

**LAVAZZA**  
PROFESSIONAL

***At Work, For You***

Passion, excellence and innovation in workplace vending



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**LAVAZZA**  
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**Ashley Weller**

UK Market Director,  
Lavazza Professional UK

*At Lavazza Professional, we're dedicated to keeping workplaces on the go, serving delicious tasting drinks with ultra-reliable, hassle-free tailored vending technology to suit the needs of every business. All designed and built with hygiene in mind helping to keep your people safe at work*

*A passion for excellence, quality and innovation has been ingrained in Lavazza's DNA since its foundation in 1895, and we at Lavazza Professional are the leading experts in hot drinks vending 100% dedicated to the workplace.*

*Fuelling productivity, we bring high performance vending technologies to offices and factory floors in over 10,000 businesses. Partnering with some of the nation's best loved drinks brands, we make sure choosing the perfect menu couldn't be easier, with quality coffee, delicious hot and cold drinks, soups, snacks, cans, bottles and fresh water.*

*Today, more than ever, we're working towards a more sustainable future. We're committed to leading the industry with sustainable vending solutions, considering the environment at every step, from the sourcing of ingredients to our factory operations. Our new recyclable paper vending cup, a breakthrough in the vending industry, is paving the way for plastic reduction and more sustainable business.*

*With a focus on business partnership, world-class customer service and a nationwide team of engineers, your local expert is never far away. Lavazza Professional simply won't let you down.*

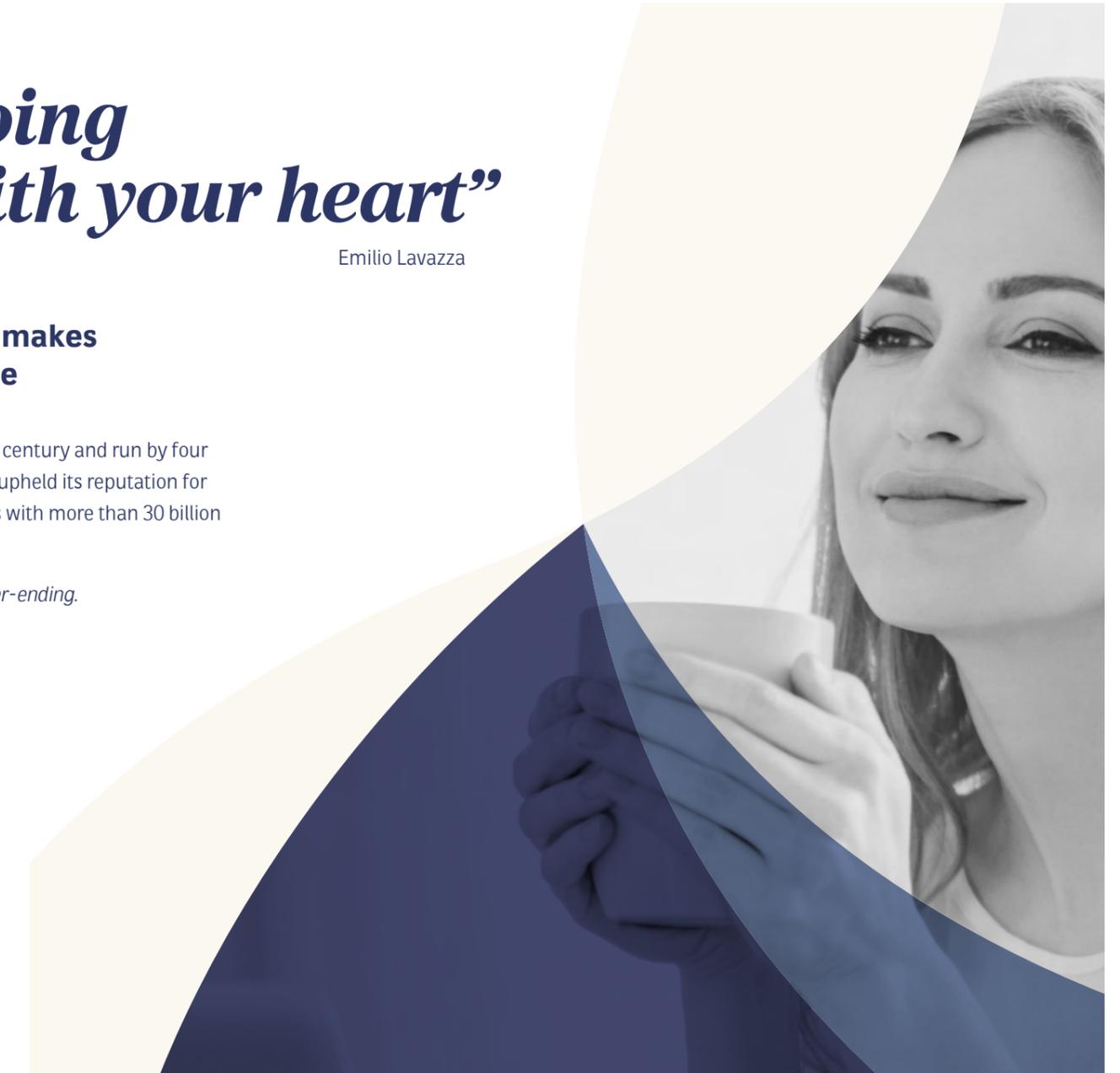
# "It's about doing business with your heart"

Emilio Lavazza

## A passion for excellence that makes every cup a unique experience

A trusted family-owned business for more than a century and run by four generations of the Lavazza family, the brand has upheld its reputation for coffee quality and prestige. Delighting customers with more than 30 billion cups per year around the world.

*For us, the quest for perfection in every cup is never-ending.*



# Lavazza Group

**Established in 1895 in Turin, the Italian coffee company has been owned by Lavazza family for four generations.**

We are a leading premium coffee roaster, leveraging Lavazza as a global authentic Italian brand complemented by Carte Noire, leader in France, Merrild, leader in Denmark, Kicking Horse Coffee, leader in fair trade and organic coffee in Canada. In addition, Lavazza recently acquired Nims in Italy, Espresso Service Proximité in France and the business of Blue Pod Coffee Co. in Australia.

At the end of 2018, as a consequence of the latest acquisition, the 'Lavazza Professional' business unit was created, which includes the leading OCS and Vending systems FLAVIA and KLIX.



## Our Coffee Numbers

Knowledge of the product, sustainability and innovation are the values through which we share our coffee culture, expressed in each of the 30 billion espresso cups we serve every year around the world.



*Over 30bn cups  
in more than  
140 countries*



## Coffee Worldwide

We want to share with the world the infinite palette of coffee experiences we can imagine with our passion and expertise in coffee.



# A pure premium coffee company

Lavazza Group is an established GLOBAL COMPANY, GUARANTEE OF A PREMIUM QUALITY.

In addition to the Lavazza brand, the Group own regional jewels including CARTE NOIRE, MERRILD, KICKING HORSE, FLAVIA, KLIX and ALTERRA.



**A family owned company,  
over 120 years old**

Integrated from green coffee roasting to coffee system design, covering all the moments, all places of consumption.



# Sustainability mission

## The road to Carbon Neutrality

**Road Map to Zero** is our ambitious company wide plan that aims to achieve carbon neutrality by 2030 and a circular economy, in order to reduce our environmental footprint and positively contribute with clear and lasting actions. To achieve that, we are focused on both organizations and products.



**2020**

SCOPE 1  
SCOPE 2

**Scope 1 & 2:** Reduction of greenhouse emissions (GHG) from direct sources (e.g. fuels combustion in boilers, furnaces, vehicles) and indirect GHG associated with the purchase of electricity, steam, heat and cooling.

**2021**

PATH TOWARDS  
SCOPE 3



**Scope 3:** reduction on indirect emissions along the entire supply chain upstream and downstream of Lavazza operations (green coffee, packaging, transport, use, disposal).

**2025**

SUSTAINABLE  
PACKAGING

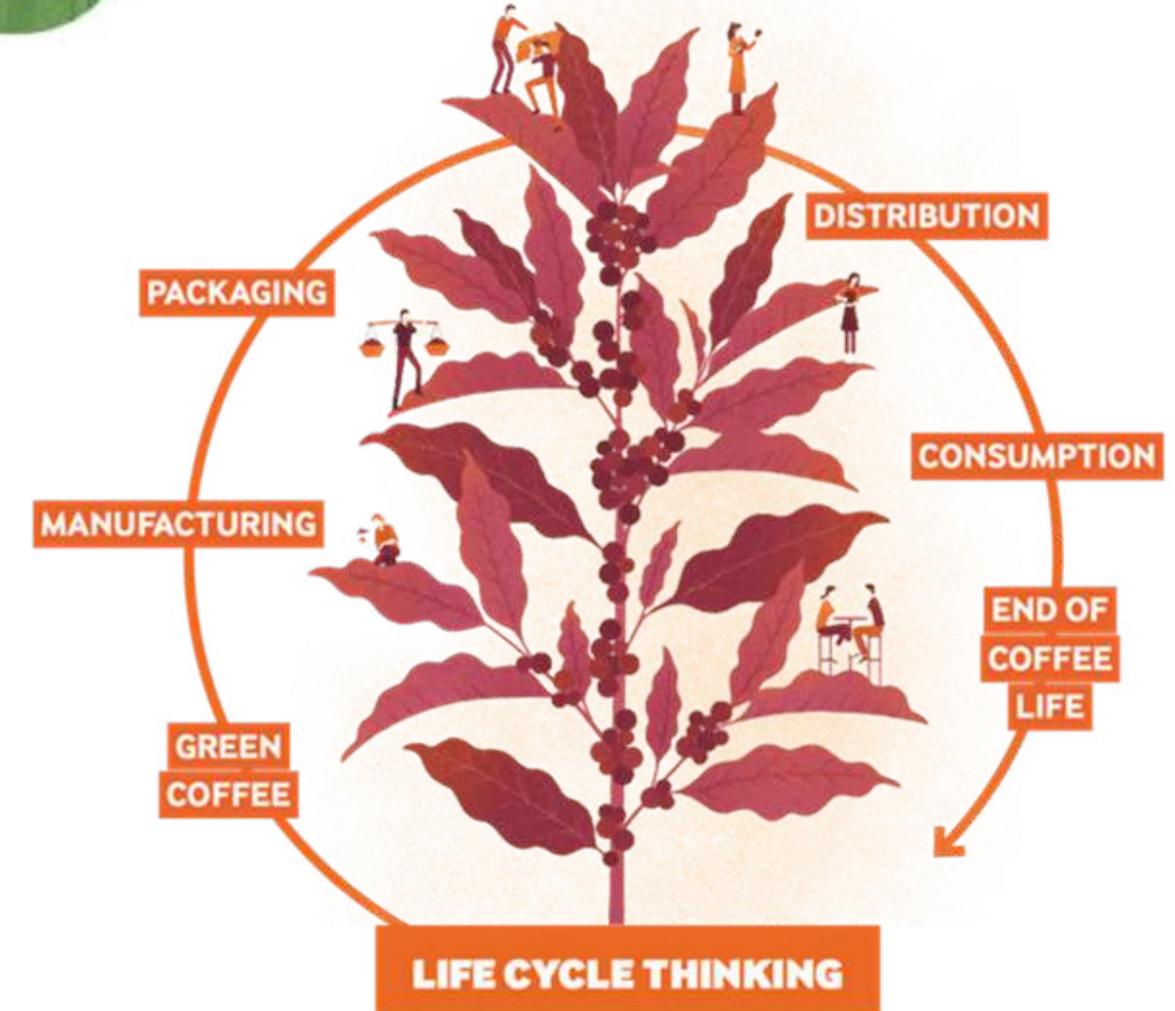
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**2030**

GLOBAL CARBON  
NEUTRALITY

Lavazza Group 100%  
of total emissions



Quantification of greenhouse gas (GHG) emissions linked to the entire life cycle of a product.

# We know our customers care about our planet and so do we

## We're passionate about making a positive difference

At Lavazza Professional, we have been making great strides forward in our mission to deliver even more sustainable drinks vending technologies and to help our customers to increase their sustainable operations.

**Zero waste to landfill** from our UK factory and KLIX® Machine Recycling programme, reusing parts to extend their lifecycle.

**Sustainable sourcing and practices** from sustainable agriculture and working with responsible suppliers .

**Energy efficient technologies heating just enough water** avoiding any unnecessary boiling.

**ISO 14001 Environmental Management System** in our UK factory.

**Recycling schemes** to increase recycling rate of our packaging, such as FLAVIA® Freshpacks currently recycled with TerraCycle.

**KLIX Eco Cup.** Our solution to reduce use of plastics.



## A first in vending

We're proud to introduce the KLIX Eco Cup. A vending revolution, making it even simpler for our customers to reduce their environmental impact and help maximise recyclability.



## A breakthrough in cup technology

In 2020, we launched a breakthrough innovation to help increase the recyclability of cups. A first in vending, our KLIX Eco Cup is plastic free and recyclable into paper waste.

The revolutionary KLIX Eco Cup is manufactured using paper sourced from sustainably managed forests accredited by PEFC™ and is designed for businesses that prefer an alternative to recycling plastic cups.

KLIX Eco Cup confirms again to be a solution created to contribute to plastic reduction, in line with the new EU Regulations on Single-Use Plastic. A cup made from paper, recyclable into paper waste\*. A step forward in the Lavazza Group Sustainability strategy and our "Roadmap to Zero".

\*in these countries and municipalities where paper cups are accepted in recyclable paper waste collection.





**LAVAZZA**  
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## *Your world-class vending partner*

Our dedicated teams combine unique business insights and in-depth vending expertise to tailor hassle-free vending solutions to each workplace, providing the perfect blend of the technology you can depend on and a range of drinks to refresh and delight every consumer

### **Solutions to suit every business**

As the leading experts in hot drinks vending, we're committed to bringing coffee shop quality and the highest standards of service to every workplace.

From modern coffee machines for small and medium offices and high-performance hot and cold drinks machines for break rooms and factory floors, our industry leading, versatile vending technologies offer tailorable options to fit any workspace.

We serve an unrivalled choice of delicious freshly brewed and instant in-cup drinks, satisfying co-workers and visitors.

## *Our passion for excellence*

Our commitment to the workplace is fundamental to the products we offer and the service we deliver.

Our unique insights and specialist knowledge of drinks requirements are second to none.

With a focus on business partnership, world-class customer service and a nationwide team of engineers, your local expert is never far away.

**Lavazza Professional**  
simply won't let you down.

### **Workplace Expertise**

With a record for world-class service and reliability, our dedicated team combines unique business insight and expertise to tailor the perfect blend of technology and drinks for each customer.

### **Commitment to Sustainability**

Working for a brighter future for our planet, we are dedicated to leading the industry with recyclable, biodegradable cups, market leading energy efficiency and responsible sourcing of raw materials.

### **Pioneering Technology**

We continuously innovate to offer the most reliable, high performance vending technology on the market, satisfying workplaces around the clock.

### **Exceptional Choice**

A variety of machines and unrivalled range of freshly brewed and instant in-cup drinks from all the quality brands you love, all in one convenient managed package.

## *Bringing together great coffee excellence and workplace expertise*

We at Lavazza Pro offer suitable solutions based on the needs of your business with tailored services and systems. As office environments continue to evolve, we remain at the cutting-edge of drinks and vending technology with market leading reliability, energy efficiency and user focused design and performance to serve the needs of business today and tomorrow.

### **Ultra-reliable technology without compromising on quality.**

#### **Designed around your users**

Each machine is specially designed around an optimal user experience with super-fast serving times, user-friendly interfaces and a range of options from free-vend to coin operation and the latest cashless and contactless payment methods.

#### **Engineered for business**

Our experts design and engineer our technology to meet the highest standards of performance. Our range of machines are designed with hygiene and ease of maintenance in mind and high energy efficiency ratings make our drinks vending solutions amongst the most sustainable on the market.

### **Exceptional range of instant drinks & options**

With both hot and cold drinks available, choose from the nation's favourite coffees, teas, hot chocolates, cappuccinos, lattes, juice drinks, water and even soup and snacks.



## *Meeting every business needs and size*

**Manufacturing**

**Construction**

**Wholesale**

**Transportation**

**Finance**

**Retail**

**Public sector**

**Entertainment & Hospitality**

**Education**

**Professional services**

**Utilities & Telecoms**

**Health services**

**LAVAZZA**  
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*A suitable solution to every need and every business size*





Ultra high-performance vending

## All your favourites, in an instant

Whether you run an office, a factory, hospital or retail space, we know you and your co-workers are looking for a quick, energizing break. In-cup technology delivers the perfect instant drink just as you like it.

### Exceptional range of instant drinks & options

With both hot and cold drinks available in a single machine, choose from the nation's favourite coffees, teas, hot chocolates, cappuccinos, lattes, juice drinks, water and even soup and snacks.

### Ultra-reliable technology

The market leading performance of a KLIX® system means it simply won't let you down - driving productivity, saving time and money.



### In-cup technology

Our pioneering KLIX® In-Cup technology ensures consistent quality and authentic taste every time - loved by you and trusted by our brand partners.

Ingredients are pre-sealed in the cup, the machine simply adds water. This technology concentrates the complex process of mixing ingredients away from the machine and ensures you get the purest flavour in every cup.



### Industry leading reliability, built-in

We know that keeping your machine working in busy areas is vital to you.

Our machines are manufactured to meet the demands of heavy usage and our expert engineers are committed to keeping your machine working at an optimum level to avoid breakdowns and keep your people on the go.\*

\*based on KLIX® machine base 2020

### At a glance

Fast, 17-second vend time

Up to 16 hot and cold drink selections

Large and small cup serving options

Simple, one-touch operation

High energy efficiency

Colour touchscreen features

High cup capacity & easy restocking

Ultra-low maintenance

Saves approx. 24 litres of water per machine per week\*

Cashless / coin / KLIXKEY® operation

\*Guideline based on approved cleaning regime for freestanding traditional vending machine (20 litres for water softener, 5-10 litres on soaking parts), water usage may vary



Freshly brewed quality in the workplace

## *A fresh approach*

Enjoy a variety of freshly brewed hot drinks whenever you choose from a single, stylish and ultra-reliable machine with industry leading 99% up time.\*

### **Freshly brewed coffee, tea and more**

A re-imagined menu brings coffee shop quality to your workplace with an even greater choice of freshly brewed Lavazza coffees, real leaf teas, hot chocolate and more

### **Freshpack™ technology**

FLAVIA® brewers use the unique Freshpack system that brews your drink direct from pack straight into your cup. No contact, no taste transfer between drinks.

### **Single pack indulgence range**

Effortlessly enjoy delicious indulgent drinks at the touch of a button, from a single Freshpack™. Enjoy luxurious Lavazza specialty drinks including Single Pack Latte, Cappuccino, Mocha and more.

**Simple, one-touch operation**

**Portable & compact**

**High energy efficiency**

**Adjustable drink sizes**

**Freshpack™ system**

**Low maintenance, hygienic operation**

**Coin / token / freevend operation**

\*based on existing FLAVIA® machine base 2020

## **Designed with the workplace in mind**

Our FLAVIA® technology delivers all of the drinks quality and precision that businesses have come to expect in a beautifully designed table-top unit that sits perfectly in the most stylish office, reception or boardroom



**LAVAZZA**  
TORINO, ITALIA, 1895



*Cadbury*



## **Freshpack™ technology**

Hot water unlocks the sealed Freshpack™, releasing the aromatic ingredients brewing inside.

Our system adds just the right volume of water, at the perfect temperature for just the right amount of time, ensuring maximum taste and flavour is extracted for the perfect cup, whenever you want it.

YORKSHIRE  
TEA



**BRIGHT  
TEA CO.**



## The real Italian coffee experience in all its forms

**Expertly roasted Lavazza coffee beans are freshly ground moments before each cup is freshly prepared exactly the way you choose to enjoy it, just like in your favourite coffee shop!**

You'll find coffee to fall in love with, however you prefer it. Experience the perfect espresso and americano or choose from a complete barista style menu of frothy milk cappuccino, cafe latte, café au lait, caffè mocha and more.

ESPRESSO

CAFFÈ LATTE

DECAF COFFEE

AMERICANO

FLAT WHITE

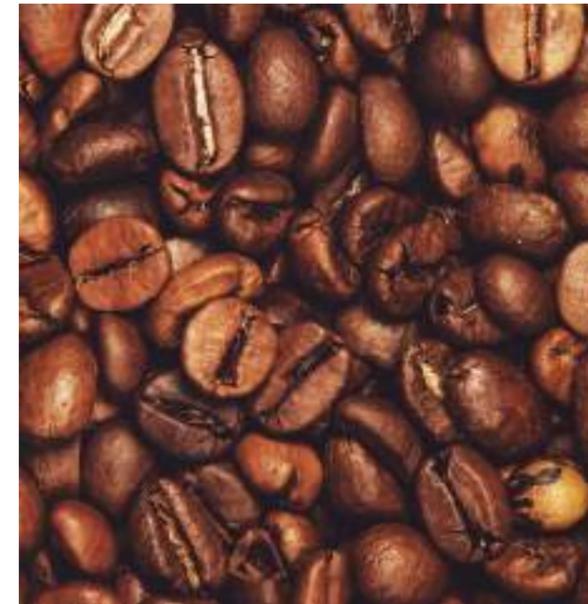
HOT CHOCOLATE

CAPPUCCINO

CAFFÈ MOCHA

BLACK OR WHITE TEA

We know there's more to a complete menu than great coffee alone and a wider choice is important throughout your day so we've partnered with high quality brands to serve fresh loose leaf teas and luxurious hot chocolate.



### High performance, ultra-dependable technology

Our unique bean to cup solutions combine cutting-edge engineering with world renowned Lavazza coffee beans and our specialist industry expertise to bring the ultimate bean to cup coffee experience to the workplace.





## Coffee shop quality in your office

The renewed machine range is able to cover all the SOHO, Small and Medium offices. An intuitive and easy to use machine range, characterized by modern design and premium materials, that allows to prepare all types of coffee and (fresh) milk recipes touching just 1 button.

COMMERCIAL SALES MODEL to cover all office segments from home offices to large offices.

A WIDE CAPSULE RANGE High quality, fresh product, ensured by the self-protected capsule. A variety of flavours to meet consumers needs, thanks to continuous research and testing.

A NEW MACHINE RANGE 100% designed in Italy oriented to highlight the authentic "Italianità" with a professional feeling to fit in every office.



### High Pressure

Produces a superior cream and an incomparable body

### Pre-Infusion Brewing

Intensify aromas and flavours

### Thermoblock Technology

Optimal temperature control during all the brewing phase

### Self-Protected Capsule

Packaged in a protected atmosphere to preserve the aroma and freshness of the coffee

### Optimal Quantity

For the ever perfect coffee or hot drink

### Excellent Quality

The most refined coffee blends skillfully ground

Since 1895, four generations of the Lavazza family have devoted their lives to the pursuit of coffee perfection. Bring the authentic Italian coffee experience into your office and let our passion be your pleasure.



Intensity 1-10/10  
Roasting medium | dark  
Lungo 90cc

# LAVAZZA

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To learn more about the Lavazza Professional  
Vending Machine Range & Drinks Products

**Call 0800 0323 444**  
**or visit [www.lavazapro.co.uk](http://www.lavazapro.co.uk)**

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