Committed to Thriving Together

Being a successful business and a responsible one are not mutually exclusive. For us to truly thrive, we must take an active role in helping those associated with us thrive as well. And for more than 120 years we have done just that.
Bringing Our Commitment to Life
Our Thriving Together Philosophy in Action

ENVIRONMENTAL
- Achieved our landfill diversion goal of 95% of total waste
- Surpassed our water use intensity goal with a 17% reduction versus 2014

SUPPLY CHAIN
- In the last 5 years we have: Impacted 16,500 smallholder producers, improved 19,950 hectares of land, facilitated $2.4M in loans

COMMUNITY
- Supported the red cross and its disaster relief efforts as a disaster responder
- Donated 23 million meals to people and pets in need
- Partnered with our employees to donate $370,000 to the united way

CONSUMER
- Added How2Recycle® language to certain coffee products
- #SeeHer
- Joined the SeeHer initiative and reinforced our commitment to portraying women as successful role models
Plum Creek Wind Project

This past year we signed a virtual power purchase agreement with Lincoln Clean Energy (LCE) to significantly reduce our GHG emissions.
Environmental Impact

Respect for the environment is understandably a major component of our approach to responsible corporate citizenship—and has been throughout our history.

We are proud to be making consistent progress against our established environmental impact goals of waste diversion, water usage reduction and greenhouse gas emissions intensity reduction.
We recognize the sustainability of our supply chains is critical to improving the livelihood of thousands of farmers, providers and their families.

As we source ingredients, packaging and other necessary goods from across the globe we have a unique opportunity to make a positive impact and we are committed to doing so.

Highlights from the past year include:

- Joining Field to Market, an organization dedicated to uniting the agricultural supply chain around a common framework, and continuing our leadership role with Stewardship Index for Specialty Crops, which provides critical tools for measuring sustainable performance across supply chains.

- Making a multi-year commitment to Pollinator Partnership to support the long-term viability of pollinators and their habitats.

- Formalizing our commitment to animal welfare across all aspects of our operations.
Since we entered the category more than 10 years ago we have been committed to supporting the coffee supply chain through a three-pronged strategy:

• Sourcing responsibly
• Supporting smallholder farmers
• Addressing environmental issues
Coffee: Sourcing Responsibly

We are committed to ensuring social and environmental compliance, strengthening the supply chain and meeting food safety regulations.

Highlights from the past year include: Achieving our goal of sourcing 10% of total retail coffee from certified green sources including UTZ and Rainforest Alliance.
Coffee: Supporting Smallholder Farmers

We are committed to supporting direct strategic interventions that address critical issues in coffee regions in partnership with public and private organizations.

Highlights include:

We continued our support of smallholders through our participation in several key projects including:

• MAS Plus, to enhance coffee production and market access in Honduras supporting more than 34,000 coffee farmers;

• Maximizing Opportunities in Coffee and Cacao in the Americas (MOCCA) Project to improve the livelihoods of more than 60,000 farmers in Guatemala, El Salvador, Honduras, Nicaragua and Peru; and

• Our work with the Hanns R. Neumann Foundation, supporting more than 20,000 smallholder farmers in Indonesia

This past year also marked the completion of the Better Coffee Harvest Project, which helped coffee farmers in El Salvador and Nicaragua overcome coffee leaf rust and increase their productivity and coffee sales. Key results of the effort included:

- 11,000 farmers trained in proper agriculture practices
- 18% increase in farmer income from coffee sales
- 92% adoption of recommended good agricultural practices
- 9,455 farmers registered as beneficiaries
- 50% yield increases for participating coffee farmers
- $2.4M in loans to farmers
We are dedicated to protecting natural resources and biodiversity and adapting to climate change impacts.

Highlights include: Our support of World Coffee Research (WCR)

WCR does vital work to address the challenges facing coffee in the 21st century, including preparing for climate change, increasing yields, improving farmer profitability, protecting and increasing quality and controlling disease and pests.

An exciting recent development from the WCR work is the harvest of F1 hybrids which are the offspring of genetically distinct coffee varieties paired to maximize desirable traits. The hybrids offer the potential for higher yields, climate adaptability and resilience to disease.
Easier on You, Easier on the Environment

The Select Brew® Coffee System provides an easy way to serve 100% coffee at the touch of a button. It’s also produced with eco-friendly benefits:

- 99% waste reduction in landfills
- Sophisticated filtration systems remove contaminants from waste water and air particles
- Several models include an energy-saving mode for energy conservation
Simple to Use, Smart for Resources

Our Select Brew® system benefiting you

WASTE REDUCTION
• A single carton of Liquid Concentrate coffee equals 50 pots of traditional filter-brewed coffee, reducing landfill to a single bag and doser. Dispenses coffee on demand, with no leftover coffee to discard (and thus no water to be wasted).

ENERGY CONSERVATION
• The C-60, C-500, C-600 and C-700 coffee systems use computer manager power consumption with an energy-saving mode.

Our Manufacturing Facility Benefiting the Environment

WASTE REDUCTION
• From 2011 through 2016, the spent coffee grounds, burned to generate fuel, represented an average of 96.7% of the factory’s total waste stream. All other wastes were recycled, composted or used as fuel in a waste-to-energy incinerator – with no waste to landfill since May 2010.
• Water re-use in the coffee grounds handling system reduces reliance on fresh water by more than 10 gal/min, helping to save well over 1 million gallons per year as compared to systems using only fresh water.

AIR AND WATER FILTRATION
• Our waste water pre-treatment facility removed more the 75,000 lbs per year of waste water particulates from 2011 through 2016.
• During the same period, a state-of-the-art electrostatic precipitator and cyclone removed all fine particulates and smoke – in excess of 10,000 lbs – from the exhaust air stream.
Since our founding in 1897, we have been committed to delivering safe, high quality products consumers can trust.

Today, that commitment to providing food that people and pets love is supported by a dedication to delivering the very best in every jar, bag and can we distribute.

This spirit extends to our commitment to be transparent about our ingredients, packaging materials and marketing practices so consumers can make the best decisions for themselves and their loved ones.

Highlights from the past year include:

- Joining the See Her Initiative, reinforcing our commitment to portraying women as successful role models
- Adding How2Recycle language on certain coffee products to help consumers best understand how to recycle different packaging materials
- Continuing to leverage SmartLabel technology to enhance our ability to provide convenient access to nutritional and sourcing information on all our products
Community Impact

At Smucker, we believe that when we connect, we are stronger. And, when we are stronger, society thrives.

Our efforts to bring that benefit to as many people and pets as possible shows up in our three-pronged approach to community support and philanthropy:

• Thriving Families and Kids, which supports nutrition, family care and education;
• Pets & People Thriving Together, through which we help feed and place pets in need and pair pets with people who need their support; and
• Thriving Communities, where our support ranges from promoting childhood literacy to the moments following disasters that put communities under tremendous stress.

Highlights from the past year include:

- Pledging $500,000 to support the Akron Children’s Hospital Reach Out and Read child literacy program
- Donating more than 23 million meals to people and pets in need
- Supporting the Red Cross as a Disaster Responder partner in its efforts to help those impacted by tragedies including Hurricane Florence, Hurricane Michael and the California wildfires
Employee Impact

We believe in supporting our employees holistically. This includes providing them a safe work environment while encouraging their professional development and work-life balance. Highlights from the past year include:

- Achieving a total incident rate three times better than the industry average – meaning more employees going home safely each day.
- Providing professional skills training to more than 3,400 employees.
- Improving the flexibility offered to employees to effectively manage their professional and personal responsibilities through enhanced flexible scheduling and remote work options.
A Shared Commitment

Our commitment to thriving together with all stakeholders is shared across our organization and delivered by our passionate employees.

Highlights include:

BUFFALO – Earned True Zero Waste Certification by minimizing its waste and finding new solutions for the waste it does produce.

NEW ORLEANS – Continued its November to Remember event supporting the New Orleans community – to date helping with to rebuild more than 77 homes.

LEXINGTON – Turned excess plastic caps into benches for handicap accessible playgrounds in partnership with Kendyl and Friends Foundation.

CINCINNATI – Delivered water savings of approximately 20 million gallons per year by converting to newer equipment that reuses water in a closed loop system.

CHICO, CALIFORNIA – This site received a platinum-level rating for its waste reduction achievements, the highest rating available, from the U.S. Zero Waste Business Council.

SUFFOLK, VIRGINIA – Using spent coffee grounds as a fuel source to create steam is just one way that this manufacturing plant has sent zero waste to landfill since 2010.

MEMPHIS, TENNESSEE – Leverages technology to optimize electric usage and improve shutdown procedures to reduce energy usage.

– Reusable “totes” are used in place of non recyclable fiber drums, to transport peanut butter to the Lexington, Scottsville, and Longmont plants; resulting in an estimated landfill reduction of 1.4 million pounds.

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For further details on our Corporate Impact initiatives, please review our 2019 Corporate Impact Report: