

ANNEX 3: VANDEMOORTELE TRANSPORT SOLUTIONS Quality Requirements

VANDEMOORTELE EXTERNAL WAREHOUSE AND TRANSPORT QUALITY REQUIREMENTS

Identification: LnD-QD-INS-135-e

Version : 19/06/2024

VANDEMOORTELE EUROPE NV, a company of the Vandemoortele Group, having its registered office at Ottergemsesteenweg-Zuid 816, B-9000 Gent, Belgium, registered at the Register for Legal Entities (RPR) of Ghent under n° 0721.494.116, is active in the sale and distribution of, among other, frozen bakery products and of margarines, culinary oils, fats and sauces and is the owner of the food products (hereinafter referred to as "VANDEMOORTELE").

- VANDEMOORTELE requires that all warehousing and transport operations adhere to the Quality Standards associated with the physical distribution of food products (*for both VANDEMOORTELE Business Lines: Bakery Products (deep-frozen food products) and Plant-Based Food Solutions (PBFS)* in Europe and UK. This includes hygiene, traceability, temperature-maintenance, record-keeping, complaints investigation, contingencies in case of breakdown, etc. Evidence of inspections by certification bodies or other parties shall be made available on request by VANDEMOORTELE.
- VANDEMOORTELE demands that the CARRIER/PROVIDER is certified according to a Global Food Safety Initiative (GFSI) recognized scheme for Storage & Distribution with a scope agreed with VANDEMOORTELE.
- The CARRIER/PROVIDER shall send upon each renewal the GFSI certificate to VANDEMOORTELE. In case of changes in the certification (e.g. lowering of the grade, suspension, termination, change of scope) VANDEMOORTELE must be informed immediately.
- In all cases, the CARRIER/PROVIDER must comply with the requirements in Chapter 1 (*General requirements for all warehouses and transporters*) of this document that are applicable to the services they provide for VANDEMOORTELE. In case the CARRIER/PROVIDER has no certification according to above standards the CARRIER/PROVIDER shall comply **also** with all the relevant requirements specified in Chapter 2 (*Requirements for external warehouses and transporters without GFSI certification*).
- The CARRIER/PROVIDER shall comply with the applicable legal requirements provided in European and national food legislation and in particular the European hygiene Regulations and related guidance on the implementation of food safety management systems covering Good Hygiene Practices and procedures based on the HACCP principles.

Contents

1.	General requirements for all warehouses and transporters	 Error! Bookmark not defined.
1.1.	Product safety and quality management system	 32
1.2.	Requirements on food defense	 33
1.3.	Specific temperature requirements for Business Line Bakery	 33
1.3.1.	Specific temperature requirements for the unloading of deep-frozen products	 33
1.3.2.	Specific temperature requirements for the storage of deep-frozen products	 33
1.3.3.	Specific temperature requirements for the loading and transport of deep-frozen products	 34
1.4.	Requirements on load security during transport	 35
1.5.	Requirements for sustainable palm deliveries	 36
1.6.	Requirements for organic (BIO) deliveries	 37
1.7.	Requirements for labeling	 37
2.	Requirements for external warehouses and transporters without GFSI certification	 39
2.2.	Product food safety and quality management system covering Good Hygiene Practices and procedures based on the HACCP principles	 39
2.2.1.	Quality management system	 39
2.2.2.	Record keeping	 40
2.2.3.	Traceability	 40
2.2.4.	Maintenance	 40
2.2.5.	Cleaning	 40
2.2.6.	Pest control	 41
2.2.7.	Internal audits and site inspections	 41
2.2.8.	Hygiene	 41
2.2.9.	Recall and withdrawal procedures	 41
2.2.10.	Requirements for added value logistics (repacking, relabeling,...)	 42
2.2.11.	Non-conformities	 42
2.2.12.	Corrective actions	 42
2.3.	Warehousing (including crossdocking)	 43
2.3.1.	Infrastructure	 43
2.3.2.	Unloading activity	 44
2.3.3.	Storage conditions	 44
2.3.4.	Loading activity	 45
2.4.	Transport	 46
2.5.	Food defense	 48
2.6.	Food fraud	 49
Annex 1		 50

1. Requirements for external warehouses and transporters without GFSI certification

1.1 Product safety and quality management system

- 1.1.1. The CARRIER/SERVICE PROVIDER agrees and guarantees to comply with all applicable European and national legislation and Good Manufacturing Practices, and in case of food products with the applicable European hygiene Regulations (including Good Hygiene Practices and procedures based on the HACCP principles) and, in case of deep-frozen food products, with the European and national (deep-frozen) foods legislation.
- 1.1.2. For deep frozen products (only applicable for BL Bakery Products): In case of semi-finished products, these are products where the final freezing step (= disconnected freezing process) is done at an external warehouse, this step should be part of the food safety management systems and procedures of the warehouse based on the HACCP principles. It is the responsibility of the operator of the external warehouse to ensure that the right temperature/time combinations are applied to reach the core temperature of -18° C during storage and before final outbound shipment.
- 1.1.3. All complaints shall be investigated. Where it is justified, appropriate actions shall be taken. Answers to complaints shall be communicated within a reasonable timeline. Critical complaints shall be answered within 24 hours, standard complaints within 5 working days.
- 1.1.4. A procedure shall be in place for the management of all non-conforming products. In case the temperature is deviating from the agreed temperature, the products must be blocked and VANDEMOORTELE must be informed immediately. For transport, this includes instructions on what to do in case of a vehicle/cooling temperature breakdown and whom to contact.
- 1.1.5. All non-conforming products shall be clearly identified and shall be treated according to an appropriate quarantine procedure. No products may be destroyed prior to written approval of VANDEMOORTELE.
- 1.1.6. For warehousing activities, a stock follow-up system shall be in place in accordance with the requirements formulated in Annex 1.
- 1.1.7. In case of calamities during storage and/or transport, systems shall be in place to ensure that VANDEMOORTELE and the Service Provider shall be immediately informed and that damage to the products shall be limited to a minimum impact.
- 1.1.8. Where a Service Provider uses (sub)contractors, it shall have a documented supplier approval procedure to ensure risks to food quality and safety are effectively managed during dispatch and transport operations. The approval procedure shall be based on risk and include either one or a combination of:
 - 1.1.8.1. A valid certification of a GFSI-benchmarked Logistics standard, or

- 1.1.8.2. A completed logistic services contract or terms and conditions containing the applicable requirements of a GFSI-benchmarked Logistics standard. This shall have been reviewed and verified by a demonstrably competent person.
- 1.1.8.3. There will be procedures in place for approval, selection, and evaluation of these logistic (sub)contractors.
- 1.1.9. Updated emergency contact details (e.g., VANDEMOORTELE, applicable public authority) shall be available also in case of incidents relating to product food safety and quality.

1.2 Requirements on food defense

- 1.2.1. The driver shall have a specific focus during transport and (un)loading for malicious acts.
- 1.2.2. For full truck deliveries doors shall be sealed and sealing number(s) shall be mentioned on the CMR document.
- 1.2.3. For multiple drop loads, doors shall be sealed if the truck is standing still for a period longer than 1 hour. Before departure, the truck driver shall check if the seal(s) is/are intact.
- 1.2.4. In case the seal is broken, carrier shall immediately inform Vandemoortele Transport Solutions.

1.3. Specific temperature requirements for Business Line Bakery

1.3.1. Specific temperature requirements for the unloading of deep-frozen products

- 1.3.1.1. For unloading deep frozen products at a warehouse, the core temperature shall not be higher than -18°C (with a +3°C variance as legally tolerated during transport). It is requested to mention the unloading temperature on the proof delivery (POD) paper or on the CMR letter of Carriage.
- 1.3.1.2. For the unloading of pre-frozen goods (= semi – finished goods of which the core temperature of -18°C has not been reached yet) following the transfer from VANDEMOORTELE Factories to VANDEMOORTELE external warehouse, with the final freezing step in the Warehouse, is allowed to deviate from max temperature of –18°C (core temperature), but should follow local legislation. The allowed max temperature at loading needs to be agreed with VANDEMOORTELE.

1.3.2. Specific temperature requirements for the storage of deep-frozen products

- 1.3.2.1. Storage activities must be carried out at a temperature between –21°C and –28 °C. Repack activities must be done at -18°C or chilled at 0°C to 7°C for limited time. The temperature shall be monitored continuously and registered, and the records shall be available upon request. Temperature monitoring records must be kept by the Service Provider for at least 24 months. In case of deviation from the agreed storage temperature, the Service Provider shall inform VANDEMOORTELE immediately and take the necessary measures to rectify the deviation.
- 1.3.2.2. Order preparation and preloading zones must have a controlled temperature of max -18°C.

1.3.2.3. The temperature measurement devices shall be verified in accordance with EN 13486 (Temperature recorders and thermometers for the transport, storage and distribution of chilled, frozen, deep-frozen/quick frozen food and ice cream – Periodic verification) by an accredited body and the documentation shall be available for the approval of ATP competent authorities. The instrument shall comply with standard EN 12830 (Temperature recorders for the transport, storage and distribution of chilled, frozen, deep-frozen/quick-frozen food and ice cream – Tests, performance, suitability). Proof of the conformity of the devices shall be kept.

1.3.3. Specific temperature requirements for the loading and transport of deep-frozen products

1.3.3.1. The temperature of the products shall be checked in between the cartons before loading on the transport vehicle (non-destructive measurement). Results shall be recorded and on request made available to VANDEMOORTELE.

1.3.3.2. Maximum temperature in between the cartons (nondestructive method): -16°C.

1.3.3.3. Method: when placing the probe of the thermometer in between the cartons, there should be enough pressure to give good thermal contact and sufficient length of the probe inserted to minimize conductivity errors. The nondestructive measurement can give up to a maximum of 2°C difference in the reading compared to the true product temperature measurement, especially with the thickness of cardboard in case packaging.

1.3.3.4. To be able to guarantee the correct temperature during transport:

- a The driver shall set up the refrigerating system at a maximum of -20°C.
- b The vehicle must be pre-cooled at a temperature of at least -10°C on the display before docking.
- c The temperature of the trailer shall be registered.
- d A rise of up to 3°C on the core temperature of the product -18°C is allowed during (un)loading and transport. If there are exceptions to this tolerance for specific clients, this shall be communicated to the Service Provider by VANDEMOORTELE.

1.3.3.5. The transfer of pre frozen goods (= semi – finished goods of which the core temperature of -18°C has not been reached yet) from VANDEMOORTELE factories to VANDEMOORTELE external warehouses with final freezing step in the warehouse, is not subject to min temperature of – 18°C, but shall follow local national legislation (including requirements regarding labeling/identification) and the allowed maximum temperature at loading need to be agreed with VANDEMOORTELE (France: see instruction : LnD-QD-INS-137-e.doc). To be able to guarantee the correct temperature during transport pre-cooling of the truck (transport vehicle) is required and the driver shall set up the refrigerating system at a maximum of -20°C.

1.3.3.6. The transport equipment shall be fitted with an instrument capable of measuring and recording air temperatures and storing the data obtained (hereinafter referred to as the instrument) to monitor the air temperatures to which quick-frozen foodstuffs intended for human consumption are subjected.

- 1.3.3.7. The instrument shall be verified in accordance with EN 13486 (Temperature recorders and thermometers for the transport, storage and distribution of chilled, frozen, deep-frozen/quick frozen food and ice cream – Periodic verification) by an accredited body and the documentation shall be available for the approval of ATP competent authorities. The instrument shall comply with standard EN 12830 (Temperature recorders for the transport, storage and distribution of chilled, frozen, deep-frozen/quick-frozen food and ice cream – Tests, performance, suitability). Proof of the conformity of the devices shall be kept.
- 1.3.3.8. Service Providers doing micro-distribution (i.e. no full truck deliveries and frequent unloading) must adhere to the same temperature requirements as mentioned above. The measures taken to guarantee the temperature shall be risk-based. Due to the inherently higher risk of temperature deviations with this type of distribution, VANDEMOORTELE strongly advises the use of intermediate panels in box trucks.

1.4. Requirements on load security during transport

- 1.4.1. Service Provider is responsible for securing the Products in the transport vehicle.
- 1.4.2. Service Provider is responsible for distributing the weight of the load in accordance with the applicable legislation.
- 1.4.3. Service Provider undertakes in general to comply with the European Best Practice Guidelines on Cargo Securing for Road Transport (see link : http://ec.europa.eu/transport/road_safety/vehicles/doc/cargo_securing_guidelines_en.pdf) and in particular to comply with any national cargo securing legislation in each of the respective countries where the Services are delivered, such as the legislation laid down in the Belgian Royal Decree dated 27 April 2007, in force as from September 10th, 2009 that contains the following obligations relating cargo securing :
- a the load must be secured for a force of 0,8 G on the top of the trailer and 0,5 G on the end and the sides of the trailer.
 - b no free space between the pallets
 - c clean loading surface (friction between wooden pallet and wooden surface resists 0,5 G in all directions).
 - d XL certificate for trailers (resist 0,5 G on head, 0,3 G on back and 0,4 G aside)
 - e blocking bar at the end of the last pallet
 - f no moving space ahead and aside
 - g certificate for trailer DIN EN 12642 XL.
 - h It is explicitly acknowledged by Service Provider that the Products do not resist the torsion of belts.
 - i If a Service Provider cannot produce any relevant certificate proving compliance with the above requirements,

(i) VANDEMOORTELE may refuse loading of the Products and Service Provider undertakes to indemnify VANDEMOORTELE in such event from any damages as a result therefrom

And

- (ii) Service Provider will immediately take all necessary measures to provide for any other means of transportation (truck) that comply with the above referred to requirements.

1.5. Requirements for sustainable palm deliveries

- 1.5.1. The independent third party complies with the requirements of the RSPO Supply Chain Certification Standard.
- 1.5.2. Third party warehouses who unpack, relabel, repack and store VANDEMOORTELE products and of which VANDEMOORTELE is the legal owner of the products:
 - a. These activities must also be mentioned in the logistic services contract.
 - b. Must perform a separate mass balance exercise.
 - c. RSPO® must be mentioned on the delivery documents.
 - d. VANDEMOORTELE reserves the right to perform an audit at the premises of the third-party warehouse. The audit can also be conducted by external certification bodies.
 - e. The third-party warehouse shall ensure that on document form for all Products containing RSPO® certified oil palm products, following information is mentioned:
 - The name and address of the buyer (= customer).
 - The name and address of the seller (= VANDEMOORTELE).
 - The loading or delivery date.
 - The date on which the documents were issued.
 - The name of the product, including the applicable supply chain model (SG (=Segregated), MB (=Mass Balance)), IP (=Identity Preserved)
 - The quantity of the products delivered.
 - Any related transport documentation
 - Supply chain certification reference number of VANDEMOORTELE (CU-RSPO SCC-866959)
- 1.5.3. Third party warehouses who unpack, relabel, repack and store VANDEMOORTELE products and of which the third party is the legal owner of the products:
 - The third-party warehouse must be an RSPO®-member and have RSPO® certification.
- 1.5.4. Third-party warehouses who store only non-end and finished products (no change of the product, relabel or repack) and of which Vandemoortele Europe NV is the legal owner of the products:
 - No extra requirements
- 1.5.5. Third-party warehouses who store only finished products (no change of the product, relabel or repack) and of which the third party is the legal owner of the products:
 - No extra requirements
- 1.5.6. Third-party warehouses who store only non-end products (no change of the product, relabel or repack) and of which the third party is the legal owner of the products:

- a The warehouse and distributor must apply for a distributor license.
- b The license is free of charge for RSPO® members.
- c The VDM RSPO® certification must be mentioned on the delivery documents.

- 1.5.7. Where the warehouse uses a third-party storage service provider all product food safety and quality requirements as described in this document need to be clearly defined in a respective logistic services contract or the third-party storage Service Provider shall be certified according to a Global Food Safety Initiative (GFSI) recognized scheme for Storage & Distribution. There will be procedures in place for approval, selection, and evaluation of these third-party storage Service Providers.

1.6. Requirements for organic (BIO) deliveries

- 1.6.1. In case organic products (BIO) are stored, the third-party warehouse must have an organic certification by the local official body for warehousing/storage.
- 1.6.2. The third-party warehouse must have following documents:
- 1.6.2.1. Mass balance exercise (IN= goods receipt from VANDEMOORTELE factory, OUT= flow towards customer/other warehouse)
 - 1.6.2.2. Delivery notes for outgoing products, which must contain all info as described in 1.6.3
- 1.6.3. On the delivery note following information must be added
- a. Code number of the local (national) certification body of the third-party warehouse (the legal entity that performed the last activity) AND
 - b. The code number of the local (national) certification body of the production location next to the article name
 - c. Delivery from (warehouse)
 - d. Delivery to (customer or another warehouse)
 - e. Sales organization VANDEMOORTELE + code number of the certification
- 1.6.4. The organic products must be stored and handled separately (BIO vs non-BIO). Cross contamination must be avoided.

1.7. Requirements for labeling

- 1.7.1 In case labels are printed by the third-party warehouse (extra labeling, relabeling and/or repack), the third-party warehouse needs to add this to their quality management system. At a minimum, this must include:
- 1.7.1.1 An internal procedure shall be documented to ensure correct application of these labels.
 - 1.7.1.2 A test print shall be done before label application to ensure that all labeling information is legible and indelible and that the print quality is conform. A copy of this test print will be provided to VANDEMOORTELE.

- 1.7.1.3 Label controls shall be implemented during use and at each use. A printed label must be kept at least at the start and end of each application run. These label samples must be stored for traceability.
- 1.7.2 Pictures as proof of the correct application of these labels will be provided to VANDEMOORTELE.

2. Requirements for external warehouses and transporters without GFSI certification

2.1. Governance and commitment

- 2.1.1. The senior management shall ensure that employees are aware of their responsibilities related to product safety and product quality and that mechanisms are implemented to monitor the effectiveness of their operations.

2.2. Product food safety and quality management system covering Good Hygiene Practices and procedures based on the HACCP principles.

2.2.1. Quality management system

- 2.2.1.1. The basis of the warehouse and transport product food safety and quality management system shall be a fully implemented HACCP study based upon the Codex Alimentarius principles*¹ and Good Hygiene Practices. The product safety management system shall be applicable to the site and implemented at the site.
- 2.2.2.2. The product safety management system shall cover all product groups, packaging materials in contact with food (if applicable) and all process steps of logistics services at the certified site including decentralized structures, if applicable.
- 2.2.2.3. Those responsible for the development and maintenance of the product safety management system shall have received appropriate training in the application of the hazard analysis and risk assessment/HACCP principles and specific knowledge of the logistics services and product scopes. A team leader shall be designated.
- 2.2.2.4. Procedures of validation shall be established to confirm that the food safety risk management / HACCP system is effective. Verification of the implemented system shall be performed at least once within a 12-month period or whenever significant changes occur.
- 2.2.2.5. The Service Provider shall implement documented training and / or instruction programs. The documented training programs and / or instruction shall apply to all personnel, including seasonal and temporary workers, employed in the respective work area.
- 2.2.2.6. The product food safety and quality management system shall be documented, implemented and maintained and shall be kept in a secure location. This applies to both physical and/or digital documented systems. There shall be a procedure in place for the control of documents and their amendments. The latest version of all documents which are necessary for compliance with product safety and product quality requirements shall be available. The reason for any amendments to documents, critical to those requirements, shall be recorded.

¹Codex General principles of food hygiene (CAC/RCP 1-1969)

2.2.2. Record keeping

- 2.2.2.1. The records and documents shall be legible, unambiguous, comprehensive, properly completed, and genuine. They shall be available to the relevant personnel at all times.
- 2.2.2.2. Records and documented information shall be maintained in a way that subsequent manipulation or amendment is prohibited. If records are documented electronically, a system shall be maintained to ensure that only authorized personnel have access to create or amend those records (e.g. password protection).

2.2.3. Traceability

- 2.2.3.1. A traceability system shall be documented, implemented and maintained. The warehouse and/or Service Provider shall keep an updated register of all customers and their related products. The traceability, including mass balance/quantity, shall be tested at least once within a 12 -month period or whenever significant changes occur. Test results, including the timeframe for obtaining the information, shall be recorded and where necessary, actions shall be taken. The traceability exercise shall be completed within 2 hours.

2.2.4. Maintenance

- 2.2.4.1. A maintenance schedule/procedure shall be available, covering all equipment that is critical for compliance with product food safety, legal requirements and quality requirements. For transport this includes all vehicles and equipment used for loading/unloading. Records shall be kept as proof.

2.2.5. Cleaning

- 2.2.5.1. A cleaning schedule/procedure shall be available, covering all equipment that is critical for compliance with product food safety, legal requirements and quality requirements. For transport this includes all vehicles and equipment used for loading/unloading. Records shall be kept as proof.
- 2.2.5.2. Risk-based cleaning and disinfection schedules shall be documented and implemented. These shall specify: objectives, responsibilities, the products used and their instructions for use, the areas to be cleaned and/or disinfected, cleaning and disinfection frequency, documentation requirements, hazard symbols (if necessary).
- 2.2.5.3. The effectiveness of cleaning and disinfection measures shall be made known to the cleaning staff. The cleaning staff shall be trained in cleaning procedures.
- 2.2.5.4. Where a company hires a third-party service provider for cleaning and disinfection of on-site activities and externally (e.g. cleaning of truck/ containers), a contract shall be made which includes a minimum of the following: cleaning and disinfection frequency, documentation requirements, products used and their instructions for use, areas to be cleaned and/or disinfected. The effectiveness of the cleaning and disinfection measures shall be verified.

- 2.2.5.5. Current Safety Data Sheets (SDS) and instructions for use shall be available on site for chemicals and cleaning agents. Instructions shall be known by the responsible personnel.
- 2.2.5.6. The intended use of cleaning, disinfection equipment and chemicals shall be clearly identified. It shall be used and stored in a way to avoid contamination.

2.2.6. Pest control

- 2.2.6.1. The Service Provider shall have a pest control system in place which follows local legal requirements and local Good Hygiene Practices.
- 2.2.6.2. Where a company hires a third-party service provider for pest control, all the legal and Good Hygiene requirements shall be documented in the service contract. A competent person at the site shall be appointed to monitor pest control measures. Even if the pest control service is outsourced, responsibilities of the necessary actions (including ongoing supervision of pest control activities) shall remain within the company.
- 2.2.6.3. Pest control inspections and resulting actions shall be documented. Implementation of actions shall be monitored and recorded. Any infestation shall be documented and control measures taken. The effectiveness of the pest control measures shall be monitored, including trend analysis, to allow timely actions. Records of this monitoring shall be available.

2.2.7. Internal audits and site inspections

- 2.2.7.1. Internal audits of activities which are critical to product food safety shall be carried out at least once within a 12-month period. These shall be documented, implemented, and maintained and shall ensure at a minimum, that all the requirements of the IFS Standard are audited. The company shall have a risk assessment in place where activities, which are critical to product safety and product quality shall be audited more frequently. It shall also apply to off-site storage locations owned or rented by the company. Compliance, deviations, and non-conformities shall be documented and communicated to the relevant persons.
- 2.2.7.2. Site inspections shall be planned and carried out for certain topics, for example: constructional status of site premises, external areas, product control during logistics, processing services (if applicable), foreign material hazards, personal hygiene. The frequency of inspections shall be based on risk and on the history of previous results.

2.2.8. Hygiene

- 2.2.8.1. Risk based requirements related to personal hygiene shall be documented, implemented, and maintained. These requirements shall be understood and applied by all relevant personnel.

2.2.9. Recall and withdrawal procedures

- 2.2.9.1. An effective procedure shall be documented, implemented, and maintained for the management of recall, withdrawals, incidents, and potential emergency situations with an impact on product

safety and quality. It shall include, at a minimum: the assignment of responsibilities, the training of the responsible persons, the decision-making process, the nomination of a person authorized by the company and permanently available to initiate the necessary process in a timely manner, an up-to-date alert contact list, a communication plan including product owner and authorities. To ensure its effectiveness and possible improvement, the procedure shall be tested at least within a 12-month period. This testing must cover the end-to-end process. The outcome of the test shall be reviewed for continuous improvement.

2.2.10. Requirements for added value logistics (repacking, relabeling,...)

- 2.2.10.1. Where the logistic processing services of labeling apply, the company shall ensure that the coded packing and labelling in use corresponds to the product being packed and complies with the customer agreement. This shall be regularly checked and documented.
- 2.2.10.2. Compliance criteria to control lot quantity shall be defined. A system on frequency and methodology for quantity control shall be implemented and maintained to meet legal requirements.
- 2.2.10.3. Quantity control monitoring shall be implemented and recorded, according to a sampling plan which ensures a proper representation of the manufacturing lot. The results from this monitoring shall be compliant with defined criteria for all products ready to be delivered.

2.2.11. Non-conformities

- 2.2.11.1. A procedure shall be documented, implemented, and maintained for the management of all non-conforming products and packaging materials. This shall include, at minimum: defined responsibilities, isolation/quarantine procedures, risk assessment, identification including labelling, the release procedure of goods. The procedure shall be acknowledged and applied by all relevant employees. When non-conforming products are identified, immediate actions shall be taken to ensure that product safety and quality requirements are complied with.

2.2.12. Corrective actions

- 2.2.12.1. A procedure for the management of corrections and corrective actions shall be documented, implemented, and maintained for the recording, analysis, and communication to the relevant persons of deviations, non-conformities and non-conforming products, with the objective to close the deviations and/or non-conformities and avoid recurrences via corrective actions. This shall include a root cause analysis, at least for deviations and non-conformities related to product safety, legality, authenticity and/or recurrence of deviations and non-conformities. Where deviations and non-conformities are identified, corrections shall be implemented.
- 2.2.12.2. Corrective actions shall be formulated, documented, and implemented as soon as possible to avoid the further occurrence of deviations and non-conformities. The responsibilities and the timescales for corrective actions shall be defined. The effectiveness of the implemented corrections and corrective actions shall be assessed, the results of the assessment shall be documented.

2.3. Warehousing (including crossdocking)

2.3.1. Infrastructure

- 2.3.1.1. The working environment shall not have a negative effect on product food safety and/or quality. Site premises and equipment shall be designed, built and maintained to prevent pest infestation.
- 2.3.1.2. All working areas shall have adequate levels of light. Where glass from the lighting can cause a contamination risk to products, lighting equipment shall be protected (or using shatter proof lights or covered by plastic). Procedure shall be in place describing the measures to be taken in case of breakage of glass and similar material. Such measures shall include identifying the scope of goods to be isolated, specifying authorized personnel, cleaning and if necessary, disinfection of the environment and releasing the area for continued process.
- 2.3.1.3. The floor, walls and ceiling/overheads shall be designed, constructed and maintained to minimize the accumulation of dirt/debris and condensation and shall not pose any physical and/or microbiological risks. They will be in good condition and easily accessible for cleaning and maintenance. Cleaning schedules for the buildings, offices and surroundings must be in place. Regular inspection and follow-up of the effectiveness of the cleaning and disinfection shall be in place.
- 2.3.1.4. Windows, doors, and gates shall be designed and constructed to avoid the accumulation of dirt/debris and shall also be maintained in a way to prevent contamination and shall be kept closed if not used. They shall be in good condition and shall be kept closed if not used. If they can be opened to the outside, electric fly killers/ screen doors (mosquito nets) shall be installed.
- 2.3.1.5. The building and surroundings must be protected against any contamination with pests and/or preventing ingress of birds, rodents, vermin, water dust, other pest control, etc.
- 2.3.1.6. The Service Provider shall provide staff facilities, which shall be proportional in size and equipped for the number of personnel. Such facilities shall be kept clean and good condition.
- 2.3.1.7. Where the activities require a high level of hygiene control handling (such as repacking of naked products) a hand hygiene station shall be located near the point of entry to handling areas. The hand equipment shall provide in addition: hand contact-free fittings, hand disinfection, waste container with hands-free opening.
- 2.3.1.8. Outdoor storage shall be kept to a minimum. Where goods are stored for a short time, this process shall be validated, and it shall be ensured that there are no contamination risks or adverse effects on product safety and quality.
- 2.3.1.9. Water which is used for hand washing, cleaning and disinfection, shall be of potable quality at the point of use and supplied in sufficient quantities; this also applies to steam and ice used with direct contact with the foodstuffs or packaging dedicated for foodstuffs. The quality of water (including recycled water), steam or ice shall be monitored following a risk-based sampling plan.

- 2.3.1.10. Non-potable water, or recycled water, which is used in the process, shall not pose contamination risks.
- 2.3.1.11. Non-potable water shall be transported in separate, properly marked piping. Such piping shall neither be connected to the potable water system nor allow the possibility of reflux, to prevent contamination of potable water sources or site environment.
- 2.3.1.12. All external areas of the site shall be clean, tidy and designed and maintained in a way to prevent contamination. Where natural drainage is inadequate, a suitable drainage system shall be installed.

2.3.2. Unloading activity

- 2.3.2.1. Incoming loads will be checked in the transport vehicle and unloaded on pallet level for “visual” quality and condition. Temperature monitoring records will be kept by the Service Provider for at least three (3) years. In case of deviation from the agreed/required temperature, Service Provider shall inform VANDEMOORTELE immediately and block the products.
- 2.3.2.2. The unloading areas shall be appropriate for their intended use. They shall be constructed in such a way that: the risks of pest intake are mitigated, products are protected from adverse weather conditions, accumulation of waste is avoided, condensation and growth of mould are prevented, cleaning can be easily undertaken.

2.3.3. Storage conditions

- 2.3.3.1. Storage temperature shall be in line with the agreed requirements.
- 2.3.3.2. The storage conditions will correspond to product specifications and shall not have any negative impact on other products. This shall be defined in an implemented and maintained system.
- 2.3.3.3. A continuous temperature monitoring system and registration shall be in place. The monitoring system shall be equipped with an alarm, in case of an out-of-control temperature. A procedure shall be implemented describing what to do in case of an out-of-control temperature. The monitoring system shall be secured against unauthorized access and/or change.
- 2.3.3.4. The temperature measurement devices shall be checked, adjusted, and calibrated at specific intervals, minimum on an annual basis. The calibration status shall be recorded. The results shall be documented.
- 2.3.3.5. Records of the temperature monitoring system of the warehouse shall be kept for at least three (3) years and shall be made available on request of VANDEMOORTELE. The records should be dated and timed.
- 2.3.3.6. The warehouse shall have a procedure to avoid any contamination, or any other negative impact (also cross contamination) caused by incompatible products in the same storage room. Only storage of foodstuffs is allowed, and in particular foods that are compatible with our type of products (e.g. no tobacco, coffee, fish, meat, cheese or any other product with strong odours). This shall be documented, implemented and maintained.

- 2.3.3.7. Materials must be stored off the floor and away from walls.
- 2.3.3.8. System for rotating stock on BBE (Best Before End) principle shall be in place. (see Annex 1)
- 2.3.3.9. All products shall be clearly identified. Use of products shall be undertaken in accordance with the principles of First In / First Out (see Annex 1).
- 2.3.3.10. Appropriate storage facilities shall be available for the management and storage of working materials. The personnel responsible for the management of storage facilities shall be trained.
- 2.3.3.11. Air conditioning / chilled air equipment and artificially generated airflow shall not compromise product safety and quality and shall be adequately maintained and cleaned at a frequency based on risk.
- 2.3.3.12. The quality of compressed air/gases that comes in direct contact with the foodstuff or food contact materials shall be monitored based on risks. Compressed air/gases shall not pose a contamination risk.
- 2.3.3.13. In case of breakdown of the air conditioning / chilled system and/or in the event of deviations from the target temperature, an alarm system shall be in place. Effective emergency corrective action procedures shall be in place ensuring product safety and quality is not compromised.

2.3.4. Loading activity

- 2.3.4.1. Before loading, the conditions of the trailer shall be checked (dry, clean (no high dust load), intact, free from strange smells, pests, moulds, the temperature for deep-frozen and chilled products). This shall be documented before loading to ensure compliance with the specified conditions.
- 2.3.4.2. The loading areas (docks) shall be appropriate for their intended use. They shall be constructed in a way that: the risks of pest intake are mitigated, products are protected from adverse weather conditions, accumulation of waste is avoided, condensation and growth of mould are prevented, cleaning and if necessary, disinfection, can be easily undertaken.
- 2.3.4.3. There shall be a procedure in place to maintain product food safety, security, and quality during loading. This may include controlling the temperature of the loading dock areas and vehicles, use of covered bays for vehicle loading, securing loads on pallets to prevent movement during transit, inspection of loads prior to dispatch.
- 2.3.4.4. All vehicles or containers used for transport shall be fit for purpose ("for foodstuffs only"). This shall ensure that they are: in a clean condition, free from strong odours which may cause taint to products, in a suitable condition to prevent damage to the products during transit, equipped to ensure any temperature requirements can be maintained throughout transportation. Records of inspections shall be maintained.
- 2.3.4.5. The temperature measurement device must be calibrated yearly.
- 2.3.4.6. Temperature-related records shall be kept for at least three (3) years.

- 2.3.4.7. Only pallets without any damage and correctly palletized shall be loaded, these shall not compromise product safety.
- 2.3.4.8. In case certificates are needed the warehouse shall be able to add certificates with relevant information to the other delivery papers. The warehouse shall be informed at least one (1) week in advance if this requirement is applicable.
- 2.3.4.9. Non-conforming products must be segregated, recorded, and reported to VANDEMOORTELE.
- 2.3.4.10. The drivers' delivery document (CMR letter of carriage) will be signed off for receipt after completing the above checks. Any discrepancies or remarks will be written on the CMR transport documents with sign-off by the transport company and will be reported back to VANDEMOORTELE within 24 hours, at the latest the next working day.

2.4. Transport

- 2.4.1. The transport units and transport vehicles shall be dry, clean (no high dust load), intact, free from strange smells, pests, and moulds. This shall be checked and documented before loading to ensure compliance with the specified conditions.
- 2.4.2. All transport vehicles shall be able to maintain the product at defined conditions within specified temperature limits.
- 2.4.3. Where products must be transported at defined conditions (e.g. temperature before loading), the conditions inside the transport vehicle shall be checked and documented before loading to ensure compliance to the specified conditions, for example: temperature, strange smells, high dust load, adverse humidity, pests, foreign materials, mould. When applicable, actions shall be taken to avoid any negative impact on products and to ensure compliance with the specified conditions.
- 2.4.4. A continuous temperature monitoring system shall be in place in the transport vehicle. The monitoring system shall preferably be equipped with an alarm, in case of an out-of-control temperature. A procedure shall be implemented describing what to do in case of an out-of-control temperature. If the monitoring system is not equipped with an alarm, frequent checks shall be performed to demonstrate that the temperature is in line with the requirements.
- 2.4.5. The temperature measurement devices shall be checked, adjusted, or calibrated at specific intervals, minimum on an annual basis.
- 2.4.6. Records of the temperature monitoring system of the Service Provider shall be kept for at least three (3) years and shall be made available on request of VANDEMOORTELE.
- 2.4.7. The Service Provider shall have a procedure to avoid any contamination during transport (including loading and unloading). This contamination includes taint caused by incompatible products in the same truck and all relevant external sources of contamination (material, men, machinery...). This procedure shall be documented, implemented, and maintained.
- 2.4.8. The truck driver must wear appropriate clothing.

- 2.4.9. Adequate hygiene requirements for all transport vehicles and equipment used for loading / unloading shall exist. Measures taken shall be recorded.
- 2.4.10. If compliance with the agreed Services is not possible (e.g., punctuality of delivery), VANDEMOORTELE shall be informed promptly.
- 2.4.11. Cleaning of the transport unit shall be performed with consideration of the specific hygienic requirements and product safety risks. Cleaning certificates or other objective evidence that effective cleaning has been carried out shall be available.
- 2.4.12. Hoses, pumps, filters of tankers (tank-containers, etc.) shall be in good condition and protected from contamination during transport.
- 2.4.13. Transport procedures are in place, including:
 - 2.4.13.1. Any restrictions on the use of mixed loads
 - 2.4.13.2. Requirements for the security of products during transit, particularly when vehicles are parked and unattended.
 - 2.4.13.3. Clear instructions in the case of vehicle breakdown, accident, or failure of refrigeration systems, which ensure that the safety of the products is assessed, and records maintained.
- 2.4.14. Risk-based hygiene requirements for all transport vehicles and equipment (relevant for bulk transportation), which could have an impact on the foodstuffs, used for loading/unloading (e.g. hoses of silo installations, pumps, filters of tankers tank-containers, etc.) shall be implemented. Measures taken shall be recorded.
- 2.4.15. For transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and powdered unpackaged food products, a minimum of the following cleaning and disinfection measures shall be implemented: the cleaning and disinfection measures shall be appropriate for the type of product, shall include all associated working equipment (e.g., hoses, valves, strainers) and shall ensure that the transport container is clean, that unwanted substances are removed from the surfaces and the number of microorganisms are reduced to a level that is sufficiently low, depending on the intended use (cross-contamination is prevented). Objective evidence shall be available for the control of cleaning and disinfection measures of transport containers (e.g. records, certificates). The effectiveness of cleaning and disinfection measures shall be made known to the cleaning staff. The cleaning staff shall be trained in cleaning procedures. Cleaning certificates or other objective evidence that effective cleaning has been carried out shall be available.
- 2.4.16. Where the Service Provider is organizing transport through a third-party transport provider, they shall ensure that the third-party transport provider is certified to a GFSI recognized certification standard covering the scope of activities performed for VANDEMOORTELE. If this is not the case, all relevant requirements in this document shall be fulfilled and this shall be defined and agreed in the respective contract.

- 2.4.17. Where the Service Provider hires third-party transport providers on an irregular basis (spot market), the Service Provider shall ensure that these transport providers are certified to a GFSI recognized certification standard covering the scope of the activities performed for VANDEMOORTELE. If this is not the case, all relevant requirements specified below shall be fulfilled and this shall be defined and agreed in the respective contract:
- a. The transport units shall be clean.
 - b. The transport provider shall ensure the temperature of the product is controlled.
 - c. There shall be absence of smells and other contamination like foreign bodies or cross-contamination caused by incompatible products in the same transport unit. Different products shall be clearly separated.
 - d. Container doors shall be sealed and seal numbers shall be put on the waybill
 - e. Changes of contractual agreements shall be communicated and documented. If compliance to the agreed services is not possible, the customer shall be informed promptly.
 - f. Measuring and monitoring devices required to ensure compliance with product safety and quality requirements shall be identified, recorded and legally approved where needed. These devices shall be monitored, adjusted and calibrated at defined intervals in accordance with recognized standard methods and within the relevant limits of the process parameters. Results of this shall be documented.
 - g. An effective procedure for the management of recall, withdrawal, incidents and potential emergency situations with impact on product safety and quality shall be documented. At a minimum this procedure shall include the assignment of responsibilities, the nomination and training of responsible persons, the decision-making process, an up-to-date alert contact list and a communication plan including the product owner and authorities. The procedure shall be tested at least annually and the outcome of the test shall be reviewed.

2.5. Food defense

- 2.5.1. A food defense hazard analysis and assessment of associated risks shall be documented, implemented and maintained. Based on this assessment and legal requirements, areas critical to food security shall be identified. This shall include at minimum: legal requirements (evidence of registration or on-site inspections necessary), identification of critical areas and/or practices and policy of access by employees, visitors and contractors, how external inspections and regulatory visits are to be managed, site security conditions, transportation, shipping, receiving and dispatch of goods, IT (cyberattack) and other appropriate measures. The criteria in the vulnerability assessment shall be defined.
- 2.5.2. Visitor policy shall contain specific aspects of product defense plan. Delivery and loading staff in contact with the product shall be identified and shall respect the access rules of the company. Visitors and external service providers shall be identified in areas with product storage and shall be registered at the time of access. They should be informed about the site policies and their access controlled accordingly.

- 2.5.3. The responsibilities shall be defined for the product food defense assessment and mitigation plan. The responsible person(s) shall have the appropriate and specific knowledge.
- 2.5.4. The product defense plan shall be reviewed at least once within a 12-month period or whenever significant changes occur.

2.6. Food fraud

- 2.6.1. A hazard analysis and assessment of associated risks for possible food fraud, which realistically can be expected within the process, are in place. Based on this assessment, appropriate measures for risk mitigation shall be documented and implemented where necessary.
- 2.6.2. The scope of the assessment shall cover all goods, as well as all activities of the company and partly outsourced logistics processing services (if applicable) to determine the risks of fraudulent activity in relation to substitution, mislabeling, adulteration or counterfeiting.
- 2.6.3. The mitigation plan shall be documented, implemented, and maintained, with reference to the vulnerability assessment. It shall also include testing and monitoring methods.
- 2.6.4. The responsibilities shall be defined for the product fraud vulnerability assessment and mitigation plan. The responsible person(s) shall have the appropriate and specific knowledge.
- 2.6.5. The product fraud vulnerability assessment shall be reviewed at least once within a 12-month period or whenever significant changes occur. If necessary, the product fraud mitigation plan shall be updated accordingly.