



The Arnott's Group portfolio of brands continues the 160-year legacy of the Arnott family, creating great tasting food and delicious moments for millions of consumers.

Who we are



90%

of Australian pantries are stocked with our products.

1,045+

products ranging from biscuits, soups, meal bases, pasta sauce and more.

75%

of products are **locally sourced** across Australia & NZ.

465 t

of products are **manufactured per day** across all our sites.

The Arnott's Group is headquartered in Sydney, Australia and we employ over 4,000 people in markets across Asia Pacific.

As such, our staff profile is a diverse group across various geographies.

Our people

MALAYSIA/SINGAPORE
520 employees

INDONESIA
937 employees

JAPAN
21 employees

HKG/TAIWAN
35 employees

**TOTAL
EMPLOYEES**

4,074+

AUSTRALIA
1,985 employees

NEW ZEALAND
203 employees



Our *purpose*

Our purpose is simple: To create delicious moments in all that we do, across everything we make.

— WE STAND FOR —

**Fostering
equality, diversity
& sustainability**



**Enabling high
performance with
integrity**



**Balancing
decisions from
our head & heart**



**Delighting
our consumers
every time**





Our ambition was to offer a gluten free alternative to everyone's favourite biscuits, with the quality and taste expected from Arnotts' 160-year history.

We've invested \$30 million in our South Australian manufacturing facility, building an allergen-free bakery, to support the growth of our gluten free range.

The 3800 square metre allergen-free factory has both-sweet and savoury production lines, turning more than two million kilograms, or 800,000 cases, of gluten free biscuits every year.



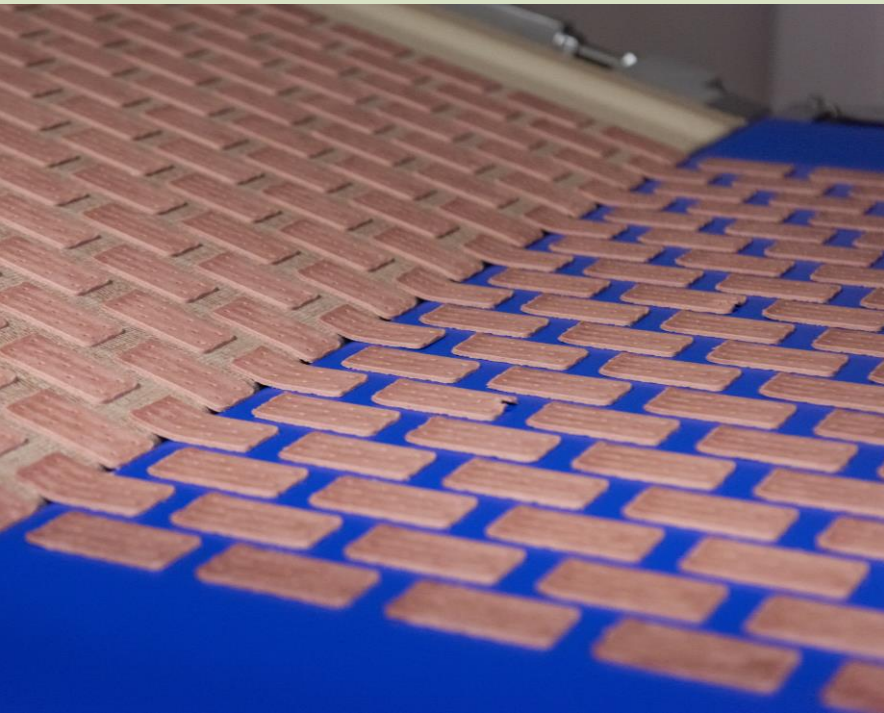
Our Gluten Free range initially launched in July 2021 and has since been extended to include Mint Slice, Shortbread Cream, TeeVee Snacks, and classic Arnott's favourites including Tim Tam Original, Barbeque Shapes and Jatz.

The most popular products in our gluten free range include our icons TimTam, Jatz, Mint Slice and Shapes.

TimTam Gluten Free is our 5th highest Tim Tam flavour across the entire Tim Tam range, an incredible result after 12 months.

Annually, we sell 13 million individual Gluten Free Tim Tam biscuits, or 1.85 million packs.





Commercialisation of Gluten Free Tim Tam

Design and construction of a dedicated allergen free facility.

Relocation and repurposing of existing equipment within the South Australia bakery.

Design, purchasing and commissioning of dedicated equipment to manufacture a Gluten Free Tim Tam – Mixing, Forming, Conveying, Baking, Creaming and Sandwiching, Enrobing, Cooling and Packing.

Validation and Verification of Allergen Management Controls.

Within 9-month Timeline.



Non-Negotiables



Challenges

Timeline.

Delivery and installation of equipment.

Manufacture of a gluten free biscuit.

People:

Knowledge and understanding of designing and implementation of allergen management controls

Included Operational staff, Corporate procurement teams, Engineering teams and project managers



Learnings

NEW!



Partnering with an external expert enabled us to learn quickly

- BVAQ – Jasmine Lacis-Lee.
- Multi staged approach with expert advice - Facility risk assessments, input into facility design, industry knowledge.

Curiosity is critical

- Supplier approval program.

Creating the necessary policies, procedures and documentation to support a high care facility requires resource and sufficient time to train all employees.

Our existing model for approving suppliers required enhancements to enable a thorough and detailed risk assessment of the 30+ suppliers that we purchase materials from – our internal team built a new model that is now used for all new ingredients to be introduced into the dedicated allergen free facility. Resourcing audits of supplier facilities that supply into our plant was a key activity.

Implementing a data driven and risk-based methodology for confirming the allergen management controls in any facility is critical – partnering with a trusted external laboratory who has the expertise to guide us through assessing risks.

Don't assume that suppliers/external contractors understand the importance and have the knowledge of allergen risks as your business - building contractors, suppliers of materials, logistics & transport companies.



Wins

NEW!



We created the best tasting gluten free range on the market

The range is endorsed by Coeliac Australia and we uphold stringent allergen standards which includes external laboratory testing

Designing, purchasing and commissioning of dedicated equipment to manufacture a Gluten Free Tim Tam – Mixing, Forming, Conveying, Baking, Creaming and Sandwiching, Enrobing, Cooling and Packing

Validation and Verification of Allergen Management Controls

Within 9-month Timeline



**SAME DELICIOUS TASTE
BUT GLUTEN FREE**



Marleston Gluten Free Training Module



Training is provided to all employees at induction and as a refresher.
Designed to increase awareness and understanding of:

What is Gluten and Coeliac Disease



Supply Chain Allergen Controls



Regulatory Requirements



Site-Based Allergen Controls





TAG x Coeliac Australia

Coeliac Expo 2024



6,000 samples handed out between Sydney & Brisbane shows

All profits from product sold at the stand were **donated to the Arnott's Foundation**

Very positive sentiment – customers grateful to have a large range of GF from Arnott's



Endorsements



AOECS
Association of European Coeliac Societies



I would like to say thank you for making GLUTEN FREE Savoy's and Tim Tams always brought these items but since i been diagnosed with coeliac I haven't been able to have them, but I'm enjoying them again Thank you

Dear Arnotts, I would like to thank you for creating the Gluten Free Tim Tams. As a Celiac, I have not been able to have one in over 20 years. They were my all-time favourite biscuits. I may have eaten an entire packet in one morning they were just so amazing. Thank you again. I cannot tell you how much I appreciate your new Gluten Free range.

The new gluten free Tim Tams are nothing short of incredible. Thanks so much.

Hi there Arnotts Team, I am so pleased with the gluten free biscuits. You've done well, the texture is really good, and the flavour is perfect. I've been waiting so long for gluten free Tim Tams and other biscuits, and I am so happy. Thank you

I would like to thank you on behalf of the celiac and gluten-free community because of the gluten free option you have produced. It tastes exactly like a normal one which is so great because it's one of the only (yummy) biscuits that I can still enjoy. Once again just thank you so much 🙏

Consumer Feedback