



# Supplier Packet

2022





## United Dairymen of Arizona

2008 S. Hardy Drive | Tempe, AZ | 85282

[www.uda.coop](http://www.uda.coop) | 480-966-7211

# Welcome!

January 21, 2022

Dear valued customer,

We are a local, family-owned, dairy cooperative committed to serve the needs of our members, community, and customers by marketing and selling high quality milk and dairy products.

### *We are happy you are partnering with us.*

With the growing number of individual questionnaires, United Dairymen of Arizona, has prepared this packet of information to meet our customer's food safety and regulatory requirements.

The following information is based on current processes for the manufacture of milk products and is based on information we believe to be reliable. They are offered in good faith, but without guarantee, as conditions and methods of use of our products are beyond our control. We kindly ask for you to use the information in this packet in place of completing individual forms.

Thank you for choosing United Dairymen of Arizona,

Jessica Yang  
Manager of Quality and Technical Services



*Scan me*

**Find more information  
on our website.**

This information packet is valid until December 31, 2022

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### **About Us & Business Continuity**

We are a milk marketing cooperative owned by Arizona dairy families. Founded in 1960, the co-op merged two local dairy associations to ensure an adequate supply of fresh milk and dairy products of the highest possible quality for customers.

Our milk processing plant in Tempe is the heart of UDA. Since the start of the twenty-first century, we've developed a wide assortment of blended dry products along with USDA certified sweet cream and condensed skim milk.

In 2009, we started making fresh cheese and cheese curds at our Tempe campus. The cheese is sold under the Arizona Farms brand name and can be found at many retail outlets around the state.

Other services we provide are expertise in milk logistics, farm supply store, Milk'n More as well as custom blending production capabilities at our local Blend facility.

#### **Code of Ethics and Business Conduct**

United Dairymen of Arizona's Code is conducted at every level of the supply chain to ensure we adhere to high standards for the animals, environment, and our people. UDA is committed to the highest ethical standards in the execution of safe and quality products.

#### **Food Safety and Quality**

United Dairymen of Arizona has in place, implements, and maintains a permanent procedure(s) based on the HACCP principles. UDA is able to identify any hazards that must be prevented, eliminated, or reduced to acceptable levels. On the basis of a hazard analysis, UDA has established control measures, limits at the critical control points (CCPs), and has implemented effective monitoring procedures.

#### **Crisis Management**

United Dairymen of Arizona's Crisis Management Team is a team of competent and trained individuals which have the authority to make decisions about the company during a crisis event.

All communication with regards to inquiries, quality, specification for all milk products produced from our facilities is to go through your respected United Dairymen of Arizona Customer Service Representative and Sales Manager directly and will be your point of contact.

In case of an emergency, please call the United Dairymen of Arizona main phone 480-966-7211 which is available 24 hours, 7 days a week.

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### Continuing Guarantee

This is to notify all buyers of product sold by United Dairymen of Arizona (including DBA Arizona Cheese Company) that all such products are hereby guaranteed, as of the date of shipment or delivery, to:

1. Conform to the requirements of the Federal Food, Drug and Cosmetic Act, as amended, and any substantially similar state or municipal laws or ordinances.
2. Be manufactured, packaged, stored, and shipped in conformity with the standards applicable to the food and dairy industry.
3. Comply with the applicable ingredient specification requirements for the product being shipped.
4. Ingredients and/or formulas will not change prior to notification of our customers.

A handwritten signature in black ink, appearing to read 'Dave', with a long horizontal stroke extending to the right.

Dave Kedzierski  
Vice President of Food Safety & Quality

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## Manufacturing Information

### Facility Overview

Corporate: United Dairymen of Arizona  
2008 S. Hardy Drive Tempe, AZ 85282

#### Manufacturing Site

Company Name: United Dairymen of Arizona  
Address: 2008 S. Hardy Drive Tempe, AZ 85282  
Phone 480-966-7211  
Fax 480-829-7491  
Website [www.uda.coop](http://www.uda.coop)  
Years in Business 62 years

Product(s) Raw Milk  
Skim Milk  
Condensed Skim Milk  
Sweet Cream  
Nonfat Dry Milk  
Skimmed Milk Powder  
Buttermilk Powder  
Lactose  
Lactoferrin  
Milk Protein Concentrate (40% & 70%)  
Whey Protein Concentrate (34%)  
Dairy Blend  
Unsalted Butter  
Lactic Acid Unsalted Butter  
Salted Butter  
Cheese



Employees ~300  
Hours 2 shifts day/7days a week  
Plant Size 500,000 square feet

Construction of Material The property, buildings and equipment are located, constructed, and designed to ensure food is manufactured in a safe, hygienic environment.

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## Compliance

Regulatory	Arizona Department of Agriculture United States Department of Agriculture Food and Drug Administration
Bioterrorism Act of 2002	Complies with the FDA Bioterrorism Act of 2002
USDA Plant Est. No.	04-15
FDA Food Facility Registration	United Dairymen of Arizona’s FDA Food Facility Registration Number issued by Homeland Security is 18036469724. We maintain compliance with the FDA by re-registering every 2 years as required. All associated sites have been re-registered as of October 7, 2020.
FSMA Compliance	United Dairymen of Arizona (UDA) has an established HACCP program and is in compliance with all regulatory requirements for products manufactured at 2008 S. Hardy Dr. Tempe, AZ 85282. As UDA operates under the Pasteurized Milk Ordinance (PMO), the compliance date for FSMA is September 17, 2018. The Preventive Controls have been reviewed and respective updates to our programs have been implemented. Our HACCP team includes 5 Preventive Control Qualified Individuals (PCQI) to oversee the programs.
Quality & Food Safety	AIB SQF Level 2
GMP Certifications	AIB GMP Certificate
Lab Accreditation	A2LA ISO/IEC 17025:2017

## Emergency Contact List

Here is a list of the emergency phone numbers to call 24 hrs. a day in case of an extreme emergency:

Todd Wittlinger  
VP of Commercial & Business Development  
480-258-3367

AJ Cecconi  
Director of Commercial & Business Development  
610-509-4042

Kristen Gardner  
Director of Export Operations & Logistics  
559-978-2471

Jessica Yang  
Manager of Quality & Technical Services  
602-855-9468

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## Environmental, Health, and Safety

United Dairymen of Arizona will conduct its business in a manner which is protective of the environment, health and safety of its employees, the communities surrounding its facilities, the public and its customers.

**Sustainability** United Dairymen of Arizona uses the Stewardship and Sustainability Framework for U.S. Dairy as a reference to track, measure and communicate our commitment to environmental stewardship, social responsibility, and continuous improvement. More information on our sustainability efforts can be found on our website.

**Animal Welfare** United Dairymen of Arizona requires our farmers/suppliers to participate in and adhere to The National Dairy FARM Animal Care Program guidelines, which provides best practices for the highest level of animal care in the dairy industry.

**Attestation of Animal Health** The milk or the milk from which the dairy product was made originated from a country/zone recognized by the Office International des Epizooties (OIE) as foot and mouth disease-free (with or without vaccination).

The milk or the milk from which the dairy product was made originated from a country/zone which meets the OIE requirements for freedom from lumpy skin disease, and which is free from buffalo pox. The animals were clinically healthy at the time the milk was obtained. The products were processed in a foot and mouth disease free country/zone.

The milk or the milk from which the dairy product was made originated from a country/zone which meets OIE requirements for freedom from: rinderpest (Code Article 2.1.4.2), and bovine brucellosis (Code Article 3.2.1.1), and bovine tuberculosis (Code Article 3.2.3.1), and which is free from Jembrana.

The packaging or immediate container of products were stamped with the date of manufacture.

**California Transparency in Supply Chains Act** United Dairymen of Arizona complies with all applicable laws and legislations for doing business in the USA and to assist in the eradication of slavery and human trafficking from supply chains.

**Country of Origin** The products produced at United Dairymen of Arizona is 100% U.S.A. origin.

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## Food Defense

United Dairymen of Arizona has implemented measures to minimize the risk of tampering or other actions. Site security procedures to prevent uncontrolled access to our facilities by visitors, contractors and vendors are in place. Required seals on all our (1) outbound shipments in vans, trucks, containers, and railcars, and (2) inbound shipments of ingredients.

**Pasteurization Statement (Heat Treatment)** All milk used in the production of United Dairymen of Arizona milk products has been processed according to the Pasteurized Milk Ordinance (U.S. Department of Health and Human Services, Public Health Service, Food and Drug Administration) at a minimum temperature of 161°F (72°C) for a minimum time of 15 seconds.

## Product Overview

**Allergen Status** Milk products produced at United Dairymen of Arizona are dairy products and therefore contain milk proteins that are an allergen.

UDA has an allergen program and employees are trained in allergen awareness.

	Product	Line	Plant
Crustaceans or derivate	No	No	No
Eggs or derivate	No	No	No
Fish or derivate	No	No	No
Milk or derivate	Yes	Yes	Yes
Mollusks or derivate	No	No	No
Peanuts or derivate	No	No	No
Tree Nuts or derivate	No	No	No
Soy, Unrefined oil or derivate	No	No	No
Wheat/Gluten or derivate	No	No	No
Mustard or derivate	No	No	No
Sesame or derivate	No	No	No
Sulfites	No	No	No
MSG	No	No	No
Sunflower or derivate	No	No	No

**BSE-Free Status** We hereby confirm that the following products manufactured at United Dairymen of Arizona are free from Bovine Spongiform Encephalopathy.

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- Bioengineered Foods Status** We hereby confirm that the products manufactured at United Dairymen of Arizona are derived from bovine milk, which is not listed on the USDA's list of bioengineered foods and therefore, does not require a disclosure statement.
- Gluten Free Status** All products manufactured by United Dairymen of Arizona are gluten-free. These products are made from natural, bovine milk that originates in the United States of America.
- GMO Status** To the best of our knowledge, GMOs (Genetically Modified Organisms) are not added in the manufacture of any United Dairymen of Arizona products, liquid or powder, or United Dairymen of Arizona dba Arizona Cheese company cheese products, that are supplied to your company.
- The milk used for manufacture was not sourced from cloned cattle or ionized material.
- GRAS Status** "GRAS" is an acronym for the phrase Generally Recognized As Safe. Under sections 201(s) and 409 of the Federal Food, Drug, and Cosmetic Act (the Act), any substance that is intentionally added to food is a food additive, that is subject to premarket review and approval by FDA, unless the substance is generally recognized, among qualified experts, as having been adequately shown to be safe under the conditions of its intended use, or unless the use of the substance is otherwise excluded from the definition of a food additive.
- All products manufactured by United Dairymen of Arizona are derived from milk, which is the only ingredient used in our process. Therefore, each product carries the GRAS designation based on the natural origination of milk.
- Halal Status** Certified by IFANCA. Reference Halal Certificate for specific products.
- Kosher Status** Certified by Orthodox Union. Reference Kosher Certificate for specific products.
- Ethylene Oxide Status** Products are not subjected to ethylene oxide; no, to the best of our knowledge, are any of the components of these products.
- Hydrogenated Oils Status** Hydrogenated oils (partially or completely) are the result of adding hydrogen to liquid (plant based) oils which causes them to be solid. None of the dairy products produced by United Dairymen of Arizona contain any hydrogenated oils.

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Irradiated Status	Products are not subjected to ionizing radiation; no, to the best of our knowledge, are any of the components of these products.				
No Added Ingredients or Preservatives,	No additional ingredients or preservatives are added to any product, including but not limited to plasticizers, benzoyl peroxide, benzoic acid, antibiotics, and dicyandiamide.				
Melamine Status	Products are manufactured without the use of or in contact with Melamine no, to the best of our knowledge, are any of the components of these products.				
Packaging (Food Grade)	We guarantee that packaging material is suitable for its intended use; the use of substance as components of articles that directly contact food shall comply with the applicable provisions of the Code of Federal Regulations, Title 21; Free of fungicide, preservatives, fumigants, pathogenic bacteria and will not leach chemicals in amount above the established tolerance into the food product during the specified use of the article. In compliance with CA Proposition 65, as amended.				
Pallet (Heat Treatment)	We use pallets are heat treated in accordance with ISPM 15 requirements.				
Prop 65	Products are manufactured without the use of or in contact with chemicals listed on CA Proposition 65, to the best of our knowledge.				
Sewage Sludge Status	Products are not subjected to sewage sludge; no, to the best of our knowledge, are any of the components of these products.				
rBST Status	Milk products manufactured by United Dairymen of Arizona is produced from cows that have not been treated with rBST.				
Ready to Eat	United Dairymen of Arizona milk products comply with local, state, and federal requirements as "Ready-To-Eat" foods.				
Vegan/Vegetarian Status	<table border="0" style="display: inline-table; vertical-align: top;"> <tr> <td style="padding-right: 20px;">Vegan</td> <td>No</td> </tr> <tr> <td>Vegetarian</td> <td>Yes</td> </tr> </table>	Vegan	No	Vegetarian	Yes
Vegan	No				
Vegetarian	Yes				

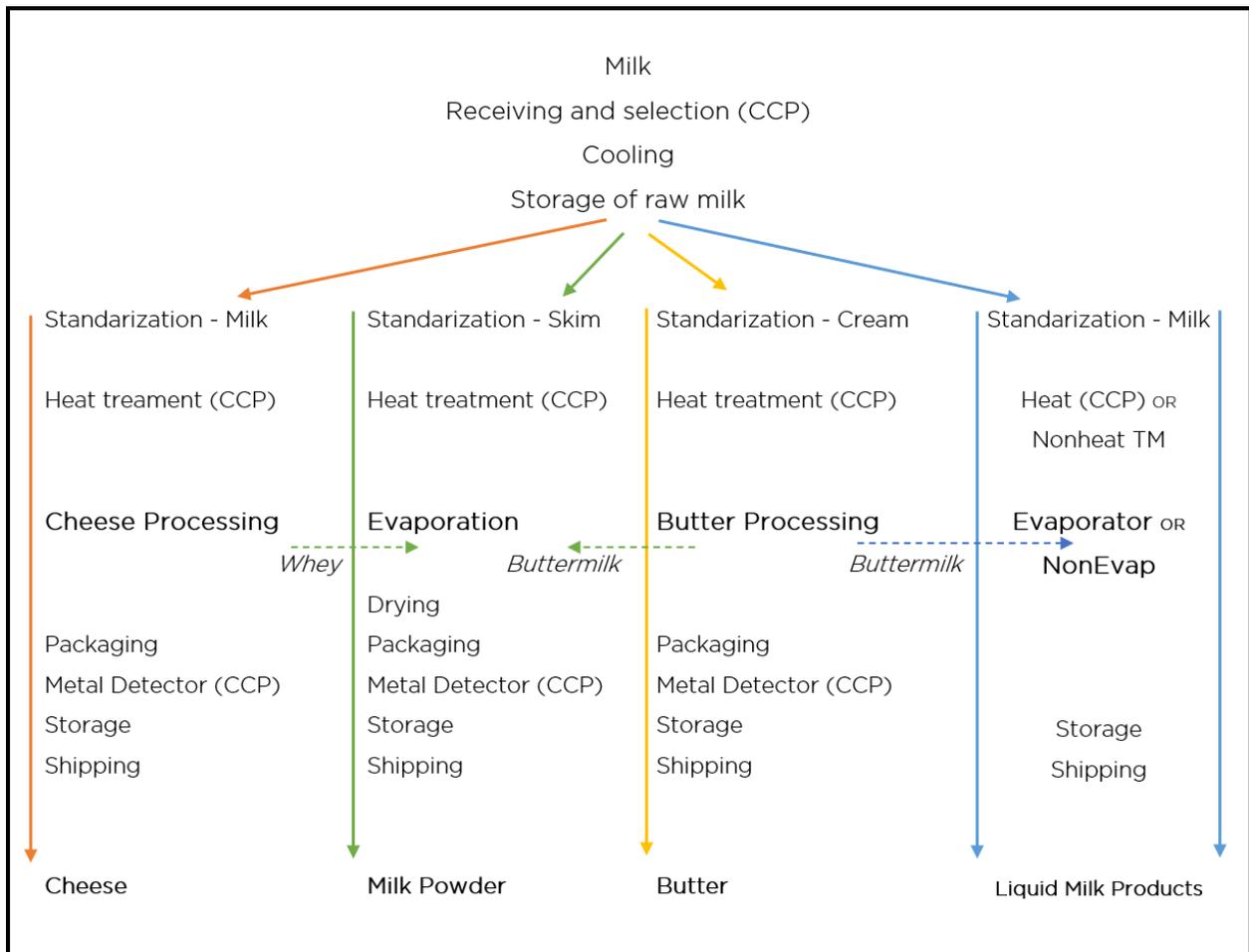
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**Flow Diagram**

The following information is a standard flow diagram of the current manufacture processes of milk products produced at our facility and is based on information we believe to be reliable.

All documentation is considered proprietary and detailed flow diagrams of specific products may be reviewed onsite.



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## Lot Code Explanation

### NFDM (LH, MH, HH)

Lot 16 155 Low Heat Plant #04-15  
SL 001 Bag 001 P03/06/2016  
E02/06/2018

16 = Year of manufacture  
155 = Julian date of manufacture  
Low Heat = Product Type  
Plant #04-15 = Plant number  
SL 001 = Sublot Number  
Bag 001 = Bag Number  
P03/06/2016 = Production Date  
E02/06/2018 = Expiration Date

### SMP (LH, MH, HH)

Lot 16 165 Low Heat Plant #04-15  
SMP 25kg (55.115 lbs.) SL 034  
Bag 267 P13/06/2016  
E12/06/2018

16 = Year of manufacture  
165 = Julian date of manufacture  
Low Heat = Product Type  
Plant #04-15 = Plant number  
SMP = Product  
25 kg (55.115 lbs.) = Package wt. lbs./kg  
SL 034 = Sublot Number  
Bag 267 = Bag Number  
P13/06/2016 = Production Date  
E12/06/2018 = Expiration Date

### MPC (Export)

Lot 16 165 MPC 70 Low Heat  
Plant #04-15 20kg (44.09 lbs.)  
SL 034 Bag 281 P13/06/2016  
E12/06/2018

16 = Year of manufacture  
165 = Julian date of manufacture  
MPC 70 Low Heat = Product Type  
Plant #04-15 = Plant number  
20kg (44.09 lbs.) = Package wt. in lbs./kg  
SL 034 = Sublot Number  
Bag 281 = Bag Number  
P13/06/2016 = Production Date  
E12/06/2018 = Expiration Date



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## Buttermilk Powder

Lot 19 170 Plant #04-15 50LBS  
(22.68 kg) SL 001 Bag 001  
P19/06/2019 E17/06/2020

19 = Year of manufacture  
170 = Julian date of manufacture  
Plant #04-15 = Plant number  
50 lbs. (22.68 kg) = Package wt. in lbs./kg  
SL 001 = Sublot Number  
Bag 001 = Bag Number  
P19/06/2019 = Production Date  
E17/06/2020 = Expiration Date  
P13/06/2016 = Production Date  
E12/06/2018 = Expiration Date

## WPC

Lot 16 165 WP34 Plant #04-15  
25kg (55.115 lbs.) SL 034 Bag 275  
P13/06/2016 E12/06/2018

16 = Year of manufacture  
165 = Julian date of manufacture  
WP34 = Product  
Plant #04-15 = Plant number  
25 kg (55.115 lbs.) = Package wt. in lbs./kg  
SL 034 = Sublot Number  
Bag 275 = Bag Number  
P13/06/2016 = Production Date  
E12/06/2018 = Expiration Date

## Lactose

Lot 17 305 001 01 P01/11/2017  
E31/10/2019

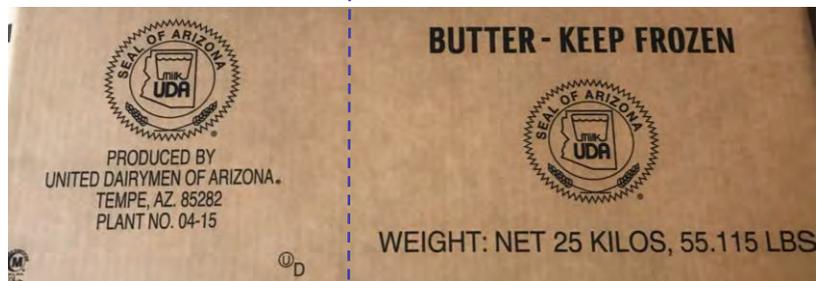
17 = Year of manufacture  
305 = Julian date of manufacture  
001 = Pallet Number  
01 = Bag Number  
P01/11/2017 = Production Date  
E31/10/2019 = Expiration Date



## Butter

Lot 14 203 001 Box 01 P 22/07/14  
E 19/01/16 UNSALTED BUTTER

14 = Year of manufacture  
203 = Julian date of manufacture  
001 = Pallet number  
Box 01 = Box number on pallet  
P 22/07/14 = Production date  
E 19/01/16 = Expiration date  
Unsalted Butter = Product type



Short Side

Long Side

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## Quality Management Systems

### Questions & Answers

With the growing number of individual questionnaires, United Dairymen of Arizona, has prepared this packet of information to meet our customer's food safety and regulatory requirements. We kindly ask for you to use the answers to these questions in place of completing individual questionnaire forms.

The following information is based on current processes for the manufacture of milk products and is based on information we believe to be reliable. All documentation is considered proprietary and may be reviewed onsite.

#### A. Organization/Personnel

Is an Organizational Chart available?	Yes	Available on site during a plant tour.
Are written job descriptions describing job task and training documented and available to staff?	Yes	Available on site during a plant tour.
Is training conducted to ensure compliance with Good Manufacturing Practices?	Yes	Frequency: Employees are trained upon hire and at least annually.
Are training, experience, and education adequate to perform job?	Yes	
Is training documented?	Yes	
Are personnel in manufacturing complaint with the following: <ul style="list-style-type: none"> <li>• Eating, drinking, &amp; smoking in designated areas only</li> <li>• Wearing hair or beard restraints</li> <li>• Wearing clean garments in a manner that protects against contamination</li> <li>• No jewelry other than a plain metal band</li> <li>• Washing hands upon returning to manufacturing areas</li> </ul>	Yes	
Are personnel with illness and/or open wounds required to report such illness to management and be removed from manufacturing?	Yes	
Are personnel with wounds required to cover them?	Yes	
Are metal detectable bandages used?	Yes	
Are Contract or Temporary employees qualified, approved, and trained?	Yes	
Are visitors required to comply with personal hygiene requirements?	Yes	
Does the company have a business contingency and/or emergency plan?	Yes	

#### B. Building/Facilities/Warehouse/Pest Control

Is the establishment located in an area that is free from environmental contaminants?	Yes	
---	-----	--

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Is the outside area maintained in good repair?	Yes	
Is the facility of suitable size and construction for operations being performed and not to contaminate the product?	Yes	
Is the facility maintained in a clean and good state of repair?	Yes	
Are storage conditions appropriate to protect against contamination?	Yes	
Are storage areas dry?	Yes	
Are materials stored off the floor and 18 inches from the wall?	Yes	
Is sufficient illumination available for personnel to perform tasks?	Yes	
Is lighting protected or shatter proof	Yes	
Are floors and walls intact?	Yes	
Do restrooms open directly to production or storage?	No	
Are Handwashing stations properly stocked and located throughout the facility?	Yes	
Are there adequate changing facilities for employees?	Yes	
Is water quality monitored?	Yes	
Are backflow preventive devices fitted?	Yes	
Is ventilation provided to remove dust and condensation?	Yes	
Are drains constructed and located not to contaminate materials?	Yes	
Is waste removed by a licensed contractor?	Yes	
Are waste containers constructed of impermeable materials, closed when not in use, and located in a designated area not to contaminate materials?	Yes	
Maintenance of grounds to prevent harborage of pests?	Yes	
Are external doors and windows screened to prevent the entry of insects?	Yes	
Is there a Third-Party Pest Control Program in place?	Yes	Frequency of visit: Weekly/Monthly site visits for interior, exterior bait stations and traps as well as insect light traps.
Are operators trained and have valid applicator licenses?	Yes	
Are traps located at key entry points?	Yes	
Are potential pest harborage removed?	Yes	
Are results of the inspections kept on file?	Yes	
Is a map of all bait and trap stations maintained?	Yes	
Are pesticides stored on site?	No	
is fumigation performed?	No	
Is warehouse clean, dry, and well maintained?	Yes	
Are products stacked in a way to prevent damage?	Yes	

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## C. Equipment/Calibration/Maintenance

Is equipment of suitable size and construction material not to contaminate product?	Yes	
Are food contact surfaces smooth, non-corrosive, and can with stand cleaning?	Yes	
Are equipment lines dedicated?	Yes	
Are equipment and scales routinely calibrated and comply with NIST Standards?	Yes	Frequency: Magnets are tested quarterly, scales monthly (external), metal detectors once a year (external).
Are records of calibration maintained?	Yes	
Is a Preventative Maintenance Program in place to ensure equipment used for manufacturing product performs as designed?	Yes	
Is a master list of equipment maintained specifying the type of maintenance?	Yes	A preventative maintenance program for processing equipment as well as a work order system that documents work done on all equipment producing food grade products.
Are Pre-Operational Inspections conducted prior to start up to ensure equipment is accounted for?	Yes	

## D. Chemical Control Program

Is a Chemical Control Program implemented?	Yes	Chemicals, not intended as an ingredient, are used, and stored in a manner not to contaminate the product.
Are chemicals and lubricants that have the potential for food contact of food grade quality?	Yes	
Are chemicals properly labeled and stored?	Yes	
Is a master list maintained and reviewed?	Yes	

## E. Cleaning

Is a cleaning program in place to ensure the cleanliness of the facility to food grade standards?	Yes	
Has a Master Cleaning Schedule been implemented, followed, monitored, and documented?	Yes	Reviewed by Quality Assurance Team.
Are chemical sanitizers used?	Yes	
Is Environmental Monitoring conducted?	Yes	
Are Micro Swabs/ ATP Swab test conducted?	Yes	
Is Clean In Place equipment adequately cleaned?	Yes	
Is compressed air used for cleaning?	No	Compressed air is not used on food contact surfaces.

## F. Supplier Approval Program

Is there a Supplier Approval Program in place?	Yes	
Are specifications in place with approved suppliers?	Yes	
Are suppliers monitored to ensure compliance?	Yes	

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## G. Receiving

Are SOPs in place for receiving incoming materials?	Yes	
Are all containers inspected for cleanliness, odor, contamination, pest, etc.?	Yes	
Are incoming materials verified against product ordered, quantity, lot code, and seal numbers?	Yes	
Are raw materials tested for identity and purity covered by the COA?	Yes	
Are raw materials assigned a lot code to ensure traceability?	Yes	
Are non-conforming materials labeled, quarantined, and rejected back to the vendor?	Yes	
Are records maintained of all incoming materials?	Yes	

## H. Manufacturing/Control of Foreign Material

Is manufacturing a batch or continuous process?		Continuous.
How is a lot size defined?		Lots are defined by Julian date of date packaged.
Is the manufacturing process enclosed?	Yes	
Are complete manufacturing SOPs specifying formula, name of material used, equipment, sampling, and documentation available to appropriate staff?	Yes	
Is in-process testing conducted?	Yes	
Is product protected against foreign material?	Yes	Manufacturing lines are equipped with strainer, magnet, and sifter and monitored per shift.
Are Metal Detectors used? If so, what sensitivity?	Yes	Flow- through metal detectors are calibrated and vary in sensitivity based on the product.
What action is taken in metal detection fails?		The line is stopped, and the bag is sifted. If suspect metal is found, investigation is initiated.
Is a Glass and Brittle Plastics policy in place?	Yes	A master list of glass installations in production areas shall be maintained and inspected quarterly. A glass or brittle plastic breakage plan has been in place and provides cleanup and product protection.
Are Food Grade Products manufactured under Good Manufacturing Practices (GMPs)?	Yes	
Is packaging material approved for food use?	Yes	
Are tamper-evident seals used on packaging?	Yes	Multiwall bags are heat sealed. Exceptions are products packaged in bulk packaging are closed. Bulk trucks are sealed with seal numbers.

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## I. Preventive Controls and HACCP

Are Food Grade Products manufactured under a Hazard Analysis Critical Control Point (HACCP) and Preventive Controls Plans?	Yes	The HACCP Plan with Flow Charts is available at the plant site.
Are applicable food safety hazards identified?	Yes	
Does the plan include biological, chemical, physical, and radiological hazards?	Yes	
Does the plan include allergens?	Yes	
Is the Hack Plan validated, monitored, and updated on a regular basis?	Yes	
Does the Hack Program have a HACCP Team?	Yes	
Does the HACCP Team meet on a regular basis and conduct internal audits?	Yes	Quality conducts Monthly Internal GMP Audits
Is a member of the HACCP Team certified?	Yes	

## J. Allergen Control

Does the facility have an Allergen Control Program?	Yes	
Does the facility use any of the major food allergens in product?	Yes	Milk
Are all raw materials reviewed for the presence of allergens?	Yes	
Are employees trained on Allergen control?	Yes	

## K. Finished Product Control

Does Quality assure all testing and manufacturing records are reviewed before release?	Yes	
Are non-conforming materials quarantined?	Yes	Non-conforming products are labeled as to their status. Disposition of non-conforming product occur in a timely manner and follow all company procedures. If applicable, corrective actions are implemented.
Is reworked used?	Yes	
Is there an SOP for the investigation and corrective action of all non-conforming product?	Yes	
Are records maintained?	Yes	Records are maintained for 4 years.
Is an expiration date assigned to finished material?	Yes	
Is First In First Out (FIFO) practiced?	Yes	
Are retention samples maintained for the shelf life of the product?	No	Retention samples are kept for 2 years.
Is a Certificates of Analysis provided with each lot?	Yes	
Is physical or chemical testing conducted?	Yes	Refer to specification
Is microbiological testing conducted?	Yes	Refer to specification

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Is there a continuous improvement program?	Yes	
Are shipping vehicles in a good state of repair and clean?	Yes	
Do shipping vehicles have a documented inspection prior to loading?	Yes	
Do food grade bulk vehicles require a wash certificate?	Yes	

## L. Recall/Traceability Program

Can finished product be traced back to date & time of production and supplier?	Yes	
Can finished product be traced to the direct customer?	Yes	
Are mock recalls conducted?	Yes	Twice a year
Has the facility had a Reportable FDA recall in the past 3 years?	No	
Is a list of key contacts for the recall team maintained?	Yes	
Are records maintained?	Yes	

## M. Laboratory

Is routine product testing conducted internal or external?		Internal, A2L2 Certified
If internal, does the lab have adequate space and equipment for required test?	Yes	
Is equipment calibrated?	Yes	
Are calibrations documented?	Yes	
Are containers adequately labeled to determine identity, dates, and expiration?	Yes	

## N. Change Control

Is there an adequate system for controlling changes within processing, documents, and equipment?	Yes	
Do changes receive the proper review and approval with regards to potential effects?	Yes	
Are changes communicated internally and are personnel trained?	Yes	

## O. Customer Complaints

Is a program implemented to investigate customer complaints, determine causes, corrective actions, trend analyses, and notification to customer?	Yes	Complaints are thoroughly investigated, root cause determined, and if applicable, corrective/preventative action is implemented.
Are customer complaints maintained on file?	Yes	

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P. Audit

Are internal audits conducted covering all areas of operation and verify SOPs, polices, and procedures are being followed?	Yes	<i>Frequency:</i> Facility monthly GMP, corporate annual BRC and ISO Audit.
Are third party audits conducted? If so, to which standard/certification body?	Yes	Current SQF Global Standard to Food Safety Certificate is available. Full audits are available upon receipt of NDA.

Q. Food Defense

Does the facility have a Food Defense Program?	Yes	
Is the manufacturing site secured to prevent unauthorized entry?	Yes	
Are visitors and guest restricted to areas and accompanied by authorized employees?	Yes	
Are ingredient and finished products stored to prevent tampering?	Yes	
Do incoming and outbound shipments require seal and seal numbers?	Yes	

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## Safety Data Sheet (SDS)

SDS Name: Dry Milk Powder SDS Date: 10 June 2015

### Section 1: IDENTIFICATION

Product Name: Powdered Milk Products

1.2 Synonyms:

- Milk Protein Concentrate (MPC) - All Grades and Categories
- Buttermilk Powder - All Grades and Categories
- Non Fat Dry Milk (NFDM) - All Grades and Categories
- Whey Protein Concentrate (WPC) - All Grades and Categories
- Skim Milk Powder (SMP) - All Grades and Categories
- Lactose Powder - All Grades and Categories

1.3 Name, Address, of Manufacturer:

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1.4 Emergency Phone Number: (480) 966-7211

1.5 Recommended uses: No use is specified

### Section 2: HAZARD IDENTIFICATION

2.1 Classification of Substance/Mixture: May form combustible dust if not cleaned adequately.

2.2 Principle Component: Milk & Milk By-Products

2.3 Percent by Weight: 94% - 96%

2.4 Unknown Acute Toxicity: No data available

### Section 3: COMPOSITION/INFORMATION ON INGREDIENTS

3.1 Substance: Powdered Milk Products

Name	Product Identifier	%	Classification
Milk, Hydrolyzed	Powder	100	Comb. Dust

3.2 Mixtures: Not Applicable

### Section 4: FIRST-AID MEASURES

4.1 Description of First-Aid Measures: None - Not Applicable

4.2 Most Important Symptoms/Effects, Acute and Delayed: Symptoms/Injuries: May cause irritation or allergy symptoms in people that have milk allergies.

### Section 5: FIRE FIGHTING MEASURES

5.1 Extinguishing Media: Suitable.....Water Spray

5.2 Specific Hazard Arising from the Substance/Mixture: Dust may become combustible when mixed with air in enclosed areas - Keep out of areas where ignition, open flame, or sparks may occur. Use under adequate ventilation and dust prevention.

5.3 Special Protective Actions for Fire Fighters: None

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## Section 6: ACCIDENTAL RELEASE MEASURES

- 6.1 Personal Precautions, Protective Equipment and Emergency Procedures: Avoid generating dust; keep away from open flames, hot surfaces and ignition sources.
- 6.2 Environmental Precautions: Keep it out of the Dry Wells and Sewer.
- 6.3 Methods and Materials for Containment and Cleaning Up: Containment.....Avoid Dust Production Clean Up.....Use Explosion proof vacuum if possible, if sweeping has to be done avoid producing dust as much as possible. Wetting the powder is always an option to prevent airborne dust. Use only non-sparking tools. Clean spill or release immediately and dispose of as solid waste in accordance with local, state, and federal regulations. Be very careful, powder can be slippery whether it is wet or dry.

## Section 7: HANDLING AND STORAGE

- 7.1 Precautions for Safe Handling: Avoid dust production. Dust may become combustible when mixed with air in enclosed areas – Keep out of areas where ignition, open flame, or sparks may occur. Use Good Manufacturing Practices and Safety Procedures. Wash hands with mild soap and warm water before eating, drinking and at the end of shift.
- 7.2 Conditions for Safe Storage, including any Incompatibilities: Avoid producing dust – store at ambient conditions of < 125F and 80% RH Protect from moisture.
- 7.3 Incompatible Products: None

## Section 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

- 8.1 Control Parameters  
For substances listed in section 3 that are not listed here, there are no established exposure limits from the manufacturer, supplier, importer, or appropriate agency including: ACGIH (TLV), NIOSH (REL), or OSHA (PEL).
- 8.2 Appropriate Engineering Controls: Use under adequate ventilation and dust prevention.
- 8.3 Personal Protective Equipment: Not Required

## Section 9: PHYSICAL AND CHEMICAL PROPERTIES

9.1 Physical State	Solid
Appearance	Off-White powder
Odor	Slight dairy odor
Odor Threshold	Not Applicable
Melting/Freezing Point	Not Applicable
Boiling Point	Not Applicable
Flash Point	Not Applicable
Evaporation Rate	Not Applicable
Flammability (solid, gas);	Not Applicable
Vapor Pressure/Density	Not Applicable
Relative Density	Not Applicable
Solubility	Soluble
Partition Coefficient	Not Applicable
Auto Ignition Temperature	Not Applicable
Decomposition Temperature	Not Applicable
Viscosity	Not Applicable

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## Section 10: STABILITY AND REACTIVITY

- 10.1 Reactivity: Product is stable
- 10.2 Chemical Stability: Stable under recommended handling and storage conditions (see section 7)
- 10.3 Possibility of Hazardous Reactions: Not Applicable
- 10.4 Conditions to Avoid: Extremely high temperatures and Ignition sources
- 10.5 Incompatible Material: Not Applicable
- 10.6 Hazardous Decomposition Products: Not Applicable

## Section 11: TOXICOLOGICAL INFORMATION

- 11.1 Acute Toxicity: Not Applicable
- Skin Corrosion/Irritation: Not Applicable
- Serious Eye Damage/Irritation: Not Applicable
- Respirator or Skin Sensitization: Not Applicable
- Germ Cell Mutagenicity: Not Applicable
- Carcinogenicity: Not Applicable
- Reproductive Toxicity: Not Applicable
- STOT Single/Repeated Exposure: Not Applicable
- Aspiration Hazard: Not Applicable

## Section 12: ECOLOGICAL INFORMATION

- 12.1 Toxicity: Not Applicable
- 12.2 Persistence and Degradability: Not Applicable
- 12.3 Bioaccumulative Potential: Not Applicable
- 12.4 Mobility in Soil: Not Applicable
- 12.5 Other Adverse Effects: Not Applicable

## Section 13: DISPOSAL CONSIDERATION

13.1 Disposal Method: Dispose of as solid waste in accordance with local, state, and federal regulations.

## Section 14: TRANSPORT INFORMATION

- 14.1 In Accordance with DOT: Not Regulated for transport
- 14.2 In Accordance with IMDG: Not Regulated for transport

## Section 15: REGULATORY INFORMATION

15.1 Not Applicable

## Section 16: OTHER INFORMATION

Revision Date: 06/10/2015

Other Information: This document has been prepared in accordance with the SDS requirements of the OSHA Hazard Communication Standard 29 CFR 1910.1200 and has not changed since its revision date.

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