# UCC HOLDINGS CO., LTD. UCC GROUP PROFILE







## Unlocking the power of coffee for a better world

Coffee is a unique ingredient with great potential and power. It can bring energy to people, cultures, local communities, and a wide variety of situations when people want to act. It can also bring comfort to those who are tired and need to take a break. We believe that coffee has the power to open all kinds of possibilities for people.

A single coffee bean goes through many processes, from the plant to a cup of coffee. In every step of the process, growing, harvesting, drying, roasting, blending, grinding, and brewing. We can make a positive impact today and for future generations.

Since its establishment in 1933, UCC Group has taken coffee seriously, inheriting the founding spirit of "delivering delicious coffee to as many people as possible, anytime, anywhere." We are involved in all coffee-related activities. From cultivation in producing countries, procurement of raw materials, research and development, roasting and processing, sales, and quality assurance, to culture and education. We have always pursued new possibilities of coffee and created new values through coffee

innovations never seen before, such as Japan's first vacuum-packed regular coffee, the world's first canned coffee, the only museum specialising in coffee, and the Coffee Academy, an educational institution dedicated to coffee.

The UCC Group is the only corporate group in the world that develops the entire coffee-related value chain globally and continues to focus on the best taste and enjoyment of coffee in each of its businesses.

"Unlocking the power of coffee for a better world". We will continue to take on the challenge of creating value through coffee for a better world.

Group CEO, UCC Holdings Co., Ltd.

Gota Ueshima



In October 2021, we at the UCC Group redefined our management policies "Our Purpose" and "Our Values", reformulating our corporate message to "Every coffee, every moment."

#### Our Purpose

Unlocking the power of coffee for a better world.

#### Our Values

- 1. Focusing on everything about coffee
- 2. Contribution to a global society
- 3. Moving forward with ambition
- 4. Collaboration and co-creation
- 5. Ethics and responsibility

#### Corporate Message



**OUR VALUES** 



**Every coffee, every moment** 

We created a video to help give people a better idea of the purpose of the UCC Group, and we hope you'll take a look.





### **SUSTAINABILITY**

We are a globally integrated coffee business, working from farm to cup.

To realise our purpose of "unlocking the power of coffee for a better world", we're committed to and are engaged in a range of initiatives that focus on fostering sustainability throughout the coffee industry.

Today we have renewed our commitment to a sustainable future, with a new vision which drives positive change for people and the planet, helping to achieve a better future for all.

We promise to work hard so that the coffee you love will always be a part of your day.

#### UCC Sustainability Vision

#### Powering positive change with coffee

#### Sustainability Framework



For more information, please visit the official UCC website.





### **UCC** Group

#### AFFILIATES

87

(As of December, 2022)

#### • EMPLOYEES

5,166

(As of December, 2022)

#### CONSOLIDATED SALES

319.4 billion yen [IFRS]

(For the fiscal year ended December, 2022)

#### UCC Holdings Co., Ltd.

#### **OKOBE MAIN OFFICE**

7-7-7 Minatojima-Nakamachi, Chuo-ku, Kobe

#### **• TOKYO HEADQUARTERS**

6-1-11 Shinbashi, Minato-ku, Tokyo

#### FOUNDED

May 1, 1933

#### CAPITAL

100 million yen

#### **OREPRESENTATIVES**

Gota Ueshima

Group Chief Executive Officer

President

#### Tatsushi Ueshima

**Group Representative** 

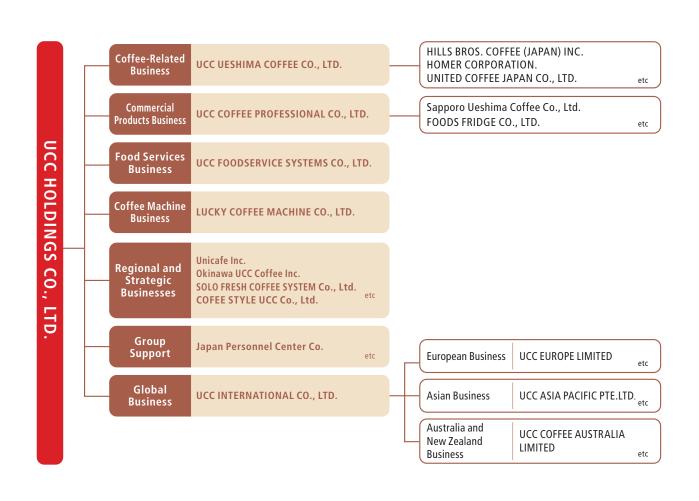
Chairman

#### **OBUSINESS**

Planning of group business policies and management

#### **UCC** Group

### ORGANIZATION CHART





### WHAT WE DO

UCC operates the world's only coffee business encompassing every aspect of coffee "from cup to seed." Its operations extend from cultivating seedlings on estates in the production countries through raw ingredient procurement, R&D, roasting and processing, sales, and quality assurance - even as far as promoting coffee culture and education. Throughout the entire value chain, we are, above all, committed to the delight and deliciousness of coffee.

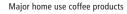


#### **DOMESTIC BUSINESS**

### **COFFEE-RELATED BUSINESS**

With our long-established expertise and skills as a specialist coffee maker, we strive to make exceptional coffee products meeting various consumers' needs in diverse life scenes at homes, restaurants, offices and more. We offer a full lineup of coffee products such as ground and whole bean coffee, canned coffee, instant coffee, single-serve systems, and ready-to-drink products to bring the flavour and pleasure of coffee to many people at home and away.







Central ready-to-drink coffees



### COMMERCIAL PRODUCTS BUSINESS

We provide UCC branded coffee for commercial use and commercial food ingredients under our private brands such as Royal Chef to approximately 100,000 coffee shops, hotels, and restaurants throughout Japan. Utilizing community-based sales network across the country, call centres and online services, we aim to create new value together with our customers through total coffee solutions.















Major coffee products

Major foodservice products

### FOOD SERVICES BUSINESS

Since the first coffee shop opening in 1958, UCC has continuously developed and operated various coffee shops that suit the Japanese taste and largely contributed to the unique coffee shop culture. Our shops have grown to over 650 locations in Japan, and abroad, that include a self-service Ueshima Coffee House, full-service UCC Cafe Plaza, and Caffera that is modelled after Italian coffee bars. Through these shops, UCC has offered enjoyable coffees with warm-hearted services.



Ueshima Coffee House is comfortably casual with coffee that is drip brewed using flannel filters for exceptional flavor.





UCC Cafe Plaza serves a variety of professional coffees brewed by a siphon coffee-maker.



CAFFERA is a prestigious Milan-style Italian bar that offers a menu centered on espresso.



### **COFFEE MACHINE BUSINESS**

Lucky Coffee Machine offers a wide variety of coffee-related equipment from its own brand "BONMAC/bonmac" and other brands carefully selected from Japan and overseas to meet the needs of various coffee scenarios. We also offer the industry's top-class maintenance service on a nationwide network. In addition to the industry's only refreshment sales and coffee machine rental service, we have introduced a new unique leasing plan that enables cost reduction as we strive to we strive to solve every problem our customers face.



We have a line-up of equipment selected from various aspects such as functionality, design, and price. We focus on products that we can sell with confidence, from our own, or alternative brands. We propose the best machines to meet your increasingly diverse needs and store styles.



We support customers 24 hours a day, 365 days a year to ensure that coffee tastes great and is of consistent quality. Our maintenance system, consisting of 11 of our own locations and about 100 business partners, provides full support from installation to maintenance and repair anywhere in Japan.

### REGIONAL AND STRATEGIC BUSINESSES

In Okinawa, our business strategies are shaped by the characteristics unique to these regions, and we conduct home use, commercial use, and vending machine businesses as one body. We also enhance the industrial use coffee business and the single-serve system as our strategic businesses. The single-serve system, in particular, has been growing significantly in recent years and we developed unique methods. Our UCC DRIP POD system and KEURIG Coffee System offers various cafe brands coffee tastes, using K-CUP® capsules, a proprietary process that preserves the taste by completely sealing each cup. These systems allow extraction of a single-serving of coffee with authentic flavour and various favourite beverages such as black tea and green tea for home and office use.



Product line-up handled by KUPS Co., Ltd.



Product line-up handled by Okinawa UCC Coffee Inc.



Major single-serve systems by SOLO FRESH COFFEE SYSTEM Co., Ltd.



#### GLOBAL BUSINESS DEVELOPMENT

### **EUROPEAN BUSINESS**

We provide tasty and flavourful coffee to consumers in the largest coffee market in the world – Europe. Through our regional headquarters in Europe based in the United Kingdom, we operate 13 business firms and 11 plants in 8 countries: the United Kingdom, Spain, the Netherlands, Switzerland, France, Germany, Portugal, and Ireland. We now own numerous traditional brands and distributors and have widely developed coffee-related businesses through retail and commercial channels. We have achieved a high market share in both businesses and are also exporting many products to across Europe.



Examples of some of our many brands in Europe



Our largest factory is in Bolsward, the Netherlands.

### **ASIAN BUSINESS**

Asia is a fast-growing coffee market and we have developed coffee shops and coffee related businesses through home use and commercial use retail channels in 9 countries and regions: Singapore, The Philippines, China, Hong Kong, Taiwan, Korea, Thailand, Indonesia, and Vietnam.



Self-service coffee shop, Ueshima Coffee House in Zhongxiao Dunhua in Taiwan.



Semi-self-service coffee shop, COFFEE LOVER'S PLANET (SOGO Hsinchu Big City Hall) in Taiwan offers specialty coffees.



The flagship shop in Thailand UCC Coffee Roastery



Ground Coffee factory in Taiwan.

### AUSTRALIA AND NEW ZEALAND

UCC Holdings has several specialty coffee and other brands in Australia, New Zealand, and Singapore. Here, our coffee business targets both household and commercial channels, and we run coffee shops as well.



Preston Factory, a key plant in Australia



Toby's Estate in Chippendale, the flagship café for the Toby's Estate Coffee brand



Auckland factory, a key plant in New Zealand



Atomic Coffee Roasters in Kingsland



Caffe L'affare in Wellington



#### **GLOBAL NETWORK**

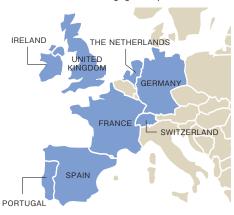
UCC Group conducts its business globally with many overseas business bases in 22 countries and regions.



#### **EUROPE**

#### **REGIONAL HEADQUARTERS**

UCC EUROPE LIMITED (UNITED KINGDOM) Business activities: managing of Europe related business



REGION	COMPANY NAME	BUSINESS ACTIVITIES
UNITED KINGDOM	UCC COFFEE UK LTD.	Coffee manufacturing and sales
	UCC COFFEE SPAIN S.L.U.	Coffee manufacturing and sales
SPAIN	CAFES TEMPLO FOODSERVICE S.A.	Sales of coffee products
	Cocatech S.L.U.	Manufacturing and sales of coffee capsules
THE NETHERLANDS	UCC COFFEE BENELUX B.V.	Coffee manufacturing and sales
	Smit & Dorlas Koffiebranders BV	Coffee manufacturing and sales
SWITZERLAND	UCC COFFEE SWITZERLAND AG	Coffee manufacturing and sales
	UCC COFFEE SERVICES SWITZERLAND AG	Procurement of green coffee beans
FRANCE	UCC COFFEE FRANCE SAS	Coffee manufacturing and sales
GERMANY	UCC COFFEE GERMANY GmbH	Sales of coffee products
PORTUGAL	UESHIMA COFFEE PORTUGAL,LDA	Sales of coffee products
IRELAND	UCC COFFEE IRELAND LTD.	Sales of coffee products













French brands



### **ASIA**

#### **REGIONAL HEADQUARTERS**

**UCC ASIA PACIFIC PTE. LTD.** (SINGAPORE) Business activities: managing of Asia related business



REGION	COMPANY NAME	BUSINESS ACTIVITIES	
SINGAPORE	UCC COFFEE SINGAPORE PTE. LTD.	Sales of UCC products, coffee manufacturing and sales	
	Kaffe 7 Pte. Ltd.	Coffee machine sales, maintenance and rental, wholesale of coffee products	
PHILIPPINES	UCC UESHIMA COFFEE PHILIPPINES INC.	Coffee manufacturing and sales	
	Allegro Beverage Corporation etc	Coffee machine sales, maintenance and rental, wholesale of coffee products	
CHINA	UCC UESHIMA COFFEE (SHANGHAI) CO., LTD.	Sales of UCC products	
CHINA	UCC COFFEE (SHANGHAI) CO.,LTD.	Coffee manufacturing	
HONG KONG	UCC COFFEE SHOP CO., (HONG KONG) LTD.	cafe/restaurant operation	
TAIWAN	UCC COFFEE TAIWAN CO., LTD.	sales of UCC products, coffee manufacturing and sales	
IAIWAN	UCC COFFEE SHOP TAIWAN CO., LTD.	Cafe/restaurant operation	
SOUTH KOREA	UCC COFFEE KOREA CO., LTD.	Sales of UCC products	
THAILAND	UCC UESHIMA COFFEE (THAILAND) CO., LTD.	Cafe/restaurant operation,sales of UCC products and coffee manufacturing	
	UCC K2 Company Limited.		
VIETNAM	UCC UESHIMA COFFEE VIETNAM CO., LTD	Quality testing of green coffee beans, wholesale of coffee products and coffee related business	
INDONESIA	PT. BAHANA GENTA VIKTORY	Sales of coffee products	
	PT. VICTO ORO PRIMA	Coffee manufacturing	

#### **U.S.A AND JAMAICA**



REGION	COMPANY NAME	BUSINESS ACTIVITIES
U.S.A.	UCC UESHIMA COFFEE COMPANY (AMERICA) INC.	Sales of UCC products and green coffee beans
	UESHIMA COFFEE (UCC HAWAII) CORP.	Cultivation, processing and sales of coffee beans
JAMAICA	JAMAICA UCC BLUE MOUNTAIN COFFEE COMPANY LIMITED	Coffee cultivation

## AUSTRALIA · NEW ZEALAND



REGION	COMPANY NAME	BUSINESS ACTIVITIES
AUSTRALIA	UCC COFFEE AUSTRALIA LIMITED	Coffee manufacturing and sales, coffee machine sales, maintenance and rental
	Toby's Estate Coffee Pty Limited	Coffee manufacturing and sales, coffee machine sales, maintenance and rental, cafe and restaurant business
	Toby's Estate Coffee (Asia) Pte. Ltd.	Cafe/restaurant operation
	UCC COFFEE NEW ZEALAND LIMITED	Coffee manufacturing and sales, coffee machine sales, maintenance and rental, cafe and restaurant business
NEW ZEALAND	Caffe L'Affare Limited.	
	Atomic Coffee Roasters Ltd	



#### OTHER BUSINESSES

### **COFFEE ESTATES**

In 1981, UCC became the first Japanese coffee company to grow coffee beans in Jamaica's Blue Mountains. Managing our estate in Jamaica, and now in Hawaii means we can ensure high-quality coffee through careful monitoring and strict standards.





Our estate in the Blue Mountains of Jamaica

Our estate in the Kona coffee belt, Hawaii

### **UCC QUALITY**

Through its unique value chain spanning "from seed to cup," the UCC Group considers not only quality, but also sustainability and the issues facing the coffee industry, promoting various initiatives and through the procurement of raw materials. UCC defines this entire process as UCC Quality.

In the coffee producing countries, the UCC Group promotes unique sustainability activities including "Quality Contest" and "Forest conservation," while in terms of procurement, it aims for the sustainable procurement of raw materials by establishing the "UCC Group Supplier Code of Conduct." the UCC Group has also established a unique and thorough multi-stage quality assurance system and inspection system for every step - from importing the coffee beans, right down to the products themselves.



### **CULTURAL ACTIVITIES**

UCC Group strives to create a coffee culture that enlightens everyday life, for all people.

#### UCC Coffee Museum

With a goal to convey the values and pleasures of coffee to as many people as possible, we opened UCC Coffee Museum on October 1st, 1987, to coincide with Coffee Day in Kobe, Japan. This is the world's first coffee specific museum that features "from seed to cup"

The museum consists of six exhibition areas: Origin, Cultivation, Authentication, Roasting, Extraction, and Culture. Through the exhibitions and visual materials, visitors can quickly learn about coffee in every respect. There are also corners to experience tasting and roasting to experience tasting and roasting, allowing visitors to enjoy coffee through the five senses.





UCC Coffee Museum

Exhibition Room 2: Cultivation of coffee

#### UCC Coffee Academy

UCC Coffee Academy, Kobe, opened in April 2007. It is an educational facility that consolidates a wide range of knowledge, expertise and skills about the UCC Group from its foundation.

The academy targets a wide range of participants, from interested consumers to those who plan to enter the restaurant business and professional coffee experts, and provides multi-stage programs to learn expertise and techniques appropriate to their purposes and interests. In April 2015, we opened another academy with Group Showroom in Tokyo to support various coffee-related industry peers and business aspects. At the showroom, participants learn UCC's total coffee solution, Increasing competitive advantage through ways of roasting, extraction and serving while experiencing the essence of coffee.



The Seminar Room (Tokyo)



The Group Showroom (Tokyo)



UCC Coffee Academy Labo (Kobe)

#### Factory tour for consumers



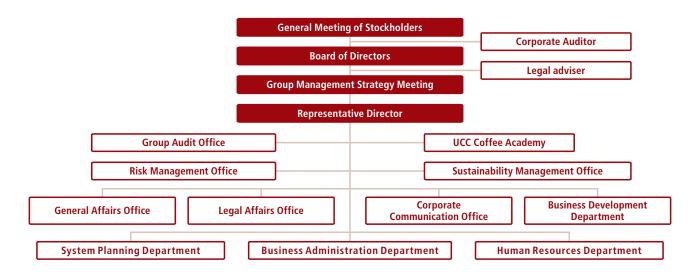
Entrance of UCC Rokko Island Factory

We conduct tours of our two factories, the UCC Rokko Island Factory, which mainly produces coffee products for domestic consumption, and the UCC Shiga Factory, Which primarily produces coffee beverages. Visitors can view the manufacturing process and enjoy flavorful coffees Whilst experiencing quality, fun and the charm of UCC products through the tour.



#### UCC Holdings Co., Ltd.

### ORGANISATIONAL STRUCTURE (as of March, 2022)



### MANAGEMENT TEAM (as of June, 2023)

Group Chief Executive Officer President  Gota Ueshima		Executive	Noriyuki Kawakubo	CPBO(Chief Professional Business Officer)	
		Gota Ueshima	Officer	Shoji Hata	CAO(Chief Administration Officer)
Group Representative Chairman  Tatsushi Ueshima			Koji Takamura	CHRO(Chief Human Resource Officer)	
		iatsusni Uesnima		Ryo Satomi	In charge of Special Mission, Sustainability Promotion
Executive Vice President	Masaro Ueshima	Officer)& In charge of UCC Coffee Academy, Risk Management  Corporate Secretary & In		Yuki Yanagihara	CNBO(Chief New Business Officer)
				Toshio Kurosawa	CISO(Chief Information Security Officer)
				Tsukasa Sato	UCC International Co.,Ltd. Director COO
				Kiichiro Hashimoto	UCC Coffee Professional Co.,Ltd. Executive Vice President
Executive Director	Seisuke Ueshima			Kosuke Fujishima	UCC Asia Pacific Pte.Ltd. COC
				Fumihiko Asada	UCC Ueshima Coffee Co.,Ltd. President
Director		Group CFO(Group Chief Financial Officer)&		Asayuki Oota	In charge of External Affairs
	Hideyuki Yasud	General Manager, Business Administration Department		Shinya Hashimoto	CBDO(Chief Business Development Officer)
Outside Hideto Ozaki / Izumi Nishizaki			Yoshihito Nemoto	Senior Director, Corporate Planning Department & Legal Department	
Director				Nobuhito Tanahashi	In charge of Coffee Machine Business
Auditor	Nobuaki Marun	nage			



### **CORPORATE HISTORY**

1933	Ueshima Tadao Shoten founded in Kobe.	1980	Tatsushi Ueshima assumed the position of president.
1951	UESHIMA COFFEE Co., Ltd. The Tokyo branch was established with a capital of 1 million yen.	1981	Opened our direct coffee estate of Blue Mountain coffee in Jamaica.
1958	The first UCC Coffee Shop opened near Daimaru     Department Store in Hakata.	1984	Established subsidiary in Brazil.     Opened Singapore office.
1964	<ul> <li>Established Lucky Kohi Kikai Co., Ltd. (rebranded as LUCKY COFFEE MACHINE Co., Ltd. after the trade name change in 1974).</li> </ul>		Established joint venture to operate coffee shops in Thailand.
1969	Developed the world's first canned coffee beverage; began manufacture and sales.	1985	<ul> <li>Established joint venture to process and package coffee beans in Taiwan.</li> <li>Established joint venture to operate coffee shops in Hong Kong.</li> </ul>
1970	<ul> <li>Completed construction of what is now the Osaka Factory, Japan's first fully automated plant. First in Japan to manufacture vacuum-packed coffee.</li> <li>Opened first UCC Café Mercado—a specialty store</li> </ul>	1987	Opened UCC Coffee Museum—dedicated to all aspects of coffee "From cup to seed"—on Port Island in Kobe.
	offering roasted beans and custom grinds—at the head office. Chain subsequently launched nationally.	1988	<ul> <li>Established joint venture to operate coffee shops in Taiwan.</li> <li>Developed and launched the first canned black/</li> </ul>
1972	Screened industry's first TV commercial for ground coffee.		sugarless coffee  Established subsidiary in the U.S.  Established UCC Foodservice Systems Inc. to
1975	<ul> <li>Completed construction of what is now the UCC</li> <li>Fuji Factory, main plant for whole bean and ground coffee.</li> </ul>		operate coffee shops and related food distribution business.
1976	1976 • Established UCC Quality Control Center (now the Quality Testing Laboratory) in Kobe. Inspects and grades imported green coffee beans, enhancing quality control of raw ingredients.		Began cultivation at directly-managed Kona Coffee     Estate in Hawaii.
			<ul> <li>Collaborated with Dutch firm Douwe Egberts to introduce its Moccomat® (now Cafitesse®) concentrated liquid coffee extract systems.</li> </ul>
1977	<ul> <li>Launched coffee product, "UCC GOLD SPECIAL".</li> <li>Entered business partnership with U.S. firm, HILLS BROS.COFFEE, and began sales of their products in Japan.</li> </ul>		Established UCC Computer Technology Co., Ltd.     (now UCOT Corporation) to manage information systems.
1978	Established Foods Supply International Co., Ltd.     (now UCC Foods Co., Ltd.) to expand into     commercial frozen foods.	1992	<ul> <li>UCC's headquarters completed on Port Island in Kobe.</li> <li>Completed construction of the Hyogo General Factory (now the Hyogo Beverage Factory), equipped with an integrated production system</li> </ul>
1979	• Established HILLS BROS. COFFEE (Japan).		spanning all stages from coffee beans to canned coffee beverages.



### CORPORATE HISTORY

	Launched canned coffee, "UCC BLACK MUTOU".      Completed construction of the UCC Rokko Island		<ul> <li>Tatsushi Ueshima assumed the positions of Chairman and Representative of the UCC Group.</li> <li>Acquired Unicafé Inc.</li> </ul>
	Factory, incorporating the leading-edge "super-	<u></u>	
	aroma" manufacturing process for coffee products.	2010	• UCC transferred its corporate structure to a holding company and changed its trade name to UCC
1997	Established UCC Foods Supply Co., Ltd., a commercial foods wholesaler, in Hokkaido.		Holdings Co., Ltd. on 1 <sup>st</sup> of April. All operations were transferred to the newly spun-off UCC Ueshima Coffee Co., Ltd.
1998	Established subsidiary in Shanghai.		• Opened first overseas Ueshima Coffee House in Taiwan.
1999	• Established Okinawa UCC Coffee Inc.		
2000	<ul> <li>Sold vending machine operations.</li> <li>Established Japan Personnel Center Co. to operate staffing services.</li> </ul>		<ul> <li>Began offering public tasting tours at the UCC Rokko Island Factory.</li> <li>Opened Vietnam office.</li> </ul>
		2012	• Established European headquarters, UCC EUROPE
2001	Keurig FE Co., Ltd. established to market the Keurig single cup brewing system.		LIMITED in the U.K. and acquired Europe's leading coffee group, United Coffee to manage operations in Europe.
2003	Commercial food wholesaler Foods Supply International Co., Ltd. renamed UCC Foods Co., Ltd.		Completed construction of the UCC Shiga Factory, main plant for beverages.
	Introduced our proprietary aroma freezing method	2042	E . LI'L LUNUTED COFFEE IADAN C I. I
	at what is now the Fuji Factory.	2013	Established UNITED COFFEE JAPAN Co., Ltd.
	Established Okinawa PET Bottle K.K. to		Began offering public tasting tours at the UCC
	manufacture PET plastic bottles for beverages.		Shiga Factory.
	<ul> <li>Launched the cafeteria-style Ueshima Coffee House chain, offering flavorful flannel-drip coffees to suit every taste.</li> </ul>		<ul> <li>Celebrating the 80th Anniversary of the company's foundation, we renewed UCC Coffee Museum and UCC Coffee Academy and opened UCC Training Center in Kobe. UCC Coffee Village, combining</li> </ul>
2006	Merged sales operations of the commercial		these three facilities, is the world's first and unique
	wholesale business into UCC FOODS Co., Ltd.		multi-dimensional coffee complex that dispatches holistic information about coffee and coffee
2007	Opened UCC Coffee Academy in Kobe, offering		culture.
	systematic education about coffee.		• Established Asian headquarters, UCC ASIA PACIFIC
	<ul> <li>Acquired trademark use and trading rights for Caffè Greco.</li> </ul>		PTE. LTD., in Singapore.
		2014	Established joint venture, UCC UESHIMA COFFEE
2008	Acquired Kohikan Corporation, a major coffee shop chain operator.      Control of the Contr		PHILIPPINES INC. in Philippines and started manufacturing and distribution of regular coffee.
	Acquired Sapporo Ueshima Coffee Co., Ltd., a     major commercial food wholesaler in Hokkaido in	2015	Opened UCC Coffee Academy Tokyo that offers
	major commercial food wholesaler in Hokkaido in May; merged with UCC Foods Supply in October.	2015	UCC group's total coffee solution on the 1 <sup>st</sup> floor of the head-office in Tokyo.
2009	• Gota Ueshima assumed the positions of President		
	and CEO of the UCC Group.	2016	Established a joint corporation in Singapore.



### **CORPORATE HISTORY**

- 2016 Established SOLO FRESH COFFEE SYSTEM Co., Ltd.
  - Opened concept coffee shop that offers an assorted specialty coffees in the world, COFFEE LOVER's PLANET in Taiwan.
- Started full-fledged operation in UCC Gunma Factory to manufacture beverages.
  - Established joint venture companies, "PT BAHANA GENTA VIKTORY" and "PT VICTO ORO PRIMA" in Indonesia, and started manufacturing and sales of regular coffee.
  - Established "FOODS FRIDGE CO., LTD."
  - Established "UCC BREWER'S PTE. LTD." in Singapore.
  - Acquired Kaffee 7 Ptd. Ltd. that provides sales, maintenance and rental of coffee machines in Singapore.
- Incorporated UCC UESHIMA COFFEE CO., LTD. Vietnam Office.
  - Established a regional headquarters, UCC
     International Co., Ltd. to manage European and
     Asian businesses.
  - Established joint corporation, Allegro Beverage Corporation in Philippines.
  - UCC made an investment in the K2 Group that produces and distributes coffee products and develops coffee machine businesses in Thailand.
- ART COFFEE Co., Ltd. became wholly owned subsidiary of Unicafe Inc.
  - Transferred UCC Café Mercado, a food services business, from UCC Foodservice Systems Inc. to
  - Transferred Keurig single cup brewing business from UCC to Unicafe Inc.
  - The combination of brown, white and red colors of UCC Milk Coffee was registered by Japan Patent Office as a "trademark consisting only of colors."
- Established UCC Coffee Trading Pte. Ltd. in Singapore.
  - Established a share assignment agreement with Garden Ltd. that provides support services for introducing "office café service".
  - Established Kups Co., Ltd.

- UCC Foods Co., Ltd. changed its name to UCC Coffee Professionals, Co., Ltd.
- Opened the UCC Coffee Roastery in Bangkok, Thailand.
- UCC Coffee Academy launched a new online seminar course.
- 2021 Transferred Art Coffee's Yamanashi Plant to UCC.
  - Established new management policy and changed corporate message to "Every coffee, every moment".
  - Established Coffee Style UCC Co., Ltd.
- Established UCC Coffee Australia Limited in
   Australia, and UCC Coffee New Zealand Limited in
   New Zealand.
  - Established the UCC Sustainability Direction.