be determined with disproportionate effort, so 2024 will serve as the new data basis for the coming years. Reporting in the next financial year will reflect this new basis accordingly.

Charging current was also recorded for the first time. This increases both market-based and location-based Scope 2 emissions. However, this is only amounting to 0.39 tonnes of CO₂e so far.

CO₂e emissions from the roasting process after the filter

In order to reduce CO₂e emissions from the roasting process, a state-of-the-art catalyst was installed in 2023. This reduces the Corg value to less than 40 mg/m³ and reduces odour emission to below 2000 GE/m³.

RAW MATERIALS AND MATERIALS

Segafredo Zanetti consistently focuses on maximising resource efficiency in raw material usage, and for other materials, in order to reduce its environmental impact and promote the responsible use of natural resources.

Packaging materials in production

Attention is paid to sustainable packaging, and implementation is being improved continually.

Composite materials are used to make ground coffee packaging – such as cardboard, wrapping film and tins. The roasted coffee is filled into 500g or 1000g composite packaging units, and packed in cardboard boxes in quantities of 4, 6, 8 or 10. The cardboard boxes are stacked on pallets for transport and wrapped in stretch film for security. In order to reduce cardboard consumption, Segafredo Zanetti strives to keep the package size as large as possible and is therefore gradually switching to cardboard boxes containing eight 1000-gramme bags. As part of this process, the 6-piece package size was discontinued in 2024. The cans are also packed in cardboard boxes, stacked on pallets and secured with stretch film.

In 2023, most of the cardboard boxes were redesigned. They are no longer printed over a large area and are now only printed in two colours, which means that significantly less ink is required. The new design is therefore more resource- and environmentally friendly.

The weight of the packaging materials has decreased compared to 2023. However, this is mainly a result of various inventory shifts from the previous year.

IN TONNES	2021	2023	2024
Cardboard	251.2	188.5	201.0
Renewable materials	251.2	188.5	201.0
Composite film	75.5	127.0	30.2
Wrapping film	1.0	3.1	3.1
Tinplate cans	8.4	3.8	4.7
Non-renewable materials	84.9	133.9	38.0
Packaging materials	336.1	322.4	239.0
Packaging material (kg) per kg	0.08	0.09	0.06

Resource-efficient roasting

More efficient roasting has reduced the amount of green coffee required per kilogramme of finished roasted coffee from 1.221 kg in 2023 to 1.197 kg in 2024.

This resulted in savings of 97 tonnes of green coffee in the current reporting year.

WASTE IN PRODUCTION

The company does its utmost to avoid waste wherever possible. Unavoidable waste is recycled.

Segafredo Zanetti regularly reviews its waste management plan. It contains detailed information about waste and how it is handled.

Biogenic waste, cardboard and mixed waste are produced during production. Biogenic waste accounts for the largest proportion of waste in the company. This mainly includes the silver skins that are released from the coffee beans during the roasting process.

Other waste generated during production includes cardboard and mixed waste. Mixed waste includes all waste that is neither biogenic nor cardboard.

This fraction has increased significantly compared to 2023, mainly due to the use of new plastic films. Although these films made of pure plastic are heavier than the composite films used previously, they are more easily recyclable.

Cleaning the new UV filter installed at the end of 2023 produces liquid waste, which is disposed of properly. This amount was first registered in 2024.

In cooperation with Maschinenring Salzburg reg.Gen.m.b.H, Segafredo Zanetti has been passing on the silver skins to farmers who use them as fertiliser since June 2023. This has enabled the proportion of biogenic waste to be drastically reduced over the years.

IN TONNES	2021	2023	2024
Mixed waste	22.87	13.88	23,8
Cardboard waste	6.44	15.25	17.82
Biogenic waste	64.78	27.11	2.5
Liquid waste	–	8.74	31.23
Total waste	94.09	64.98	75.23

BigBags are flexible bulk containers made of plastic fabric in which green coffee is delivered. The increasing use of silo transport trucks means that the number of these big bags can be reduced. In addition, used Big-Bags are collected and resold. Although they may no longer be used in the food sector, there are many other areas in which they can be reused. They are therefore not declared as waste.

WATER USE IN PRODUCTION

Water plays a minor role in the roasting process itself. The coffee beans are primarily roasted using gas firing, however, water is used to cool the freshly roasted beans and cleaning equipment and machines.

Segafredo Zanetti relies on resource-saving processes such as water filters that treat the washing water for re-use. In this way, the company actively contributes to reducing the ecological footprint of roasting and ensuring the responsible use of water resources. In 2024, greater water consumption was due to cleaning the UV light filter.

IN CUBIC METRES	2021	2023	2024
Total water consumption – m ³	502	563	680
Pre-packaged roasted coffee – Tonnen	4 002	3 781	3 936
m³ per tonne of roasted coffee	0,13	0,15	0,17
litres per kg of packaged roasted coffee	0,13	0,15	0,17

FURTHER PROJECTS RELATED TO ECOLOGICAL RESPONSIBILITY

Coffee that can no longer be sold before its best-before date is sold or donated via the „Too Good To Go“ app. This helps to combat coffee waste, as hardly any coffee has to be disposed of.

In 2023, an electric charging station was installed at the Hallwang production site. Employees can charge company cars there. At the end of 2023, there was one electric car in the fleet. The electric or hybrid fleet is to be expanded over the coming years.

Initiated by the Coffee Association (KTV) and Altstoff Recycling Austria (ARA), all the major coffee capsule suppliers worked together for the first time as part of a groundbreaking raw material recycling pilot project that ran from October 2023 to the end of March 2024. The central idea was to create a uniform solution for the different resources in the raw material cycle. The main goal was to collect capsules from all manufacturers together, regardless of material, instead of using brand-specific collection systems. The capsules were sorted professionally, with aluminium and plastic separated from coffee residues, and then prepared for subsequent recycling and reuse. In 2024, the project regions were increased by approximately 45%.

Expansion of the system made it possible to achieve an increase in collection volumes of around one third compared to the start of the project. The results of this pilot project showed that by opening up the previously compartmentalised brand-linked system in conjunction with a consolidation of collection points, an efficient separate collection system for coffee and tea capsules could be offered across the board. A specially developed processing analysis separates the materials for high-quality use as secondary raw materials.

THE MZB GROUP POLICY FOR ENVIRONMENT

The MZB Group has its own environmental policy guideline, which all subsidiaries, including Austria, must adhere to. This guideline is divided into four key areas:

Energy

- Energy use must be managed efficiently.
- Use of renewable energies is recommended.
- Efforts to recycle or recover energy from by-products are encouraged.

Emissions

- Greenhouse gas emissions must be monitored.
- Production facilities must work towards the reduction of greenhouse gas and pollutant emissions.
- There must be promotion of improvements in logistics to reduce greenhouse gas emissions.

Waste

- Production waste must be reduced.
- Waste recycling must be increased.
- The production of by-products instead of waste should be promoted.
- Efforts to raise consumer awareness of the life cycle of products are supported.

Raw materials

- The amount of packaging material should be reduced.
- The use of recycled material must be increased.
- Innovative packaging solutions should be promoted.



SUSTAINABLE SUPPLY CHAIN

Segafredo Zanetti aims to design its supply chain in such a way as to reduce environmental impact and strengthen social standards along all stages of the value chain.

The supply chain is an important lever for the company in terms of sustainability. By identifying and selecting suppliers and trading companies, Segafredo Zanetti can have a positive impact on key environmental and social aspects.

Segafredo Zanetti aims to create a resilient supply chain through sustainable practices.

ECOLOGICAL AND SOCIAL ASPECTS OF THE SUPPLY CHAIN

Key environmental issues for sustainable supply chains include climate protection, environmental issues, the use of raw and other materials, water consumption and the preservation of biodiversity. The central social aspects in the supply chain are, in particular, the protection of human rights – both within the company itself and regarding its business partners. The focus here is primarily on working conditions, equal treatment and other work-related rights.

The use of certified green coffee and other certified products from the MZB Group ensures that environmental and social aspects are specifically taken into account in the supply chain.

GREEN COFFEE

Segafredo Zanetti sources its most important raw material, green coffee, from various countries in Asia, Africa and South America.

In 2024, certified green coffee meeting Fairtrade and organic standards was processed for the first

time in our roastery for the coffee speciality '*fabia* – WIENER WERTE'.

Certified green coffee meets Fairtrade and organic standards, addressing key environmental and social issues in our supply chain. This approach is currently the most important tool for managing these issues.

Among other things, Fairtrade promotes fair and safe working conditions in coffee-growing countries. Fairtrade strengthens the rights of smallholders, local communities and indigenous peoples and improves their livelihoods.

The organic label focuses on protecting the environment and biodiversity, among other things by avoiding synthetic pesticides and fertilisers, using soil and water sparingly, and promoting diverse ecosystems.

OTHER PRODUCTS OF THE MZB GROUP

Certified products that meet organic- and Rainforest-Alliance-standards are manufactured by companies in the MZB Group. They also address environmental and social issues along the supply chain. Organic certification promotes environmentally friendly cultivation, in particular by avoiding synthetic pesticides and fertilisers, protecting soil and water, and preserving biodiversity. The Rainforest Alliance seal also guarantees sustainable farming practices, improved working conditions for coffee farmers and the protection of ecosystems in the growing regions.

These standards ensure the supply chain is both environmentally and socially responsible, and is developed on a continual basis.

SUPPLIER ASSESSMENT

In 2024, no supplier assessments based on environmental or social aspects were carried out. In future, all new suppliers will be subject to assessment and existing suppliers will be reassessed on a regular basis.

None of our suppliers are known to be threatening the right to freedom of association and collective bargaining, or who pose a significant risk of incidents of child labour and forced or compulsory labour.

TRANSPORT ROUTES

The transport of raw materials and products should be short and environmentally friendly in order to protect the climate. Alternative and intermodal (multi-modal) transport options are promoted.

The green coffee is transported by ship from the country of origin to Europe in big bags, each with a volume of one tonne. This green coffee is then transported from the various ports in Europe to the production site in Hallwang by trucks.

Finished packaged roasted coffee is delivered to our customers by trucks.

Only Euro 6 trucks are used on transport routes for Segafredo Zanetti has responsibility. These transport routes are primarily the routes from the ports to the production site and from there to the customers.

RESPONSIBLE PROCUREMENT BY THE MZB GROUP

The MZB Group has a responsible procurement policy with which all suppliers entering into a business relationship with the MZB Group must comply. This policy reflects our degree of commitment to sustainable and responsible practices along the supply chain.

Ethics and business integrity

- Companies must comply with the law and act with integrity.
- Companies must engage in fair business practices.
- Companies must be accountable and maintain accurate books/records.
- Companies must respect the rights of local communities.

Human rights

- All employees must be above the minimum age.
- All employees must have freely chosen their employment
- All employees must have the right to freely associate.
- All employees must have reasonable working hours and days off.
- All employees must be treated fairly and impartially.
- All employees must receive appropriate remuneration and have access to social benefits.
- The health and safety of all employees must be respected.

Environment

- Natural resources and biodiversity must be preserved and protected.
- Energy consumption and waste production must be reduced.
- Chemical substances must be handled responsibly.
- Packaging must be innovative and sustainable.

The MZB Group's expectations regarding sustainable and responsible practices in the supply chain also apply to Segafredo Zanetti's suppliers and will form the basis for the development of the planned Segafredo procurement policy by Q2 2026.



RESPONSIBLE WORKPLACE

As a responsible company, Segafredo Zanetti is aware of its obligations towards its employees, society and the environment.

Retention of existing employees is not the only important aspect here. Creating an attractive workplace is also a key factor on an increasingly difficult labour market.

As a responsible company, it is important to create a workplace that promotes employee motivation, satisfaction and personal development.

A corporate culture that is exemplified by open communication leads to increased recognition, appreciation and more intensive knowledge exchange. A top priority is the promotion of the physical and mental health of employees, includes safety in the workplace, especially in production.

Employees receive a free lunch at the Hallwang site and fresh fruit is also made available. Employees have the opportunity to take advantage of a massage funded by Segafredo Zanetti (two sessions per month) directly at the Hallwang site and in Vienna. Furthermore, employees can purchase coffee products at cost price and receive discounts from partner companies and partner hotels.

Employees are given the opportunity to train as baristas. This training is carried out by the company's own authorised Speciality Coffee Association (SCA) trainers (AST).

The main topics in this area are attractive employment, health and safety at work. Diversity and equal

opportunities, training and further education, and long-term employment are issues that the company also addresses.

ATTRACTIVE EMPLOYMENT

An attractive workplace is more appealing to potential employees and promotes motivation, satisfaction and development among existing employees. In combination with an open communication culture, a corporate culture that is lived and breathed can lead to increased mutual respect and appreciation, and to more intensive knowledge exchange.

Employee satisfaction

Only satisfied employees can make a company successful in the long term. Employee satisfaction involves topics such as the nature and content of work, working time arrangements, management, organisation and leadership, working atmosphere, salary, information and communication, training and further education opportunities, promotion and career opportunities, job security and cooperation among colleagues.

In 2021 and 2022, an employee satisfaction survey was conducted as part of the workplace health promotion (WHP) project. In 2021, employee satisfaction was 93 per cent, and in 2022, it was 96 per cent. This represents a 3 percentage point increase in employee satisfaction. No surveys were conducted in 2023 and 2024. The next survey will take place in 2025.

IN PERCENT	2021	2023	2024
Job satisfaction (BGF)	93%	No survey	No survey

Communication

Segafredo Zanetti has focused on shared communication in recent years.

The OneForAll intranet, which all employees have access to, has become well established and serves as the main internal communication channel. Employees can find all the information they need and stay up to date with the latest news on the OneForAll intranet. Employees can also exchange ideas on a wide range of topics.

In the monthly OneForAll calls introduced by management, the management team and respective department heads report on the latest developments and upcoming projects. These calls are accessible to all employees – the recordings are stored on the OneForAll intranet to give employees the opportunity to listen at any time.

In the weekly Monday meeting, all department heads can exchange information about the various projects. In addition, all department heads have a weekly jour fixe with the management to exchange information.

In 2021, annual employee reviews between managers and their employees were introduced. The key feedback from these reviews is discussed by HR with the management team. If necessary, measures are taken.

There is an annual conference in which all employees participate. It is scheduled for two days and

offers a combination of information about the past year and current projects, as well as team building opportunities.

In 2023, the company launched an Innovation Lab where all employees have the opportunity to contribute their ideas and suggestions for improvement. The Innovation Lab team reviews each idea and suggestion, and tries to implement them with the people involved.

Employee benefits

Segafredo Zanetti attaches great importance to a healthy work-life balance in order to promote positive cooperation in the long term, so the company offers a wide range of benefits to support employees at various levels.

Further training

Individual career-oriented training and further education opportunities are available to all employees. The education voucher enables each employee to spend half of his/her gross monthly salary per year on individually selected training and further education measures.

Annual conference

Once a year, all employees meet for two days in a different region to reflect on the past year and look ahead to the future.

Coffee at cost price

All employees benefit from discounted coffee prices and receive it at cost price.

Discounts

Employees receive exclusive discounts at selected partner companies, including Festina, Bugatti and Bründl Sports. In addition, discounted massages are offered at the Salzburg and Vienna locations.

Birthday and Christmas gifts

We regularly surprise employees with gifts, as gifts maintain friendships.

myclubs

My Clubs offer a range of sports activities made available to all employees everywhere.

Barista training

Employees have the opportunity to become a certified barista of the Speciality Coffee Association (SCA) via training at various levels.

Job bike

We support our employees in purchasing bicycles or e-bikes through leasing options via JobRad.

Free lunch

At our main location in Hallwang, all employees receive a free cooked lunch every day.

Job ticket

Employees without a company car have the option of a job ticket to gain discount use of public transport.

DIVERSITY AND EQUAL OPPORTUNITIES

For Segafredo Zanetti, diversity means seizing new opportunities and promoting potential. Equal opportunities and conditions for all employees, regardless of age, gender, origin and other diversity factors, form the basis.

In order to make working easier for the 50+ generation, a number of measures have been implemented in recent years. These include, for example, the introduction of a robotic arm for palletising, the delivery of green coffee in big bags (as these can be transported by forklifts), ergonomic workstations and massages at the Hallwang site.

Gender and generational distribution

From 2023 to 2024, the proportion of female managers increased significantly. The proportion of female employees, on the other hand, fell back to the 2022 level. The management team continues to consist of two managing directors.

In terms of the average age of employees, the proportion of generation 50+ has decreased slightly. While the proportion of under-30s is already low compared to other age groups and fell further in 2024, the proportion of 30- to 50-year-olds rose.

The company has set itself the goal of ensuring that the proportion of female managers is proportional to the total number of female employees. Due to the significant increase in the proportion of women in management positions, this figure stood at 40% in 2024, well above the total proportion of female employees of 25.9%. This means that the target set for 2024 was achieved.

DISTRIBUTION BY EMPLOYEES

	2021	2023	2024
Female	17.9%	27.7%	25.9%
Male	82.1%	72.3%	74.1%
0 – 29	9.0%	9.2%	8.6%
30 – 50	55.2%	53.8%	48.3%
50+	35.8%	36.9%	43.1%
Employees	100.0%	100.0%	100.0%

DISTRIBUTION OF MANAGEMENT POSITIONS

	2021	2023	2024
Female	10.0%	18.2%	40.0%
Male	90.0%	81.8%	60.0%
0 – 29	0.0%	9.1%	0.0%
30 – 50	50.0%	54.5%	80.0%
50+	50.0%	36.4%	20.0%
Management positions	100.0%	100.0%	100.0%

DISTRIBUTION BY EMPLOYEE CATEGORIES

	2021	2023	2024
Female	0.0%	0.0%	0.0%
Male	3.0%	3.1%	3.4%
0 – 29	0.0%	0.0%	0.0%
30 – 50	1.5%	1.5%	1.7%
50+	1.5%	1.5%	1.7%
Management	3.0%	3.1%	3.4%

	2021	2023	2024
Female	1.5%	3.1%	6.9%
Male	10.4%	10.8%	6.9%
0 – 29	0.0%	1.5%	0.0%
30 – 50	6.0%	7.7%	12.1%
50+	6.0%	4.6%	1.7%
Department heads	11.9%	13.8%	13.8%

	2021	2023	2024
Female	16.4%	24.6%	19.0%
Male	58.2%	41.5%	50.0%
0 – 29	7.5%	4.6%	3.4%
30 – 50	43.3%	40.0%	41.4%
50+	23.9%	21.5%	24.2%
Employees	74.6%	66.2%	69.0%

	2021	2023	2024
Female	0,0%	0,0%	0.0%
Male	10.4%	16.9%	13.8%
0 – 29	1.5%	3.1%	0.0%
30 – 50	4.5%	4.6%	5.2%
50+	4.5%	9.2%	8.6%
Working	10.4%	16.9%	13.8%

TRAINING AND FURTHER EDUCATION

Segafredo Zanetti employees increase the knowledge required for their field of work and remain up to date with the latest developments with training and further education, keeping them prepared for changes in the world of work. Personal development is another important aspect, promoting the long-term competitiveness of the company.

In 2022, the Segafredo education voucher was introduced for all employees.

Each employee is entitled to half of their gross monthly salary per calendar year to spend on further education and training. The application process is easy and unbureaucratic for all employees.

Until 2023, there was no uniform reporting of training and further education hours. The training hours of all employees can now be tracked since the introduction of a systematic recording system in 2024.

TRAINING AND CONTINUING EDUCATION HOURS

	2024
Female	296
Male	561
Managing Director	0
Department heads	303
Salaried employees	554
Wage workers	0
Total hours of training and further education	857
Average hours of training and further education	14.8

HEALTH AND SAFETY IN THE WORKPLACE

Employees are the company’s most important resource. Promoting the physical and mental health of employees is therefore important, and safety in the workplace, especially in production, is being improved continually.

Segafredo Zanetti is part of the Workplace Health Promotion (WHP) network and received the WHP seal of approval in 2023. Workplace health promotes physical, mental and social health. The Workplace Health Promotion seal of approval was awarded for the years 2023 to 2025. Recertification for the period 2026 to 2028 is planned for

2025. Courses on various health topics are offered through the BGF network. All employees can participate in these courses at any time – free of charge.

There will be three first aiders at the production site in 2024. They will receive regular training.

The company is supported by an occupational physician and a safety specialist from the Austrian Workers’ Compensation Board (AUVA).

Health

Massage services have been available since 2021. These services are available to all employees at the Hallwang and Vienna sites. A trained masseur visits the site every two weeks.

Segafredo Zanetti also offers its employees a selection of different sports via the myClubs app. The app can be used to train with over 1,000 sports providers at yoga, sports and fitness studios.

Ergonomic workstations have been set up in the offices at the Hallwang site. The height-adjustable desks help to make working more comfortable.

Safety

The company has two safety representatives (SVP) to comply with legal requirements.

The task of the safety reps is to inform, advise and support employees and staff bodies in all matters relating to safety and health protection. They also represent the interests of employees vis-à-vis the employer, the competent authorities and other bodies (in consultation with the staff representatives), advise employers on the implementation of employee protection measures, ensure that the appropriate

facilities and precautions exist and inform employers of any deficiencies.

In addition, they ensure that the necessary protective measures are applied, and cooperate with safety and occupational health specialists.

Safety reps (SVP) carry out unannounced inspections at regular intervals. If risks are identified during these inspections, they are immediately discussed with the relevant department manager. Measures are also taken to minimise risks.

Since 2022, virtual training in the area of production has been held annually for all employees. This training is recorded and used to train new employees.

Safety reps conduct regular workplace evaluations together with the workshop management.

Accidents

Segafredo Zanetti can also report positive results for 2024: there were no accidents at work. The company is thus continuing the positive trend of recent years and underlining its commitment to a safe workplace.

EMPLOYEES	2021	2023	2024
Work-related injuries	0	0	0
of which with serious consequences	0	0	0
Number of hours worked ¹	132 083	124 300	122 273
TRIR ²	0.0	0.0	0.0

¹The number of hours worked in previous years has been corrected, as the figures previously reported only included the working hours of employees. The key figure has now been adjusted to include all employees.
²TRIR = Total recordable incident rate, calculation basis: 1.000.000 working hours

SECURE EMPLOYMENT

The number of employees fell to 58 in 2024. This decline was primarily due to difficult economic conditions, which posed particular challenges for the company. In view of this situation, some positions were not filled after employees left the company. All employees are covered by collective bargaining agreements. Two valid collective agreements apply at Segafredo Zanetti: For salaried employees it is the collective agreement for employees and apprentices in commercial enterprises. For waged workers, it is the collective agreement for commercial workers.

NUMBER	2021	2023	2024
Employees	67	65	58

Type of employment

The proportion of part-time employees fell slightly compared with the previous year to 12.1%. All employment contracts are permanent.

NUMBER	2021	2023	2024	%
Female	3	8	6	40.0%
Male	1	1	1	2.3%
Part-time	4	9	7	12.1%
Female	9	10	9	60.0%
Male	54	46	42	97.7%
Full-time	63	56	51	87.9%

Staff turnover

Staff turnover at Segafredo Zanetti rose to 29.3% between 2023 and 2024.

The company offers every departing employee the opportunity of an exit interview in which reasons for leaving are discussed. The reasons are reviewed by HR and discussed with management. Measures for better employee retention are then derived from this information.

Segafredo Zanetti has set itself the goal of keeping staff turnover below 18 per cent. Staff turnover in 2024 was 29.3 per cent, mainly due to retirements and generational change within the company.

NUMBER	2021	2023	2024	%
Female	5	2	4	26.7%
Male	17	12	13	30.2%
0-29	0	5	3	150.0%
30-50	16	7	10	27.8%
>50	6	2	4	20.0%
Departures	22	14	17	29.3%

New hires

In 2024, not all positions were filled after resignations.

NUMBERS	2021	2023	2024	%
Female	4	5	1	6.7%
Male	20	9	5	11.6%
0-29	3	6	1	50.0%
30-50	21	8	2	5.6%
>50	0	0	3	15.0%
Admissions	24	14	6	10.3%

Interns and trainees

The company offers young people the opportunity to gain experience in a company for a few weeks during the summer. The areas of responsibility are varied, ranging from the marketing department to the production department.

Segafredo Zanetti does not currently train apprentices.

CORPORATE GOVERNANCE

In addition to a sustainable corporate culture, Segafredo Zanetti is also committed to adhering to the principles of good corporate governance.

SUSTAINABLE CORPORATE CULTURE

Sustainability is firmly anchored in Segafredo Zanetti's corporate strategy and shapes all areas of the business. The company's values and shared vision and mission create a reliable framework that guides daily work and enables us to act with the future in mind. Further details can be found in the 'The Company' section of the sustainability report.

COMPLIANCE WITH LEGAL AND ETHICAL STANDARDS

Transparency and accurate reporting play a key role, and digital responsibility is also an important issue within the company – as is the responsible handling of information and data protection. All employees are informed about the regulations during the onboarding process and can access the documents at any time on the OneForAll intranet.

MZB Code of Ethics

The Code of Ethics is binding for all bodies, directorates, management levels, employees, auditors, auditing companies, representatives, cooperation partners and all persons who act on behalf of or in the interests of the MZB Group on a significant and continuous basis.

The ethical principles should inspire all activities of the MZB Group, even if they are carried out by suppliers, consultants, traders, contractors or subcontractors, business partnerships, consortia or joint ventures, which must also comply with the rules of the Code of Ethics in the relevant areas.

Principles and values of the MZB Group

- Legality
- Responsibility
- Honesty and fairness
- Transparency
- Integrity
- Reliability
- Objectivity
- Respect
- Environment and safety
- Quality
- Social responsibility

Areas covered by the MZB Code of Ethics

- Relationships with shareholders and the market
- Relationships with authorities, public administration and private business partnerships
- Transparency of accounting and internal controls
- Personnel policy
- Confidentiality
- Environment and safety
- Implementation of the code of ethics

Compliance

The company's actions are always ethically correct and comply with legal requirements.

There are no known violations of laws and regulations, nor any cases of corruption.

In 2024, there were no legal proceedings due to anti-competitive behaviour, cartel and monopoly formation, no violations in connection with product and service information and labelling, and no violations in connection with marketing and communication at Segafredo Zanetti.

OUTLOOK

Whistleblowing

The MZB Group developed a whistleblowing policy in 2022. It promotes ethical behaviour and therefore encourages individuals to report illegal behaviour or violations of company regulations.

The MZB Group has implemented a system for reporting violations that protects the confidentiality of the identity of whistleblowers, and protects them from discriminatory or retaliatory measures. The aim is to eliminate all ways in which the submission of reports could be prevented or hindered. A suspected violation can be reported by email or registered letter.

The reporting system is available to all Segafredo Zanetti employees. In 2024, the company provided all employees with comprehensive information about the existence and modus operandi of this system. Employees can access the system directly via the OneForAll intranet at any time and submit reports confidentially.

Data protection

There is full compliance with the requirements of the European General Data Protection Regulation (GDPR). All employees receive training on the GDPR and data protection. Information on data protection is available to all employees at all times.

In the coming financial year, we will continue along the path towards greater sustainability, systematically expanding our commitment in several areas.

The introduction of Espresso Organico marks the expansion of our range to include an organic and Fairtrade-certified product from 2025, underlining our commitment to offering high-quality and sustainable alternatives. This product launch is part of our strategy to expand the company's certified sustainable product portfolio, which we will continue to be developed on an ongoing basis.

In the further development of our sustainability strategy, we will specifically consider sustainability-related financial risks and opportunities for the future. This will enable us to create a sound basis for strategic decisions and integrate even more

specific aspects of sustainability into corporate management.

Our ongoing focus on an ecologically and socially sustainable supply chain remains a key concern. We will continue to intensify our cooperation with our suppliers to ensure we always comply with standards in environmental protection and fair working conditions.

Furthermore, we aim to join the FOODNET Salzburg network to benefit from the exchange of knowledge with other companies in the food industry, and to collaborate on the development of sustainable solutions.



Segafredo Zanetti Austria Ges.m.b.H

Hallwanger Landesstrasse 10
5300 Hallwang | Austria
+43 662 66 13 820 | info@segafredo.at
segafredo.at