



PRODUCT RECALL

1% Low Fat Chocolate Milk Half Pint

Affected Code Date: 1/27/21

ONLY products with plant code
#4025 are included



Statement from Gary Aggus, President and CEO:

Hiland Dairy was saddened to learn that 8 cases of our half pint 1% chocolate milk from our Norman, Oklahoma Plant had been improperly filled and caused several children and their families additional distress at an already worrisome time.

We are working with FDA officials, have recalled the product affected and out of an abundance of caution, have recalled 4,800 cases.

We offer assurances to our customers and consumers that no other products have been affected, and that we have quickly corrected this unfortunate breach in process, given the trust we know our customers place in us.

The product information is detailed below:

One-Half Pint Hiland Dairy 1% Low Fat Chocolate Milk

UPC: 72060-00156-3

Sell by Date: January 27, 2021

Plant Code: 4025

Frequently Asked Questions

How did this happen? Is it likely to happen again?

Hiland Dairy trains and retrain employees regularly and has several protocols in place to limit the risk of an incident such as this ever happening. Unfortunately, this was due to an employee not adhering to those protocols. This is the first time that this has happened and Hiland Dairy is enforcing additional protocols to ensure it does not happen again.

I have some of the recalled milk. What do I do with it?

Hiland Dairy is picking up any affected product from institutions. If your child was sent home with milk from school, please dispose of any Hiland 1% Low Fat Chocolate Milk cartons with the 1/27/21 expiration date and 4025 plant code. For tracking purposes, please let us know how much product was disposed of by submitting a contact form at <https://www.hilanddairy.com/contact-us>.



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What kind of food-grade sanitizer? What kind of chemicals?

The Ecolab product Synergex is an EPA registered antimicrobial that is approved for use as a no-rinse food contact surface sanitizer and is suitable for use on dairy processing equipment.

What signs of illness should I be watching for if my child consumed any of the one-half pint 1% Chocolate Milk with the codes of 1.27.21 40-25 from the eight cases recalled? Are there any safety protocols people need to know about if they get sick from this?

The relatively low concentrations of the Synergex ingredients indicate that adverse health effects should not occur from ingesting the contents of the milk carton. The odor and ill taste of the diluted Synergex sanitizing solution should limit the amount of product that would be ingested. While exposure to this combination of chemicals may be unpleasant, and may include gastrointestinal disturbance, the chemicals should not be systemically harmful to human health including children, at the dilutions present in the milk carton. These ingredients, at the dilute concentrations detected, are generally insufficient to cause acute or chronic toxicity. Please contact your doctor if you are concerned.

I got milk with same plant code, but different date. Is my milk considered recalled, too?

No other Hiland Dairy products have been affected by this incident and are safe to consume.

Where was the recalled milk distributed?

It was distributed to food services through schools and institutions in the Oklahoma and Texas areas. We expect to retrieve the remaining affected milk from the institutions by January 19.

Have you confirmed any cases of anyone getting sick from this?

We were alerted by one of our institutions that children had gastrointestinal symptoms (nausea, vomiting, diarrhea) and that is when we discovered the error.

Other Hiland Dairy products are not part of this recall.

Hiland Dairy is working in partnership with the FDA and The Oklahoma Department of Agriculture, Food and Forestry to fully investigate the matter and comply with all necessary recall procedures.

Consumers with questions may contact Hiland Dairy seven days a week from 8 a.m. to 5 p.m. CST via email at <https://www.hilanddairy.com/contact-us>.



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