



Oxnard Union High School District
RFP# 704

"I Certify that the information contained in this proposal is accurate and that all attachments required to be submitted as part of the proposal are certified to be true and binding upon our company."

Clearbrook Farms is interested in delivering Dairy Products to Oxnard Union High School District. This proposal details our strengths and why we believe we are the best distribution company in the industry. We are known for the best service in the industry and promise to offer that to Oxnard UHSD.

Clearbrook Farms is locally owned and operated in Downey, California. It started in 1963 as a drive-in dairy in Lynwood, CA. We are a family-run business and our dedicated and experienced staff of 45 employees have been proudly serving local customers for over 60 years. We feature quality milk products from Producers Dairy and quality juice products from Gregory Packaging (sun cup) and have built a strong customer base who have chosen Clearbrook Farms for these reasons:

- **We are dependable:** We always deliver on time, every time, so you never have to worry about your order and product being delivered when you want and need it.
- **Superior Customer Service:** We are here for you-our friendly and responsive staff make it easy for you to do business with us, so your milk product ordering is hassle-free
- **Efficient Operations:** Our operations have been finely tuned so that errors and mistakes are eliminated, and cost savings are passed on to you.
- **Experienced Employees:** Our drivers have been with us for many years, which means they know how every school wants their product delivered and stored, which means you can rest assured your milk order is properly stored.

The sales rep for your district will be Jace Prins. His contact information is 562.525.9282 and email address is Jacep@clearbrookfarms.net. You can contact him for any needs you might have.

Clearbrook Farms is excited about this opportunity to serve Oxnard Union High School District. We are confident that our efficient processes and operations will make it very easy to do business with us. We commit to always offering the highest quality products and providing you with uncompromising service by always delivering what you need when you need it.

Jace Prins
COO



Reference List

1. Los Angeles Unified School District- Manish Singh
2. Long Beach USD- Lieling Hwang
3. Anaheim UHSD- Orlando Griego
4. Placentia Yorba Linda USD- Suzanne Morales
5. Garden Grove USD- Agnes Lally
6. Norwalk La Mirada USD- Alexis Wahl
7. Pomona USD- Daryl Hickey
8. Chino Valley USD- Javier Quirarte
9. Montebello USD- Victoria Cheung
10. Downey USD- Mark Milton
11. Bellflower USD- Candice Crump
12. Centralia SD- Sotero Gonzalez
13. Compton USD- Lani Izumi
14. El Rancho USD- Billie Saavedra
15. Fountain Valley SD- Suzanne Brown
16. Little Lake SD- Heidi McDonald
17. Los Alamitos USD- Annie Ryu
18. Tustin USD- Mark Chavez
19. Magnolia SD- Brendan Shields
20. Huntington Beach City School District- Ashlin Connolly
21. Cypress SD- Parisa Shukla
22. Paramount USD- Lucy Albera
23. Irvine USD- Jill Hartstein
24. Fullerton Joint Union High School District- Asma Chaudhry
25. Brea Olinda School District- Mina Choi
26. Simi Valley Unified School District- Ryan Comerford
27. Palm Springs Unified School District- Sarah Phelps
28. Desert Sands Unified School District- Dan Capello
29. Santa Clarita Valley CO-OP – Alecia Woods
30. Jurupa Valley USD- Missy Poirier
31. Victor Valley School District- Amanda Peck

Clearbrook Farms is a family-owned business located in Downey, California that independently distributes Rockview Farms dairy products. With strong family values, they strive to deliver fresh, quality dairy products to all their customers. Clearbrook Farms was founded in 1963 by Harry Prins

Senior and was originally only a cash and carry business. With time, the business grew and was eventually passed down to his two sons. Today, the business is now on its third generation of family owners, and places emphasis on school milk distribution as well as wholesale distribution. Schools, markets and restaurants are receiving farm fresh Rockview Farms milk distributed neatly and on time. We currently serve thirty-one school districts in Southern California ranging from Ventura

County to Riverside County, as well as many preschools, restaurants and markets. With this family's passion to provide quality products you can enjoy, the business places all its attention on the customers.

Our promise to our Customers is to Deliver “on time, every time” and we have been doing that for over 60 years!



**Vendor Questionnaire
RFP#704 Dairy Products**

1. Will you be able to meet specified delivery days, hours, and deliveries per week?

Clearbrook Farms will absolutely commit to meeting the specified delivery days and hours outlined in the Dairy Bid. As a normal course of business, we establish the routing for each district at the beginning of the school year that meets every school delivery schedule need. For newly acquired districts, we individually visit each site to be sure keys are working and our drivers know where to put all products as specified by each school. Our drivers will deliver the same customers throughout the entire school year so they know exactly how each school prefers to have their orders delivered.

2. How do you plan to work with the district to set up a delivery schedule?

Clearbrook Farms will meet with the district to establish a delivery schedule that works for the district. Our goal is to meet the needs of each customer and deliver on time every time.

3. How many deliveries per week will you provide?

Clearbrook Farms will deliver 2 times per week as outlined in the RFP. In the event the district would like more frequent deliveries we will do our best to accommodate each request.

4. Do you require a minimum number of cases, pounds, or value for delivery?

Clearbrook Farms does not have minimum requirements.

5. How many delivery trucks do you have? How many have lift gates

See chart below of current fleet. All of our delivery trucks are equipped with hydraulic lift gates and drivers are equipped with hand trucks to expedite delivery where there is no loading dock.

6. What is your procedure for notifying the district of unavailable products? Do you provide substitutions?

Although Clearbrook Farms has never had a delivery that was shorted because of lack of product, if it happened, we would immediately notify the school and provide options to mitigate the shorted product.

There are rare times when a particular product is temporarily unavailable and a substitute product is provided. For example, a flat of 4oz Apple Juice might be substituted for a flat of 4oz Orange Juice. Substitutions are rare but when they happen, it is typically with yogurt or

juice products. Drivers will leave an invoice with the substitution noted on it and our customer service department will automatically make any credit adjustments due to the school. Products substituted that have a higher cost than the product ordered are sold at the lower price to the school.

7. What is your process of notifying customers of a product recall?

In the event of a product recall, Clearbrook Farms will immediately notify the customer affected and replace the product at no cost to the customer.

8. Has your firm backed out of a contract to a school district mid year within the last 24 months? If yes, please explain

Clearbrook Farms has never backed out of a distribution contract mid-year. Through the RFP process we carefully review the needs of the district and make sure we can meet their need prior to being a part of the rfp process.

9. Has your firm resigned or been replaced at the will of a district during the school year within the last 18 months? If so, please explain.

Clearbrook Farms has not been replaced nor resigned during a school year in any of the Los Angeles area school districts we serve. In the last 2 years, Clearbrook Farms has taken over the dairy delivery to numerous school districts because of non or poor performance by the vendor. Clearbrook Farms has always and will always conduct business in a fair and ethical manner. The ownership strongly believes in doing things the "right way" and their actions demonstrate their commitment to customers, vendors and employees.

10. What is the lead time you require for orders. Can districts order on-line?

In order to have a 99% fill rate we require all orders be placed by 1pm the day before delivery. Therefore, if your schools are on a Tuesday and Thursday morning delivery schedule, they must have their orders placed Monday and Wednesday by 9am. Clearbrook Farms has an online order system that easily allows schools to place their orders online. Our online ordering system allows schools to place orders, change orders, and review their order history.

11. What is your companies average "fill rate" to your customers? Please explain how you calculate this fill rate an what provisions your company takes to achieve this level of fill rate execution.

We understand that for schools, getting the products they ordered, when they want it is critical which is why Clearbrook Farms puts so much emphasis on fill rate. Clearbrook Farms is an independent distributor and can source product from multiple dairies so our fill rate has been and will always be 100%. Our primary supplier, Rockview Farms, has consistently shown that they can and will fill our daily orders which has been instrumental in our ability to maintain a 100% fill rate. This fill rate may include the rare occasion when a substitute product is used.

12. How will emergency deliveries, deliveries not on a scheduled date, be handled?

Clearbrook Farms maintains vehicles at its disposal that can be utilized to run "specials" at any time a school needs it. There is no extra charge for a "special" delivery and they can usually be done within two hours if not sooner.

In the event a driver inadvertently "shorts" a delivery order, the product will be immediately delivered to the school once the oversight is detected. This is usually corrected when the driver finds excess product on his/her truck or on occasion, a school will call in to our customer service group and our dispatch will notify the driver. Either way, the driver will immediately deliver the product to the school.

13. How late can add-ons be added to next day delivery? Is there a limit on the number of cases that can be added on?

Clearbrook Farms requests orders be provided by schools in a timely manner so that product can be staged and loaded onto the trucks prior to the start of a driver's route. Clearbrook Farms asks all orders for next day delivery to be placed by 9am.

14. Please describe the reports that you make available to your customers (E.G. monthly usage, data analysis, business intelligence, etc.) How are customers able to access these reports?

Clearbrook Farms makes available to schools and districts detailed monthly usage reports that document each school's purchases of individual products at the end of each month. These reports are also created for the overall district usage and are available, upon request.

15. What is the current make up of your delivery vehicle fleet? Please describe your vehicle preventative maintenance program.

Truck	License Number	Year	Make	Model	Vehicle Identification Number	Fuel	GCW	Refer Make	State
943	64144C1	2012	International	Terra Star	1HTJSSKKOCJ690164	DIESEL	20000	Thermo King	CA
950	31599M1	2015	Kenworth	T370	2NKHHM7X1FM463166	DIESEL	35000	Thermo King	CA
951	38919S1	2015	Kenworth	T370	2NKHHM7X3FM463167	DIESEL	35000	Thermo King	CA
952	38950S1	2015	Kenworth	T370	2NKHHM7X3FM463170	DIESEL	35000	Thermo King	CA
953	72539W1	2015	Hino	386	5PVNE8JV7D4S53184	DIESEL	35000	Carrier	CA
954	48597Z1	2017	Kenworth	T370	2NKHHM7XXHM160003	DIESEL	35000	Thermo King	CA
955	48614Z1	2017	Kenworth	T370	2NKHHM7X8HM160002	DIESEL	35000	Thermo King	CA
956	52616T2	2020	Kenworth	K370	3BKJHM7XOLF582295	DIESEL	35000	Carrier	CA
957	52622T2	2020	Kenworth	K370	3BKJHM7X2LF582296	DIESEL	35000	Carrier	CA
958	78420C3	2021	Kenworth	K370	3BKJHM7X8MF582546	DIESEL	35000	Thermo King	CA
959	78422C2	2021	Kenworth	K370	3BKJHM7XXMF582547	DIESEL	35000	Thermo King	CA
961	35753K3	2015	Kenworth	T370	2NKHHM7X5FM463168	DIESEL	35000	Thermo King	CA
962	35754K4	2015	Kenworth	T370	2NKHHM7X7FM463169	DIESEL	35000	Thermo King	CA
963	14971L3	2015	Kenworth	T370	2NKHJ9XXFM449571	DIESEL	50000	Thermo King	CA
964	71668M3	2015	Kenworth	T370	2NKHJ7X6FM445972	DIESEL	35000	Thermo King	CA
965	12906R3	2023	Kenworth	T380	2NK4HM7X9PM249221	DIESEL	35000	Thermo King	CA
966	12909R3	2023	Kenworth	T380	2NK4HM7X9PM249222	DIESEL	35000	Thermo King	CA
967	12908R3	2023	Kenworth	T380	2NK4HM7X9PM249223	DIESEL	35000	Thermo King	CA
968	12905R3	2023	Kenworth	T380	2NK4HM7X9PM249224	DIESEL	35000	Thermo King	CA
969	12903R3	2023	Kenworth	T380	2NK4HM7X9PM249225	DIESEL	35000	Thermo King	CA
970	12901R3	2023	Kenworth	T380	2NK4HM7X9PM249226	DIESEL	35000	Thermo King	CA
971	12902R3	2023	Kenworth	T380	2NK4HM7X9PM249227	DIESEL	35000	Thermo King	CA
972	75571T3	2024	Kenworth	T380	2NK4HM7XXRM346379	DIESEL	35000	Thermo King	CA
973	75570T3	2024	Kenworth	T380	2NK4HM7X6RM350459	DIESEL	35000	Thermo King	CA
974	75572T3	2024	Kenworth	T380	2NK4HM7X8RM346378	DIESEL	35000	Thermo King	CA
975	CG19M30	2024	Kenworth	T380	2NK4HM7X8RM366842	DIESEL	35000	Thermo King	CA
976	DD35R36	2024	Kenworth	T380	2NK4HM7XXRM366843	DIESEL	35000	Thermo King	CA
977		2025	Kenworth	T380	2NK3H56X3MM438279	CNG	26000	Thermo King	CA
502	9G72575	2018	Kenworth	T480	1XKYAK8X6JJ204587	DIESEL	60000		CA

Clearbrook Farms contracts a third party to provide all preventive maintenance, repairs and inspections for the entire fleet and the refrigeration units on a regular schedule. Inspections include the "Basic Inspection of Terminals (BIT) Programs". Our strict adherence to our preventive maintenance program has meant our vehicles are rarely out of service which has contributed to our spotless delivery record. Delivery personnel are responsible for and take pride in keeping their vehicles clean and regularly check the ambient temperature within the box of the truck to ensure dairy products are keep at 35 degrees Fahrenheit.

16. Describe your policy regarding your delivery driver/staff assisting sites in moving received products to storage areas?

Our drivers have been with Clearbrook Farms on average for more than 17 years, so they get to know you, your school and exactly how you want your dairy products delivered. We are in the service business and our drivers will put your products away where you want it. We simply ask, when drivers arrive, the coolers are cleaned and ready for the new product to arrive.

17. What is your procedure to bring in new products for the district?

New items will be procured on a case-by-case basis with the support of realistic forecasts. Products will be available within twenty-one business days.

- 18. Do you offer a percentage discount for early payment? If yes, please state Terms for Discount.**

Clearbrook Farms has carefully and diligently created a fair pricing structure for Oxnard Union High School District which assumes prompt payment for products and services.

- 19. How many years has your company been in the k-12 food service business? How would you describe your companys financial stability?**

Clearbrook Farms has been in the food service business continuously since 1963 and has been a family owned business now run by the second generation of the Prins family. Harry Prins, Sr. started Clearbrook Farms with a drive through dairy store in Lynwood, CA and steadily grew the business by providing the freshest quality dairy products for customers and operating in an ethical and fair manner with not only customers, but vendors and employees as well. Thirty six (36) years later, the company was purchased by Harry Sr.'s son, Wayne & Harry Prins, Jr. and they have carried on their father's values of putting the customer first, doing business fairly with integrity and providing employees with a great place to work. These principals live on today and are reflected in the many fiercely loyal long time customers Clearbrook has been proud to serve over the years.

Clearbrook Farms is financially sound. For over 60 years we have had strong banking relations, we currently bank with Farmers and Merchant Bank and are in excellent standing. Since we operate on zero debt, even with the events like COVID-19 we can remain a name, districts across southern California can rely on for all their dairy, juice, water, and ice cream needs.

- 20. Has your firm provided economic opportunity for the counties of Los Angeles/ San Bernardino/ Riverside residents and business? If so, explain.**

Clearbrook Farms Is locally owned and operated. All our drivers, warehouse, purchasing, and sales team live in the communities we serve.

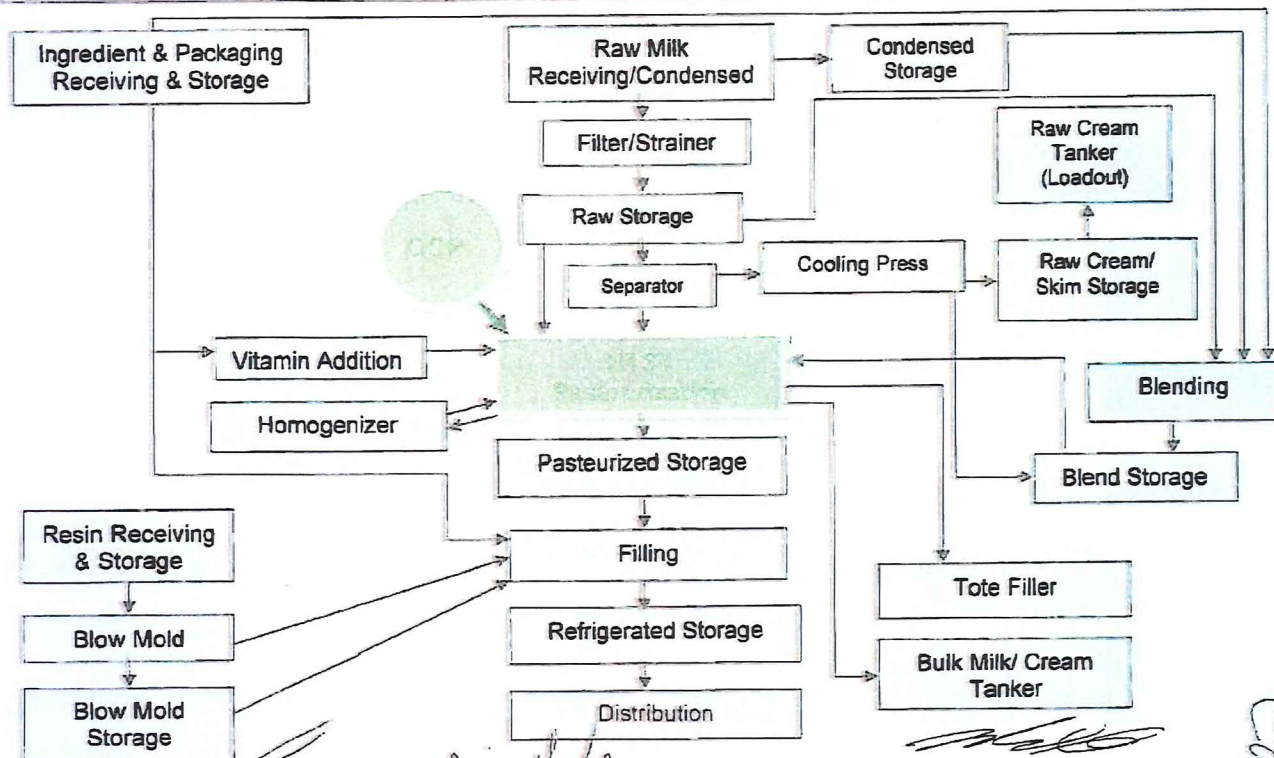
- 21. Will refrigerated trucks be used to deliver refrigerated items?**

Yes

 Food Safety & Quality Management System	SECTION: Food Safety Plan	ISSUE DATE: 10/10/2006	PROCEDURE #: FS 826 Milk/Cream FC	
	SQF REFERENCE CODE: 2.4.3	REVIEW DATE: 01/29/2025	REVISION DATE: 01/27/2025	VERSION #: 1

Critical Control Point Flow Chart Milk/Cream

General	- Products included in the milk process: Whole milk Homo, 2% Reduced Fat, 1% Low Fat, Fat Free Milk, Whipping Cream, Natural Cream, Homo Cream, ½ & ½ - Composition: raw milk. May or may not contain cream, condensed skim, vitamins A&D or vitamin D. Refer to Finished Product Specification. - Raw milk is separated, Milk is blended, standardized, homogenized-pasteurized, and packaged
Storage and Distribution	- Code date 17 to 23 days from date of manufacture Bulk milk in tankers - 8 days from date of manufacture. "Keep Refrigerated", "Vitamins A&D Added", "Vitamin D Added", "Pasteurized Grade A". "Stored and shipped at refrigerated temperatures (≤ 45° F) to various distribution centers and retail locations
Intended Use and Consumers	Ready to consume beverage for the general public. May be used as an ingredient in food preparation.
Package Size	- Plastic: Gallon, Half Gallon, Bulk Bag, Plastic Totes - Paper: Half Gallon, Quart, Pint, Half Pint - Tanker Bulk: Up to - 6000 Gallons



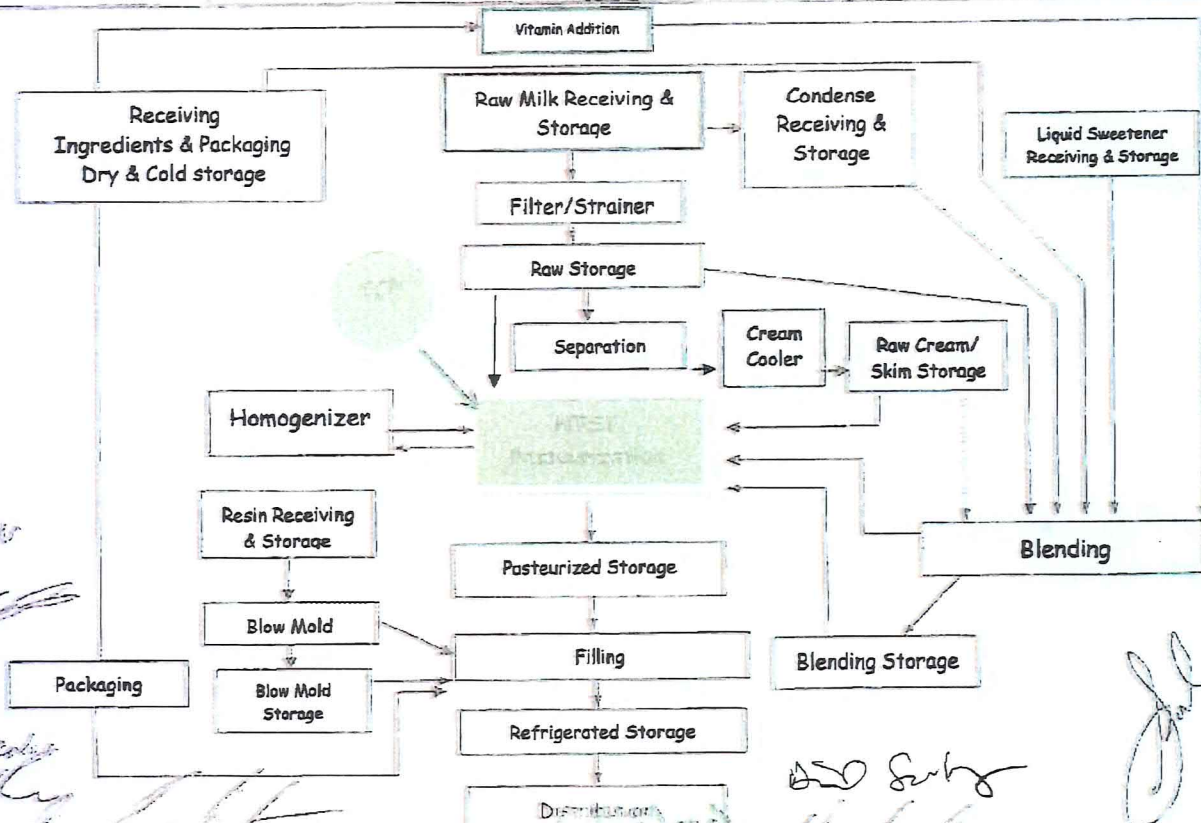
Approved by HACCP Team:

[Handwritten signatures and initials]

 Food Safety & Quality Management System	SECTION: Food Safety Plan	ISSUE DATE: 10/10/2006	PROCEDURE #: FS 824 Flavored Milk FC	
	SQF REFERENCE CODE: 2.4.3	REVIEW DATE: 01/29/2025	REVISION DATE: 10/29/2021	VERSION #: 1

Critical Control Point Flow Chart Flavored Milk

General	- Products included in the flavored milk process: Double chocolate, 1% Chocolate, NF chocolate, NF Strawberry, Premium Eggnog, Coffee Milk - Composition: Milk, May or may not contain: Sucrose, HFCS, cream, condense skim, cocoa powder blend, stabilizers and may contain various other flavorings, eggnog base, coffee extract, Vitamin A and D or Vitamin D. Refer to Finished Product Specification - Raw milk is separated, Milk is blended, standardized, and homogenized-pasteurized and packaged
Storage and Distribution	- Code date 17-24 days from date of manufacture "Keep Refrigerated", "Vitamins Added" - Stored and shipped at refrigerated temperatures ($\leq 45^{\circ}\text{F}$) to various distribution centers and retail locations
Intended Use and Consumers	Ready to consume beverage for the general public and food service industry. May be used as an ingredient in food preparation
Package Size	- Plastic: Gallon, Half Gallon, Bulk Bag - Paper: Half Gallon, Quart, Half Pint

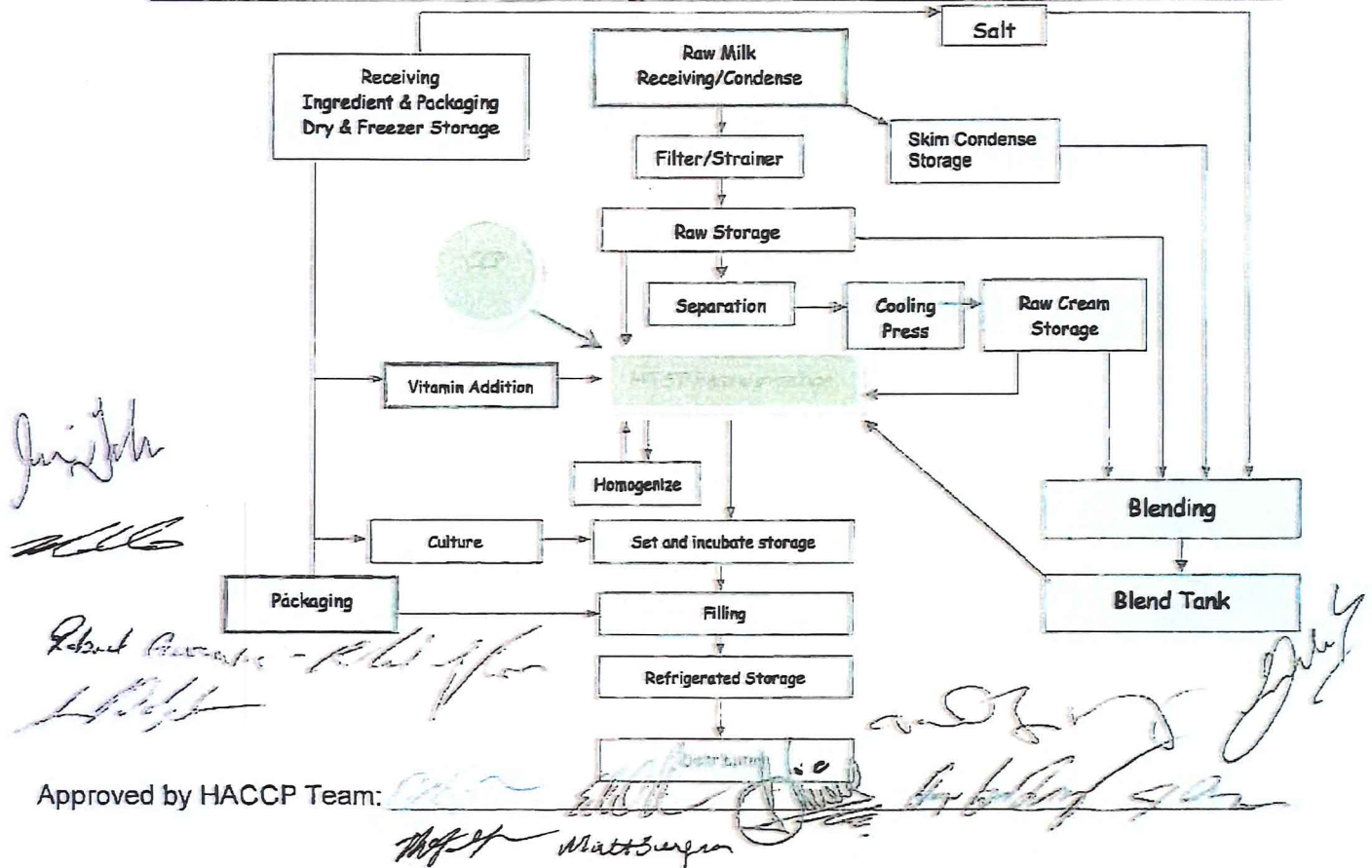


Approved by HACCP Team.

	SECTION: Food Safety Plan	ISSUE DATE: 10/08/2006	PROCEDURE #: FS 822 Cultured Product FC	
	SQF REFERENCE CODE: 2.4.3	REVIEW DATE: 01/29/2025	REVISION DATE: 10/29/2021	VERSION #: 1

Critical Control Point Flow Chart Cultured Products

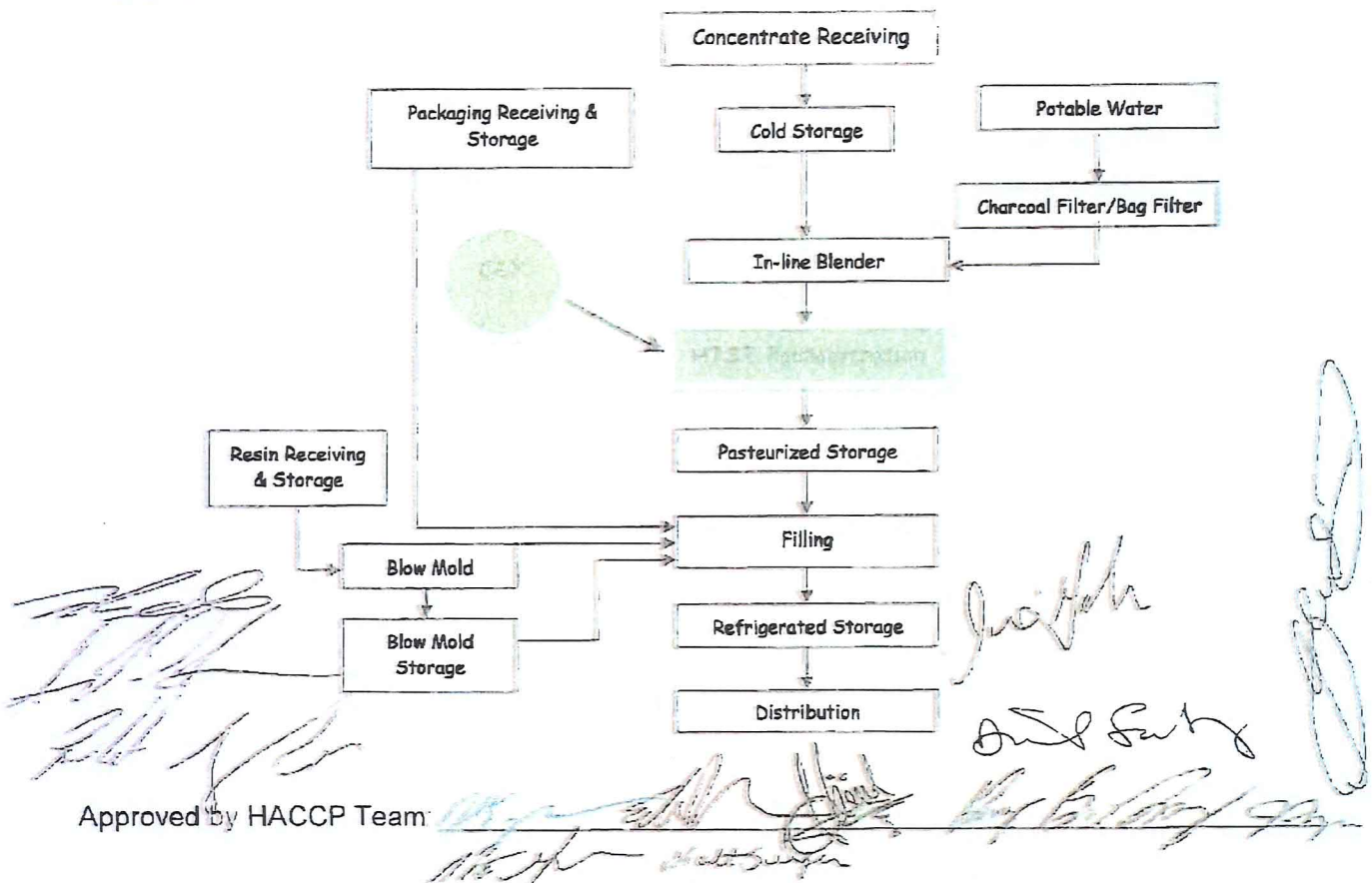
General	- Products: 1% Low Fat Buttermilk - Composition: Raw milk, cream, Condense skim, stabilizer, dry milk solids, and Culture. May or may not contain: Hold Bac, vitamin A & D, salt. Refer to Finished Product Specification. - Raw milk is separated, Milk and cream is blended, standardized, homogenized-pasteurized and cultured
Storage and Distribution	- Code date 23 days for buttermilk from date of manufacture. "Keep Refrigerated", "Vitamins Added" "Stored and shipped at refrigerated temperatures ($\leq 45^{\circ}$ F) to various distribution centers and retail locations.
Intended Use and Consumers	Ready to consume Retail, food service industry. May be used as an Ingredient in food preparation.
Packaging Sizes	Half Gallon, Quarts, Totes



	SECTION: Food Safety Plan	ISSUE DATE: 10/10/2006	PROCEDURE #: FS 828 Orange Juice FC	
	SQF REFERENCE CODE: 2.4.3	REVIEW DATE: 01/29/2025	REVISION DATE: 10/30/2020	VERSION #: 1

Critical Control Point Flow Chart Orange Juice

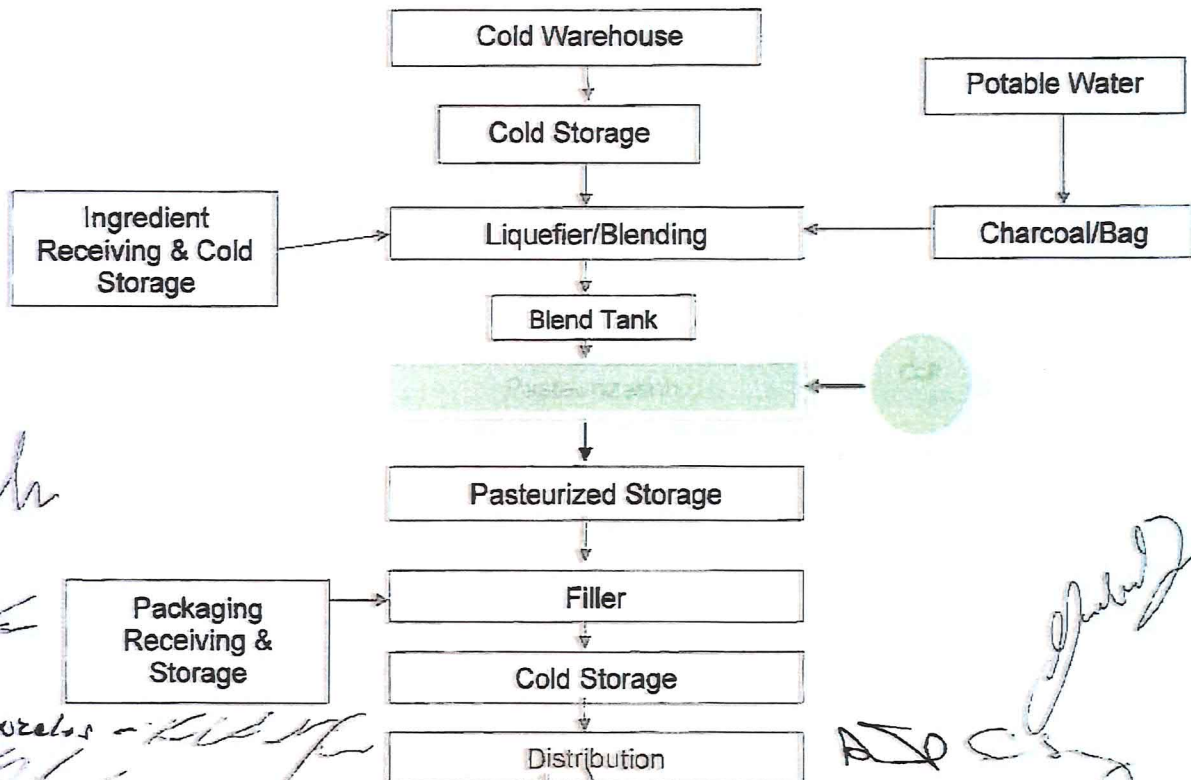
General	- Product: Orange Juice from concentration - Composition: Orange juice concentrates and potable water. Refer to Finished Product Specification - Orange juice concentrate is blended with potable water. Following blending, the juice is pasteurized, stored in a pasteurized storage tank, and filled
Storage and Distribution	- Code date 28 days on Paper containers and 36 days on Plastic containers from date of manufacture. - "Keep Refrigerated" - Stored and shipped at refrigerated temperatures ($\leq 45^{\circ}$ F) to various distribution centers, retail, and wholesale locations
Intended Use and Consumers	- Ready to consume beverages and ingredients for the general public. May be used as an ingredient in food preparation.
Package Size	- Plastic: Gallon, Half Gallon - Paper: 4oz



 Food Safety & Quality Management System	SECTION: Food Safety Plan	ISSUE DATE: 10/10/2006	PROCEDURE #: FS 821 Apple Juice HACCP FC	
	SQF REFERENCE CODE: 2.4.3	REVIEW DATE: 01/29/2025	REVISION DATE: 10/30/2020	VERSION #: 1

Critical Control Point Flow Chart Apple Juice

General	- Product: Apple Juice from Concentrate. - Composition: Apple juice concentrate, ascorbic acid, and potable water. <i>Refer to Finished Product Specification.</i> - Apple juice concentrate is blended with potable water and ascorbic acid, pasteurized, and packaged.
Storage and Distribution	- Code date 28 days from date of manufacture. - Handling instructions "Keep Refrigerated." - "Stored and shipped at refrigerated temperatures ($\leq 45^{\circ}$ F) to various distribution centers and retail locations.
Intended Use and Consumers	- Ready to consume beverage for the general public and distributed to retail and institutional services.
Package Size	- Paper: 4oz



Approved by HACCP Team:

[Signatures]



SECTION:
2.6 Product Traceability & Crisis
Management

ISSUE DATE:
5/24/2021

REVISION DATE:
2/20/2025

SQF REFERENCE CODE:
2.6.3.1

REVIEW DATE:
2/20/2025

REVIEWED BY:
Maly Hare

Recall Plan

Approved by General Manager (Recall Coordinator): Ron Benefiel

Signature:  Date: 2/20/2025

Reviewed by QA Manager/ PCQI: Joe Anaya

Signature:  Date: 2/20/2025

	SECTION: 2.6 Product Traceability & Crisis Management	ISSUE DATE: 5/24/2021	REVISION DATE: 2/20/2025
	SQF REFERENCE CODE: 2.6.3.1	REVIEW DATE: 2/20/2025	REVIEWED BY: Maly Hare

Stock Recovery

- involves an internal withdrawal in which Producers has control over the product.

Market Withdrawal

- is like a stock recovery, except the product has left our control.

Product Recall

- A product recall is issued on food that is in violation of the FDA and/or may cause harm to the consumer.

A Product RECALL involves potential legal action, and initiating a recall implies an admission that a product violates FDA regulations. The FDA must be notified, and this notification will become a matter of public record. Product recalls are further classified as:

Class I – Reasonable probability that the product will cause serious adverse health consequences or death. Examples: Pathogenic bacteria or allergen contamination.

Class II – Exposure to the product may cause temporary or medically reversible adverse health consequences or where the probability of serious health consequences is remote. Example: glass in the product.

Class III – Exposure to the product is not likely to cause adverse health consequences. Example: nonallergenic labeling error

The Producers Product Retrieval Team shall be notified, and the retrieval process initiated.

Retrieval Team

Individuals in parentheses are the alternates.

Designation	Name	Title
Recall Coordinator and Designee	Ron Benefiel	General Manager
	Ken Gauer	Plant Manager
Corporate Coordinator or Designee	John Keith	President & COO
	Jeanine Suskind	VP of Operations
Product Removal and Recovery	Robert Gonzales	Transportation Manager
	Jarrod Delgado	Transportation Supervisor
	Jason Sholey	Director of Logistics
Customers and Sales	Justin Patterson	General Sales Manager
	Sean Simonian	VP of Sales



SECTION: 2.6 Product Traceability & Crisis Management	ISSUE DATE: 5/24/2021	REVISION DATE: 2/20/2025
SQF REFERENCE CODE: 2.6.3.1	REVIEW DATE: 2/20/2025	REVIEWED BY: Maly Hare

Quality Assurance Manager:

- Ensures that the program is current with the latest information.
- Identifies classification of the recall with the Corp. team (Class I, Class II, Class III.)
- Identifies the scope of the recall with the Assistant Plant Manager (i.e., sizes, codes, labels, lots, quantities affected, etc.)
- Places in-house product on hold.
- Tracks the affected product and ensures it did not go into rework.
- Assures all suspect products in outside warehouses are isolated and retained.
- Checks quality control, process control, laboratory, and raw material records.
- Investigates the root cause of the recall. Implements an action plan to prevent reoccurrence.
- Arranges for any additional testing to approved laboratories.
- Determines the final disposition of the product with the recovery coordinator.
- Verifies and documents that all affected products have been disposed of.

Plant Manager/ Assistant Plant Manager:

The plant manager is a key person in any product recall and plays an active role in controlling the scope of a problem.

- Gathers necessary production records to assist in determining the scope of the recall.
- Notifies the QA Manager upon learning of a product problem.
- Works with the QA Manager to outline the specific details of the problem (i.e., sizes, codes, labels, amount affected, etc.) with as much information as available for the Recovery Coordinator to prepare a communication to the Retrieval Team.
- Discontinues the production of the affected product immediately.
- Works with the Vault Manager to secure current productions, assembled products, loaded products, raw materials, packaging, or warehouse inventory with "HOLD" stickers.
- Maintains production records to facilitate an accurate recall.
- Assists Quality Assurance personnel in accessing the cause and severity of the problem.
- Maintains correct and legible codes on products.

Sales Department:

In the event of a recall or withdrawal emergency, the Sales Department plays an extremely sensitive role in informing our customers of the recall. The sales manager is often the first to know of a potential product problem.

- Notifies the QA Manager and Recall Coordinator immediately.
- Gathers details of the problem, such as items involved, sizes, codes, actual or potential delivery locations, etc.
- Notifies any plant warehouse or distribution center involved and informs them to place the product on hold.
- Assists the General Manager with any media issues so this can be handled by the SES team.

	SECTION: 2.6 Product Traceability & Crisis Management	ISSUE DATE: 5/24/2021	REVISION DATE: 2/20/2025
	SQF REFERENCE CODE: 2.6.3.1	REVIEW DATE: 2/20/2025	REVIEWED BY: Maly Hare

Customer Service:

- Files an "incident only" notice of product liability claim with the insurance carrier.
- Assists the General Manager with any media issues that arise.
- Sets up an answering service to transfer customer inquiries and complaints pertaining to the recall to a designated Producers Dairy manager.
- Handles and keeps records of customer inquiries and complaints.

All customers will be notified of any recall notice via a phone call or email with the attached Recall Notification Form and a formal letter to be issued once the details are finalized. SQFI and SQF Certifying body must be contacted at foodsafetycrisis@sqfi.com and certification@mxns.com within 24 hours of a recall or identification of a food safety event requiring public notification.

Immediately contact the FDA Recall Coordinator by telephone and email. Notate the time and date of contact.

Marjorie Schultz, Recall Coordinator
1431 Harbor Bay Parkway
Alameda, CA 94502
Fax: (510) 337-6705
marjorie.schultz@fda.hhs.gov

Nicole Yuen, Emergency Response Coordinator
Phone: (510) 337-6898
Nicole.Yuen@fda.hhs.gov
Phone: (209) 954-0171 Ex: 102

Immediately contact the California State Department of Food and Ag. Dairy Branch by telephone and e-mail. Notate the time and date of contact.

Bill Marchese (CDFA Central California Region)
Phone: (559) 445-5506
bill.marchese@cdfa.ca.gov

Immediately contact the California Department of Public Health. FDB Recall by telephone and e-mail. Notate the time and date of contact.

FDB Recall
Phone: (916) 650-6500
FDB-ERU@cdph.ca.gov



SECTION:
2.6 Product Traceability & Crisis Management

ISSUE DATE:
5/24/2021

REVISION DATE:
2/20/2025

SQF REFERENCE CODE:
2.6.3.1

REVIEW DATE:
2/20/2025

REVIEWED BY:
Maly Hare

MOCK STOCK WITHDRAWAL

SUMMARY	
TYPE OF RECOVERY: ☒ ACTUAL ☐ MOCK	
DATE RECOVERY INITIATED:	
PLANT NAME & LOCATION: Producers Dairy Foods, Fresno 06-4199	
PRODUCT TO BE RECOVERED (brand names, specific product names, package sizes)	
ITEM NUMBER	
UPC CODE	
CODE DATE OF PRODUCT	
PRODUCTION DATE	
REASON FOR RECOVERY	
HEALTH HAZARD – YES OR NO	
TIME TO COMPLETE RECOVERY	
TOTAL UNITS PRODUCED	
TOTAL UNITS SHIPPED	
TOTAL UNITS IN-HOUSE	
TOTAL UNITS RECOVERED	
PERCENT RECOVERED	
TIME RECOVERY STARTED	
TIME RECOVERY ENDED	
TOTAL TIME FOR RECOVERY	

Recall team members present: _____

	SECTION: 2.6 Product Traceability & Crisis Management	ISSUE DATE: 5/24/2021	REVISION DATE: 2/20/2025
	SQF REFERENCE CODE: 2.6.3.1	REVIEW DATE: 2/20/2025	REVIEWED BY: Maly Hare

Producers Dairy Foods; Product Recall/Retrieval Emergency Contact List

Contacts	Name	Phone	Cell	Fax	Email
Plant Manager	Ken Gauer	559-457-4626	559-647-1557	559-457-4679	ken.gauer@producersdairy.com
QA Director	Andre Beryt	559-457-4621	559-217-9382	559-457-4679	andre.beryt@thehatcheryfoods.com
QA Manager	Joe Anaya	559-457-4626	559-647-1557	559-457-4679	Joe.Anaya@Producersdairy.com
VP of Operations	Jeanine Suskind	559-552-4261	559-259-8900	559-457-4679	jeanine.suskind@shenadefoods.com
President/COO	John Keith	559-264-6583	559-647-1590	559-457-4679	john.keith@shenadefoods.com
VP of Sales	Sean Simonian	559-457-4624	559-696-5106	559-457-4679	sean.simonian@thehatcheryfoods.com
24/7 Contact	Ken Gauer	559-457-4626	559-647-1557	559-457-4679	ken.gauer@producersdairy.com
General Manager	Ron Benefiel	559-457-4626	559-406-8134	559-457-4679	ron.benefiel@producersdairy.com

FDA Recall Coordinator Emergency Contact List

Contacts	Name	Phone	Fax	Email
Recall Coordinator	Marjorie Schultz	510-337-6898	510-337-6705	Marjorie.Schultz@fda.hhs.gov
Emergency Response Coordinator	Nicole Yuen	209-954-0171 Ex: 102	NA	Nicole.Yuen@fda.hhs.gov



Certificate #

11764

Date of Audit

Mar 15, 2024

Date of Decision

Apr 26, 2024

Date of Expiration

May 8, 2025

**Date of Next
Re-Certification Audit**

Feb 22, 2025

Audit Type

UNANNOUNCED

**Better Food.
Better Health.
Better World.**

Certificate

**Mérieux NutriSciences Certification LLC certify
that having conducted an audit at**

Producers Dairy Foods Inc

250 East Belmont Avenue
Fresno, California, UNITED STATES, 93701

Is registered as meeting the requirements of the
SQF Food Safety Code for Food Manufacturing Edition 9
SQF Quality Code Edition 9

10. Dairy Food Processing : buttermilk, cream, egg nog, flavored milk, ice cream mix, milk

16. Ice, Drink, Beverage Processing : fruit drinks, fruit juice, water

Issuing Officer

Authorizing Officer

Mérieux NutriSciences

401 N. Michigan Avenue Suite 1400 Chicago, Illinois 60611
Tel : +1 (773) 838-5151 • www.merieuxnutrisciences.com/us





ASSURED AUDIT
PEST PREVENTION
PO BOX 7070 • SURPRISE, AZ 85374
PHONE: 877-299-6293

Service Inspection Report

INVOICE #: 128947

WORK DATE: 03/04/2025

BILL-TO **100975** **LOCATION** **100975**

Producers
Maly Hare
250 E Belmont Ave
Fresno, CA 93701-1405

Producers
Maly Hare
250 E Belmont Ave
Fresno, CA 93701-1405

Phone: 559-264-6583
Mobile: 559-647-6120

Phone: 559-412-3554
Mobile: 559-647-6120

Time In: 03/04/2025 11:42:45 AM
Time Out: 03/04/2025 12:53:15 PM

Customer Signature

Mally H

Technician Signature

Larry Lindsey

License #: CA - 66644

Purchase Order	Terms	Service Description	Quantity
None	NET 30	Weekly Food Safety Pest Prevention	1.00

GENERAL COMMENTS / INSTRUCTIONS

State law requires that you be given the following information: CAUTION-PESTICIDES ARE TOXIC CHEMICALS. Structural Pest Control Companies are registered and regulated by the Structural Pest Control Board and apply pesticides which are registered and approved for use by the California Department of Pesticide Regulation and the United States Environmental Protection Agency. Registration is granted when the State finds that based on existing scientific evidence there are no appreciable risks if proper use conditions are followed or that the risks are outweighed by the benefits. The degree of risk depends upon the degree of exposure, so exposure should be minimized. If within 24 hours following application you experience symptoms similar to common seasonal illness comparable to the flu, contact your physician or poison control center 1-800-222-1222 and your pest control company immediately. For further information, contact any of the following: Assured Audit Pest Prevention 877-299-6293; for Health Questions-the County Health Department 559-600-3311; for Application Information-the County Agricultural Commissioner 559-600-7510; and for Regulatory Information-the Structural Pest Control Board, (916) 561-8708 2005 Evergreen Street, Ste. 1500 Sacramento, CA 95815.

Check-in at the Main Office prior to the start of service to receive an Access Card.

Upon completion of service, return the Access Card to the front office and sign out.

CONDITIONS / OBSERVATIONS	Reported	Severity	Responsibility	Reviewed
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None Noted.

PRODUCTS APPLICATION SUMMARY

None Noted.

PEST ACTIVITY	# Areas	# Devices	Pest Totals
Occasional Invaders	0	1	1
Small Fly	0	3	36

DEVICE INSPECTION SUMMARY

Device Type	# Inspected	Inspected w/Activity	# Skipped	# Replaced
LIGHT TRAP STICKY	4 of 4 (100.00%)	3 of 4 (75.00%)	0	0
MECHANICAL RODENT TRAP	78 of 78 (100.00%)	0 of 78 (0.00%)	0	0
RODENT BAIT STATION	0 of 1 (0.00%)	0 of 0 (0.00%)	0	0
-Totals:	82 of 83 (98.80%)	3 of 82 (3.66%)	0	0

MILK PRODUCTS PLANT SCORE CARD
STATE OF CALIFORNIA, DEPARTMENT OF FOOD AND AGRICULTURE
ANIMAL HEALTH AND FOOD SAFETY SERVICES - MILK AND DAIRY FOOD SAFETY BRANCH
SACRAMENTO 95814

Trade Name: Producers Dairy Foods, Inc.

Business Address: 250 E Belmont Avenue

Owner or Manager: Joe Anaya

Fresno, CA 93701

Products Manufactured or Processed: PHM, LFM, RFM, NFM, F PHM, F LFM, F NFM, LF BM, H&H, HC, IC Mix & Egg nog (seasonal)

Factory License Number: 06-04199

Date: 10/15/24 & 10/29/24

Inspection Made: Before, during after processing (hour)

9:30AM M,

Item #	Perfect Value/Deductions	Item #	Perfect Value/Deductions
1. <u>SURROUNDINGS</u> - Neat, clean, free of pooled water, odors, harborages and breeding areas; tank unloading areas properly constructed; approved pesticides used properly ----- 2		21. <u>PASTEURIZATION</u>	
X 2. <u>SEPARATE ROOMS</u> - Separate rooms as required, adequate size, proper construction, no direct opening to barn or living quarters; storage tanks properly vented ----- 3		A. <u>Indicating and Recording Thermometers</u> - Provided; in compliance with code requirements ----- 4	
3. <u>FLOORS</u> - Smooth, impervious, no pools, good repair, trapped drains ----- 1	(-1)	B. <u>Time and Temperature Controls</u>	
4. <u>WALLS AND CEILINGS</u> - Smooth washable, light-colored, good repair ----- 1		1. <u>Batch Pasteurizers</u> - Proper agitation where and when required; each pasteurizer equipped with indicating, recording and airspace thermometers, bulbs correctly placed; recording thermometer reads no higher than indicating thermometer; product held in vat at correct holding time; no product added after holding begins, airspace above product 5.0°F. or higher above required pasteurization temperature during holding; inlet and outlet valves and connections in compliance with Code.	
5. <u>DOORS, WINDOWS, VENTS, OTHER OPENINGS</u> - Effectively protected against entry of flies and rodents; outer doors self-closing, open outward, in good repair ----- 2		2. <u>High-Temperature Short-Time Continuous Flow Pasteurization</u> - Flow diversion devices comply with Code requirements; diverted flow line self-draining; stoppage precluded proper assembly and operation; product held at minimum pasteurization temperature; recorder-controller complies with Code requirements; recorder temperature no higher than indicating thermometer temperature, cut-in and cut-out temperature at or above required temperature; setting sealed, no bypass around sensor; sensor located properly; holding tube complies with design, assembly, slope and support requirements; flow promoting devices comply with Code requirement, no improper manual switches; maximum speed assures required holding time, setting sealed as required ----- 10	
6. <u>LIGHTING</u> - Sufficient and properly distributed ----- 1		C. <u>Pasteurization Adulteration Controls H.T.S.T.</u> - Satisfactory means to prevent adulteration with added water ----- 3	
7. <u>VENTILATION</u> - Well ventilated to preclude condensation, filtered air with forced air systems ----- 1		D. <u>Pasteurization - Regenerative Heating</u> - Pasteurized product in regenerator automatically under greater pressure than raw product in regenerator at all times; accurate pressure gages available for checking booster pumps, properly identified and installed ----- 5	
8. <u>WATER SUPPLY</u> - Sufficient, potable and properly operated ----- 4		E. <u>Pasteurization - Temperature Recording Charts</u> - Proper charts, correctly recorded; filed ----- 4	
9. <u>TOILET FACILITIES</u> - Clean, well lighted, ventilated, warm water, single-service towels, no direct opening to processing rooms, self-closing door, sewage and other wastes disposed of in a sanitary manner ----- 2		22. <u>COOLING OF MILK AND PRODUCTS</u> - Raw products maintained at 45°F. or less until processed; pasteurized milk and milk products, except those to be cultured, cooled immediately to 45°F. or less until delivered; approved thermometers properly located in all refrigeration rooms and storage tanks; recirculated cooling water from safe source; properly protected, complies with bacterial standards ----- 5	
10. <u>DRESSING ROOM(S)</u> - Clean, orderly, well ventilated ----- 1		23. <u>BOTTLING AND/OR PACKAGING</u> - Performed in sanitary manner by approved mechanical equipment; fluid milk bottled in plant where pasteurized ----- 3	
11. <u>HANDWASH FACILITIES</u> - Clean, located as required, good repair, warm water, soap, single-service towels, improper facilities not used ----- 2		24. <u>CAPPING, CLOSING OR WRAPPING</u> - Performed in sanitary manner by approved mechanical equipment; closures comply with Code ----- 3	
12. <u>PERSONNEL-CLEANLINESS</u> - Hands washed before performing plant functions; rewashed when contaminated; clean outer garments and hair covering worn; no use of tobacco in processing areas ----- 1		25. <u>VEHICLES</u> - Properly constructed, maintained and cleaned, no contaminating substances transported; over-the-road tankers properly cleaned and tagged ----- 3	
13. <u>MILK PRODUCT PLANT CLEANLINESS</u> - Neat, clean, no evidence of insects or rodents; trash properly handled ----- 2	(-2)	26. <u>COMPLIANCE WITH STANDARDS</u>	
14. <u>CONSTRUCTION AND REPAIR OF CONTAINERS AND EQUIPMENT</u> - Smooth, impervious, corrosion-resistant, nontoxic, easily cleanable materials, good repair, accessible for inspection ----- 3		All bacterial, labeling, and compositional standards complied with. (prorate debit based on degree of noncompliance) ----- 13	
X 15. <u>PROTECTION FROM CONTAMINATION</u> - Operations conducted and located so as to preclude contamination of milk products, ingredients, containers, equipment and utensils, overflow, spilled and leaked products or ingredients discarded; air and steam used to process products in compliance; approved pesticides safely used ----- 3	(-3)		
16. <u>CLEANING OF CONTAINERS AND EQUIPMENT</u> - Effectively cleaned, mechanical cleaning in compliance with Code requirements, records complete, two compartment wash sink provided where required ----- 5			
17. <u>SANITIZING OF CONTAINERS AND EQUIPMENT</u> - Approved sanitation process applied to all product contact surfaces prior to use; efficient tests in compliance ----- 5			
18. <u>STORAGE OF CLEANED CONTAINERS AND EQUIPMENT</u> - Stored to assure drainage and protected from Contamination ----- 3			
19. <u>STORAGE OF SINGLE-SERVICE ARTICLES</u> - Received, stored and handled in a sanitary manner; paperboard containers and single-service plastic containers not reused except where Code permits ----- 2			
X 20. <u>SANITARY PIPING</u> - Smooth, impervious, corrosion-resistant, nontoxic, easily cleanable materials in good repair, accessible for inspection, clean-in-place lined meet Code specifications; pasteurized products conducted in sanitary piping except as permitted by Code ----- 3	(-3)		

Appendix N OK X NOT OK

TOTAL POINTS POSSIBLE 100
TOTAL DEDUCTIONS 9
SCORE 91%

Representative

Duplicate Copy Received

MILK PRODUCTS PLANT SCORE CARD
STATE OF CALIFORNIA, DEPARTMENT OF FOOD AND AGRICULTURE
ANIMAL HEALTH AND FOOD SAFETY SERVICES - MILK AND DAIRY FOOD SAFETY BRANCH
SACRAMENTO 95814

Page 1 of 2

Trade Name: Parkway Dairy Foods, Inc. Business Address: 25 E Belmont Avenue
Owner or Manager: J.R. Allen PARSON, CA 93701
Products Manufactured or Processed: PPM, LPM, RPM, NPM, FPM, FPM, FPM, LPM, HPM, HC, HIC, HIC
Factory License Number: 06-04199 Date: 08/11/02
Inspection Made: Before during after processing (hour) 9 A. M.

Item #	Perfect Value/Deductions	Item #	Perfect Value/Deductions
1. SURROUNDINGS - Nest, clean, free of pooled water, odors, harborages and breeding areas; tank unloading areas properly constructed; approved pesticides used properly ----- 2		21. PASTEURIZATION	
2. SEPARATE ROOMS - Separate rooms as required, adequate size, proper construction, no direct opening to barn or living quarters; storage tanks properly vented ----- 3		2. Indicating and Recording Thermometers - Provided; in compliance with code requirements ----- 4	
3. FLOORS - Smooth, impervious, no pools, good repair, trapped drains ----- 1		3. Time and Temperature Controls	
4. WALLS AND CEILINGS - Smooth washable, light-colored, good repair ----- 1		1. Batch Pasteurizers - Proper agitation when and when required; each pasteurizer equipped with indicating, recording and airspace thermometers, bulbs correctly placed; recording thermometer reads no higher than indicating thermometer; product held in vat at correct holding time; no product added after holding begins, airspace above product 5.0°F. or higher above required pasteurization temperature during holding; inlet and outlet valves and connections in compliance with Code.	
5. DOORS, WINDOWS, VENTS, OTHER OPENINGS - Effectively protected against entry of flies and rodents; outer doors self-closing, open outward, in good repair ----- 1		2. High-Temperature Short-Time Continuous Flow Pasteurization - Flow diversion devices comply with Code requirements; diverted flow line self-draining; stoppage precluded proper assembly and operation; product held at minimum pasteurization temperature; recorder-controller complies with Code requirements; recorder temperature no higher than indicating thermometer temperature, cut-in and cut-out temperature at or above required temperature; setting sealed, no bypass around sensor; sensor located properly; holding tube complies with design, assembly, slope and support requirements; flow promoting devices comply with Code requirement, no improper manual switches; maximum speed assures required holding time, setting sealed as required ----- 10	
6. LIGHTING - Sufficient and properly distributed ----- 1		C. Pasteurization Adulteration Controls A.T.S.T. - Satisfactory means to prevent adulteration with added water ----- 3	
7. VENTILATION - Well ventilated to preclude condensation, filtered air with forced air systems ----- 1		D. Pasteurization - Regenerative Heating - Pasteurized product in regenerator automatically under greater pressure than raw product in regenerator at all times; accurate pressure gages available for checking booster pumps, properly identified and installed ----- 5	
8. WATER SUPPLY - Sufficient, potable and properly operated ----- 4		E. Pasteurization - Temperature Recording Charts - Proper charts, correctly recorded; filed ----- 4	
9. TOILET FACILITIES - Clean, well lighted, ventilated, warm water, single-service towels, no direct opening to processing rooms, self-closing door, sewage and other wastes disposed of in a sanitary manner ----- 2		22. COOLING OF MILK AND PRODUCTS - Raw products maintained at 45°F. or less until processed; pasteurized milk and milk products, except those to be cultured, cooled immediately to 45°F. or less until delivered; approved thermometers properly located in all refrigeration rooms and storage tanks; recirculated cooling water from safe source; properly protected, complies with bacterial standards ----- 5	
10. DRESSING ROOM(S) - Clean, orderly, well ventilated ----- 1		23. BOTTLING AND/OR PACKAGING - Performed in sanitary manner by approved mechanical equipment; fluid milk bottled in plant where pasteurized ----- 3	
11. HANDWASH FACILITIES - Clean, located as required, good repair, warm water, soap, single-service towels, improper facilities not used ----- 2		24. CAPPING, CLOSING OR WRAPPING - Performed in sanitary manner by approved mechanical equipment; closures comply with Code ----- 3	
12. PERSONNEL-CLEANLINESS - Hands washed before performing plant functions; re-washed when contaminated; clean outer garments and hair covering worn; no use of tobacco in processing areas ----- 1		25. VEHICLES - Properly constructed, maintained and cleaned, no contaminating substances transported; over-the-road tankers properly cleaned and tagged 3	
13. MILK PRODUCT PLANT CLEANLINESS - Nest, clean, no evidence of insects or rodents; trash properly handled ----- 2		26. COMPLIANCE WITH STANDARDS	
14. CONSTRUCTION AND REPAIR OF CONTAINERS AND EQUIPMENT - Smooth, impervious, corrosion-resistant, nontoxic, easily cleanable materials, good repair, accessible for inspection ----- 3		All bacterial, labeling, and compositional standards complied with. (prorate debit based on degree of noncompliance) ----- 13	
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TOTAL POINTS POSSIBLE 100
TOTAL DEDUCTIONS 100%
SCORE 96%

Representative R. Allen

Duplicate Copy Received

Trade Name: Red Wings Dry Foods, Inc. Business Address: 250 E Belmont Avenue
 Owner or Manager: Joe Andra Fullerton, CA 93791
 Products Manufactured or Processed: PHM, APH, LPH, NPH, FPHM, FLPH, FNPH, LPB, HPH, HC, ICH, E, K, (all)
 Factory License Number: 01-04199 Date: 05/11/24 - 05/10/24
 Inspection Made: Before ☒ during ☐ after processing (hour) 9:15 AM

Representative Raymond A. Smith

[Signature]