



Neumann Kaffee Gruppe



Food Safety training on Allergens in Green Coffee

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Background of this worldwide training

Importance of allergen training



- ✓ Based on the information from the Food Safety Survey in 2023 we implemented a basic training and information transfer of allergens as a requirement in some NKG business plans.
- ✓ As Workday becomes more and more important as a training tool, we start providing this topic via Workday with an AI-generated Video in Synthesia, to support the companies in meeting this requirement. As a second benefit we will gather information for further trainings like CoC.
- ✓ The AI video is usable in multiple languages and can be accessed online and/or offline as an MP4 for training in the field or for third-party farmers.
- ✓ Due to the increasing frequency of customer inquiries on this topic, we will prepare a statement regarding this measure once we reach a success rate of 70% participants within NKG.
- ✓ NKG companies can forward this statement to their customers in the event of an enquiry.

Why is the topic of allergens important?

Importance of allergen training



 The General Food Law makes us, as food business operator, responsible for coffee as a foodstuff in all our business activities (import, export and service).

 The issue of allergens is one of the main risks of potential hazards to consumers through food consumption. Between 2-6% of the population suffers from food allergies to the 14 main allergens in food (in the EU).

 It is therefore important to understand the potential consequences ranging from mild irritation to anaphylactic shock for a dry commodity like coffee.

 The risk assessment and corresponding corrective measures for every company are described in the company's HACCP Concepts .

 With this training NKG is taking a big step toward the acknowledgement and prevention of allergens and supporting the food safety culture within the NKG family´.

Goal of the training



- Strengthening the basic understanding of the occurrence and effects of allergens in food
- Ensuring compliance with customer and legal requirements
- Strengthening the food safety culture throughout the group
- Highlighting the risks of allergen contamination within the coffee supply chain



Raising awareness for allergens in green coffee beans, the risks of contamination and prevention of allergen sources.

Content of the training



- Basic information about allergens and the 14 main allergens (in the EU) as well as their effects in case of intolerance
- Information on where allergens must be avoided, especially in our processes and supply chains
- Risk identification and analysis of company processes through the HACCP concept
- Clear rules of conduct to prevent the occurrence of allergens and ensure the safe handling of green coffee
- Emphasizing the processes and areas where coffee can be contaminated or cross-contaminated



Participation



- 1771 people received the training invitation in Workday
- 1533 NKG employees completed the training
- 86.5% participation rate
- On-site training in 15 offices provided opportunity to participate in the training
 - Positive responses from office representatives and food safety experts



Image from the on-site training in NKG Ibero Uganda

Overview



- Mandatory training for all NKG employees
- **Start:** December 2024 until mid-February 2025

Contents of the training:

- AI-generated training video (10-12 minutes) in 10 languages (English, German, Portuguese, Spanish, Vietnamese, Italian, French, Polish, Indonesian, Russian)
- Short quiz at the end of the video
- Video can be accessed on Workday
- **Exception:** planned training session on-site where the training video was shown to employees without technical equipment

Feedback on the training

Positive feedback and engagement from NKG employees





[Redacted]

Interesante y practico



[Redacted]

muy importante lo que debemos hacer en caso de presentarse alguna situacion de alergenos



[Redacted]

Muito interessante e informativo!!!. Importante saber!!!



[Redacted]

Informações muito importantes. Ótimo curso!



[Redacted]

Very important training on food allergens



[Redacted]

Very good Training.



[Redacted]

Tema importante e curso bem objetivo!



[Redacted]

Nice course thanks



[Redacted]

Nice course. Thanks



[Redacted]

awesome content

Many positive comments from participants emphasizing the importance of the content



Image from the on-site training of the New Guinea Highlands Coffee Exports Ltd.

Learnings from workday



Sources of errors in Workday were identified and partially improved

➤ Master Data Maintenance is Key

- Creating employees with their email addresses is crucial for proper data management.

➤ Language Display Requires Significant Effort

- Each language must be individually set up, which involves considerable time and resources.

➤ SCOM File Creation

- illustration of the interface for operating linked in

➤ Not Every Employee Has Access to a Personal Laptop

- Inform these employees via representatives and consider providing equipment or organizing on-site training sessions.



Learning

Conclusion



- Allergens are an important topic for the NKG companies and the supply chain
- A common understanding and awareness are crucial in our daily business
- High participation, engagement and positive feedback reflect collective commitment to ensuring food safety in our green coffees
- The global initiative has raised awareness of our product as food and strengthened the food safety culture
- A statement was written and will be shared with NKG participants
- Allergen training will be incorporated into the onboarding process
- Many requests were received to share the video with third-party suppliers on farms
- The risk in the sample room was positively mentioned and incorporated into several HACCP concepts



Be together for more Food Safety!

Any Questions ?
Please contact us !

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