

March 4, 2010

Dear Valued Foodservice Operator:

As you know, earlier this week Nestlé Professional issued a hold on specific MINOR'S and custom products in response to the Basic Food Flavors, Inc. recall on all dry powder and paste Hydrolyzed Vegetable Proteins (HVP) purchased from them on or after September 17, 2009, due to a finding of *Salmonella* in one of their production lots.

According to the FDA no illnesses have been reported related to Basic Food Flavors, Inc. HVPs. At Nestlé, the quality and safety of our products is paramount. In order to be proactive and conservative, on March 1st we issued a hold on specific MINOR'S and custom products while we carefully reviewed our product lists to determine which items may have used the implicated HVPs from Basic Food Flavors, Inc. We have been in regular contact with the FDA during this time and have provided them with information regarding our products, manufacturing process and typical uses including labeled cooking instructions.

In accordance with FDA guidance released today, we can now issue the following instructions to our customers:

- **All MINOR'S and custom products previously on the on-hold list are safe to use in cooked applications.** The cooking instructions (or alternate equivalent heat treatment) as specified on the package should always be followed. For operators who purchase a MINOR'S or custom product that does not have a labeled cooking instruction, an example of an alternate heat treatment would be adding the product to boiling water and fully hydrating the product by mixing it in the boiling water at a minimum temperature of 165°F for at least 30 seconds. This example meets or exceeds time temperature requirements described in the FDA 2009 food code.
- **Foodservice operators who use the MINOR'S and custom products previously on the on-hold list in uncooked applications/recipes should not continue this use. Any products which can not be cooked should be destroyed or returned to the distributor following the instructions noted below.** We are rapidly exploring alternative options for future production of these products in order to replace their supply.

**If you are using MINOR'S or custom products in cooked applications as specified above please be reassured that the products are safe to use.**

If you use MINOR'S or custom products in uncooked applications, please return or destroy these products. If you wish to return MINOR'S and custom products that you normally use in uncooked applications, please send the products back to your distributor. If you have 50 or fewer cases in your possession you may destroy the cases on your premises. **If you choose to destroy the product, please sign the Operator Certificate of Disposal/Destruction (COD) as to the number of cases physically destroyed.** Certificates of Destruction should be returned to your distributor for proper credit.



COD Operator.doc

We appreciate your business and thank you for your cooperation with this important matter.

If you have any questions, please contact your Nestlé Professional sales representative.

Thank you,

Nestlé Professional

