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# 918 Coffee Co

## *Impact Report 2023*



## ABOUT US

Established in 2009 in Dorset, 918 Coffee have not only been developing and roasting deliciously responsible coffees from around the world, we have also developed our own innovative roasting technology – Eco Roast!

Our passion for amazing coffee is only equaled by our passion for the environment which developed into our core ethos

*"At 918 Coffee we all strive to have a positive impact on our environment whilst going about our daily business delivering outstanding product and performance. Our passion and focus on great coffee, innovation and the environment is the core to everything we do, and the way we do it. Raising awareness through experience for a more sustainable future"*



British Eco Coffee Roastery have achieved B Corp Certification  
& achieved the Highest Score in their industry Worldwide!!

## WHAT WE DO



We import and roast hundreds of different coffees from around the world. We work directly with the farmer wherever possible and use existing trade routes.

The primary focus of our business is to produce freshly roasted, *Deliciously Responsible Coffee* from the finest quality, ethically sourced, coffee beans with minimal impact to our environment.

Every aspect of our business is in some way related to our ethical and environmental ethos that is at the very core of our business. We pride ourselves in our environmental credentials, ethos and how we trade.





## OUR PRODUCTS

A new concept in Zero Waste, Maximum Taste and Convenience!



100% Fully Compostable, Eco Roasted Coffee Brew Bags are the perfect way to take great coffee with you wherever you go! Brewed like an ordinary teabag, this individual sachet of Eco Roasted coffees are just fantastic.

We carry a fully comprehensive range of over 100 different coffees in our Roastery. In-line with the ever-changing demand of the coffee industry, this enables us to remain a leading coffee supplier in the United Kingdom.

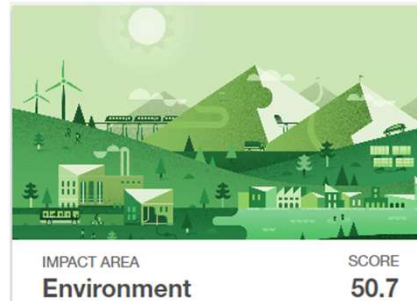
We supply Eco Roasted Coffee or raw Green Beans from every coffee producing country in the world!

We offer Private Labelling or our own immensely popular own branded retail coffees. We supply Retail, Trade and Wholesale in addition to Green Bean suppliers to other Coffee Roasters around the world.

<b>CREMA RICA</b> ARABICA BLEND	<b>ALL DAY</b> ARABICA BLEND	<b>EXTRA SMOOTH</b> ARABICA BLEND	<b>EL SALVADORIAN</b> ARABICA BLEND	<b>RWANDAN</b> ARABICA BLEND
<b>OPULENCE</b> ARABICA BLEND	<b>OLD DORSET</b> ARABICA BLEND	<b>DECAFFEINATED</b> ARABICA BLEND	<b>COSTA RICAN</b> ARABICA BLEND	<b>VIETNAMESE</b> ARABICA BLEND
<b>AURORA</b> ARABICA BLEND	<b>NICARAGUAN</b> ARABICA BLEND	<b>PERUVIAN</b> ARABICA BLEND	<b>UGANDAN</b> ARABICA BLEND	<b>INDIAN</b> ARABICA BLEND

**ECO ROAST**  
DELICIOUSLY RESPONSIBLE COFFEE

# OUR B-CORP JOURNEY



We achieved an incredible 130.3 points.

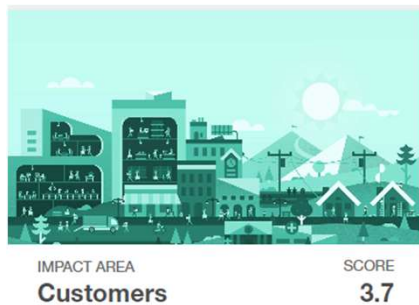
## Overall B Impact Score

Based on the B Impact assessment, 918 Coffee Co earned an overall score of 130.3. The median score for ordinary businesses who complete the assessment is currently 50.9.



- 130.3 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

We are the Highest Scoring  
Coffee Roastery in the WORLD!!





# Justin Cornelius CEO – 918 Coffee Co

To say this year has been a challenge would be an understatement, however knowing that we are not alone has encouraged us to look even further into new, innovative, methods and ways of working. First COVID-19, then the current economic and energy crisis have hit us hard and made us seriously think about what we are doing right now and how we best adapt to succeed in the future. Everything we have known and done has been affected in one way or another.

From seeing long standing and valued customers having to close their businesses through unprecedented economic downturn, watch helplessly as our own energy bills rise by 375% to only having access to less than 20% of the amazing coffee we had previously been able to enjoy!

Since we started 918 Coffee, we have year-on-year improved our environmental impact and evaluated our processes annually – this past year we had to do this quarterly. Despite the micro-monitoring of our business due to matters out of our control we have still managed to do so many positive things throughout the year that we are extremely proud of, given the challenges we faced. We would like to mention and thank our customers, who have endured a lot this past year, we hope that we have been able to support you the same way you have supported us.

This year has seen many new positive developments. We have worked tirelessly to develop a new consumer facing brand “Carbon Neutral Drinks”, which embodies all the amazing developments and partnerships we have made over the last 10 years such as Eco Roast, Ecologi and Project Waterfall to name only a few.

We’ve increased our tree planting impact across the globe and allowed our customers to do this with us now, given our wonderful staff an extra day off for their birthdays, diverted a further 90T of used coffees grounds from landfill, collected and used 5T of rainwater through our harvesting system, created 2 new full time jobs, saved over 5000KW in electrical energy by implementing new reduction measurements, planted a small meadow at the roastery with insect habitats as well as begun work on a new world first innovation for our roasting technology!

Our overall B Corp score is 130.3 making us the highest scoring B Corp Coffee Roaster in the World. In 2022 we were thrilled to be awarded B Corps Best for the World for Environment! This award not only recognises our achievements but also means that 918 Coffee Co scored in the top 5% of B Corps our size! Our aim is to achieve this again and improve our overall score even further this year!

Every business faces challenges, this year we will continue to build our business whilst reducing our impact to the environment, support our communities and care for our staff. Thank you all for being a part of our journey, there’s so much more still to come!



## NEW for 2023!!!

We are delighted to announce our newest initiatives for 2023!

### COMMUNITY

We are incredibly proud to support the Project Waterfall Charity. 771 million people globally do not have access to clean water. Whilst most enjoy pure filtered water in their coffee, communities at the end of the supply chain face a water crisis. We help bring clean water, sanitation and education to coffee-growing communities worldwide.

We have also joined forces with Ecologi – our pledge is to ensure we raise sufficient funds through the profits generated by sales of our products to support as many Ecologi programmes as possible.

### CUSTOMERS

We are thrilled to see our products in SPAR and we are in talks with other National Retailers!

### WORKERS

We have given our wonderful Staff their Birthdays Off every year!

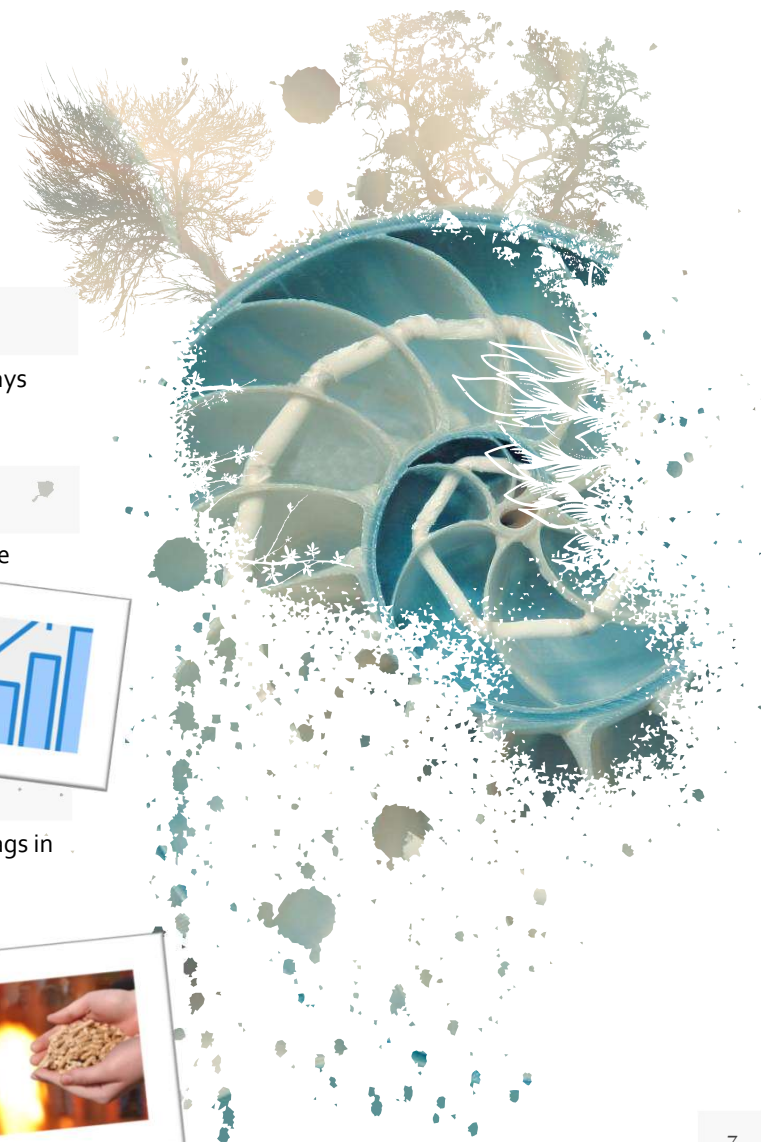
### GOVERNANCE

Despite the COVID Pandemic we saw an increase of 7% over our last fiscal year!

### ENVIRONMENT

We have launched our Eco Roast Coffee Brew Bags in 100% fully Compostable Packaging. These are already proving very popular for their taste, convenience and environmental credentials.

We also accept waste natural wood from a local businesses which we transform into bio-fuel pellets.





## COMMUNITY – BCORP SCORE 33.8

### PROJECT WATERFALL

So far over £1.5 million has been raised which has helped change over 80,000 lives in 7 countries:

ETHIOPIA – TANZANIA – KENYA – RWANDA  
UGANDA – NICARAGUA – VIETNAM

"A small action made once, has a small impact, but an impact all the same. That same small action made many times results in a much larger impact! So let's do this together"



### ECOLOGI

We love seeing our impact grow week on week through interaction with our wonderful customers. We pledge to keep growing our impact by planting trees for each of the following activities:

- 20 x trees for every retailer that signs up to stock our retail products (in retailers brand)
- 20 x trees a month from the sales from our outlet centre (in our brand)
- 1 x tree every week for each of our foodservice customers using Carbon Neutral Coffee blends in their own project
- 1 x tree for every online order we receive through our website

We pledge money to help fund our Ecologi tree planting campaign that helps change the lives of everyone in a small, but nonetheless positive way. Every one of our retail and foodservice customers help us to raise more funds, plant more trees and make a bigger difference!



#### Climate Positive Workforce®

Bring your team along on the exciting journey of climate positivity. Offset your team's personal emissions, and plant a company forest in their name.



#### Ecologi Zero® BETA

Get ahead of the curve with the innovative real-time carbon footprint analysis software that allows your business to achieve certified net-zero.



#### Impact Shop

Make a purchase for our planet. Fund climate solutions your way, through the store for positive climate impact.



#### Ecommerce & Integration

Plant a tree for every sale? Offset every transaction? From API to Shopify, we help your business shine in all the right places.



## ENVIRONMENT – BCORP SCORE 50.7

Our major innovation focuses solely on the reduction of waste produced in the industry, lowering carbon and methane emissions and providing a ZERO WASTE solution for our customers and other businesses to benefit from.

We created Eco Roast Technology and designed and built, the World's first Eco Coffee Roasters!

Eco Roast Technology harnesses the energy of Used Coffee Grounds for power. The grounds are transformed into either pellets or logs which are then used to power our Eco Coffee Roasters.

We have actively diverted over 90 Tonnes of our Customers Used Coffee Grounds from Landfills this Year!!!

***We operate the World's only  
Coffee Powered Coffee Roasters!***



## CUSTOMERS – BCORP SCORE 3.7

We are thrilled to see our new zero waste products in a growing number of local and national retail outlets!

In addition to our Deliciously Responsible Eco Roasted Coffees our Coffee Brew Bags are a new concept in Zero Waste, Maximum Taste and Environmentally Friendly Convenience!

Our 100% Fully Compostable, Eco Roasted Coffee Brew Bags are the perfect way to take great coffee with you wherever you go, and these are proving very popular with our customers!

We have clients in Deli's, Farm Shops, Hotels and Campsites taking advantage of a great tasting eco-friendly, easy to use product, available in a regular rich roast coffee as well as a decaffeinated version too.

By enabling our Customers to plant trees via Ecologi not only benefits our environment but also improves their CSR policy and encourages them to do more!



## WORKERS – BCORP SCORE 23.6

We have given our wonderful Staff their Birthdays Off Every Year!

At 918 Coffee our staff are invested into the company passions for both Coffee & the Environment. Their commitment, dedication, skills and ideas are who we are. 918 Coffee is a team of amazing individuals working together to make our business a force for good!





## OUR PLEDGE - GOVERNANCE

What we promised .....	What we delivered .....
To reduce electric consumption throughout the building.	Case study and visual demonstration on cost and impact of each electrical appliance in the building. Installation of a new electric Smart Meter so we can monitor in real time. Decommissioned all redundant equipment in the roastery that may have been on "stand-by". Switched majority of the lighting to LED from fluorescent lighting. Installed automatic plug switches for all equipment that operates between set hours at the roastery.
Improve GDPR and data security and privacy by renewing and investing in better systems.	Implemented our new CRM system 'Trello' and updated our privacy policies and processes to create a more secure and flexible CRM system.
Improve our Recycling procedures.	Purchased and installed a baler for the purposes of compacting cardboard and plastics. Separating and sorting the various recyclable materials, baling them and having it collected by a local recycling company. Ensuring use of 100% recycled void fill packaging which is produced internally from the usable cardboard packaging we receive from other suppliers.
Look at ways to reduce waste with neighboring businesses.	We have worked with neighbouring businesses to help repurposed some of their waste streams: Used pallets from a local metal work company and our own recycling partners, Recyclable boxes from our local landrover mechanics and converting to void fill packaging, Hardwood timber offcuts from the local joinery shop for our internal heating and drying process, Recycling of sawdust from a local furniture company into a bio-fuel mixture for use in our Eco Roast process.
Introduce formal feedback and debrief processes.	Added internal and external debriefs into our project process to ensure both the team and our clients' opinions are heard. Introduced a customer account manager to monitor and maintain this going forward.

## OUR PLEDGE - GOVERNANCE (continued)

What we promised .....	What we delivered .....
Interact with new social projects.	We have now setup partnerships with both Ecologi and Project Waterfall. Ecologi look after our Carbon Avoidance Projects in line with our new in-house brand "Carbon Neutral Drinks" Project Waterfall provide Fresh Water solutions in Coffee growing communities in Ethiopia that we champion through our Carbon Neutral Drinks brand.
Introducing more thorough procurement process.	We now ensure all potential products and suppliers are vetted for sustainable, ethical and best practice provenance by way of a supplier questionnaire.
Telling our story to a wider audience.	We have now employed a social media manager who reports on areas of our Carbon Neutral Drinks campaign. Ensuring our wider audience is kept up to speed with the improvements and advances that we have made throughout our journey.
Delivering a better way for customer to communicate with us.	We have introduced Business WhatsApp numbers for customer service and ordering processes. This allows our customers to converse and place orders at times that fits around their own schedule.
Reduce our own internal coffee waste created by our "keeping it fresh" manufacturing policy.	Creating outlet products at discounted prices for the public to purchase direct from the roastery. This reduces our "keeping it fresh" waste to zero!

## OUR FUTURE PLEDGE - GOVERNANCE 23/24

### What we promise .....

We are looking to widen consumer awareness of our Carbon Neutral Drinks brand and what it stands for by launching our first Carbon Neutral Pod (A semi-permanent site located coffee serving space built from a used shipping container) to publicly tell our story at high footfall destination sites and attractions. The aim is to launch a number of pods across the UK that all carry our same core ethics and amazing products. The view is also to include as many B Corp suppliers as is possible.

Reduce our electricity consumption further by swapping out the remaining fluorescent lighting for LED and to invest in Solar Power on the building.

Identify and implement new training opportunities for all staff.

Continue to innovate on our drying technology for the increased production of our used coffee eco fuel.

Further innovation on our closed loop clean air system which will be partly powered by our new eco fuel dryer. We aim to implement the new system on a test basis later in 2023.



## OUR PLEDGE - CUSTOMERS

What we promised .....	What we delivered .....
Review our services and processes to offer better value and improve our face-to-face contact with our customers.	We reviewed and restructured the entire team and internal processes and implemented a new client contact system to create better communication and clarity for customers.
Increase the amount of coffee waste collected.	Introduced a local collection route to increase the number of customers we can offer this service to. Have also made this a standard part of our new Magical Machines package, whereby we rent coffee machines to customers and automatically collect their waste coffee grounds.
Introduce a formal customer feedback mechanism to better review and action improvements.	Embedded feedback calls with clients and added a formal recording and reporting system within the CRM system.
Spend more time with key clients in order to invest in their success.	Formally introduced quarterly account re-views to ensure that our most engaged clients are receiving the best possible service from the team - in turn enabling our clients to achieve the greatest impact from our long-term collaboration.
Showcase more of our customers achievements.	Share customer stories on social media including updates, photos and increasing customer engagement and relationship.
A new community project.	This year we're asking for feedback from clients as to whether they'd like to see more projects such as our current projects, Ecologi and Project Waterfall. These projects help us offer further subsidies to charities and not-for-profit causes that fit within our Sustainable Development Goals. We hope clients will see it as an opportunity to 'pay it forward' and use their spending power as a force for good.
Enable customers to increase their environmental impact.	"Magic Coffee Machines" is a coffee machine rental package that automatically contributes to our tree planting and carbon avoidance schemes. This allows our customers to have a direct impact.
Increase number of ethical products we hold in stock.	Introduced new biodegradable cups/lids, clear recyclable cups, recyclable plastic bottles of syrups.
To make the roastery more accessible.	Installed EV charging stations and take bookings for roastery tours and coffee training sessions.

## OUR FUTURE PLEDGE - CUSTOMERS 23/24

### What we promise .....

Offer our customers more in house barista training on a regular basis to keep their knowledge and skills up to date. Creating a coffee school for further advanced training.

Giving more regular roastery tours to customers so they can see how the process works and be more engaged with the business.

Create a number of customer viewing and seating areas at the roastery for visiting customers to use.

Look to support 10 new 'magic coffee machines' in the coming 12 months. Delivering an expected 1000 trees to be planted with this.

## OUR PLEDGE - WORKERS

What we promised .....	What we delivered .....
Reward staff for their engagement and commitment to our business	We have rewarded each member of the team with their birthdays off as extra paid holiday.
Reduce the hours in the standard working week.	Implemented an earlier finishing time for all staff for them to spend more time with friends and family.
More company joint activities.	We have taken the full team to exhibitions, trade shows and award ceremonies where there has been an element of work and play for the whole team.
Access to vehicle charging.	Installed EV charging point for staff to use.
Identify and implement internal staff training.	Fire safety training, food hygiene and an apprenticeship.
Introduce profit share scheme.	Invited more senior members of the team to our internal coffee investment scheme, which allows members to invest in an area of the business that pays interest on the investments. Investment levels are low and protected – so enables the members to see a steady return on their investments.



## OUR FUTURE PLEDGE - WORKERS 23/24

### What we promise .....

Engage the staff in more external events with the business including more trade shows, exhibitions and award ceremonies.

Incorporate more team building activities throughout the year so that as the team grows, our core values remain a focal priority

To implement more flexible working hours for staff working in different areas of the business.

To support and promote existing staff members looking to fill internal vacancies and promotion opportunities

To train an internal engineer for our growing fleet of coffee machines to further support our production team as well as our customers.

## OUR PLEDGE - SUPPLIERS

What we promised .....	What we delivered .....
Review our current supply database to ensure that our supplier list was built on the same core ethics as our own.	Improved our supplier selection process with sustainability in mind by implementing a supplier questionnaire.
Actively seek more local suppliers to our own business instead of relying on national suppliers alone.	Actively engaging with other local manufacturers and suppliers and continuously monitoring and reviewing. We have recently switched over to supplies from local syrup producers and well as a local condiment supplier.
Ensure we only stock responsible products.	Reviewed all current product stocks, replacing any that did not meet criteria and introducing new products from suppliers meeting the criteria of our supplier questionnaire..
Source more sustainable packaging including our coffee packaging.	Working with existing suppliers to improve the sustainability of our packaging. Our cardboard boxes are now a minimum 60% recycled cardboard. We have now switched coffee bag manufacturer to deliver a recyclable solution for our trade coffee products.
Engage with more environmentally conscious companies including B Corp.	Switched tea supply to Birchalls who are the only carbon negative tea factory in Europe. Switched to Sweetbird syrups as they are produced locally in Bristol. Work with a carbon neutral retail packaging company that produces our cardboard boxes and now looking at new types of packaging for our new retail products that promotes our Zero Waste goals.
Reduce the amount of packaging from suppliers that goes to waste.	We now reuse supplier boxes, shred supplier cardboards and recycle supplier plastics wherever possible.

## OUR FUTURE PLEDGE - SUPPLIERS 23/24

### What we promise .....

Ongoing tree planting through our partner Ecologi, we want to make an impact by reaching 10,000 trees planted.

Look to incorporate more B Corp suppliers within our business, both for the roastery and the Carbon Neutral Pods.

Look to switch over to 100% bio or recyclable packaging for our own products, both retail as well as trade.

Continue to champion our supplier partners through social media engagement.

Involve our key suppliers in more face –to-face opportunities such as training and team building activities.

## OUR PLEDGE - ENVIRONMENT

What we promised .....	What we delivered .....
Increase the amount of waste coffee diverted from landfill	Increased the number and area of customer collections. Developed a great relationship with a biogas company who transform any surplus waste to clean energy.
Look at ways to reduce water consumption.	Implemented a grey water harvesting system to service our van washing and waste tub washing station.
Engage with environmentally conscious charities and support their causes.	Formed a partnership with Ecologi and Project Waterfall. Both companies engage with best practice environmental projects across the globe to help protect the environment.
To reduce the amount of true waste 'disposable' products.	We now only stock biodegradable and recyclable coffee 'disposable' products for the benefit of the environment. Replaced existing shrink wrap with biodegradable wrap for larger pallet orders too.
Look at more sustainable methods of heating our building in the colder months.	Commissioned our RHI solid fuel heating system with which we can use our own combustible waste to efficiently heat the warehouse space.
Work closely with select coffee growers who champion the environment through their coffee production methods and practices.	We have formed a partnership with new coffee co-operatives and farms that are employing environmental best practice in their coffee growing and processing methods. This includes the first Carbon Neutral Coffee Farm in Costa Rica – the Santa Anita Estate
Look at ways we can plant trees on a regular basis around the world in regions that will most benefit from their presence.	We formed a working partnership with Ecologi, who now manage all our tree planting activities, ensuring that we continue to contribute to the campaign to further the impact it will have on the environment in a positive way.



## OUR FUTURE PLEDGE - ENVIRONMENT 23/24

### What we promise .....

New community project to be linked to any new products or schemes we will introduce in the future.

New garden and wildlife area at the roastery to encourage flora and fauna.

To look at a solar power project for our roastery and coffee pods.

Find new 'waste' products to repurpose.

Produce increased volume of coffee Eco Fuel internally with a view to bring to market.

Increase the amount of waste coffee collected from customers to hit our annual goal of 100T diverted from landfill.

Extend our grey water harvesting to reduce the amount of water used to flush the toilets at the roastery

Setup multiple new Carbon Neutral Pods around the country that will automatically contribute to our Carbon Avoidance projects with Ecologi.

## AWARDS ..... *for doing what we love!*

Throughout our journey, our efforts have been recognised by being awarded some of the world's most prestigious awards. This is a fantastic bonus for us as we are passionate about Coffee & our Environment and truly work in the mindset that one should not be to the detriment of the other.

Here are just a few of the awards we have received for continuing our passions and a Force for Good!

*BCorp Best for the World - Environment*  
*Federation of Small Businesses & Worldpay – UK Winner*  
*The Taste Awards*  
*International Green Apple Award – Winner & Ambassadors*  
*Product Innovation*  
*Southern Sustainability Awards – Overall Winner*  
*waste2zero*  
*World Beverage Innovation*  
*PEA – People. Environment. Achievement. Award*



# Thank You!

We are incredibly proud of our B Corp Certification and being a part of such an incredible community.

g18 Coffee are making a difference, *together* we can create an *impact!*

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✉ [Enquiries@g18Coffee.com](mailto:Enquiries@g18Coffee.com)

🌐 [www.g18Coffee.com](http://www.g18Coffee.com)

🌐 [www.carbonneutraldrinks.com](http://www.carbonneutraldrinks.com)

🌐 [www.eco-roast.com](http://www.eco-roast.com)



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