



Audit Report

Standard - Global Standard for Storage and Distribution Issue 2: September 2010

Audit Result: CERTIFICATED Audit Frequency 12 months

Company Details	
BRC Site Code: 9884029	
Company Name : Distrifresh B.V.	
Site Name : Distrifresh	
Address: van Salmstraat 64, Boxtel	
Country : The Netherlands	Postcode: 5281 RS
Telephone: +31(0)411617617	Fax: +31(0)411617600
Company Representative Name :	
Email: info@distrifresh.com	

Additional	locations included	
Address :	None	

Certification Body Details	
Name of Certification Body : LRQA Ltd	

	LRQA Ltd, Hi	ramford Middlemarch Business Park, Sisl	cin Dri ve Coventry, CV3 4FJ
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Auditor Number	Auditor Names	
(only one - team leader) 108107	(lead assessor)	

Audit Start Date: 2015-03-30 **Audit Finish Date:** 2015-03-31

Re-audit Due Date: 2016-04-17 Previous Audit Date: 2013-10-02

Scope Details Activities: 01 - Storage 06 - Contracted Services Contract Packing 09 - Contracted Services Contract Containers Select an activity **Product Categories** 01 - Chilled and Frozen Food Select a product category Select a product category Select a product category

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Scope of Audit Storage, order picking and labeling of pre-packed meat and other foods under chilled conditions and cleaning of containers and pallets.

Exclusions from Scope None

Key Personnel				<u></u>
Name/Job Title	Present at Audit (x)			
Note: the most senior operations manager on site should be listed first and be present at both opening & closing meetings (ref: clause 1.1.8	Opening Meeting	Site Inspection	Procedure Review	Closing Meeting
- Site Manager	x	x	×	×
- (central) QA Manager	х	×	×	х
(controller)	х			
(Facilities manager)	x	×	×	×
- Head TD		×		
– Human resource rep.	x		×	X
- Manager packing	×	×	×	Х
(transport planner)	x	×		Х
(product reception)	х	×	×	Х
(operations manager)	×	х	×	х

Company Profile

Distrifresh B.V. started in 2007, located at this site in Boxtel, as part of the Vion Group. Distrifresh is specialized in storage, transfer, order picking and labelling of pre packed food products, all temperature controlled. Recently washing of (dolav) bins and (plastic) pallets is implemented.

Activities are 90% exclusively for the Vion products and partly for other retailers. Distribution is outsourced, under responsibility of the Vion Group.

There are (FTE) employees working in 1-3 shifts. This includes (FTE) of temporary workers.

Storage/operations facilities 13.000m2 and 1600 m2 for storage of crates.

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Condition of the building/last re-equipment/rebuilding: Site built about 40 years ago, suitably finished, no re-building in recent years. labelling equipment installed 7 years ago. Equipment was installed in 2012 for site security; cameras, barrier for the plant and secured entrance with batch logging.

The company is certified for Skal and ISO 9001:2008; multisite via Vion. Beside NVWA legal registration (EG 607), further no other recognitions or certificates.

A facility to wash bins and crates is made operational.

Audit Duration Details

Total site a audit duration 12 man hours

Time auditing the site and vehicles 4 man hours

Reasons for deviation from typical or expected total audit duration Site inspection 4 hours sufficient

udit Duration per day		
Start time	Finish time	
9:00	16:30	
9:00	13:30	
	9:00	

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Revisit date		
Corrective action taken		
Detail of Non-Conformity		
Requirement ref.		
No.		

Major

Reviewed by		
Evidence provided Document Photograph Visit/Other		
Corrective action taken		
Detail of Non-Conformity		
No. Requirement ref.		
O		

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Minor

Requirement ref.	Detail of Non-Conformity	Corrective action taken	Evidence provided Document Photograph Visit/Other	Reviewed on 2015-4-18 by
 3.8.8	Inadequate contingency planning seen for disruption of key services like electric power supply	The previous contingency plan was outdated. When the plan was updated, not all relevant disruptions are described. An update of the plan will be made, with all relevant disruptions. At this moment an assessment is made to identify all the relevant disruptions. Based on this assessment, the contingency plan will be updated (target date: 1-5-2015).	1A: Inventarisatie risicoscenario's Distrifresh BV.xlsx NC closed	
 4.2.2	In adequate monitoring of visitor reporting system seen. In complete registration by auditor not noticed.	Because the visitors registration form was outside the office, the porter wasn't able to verify whether the form was filled in completely.	2A: bezoekers- reglement.doc 2B: ingevuld formulier bezoekers-	

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registratie.pdf 2C: registratie in kantoor portier.pdf NC closed	3A: controle barcode en leesbaarheid etiket.doc 3B: herinstructie medewerkers en ingevuld formulier.pdf	
his office; and asks to complete the form; checks the form; when everything is filled in correctly, gives the visitor the entrance bagde. Verification: correct control by porter and correct registration seen on 3-4-	Because of problems in the past, the staff was focused to check the bar code of the labels, not the readability of the label. The form is modified (01-04-2015, attachment 3A) and the staff is reinstructed (date 8-4-2015, attachment 3B). Verification: correct registration on 8-4-2015 seen (see attachment 3B)	
	Monitoring of readability of labels is not performed in full nor properly registered. Only readability of bar code is assessed but not ingredient declaration. No registration on performance is done.	
	13.9	
	m	

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Audit Report

Storage and Distribution

1. Senior Management Commitment

Summary

In the opening meeting the Site Manager (Management representative) showed commitment to the implementation of BRC S&D.

In the written policy there is evidence that human and financial resources are budgeted. Several indicators about process or f.e. delivery performance have been monitored. The objectives are clear, measurable and documented.

The management review was carried out annually; July 2014, over period July 2013- June 2014, according to the relevant subjects, used for evaluation of the (HACCP) plan and system. Communication lines are described in a overview, related to all relevant departments, including Management. In HACCP-team meetings results from f.e. hygiene and internal audits are communicated to the staff. Seen minutes of 15-3-16, action list included.

There is an English original copy of the Standard present.

The Site Manager Operations was present at the opening and closing meeting during this certification.

The updated organisation chart was seen.

No nonconformities were registered.

1.1	Y	1.1.3	Y	Y	1.1.6	Y	1.1.9	Y	1.2.2	Y
1.1.1	Y	1.1.4	Y	Y	1.1.7	Y	1.2.0	Y	1.2.3	Y
1.1.2	Y	1.1.5	Y	Y	1.1.8	Y	1.2.1	Y	1.2.4	Y

No.	<u>Justification</u>	

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2. Hazard and Risk Analysis

Summary

A fully implemented system, committed by senior management, carried out by a multidisciplinary team, lead by the Plant Manager, is documented, as a result of the risk analysis, based on the principles of the Codex A. Used was legislation, hygiene codes and branch information.

A pre- requisite programme has been defined as part of the hazard analysis, corresponding to the pre-requisites in practice.

Further a hazard analyses (based on the central Vion system) per process step, from intake, storage till dispatch; for physical, chemical, microbiological and allergens were mentioned and judged. Control by several prerequisites (f.e. cleaning, maintenance, pest control).

One CCP was determined as a result of the carried out risk analysis, controlled in practice according to limits according to legislation.

CCP; temperature products at intake (limits depending on the kind of product; 2-7°C) Part of validation is a review of the hazard and risk analysis in case of new product types. The system has been reviewed annually according to schedule and part of the M/R.; last records from July 2013. No new products required adaption of the R.A.

2.0	Y	2.3	Y	2.6	Y	2.9	Y	2.12	Y
2.1	Y	2.4	Y	2.7	Y	2.10	Y	2.13	Y
2.2	Y	2.5	Y	2.8	Y	2.11	Y		

No.	Justification	
		 -

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3. Quality Management System

Summary

new document version.

The complete management system has been documented, available for the staff by intranet.

Central organized procedures, in addition with local procedures/working instructions. All documented in the system

Documents are effectively controlled. Reasons for changes are adequately recorded. Documents are evaluated on a yearly bases resulting in a

Internal audits are performed once a year and carried out by trained auditors (Lead assessors; seen for may 2009). Report audit seen of audit 2014-11-07. Records are kept about conformity; actions for non-conformity are carried out. In addition inspections were carried out for hygiene/premises.

Non conformities were raised and adequately rated. Monitoring was seen in action lists. Verification planning and root causes are performed for major NC's. Minor NC's are verified the next audit.

Customer requirements (mainly labelling/logistic items) are defined under responsibility of Business Development and implemented in working practices and the WMS system, under responsibility of the Manager Operation. Delivery performance/just in time/complaints is monitored related to customer satisfaction.

Purchase; the methods and frequency of assessment of supplied services has been defined and carried out. Approvals were carried out for f.e. distribution, pest control, house keeping of offices washing clothes and maintenance.

A tracing system is in place to trace products from intake, storage till dispatch. The system is based on bar codes at intake and own bar codes of the Distrifresh system till best before date at labelling. A recall and traceability test was carried out 2015-03-25.

During the audit was tested; "articles on position C004-2 ("Fondue gourmet schotel"). A fast tracing forwards/backwards was demonstrated in the system/records.)

Incident management/business continuity; several procedures are in place related to management of crisis situations. It was however concluded that contingency planning was not fully adequate (NC).

Non conforming product/damages/returns are stored according to a documented procedure, in a separated marked area.

The complaint procedure was explained. No food safety items were registered. .Complaints are actively used in discussions in meetings for improvement.

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3.1.1	Y	3.2.3	N	3.5.1.1	Y	3.7	Ŷ	3.9.2	Y
3.1.2	Y	3.2.4	Y	3.5.1.2	Y	3.7.1	Y	3.9.3	Y
3.1.2.1	Y	3.3	Y	3.5.2	Y	3.7.2	Y	3.9.4	Y
3.1.2.2	Y	3.3.1	Y	3.5.2.1	Y	3.7.3	Y	3.9.5	Y
3.1.2.3	Y	3.3.2	Ÿ	3.5.2.2	Y	3.8	Y	3.10	Y
3.1.2.4	Y	3.4	Y	3.5.2.3	Y	3.8.1	Y	3.10.1	Y
3.1.3	Y	3.4.1	Y	3.5.2.4	Y	3.8.2	Y	3.10.2	Y
3.1.3.1	Y	3.4.2	Y	3.6	Y	3.8.3	Y	3.10.3	Y
3.1.3.2	Y	3.4.3	Y	3.6.1	Y	3.8.4	N		
3.2	Y	3.4.4	Y	3.6.2	Y	3.8.5	Y		
3.2,1	Y	3.5	Y	3.6.3	Y	3.9	Y		
3.2.2	Y	3.5.1	Y	3.6.4	Y	3.9.1	Y		

N/A Clauses

No.	Justification		
<u> </u>		···	

4. Site and Building Standards

Summary

Suitably located, rather large building and adequately equipped; making a logical and safe way of processing possible. No influence from the industrial surroundings. Site security; risks are identified; a system for reporting is available. Site security is mentioned in the company rules, training of staff regarding to site security was explained. Facilities for site security are installed; barriers, closed doors, reception and batch logging. Security not in full control (NC) Suitable design and lay out in the process from intake, storage, order picking and transfer/dispatch. No items regarding to (possible) contamination also due to the pre packed products.

Suitable battery charging areas, storage of chemicals. Closed dock levellers are present. Well designed, constructed and maintained areas/storage facilities; walls, floors ceilings. Tap water for supplies, adequate protected lightning, protected glass. Department "ontvangst labelling". External door shows a crack under the door.

Monitoring carried out by QA/Operations, followed by actions discussed in meetings. Sufficient suitable staff facilities are present. Suitable hand washing facilities, although no loose food has been handled. Water to be used for crate washing is analysed for portability. Separated, suitable catering facilities are present.

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4.1	Y	4.2.2	N	4.3.6	Y	4.4.6	Y	4.5.2	Y
4.1.1	Y	4.2.3	Y	4.3.7	Y	4.4.7	Y	4.5.3	Y
4.1.2	Y	4.3	Y	4.4	Y	4.4.8	Y	4.5.4	Y
4.1.3	Y	4.3.1	Y	4.4.1	Y	4.4.9	Y	4.5.5	Y
4.1.4	Y	4.3.2	Y	4.4.2	Y	4.4.10	Y		
4.1.5	Y	4.3.3	Y	4.4.3	Y	4.4.11	Y		
4.2	Y	4.3.4	Y	4.4.4	Y	4.5	Y		
4.2.1	Y	4.3.5	Y	4.4.5	Y	4.5.1	Y		

N/A Clauses

No.	Justification

5. Vehicle Operating Standards

No own transport/distribution facilities; all sub contracted; see section 3.5.

5.1	NA	5.1.5	NA	5.2.2	NA	5.3.3	NA	5.4.4	NA
5.1.1	NA	5.1.6	NA	5.2.3	NA	5.4	NA	5.4.5	NA
5.1.2	NA	5.1.7	NA	5.3	NA	5.4.1	NA	5.4.6	NA
5.1.3	NA	5.2	NA	5.3.1	NA	5.4.2	NA	_	
5.1.4	NA	5.2.1	NA	5.3.2	NA	5.4.3	NA		

NT.	Tratification		
<u>No.</u>	Justineanon		
	37 111 . 1 1 .		
All	No vehicles operated under the scope.		

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6. Facility Management

Summary

Adequate maintenance for racking, electrical transporters and cooling installations are planned demonstrable. Inspection racking carried out by contractors. Advised repairs are carried out and recorded. Seen for 3 compressors used to cool the site (2015-3-25)

Calibration is mainly subcontracted, carried out, according to a planning. Carried out calibration was shown for thermometer devices (F-DSF-NL10006, 14-10-21, 13-8-27 and 12-8-29). Etra internal calibration is demonstrated for CCP devices (15-2-5, 14-12-3 and 14-10-21) Cleaning carried out according to schedules, carried out well, with suitable chemicals and monitored. Recording is appropriate. Not recorded daily inspections are carried out. Adequate systems for collection, collation and disposal of waste, including destruction of category 3 materials. (meat rests).

Pest control has been contracted with . A record system was shown, according to a contract for at least 8 visits a year. No open actions were seen. Trends are analysed.

6.1	Y	6.2.3	6.3.5	Y	6.4.6	Ÿ	6.6.2	Y
6.1.1	Y	6.2.4	6.3.6	Y	6.4.7	Y	6.6.3	Y
6.1.2	Y	6.2.5	6.3.7	Y	6.5	Y	6.6.4	Y
6.1.3	NA	6.2.6	6.4	Y	6.5.1	Y	6.6.5	Y
6.1.4	Y	6.3	6.4.1	Y	6.5.2	Y	6.6.6	Y
6.1.5	Y	6.3.1	6.4.2	Y	6.5.3	NA	6.6.7	Y
6.2	Y	6.3.2	6.4.3	Y	6.5.4	Y		
6.2.1	Y	6.3.3	6.4.4	Y	6.6	Y		
6.2.2	Y	6.3.4	6.4.5	Y	6.6.1	Y		

No.	<u>Justification</u>	
6.1.3	No diesel	
6.5.3	No specific conditions required	

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7. Good Operating Practices

Summary

Goods are received from Vion or external customers and inspected at reception; f.e. visual (damaged packaging), inspection of the loading compartment and temperature (CCP). During the audit this CCP was well explained including corrective actions. Additional requirements of customers about temperature are adequately fulfilled.

Six temperature controlled areas are present for the products, monitored with proper alarm settings. Data seen for August to October 2014. Very good temperature control assessed. Suitable facilities to avoid contamination of products were seen. Glass/brittle procedures (PDSFNL10014) are present. Check rounds are carried out (seen 14-10-15) There are some allergen containing products handled/stored; all pre-packed. Extra attention was made in case of damaged packaging; categorized waste and cleaning.

Stock rotation according procedures, based on FiFo and best before date, including the system for product release.

7.1	Y	7.2.2	Y	7.3.3	NA	7.4	Y	7.5.2	Y
7.1.1	Y	7.2.3	Y	7.3.4	Y	7.4.1	Y	7.5.3	Y
7.1.2	Y	7.2.4	Y	7.3.5	Y	7.4.2	Y	7.6	Y
7.1.3	Y	7.3	Y	7.3.6	Y	7.4.3	NA	7.6.1	Y
7.2	Y	7.3.1	Y	7.3.7	Y	7.5	Υ	7.6.2	Y
7.2.1	Y	7.3.2	Y	7.3.8	Y	7.5.1	Y		

N	o.	<u>Justification</u>
7.		No controlled atmosphere other than in packages
7	.3.4	No potential risks identified

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8. Personnel

Summary

Employees (including temporary employees) are trained, instructed and supervised under the responsibility of Supervisors, with extra attention to personnel who are engaged in activities to the CCP. A training matrix was seen. Training is on the job.

Trainings performed for handling (CO2 ice) 15-3-19.

CCP registrations seen for training of M.V. (14-11-6)

Part of the training are read working instructions. (signed for acceptance and understanding).

A yearly review was carried out about the competences in relation to carried out activities per function/employee. (Also seen for

No handling with open food.

8.1	Y	8.1.4	Y	8.2.3	Y	8.2.7	NA
8.1.1	Y	8.2	Y	8.2.4	Y	8.2.8	NA
8.1.2	N	8.2.1	Y	8.2.5	NA	8.2.9	NA
8.1.3	Y	8.2,2	Y	8.2.6	NA	8.2.10	NA

No.	<u>Justification</u>
8.2.5-	No additional requirement since no open food is present.
8.2.10	

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Wholesale Module

NA 9.1.3

9. Purchasing - Branded Products

No v	nary vholesal	e activ	ities.									
9	NA	9.1.2	NA			-						

10. Requirements for the purchasing and management of wholesaler own brand products and Wholesaler exclusive brands.

Summary		
NT 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
No wholesale activities.		
 		

10.1	NA	10.2.1	NA	10.2.5	NA	10.3.2	NA	10.4.3	NA
10.1.1	NA	10.2.2	NA	10.2.6	NA	10.4	NA		
10.1.2	NA	10.2.3	NA	10.3	NA	10.4.1	NA		
10.2	NA	10.2.4	NA	10.3.1	NA	10.4.2	NA		

Contracted Services Module

11. Contractual Arrangements

Summary		
Contracted services fo	r Vion and external customers (f.e.) are demonstrable.
Details were commun	icated to QA (for risk assessment per proc	ess step) and Operations.
(Assistant) Supervisor	s are trained in details, under responsibilit	y of the Manager Operations.
Details about f.e. labe	lling products available for Employees by	photos on their monitors.
Contract seen for	(2011-5-23 and several prolongations 2	2014, 2015)
		•

11	Y	11.3	Υ	11.6	Y
11.1	Y	11.4	Y		
11.2	Y	11.5	Y		

12. Product Inspection

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Summary

No contracted services regarding to product inspection.

12	NA	12.3	NA	12.6	NA
12.1	NA	12.4	NA		
12.2	NA	12.5	NA		

13. Contract Packing (Repacking, Assembly Packing)

Summary

Contract packing exists of labeling meat products. Risk assessment has been carried out for this process step. Products are delivered to the labelling department with bar coded crate labeling and printed with the required information on labels supplied by the customer. Information to be printed on the labels, f.e. best before date conform the original best before date from the bar code. The tested traceability system is based on the bar codes and internal labelling. Details about f.e. labelling products available for Employees by photos on their monitors. Printing of labels not adequately monitored (NC)

13	Y	13.3	Y	13.6	Y	13.9	N
13.1	Y	13.4	Y	13.7	Y	13.10	Y
13.2	Y	13.5	Y	13.8	Y	13	

14. Quantity Control Inspection

Summary

No contracted services regarding to quality control inspection.

14	NA	14.3	NA	14.6	NA
14.1	NA	14.4	NA		
14.2	NA	14.5	NA		

15. Contract Chilling/Freezing/Tempering and Defrost Operations

Summary

No contracted services regarding to Chilling/Freezing/Tempering and Defrost Operations.

15	NA	15.3	NA
15.1	NA	15.4	NA
15.2	NA		

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16. Contract Cleaning of baskets, roll cages and other distribution containers

Summary

The organisation has started the facility for cleaning bins and crates. The operation facility was visited and found adequate.

16	Y	16.3	Y	16.6	NA
16.1	Y	16.4	Y	16.7	Y
16.2	Y	16.5	Y		

N/A Clauses

No.	<u>Justification</u>
16.6	No operation of automated devices.

17. Waste recovery and recycling

Summary

No contracted services regarding to Waste recovery and recycling.

17	NA	17.3	NA	17.6	NA
17.1	NA	17.4	NA	17.7	NA
17.2	NA	17.5	NA		

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