



**HERSHEY CREAMERY COMPANY**  
*Quality Since 1894*

To Whom It May Concern,

Hershey's Ice Cream is cognizant of the effects of allergenic substances and makes every effort to ensure that all of our products are properly manufactured and labeled to protect you, our consumer. Hershey's Ice Cream products are manufactured in a facility that utilizes milk, eggs, soy, wheat, tree-nuts (pecan, pistachio, walnut, hazelnut, cashews, almonds, and coconut), and peanuts. From the strict adherence of formulation to the final product labeling, allergens are addressed at every step of the way in our process.

In an effort to minimize the possibility of cross-contact of allergenic and non-allergenic products, production scheduling is ordered for all non-allergenic material to be manufactured prior to the introduction of allergens. Typically, our production schedule is set to run one flavor or item on a particular machine per day. On days where multiple flavors must be manufactured on a single machine, the schedule is arranged in an order to prevent one flavor from being contaminated with allergens present in the preceding flavor(s).

We use a very specific formula for each item and the presence of allergens is assessed for all ingredients being utilized. Our packaging has a "Contains:" statement after the ingredient list, this statement clearly defines the allergen(s) being utilized in the particular product – milk, eggs, wheat, tree nuts, peanuts, and/or soy.

Upon completion of production on any of our machines, we have an entire wash-up and sanitation crew dedicated to cleaning and sanitizing our production equipment using validated cleaning procedures. This crew tears apart any of the machines used on the production floor that day, washes and sanitizes those machines, and then gets the production floor ready for the next day's production. Quality Assurance personnel perform ATP swabbing to assess the presence of organic material on clean production equipment. At the beginning of every shift, our production operators will perform a second sanitation procedure on their machines prior to starting that day production.

Hershey's Ice Cream does not have any manufacturing lines that are dedicated solely to allergen or non-allergen containing products. We are committed to accurately 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.

Sincerely,

**HERSHEY CREAMERY COMPANY**

*Tonia Watson-Elliott*

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HACCP Coordinator/Laboratory Director