



Nespresso Baseline Assessment for Coffee in Guatemala Executive Summary

March 2025
Baseline Assessment

ABOUT THE FAIR LABOR ASSOCIATION

The Fair Labor Association (FLA) promotes human rights at work. We are an international network of companies, universities, and civil society organizations collaborating to ensure that millions of people working at the world's factories and farms are paid fairly and protected from risks to their health, safety, and well-being.

Company	Nespresso
Country	Guatemala
Crop	Coffee
Production process	Harvesting
Assessment location	Fraijanes, Guatemala
Assessment dates	February 22 – March 15, 2021
Number of farmers interviewed	16
Number of workers interviewed	52

Executive Summary

Nespresso joined the Fair Labor Association's (FLA) Agriculture Program in 2020 to further strengthen its commitment to enhancing transparency in the coffee sector by actively engaging with stakeholders to address systemic challenges. With FLA's independent verification programs, the Nespresso AAA Sustainable Quality™ Program (the Nespresso AAA Program) of 20 years empowers farmers, promotes a sustainable supply of high-quality coffee, and fosters social equity. Nespresso prioritizes ensuring an effective human rights due diligence system within its supply chain and participating in the FLA Agriculture Program, enhancing its capacity to prevent, assess, and address significant human rights issues while transparently reporting identified gaps and action plans.

FLA conducted the first assessment in Nespresso's supply chain in its Fraijanes coffee cluster in Guatemala in March 2021. According to the United States (US) Department of Labor, child laborers perform dangerous tasks in agriculture, including in the production of coffee in Guatemala. Widespread poverty, limited access to education, health care services, social security and housing, and weak government policies protecting informal coffee workers make child labor and other labor issues endemic to the country.

Fraijanes is in the southwest part of Guatemala and is one of the oldest coffee-producing regions in that country. In the Fraijanes cluster, Nespresso sources coffee through a federation of cooperatives and a European exporter. The cluster includes one large farm and about 432 smallholder farms. Most smallholder farmers labor on their farms with the assistance of their families and neighbors. Seasonal employees are hired when needed.

In March 2021, FLA visited 16 farms in Fraijanes, interviewing farmers, agronomists, and 52 coffee harvesters and observing their working conditions. In addition, FLA surveyed 36 stakeholders including companies, suppliers, cooperatives, and local civil society organizations focusing on child labor and other labor rights enshrined in international laws, norms, and standards.

The goal of the assessment was to evaluate conditions for workers and provide recommendations on how Nespresso's AAA Program could be enhanced to better protect children and workers in Guatemala and other sourcing countries. The following overview outlines our observations and recommendations, and Nespresso's actions on five key themes:

FLA observations during assessment in 2021	FLA recommendations provided in 2021	Nespresso actions planned in 2021	Nespresso's progress between 2021-2024
1. Clarity about child labor among Nespresso's supply chain partners: FLA identified a lack of understanding of the differences between child labor, light work, and hazardous work among supply chain partners.	Nespresso should engage in a systematic educational campaign to increase supply chain partners' understanding of international standards on child labor.	Nespresso plans to integrate light work concepts and definitions into the awareness-raising activities planned, in addition to child rights trainings. Nespresso will use this material to educate its AAA agronomists, farmers, and workers. Nespresso also plans to educate children and their parents about what is and is not permissible.	Since 2021, Nespresso has made significant efforts in educating supply chain partners (AAA agronomists) on child labor risks, contrasting child labor, light work, and hazardous work. An extensive series of workshops, interactive trainings, and interventions has been conducted, successfully engaging children and adolescents from coffee-producing families. These efforts empower AAA agronomists, farmers, and families to understand international labor standards while raising awareness among parents about the importance of education.
2. Worker consultation and engagement in monitoring and remediation: FLA identified areas in Nespresso's AAA Program related to worker and community engagement that can be strengthened.	Farm visit procedures should be modified to require worker engagement to help identify and remediate issues of concern.	<p>Nespresso will increase the team of AAA agronomists and hire dedicated social workers in Guatemala to support local coffee growing families. Nespresso is also working with FLA to enhance the available training related to human rights and labor standards for AAA agronomists.</p> <p>FLA will organize labor rights communication trainings for AAA agronomists and social workers.</p>	<p>To enhance worker engagement, Nespresso has significantly strengthened its AAA agronomist team and hired social workers to support coffee-growing families in Guatemala. The Nespresso AAA Program includes participatory farm visits, enabling workers to share insights on labor conditions and for AAA agronomists to shape remediation strategies. Nespresso has also strengthened its child labor monitoring and remediation systems, incorporating preventative measures within local cooperatives for labor rights improvements.</p> <p>FLA organized labor rights communication trainings for AAA agronomists and social workers.</p>

		.	Nespresso is continuously working with its local partners on complementary efforts to strengthen the capacity of the six small-scale farmer organizations in Fraijanes to protect children, including how to prevent, mitigate, and remediate child labor.
3. Strengthening grievance mechanisms: FLA observed that grievance mechanisms in the supply chain are underdeveloped, and workers lack knowledge about their legal rights.	Leaders of the Nespresso AAA Program should recommit to creating an informed workplace and guaranteeing effective grievance mechanisms for workers.	<p>Nespresso supports the implementation of FLA's worker voice engagement tool (WISE— Worker Insights Smart Engagement) to increase access for workers and farmers to a grievance mechanism.</p> <p>Nespresso will also expand its trainings for AAA agronomists, who work directly with farmers, about grievance mechanisms, gender-based violence, harassment and abuse, discrimination, and forced labor.</p>	<p>To address the underdevelopment of grievance mechanisms in the coffee sector, Nespresso piloted the WISE tool in Fraijanes. Additionally, the six smallholder coffee organizations in the region have enhanced their capacity to handle grievances, enabling workers to report workplace violations safely.</p> <p>Nespresso has also expanded its training program on human and labor rights, covering critical topics such as gender-based violence, harassment, forced labor, discrimination, child rights, and working hours. This ensures that AAA agronomists and cooperative leaders are well-equipped to support farmers and workers while raising awareness about labor standards.</p>
4. Engagement with civil society organizations: FLA identified limited ongoing engagement with local, regional, or national CSOs for either gathering and sharing information or collaborating to identify collective	The Nespresso AAA Program procedures should require ongoing dialogue and consultation with local CSOs.	With input from FLA, Nespresso plans to establish a network of local organizations (the Community Child Labor Committee) to support the prevention and case management of child labor cases.	Nespresso has systematically engaged CSOs, ensuring that child labor prevention is addressed through multi-stakeholder collaboration. Nespresso launched a Community Child Labor Committee in partnership with FLA and tasked a local partner with monitoring, case management, and stakeholder coordination. Nespresso has deepened its collaboration with local cooperatives and NGOs, ensuring that labor rights

remedies.			enforcement is integrated into broader community development programs.
5. Worker health and safety requirements: Health and safety training and preparedness, as well as access to basic services, needed to be improved on farms.	The Nespresso AAA Program should improve enforcement of its requirements on health and safety and place a higher priority on supply chain actors providing basic hygiene services for all workers.	Nespresso has improved its TASQ (Tool for Assessment of Sustainable Quality) criteria and is working with cooperatives and farmers to improve health and safety issues on farms and improve AAA agronomists' knowledge on labor rights and working conditions.	Through the TASQ criteria update, Nespresso has incorporated more rigorous health and safety assessments across its supply chain. Since 2021, hygiene kits have been distributed and access to medical support has been expanded. Infrastructure investments have improved sanitation, access to water, and worker housing conditions on selected farms. Furthermore, the agronomist team has been trained to monitor occupational safety risks, including heat stress, pesticide exposure, and ergonomic hazards.