



2023 STEWARDSHIP

# CORPORATE RESPONSIBILITY REPORT

---



# TABLE OF CONTENTS

---

01

---

GOVERNANCE STRUCTURE

---

09

---

COMMUNITY ENRICHMENT

---

02

---

FROM THE PRESIDENT

---

11

---

SUSTAINABLE SUPPLY

---

03

---

MATERIALITY TOPICS

---

13

---

THRIVING EMPLOYEES

---

04

---

MEANINGFUL PARTNERSHIPS

---

17

---

COMMITMENTS & TOTALS 2023

---

07

---

FOOD SAFETY & QUALITY

---



# GOVERNANCE STRUCTURE

**Nelson-Jameson, Inc. is a 4th generation family-owned company based out of Marshfield, Wisconsin. For 76 years, Nelson-Jameson has been a trusted source of food and dairy industry processing supplies.** Our commitment to service is unique; we know that there's more to a business relationship than just the supply of products. Our dedication to helping our customers produce safe, quality food is extended and ensured via a program of "Golden Rule" operation in daily business.

Nelson-Jameson, Inc., and its sister company (operated by common ownership) Next Logistics is a majority woman-owned company, comprised of three family owners. The owners engage a five-member advisory board of directors to direct company initiatives, policies, and goal planning. The board meets four times a year.

Along with our corporate office in Marshfield, Nelson-Jameson operates distribution centers in Turlock, California; Jerome & Twin Falls, Idaho; Amarillo, Texas; York, Pennsylvania; and a separate distribution center in Marshfield, as well. Nelson-Jameson & Next Logistics currently employ 260-plus employees across the United States.

Nelson-Jameson primarily serves food and dairy industry customers in the United States, but also serves some international customers focused on food quality and safety.

**66 GOLDEN RULE:  
SIMPLY TREATING OTHERS AS  
WE WOULD LIKE TO BE TREATED**

# FROM THE PRESIDENT



Since 1947, Nelson-Jameson, Inc. has operated as a “Golden Rule” company. This cultural tenet is defined as a focus on maintaining a culture of honesty, integrity, and kindness, with a commitment to operating ethically with respect for people, the community, and the environment. This simple, yet powerful, principle has spearheaded our success in establishing and maintaining relationships in the dairy and food industries. We approach these relationships as partnerships, supporting our customers in the shared mission of providing safe, high-quality food. Our operations do not exist in a silo – we aim to be exemplary corporate citizens that enrich our communities. And, of course, we strive to provide an environment for our employees that allows them to find fulfillment in both their professional and personal lives.

Within the past decade, we’ve built on this foundational culture with an enhanced effort to deliver the exceptional. We’ve expanded our Environmental, Social, and Governance (ESG) programs and operate with even greater sustainability. Through industry involvement with organizations like the Dairy Sustainability Alliance®, and through ongoing dialogue with customers, local leaders, and partners across the supply chain, we’re cementing an ESG framework based on industry best practices and community-specific needs. We are thankful to the diverse group of individuals who have helped inform our work as we formalize our ESG strategy in an even more impactful way.

On this note, **I am proud to welcome you to our first annual Corporate Responsibility Report, reflecting our dedication to ESG initiatives.** While Nelson-Jameson has long been at the helm of corporate ethics, service, and sound business practices, we know work still needs to be done. This report reflects our learning process, goals, and plan to move forward. We are grateful for the dedicated engagement of our employees – our greatest asset – who continue to push us into new realms of corporate responsibility.

Like our culture, our goals for this report are simple but powerful – we wanted to do this right, and we wanted to do this with authenticity. We have covered a lot of ground over the last two years, and we intend to continuously reflect and improve upon areas where we can be of the most service and that create the most benefit for our stakeholders, our communities, and our employees.

We thank you for being part of this journey with us, and we look forward to working together with customers, suppliers, educational institutions, industry trade associations, and others to keep this conversation going in a meaningful way.

A handwritten signature in black ink that reads "Mike Rindy". The signature is fluid and cursive, with a long, sweeping underline.

**Mike Rindy**  
President

# MATERIALITY TOPICS

Nelson-Jameson, Inc. conducts a materiality assessment every two years. As a wholesale distributor, we need to think specifically about our place in the supply chain, weighing both customer and supplier interactions. Doing so allows us to be more pragmatic in what areas to concentrate our efforts. We consult an array of key industry stakeholders, including customers, suppliers, industry organizations, and academic programs/institutions.

Based upon the results of that assessment, and through consulting numerous standards, we have structured our key areas of commitment and measurement referencing the United Nations Sustainable Development Goals. Those commitments are:

## Meaningful Partnerships



## Sustainable Supply



## Food Safety & Quality



## Thriving Employees



## Community Enrichment & Engagement



For more information on **UN Sustainable Development Goals**, visit: [sdgs.un.org/goals](https://sdgs.un.org/goals)



“

Nelson-Jameson has been committed to taking a comprehensive approach to the totality of ‘ESG.’ We want to authentically create meaningful targets that help us make a real impact, while also adding value in the supply chain for our customers to help them achieve their goals. We aim to be a business where our customers, employees, and other stakeholders can feel proud to be associated with a trusted partner and a force for good.

**Mat Bartkowiak**  
VP of Corporate Responsibility and Development

# MEANINGFUL PARTNERSHIPS

**Nelson-Jameson, Inc., was founded as a “Golden Rule” company in 1947. It’s been a simple, but effective, approach and continues to guide business today. We believe that a business can be a force for good for our industry, our employees, and our communities. Transactions are important for a business, but it doesn’t mean a company needs to be transactional in how it manages and grows relationships.**

We strive to create meaningful, lasting relationships with our customers, suppliers, and all other stakeholders in daily business: focused on mutual growth, development, trust, and security. The Nelson Family of Companies conducts business ethically and morally with honesty and fairness. We believe in building long-lasting relationships with our customers, suppliers, and other stakeholders that are built on ethics and sound business practices. Mutual respect helps to produce mutual growth and development in everything that we do. We pride ourselves on creating a culture of ethical and sustainable business practices. Training plays an important role in this. We utilize numerous different training opportunities to engage employees and build up knowledge including best practices. We target a 95% completion rate for yearly business ethics training across all employees, and provide a clear process for employees to comfortably report any concerns.



## Communication and training about anti-corruption policies and procedures

In our commitment to corporate stewardship, we take great pride in fostering strong connections and relationships with both suppliers and customers that span decades. We celebrate the robust ties we have cultivated over the years, recognizing that these relationships form the foundation of our success. Our

approach extends beyond longstanding partners, as we warmly welcome new suppliers and customers into our network, aligning ourselves with their goals for sustainable growth.

Central to our corporate stewardship is the establishment of clear and open communication channels, facilitating person-to-person connections that are essential to the integrity of our business. We place a premium on transparency, emphasizing the

importance of communicating effectively about our anti-corruption policies and procedures. Through comprehensive training initiatives, we ensure that stakeholders are well-versed in our commitment to ethical conduct, fostering an environment of mutual trust and shared values. Our dedication to these principles reflects our unwavering focus on responsible business practices and the long-term prosperity of our industry.





## Industry organizations & service

Integral to our stewardship strategy is active participation and membership in a diverse range of industry trade organizations. These associations serve as crucial hubs for sharing best practices, engaging in advocacy initiatives, and collaborating on vital subjects such as food safety, establishing of industry-leading standards, and collective efforts in environmental, social, and governance (ESG) initiatives. Our commitment extends to involvement in over 25 of these organizations, with key leadership roles, including board or committee service, within several notable ones. Among them are the **International Association for Food Protection, The Institute of Food Technologists, Wisconsin Cheese Makers Association, Wisconsin Lab Association, Intermountain Institute of Food Technologists, Dairy Sustainability Alliance, North Central Cheese Industry Association, Wisconsin Dairy Products Association, Innovation Center for US Dairy, and various others.** Through these affiliations, we actively contribute to shaping industry practices and driving positive change.



Wisconsin Section  
Institute of Food Technologists



WISCONSIN  
CHEESE MAKERS  
ASSOCIATION  
EST. 1891





# 67%

Industry Leader with a  
**67% Net Promoter Score**

## CUSTOMER SATISFACTION NET PROMOTER SCORE® (NPS)

.....

# 90%

**Customer Satisfaction  
Score** is 9/10

---

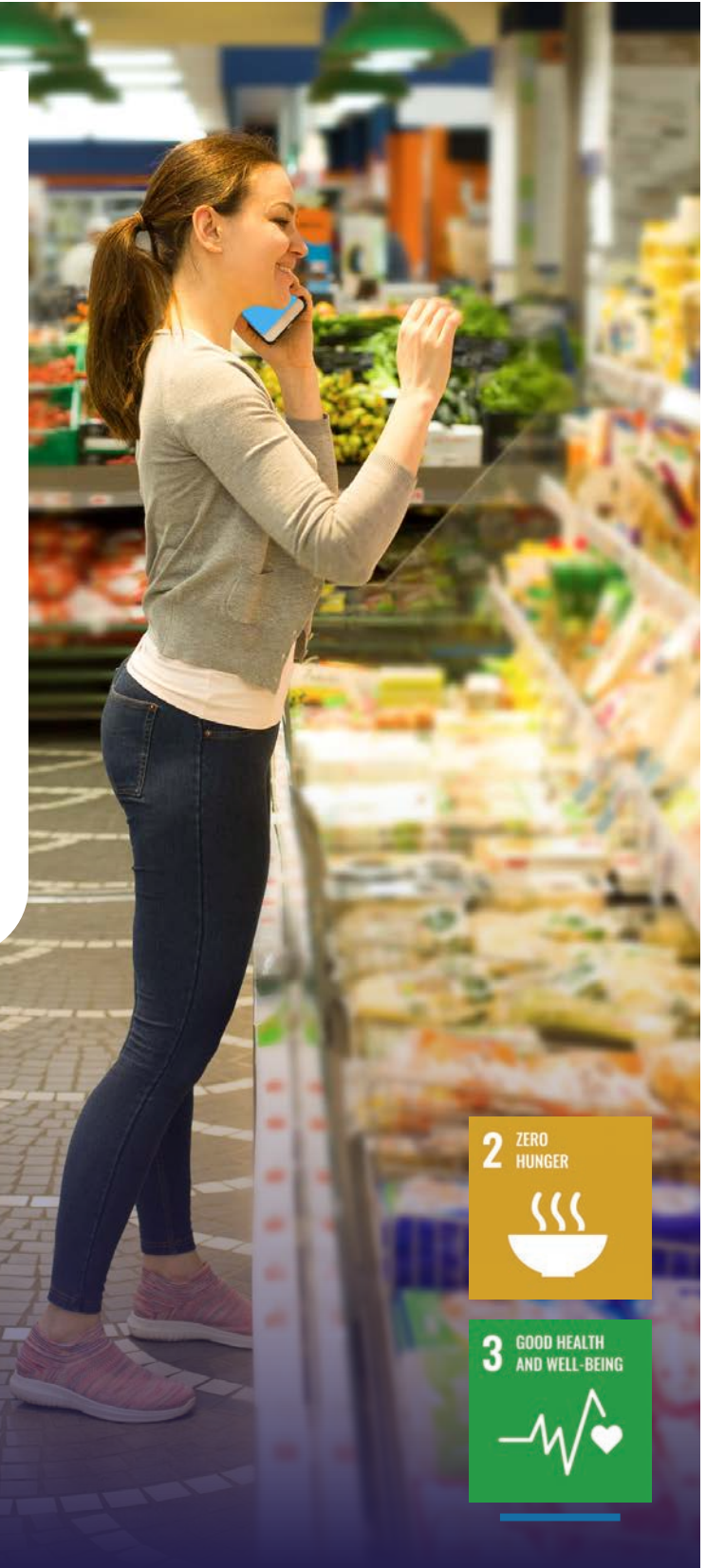
We utilize Net Promoter Score® (NPS) to measure customer loyalty and satisfaction. NPS is one of the most respected and widely used indicators of customer satisfaction. It entails a formal process of asking customers via survey how likely they are to recommend a product or service, on a scale of 0-10. This communication is invaluable in understanding what is happening across our organization.

**Of note, we are thrilled to have received a 9.0 out of 10.0 overall rating and to have significantly outranked our competitors with a 67% Net Promoter Score, surpassing numerous competitors.** Still, we are not content to rest on our laurels, and we are committed to noting areas of improvement and creating action steps based on the feedback.



# FOOD SAFETY & QUALITY

We hold ourselves accountable with rigorous operational food safety standards to ensure and exceed expectations as a link to food safety and quality in the supply chain. The Nelson Family of Companies advocates for the development of research, regulatory assistance, education, and the development of future generations of food and beverage processing industry talent. Food safety and quality reflect who we are: our name will be synonymous with the continued advocacy and support needed to make that goal a reality in perpetuity. We view food safety and quality as a matter of public health and well-being, as well as being an important driver for creating sustainable food security and ending hunger.



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



# FOOD INDUSTRY EDUCATION CONTRIBUTIONS



## **Nelson-Jameson Graduate Award for the Advancement of Dairy Food Science**

Two yearly \$5,000 scholarships are given to select graduate students working with the Center for Dairy Research at the University of Wisconsin-Madison

## **University of Wisconsin-Madison Dr. Robert L. Bradley Dairy Foods Fund \$50,000 (5-year commitment)**

The fund supports dairy foods-related teaching, research, and extension work within the University of Wisconsin-Madison Food Science Department.



## **University of Wisconsin-River Falls Nelson-Jameson Scholar Undergraduate Award**

Two yearly \$5,000 scholarships are given to select students going into food science.



University of Wisconsin  
**Stevens Point**

## **Donated \$10,000 to University of Wisconsin-Stevens Point at Marshfield**

The gift is funding need-based scholarships and special projects.

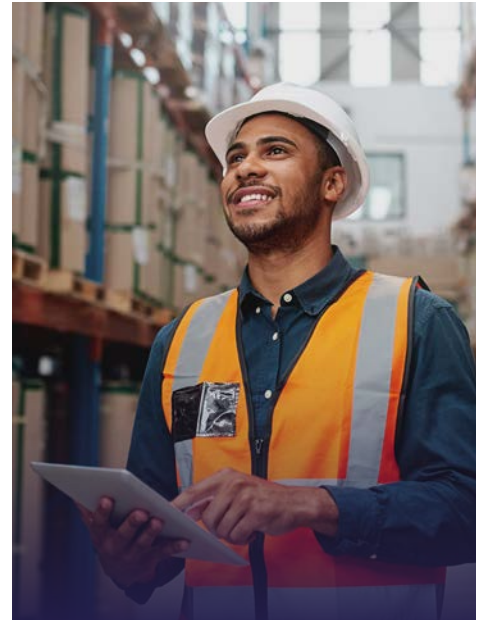


**University of Idaho:  
Idaho Center for  
Agriculture, Food  
and the Environment:  
\$50,000 (5-year  
Commitment)**

The center will be a leader in addressing constraints on water usage and environmental quality while supporting the agricultural sectors of dairy, livestock and cropland, as well as the food processing industries.

## **University of Wisconsin-River Falls Dairy Pilot Plant Renovation: \$150,000 (5-year Commitment)**

The renovated University of Wisconsin-River Falls dairy plant (recently renamed the Wuethrich Family/ Grassland Dairy Center of Excellence) will be the teaching showcase for the industry, setting the training stage for future generations in the dairy industry.



**SQF SCORES:  
COMBINED SQF  
AVERAGE OF  
99.3%**

Audits are conducted by the Eagle Certification Group, an independent certification body licensed by SQF, which has set an internationally recognized and highly respected standard in the industry. An SQF-registered site indicates a commitment to providing quality products that are safely received, handled, stored, and delivered.

Nelson-Jameson is audited under a Warehousing & Distribution certification code, and the company is then responsible for writing policies and procedures that pertain to the code. Practitioners at each Nelson-Jameson strategic distribution center are assigned to run point on the program, but SQF responsibilities are shared across the entire facility.

# COMMUNITY ENRICHMENT

The Nelson Family of Companies is committed to bettering the communities in which we are established. In addition to providing meaningful job opportunities and being a proactive force in local economic development, we actively support non-profit and civic organizations that positively impact the quality of life of our employees, their families, and the communities in which we live and work through volunteer opportunities and financial contributions.

## United Way Partnership

The Nelson Family of Companies has a long-standing tradition of giving back to the community, and the United Way Campaign has been a part of Nelson-Jameson's culture for decades. Each year, our campaign donations continue to grow due to the generosity of our employees and Nelson-Jameson's Employee Match Program—which matches employee donations dollar for dollar up to \$1k per employee per fiscal year. This year, donations will be matched by the newly created Nelson-Jameson Foundation, and to any other Matching Gift Program contributions.

Our dedication to community service extends beyond monetary contributions. We actively volunteer for various United Way events and programs, embodying our belief in making a meaningful impact through financial support and hands-on involvement. Several Nelson-Jameson employees have taken on significant roles within the organization. Over the years, our team members have held board positions and committee seats, contributing their time, expertise, and passion to further the United Way's mission.

“

*For Marshfield Area United Way, the support of Nelson-Jameson is a beacon of hope and a testament to the power of collaboration. Nelson-Jameson's dedication to our shared mission helps us reach more people and tackle important social issues better. Their support goes beyond financial contributions; it shows that they care about making our community stronger. With our partnership with Nelson-Jameson, we can implement impactful programs, drive positive change, and make a difference in the lives of those who need it most. It's an important team effort that makes United Way's work stronger and shows how businesses and groups can work together to really make a better future for the communities we support together.*



**Ashley Winch**

Executive Director | Marshfield Area United Way

## VOLUNTEER HOURS

Target: 100 Hrs  
**Total: 221 Hrs**



.....  
**\$5K**

In **Matched Donations**  
vs a \$5k Target

.....  

## COMMUNITY INVESTMENT

Target: \$5k  
**Total:**  
**\$133,322**







## The Nelson-Jameson Foundation

The Nelson-Jameson Foundation is focused on supporting philanthropic organizations that enhance our core value as a Golden Rule Company. Grants are targeted toward charitable programs related to the food and dairy industries or support charities important to Nelson-Jameson employees and the communities in which they reside.

## Volunteer Time Off

Nelson-Jameson is deeply invested in the success of our employees and empowering them to be agents of social impact. Volunteer Time Off offers employees volunteer time during normal work hours, with the ability to volunteer up to 8 hours per year at 501(c)(3) charitable organizations and schools.

## The Golden Rule Scholarship Program

The Nelson-Jameson Foundation is working to educate students and offer solutions for social challenges by providing The Golden Rule Scholarship Program. Family members of Nelson-Jameson employees can apply for scholarships at accredited two- or four-year schools. An independent committee reviews the applications.

## Donation & Charitable Giving Grants

The Nelson-Jameson Foundation will continue to support 501(c)(3) entities that practice our core values and support the communities where our employees reside through Donations and Charitable Giving Grants.

## Matching Gift Program

The Nelson-Jameson Foundation wants to support causes our workforce cares about. The Matching Gift Program will match donations between \$100 and \$1,000 that employees make to 501(c)(3) charities. Donations will be matched by the Foundation one dollar for every dollar contributed by the employee, up to \$1,000 in a fiscal year (October 1 – September 30). Select charities will have a two-dollar match from the Nelson-Jameson Foundation as determined by the Board.



# SUSTAINABLE SUPPLY

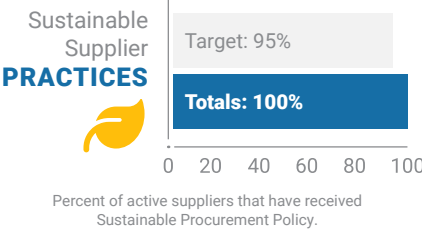
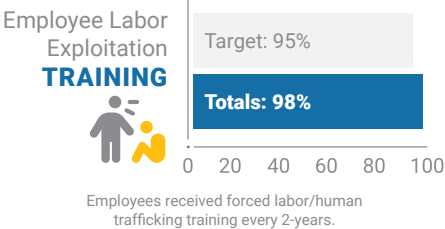
## Procurement Practices

We actively collaborate with stakeholders to ensure a fair and ethically sound supply chain, contributing to a sustainable environmental future. Our commitment involves seeking innovative efficiencies to minimize our ecological footprint. By partnering with suppliers and manufacturers on this initiative, we prioritize sourcing sustainable and ethically produced product solutions for the safety of the food supply.

Our Sustainable Procurement Policy serves as a framework for communicating expectations, which we extend to our active suppliers. We encourage suppliers to emphasize key areas, including Food Safety & Quality, The Environment, Working Conditions, Ethical/Responsible Business Practices, and Compliance with Trafficking, Forced Labor, and Child Labor standards. Nelson-Jameson, Inc. is dedicated to aligning with suppliers that not only adhere to our “Golden Rule” philosophy, upholding the highest ethical standards, but also actively collaborate to positively impact our industry, communities, and the environment.

**Our goal is to achieve a 95% penetration rate in communicating the policy and standards to active suppliers.**

Subsequently, these expectations become focal points for discussions and evaluations during interactions and reviews with suppliers, as applicable, to end hunger.





## Establish GHG Program Info

**In our commitment to corporate stewardship and environmental responsibility, Nelson-Jameson is proud to announce the initiation of a comprehensive Greenhouse Gas (GHG) program.** Recognizing the critical role that businesses play in addressing climate change, we are working to partner with a leading GHG consulting firm and to establish a baseline for our GHG emissions. This initiative involves a meticulous examination of both Scope 1 and Scope 2 emissions, as defined by the Environmental Protection Agency (EPA). Scope 1 emissions encompass direct emissions from owned or controlled sources, such as company vehicles and facilities, while Scope 2 emissions include indirect emissions from purchased electricity, heating, and cooling. By conducting a thorough assessment of our GHG emissions, we aim to gain a holistic understanding of our environmental impact, enabling us to formulate effective strategies for emission reduction.

As part of our commitment to sustainability, we are actively exploring initial pathways to reduce our carbon footprint. This involves identifying opportunities to enhance energy efficiency, integrate renewable energy sources, and adopt cleaner technologies across our operations. By targeting Scope 1 and Scope 2 emissions, we aim to contribute to the global effort to mitigate climate change and transition towards a more sustainable future. This corporate stewardship report reflects our dedication to transparent communication, accountability, and continual improvement as we navigate the complexities of environmental sustainability. We believe that by taking these proactive steps, we not only align our business practices with the principles of sustainability but also inspire positive change within our industry and beyond.

GHG EMISSIONS  
**ESTABLISHING A  
BASELINE IN 2024**



# THRIVING EMPLOYEES

---

The wellness of our employees is promoted through a safe, healthful, and pleasant work environment. We provide opportunities for personal growth and reward superior performance with a Total Rewards program. Employees should feel engaged, supported, and part of an organization that reaffirms the importance and worth of the individual, as well as being a valued member of the team we have created to serve the industry.





## Employee well-being and safety are at the center of everything we do.

We believe in acknowledging and appreciating the contributions of our employees. We do this by offering a competitive compensation package, including a competitive base wage. We also recognize our employees with performance-based bonuses, company-funded professional development opportunities, a generous time off policy, and recognition for key milestones. We also believe training is critical to the success of our employees and have a goal of providing at least 1,500 hours of training to our employees on an annual basis. We also believe it is important for our team members to get to know each other outside of work. Therefore, we also regularly host team-building activities, and employee appreciation events such as trips to sports events, holiday parties, and company-paid luncheons.

We aim to support the holistic well-being of our employees, fostering both personal and professional growth. To achieve this, we've enlisted the expertise of a dedicated health and wellness coordinator who offers training and actively promotes various health and wellness programs. Additionally, we offer flexible work arrangements and implement initiatives that contribute to a positive work-life balance.

Additionally, safety is of the utmost importance at Nelson-Jameson, and we consistently emphasize its significance in all aspects of our operations. To ensure a safety-focused environment, we have implemented various initiatives. This includes conducting regular emergency drills, offering safety training programs such as HACCP and GMP, disseminating frequent safety messages to our staff, and actively participating in safety programs like SQF audits.

## Our commitment to fostering a culture of safety has been recognized with numerous awards over the years.

Notably, we received the Wisconsin Motor Carriers Great West Safety Award for Division 1 in both 2021 and 2022. In 2023, we were honored with the International Dairy Foods Association (IDFA) safety award, acknowledging our outstanding OSHA scores for the fleet. These accolades reflect our dedication to maintaining a secure and healthy work environment for our teams.

In 2023, Nelson-Jameson was featured on season 3 of We Supply America, highlighting purpose-driven distribution in the US.

[Watch the full premiere here!](#)

# GREAT PLACE TO WORK<sup>®</sup> CERTIFIED

**Our team is proud of the work we do and committed to creating and maintaining a positive culture where our employees are rewarded and recognized for their contributions.**

We are proud to say that 94% of our employees rated us a Great Place to Work!

At Nelson-Jameson, we take pride in our employees and the experience they have working here. In 2023, we participated in the Great Place to Work Survey!

The Great Place To Work Trust Index Survey measures employee experiences in five dimensions of a high-trust company culture. Three dimensions are connected to the actions of leaders and building trust:

credibility, respect, and fairness. The other two dimensions measure employees' workplace experience: pride and a sense of belonging.

Nelson-Jameson ranked high across the board, with 94% of employees responding that Nelson-Jameson is a great place to work. 98% responded that when they joined the company, they were made to feel welcome. 97% said that they can take time off from work when necessary. Three additional scores all came in at 95%: that management would lay people off only as a last resort, that people are encouraged to balance their work and personal life, and that they are proud to say they work at Nelson-Jameson.

**Great  
Place  
To  
Work<sup>®</sup>**

**Certified**

NOV 2023-NOV 2024  
USA



**94%**

**OF OUR EMPLOYEES  
RATED US AS A GREAT  
PLACE TO WORK**

**98%**

**OF OUR EMPLOYEES  
FEEL WELCOME**

**100%**

**OF FULL-TIME EMPLOYEES  
EARNING A LIVING WAGE**



**“**

Nelson-Jameson understands your strengths and aspirations and is committed to helping you achieve your goals. Working here has been a wonderful experience for me because the company truly cares about its employees' success and growth.

**Hailey**





## PREVENTION AND MITIGATION OF OCCUPATIONAL HEALTH AND SAFETY IMPACTS DIRECTLY LINKED BY BUSINESS RELATIONSHIPS

### 2023 International Dairy Foods Association (IDFA)

Safety Recognition Award IDFA created this award to recognize members whose processing facilities and trucking operations demonstrate excellence in worker safety as part of a continuous effort to reduce occupational illness and injury. The company has won the 2023 Outstanding Record of Worker Safety, and it was awarded to all five Nelson-Jameson distribution centers in Marshfield, WI; York, PA; Turlock, CA; Twin Falls, ID; and Amarillo, TX.

### Wisconsin Motor Carrier Association

Fleet Safety Award Winner Won a 2023 Fleet Safety Award from the Wisconsin Motor Carrier Association (WMCA) for the second consecutive year with 486,256 accident-free miles in Wisconsin. The award honors the safest truckload fleets in Wisconsin.

# 1,323

Total Essential Training & Development Hours



# 100%

Employees earning a living wage.



Four Recordable Injuries in 2023

# 0 LOST TIME

# 473,285 TOTAL HOURS

Commitments & Totals 2023

MEANINGFUL PARTNERSHIPS

ETHICAL BUSINESS PRACTICES



Target: 95%

Totals: 98%

0 20 40 60 80 100

Anti-corruption and ethics training every 2-years.

90%

Customer Satisfaction Score is 9/10

FOOD SAFETY & QUALITY

AVERAGE SQF SCORE



Target: 97%

Totals: 99.33%

0 20 40 60 80 100

\$80K

Industry Education Contributions  
\$30k Target vs \$80k Total

COMMUNITY ENRICHMENT

VOLUNTEER HOURS



Target: 100 Hrs  
Total: 221 Hrs

\$5K

In Matched Donations  
vs a \$5k Target

COMMUNITY INVESTMENT

Target: \$5k  
Total: \$133,322



SUSTAINABLE SUPPLY

GHG EMISSIONS ESTABLISHING A BASELINE IN 2024



EMPLOYEE LABOR EXPLOITATION TRAINING

Target: 95%

Totals: 98%

0 20 40 60 80 100

Employees received training every 2-years.

SUSTAINABLE SUPPLIER PRACTICES



Target: 95%

Totals: 100%

0 20 40 60 80 100

Active suppliers that have received Sustainable Procurement Policy.

THRIVING EMPLOYEES

1,323

Total Essential Training & Development Hours Offered  
vs 1,500 Target Hours

100%

Of Full-Time Employees Earning a Living Wage  
vs 100% Target



[nelsonjameson.com/ESG](https://nelsonjameson.com/ESG)

P.O. Box 647  
Marshfield, WI 54449

**TOLL-FREE** 800-826-8302  
**FAX** 800-472-0840

[nelsonjameson.com](https://nelsonjameson.com)