

Results, targets and value creation 2019

	Target 2019	Result 2019	Result 2018	Target 2020	Target 2022
Safe products	< 0.25% product quality complaints per 1,000 tonnes of product.	0.31 % product quality complaints per 1,000 tonnes of product.	0.25% product quality complaints per 1,000 tonnes of product.	< 0.25% product quality complaints per 1,000 tonnes of product.	< 0.20% product quality complaints per 1,000 tonnes of product.
No customer complaints	See above.	See above.	See above.	See above.	See above.
Reducing energy consumption during production	24.5% less energy use per tonne of product in comparison with 2005.	21.3% less energy use per tonne of product in comparison with 2005.	19.5% less energy use per tonne of product in comparison with 2005.	30% less energy use per tonne of product in comparison with 2005.	34% less energy use per tonne of product in comparison with 2005.
Transparency with regard to sustainability goals and results	In the top 10 of the Transparency Benchmark in the 'Food and Drink' sector'.	8th place in the 'Food and Drink' sector.	No ranking was made in 2018.	There will be no ranking in 2020.	Rise in the number of points or at least retain ranking in the sector.
Reducing the environmental impact of packaging	Launch project with suppliers to make one of our packaging products more sustainable.	Talks are held within the chain.	Made preparations to launch a project with customers and/or suppliers in 2019.	Launched a project for sustainable packaging with one of our customers and/or suppliers.	Launched 3 projects for more sustainable packaging.
Reducing the greenhouse gas emissions of dairy farming	<ul style="list-style-type: none"> • 10% of the dairy farmers generate >50% of their electricity consumption sustainably. • 70% use a maximum of 70 kWh per 1,000 kg of milk. 	<ul style="list-style-type: none"> • 15.1% of the dairy farmers generate >50% of their electricity consumption sustainably. • 71.6% use a maximum of 70 kWh per 1000 kg of milk. 	<ul style="list-style-type: none"> • 9.2% of the dairy farmers generate >50% of their electricity consumption sustainably. • 69% use a maximum of 70 kWh per 1000 kg of milk. 	<ul style="list-style-type: none"> • 10% of the dairy farmers generate >50% of their electricity consumption sustainably. • 70% use a maximum of 70 kWh per 1,000 kg of milk. 	Sector targets for 2020: <ul style="list-style-type: none"> • 20% reduction of greenhouse gases in comparison with 1990 and climate-neutral growth. • 16% production of renewable energy. • Improvement in energy efficiency by 2% per year in 2005-2020 (see www.duurzamezuivelketen.nl).
100% renewable energy for production	14.9% of energy consumption is renewable + carry out plan for climate-neutral production by 2029.	14.6% of energy consumption is renewable climate-neutral plan in 2029.	14.6 % of the energy consumption is renewable + plan for climate-neutral production by 2029 drafted.	14.9% of energy consumption is renewable + carry out plan for climate-neutral production by 2029.	18% of energy consumption is renewable.