



**Del Monte Foods**  
*Growers of Good®*

## **Our Approach to Customer Health and Safety**

Consumers expect the foods they purchase to be safe and of high quality. While consumers, governments, and other entities play significant roles in ensuring food safety and quality, Del Monte Foods, as a food manufacturer, holds an increased responsibility to invest the necessary resources for appropriate health and safety controls. Our success depends on consumer satisfaction, reflected in their continued purchases of our products. Therefore, it is in our interest to establish and administer controls that ensure our products meet consumers' expectations for safety and quality.

Through our Double Materiality Assessment process, we identified various impacts, risks and opportunities associated with customer health and safety.

By implementing rigorous food safety standards and practices, Del Monte Foods can enhance product quality, protect public health, and build consumer confidence. Effective health and safety measures also mitigate legal and financial risks associated with customer injuries or illnesses. Failing to ensure food safety can result in costly product recalls, legal liabilities, regulatory fines, and damage to Del Monte Foods' reputation.

Del Monte Foods produces products in single-use packaging to preserve the integrity, taste, quality, and safety of the food. To mitigate the impact of our packaging, we prioritize recyclable materials like steel cans, reduce material use, and incorporate post-consumer recycled plastics into some of our packaging.

### **Policies and Commitments**

For over 130 years, Del Monte Foods has been deeply committed to quality and food safety, ensuring these principles are prioritized in every aspect of our operations—from the workplace environment to the products we create. Our comprehensive food safety systems emphasize prevention, verification of effectiveness, and swift response. Food safety is integrated into every product through meticulous formulation development and hazard analysis, supported by FDA-aligned safety plans that identify and manage risks across all internal and external facilities. Our internal quality team conducts rigorous audits at supplier and operational sites, carefully reviewing findings to ensure compliance with food safety standards. Advanced electronic tracking systems enable full traceability from farm to fork, with regular testing to confirm adherence to our requirements. Governance is overseen by a corporate food safety policy, endorsed by the Chief Supply Chain Officer and supported by 23 detailed quality standards and procedures. Leadership from the Senior Director of Food Safety & Quality ensures these systems are implemented effectively, with performance reviewed regularly by senior leadership.

We work closely with our suppliers through global audits, third-party certifications, and ongoing collaboration to improve their products and programs. In the event of a safety issue, our robust recall and withdrawal plan allows us to take swift action to address potential risks, partnering with health authorities to provide clear and effective communication to our customers. This holistic approach reflects our unwavering dedication to delivering safe, high-quality products. As the first major U.S. food producer to voluntarily adopt nutritional labeling, we are committed to the health benefits of our products.

### **Measuring Effectiveness**

We use regular traceability assessments and mock recalls to track the effectiveness of our actions. Our goal is to achieve 100% traceability within two hours. We measure progress through these traceability exercises, maintaining high

standards of safety and quality. We continuously improve our traceability processes through technology and feedback, incorporating lessons learned into our operational policies and procedures.

**Community and Industry Engagement**

Our consumer website and product packaging provide information for consumers on how to contact us. Consumer comments are reviewed monthly by senior management, allowing our Quality team to identify root causes and implement changes if quality issues are detected. We also provide education and training sessions for employees to ensure they understand their roles in maintaining health and safety standards. Employees are encouraged to report any health and safety concerns through various channels, including a whistleblower hotline.