



Managing Allergens
from the ground up ...
an Innovative Approach

Andrew Pekin

Agenda

1. Our Story
2. What is Chobani Flip
3. Navigating the Science
4. Managing the Risk
5. Something will go Wrong
6. Learnings





CHOBANI®
Australia

Chobani Australia
Our Story

“We believe people
have great **taste**.
They just need
great **options**.”

Hamdi

Hamdi Ulukaya, Founder & CEO



CHOBANI AUSTRALIA'S HISTORY AND MILESTONES

CHOBANI®

Founded by Hamdi Ulukaya in 2005, and built on the core belief of providing “better food for more people”, Chobani has grown to become one of the leading yogurt producers in Australia and is today the **Number 1 Brand** in the yogurt category.



What Is Chobani Flip?



What is Chobani Flip

- Launched in August 2017.
- Chobani Flip is a yogurt snack range that comes in a dual compartment container with Chobani Greek yogurt on one side, and dry mix-in ingredients in the other. The product takes its name from the 'flip' action made by the consumer in order to mix the two compartments.
- The use of dry ingredients introduced new allergens for us to manage.





Navigating the
Science

Managing Allergens



Allergens: Milk



Milk, Gluten and Soy



Milk, Gluten, Eggs and Soy



Milk, Peanuts,
Gluten & Soy



Milk, Gluten, Soy
and Tree Nuts

- Two key challenges we faced....
 - Protect our other lines from needing allergen statements.
 - Ensure flip allergen statements are complied with... ie no allergen mixing.

ALLERGENS PRESENT IN THIS AREA



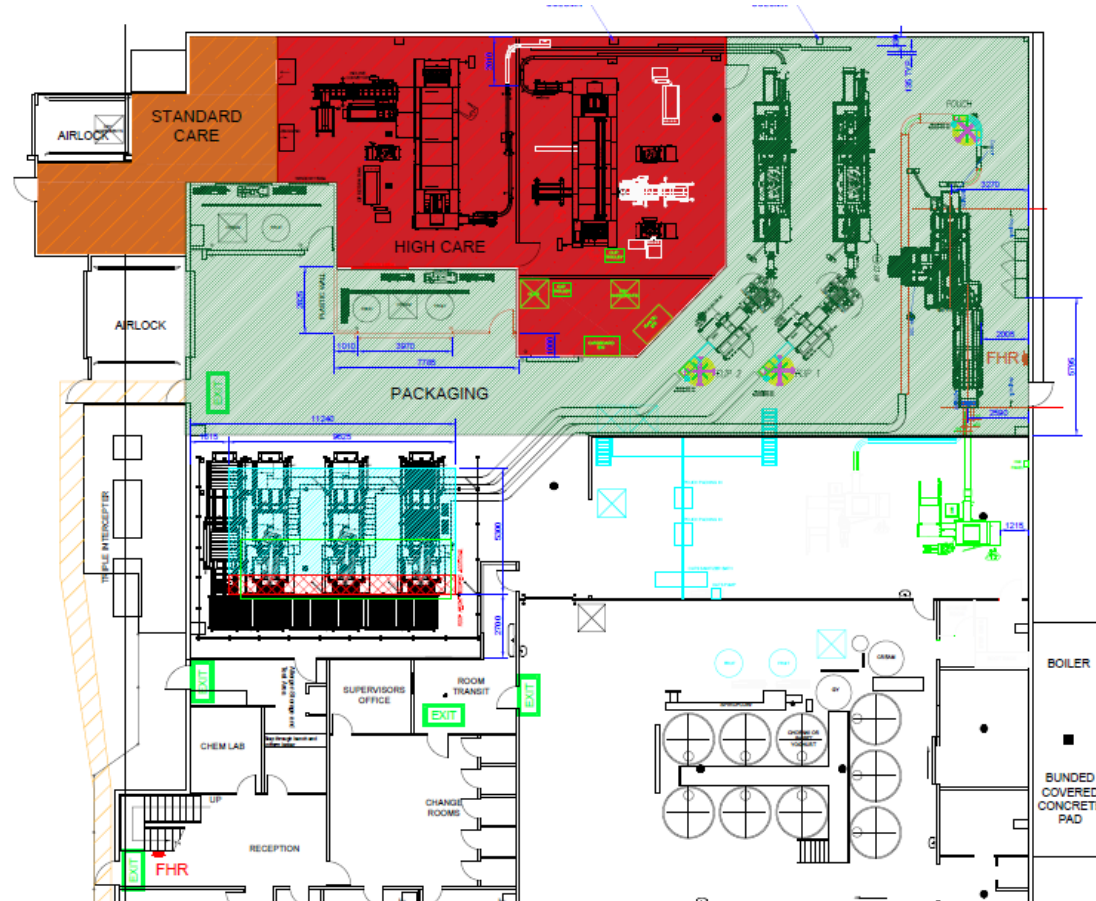
Sesame at a supplier



Managing The Risk

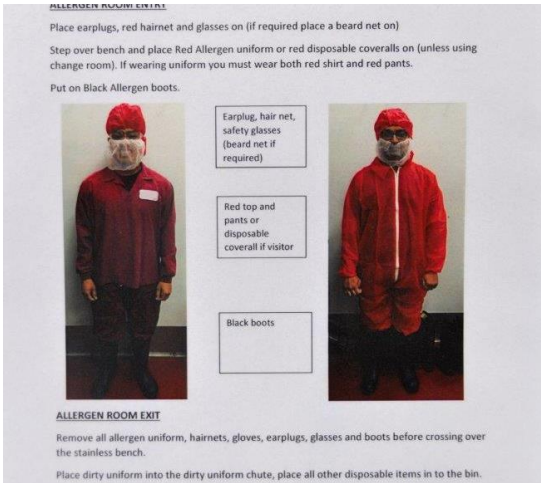
Design

- Guiding principal was how do we contain allergens to one area of the plant
- We worked on the premise that allergens would be exposed for as short a time as possible and in an enclosed area.
- Utilised a separate part of one of our buildings that was previously a cool room.
- We installed a separate air handler and cleaning system.
- All ingredients that went in came out as finished goods or trash.
- Staff have one entry/exit via an appropriate change room and to the outside of the factory.
- Also had a dedicated space for allergen ingredient storage.



Practices and Protocols

- GMP for high care allergen area
- Changeover Matrix
- Dry Goods Storage
- Coloured Cleaning Equipment
- Spills



FLIP 1 - Changeover Matrix							
FROM	CHANGEOVER MATRIX Flip 1 QF1130.2	TO					
		Almond Coco Loco / Natty For Nana	Key Lime Crumble	Salted Caramel Crunch	Peanut Butter Dream	Coffee Break Bliss	Lemon Meringue Tang
	Almond Coco Loco / Natty For Nana	X	Wet Clean	Dry Clean	Wet Clean	Dry Clean	Wet Clean
	Key Lime Crumble	Wet Clean	X	Dry Clean	Dry Clean	Wet Clean	Dry Clean
	Salted Caramel Crunch	Wet Clean	Wet Clean	X	Wet Clean	Wet Clean	Wet Clean
	Peanut Butter Dream	Wet Clean	Wet Clean	Wet Clean	X	Wet Clean	Wet Clean
	Coffee Break Bliss	Wet Clean	Wet Clean	Dry Clean	Wet Clean	X	Wet Clean
	Lemon Meringue Tang	Wet Clean	Wet Clean	Wet Clean	Wet Clean	Wet Clean	X
	Choc Cherry Delight	Dry Clean	Dry Clean	Dry Clean	Dry Clean	Dry Clean	Dry Clean
	Chocolate Haze Craze	Wet Clean	Wet Clean	Wet Clean	Wet Clean	Wet Clean	Wet Clean
	Strawberry Shortcake/Mango Passion Tango	Wet Clean	Dry Clean	Dry Clean	Dry Clean	Wet Clean	Dry Clean



Cleaning Equipment (Colour Coding Chart)			SOP A008
Prepared by:		Date:	08.06.15
Approved by:		Version No:	3
Page: 1 of 1			
WARNING: TO PREVENT CROSS CONTAMINATION			
1. Only use the colour coded equipment as shown below for this zone. 2. Ensure equipment is properly cleaned after use. 3. Return all equipment to designated wall bracket storage points after use.			
Colour	Example	Picture	
BLUE Dairy Food Contact Surfaces	MACHINERY Eg: Food Hopper, Vat, Product Pipes		
RED Non Food Contact Surfaces	FLOORS WALLS		
YELLOW Food Contact Allergen Room Only	MACHINERY Eg: Food Hoppers, Product Pipes, machine bed		

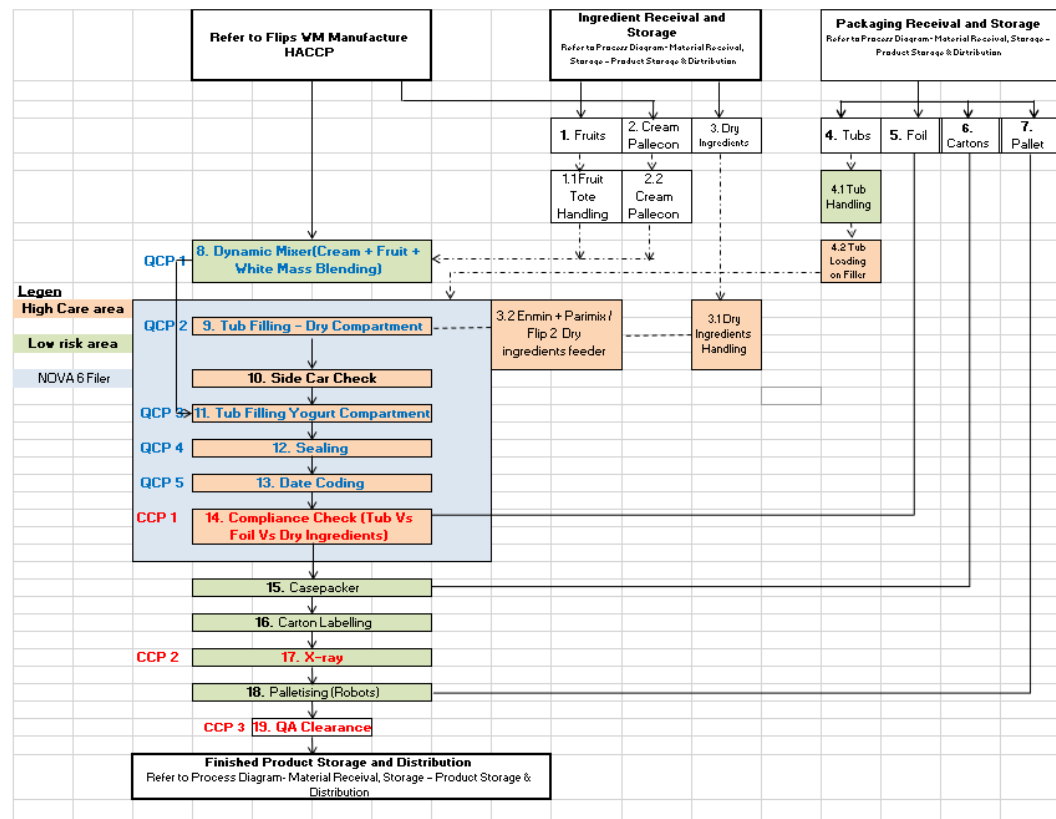


Practices & Protocols (continued)

- VITAL & HACCP – ensuring we understand and control our risks
- Swabbing & Testing – verifying that our cleaning processes and procedures work
- Pull downs & Inspections – validating our cleaning procedures
- Training

HP 3.5

CHOBANI - FLIP PACKING - PFD



CHOBANI

Nova 6 – Inspection Report

Background

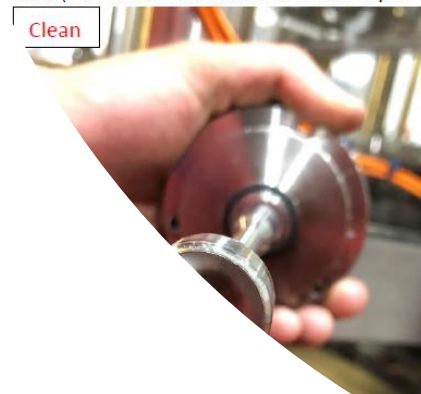
Routine 6 monthly hygiene inspection was conducted on Nova 6 to ensure CIP is washing t equipment effectively.

Method

Inspection conducted on 19th March 2019 with inspection of filler nozzles, Pistons, product pumps and blending skids (cream, fruit, yogurt).

Results

1. **Filler nozzles** – All 6 Filler nozzles inspected and found to be in good condition, no residues found on the food contact area. Nozzles 3 and 1 had some yogurt and oil area (the residues were cleaned and wiped with ethanol, before they were put up





Managing Allergens Something Will Go Wrong

CHOBANI FLIP – PRODUCT RECALL

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IN MARCH WE ENACTED A RECALL OF ONE BATCH OF ALMOND COCO LOCO PRODUCT DUE TO ALLERGEN CONCERNS

- As per the photo on the right there was a packaging mix-up.
- 3 consumer complaints were received for this packaging mixup during over the course of a week from one batch
- We took the decision to recall that batch.
- We recalled the product because the consequences of getting it wrong can be life threatening to allergen sensitive consumers.
- Most likely occurred at the supplier as they made one packaging type immediately before the other. BUT ITS OUR ISSUE.
- Used this incident to review, retrain and look at newer more innovative ways to manage and control our allergen risks.



Chobani Australia

Learnings



A summary of our learnings.....

- Understand what your suppliers are doing...
 - Packaging identification equipment
- Building in ease of cleaning and have a clear scope and purpose for suppliers.
- Keep supply of allergenic materials separate to each line.
 - Use experts.
- Understand what your suppliers are doing...

Challenges Revisited

Two key challenges we faced....

- Protect our other lines from needing allergen statements.
- Ensure flip allergen statements are complied with... ie no allergen mixing.



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