

METRIC

A-A-20286B

May 27, 2020

SUPERSEDING

A-A-20286A

March 14, 2013

COMMERCIAL ITEM DESCRIPTION

CRACKERS

The U.S. Department of Agriculture (USDA) has authorized the use of this Commercial Item Description (CID).

1. SCOPE. This CID covers crackers, packed in commercially acceptable containers, suitable for use by Federal, State, local governments, and other interested parties. **Please note: This document does not guarantee purchase of this item by USDA.**¹

2. PURCHASER NOTES.

2.1 Purchasers *must specify* the following:

- Type(s), style(s), enrichment type(s), nutrient content claim(s), cracker size(s), agricultural practice(s), and grain serving size(s) of crackers desired (Sec. 3).
- When analytical requirements are different than specified (Sec. 7.1).
- When compliance with analytical requirements must be verified (Sec. 7.2).
- Manufacturer's/distributor's certification (Sec. 10.3) or USDA certification (Sec. 10.4).

2.2 Purchasers *may specify* the following:

- When Child Nutrition (CN) meal patterns need to be met (Sec. 3).
- Food Defense (Sec. 10.1) and Manufacturer's Quality Assurance (Sec. 10.2). Purchaser may specify one of the following combinations: Sec. 10.1.1 with 10.2.1 or 10.1.2 with 10.2.2.
- Packaging requirements other than commercial (Sec. 11).

3. CLASSIFICATION. The crackers must conform to the following list which must be specified in the solicitation, contract, or purchase order.

Types, styles, enrichment types, nutrient content claims, cracker sizes, agricultural practices, and grain serving sizes.²

¹ USDA purchase specifications are available at: <https://www.ams.usda.gov/selling-food/product-specs>.

² Not all options are available from every manufacturer. Check with the manufacturer/distributor for availability.

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Type I - Soda
Style A - Plain
Style B - Unsalted tops

Type II - Saltine
Style A - Plain
Style B - Unsalted tops
Style C - Whole wheat

Type III - Gluten-free
Type IV - Oyster
Type V - Graham (any shape)
Style A - Plain
Style B - Honey
Style C - Cinnamon
Style D - Chocolate
Style E - Apple cinnamon

Type VI - Salad
Type VII - Whole wheat
Type VIII - Whole grain
Type IX - Multigrain
Type X - Other (*as specified by the purchaser*)

Enrichment type 1 - Made with enriched flour (21 Code of Federal Regulations (CFR) §137.165)

Enrichment type 2 - Not made with enriched flour

Nutrient content claim a - Fat free (21 CFR §101.62(b)(1)(i))

Nutrient content claim b - Low fat (21 CFR §101.62(b)(2)(i)(A))

Nutrient content claim c - Reduced fat (21 CFR §101.62(b)(4)(i))

Nutrient content claim d - Low sodium (21 CFR §101.61(b)(4)(i)(A))

Nutrient content claim e - Reduced sodium (21 CFR §101.61(b)(6)(i))

Cracker size (A) - Regular

Cracker size (B) - Miniature (at least 1/3 smaller in size than the corresponding regular product)

Cracker size (C) - Other (*as specified by the purchaser*)

Agricultural practice (i) - Conventional

Agricultural practice (ii) - Organic

When CN meal pattern contribution information is required (grain serving sizes):^{3, 4, 5}

Savory crackers (saltines and snack crackers (Group A))⁶

Grain ounce equivalent (oz eq) (a) - 1 oz eq = 22 grams (g) (0.8 ounce (oz))

Grain oz eq (b) - ¾ oz eq = 17g (0.6 oz)

Grain oz eq (c) - ½ oz eq = 11 g (0.4 oz)

Grain oz eq (d) - ¼ oz eq = 6 g (0.2 oz)

Sweet crackers (graham crackers - all shapes, animal crackers (Group B))⁷

Grain oz eq (e) - 1 oz eq = 28 g (1.0 oz)

Grain oz eq (f) - ¾ oz eq = 21 g (0.75 oz)

Grain oz eq (g) - ½ oz eq = 14 g (0.5 oz)

Grain oz eq (h) - ¼ oz eq = 7 g (0.25 oz)

4. MANUFACTURER'S/DISTRIBUTOR'S NOTES. Manufacturer's/distributor's products must meet the requirements of the:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements: *as specified by the purchaser* (Sec. 7).
- Manufacturer's/distributor's product assurance (Sec. 8).
- Regulatory requirements (Sec. 9).
- Quality assurance provisions: *as specified by the purchaser* (Sec. 10).
- Packaging requirements other than commercial: *as specified by the purchaser* (Sec.11).

5. PROCESSING GUIDELINES.

5.1 Processing. The crackers must be processed in accordance with *Current Good Manufacturing Practice, Hazard Analysis, and Risk-Based Preventive Controls for Human Food* (21 CFR Part 117).

5.2 Food defense. The crackers must be processed and transported in accordance with *Mitigation Strategies to Protect Food Against Intentional Adulteration* (21 CFR Part 121). This regulation identifies the kinds of preventive measures food manufacturers, processors, or handlers may take to minimize the risk that food under their control will be subject to tampering

³ Reference 83 FR 63775 Child Nutrition Programs: Flexibilities for Milk, Whole Grains and Sodium Requirements (<https://www.federalregister.gov/documents/2018/12/12/2018-26762/child-nutrition-programs-flexibilities-for-milk-whole-grains-and-sodium-requirements>).

⁴ 7 CFR §210.11(e) Competitive food service and standards. Grain products. Grain products acceptable as a competitive food must include 50 percent or more whole grains by weight or have whole grain as the first ingredient.

⁵ Exhibit A in the Food Buying Guide for Child Nutrition Programs, Section 3, Grain/Breads (<https://foodbuyingguide.fns.usda.gov/Content/TablesFBG/ExhibitA.pdf>)

⁶ Grain/bread requirements for all crackers except graham crackers.

⁷ Grain/bread requirements for graham crackers.

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or other malicious, criminal, or terrorist actions. The implementation of enhanced food defense preventive measures provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials, other ingredients, and post-production finished product.

5.3 Organic ingredients. When organic crackers are specified in the solicitation, contract, or purchase order, the organic crackers must be produced, handled, and labeled in accordance with the USDA organic regulations by an operation that is certified organic in accordance with the requirements of the National Organic Program (7 CFR Part 205). A Certificate of Organic Production or Handling must be provided to verify that the product was processed and handled in accordance with the USDA organic regulations.

5.4 Shelf life. The crackers must have a shelf life of at least nine (9) months from the date of manufacture. Product must not be manufactured more than 30 days prior to shipping.

6. SALIENT CHARACTERISTICS.

6.1 Definitions.

6.1.1 Fat free. Food contains less than 0.5 g of fat per reference amount customarily consumed (RACC)⁸ (21 CFR §101.62(b)(1)(i)).

6.1.2 Low fat. Food contains 3 g or less of fat per RACC (21 CFR §101.62(b)(2)(i)(A)).

6.1.3 Reduced fat. Food contains at least 25 percent less fat per RACC than an appropriate reference food (21 CFR §101.62(b)(4)(i)).

6.1.4 Low sodium. Food contains 140 milligrams (mg) or less sodium per RACC (21 CFR §101.61(b)(4)(i)(A)).

6.1.5 Reduced sodium. Food contains at least 25 percent less sodium per RACC than an appropriate reference food (21 CFR §101.61(b)(6)(i)). (The reference food may not be *Low Sodium*.)

6.1.6 Type I. The Type I, soda crackers are crispy, toasted squares made with flour, shortening, and sodium bicarbonate. They undergo a long fermentation process and use all-natural ingredients. The alkaline soda is added at the end to halt the fermentation process in a natural way. As a result, their texture is harder and crispier than Type II saltine crackers and the flavor is like leavened bread. Both Type I and Type II crackers have perforations on top, but soda

⁸ 21 CFR §101.12 Table 2 - Reference Amounts Customarily Consumed Per Eating Occasion: General Food Supply - 15g and 30g serving sizes for the cracker categories.

crackers typically do not have salt sprinkles. Soda crackers are used as a bread substitute and are sometimes referred to as ‘export’ soda crackers or unsalted top crackers.⁹

6.1.7 Type II. The Type II, saltine crackers (saltines) are thin, crunchy crackers that are square shaped with a perforated surface and lightly sprinkled with coarse salt on top. They are made from white flour, baking soda and/or yeast, and shortening. Saltines are like hardtack, a dry biscuit cracker made from water, salt and flour. The main difference between saltines and hardtack is that saltines contain yeast, allowing their texture to be slightly lighter. Saltines undergo a very short fermentation using chemical agents to speed up the process. As a result, saltines are fluffy and airy.⁹

6.1.8 Type III. The Type III, gluten-free crackers, must not contain wheat, rye, barley, triticale and any other cross-bred hybrids of these grains and other ingredients that contain gluten. The products must comply with Food & Drug Administration (FDA)’s regulation on the term, “gluten-free”.¹⁰

6.1.9 Type IV. The Type IV, oyster crackers have similar ingredients to saltines but with less salt. Oyster crackers are docked (holes made in the dough) and slow baked at a low temperature. They are often served with oyster stew or clam chowder. Other names include water cracker, Philadelphia cracker and Trenton cracker.

6.1.10 Type V. The Type V, graham crackers must contain graham flour (21 CFR §137.200) and sugar and may contain cinnamon, honey, molasses, brown sugar, cocoa (21 CFR §163.113), chocolate¹¹, corn syrup, and other ingredients appropriate for graham crackers.

6.1.11 Type VI. The Type VI, salad crackers may contain sugar or brown sugar, corn syrup, and other ingredients appropriate for salad crackers.

6.1.12 Type VII. The Type VII, whole wheat crackers must contain at least 8 g of whole wheat (endosperm, germ, and bran) flour (21 CFR §137.200) per serving or at least 51 percent of the grain must be whole grain wheat and they may contain other ingredients appropriate for whole wheat crackers.

6.1.13 Type VIII. The Type VIII, whole grain crackers, must contain at least 8 g of whole grain (endosperm, germ, and bran) per serving, or at least 51 percent of the grain must be whole grain, and they may contain other ingredients appropriate for whole grain crackers.

⁹ Both crackers, soda and saltine, have the same basic ingredients. The main differences come from the manufacturing process. They are interchangeable when saltines have unsalted tops or when sodas have salt sprinkled on top.

¹⁰ 21 CFR §101.91 Gluten-free labeling of food.

¹¹ 21 CFR §163.111 U.S. Standard of Identity for chocolate. FDA Compliance policy guide at: <https://www.fda.gov/regulatory-information/search-fda-guidance-documents/cpg-sec-515800-labeling-products-purporting-be-chocolate-or-chocolate-flavored>.

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6.1.14 Type IX. The Type IX, multigrain crackers, must contain at least 2 different grains and may contain other ingredients appropriate for multigrain crackers.

6.2 Labeling. All ingredients must be declared by their common or usual name in descending order of predominance by weight (21 CFR §101.4(a)) unless exempted by 21 CFR §101.100.

6.3 Ingredients. The crackers must contain flour (21 CFR §137.105) and water. The crackers may contain vegetable shortening or oil, leavening agents, salt, sugar, emulsifiers or stabilizers, flavors and/or spices, and other ingredients appropriate for the type of crackers specified in the solicitation, contract, or purchase order. When used, the additional ingredients must be of Foods Chemicals Codex (FCC) purity or US Pharmacopeia (USP)-National Formulary quality and meet the related FDA regulations on food additives or Generally Recognized as Safe (GRAS) requirements.

6.3.1 Enriched flour. When the flour used to make the crackers is enriched wheat flour, it must conform to the FDA's Fortification Policy (21 CFR §104.20) and U.S. Standard of Identity for Enriched Flour (21 CFR §137.165). Whole wheat or graham flour has its own standard (21 CFR §137.200).

6.3.2 Additional processing ingredients. When used, all additional ingredients must meet the standards specified in the FCC or, in the absence of FCC specification at a minimum, meet the specifications for quality set by the USP-National Formulary. The additional ingredients must be approved food additives (21 CFR Part 170) or meet GRAS requirements (21 CFR Parts 182 and 184) for those particular uses by FDA.

6.4 Finished product.

6.4.1 Appearance and color. The crackers must have a uniformly colored crust characteristic of the product. The crackers must have appropriate size, and volume characteristic of the grains used to make the product and must be evenly baked with proper color development without evidence of scorching or burning. There must be no foreign color to the product. The delivered crackers must not be crushed or damaged.

6.4.2 Aroma and flavor. The crackers must have an aroma and flavor characteristic of the cracker type. There must be no foreign odors or flavors such as, but not limited to, scorched, stale, rancid, or moldy.

6.4.3 Texture. The crackers must have a characteristic texture of crackers. The crackers must possess a firm, crisp crust.

6.5 Foreign material. Wheat flour defect action levels must not exceed those tolerances specified in 21 CFR §117.110. All other ingredients must be clean, sound, wholesome, and free

from foreign material, such as, but not limited to, extraneous plant material, dirt, plastic, insects, insect pieces or rodent or insect infestation.

7. ANALYTICAL REQUIREMENTS.

7.1 Analytical requirements. Unless otherwise specified in the solicitation, contract or purchase order, the following analytical requirements for the crackers must conform to those in Table I:

TABLE I. Analytical requirements

Test	Types	Requirement
Fat - NCC ¹² a	---	Less than 0.5 g fat per RACC
Fat - NCC b	---	3 g or less fat per RACC
Fat - NCC c	---	25 percent less fat per RACC
Sodium - NCC d	---	140 mg or less sodium per RACC
Sodium - NCC e	---	25 percent less sodium per RACC
Fat	I, II, IV, V and IX	Not less than 8 percent
Fat	III	Not less than 2 percent
Fat	VI	Not less than 15 percent
Fat	VII	Not less than 11 percent
Fat	VIII	Not less than 14 percent
Moisture	I, II, III, and V	Not exceed 5 percent
Moisture	VI, VII, and VIII	Not exceed 4 percent
Moisture	IV and IX	Not exceed 6 percent

7.2 Analytical verification. Purchaser must specify manufacturer's/distributor's certification (Sec. 10.3) or USDA certification (Sec. 10.4).

¹² Nutrient content claim

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7.3 USDA verification procedures. When USDA certification (Sec. 10.4) is specified in the solicitation, contract, or purchase order, analytical testing must be performed as follows.

7.3.1 Product verification sampling. When USDA verification of analytical requirements is specified in the solicitation, contract, or purchase order, analytical testing must be performed on subsamples of packages randomly selected from the lot. The number of subsamples must be based on USDA inspection service sampling procedures and plans (7 CFR §52.38). The contents of each will be used to create a composite sample that will be used in the analytical testing.

7.3.2 Analytical testing and reporting. When specified in the solicitation, contract, or purchase order, the analyses must be made in accordance with the following methods from the AOAC International Official Methods of Analysis (OMA) or as specified in Table II. Any result not conforming to the analytical requirements may be cause for rejection of the lot.

TABLE II. Analytical testing and reporting

Test	Method	Reported as
Fat	920.39, 920.85, 922.06, 2003.06, 2007.04, or 2008.06	Nearest 0.1 percent
Sodium	976.25, 985.35, 2011.14, or 2011.19	Nearest 0.1 mg
Moisture	925.09, 925.10, 925.45, 2007.04, or 2008.06	Nearest 0.1 percent

8. MANUFACTURER’S/DISTRIBUTOR’S PRODUCT ASSURANCE. The manufacturer/distributor must certify that the crackers provided meet the salient characteristics of this CID, conform to their own specifications, standards, and quality assurance practices, and be the same crackers offered for sale in the commercial market. The purchaser reserves the right to require proof of conformance.

9. REGULATORY REQUIREMENTS. The delivered crackers must comply with all applicable Federal, State, and local mandatory requirements and regulations relating to the preparation, packaging, labeling, storage, distribution, and sale of the crackers in the commercial marketplace. Delivered crackers must comply with all applicable provisions of the Federal Food, Drug, and Cosmetic (FD&C) Act, the Fair Packaging and Labeling Act, the Food Allergen Labeling and Consumer Protection Act (FALCPA), and regulations promulgated thereunder. The allergen statement must be provided in a format which complies with FALCPA for any product which contains wheat, fish, milk, soy, tree nuts, eggs, peanuts, and Crustacean shellfish or those in effect on the date of the solicitation, contract, or purchase order. When the crackers are used for the National School Lunch Program, the crackers must comply with all applicable

provisions of the CN Program. When a CN label is specified, the label must be approved in its final format by the Agricultural Marketing Service (AMS).

10. QUALITY ASSURANCE PROVISIONS. *Purchaser must specify 10.3 or 10.4. Purchaser may specify one of the following combinations: 10.1.1 with 10.2.1, or 10.1.2 with 10.2.2.*

10.1 Food defense. When required in the solicitation, contract, or purchase order, a Food Defense Systems Survey (FDSS) must be conducted by USDA, AMS, Specialty Crops Program (SCP), Specialty Crops Inspection (SCI) Division. Food defense requirements include a documented and operational food defense plan that provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials and other ingredients and post-production finished product. The plan must address the following areas: (1) food security plan management; (2) outside and inside security of the production and storage facilities; (3) processing, including all raw material sources; (4) shipping and receiving; (5) storage; (6) water and ice supply; (7) mail handling; (8) personnel security; and (9) transportation, shipping, and receiving.

10.1.1 FDSS. When required in the solicitation, contract, or purchase order, a FDSS must be conducted by USDA, AMS, SCP, SCI Division. The FDSS verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. An AMS FDSS verifies the participating company's adherence to *Mitigation Strategies to Protect Food Against Intentional Adulteration* (21 CFR Part 121).

10.1.2 Food defense section of the Plant Systems Audit (PSA). When required in the solicitation, contract, or purchase order, a food defense audit will be conducted as part of the PSA. The audit will be conducted by USDA, AMS, SCP, SCI Division auditors. This verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. The food defense section of the PSA verifies the participating company's adherence to *Mitigation Strategies to Protect Food Against Intentional Adulteration* (21 CFR Part 121).

10.2 Manufacturer's quality assurance. When required in the solicitation, contract, or purchase order, the product manufacturer will be required to provide evidence, by certificate that the manufacturing plant has undertaken one of the following quality assurance measures within 12 months prior to providing a bid or no later than 10 business days from the date of the awarding of the contract. Failure to provide this documentation within the proper time frame may result in the contract being terminated for cause.

10.2.1 Plant survey. A plant survey conducted by USDA, AMS, or other survey performed by a third-party auditing service is required within 12 months prior to the date of the awarding of

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the contract. The plant survey audit verifies that, at the time of the survey, the manufacturer produces products in a clean, sanitary environment in accordance with *Current Good Manufacturing Practice, Hazard Analysis, and Risk-Based Preventive Controls for Human Food* (21 CFR Part 117).

10.2.2 PSA. A PSA conducted by USDA, AMS, or other audit performed by a third-party auditing service is required within 12 months prior to the date of the awarding of the contract. The PSA verifies the manufacturer's capability to produce products in a clean, sanitary environment in accordance with *Current Good Manufacturing Practice, Hazard Analysis, and Risk-Based Preventive Controls for Human Food* (21 CFR Part 117) and verifies that the manufacturer has in place an internal quality assurance program.

10.3 Manufacturer's/distributor's certification. When required in the solicitation, contract, or purchase order, the manufacturer/distributor must certify that the crackers delivered meet or exceed the requirements of this CID. The manufacturer/distributor must certify via a Certificate of Conformance or other adequate documentation (*as specified by the purchaser*) that the crackers meet the analytical requirements specified in Sec. 7 of this CID.

10.4 USDA certification. When required in the solicitation, contract, or purchase order that product quality and acceptability or both be determined, the USDA, AMS, SCP, SCI Division inspectors must be the certifying program. SCI Division inspectors must certify the quality and acceptability of the crackers in accordance with SCI Division procedures, which include selecting random samples of the crackers, evaluating the samples for conformance with the salient characteristics and analytical requirements of this CID and other contractual requirements, and documenting the findings on official SCI Division score sheets and/or certificates. In addition, when required in the solicitation, contract, or purchase order, SCI Division inspectors will examine the crackers for conformance to the Standards for Condition of Food Containers (7 CFR Part 42) in effect on the date of the solicitation.

11. PACKAGING. Preservation, packaging, packing, labeling, and case marking must be commercial unless otherwise specified in the solicitation, contract, or purchase order.

12. USDA INSPECTION NOTES. When Sec. 10.4 is specified in the solicitation, contract, or purchase order, USDA certification must include evaluation of the quality and condition of samples of crackers and compliance with requirements in the following areas:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements *when specified in the solicitation, contract, or purchase order* (Sec. 7). When USDA analytical testing is specified, SCI Division inspection personnel must select samples and submit them to the USDA, AMS, Science and Technology Program (S&TP) laboratory for analysis.

- Packaging requirements (Sec. 11 or *as specified in the solicitation, contract, or purchase order*).

13. REFERENCE NOTES.

13.1 USDA services.

13.1.1 USDA certification. For USDA certification contact: **Inspection Operations, SCI Division, SCP, AMS, USDA, Room 1536 South Building, STOP 0240, 1400 Independence Avenue, SW, Washington, DC 20250-0240, telephone (800) 811-2373, fax (202) 720-0393, or via E-mail: SCIinspectionoperations@usda.gov.**

13.1.2 USDA FDSS, plant survey, and PSA. For a USDA FDSS, plant survey, and PSA contact the **Chief, Auditing Services Branch, SCI Division, SCP, AMS, USDA, Room 0711 South Building, STOP 0247, 1400 Independence Avenue, SW, Washington, DC 20250-0247, telephone (202) 720-5021, fax (866) 230-9168, or via E-mail: SCAudits@usda.gov.**

13.1.3 Analytical testing and technical information. For USDA technical information on analytical testing, contact the **Laboratory Approval and Testing Division, S&TP, AMS, USDA, STOP 0272, 1400 Independence Avenue, SW, Washington, DC 20250-0272, telephone (202) 690-4089 or via E-mail: LATD@usda.gov.**

13.2 Sources of documents.

13.2.1 Sources of information for nongovernmental documents are as follows:

Copies of the AOAC International OMA may be obtained from: **AOAC International, 2275 Research Boulevard, Suite 300, Rockville, MD 20850-3250, telephone (301) 924-7077.** Internet address: <http://www.aoac.org> for nonmembers and <http://www.eoma.aoac.org> for members and AOAC OMA subscribers.

Copies of the Food Chemicals Codex and U.S. Pharmacopeia may be purchased from: **United States Pharmacopeia Convention, 12601 Twinbrook Parkway, Rockville, MD 20877, telephone (800) 227-8772 or (301) 881-0666, Fax (301) 816-8148 or on the Internet at: <http://www.usp.org>.**

Information on whole grain products is available from the **Whole Grains Council website online at: <https://wholegrainscouncil.org/>.**

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13.2.2 Sources of information for governmental documents are as follows:

Applicable provisions of the Standards for Condition of Food Containers are contained in 7 CFR Part 42, the National Organic Program are contained in 7 CFR Part 205, the Fair Packaging and Labeling Act are contained in 16 CFR Parts 500 to 503, and the Federal Food, Drug, and Cosmetic Act are contained in 21 CFR Parts 1 to 199. These documents may be purchased from: **Superintendent of Documents, New Orders, P.O. Box 979050, St. Louis, MO 63197-9000. Credit card (Visa, MasterCard, Discover/NOVUS, and American Express) purchases may be made by calling the Superintendent of Documents on (866) 512-1800, (202) 512-1800. These documents may also be obtained free of charge on the Internet at: <http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR>.**

Child Nutrition Program serving sizes are based on the Food Buying Guide for Child Nutrition Programs, available at

<https://foodbuyingguide.fns.usda.gov/Appendix/DownloadFBG>

Copies of this CID and the Standards for Condition of Food Containers (7 CFR Part 42) are available from: **Director, SCI Division, SCP, AMS, USDA, Room 1536 South Building, STOP 0240, 1400 Independence Avenue, SW, Washington, DC 20250-0240, via E-mail: CIDS@usda.gov or on the Internet at: <http://www.ams.usda.gov/grades-standards/cids> and <https://www.gpo.gov/fdsys/pkg/CFR-2015-title7-vol2/pdf/CFR-2015-title7-vol2-part42.pdf>.**

CIVIL AGENCY COORDINATING ACTIVITY:

DOJ - BOP
HHS - FDA
USDA - SCP
VA - OSS

PREPARING ACTIVITY:

USDA - SCP

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To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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