



## Corporate\_policy\_DOM

### **Mission**

We gladly serve our clients worldwide in the Premium Food Industry with natural, high-quality milk and whey derivatives for a healthy nutrition.

We respect the tradition of small family owned farms in the Alpine region, as well as our environment. We guarantee traceability and social and economic sustainability of our activity.

### **Vision**

We supply our customers with a carefully manufactured, high-quality niche product from non-GMO milk and whey from the Alpine region. Together with our clients, we develop tailor made products and adapt them flexibly to their specific and individual needs.

### **Values**

Social responsibility: we support small family owned farms.

Sustainability: expressed in the welfare of animals, people and our environment, as well as our whole activity.

Naturalness: natural, as well as GMO-free raw materials are crucial for our products and processing.

Joy & respect: we treat our milk with joy and respect in order to obtain a natural and pure product.



Our company group has been characterised for generations by its vision and responsibility in ensuring that we can enjoy a habitable nature and a humane society, coupled with long-term economic success.

There is in our view no conflict of aims between high product and service quality, food safety, safety and occupational health, information security, environmental protection and adherence to social and ethical principles, and economic success.

Sustainability for us means a holistic balance between our corporate core values of quality, economic success and social, ethical and environmental responsibility.

Sustainability in this sense means both entitlement as well as the driving and defining force behind the healthy growth of our company group.

Our commitment to sustainability is reflected in our strategic objectives for the following five fields of action:

## **1 Governance and Corporate Culture**

### **Awareness raising**

Taking our awareness of global interconnections as a starting point, ensuring sustainability is a matter for everyone in the company, from senior management right across all areas of business. Sustainability is an active approach derived from the mindfulness and personal conviction that radiates out along the entire value creation chain. It is on the one hand reflected in the time that each employee dedicates to issues such as quality, safety (both as regards food and the workplace), people, environment, animal welfare, and cost-effectiveness, while on the other coming from each person's own responsibility, example-setting and leadership in this respect. Sustainability is thus integrated independently of individuals and transparently communicated at all levels.

### **Process control, effectiveness and efficiency**

We manage and steer processes according to the principles of effectiveness and efficiency, aware of their reciprocity, all based on a robust technical/technological, organisational and administrative foundation.

### **Continuous improvement**

We continuously query the current state of technology and engineering, internal processes and structures to establish our strengths and weaknesses, as well as possible risks and opportunities. Based upon a healthy "error culture" and a constant exchange of knowledge and experience, we continuously improve while seeking innovative new ways of doing things via dialogue with our employees and other stakeholders both inside and outside our company.

### **Business ethics**

The company stands for fair and transparent operating and business practices and defines ethics as acting in the sense of a balanced relationship between all partners involved. We will not tolerate corruption in any form and ensure our employees are aware of this, taking prompt and effective countermeasures. We are politically independent and realise our social responsibilities by means of transparent contributions to policy objectives. We are committed to our location and, by paying our taxes and dues, we make a major contribution to sustainable local social development.



## **Ensuring compliance**

We create processes and structures that require and promote each individual's compliance with the legal and other requirements and standards.

## **2 Quality and cost-effectiveness**

### **Customer orientation, satisfaction, and benefits**

We proactively deal with the current and future needs and expectations of society and customers. Our products and processes are designed to reflect our comprehensive commitment to the wishes of customers. We honour the requests of our Muslim and Jewish customers and make sure to follow them by our daily work and Halal- and Kosher-certifications.

### **Milk and whey derivatives for a healthy diet**

It is our pleasure to supply our customers and international partners in the premium food industry with products of absolute excellence to ensure a genuine diet. Our products from non-GMO milk and whey derive from partner dairies from South Tyrol and the surrounding alpine region. Together with our clients, we develop tailor-made and carefully manufactured products and adapt them flexibly to their specific and individual needs.

### **Quality requirements**

We demand the highest quality and safety standards for our products and services. This is reflected in the raw materials and semi-finished products used in the development of products and services, in the processes implemented and in the input of both the individual and the organisation at every stage of the value chain.

### **Food safety and food safety culture**

We design our structures and processes so that we can recognise possible health risks and prevent them in good time, responding to them quickly, comprehensively and transparently.

### **Cost efficiency, productivity and profitability**

Cost-awareness and economic thinking on the part of all employees are an important basis for our notion of sustainability. Our business decisions are based on comprehensive information in terms of the structure and true nature of costs.

## **3 Employees and society**

### **Health and safety at work**

The well-being of employees is critical to the success of our company. Plant and workplace safety and occupational health according to the statutory minimum standards are therefore also priorities for us. We actively support programmes and measures to prevent accidents to maintain physical and mental health as well as permitting a balance between private and working life.



### **Employee development**

We require and encourage professional and personal development, and to this end we involve our employees and support their evolving and growth especially in relation to matters of social, environmental and economic sustainability.

### **Human rights, labour rights, child labour, diversity and equal opportunities**

Our activities take human dignity into account and take into account both the UN Universal Declaration of Human Rights and the fundamental agreements of the ILO (International Labour Organization) and do not allow child labour along our value chain. We will tolerate no form of discrimination and we focus on personal diversity and equality of opportunity. This refers to employees, customers, guests and suppliers with regard to their gender, skin colour, ethnicity, religion, beliefs, sexual orientation, language, nationality, age, disability, and other aspects, and applies to all our business processes.

### **Development of customer and supplier relationships**

Long-term relationships and reliable, fair co-operation with customers and suppliers are at the heart of our corporate activities. In our partnership-based relationships, we demand and encourage respect for employment and human rights at all levels of the value chain.

## **4 Resource efficiency and environmental protection**

### **Active environmental protection**

We take responsibility and by our sustainable corporate governance we try to prevent ecological damage and to limit possible consequences for human and ecological wellbeing.

### **Production process & site**

We ensure our site and production processes are safe, resource-efficient and low in terms of emissions, in particular in relation to greenhouse gases and other air emissions, as well as in terms of noise; energy, materials & water consumption; waste water & waste products; and land use.

### **Transportation & logistics**

It is a central aim of the company to reach smallest possible CO<sub>2</sub> emissions as well as air and noise emissions caused by the transporting of goods and people.

### **Responsible purchasing and use of raw materials**

In order to assure the quality and quantity of the raw materials we need, we aim at partner dairies that are provided with top-quality products mainly by local peasants.

### **Packaging materials**

Our goal is to limit resource consumption (sufficiency) and to improve resource efficiency. This includes the avoidance and reduction of waste resulting from packaging and the closing of material and energy cycles.



## **5 Company information and personal data**

### **Company information**

The uninterrupted operation of business processes and the company's image are to a large part dependent on the confidentiality, integrity, and accessibility of the information produced, processed and kept in the enterprise. Through appropriate processes and structures, we can ensure that company information and the know-how (including recipes, manufacturing processes and production machines) will be properly protected.

### **Personal data**

We will process the personal data of our employees, partners, customers and consumers diligently and in accordance with the country-specific laws.

### **Risk-oriented approach**

Information is exposed to various risks. We will assess such risks at regular intervals as well as in the event of major changes (e.g. organisation, technology). Given equal quality and competitive pricing, we give preference to local partners and suppliers.

### **Preventive and reactive measures**

On the basis of the risks recognised, we will strive primarily to prevent the prejudicing of information mainly through technical and organisational measures. Secondly, we will try to recognise unavoidable incidents as soon as possible and treat them consistently with the aim of reducing such risks to an acceptable level.

### **Role model function**

The support and cooperation of all employees is of vital importance for protecting information. We will expect and cultivate this attitude by ensuring the security of information at all organisational levels.

The Board