



THIS GUIDE IS REQUIRED FOR ALL GROUPS OR  
INDIVIDUALS PRIOR TO ANY YAKULT, U.S.A.  
FACTORY TOUR.

# FACTORY TOUR SAFETY GUIDE

## **Yakult USA 17235 Newhope St., Fountain Valley Visitor Safety Guide**

We welcome you to our first United States production facility for Yakult probiotic drinks. Our staff will give a presentation about our company, products and the benefits of probiotics or show an educational video on the role *L. paracasei* strain Shirota plays in the maintenance of the digestive system. Visitors will also enjoy a complimentary bottle of Yakult.



The state-of-the-art Yakult production plant in Fountain Valley can manufacture 950,000 bottles of the probiotic drink each day for distribution throughout the U.S. and Canada.

After the presentation, visitors will view our entire high-tech production process through the glass-walled viewing gallery. The glass walls were specially constructed to provide clear viewing and prevent contamination, accidents and interferences on the factory floor so that visitors can view what goes into Yakult without having to watch their steps.



**Policy Regarding Safety of Visitors:**

Visitors to Yakult U.S.A. Inc. facilities are guests and their safety is important to us. Visitors are only allowed in certain areas of the facility both to ensure the safety of our product for our consumers and for their own personal safety. All visitors should have checked in and provided any requested identification.

Visitors should be escorted at all times while on Yakult U.S.A. facilities. No unattended exploration of our facilities is allowed.

Each visitor will be asked to sign a waiver of liability, assumption of risk and indemnity agreement. If the visitor is under 18 years old, their parent or legal guardian must sign the waiver on their behalf.

**The following rules are required prior to the factory tour:**

1. Arrange a guided tour by contacting authorized personnel for Yakult, U.S.A at 1 (714) 434-6500, 17235 Newhope St., Fountain Valley, CA 92708.
2. Each attendee brings signed waiver(s) with you, or complete them onsite at check-in.
3. All individuals below the age of 18 must have adult supervision on the tour.
4. Inform authorized personnel of Yakult, U.S.A. if any individuals have disability needs so the company may make every effort to accommodate such individuals.
5. It is recommended that valuable jewelry or other valuables not be brought on the tour.

**The following rules apply to visitors during the factory tour:**

1. Always follow the instructions and directions of the Yakult U.S.A. Inc. personnel guiding and accompanying you during your time at our facility.
2. Walk slowly and when using stairs, please hold the hand rails.
3. Do not take photos with cameras, cell phone or other devices unless you request and are given specific permission by your guide to do so.
4. Always ask questions if you do not understand the safety requirements.
5. Do not attempt to branch off on your own during the tour without authorized personnel of Yakult, U.S.A.
6. Always report any potential hazard or accident, regardless of severity, immediately to the person guiding or accompanying you during your time at our facility.
7. If anyone in the group does not follow these rules, the tour will be cancelled.

**In an Emergency:**

**Obey alarm signals and follow instructions of your tour escort or guide.** If there is a fire or other reason to exit the building, please note the clearly marked closest exit and make your way to the exit. If there are any individuals with limited abilities in your group, please assist them during this exit, or immediately advise your escort. When outside the building, please move at least 20 yards away from the building and assemble with your group leader.

**First aid kits are available and clearly marked** in all areas of the building. If you need assistance, please ask your escort or guide.

**To report an accident or emergency,** please call our internal number **1 (714) 434-6500** or if emergency response personnel are needed to assist anyone with an injury, dial 911. Our facility address is: 17235 Newhope, Fountain Valley, CA.

**REMEMBER: Always follow the instructions and directions of the Yakult U.S.A. Inc. personnel guiding and accompanying you during your time at our facility.**

# TOUR GUIDELINES

**Please read through these guidelines before taking your tour.**

## **General**

- Wheelchair accessible but not provided.
- No pets allowed unless they are an assistance dog.
- No outside food or beverages are allowed in the factory.

## **Safety**

- Please read through the “Factory Tour Safety Guide” prior to visiting the factory.
- Please listen to your tour guide at all times. In the case of an emergency, follow instructions provided by your tour guide. If at any time during the tour someone is feeling sick or has been injured, please notify your tour guide right away.

## **Arrival / Registration**

- Parking for up to 3 buses is available, as well as plenty of regular parking. Transportation is not provided.
- Please note, if you’re heading North on Newhope St. that left turns are prohibited. Please adjust your navigation so that you are entering our premise heading South on Newhope St.
- If you do arrive by bus please wait to unload/ load until you are parked in one of the bus parking spaces located to the left of the factory building.
- If you arrive by car(s) please park in the parking lot on the right. For your safety, we kindly ask for you to use the sidewalks available when walking to the factory.
- Please arrive 10 minutes early to allow enough time to check-in.

## **Tour**

- Taking photos and videos are strictly prohibited in the manufacturing process area.
- Yakult will be sampled during the tour. However, it does contain dairy so please notify your tour guide if you have any dietary restrictions.
- If you need to cancel your tour, please notify us as soon as possible.

**We are looking forward to having you join us for our factory tour!**

# TOUR GUIDELINES

Map of the Premises



**Yakult**

17235 Newhope Street  
Fountain Valley, CA 92708

Science / Public Relations Department

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Fax: (714) 434-7300

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