



EVERSYS 2020



SUPER TRADITIONAL 

STATEMENT FROM THE CHAIRMAN

Welcome to our 2020 Corporate Update edition

What was started in 2009 by a small team of experienced engineers and a white sheet of paper has now become a global trendsetting company and brand. Over 15,000 Eversys machines all over the world currently produce coffee excellence around the clock and provide millions of consumers with a better day.

Eversys not only stands for superior in-cup quality, but also for machines that optimise the potential of today's technology and digitalisation, which we apply for the benefit of customers worldwide. This is reflected in our proactive, preventative approach to technical support, equipment reliability, consistency and, as such, a compelling total cost of ownership as well.

Last year was a landmark year for us here at Eversys and we are proud to have achieved some significant milestones.

Getting Bigger

Upon reflection, in 2019, we continued to grow our unit output by 50% for the fourth consecutive year, resulting in the achievement of 5,000 sold and manufactured units. At the same time, we strengthened our business globally and expanded into new markets, which was also reflected in our decision to acquire a majority stake in our UK partner Evertec, which we have now renamed Eversys UK Ltd. This has given us a direct presence and perspective in the important UK and IRE markets.



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I would personally like to thank all individuals within our team who have contributed to all these massive forward steps.

Celebrating 10 years of Excellence and Passion

We celebrated our 10th anniversary in Milano, where we presented our Limited-Edition Cameo X model to mark the occasion, which represents in an unmatched way our market segment. We now call 'Super Traditional' Coffee machines.

A New Home for Eversys

In April of last year, we begun the process of moving into a new factory home based in Sierre. By December 2019, we successfully started and completed the move, with our production team being installed into our new building. With our team now all together under one roof, Eversys has been able to implement its latest integrated ERP solution SAP, which supports both our future development and the future of our quality and efficiency in products, services and employment. I would personally like to thank all individuals within our team who have contributed to this massive project. It could not have been achieved without you and I sincerely appreciate the hard work and efforts taken to make this move a success. I look forward to the progression of business from our new home, and to have our company team united together, under a single roof, to allow for a further healthy and harmonious progression into the future.

Getting Stronger

We have continued to question every aspect of our business to make it more efficient, simplistic and consistent in delivering value. We have a clear direction for our future and our ambitions involve continuous investments in our people, our infrastructure, our sustainability and our services. A key area in which we aim to excel is to embed sustainability into our operations and throughout our brand. To reflect this intention, we have created a working group that will focus on concrete actions to minimise our impact on the environment.

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I am very excited about new challenges in 2020, our quest to deliver market leading in-cup experience with no constraints on consistency, productivity and ergonomics as we aspire to provide greater levels service to our customers and to everyone who loves great coffee.

MARTIN STREHL

CHAIRMAN & GROUP MANAGING DIRECTOR

FACTS AND FIGURES

Founded 2009

OWNERSHIP

60% Founding team

Founders / Management / early stage Investors

40% De'Longhi Group

Strategic partner, joining in 2017



Legal Structure

Eversys Holding S.A., Sierre, Switzerland
(share capital CHF 4.1 Mio.)

Eversys S.A., Sierre, Switzerland

- Eversys Inc., Toronto, Canada
 - Eversys Inc., Long Island City (NY), USA
- Eversys UK Ltd, Crawley, UK
 - Eversys Ireland Ltd., Dublin, Ireland
- Delisys AG, Münsingen, Switzerland
 - o Regional Office Asia, Hong Kong

Key Figures 2019



154 Employees



CHF **50M** Turnover



5000 Units sold in 2019

15000 Units sold since inception



75% of local engineering, assembly,
suppliers & components



CHF **13 Mio.** invested in our new
7250 m² Sierre factory, creating an
annual production capacity of **15000** units



Invested **10000 CHF** for Coffee Communities



BOARD OF DIRECTORS AND EXECUTIVE BOARD

From left to right: Marco Cenci, Jean-Paul In-Albon, Robert Bircher, Thorsten Schindler, Kamal Bengougam, Martin Strehl, Armin Rauer, Nicola Serafin, Andrea Romanin.





New factory and office building in Sierre.
From ground breaking
(March 2019)
to completion
(December 2019).



BUILDING STRONG VALUES

We pride ourselves on doing the right thing. To achieve this, we use our values as a guide to support us in implementing this throughout our day-to-day work.

Ambition

In all we do, we always aim high and take on important challenges. This mentality drives us to provide only the best quality products to our customers, equipment made in Switzerland with pride and precision.

Commitment

We aim to be a true and reliable partner for all our stakeholders. We draw on the power of teamwork, driven by the common goal to achieve extraordinary customer satisfaction.

Transparency

Transparency is the cornerstone of trust and for us, trust is not just a word but a way of life. It is the accountability of conduct that defines our values.

Innovation

Innovation, the ability to think outside of the box is what helps us develop genuinely compelling technology, breakthroughs that empower our customer, keeping them ahead of their competition. To be able to imagine, create and market new ideas is what makes us a leader in our field.

Sustainability

At Eversys, we embrace sustainable practices as standard work protocols. Our business is managed with a high priority placed on Corporate Social Responsibility. We encourage smart consumption by embracing measures that minimise environmental impacts and we show great respect to current and emerging standards of sustainability practices. Our aim is to become a leader in our field in that regard. Our aim is to become a leader in our field in that regard.



OUR PEOPLE

Our people are at the heart of who we are, our values are integral to what we do. They provide the foundation, the powerful sense of identity based on shared purpose and is the motivation behind our words, commitments and code of conduct.

“ In business, people tend to focus on products, but it's the people that make a company

JEAN-PAUL IN-ALBON

CO-FOUNDER AND R&D DIRECTOR

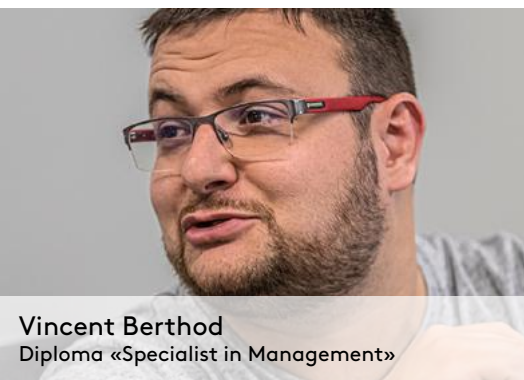
Investing in our talent

To achieve our growth strategy, we ensure that our teams are equipped with the right skills and that the business has the entrepreneurial culture to support our ambitions. The development of leaders is key to our success and we will continue to invest in our people to ensure that this goal can be achieved.

To highlight the development of leaders at Eversys, we are proud to showcase employees that have attained certifications in certain areas of business excellence:



Alberto Fusco
Diploma «Supply Chain Specialist»



Vincent Berthod
Diploma «Specialist in Management»



Mathias Haffner
Certificate «Leadership»



Valérie Brinon
Diploma «HR Management»



Johann Nanchen
Certificate «Leadership»



Baptiste Nanchen
Certificate «Leadership»



François Bornet
Diploma «Production Management»

A new step towards Quality, THOMAS DECHORGNAT

Joining us last September, Thomas has a diploma in Integrated Management Systems. He joined Eversys with the confident belief that his knowledge and experience would add value to the company, and he was not wrong.

With a National Diploma in Electronics and Computer Science, his background has carried him to positions in product quality testing, production, after sales and R&D. Thomas' job today is to set up reliable, stable processes; his main goal is to optimise customer satisfaction and business performance. In addition to his skills as a project manager and team coordinator, his role also requires him to know current legislation, legal requirements, and apply them within the framework of the company.



One of Thomas' major objectives is to implement ISO certification, providing Eversys with a structured management system that meets the Company's business needs and aims to increase customer satisfaction and product efficiency. When discussing the new management system, Thomas goes on to say 'everything within a management system must be customer orientated' further explaining that our main goal is to increase customer satisfaction, and the management system will ensure that all processes, tasks and activities within the company are defined to minimise delays or misunderstandings. This should make for better quality of communication for the customer as it will become more transparent and sustainable.

Taking on a new challenge was an important factor for Thomas when looking for a new job, which is why with Eversys he says 'being at HOST in 2019 really allowed me to see what Eversys has become today. I think Eversys has really defined a new trend, being Super Traditional, which to me is completely fitting. I believe Eversys is at a key stage of its existence and will continue to grow as a primary industry player. I really enjoy the spirit of the company and it's a great feeling to be here.'

OUR PEOPLE

A fresh wind of creativity permeates Design, ALEXANDRE ROSSIER

After finishing his music studies in classical trumpet at the Geneva Conservatory, Alexandre Rossier studied at the Art Centre College of Design in Pasadena, California. His first professional experiences took place at Bertone and Honda, before he joined KISKA in Austria where he was able to exercise his talents in multiple fields- KTM motorcycles, sports cars, trucks, boats and planes.

Growing weary of his international travels, Alexandre returned to his Valais roots and took up the position of design director. From this, he was hired as Head of Design at Eversys where he designed the Cameo X Limited Edition with the ambition of creating a spectacular and dynamic design that incorporates materials normally used in the world of racing cars and fine watchmaking, such as carbon fibre. A unique paint containing real copper pigments was also developed, perfectly highlighting the authenticity of the "super traditional" machine.

Furthermore, a redesign of the icons for the graphics interface was carried out in order to complement the machine's sleek style. To this Limited Edition, a line of accessories including a fridge (C'fridge), cup warmer (C'cup-heater) and chocolate module (C'choco) have been added, designed to create a range that is homogeneous with the Cameo series.



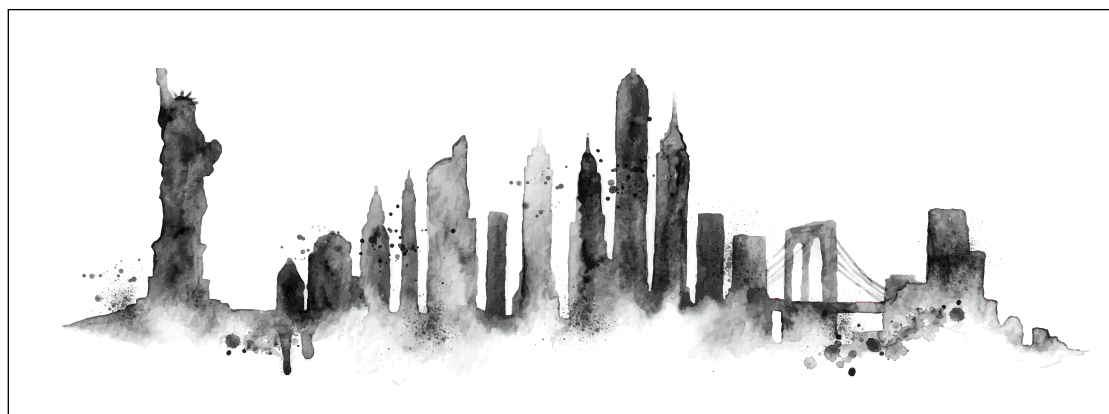
OUR PEOPLE

US expansion:

Eversys Inc. continues to grow in the United States. After having sold over 1000 machines in 2019, the American team continues to gain market share. Its reputation is now well established and the high standard of its services is helping to increase its reputation.

According to Daniel Kim, Sales Director of Eversys Inc.: “What the customer wants is innovation. E’levelling, for example, is a very popular function. It may seem like a detail, but technology functions have a real impact on the purchasing decision. The customer also wants to be able to make the best coffee and still have a simple way of serving it.”

Eversys machines are very popular in Silicon Valley offices such as Expedia, LinkedIn, Pinterest. Coffee shops are increasingly appreciating the functions of Eversys machines. For the sales team, this means a lot of travel to cover the entire country.



S U S T A I N A B I L I T Y

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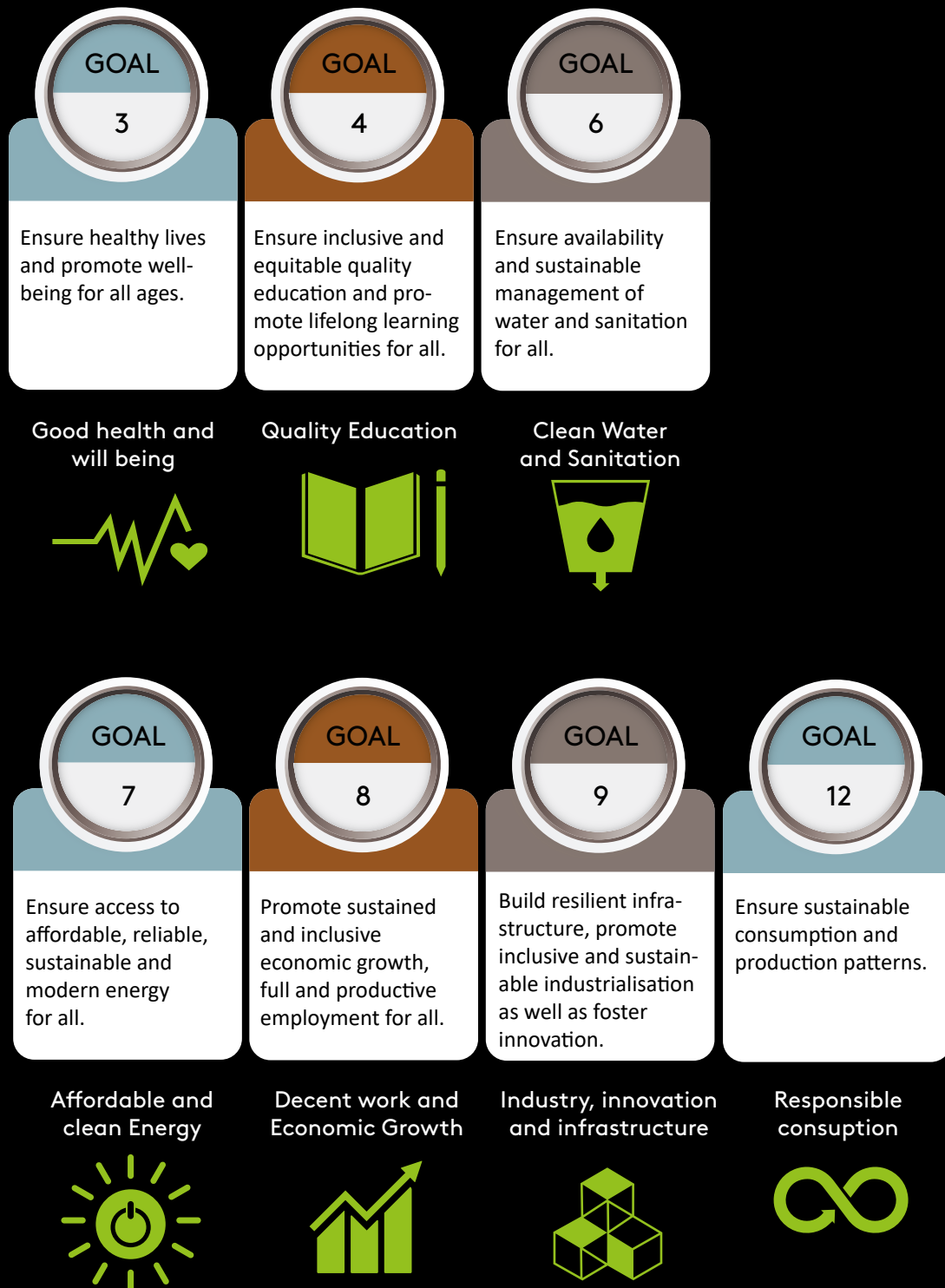
Since the beginning of Eversys, it has been our intellectual imperative to develop coffee machines which respect the highest industry sustainability standards. Our products are designed for long-term usability, are almost fully recyclable and are market-leading regarding efficient usage of electricity and a low waste rate of water and milk. In our new factory, we will be able to optimise our process, reduce waste and further reduce ecological inefficiencies.

Martin Strehl, CEO of Eversys

SUSTAINABILITY

OUR GOALS

At Eversys, we work within a set of goals that are inspired by the United Nations Development Programme, which have provided us with guidelines towards the variety of areas we wish to achieve and preserve our sustainability practices in. These are in alignment with our corporate strategy and a reflection of our core values:



S U S T A I N A B I L I T Y

Local Supplier – a Swiss label:

With our origins being rooted in the Swiss Alps, we favour the utilisation of Swiss-made materials. The majority of our components are supplied from local partners, providing us with short routes of transportation to our factory, thus limiting our carbon footprint and enhancing our sustainability objectives. This also promotes the highest manufacturing quality and the Swiss label accreditation.



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At Eversys, we not only design machines for in-cup quality, we promote longevity and reliability of the product as well.

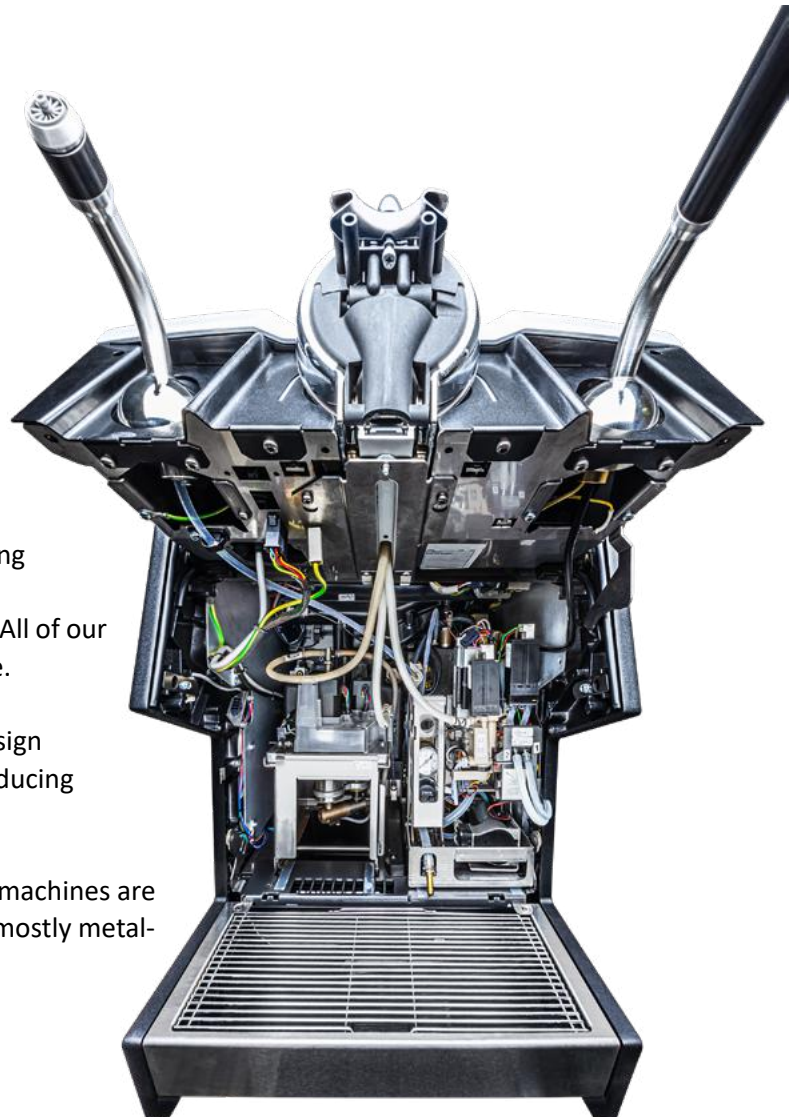
JONATHAN BESSE
R&D Manager

Designed for Longevity

We prioritise easy maintenance, provide a strong consumer-manufacturer relationship through tailored training and technical documentation. All of our parts and interfaces created relate to this value.

The most interesting aspect of our modular design is the easy accessibility and exchangeability, reducing downtime during service, therefore costs.

When products reach the end of their life, our machines are easy to dismantle and recycle because we use mostly metallic parts with a well-established recycling loop.





Responsibility for our Coffee Communities

In light of our Company's Philanthropic values, Eversys supports the coffee community as a whole and we believe it is important to provide value in this area, too.

That's why we provide donations and exposure to our two charities, Coffee Kids and Project Waterfall. Coffee Kids works to promote the education of coffee growers and supports the development of young coffee farmers around

the world, providing training, support and seed capital to help them flourish. We have been involved in their initiative for several years and through our partnership we are helping ensure that farmers' children can bring a fresh perspective to coffee farming.

Our support has already helped provide an acre of a coffee farm, a chicken farm and hours of training for the coffee farmers. We believe it is our responsibility to support the supply chain that maintains the coffee industry's growth and Coffee Kids' work is helping to pave a bright future for coffee.

Project Waterfall

Project Waterfall is a charity that raises money through Coffee Art Projects, whose objective is to bring clean water and sanitation to coffee-growing communities. Coffee Art Projects are high-profile art competitions, inviting artists to interpret the theme of coffee into their work. Artists from all over the world can enter one piece of artwork that connects to a 'coffee' experience.

It is funded by donations, sponsorship and art sales. For each artwork sold, 25% is given to the artist, 25% is used to fund administration costs and 50% will be donated to Project Waterfall.

With our recent acquisition of Yuliia Perehuda's artwork, we are honoured to get involved with this beautiful and life-giving charity program.



Yuliia Perehuda and Jean-Paul In-Albon

TECHNOLOGY AT THE SERVICE OF COFFEE

The age of Super Traditional:

Eversys has always aimed to bridge the gap between the worlds of traditional and super-automatic machines and elevate the role of the barista to a higher level of creativity, in order to let human skills flourish.

Super traditional machines at their core are machines that look great and make great coffee products; without fuss. From speciality coffee shops in the centre of Melbourne run by expert barista through to a self-service petrol station on the outskirts of Siberia, Super Traditional machines perform with dexterity in all environments and promote authenticity and functionality in the right balance.

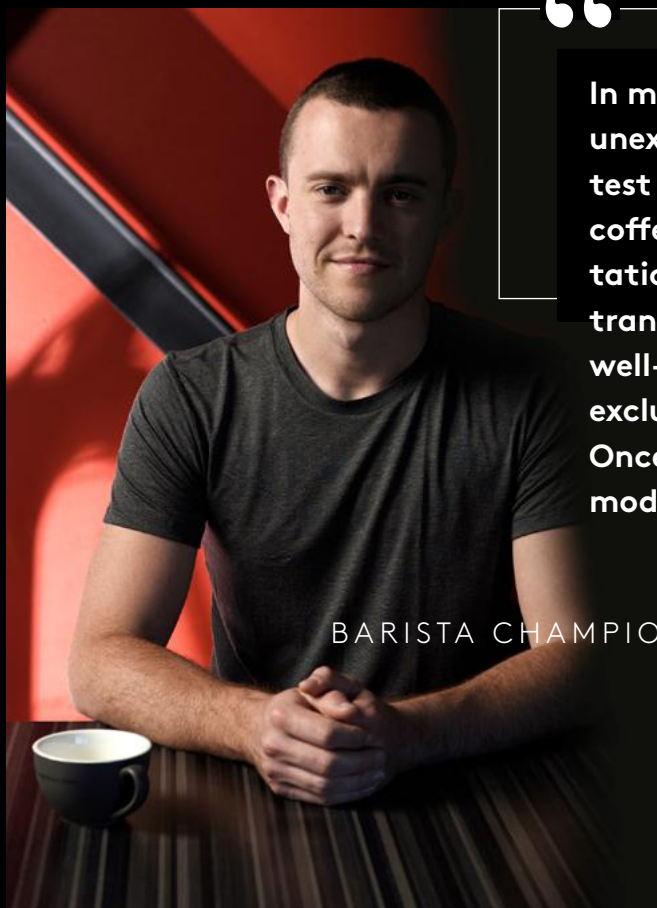


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In many ways, Super Ts are still unexplored territory. It'll continue to test the future of customer service, coffee quality, and consumer expectations, but the thing that really transforms this landscape, is that well-made coffee is no longer an exclusively hand-made product. Once you realise that, the business model has to change.

MATT PERGER

BARISTA CHAMPION AND BRAND AMBASSADOR



TECHNOLOGY AT THE SERVICE OF COFFEE

Future-proof your coffee equipment:

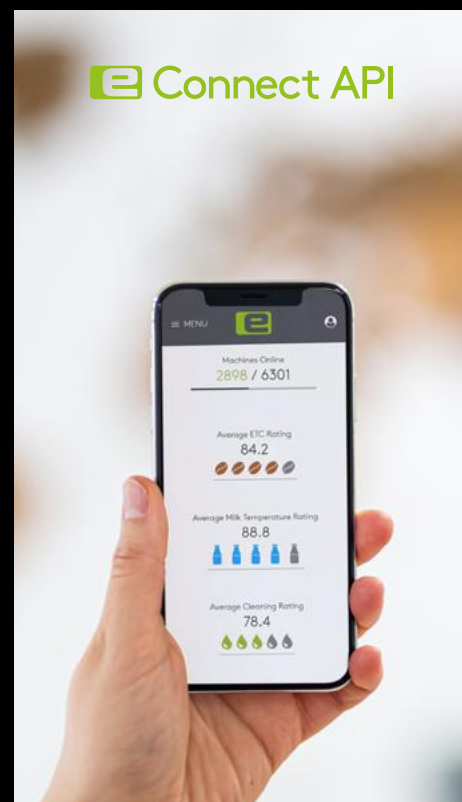
In today's fast-paced world of technology, it has become critical for businesses to possess/acquire the ability to communicate with their assets.

This year, we have completed our connectivity solutions with the release of our e'API integration system and e'Connect API.

Our e'Solutions provide 3 potential business solutions, tailor-made services that are designed to support all of your business needs. These solutions enable different types of information to flow seamlessly to and from stakeholders, seamlessly integrating customer KPI's, technical performance, consumption data, maintenance management in real time. This in turn enables management to make sound decisions based on facts.

e'API

Our e'API solutions allow information to flow from different devices and applications, enabling you to invest in your capacity to create a new level of customer engagement. This is achieved by linking your coffee machine with both robotic technologies and your very own eco-system of interfaces, payment systems and cloud solutions.



For more information: www.eversys.com/en/connectivity

OUR HIGHLIGHTS

New Technology and Equipment

1.5-Step Milk Option

With the touch of a button, the 1.5-Step option gives the ability to not only create perfect latte art without acquired skill, but to also achieve the perfect foam. After selecting your coffee product, the system performs this by automatically dispensing the foam through the wand at the same time as the espresso is being dispensed into the cup.



e'levelling

This new technology was designed and tested in partnership with Matt Perger ensures a consistent quality of extraction by utilising a unique and patented automatic levelling system.

OUR HIGHLIGHTS

New Cameo Equipment

We are proud to be launching three new accessories to complement our existing C'line. Firstly, our C'fridge beside: a new vertical fridge and cup heater, which are perfectly aligned with the traditional Cameo design. Secondly, our C'choco: a completely unique chocolate module, which is an extension of our cameo design, but used for chocolate instead. The C'choco is not just limited to chocolate powder, it works with any powder you wish to utilise to make a hot beverage with.

C'cup heater

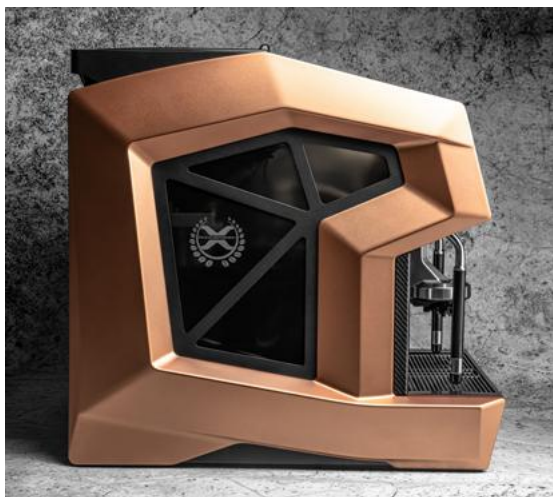
C'choco

C'fridge beside



Limited Edition

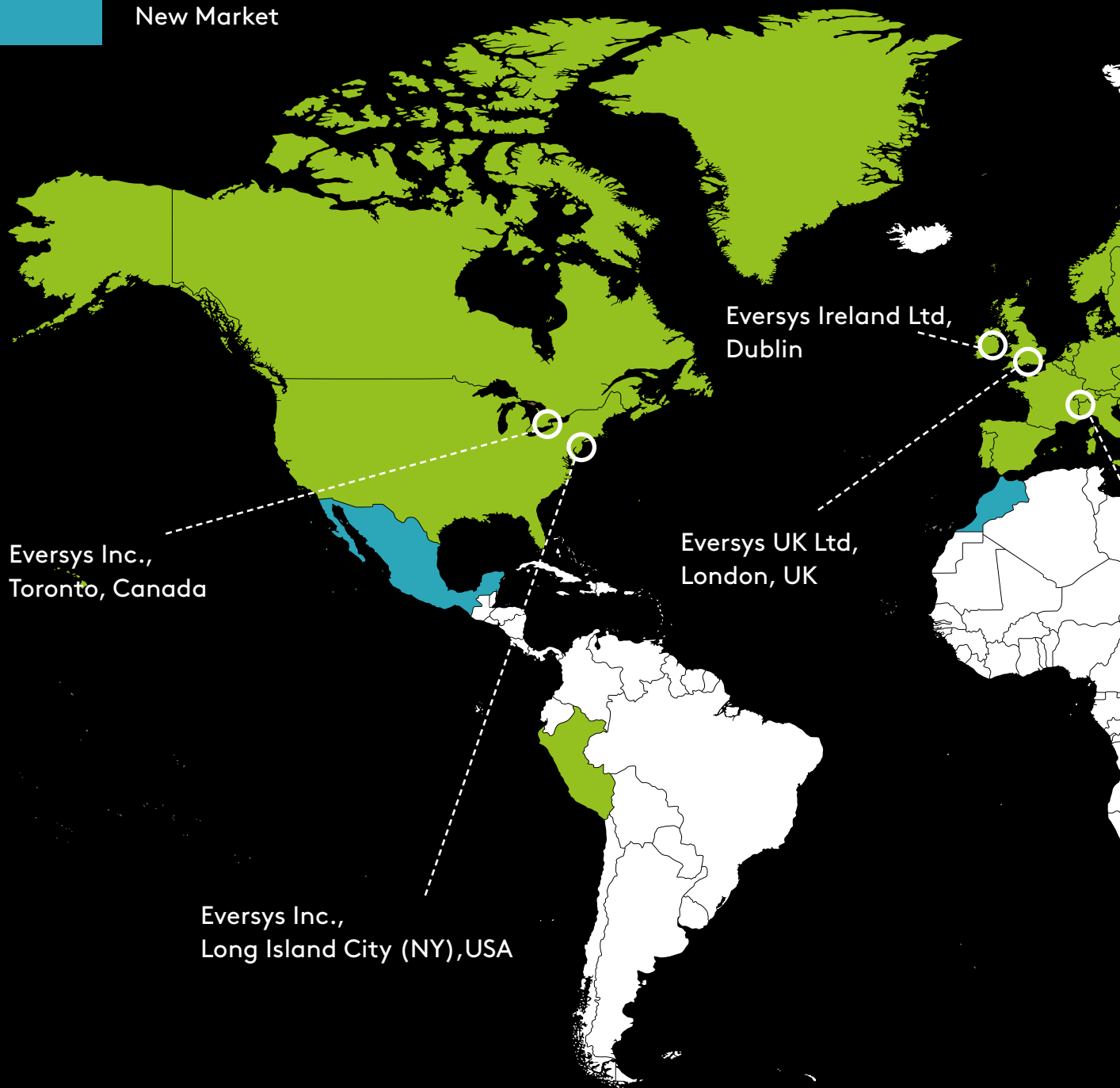
Now, to celebrate its 10th year anniversary, Eversys is launching a limited edition Cameo, the Cameo X. And, once again, our R&D team has raised to the occasion and delivered a stunning piece of engineering. The Cameo X incorporates all of the latest Eversys developments- the 1.5 step milk, automatic levelling, as well as a magnificent design to inspire the most fervent aficionados of tradition.



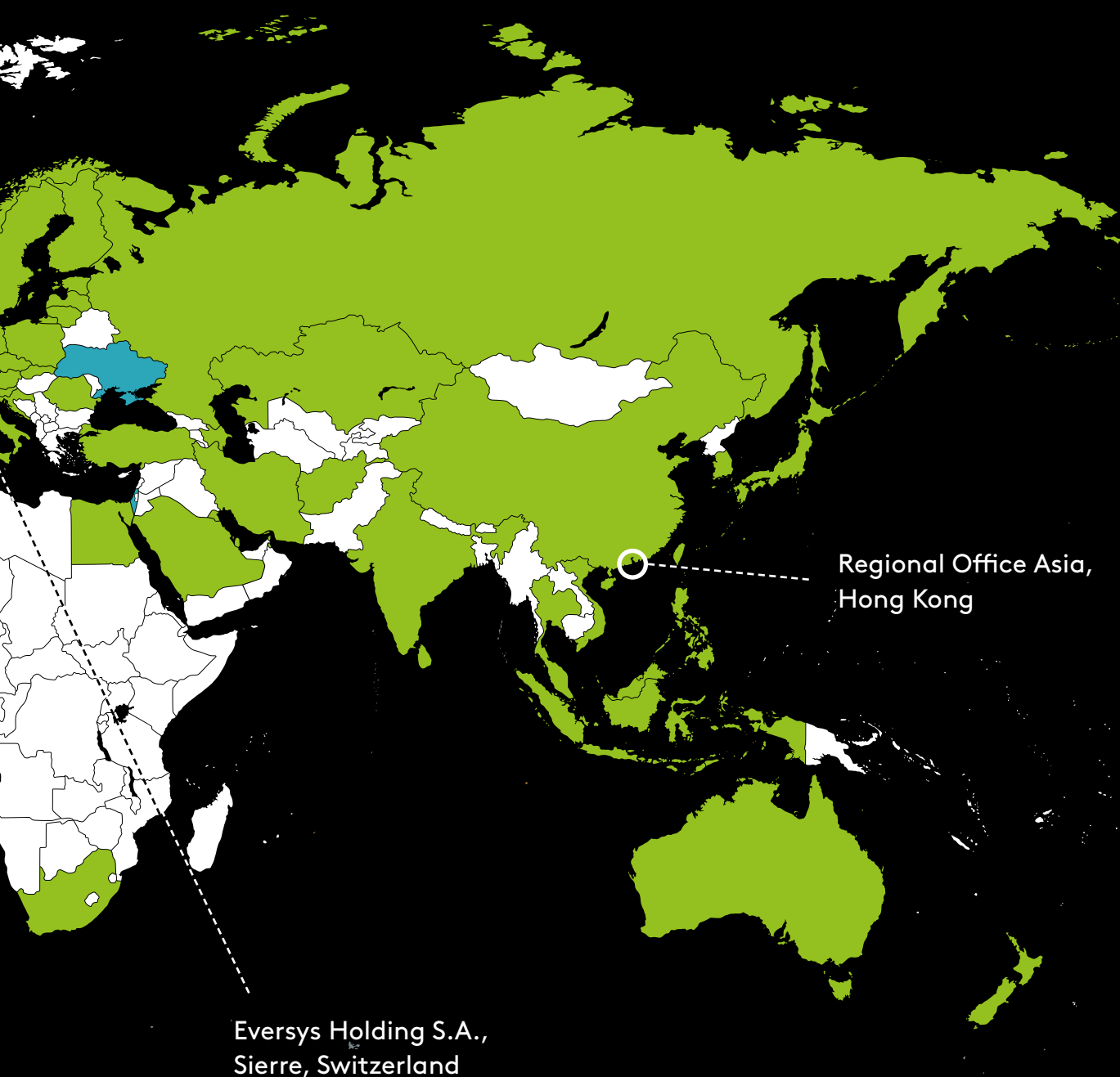
The Cameo X is built along lines associated with the racing cars, using shapes and curves designed to seduce the cognoscenti of coffee. The materials used include special copper painted metal, carbon and natural fibres which are dominant on the front and rear of the machine.

The design also boasts a unique feature; customers are able to glimpse through the semi-translucent side panels which allow them to witness the smooth movement of the brewing chamber; being an intimate part of their beverage creation.

EVERSYS GLOBAL NETWORK



Last year, we developed Israel, Mexico, Morocco and Ukraine.
In addition to that we also reinforced our presence in key regions
with the introduction of a new Regional office based in London.



Eversys Holding S.A.,
Sierre, Switzerland

Regional Office Asia,
Hong Kong

TENTH ANNIVERSARY

Ten years later, Eversys products have been well received and adopted by the market. To mark this occasion, we celebrated our 10th anniversary in Milano in light of HOST 2019 where we marked the occasion with the unveiling of our limited-edition Cameo X machine. The Cameo X has all the key features of our C'2 Cameo but will also feature our 1.5-Step milk option and our new e'levelling system. It has semi-transparent glass in the side panels so you can witness the theatre of your coffee being made! There are only 250 of these machines available, all with certificates of authenticity and engraved numbers



OUR MILESTONES



Eversys created by Jean-Paul In-Albon and Robert Bircher



Finalist of Swiss Economic Forum, in interlaken, Switzerland



Launch of the Cameo



New Regional offices in New-York, Hong-Kong, Switzerland



Build new factory in Sierre

2009



2012



Our first operational coffee machine introduced at Internorga March 2012



2014



2015

Launch of the shotmaster



2017



2017



Better Everyday

New Strategic partner with DE'LONGHI

2018



2019



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We are just at the beginning of this journey, we have a lot of ideas, plans to develop, it is just the beginning of the road.

JEAN-PAUL **IN-ALBON**

CO-FOUNDER

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Today, people consume coffee products the same way they savour a glass of special wine. However, at the beginning of their creation, fully automatic machines were not designed to produce in-cup quality as they focused more on functionality. This is something that motivated us to develop, with Eversys a machine that could reproduce the quality produced by a barista.

ROBERT **BIRCHER**

CO-FOUNDER



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S U P E R T R A D I T I O N A L 