



# COMMITMENTS CERTIFICATIONS CSR PRACTICES

Our equipment suppliers under  
the microscope



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# INTRODUCTION

For 7 years, we have been bringing you the very best accessories, tested, approved and analysed for use with the best speciality coffees. 7 years spent singling out innovative accessories and conducting our business with passion. Yet something was lacking...



In 2021, we began introducing socially-engaged products that make ecological sense. And this year we have taken our work a step further, applying the same values we uphold for our coffee to our equipment: traceability, quality and a relationship of trust with our accessory suppliers, underpinned by a responsible purchasing strategy.

We began this process by choosing the focus of our assessment. And so on the one hand we have standards, in particular ISO 26000, which sets the guidelines for CSR, and on the other our Belco values, integrity and transparency. We evaluate our suppliers on all these criteria.

Our analysis covers five themes: production, social action, environmental policy, quality and responsible procurement. We assess suppliers based on statements made in video interviews and documents provided as evidence.

These efforts will teach you even more about the brands you make available to your customers, giving both their purchases and our profession more meaning.

# GLOSSARY

## ISO9001

This standard defines the quality management system requirements for companies aspiring to continuously improve customer satisfaction and provide compliant products and services.

## ISO14001

This standard provides a framework for controlling **environmental impacts** and continuous improvement of environmental performance.

## ISO45001

This standard specifies the requirements for an **occupational health and safety management system**.

## Bcorp

This is one of the best known certifications, awarded to commercial (for-profit) companies meeting **social, environmental, governance and public accountability requirements**.

## FSC

The Forest Stewardship Council (FSC) is an ecolabel that promotes **ecological, social and economic forest management**.

## Ecovadis label

This label assesses how a company integrates **CSR principles** into its business. It issues bronze, silver, gold and platinum ratings.

## BSCI

The Business Social Compliance Initiative (BSCI) is an industry-driven movement aimed at monitoring and evaluating workplace standards across the global supply chain. The BSCI provides companies with a common code of conduct and action plan.

## Climate neutral

The Climate Neutral label seeks to eliminate global carbon emissions by encouraging brands to measure, offset and reduce their carbon footprint.

## 1% for the planet

1% for the Planet is a global movement led by companies that have decided to donate 1% of their turnover to environmental NGOs.

# RATING CRITERIA

Our rating criteria concern both the company and its facilities.

The “**production**” component covers the production site and visits.

The “**social action**” component covers the sub-themes of human resources (health and safety at work, freedom of expression and social dialogue, career management and training, measures for the personal development of employees and respect for their private life) and human rights (child labour, forced labour, diversity, discrimination, harassment).

The “**environmental policy**” component covers the sub-themes of operations (energy consumption, water consumption, greenhouse gas emissions, biodiversity, pollution, waste reduction, use of chemicals) and products (end-of-life products, packaging, eco-design).

The “**quality**” component relates to quality control and, more generally, the responsible management of information with respect to consumers (integrity of information on products and their components, after-sales service, warranty period, protection of consumer health and safety).

The “**responsible procurement**” component analyses the social and environmental practices of lower-tier suppliers.

## Production

- ● ● No factory of its own and no visits of the partner factory
- ● ● No factory of its own but has a partner factory that is visited occasionally
- ● ● No factory of its own but has a partner factory that is visited regularly, at least twice a year
- ● ● Own factory

## Social action

- ● ● Nothing is done, or no information is provided
- ● ● Non-OECD country, but is mindful of human rights
- ● ● OECD member country, respects human rights
- ● ● A social management system is in place or a CSR charter has been written and is implemented

## Environmental policy

- ● ● Nothing is done, or no information is provided
- ● ● Some actions have been taken to reduce environmental impact
- ● ● Committed to reducing environmental impact
- ● ● An environmental management system is in place or a CSR charter has been written and is implemented

## Quality control

- ● ● Nothing is done, or no information is provided
- ● ● Random quality control
- ● ● Systematic quality control of all products
- ● ● A quality management system is in place

## Responsible procurement

- ● ● Raw materials are purchased by the partner factory
- ● ● Raw materials are purchased by the company, but not locally
- ● ● Raw materials are purchased by the company, locally (same continent)
- ● ● Known, local suppliers, with implementation of a code of conduct



# RESULTS

## Communication

With this initiative, we seek transparency. We communicate the results of our assessment to our suppliers and to our teams and customers. We have enjoyed some wonderful surprises and rich experiences, outclassing the traditional supplier/distributor relationship, which is why we spotlight these brands' best practices in our new 2022-2023 catalogue.

**To communicate the positives, of course. But the negatives too!**



## Our suppliers commit

From here on in, we will be asking all our suppliers to commit to the 10 fundamental rights and principles of our CSR charter. By accepting, our suppliers confirm their agreement with our terms and conditions. They agree to be evaluated on these principles, through use of questionnaires, visits or audits. We will also assess new suppliers, who must make a moral

commitment, by accepting this charter, before securing a contract with Belco. We have already made strong choices. Proaction is the most effective means of preventing supplier risk. We want the freedom to make our own choices, and to narrow our list of suppliers if necessary.

## Ever greater transparency!

### Our aspirations for the future?

To support our suppliers, from a perspective of continuous improvement. And onboard new suppliers in line with our responsible strategy. We are seeking more sustainable partnerships and joint projects. And where possible, on-site audits with assistance from organisations to share even more information.

Henceforth, we will be working hand in hand with suppliers to raise environmental and social awareness, to bring you accessories and coffees that embody our shared values.

# ABLE

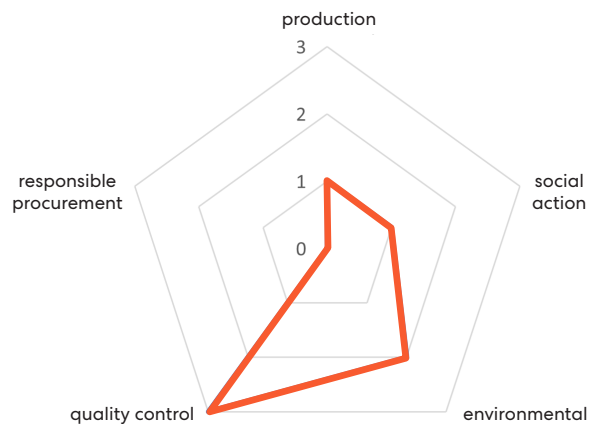
Able employs two people, Brad Walhood and Mark Hellweg, who bought the brand in 2018. The company's head office is located in Portland, Oregon (USA). They produce reusable stainless steel filters.

**A Belco partner**  
since April 2016.

**Own factory**  
No, production is outsourced to China.

**Best practices**  
The filter is reusable, which is eco-friendly in itself. Able makes high-quality stainless steel a priority.

**Certifications**  
ISO 9001



# ABZAC

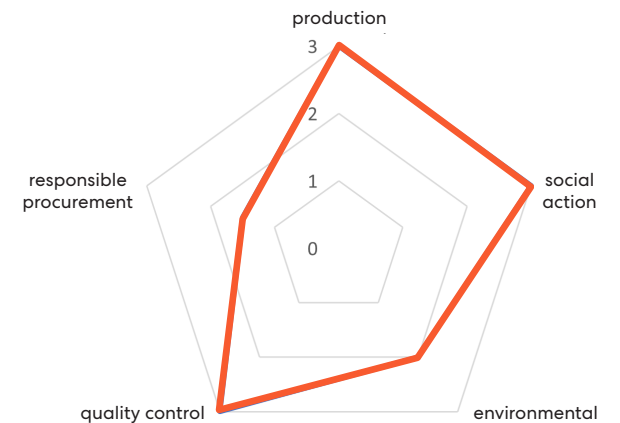
Abzac is a French group created in 1928 that employs 550 people. They are based in Abzac, Gironde (France). They produce cardboard drums.

**A Belco partner**  
since July 2016.

**Own factory**  
Yes, in Abzac (France). They also have 13 other factories worldwide that manufacture other products.

**Best practices**  
The products that Belco buys are made from recycled materials and can be recycled at the end of their lives. Abzac assesses the social and environmental practices of its strategic suppliers with whom it co-signs a code of conduct.

**Certifications**  
ISO 9001  
Ecovadis Gold



# ACAIA

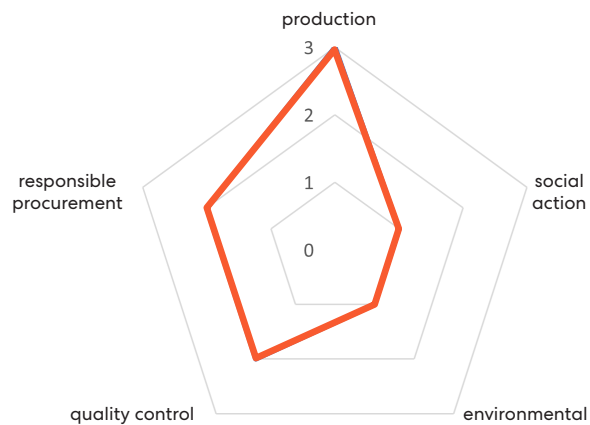
Acaia is a company founded in 2013 that employs 10 people. Its head office is at Alhambra, in California (USA). Its European branch is based in the Netherlands and has 5 employees. They produce weighing scales.

**A Belco partner**  
since May 2018.

**Own factory**  
Yes, they have their own factory in Taiwan that employs about 200 members of staff.

**Best practices**  
Acaia supported US roasters in difficulty during the Covid crisis by offering free scales.

**Certifications**  
No



# AEROPRESS

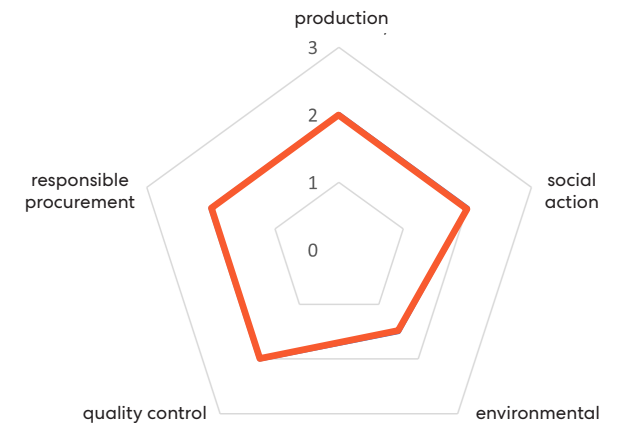
Aeropress is a company founded in 1984 that employs 7 members of staff (the name Aeropress did not appear until 2005). Their head office is in Palo Alto, California (USA). They produce the famous Aeropress.

**A Belco partner**  
since May 2016.

**Own factory**  
No, production is outsourced to 3 factories in the USA.

**Best practices**  
All raw materials come from the United States, for full traceability.

**Certifications**  
No



# BRODART

Brodart is a French family business with 300 employees, founded 100 years ago. Their head office is located in Troyes, Aube (France). They produce sachets, including the Bronze range.

**A Belco partner**  
since September 2016.

## Own factory

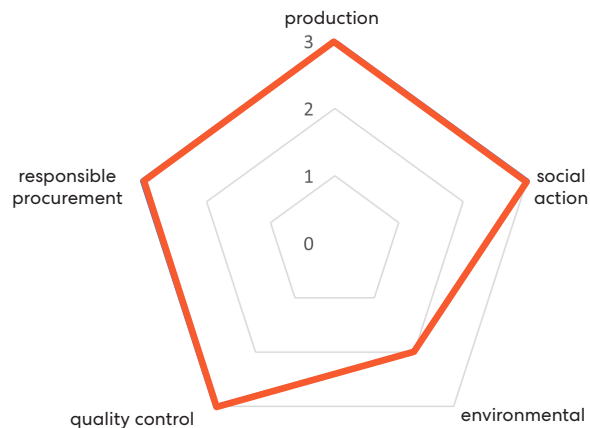
Yes, the factory that produces our sachets is located near Béziers and employs 15 people. They also have 8 other factories of their own, all located in France.

## Best practices

The company has many different certifications depending on the factory. They have also appointed a CSR manager. They send a CSR charter to suppliers, who are required to commit to its content. All new suppliers are asked to adhere to this CSR charter. 95% of their raw material suppliers are French or European (full traceability).

## Certifications

ISO 9001  
Ecovadis Silver



# BRUTE Rubbermaid

Rubbermaid is a Newell Brands company created in 1968. The Newell Brands portfolio includes also Mapa and Spontex. Rubbermaid is based in Huntersville, North Carolina (USA). They produce our Brute containers.

**A Belco partner**  
since March 2018.

## Own factory

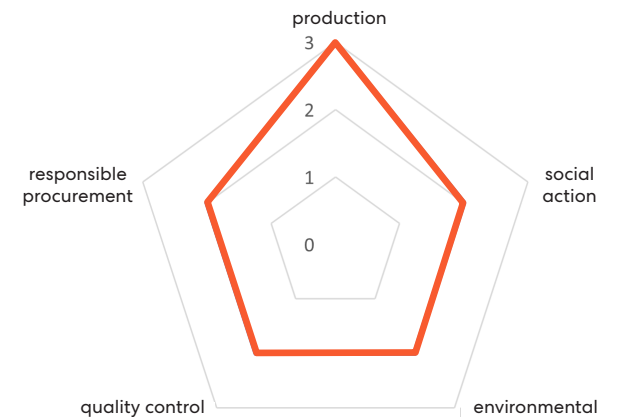
Yes, the products Belco purchases are manufactured in Winchester, Virginia (USA) and in Winfield, Kansas (USA).

## Best practices

Newell Brands is committed to sustainability and publishes a yearly CSR report. It has a CSR director, who oversees initiatives and chairs the board. All products are inspected after production; if non-compliant, they are reground and reused as raw materials. Since 2016, they have reduced their landfill waste by 72%, mainly through their recycling and reuse efforts.

## Certifications

No





# CHEMEX

Chemex is a family business with 35 employees established in 1941. The company is now owned by Eliza Grassy and her brother. Their head office is in Chicopee, Massachusetts (USA). They produce the iconic Chemex and its filters, in addition to electrical machines.



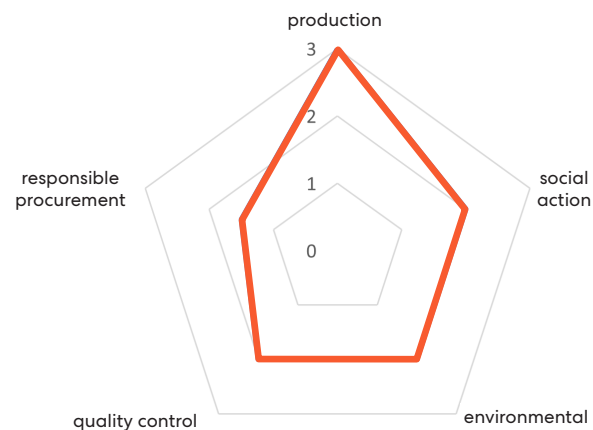
**A Belco partner**  
since May 2016.

## Own factory

Yes, they have their own factory in Chicopee. They receive the glass, inspect it, polish it, hand tie the cord, and pack and ship their own Chemex coffee makers. They do not have a factory for their Ottomatic products, which are manufactured in China.

## Certifications

No



## Best practices

The glass comes from Germany, the filters and packaging materials from the USA.

They use a very resistant glass which guarantees clarity and shine. The precise, uniform wall thickness reduces tension in the glass and limits risk of cracks.

They visit their partners, including their glass supplier, regularly to ensure compliance with the highest quality standards. The trees used to

make the paper filter are responsibly managed and comply with the Forest Stewardship Council, Sustainable Forestry Initiative and Programme for the Endorsement of Forest Certification sustainability programmes: The filters are biodegradable and compostable. The brand's website gives ultra-creative upcycling tips for repurposing Chemex jugs: flower vases, art sculptures, etc.

# CIRCULAR&CO.

Circular&Co has 16 employees and was established in 2003. Their head office is in Perranporth, Cornwall (UK). They produce cups made from recycled materials.

**A Belco partner**  
since September 2020.

## Own factory

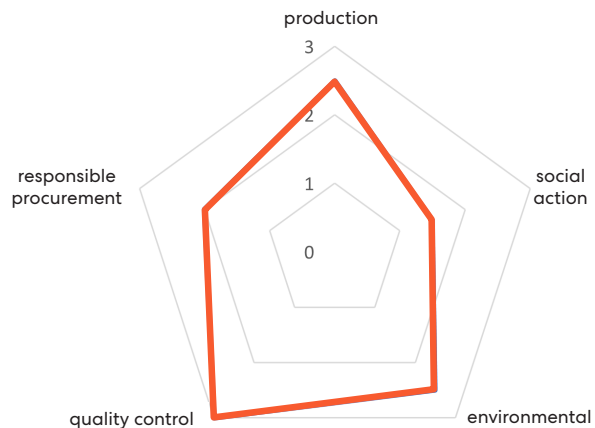
Yes and no, they have their own factory in the UK and subcontract production to a factory in China.

## Best practices

Their mugs are made from recycled coffee cups, collected for Circular by Veolia UK. Each mug is made from recycled materials and is designed to last 10 years. They can also be recycled at the end of their lives. Each mug recycles 6 used paper coffee cups. They also propose a take-back system: Circular offers a 30% discount to anyone who returns their Circular product at the end of its life.

## Certifications

ISO 9001 (UK and Chinese facilities)  
ISO 14001 (UK facilities)



# CLEVER DRIPPER

Clever Dropper is a Taiwanese company with 10 employees that was created in 1996. Their head office is in Taipei (Taiwan). They produce drippers.

**A Belco partner**  
since August 2016.

## Own factory

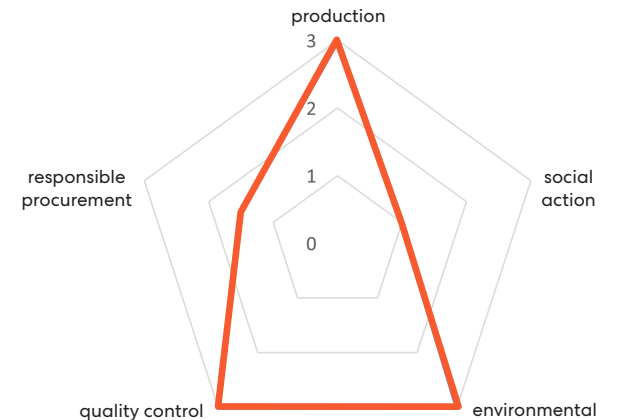
Yes, they have their own Taiwanese factory in Taipei.

## Best practices

Each year they donate 1-2% of their annual turnover to charity. Labour regulations are very strict in Taiwan. Companies must provide work and health insurance for each employee and implement health and safety policies.

## Certifications

ISO 9001  
ISO 14001



# COMANDANTE

Comandante is a German company founded in 2012 that has 8 employees. Its head office is in Unterhaching (Germany). They produce grinders.

**A Belco partner**  
since January 2018.

## Own factory

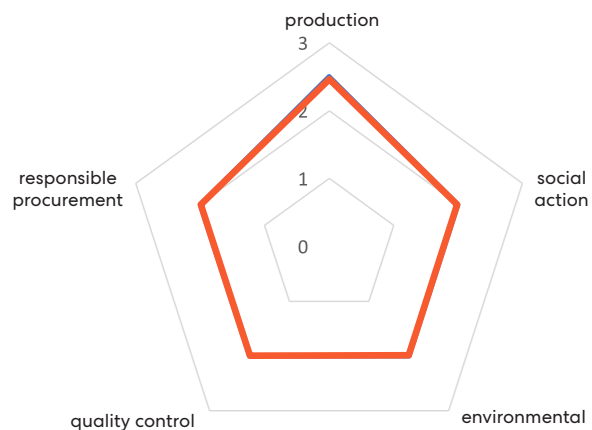
Yes and no, they subcontract the manufacture of the various parts (burr, handles, etc.) to another German factory, but they assemble and package the products in their own factory in Unterhaching (near Munich).

## Best practices

Comandante grinders are designed to last for generations. Comandante supports environmental tree-planting projects in Brazil. They also provide financial support for social projects and local children's organisations. They source most of their raw materials from Germany, and no further afield than Europe (known partners who ensure full traceability).

## Certifications

No



# CRAFTED

Crafted Leather has 5 employees and was established in 2014. Its head office is located in Tilburg (the Netherlands). They produce leather aprons.

**A Belco partner**  
since April 2019.

## Own factory

Yes, they produce their leather products at their own factory in Tilburg.

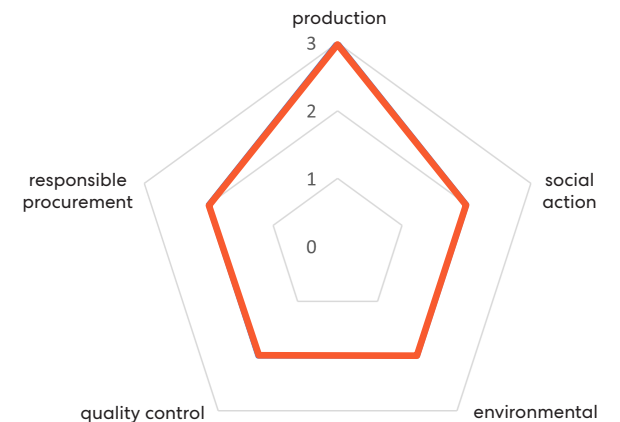
## Best practices

Their partner tannery (where the hides are transformed into leather) is a 10-minute drive from Crafted Leather's head office. So they usually visit twice a week to check the quality and colour of the leather.

They use only plant-based dyes (no chemicals). Any small scraps of leather left over from aprons are used to make smaller items.

## Certifications

No





## ELCOM

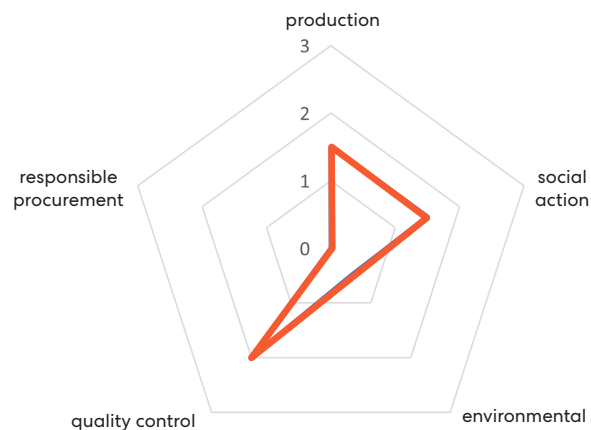
### Coffee machine sale

Elcom was founded a few years ago by Szymon Cizek. It employs 3 people. Simon imports his machines from China and then adds parts to meet CE regulations. The company produces heat sealers and bagging machines. Its head office is in Szydłowo (Poland).

**A Belco partner**  
since October 2020.

**Own factory**  
No, the machines are purchased in China. Szymon adds the necessary parts in his workshop in Poland.

**Certifications**  
No



## FELLOW

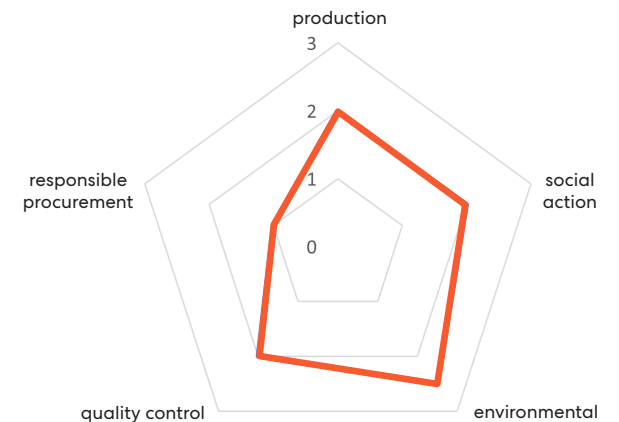
Fellow was founded in 2012 and employs 85 people. Their head office is in San Francisco, California (USA). They produce kettles, grinders and other coffee accessories.

**A Belco partner**  
since October 2016.

**Own factory**  
No, the 5 factories they subcontract production to are in China. 10% of the Fellow team is based in China, to be near their production facilities.

**Best practices**  
Fellow is currently working on the publication of a code of conduct to evaluate its suppliers, for release by the end of 2022. Its website promotes its Commitment to Change and its support for Black Lives Matter. It has also set up a Diversity and Belonging committee. In terms of packaging, the company aims to use reusable bags for all its products by the end of 2022.

**Certifications**  
ISO 14001 (2 Chinese facilities out of 5)





## GDS EBB

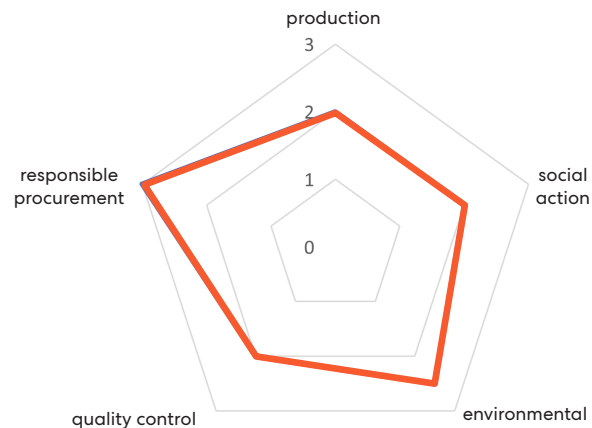
GDS was founded by in 2015 Geana Sieburger, who runs the business alone. She named her company after the ebb of the tide. Its head office is in Oakland, California (USA). The company produces organic cotton filters.

**A Belco partner**  
since September 2020.

**Own factory**  
No, the filters are produced at a small factory that employs 6 people in California. Geana often visits to control production.

**Best practices**  
Geana pursues a 100% transparent sourcing and ethical manufacturing policy. The cotton she uses to make her coffee filters is grown organically in Texas and woven in South Carolina. She works directly with farms to ensure every step of the process is both sustainable and ethical. She uses no insecticides, herbicides, pesticides or dyes. She redistributes 3% of her annual online sales to support organisations that protect civil rights, empower marginalised groups and protect the environment.

**Certifications**  
No



## GOAT STORY

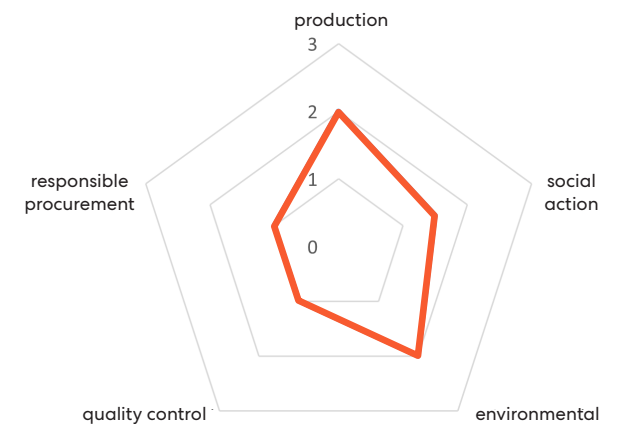
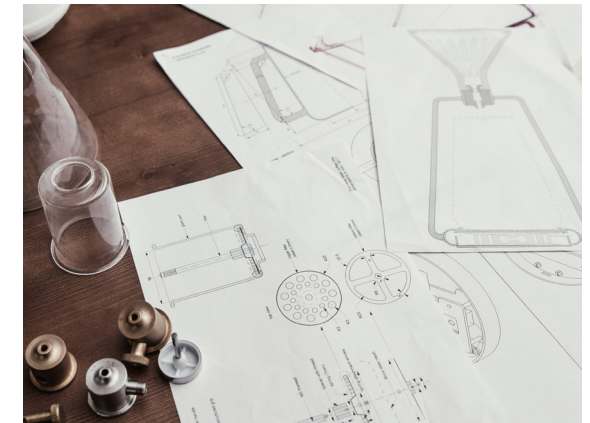
Goat Story was founded in 2014 and employs 20 people. It is part of the EquaGroup, which also produces reusable bottles and all-natural and vegan home and body care products. Its head office is in Ljubljana (Slovenia). It produces coffee makers and grinders.

**A Belco partner**  
since May 2022.

**Own factory**  
No, the products are produced in a Chinese factory. Goat Story's logistics manager is based in China and has been dealing directly with the factory since 2014.

**Best practices**  
EquaGroup pursues a sustainable approach, as it also produces reusable bottles and natural care products. Goat Story has installed solar panels to produce its own renewable energy. The company also offers its employees fitness classes.

**Certifications**  
No



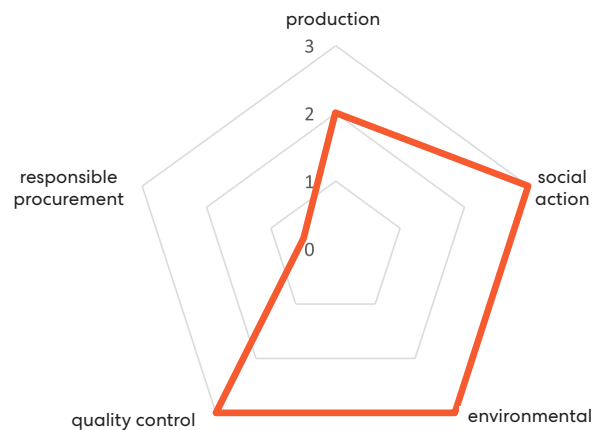
# GROSCHKE

Grosche has 14 employees. It was founded by Mehreen and her husband, Helmi Ansari, in 2006. Starting this business was a way for them to help local communities (Mehreen and Helmi are actively involved in clean water issues on account of their personal history). Its head office is in Cambridge, Ontario (Canada). They produce moka pots and other items, including thermoses.

**A Belco partner**  
since April 2022.

**Own factory**  
No, they subcontract production to 15 factories in China. All were visited by Helmi before signing a contract.

**Certifications**  
ISO 9001  
ISO 14001  
B CORP  
BSCI



## Best practices

They use profits from sales to fund the Grosche Safe Water project in 6 countries. This project provides access to clean water for local communities through installation of biosand filters in remote and poor areas. Each Grosche product purchased funds over 50 days of clean water (200 million days of drinking water have been saved

over the past 12 years). The company has also partnered with Trees for the Future (10,000 trees planted in Haiti and Africa), and is very involved in local projects. Helmi has personally visited and audited all the factories he works with to ensure they meet his social and environmental requirements.



# HARIO

Hario has 150 employees and was founded in 1921. Dubbed the “King of Glass”, Hario is famous for its high-quality and durable glassware. Its head office is in Tokyo (Japan). The European branch is based in Amstelveen (Netherlands) and employees 6 members of staff. They produce drippers, jugs, kettles, grinders, filters and other accessories.

**A Belco partner**  
since May 2016.

## Own factory

Yes for the glassware, they have a factory in Koga (Japan).

No for the other products, production of which they subcontract to 4 other factories in Japan, China, the Netherlands (some filters) and Germany (kits).

## Certifications

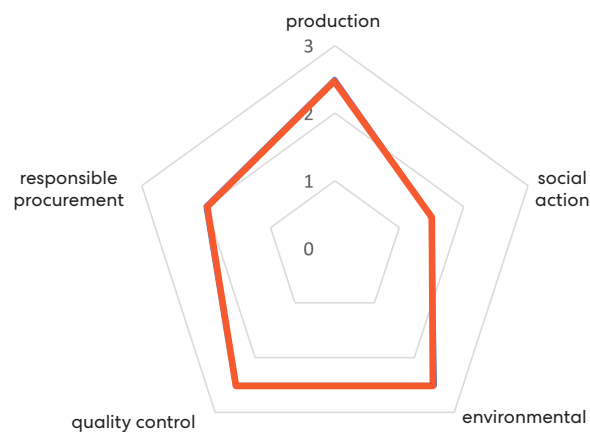
ISO 9001  
ISO 14001 (Koga facility, none for the others)



## Best practices

25% of management positions are held by women (quite rare in Japan). They have set up a health and safety committee to promote employee health management. They organise workshops to teach stretching exercises and have set up nap rooms for factory workers when they finish their night shift. In 1971, Hario developed an all-electric melting furnace, to power its manufacturing process using electricity alone.

They were among the first to stop emitting polluting gases. The press-moulded glass pieces and any bits left over after glass blowing are returned to the furnace for reuse as a raw material. Its V60 filters contribute to Project Waterfall, aimed at uniting the coffee industry and coffee consumers to “give back” to coffee farmers by investing in sustainable clean water, sanitation and hygiene projects. Since 2011, the project has raised over £1 million.



# KALITA

Kalita is a family business with 65 employees established in 1958. Its head office is located in Yokohama (Japan). They also have 4 subsidiaries and 1 maintenance centre in Japan. They produce kettles, jugs, drippers and filters.

**A Belco partner**  
since October 2020.

## Own factory

Yes, they have a main facility in Shizuoka (Japan) that produces kettles and filters.

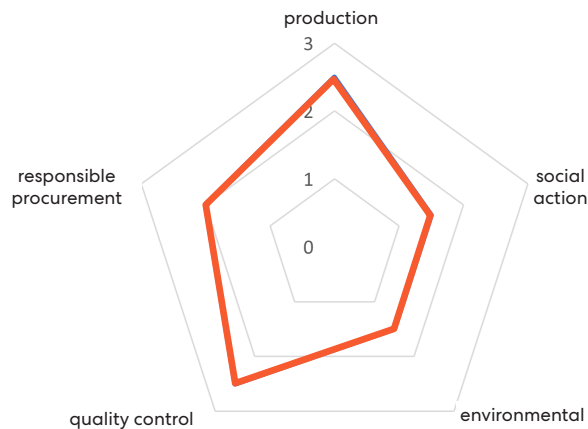
No for the other items, production of which they subcontract to factories in Thailand (jugs), China and Taiwan (drippers).

## Best practices

Japan imposes strict social and environmental standards. Kalita has long-standing relationships with all its suppliers.

## Certifications

ISO 9001 (Shizuoka facility, none for the others)



# KINTO

Kinto has 50 employees and was founded in 1972. Its head office is in Shiga (Japan). They also have a subsidiary in the Netherlands and one in California. They produce tea and coffee accessories.

**A Belco partner**  
since May 2016.

## Own factory

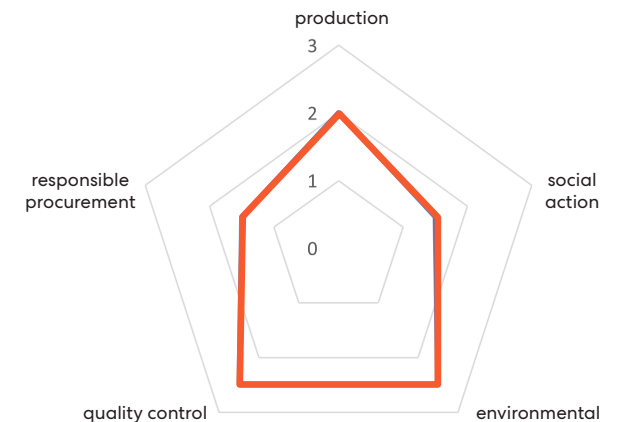
No, the company subcontracts production to 5 factories (2 in Japan, 3 in China). Its porcelain items are produced in Japanese factories, while the glass, stainless steel and resin items are produced in Chinese factories.

## Best practices

The company has set up LED lighting and solar power generation at Kinto and in its partner factories. Kinto chooses materials not only for their aesthetic qualities, but also for their safety, simplicity of use and resilience. They have departments dedicated to quality control and customer service.

## Certifications

ISO 9001  
ISO 14001 (2 Chinese facilities)





# KRUVE

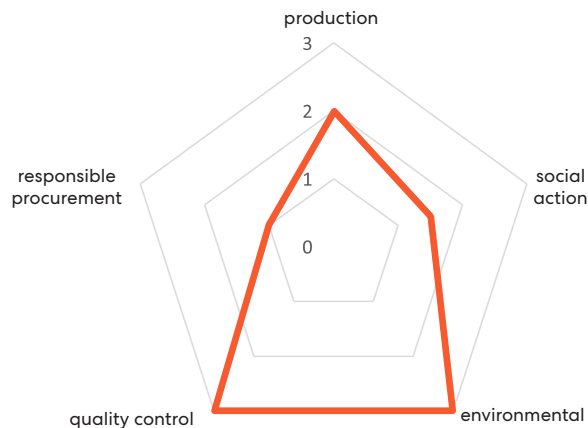
Kruve is a family business founded in 2015 by Marek Krupa and his 2 brothers. Its head office is in the province of Ontario (Canada). They produce sifters.

**A Belco partner**  
since February 2018.

**Own factory**  
No, they subcontract production to 4 Chinese factories.

**Best practices**  
They have a contract with 2 companies in China who manage sourcing, quality control and regulatory certification. They visit the facilities to ensure that quality control is carried out and regulations are met.

**Certifications**  
ISO 9001  
ISO 14001



# LE NEZ DU CAFÉ

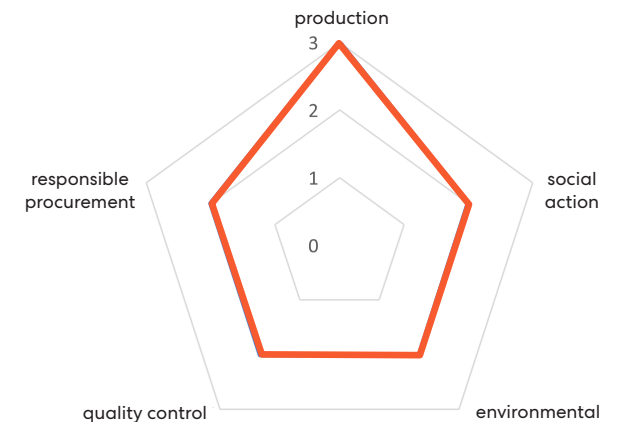
Le Nez du Café is a French family business with 7 employees, created in 1981 by the Lenoir family. Its head office is located in Cassis, Provence (France). They have their own handicraft workshop.

**A Belco partner**  
since July 2020.

**Own factory**  
Yes, they have their own workshop in Cassis.

**Best practices**  
They work with local suppliers: aromas are sourced from Grasse and the cardboard from Drôme; their glassware is blown in Italy. The objects are handmade. Their aromas are prepared by Viva Lenoir in collaboration with consultant flavourists. The company works with a French non-profit organisation to assist disabled people in finding work (ESAT).

**Certifications**  
No



# LIGHTTELLS

Lighttells was founded in 2014 and has 15 employees. Its head office is located in the city of Chubai (Taiwan). They produce measuring devices.

**A Belco partner**  
since April 2018.

## Own factory

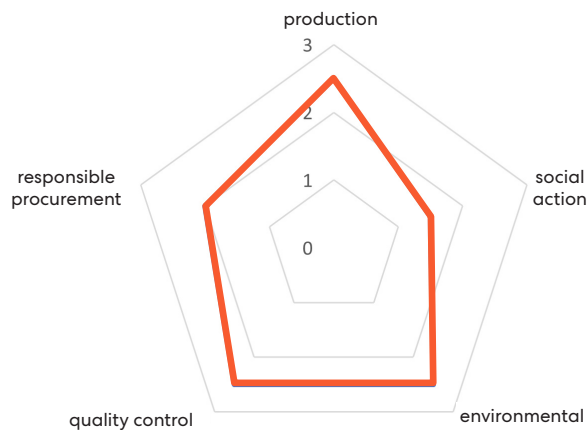
No, they subcontract production of the circuit board to a Taiwanese factory. The product is then assembled and packaged in the Lighttells factory.

## Best practices

Social regulations are very strict in Taiwan (basic monthly salary, gender equality policy, safe working environment, etc.). Their Lighttells' R&D team selects raw materials, which are then purchased from local Taiwanese suppliers.

## Certifications

ISO 9001  
ISO 14001 (production is subcontracted to a factory in Taiwan)



# MADE BY KNOCK

Made By Knock was created in 2010 and employs 6 members of staff. Its head office is in Edinburgh (Scotland). They produce grinders.

**A Belco partner**  
since April 2019.

## Own factory

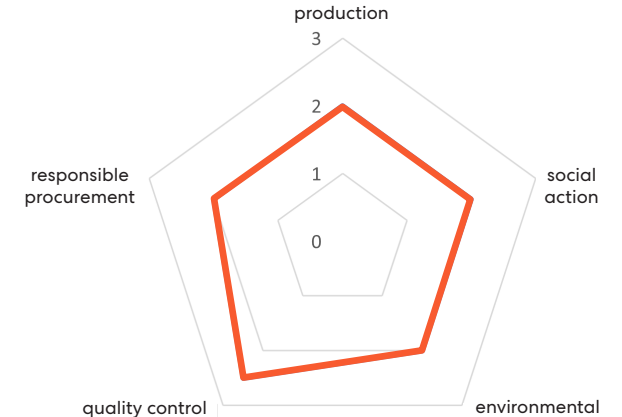
No, they subcontract production to 5 factories in Scotland and Germany. The parts are assembled and packaged at Knock's own workshop, located at their head office.

## Best practices

They have removed plastic from the packaging and replaced it with paper and cardboard, to fill the gaps. For their retail packaging, they use organic cotton bags instead of bubble wrap. 90% of manufacturing is done at their Scottish factory, which makes controls easier. The burrs come from Italy. The final assembly of their Knock products takes place at their own workshop, so all mills are 100% controlled.

## Certifications

ISO 9001 (Scottish facility)



# MAISON MILAN

Maison Milan employs 10 members of staff (2 + 8 freelancers). The company was founded in 2012 by Tony Gaudette. Its head office is in Montreal (Canada). They make their aprons by hand at their own workshop.

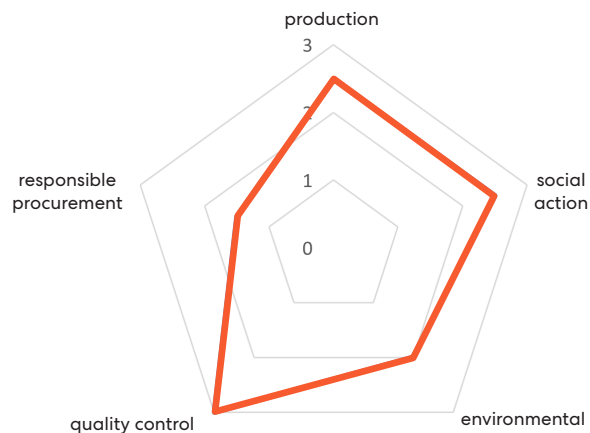
**A Belco partner**  
since March 2018.

**Own factory**  
Yes, in Montreal.

## Best practices

Tony makes employee well-being a priority. The annual minimum wage in Canada is about \$15/hour; Tony pays new team members \$20, and raises the wage to \$25 after 1 year of seniority. Under law, Canadians are entitled to 2 weeks' holiday, but Tony gives his team 8 weeks. He wants his teams to stay with him over the long-term. He purchases his linen in France, Italy and Belgium, and buys his cotton mainly from the USA and Mexico (traceability). Tony is also working on a number of plant-based dye projects (including dyes made from grape residue).

**Certifications**  
No



# MOCCAMASTER

Moccamaster is a family business established in 1968 with 150 employees. Its head office is in Amstelveen (the Netherlands). They produce automatic coffee makers.

**A Belco partner**  
since May 2016.

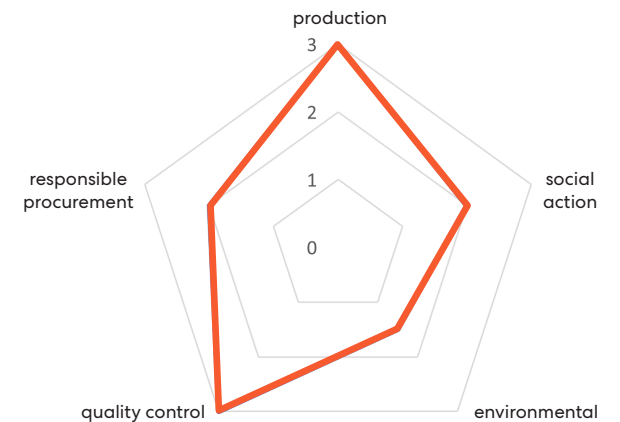
## Own factory

Yes, they produce their coffee makers at their own Technivorm factory in Amerongen (the Netherlands).

## Best practices

Most of their raw material suppliers are located in the Netherlands and Europe: the heating element comes from Germany, the glass from France, and the aluminium from the Netherlands. Each Moccamaster machine is handmade at their factory, then tested individually, 3 times, before being packed up and shipped. Should the brand discontinue production of a machine, it keeps spare parts for a period of ten years. Their machines are built to last, they have a 5-year warranty.

**Certifications**  
ISO 9001





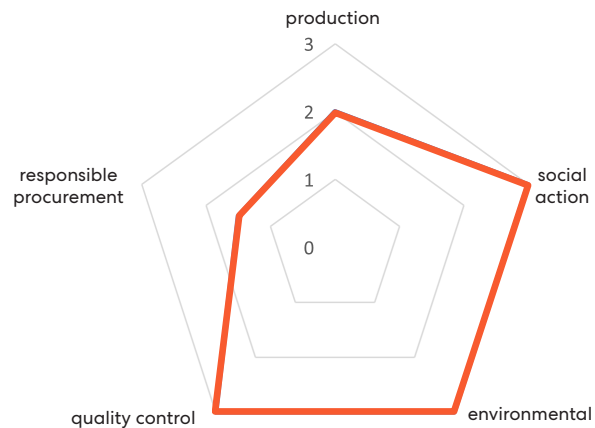
# MiiR

MiiR is a company founded in 2011 that employs 100 members of staff. Its head office is in Seattle, Washington (USA). They have another office in Idaho, and another in China for monitoring their Chinese facilities. They produce thermoses.

**A Belco partner**  
since March 2021.

**Own factory**  
No, they subcontract production to 4 factories in China. Their MiiR team in China works closely with these facilities.

**Certifications**  
ISO 9001  
B Corp (since 2014)  
Climate Neutral  
1% for the Planet



**Best practices**  
MiiR is a B Corp certified company with a mission. B Corp companies meet the highest standards of social and environmental performance, public transparency and legal accountability. MiiR has a CSR team: a supply chain manager tasked with sourcing increasingly recyclable materials, and an impact manager who works with non-profit organisations and on certification.

They are 1% for the Planet accredited. So far, they have donated 2.5 million dollars to environmental NGOs. MiiR asks its suppliers to sign a code of conduct, committing to minimum requirements in terms of environmental sustainability, social awareness, safety at work, manufacturing processes, and a basic level of NGO donations. Most of their stainless steel comes from Korea.



# ORIGAMI

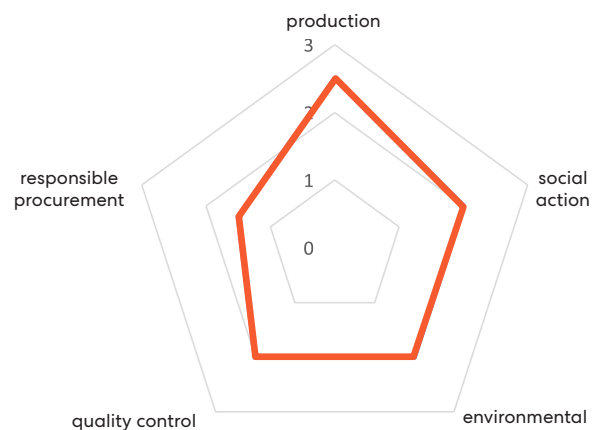
Origami has 100 employees and specialises in ceramics. It was founded in 2014. Its head office is in Toki City, in Gifu Prefecture (Japan). They also have another office in Japan. They produce drippers, storage canisters and cups.

**A Belco partner**  
since January 2020.

**Own factory**  
Yes, they produce their drippers at their own facility in Toki City. They produce their filters in collaboration with the brand Cafec (located in Japan).

**Best practices**  
The drippers are made from natural materials (clay). 20% of items are made from recycled materials. Origami is in the process of increasing this recycled range, from 20% to 50%. They check all their products twice (factory and warehouse) before shipping.

**Certifications**  
No



# PLANETARY DESIGN

## Airscape

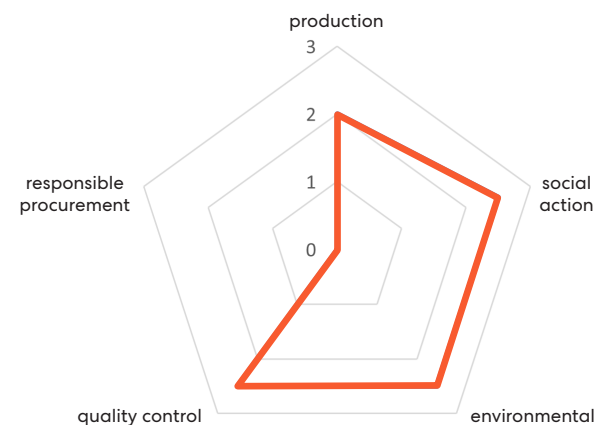
Planetary Design was founded in 1992 and counts 16 employees. Its head office is in Bonner, Montana (USA). They produce storage canisters.

**A Belco partner**  
since September 2018.

**Own factory**  
No, they subcontract production to 5 Chinese factories. They work closely with a third party, who visits the factories regularly and monitors work conditions.

**Best practices**  
Their products are designed to stand the test of time, and to be reused and re-filled by consumers. In 2021, they eliminated single-use plastic bags from their packaging and replaced them with a reusable cloth bag. They also donated a share of their sales to the Food Recovery Network, a non-profit organisation that works to help reduce food waste throughout the US. They have partnered with The Conservation Alliance, which funds and advocates for the protection of North America's wild places.

**Certifications**  
ISO 9001



# SOFTPACK

Softpack has 60 employees and was established in 2006. Its head office is in Seongnam-Si, Gyeonggi-Do (South Korea). They produce sachets.

**A Belco partner**  
since August 2016.

## Best practices

Softpack makes employee well-being a priority. They have taken numerous initiatives to improve quality of work life, including a bonus for the best and for the longest serving employees, support for fitness activities, monthly dinners with teams and no overtime. They are currently working on a compostable sachet (made from plant materials). They have been using the same suppliers for 10 years (long-term relationship).

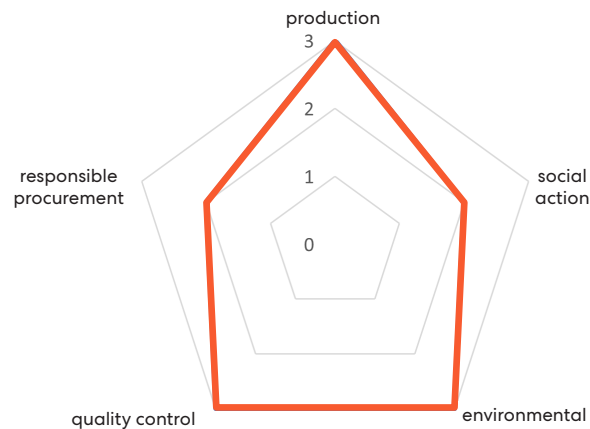


## Own factory

Yes, they have their own factory at Gwangju-Si, Gyeonggi-Do (South Korea), where they employ 33 members of staff.

## Certifications

ISO 9001  
ISO 14001



# SORET

Soret was created in the 1990s. It has 6 employees. Its head office is in Bernes-sur-Oise (France). They produce heat sealers.

**A Belco partner**  
since June 2018.

## Own factory

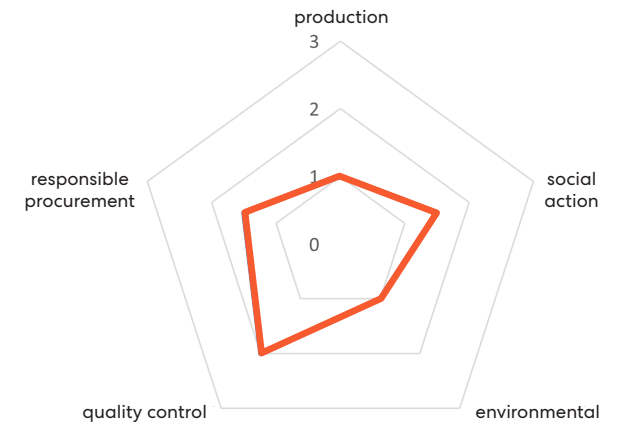
No, they import their sealers from Taiwan. They produce only the circuit boards (for their bagging machines).

## Best practices

They inspect all products at the end of the production chain.

## Certifications

No



# TIMEMORE

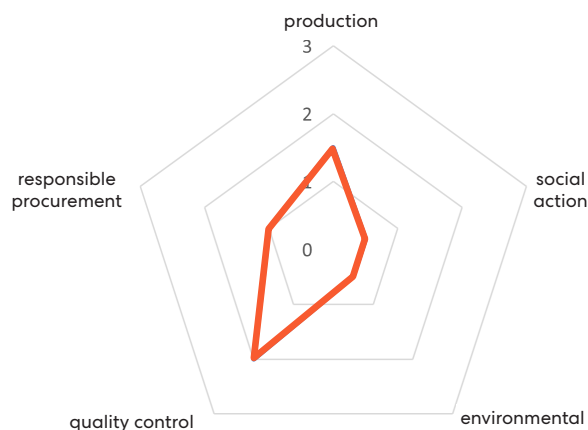
Timemore was founded in 2012 and employs 50 members of staff. Its head office is in Shanghai (China), and they have 3 other offices in China. They produce coffee grinders, weighing scales, kettles and other accessories.

**A Belco partner**  
since March 2019.

**Own factory**  
No, they subcontract production to 5 Chinese factories.

**Best practices**  
No, the company is growing fast, they aim to become the world leader in coffee equipment. Sales increase two to threefold each year.

**Certifications**  
No



# TRICOLATE

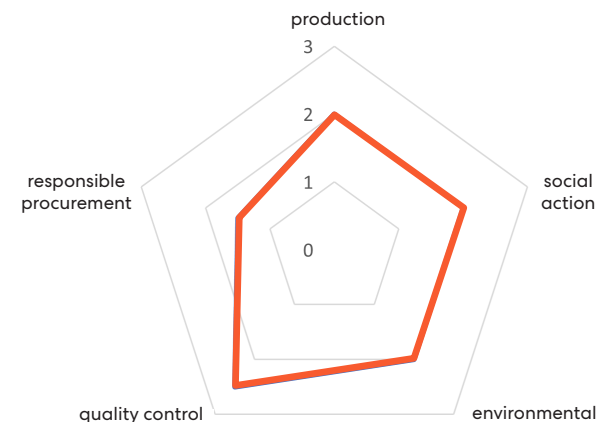
Tricolate was founded in 2019 by Dan Shusett, who runs his business alone. Its head office is in Australia. The company produces coffee machines.

**A Belco partner**  
since March 2022.

**Own factory**  
No, he subcontracts production to a small Australian factory with 3 employees, which he visits regularly. Dan chose a local factory to be able to make any necessary changes rapidly.

**Best practices**  
Dan is concerned about the food safety of plastic, which is why he chooses Tritan plastic, the safest and highest quality plastic on the market. He is currently developing two other products. One will be made of 25% recycled plastic, sourced from the company's own production waste.

**Certifications**  
No



# TRINITY

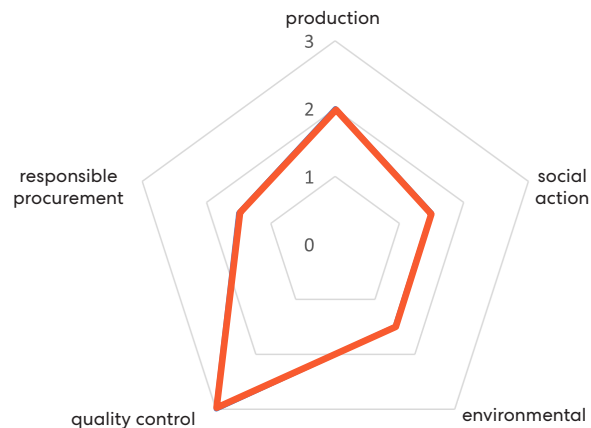
Trinity was founded in 2015 by Mark Folker and his wife. They run the company together. Its head office is located in Brisbane (Australia).  
The company produces coffee machines.

**A Belco partner**  
since July 2018.

**Own factory**  
No, they subcontract production to a Chinese factory that Mark visits regularly.

**Best practices**  
Mark trained initially as an engineer and designed his product with the aim of making the least possible environmental impact. He uses few materials: only stainless steel for the filter, and recyclable BPA-free polypropylene for the rest of the product.

**Certifications**  
No



# WILFA

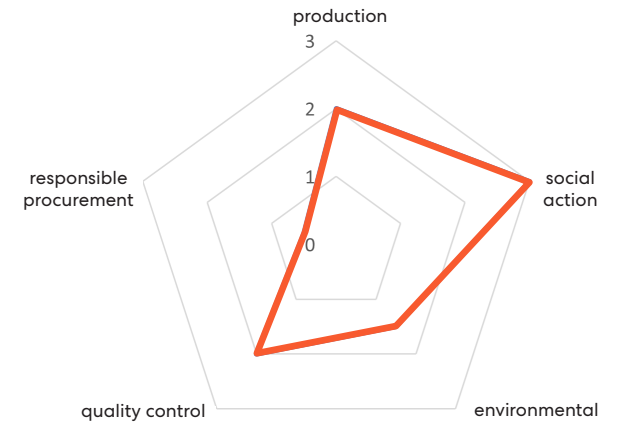
Wilfa was founded in 1948 and employs some 100 members of staff (its main market was initially household appliances). Its head office is located in Oslo (Norway). They have other offices in Denmark, Sweden, Finland and China. They produce coffee machines.

**A Belco partner**  
since March 2022.

**Own factory**  
No, they subcontract production of their coffee makers to 2 Chinese factories. Wilfa's team in China is in close contact with these facilities, which it visits regularly.

**Best practices**  
Wilfa makes its repair policy a priority. Its products are currently guaranteed for 5 years, but their more recent products will have a 10-year warranty.

**Certifications**  
BSCI  
Ecovadis Silver (in 2020)  
FSC (paper used for packaging)



# WRIGHT

Wright was created over a century ago and has 11 employees. Its head office is in Sheffield (UK). They produce cupping spoons and bowls.

**A Belco partner**  
since June 2016.

## Own factory

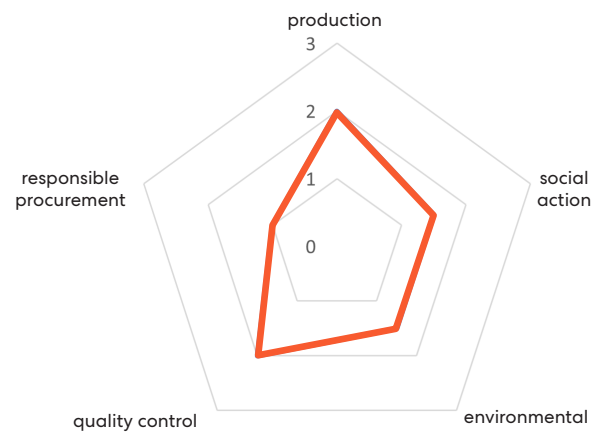
No, they subcontract production to several factories in China, India and Indonesia, then assemble, polish and silver-plate their products at their own factory in the UK. They have an agent who manages relations with their facilities in Asia.

## Best practices

Non-conformities are discarded and reworked.

## Certifications

No





# TOP BEST PRACTICES

## Responsible procurement

### GDS

Their filters are made using cotton grown organically at cooperatives in Texas and woven in South Carolina. Geana works directly with farms to ensure every step of the process is both sustainable and ethical. She uses no insecticides, herbicides, pesticides or dyes.

### Brodart

95% of their raw material suppliers are French or European (full traceability).

### Origami

Their drippers are made from natural materials (clay). 20% of items are made from recycled materials. They are in the process of increasing this recycled range, from 20% to 50%. They check all their products twice (factory and warehouse) before shipping.

## Environment

### Grosche

They use profits from sales to fund the Grosche Safe Water project in 6 countries. This project provides access to clean water for local communities through installation of biosand filters in remote and poor areas. Each Grosche product purchased funds over 50 days of clean water (200 million days of drinking water have been saved over the past 12 years).

### Softpack

They are currently working on a 100% compostable sachet (made from plant materials).

### Circular&co

Their mugs are made from recycled coffee cups, collected for Circular by Veolia UK. Each mug recycles 6 used paper coffee cups

### Comandante

Comandante grinders are designed to last for generations. Comandante supports environmental tree-planting projects in Brazil. They also provide financial support for social projects and local children's organisations. They source most of their raw materials from Germany, and no further afield than Europe (known partners who ensure full traceability).

## Social action

### Hario

They have set up a health and safety committee to promote employee health management. They organise workshops to teach stretching exercises, and have set up nap rooms for factory workers when they finish their night shift.

### Fellow

Fellow has set up a Diversity and Belonging committee to address social issues internally, in particular during recruitment.

### Milan

The annual minimum wage in Canada is about \$15/hour; Tony pays new team members \$20, and raises the wage to \$25 after 1 year of seniority. Under law, Canadians are entitled to 2 weeks' holiday, but Tony gives his team 8 weeks.

### Planetary Design

The company has donated a share of its sales to the Food Recovery Network, a non-profit organisation that works to reduce food waste in the US. They have also partnered with The Conservation Alliance, which funds and advocates for the protection of North America's wild places.

### MIIR

They are 1% for the Planet accredited. So far, they have donated 2.5 million dollars to environmental NGOs.

