

## Frequently Asked Questions

### **What type of packaging do you offer for bulk orders?**

Our pure whole grain oat products and baking mixes are available in 50lb. (22.7kg.) plastic lined paper bags or in bulk totes (super sacks).

### **Do you offer wholesale or bulk pricing?**

Yes, for information regarding wholesale rates, please contact our sales department by email or by calling 306-757-3663 or 1-866-461-3663 FREE (in Canada).

### **How do you determine shipping charges?**

You have the option of handling shipping FOB Regina, or we will obtain the best rate available by our carriers and apply shipping charges to your invoice.

### **Do you ship internationally?**

Yes, we ship internationally with capacity to ship less than truck/container loads and full truck/container loads.

### **Do you process products other than oats in your plant?**

No, our pure oats are processed in a plant which is completely dedicated to oats. This eliminates potential contamination from wheat, barley and rye which may be present in plants that are not dedicated.

### **Do your oat products contain allergens?**

Our oat products are free from major/priority allergens as listed by Canadian and US labeling guidelines. The following is a list of priority allergens that our processing plant is guaranteed to be free of:

peanuts, tree nuts (almonds, Brazil nuts, cashews, hazelnuts, macadamia nuts, pecans, pine nuts, pistachios, walnuts), sesame, milk, eggs, fish, shellfish, mollusks, soy, wheat, kamut, spelt, triticale, and sulphites.

### **What method do you use to test for gluten?**

We use the R5-ELISA test which uses the latest technology and is capable of testing to less than 5 ppm of gluten. Our oat products test to less than 5 ppm at



98% of the time, surpassing the GFCO and Health Canada standards for 10ppm or less and 20ppm or less respectively.

### **Are your oat products certified gluten-free?**

Yes, Avena Foods' all oat products are certified gluten-free in Canada and in the US through GFCO (Gluten-Free Certification Organization).

### **Are your oat products Kosher certified?**

Yes, our Gluten-Free Oat products are Kosher certified with supervision by Orthodox Union Kosher.

OU (Orthodox Union) Kosher is the world's largest and most widely recognized Kosher certification agency, certifying more than 500,000 products produced in over 6,000 plants located in 90 countries around the world. For over 80 years, the Orthodox Union has set the bar for the highest standards of kosher certification. The OU, termed a "coveted seal of approval" by The New York Times, is one of the world's best-known trademarks. The quality of products showing the OU symbol is immediately and universally recognized by consumers. All products bearing the OU symbol have passed inspection and meet high quality standards. Certified plants are inspected regularly by Rabbinic representatives to ensure the Kosher program is running smoothly and effectively.

### **Do your products contain preservatives?**

No, our products and ingredients are all natural.

### **What is the difference between Rolled oats, Steel Cut Oats and Quick Flakes?**

Steel Cut Oats, Rolled Oats and Quick Flakes are made from oat pearls. Oat Pearls are the inner part of the oat kernel also known as groats. Only Oats are steamed to stabilize the oat pearl.

Rolled Oats are made by rolling the oat pearls to a specified thickness. They are then steamed and lightly toasted to maximize flavour.

Steel Cut Oats are produced by cutting oat pearls into 2 or 3 pieces using a steel blade. They take a little longer to cook than quick flakes or rolled oats, about 15 to 20 minutes and have a nice hearty texture. Presoaking reduces cooking time. Nutritionally, they have an even lower glycemic index than regular oats making them a great choice for a diabetic diet. Steel Cut Oats are also known as coarse cut oats, pinhead oats or Irish Oats.

Quick Flakes are made by rolling Steel Cut Oats. This reduces the cooking time and results in a smaller flake.

