

**Moments  
That Matter**



**CORPORATE SOCIAL RESPONSIBILITY REPORT**

**2023**



# Moments That Matter



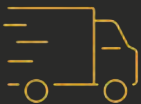
41

Distribution Centers



7.1M

Annual Deliveries



3K

Trucks in Fleet



1.7K+

Beverage Suppliers



7K+

Brands Distributed

Southern Glazer's Wine & Spirits  
Corporate Social Responsibility  
Report 2023

[View the full report online.](#)

## SOUTHERN GLAZER'S AT A GLANCE

Southern Glazer's Wine & Spirits is the world's preeminent distributor of beverage alcohol, building brands for moments that matter. The multi-generational, family-owned Company has operations in 44 US states, the District of Columbia, and Canada, as well as brokerage operations through its WEBB Banks division in the Caribbean, Central and South America. In 2024, Southern Glazer's was named by *Newsweek* as one of America's Greatest Workplaces for Diversity. Southern Glazer's urges all retail customers and adult consumers to market, sell, serve, and enjoy its products responsibly.

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## EXPERTISE IN WINE & SPIRITS EDUCATION

Southern Glazer's has more certified wine experts than any other North American wine and spirits distributor. Its employees have successfully completed more than 13,800 wine, sake, and spirits education programs, from introductory to master-level achievements. These include Southern Glazer's Master Mixologists across North America, responsible for educating bartenders, beverage buyers, and corporate clients about the latest trends in cocktail culture. Michelin star chefs, national restaurant chains, international hotels, and top spirits brands rely on Southern Glazer's expert Mixologists to help them develop world-class beverage programs that raise the bar for today's demanding consumers. Southern Glazer's Mixologists hold multiple certifications from accredited organizations, such as the US Bartenders Guild, BarSmarts, Wine & Spirit Education Trust, Society of Wine Educators, and Cicerone Certification Program, to name a few. Southern Glazer's also boasts the industry's first national wine team, comprised of 11 employees dedicated to providing top quality wine education and certification for their teams across the country.



### SGWS EMPLOYEE CERTIFICATIONS

Master of Wine:	1
WSET Wine Certified Educators:	13
WSET Sake Certified Educators:	10
WSET Diploma:	12
WSET Level 3 Wines:	236
WSET Level 3 Sake:	28
WSET Level 3 Spirits:	5
WSET Level 2 Wine & Spirits:	4,787
WSET Level 2 Wines:	1,944
WSET Level 2 Spirits:	3,374
WSET Level 1 Sake:	1,347
WSET Level 1 Wines:	5

Court of Master Sommeliers Level 1:	2,014
CMS Certified Sommeliers:	123
CMS Advanced Sommeliers:	22
Master Sommeliers:	9
Certified Specialists of Wine:	645
SWE Certified Wine Educators:	14
SWE Certified Spirits Educators:	3
Certified Specialists of Spirits:	239
Italian Wine Professionals:	213
French Wine Scholars:	116
Italian Wine Scholars:	14
Spanish Wine Scholars:	35
California Wine Appellation Specialists:	11



**Lee Brian Schrager**



**Cindy Haas**



**Sofia Estevez**



**Anna Gomez**



**Madison Aarons**

## A Message from Southern Glazer's Corporate Social Responsibility Team

At Southern Glazer's, we're lucky to work with some of the most passionate people in the world. It's inspiring to watch our colleagues constantly make an effort to uplift their coworkers, communities, and beyond. Our Company's unyielding commitment to community service, environmental sustainability, responsible consumption, and diversity, equity, and inclusion (DEI) is the foundation of all that Southern Glazer's does.

In 2023, employees spent thousands of hours volunteering to support hundreds of different causes close to their hearts. From local initiatives to disaster relief efforts, our Southern Glazer's FAMILY embraced every opportunity to create a positive impact – no matter how big or small.

This year, Southern Glazer's continued to strengthen its DEI efforts through programming like MAIS YEAH! at Tales of the Cocktail® and other virtual and in-person collaborations with supplier and charitable partners.

Southern Glazer's has continued to set the industry standard for environmental sustainability with electric vehicle pilots as well as Green Teams stationed across the country, committed to doing their part to leaving the planet better than we found it. We're proud to continue to invest in sustainability and reduce our impact on the environment.

Our commitment to the prevention of underage drinking also continued through Southern Glazer's support of AlcoholEdu for High School, developed by [EVERFI® from Blackbaud®](#), helping thousands of students make safer and healthier decisions about alcohol.

As we reflect on 2023, we're grateful for the collective impact Southern Glazer's has achieved and look forward to continuing to make waves in the new year. Cheers to creating more moments that matter.

Sincerely,

**Lee Brian Schrager,**  
Chief Communications Officer

**Cindy Haas,**  
Vice President,  
Communications & CSR

**Sofia Estevez,**  
Manager,  
External Communications & CSR

**Anna Gomez,**  
Specialist,  
External Communications & CSR

**Madison Aarons,**  
Specialist,  
External Communications & CSR

Ensuring that everyone has a seat at the table is at the center of our conversations.

## SOUTHERN GLAZER'S CSR PILLARS

1

Responsible Consumption  
& Prevention of  
Underage Drinking

2

Supporting  
Education

3

Diversity, Equity,  
& Inclusion

4

Empowering Local  
Market Giving

5

Environmental  
Sustainability





# 14,233

Volunteer Hours

# 203

Volunteer Events

# 127

Benefiting Charities

# \$125,643

Employee Donations

## SGWS Community

### VOLUNCHEERS PROGRAMS & UPDATES

Year after year, Southern Glazer's employees go the extra mile to spread their compassion and commitment to charitable impact. Whether it's organizing initiatives to support their favorite causes or rushing into action after a natural disaster struck, Southern Glazer's employees never hesitated to support those in need, touching lives in their local communities and those in crisis across the globe. With VolunCheers Online, Southern Glazer's employees can organize and track their volunteer events, fundraising efforts, and personal charitable activities — all on one platform. This one-stop-shop for all things charitable allows us to paint a detailed picture of all the time and resources our Southern Glazer's FAMILY has dedicated to charitable impact. Highlights from 2023 include:

#### VolunCheers Unleashed

Following the success of the inaugural VolunCheers Unleashed conference in 2022, the CSR team hosted a virtual version in 2023 where VolunCheers Ambassadors came together to share best practices, connect over their shared passion, and (most importantly) volunteer!

The virtual VolunCheers Unleashed event was hosted in partnership with [WeHero](#), a corporate volunteering and employee engagement agency, and [Wine to Water](#), an international nonprofit organization committed to supporting the life and dignity of all through the power of clean water. During the event, VolunCheers Ambassadors virtually volunteered by building water filters to be mailed to areas that need clean water the most. After just one hour, the group assembled enough water filters to provide 600 individuals with access to clean water for at least 10 years.







## Month of Kindness

The Month of Kindness program was created by Southern Glazer's employees in 2022 to address the impact the pandemic had on local communities by completing random "acts of kindness" to earn ACT points. In 2023, the Central Region participated in its third year of Month of Kindness from April 17 to May 12.

Random acts of kindness performed during the month ranged from donating blood, clothing, and pet supplies, to participating in professional development and networking opportunities. For

each activity completed, an employee received ACT points. All 15 states came together to achieve and surpass their 2.5 million ACT point goal, resulting in over 77,000 donated items to communities in need and a \$20,000 donation to [The Roots Fund](#), a nonprofit organization focused on securing a pathway for the BIPOC community in wine.

## Hawaii Disaster Relief

In response to the wildfires that caused heartbreaking devastation in Hawaii, Southern Glazer's donated a total of \$50,000 to two charities, [Maui Strong Fund - Hawaii Community Foundation](#) and [Kokua Restaurant & Hospitality Fund for Maui](#), to support relief efforts in Maui.

The Company donated \$25,000 to the Maui Strong Fund - Hawaii Community Foundation to help provide financial resources that can be deployed quickly, with a focus on rapid response and recovery in Maui. Southern Glazer's also donated \$25,000 to the Kokua Restaurant & Hospitality Fund for Maui to help fund immediate assistance to the hardworking restaurant, bar, and hospitality workers displaced by the devastating wildfires that impacted West Maui communities from Lahaina to Kapalua, a cherished home of the [Hawaii Food & Wine Festival](#).

In addition to this corporate donation, grassroots efforts led by Southern Glazer's employees raised nearly \$50,000 for a fellow team member who lost their home during the disaster.

"The outpour of support we've received from community members, supplier partners, and our Southern Glazer's family is so greatly appreciated," said Warren Shon, Executive Vice President and Hawaii General Manager, Southern Glazer's. "The road to recovery for Maui will be long, but I know that we'll continue to work together to support our neighbors and organizations that are working around the clock to rebuild our beautiful and resilient island."





## Extending Our Giving Spirit to Future Leaders – Intern VolunCheers Week

At Southern Glazer's, hospitality is at the heart of all we do, and is an important message emphasized in our summer internship program. Interns are able to experience first hand just how much this Company values community impact during the yearly Intern VolunCheers Week. This is a campaign that engages and welcomes hundreds of new interns every year. As part of the initiative, the 2023 summer interns were invited to work with local VolunCheers Ambassadors to find and lead a volunteer project during the week of July 24.

Intern VolunCheers Week project teams are assigned per location and are led or co-led by a self-selected Intern VolunCheers Leader. This year, our interns focused on a number of projects within their local communities. Projects included distributing food, garden and park cleanups, clothing drives, and more. Some of the meaningful organizations that benefited from Intern VolunCheers Week were Food for the Soul, Gleaners Food Bank, Arboretum, Urban Harvest, Green Haven Garden, Soles4Souls, Friends of Kids with Cancer, Ronald McDonald House, and Feeding America.

## Holiday Giving Campaign

Southern Glazer's employees display their generosity and passion year round, but always take it a step further during the holiday season with the greatest gift of all – volunteerism. Every year, Southern Glazer's launches its Holiday Giving Campaign to help amplify these employee efforts.

During the 2023 campaign, the Company matched every single volunteer hour logged on VolunCheers Online from November 1 to December 31 with a \$25 donation to benefit [Feeding America](#), [Giving Kitchen](#), and [Food Banks Canada](#).

Employees exceeded last year's results by logging 3,284.5 volunteer hours to support diverse causes and uplift their local communities, resulting in a total donation of \$82,113 to support the campaign's three benefiting charities. As a result of employees' commitment to giving back, Feeding America, Giving Kitchen, and Food Banks Canada will each receive a \$27,371 donation to help further their meaningful work on behalf of Southern Glazer's.

**\$82,113**  
Holiday Giving Donation

**3,284.5**  
VolunCheer Hours





## EXPANDING OUR CULTURAL OUTREACH

### Everyone Has a Seat at Our Table

At Southern Glazer's, it's extremely important for us to recognize and celebrate cultural observances and amplify the unique voices that make up our diverse employee population, customers, and supplier portfolio. Every year, Southern Glazer's CSR, DEI, and Multicultural Center of Excellence teams host robust Company-wide programming in recognition of cultural observances including Black History Month, Women's History Month, Pride Month, Hispanic Heritage Month, and Veterans Day.

These programs include virtual events designed to engage employees in critical conversations, share our diverse-owned suppliers' meaningful initiatives, introduce attendees to charitable partners, and promote the Multicultural team's national programming to champion for diverse-owned and -led brands.

This year, exciting guest speakers joined the discussions, along with meaningful charities, including the National Organization of Black Law Enforcement Executives, Movemeant Foundation, Lambda Legal, and Immigrant Archive Project, who helped share opportunities for all of us to give back. These Company-wide events allow attendees to hear new perspectives, gain tools to help promote belonging in their communities, and remind us that, together, we can make a lasting impact.

### Southern Glazer's Wine & Spirits presents MAIS YEAH! at Tales of the Cocktail®

Southern Glazer's presented MAIS YEAH! at [Tales of the Cocktail®](#) in June 2023 to bring a first-of-its-kind, two-day event celebrating diversity, equity, inclusion, and all things hospitality.



"MAIS YEAH!" is a phrase that embodies the spirit of Cajun hospitality and the welcoming nature of the community. It's a phrase that means "but yes" or "of course" in Cajun, and it reflects the openness and generosity of the people who live there. At Southern Glazer's event, MAIS YEAH! represented a celebration of diversity and inclusivity, where everyone is welcome to come and enjoy the unique experiences offered.

We were proud to partner with diverse- and women-owned brands in Southern Glazer's portfolio, including Casa Del Sol, C. Mondavi & Family (AVIANA and French Blue), Foley Family (Banshee Wines), Gran Coramino, Lobos 1707, Sire Spirits (Branson and Le Chemin du Roi), The Community Spirit Vodka, and WES Brands (BSB Flavored Whiskey).







The event also featured diverse bartenders from the local New Orleans community, hired through nonprofit partner [Turning Tables](#), who showcased their skills and shared their expertise with guests.

One-on-one mentoring was available for attendees with members of the Southern Glazer's Multicultural Center of Excellence and Talent Acquisition Teams to learn about the Company's multicultural insights and explore careers with Southern Glazer's.

An anchor of the activation was the [Served Up Podcast](#), hosted by Bridget Albert and Julie Milroy. Episodes were recorded live during MAIS YEAH! and event attendees were invited to listen in on the critical conversations surrounding belonging, mental health in our industry, the importance of representation, and more. As another example of promoting diverse voices, there was a banned book bar at MAIS YEAH! that resulted in more than 100 books donated to the local [Friends of New Orleans Public Library](#).

Southern Glazer's is proud to take a leadership position by being the distributor voice for belonging at Tales of the Cocktail®, the world's premier cocktail event.

## RESPONSIBLE CONSUMPTION

Southern Glazer's established the Youth Alcohol Awareness and Education Foundation, Inc. to fund programs that support alcohol safety and underage drinking prevention, including the [AlcoholEdu for High School](#) online curriculum. Program courses are available at no cost to all public and private high schools in Miami-Dade and Broward counties in Florida, Dallas and Collin counties in Texas, and Bronx, Kings, Nassau, New York, Queens, and Richmond counties in New York. The program, which is part of a three-year commitment, was available in these three markets throughout the 2022-2023 school year.

AlcoholEdu for High School, developed by leading education technology company EVERFI® from Blackbaud®, is a 90-minute, interactive course that engages students with science-based alcohol education and interactive exercises, providing an individualized experience that changes perceptions, motivates behavior change, and supports healthier decisions regarding alcohol.

Since the kickoff of Youth Alcohol Awareness and Education Foundation, Inc. in 2017, the initiative has impacted:

**30,980**  
High School Students

**224+**  
High Schools

**29,000**  
Hours of Learning

The course focuses on five main pillars: Knowing the Basics, Knowing Your Influences, Brain and Body, Smart Decisions, and Future Ready. Through this scalable online program, which has been proven to reduce negative consequences associated with underage drinking, schools can reach all students with a consistent message and empower them to make safer and healthier decisions about alcohol.

For the most recent 2022-2023 school year, the program saw significant increases in reach and impact. After having completed the Southern Glazer's-sponsored course, students achieved 23% knowledge gain, higher than the national average of 21%, by increasing their average assessment scores from 66% to 89%.



“This was by far the best field trip we have ever attended.”  
– Nicole M.



## EDUCATION

### MENTORING YOUNG PEOPLE

#### Junior Achievement

Southern Glazer's is proud to partner with [Junior Achievement of Greater Miami](#), an organization dedicated to giving young people the knowledge and skills they need to own their economic success, plan for their futures, and make smart academic and economic choices. During the spring, Southern Glazer's sponsored and hosted a “JA Job Shadow,” a comprehensive experience designed to help students create an individualized career path.

During the event, 30 Hospitality and Tourism Academy Students from Alonzo and Tracy Mourning Senior High participated in this program with an average of 10 instructional contact hours per student. The experience took place at our [SGWS Wynwood](#) facility, where students enjoyed a panelist discussion with local hospitality leaders, presented their own concepts for pop-up restaurants, engaged in an exciting cooking demonstration, and received an informative presentation from our Early Careers team.

#### Step Up for Students

Southern Glazer's is a proud partner of [Step Up for Students](#), helping provide students in Florida with power that enables them to thrive, and parents with the best paths for their child's education. Our contribution of \$170 million provides scholarships that give children access to specialized services and materials, and open doors to a prosperous future. Southern Glazer's is proud to fund 21,020 scholarships through its partnership with Step Up for Students to make a difference in the lives of Florida's schoolchildren.





### Supporting Secondary Education

Southern Glazer's continued its long-standing partnership with [Florida International University's \(FIU\) Chaplin School of Hospitality & Tourism Management](#) through various impactful programs in 2023. Southern Glazer's sponsored the Food Network South Beach Wine & Food Festival presented by Capital One (SOBEWFF®) for a 22nd consecutive year, which has now raised more than \$37 million to date for the Chaplin School.

In addition to support for the 2023 Festival, Southern Glazer's leaders participated in various panel and podcast discussions for students, alumni, and members of the hospitality community. The Company also maintained its partnership with the School to research AI and data visualization as it relates to wine quality.

In addition, Southern Glazer's was pleased to yet again serve as the Exclusive Sponsor of the [University of Miami \(UM\)'s Herbert Business School 2022 Distinguished Leaders Lecture Series](#), which attracts some of the most respected business leaders from around the country. For the fourth consecutive year, Southern Glazer's made a \$100,000 contribution to support the Lecture Series that brings together top business leaders and students, alumni, other members of the UM community, and Southern Glazer's employees. Southern Glazer's Chief Executive Officer Wayne E. Chaplin serves on the University's Board of Trustees, is a double alumnus, and graduated from both the Business School and Law School at UM.



## SIGNATURE CHARITABLE EVENTS

Southern Glazer's is proud to have supported the world's most well-known wine and food festivals for more than four decades. We plan to continue supporting local educational, arts, and hunger-relief programs in our communities by founding, hosting, and sponsoring a variety of signature charitable events.



### Food Network South Beach Wine & Food Festival presented by Capital One

In 2023, Southern Glazer's celebrated its 22nd consecutive year as the exclusive wine and spirits sponsor of the [Food Network South Beach Wine & Food Festival presented by Capital One \(SOBEWFF®\)](#). We collaborated with our world-class supplier partners to secure more than 10,000 cases of top wine and spirits brands for the Festival's 110+

curated events with 500 experts, all to benefit the Chaplin School of Hospitality & Tourism Management at Florida International University (FIU). Approximately 65,000 people attended the festival with 1,500 FIU student volunteers who helped produce the Festival. Scholarships are also funded by proceeds from SOBEWFF® and awarded to standout students annually. To date, the Festival has raised more than \$37 million for the School.



## Food Network New York City Wine & Food Festival presented by Capital One

Southern Glazer's is also proud to serve as the exclusive wine and spirits provider for the [Food Network New York City Wine & Food Festival presented by Capital One \(NYCWFF\)](#), supporting [God's Love We Deliver](#), New York's leading provider of life-sustaining meals and nutrition counseling for individuals living with severe illness. More than 47,000 guests safely attended the 16th annual NYCWFF in October. With 80 live events, the Festival remained steadfast in its commitment to celebrate the robust and resilient New York hospitality industry. To date, the Festival has raised more than \$14.8 million to support New Yorkers in need.



## Chicago Gourmet

The annual [Chicago Gourmet](#) festival is a celebration of food and drinks with Southern Glazer's as its proud presenting sponsor. Participating chefs and restaurants prepared events throughout the weekend, championing Chicago's diverse culinary landscape while connecting food and drink enthusiasts with their favorite chefs, fellow foodies, and memorable experiences. Chicago Gourmet benefits the [Illinois Restaurant Association Educational Foundation \(IRAEEF\)](#), which offers life-changing opportunities for students and provides direction for potential culinary and hospitality career paths. The IRAEEF scholarships initiative has provided more than \$3.2 million in scholarships to qualified students to date. Since October 2020, the IRAEEF Employee Relief Fund has also provided \$250,000 in cash relief grants to hospitality employees facing financial crisis because of COVID-19.



## UNLVino Presents

In its 50th year, UNLVino returned as [UNLVino Presents](#), an epicurean food and beverage series presented by the world-class UNLV William F. Harrah College of Hospitality. Proceeds from the iconic culinary experience help fund scholarships for students at the college. Inspired by UNLV alumni in 1974, millions of dollars have been raised to date. Designed to indulge the Las Vegas community while creating new opportunities for university students, UNLVino is organized jointly by UNLV and Southern Glazer's Wine, Spirits & Beer of Nevada. It remains the longest tradition at the University and one of the college's largest fundraisers.





# People & Diversity



## PROMOTING EQUALITY AT WORK

### C.H.E.E.R.S. Groups Drive Organizational Change

Southern Glazer's C.H.E.E.R.S. (Connecting, Hard-Working, Empowering, Educating, Respecting, Serving) Business Resource Groups are open to all employees and operate locally, but connect with each other nationally. They provide a safe space for employees to discuss important issues, celebrate diverse perspectives, and advocate for ongoing improvements. Our C.H.E.E.R.S. Groups are part of what makes Southern Glazer's a great place to work.

### EmpowHER

Southern Glazer's celebrated the third year of its EmpowHER program, founded by Jennifer Chaplin Tolkin, Vice President, Family-Owned Brands. EmpowHER is designed to develop women leaders across the Company, all while furthering Southern Glazer's ability to innovate, collaborate, and increase performance. This year, the program recognized 93 total EmpowHER graduates across four cohorts from different functions within the organization. Over the course of two and a half days, participants, which included both women and men, met in-person and were given the opportunity to take personal inventory and improve their executive brand while practicing BOLD leadership. They were also challenged to make changes, propose solutions, and provide insights to their experience in the program and with the BOLD curriculum.





## EMPOWHER 2023

### 3 Executive Sponsors

Wayne Chaplin,  
Jennifer Chaplin Tolkin,  
and Amy Kickham

### 5 Facilitators

Ashley Curfman,  
Erika Shea,  
Makesha Wagner,  
Brittany Merritt,  
and Tracey Cammock



**7 Movie Night Alumni**  
and Guest Speakers

**17 Leaders**  
Facilitating Virtual  
Cocktail Conversations

**18 Circle Coaches**



### Advancing Women in Leadership

The Women in Leadership Conference, hosted by Jennifer Chaplin Tolkin, Vice President of Family-Owned Brands at Southern Glazer's, was a gathering focused on advancing careers in the wine and spirits industry. Building on the success of the previous year's event in New York, this edition took place in San Francisco.

The conference highlighted the importance of career growth and development, featuring a panel of accomplished women in top leadership

roles within the industry. The presence of such accomplished women in leadership positions underscored the progress made in promoting diversity in the wine and spirits industry. Chaplin Tolkin also shared Southern Glazer's commitment to initiatives aimed at fostering the careers of diverse women in the industry, from supporting organizations like [Women of the Vine & Spirits](#) to launching the EmpowHER women's leadership program.

The conference aimed to explore how the panelists are driving change within their organizations and advancing opportunities for women and minorities in the business world. The event also celebrated the collaboration between suppliers and companies like Southern Glazer's in making a positive impact on the industry and inspiring future leaders. The Women in Leadership 2024 Conference exemplified the collective effort to create more inclusive leadership in the wine and spirits industry.



## IN OUR COMMUNITIES

### **Alliance for Hospitality Equity and Diversity**

The Alliance for Hospitality Equity and Diversity (AHED), led by the Chaplin School of Hospitality & Tourism Management at FIU, is on a mission to create a nationwide recruitment infrastructure to increase diversity among students at member universities. Southern Glazer's is proud to serve as a charter supporter of AHED, which brings together higher learning institutions and top hospitality brands and associations to spearhead initiatives that address the diversity pipeline leading to hospitality C-suite opportunities.

As the country's most diverse hospitality school, the Chaplin School initiated the establishment of the Alliance and oversees the group's national efforts. AHED is made up of universities designated as Historically Black Colleges and Universities (HBCUs), Hispanic-Serving Institutions (HSI), and other four-year hospitality universities. Organizations represented in the Alliance include Southern Glazer's, Hilton, Marriott International, Bacardi North America, Bloomin' Brands, JLL, CBRE, Castell Project, NABHOOD, and AHLA Foundation.

### **Southern Glazer's Against Social Injustice and Racial Inequality Endowed Scholarship Fund**

In line with our commitment to fostering diversity, Southern Glazer's also announced four recipients of the Southern Glazer's Against Social Injustice and Racial Inequality Endowed Scholarship Fund at Florida A&M University (FAMU). The Fund was established in 2020 as part of Southern Glazer's efforts to support racial equality and will grant four \$2,500 scholarships a year for five years to deserving candidates that have an unmet financial need.

### **Thurgood Marshall College Fund Partnership**

In 2020, Southern Glazer's signed a \$1 million agreement with the Thurgood Marshall College Fund (TMCf) – the preeminent national organization dedicated to promoting educational excellence among students attending Historically Black Colleges and Universities and Predominantly Black Institutions (PBIs). The agreement established a partnership that gives Southern Glazer's access to TMCf's diverse talent pipeline, connects Southern Glazer's employees with HBCU students for mentoring and professional development, and provides student leaders with opportunities to pursue future careers with the Company.

Since then, Southern Glazer's has continued to engage with students in the organization through professional development and career opportunities. More than 2,000 student interactions have taken place, and of those, over 50 job offers and internships with Southern Glazer's have been extended.

In addition, Southern Glazer's has hired TMCf scholars to participate in the Next Gen Leadership Program, a two-year leadership program providing future leaders with broad experience through rotational assignments across multiple functions with Southern Glazer's. The Company has also impacted thousands of students by hosting more than 10 workshops spanning a variety of topics, including Personal Operating Guidelines, Lean Six Sigma, Leadership Brand, and Building Your Board of Directors.

We look forward to continuing our commitment to this partnership and fulfilling our mission of cultivating a diverse employee talent base to support our Company's growth.



### 306: African-American History and Continuing the Story

Launched in 2020, Southern Glazer's is proud to provide the digital courses 306: African-American History and 306: Continuing the Story available at no cost to all public and private high schools in Miami-Dade and Broward counties in Florida, and Dallas and Collin counties in Texas.

Developed by EVERFI® from Blackbaud®, the courses bring to life the important events and leaders whose impact changed the fabric of American life, and allow students to draw connections from past and present events to recognize and empathize with the ongoing challenges Black people continue to face in the United States.

Since launching the program, Southern Glazer's 306 Program has reached over 11,349 students from 87 unique schools, resulting in more than 15,000 hours of learning. In the 2022-2023 academic year, participating students increased their assessment scores by an average of 24%, with 88% of students agreeing that the course shared stories they had not previously heard.

Southern Glazer's is proud to play a role in building shared values and inspiring today's youth to become tomorrow's leaders.



169

Episodes

90,795

Listens

60

Countries

Top 5%

Globally Ranked Podcasts

### Served Up Podcast

Southern Glazer's [Served Up - The Podcast](#) highlights conversations on topics like advocacy, entrepreneurship, and belonging with food and beverage industry and social justice thought leaders representing our diverse hospitality community. The podcast is a place for beverage professionals to advance their skills, customer experiences, and work environments – all with diversity and inclusion at the center of the discussion.

Served Up is co-hosted by Bridget Albert, Senior Director of External Communications & CSR, and Julie Milroy, Vice President of Supplier Development and Marketing. The podcast releases episodes weekly and has welcomed 177 guests so far. Available to listen on all your favorite podcast platforms, Served Up has dropped 169 episodes that have garnered nearly 90,795 listens across 60 countries, and is ranked in the top five percent of podcasts globally.

This year, Served Up recorded live at the Southern Glazer's MAIS YEAH! event at Tales of the Cocktail®. These live episodes brought together beverage professionals and community leaders who have made significant contributions to promoting inclusive spaces for all. The aim is to inspire and empower listeners to drive meaningful change, and foster an environment where everyone feels welcomed, represented, and celebrated in the beverage industry.



## WITH OUR PARTNERS



### Incubator Academy

In 2023, Southern Glazer's announced the launch of its Incubator Academy, a virtual platform to provide diverse- and women-owned brands in the wine, spirits, and non-alcohol beverage industry unprecedented free access to foundational business learning to increase their potential for commercial success. The proprietary eLearning modules offer diverse- and women-owned brands, and their employees, educational coursework in critical topics, starting with creating a sales pitch, and the fundamentals of on- and off-premise math. Diverse-owned distillers and wine producers are underrepresented in the industry because of historically lacking access to networks, representation, and industry tools, and resources. With the launch of Incubator Academy, Southern Glazer's continues to put action behind its commitment to increase distribution opportunities for a more diverse group of beverage brands. This is the first and only beverage alcohol distributor-led education program targeted at delivering important industry business learning to diverse- and women-owned brands. In the coming year, we are extending our coursework curriculum and partnering with top leading research providers to share valuable consumer and shopper business insights. These new modules will help suppliers understand how to use insights to build strong commercial strategies.

As part of the launch, Southern Glazer's sponsored WSWA Access Live to raise awareness about the program among participating diverse- and women-owned brands. This included a panel on the Access Live stage where [Served Up Podcast](#) hosts, Julie Milroy and Bridget Albert, moderated a conversation about empowering equity and driving change on the beverage shelves. Panelists

included April Alejandro, Vice President, National Accounts On & Off Premise and champion of Southern Glazer's newly launched Incubator Academy, as well as Anita Parikh, co-founder of Tigo Tequila Soda, and Paige Parker, founder and CEO of Happenstance Distilling Co.



### Vendor Inclusion Program

Southern Glazer's Vendor Inclusion Program (VIP) is designed to develop, facilitate, and manage non-trade vendor diversity initiatives. The program's mission is to create an inclusive and sustainable vendor base that reflects the diversity of Southern Glazer's employees, suppliers, customers, and consumers. As a beverage alcohol distributor, Southern Glazer's makes a distinction between business relationships that are considered vendors from those designated as suppliers. Suppliers refer to alcohol brands and industry trade partners (i.e., beverage alcohol brands and producers of wines, spirits, liquors, whiskeys, etc.) and other business models that directly impact Southern Glazer's commercial trade. Businesses that provide goods and/or services offerings to support the operations, facilities, and other such non-trade business functions for Southern Glazer's and its supplier partners may be considered vendors. New potential vendors for all goods and services can now register on the Southern Glazer's Vendor Registration Portal, where information for potential vendors across all categories purchased is collected and housed. This offers Southern Glazer's business units and supplier partners more options for existing opportunities and a more diverse and competitive pool of vendors for new opportunities. We recognize the intrinsic value of diversity in an ever evolving marketplace and desire to support small and diverse businesses in communities where Southern Glazer's operates.



## ENRICHING OUR WORKPLACE CULTURE

### Developing Exceptional Leaders

The Exceptional Leaders Program (ELP) is Southern Glazer's flagship leadership development program designed to prepare, train, and educate the Company's future leaders for success and growth within the organization. ELP delivers a multifaceted curriculum including executive level education from Florida International University and the University of North Carolina. Additionally, the cohort works together on Southern Glazer's strategic projects, networks with Company senior executives, and amplifies their self-awareness through leadership assessments, mentoring, and coaching.



The four-month long ELP selection process requires applicants to submit written essays, build and present a strategic presentation, and participate in panel interviews. The selected finalists presented their strategy and interviewed with Southern Glazer's senior executives. The 2024 ELP cohort consists of 21 members who were selected this year from across the enterprise.

### Next Gen Leadership Program

Next Gen is a strategic initiative designed to appeal to recent college graduates and develop them into future leaders at Southern Glazer's. Led by the Human Resources Early Career team, participants benefit from immersive rotational assignments, intensive and ongoing training, leadership development, mentoring, and networking opportunities that meet the needs of the business. This accelerated training aims to cultivate and retain high-potential individuals. This program is one example of Southern Glazer's commitment to investing in the next generation of leaders.



### A Toast to Our Employees

Toast is the Company's employee recognition program, and one of the meaningful ways Southern Glazer's expresses its gratitude for all the hard work and commitment employees bring to the workplace every day.

The Toast program includes a Years of Service award experience to celebrate employee milestone anniversaries beginning with the first year, fifth year, and every five years up to 50 years of service. Managers and colleagues are prompted via email notification prior to their team member's anniversary date to add a personal message to the recipient's anniversary award. Once the anniversary date arrives, the recipient receives an email notification linking to their award where they can view all congratulatory messages through the Toast website.



In addition to receiving personal sentiments, employees who reach their five-year anniversary milestone (and beyond) have the opportunity to select a gift from a curated assortment of merchandise, which is customized by years of service completed. This program is truly Southern Glazer's special toast to its employees!



## Environmental, Health, & Safety

### OPERATING RESPONSIBLY

Southern Glazer's recognizes that environmental sustainability has become increasingly important to our suppliers, customers, consumers, employees, and the communities that we serve. While sustainability has always been important to our Company, we have recently solidified our long-term strategy to drive forward progress in this area.

In 2022, we partnered with Schneider Electric to create a New Sustainability Vision 2030 – “Harness the passion of our people, trading partners, and communities to take measurable environmental action and contribute to a sustainable, hospitable planet for future generations.” It is with this mindset that we will lead the way in environmental sustainability in our industry.

To help achieve our vision, we will leverage four strategic pillars: Facilities, Fleet, Water, and Waste

– with facilities and fleet at the top of our initial priorities, as they correspond to our most significant climate impact areas. For each of our pillars, Southern Glazer's has set aggressive, yet achievable goals (interim goals for 2026 and longer-term goals for 2030) to ensure that our organization prioritizes environmental sustainability action today and works toward more ambitious milestones in the future.

For facilities, our strategy includes optimizing water and energy efficiency while pursuing on-site and off-site renewable solutions. Southern Glazer's has already started the transition to low-flow plumbing fixtures and LED lighting with energy-efficient controls in many markets, including Fort Worth and Raymore. These energy and water-saving features will be standard as Southern Glazer's expands to newer facilities.

In 2023, we are pleased to report the implementation of several initiatives that are helping us move closer to achieving our goals.

“Harness the passion of our people, trading partners, and communities to take measurable environmental action and contribute to a sustainable, hospitable planet for future generations.”





### Alternative Vehicle Technology

Our fleet strategy focuses on engine efficiency, supply chain strategy optimization, and a shift to electric vehicles. The Company has invested in a fleet of electric vehicles that we are actively testing to evaluate the impact of this innovation on our operational efficiency, customer satisfaction, and the environment in select markets. This fleet includes 50 Ford eTransit vans, two Freightliner eCascadia tractors, and an Orange EV yard tractor. There are also several pilots planned to test various electric vehicle technologies and configurations, to meet the different needs of our local operations across the US. The plan is to slowly transition our fleet where applicable to these new, efficient technologies, while monitoring the advances in the electric vehicle sector.

Markets are equally embracing the transformative, sustainable impact of electric vehicles on our industry and our environment. In Arizona, an electric vehicle fitted with an electric reefer system coupled with reusable insulated boxes is currently being used to deliver fine wines. The switch from

combustion engine to electric has already significantly reduced harmful emissions, and continues to positively impact air quality, combat climate change, and contribute to a more sustainable future. Like gas-powered refrigeration systems, the integrated electric reefer system maintains optimal temperatures for ensuring the quality of fine wines remains uncompromised throughout transport — but with the added benefit of reduced noise pollution and minimal fuel consumption. By opting for reusable insulated boxes instead of single-use packaging, Arizona has dramatically reduced waste generation and decreased their carbon footprint.

While the Company is actively investing in electric vehicles, most of our fleet is comprised of traditional, combustion engine vehicles. In our pursuit of sustainable logistics, Southern Glazer's has committed to tracking and reducing its vehicle idle time by 5% each year over the next five years for a significant 25% reduction in gas emissions. We are proud to report that we have achieved the 5% reduction for 2023.



## Empowering Employees

Southern Glazer's divisional Green Teams are intended to live the values of the Company by protecting the environment, while benefiting the communities where we work. Green Teams are groups of dedicated volunteers collaborating to effect positive change in support of sustainability efforts — their efforts are to educate, inspire, and empower employees around sustainability to evaluate opportunities to improve the environmental footprint of their location. Since its inception in 2022, Southern Glazer's has 42 active Green Teams that have launched noteworthy sustainability initiatives or events including: recycling programs for high ABV, plastics, electronics, pallets, and more; park, beach, and local neighborhood cleanup projects with extra emphasis on tree planting, beautification, and composting; carpooling incentive programs to reduce vehicle gas emissions; and eco-friendly upgrades such as installation of solar gates in parking lots for reduced energy consumption, and replacement of grass with AstroTurf for water conservation.

The impact that our Green Teams have is significant. In 2023 alone, recycling cardboard, shrink wrap, and pallets in our warehouses has already resulted in approximately 500 trees, 2,000 metric tons of carbon emissions, and 2 MM kilowatt hours of energy in savings.

Another outstanding example of Green Teams in action is in Lakeland — in 2023, the location partnered with NuCycle Energy, a local waste recycler that manufactures an alternative energy fuel product out of discarded materials to generate zero waste-to-landfill and net zero carbon emissions. This strategic partnership has resulted in over 250,000 pounds of trash avoiding landfill.

Our operations also continue to partner with recycling companies like Parallel Products for the destruction and recycling of expired goods in an environmentally-friendly way. Parallel Products recycles the packaging and converts the high ABV products to biofuel. Similarly, Silver Creek Materials,

Inc. reuses our low ABV breakage and unsaleable products in their compost process. And, for the past two years, we have aggressively recycled our electronic hardware and technological assets with a company called Procurri.

In 2023, Southern Glazer's also launched a national social media "Do One Thing" campaign to award individuals pledging through their daily activities to take sustainable actions. This campaign provided an alternative to Green Teams for employees who prefer to be individual contributors to environmental sustainability.

In 2022, Southern Glazer's collected innovative ideas from an internal Environmental Sustainability Idea Distillery competition to bolster the Company's environmental strategy and to promote a more meaningful impact on reducing, reusing, and recycling resources. Fast forward to 2023, the Company has put into fruition the winning implementable ideas to contribute to a more sustainable business. For example, in collaboration with Trex Co., plastic is currently being recycled and converted into decking boards. Additionally, an Electric Vehicle Credit Program is being piloted in Florida to incentivize employees to buy electric vehicles to help reduce gas emissions. The Idea Distillery also resulted in our Company reducing a significant amount of paper waste generated by transitioning to DocuSign and conserved resources with the upgrades to waterless urinals and low-flow faucets in many markets.

## PRIORITIZING HEALTH & SAFETY

Southern Glazer's continues to prioritize health and safety so that our employees working in offices, warehouses, and on-the-road, always return home safely at the end of each workday. In 2023, we launched a number of new programs to ensure our employees feel empowered and accountable to contribute to our safety culture.



## Dressing for Safety

In partnership with Design Collective by Cintas, Southern Glazer's launched a new line of apparel for professional drivers in 2022 and a new line of apparel for warehouse associates in 2023, exclusive to our Company. This apparel program puts the safety, comfort, and style of our employees first. The pieces in both collections were developed with easy care, moisture-wicking fabrics and reflective elements typically used in the transportation and warehousing industries. This apparel aims to unite our employees nationwide under one look as one family.

## Forklift and Truck Rodeos

Throughout 2023, many Southern Glazer's locations have sparked friendly competition by hosting forklift and truck rodeos. Rodeo competitions provide an excellent opportunity for certified operators to demonstrate their skills behind-the-wheel and during pre-trip inspections with a special emphasis on safety and professionalism.

While forklift and truck rodeo competitors participate for a chance to win first place, they revel in the camaraderie and excitement of other fun-filled activities taking place at the event. These rodeo competitions have evolved into fun-filled days that engage employees at all levels of the organization and include family-friendly activities for children and adults, warehouse tours, and food — all of which show our appreciation for the hard work that our drivers and warehouse workers devote to their jobs on a daily basis.

Markets that have held a rodeo competition will be eligible to enter their first-place winners into the Southern Glazer's National Forklift & Truck Rodeo Event to be held in 2024. This national competition will crown the number one Forklift and Truck Rodeo winners who will enjoy the prestige of being named the best of the best (the safest of the safest) at Southern Glazer's Wine & Spirits.

## Recognition and Awards

Every year, Southern Glazer's celebrates National Truck Driver Appreciation Week, created by the American Trucking Associations, as well as its own Warehouse Employee Appreciation Week, to celebrate its frontline operations team members. Our frontline employees operate 15.8 million square feet of warehouse space and make 6.7 million customer deliveries possible each year. As part of the week-long celebrations, Southern Glazer's divisions typically celebrate by distributing merchandise and hosting various festivities throughout the week, from catered breakfasts and lunches, to raffles and prizes. In addition, awards programs are in place for both professional drivers and warehouse employees that reinforce Southern Glazer's unwavering commitment to safety. For example, the Elite Safe Driver Recognition Program is available to all drivers who qualify based on having 20 consecutive quarters, or five years, of safe driving without a preventable collision. Rewards may include gold ring sets, pins, recognition dinners, and monetary bonuses.





## **Safety Training and Compliance**

In 2023, Southern Glazer's fully revamped and relaunched the New Hire Driver Onboarding Program. This national program features traditional classroom training with practical components, including a behind-the-wheel road test, to help reduce the rate of accidents per miles driven.

In addition, as a commitment to road safety, the Company has expanded the Motor Vehicle Report (MVR) Continuous Monitoring Program to include non-DOT and commercial drivers. Continuous MVR monitoring is essential for ensuring that all 9,000 of our non-DOT drivers, sales, and merchandisers, operating their own personal vehicles or company vehicles, are fully-licensed and insured while performing Company business. This program reduces the risk of driving without a license and insurance and ensures that our Company is only putting safe, fully qualified drivers on the road at all times.

## **A Commitment to Health and Wellness**

Southern Glazer's invests in the health and wellness of its employees beyond offering a competitive package of benefits. For example, the Company works with Concentra to design, develop, and maintain on-site Health & Wellness Clinics that conveniently provide employees, their spouses, and their dependents with immediate access to medical care and a wide range of health and medical services, including primary and urgent care, vaccinations, blood draws, physical examinations, and prescriptions.

Health & Wellness Clinics currently operate at Southern Glazer's facilities in Lakeland, Florida, Syosset, New York, and Santa Fe Springs, California. These clinics are staffed by teams of highly qualified, experienced healthcare specialists that deliver personalized and professional care. In addition to the on-site clinician, these clinics also offer certified

athletic trainers that provide preventative care services, such as office/industrial stretching and exercise programs, injury prevention education, massage therapies, and rehabilitation.

Southern Glazer's is evaluating future clinic openings in Florida, Nevada, and Texas, and to provide certified athletic trainers in Texas and Washington state, to put us in a better position for early detection of, as well as intervention in, health problems, to prevent long-term sick leave and work incapacity.

These clinics and athletic trainers are a testament of how the Company remains committed to protecting and promoting the health, wellness, and safety of its employees and the communities in which we serve. Even with these efforts, illness, accidents, and disability events do happen. Therefore, the Company has also relaunched this year an upgraded Return-To-Work (RTW) Program to minimize the uncertainty that often accompanies an injury, illness, or disability for both the Company and its employees. The intent of which is to bring employees back to work in a temporary transitional duty assignment, as soon as they are physically able to perform work, without aggravating their injury, illness, or disability.

In recognition for some of the Company's safety and wellness initiatives, Southern Glazer's was awarded the WELL Health-Safety Rating and Certification for six facilities in the Miramar and Miami areas in May of 2023. The WELL Health-Safety Rating for Facility Operations & Management is a third-party process that verifies that our workplace implements evidence-based best practices and strategies for addressing acute health threats, such as COVID-19, and prioritizes the long-term health and safety needs of staff, visitors, and stakeholders. The WELL Health-Safety seal demonstrates our ongoing commitment to protecting the health, safety, and well-being of our most valuable differentiator — our people.



## BUSINESS CONTINUITY & EMERGENCY MANAGEMENT

Southern Glazer's has a robust emergency response program, having developed Incident Response Plans for Active Assailant, Tornado, Earthquake, Winter Storm, and Ransomware events to protect the health, safety, and security of employees, visitors, and other stakeholders, and to mitigate their potential impact on our operations.

As a proactive approach to emergency management, the Company continued maturing our emergency preparedness capabilities specifically by providing employees and management teams with more training and exercise opportunities throughout 2023. During the course of 2023, Southern Glazer's has completed over 400 emergency drills and exercises, which includes evacuation and fire drills, lockdowns, shelter-in-place, equipment shutdowns, medical emergency, active assailant, and Company Alert Network (CAN) testing.

The Company has also embarked on the development and buildout of a new Business Continuity, Security, and Operations' Command Center near the Company's headquarters in south Florida.





# Governance & Ethics

## POLICIES AGAINST HARASSMENT & DISCRIMINATION

Southern Glazer's is proud to be an equal employment opportunity (EEO) employer committed to providing equal opportunities in all of our employment practices including, but not limited to, hiring, placement, promotion, transfer, demotion, treatment during employment, rates of pay or other forms of compensation, layoff or discharge, and recruitment or solicitation of employment. All decisions made with respect to recruiting, hiring, and promotions for all job classifications are based solely on an individual's qualifications related to the requirements of the position. Likewise, all other employee matters such as compensation, benefits, training, reduction in force, and social and recreational programs are administered free from any illegal discriminatory or retaliatory practices.

Southern Glazer's is dedicated to maintaining a work environment where all individuals are treated with dignity, fairness, and respect. We are an EEO employer committed to providing equal opportunity in all of our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. This policy prohibits discrimination, harassment, and retaliation based on race, sex, sexual orientation, national origin, religion, age, ethnicity, disability, ancestry, color, gender and/or gender identity or expression, marital status, pregnancy or medical condition, veteran or uniform service status, genetic information ("Protected Classifications"), or on any other classifications protected by applicable state or local law. Our Non-Discrimination Policy applies to all company employees, agents, vendors, customers, independent contractors, and any other third-

party doing business with the Company.

The Company is committed to providing resources available to all employees to report allegations of discrimination, harassment, or retaliation to the Southern Glazer's Speak Up hotline at 1-866-898-2725 or online at [sgws.ethicspoint.com](https://sgws.ethicspoint.com). The toll-free number and online site operate 24 hours a day, seven days a week, so employees can call without fear of retaliation. A third-party administrator responds to all employee complaints and will then provide the Company with a report of the complaint.

## ENFORCING & TRAINING TRADE COMPLIANCE

Southern Glazer's takes its responsibility seriously to comply with the laws everywhere we operate and actively promotes a culture of ethics and compliance. Integrity is core to our Company culture and our commitment to operating ethically builds trust with our employees, suppliers, and customers.

We are continuously re-evaluating and strengthening our compliance programs, and over the past year, redoubled our efforts in this regard. In 2023, we reduced internal organizational silos and added even more resources to Southern Glazer's compliance and ethics function. A newly created position, Senior Vice President, Compliance & Ethics, is dedicated to enhancing and implementing a comprehensive compliance strategy, which will include an expanded support model with Compliance & Ethics team members embedded in Southern Glazer's regional and state business units, modernized training programs, and robust compliance monitoring and auditing.





## CONNECT WITH SOUTHERN GLAZER'S WINE & SPIRITS

For more information, contact the Southern Glazer's Communications & Corporate Social Responsibility team at [VolunCheers@sgws.com](mailto:VolunCheers@sgws.com).

Connect with us across each of our social media platforms for the latest on Company news and activities. Include **#SGWSGivesBack** to showcase your local VolunCheers philanthropic activities to our team members and industry partners.

