

# Our Promise of Exceptional Quality and Care

Give Hiland Dairy Foods a closer look, and you will find exceptional quality and care across the board.

We care deeply about the health and success of our customers, employees, their families, and the communities in which we live and work.

We know you deserve the best, so we aim to be the best every day in everything we do. We are committed to sustainable solutions that minimize our impacts on the environment and to future generations while providing the highest quality and nutritious dairy products to our customers. From our partnerships to our food safety procedures and our environmental policies, we do things right because it is the only way we know.



Locally Made.  
Naturally Delicious.™



Printed on FSC certified paper stock, which was produced to the highest social and environmental standards.

FSC FPO

Farmer-owned.  
Future-focused.  
Driven by care and quality.



Locally Made.  
Naturally Delicious.™

[HilandDairy.com](http://HilandDairy.com)





## Who We Are

When you choose to partner with Hiland Dairy Foods, you are choosing to do business with the hundreds of local farmer-owners who supply Hiland's fresh, wholesome milk. You are partnering with thousands of Hiland employees producing and delivering our delicious products. And, you are choosing farm-fresh dairy made locally with high-quality Hiland Dairy Milk.

Our mission is to be better than we have to be and we hope that shines through in the quality of our products.

## Our Values

Hiland Dairy Foods values our communities and employees and takes great care to maintain the highest sustainability and safety standards.

## Community

In each Hiland community, our team members are our greatest asset and serve as the valued link between our dairy farms and our consumers, processing milk from the farm into our high-quality dairy products. We take pride in taking care of our employee community, as well as being active in the communities we serve. That includes connecting with local food banks to provide much-needed dairy products.



## Sustainability

Our sustainability standards are a priority because we value our communities, our land, and your trust.

Hiland shares the goal of the entire U.S. dairy industry: going net-zero. In becoming net-zero or net-positive by 2050, U.S. dairy will help feed a projected 9 billion people while minimizing its climate impact.

## Safety

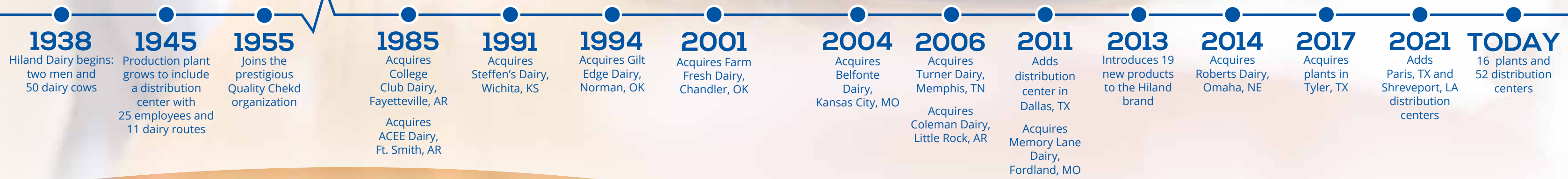
Hiland sets elite standards in performance and quality control and works to meet and exceed those marks. We never settle for less than the absolute best we can offer. Farmers, processors, and government agencies work cohesively to make sure the milk you drink is safe and of the highest quality. Hiland complies with all regulations set forth by the U.S. Department of Agriculture (USDA) and the Food and Drug Administration (FDA).

In addition to our adherence to strict federal guidelines, Hiland is actively involved in industry organizations and area dairy associations. As a Quality Check member, Hiland and its products are held to a higher standard. Our production facilities continually win awards for quality and cleanliness — a representation of being the best we can be for our customers.



# Traditions That Span Generations

Hiland Dairy Foods was founded in 1938, but some of our dairies go back even further — to the days just after the Civil War, when milk was delivered by horse-drawn carts and stored in wooden chests cooled by ice cut from nearby rivers and lakes. For much of our history, many of our production facilities operated under a variety of different names, each bringing a unique history to the table. Their legacy of quality and commitment to producing the absolute freshest, best-tasting dairy products remains the same as it did back then.



## Farmer Owned

Hiland Dairy Foods continues the tradition of fresh dairy from its humble beginnings in 1938. We are proud to be farmer-owned and to offer the communities we serve with local dairy milk. Local fresh dairy is key to the high-quality products we produce, making us better than we have to be.



Hiland Dairy is a member of FARM (Farmers Assuring Responsible Management), taking the very best care of cows and the environment, producing safe, wholesome milk, and adhering to the highest standards of workforce development. Our dairy farmers place great importance on the care and welfare of the animals on their farms, participating in an on-farm evaluation program that employs best practices in the areas of animal care and wellness, environmental stewardship, employee training, milk safety, and quality.





# Local. Fast. Fresh.



Hiland Dairy Foods continually strives to provide high-quality products that customers desire at competitive prices.

We operate 16 production facilities and 52 distribution centers in the U.S., each employing high-tech robotics and state-of-the-art technologies.

Based on geographic footprint, each facility receives milk sourced from local dairy farmers. This approach to the Hiland supply chain creates a local distribution channel for our dairy farmers and customers — reducing travel time for our products and meeting the demand for ultimate freshness. Our team also offers direct-store-delivery, maintaining our promise to stock the freshest product we can offer.



ALL MILK TESTED FOR ANTIBIOTICS

NO ARTIFICIAL GROWTH HORMONES

ON AVERAGE,  
OUR MILK  
GOES FROM  
THE FARM  
TO THE  
STORE  
WITHIN  
**24**  
HOURS



From our farms to your coolers — product freshness, quality, and safety are our top priorities. Hiland Dairy Foods employees are trained on all techniques and technologies to do the best job possible, regardless of where they work in the production chain. Additionally, we regularly screen and test employees, and we tightly secure our facilities and our modern fleet of stainless-steel bulk-tainer delivery vehicles.





# Where Tradition Meets Health and Innovation

Hiland offers a broad range of dairy products that consumers enjoy — many on a daily basis. Dairy remains one of the most affordable ways to get quality nutrition.



# Keeping A Finger on the Pulse of Consumers

While our business is all about milk and milk-derived foods and beverages, we are committed to understanding and leveraging consumer trends through innovative product offerings. From seasonal flavored milks to flavored coffee creamers to our line of smoothies, we know what customers are going to be asking for — sometimes even before they know it themselves.



The variety of nutrient-rich options available from dairy foods offers something for almost everyone's wellness and taste needs. Dairy foods like milk, cheese, and yogurt provide high-quality protein, calcium, vitamin A, B vitamins, and more! And, milk packs in thirteen essential nutrients in every serving. Research shows that healthy eating styles, which include low-fat or fat-free dairy foods, have been associated with a reduced risk of some of the most prevalent chronic diseases in the U.S. — cardiovascular disease, type 2 diabetes, and obesity.



Locally Made.  
Naturally Delicious.™



# Beyond Dairy

For the better part of a century, Hiland Dairy Foods has focused on providing the freshest, most delightful dairy products to its customers. Along the way, we have added nondairy products to our line, selected and produced to the same high standards for which Hiland is known.



## Red Diamond Tea

All-natural, brewed, and delicious, whether unsweetened, sweetened, or sugar-free.

## Hiland Orange Juice

Delicious, nutritious and available in a variety of sizes, Hiland Orange Juice is a favorite of all ages.

## Hiland Fruit-Flavored Drinks

Children love fruit-flavored drinks and Hiland offers several, including strawberry, orange, and fruit punch.

## Hiland Dairy Alternatives

For those seeking nondairy drinks, Hiland offers several dairy-free alternatives such as oat, almond, and soy beverages.

## Hiland Bottled Water

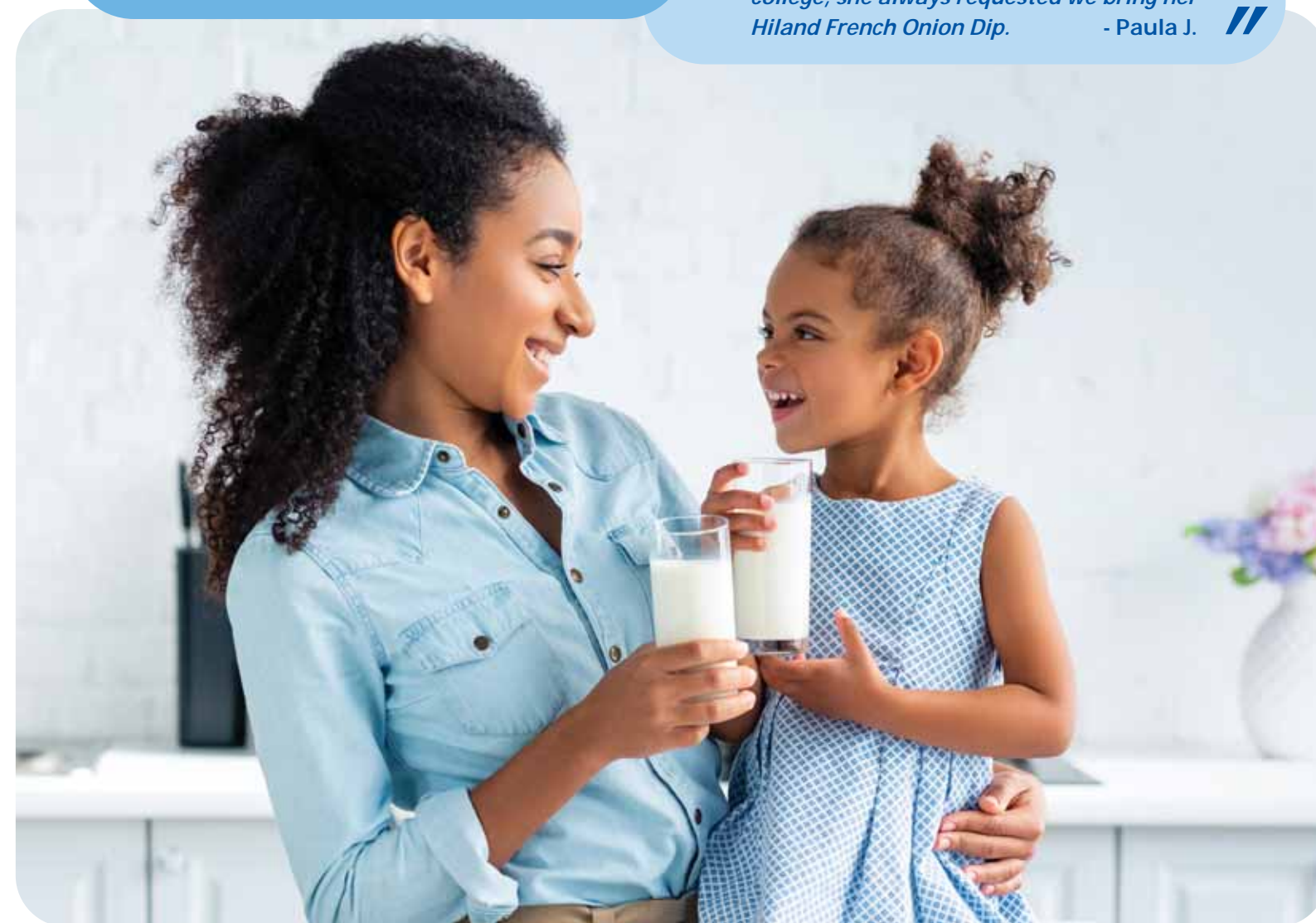
Hiland bottled water is pure, natural, and selected for its exceptional quality.



# What Our Customers Are Saying

“ Hiland Cottage Cheese always has consistent flavor. It's one of the best. I have to drive 30 miles to get Hiland, but it is always worth the drive! ”  
- Carla M.

“ We have never found a dip that compares. When we would go to visit our daughter at college, she always requested we bring her Hiland French Onion Dip. ”  
- Paula J.







# Supporting Your Success

## Connecting with Your Customers

We fully support our product line to drive consumer demand and sales. Hiland Dairy Food's digital advertising connects consumers with grocers to find and purchase the products they love. By sharing content that promotes our products combined with location-based marketing and cross-channel advertising strategies, we create and increase engagement and brand affinity. Hiland's message of locally made and naturally delicious dairy foods has earned the trust of generations of families. We listen and respond to our customers, including those who contact us on social media and our website.



## Our Secret Ingredient

Whether it is through Pinterest, Facebook or Instagram, TheHilandHome.com engages customers long-term through unique, value-added content such as recipes, upcycling packages, and other lifestyle hacks. This keeps them coming back and positively engaged with the Hiland brand, viewing content that reinforces future purchasing decisions.

Beyond marketing, Hiland is here for individual stores and chains that want to improve sales by optimizing store layouts through planograms and store fixtures, such as shelving and other specialty items. We're also available for one-on-one ordering and sales support. Contact your Hiland representative with any questions or to resolve any issues.

For more information, visit:

[HilandDairy.com/retailers](https://HilandDairy.com/retailers)

[HilandDairy.com/image-library](https://HilandDairy.com/image-library)



- ★ Hiland Facilities
- Hiland Branches
- ★ Memory Lane
- ★ Belfonte



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