

# DANONE

# QUALITY & FOOD SAFETY

# COMMITMENTS

DANONE | 2024



**DANONE**  
ONE PLANET. ONE HEALTH



## LIVING QUALITY AT ALL TIMES

As a global market 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 in-store execution, and post-market service to consumers and customers. We nurture the trust and preference of consumers, patients, and customers by always keeping this promise.

Each of us at Danone has the responsibility to "Excel in quality and food safety everywhere, everyday" with the aim to Be Trusted, Be Preferred, Be Efficient and Be Proud of what we do. We continuously engage and support our 90,000 employees across the world, encouraging them to Live Quality at all times, putting consumers, patients and customers at the heart of everything they do. We engage, partner and collaborate with different stakeholders to address common challenges along the value chain.

At Danone, we commit to never compromise on the safety and quality of our products and services. We foster a Culture of Quality where ensuring quality and food safety is the key priority for all. We continuously improve our quality management system based on state-of-the-art science, from the prevention, anticipation, and management of risks to our end-to-end excellence in execution, the adaptation to future requirements, the development of new capabilities, the best use of new technologies and data analytics, and a stronger focus on the consumer value approach.



**...BECAUSE WE ALL CARE!**

**ANTOINE DE SAINT-AFFRIQUE**  
Danone Chief Executive Officer

**ISABELLE ESSER**  
Danone Chief Research & Innovation,  
Quality & Food Safety Officer



## Be trusted

Because everything we do impacts people's lives (health, wellbeing, growth, etc.), we must ensure that all our stakeholders can trust our products and services. To honor this, we continuously engage all our teams, 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 supported by the latest science, compliant with relevant laws and regulations, as well as internal high-quality and food safety standards. We consistently anticipate trends and manage risks, contribute to knowledge generation and regulatory standards setting, leveraging internal expertise as well as external connections and partnerships.

- Quality Management System following externally recognized standards and certifications
- Leading-edge scientific capabilities (Danone Food Safety Center)
- Efficient processes to anticipate and prevent risks
- Robust analytical governance and capabilities applied to internal and external laboratories
- Partner For 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 continuously improve our quality management system to guarantee food safety, prevent quality incidents and eliminate defects. We foster internal and external collaboration to leverage collective intelligence and expertise, science, data analytics, and new technologies.

- Systematic review of our quality results in the pursuit of excellence
- Continuous improvement through excellence programs and practices sharing
- Efficiency programs to reduce waste
- Data and digital transformation allowing statistically sound, fast & consistent decision making

## Be preferred

The ways people buy and consume food are constantly evolving toward healthier and more sustainable eating and drinking habits, within an increasing multiplicity of channels. At Danone, we want to be part of these new challenges and accompany our consumers and patients in their choices with high-quality and safe products and services, constantly improving their user experience.

We nurture preference by delighting our consumers and patients at every touch point, everywhere and every time they use our products and services.

- Quality by design through a user-centric approach, valuing what they value
- Consumer and customer feedback turned into insights to continuously improve our products and services
- Quality checks at each step of the chain, up to the point of sales
- High-quality service to consumers, constantly adapting to new channels of communication

## 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, every day. That is why we are sustaining a strong and shared Culture of Quality with our iCare program, with consumers, patients and customers at its heart. Everyone at Danone is engaged and understands his/her responsibility in achieving safe and high-quality products.

- Visible leadership commitment to Quality at all levels of the organization
- Employee Quality awareness, ownership and commitment to take action to protect our consumers, patients, customers and our brands
- Peer involvement and transparent interactions for continuous improvement



# 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. With almost 90,000 employees, and products sold in over 120 markets, Danone generated €27.6 billion in sales in 2023. 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 and Silk). Listed on Euronext Paris and present on the OTCQX platform via an ADR (American Depositary Receipt) program, Danone is a component stock of leading sustainability indexes including the ones managed by Moody's and Sustainalytics, as well as the MSCI ESG Indexes, the FTSE4Good Index Series, Bloomberg Gender Equality Index, and the Access to Nutrition Index. Danone's ambition is to be B-Corp certified at global level in 2025.

