



## Wiskerchen Cheese Inc. Policy

Title: Special Situation - Kraft

# 1.061

Issue Date: 11/4/13	Written By: Josh Gerstner	Approved By: John Wiskerchen	Revision # 9	Revision Date: 02/14/2020	Revised By: Nicole Stricker	Supersedes: 2/27/19	Page 1 of 3
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Notification to Kraft Foods Quality needs to happen at the following times:

1. A Zone 1 Listeria Positive (on a Kraft designated line or room)
2. A Zone 2-4 repeat of out of spec Coliform (on a Kraft designated line or room)
3. A Zone 2-4 presumptive positive Salmonella environmental result
4. Out of spec chlorine result on water sampling
5. 5 Consecutive out of spec results on an internal water sampling point (Microbiological testing)
6. Equipment used to monitor/measure a CCP is found out of calibration and product has been shipped.
7. Out of spec. result for repeat of swab test on clean equipment.
8. Prior to Kraft product/label destruction.
9. Communication to Kraft Foods of supplier approval or certification status, and any changes in such status.
10. Product placed on Hold due to exposure of a communicable disease(s).
11. If a situation is likely to arise which will involve the broader workforce, or attract attention from Regulatory/Public Health Authorities or media.
12. Waterborne or food borne outbreak spreading throughout the city/municipality and which may have infected employees handling Kraft Foods products.
13. If atypical circumstances result in rework, and directions for its use are unspecified or unclear, then Kraft Foods EM Quality Manager must be consulted prior to reintroducing this into the product stream.
14. Specification changes or development in existing products, Wiskerchen Cheese Inc. should inform Kraft Quality.
15. In the event of a pathogen positive, immediately place the product or material on Category 1 hold and notify Kraft Foods EM Quality Manager
16. When non-conformance is detected by Wiskerchen in products which are already in distribution and remaining stock at manufacturing and storage or distribution sites is identified, segregated and placed on hold.
17. In case of Regulatory Agency visits that indicates:
  - If any issues which indicate a special situation exists as defined by customers with notification requirements.
  - If any issues involve material, product or environmental samples being taken for analysis
  - If the inspection is due to a complaint of a serious nature being made to the regulatory agency
  - If the inspector presents a court warrant which relates to materials or products
  - If the facility is notified of pending regulatory action as a result of the inspection
  - If any reports of "short weight" are found by regulatory officials



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### 1. Site Contacts – Key contacts in the event of a Special Situation Arising.

Situation	Name, Contact Details [Normal and Cell phones]	Contact Detail Secondary:
Who at Kraft would you contact if an issue arises during working hours?	Name: Leslie Gray Direct: 715-965-6935	Name: Kurt Deibel Kurt.deibel@kraftheinzcompany.com
Who at Kraft would you contact if an issue arises at night/during the weekend?	Name: Leslie Gray Direct: 715-965-6935	Name: Kurt Deibel Kurt.deibel@kraftheinzcompany.com
Who at your facility is Kraft to contact in the event of an issue during working hours?	Name: Deandra Yavorsky Phone: 715-652-3821 Cell: 740-328-7776	Name: John Wiskerchen Phone: 715-652-2333 Cell: 715-340-3680
Who at your facility is Kraft to contact in the event of an issue at night/during the weekend?	Name: Deandra Yavorsky Phone: 715-652-3821 Cell: 740-328-7776	Name: John Wiskerchen Phone: 715-652-2333 Cell: 715-340-3680

### 2. What does your facility consider to be a Special Situation?

<p>What is your definition of a Special Situation?</p> <p>A special situation is an event or circumstances at the facility, warehouse or consumer level which may lead to a recall/withdrawal or threat to consumer safety/health</p>
<p>Give examples of the potential issues that would be included in your definition:</p> <ul style="list-style-type: none"> <li>Product defects that may lead to a recall or withdrawal</li> <li>Defective or adulterated ingredients/packaging that may lead to a recall or withdrawal</li> <li>Facility disaster which may affect product safety</li> <li>Employee strike, threats or illnesses which may affect product service or safety</li> <li>A serious consumer injury or illness that may affect Kraft product</li> <li>Repeated injury or illness from the same product or lot code</li> <li>Media or regulatory inquiry or involvement that may affect Kraft product or service</li> <li>Tampering or threat of tampering</li> <li>Product recall or withdrawal due to food safety</li> </ul>
<p>Do your procedures and training include all relevant internal and external events and circumstances?</p> <p>Yes, site specific procedures and training include relevant internal and external events.</p>
<p>What are the “Trigger Points,” that are not listed in this document for you to contact Kraft Foods?</p> <p>The special situation must:</p> <ul style="list-style-type: none"> <li>Have the potential to affect or has affected product/equipment that Kraft product is run on</li> <li>Have the potential to affect the safety of products or reliability of services provided to Kraft</li> </ul>



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Question	Comments
Are site specific procedures for communication and management of Special Situations (SS) documented and communicated?	Yes, site specific procedures for communication and management are documented in the quality requirements manual and communicated to relevant personnel (quality assurance staff, facility management, crisis management team)
Is there a SS team established and trained, with clearly defined responsibilities?	Yes, a special situations team does exist (crisis management team) and they are trained on how to handle the situations with responsibilities defined.
Has the staff in exposed positions been identified and trained in recognition and communication of SS?	Staff in exposed positions have been identified (quality assurance staff and facility management) and are trained in communication of special situations.
Do procedures require immediate verbal notification to the Kraft SS Contact?	Special situations which trigger notification to Kraft Foods must be communicated immediately via verbal means with written confirmation to follow.
Do procedures require provision of root cause analysis, close out and lessons learned?	Special situations are designated as non-conformance issues which must be addressed through the corrective action program which requires root cause analysis, close out and trending to provide prevention lessons.
Do procedures include requirements for security of information related to potential or actual SS?	All special situation information is treated as confidential.

Approved By: \_\_\_\_\_

Date: \_\_\_\_\_