

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



Hiland
DAIRY FOODS FARMER OWNED

Locally Made.
Naturally Delicious.™

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.



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.



Working at Hiland

Hiland Dairy is proud to be an award-winning company that offers excellent pay and benefits to thousands of employees across our markets. From administrative to production to distribution, we recognize that it's our employees who make us who we are. Hiland Dairy Foods Company is an equal opportunity employer.

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 Chekd 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.



1938

Hiland Dairy began with two men and 50 dairy cows

1945

Production plant grows to include a distribution center with 25 employees and 11 dairy routes

1955

Joins the prestigious Quality Check organization

1985

Acquires College Club Dairy, Fayetteville, AR

Acquires ACEE Dairy, Ft. Smith, AR

1991

Acquires Steffen's Dairy, Wichita, KS

1994

Acquires Gilt Edge Dairy, Norman, OK

2001

Acquires Farm Fresh Dairy, Chandler, OK

2004

Acquires Belfonte Dairy, Kansas City, MO

2006

Acquires Turner Dairy, Memphis, TN

Acquires Coleman Dairy, Little Rock, AR

2011

Adds distribution center in Dallas, TX

Acquires Memory Lane Dairy, Fordland, MO

2014

Acquires Roberts Dairy, Omaha, NE

2017

Acquires plants in Tyler, TX

2022

Acquires Borden Dairy in Texas

TODAY

19 plants and 64 distribution centers

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 19 production facilities and 64 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.

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 bulktrailer delivery vehicles.



ALL MILK
TESTED FOR
ANTIBIOTICS

NO
ARTIFICIAL
GROWTH
HORMONES

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.



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Naturally Delicious.™

Social Responsibility

As a member of the U.S. dairy community, our goal is to provide confidence that our products are produced in socially responsible ways. Along with our fellow cooperatives and processors, we pledge to demonstrate positive impacts in environmental sustainability, animal welfare, community contributions, and food safety. Hiland Dairy also supports the industry-wide Environmental Stewardship Goals to achieve carbon neutrality, optimize water usage, and improve water quality by 2050.



Commitment in Action

- **Plant Case Studies** – Hiland Dairy's commitment to sustainability shines through in several recent case studies that include wastewater recycling and energy efficiency.
- **Resource Recovery** – Hiland Dairy is demonstrating packaging improvements to conserve resources by reducing the weight and volume of gallon and one-half gallon plastic packaging and by improving recyclability.
- **Milk Crate Reuse** – Hiland Dairy Milk crates are earth-friendly and the only secondary packaging needed for delivery to our retail partners. This means no waste. Hiland's milk crates stand up to extreme temperatures, take abuse, and last years and years before being recycled into new crates.



Visit hilanddairy.com/sustainability to learn more.

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.

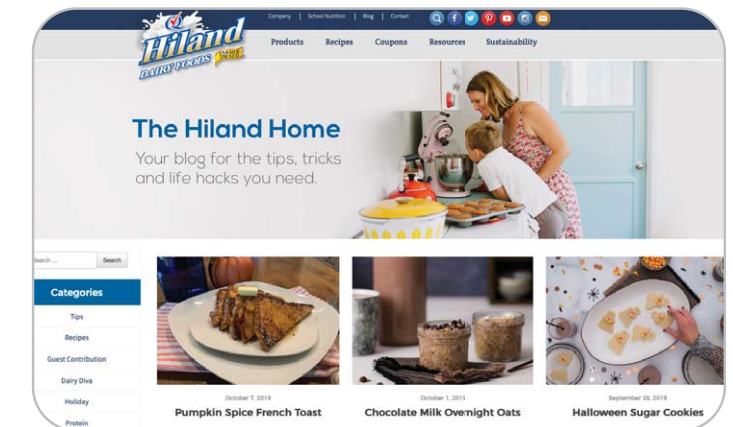




Supporting Your Success

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

HilandDairy.com/image-library



Locally Made. Naturally Delicious.™

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.



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

