

A world map is formed by dark brown coffee beans scattered on a light gray, textured background. The continents are clearly outlined by the density of the beans. In the lower-left area, there is a white ceramic cup filled with a golden-brown coffee, sitting on a matching white saucer. In the lower-right area, a silver metal scoop is partially buried in a pile of coffee beans, with a small portion of a burlap sack visible behind it.

Progress Report - Global Compact

Creation of Sustainable Value



CEO Declaration:

Principles of Human Rights

Delta Cafés management of Social Responsibility policies

Our organizational management respects and attends to human rights proclaimed by numerous international conventions. Our actions and communication are based on transparency towards all our stakeholders. With this objective we have set up a new model of sustainability governance distributed to: the Board, the Sustainability Committee and the Sustainability Team. This body allows a multidisciplinary management of social responsibility policy, ensures dialogue with interested parties and guarantees respect for human rights in our activities.

Principle 1

All bodies must support and respect the protection of internationally recognized fundamental human rights, within their sphere of influence.

- Increase in the volume of purchases of sustainable coffees

Our intent was to increase the volume of purchases of sustainable coffees to thirty containers and at this moment we have already purchased twenty three containers. This project aims to improve the living conditions of the producers and to develop the preservation of nature and biodiversity.





- Development of sustainable complementary products

Framed within this principle we can also refer the initiative, which aims to develop sustainable complementary products, investing in the empowerment of local producers. This action aims to replace the current subsidiary components/materials used in the Kits which are not biodegradable, with materials from renewable origins and which also create residues that can be treated as composts and are biodegradable.

- Certification of coffee producers in Angola

Within the scope of the partnership established with Altromercato and with Equação, we are assessing the conditions to promote the certification of our Angolan green coffee suppliers, following the principles of Fair Trading, thus developing the empowerment of producers and creating conditions which favour the production of Angolan coffee.

- Review and identification of Stakeholders

We are reviewing the identification and mapping of stakeholders, in order to position them in accordance with the impact that Delta has on these stakeholders and the impact that these have on Delta. The result of this work will be used as the basis for assessing the opinions of the stakeholders, thus permitting the choice of the priority themes to be included in our action plan



- Campaign “Time to Give”

Based upon the knowledge of the highly aged Portuguese population, Delta launched the campaign “Time to Give”, in partnership with SIC Esperança. Since the problems with ageing population, coupled with the isolation of the aged has been gaining greater relevance, and since solitude in itself, is a route to social exclusion, Delta and SIC Esperança decided to join hands to call the attention of the civil society to this social drama..

In the purchase of each packet of cup coffee (250gr) 10 cents will revert to the Association of Social Solidarity Yellow Heart, which is dedicated to the promotion of initiatives that aim to support dependent persons, preferentially those which are of greater age, and is equally dedicated to voluntary work in order to lessen the loneliness of the aged population. We have already provided, as a donation, a nine seat mini-bus. .

The concept “time to give” intends to apply the motif “coffee is good for you” to legs, arms and tongue, as a direct indicative to the accompaniment of the aged by the voluntary workers from the institutions which benefit from the “Time to Give” campaign. With everybody's help, other institutions dedicated to combat the loneliness of the aged will also be included. As such, we consider this project as a measure to protect human rights.

Principle 2

All bodies must ensure that they are not accessory to the violation of human rights.

- Business Guidance Principles

Through the guiding principles of our business, which include the guide lines of our actions, these comprise our organizational culture and the development of our business. The guiding principles of our business are based upon the following guide lines: shared governance, sustainable business and environmental and social responsibility. In this way we endeavour to avoid the violation of human rights in many of the angles already propounded in prior COP's. Our business guiding principles are also a tool for the dissemination of best practices throughout our suppliers.

- Qualification and Re-qualification of Suppliers

The Delta Serviços - Consultoria e Serviços Lda. Purchasing Centre also provides purchasing services to all the companies in the Nabeiro Group. Services rendered by the Purchasing Centre aim to optimize the purchasing procedures of all the Nabeiro Group companies, complying with the standard requisites of each business unit, in order to obtain the best quality/price ratio.



The qualification/re-qualification criteria are comprised in three large groups:

- Integrated Systems (Quality, Food Safety, Environmental System, Health and Safety at Work System and Social Responsibility System)
- Finance (Financial Autonomy, Sales Profitability and Prices).
- Other (Nationality, Years of Experience associated to performance of the Activity and acceptance/implementation of the Business Guidance Principles, terms of delivery, technical capability, standard references, applicable legislation, amongst others).

Principle 3

All bodies must support freedom of association and the effective recognition of the right to collective negotiation.

The company respects the rights of its workers to become associated in the defence of their interests, if they so wish, and will not exercise discrimination based upon the fact of the workers enjoying this right given them by constitutional principles.

Principle 4

All bodies must support the removal of any form of forced labour or undertaken under coercion.

Forced labour or that undertaken under coercion is forbidden in Group companies. In our relations with suppliers, the acceptance of our Business Guidance Principles are a fundamental requisite for the establishment of solid and durable relations with the interested parties.

Principle 5

All bodies must support the eradication of child labour

Child labour is not used in Group companies and Delta Cafés has always privileged the direct approach to the coffee sources with a fundamental condition, generator of added value for both parties. In this regard we believe that the Fair Trade Project will be a tool which will contribute to the eradication of child labour with our coffee producers in Angola. The purchase of sustainable coffee is based on the guarantee provided by our suppliers that coffees certified by specific standards (UTZ, Rainforest Alliance, Fair Trade) do not use child labour in the coffee plantations.



Within the field of certification of social responsibility SA 8000 (Social Accountability International) specific principles were incorporated which discourage child labour in our business partners. We are however aware that this is not an easy task and that alone we cannot eradicate child labour, which creates the need for partnerships with suppliers and responsible bodies. We have a restricted group of suppliers who are well aware of the quality requirements of Cafés Delta and of the ethical principles of our company.

Principle 6:

All bodies must support the abolition of discriminatory working practices.

Delta's policy for contracting employees is based on equality of opportunities and on non discrimination. Delta accepted and signed the Code of Non Discriminatory Practices of the International Labour Organization (ILO) related to non discrimination of HIV infected individuals. There are still great difficulties, in our country, in contracting HIV carriers and, when signing the above Code we wished to signal the difference, and avoid the violation of Man's intrinsic right to the opportunity of employment..

The Commander Rui Nabeiro Post Graduation International Centre, the organization which manages the training of employees of Delta Cafés SGPS, by investing in human capital and in competitive communities, has been developing numerous projects within the fields of internal and external professional training. At this time we have already implemented the POPH programme (Human Potential Operational Programme).



POPH is the programme which renders materially the thematic agenda for human potential included in the National Strategic Reference Framework (QREN), the programmatic document which frames the application of the Community policy for social and economic cohesion in Portugal in the period 2007-2013. Its objective is to provide stimulus for the potential of sustained growth of the Portuguese economy, promoting equality of opportunities through the development of integrated strategies and the territorial basis for the social insertion of persons vulnerable to trajectories of social exclusion. This priority includes gender equality as a factor of social cohesion.

Delta recently formulated 3 applications (in axis 3, measure 3.2 North, Centre and Alentejo) and has already an application in course for the Alentejo. We have thus demonstrated our interest in the qualification of human capital aiming towards the improvement in the quality of living.

Principle 7

All bodies shall maintain a preventative focus which favours the environment.

Our environmental concerns are transversal to all the stages of the value chain, including the development of new products, services and processes, the selection of suppliers, and the adoption of eco-effective technologies. Delta has implemented an Environmental Management System (ISO 14001), which covers the management of raw materials, energy, water, atmospheric emissions, waste, noise, visual impact and residual effluents, maintaining the balance between economic requisites and social and environmental development.



Its monitoring permits establishing performance objectives year upon year and that improvement measures are implemented in Delta. Among several initiatives, we signal the reorganization of the range of products and services with the objective to reduce waste production, and the sensitizing campaign to implement waste separation in all departments, through the distribution of flyers and ecopoints with different colours for the different types of waste. Currently, within the development of new products and services, all hypotheses are assessed as to the level of materials chosen, focusing on the final destination of the waste generated.

Principle 8

All bodies shall develop initiatives that promote greater environmental responsibility.

As a result of the development of a new concept, coffee in capsules, we are developing a sensitivity campaign for capsule recycling, designing a circuit for the sorting and collection of this waste. As such, we have established a partnership with Valnor which re-uses the residual components of the capsule, routing the dregs for composting and the plastic for recycling, thus creating new packages.

The Recycling Mission thus appears as an initiative within the field of Planet Delta, which aims to invert the linear cycle of the products which generally end up in landfills and waste dumps, degrading landscapes and polluting the soil. The objective of this initiative is to guarantee adequate treatment and waste recycling, contributing towards a more rational management of natural resources, aiding the fight against climate change and preservation of biodiversity, as a step towards sustainable development. For this purpose, the Recycling Mission visited 22 locations to recover Electric and Electronic Waste.

- Planet Delta in schools: “A common home. The planet earth”.

The Planet Delta project, in the county's schools, “A common home. The planet earth”, through a number of activities carried out in partnership with several local organizations, intends to awaken the conscience of the younger people to the phenomenon of global warming and the loss in biodiversity.



Principle 9

All bodies must promote the development and the dissemination of technologies which respect the Environment.

Delta Heart E.X.T.E. programme

We have developed a partnership with IBM through Delta Heart - Nabeiro Group Association of Social Solidarity, to carry out the EX.I.T.E (Exploring Interests in Technology and Engineering) programme. IBM implemented in several parts of the world, a set of actions which aim to sensitize and awaken in young people, from 11 to 13 years, interest in scientific and technological areas. In 2009, Delta Cafés joined IBM in a partnership and we developed in the week of 6/9 July, in Campo Maior, the EX.T.E. with the theme “Entrepreneur with Technology. A group of thirty girls was organized who during the above referred week developed several activities such as Lego Robotics (programming), Raving Geometry, Power UP The Game, proverbs, trivial and Daily Journal.

Entrepreneurial Manual

Another Delta Heart project which stands out in innovation and social sensitivity is the entrepreneurial manual “ideas to change the world”, created in the Alice Nabeiro educational centre, where work comprising the twelve areas of entrepreneurial knowledge is carried out with children. This is an investment in the endogenous value of each child and in his ambitions, which will result reinforced through sharing, through knowledge and through the materialization of their ideas in projects. The educational centre intends to contribute by helping the attending children to be creative and not just mimetic receivers of what others created. The entrepreneurial spirit is not limited to economic enterprise, but will embrace many more areas. The respective manual is used as a basic document for future entrepreneurs, in order to enhance their capabilities to face global and local challenges.





Principle 10

All bodies shall fight corruption in all its forms, including extortion and bribery.

Delta has always been ruled by faultless values. We are subject to external audits by independent accountants so that our financial operations guarantee maximum transparency in the company's performance and its position; as such our business guidance principles are a device which permits a transparent and faultless relationship between the company and all interested parties.

Every two years we prepare our sustainability report, which includes our report and accounts, and through these we make known to society our positions and activities. These reports are a fundamental tool as a means of communicating the practices carried out.

We have recently signed the United Nations Anti-Corruption Charter, which strengthens the fight of all bodies against corruption..

The respective report aimed to emphasize the organizational culture of our company, based upon a humanized management, concerned with environmental responsibility, maintenance of biodiversity and concomitant social concerns with the communities involved in the coffee plantations and harvests, as well as a constant concern with the internal responsibility of our company and of the sustainability of the communities in which Delta Cafés is involved, for an ever greater creation of sustainable value.