



# DANONE QUALITY & FOOD SAFETY COMMITMENTS

DANONE | NOVEMBER 2022



**DANONE**  
ONE PLANET. ONE HEALTH



# LIVING QUALITY AT ALL TIMES!

As a global business leader in the food and beverage sector, we believe people should always be able to trust and enjoy what they eat and drink. That is why Quality is fundamental for Danone. Fulfilling our company's mission to "Bring health through food to as many people as possible" starts with safe food and high-quality products and services, relevant to consumers and patients.

We promise to honor our commitments on the quality and integrity of our products and services, from the way we design, develop and manufacture our products to the in-store execution. We nurture the trust and preference of consumers, patients and customers by keeping this promise over time.

Each of us at Danone is responsible to "Excel in quality and food safety everywhere, everyday" in our activities, with the aim to Be Trusted, Be Preferred, Be Efficient and finally Be Proud of what we do. We continuously engage and support our 100,000 employees across the world, encouraging them to Live Quality at all times, putting consumers, patients and customers at the heart of everything we do.

Relentlessly pursuing our efforts to ensure the continuous improvement of food safety and quality will remain Danone's priority, from the prevention and anticipation of emerging risks, quality in execution end to end, to future requirements, the development of new capabilities, and a stronger focus on the consumer value approach.



## ISABELLE ESSER

Danone Chief Research & Innovation,  
Quality & Food Safety Officer

## BE TRUSTED

Because everything we do impacts people's lives (health, well-being, growth, etc.), we, at Danone, have to ensure that all our stakeholders can trust our products and services. To honor this, we continuously engage all our teams, our suppliers and partners in this common goal.

Our Quality and Food Safety fundamentals are globally defined, and locally implemented. On a day-to-day basis, we design, source, manufacture and deliver products and services that meet regulatory requirements and high quality and food safety standards. We consistently anticipate trends and emerging risks, leveraging internal expertise as well as external connections and partnerships.

- Food Safety Management System following GFSI\* recognized standards and certifications
- Leading-edge scientific capabilities, maintained at top level by partnering with the best experts
- Efficient process to anticipate and prevent emerging issues
- Robust analytical governance and capabilities applied to internal and external laboratories
- Excellence program with raw and pack materials' suppliers

## BE EFFICIENT

In a complex, uncertain and competitive environment, we continuously adapt and strengthen our processes, capabilities and ways of working to sustain operational performance and create value for our consumers over time. We foster internal and external collaboration to leverage collective intelligence and expertise. We leverage data and new technologies to always improve our efficiency and service to our consumers and patients.

- Continuous improvement through excellence programs and practices sharing
- Efficiency programs to reduce waste
- Data analytics and digital transformation program

## BE PREFERRED

The ways people buy and consume food are constantly evolving toward healthier and more sustainable eating and drinking habits, within a multiplicity of channels. At Danone, we want to be part of these new challenges, standing for sustainably sourced ingredients, for naturality and transparency, for simple recipes and clean labels, and constantly improving the consumer's experience.

From strong superior innovations to fit for purpose brands, we ensure high quality in execution to delight consumers at all moments of the day and at all stages of life and so, to nurture preference in our products and brands.

- Build quality by design through a user-driven approach
- Drive superiority programs
- Turn consumer and customer feedback into insights to continuously improve our products and services and to feed innovations
- Quality assurance at each step of the food chain, up to the point of sales

## BE PROUD

Quality and food safety rely on robust standards and processes, but no rule will ever be as powerful as our mindset and behaviors. We aim for each employee to "Live Quality at all times" and be an ambassador of our products and services, being proud of everything we do everywhere, everyday.

That is why we are sustaining a strong and shared culture of quality and food safety with our "iCare" program, with consumers, patients and customers at its heart.

- Foster employee awareness and ownership
- Promote a visible commitment among leadership
- Ensure that quality and food safety messages are consistent and well understood
- Encourage and promote peer involvement and transparent interactions for continuous improvement

## ...BECAUSE WE ALL CARE!



# ABOUT DANONE

Danone is a leading global food and beverage company operating in three health-focused, fast-growing and on-trend categories: Essential Dairy & Plant-Based products, Waters and Specialized Nutrition. With a long-standing mission of bringing health through food to as many people as possible, Danone aims to inspire healthier and more sustainable eating and drinking practices while committing to achieve measurable nutritional, social, societal and environmental impact. Danone has defined its Renew strategy to restore growth, competitiveness, and value creation for the long-term. By 2025, Danone aims to become one of the first multinational companies to obtain global B Corp™ certification. With 100,000 employees, and products sold in over 120 markets, Danone

generated €24.2 billion in sales in 2021. Danone's portfolio includes leading international brands (Actimel, Activia, Alpro, Aptamil, Danette, Danio, Danonino, evian, Nutricia, Nutrilon, Volvic, among others) as well as strong local and regional brands (including Aqua, Blédina, Bonafont, Cow & Gate, Mizone, Oikos, Prostokvashino and Silk). Listed on Euronext Paris and present on the OTCQX market via an ADR (American Depositary Receipt) program, Danone is a component stock of leading sustainability indexes including the ones managed by Vigeo Eiris and Sustainalytics, as well as the Ethibel Sustainability Index, the MSCI ESG Indexes, the FTSE4Good Index Series, Bloomberg Gender Equality Index, and the Access to Nutrition Index.