

Company Policy

Drei Zinnen Dairy · Agricultural cooperative · Toblach / Dobbiaco, South Tyrol

Who we are

Drei Zinnen Dairy is an agricultural cooperative. It was formed in 2002 through the merger of the dairies of Toblach and Innichen; since 2004 it has been based in Toblach.

138 member farms in Toblach, Innichen and Niederdorf deliver around **35,000 litres of milk** to us every day. Together with our **38 employees** we turn it into fresh milk, semi-skimmed fresh milk, cream, sweet cream butter and **22 varieties of cheese**. Our products are sold through regional retail and wholesale.

The company also runs **Cheese World** and a shop. Both serve the same purpose: anyone walking through sees how our products are made. Quality that cannot be verified is merely a claim.

Hay milk (TSG)

Part of our range is made from hay milk, certified as a *Traditional Speciality Guaranteed*. In summer the cows feed on fresh grass and mountain herbs out on pasture; in winter they are fed hay. Silage is excluded entirely.

This takes noticeably more effort from our farmers. It is worth it: the aromatic feed gives the milk its flavour and makes it a raw material that cannot be substituted.

Our mission

We make high-quality dairy products from regional milk, combining tradition, quality and sustainability.

In doing so we create value in our region, secure the future of family farms and give our customers products whose origin can be traced.

Our guiding principles

- We strengthen regional economic cycles.
- We make natural, high-quality dairy products from regional milk.
- We treat valuable resources sparingly.
- We deal with members, employees, business partners and customers with respect.
- We make the entire production process transparent.

Quality and food safety

Producing safe food of consistent quality is the basis of everything we do. We commit ourselves to:

- meeting all legal requirements and applicable food standards
- maintaining the highest hygiene standards throughout processing
- ensuring full traceability of our raw materials and products
- identifying and reducing food safety risks early
- implementing measures against food fraud and deliberate contamination along the entire supply chain
- assessing risks and opportunities in the production and supply chain regularly and deriving concrete measures from them
- continuously improving our quality management system

Audited standards

Our production is inspected regularly and meets:

Standard	Scope
IFS Progress Food Intermediate, version 3 (January 2023)	Food safety and product quality
ISO 22005	Traceability in the feed and food chain
DTP030	GMO-free products
Hay milk TSG	Traditional Speciality Guaranteed

In the production of whey we additionally meet the requirements of **Halal** and **Kosher** certification.

A culture of food safety

Rules alone do not secure quality; they have to be lived. We foster this culture through regular training, open communication and the example set by management — and we involve our employees directly in quality and improvement processes.

Responsibility towards our members

As a cooperative, we belong to our members. Therefore we:

- maintain a long-term partnership with our farmers
- set the milk price fairly and transparently
- promote raw milk quality through advice and quality programmes
- safeguard traditional, sustainable milk production in our region

Responsibility towards our employees

It is our employees who carry our success. We offer:

- a respectful working environment
- fair and safe working conditions
- fair pay in line with performance
- supplementary social benefits
- further training and professional qualification
- a workable balance between job and family
- training and development paths for young people from the region

Sustainability and the environment

Those who live from the landscape must preserve it. Responsible use of natural resources is therefore an integral part of our company policy. We are committed to:

- sustainable milk production from the farm to the finished product
- short transport routes and value that stays in the region
- resource-efficient production processes
- sparing use of energy and water

- appropriate, animal-friendly husbandry of our cows

In this way we contribute to protecting the environment and preserving the rural landscape of the Upper Puster Valley.

Customers and market

Our customers expect high-quality, safe and honest products. To that end we:

- produce dairy products of consistently high quality
- disclose origin and production methods
- combine traditional craft with modern technology
- earn our customers' trust over the long term

The South Tyrol quality mark

Our products carry the South Tyrol quality mark. It stands for:

- controlled feeding with GMO-free feedstuffs
- animal-friendly husbandry and monitored animal health
- controlled milking: official veterinary supervision, quality testing, on-farm advice and quality-based payment for our farmers
- controlled processing: GMO-free additives, guaranteed freshness, environmentally sound methods and continuous quality monitoring

Continuous improvement

We improve our processes, products and management system continuously. How well we succeed is measured against defined targets for quality, food safety and sustainability, which we review regularly.

Management actively supports the management system and reviews its effectiveness at fixed intervals.

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