



# Code of Conduct

Coffee is an agricultural product cultivated and curated by humans. This is why we're committing to a code of conduct: we have a responsibility to respect the rights and environments of every individual in the coffee value stream to ensure our industry is sustainable and beneficial for all. We encourage everyone we work with, in either long-lasting relationships or short-term partnerships, to establish a similar policy.

## WE COMMIT TO:

### 1. ONGOING INVESTIGATION:

- a. Our business changes over time. We will assess and address our business practices annually to identify potential and actual impact, and solicit feedback from a wide set of perspectives in making decisions.
- b. We will maintain accessible, equitable, and transparent grievance mechanisms so anyone can share feedback on our behavior or work environments anonymously. Currently, we have an internal policy to invite feedback from staff, and are working towards rolling out a universal system for all internal and external parties.
- c. We will prevent and abstain from any form of corruption and fraudulent practices.

### 2. OPEN COMMUNICATION:

- a. We will ensure the longevity of internal, inclusivity-focused advocacy committees, as well as share results of their work with the entire company.
- b. When speaking with others internally or externally, we'll hold conversations in good faith and prioritize listening and "calling in" when difficult topics arise.
- c. When working with companies, both internationally and domestically, we will share our values in order to prompt conversations to calibrate on best business practices.

### 3. EQUITABLE AND MUTUALLY BENEFICIAL INTERACTIONS:

- a. Through a focus on gender equity in our green coffee sourcing practices, we aim to eliminate discrimination against women and work toward equitable opportunities for their businesses to thrive.
- b. We will ensure that all persons' human rights are respected without distinction of any kind.
- c. In our operations, we will care for the occupational health and safety of our teams, as well as ensure fair wages and working conditions.

### 4. PRIORITIZING OUR LOCAL AND GLOBAL COMMUNITY:

- a. We commit to raising funds annually for nonprofits who serve the New York City community, as well as our Joe community near and far, and we acknowledge their expertise in enacting change in efficient, nonpartisan, equitable, targeted, and diverse ways.
- b. In all of our business transactions, we will pay fair prices to target poverty reduction among producers, as they bear the heaviest burden of risk in building climate-resilient agriculture and food systems, protecting natural resources, and maintaining the sustainability of their communities.

## FOR FURTHER READING:

[OECD-FAO Guidance for Responsible Agricultural Supply Chains](#)

[OECD Due Diligence Guidance For Responsible Business Conduct](#)

[UN Guiding Principles On Business And Human Rights](#)