

# The Saputo Promise

PROTECT • SUPPORT • NOURISH

The Saputo Promise guides our everyday actions to ensure we live up to the values on which our Company was founded in 1954, and keeps us aligned on what matters most. As we pursue growth, we aim to create shared value for all our stakeholders and ensure the long-term sustainability of our business while building a healthier future through our passion for quality food.

The Saputo Promise consists of seven Pillars which drive our actions to nourish, protect, and support the communities we call home.



## GOVERNANCE

Our Board of Directors oversees the Environmental, Social, and Governance (ESG) factors and risks material to our business and the deployment of appropriate measures to manage them including our practices, guidelines, and policies related to the Saputo Promise.

The management responsibility of the Saputo Promise and its Pillars falls under different Management Committees to ensure appropriate business practices are implemented across our operations in line with our Saputo Promise policy. Our divisional leadership ensures the execution and operationalization of these practices.

# Nourish

We make products that are part of a healthy lifestyle.



## Food Quality and Safety

**As a world-class dairy processor, we strive to raise the bar when it comes to food quality and safety.**

We endeavour to offer products made to the highest industry standards; create a food safety culture where everyone understands, owns, and leads food safety; and contribute to industry-wide knowledge and best practices.

We manage our business with harmonized standards across our operations that focus on the quality of our ingredients and align with the highest food quality and safety standards. To achieve this, we have a continuous improvement mindset where we review our procedures regularly to ensure they meet or exceed the latest legal requirements and industry best practices.



## Nutrition

**We are committed to developing ingredients and products that meet the health and wellness needs of every lifestyle.**

As part of our commitment to nutrition, we invest in research and development (R&D), using evidence-based criteria to optimize the nutritional value of our products without compromising quality and taste. We also use the latest science to promote dairy's role within a balanced diet, provide clear and transparent product information, and advertise products responsibly, particularly to children and youth, using our Responsible Marketing Guidelines.

# Protect

We mitigate our impact on animals and the planet.



## Environment

**Our goal is to safeguard the environment while continuing to grow as a world-class dairy processor. We aim to accelerate our climate, water, and waste performance, setting clear targets and allocating resources to achieve them.**

### Climate

We recognize the importance of reducing greenhouse gas emissions and we continuously seek ways to reduce our emissions and to improve energy efficiency.

### Water

We are committed to using water resources in an economically, socially, and environmentally sustainable way, and to implementing solutions to reduce, re-use or recycle water throughout our operations.

### Operational Waste

Driven by our continuous improvement mindset, we are always looking for ways to reduce, repurpose, and divert waste from landfills.

### Food Waste

We implement and adapt processes designed to reduce the quantity of food waste across our operations and supply chain. We also donate unsaleable products to food banks wherever we can and redirect organic waste to animal feed.

### Sustainable Packaging

We recognize the importance of minimizing the quantity of waste to landfill, and we continuously work to improve our packaging by using less material, ensuring it is recyclable, compostable or reusable, and increasing its recycled content—while maintaining product integrity.



## Responsible Sourcing

As a dairy company, milk is our primary ingredient, and we care deeply about the way it is produced.

### Animal Welfare

High-quality dairy products begin with high-quality milk from healthy and well-cared-for animals. We have a zero-tolerance policy for any act of animal cruelty. We use our position as one of the leading dairy processors in the world to promote animal care and appropriate dairy cattle and goat handling practices. We expect all milk producers to comply with recognized standards validated by third-party animal welfare audits.

### Sustainable Ingredients

We recognize the importance of the transition to a net-zero world by 2050 and the need to transform the way food is grown and produced globally. We are committed to doing our part in creating a sustainable and equitable food system, working in partnership with our farmers, suppliers, and industry partners.

### Supply Chain

We believe our relationships with suppliers are vital to our ability to make high-quality products. We aim to create an environment where we can build strong, sustainable, and long-term partnerships and promote responsible business practices by working with our suppliers across the value chain. To do so, we set minimum standards of business conduct that we expect from our suppliers.

## Support

We care for and support our employees and our global community.



## Business Ethics

We are committed to upholding ethical business practices and expect the everyday conduct of our Board members, leaders, and employees to be driven by the same values we share and promote.

### Ethics and Compliance

We are committed to maintaining a high level of business integrity and we guide the everyday conduct of all employees, officers, and Board members through our Code of Ethics. Inspired by our deeply embedded corporate culture, we are committed to complying with laws, regulations, and industry standards. We have systems in place to monitor and ensure compliance.

### Cybersecurity and Data Privacy

We are committed to protecting the confidentiality and privacy of our customers and employees, as well as the integrity of our information systems. We mitigate risks by implementing appropriate policies, practices, procedures, and controls across our operations.

### Transparency

We recognize the importance of accountability to our stakeholders, including employees, shareholders, customers, consumers, suppliers, partners, and authorities, so we aim to communicate transparently and responsibly how we are achieving our Promise.



## Our People

**At Saputo, our best comes from our people. We care about their health and well-being, and endeavour to provide the best possible work environment for all.**

### Health and Safety .....

Through our employee-led approach to health and safety, we are committed to building safety capacity across our operations. We aim to achieve this by developing strong leadership, providing our people with the right training and resources, learning from successes and opportunities to prevent incidents, and empowering our employees to do their part in creating a healthy and safe environment for all.

### Diversity, Equity, and Inclusion .....

We recognize that a diverse, equitable, and inclusive environment not only drives innovation through the broader exchange of ideas and perspectives but better reflects the relationship we have

with our stakeholders. As a global Company operating in diverse communities, we strive to provide our employees around the globe with equal opportunities and a sense of belonging, regardless of their background, experience or belief.

### Talent and Well-being .....

We are committed to supporting our employees' well-being, both physical and psychological, and aim to foster an environment where they can be at their best and thrive. We are continually seeking to improve our workplace—providing programs and resources that meet our employees' needs and enable them to grow in their own way.



## Community

**Giving back has always been an intrinsic part of our culture. That is why we are committed to investing 1% of our annual pre-tax profits in the communities where we operate.**

We provide support through financial and products donations and by engaging our employees to volunteer and support causes close to their hearts. The projects we support fall under three focus areas:

- Providing nourishing food and promoting an active lifestyle
- Creating an engaged and healthy workforce
- Building sustainable and resilient farming communities