



Welcome to our Co-operative

NOVEMBER 2020



Dairy for life

Kia Ora

Here at Fonterra we love working together and doing good things. We're proud of what we create every day. We hope you enjoy being part of our Co-op.

It's exciting to have you on board

The first day on the job can be a bit daunting. From meeting your team, getting your pass to finding a coffee – it can be a little overwhelming!

So, we've pulled together a one-stop shop on our Co-op to help you with who's who in the zoo and where you can find all the stuff you need to know.

We love dairy. You could say milk runs in our veins. For over 100 years, farming has been our life and our passion, and we're excited to have you join our Co-op.

Throughout this pack is loads of useful stuff to help you settle in at Fonterra. We're looking forward to your valuable contribution as we work together to create goodness for generations to come.



A word from Miles

Nau mai, Haere mai, welcome to the team

A warm welcome to our Co-op and congratulations on your new role - it's great having you on board. You join a brilliant team of passionate people who are proud of the goodness they create every day.

Developing our teams, and building exciting careers and opportunities is extremely important to me. My own journey with Fonterra started 19 years ago and has spanned four continents. I've enjoyed every minute of it - it's a great place to work.

Your manager will be your first port of call for any questions you have but this welcome pack should be a good starter for ten.

It's been put together to help you get to know our Co-op a bit more — why we exist, how we work together and what we do.

I want you to make a real difference to our Co-op and I believe that means asking – how can I be true to our purpose, live our values and deliver to our strategy? If we're all doing this, we'll be helping our Co-op and our customers be successful and contributing to our local communities too.

As you find your feet in these early days in our Co-op, I encourage you to be curious, ask lots of questions and learn as much as you can from those around you. Building relationships and staying connected to one another is fundamental to our Co-operative spirit.

Welcome again and I look forward to having you on board.

Miles

Who we are

You've probably googled us, but here's a quick recap.

We're a New Zealand-based dairy Co-operative bringing together over 10,000 farmers to care for people and the land through generations.

We're a big believer in team work and that we're stronger together. We bring together the creativity, know-how and hard work of over 10,000 farmers to care for people and the land.

We're built on the legacy of thousands of dairy men and women who've taken their milk to the world to feed and nourish millions of people for over a century.

We were first formed way back in October 2001, after two of New Zealand's largest dairy co-operatives – the New Zealand Dairy Group and Kiwi Co-operative Dairies – came together with the New Zealand Dairy Board.

Today, more than 85% of our milk comes from the New Zealand farmers who own us. We're proud that we're a Co-op from Aotearoa New Zealand and celebrate that every day. Our dairy comes from open, green pastures where farmers care for their animals, and are closely connected to their land and local communities. We reckon that makes our dairy the best in the world.

From our home in New Zealand, we make high-quality dairy ingredients, foodservice and consumer dairy products that are then sold into 138 countries around the world.

Global data

We're built on the legacy of thousands of dairy men and women who've taken their milk to the world to feed and nourish millions of people for over a century.

20,278
EMPLOYEES

\$20.975B
REVENUE

47
MANUFACTURING SITES¹

6.7%
RETURN ON CAPITAL

For our full financial results, please refer to our Annual Report: www.fonterra.com/annualreport2020

¹ This is the number of manufacturing sites under Fonterra management control at the end of FY20

Grass to Glass



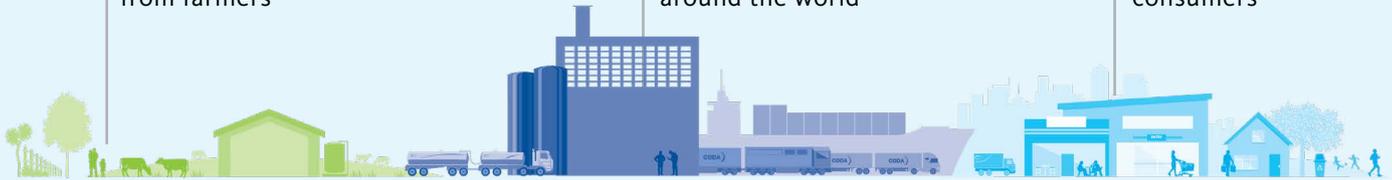
We source raw milk from farmers



To make and distribute nutrition around the world



As ingredients for foodservice and consumers



We stand shoulder to shoulder with our farmer owners. They trust us with their milk and we work hard to treasure every drop.

If milk runs in our veins, then our farmers are our heart.

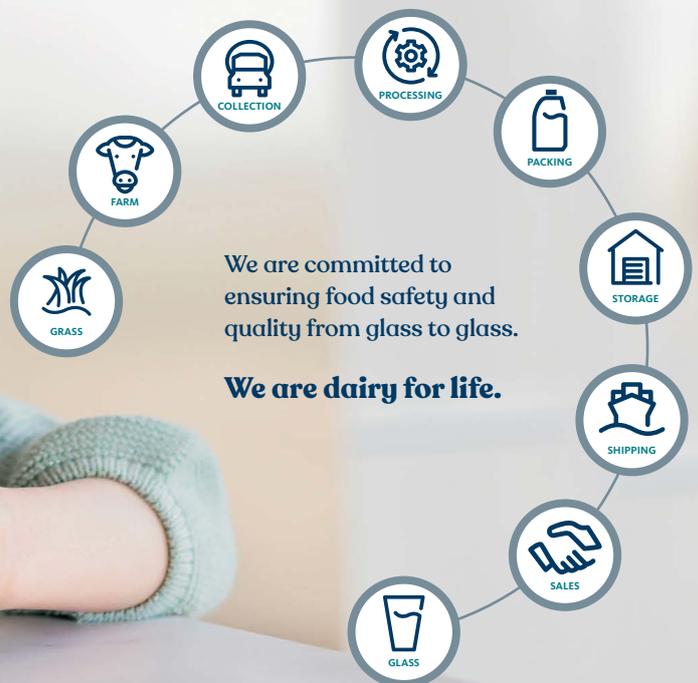
We stand shoulder to shoulder with our farmer owners. They trust us with their milk and we work hard to treasure every drop.

We take that milk from cow sheds around New Zealand and turn it into amazing products, like award-winning cheeses and medical proteins. It's quite a journey from grass to glass.

But we'd be nothing special without our farmers. They get up at 4.31am every day of the year to milk their cows and provide our Co-op with the best dairy in the world. They work the land, care for their cows and give back to their communities.

We encourage and support our farmers be the best they can be, to put the best environmental management practices at their fingertips and help them improve profitability and resilience on-farm.

We're committed to leaving things in a better way than how we found them for future generations to come. We know our farmers, customers and our communities are looking for products that are sustainably produced. They want to make choices for the future where people and the planet are cared for and protected. And so do we.



Good Together

This is our guiding philosophy that brings together our purpose, values and strategy. These are the foundation of our Co-operative and can be summed up in two simple words – Good Together.

It brings together the best of who we are and what we do. It is the lens through which all our behaviours, decisions and choices need to be made.

We need to start asking ourselves each day 'how does what I am doing deliver on Good Together?' and be clear on how this goes from words on a page to simply just what we do and how we show up every day.

We are good people, doing good things.

You, me, us together. Tātou, tātou.

OUR PURPOSE is why we are Good Together

Our Co-operative,
Empowering people
To create goodness
for generations.
You, me, us together
Tātou, tātou

Our Co-operative is our pride, our passion, the essence of who we all are as one.

Empowering people is how we help each other reach our full potential.

To create goodness for generations is the positive impact we make to lives here, and around the world through our product and know how.

You, me, us together is our fundamental belief that we all matter – and through diversity of thought we're good together.

Tātou, tātou connects us all spiritually and emotionally with our unique Aotearoa New Zealand heritage. In Te Reo, it means "we are one, all of us together, and we will be forever connected."



Good Together

OUR PURPOSE

OUR VALUES

OUR STRATEGY



OUR VALUES are how we are Good Together

Tātou, tātou. We're a Co-operative. And we're here to create Good Together.

The good we create? It's for people and place. Through manaakitanga and kaitiakitanga. For today, and tomorrow. To leave things better than we found them.

We create good through who we are. Through how we think, act and feel.

Because we think differently and challenge boundaries. We do what's right because it feels right. And then we make it happen, together.

These are our values. Our values are us. Like us, they don't work on their own. They work together.

Our co-operative spirit. The embodiment of whanaungatanga is what binds us, and connects us to people and place.

Tātou, tātou. It's how we create Good Together.

Do what's right

We act with care, empathy and respect and we hold ourselves and others to high standards.

Co-operative spirit

We pitch in and work as one connected team to create goodness together.

Challenge boundaries

We are progressive, open-minded and always eager to uncover new ways of working to benefit everyone in our Co-op.

Make it happen

We deliver on our commitments and live all our values in everything we do.



OUR STRATEGY is what we do to deliver on Good Together

Our simple aim is to create greater value for our farmers, customers, consumers and our communities through three simple goals – Healthy People, a Healthy Environment, and a Healthy Business.

That's why we'll prioritise New Zealand milk, and do what we do best. Even in our fast-changing world – people everywhere still want high-quality dairy that's good for them, and the planet.

We'll keep driving innovation to develop the nutritional value of our milk, while focusing on our main growth areas: Core Dairy (cheese, butter, cream, milk), Foodservice, Paediatrics, Sports & Active and Medical & Ageing.

Our scale, our smarts, and our insights, will power our approach to safety, quality and efficiency.

And together we will continue to be sustainable in everything we do from farm through to customer, which is good for everyone.

How we work

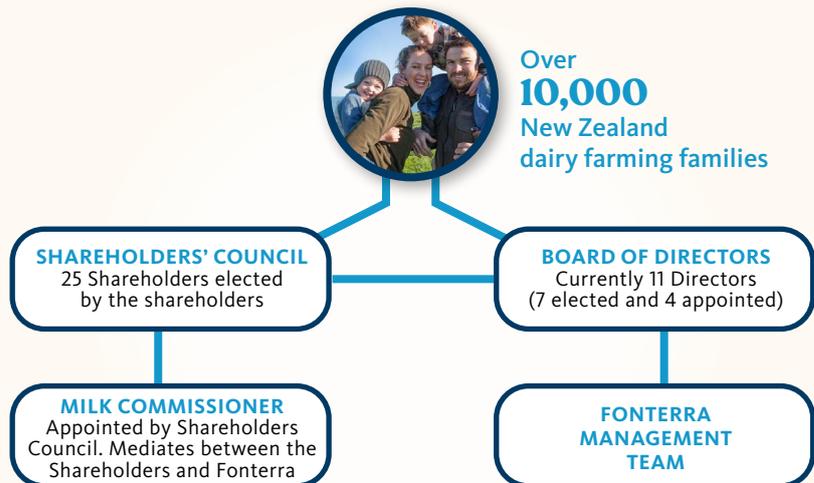
We're proudly a Co-operative. This means we're owned by our farmers (our members) who buy into Fonterra and agree to sell us milk. In return, we collect their milk from their farms and pay them for every drop of milk we collect (measured in kilogram of milk solids) and an annual dividend.

Being our owners puts farmers at the centre of our business. Everything we do is about delivering value and returns for them and their families.

Our governance structure helps us achieve this.

Our Co-op is governed by The Board of Directors who are responsible for the leadership and direction of our company. The Fonterra Shareholders' Council is an elected national body of farmer shareholders who represent the views of all our farmers. The Fonterra Management Team (often called FMT) is headed up by our CEO Miles Hurrell and is responsible for the day-to-day business operations.

Being our owners puts farmers at the centre of our business. Everything we do is about delivering value and returns for them and their families.



Our different teams

We have three regional customer facing sales and marketing business units. Our brands have natural regional homes within these and, as a result, are managed by the most relevant region. These business units are supported by four functions.

Regional Business Unit

APAC covers the wider Pacific, South and East Asia region and is home base for our strong consumer and paediatrics brands (Anchor, Anlene and Annum), foodservice brand (Anchor Food Professionals) and Fonterra brand.

AMENA covers Europe, Middle East & Africa, North Asia & the Americas and is the home of our NZMP brand along with our functional nutrition units specialising in sports and active lifestyles, and medical nutrition and healthy aging.

Greater China is a critical market for all our products and its importance is continuing to grow.

Enabling Functions

Office of the Chief Operating Officer (oCOO) is the single point of accountability for the functions that enable our regional teams to create more value through innovation, sustainability, manufacturing, supply chain scale and operation wide efficiency. It brings together strategy, category leadership, innovation, global

sustainability, health and safety, food safety and quality, NZ manufacturing, global supply chain, technical operations centre of excellence and IT. It leads the operation of facilities and the implementation of policies for these areas for all of New Zealand.

Office of the Chief Financial Officer (oCFO) ensures the Co-op is managed on a sound financial footing. It makes sure we have the money we need to pay our bills and that it's being spent wisely and according to our strategic priorities. It also includes Central Portfolio Management which helps ensure our Co-op consistently allocates our farmers milk to the most valuable products and customers.

Co-operative Affairs focuses on policy and governance, external stakeholder management which includes iwi, farmer and government relations, communications and legal.

People & Culture is the team responsible for delivering our people strategy, which includes attracting, developing and retaining the best global talent. The team is focussed on building a diverse and inclusive workforce that's highly-engaged and effective, while also investing in our employees to help them respond to the ever-evolving nature of work. People and Culture focuses on delivering shared tools, leadership capabilities and frameworks, and other 'core to co-op' people processes.

Meet the Fonterra Management Team [here](#).

Responding to what's important

ENGAGING WITH OUR STAKEHOLDERS

Taking into account the views and perspectives of our stakeholders, and building relationships, is critical to the long-term success of our Co-operative.

We consider our stakeholders to be those individuals or entities that are significantly impacted by our products and the activities required to source, make and distribute these or whose actions affect our ability to deliver our strategy.



Farmers

(Our farmer shareholders, sharemilkers, other supplying farmers and their employees)

We engage with our New Zealand farmer shareholders at meetings and roadshows, and through the formal governance processes of our Co-operative.

We also engage with farmers, sharemilkers and farm employees on an ongoing basis led by our Area Managers and Sustainable Dairying Advisors or equivalent.



NGOs

We engage with non-governmental organisations (NGOs) through collaboration and consultation on specific topics, (e.g. the New Zealand Nutrition Foundation on nutrition guidelines).



Iwi

We engage with Iwi around Aotearoa New Zealand as farmers, as partners and as Kaitiaki within their respective rohe (areas of influence).



Employees

We engage with our employees on an ongoing basis through our everyday interactions, regular engagement surveys and engagement with unions.



Customers & Consumers

(including unit holders, bond holders and banks)

We engage with our business-to-business customers on an ongoing basis through our account management teams and by sharing information through programmes such as SEDEX and CDP.

Our engagement with customers provides us with insight on their consumers and we engage with our own direct consumers through our service teams, email and social media, and consumer research.



Investors

We engage with our investors on a regular basis through updates, formal reporting and meetings coordinated by our Capital Markets team.

We also share information through this report and the Carbon Disclosure Project.



Central & Regional Governments

We engage with central and regional governments at many levels, coordinated through our Government and Stakeholders Affairs team. We also work in partnership on important issues such as climate change (Pastoral Greenhouse Gas Research Consortium), NZ Water (Department of Conservation), and children's wellbeing (Ministry of Social Development).



Vendors

We engage with our non-milk vendors on an ongoing basis led by our Group Procurement team.

For larger vendors the engagement includes regularly meetings managed by the Vendor Manager or Category Manager.



Rest of AMENA*

REVENUE (\$ MILLION)
3,322 FY19: 3,215

EMPLOYEES (FTE):
522 FY19: 520

MANUFACTURING SITES
3

RAW MILK COLLECTED
(MILLION LITRES)
0

China

REVENUE (\$ MILLION)
5,198 FY19: 4,352

EMPLOYEES (FTE):
1,625 FY19: 1,727

MANUFACTURING SITES
0

RAW MILK COLLECTED
(MILLION LITRES)
298 FY19: 279

Australia

REVENUE (\$ MILLION)
1,670 FY19: 1,776

EMPLOYEES (FTE):
1,276 FY19: 1,381

MANUFACTURING SITES
6 FY19: 7

RAW MILK COLLECTED
(MILLION LITRES)
1,383 FY19: 1,583

* AMENA - Represents ingredients, foodservice and consumer businesses in Africa, Middle East, Europe, North Asia and Americas (including Latin America)

1. Revenue from discontinued operations (\$693m in FY20) is excluded from this breakdown.

Rest of Asia Pacific

REVENUE (\$ MILLION)

5,881 FY19: 5,590

EMPLOYEES (FTE):

2,066 FY19: 2,170

MANUFACTURING SITES

4

RAW MILK COLLECTED
(MILLION LITRES)

11 FY19: 13

United States

REVENUE (\$ MILLION)

949 FY19: 931

EMPLOYEES (FTE):

86 FY19: 87

MANUFACTURING SITES

0

RAW MILK COLLECTED
(MILLION LITRES)

0

Total

REVENUE (\$ MILLION)

20,282¹ FY19: 19,255

EMPLOYEES (FTE):

20,278 FY19: 20,685

MANUFACTURING SITES

47 FY19: 48

RAW MILK COLLECTED
(MILLION LITRES)

19,130 FY19: 19,547

New Zealand

REVENUE (\$ MILLION)

1,658 FY19: 1,676

EMPLOYEES (FTE):

11,757 FY19: 11,732

MANUFACTURING SITES

29

RAW MILK COLLECTED
(MILLION LITRES)

16,901 FY19: 17,162

Latin America

REVENUE (\$ MILLION)

1,604 FY19: 1,715

EMPLOYEES (FTE):

2,946 FY19: 3,068

MANUFACTURING SITES

5

RAW MILK COLLECTED
(MILLION LITRES)

537 FY19: 510

What we make

We're behind brands known and loved by hundreds of millions of people in more than 138 countries.

Our portfolio of well-known brands includes Anchor™, Annum™, Anlene™, NZMP and Farm Source.

Made using trusted processes and the highest quality natural dairy, our brands are loved by consumers in New Zealand, and around the world.



Our appetite for innovation

We love making exciting new products and doing cool things with dairy.

We innovate from grass to glass. Whether it's milk products that support heart health and mobility, high protein sports nutrition or extra stretch mozzarella cheese, we make superior dairy nutrition accessible to everyone, at every stage of life.

Our Fonterra Research and Development Centre in Palmerston North, New Zealand, is where the magic happens. We employ more than 280 researchers, engineers and scientists with more than 130 PhDs. We've also got innovation centres in Australia, Malaysia, Chile and Brazil, where we help create new products to meet changing consumer needs.

Did you know?

Milk is a natural source of many of the valuable nutrients people need. It's the richest natural food source of bio-available calcium and contributes many other essential nutrients including protein, vitamin A, riboflavin, vitamin B12 and zinc.

Looking after our world

A sustainable future for our Co-op is part of everything we do – it's how we create long-term value for future generations. You'll never find a more passionate bunch of people who want to make the world a better place.

We're working together to improve how we do things so we can make a positive impact in the world. We dairy in a way that cares for people, animals and the land, and brings value to our communities.



Our Way Forward

Our Purpose

Our Co-operative,
Empowering people
To create goodness for generations.
You, me, us together
Tātou, tātou

Our Values

Co-operative
spirit

Do what's
right

Challenge
boundaries

Make it
happen

Demand for dairy will
remain strong. Changing
global trends support this.

Sustainability

Naturalness

Out of Home

Healthy Living

Authenticity & Provenance

Our Strategy

We will match our unique strengths to customer needs,
creating sustainable value from our farmers' New Zealand
milk by focusing on:

Innovation

To create superior value
for our customers and our
Co-operative

Sustainability

To do what is right for the
long term good and meet
consumer and community
needs

Efficiency

Unlock greater value
from our scale efficiency
and focus on
execution

We will prioritise investment where we can deliver sustainable value:

CORE DAIRY – FOODSERVICE – PAEDIATRICS – SPORTS & ACTIVE – MEDICAL & AGEING

Our Goals

For a Sustainable Co-operative

Healthy People

Value nutrition
Strong relationships
Supporting communities

Healthy Environment

Lower footprint
Zero waste
Restoring nature

Healthy Business

Sustainable pay-out
Return on capital
Reliable dividends

The future of our Co-op is in our hands. Tātou, tātou

Healthy people

We are working together to care for people and make a positive impact on society.

Our products help people eat balanced diets and we're using our scale and know-how to respond to people's changing needs, attitudes and lifestyles.

We're looking after people's safety and wellbeing, providing employees with development opportunities and supporting the communities we live and work in. It's all part of making sure dairy plays its part in a sustainable food system.

He aha te mea nui o te ao
He tāngata, he tāngata, he tāngata.
What is the most important thing in the world?
It is people, it is people, it is people.

KEY ITEMS FY20

HEALTHIER NUTRITION

We've released reformulated versions of two products: Fresh 'n' Fruity yoghurt with 40% less added sugar; and Anchor CalciYum flavoured milk with 30% less added sugar.

FOOD SAFETY CERTIFICATION

100% (up from 92%) of our manufacturing sites are independently certified to a leading food safety management system.

GENDER PAY

Gender pay ratio (F/M1):
New Zealand 0.96 / Australia 0.95 (mean)
New Zealand 0.96 / Australia 0.96 (median)

WELLBEING

GoodChat wellbeing programme rolled out - We held 51 calls by year end with 2,983 participants to give a staff a chance to share stories and experience globally and connect with each other during isolation.

RAINBOW TICK

Diversity in the work place is important to Fonterra, which is why we're proud to have been awarded the Rainbow Tick this year.

HELPING COMMUNITIES

Two million litres of ethanol supplied for hand sanitiser during Covid-19.

Families all over the world trust us to make safe, high-quality food. We take that responsibility very seriously and everyone in our Co-op plays a role in keeping our food safe.

You can read more [here](#).



Healthy environment

We are working together to achieve a healthy environment for farming and society.

By looking after land, water and animals, and using resources wisely, we are finding a path to regenerate the environment. It's all part of our transition to a more sustainable way of dairying.

Tiakina te whenua i tēnei rā,
hei oranga tangata mō ngā rā e heke mai nei.
Caring for the land today,
so that the land cares for us tomorrow.

KEY ITEMS FY20

FARM ENVIRONMENT PLANS

34% of our farms in New Zealand have Farm Environment Plans tailored to their specific farm.

SUSTAINABLE WATER CATCHMENTS

We began our Living Water Partnership with the New Zealand Department of Conservation to identify innovative and scalable solutions that show dairying and freshwater can thrive together. 68% of Fonterra farmers are engaged with this partnership, and 40% are implementing freshwater improvement actions.

TRANSITIONING FROM COAL

We have switched from coal to wood pellets at Te Awamutu - this will reduce our coal use by almost 10%, which is equivalent to taking 32,000 cars off the road each year.

PACKAGING INNOVATIONS

Launch of CarbonZero Simply Milk and plant-based milk bottle products.



Healthy business

We are working together to deliver a sustainable business.

Through science and innovation we can respond to people's changing needs, attitudes and lifestyles to deliver a strong and stable payout to our farmers and a good return on capital for our investors. It's all part of ensuring our Co-operative is here for generations to come.

Nā tō rourou, nā taku rourou
ka ora ai te iwi.

With your contribution and my contribution,
we'll all thrive together.

KEY ITEMS FY20

DEBT REDUCTION

We significantly reduced our economic net interest-bearing debt, down \$1.1 billion from FY19.

RETURN ON CAPITAL

Our return on capital is 6.7%, up from 5.8% in FY19.

REPORTED PROFIT AFTER TAX

Our reported profit after tax is \$659 million, up \$1.3 billion from the previous year.

DIVIDEND RECOMMENCEMENT

Following improved financial performance, we were able to pay a 5c dividend to all shareholders after a break in FY19.

Each year we publish an independent Sustainability Report which highlights key initiatives and our progress. It's part of our commitment to producing dairy nutrition in a way that cares for people, animals and the land, and brings value to our communities.

It's worth a read.

Check out the 2020 Report [here](#).

You can also join the conversation about sustainability in our employee MilkyWay group.

What it's like to work here

People are the lifeblood of our Co-op. Each of us has an important part to play in helping our Co-op create goodness for generations to come. This means empowering others to be at their best.

Staying connected

From day to day conversations to sharing news to community polling, our MilkyWay intranet has powerful applications and boundless aspirations. It's the best place to find useful tools and information, read the daily stories about incredible things our Co-op is up to and where key business info is stored.

Through MilkyWay you can connect with like-minded employees on your areas of work or interest. We have social groups for everyone – from Māori and Chinese cultures, volunteering, rainbow community, diverse-ability, women at work, sustainability, human rights and photography to name a few. You can post stories, ask questions and tag your mates.

Learning and development

We're big fans of learning and developing, and you'll want to take advantage of every opportunity while you're at Fonterra. There are heaps of resources and tools you can use to grow in your field or branch into others.

We want to empower our people to create goodness and we do this through a focus on continuing development. At your fingertips is a range of experiences to grow your expertise and leadership skills, such as on-the-job activities and projects, on-demand digital resources and courses, to more formal education programmes.

Here's just some of the ways we're able to support your development.

elearning

MY FONTERRA is our global elearning platform that allows you to select relevant learning online, launch eLearning courses, view your history and browse learning catalogues for development.

Online learning

Degreed is an online social learning platform that gathers relevant content to help you develop yourself online. It includes articles, videos, podcasts, books and courses for you to peruse and you can comment, rate and collaborate.

Learn on the job

A new initiative 'amp' helps employees to develop their careers by spending up to a third of their time on projects outside their day jobs where they have a special interest or particular skill. It is powered by a web-based app where you can build your profile and match your expertise to listings on internal projects.

Formal programmes

We also offer formal qualifications through development programmes such as DAIRYCRAFT, in partnership with Primary Industry Training Organisations.

Helping you learn and grow

MY FONTERRA is our global online tool for employees, teams, and leaders to track your performance, development, talent and succession processes as well as your learning. When you start, update your profile in MY FONTERRA so we can learn more about your experience and interests and support you to find further opportunities to grow and develop.

Having your say

MySay is our employee engagement programme. Twice a year you'll be asked to participate in a survey to gauge how you feel about working at Fonterra. We use this to make improvements to the ways we work together to make this a great place to work.



Values in Action Awards

You'll discover pretty quickly that Fonterra is full of good sorts who go above and beyond their day roles to achieve incredible results. The Values in Action Awards are an annual opportunity for us to recognise those employees. The awards recognise individuals and teams across the world, and there's even a People's Choice Award. It's just one of the ways we say 'great job' and 'thanks' for demonstrating a commitment to our values.

Rewards and Benefits

To help us attract and retain the best people, we want to make Fonterra a great place to work. We offer many different career opportunities to create a rewarding environment for us to work together. We offer a range of benefits, many are dependent on which country you live in so we reflect market practice and/or comply with local legislation.

Culture of Care

We want all our people to be healthy, lead a balanced life and go home safely from work every day. With thousands of employees, contractors and farmers around the world interacting with the public every day, ensuring they're happy and healthy is fundamental to our business and essential to our long-term success.

Take a moment to read our [Health, Safety and Wellbeing Policy](#).

We have zero tolerance of discrimination, harassment or bullying of any kind. Our Way We Work Code of Business Conduct sets clear expectations for how we act and behave. It helps ensure that, no matter where we work, we all have a common understanding of what it means to do

what's right and maintain the highest ethical standards at all times.

Check out the [Way We Work Code of Business Conduct](#).

Diversity & Inclusion

A diverse Co-op is a strong Co-op. We want to attract, develop and retain the most diverse group of talented individuals we can. That means creating an inclusive culture so everyone can bring their best selves to work every day.

Across our global workforce, our focus is on ensuring equal opportunities for all to support our diversity and inclusion goals. This includes reducing gender pay gaps, working to increase the proportion of women in senior leadership roles, and actively driving engagement with iwi in New Zealand and multicultural community groups globally. We have a Rautaki Māori (Māori strategy) to build Māori capability and forge stronger relationships with groups representing the interests of the indigenous Māori people of New Zealand.

Embedding diversity and inclusion is the right thing to do. Diverse and inclusive teams allow us to think and act differently, help us do things better, smarter and faster, and anticipate the needs of our diverse customers and communities. We're proud of our Gender Tick and Rainbow Tick accreditations, and welcome talking to you about your flexible working requirements.

Have a read of our [Diversity and Inclusion Policy](#).



Where to find stuff when you start

Below are some internal resources you'll find useful in your first few weeks with our Co-operative. Please note: you will require network access to be able to access these resources.

Our intranet – MilkyWay

MilkyWay features news and social groups like 'The Paddock' to help you learn more about our Co-op. Feel free to check out [MilkyWay](#) and get chatting with colleagues across the Co-op.

If you have a Fonterra computer, MilkyWay will be set as your home page. You can also access it from a Fonterra mobile phone via the Company Portal.

One stop shop - People Place

[People Place](#) is your home for all the information you need as an employee – such as onboarding, benefits, values in actions awards, MySay and learning and development information.

[MYFONTERRA](#) is our global HR system. It includes information on your employee file, performance, and learning modules.

Fonterra brand assets - Brand Central

[Brand Central](#) is the place to find digital assets, guides, and information for all of Fonterra's Brands. For any Fonterra brand related questions, please email brand.central@fonterra.com

Our IT systems

Go to [MyIT](#) to ask a question or raise an IT issue.

Our policies and procedures

Find summaries of our [Group Policies](#).

Familiarise yourself with 'PPL' – our [Policy & Procedure Library](#).

Our corporate website

www.fonterra.com

