



FOREWORD
IMPACT REPORT
2021

FROM BEAN TO CUP



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FOREWORD

Nadi Chan & Lim Wei Jie

Co-Founders & Directors,
Foreword Coffee Roasters

2021 was a difficult year for the F&B industry, and it was no less worse for Foreword. It was a year where we hoped for new breakthroughs, but the waves of Covid-19 variants set us back again and again. Looking back at 2021 now, it just felt like an extended 2020, but we are grateful for surviving it after all.

As café sales took a hit, the focus on skills development led us to send a record number of employees for courses. We organized our first life skills mentorship programme for 7 of our employees with disabilities, co-created with 4 Foreword staff and 6 external volunteers. We had also sent 11 employees for courses and workshops, such as barista skills, roasting skills, and disability management.

Besides skills development, 2021 was also a year of benchmarking for us. It was important to us that we start to see how we fare within the industry and to have our organization assessed to identify, from an external perspective, our strengths and weaknesses. We're proud to say that we were awarded with the Enabling Mark (Platinum) award, the highest accolade in the inaugural Enabling Mark Awards 2021, together with 5 other deserving organisations with exemplary disability-inclusive culture and practices.

On top of the Enabling Mark, we also embarked on the B Corp (B Corporation) certification process in October 2021 and we're proud to share that we have qualified for the B Corp certification in February 2022. The B Corp certification recognizes businesses for meeting “high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials”. Through this certification process, we gained clarity on the impact metrics which we should continue to track and report as part of being a socially responsible enterprise.

Despite being a difficult year, we managed to move the company forward with the opening of 3 new locations: Canberra Plaza (CBP) in February, NUS Yong Siew Toh Conservatory of Music (YST) in August, and Baker X (BX) at Orchard Central in December. We're thankful for having very supportive landlords and the collaborations with Housing Development Board (HDB) and Far East Organization (FEO) for CBP and BX outlets to come to fruition. The opening of the YST outlet felt like a homecoming for us, back to the inception of Foreword.

All in all, Foreword was pushed along by the waves and ripples of Covid-19 in 2021, and we couldn't have survived without the support from our customers and corporate partners. A special mention to the people at Temasek Shophouse for caring for us like we're part of the Temasek team. The little notes and gifts from our regular customers also brightened up our days! As we work our way into 2022, we wish everyone best of health and to find joy in the little things in life amidst the hustle and bustle.

Regards,

Wei Jie & Nadi



CHAPTER I

OUR ROOTS

Did you know that it takes 5 years for a coffee plant to bear its first fruits from the time it is planted as a seed? Delicate care needs to be taken to ensure the healthy growth of the roots to keep a coffee plant strong for up to 100 years. This is true also for the growth of a company. A strong core and foundation determines how far a company can go. Therefore, it is important for us to understand and go back to our roots from time to time, reminding ourselves why we are doing what we are doing.

WHAT WE STAND FOR



OUR VISION

To achieve an equitable and sustainable value chain that empowers stakeholders from farmers to consumers.

OUR MISSION

Inspiring the can-do spirit to realise the potential in every individual.

THE VALUES WE PRACTISE

Improving the self

Do something better

Meaningful engagement

Communicate openly

Person-centred

Create for someone in mind

Action-oriented

Carry out your tasks

Courage to try

Learn something new

Trusted relationships

Support each other

OUR PEOPLE

At Foreword, our most valuable resource is our people - with a diversity of abilities, backgrounds and life experiences. Here are snapshots of the people that constitutes the nucleus of Foreword.

Centre for Healthcare Innovation



Left to right:
Salahuddin, Pauline, Joshua

Temasek Shophouse



Left to right:
Mark, Jerome, Rachael, Ambika

Canberra Plaza



Left to right:
Daniel, Carmen, Victor, Renyi, Josiah

Yong Siew Toh Conservatory of Music



Back: Sabrina, Melvin
Front: Leena, Grace

Baker X



Left to right: Ivan, Leona

Administrative Team



Left to right:
Jess, Nadi, Wei Jie, Beth, Grace

ADDRESSING THE SOCIAL GAP



Many of us at the age of 18 would proceed to the next phases of life; we would further our studies in Institutes of Higher Learning (IHLs) or perform our National Service (NS) duties. When youth with disabilities graduate from special education (SPED) schools at the age of 18 or 21, they are faced with the reality of having to find employment or to stay at home. Few of them go on to study at IHLs, and most guys would be exempted from NS duties.

According to the Comprehensive Labour Force Survey conducted in 2019-2020 for resident persons with disabilities (PWDs) aged 15 to 64, only 29% of PWDs are employed. 67% of PWDs fall outside of the labour force. And 3.9% of them are unemployed, translating to an unemployment rate of 11.7%.

Young PWDs who are unemployed risk falling out of the labour force if they are not meaningfully engaged at work. The school to work (S2W) programme by SG Enable addresses this issue by providing job coach support when young PWDs enter the workforce. However, not all PWDs get to be selected for S2W. Most of them do not qualify. Regular businesses find it difficult to hire and retain PWDs as they may not be equipped to engage PWDs meaningfully.



OUR APPROACH TO DISABILITY

Foreword takes a strengths-based approach with our employees - whether or not they are a person with disability.

We look at the strengths and abilities of a person to find a job / task fit within the company. As long as a person can independently work in the company and contribute meaningfully, this person can be gainfully employed by Foreword.



“

We believe a disability can be overcome by changing our attitude and adapting the environment to the individual.

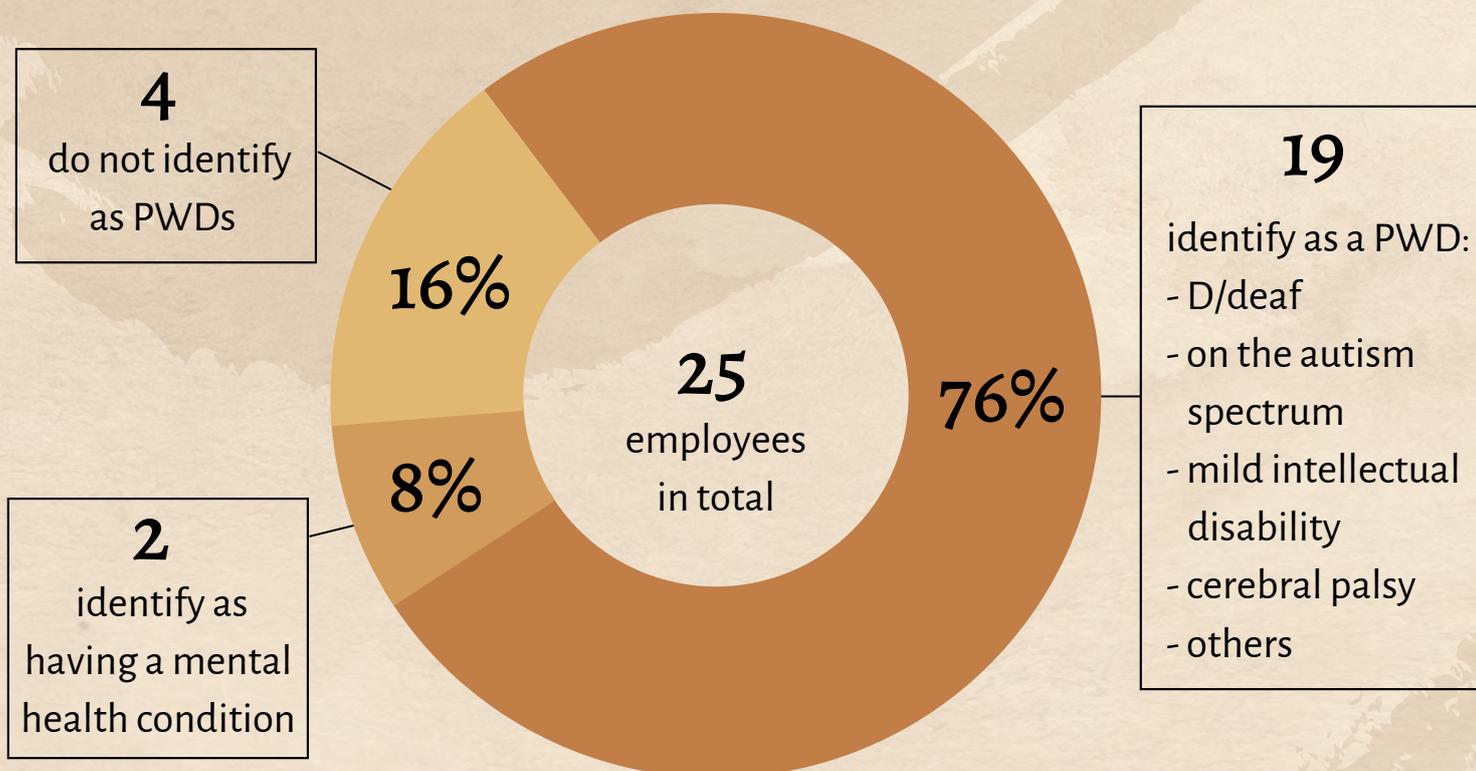
”

BUILDING THE DISABILITY ADVANTAGE

We look past the disability label and commit to realising the fullest potential of the 84% of our team who identify as a PWD (including those with special needs) or someone with a mental health condition. In 2021, we continue to bring in new members from our target beneficiary groups and stay steadfast in providing our team with opportunities for personal and professional growth.

EMPLOYEE COMPOSITION*

In 2021, we comprised of employees who:



*This is an oversimplistic, categorical breakdown of the diversity in our company. In reality, we get to know our team better through regular interactions and safe sharing of personal information.

Foreword hired:

12 new employees, of which all are from our target beneficiary groups

Amongst the new employees:

10 are supported by SG Enable's Place-and-Train Programme

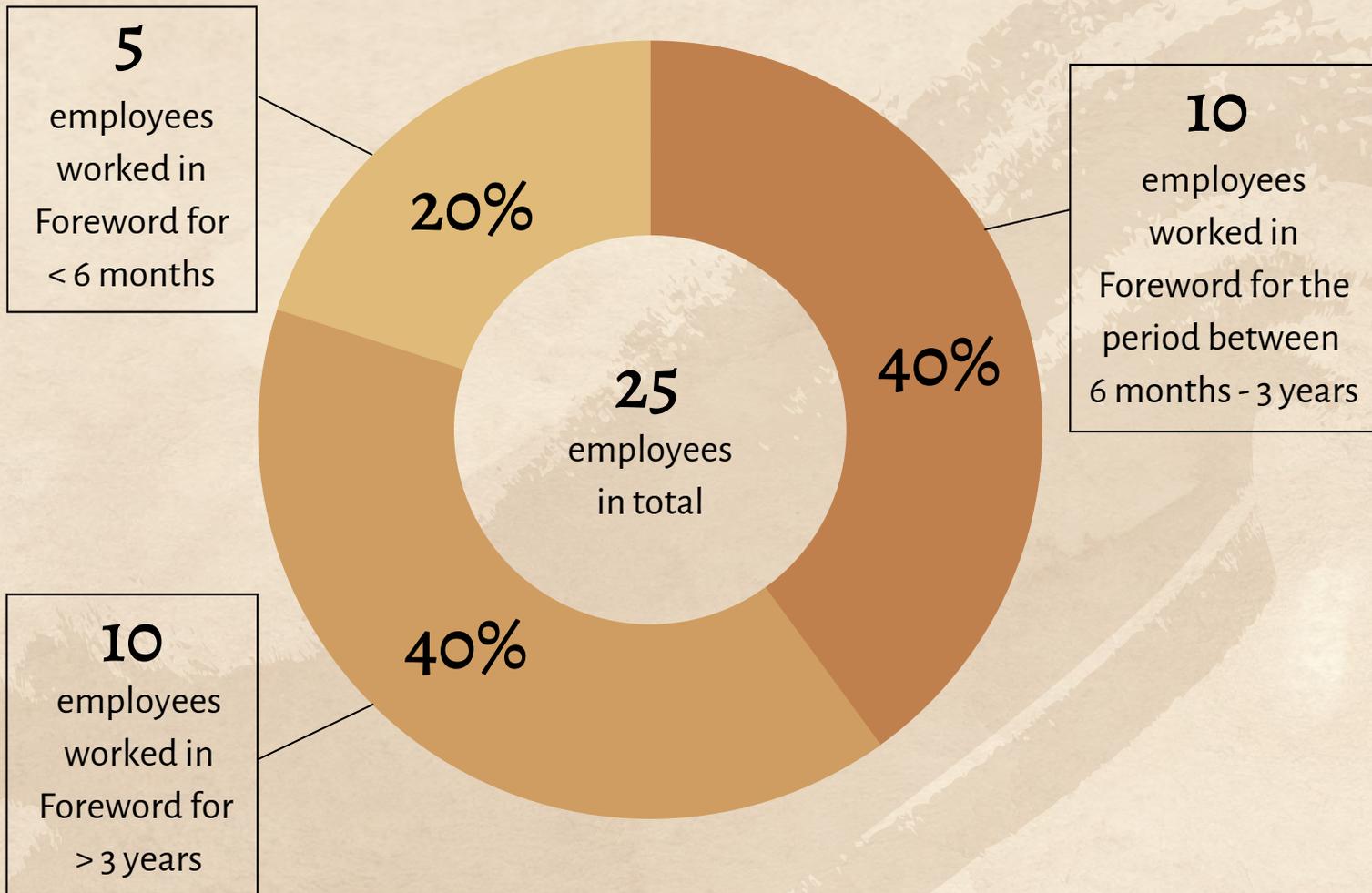
7 continued to work in Foreword, as at 31 December 2021



LENGTH OF EMPLOYMENT

For many PWDs, having a sustainable employment may not be easy due to reasons such as poor employer-employee relationships and a non-inclusive work environment. In Foreword, we strive to foster the long-term development of every employee; by rooting our company culture in inclusivity, we observe how individuals fit in the team and make adjustments to create functional and effective teams. We work closely with caregivers and job coaches to reinforce positive behaviours at the workplace. These efforts result in low turnover rates and high employee retention.

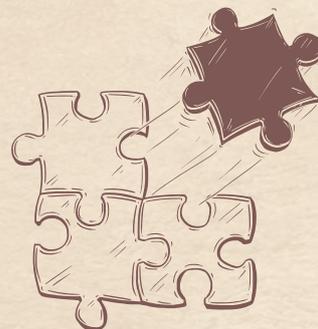
Length of employment of our employees (as at 31st December 2021):



Most of our cafe staff stay for a minimum of 3 months. This is a good duration to evaluate if the job is a good fit for them.

Average length of employment for employees who left was:

3.4 months



Regardless of abilities, employees are given time to grow into our roles in the company. Jobs can be redesigned and staff can be redesignated into roles that fit them better. Ultimately, everyone plays a part in making Foreword a better place for themselves and for future employees joining us.

MAINTAINING THE CULTURAL BONSAI

As Foreword grows larger, it is important for us to bring our people together so that we are at least acquainted by the commonality of being part of Foreword.

KOPI DATE

Every 2 months, we conduct our company meeting, Kopi Date, where everyone get to meet each other online and stay updated with the latest news from the company directors. On alternate months, our café supervisors and the administrative team would meet to discuss our operations strategy and share best practices with one another. The regular meetings are necessary to keep everyone aligned and in tandem with the company's progress.

We used to have monthly birthday celebrations during our Kopi Date, it has now become a muted affair due to COVID-19. Nevertheless, we continue to celebrate by sending birthday wishes or a cake at the cafes.



Birthday Celebrations



Online Kopi date session

OTHER KEY EVENTS

Other key events in our company calendar would include our mid-year Employee Engagement survey, end-of-year Performance Motivation exercise, quarterly Skills Check-in, and once a year Townhall and company retreat where we get together for an outing, lunch, and exchange presents with our Secret Santa!

We hope that with the relaxation of Covid-19 regulations in the months to come, we can expect more team bonding activities within the company.



Mirror Maze



Jewel Outing

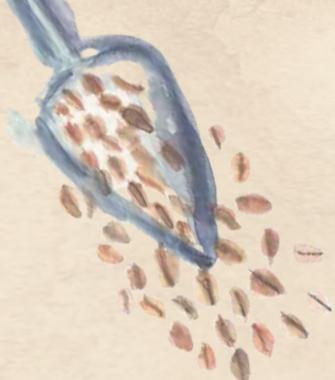


Team Retreat



Foreword Townhall





OUR COFFEE VALUE CHAIN

Foreword imports our coffee from trusted partners that have shown commitment towards improving the lives and livelihoods of the coffee producers in the Asian region. Our coffee partners are transparent in their processes and the coffees can be traced to the farms and producers.

The value chain is shortened and more traceable because we source and import the coffees ourselves. This also increases the cost of our coffees as freight and handling charges are costly when we are importing in low quantities. However, we continue to do this year on year as we also value having a variety of coffee from different countries in Asia.

Our coffee origins



COST TRANSPARENCY

In 2021, prices of coffee soared as there was a global coffee shortage due to climate changes and port congestions. Increased demand for coffee on top of these factors have driven coffee prices upwards. We're thankful for our coffee partners who continue to supply us with coffee beans during this period.



Our cost transparency for each coffee bean in 2021:

PARTNER	REGION	COFFEE BEANS	PRICE(SGD)/KG
	Yunnan, China	Banka Natual	\$11.50
		Dongka Washed	\$7.95
		Ou Yang Natural	\$14.43
	Houaphan, Laos	Xam Tai Natural	\$18.53
		Xam Tai Washed	\$16.54
	Java, Indonesia	Java Sindoro Wet-hulled	\$10.16
		Java Wanayasa Washed	\$12.26
	Lam Dong, Vietnam	Jade Mountain	\$6.68
Badra Estates	Bababudangiri Hills, India	Badra Washed	\$10.94

Note: Prices shown are inclusive of handling charges and local taxes.

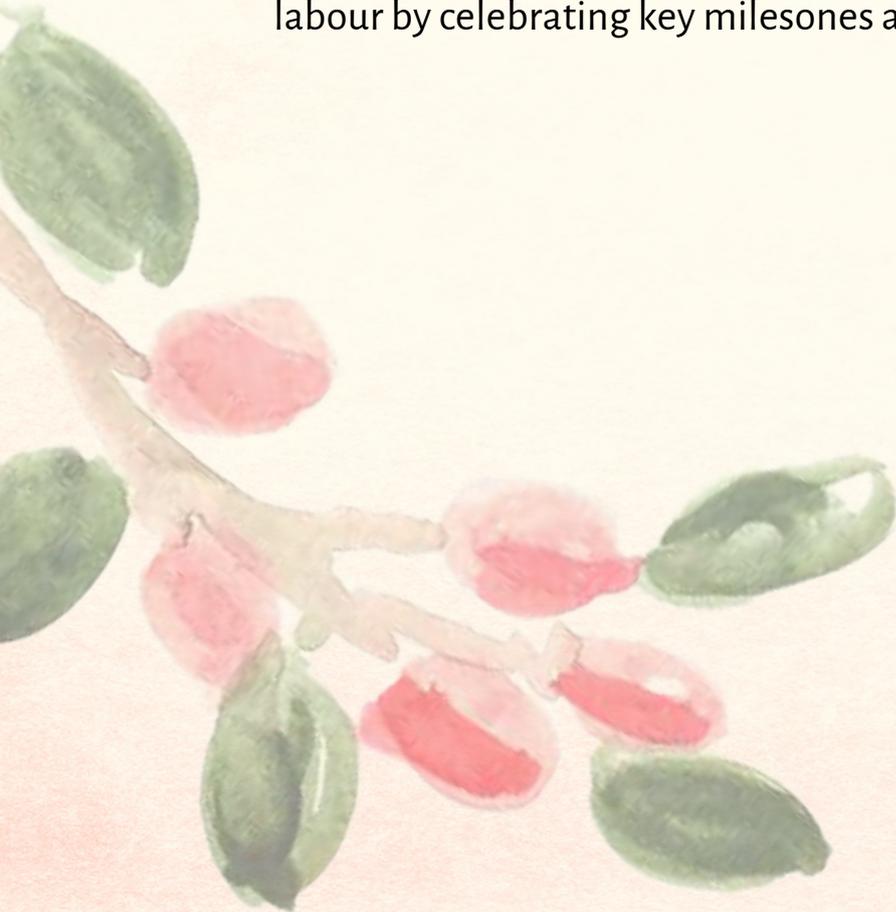
The average global coffee price cost \$4.3 USD/ KG for Arabica beans in 2021 (Source: Statista)



CHAPTER II

THE FRUITS

Coffee exists as a cherry and the "bean" that we consume is actually the seed of the cherry. To produce specialty-grade coffee, producers need to handpick only the ripened cherries on the branches as not all cherries are ripe at the same time. In this chapter, we "cherry pick" and savour the fruits of our labour by celebrating key milestones and achievements in 2021.



OPENING OF NEW CAFES



Despite a difficult year because of Covid-19, we are grateful to have supportive partners from *raiSE* (Singapore Centre for Social Enterprises), Housing Development Board (HDB), National University of Singapore (NUS), and Far East Organisation (FEO) to push for the opening of 3 new locations. These locations are Canberra Plaza (CBP), Yong Siew Toh Conservatory of Music (YST), and Baker X at Orchard Central (BX). This brings our total number of locations in 2021 to 6.



Baker X @ Orchard Central

Address

181 Orchard Rd,
#04-29, S238896

Opening hours

Mon-Fri: 12pm-5pm
Sat-Sun: 12pm-6pm



02.08.21

Yong Siew Toh Conservatory of Music

Address

3 Conservatory Dr,
Level 1 Lounge, S117376

Opening hours

Mon-Fri: 8am-5pm



Upcycled furniture



Family Lounge @ Canberra Plaza

Address

133 Canberra View,
#03-08, S750133

Opening hours

Mon-Sun: 9am-5pm

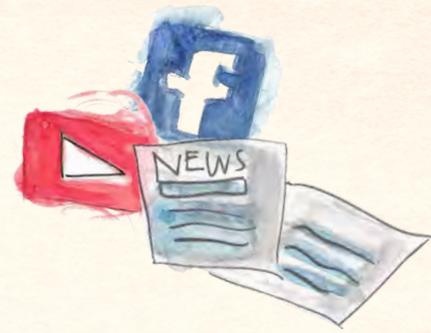


16.02.21



Family Lounge Visit by Minister Ong Ye Kung

MEDIA FEATURES



The media has been a great ally for us in raising awareness of the inclusive hiring movement. Here are some of the features in online media (video) that we received in 2021.

Enabling Mark Awards 2021 – Enabling Mark (Platinum) recipients

Watch Video: bit.ly/3ttgwO9



31.08.21

Video by SG Enable

This café does more than serve coffee

Watch Video: bit.ly/3lpgoor



28.09.21

Video by The Royal Singapore

Building an inclusive workplace through coffee

Watch Video: bit.ly/3Cbluky



14.10.21

Video by Youthopia SG

NEW INITIATIVES

WEDDING FAVOURS



Wedding favours have become a new revenue channel for the company as we saw an increase in enquiries for our coffee brew bags, bottled lattes, and freshly baked cookies for weddings. Due to the Safe Management Measures (SMMs) imposed, live barista cart was not possible but we still find ways to bring joy to wedding couples and their guests through our packaged products.



Brew bags



Chunky cookies with customised stickers

In 2021, we provided wedding favours for:

8 Wedding Couples

FOREWORD DRAWS

We incorporated 5 of our new in-house digital artworks as part of the design of our Brew Bag boxes and The Slow Down postcard pack. These designs are illustrated in pastel and soft tones, and aims to show coffee beyond a beverage itself - a tool to show kindness, reconnect and a comforting drink.



Postcards



Brew Bag Boxes



CHAPTER III

GRADING

Coffee beans go through a process called "cupping", where qualified coffee professionals, Q-graders, taste and assess coffee across multiple attributes. For a coffee to be considered as specialty-grade, it has to receive a final score of 80 and above (out of a total of 100 points). Such a grading process helps to communicate quality and provides an objective benchmark to help set prices between buyers and sellers of specialty coffee.

B-CORP CERTIFICATION

At the time of writing this impact report, Foreword was also officially recognized as a B Corp as of February 2022. The B Corp certification recognizes businesses for “meeting high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials”.

Our Overall B Impact Score



Find out more about our
B-corp certification:
bit.ly/3ipCUkV



- 80.8 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses



ENABLING MARK AWARD

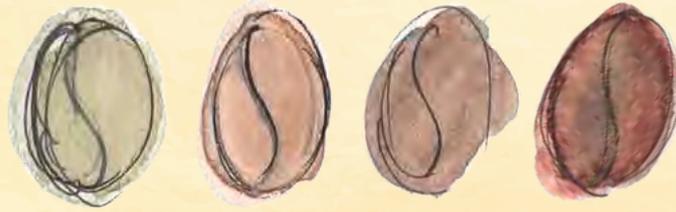
In 2021, Foreword was presented with the Enabling Mark (Platinum) Award, the highest accolade shared with 5 other organizations in the Enabling Mark Awards. The Enabling Mark is a national-level accreditation framework by SG Enable that recognizes organizations for their best practices and outcomes in disability-inclusive employment. This award provides a benchmark for Foreword's commitment towards creating an inclusive workplace.



Receiving the Enabling Mark award from President Halimah Yacob



We evaluate ourselves through benchmarking with external standards, which gives us a better idea of how we are doing from outside in. This helps us to keep up with the industry as we stay competitive as a business for good, balancing our social goals with the business operations.



CHAPTER IV

THE MAILLARD REACTION

Taking place during coffee roasting, the Maillard reaction unlocks the flavour potential in coffee beans, providing character to the coffee. At this stage of the coffee value chain, the coffee roaster modulates the roasting profile to bring out the best of the coffee bean through the control of multiple variables such as heat, airflow, speed of drum rotation and more. Like the coffee bean, our employees are given opportunities to realise their potential through various platforms. Looking at the holistic development of our employees are important as many of us are still learning to navigate the world as young adults.

HOLISTIC DEVELOPMENT OF EMPLOYEES

Due to the nature of employees that we hire, Foreword focuses on the holistic development of our employees, especially on the younger ones who just graduated from SPED schools. At the ages of 18 and 21, our young staff are newly minted in the working world and also still experiencing socio-emotional developments at these ages.

In Foreword, holistic development comprises both life skills and workforce skills development. Below are some of workshops, courses and programmes which our employees attended in 2021.

HOLISTIC DEVELOPMENT	
Life skills development	Workforce skills development
Phileo Mentorship Kopi Date Sharings Regular, informal check-ins	Coffee Courses Disability Management Pro-bono consultancy SMU-raiSE.LE.CT Programme

WORKFORCE SKILLS DEVELOPMENT

We evaluate ourselves through benchmarking with external standards, which gives us a better idea of how we are doing from outside in. This helps us to keep up with the industry as we stay competitive as a business for good, balancing our social goals with the business operations.

In 2021,

16 employees

participated in



**7 external courses and
training programmes**



totalling

418 training hours

Place-and-Train Programme

Launched in 2021 through the SG United Jobs & Skills programme and administered by SG Enable, the Place-and-Train programme places PWDs into employment with structured training opportunities for them to ease into sustainable employment.

External Courses

Other employees also attended programmes such as the SG Enable Disability Management Workshop and the Specialty Coffee Association (SCA) Barista and Roasting courses.



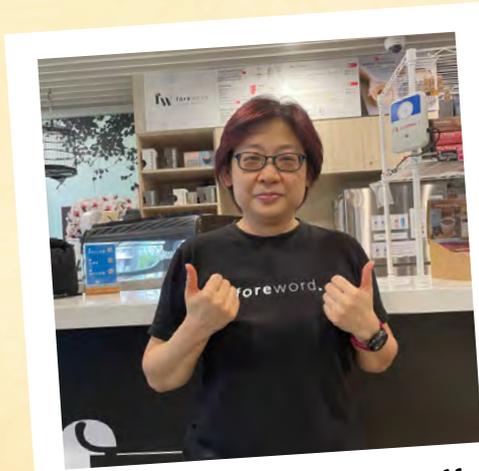
Coffee course:
Learning to froth milk



Coffee course: Wei Jie supporting our staff as sign language interpreter



Here are our employees who went through the various coffee courses:



WSQ Serving Specialty Coffee
Pauline Peng



SCA Roasting Skills Foundation
Mark Chua



SCA Barista Skills Foundation
Salahuddin



SCA Barista Skills Foundation
Melvin



SCA Barista Skills Foundation
Ambika



SCA Barista Skills
Intermediate, Victor Teo



SCA Barista Skills
Intermediate, Jerome Wong

SMU-raiSE.LE.CT Programme

Our company directors attended the inaugural SMU-raiSE Social Enterprise Ecosystem Leadership for Change & Transformation (SE.LE.CT) programme which aims to equip emerging and existing leaders from the private-public-people sectors with the necessary skills to cultivate them as advocates and supporters of the social enterprise ecosystem, and to inspire them to take greater initiative in the sector.



Wei Jie receiving the certificate of recognition



Credits: raiSE SG



Kick-off session with P&G team



Sharing our learnings in the concluding session

Pro-bono consultancy by Empact

Organised by Empact, our administrative team had the opportunity to undergo a 6-month consultancy programme with Procter & Gamble (P&G) Singapore in analysing and refining our marketing and sales strategies. We are grateful to the P&G team for lending their time and effort into this programme.

LIFE SKILLS DEVELOPMENT

Besides developing the key competencies required in our areas of work, we also ensure our employees are equipped with skills that will prepare them to better succeed in life, such as in confronting life's challenges and making effective day-to-day decisions.

Phileo mentorship programme

Together with Phileo Global, we organized a life skills mentorship programme for 7 of our employees with disabilities. Our employees went through 3 months of workshops that covered emotional resilience, personal finance, and teamwork at the workplace. We are thankful to the volunteers who offered their time and effort into supporting our employees in this programme.



Kopi Date Sharings

Our bi-monthly Kopi Date also saw 2 life skills sharings by our co-founders, Nadi and Wei Jie. In particular, Nadi shared about tips on savings while Wei Jie shared about Happiness Matters.



CHAPTER VI



THE DAILY GRIND

When all is done and roasted, coffee beans are sent to the cafes where baristas have the responsibility to bring out the best of the beans in the cups of coffee they serve to customers. Here, we reach the end of the coffee value chain where the efforts of all elements from the soil to the climate, from the producers to the roasters, are now presented by our baristas.

CAFE OPERATIONS

JOB ACCOMMODATIONS

Foreword continues to provide job accommodation and support at the workplace through our café supervisors, who provide close supervision and training for newcomers. For some employees, we also receive job coach support from SG Enable or MINDS Hi-Job as we require the job coach's expertise to help ease the employee with disability into our cafes.



Job Coach Support

SKILLS CHECK-IN

In 2021, we rolled out our Skills Check-in programme where every quarter, employees are assessed on their skills at the café and check-ins are conducted to know how they are coping at work. Café staff who are deemed to be proficient in 5 areas will receive the relevant skill badges to recognize their achievements.



Giving skill badges to staff

COMMUNITY ENGAGEMENT



Foreword engages the community through various channels. In 2021, our co-founders supported a total of 22 events. These events include sharing sessions, learning journeys, in-depth interviews, surveys, mentorship, and working with students from Institutes of Higher Learnings (IHLs) for their projects.



4th: Interview on air by
CNA938live

10th Jan: Nanyang Polytechnic
(NP) consignment book project

11th Jan: Supporting free mask
collection at TSH



NP book
consignment



Supporting free mask
collection at TSH

23rd: Sharing at Dunman High School's Leadership Symposium

25th: Foreword's products featured at Not-So-Convenience store at National Design Centre

26th: Hosted a group of 5 SPED teachers to share about our disability-inclusive practices



Dunman High School Leadership Symposium

March

4th: Sharing with NIE teachers

8th: Sharing with NIE SPED teachers

24th: Sharing with teachers on NIE course

February

4th: Sharing with 15 NUS CAPT students

5th: Sharing with VISA employees

April

7th: Sharing with NUS Community Leadership Module students



May

28th: Sharing with Eunoia Junior College students

6th: Showing support to healthcare workers at CHI



Supporting healthcare workers at CHI



August

19th: Sharing in 'Singapore Flavoured F&B 101' Dialogue Session for Temasek Polytechnic students

24th: Sharing in a panel at SG Mental Health Conference



June

30th: Sharing with NUS Psychology camp students



'Singapore Flavoured F&B 101' Dialogue Session



October

14th: Sharing with CAPT students

25th-26th: Sharing at Greendale Secondary School Career Day



September

14th and 17th: Sharing with Temasek Polytechnic students

16th: Sharing with students in NUS Community Leadership module



November

2nd: Sharing with SG Enable allied professionals

16th: Story feature in "Beneath the Rug" by SolveN+1

18th: Sharing at Stewardship Asia Centre's "Elevate" sharing session

21st: Business Case Study published in NTU School of Business' 'Towards A Sustainable Future' publication

**Foreword Coffee:
Marrying Passion
and Mission**

Angeline Caijiao Lin, Maw Der Foo and Helena Panicker

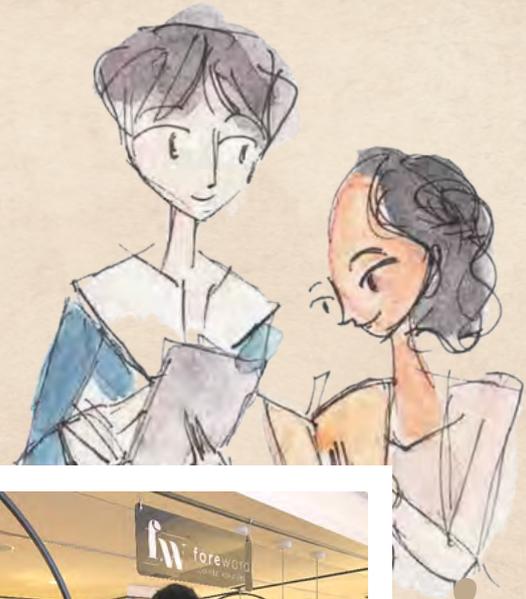
On the evening of 13th August 2021, as the cruise ship was pulling away from the Marina Bay Cruise Centre, Lim Wei Jin stood on the top deck of the ship with the wind blowing in his face, reflecting on Foreword Coffee's journey over the last four years. Foreword Coffee was a social enterprise in Singapore with a vision to empower persons with disabilities and special needs through employment opportunities. Specifically, Foreword Coffee hired persons with disabilities and special needs to work in their cafés, provided customised on-the-job training for these employees, and actively found ways to develop these employees. Since its establishment in 2017, Foreword Coffee had expanded from a hole-in-the-wall café at one of the residential colleges in the National University of Singapore (NUS) to five cafés in different parts of Singapore; the number of employees had also grown from one to 21 and it continued to grow as Foreword Coffee planned for the opening of another two outlets in Q4 of 2021.

**NTU School
of Business
Publication**



Beneath the Rug

INTERNSHIP AND TRAINEESHIP



In 2021, Foreword welcomed 8 interns and trainees from various education institutions, including Spectra Secondary School, Mindset Learning Hub, Cerebral Palsy Alliance Singapore (CPAS) School and various Institutes of Higher Learnings.

Hear from one of our interns, Megan, on her internship experience in Foreword:



Interns from Spectra Secondary School



**Megan Ng,
Intern from SUSS**

"During my internship, I was under the Human Resource team where I learnt how Foreword manages their staff and their well-being. My internship experience has been a meaningful one and it was an honour to be part of the Foreword team. I love the culture of belonging and inclusivity here at Foreword, and am inspired by their constant drive and eagerness to learn."

. Megan Ng, Intern Nov - Dec 2021

ADVISORY MENTORSHIP

Organised by Advisory Singapore, the mentorship programme pairs youth aged 16 to 28 years old with working professionals in their fields of interest. Over the course of four months from June to September 2021, our company director, Wei Jie, volunteered as a returning mentor, dedicating one hour each month to meet with his mentee. Through the mentorship programme, he provided career-related advice to his mentee and guided him in exploring the areas of social entrepreneurship and the Food & Beverages (F&B) industry in Singapore.



Shin Loong and Wei Jie



Mentee's appreciation note

STORIES OF OUR PEOPLE



Jerome

"I have been working with Foreword Coffee for 2 years as a Barista. Other than being a barista, I do help to supervise the café operations such as manpower and logistics. I enjoy working at Foreword because Wei Jie and Nadi show me a lot of support and encouragement, as well as freedom to run the café."

- Jerome, Café Supervisor

"I have been working at the CHI outlet for 6 months. My boss was surprised when he realised that I am a fast learner 4 days after I started work at Foreword. I feel better here at Foreword as it was very stressful at my previous job. I hope you visit our Foreword cafés and enjoy! Thank you for your support! :) "

- Salahuddin, Trainee Café Supervisor



Salahuddin



Renyi and Mum

"We are grateful for the opportunity given to Renyi to be a part of the Foreword team. While Renyi found the work to be very new and challenging when she first joined, Foreword's inclusive culture has encouraged and enabled her to learn many new skills. She enjoys working at Foreword and finds her colleagues to be very kind and patient. The company's acceptance and compassion for the special needs community has empowered Renyi to lead a more purposeful life. Thank you Foreword! "

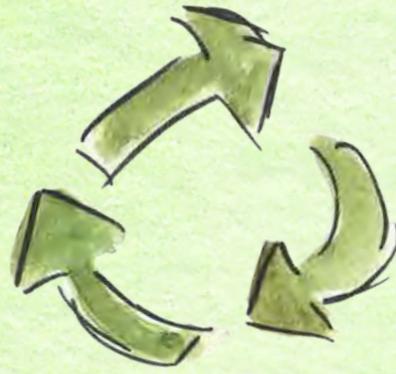
- Phui Fang, Mum of Renyi (Café Crew)

" It has been an eye-opener volunteering in Foreword. For decades, I had ordered my morning cuppa without a thought for the work that went into making one, and all the more did not understand the challenges making coffee pose to persons with special needs. Indeed, their daily operations require skills in mathematics, dexterity, sequencing, memory work, to name a few. Plus huge doses of courtesy and humour. 3 cheers to the Foreword crew! "

- Kelly, Volunteer Job Coach



Kelly

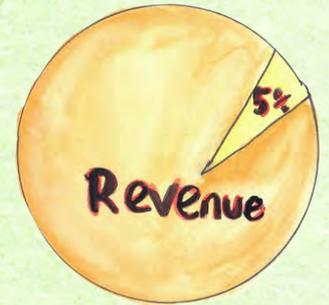


CHAPTER IV

CLOSING THE LOOP

Now that we are at the end of the value chain, what's next? The main wastes created at our cafes are the plastic bottles and used coffee grounds. We also incur packaging wastes from food service providers and ecommerce sales. How can waste be upcycled to create useful products once more? Besides upcycling, we also advocate for a circular value chain for a more sustainable global coffee industry. By choosing to work with the same coffee partners year after year, we build trusted relationships with mutual benefits for our businesses and communities we serve.

TOWARDS A CIRCULAR VALUE CHAIN



5% FOR COMMUNITY

Smallholder coffee farmers (those with less than 5Ha of land) produce 60% of the world's coffee and 44% of them are living in poverty (source: [CARTO](#)). Acknowledging this issue, we implemented our community fund, where 5% of the revenue earned from the sale of our coffee brew bags will be directed to community development projects in the Asian region. A circular value chain, where redistribution of gains from the end to the start of the supply chain, is necessary for us to continue enjoying coffee around the world.

In March 2021, we supported our friends at Bright Java by donating \$250 to fund a coffee processing center at Baratas Wanayasa. This amount donated was about 9% of the total cost of construction.

Bright Java Project



Building of Coffee Processing Centre

GREEN NUDGES AT THE CAFES

BRING YOUR OWN CUP (BYOC)



To incentivize our customers to do their part to reduce waste, we implemented the BYOC discount since the first day of Foreword. While the discount given is more than the cost of a takeaway cup, we feel it is important to nudge our customers to adopt a habit that conserves our planet's resources.



PLANT-BASED MILK



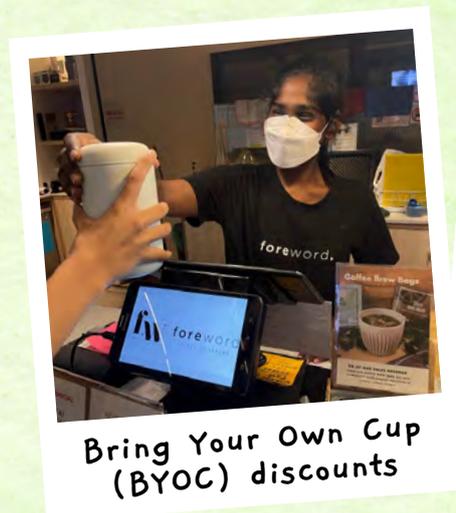
A sustainable alternative to cow's milk, plant-based milk generates less greenhouse gas and uses less land and water. In 2021, we introduced Bamnut milk to our existing plant-based options. The milk is made from Bambara groundnuts, a regenerative crop sourced directly from smallholder farming communities and with a carbon footprint 4.1 times lower than cow's milk consumed in Singapore (Source: [WhatIF Foods](#)).



In 2021, we saw:

2640 BYOC discounts given

1648 cups of plant-based milk sold



Bring Your Own Cup (BYOC) discounts



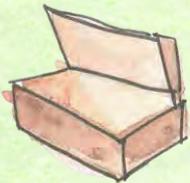
Bamnut Milk

CONSCIOUS PACKAGING INITIATIVES

ECO-FRIENDLY CONSUMABLES

To mitigate the negative impact of single-use products on our planet, we purchase takeaway consumables from Biopak, a B Corp certified company which produces food packaging made from renewable resources. Carbon emissions created by their products are offset through environmental restoration initiatives. Some of these takeaway consumables are:

Food Box



Hot Cup



Cold Cup



Cutlery



Biopak: Our environmental impact

In 2021, our choice of Biopak packaging enabled us to contribute to the following benefits to the environment:

820 kg worth of carbon emission offsets



274 kg of plastic packaging avoided



27584 trees were planted



Biopak hot cups



Biopak Cold cups and boxes

COMPOSTABLE PACKAGING



Since 2020, Foreword brought in compostable packaging for the following products in a bid to reduce our carbon footprint:

Coffee bags



Coffee capsules



RETURN AND REUSE INITIATIVE



As part of this initiative, customers can return their used glass bottles and coffee bags for their subsequent purchases. We collect, keep and reuse them for returning customers. This reduces the use of new glass bottles and coffee bags.



Coffee Bag



Glass Bottle

REDUCED PACKAGING INITIATIVE



On our ecommerce platforms, customers can request for reduced packaging by indicating “I don’t need packaging” or “I don't need the box” from selected products such as our gift bundles. Customers can also choose to eliminate additional ecommerce packaging waste by picking up from our cafes.



FROM BOTTLES TO TABLES

UPCYCLED FURNITURE



Plastic waste is one of Singapore's largest waste streams. In 2020, Singapore generated 868,000 tonnes of plastic waste, yet only 4% is recycled, alluding to the excessive plastic waste problem in Singapore (Source: [National Environmental Agency](#)).



In June 2021, in a bid to reduce our contribution to plastic waste, we worked with local Environmental Conservation Organisation, Semula, to produce upcycled stools and tables made from used milk bottles and caps from our cafes, along with abandoned logs salvaged from trees felled for urban development. The upcycled furniture can now be found in our outlets at Temasek Shophouse and Yong Siew Toh Conservatory of Music.

In total,

885

plastic milk bottles
were used to create
our upcycled furniture



Daily collection of milk
bottle caps by cafe crew

141.3 kg

of plastic waste
were diverted from
the waste channel



Upcycled table and stool



THANK YOU FOR YOUR SUPPORT



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TEMASEK
FOUNDATION

TEMASEK TRUST

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SG ENABLE



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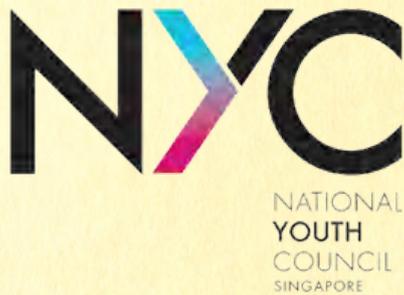
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