



ETNA
COFFEE TECHNOLOGIES



ETNA SUSTAINABILITY REPORT

2023

**SIMPLY
UNSTOPPABLE**

ETNA-CT.COM



#SIMPLY SUSTAINABLE



Company's official name: ETNA Coffee Equipment B.V.

Chamber of Commerce: 56359446

Website: www.etna-ct.com

Publication: Sustainability report on 2023, published May 2024.



“WE ARE LOOKING
FORWARD TO THE
FUTURE”

SUSTAINABILITY VISION AND OBJECTIVE

Climate change, the scarcity of fossil fuels and resource depletion. Society is staring down major **societal challenges**.
ETNA Coffee Technologies is acutely aware of its role in this and takes its **responsibility**.

SIMPLY UNSTOPPABLE FROM 1856 TO TODAY



TIME LINE

- 1856** Founding in Breda as an iron foundry
- 1893** 'ETNA' brand name and logo created and used for the first time
- 1983** ETNA moves to Uift
- 1992** ETNA starts developing and building professional coffee machines
- 1999** Split off into ETNA Coffee Equipment B.V. and ETNA Kitchen Appliances
- 2010** ETNA moves to its current location in Doetinchem
- 2012** Restart of ETNA Coffee Equipment with 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 of ETNA Dorado Compact Espresso and Instant
- 2018** Introduction of ETNA Dorado Touch 7"
- 2018** IP purchase Braumann brew group and Braumann grinder
- 2020** Introduction of ETNA MilkBase
- 2022** Introduction of ETNA Dorado Premium 10" / Sustainability becomes part of the corporate strategy
- 2022** New logo and house style
- 2023** Introduction of ETNA Sagitta / Fully CO₂-neutral assembly

FUTURE

- 2024**
 - Launch of ETNA EasyFoam
 - Introduction of sustainability vision: 'Fair coffee, fair machine'

“PASSION FOR COFFEE, SUSTAINABILITY & TECHNOLOGY”

FOREWORD

It is with great pleasure that we welcome you to the world of ETNA Coffee Technologies, where passion for coffee goes hand in hand with a deep-rooted commitment to technology and sustainability. As proud representatives of our company, we take you on a journey through our values and forward-looking approach to coffee machines.

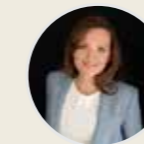
At ETNA Coffee Technologies, we are committed not only to providing quality coffee machines, but also to making a positive impact on the world around us. Triple R - reduce, repair, reuse - is at the heart of our business. This means pursuing innovative technologies as well as actively contributing to CO₂ reduction and promoting circularity.

Sustainability is at the heart of all our activities. Our coffee machines are designed to make a minimal environmental impact, from the selection of raw materials to production. We strive for a responsible approach that values our customers whilst protecting our planet. Fair trade, a healthy and pleasant working environment, supporting local initiatives and striving for a transparent supply chain are just a few of our core beliefs. We would like to share the honest story behind our coffee machines.

On behalf of the entire team at ETNA Coffee Technologies, 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.

Kind regards,

Management of ETNA Coffee Technologies



Linda van de Maat
Director Operations



Richard Vogelzang
Director Technology



Peter Jager
Director Commerce & Finance

ENVIRONMENT



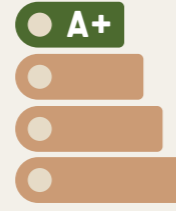
CO₂-NEUTRAL

We are working on **constantly reducing** our CO₂ emissions. The amount we cannot reduce, we compensate from this year onwards by providing financial support to create **nature reserves** in the local region.



WASTE MANAGEMENT

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



ENERGY LABEL A+

Our machines have the **highest achievable energy label**, according to the new classification.

SOCIAL

ENGAGEMENT



EMPLOYEES

Our employees can be sure of a **safe working environment**, both physically and socially.

REGION

We support several **local social initiatives**.



ORIGIN



75%

OF THE PARTS COME FROM EUROPE.

75% of parts for our machines are assembled or produced within Europe.

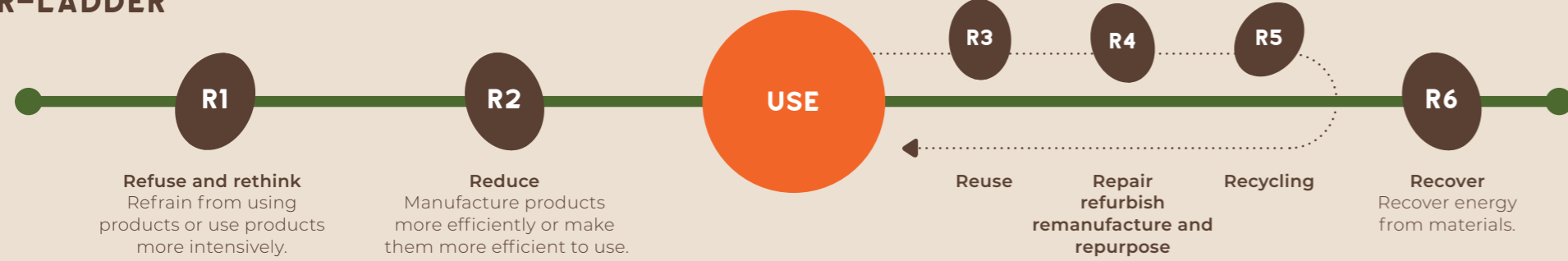


CODE OF CONDUCT

We have agreed a **code of conduct** with our suppliers, in which we lay down agreements on environmental requirements, working conditions and child labour, among other things.



R-LADDER

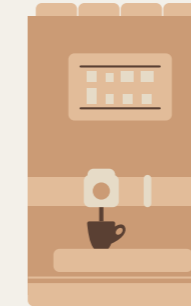


CIRCULARITY



REDUCE

ETNA machines are constructed from **high-quality materials**. During the design process, we think carefully about the amount of material we use and employ **recycled raw materials** as much as possible.



REPAIR

The service life of our machines is at least **8 years**. If necessary, the machines are easy to repair.



Parts will be available for at least **10 years** after purchase of the machine.

REUSE

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



RECYCLE

At least **96%** of our machines is **recyclable**.

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 with the aim of consistently representing our vision and ambition.

OUR PASSION

We are passionate about coffee, sustainability and technology.

OUR VISION

- We do not believe in a throwaway society. We believe in the development and production of high-quality, durable coffee machines.
- We do not believe in a business model built around the sale of spare parts. We believe a coffee machine should never break down.
- We believe modern consumers have high expectations when it comes to the quality of their coffee, both at home and elsewhere. Offering the best coffee in a consistent manner is essential.

OUR AMBITION

- We strive for reliable development and production of professional coffee machines. By selecting and developing high-quality components and combining these with our proprietary ETNA software, we want to minimise service costs and maximise customer satisfaction.
- We want to develop robust long-term relationships with our partners and add value to their business through innovation, tailor-made solutions and the lowest possible total cost of ownership.
- We want to be a responsible organisation. Responsible for our staff, our business partners and our planet.



**“ROBUST
RELIABLE
RESPONSIBLE**

**OUR VALUES THAT
DRIVE OUR BRAND EVERY DAY”**

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



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ENVIRONMENT

“ WE WANT TO BE A RESPONSIBLE COMPANY. ”



CLIMATE CHANGE: WHAT IS THE EU DOING?

The Paris Climate Agreement is a United Nations global agreement, signed by almost every country in the world. As part of this, voluntary agreements were made to slow down global warming by reducing greenhouse gas emissions (with CO₂ as the main gas). The aim is to limit warming to below 2°C. The EU is a leading player and signatory to the Paris Agreement and established the 'Green Deal' in 2020.

On 14 July 2021, a large package of measures was presented by the European Commission; the Fit for 55, which aims to achieve the goal of being climate neutral by 2050. The Fit for 55 is part of the Green Deal and has yet to be approved in the European Parliament.

OBJECTIVE OF THE GREEN DEAL

- By 2030, CO₂ emissions must be reduced by 55% from 1990 levels
- By 2050 the entire European Union must be climate neutral
- Economic growth without resource depletion
- No people or regions left to fend for themselves

The EU Climate Act, the legal basis for the Green Deal, was formally adopted in 2021 in a bid to achieve this. This law requires all EU member states to take action at the national level to meet the 2050 climate target.

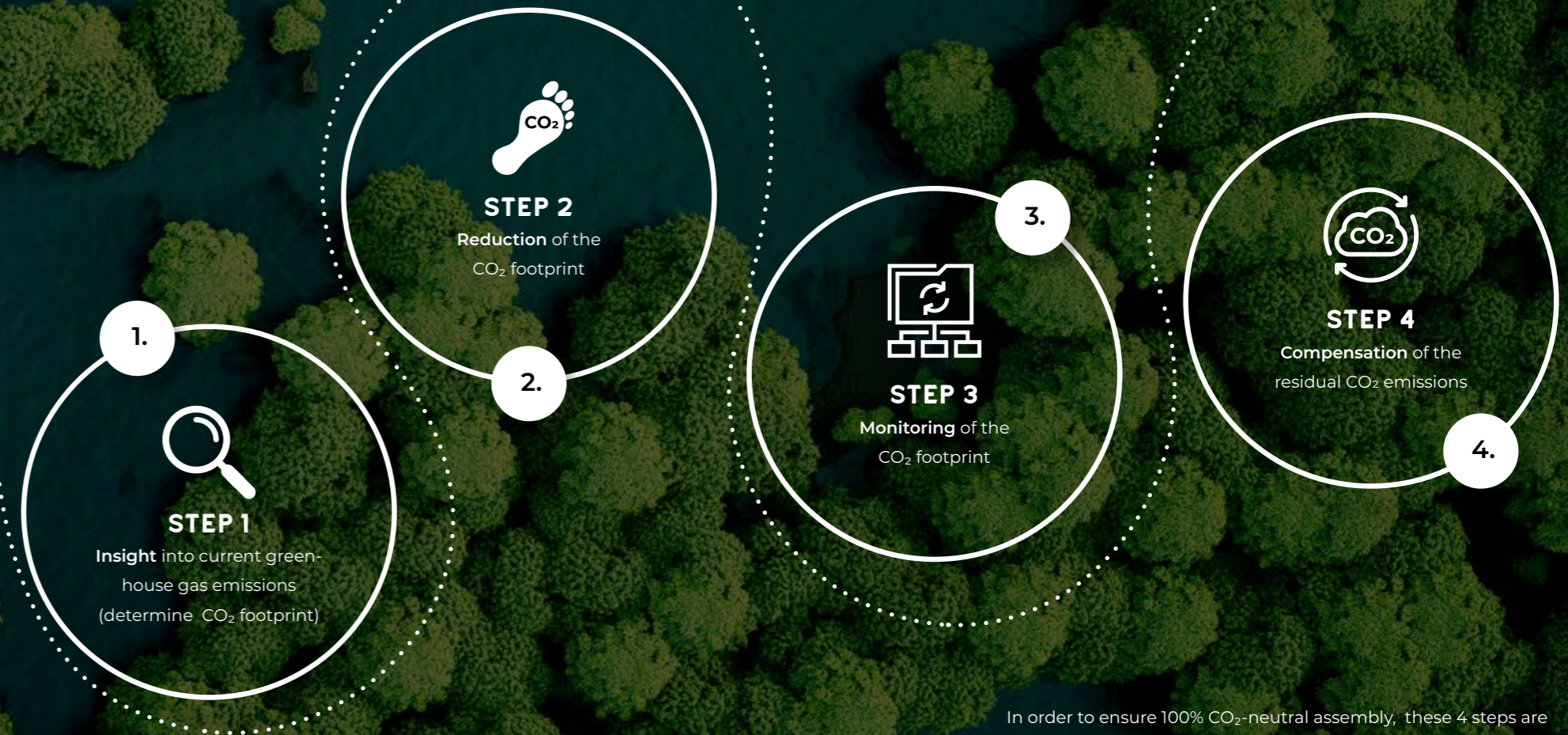
SOME OF THE EUROPEAN MEASURES

- By 2030, all packaging must be recyclable
- The textiles and plastics sector must stop using microplastics by 2030
- Consumers must be given a 'right to repair'.
- Companies must be fined if they falsely brand themselves as 'green'
- Buildings must be renovated to reduce CO₂ emissions and energy consumption
- European forests must be protected and expanded
- By 2030, 40% of energy generated must be clean
- Investments will be made in four million electric car charging points across Europe to boost the use of electric cars

ETNA Coffee Technologies will join and conform to the above measures where relevant and include actions related to these measures in its roadmap.

OUR ASSEMBLY IS **100%** CO₂ NEUTRAL

ROADMAP



In order to ensure 100% CO₂-neutral assembly, these 4 steps are taken continuously.

Of course, internal and external communication are an important part of this.



ASSEMBLY

Assembly is an extremely clean and energy-efficient process whereby supplied components and the cabinet are assembled into a functioning coffee machine. In our operations, we aim to be at the forefront of sustainability. We want the impact of our activities on the climate to be measurable.

One of the principles of ETNA's sustainability policy is to reduce CO₂ emissions as much as possible. Measuring our CO₂ footprint every two years provides insight into ETNA's climate impact and helps determine potential reduction targets and compensation measures. A central role in this is played by our Sustainability manager, who has an ambassadorial role within ETNA and directs and implements the CO₂ reduction policy.



Bennie Zeegers
Sustainability manager

SOLAR PANELS AND GREEN ELECTRICITY

To reduce CO₂ emissions caused by the use of electricity, the roof of ETNA's assembly hall was fitted with 686 solar panels in December 2021.



With consumption of 217,055 kWh in 2023, ETNA should be able to fully meet its own power needs with this installation. The reality is that grid congestion makes it impossible to feed generated power back to the grid. As a result, 106,048 kWh of the power generated could be used directly. The remaining power required (111,007 kWh) was still purchased.

ETNA leases the premises. Together with the landlord, we are looking at how to be even smarter about our energy management. Green electricity is used, for instance.

Consumption	Unit	2021	2023
Gas	tonnes of CO ₂	79.43	91.05
Electricity (purchase)	tonnes of CO ₂	102.49	57.72



ELECTRIC CHARGING STATIONS

ETNA conducted research on installing electric charging stations for employees and guests. Unfortunately, due to grid congestion, this is not possible at the moment. We are keeping a close eye on developments in this area.

WHAT IS GRID CONGESTION?

Grid congestion is a kind of traffic jam on the power grid. This traffic jam arises as a result of the energy transition, the switch from fossil fuels to sustainable forms of energy. The energy transition is developing rapidly. All renewable energy is (mostly) fed back into the grid. Supplying electricity used to be a one-way street. Power went from the power plant to homes and businesses. With the advent of renewable energy generation through solar and other means, this has become a two-way street. The Dutch power grid was not originally designed for this. This sometimes leads to voltage problems on the power grid. Delivering power back but also buying more power (through electrification or urban expansions, for example) is therefore not possible.

GRID CONGESTION IN DOETINCHEM

Buildings or developments with a wholesale connection (shops, restaurants, businesses, solar parks/rooftops, etc.) are not being given connections at the moment. Liander is critically assessing when these buildings can be connected.

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



Energie label utiliteitsbouw Registratienummer 984534167 Datum registratie 06-12-2022 Geldig tot 07-09-2032 Status Definitief

Dit gebouw heeft energielabel **A+++++**



Isolatie	Installaties	Hoofdsysteem	Verbetering aanbevolen?
Gevels	Verwarming	HR-107 ketel	<input type="checkbox"/>
Gevelpanelen	Warm water	Elektrische boiler	<input checked="" type="checkbox"/>
Daken	Ventilatie	Natuurlijke toevoer met mechanische afzuiging	<input type="checkbox"/>
Vloeren	Koeling	Compressiekoeling	<input type="checkbox"/>
Ramen	Verlichting	12.4 W/m ² gemiddeld geïnstalleerd vermogen	<input type="checkbox"/>
Buitendeuren	Zonnepanelen	192.080 Wp	<input checked="" type="checkbox"/>

Dit gebouw wordt verwarmd via een aardgas aansluiting Aandeel hernieuwbare energie 133,1 %

Over dit gebouw		Opnamedetails	
Adres Expeditieweg 6 E 7007CM Doetinchem BAG-ID: 02221000021508 Dit energielabel betreft meerdere adressen, zie bijlage.	Naam Casper Mellink	Examennummer 88181281	
Bouwjaar 2003	Details aanduiding	Certificat houder Inspectieprofs, hodn Bouwvisie Inspectieprofs	
Compactheid 0,95	Gebruiksfuncties 69,4% Kantoor	Inschrijfnummer SKGIKOB.012250	
Gebruiksoppervlakte 841 m ²	Gebruiksoppervlakte 30,6% Bijeenkomst	KvK-nummer 70998620	
		Soort opname Basisopname	
		Certificerende instelling SKGIKOB	

ETNA PREMISES ENERGY LABEL

From refrigerators to large commercial premises; almost everything that consumes energy must have an energy label. The energy label for commercial premises indicates how energy-efficient a facility is. It also indicates which energy-saving measures are still possible.

The less fossil fuels consumed by a facility, the better the energy label. An energy label G is the lowest score. The best score is an A+++++ energy label for commercial premises. As indicated by the energy label image, our building is classified as A+++++.



INTERNAL MEANS OF TRANSPORT

All internal means of transport are electric. All forklift trucks, narrow-aisle trucks and pallet trucks are also electrically powered. There are no internal means of transport based on fossil fuels (petrol, gas or diesel).

LED LIGHTING

From January 2020, we commissioned a second production hall. All fluorescent lighting in both production halls has been replaced by LED lighting. Most of the office spaces are also fitted with LED lighting.

CO₂ EMISSION

Below is the overview of delineation (scope)

Category scope 1	Unit	2021	2023
Gas consumption	tonnes of CO ₂	79.43	91.05
ETNA company van consumption	tonnes of CO ₂	6.7	8.38
Water consumption	tonnes of CO ₂	0.065	0.08
Category scope 2	Unit	2021	2023
Electricity consumption (purchase)	tonnes of CO ₂	102.49	57.72
Category scope 3	Unit	2021	2023
Upstream			
Home-work travel	tonnes of CO ₂	60.77	58.3
Business travel	tonnes of CO ₂	8.70	18.54
Waste	tonnes of CO ₂	13.80	27.03
Total emissions		271.96	261.37

In 2021, business travel and gas consumption was very low due to the impact of the corona pandemic and mandatory home working as a result.



HOME-WORK TRAVEL

How great are the CO₂ emissions from our employees' home-work travel? And how can we reduce them? These are the questions we measure every two years using an internal survey.

ETNA encourages the use of a bicycle for home-work travel through a bicycle plan for its employees. A bike shelter has also been installed where ETNA employees can safely park their bikes and charge electric bikes.

Means of transport	Results 2021		Results 2023	
	Total	Total (%)	Total	Total (%)
General: total employees: 51				
General: total employees: 60				
Distribution of emissions in tonnes of CO₂				
Car	50.1	82.5	54.1	92.8
Rideshare	9.0	14.7	2.7	4.6
Scooter / moped	1.6	2.7	0.8	1.4
Bicycle	0.0	0.0	0.7	1.2
Public transport	0.1	0.2	0.0	0.0
Walking	0.0	0.0	0.0	0.0
Total	60.7	100.0	58.3	100.0



BUUR MAAKT NATUUR

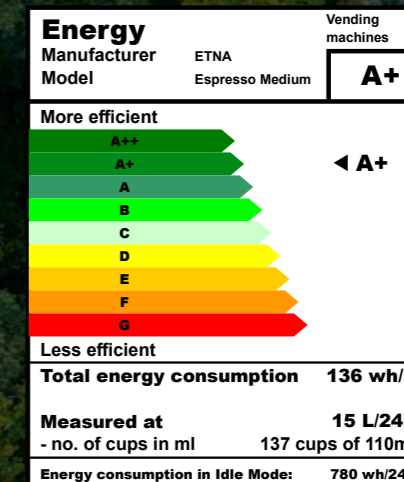
ETNA is associated with the Dutch Buur maakt Natuur foundation. The Buur maakt Natuur foundation is committed to buying up farmland and returning it to nature. The remaining CO₂ emissions of our company, which remain after taking CO₂ reduction measures, we compensate as a partner of Buur maakt Natuur.

WASTE MANAGEMENT

We maintain separate waste streams at our assembly site and use recyclable packaging materials. We try to use multi-use packaging as much as possible when delivering components. Thus, Braumann Brewers and Braumann grinders are delivered in wooden returnable packaging. Paper, metals and residual waste are collected and disposed of separately. Suppliers' packaging materials are also reused, where possible, when shipping parts to our customers.

ENERGY LABELS ON COFFEE MACHINES

ETNA follows the EVA (European Vending Association) energy protocol and aims to be awarded the highest attainable energy label. We do this by adding an adjustable Energy Saving Mode to all ETNA coffee machines which ensures great energy savings over their service life. In addition, our open boilers, which are used in instant and fresh brew coffee machines, are well insulated. This greatly reduces heat loss.



The coffee machines' energy labels can be found on our ETNA Dealer Portal.



ORIGIN

“ WE ARE COMMITTED TO A
TRANSPARENT SUPPLY CHAIN.”



75%

OF THE PARTS COME FROM EUROPE.

ETNA is a development and assembly company and therefore buys many components and parts. We aim for around 75% of parts for our machines to be produced within Europe.

CODE OF CONDUCT SUPPLIERS

Together with our suppliers, we have agreed on a code of conduct which outlines what we expect from our employees, suppliers and partners, and how we deal with our employees, suppliers, customers and business partners in a responsible and sustainable way.

Important elements include:

- Respecting each other
- No child labour in the chain
- No discrimination
- Fair trading



SOCIAL ENGAGEMENT

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



SAFE AND HEALTHY WORKING ENVIRONMENT

Part of ETNA's sustainability strategy is to show how to conduct socially engaged business. In doing so, we pay attention to our employees and our immediate surroundings. Our employees can be sure of a safe and healthy working environment, both physically and socially.

DIVERSITY WITHIN ETNA

The total team at ETNA consists of 61 employees in 2023. There are 47 FTEs (average 1 January - 1 October). By offering the possibility of part-time work, including flexible working hours, we offer a broader target group the chance to fill a position; for example, people who want to combine childcare or informal care with their job.

BICYCLE PLAN

Employees have access to the bicycle plan that allows them to purchase a bicycle on attractive terms. This encourages the use of bicycles for commuting and leisure cycling.

PERIODIC MEDICAL EXAMINATION (PMO)

Every three years, we offer employees the opportunity to take part in a Periodic Medical Examination. In this (voluntary) examination, employees gain insight into their physical condition, there is a focus on a healthy lifestyle and the extent to which employees experience stress is monitored. Employees receive individual feedback and ETNA, as the employer, receives general feedback.

Based on that general feedback, we carry out further optimisations to best support our employees in their vitality.

BUSINESS FITNESS

ETNA is a member of Bedrijfsfitness Nederland. Through this platform, a contribution is made towards the employee's sports membership and in addition, the employee receives tax benefits on the membership. This makes it extra attractive for employees to get (more) exercise.

VITALITY WEEK

National Vitality Week takes place annually. The aim of this week is to make working people in the Netherlands aware of the importance of their own vitality. During this week, ETNA organises low-threshold activities for all employees. In 2023, a walking challenge was organised during the communal break in which everyone was invited to join the walk.

JOINT SPORTS ACTIVITIES

Every year, a sports event calendar is drawn up with (at least) 4 events in which employees can participate as teams. Running, cycling and mountain biking events in particular are on the calendar. Employees who participate will receive an ETNA sports jersey to keep.



Kramp Run



Walking Challenge



LOCAL SOCIAL INITIATIVES

INNOVATION HUB DOETINCHEM

The Innovation Hub is a collaboration between four companies: Rensa Family, the Wopereis Group, Hosokawa Micron and ETNA Coffee Technologies. Via the Doetinchem Innovation Hub, graduates and interns can carry out a challenging internship where they will have the unique opportunity to take a look at the three other organisations. With the opportunity to attend additional training courses and receive extra guidance, they can get as much out of their internship or graduation assignment as possible!

COLLABORATION BETWEEN GRAAFSCHAP COLLEGE, HAN AND UNIVERSITY OF TWENTE

ETNA has entered into a collaboration with Graafschap College, de HAN and the University of Twente. We offer students internships in various departments within ETNA.

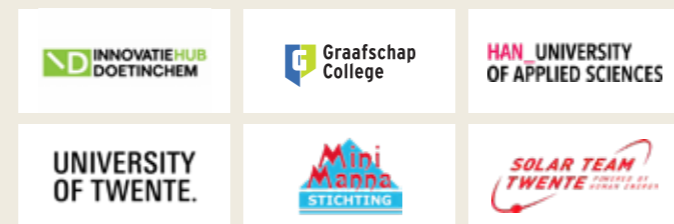
MINI MANNA FOUNDATION

The Mini Manna Foundation is an independent social enterprise established in Doetinchem in 2007 to support a large group of residents with insufficient income to make ends meet. They now also have branches in Ulfst and Winterswijk. During its 15 years of operation, the Mini Manna Foundation has grown into one of the leading players in the fight against poverty. The foundation has also grown into a place where day activities, reintegration and participation are carried out in an inclusive manner.

All this is based on the motto "driven by the target group for the target group". We are delighted to contribute to these efforts. The coffee beans ground in our factory when adjusting the coffee machines are donated to the Mini Manna Foundation.

SOLAR TEAM TWENTE

We have been an official partner of the Solar Team Twente since 2022. The Solar Team Twente is a group of students from Saxion and the University of Twente who design and construct solar cars to compete in the World Solar Challenge. The students of Solar Team Twente develop a new solar car from scratch within a single year. The car is designed to drive more than 3,000 kilometres using only solar energy. Innovations are constantly being implemented in the solar car's designs to make the world's most efficient solar car. Solar Team Twente is the winner of the Solar Challenge Morocco 2021, a gruelling race through the deserts and mountains of the West African country. For more information on Solar Team Twente: www.solarteam.nl



SOCIAL RETURN

Social return means creating employment opportunities for people with a distance to the labour market.

1. Labour participation
2. Sheltered employment contract
3. Social activities

LABOUR PARTICIPATION

When recruiting and selecting new employees, we aim for an inclusive approach, focusing on the strengths of each candidate who applies. We believe diversity and inclusiveness helps us deliver better performance, and helps attract the right talent. Our goal is to create a working environment where every employee feels valued and comfortable.

As a recognised work experience company, we gladly welcome interns of all levels. To find suitable interns and ensure proper guidance for our interns during the internship period, we are affiliated with Innovation Hub Doetinchem. These are students from MBO, HBO and university.

The Innovation Hub is a collaboration between four companies in the Doetinchem area. For pupils from VSO/Practical Education, we reserve two work experience places per school year.

SHELTERED EMPLOYMENT CONTRACT

We outsource part of the assembly operations to sheltered employment facility Maak BV in Doetinchem. We carefully consider when we outsource activities. On the one hand, we look at the feasibility of having the work performed at the sheltered employment facility, and at limiting time pressure at that facility. On the other hand, logistics and environmental issues (such as additional transport) weigh in.

VALUE OF SOCIAL RETURN

Each machine built represents an SROI value of €16.00 (value applicable in 2023). This value is based on the building block method.

"IF I CAN HELP YOU WITH YOUR INTERNSHIP, MY DOOR IS ALWAYS OPEN! I HAVE HEARD THIS FROM EVERY COLLEAGUE AT ETNA. ETNA IS A COSY AND CLOSE-KNIT TEAM WITH AN INFORMAL MENTALITY. FOR ME, THIS IS THE IDEAL INTERNSHIP."

Daan van Erkelens

Logistics management student about his internship at ETNA Coffee Technologies.



CIRCULARITY

“WE WANT RELIABLE
DEVELOPMENT.”

REDUCE

PACKAGING

We take a conscious approach to the packaging of our products and make choices in this respect that are in line with our sustainability policy. Wherever possible, the cardboard in our packaging consists of recycled, FSC-certified material. The cardboard can be offered for recycling through our dealers.

EPS is used in our packaging to give our coffee machines adequate protection during transport. There is, wrongly, a perception that EPS is not a sustainable packaging material.

“WE CONSCIOUSLY
CONSIDER
THE
PACKAGING
OF OUR
PRODUCTS.”



EPS AS A PACKAGING MATERIAL AND ITS SUSTAINABILITY

EPS, also known as Styrofoam or polystyrene, is often seen as an unsustainable packaging material. But research shows that nothing could be further from the truth. EPS is a thermoplastic material that is lightweight and resistant to shock and vibration. It is widely used as a packaging material for electronics, medical devices, food and beverages, among others. But because the material is not biodegradable and therefore contributes to the plastics soup, it is often considered unsustainable.

THE SUSTAINABILITY OF EPS

However, recent research shows that EPS as a packaging material is much more sustainable than is often thought. For example, a study by the University of California, Berkeley, shows that EPS packaging emits up to 10 times less greenhouse gases during production and transport compared to other materials such as paper, glass and cardboard. This is because EPS has relatively low energy consumption and requires few raw materials to produce. It is also very lightweight and consists largely of air.

There is a second study in which McKinsey compares 14 plastic containers with alternative materials such as paper, glass and cotton. Thirteen of the 14 plastic containers studied generate less CO₂ than the alternative containers. For example, using an EPS as food packaging results in 30% less CO₂

emissions than the same packaging made from paper. Using plastic packaging helps reduce greenhouse gas emissions.

RECYCLING EPS PACKAGING MATERIAL

EPS packaging material can also be recycled. The material is converted into new products such as insulation material, used as a raw material styrene for XPS, but also for products such as flower pots or furniture hulls. This ensures that the material stays in the cycle and little to no new raw material is used to produce these new products.

In short, EPS is much more sustainable as a packaging material than most people think. Although not biodegradable, it emits far fewer greenhouse gases during production and transport than other packaging materials. The main requirement for low CO₂ emissions is also the possibility of recycling. Packaging made of a mono material, i.e., a single material, is best for recycling. EPS (Styrofoam/ Tempex) is such a mono material and therefore recyclable several times over. It is therefore important not to just throw away EPS, but to hand it in separately at a recycling point. This way we all do our bit for a more sustainable world!

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



PARTS MADE OF RECYCLED MATERIAL

Our colleagues in the Research & Development department devote a great deal of attention to choosing the components used in our coffee machines. Wherever possible, recycled materials are used.

All our coffee machine doors are made of 100% recycled plastic.



The bin and drip tray of the ETNA Sagitta are made of recycled material.

REDUCE REPAIR REUSE

SERVICE LIFE OF ETNA MACHINES

We do not believe in a throwaway society, but in machines with a long service life and low service costs. We therefore opt for durable, stable components in our machine, of high quality and long service life. Even with intensive use. An ETNA coffee machine is designed to last at least eight years. In the coffee machine manufacturer's supply chain, corrective and preventive maintenance over the service life of the coffee machine has the greatest impact on the environment.

Therefore, maximising uptime, by preventing outages, is central to our policy:

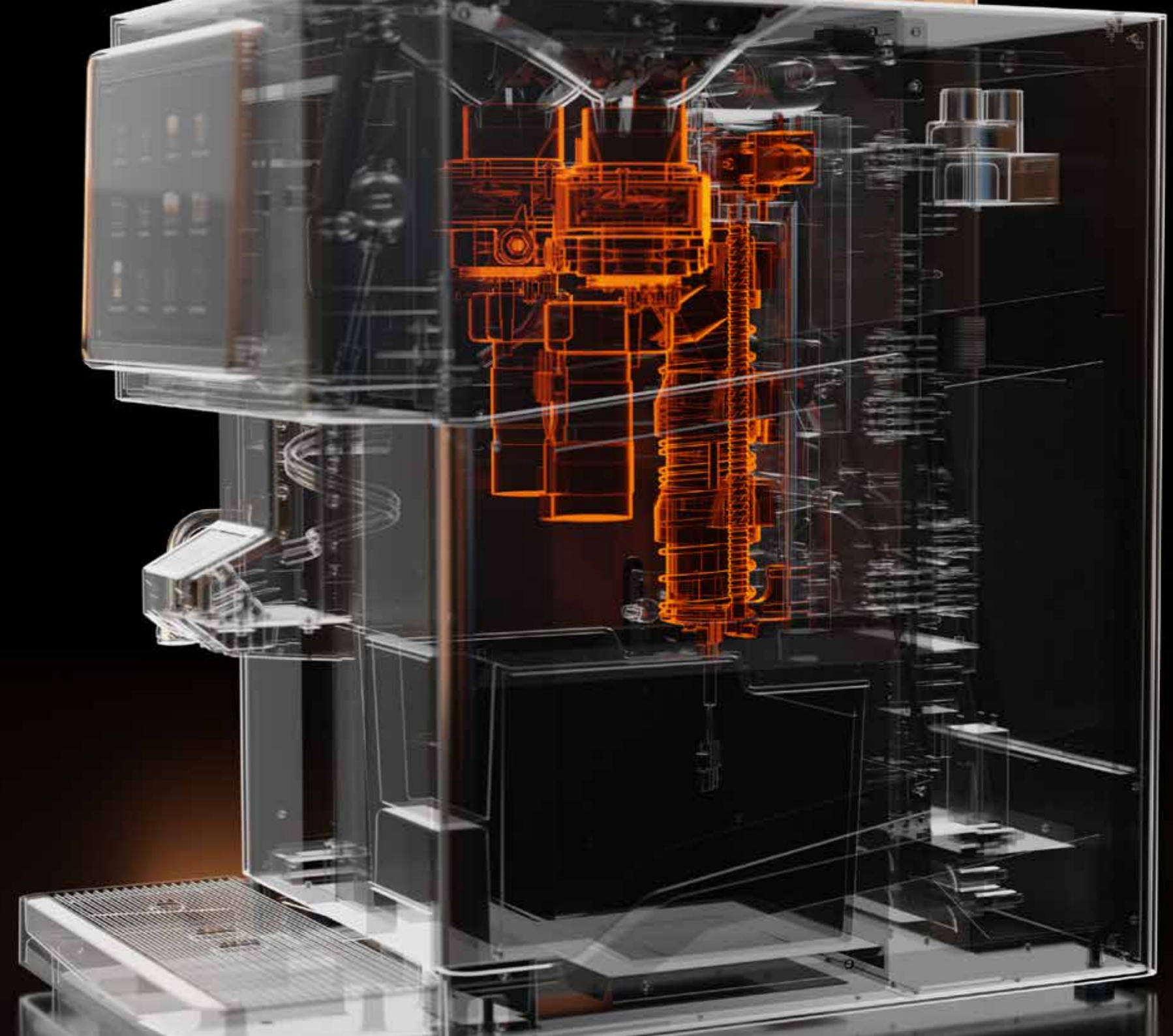
- Metal case instead of plastic
- Metal Braumann brew group and Braumann grinder instead of plastic
- Glass Front safety glass
- High-quality pumps and boilers

8-YEAR WARRANTY ON BRAUMANN BREW GROUP AND BRAUMANN GRINDER

The brew group and grinder determine the reliability of the machine as well as the quality of the coffee. With an 8-year manufacturer's warranty on the Braumann brew group and Braumann grinder, you will not run any technical risk on these crucial components.

Your benefits from an 8-year warranty on the Braumann brew group and Braumann grinder:

- Long service life guaranteed
- Low service costs
- A sustainable solution



REPAIR

MAINTENANCE AND REPAIR

Our machines are easily accessible for repair. The side panels, back panel and top plate can be easily dismantled, allowing the technician to quickly get to work on maintenance and repairs. Parts remain available for at least ten years after your purchase. This benefits the service life of the coffee machine.

REUSE

REFURBISHMENT OF BRAUMANN BREW GROUP

Since early 2021, ETNA has been producing brew groups for the Espresso medium and large machines. This is done by employees trained and certified at our partner Braumann in Switzerland. As the production now also takes place at ETNA, we have taken another step towards extending the service life of our products in the Triple R philosophy: reduce - repair - reuse. As part of the Re-use philosophy, we also offer the possibility to refurbish brew groups.

WHAT DOES A REFURBISHMENT ENTAIL?

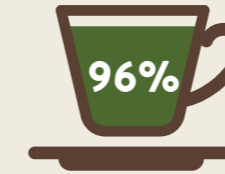
When refurbishing a brew group, the parts that are recommended to be replaced during a maintenance service after 100,000 - 120,000 brews are replaced. These are the parts that are subject to wear and tear or that can be replaced for aesthetic reasons. Our dealers are trained to refurbish brew groups.

RECYCLE

RECYCLABILITY OF ETNA MACHINES

During the design phase, ETNA already considers the recyclability of its machines. Thus, efforts are made to inextricably connect as few different materials as possible with each other. This policy has resulted in our machines achieving a very high recyclability rate. At least 96% of our machines is recyclable.

Example: ETNA Dorado Espresso Medium / DES121



The material passports of the coffee machines can be found on our ETNA Dealer Portal.



Recyclability DES121BBAHECNLO							
Material category	Percentage	Material	Rec. y/n	Calculation %	Recyclable	Not recyclable	
Plastic	4.19%	ABS, Acrylonitrile Butadiene Styrene	y	100%	4.19%	0%	
	1.52%	EPS, expanded polystyrene	y	100%	1.52%	0%	
	0.19%	PA 6, polyamide (nylon)	y	100%	0.19%	0%	
	0.59%	PA 6.6, polyamide (nylon)	y	100%	0.59%	0%	
	0.03%	PA, polyamide (nylon)	y	100%	0.03%	0%	
	0.99%	PC, polycarbonate	y	100%	0.99%	0%	
	0.26%	PE LD, polyethylene, low density	y	100%	0.26%	0%	
	0.95%	POM, polycetal	y	100%	0.95%	0%	
	1.61%	PP, polypropylene	y	100%	1.61%	0%	
	5.80%	PS, polystyrene	y	100%	5.80%	0%	
Metal other	0.60%	Silicone	y	100%	0.60%	0%	
	7.09%	Aluminium	y	100%	7.09%	0%	
	0.04%	Bronze	y	100%	0.04%	0%	
	0.75%	Brass	y	100%	0.75%	0%	
SS Metal	44.79%	Sendzimir/zincor	y	100%	44.79%	0%	
	0.47%	SS 302 / AISI 302 (1.4310) (spring steel)	y	100%	0.47%	0%	
	0.16%	SS 303 / AISI 303 (1.4305)	y	100%	0.16%	0%	
	1.18%	SS 304 / AISI 304 (1.4301)	y	100%	1.18%	0%	
	0.05%	SS 316 / AISI 316 (1.4401)	y	100%	0.05%	0%	
	0.05%	SS 420 / AISI 420 (1.4021)	y	100%	0.05%	0%	
	0.57%	SS 430 / AISI 430 (1.4016)	y	100%	0.57%	0%	
	1.64%	Steel	y	100%	1.64%	0%	
	Other materials	1.14%	Wood	y	100%	1.14%	0%
		4.35%	Cardboard	y	100%	4.35%	0%
0.25%		Other recyclables	y	100%	0.25%	0%	
0.12%		Paper	y	100%	0.12%	0%	
Partly recyclable	2.04%	Cable/cable loom	y/n	70%	1.43%	0.61%	
	16.04%	Mech assembly 1 recyclable 95	y/n	95%	15.24%	0.80%	
	0.31%	Mech assembly 4 recyclable 75	y/n	75%	0.24%	0.08%	
	1.26%	PCB, circuit board	y/n	50%	0.63%	0.63%	
Not recyclable	0.22%	Mech assembly 2 not recyclable 0	n	0%	0%	0.22%	
	0.73%	Other not recyclable	n	0%	0%	0.73%	
	100%				96.92%	3.08%	

PCB: assumption that 50% by weight can be recycled.
Cable and cable looms: assumption that 70% by weight (core material) can be recycled.



OPEN FOUNDATION

ETNA is a member of the OPEN Foundation. This means a disposal fee is paid for each machine. This allows all ETNA machines to be properly recycled at the end of their service life, at no cost to the customer at that moment. The OPEN Foundation ensures sustainable and environmentally conscious processing of collected, discarded electrical appliances. After collection, the electrical appliances are sorted. Some appliances are dismantled manually, allowing for reuse or better recycling. This activity is done, where possible, with people distanced from the labour market. The e-waste is then processed in the best possible way by CENELEC-certified processors. This also removes environmentally hazardous substances, such as batteries and capacitors. The collected appliances are thus all ultimately recycled into new raw materials.

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



WEEE NEDERLAND B.V.

ETNA is also a member of and affiliated with WEEE Netherlands B.V. Currently, especially for Germany, this is an important collection and recycling platform. WEEE is the abbreviation for Waste Electrical and Electronic Equipment. WEEE is the common name for the European directive regulating the collection and recycling of this waste stream.

For more information on WEEE, see: www.weee.nl



MVO NEDERLAND

ETNA is a member of MVO Nederland. MVO Nederland is driving the transition to the sustainable economy with the largest sustainable business network in the Netherlands. To measure progress on our ambition, we developed the New Economy Index (NEx), which measures how well we are on track each year. This index consists of seven themes: new wealth, circular economy, biodiversity, real prices, inclusive business, green energy and transparent chains. Together, these themes form the new economy and thus the focus of our work. They also set the agenda for our partners towards a more sustainable business.

More information can be found at: www.mvonderland.nl

“WE BELIEVE MODERN CONSUMERS HAVE HIGH EXPECTATIONS WHEN IT COMES TO THE QUALITY OF THEIR COFFEE, BOTH AT HOME AND ELSEWHERE. OFFERING THE BEST COFFEE IN A CONSISTENT MANNER IS ESSENTIAL.”

PLAN 2024

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

ENVIRONMENT

- Insight into CO₂ emissions, evaluation of measures taken, new measures, compensation of remaining CO₂ emissions
- Introduction of sustainable packaging for ETNA Sagitta and implementing this across the entire ETNA product line
- Exploring ways to further reduce the energy consumption of our coffee machines; highest attainable energy label for our products

ORIGIN

- Giving insight into the origin of components through the publication of Material Passports
- A supply chain policy focused on regional sourcing

SOCIAL ENGAGEMENT

- HR policy aimed at providing a safe and healthy working environment for all ETNA employees
- Offering fruit in the workplace to increase employee vitality
- Boosting cooperation with Innovation Hub
- Further shaping the sponsorship policy and actively contributing to charities in the region

CIRCULARITY

- Conducting research on reuse of returned/discarded coffee machines
- Research and preparation of LCAs for our products (Life Cycle Analyses)

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



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#SIMPLYSUSTAINABLE