



DETERMINED TO
DO RIGHT
EVERYWHERE WE GO

2022 STEWARDSHIP REPORT

LEADERSHIP MESSAGE

The story of 2022 is one of momentum. Whether taking care of the environment, supporting our farmers in difficult times, improving our communities, or enriching the lives of our employees and their families, we've made intentional progress on many of our promised commitments. This includes taking steps toward our goal of reducing our greenhouse gas (GHG) emissions by 30% before 2030, as outlined in our recently unveiled Climate Action Plan.

Many of the projects in this year's report — from diverting food waste away from landfills to volunteering 2,000+ hours of our time — come from employees and farmer-owners seeing opportunities for improvement and taking the initiative to get it done. Since our founding 114 years ago, our pioneer spirit has guided our every move. Over the past year, the Tillamook County Creamery Association (TCCA) team has shown that spirit in ways we're extremely proud of.

With the commitments to our six stakeholders guiding our ambitions and with a humble determination to get difficult things done the right way, our cooperative continues to build a brighter future.

**PATRICK CRITESER**

PRESIDENT & CEO, TCCA



OUR YEAR IN STEWARDSHIP COMMITMENTS

Every action we take as a company is in service of our six [Stewardship Commitments](#). These commitments help us focus on the future while staying true to the values that have guided us for over a century. Here are some big wins we achieved in 2022 for each commitment:



THRIVING FARMS

↑400%

increase in enrollment in federal subsidy programs for broadband internet in remote areas. Broadband internet is a vital resource for our farmers and their communities. We partnered with the American Connection Corps to raise awareness of affordable broadband in Tillamook County.



HEALTHFUL COWS

100% SCORE

on the NSF International farm evaluation, which assessed our Farm Services Team and their process, communications and recordkeeping protocols with TCCA farmer-owners and milk suppliers to ensure cows stay healthy and comfortable.



INSPIRED CONSUMERS

VENDOR OF THE YEAR

award for Target's "Food & Beverage" category for our best-in-class partnership, specifically earning recognition for leading the dairy category, having superior inventory availability and sustaining one of the highest scores for our digital marketing presence.



ENDURING ECOSYSTEMS

↓19%

reduction of overall GHG emissions compared to our 2020 baseline.

CARBON FOOTPRINT
MT CO₂-eq



FULFILLED EMPLOYEES

HERITAGE HOLIDAY

was instituted, a paid day off for employees to celebrate and participate in a day that is important to them and their heritage.



ENRICHED COMMUNITIES

\$200,000+

funds secured for the Tillamook community as part of the grant writing workshop TCCA sponsored for local nonprofits in Tillamook County.

STEWARDSHIP AT THE SOURCE



Stewardship starts where we live and work. We take seriously our responsibility to the people, animals and environment surrounding us, and we are taking action to show it. The investments we make locally in our farms, our truck fleet and our facilities have impacts that stretch well beyond our hometown locations. Alongside other initiatives across the dairy industry, these efforts add up to big changes on a global scale.

OUR CLIMATE ACTION PLAN

As a Certified B Corporation,[™] we have made a public commitment to reduce our impact on the planet — which is why we created a detailed Climate Action Plan in 2022.

Climate change is a threat to farming, our business and the world. That's why we're taking action on farms, in facilities and in our fleet to meet the following goals:

CLIMATE ACTION PLAN GOALS



30% reduction in Scopes 1, 2 and 3 GHG emissions by 2030



Achieve GHG neutrality by 2050

Our roadmap of strategies and a mindset of continuous improvement will help protect and preserve our planet now and for future generations. Read on for some highlights from the past year.

OUR CLIMATE ACTION PLAN

FARMING WITH THE FUTURE IN MIND

To reach GHG neutrality by 2050, we first need to understand farm-specific practices and associated emissions so that we can track progress over time. Since 2020, participating farms within our cooperative have taken a voluntary survey to measure their specific GHG footprint. This survey, managed through FARM ES (Farmers Assuring Responsible Management — Environmental Stewardship Program), asks about the entire lifecycle of dairy production — including the number of cows, amount of electricity and fuel consumption, as well as feed production and manure management practices — to determine a farm’s footprint.

By increasing the quality and accuracy of our GHG measurement, we can track progress toward our climate goals and work with our farmers to implement strategies that will reduce emissions in our supply chain.

34% OF MEMBER FARMS

of TCCA have measured their farm-specific GHG footprint so far.

ESTABLISHING A SOIL CARBON BASELINE

There’s plenty of talk about carbon emissions in our industry, but did you know that farmland is also storing carbon? The unique climate of Tillamook County, combined with the climate-smart practices our farmer-owners are implementing on their farms, means that our fields store immense amounts of carbon in their soil. In 2022, 50% of our member farms opted in to a benchmarking program to measure just how much carbon our farmland stores. Using soil sampling tools refurbished by the welding class at Tillamook High School, we contracted an expert soil sampling company to more accurately measure our total carbon storage.

53 MT/ACRE*

is the average carbon in the soil among participating member farms, which is some of the highest carbon storage among all land use across the U.S. and Mexico.^{1,2}

* Metric tons per acre.



“

By sampling our soil for carbon and other components, we can see how a century of dairy farming maintains very high levels of carbon in the soil. As we look to the future, it’s also giving us a baseline that we can bring back to the farmers so they can see where they stand against their peers in the region and the nation.

— CASEY STOREY, NATURAL RESOURCES
MANAGER, FIELD SERVICES, TCCA



THE GOAL ZERO TEAM GETS DOWN TO BUSINESS

Meet the new team working to reduce our environmental impact at TCCA: the Goal Zero Team. This cross-functional team includes members from our Stewardship, Engineering and Operations departments, who are tasked with reducing energy, water and material waste at TCCA facilities. Founded in 2021, the team works on embedding footprint reduction activities into everyday operations by prioritizing high-impact projects and expanding participation in improving efficiency efforts.

By working with teams and leaders across our facilities, the Goal Zero Team helps us understand energy, water and waste impacts before undertaking a project. By estimating impacts in advance, we can better allocate resources in an effort to evolve our facilities with bigger goals in mind rather than tackling individual projects in a piecemeal fashion.

Check out some of the initiatives they've helped spearhead in the past year on the following page, and click below to learn more about our commitment to Enduring Ecosystems.

[ENDURING ECOSYSTEMS](#)

INSPIRATION FROM OVERSEAS

In 2022, the Goal Zero Team was invited by the Sustainable Industry Alliance (SIA) — an initiative through the Trade Council of Denmark — on an all-expenses-paid tour of several dairies and facilities across their country. The SIA team also visited Oregon to audit our manufacturing facilities in Tillamook and Boardman, where they identified best practices and innovations that can be applied to our operations here at TCCA.

UPCYCLING CHEESE WASTE IN BOARDMAN

In our mission to deliver only the highest quality products possible, food loss is inevitable. But just because a block of cheese doesn't meet our exacting standards, that doesn't mean it should be destined for the landfill.

Our Boardman facility produces around 160 million pounds of cheese each year. 1% goes to waste — primarily due to quality or damage issues. Though that's one of the lowest percentages in the industry, it's still a mountain of cheese.

955K+ LBS

of cheese scraps diverted from our Boardman facility in 2022, increasing our diversion rate from 15% to over 60% at the site. In turn, this also reduced our landfill-based emissions by 36% in Boardman.

In June, we started **diverting all of our loose and packaged cheese scrap at our Boardman facility** to a food waste processor that uses the cheese for animal feed and compost.



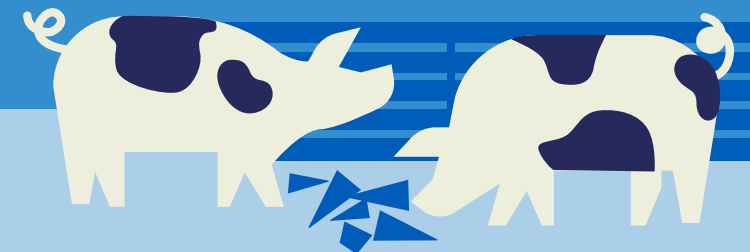
A SOLUTION FOR FOOD SCRAPS AT THE CREAMERY

Part of The Creamery visitors center experience is getting to enjoy a double scoop of creamy ice cream in a waffle cone. But with over one million visitors every year, that adds up to a lot of food prep waste.

Throughout 2022, The Creamery visitors center diverted all its prep kitchen food scraps to a local hog farm where it was mixed and used as hog feed.

According to the EPA, using food scraps as animal feed is the second-best use of food waste (behind feeding people), a fantastic solution for waste that was previously destined for the landfill.

~5,000+ LBS of food scraps diverted from landfill for animal feed in 2022. That's enough to feed a pig for 100 days.



FUELING OUR TRUCK FLEET FOR THE FUTURE

Once we make all that delicious dairy, we have to get it into the hands of our customers. For customers in the Pacific Northwest, we rely on our fleet of 16 trucks, which drive many miles through old-growth, evergreen forests, rolling high desert plains, small towns and big cities across the region. As we serve our neighbors, it's important to deliver quality products without leaving behind emissions in our wake.

In 2022, our Logistics and Stewardship Teams began pursuing a new fuel called renewable diesel (R99). As a result, it will reduce fuel emissions from our fleet by 66%. Our truck fleet transitioned to this cleaner-burning R99 fuel at the end of summer 2022, and it has already had a notable impact in reducing our overall fleet emissions.



~66%
FEWER EMISSIONS
per mile by converting our truck fleet to R99.

LIFTING UP OUR LOCAL COMMUNITY

No company exists on an island, and TCCA has woven a seamless tapestry with our community for 114 years. In both Tillamook and Boardman, our employees are also our neighbors. Enriching the lives of the people we see every day doesn't just enrich our business, but our entire community. Click below to dive deeper into our community impact.

[ENRICHED COMMUNITIES](#)


HELPING THE CHEESEMAKERS TAKE THE FIELD

Our biggest local donation this year was \$50,000 to help resurface the existing track and field at Tillamook High School's athletic complex. It opened in October 2022, paving the way for a historic run for the Cheesemakers football team toward the state championships for the first time since 1977!

Many Tillamook High School students are children of our farmer-owners and TCCA employees. Some students even work at The Creamery visitors center scooping ice cream and whipping up grilled cheeses themselves. We're so proud to cheer them on under the lights of this updated facility. The benefits aren't limited to the high school, either. The track is open to the public, giving the entire community a safe place to connect, play and enjoy time outside.



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The support from The Creamery and other local businesses allowed Tillamook School District to construct a top-notch facility that our students and community can be proud of. We look forward to hosting a variety of athletic and community events at the complex that now has new turf, an expanded eight-lane track and updated lighting. Thank you, Tillamook Creamery!



— JENNIFER GUARCELLO, COMMUNICATIONS/GRANTS DIRECTOR, TILLAMOOK SCHOOL DISTRICT

20 YEARS OF EXCELLENCE IN LEADERSHIP SCHOLARSHIP PROGRAM



To support college-bound students, we saw a need for a different type of scholarship, not based solely on academic success or athletic ability, but one that shines a spotlight on students who find ways to enrich their community. The program had humble beginnings — in 2002, we awarded three scholarships of \$2,000 each. We’ve learned over the years that there is no shortage of worthy recipients making a difference in their communities.

In 2022, we marked the 20th anniversary of the program. In that time, we’ve expanded to offer 10 scholarships of \$2,500 each, bringing new opportunities for deserving students to go out into the world and share the values we hold so dear. And boy, have they! To date, the scholarship program has helped send 126 students to schools as close as the University of Oregon and as far as Harvard, bringing with them our unique sense of community everywhere they go.

PROVIDING NONPROFITS A GRANT WRITING WORKSHOP

Local nonprofits provide invaluable services to our communities. To bolster their impact and give them even more resources to make a difference, TCCA sponsored a free Grant Capacity Building workshop series for 23 nonprofits in Tillamook County.

The series brought together local grant writers from organizations, including Tillamook County Habitat for Humanity, Tillamook Early Learning Center and Garibaldi Maritime Museum, among others, to learn new skills to develop grant proposals and successfully plan, write and secure grant funding for their organizations that support our rural communities.

By bringing more funding to Tillamook County, we can lift up more members of our community in more diverse ways.



We helped organizations draft and submit **grant applications totaling \$200,000+** in funds for the Tillamook community.

BANDING TOGETHER FOR THE BOARDMAN FOOD PANTRY

When it comes to Stewardship, there are no small efforts. Food insecurity is an issue that touches every town, and it takes a coordinated effort to make sure all our neighbors stay fed. Our Boardman employees regularly band together to volunteer in their community. Recently they attended a volunteer day at the Boardman Food Pantry to package up meals for those facing food insecurity. In total, TCCA employees across all of our sites contributed 2,630 volunteer hours in 2022.

Eleven Boardman employees spent the day packing up 70 meal boxes to give out to the community. It's an effort well worth our recognition and praise!



In 2022, we **donated products or money to over 20 separate organizations** that address food insecurity issues.

Photo credit, Aubrie LeGault.

STRENGTHENING OUR CULTURE OF CONNECTION



Moving the needle on our Stewardship goals requires fostering a sense of purpose with our employees, empowering them to enact change where it's needed. To nurture that sense of purpose, we're building a culture of connection and collaboration where employees feel free to speak up, share their values and reach out across departments to solve problems.

SKILL BUILDING WITH THE TILLA-LEADERSHIP PROGRAM

The work environment within our facilities is already quite demanding; supervisors must oversee worker safety, food safety, quality and more. As such, other skills like coaching, building engagement and trust, and managing change can often be overlooked in favor of the day-to-day operations. But in 2022, we established a new in-house development program equipping our supervisors with those exact skills. Making these skills a priority will help put more of TCCA's values into practice within our facilities and empower more people within the organization to be agents of change.

FULFILLED EMPLOYEES

90%

of supervisors, leads and manager sponsors have completed the program so far.

Supervisors who complete the program are then encouraged to "teach" the model themselves as well as give advice to other leaders trying this model for the first time.

“

I found the Tilla-Leadership program to be very insightful when leading a team of 28 people. Learning about the situational leadership model and getting to put that into use helped me understand where my employees were at on the grid and understand their needs for direction. This helped me give better direction and more individualized attention based on that employee's needs.

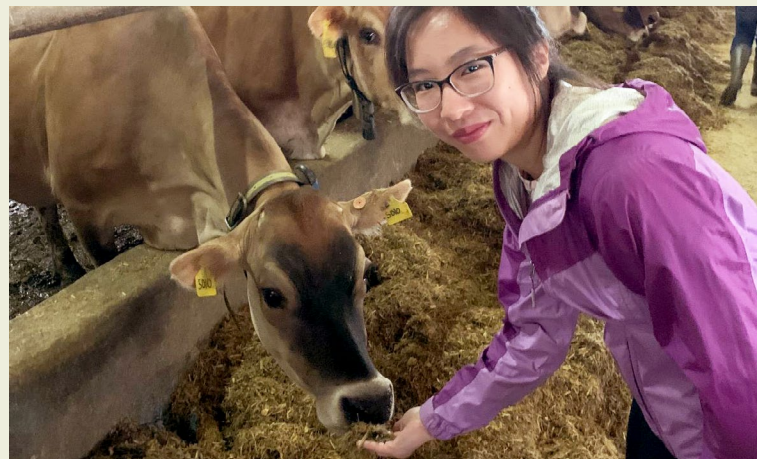
— JEANNETTE ARRABIT, TECHNICAL SERVICES SCIENTIST, TCCA



MEET THE NEXT GENERATION OF TILLAMOOK TALENT

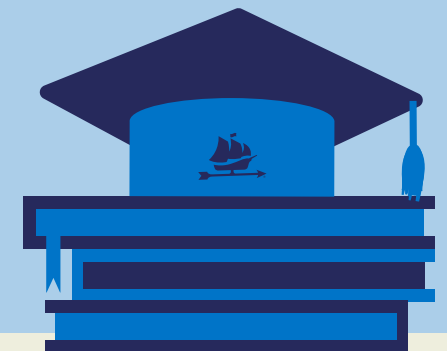
The key to a thriving organization is fostering a new generation of dairy lovers who are invested in our company culture. Every year we invite graduate and undergraduate interns to join us for a 10-week summer internship program that touches on every aspect of our production. From farming to packaging to (of course) product tasting, our 2022 interns got an up-close look at the hard work that goes into making TCCA such a special place to work.

To help these future professionals understand different areas of our business, we invited them to Tillamook for farm tours and a trip to our Creamery visitors center. One of our recent interns from the 2022 class, Rowena Paz Norman, joined the TCCA Strategic Planning Team this year full-time.



LEARNING ON THE JOB WITH TILLAMOOK BAY COMMUNITY COLLEGE

We introduced a unique program in 2022 in partnership with Tillamook Bay Community College (TBCC). The Tillamook Creamery Work-Study Program is a full-time position at The Creamery that simultaneously pays for two years of tuition and books at TBCC. Like a residency in medical school, the students work with a Creamery manager mentor for the duration of their two-year program to learn the ins and outs of our entire operation. In addition to a quality education at TBCC, the three students in this inaugural program get robust, on-the-job experience in retail, hospitality, food and beverage and operations, as well as a laptop to use throughout the program.



MAKING OUR VALUES KNOWN ACROSS THE COUNTRY

We reached an incredible milestone in 2022: Tillamook® products now have a home in 1 in 4 American households. With so many first impressions happening every day, it's crucial to demonstrate our values. Stewardship is a huge part of that introduction to cement our place in the hearts (and stomachs) of fans. One of the ways we're doing that is by bridging the gap between farms and food lovers so they have a better understanding of how their food is made.



CONNECTING THE DOTS BETWEEN COW AND CONSUMER

It's no secret that people are less connected to how their food is made than ever before. Even well-informed consumers still have an outdated view of a dairy farm. While you won't find many rusty windmills or antique red tractors, a dairy remains a close community of people who are using technology to expand the way they care for animals and the environment.

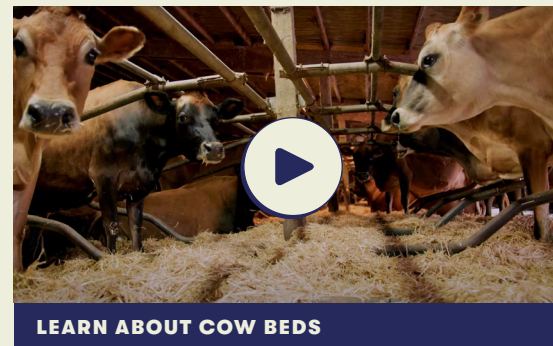
Part of our responsibility as good stewards of animals is to show people what life looks like on a dairy farm. Visitors to The Creamery and [Tillamook.com](https://tillamook.com) are greeted by videos showing the daily life of cows, from getting milked by robotic milkers on their own schedule to resting on extra comfy bedding when they aren't grazing. In 2022, we took nearly 300 TCCA employees, partners and customers along on 24 separate farm tours to see what exceptional cow care looks like up close. We also took employees on tours of [Threemile Canyon Farms](#), TCCA's milk supplier and partner of over 20 years. Treating cows well is a source of immense pride, and by making our operations more visible, we're able to show the world how much these animals mean to us.

“

There are so many people who still have that storybook image of what a dairy farmer is supposed to look like — you know, straw hat, coveralls, straw sticking out of their mouth. We can show that that's not the case. Many of our larger farms have someone dedicated to calves. They have people dedicated to milking cows. They have a herd manager monitoring cow health. This allows the farm to provide really individualized, specific care from employees trained for that task.



— CHANDRA ALLEN , SENIOR MEMBER RELATIONS & COMMUNICATIONS SPECIALIST, TCCA



LEARN ABOUT COW BEDS



LEARN ABOUT ROBOTIC MILKERS

GOING BIG WITH ALL FOR FARMERS AUCTION

When we began our partnership with American Farmland Trust (AFT) in 2020, farmers across the country were in dire straits. Closed restaurants, altered distribution networks and uncertain economic conditions meant fields went unharvested, forcing an industry that already operates on thin margins well into the red. Many of these challenges remain, which is why we continued the All For Farmers campaign and commitment to AFT for a third year.

In 2022, we pulled out all the stops to do right by the future of farming. We created an online auction for Tillamook superfans to bid on big-ticket, uniquely Tillamook items, like one of our VW Yum Buses and a fridge full of cheese, and together with our fans, we've been able to extend a much-needed boost to farmers all across the country. In addition to the auction, we continued our commitment to underwriting AFT's Brighter Future Fund to ensure every dollar raised from the auction would go straight to farmers. Through the auction and our \$250,000 underwriting of the programs, AFT has been able to raise an additional \$1.2M for farmers over the past few years.

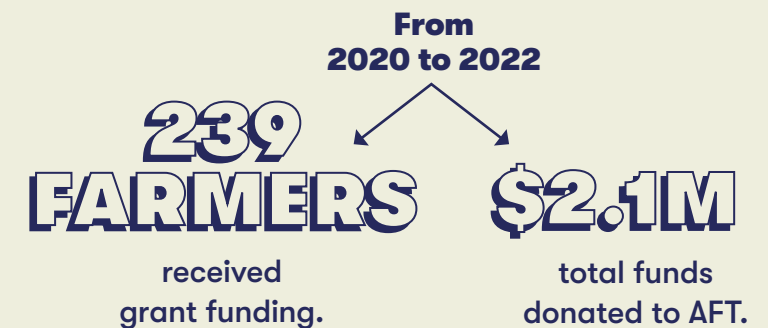
WOMEN FOR THE LAND PROGRAM

In addition to our All For Farmers campaign, TCCA donated \$10,000 in matching funds for AFT's Women for the Land program.

This project, funded by an Oregon Natural Resources Conservation Service (NRCS) Conservation Innovation Grant, brings learning circles to women ranchers in Northeast Oregon, giving them the tools they need to build resiliency for their land and ranching operations in the face of a changing climate.



Our All For Farmers campaign has done more than simply raise awareness of the precarious nature of our food supply. It also helped farms across the country survive — and in some cases, even thrive.



ADDRESSING FOOD INSECURITY WITH FOOD BANKS ACROSS THE COUNTRY

Entering a new market is always an exciting time for TCCA, not just because we get to share our products with new families. Each new market is also an opportunity for us to showcase our Stewardship and give back to the communities that welcome us. We worked with Feeding America to make connections with local feeding organizations in Illinois, resulting in a new partnership with the Northern Illinois Food Bank. Setting up this partnership allows us to do good as we grow by feeding underserved communities in and around Chicago, while also reducing the amount of product that could go to waste.



70,000 LBS

of product totaling \$190,509 donated in 2022 to Northern Illinois Food Bank.

“

Since initiating our partnership in November of 2021, Tillamook has provided over 70,000 lbs of premium dairy products. These donations have helped us provide our neighbors facing food insecurity with butter, cheese and cream cheese. We are so grateful to the entire Tillamook team for their commitment to Stewardship and for providing us with high-quality, in-demand dairy for our 13-county service territory.



— JACOB LAMPLOUGH, DONOR DEVELOPMENT MANAGER,
NORTHERN ILLINOIS FOOD BANK

SCORECARD

● 90-100% of target

● 50-89% of target

● 0-49% of target

METRIC	EXPLANATION	2020	2021	2022	TARGET	RESULTS
HEALTHFUL COWS						
FARM/Validus Program Participation	Percent participation of total milk supply	100%	100%	100%	100%	●
Somatic Cell Count	Percent of total milk supply below 200k somatic cell count	75%	83%	85%	100%	●
INSPIRED CONSUMERS						
Supplier Traceability	Percent participation in Stewardship Supplier Engagement Program covering suppliers, contract manufacturers and milk supplied to Tillamook and Boardman facilities	46%	64%	71%	100%	●
ENDURING ECOSYSTEMS						
Air Emissions – Ammonia	Percent of milk lbs entering Tillamook and Boardman facilities between 8 and 14 mg/dl Milk Urea Nitrogen (MUN)	98%	91%	98%	100%	●
GHG Emissions	Scope 1 & 2 emissions: absolute MT CO ₂ -eq emitted vs. current year target (MT CO ₂ -e) ³	47	39	40	<42	●
	Scope 3 emissions: absolute MT CO ₂ -eq emitted vs. current year target (MT CO ₂ -e) ³	1,610	1,337	1,474	<1,517	●
Energy Use	Percent YoY change in total MMBtu of energy used, normalized by milk pounds received	-8%	1.3%	2.5%	-1%	●
Waste Diversion	Percent of waste diverted from landfill ⁴	52%	32%	45%	90%	●
Water Consumption	Percent YoY change in total gallons of water consumed, normalized by milk pounds received	-12%	3.3%	0%	-1%	●
FULFILLED EMPLOYEES						
Employee Benefits	Percent of employees utilizing benefits	88%	89%	92%	80%	●
	Percent of employees participating in 401(k) plan with safe harbor match	94%	96%	96%	90%	●
	Percent of employees participating in 401(k) plan with safe harbor match (under age 35)	91%	94%	99%	90%	●
Employee Opportunities	Percent of employees internally promoted	14%	13%	15%	13%	●
Employee Retention	Percent employee retention	82%	78%	74%	75-85%	●
Gender Balance	Percent female/male at Manager level and above	44%/56%	43%/57%	46%/54%	50% /50%	●
Living Wage	Percent of full-time employees receiving a living wage ⁵	100%	100%	100%	100%	●
Overall Employee Engagement	Overall employee engagement score, based on results of annual survey ⁶	93%	88%	No Survey in 2022	75%	
Workforce Diversity	Percent of employees of color, racially or ethnically diverse	26%	28%	29%	30%	●
ENRICHED COMMUNITIES						
Community Investment	Percent of our earnings invested in our communities	13%	8%	5%	4%	●
Employee Volunteer Hours	Number of hours volunteered in our communities	8,516	1,576	2,630	3,000	●

For more information, see our [2022 GRI Content Index: Issue Briefs & Data](#).

TCCA is committed to large-scale sustainability initiatives at the regional, national and global levels. Our Key Performance Indicators are aligned with and inspired by the United Nations Sustainable Development Goals, the Dairy Sustainability Framework Global Criteria, the Innovation Center for U.S. Dairy Stewardship Commitment and the National Milk Producers Federation FARM program.

GRI ISSUE BRIEFS

For a more detailed approach to what matters most to us, see our GRI Issue Briefs:

- [Animal Welfare](#)
 - [Community Enrichment](#)
 - [Economic Performance](#)
 - [Energy, Emissions and Climate Change](#)
 - [Food Safety and Product Quality](#)
- [Occupational Health and Safety](#)
 - [Our Culture](#)
 - [Packaging](#)
 - [Responsible Sourcing](#)
 - [Waste](#)
 - [Water and Effluents](#)

GRI CONTENT INDEX & COMPREHENSIVE DATA

[A detailed look at our GRI alignment and comprehensive data.](#)



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ENDNOTES

1. Analysis conducted on participating TCCA farms provides carbon stock estimate for 30cm soil depth. The sample design parameters for the study were a confidence level of 70% and a margin of error of 10% for 84% of the total acreage sampled. The remaining 16% of the acreage sampled had sample design parameters of 90% confidence with 10% margin of error.
2. Continental U.S. and Mexico data values are for the soil depth of 0-30 cm. Graphical data presentation and data range values provided by Oak Ridge National Laboratory — Distributed Active Archive Center (Comparative Soil Organic Carbon for Mexico and USA | ORNL DAAC News).
3. In previous years we had a target of -4.1% in year-over-year emissions goals. This has been replaced with annual targets for annual emissions that are on a 2020 to 2030 glide path to align with our climate action targets.
4. Our waste diversion performance accounts for solid and non-hazardous materials generated across our operations, following True Zero Waste protocols. Percentages shown for 2020 and 2021 differ from previously reported due to improved data management. TCCA also diverts a significant amount of liquid waste to anaerobic digestion. If included, diversion rates would be 62%, 65% and 68% for 2020, 2021 and 2022 respectively.
5. Living Wage KPI shown is for all full-time employees; for all employees, including part-time, the KPI is 99%. Individual Living Wage as calculated by work location using the MIT Living Wage Calculator. The calculation follows the guidance and extra wage components as outlined in protocols developed by B Lab.™
6. Employee Engagement Survey is scheduled for 2023; therefore, no results are shown for 2022.

Tillamook 2022 Stewardship Report published in March 2023.