

NESPRESSO COFFEE CENTRES OF EXCELLENCE



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Over 40 quality checks performed throughout the production process.

UNSURPASSED QUALITY AND DEEP COFFEE EXPERTISE

Nespresso has built its success on creating the highest quality Grand Cru coffees that meet the expectations of our discerning consumers. Our two state-of-the-art production centres play a key role in the development and delivery of our selection of exceptional blends and pure, single origin coffees.

Our passionate and skilled coffee experts invest extreme care and attention to select, roast, grind and blend coffee beans to create each Grand Cru coffee and preserve the taste and aroma inside the hermetically sealed Nespresso capsules. These experts orchestrate the subtle interplay of each coffee's complex properties to suit every taste preference.

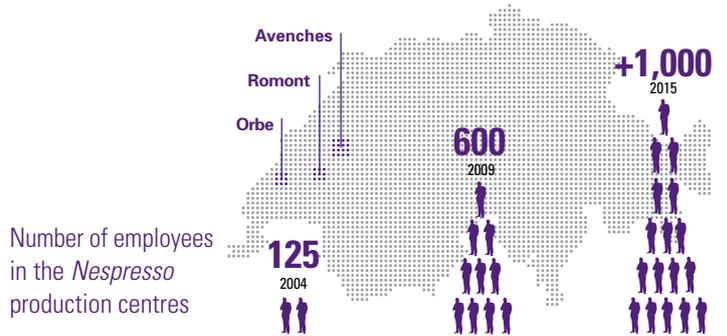
Once the coffee arrives at the production centre, skilled specialists at every stage of the production process conduct over 40 quality checks to guarantee the quality of both the green coffee beans and of the finished product, ensuring consistently perfect in-cup result for our consumers. Every day at our production centres, approximately 300 green coffee cups and as many as 500 finished coffee cups are tasted.

PRODUCTION CENTRES

Every Nespresso capsule is carefully produced at one of our three factories in Switzerland (Avenches, Orbe and Romont), and then exported to 62 countries worldwide. Using the latest technological resources, our over 1,000 employees at these production centres provide the expertise to transform the highest quality coffee beans from the world's finest producing regions into what consumers know as the iconic Nespresso capsule, trusted for its consistently high quality in-cup result.

Avenches

The Nespresso Production and Distribution Centre in Avenches is the company's largest production facility, housing a dedicated team of coffee experts. It also serves as the Nespresso global distribution centre, shipping worldwide Nespresso capsules. The Avenches factory opened in 2008 and was later inaugurated in 2009. From 2010 until end of 2012, it underwent major expansion works to meet the growing global consumer demand for Nespresso coffee.



Number of employees in the Nespresso production centres

Today, the overall investment in the facility totals approximately CHF 500 million and the centre employs approximately over 700 highly trained professionals. The facility boasts state-of-the-art technology, modern architectural design and practical inclusion of sustainability principles. It produces both business-to-consumer and business-to-business Nespresso capsules.

Rigorous quality management

- Number of quality checks (from coffee arrival to distribution): 41
- Number of coffee panellists tasting coffee: 120+
- Number of coffee tasting sessions per week: 20-25
- Number of cups tasted per day for quality control:
 - Green coffee: 180-200
 - Finished product: 250-300

Sustainability

As part of the Nespresso sustainability approach, the Nespresso facility is equipped with a number of features that seek to reduce its environmental footprint and positively impact surrounding communities.

- Advanced roasting techniques save approximately 16% to 20% of the energy needed compared to previous generation of roasting techniques.
- Energy is also recovered through an innovative system. It is used for heating purposes in the factory representing a saving of around 230,000 m³ of gas per year.
- Rainwater is collected, recycled and used as utility water in the factory.
- In order to reduce the environmental impact of our operations, 100% of the green coffee is delivered to the production centre by rail. Overall, the large majority of product movements in and out of the factory are made by rail when environmentally efficient.

For more information on *Nespresso*, please visit:
www.nestle-nespresso.com

100% of our green coffee is delivered by rail to our production centres.

Orbe



Our factory in Orbe was opened in 2002 as the company's first fully dedicated production centre.

To date, *Nespresso* has invested approximately CHF 215 million in the factory, which employs over 350 highly passionate coffee experts.

It produces both business-to-consumer and business-to-business *Nespresso* capsules.

Rigorous quality management

- Number of quality checks (from coffee arrival to distribution): 41
- Number of coffee panellists tasting coffee: 130+
- Number of coffee tasting sessions per week: 15+
- Number of cups tasted per day for quality control:
 - Green coffee: 80-85
 - Finished product: 150-200

Sustainability

We are continuously focusing on ways to reduce the overall impact of our operations from the way we source our coffee to our manufacturing footprint and beyond. At Orbe, we have implemented a system of using river water to cool the factory. 100% of the green coffee is delivered by rail to the factory.

Romont



Nespresso started production at its third production centre in Romont, in the Swiss canton of Fribourg, in January 2015. *Nespresso* has invested CHF 300 million in this site and currently employs over 100 coffee experts.

Rigorous quality management

- Number of quality checks (from coffee arrival to distribution): 41
- Number of coffee panellists tasting coffee: 60+
- Number of coffee tasting sessions per week: 9
- Number of cups tasted per day for quality control:
 - Green coffee: 30-40
 - Finished product: 90-110

Sustainability

The design, construction and operation of the third production centre is anchored in the *Nespresso* global sustainability framework. *Nespresso* is applying for the LEED certification for the site. This American certification integrates a holistic evaluation of the project in terms of environmental, social and economic impacts.

The new factory integrates cutting-edge technology to improve efficiency and productivity, while minimising its environmental impact. For example, the heat from the roasters is recovered through an innovative system. It is partly used for heating purposes in the factory and will be partly redistributed to the Romont commune. Rail transport of goods in and out of the factory is favoured over road transport, with 100% of green coffee being delivered by train. The factory capitalises on the sustainability experience gained at the *Nespresso* Production Centres in Orbe and Avenches, in areas such as energy efficiency, waste separation and recycling.

QUALITY MANAGEMENT IN NESPRESSO PRODUCTION CENTRES

Quality is rigorously managed at every step of the *Nespresso* value chain, from the sustainable sourcing of highest quality coffee to the distribution to consumers worldwide. *Nespresso* experts are constantly monitoring coffee quality throughout the entire production process in our factories. They perform more than 40 quality checks from the time the green coffee is delivered in our production centres until our Grand Cru coffees leave the factory for global distribution. Quality checks include physical and sensory analyses of green coffee and finished products, as well as production and visual controls.

Examples of quality checks performed to ensure consistent in-cup result for consumers:

1. Green coffee tasting to guarantee green coffee sensory profiles
2. Control of the size of green coffee beans to ensure homogeneity for even roasting
3. Measure of the humidity of green coffee beans to avoid dryness and quality loss during roasting
4. Bubble bath to ensure the waterproofness of coffee capsules
5. Visual control to ensure the conformity of the capsule shape
6. Finished product tasting to ensure adequate taste profiles of our Grands Crus

