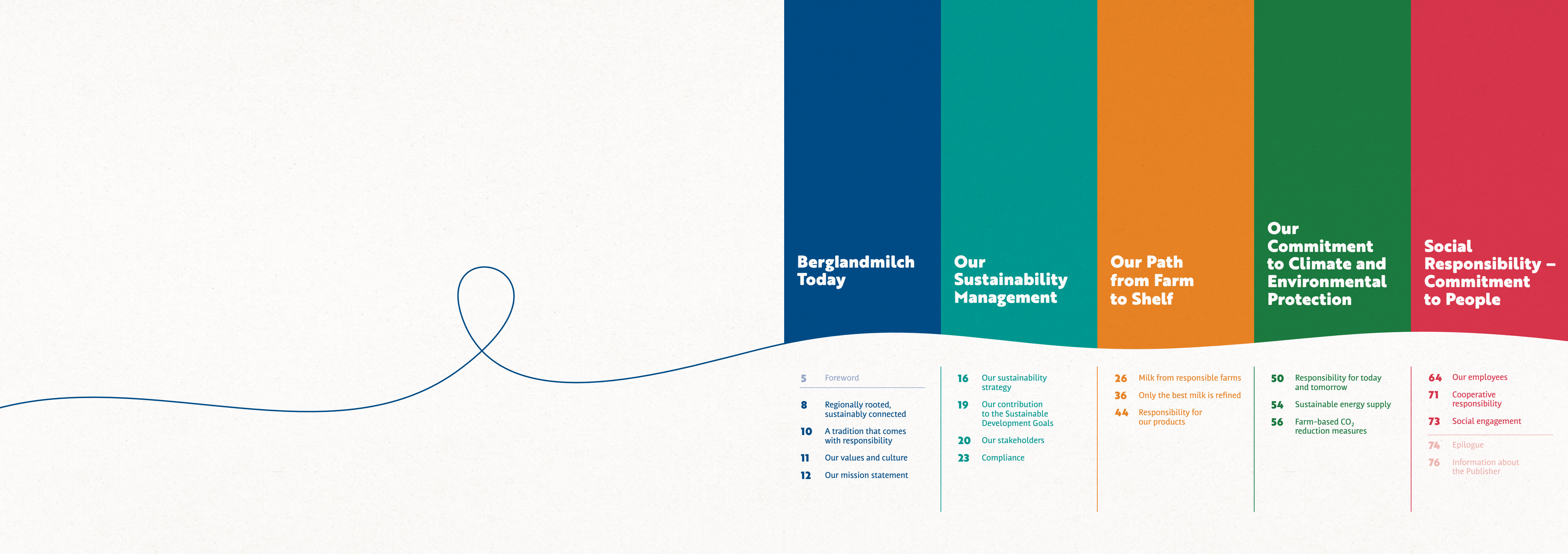




Think sustainably. Act responsibly.

Sustainability Report 2025



**Berglandmilch
Today**

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berglandmilch

Dear readers,

Sustainability is not just a buzzword for us – it's a daily mission. At Berglandmilch, we have always lived with and from nature. Our milk comes from around 8,000 farming families who not only provide the valuable raw material for our products but also actively maintain and shape Austria's cultural landscape. This close connection between people, animals, and the environment obliges – and motivates – us to act responsibly.

What may seem self-evident today is the result of years of consistent effort: a 100% GMO-free feeding policy, a clear commitment to regional value creation, the use of regional, sustainable feed, the ban on imported feed from overseas, the conscious use of energy and water, the expansion of renewable resources, and the use of environmentally friendly packaging solutions. These are not short-term measures – they are the result of strategic development in **close dialogue with our farmers, employees, partners, and customers.**

For us, sustainability also means securing opportunities for future generations. Our investments in the circular economy, such as the valorization of by-products into high-quality raw materials, waste heat utilization in our production sites, or packaging reduction through reusable glass, are targeted steps with long-term impact. At the same time, programs such as our **apprenticeship training, youth advisory board, and cooperation with schools and social organizations** help to raise awareness and promote sustainable thinking.

This report documents our mindset and our actions. It shows how sustainability is **implemented, measurable, and responsibly practiced** at Berglandmilch – from the farms to the store shelves.

We would like to thank everyone who joins us on this path – and we invite you to explore the following pages with **curiosity, openness, and a sense of responsibility.**

DI Josef Braunshofer
CEO Berglandmilch eGen

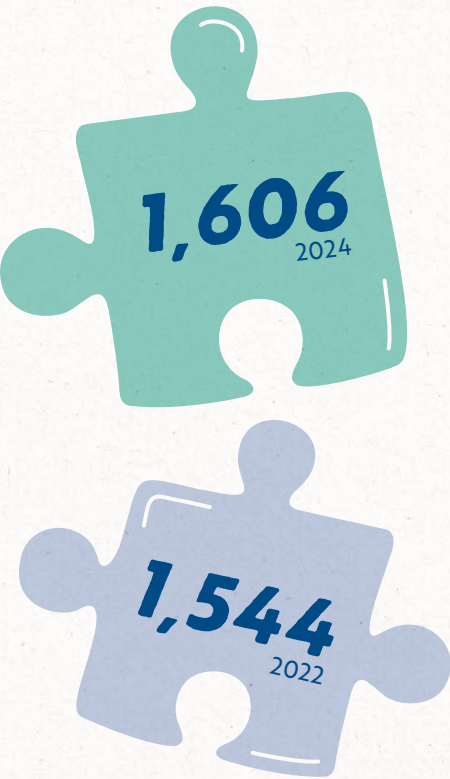


Berglandmilch Today

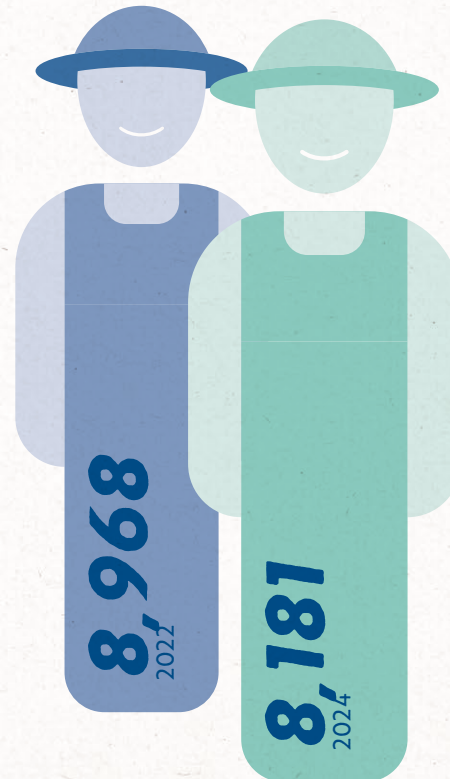
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Regionally rooted and sustainably connected



Number of Employees



Number of Farmers



Milk Volume Processed



Export Share

Schärdinger Teebutter
The butter supply of the smallest country in the world, the Vatican, has been covered by Schärdinger Teebutter for over 20 years!

Berglandmilch is unique in that it stands for the close connection among Austrian agriculture, traditional dairy farming, and innovative food production. With eight production sites across Austria, the subsidiaries, and a clear focus on quality and sustainability, Berglandmilch is the largest dairy company in the country today and, at the same time, one of Austria's most important branded goods manufacturers.

The company is organised as a cooperative owned by around 8,000 farmers, who not only supply the milk but also actively shape the future of Berglandmilch. This strong foundation is supported by nine regional mother-cooperatives.

This organisational structure allows us to remain deeply rooted in our regions while acting efficiently and thinking ahead as a group. The close partnership between our cooperative members and the company forms the stable foundation of our economic activities that are shaped by responsibility, quality, innovation, and living tradition.

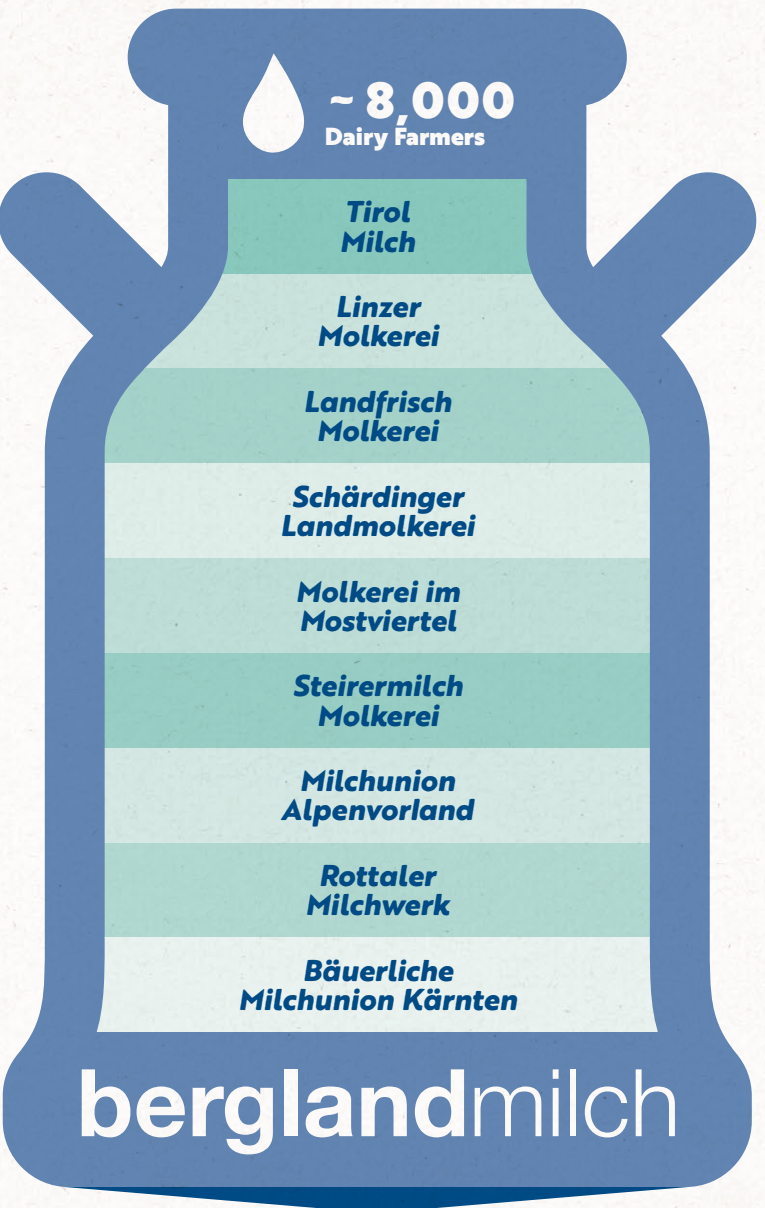
Our products embody authentic, typically Austrian taste crafted from 100% regional raw materials, carefully processed, and held to the highest standards of origin and enjoyment. Whether milk, cheese, yogurt, or specialty products, the wide range of our portfolio appeals to all generations and accompanies the daily lives of many families in Austria and abroad. From milk and yogurt to butter, cheese, and even ice cream bases, our product range includes more than **2,100 different items**.

People and animals are at the heart of everything we do. To us, sustainable business means taking responsibility for the well-being of animals on the farms and for fair working conditions for our member farmers, for our employees, and for our consumers to whom we want to offer the highest quality every day.

This allows us to retain **value creation in the regions**, offer family-run farm opportunities for development, and provide consumers with a wide range of safe, healthy, and natural food products. Berglandmilch combines the best of both worlds: deep regional roots and modern, forward-looking food production for a sustainable future that tastes good to everyone.



Australia - Alpiland Kefalotyri
More than 400,000 people of Greek descent live in the greater Sydney and Melbourne areas. Yet the cheese of their choice remains a hard cheese in Greek style, produced at our Styrian site in Voitsberg.





1900



1994

today

berglandmilch

A tradition that comes with responsibility 30 years of Berglandmilch, 125 years of Schärddinger

Those who are committed to sustainability need a solid foundation, and that is exactly what Berglandmilch's long-standing history provides. **The years 2024 and 2025 were particularly special**, giving us reason to celebrate **two major milestones**:

30 years of Berglandmilch and 125 years of Schärddinger. These two anniversaries reflect our deep roots in Austrian dairy farming and the continuous change and innovation we actively shape as a company.

The founding of Berglandmilch in 1994 marked a pivotal moment for the Austrian dairy industry. What began as the merger of several regional cooperatives has grown into a strong, unified company guided by the values of **responsibility, cooperation, and regional identity**. This development was not just economically sensible but a powerful expression of **rural self-determination and future viability**. The story of **Schärddinger** dates back even further. Today, the brand is an integral part

of many Austrian households. First used in 1900 and incorporated into Berglandmilch in 1994 by the founding cooperatives, **Schärddinger has stood for quality, trust, and enjoyment for 125 years**, offering a wide range of products that connect generations.

From a small dairy in Upper Austria, it has evolved into one of the country's **best-known and most beloved food brands** – a true symbol of **Austrian taste and sustainable value creation**.

These two anniversaries are more than just numbers; they express our identity. They stand for **stability in a changing world**, for **shared achievements**, and for the **courage to innovate** without forgetting our roots.

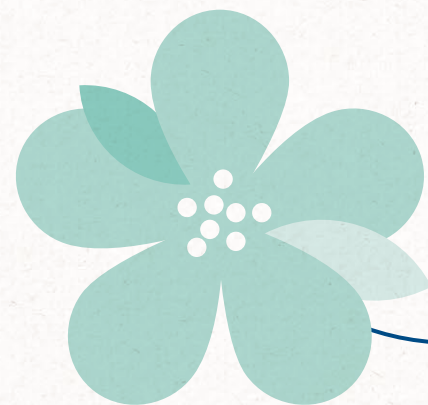
At Berglandmilch, **tradition does not mean standing still**. Rather, it means embracing **responsibility** towards our past, our cooperative farming members, and our future generations.

Our values and culture

At Berglandmilch, **sustainability is not only a buzzword but also a part of our DNA**. It is firmly embedded in our corporate culture and is reflected in our everyday decisions. **Responsibilities for sustainability are clearly defined**: the overall responsibility for our overarching sustainability strategy lies with the **Executive Board and Management** and is thus anchored at the **highest level of leadership**.

As a **cooperatively organised company with strong farming roots**, we bear a **special responsibility** towards nature, animals, our employees, our partners, and, not least, our consumers.

We understand sustainability as a comprehensive concept across **three key dimensions**:



Ecological sustainability

mindful use of our resources throughout the entire value chain, from the farmers to the end consumers



Social sustainability

taking responsibility for our employees, consumers, customers, and suppliers



Economic sustainability

achieving lasting economic success while considering the well-being of people and the environment

These three pillars form the foundation of all our business activities – **balanced, responsible, and future-oriented**.

Based on these principles, this sustainability report provides insight into our company's core values and the **daily implementation of these values** in our actions and decisions.

Our mission statement

Sustainability is a common in our entire production chain, from the origin of the raw materials to the finished product.

Healthy and safe food is our top priority

We rely on the highest quality standards, regular inspections, and transparent sourcing to offer consumers only the very best regional dairy products.



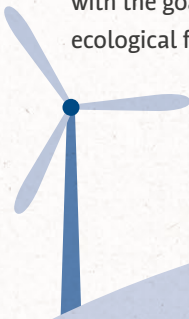
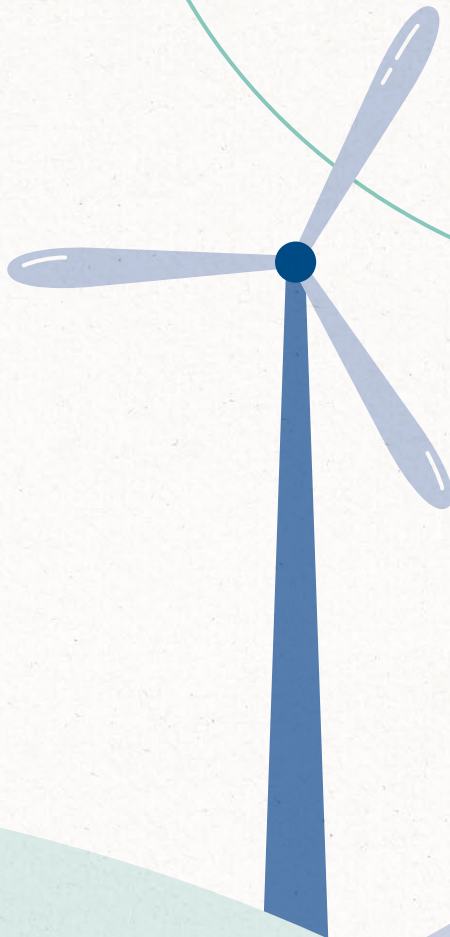
Animal welfare begins with species-appropriate husbandry

High-quality feed, and respectful treatment of each animal, because healthy cows are the foundation of high-quality milk.



We practice environmental and climate protection

Through the targeted use of resources, investment in energy-efficient technology, and sustainable packaging solutions, all with the goal of continuously reducing our ecological footprint.



Social responsibility means creating fair working conditions

prioritising safety and education, and empowering both our employees and our farming members in the long term.

We don't see sustainability as a project with an expiration date; **we view it as an ongoing process.** As a company deeply rooted in rural regions, **we think in terms of generations, not in quarters.** This means we invest today so that tomorrow a liveable, fair, and healthy future is still possible, for people, animals, and the environment.

We promote societal well-being

By investing in regional value creation, fostering partnerships with public institutions and initiatives, and actively supporting the preservation of rural areas.



This mindset shapes our corporate culture. It unites modern business management with traditional responsibility and is a key reason why **Berglandmilch is regarded as a pioneer of sustainable practices** in the Austrian food industry.



Our Sustainability Management

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Our sustainability strategy:

Responsibility along the entire value chain

The food industry is among the most sensitive sectors of the economy, and as **Austria's largest dairy processing company**, Berglandmilch bears a particular responsibility. This applies not only to **millions of consumers in nearly 60 countries** but also to our approximately **8,000 farming families**, who are also our owners, and more than **1,500 employees**. Our ambition is clear: **sustainability must be embedded in all stages of the value chain** to ensure long-term success and future viability.

To us, sustainability means **producing high-quality and healthy food without jeopardising the livelihoods of future generations**. It is an integral part of our corporate strategy and is guided by both our internal **Code of Conduct** and the **United Nations' Sustainable Development Goals (SDGs)**.



The sustainability strategy lives through:


Food Security

We ensure the continuous production of safe and healthy food, using domestic milk for Austria and beyond.



Environmental Sustainability

Through ongoing investments in energy efficiency, alternative energy sources, and the responsible use of resources such as water, we work consistently to reduce our ecological footprint.



Social Sustainability

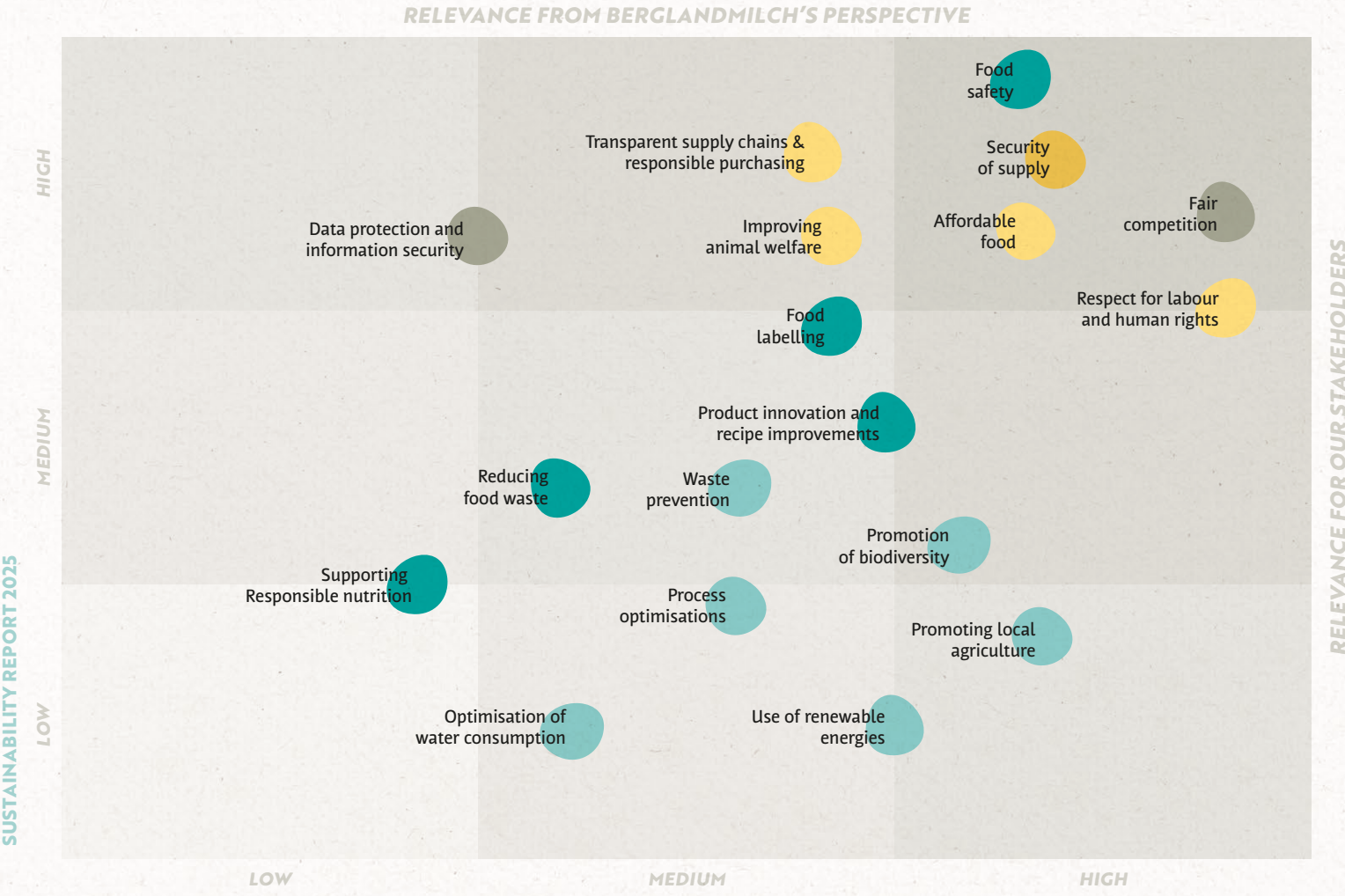
We support the continuity and development of family-run farms, create fair working conditions, and promote the well-being of our employees.



A key goal of our strategy is to **phase out fossil fuels** and to increasingly rely on **biomass, biogas, and photovoltaic systems**, thereby contributing to a **resilient and regional energy supply**. This strategy is lived each day by our **farmers and employees**, who provide the most important raw material: **milk – regional, high-quality, and sustainable**.

Focus analysis

As a **cooperatively managed company** with a strong regional focus, Berglandmilch operates at the interface of **environmental responsibility, social equity, and economic stability**. To implement our sustainability strategy in a targeted way, we have identified **key issues** that are of particular importance to both our company and our stakeholders. The **focus analysis** below highlights the areas where we have the greatest impact and where **societal expectations are especially high**.



Food & nutrition

- Food safety
- Food labelling
- Supporting responsible nutrition
- Reducing food waste
- Product innovation and recipe improvement

Supply chain & responsibility

- Transparent supply chains & responsible purchasing
- Improving animal welfare
- Respect for labour and human rights
- Affordable food

Environment & climate

- Optimisation of water consumption
- Use of renewable energies
- Process optimisations
- Promotion of biodiversity
- Promotion of local agriculture
- Waste prevention

Social aspects

- Data protection and information security
- Fair competition

Security of supply (overall)

Our stakeholders

Customers

As one of Austria's largest branded goods manufacturers, **Berglandmilch places great emphasis on long-term and collaborative relationships with our customers**. Together, we shape a **sustainable value chain**, from production to consumption. Close dialogue and mutual trust form the basis for combining **innovation, top product quality, and ecological responsibility**.

Our customers come from a wide range of **industries and regions** and range from local retailers to international wholesale buyers. Many of them partner with us on the basis of shared values such as **sustainability, quality, and reliability**. Below, three long-standing partners provide insight into their successful collaboration with Berglandmilch:

Grufeneder Transporte

The innovative logistics partner Grufeneder delivers our products daily to large-scale customers using **electric trucks**.

"The collaboration with Berglandmilch is a prime example of lived sustainability. Our switch to electric trucks was made possible thanks to a shared commitment to future-ready logistics. It's refreshing to have partners who genuinely support ambitious climate goals in practice."

Walter Grufeneder, CEO

Leonhardsberger Transport Company

Leonhardsberger not only transports fresh raw milk every day but also runs a **particularly resource-efficient cleaning system** for milk collection trucks.

"Sustainability often lies in the details, like the cleaning of milk tankers. Together with Berglandmilch, we implemented a cleaning system that conserves water, protects the environment, and still meets the highest hygiene standards. That's the kind of responsibility you can see in action every day."

Leonhardsberger, Managing Director

McDonald's Austria

As one of the largest producers of ice cream products in Austria, we supply McDonald's with **high-quality milkshakes and McSundaes** in **nine European markets**.

"What we value most in our partnership with Berglandmilch is the consistently high product quality, their spirit of innovation, and our shared focus on sustainability. Especially in a sensitive product category like dairy, reliability is essential, which is exactly what we've consistently experienced with them over the years."

McDonald's, spokesperson Austria

McSundae & Shake

Did you know that you don't have to give up your favorite flavors when you're on vacation? The McSundae and Shake at McDonald's in nine European countries – from Italy to Croatia to Greece – are made with Berglandmilch milk.



Our contribution to the Sustainable Development Goals

As a responsible company, our goal is to make an active contribution towards achieving the United Nations' Sustainable Development Goals (SDGs). These 17 global goals form an essential framework for our sustainability strategy and are reflected in our day-to-day actions, from milk production to processing and marketing our products. We focus in particular on the following SDGs that we can directly influence through our activities:



2 Zero Hunger

By producing healthy, safe, and regional food, we ensure the supply of high-quality nutrition and contribute to food security in Austria and beyond.

3 Good Health and Well-Being

Our products stand for quality, naturalness, and safety. We promote responsible nutrition and place the well-being of people and animals at the centre of our efforts.

6 Clean Water and Sanitation

We continuously optimise our water consumption in production and use water-saving technologies to conserve this precious resource.

7 Affordable and Clean Energy

Through the increased use of renewable energy sources (e.g., biomass, biogas, and photovoltaic systems) and the continuous improvement of our energy efficiency, we actively contribute to a climate-friendly energy future.

8 Decent Work and Economic Growth

As a cooperatively organised company, we secure the livelihoods of nearly 8,000 farming families and offer more than 1,500 employees fair and secure jobs.

12 Responsible Consumption and Production

From responsible sourcing of raw materials to resource-efficient processing and reduction in food waste, we promote sustainable production and consumption patterns.

13 Climate Action

We make a tangible contribution to climate protection across the entire value chain through energy savings, CO₂ reduction, and environmental projects.

15 Life on Land

We are committed to promoting biodiversity and preserving intact ecosystems. Our farmers focus on sustainable agriculture in harmony with nature.

17 Partnerships for the Goals

We believe in the power of collaboration. Through cooperation with stakeholders, research institutions, NGOs, and political entities, we amplify the impact of our sustainability efforts.



Our suppliers

A **trust-based and responsible collaboration with our suppliers** is an essential part of our sustainable value creation strategy. Our expectation includes **compliance with the highest standards** of quality and safety and a **responsible use of natural resources**.

All of our suppliers are required to **comply with our Code of Conduct**; this includes adherence to compliance requirements as well as the observance of **international social and environmental standards**. Each partnership is based on **quality, performance, and price** and always aligns with applicable antitrust and competition laws.

To continuously improve collaboration, we conduct **regular supplier evaluations**, assessing factors such as complaint handling, quality consistency, adherence to deadlines, and pricing behaviour. This is complemented by an **annual high/low risk analysis**, based in part on internationally recognised certifications such as **IFS or BRC**. The resulting audits help us **further develop and strengthen our supply chain**.

We are committed to the **core principles of the International Labour Organization (ILO)**, particularly the **prohibition of child labour and forced labour**, and **respect for compulsory schooling**. We also expect all partners to **fully uphold international human rights**.



Wherever global raw materials like cocoa are used, we ensure **fair and transparent sourcing**, for example, through **fairtrade certification**. At the same time, we invest in **internal value creation** through our own business segments, such as fruit preparation and whey powder production, to increase **security of supply and independence**.



Compliance

As a company with strong ethical values, we stand for respectful interactions, transparency in our actions, and the consistent adherence to all applicable laws. Our Code of Conduct forms the basis for legally and morally correct behaviour throughout the entire value chain. Violations of this Code are taken very seriously; they lead to consequent measures and a continuous review of our internal processes.

Our compliance management system is supported by **mandatory training courses** on topics such as **antitrust laws, information security, anti-corruption**, and **general compliance policies**. All employees must successfully complete these training sessions.

To support everyday decision making, **clearly defined procedural guidelines** are available for every department. These are accessible at any time via the **central process management system on our intranet** and ensure **consistent workflows and secure decision making** across the entire company.



Transparency

Our Code of Conduct provides **guidance and clarity**, especially in the following areas:

Fair and respectful behaviour within the company

Responsibility towards the environment

Integrity in dealings with business partners, customers, and suppliers

Transparent allocation of donations and sponsorships

CODE OF CONDUCT



Our Path from Farms to Shelves

- 26** Milk from responsible farms
- 36** Only the best milk is refined
- 44** Responsibility for our products:
From the farm to the plate



Milk from responsible farms

At Berglandmilch, responsibility begins where our products originate – **on the farms of our cooperative member families**. From the very first litre of milk to the final packaged product, every step follows a clear sustainability principle. Our entire value chain is designed to guarantee the highest quality in harmony with people, animals, and the environment.

As Austria's largest dairy processor, **Berglandmilch processes nearly 40% of all domestic milk**, a responsibility we meet with foresight, transparency, and strong partnerships.

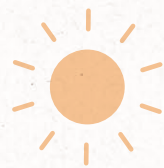
1.



Origin of the milk: Our farmers

Our milk products begin their journey on the farms of around **8,000 farmers**. These milk producers supply us year-round with high-quality raw milk and are not only suppliers but also **owners of the cooperative**, forming the foundation of our unique structure.

2.



Milk collection and initial quality testing

Quality control begins right at the farm. Some **468,861 raw milk samples** are taken annually. The milk is collected via **efficient, optimised transport routes** to the nearest dairy facility, ensuring freshness and a low environmental impact.

3.



Diverse milk types through quality assurance

Our milk is classified and processed according to **17 different quality programmes**, from GMO-free premium milk to hay milk and organic milk. This ensures a broad product range and **complete traceability** for every litre.

4.



On-site and telephone support for farmers

To maintain high and consistent quality, we conduct nearly **400 on-site quality consultations per year**. In 2024 alone, we supported our farmers with **9,039 phone consultations**, offering professional guidance and practical support.

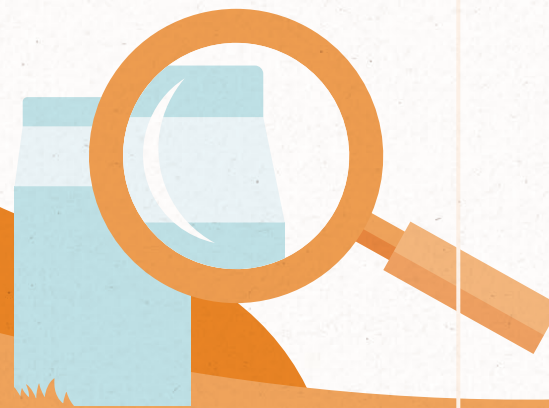
5.



Processing in our dairies

At our **seven Austrian dairy plants**, raw milk is processed under **strict hygiene and quality standards**. Each litre undergoes multiple microbiological, chemical, and sensory tests to ensure compliance and safety.

6.



From product to packaging: Innovation and sustainability

When it comes to packaging, we focus on **sustainable solutions**. Our product range is constantly being refined, keeping pace with new taste trends, and responding to the needs of today's conscious consumers.

7.



Onto shelves and table

None of our products leave our facilities without **comprehensive testing and approval**. Only then are they sent to retail shelves where they are ready to become part of the everyday lives of our customers **in Austria and abroad**.

Species-appropriate animal husbandry

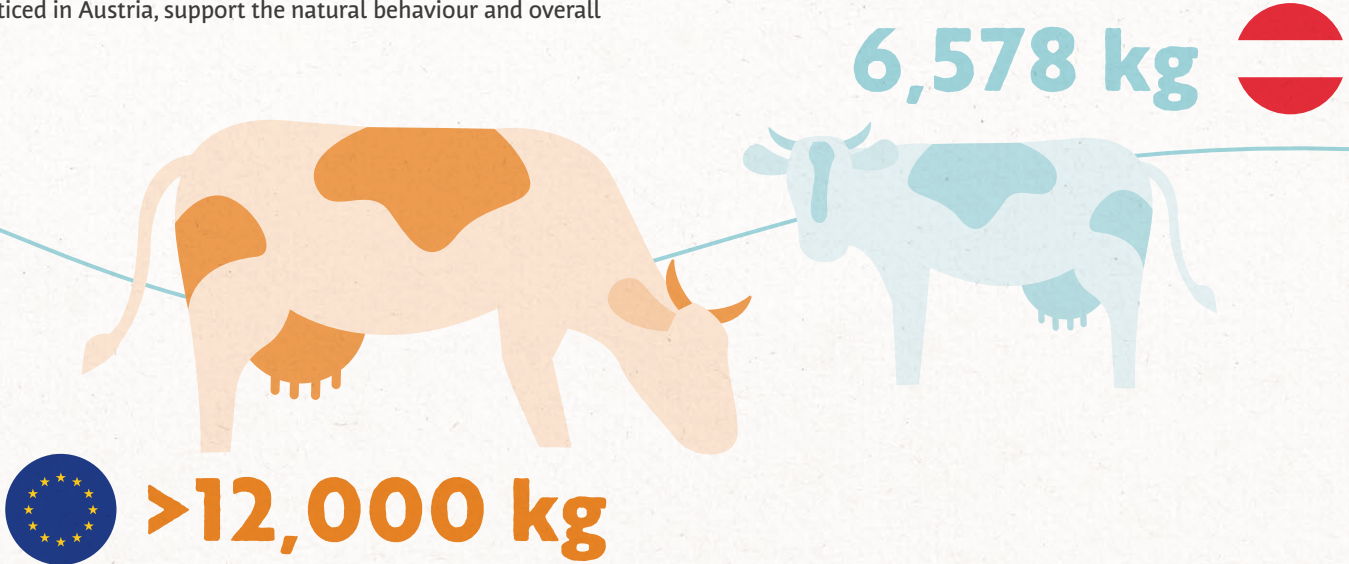
The well-being of our dairy cows forms the foundation for producing high-quality, healthy food. At Berglandmilch, we firmly believe that only when animals are well cared for can we produce nutritious, top-quality dairy products. For this reason, we focus on three core pillars: animal welfare, **animal health**, and **species-appropriate husbandry**.

Our family-run farms stand for **small-scale agriculture**, characterised by personal dedication and a strong sense of responsibility towards animals and nature. On average, Berglandmilch farmers care for **24 cows per farm**, delivering around **157,873 kg of milk per year**. This corresponds to about **6,578 kg of milk per cow per year**, which is a notable contrast to industrialised dairy systems in other countries, where yields per cow often exceed 12,000 kg.

This lower milk yield is **not a disadvantage**, but rather a reflection of sustainable, ruminant-appropriate feeding: daily rations are rich in **grass and herbs**, with a **reduced and targeted use of grain and protein feed**. Additionally, **pasture grazing and Alpine farming**, which are widely practiced in Austria, support the natural behaviour and overall well-being of the animals.

- Austria also leads in animal welfare legislation within Europe with the following restrictions:**
- **Permanent tethering** without movement ability is prohibited;
 - **Dehorning** is only allowed under sedation, local anaesthesia, and pain management;
 - **Stable and outdoor space requirements** per animal are more generous;
 - **Limits on fertiliser use and livestock density per hectare** ensure sustainable land use.

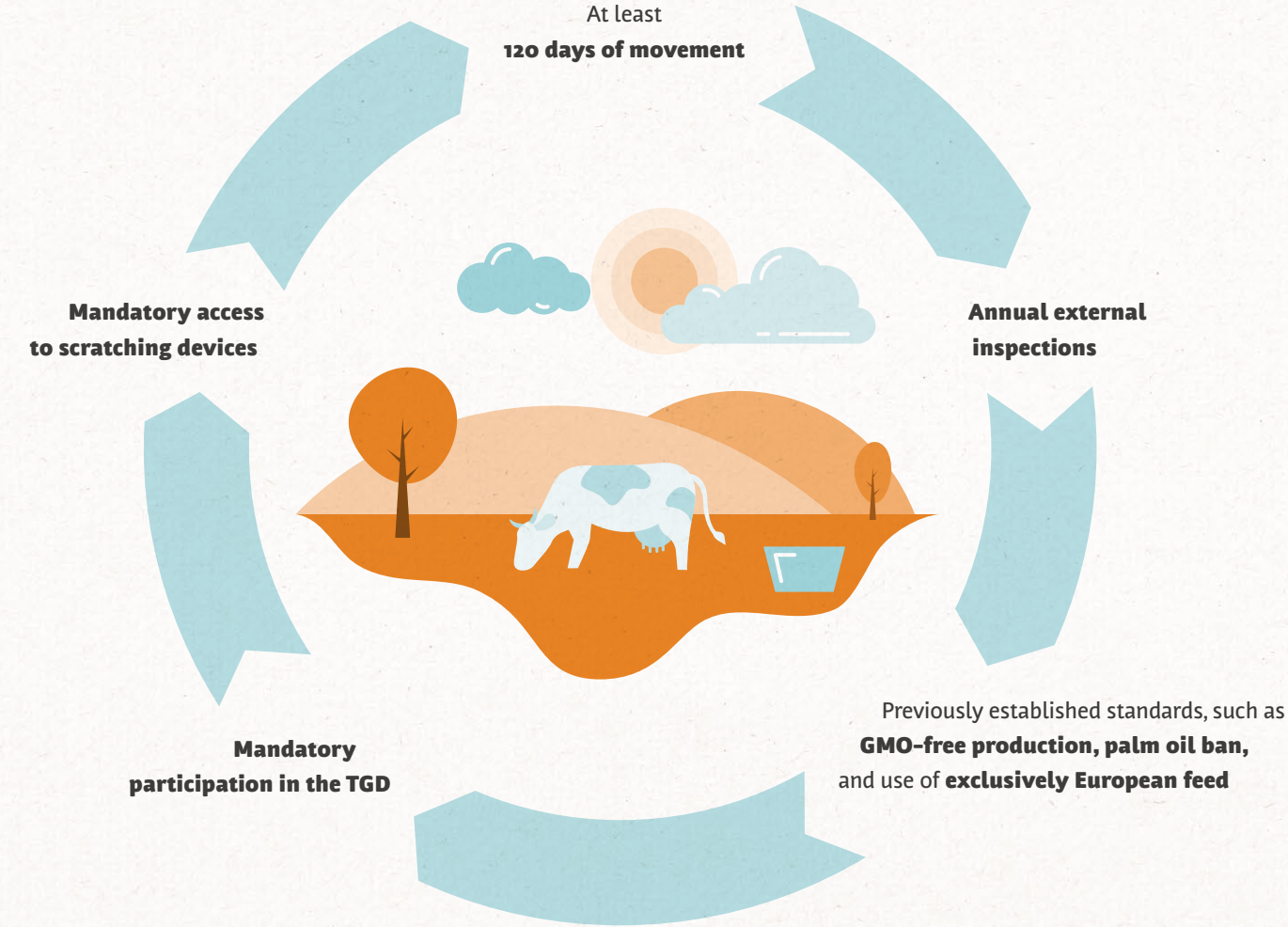
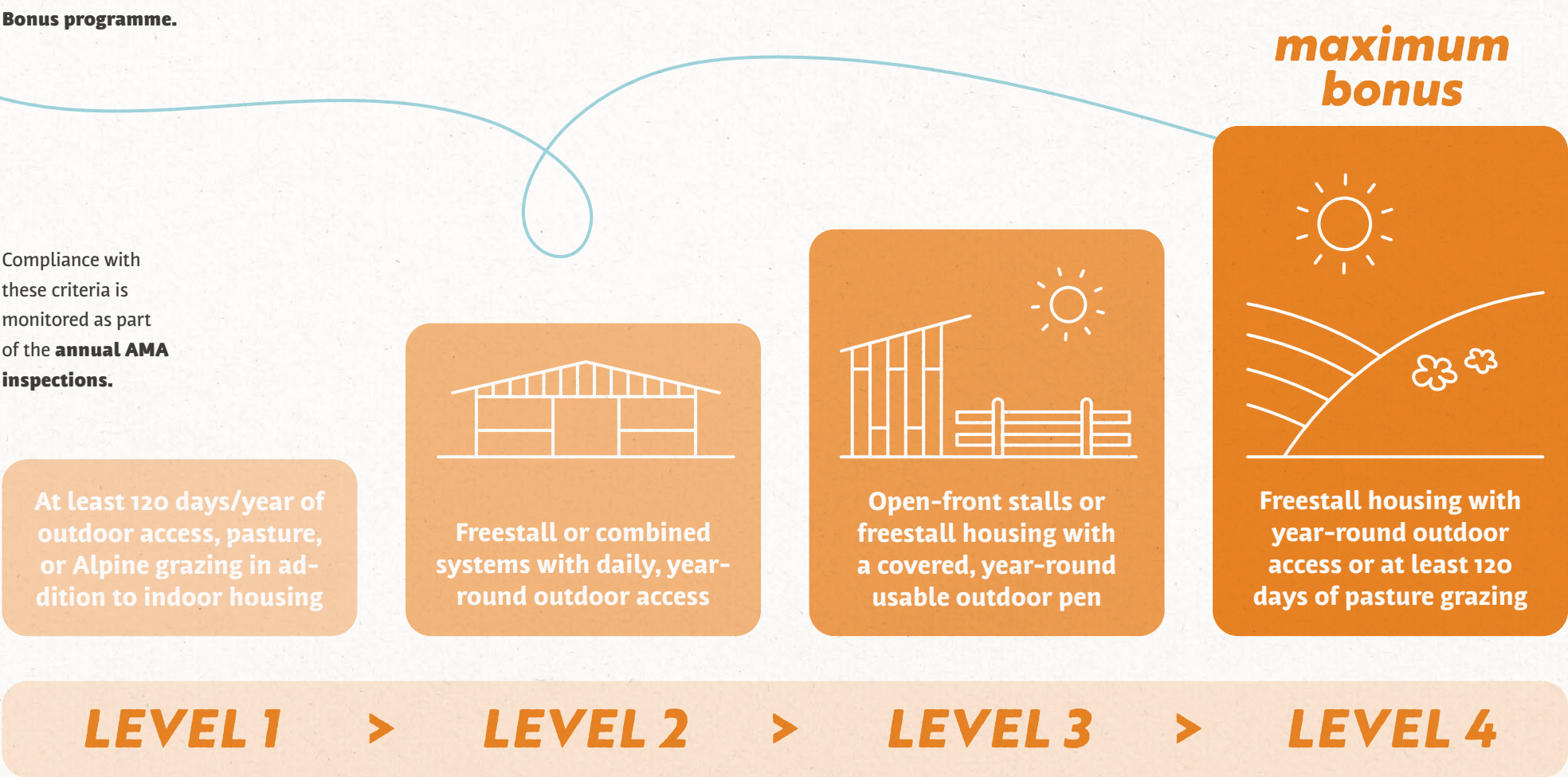
Together with our farmers, we create conditions that enable animals to live species-appropriate lives, laying the foundation for the quality of our products.



Animal welfare bonus: Four-level model

For us, **responsible animal husbandry is not only a promise** but also a fundamental part of our quality commitment. Even the **basic requirement for a supply contract** with Berglandmilch is compliance with all legal standards, as well as **mandatory participation in the AMA “Animal Welfare Plus” module**. Beyond these standards, our farmers implement **additional voluntary measures** to promote animal welfare. These efforts are financially recognised through our **Animal Welfare Bonus programme**.

The bonus model was introduced in 2019 and has since evolved. Today, it enables participating farms to earn **up to 4 cents per kg of milk** for particularly animal-friendly housing systems. The system is divided into **four levels**, with a focus on housing and outdoor access, such as grazing, Alpine farming, and open-air pens.



Additionally, **membership in the Austrian Animal Health Service (TGD)** is mandatory for all Berglandmilch milk suppliers. In cooperation with the TGD, **preventive measures** to maintain animal health are regularly developed and updated.

The **responsible use of antibiotics** is governed by internal guidelines. Maintaining the **health and fitness of the cows** is our top priority to prevent illness and **minimise antibiotic resistance**.

Since **January 2024**, all suppliers are obliged to participate in the expanded **AMA “Animal Welfare Plus” module**, which includes the following mandatory measures



Feeding

responsible, natural, and future-oriented

Feeding our dairy cows is not only the foundation for high-quality milk but also a key element of sustainable agriculture. Our farmers consistently rely on what defines the Austrian cultural landscape: **lush meadows, herb-rich Alpine pastures, and high-quality grassland**. These natural resources form the primary feed base for our ruminants, while simultaneously maintaining and preserving Austria's **unique natural landscape**.

In many parts of Austria, particularly in Alpine regions, no other form of agriculture is economically or ecologically viable. Dairy farming utilises areas unsuitable for crop cultivation but still capable of yielding valuable biomass. In this way, **milk production and human nutrition are not in competition, but complement each other meaningfully**. Cows convert inedible grassland into a high-value raw material, which is our milk.

Our Berglandmilch farmers go far beyond legal requirements and are recognised pioneers in **sustainable, nature-friendly feeding**. This is reflected in the following measures:

**Our feeding promise:
A commitment to responsibility**



**No use of
glyphosate**



**Monitored
animal health**

through mandatory membership
in the **Animal Health Service** and the
Controlled Animal Health **Programme**



**100%
GMO-free
production**



**Berglandmilch
Antibiotics
Guidelines**



**No feed
imports from
overseas**



**Only real
whole milk for
calf rearing –
no milk replacer
powder**



**No palm oil in
animal feed**



**Animal
Welfare Bonus**

for more space and
measures exceeding
legal standards



**All Berglandmilch
farms comply with the
AMA "Animal Welfare
Plus" module**

Supporting our farmers

Our farmers are not only suppliers, but also **owners** of the cooperatively structured Berglandmilch. This creates a particularly **close and collaborative partnership**. Central contacts for our farmers are our **farm advisors**, who carried out nearly **400 on-site consultations** and **9,039 phone consultations** in 2024.

Modern communication tools such as the **eMilk online portal**, regular information events, the “**Schärdinger/Tirol Milch Bauer**” **supplier magazine**, as well as special mailings and SMS updates ensure an ongoing exchange of knowledge and support.

The responsibilities of our farm advisors range from securing milk supply to **quality consulting** and even **support during customer audits**: always practical, efficient, and aligned with the principles of **sustainable and future-oriented dairy farming**.



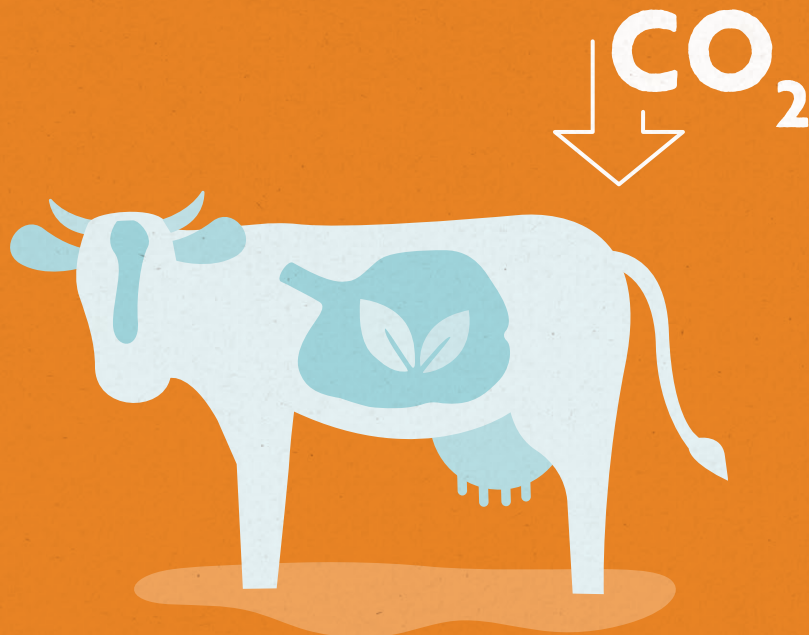
> **33,000,000,- €**

Berglandmilch supports animal welfare improvements through individual consultations and by awarding an animal welfare bonus, which amounted to **more than EUR 33 million €** in 2024.

Feeding project: Pioneering work for climate-smart dairy farming

A major step towards climate-friendly milk production is the reduction in **methane emissions** right at their source in the cow's digestive system. This is exactly where Berglandmilch's innovative feeding project comes in: by using a **plant-based feed additive**, methane formation in the cows' rumen is reduced. This is **scientifically validated**, with **no negative impact** on the animals' welfare or their milk yield.

The feed additive **Agolin** is based on a blend of **essential oils** that influence microbial fermentation in the rumen. This leads to lower methane emissions, which makes a **significant contribution** to the reduction in greenhouse gas emissions in agriculture. The **CO₂ savings** achieved can be certified and monetised by farmers through a dedicated system.



Success of the initial pilot phase

From **November 2022 to December 2023**, a total of **77 Berglandmilch farms** participated in the Agolin project. The following results speak for themselves:

- **980 tonnes of CO₂** were saved, resulting in **980 certificates**
- Of these, **88 certificates** were issued in 2022 and **892 in 2023**.

These figures underscore the **effectiveness and potential** of plant-based methane reduction in livestock farming, which is another important step in our commitment to **climate protection along the entire value chain**.

Digitalisation New tool for simplified data entry

By the end of 2025, a **user-friendly digital tool** will be launched to record and process CO₂ data. This will **simplify participation** and ensure **transparent administration**, marking another step towards **digital transformation for sustainability**.

Future product New feed blend with higher Agolin content

In cooperation with our subsidiary **BHG**, a new feed blend with an increased Agolin concentration will be introduced. This **easier-to-use product** aims to motivate even more farms to participate, delivering **greater impact, more savings, and enhanced climate protection** in dairy farming.

Our quality standards:
Tested, secure, and traceable

Only the best milk is refined

Milk is one of the most valuable and versatile foods. At Berglandmilch, we see it as our responsibility to process this **precious raw material with the utmost care** and to offer our customers a **diverse, high-quality product portfolio**. Our goal is a **broad range of premium and specialty products** that meet the strictest quality standards while also fulfilling individual customer needs. Whether standard or custom-made products, we guarantee **tailor-made solutions** and **maximum product safety**.

Quality from raw milk to delivery

Our entire value chain is structured around **quality assurance**. From milk collection and processing to logistics, **comprehensive quality checks** at every stage ensure safety and transparency. Nearly **60 employees** work in our internal laboratories at all production sites, supported by **state-of-the-art technology – 24/7**. Each week, they carry out:



Every single batch undergoes **extensive microbiological, physical, and chemical testing**, reflecting our **systematic, process-oriented quality assurance** approach.



Added safety through external testing

Dairy products are among the most **strictly controlled food categories**. In addition to internal controls, **independent accredited laboratories** play a crucial role: products are assessed **sensorially, visually, microbiologically, and in terms of labelling compliance**. Moreover, **unannounced product tests** and **customer and partner submissions** further increase transparency and reliability.

We also welcome **external auditing bodies** to our sites for **certifications and audits on around 150 days per year** – a clear demonstration of our **openness and commitment to compliance**.



Early warning system for listeria: A technological advantage

In collaboration with the **University of Veterinary Medicine Vienna** and the **Christian Doppler Laboratory**, we have developed a **modern listeria monitoring system** with an **integrated early warning mechanism**. Thanks to **PCR-based rapid tests** conducted in our own on-site laboratories, **product and environmental samples** can be analysed within **30 hours**, which is a significant advantage in **speed and safety** over conventional external test models.



Certifications

Specialty milk programmes: Diversity through differentiation

The refinement and marketing of diverse milk qualities is a **core strength of Berglandmilch**. In a country with a varied topography, we offer **tailored programs** for our cooperative farms, ensuring their **individual operational conditions** are optimally supported.

A total of **17 different milk types** are collected and processed separately, including the following:

- **Organic and hay milk**
- **Alpine milk and mountain farm milk**
- **Milk from specific regions or with unique husbandry practices**
- **GMO-free premium milk**

These high-quality categories are **specifically marketed in special projects**, with **quality premiums paid to our farmers** as recognition for their commitment.

Overview of organic milk programmes

Berglandmilch supplies **various organic brands and programmes**, each with specific requirements and regional origins. They are as follows:

- **EU Organic Standard**
- **Zurück zum Ursprung (Back to the Roots)**
 - **Classic:** Styrian Highlands, Mühlviertel, Waldviertel, and Ötscherland
 - **Hay milk:** Mühlviertel and Kitzbühel Alps
- **Ja! Natürlich (Silver Standard)**
- **Naturland**



We also comply with **international and specialised quality labels**, including the following:

- **Fairtrade** for products based on social and fairtrade practices
- **V-Label** for vegetarian and vegan product lines
- **ARGE Gentechnikfrei** certified GMO-free production in accordance with Austrian standards
- **VLOG („Ohne Gentechnik“ Germany)** certification under German GMO-free food production standards

These certifications **expand our quality portfolio** and enable **customised offerings** for a wide range of **domestic and international markets**.

Milk in halal and kosher standards

For export markets, particularly in the **Middle East**, we produce milk products that meet **halal and kosher standards**. These are **regularly audited** by external certification bodies, and the **compliance** with religious requirements is ensured through the following official seals:



Zurück zum Ursprung Kitzbüheler Bergbauern Heumilch

Our fresh organic hay milk comes exclusively from Austrian farms in the Kitzbühel Alps.

Tradition and origin PDO and TSG products

Another key aspect of quality is the production of **protected specialties**, recognised across the EU. They are as follows:

- **g.U. – Protected Designation of Origin (PDO)**

All production steps must occur within a defined region.
- **g.t.S. – Traditional Speciality Guaranteed**

Products are made using **traditional methods** or **traditional raw materials**.

These designations are **protected throughout the EU** and marked by the following official seals:



Tirol Milch Tiroler Bergkäse g.U.

Our Tyrolean Mountain Cheese PDO stands for top quality and authentic flavour and is a true piece of Tyrol that combines tradition and sustainability.



Our **quality promise** is as **diverse** as our milk and always linked to **control, transparency, and responsibility**. From the pasture to the shelf, **every detail matters**. That's why our products are among the best of their kind in **Austria and beyond**.



Food safety Ensuring sustainable safety

The safety of our products is our **top priority**. To guarantee this, we operate a **comprehensive food safety and quality management system**, covering all stages of the value chain, from raw milk to processing and distribution. This system is **constantly monitored, assessed, and further developed**.

A central element of this system is **certification according to the IFS (International Featured Standard – Food)**. This standard evaluates not only product safety and hygiene but also traceability, risk management, and operational processes.

To ensure a **swift and effective response in crisis situations**, we have established **clearly defined procedures and emergency protocols**, supported by an **on-call quality management service outside of business hours**. This allows us to detect potential risks early and **minimise or entirely prevent negative impacts**.



Awards and recognition: Our repeatedly honoured quality

The high quality of our products is not only demonstrated through daily inspections and certified processes but also through **numerous national and international awards**. Whether from expert juries, market analyses, or consumer surveys, **Berglandmilch products consistently impress**.

Environmental management certification according to ISO 14001

As a significant milestone in our commitment to embedding **environmental and climate protection** across our operations, we are implementing the internationally recognised **ISO 14001 environmental management standard**. This certification provides a framework for a **systematic and verifiable environmental management system**, which is **continuously improved**.

The implementation will initially begin **centrally at Berglandmilch**, with the goal of **gradually integrating all production sites** into the certification process. ISO 14001 requires a **systematic assessment of all relevant environmental aspects**, from energy and resource consumption to emissions and waste. Based on this assessment, we will define **concrete goals and measures** to continuously improve our environmental performance.

By voluntarily committing to this standard, we **underscore our ambition** to operate in an environmentally responsible manner and ensure **transparency for all stakeholders**. This ISO certification is thus a **cornerstone of our sustainability management** and **strengthens trust** in our daily work.



Käsekaiser 2025
Six Regal awards for Schärddinger

At the prestigious **AMA Käsekaiser Awards**, Austria's most important prize for cheese specialties, we once again achieved outstanding results.
Six cheeses from the Schärddinger brand were honoured in 2025 making a powerful testament to our craftsmanship, **sensory excellence**, and sustainable production methods.

One standout example is **Schärddinger Bergbaron**, which was awarded the Käsekaiser for the **13th time** in the category "mild-fine semi-hard cheese" – an **unmatched record**. Produced in Feldkirchen bei Mattighofen, the Bergbaron convinces with its **rounded flavour, straw-yellow colour, delicate milky notes**, and, of course, **100% GMO-free Austrian milk**.

„The AMA Käsekaiser is truly the Oscar of the cheese world.“

Josef Braunschöfer, CEO of Berglandmilch

Schärddinger Bergbaron
Our Bergbaron has received the Käsekaiser more times than any other cheese in history.



Market Test 2025
Schärddinger crowned overall winner in cheese

Consumers in Austria also regularly affirm the **quality of our brands**. In the **Market Test 2025**, **Schärddinger** was named **overall winner** in the cheese category, a result that reflects **trust, brand loyalty**, and **sensory appeal**.

This award is not only a **success for our products** but also a **validation of our strong partnerships** with retail partners and consumers alike.



World Cheese Awards 2024/2025
International recognition in Portugal

We were also honoured on the **international stage**. At the **World Cheese Awards 2024/2025** in **Viseu, Portugal**, more than **4,700 cheese varieties** from **47 countries** were judged by a panel of internationally recognised cheese experts.
Schärddinger and Tirol Milch won **multiple medals**, securing Austria's reputation as a world-class cheese-producing nation.

These awards confirm our **craftsmanship and global competitiveness**.



Responsibility for our products

At Berglandmilch, we take responsibility for the origin of our raw materials, for the health of our consumers, and for the careful use of resources. This responsibility begins with the selection of ingredients and extends all the way to raising awareness in everyday life.

Healthy nutrition: Responsibly refined

Our contribution to a healthy diet is also reflected in the **deliberate reduction in sugar** during product development. Instead of using artificial sweeteners, we rely on **moderate amounts of regional sugar**. Our goal is to create **honest products** that taste great without excessive sweetness or misleading substitutes.

Freshly cooked tastes better: Inspiration to cook for yourself

We aim to do more than just produce food; **we want to inspire**. That's why we support consumers in integrating our products into their **daily lives in a tasty and mindful way**. Whether through recipe booklets, cookbooks, or practical ideas on our **websites and social media channels**, we demonstrate how **high-quality ingredients** can become **delicious, sustainable dishes**.



Mindful use of food: Combating waste

A major focus is on the **mindful handling of food**. Around **10% of food waste in the EU** is due to misunderstandings about best-before dates. To address this, we are taking decisive action. We participate in the **“Often Good After” campaign** by Too Good To Go, featuring the logo on many of our products. This encourages consumers to **trust their senses** and **avoid discarding perfectly fine items**. We also **cooperate with Austrian charitable markets** and the Österreich Tafel food bank to donate **products that are no longer marketable but still perfectly edible**.

Coming soon: The Schäringer RestlKüche (leftover kitchen), because we think throwing away food is unfortunate and unnecessary. Every leftover ingredient in the fridge has the potential to **shine in a new dish**. Through recipes on our homepage, video content, and social media campaigns, we want to **inspire consumers** to create **tasty meals from leftovers**.

Whether through **clear labelling, partnerships against food waste**, or **creative ideas for using leftovers**, our goal is to **raise awareness** and **conserve resources**.



Organic, vegetarian & vegan Diverse and future-oriented

With the processing of around **160 million litres of organic milk**, we are **Austria's largest processor of organic milk**. We offer a **wide range of products** that meet **eco-logical, regional, and nutritional standards**. This includes the following:

- Organic products with **guaranteed origin and quality**
- Carefully developed **vegetarian and vegan options**, which are **clearly labelled**

Approximately **2% of our total product portfolio** consists of vegan items. Some examples are as follows:

- **Schärdinger Oat Drink**, also available in a **glass bottle**, made from **100% Austrian oats** from the **Waldviertel region**, grown by Berglandmilch farmers.
- **Schärdinger Organic Hummus**, made from **100% Austrian chickpeas**, contributing to **regional value creation** and **short supply chains**.



Schärdinger Bergbauern Range

The returnable glass jars for milk, sour cream, natural yogurt, and fruit yogurt are refilled again and again, enabling eco-friendly enjoyment with a clear conscience.



Reusable glass: The most sustainable packaging form

A key focus is the **reintroduction of re-turnable glass bottles**, which are used now not only for drinking milk but also for fruit and natural yogurts. **Glass is inert**, meaning it doesn't interact with the product thereby preserving the natural taste. We've chosen the most sustainable form of **reusable containers**. With **three filling locations across Austria**, transport routes are kept short at a **maximum of 200 km**. A **returnable glass bottle is reused up to 15 times**, replacing the same number of disposable packages. A **return rate of over 90%** shows our customers support this approach.

Environmentally friendly packaging Sustainable protection

At Berglandmilch, sustainability doesn't end with the product; it continues **through to the packaging**. Our packaging solutions are designed to ensure **maximum product safety and quality**, while also being **resource-efficient and recyclable** and **containing less plastic**.

Less is more: Reducing packaging materials

In addition to using **sustainable materials**, we focus on **reducing packaging** wherever possible. Thanks to technological improvements, we save up to **26 tonnes of plastic annually** in our cheese packaging, **without compromising quality or safety**. Another example is the **cardboard sleeve cup**, consisting of a **thin-walled plastic inner cup** and a **stabilising cardboard sleeve**. These parts can be **easily separated and recycled** and contribute to a **circular economy**. This approach saves **about 66 tonnes of plastic annually**.

Looking ahead, the next generation of these cups will **self-separate during the recycling process**, without any consumer action required and achieving a **recycling rate of over 90%**.

Our mission is clear: We combine **product protection with environmental responsibility** through packaging that is **functional, recyclable, and future-ready**. **Berglandmilch packaging** makes an active contribution to the **sustainable food industry**.



Our Commitment to Climate and Environmental Protection

- 50** Responsibility for today and tomorrow
- 54** Sustainable energy supply
- 56** Farm-based CO₂ reduction measures





Responsibility for today and tomorrow

Environmental and climate protection

At Berglandmilch, we take responsibility **for the environment, for future generations, and for the regions where we operate.** We view climate protection not as an isolated measure, but as a **cross-cutting issue** that permeates our **entire value chain.** We continuously strive to **reduce our ecological footprint** and **establish sustainable solutions** across all operational levels.

Greenhouse gas emissions balance

Accounting and evaluation methods

To systematically **capture and assess our climate-relevant emissions,** we prepare a **comprehensive emissions inventory.** This includes all **site-specific emissions,** as well as those of **all Berglandmilch subsidiaries.** The process is based on the internationally recognised **Greenhouse Gas Protocol (GHG Protocol).** This model categorises greenhouse gas emissions into **three scopes** to identify areas with the greatest potential for improvement. According to the GHG Protocol, **Scope 1 and Scope 2 emissions** must be accounted for, while **Scope 3 emissions** are optional.

However, since the **majority of our corporate carbon footprint** is attributable to **Scope 3,** we consider its inclusion **essential to our climate protection strategy.** The methodology was validated by an **independent expert institute** and forms the **foundation of our active climate management.**

Scope 1

These are emissions **originating within our company** or caused by **direct company activities.** They are within our **control and responsibility,** such as emissions from **boilers or company vehicles.** In 2024, our **Scope 1 emissions** amounted to **27,637.11 tonnes of CO₂e,** accounting for **1.56% of our total emissions.**

Scope 2

These include emissions from **purchased energy,** such as **electricity and district heating.** Since **all dairy sites** have already **switched to 100% green electricity,** Scope 2 emissions totalling **708.67 tonnes of CO₂e** or **0.04% of total emissions** are **solely attributable to electricity used by our subsidiary Frulika.**

Scope 3

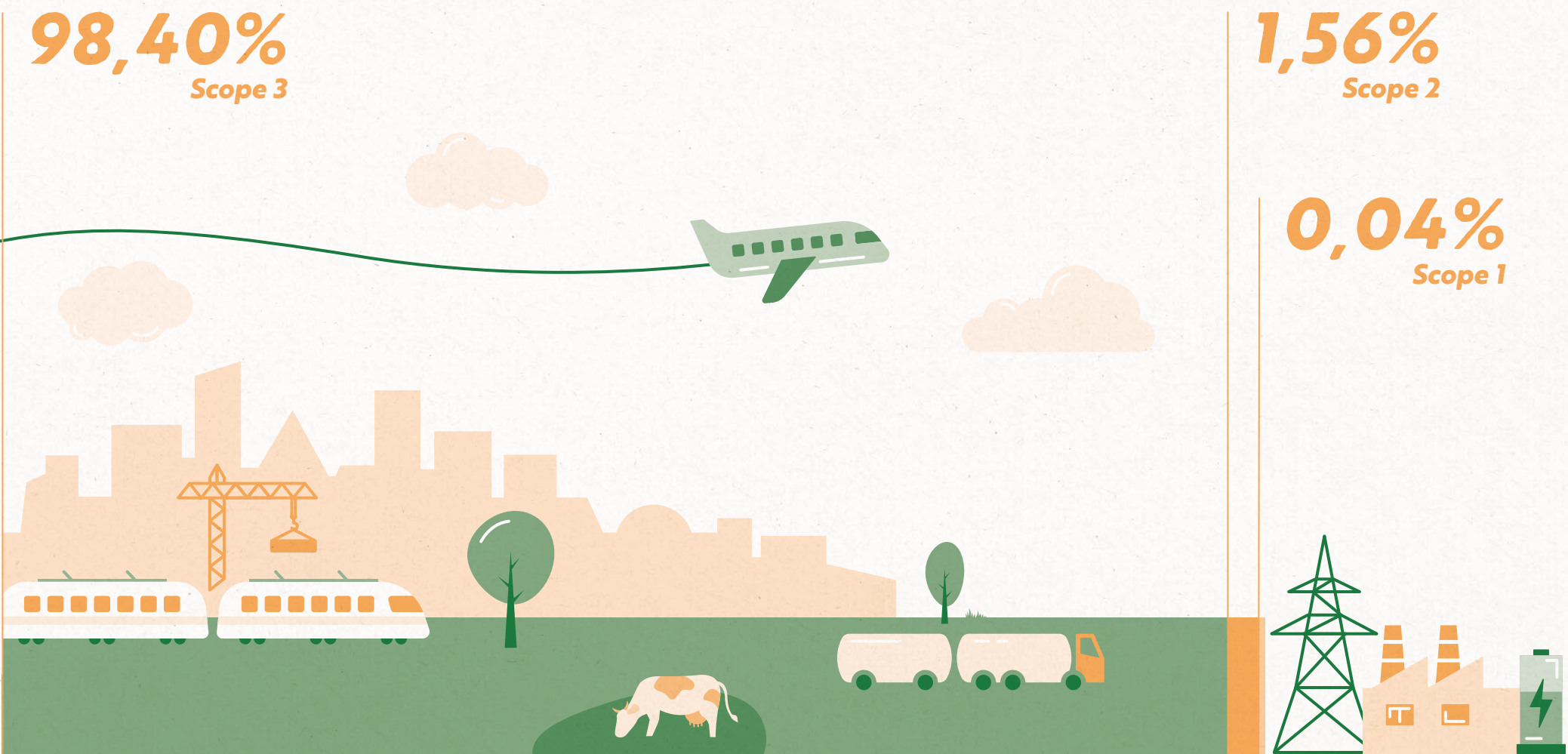
Scope 3 covers **all other indirect emissions** that occur outside our own operations, from **raw material production, transport, packaging, and agriculture to disposal.** While optional by GHG Protocol standards, we consider Scope 3 emissions **critical for a science-based reduction strategy.** The following categories have been **identified as relevant** and are included in our **total emissions balance:**

- Purchased goods and services
- Capital goods
- Upstream energy-related emissions
- Transportation and distribution (upstream)
- Waste generated in operations
- Business travel and hotel stays
- Employee commuting and home office
- Downstream transportation and distribution
- Processing of sold products
- End-of-life treatment of sold products

This level of **transparency** enables us to **target the areas with the highest emissions potential** and therefore have the greatest impact.



Origin of our emissions



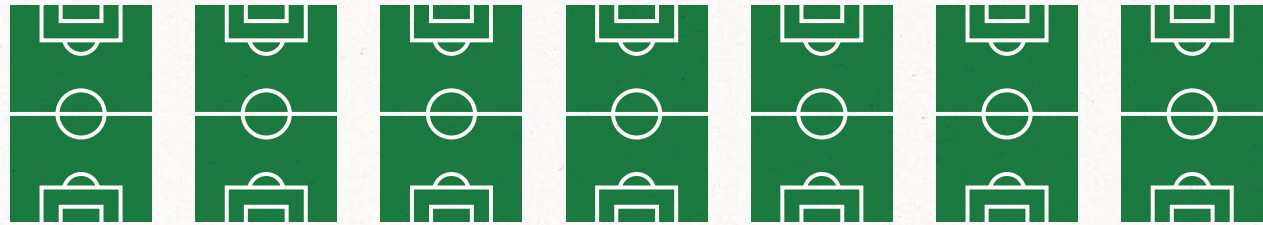
Scope	Emissions by category	(t CO ₂ e)	Percentage
Scope 1	1.1 Stationary combustion	24,817.46	1.40%
	1.2 Mobile combustion	2,099.90	0.12%
	1.3 Fugitive emissions (coolant)	719.76	0.04%
	1.4 Process emissions	Not relevant	
	Amount	27,637.11	1.56%
Scope 2	Electricity	650.64	0.04%
	District heating / district cooling / steam	58.03	0.00%
	Amount	708.67	0.04%
Scope 3	Upstream Scope-3 emissions		
	3.1 Purchased goods and services	1,552,802.32	87.85%
	3.2 Capital goods	15,699.90	0.89%
	3.3 Upstream energy-related emissions	6,828.12	0.39%
	3.4 Transportation and distribution (upstream)	57,044.95	3.23%
	3.5 Waste generation in the company	2,241.05	0.13%
	3.6 Business trips and overnight hotel stays	29.59	0.00%
	3.7 Employee commuting and home office	2,010.72	0.11%
	3.8 Leased property or equipment	Not relevant	
	Downstream Scope-3 emissions		
	3.9 Transportation and distribution (downstream)	13,410.30	0.76%
	3.10 Processing of sold products	24,774.76	1.33%
	3.11 Use of sold products	Not recorded	
	3.12 Disposal of sold products	64,469.86	3.65%
	3.13 Rented / leased property or equipment	Not relevant	
	3.14 Franchise	Not relevant	
	3.15 Investments	Not relevant	
	Amount	1,739,311.57	98.40%
Total amount		1,767,657.35	100%



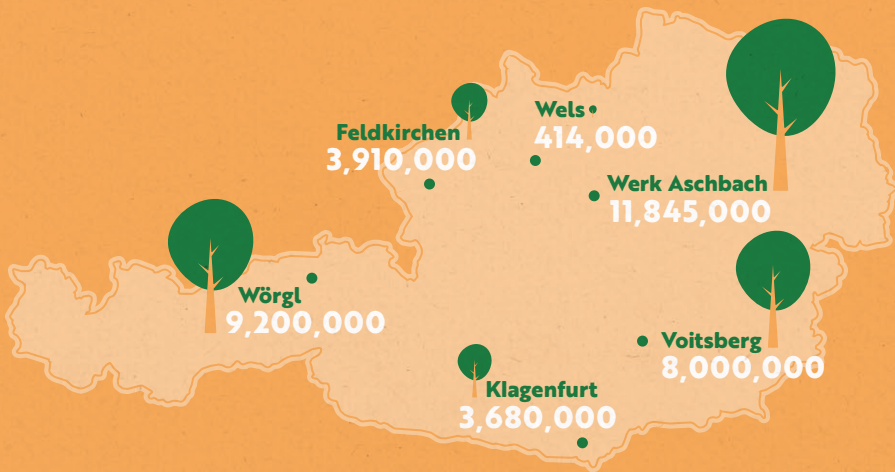
Sustainable energy supply

Reducing CO₂ in production

In **Scopes 1 and 2**, our focus lies on the **consistent decarbonisation of energy supply**. Since **2013**, all of our Austrian production sites have sourced **100% of their electricity from renewable energy sources**. Additionally, we are making **major investments in our own energy generation**. Our installed photovoltaic area of **29,829 m²** delivers a capacity of **5,356 kWp**, which is a significant contribution to **on-site power production**.



Photovoltaic area of 29,829 m²



Even greater impact: Heat generation

We have implemented **sustainable heating solutions** at **all of our production sites**. A key measure has been the **switch to regional biomass**, which has yielded the following annual **CO₂ savings**:

- **Wörgl:** 9,200,000 kg
- **Feldkirchen:** 3,910,000 kg
- **Wels:** 414,000 kg
- **Aschbach:** 11,845,000 kg
- **Klagenfurt:** 3,680,000 kg
- **Voitsberg:** 8,000,000 kg

In total, this results in annual savings of **over 37 million kilogrammes of CO₂**.

Biomass from the region – closing the loop

Our biomass heating systems exclusively use **wood chips sourced from regional forestry**. In many cases, these are supplied by our own **milk-producing farmers**. This creates **local value** and **closes the loop** within our cooperative system.

Heat recovery in Feldkirchen & Aschbach

- **Feldkirchen:** Waste heat from the biomass plant feeds the **heat recovery systems**, powering **hall heating, hot water** production, and **cleaning processes**.
- **Aschbach** (Austria's largest dairy plant): Powered entirely by **biomass and biogas**.
 - The 8 MW biomass plant also supplies **waste heat** to recovery systems.
 - Annual CO₂ savings from recovered production heat: **1,290 tons**
 - The on-site **biogas plant** covers up to **30% of the heat demand**.
 - Additional **waste heat** from a neighboring fermentation plant further increases system efficiency.

Specialized Efficiency Solutions

- **Voitsberg specialty cheese dairy:**
Uses a 200 m³ heat recovery tank and an ice water silo (6,600 kWh capacity) to ensure 24/7 energy availability and optimal load management. Since 2025, heat is supplied by an on-site biomass plant.
- **Wörgl (Tirol Milch):**
Waste heat in the low-temperature range is fed into the Wörgl district heating network in collaboration with Stadtwerke Wörgl.
 - Equivalent to heating approx. 1,300 households.
 - In partnership with TIWAG, electricity use is shifted to low-emission, cost-effective periods, improving efficiency.

Ayran

By optimising the material used in our Ayran cups, we achieved a material saving of approx. 26%, significantly reducing packaging weight.



Innovative Cheese Maturation – Less Packaging Waste

At the **Voitsberg, Feldkirchen (bei Mattighofen)** and **Wörgl** sites, we invested in **modern industrial cheese ripening containers** that allow maturing and shipping without cardboard boxes or plastic wrap.

Resulting material savings per year:

- **Cardboard:** reduced from 62,713 kg to 4,450 kg
- **Wrapping film:** reduced from 1,356 kg to 96 kg
- Total packaging reduction of approx. **93%** or **59.5 tons/year**

Farm-Based CO₂ Reduction Measures Climate Action Through Collaboration

As around **98.5% of our total emissions fall under Scope 3**, a key focus of our emissions reduction efforts lies in the **upstream and downstream supply chain**, especially on **agricultural farms**. These farms form the cornerstone of our climate strategy – they are not only affected by climate change but also a crucial part of the solution. Berglandmilch's farmers are pioneers in **nature-based, sustainable agriculture**, and have already implemented numerous measures to reduce greenhouse gas emissions while ensuring long-term productivity for future generations:



Tierwohlbonus (Animal Welfare Bonus)
Our **four-tiered bonus system** rewards farms that exceed legal standards – with **greater freedom of movement, pasture access, and open housing**. These practices **improve animal health**, reduce stress, and **lower emissions per liter of milk**.



Only European Feed
By restricting feed to **European sources**, we eliminate emissions from long-distance transport and disassociate from deforestation in South America (e.g., due to soy imports).



No Glyphosate
Eliminating glyphosate helps protect **biodiversity** and reduces upstream environmental impacts in the supply chain.



Antibiotics Policy
Responsible antibiotic use improves animal health, reduces resistant bacteria, and lowers environmental pressure.



Natural Feed Additives Like Agolin
A plant-based additive containing essential oils (Agolin) is used to **reduce methane formation** in the rumen – a potent greenhouse gas.



No Palm Oil in Feed
Palm oil production is one of the world's leading causes of **deforestation** and **biodiversity loss**. By **completely excluding palm oil**, particularly in milk replacers, we avoid substantial Scope 3 emissions linked to land-use change.



AMA Gütesiegel "Tierhaltung Plus" Participation
All dairy farms participate in this extended animal welfare scheme. Healthy, stress-free animals have better **feed efficiency**, reducing **emissions intensity**.



Whole Milk in Calf Rearing
Calves are raised on **natural whole milk** instead of milk replacers, minimizing resource and energy use during feed production.



Monitored Animal Health
Mandatory membership in the **Animal Health Service (TGD)** and the "Controlled Animal Health" program enable preventive care and management, improving feed conversion and reducing emissions.



100% GMO-Free Feed
All feed used is **genetically unmodified**, further reinforcing **regional sourcing** and minimizing supply chain emissions.

Special Highlight: Agolin Feed Project
The Agolin initiative involves modifying rumen activity using **natural essential oils**, reducing methane output by around **10%**.
Impact (Nov 2022 – Dec 2023): 980 tons CO₂ saved > Equivalent to approx. 6.7 million car kilometers > Achieved by only 77 farms
Scaling potential: The results prove that broader implementation can unlock **massive Scope 3 reductions** across the cooperative.

Climate Targets – Science Based Targets Initiative

In 2023, **Berglandmilch joined the Science Based Targets initiative (SBTi)** – a global partnership between CDP, the UN Global Compact, the World Resources Institute (WRI), and WWF. This initiative helps companies define science-based emissions reduction targets aligned with the **1.5°C goal of the Paris Agreement**.

These targets underline our long-term commitment to sustainable dairy processing – through investments in **low-carbon technologies**, the **full phase-out of fossil fuels**, **intelligent packaging solutions**, and many other initiatives.

In 2025, Berglandmilch became the **first dairy processor in Austria** to have its targets officially validated by the SBTi:



klimaaktiv Award – Recognized Energy Efficiency

For our consistent and innovative energy management, **Berglandmilch was awarded the "klimaaktiv" certificate** by the Austrian Ministry for Climate Action during the 4th DECA Energy Efficiency Congress. Recognized Highlights:

- Heat recovery systems
- Process-integrated steam generation

These technologies are central to our **decarbonization strategy**, significantly contributing to **emissions reduction** across our operations.



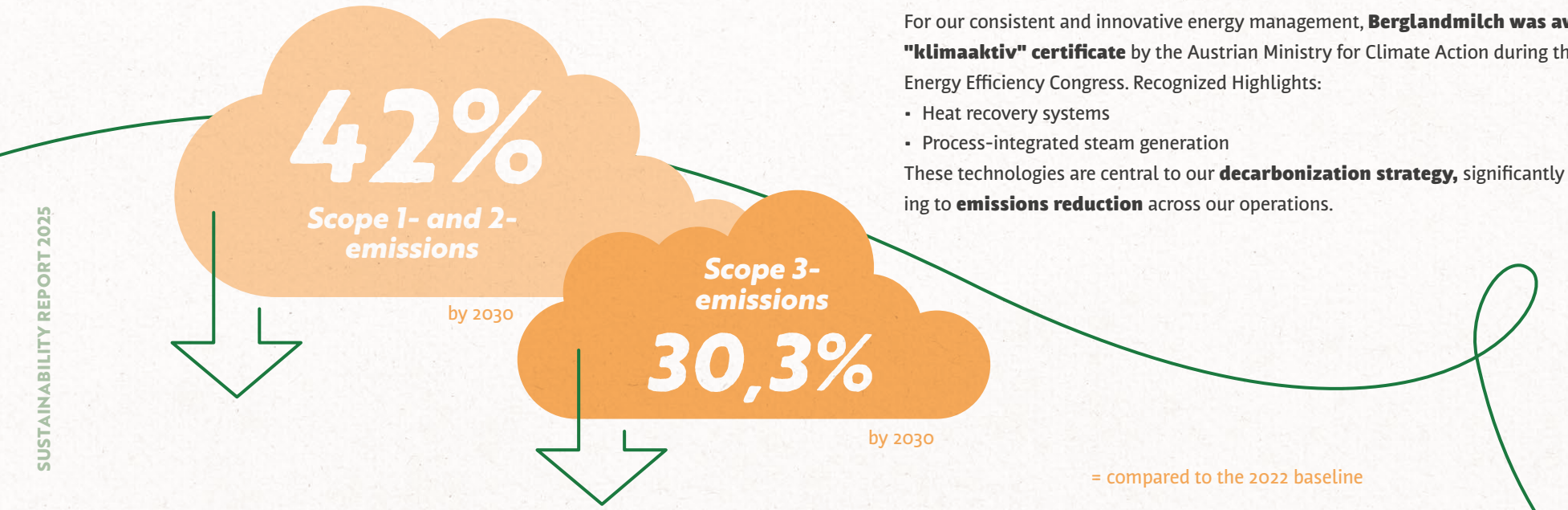
Water Management

Water plays a critical role in dairy processing – for **cooling, steam generation, cleaning, and product handling**. That's why we are committed to its **efficient use** and **responsible treatment**.

We make a clear distinction between **fresh water** and **process water**. In all cases where potable water is not essential, we reuse internally treated water that still meets drinking water quality – significantly reducing overall consumption.

Just as important as water use is **wastewater treatment**. Wastewater from dairy production contains natural organic matter such as protein, fat, and milk sugar. At Berglandmilch, **on-site treatment plants** ensure this water is thoroughly cleaned and safely discharged into the environment.

A best-practice example is our **Aschbach site**, where **sludge from the wastewater treatment plant is used to generate biogas**. This process produces up to 450 m³ of renewable biogas per hour, which is fed back into the plant – a perfect example of a **closed-loop ecological system**.



Waste Management & By-Product Utilization

Our strategy focuses not only on reducing waste but also on **valorizing unavoidable residuals**.

Whey Utilization – A Circular Economy Success

At our subsidiary **ALPI**, liquid whey concentrate is dried and processed into **high-quality Alpine whey powder**, used as a **functional ingredient** in the food and baking industries. This transforms a by-product into a **valuable resource**, fully aligned with our circular economy principles.



Lactose Recovery from Sour Whey

Another major step was taken with **sour whey**, a by-product of quark (Topfen) production. While it was previously used in animal feed or biogas, we now apply **modern technologies to extract lactose**, which is repurposed for **food and confectionery industries** – a new value chain for this residual stream.

Okara from Oat Drink Production

In our plant-based line, **Okara**, the solid residue from oat drink production, is now repurposed as **animal feed**.

Biogas Plant as a Hub for Waste Utilization

Our **biogas facility in Aschbach** is not just an energy hub – it's also the central node for by-product recycling. It exemplifies how we see sustainability: reintegrating valuable materials into the cycle instead of discarding them.



Zurück zum Ursprung Oat-Drink

The Schärdinger Oat Drink is made from 100% Austrian oats and is Austria's only oat drink available in a returnable glass bottle.



Development of Waste 2020 to 2024

Waste in kg / ton of milk processed





Social Responsibility - Commitment to People



- 64** Our employees
- 71** Cooperative responsibility
- 73** Social engagement

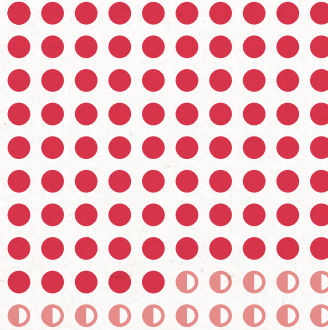
Our Employees - The Backbone of Our Success



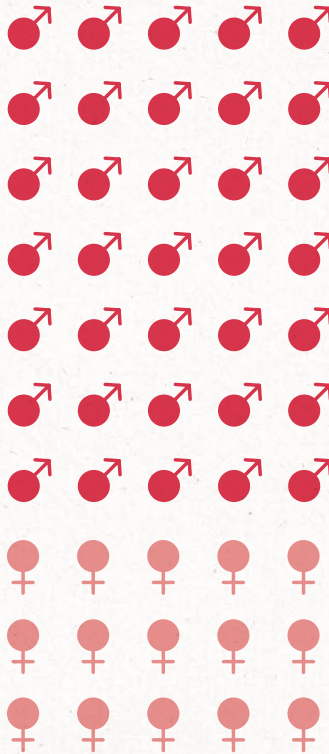
~ over 10 years
length of service



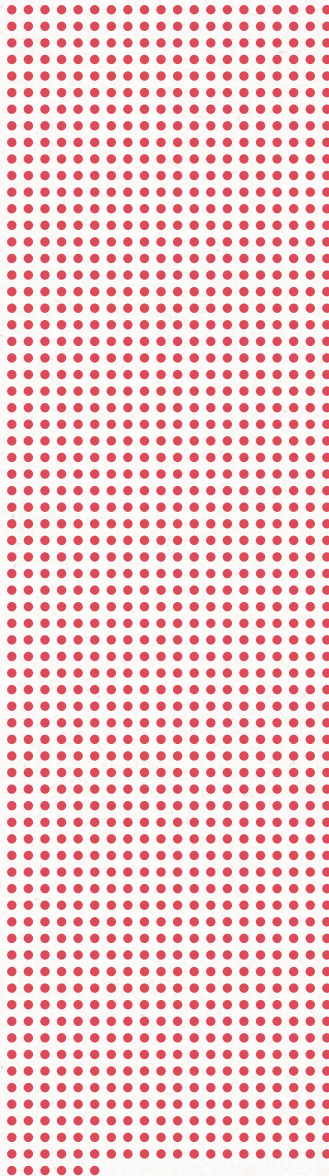
27 nationalities



15 % part-time employees



1,144 male
employees > 71 %
462 female
employees > 29%



1,606 employees

At **Berglandmilch**, we know that our more than **1,600 employees** are the foundation of our success. Across all departments – from production, logistics and administration to quality assurance, laboratory, and R&D – their knowledge, dedication, and motivation shape our daily performance.

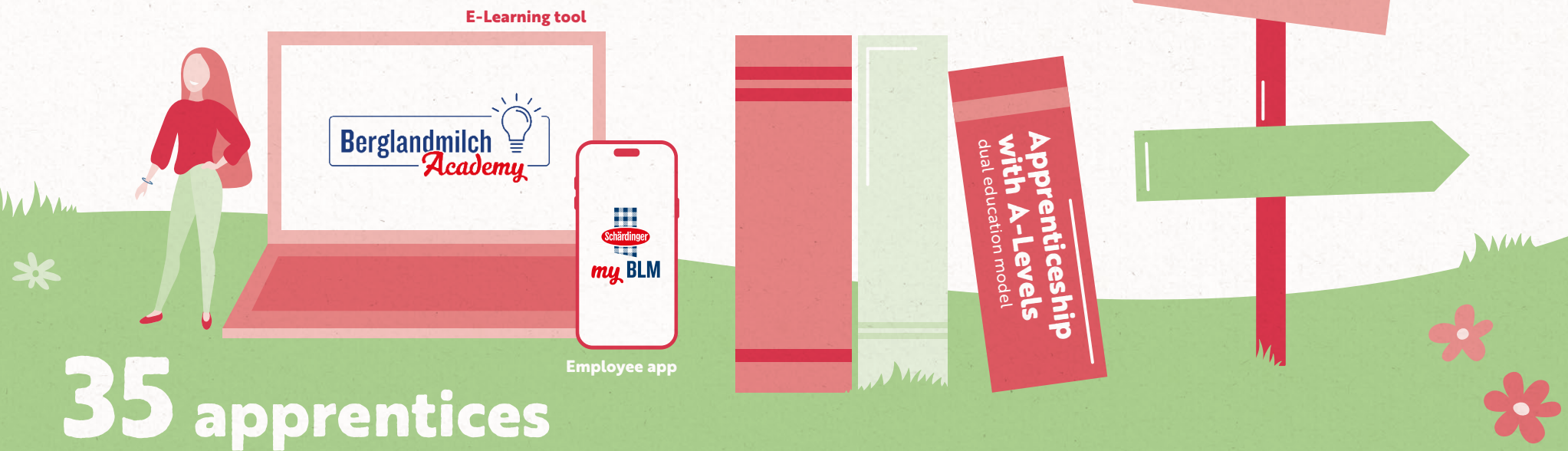
We consider ourselves a **responsible employer** that stands for **fairness, appreciation**, and **development opportunities**.

Embracing Diversity

At Berglandmilch, people from various age groups, cultural backgrounds, and professional fields work together. We firmly believe that this **diversity enhances our innovation** and strengthens cooperation across teams. We foster a culture where **equality, mutual respect**, and **inclusion** are a given.



Apprenticeship Training Investing in the Future



Our company places a strong focus on vocational training. Around **35 apprentices** receive comprehensive education in **eight different professions** across several locations, including: Dairy Technology, Mechatronics, Food Technology, Electrical Engineering, IT Technology, Office Administration, Laboratory Technology, Metalworking

We also offer the “Apprenticeship with A-Levels” dual education model to support individual career development.

Digital tools such as the **Berglandmilch Academy** and the **MyBerglandmilch app** supplement practical training with cross-site communication and digital learning. Every two years, we host an **apprentice workshop** including site tours, external coach-led training, and social activities like kart racing, bowling, or escape rooms.

Our goal: not only to train the next generation of skilled workers, but to involve them actively in shaping the company’s future.



Health and Safety at Work

Occupational safety and health protection are a lived responsibility at Berglandmilch.

We provide:

- Ongoing training
- Preventive measures
- Ergonomically designed workstations
- Health programs including fitness, check-ups, vaccinations, and vision screenings by our company doctor

We conduct individual training sessions, risk assessments, and safety talks, followed by targeted technical improvements and safety precautions.

Digital Learning and Communication

Our **Berglandmilch Academy** has become an integral part of employee development. Annual training modules – including hygiene, information security, compliance, and occupational safety – can be completed **online, flexibly and independently**. New employees receive a **dedicated digital onboarding** experience. On average, each employee completes around **three hours** of e-learning per year, supported by tailored in-person sessions.

To ensure continuous information flow, we use **info screens** at all locations and the **My-Berglandmilch app**, which provides: Shift schedules, Vacation requests, Product ordering, Anonymous feedback.

This empowers employees to **participate, contribute, and help improve our processes**.



Employee Benefits

We are committed to offering our employees **added value beyond the workplace**. Our benefits program reflects appreciation, promotes work-life balance, and supports both personal and professional well-being. These include:



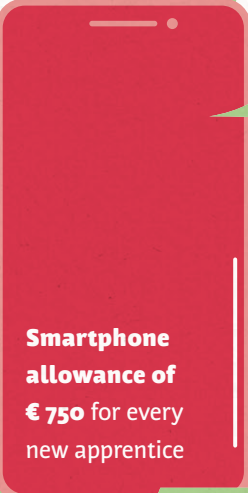
Monthly product allowance for in-house dairy shop purchases

Daily free products from our assortment

Subsidized lunches in the company's own canteen

Free work clothing

„Bring a Friend“ bonus: Employees receive €500 for referring a new colleague after one year of employment



Smartphone allowance of € 750 for every new apprentice

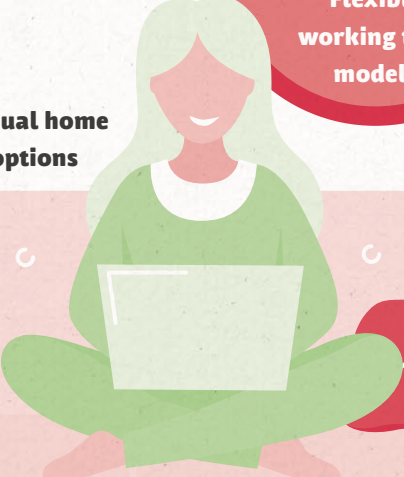
Performance-based bonuses and recognition awards

Easter and Christmas gifts for all staff



Employee events, such as autumn festivals and Christmas parties

Tailored further education opportunities through seminars and training



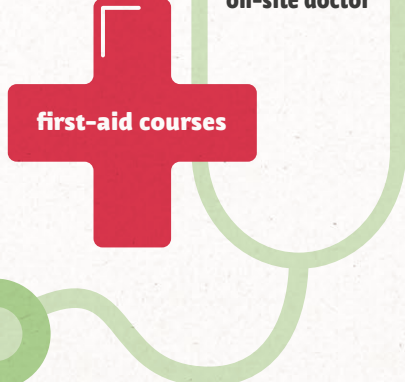
Individual home office options

Flexible working time models

Works council & support for employee activities (e.g. excursions, get-togethers)



Free parking spaces with electric charging stations



first-aid courses

on-site doctor

**We are especially proud
of our high employee
retention and the numerous
long-service anniversaries
celebrated each year.**

*This loyalty speaks to the positive and collaborative
environment we cultivate at Berglandmilch.*



Cooperative Responsibility Ownership Creates Commitment

As a cooperative enterprise, Berglandmilch is owned by around 8,000 farming members. This structure fosters a unique form of social responsibility, as both value creation and profit remain within the region.

Our member farms are not just raw milk suppliers, but **active co-owners**, who influence the company directly through representative assemblies and democratic participation. Maintaining a **partnership-based dialogue** with our farmers is therefore a top priority.

To promote regular exchange and transparency, we offer:

- Regular **on-site visits** by our farm advisors
- The **eMilk online portal** for transparent communication and information sharing
- The **supplier newsletters** Der Schärdinger Bauer and Der Tirol Milch Bauer
- Regional **information events and training offers**
- An **SMS notification service**
- The **eMilk smartphone app**, including push notifications

Our commitment to quality starts at the farm. Through extensive consultation, bonus programs and close relationships with our farmer-owners, we ensure that animal welfare, product quality and sustainability are lived out **day after day**.





Future

Youth Advisory Board – The Next Generation Takes Part

A particularly future-oriented initiative is the **Berglandmilch Youth Advisory Board**. It consists of 24 motivated members aged 18 to 34 from all regions of Austria. Many are already managing their family farms or actively involved in day-to-day operations – some are preparing to take over the business in the near future.

The group meets voluntarily via online sessions and twice per year in person. Together, they realize projects such as **social media videos** and **events** – for example, the biannual **Youth Event** for young and young-at-heart milk suppliers.

The Youth Advisory Board serves as a **voice for the next generation**, providing insight into dairy operations, communicating regional concerns, and inspiring young people to get involved. The success of this format is clearly visible: former members of the board are now serving in **supervisory boards**, **executive boards** or as **delegates** within their cooperative or at Berglandmilch.

Social Engagement – Beyond Business

Berglandmilch supports a wide range of **social and charitable projects** in our regions – from sports clubs and educational initiatives to humanitarian organizations.

Through collaborations with **Österreich Tafel**, local **social markets** and **food donations**, we contribute to the fight against poverty and food waste.

We are also actively involved in the following initiatives:

- **Licht ins Dunkel:** This unique European charity campaign has been advocating for inclusion and social justice for over 50 years. Berglandmilch supports various projects that assist families in need and people with disabilities.
- **Fairtrade:** Since May 2021, all of our cocoa-based products use exclusively Fairtrade-certified cocoa – a clear statement for fair working conditions in the Global South.
- **Too Good To Go:** As part of the “Often Good for Longer” campaign, we promote mindful use of best-before dates and help reduce food waste.
- **Crisis hotline numbers on milk cartons:** In cooperation with the Province of Styria, we print key hotline numbers directly on our milk packaging – an accessible contribution to low-threshold crisis support.

• **Charity Dinners:** Through participation in fundraising events, we help support children and families in need across Austria – including through the SPAR Kinderleben initiative.

• **Nutrition education:** We provide free educational materials on milk and nutrition to kindergartens, schools and universities, and offer guided tours, lectures and workshops.

• **World Milk Day:** Each year we support national campaigns – with product giveaways, milk breakfasts, public awareness events and media outreach to highlight milk as a regional, high-quality food.

• **Donald McDonald Children's Charity Houses:** We continuously support their efforts to provide temporary homes near hospitals for critically ill children and their families.

• **“Kuhle Milch” initiative in Tyrol:** Together with the Tyrolean Young Farmers' Association, we promote awareness for regional agriculture and sustainable dairy production.

We also promote **healthy lifestyles** through **cookbooks**, **online recipes**, and **social media formats** like the Schäringer Restlküche (Leftovers Kitchen), inspiring creative and resourceful ways to use up food at home.



Epilogue

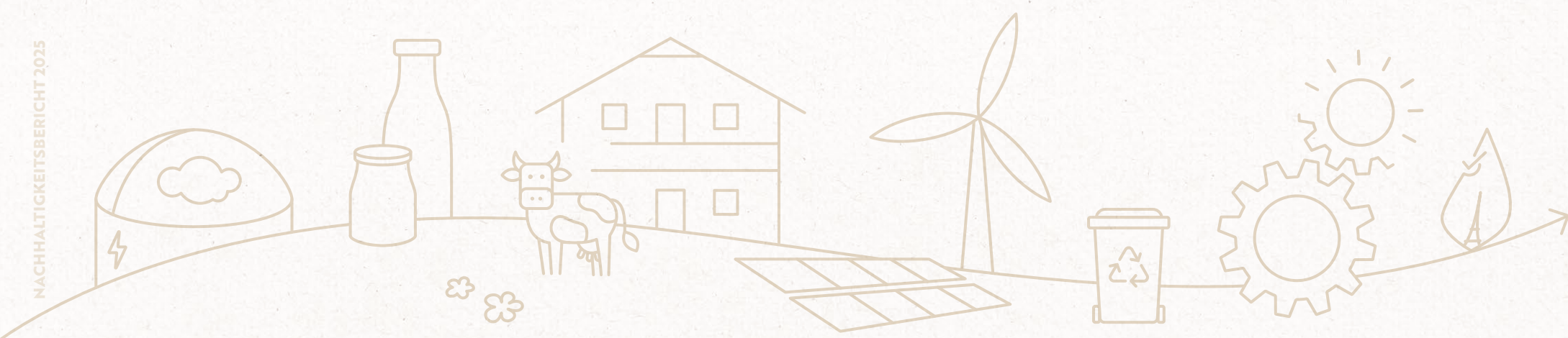
Sustainability is not a goal – it is a journey. And at Berglandmilch, we pursue this path with conviction, consistency, and a deep sense of responsibility.

With this report, we present a detailed overview of our actions, progress, and initiatives across the areas of **climate, environment, product quality, social responsibility, and circular economy**. From the consistent exit from fossil fuels, the use of regional feed, and the validation of our targets through the **Science Based Targets Initiative**, to the reintroduction of reusable glass bottles and our commitment to **fairness and biodiversity at all levels** – Berglandmilch has taken numerous steps in recent years that are now producing **measurable impact**.

This has only been possible thanks to the dedication of our employees, the innovative strength of our cooperative farming families, and the collaboration with partners, customers, and consumers.

Our journey is far from over. We will continue to act with foresight, invest boldly, and actively shape sustainable change. Because we believe:
The future doesn't just happen – we create it. Together.

Focus Area	Milestone Achieved	Impact
Energy	Complete phase-out of oil & gas at 5 sites (biomass & biogas)	Over 37 million kg of CO₂ saved annually
Packaging	Introduction of reusable glass & cardboard-sleeve cups	More than 275 tonnes of plastic saved per year
Scope 3 Reduction	Methane reduction via feed project	980 tonnes of CO₂ saved in just 14 months
Farm Value Creation	No palm oil, no overseas feed, AMA seal compliance	Lower indirect emissions, improved animal welfare
Electricity	100 % sourced from renewable energy	Implemented since 2013 at all production sites
Circular Economy	Okara & whey valorization, biogas from sludge	Waste transformed into resources
ISO 14001	Implementation of environmental management system	Certified and systematic expansion of EM system
SBTi Validation	1st dairy processor in Austria to set SBTi targets	Officially confirmed reduction targets by 2030



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This report was written with the utmost care. However, we cannot guarantee the accuracy, completeness, or relevance of the information provided. This report may contain typing and printing errors.

For better readability, the male and female forms were not used consistently;
all genders are meant



Lattella