

Florajen Standard Operating Procedures

Proper and continuous refrigeration is key to the delivery of high potency Florajen® probiotic products as promised by both Florajen® packaging and advertising expressed in the terms of our COLD CHAIN COMMITMENT™.

Upon receipt, all Florajen probiotic products should immediately be refrigerated.

The refrigeration temperature should be maintained between 2-8 deg C (35.6-46.4 deg F). Based on best practices we have an alarm on our refrigerator that notifies our personnel if the temperature is outside of the required range and if there were to be a temperature excursion, immediate actions are taken to rectify the situation.

When shipping to a customer, Florajen probiotic products should be removed from refrigeration just prior to shipment and should never be handled in an area of excessive temperature, above room temperature (>77F) or high humidity (>60% RH). Florajen probiotic products should be shipped in a container with insulation and sufficient freezer bricks within the insulated package to protect against temperature excursions.

Based on shipment studies, all shipments should be sent no more than two days in transit whether by ground or air.

ALI reserves the right to deny distribution to any Florajen® distributor unwilling or unable to commit to warehousing and shipment of Florajen® probiotic products under conditions adequate to ensure the quality and integrity of Florajen®. Further, ALI reserves the right to inform consumers, state and/or federal regulatory authorities and wholesalers regarding non-compliant storage and handling conditions.