



HERSHEY CREAMERY COMPANY

Real Ingredients. Real Ice Cream. Real Smiles.®

October 21, 2019

To Whom It May Concern,

Hershey's Ice Cream is committed to producing the safest food possible, we utilize many tools to maintain this promise. Outlined in our Allergen Control Program, that is reviewed at least annually, we state procedures for the proper handling of allergens from receiving of raw ingredients, manufacturing of products, and finished product distribution. All employees are required to have continual training in all aspects of allergen handling. We focus on the major eight allergens (milk, eggs, soy, wheat, peanuts and tree-nuts: pecan, pistachio, walnut, hazelnut, cashews, almonds, and coconut) utilized in the facility that are clearly identified on each individual package.

Hershey's Ice Cream does not manufacture products on production lines that are dedicated solely to allergen or non-allergen containing products. We are committed to accurately manufacturing and labeling our products so consumers can easily determine if our products are suitable for their particular dietary needs and restrictions, providing our consumers with a safe product. Our production schedule is set to run one flavor per machine per day. On days where multiple flavors must be manufactured, flavors are arranged in an order to prevent one flavor from being contaminated with allergens present in the preceding flavor(s). Our packaging has a "Contains:" statement after the ingredient list, this statement clearly defines the allergen(s) being utilized in the particular product.

Upon completion of each production day, a dedicated crew disassembles the equipment, washes and sanitizes using validated cleaning procedures, and then reassembles the cleaned equipment for the following production day. Testing is performed by the Quality Assurance Department to verify the cleanliness before production can begin. Production operators perform a second sanitation step prior to producing products.

Hershey's Ice Cream is audited on our manufacturing processes and procedures, including our Allergen Control Program, by outside regulatory agencies including the Food and Drug Administration, quarterly audits by the Pennsylvania Department of Agriculture, and annual audits by the Public Health Activity Department of the U.S. Army. Hershey's Ice Cream also undergoes an independent 3rd party audit conducted by Merieux Nutrasciences LLC annually.

Best Regards,

Tonia Watson-Elliott
Director of Quality Mgmt & Compliance

301 S. CAMERON ST. • HARRISBURG, PA 17101 PHONE 717-238-8134 • FAX 717-233-7195

hersheyicecream.com



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