



# Otis McAllister

Social Responsibility Newsletter  
August 2009, Volume IV

## ***Otis McAllister Social Responsibility and Product Quality Control***

As a leader in the worldwide trade of food products, we strive to ensure that all products supplied by Otis McAllister meet quality, environmental, regulatory and customer requirements. The high quality of the products that we supply is integral to our success as a premier food company and the continuous improvement of product quality is a key part of our strategy.

In effort to achieve these high standards, a team of Otis staff has spent the past five months under the guidance of former senior QA personnel for General Mills Sharon Cook Roesler to revise the *Otis McAllister Quality Manual*. The objective of the manual is to communicate the quality expectations that Otis McAllister has of its suppliers, co-packers, warehouses, distribution centers and any other company affiliate that handles products that bear the name of Otis McAllister.

The *Otis McAllister Quality Manual* addresses a range of quality components. With such a vast network of company affiliates around the world, common standards are important so that Otis McAllister can ensure the highest quality of our products to all our customers.

First and foremost, the *Otis McAllister Quality Manual* requires that all facilities adhere to Good Manufacturing Practices. Good Manufacturing Practices, or *GMPs*, are a series of general principles that must be observed during manufacturing process in order to preserve the integrity of a product.

The quality manual also details requirements for the development, implementation and maintenance of a Hazard Analysis Critical Control Point (HAACP) Program. Each processing facility is required to create multi-disciplinary team that will be responsible for developing a plan that controls physical, chemical, and biological hazards to prevent contamination of the product. The plan should address the 7 HAACP principles: hazard analysis, determination of critical control points, establishment of critical limits, monitoring of critical control points, corrective actions, documentation and verification.

The quality assurance component of the manual is designed to define accountability for quality assurance and to provide guidelines for the development of QA programs that will ensure that a product meets both quality and regulatory standards. The QA programs will be integrated into the entire production process, from receiving the raw materials to shipment of the finished product and diligent documentation will be vital to ensuring that each phase of the manufacturing process is performed with due diligence.

The Quality Manual also addresses areas of concern such as:

- Master sanitation of the facility
- Pest control
- Use and storage of chemical and lubricants
- Procedures in the case of a product recall
- Employee training procedures
- Child Labor Laws

These policies are intended to be the basic building blocks of what will eventually evolve into the Product Quality Control Program. Compliance on behalf of the suppliers, co-packers, warehouses, distribution centers, and all other company affiliates will ensure that Otis McAllister continues to be recognized as a quality leader in the food industry.

### **Visit in Vizag, India**

This past July during a trip to Southeast Asia, Royce Nicolaisen, John Koppel and Joe Gozzi took a few days off from visiting rice mills to travel to Vizag, India and check in with Rosie and Anand at Children of Faith Ministries. Of course, Otis staff is always excited to spend time with our non-profit affiliates. For John, this was his first visit in over a year. But for Royce and Joe, it was their very first visit to the orphanage and the first tangible experience of what the SR Initiative has done.



The children welcoming the travelers to Vizag

Life is never dull at Children of Faith. Recently, Rosie and Anand heard of a neighboring orphanage that could no longer afford to operate. Although space was already limited, they opened the doors to thirty additional orphans to prevent from the having the children return to life in the streets. Now with over 80 children residing at the orphanage, space, supplies and funds are all tight. Royce, John and Joe were at the orphanage to gain some perspective and insight as to what kinds of improvements were necessary and how Otis could be of assistance.

But it wasn't all business in Vizag. During an adventure around Vizag, the three travelers stopped by a local music shop and bought dozens of instruments to bring back to the orphanage. The children performed several dances and songs, organized an impromptu talent show as well as a dance-off, and Rosie and Anand hired a chef to prepare an authentic Vizag meal for the visitors.



The children performing an Indian dance for the Otis travelers

In all, it was a wonderful trip for the Otis team and a wonderful visit for Rosie, Anand and the Children of Faith.

### **Art to the World present by Ties to the World**

Ties to the World has been busy with its feasibility studies and has come up with several ideas to develop a sustainable business. A couple of ideas under consideration are an oyster mushroom farm at the Hogar, a retail bazaar that sells extra clothes, household goods and food that is donated to the Hogar, and a bakery. Another business venture is *Art to the World*, a program that will sell greeting cards, t-shirts, mugs and other products with designs created by art by the children at Hogar San Francisco Javier. Ties to the World recently exhibited some of these products at an art show in Guatemala and will host an auction in California on October 18<sup>th</sup>.

### **Pacific MBA Students Visit Otis McAllister**

Thanks to Otis McAllister's close ties with faculty members of various departments at University of the Pacific, news on campus has started to spread about Otis' CSR Mission and SR Initiative.

When the Eberhardt School of Business asked if we could present on Corporate Social Responsibility to the incoming MBA class, we were honored and thrilled to host the incoming students for an intro to Otis McAllister. During a ninety minute informal presentation and discussion, Otis's social responsibility coordinator presented the different concepts of corporate social responsibility (CSR) and several cases of national and multi-national companies and their respective CSR policies. Finally, the presentation concluded a discussion of the development and implementation of Otis McAllister's SR Initiative.

While the class had just spent the past four days being introduced to social responsibility and learning about various formats of organizations, for many of them it was the first exposure to a corporation that is proactively engaged in creating a social responsibility initiative.



MBA Class with Otis staff

As a small, private company, we are very proud of our Social Responsibility Initiative and always more than willing to share our history and experiences.

### **Global Youth Enterprise Conference**



Our close relationship with University of the Pacific has afforded us another opportunity to present our Social Responsibility Initiative.

This year, Otis McAllister will be represented at the 3<sup>rd</sup> annual Global Youth Enterprise Conference presented by Making Cents International, September 29-30<sup>th</sup> in Washington, D.C.

The conference will address the questions regarding the deficit in the growth of youth employment opportunities with respect to the growth of the worldwide population of youth. With the global youth population at a historical high of 1.5 billion, economies worldwide are increasingly unable to provide young people with jobs. The situation has reached critical proportions in developing countries, where 1.3 billion youth reside. As youth employment grew by only 0.2 percent over the past decade while global youth population grew at a rate of 1.5 percent, the world is experiencing a youth employment crisis and the challenges surrounding youth livelihoods have become increasingly complex.

The conference will unite practitioners, donors, educators, members of the private sector, representatives of government, and most importantly – YOUTH – for two days of discussion on innovative and sustainable approaches and what will be necessary to ensure that youth in the world are able to lead healthy, productive and prosperous lives that contribute to socio-economic development in their communities.<sup>1</sup>

For more information on anything you've seen in this newsletter, please contact Jessica at [jbrownlow@otismcallister.com](mailto:jbrownlow@otismcallister.com) or visit us online at [www.otismcallister.com](http://www.otismcallister.com)

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<sup>1</sup> From Making Cents International  
<http://www.youthenterpriseconference.org/>