



Audit Report

LRQA S&D 3 Template issue 2 August 2017

Global Standard for Storage and Distribution Issue 3: August 2016

Company name	Distrifresh.	B.V.	BRC Sit	e Code	9884029)
Site name	Distrifresh.	B.V.	egggen and minor and many and an artistic state of the st	HATOOTOOTSETTINGSTANDINGSTANDINGSTAND	The second secon	По у предустиру су на напаза и станува и Станува и станува и с
Scope of audit			f packed fresh chi ices; Contract Pac			d packaging
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Report No. RQA9232126





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	Select a product category Select a product category
Activities	01 - Storage 02 - Distribution 06 - Contracted Services Contract Packing Select an activity

Katalajanin 197:			
Address	Van Salmstraat 64 Postcode 5281 Boxtel.		
Country	The Netherlands	Site Telephone Number	0031-889954100
Commercial representative Name	and the second s	Email	and the second
Technical representative Name		Email	
Pariel General Leen	at frages		
Site Name	Address	Ac	tivities

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tation property and the		(ESCHLEGEN), MARINES CONTRACTOR C	puncus para company and a second	24.5 SALES S	and the state of t
Plant/Warehous 10-25K e size (metres square)	sq.m	No. of employees	1-50	No. of Vehicles	>25
Subcontracted processes	No				
Other certificates held		nic (Skal), BeterLe 001:2015 (multisite		hain of Custody (C Nederland)	OC),
Regions exported to Choose a region					
Major changes since last New manager operations manager and new plant manager BRC audit					
Company Description					
Distrifresh B.V. in Boxtel be certification of the group in Distrifresh B.V. is since 200 weighing and labeling, orde products, all temperature co to their clients. There is a ker for Vion. Routes of transport contracted retailers (group a small consumer units for rear are on site. An facility for we working in 1-3 shifts. Some to scope. Storage/operation The company is certificated Vion Food Nederland). NVV Food Safety Authourity NVV planned 7-5-2019, announce More information see: www.	The Ne 7 100% r pickir portrolle ocal M t are p age). Ra w meat ashing tempo ns facili I for or WA lega WA 30- ced QM	etherlands. de daughter of the bag and organizing de (mainly chilled of Fwith 7 members lanned and GPS of the bag and the bag are about ganic (Skal), BLK, al veterinary registration and the bag are about so a system audit.	Vion group. Distrifull distribution of particles of the HACC controlled in bins (e.g. packer other food produlativers on site. The FTE) can be on Building is CoC and ISO 900 tration number is:	freh is specialized in pre-packed meat a ctivities are executed. Nost act of the present of the	in storage, and food ed as a service tivities in contract ny and/or to the so B to B and ging and labels (FTE) employees r-study according partly extended. certification by sit by Dutch

On-site duration	12 man hours	Duration auditing the site and vehicles	6 man hours
Reasons for deviation from typical or expected audit duration	none	ACCUPATION OF THE PROPERTY OF	
Next audit type selected	Announced		

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Auditor:

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do Amáli dour sidem do cuaide:	
Audit frequency	12 months

Analoguezana arreday		
Audit Days	Audit Start Time	Audit Finish Time
1	8:00	17:00
2	8:00	12:00

	VARGIEU (C) jagarbicute)	Names subsoles of values
Auditor Number		
Second Auditor Number	N/A	

Krytkerennate					
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	
– Supply Chain Director	X			x	
– (central) QA Manager	х	x	х	х	
- warehouse operations manager	Х	x	х	x	
– facility manager	х	×	x		
- Head TD	Х	×	X	×	
· Human Resource manager	Х	x	х		
- supervisor reception	Х	x	x	х	
Teamleader planning transport	X	×	X	х	
supervisor (packed food, labeling)	х	×	x	x	

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		the state of the state of	LITCY	
. Logistic engineer	х	х		х
employee labeling line		X		
- employee labeling line		х		
- employee reception		x		
– order picker		×	-	

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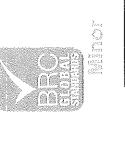


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1944 - 19	2019-04-16	2019-04-16	2019-04-16	2019-04-16
	Seen and approved document: Minor 1 Memo management review	Seen and approved document: Minor 2 Memo leveranciers beoordeling in management review	Seen and approved document: Minor 3 F-DSF-NL- 10014 Plattegrond	Minor 4 P-DSF-NL-Seen and approved document: 10017 Chauffeursinstructie (pagina 7)
	In the management review no separate evaluation of the objectives. The objective 'improve audits' was evaluated in the audit tab. In the management review 2019-Q1 an new tab is added '1.1 status doelstellingen'.	The Distrifresh Software suppliers are listed and evaluated. The list is added to the management review for yearly evaluation.	In the procedure 'Food defense' the risk was assessed and the fence was described. It wasn't visualized on the map.	The drivers always close the door, because they have personal belongings in the cabin. Because this is daily routine, it wasn't yet in the instruction.
	Objective made more SMART for 2019. In the Management Review Q1-2019 the new objective is assessed.	The software supplier is evaluated.	Fencing is added to the site map (F- DSF-NL-10014).	The instruction is for closing the doors is added to the 'Chauffeursinstructie',
Destruction of the second control of	The objective 'improve internal audits' is not made SMART to understand the meaning of 'improve'. During the interview with the QA manager, this objective is clearly explained and found achieved but no records could be found of this evaluation in the Management Review date 28-9-2018.	Supplier of services is evaluated and monitored last year, but no records of this monitoring found.	In document the site map in relation to the risk assessment to identify potential risks to the security, it is not drawn on this map where the fencing of the site is.	In the working instructions for drivers, 'Chauffeursinstructie', version 12, no instructions is given about doors closed during loading.
	1.1.3	3.5.1.3	4.2.1	5.2.4
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	2019-04-16	2019-04-16	2019-04-16
	Seen and approved document: Minor 5 F-DSF-NI 10074 Werkvergunning	Seen and approved document:Minor 6 P-DSF-NL-schoonmaakplan	Seen and approved document: Minor 7 F-DSF- NL10001 herinstructie Minor 7 F-DSF- NL10001 ingevuld
Lloyd's Register LRQA	Because the replacing of the rubbers was outside, no risk assessment was made. The form for the risk assessment ("Werkvergunning) is amend, the outside area is added	The evaporators are inspected in 2018. The conclusion was that it wasn't necessary to clean the evaporators. This wasn't registered in the cleaning schedule. The cleaning schedule is amend, from 'cleaning' to 'inspection and when necessary cleaning'.	The form F-DSF-NL-10001 is amend. In the new form the start time and check time have to be filled in, to make it more clear it has to done before start.
	New risk assessment form is made.	The evaporators are inspected 27-03-2019.	The ass supervisors are reinstructed to do the check directly when a new label is used on a line.
	Document Werkvergunning P-Food NL-10010' is used for documentating all third- party contractors and engineers to make them aware of the site's operating Standards. The form of DSC for job replacing the dock rubbers has no version or date and the Risk Assessment for this job related to possible product contamination (contamination control policies) is not reported.	During the interview at TD department, it was found unclear why the evaporators of the cooling system was not cleaned inside last year, as given in the cleaning schedule 2018 the frequency of cleaning is once a year. In this situation the company did not verify the effectiveness of their cleaning and sanitation procedures or programme.	Label control related to new batch codes for products according to specifications client 'P' are reported on form NL10001, version date 12-2-2019. Verified during the vertical audit batch 17170522, label was checked but no records found on this form.
	6.2.3	6.4.7	3.55
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Clearly follow up, in time. Seen and verified evidence. A lot of efforts are made to apply with BRC SD version 3 rules. Site is in good condition.
7 minor NC were identified, so actions and evidence must be send within 28 days to the auditor. All NC's did not reoccur during this audit 19 and 20 March 2019.

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Detailed Audit Report

1. Senior Management Commitment

Summary
The Supply Chain Manager shows commitment to the implementation of BRC S&D
explained during the opening meeting. The Plant Manager signed and published policy
(P-DSF-NL-10005, version 5-3-2019). There is evidence that human and financial resources are
budgeted. Goals defined about certification, the new crisis manual and an centrally organised quality
manual. The goals are clear, measurable and monitored during MT meetings; verified the X-matrix
Vion Pork, version 2019. Evaluation date 28-9-2018. The objectives of 2018 were: implementation
VOS, implementation CS, Safety Ladder score audit system, improve audit results. All objectives are
SMART, and evaluated in 28-9-2018.
The management review is carried out annually; last update 28-1-2019. All required evaluations
(conform the bullets of element 1.1.4) could be find in these records, including input from verification
of the system. Meetings several times a year, f.e. MT/HACCP meetings every two weeks, verified
report 28-9-2018 and 12-3-2019, 26-2-2019. There is an English original copy of the BRC SD version
3 and SD307 and SD308 availible and present during the audit. The organogram (04.J.13 Distrifresh,
version 1-3-2019) is shown, levels Director/ District Manager/Warehouse Operations
Manager/Supervisor Emballage/QA/PIO manager/Assistant Operations Manager/ Supervisor
Etiketteer / Warehouse employees / Forklift drivers. Verified all these above mentioned function
profiles during the interview HRM, date 19-3-2019 and found complete. Seen and verified F-DSF-NL-
10014, version 28-5-2018 (Plattegrond met goederen- en personeelsstromen). The company is kept
informed about relevant information, supplied by the QA Manager Vion Food Group.
The state of the s
1.1.3 The objective 'improve internal audits' is not made SMART to understand the meaning of
'improve'. During the interview with the QA manager, this objective is clearly explained and found
achieved but no records could be found of this evaluation in the Management Review date 28-9-2018
The state of the s
N/A Clauses
No. Justification

2. Hazard and Risk Analysis

Summary

A system, committed by senior management, carried out by a multi-disciplinary team (District Manager/Warehouse Operations Manager/Supervisor Emballage / QA / PIO manager) 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.

The relevant Food Safety hazards are identified (P.VION.10000) and one CCP and 18 CP's are identified, documented, implemented and verified, seen Q1, Q2, Q3, Q4 verification reports. E.g. for allergens, visitors, foreign body risks, storage temperatures, returned product inspection, shelf life,

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dispatch temperatures, pest control, damaged products and water for cleaning. A complete prerequisite programme is recorded was part of the verification from 28-9-2018.

The Risk Analyses are per process step and per product group, from intake, storage till dispatch; for physical, chemical, microbiological and allergens were mentioned and judged, well-motivated in the study. Product groups on this site; packed chilled, or frozen food stuff. Actual lay out and flows were shown; logical flow in process seen according to these documents. Seen and verified F-DSF-NL-10014, version 28-5-2018 (Plattegrond met goederen- en personeelsstromen).

One CCP is defined and monitored including CA according CCP overview and described in Corporate P.VION.10000, version date 29-9-2014, last reviewed 18-9-2018; and site Proces Beheersplan, F-DSF-NL-10017, version 15-6-2017, last yearly verification 18-8-2018, reported in MR 28-9-2018.

Temperature intake, chilled and frozen (critical limits depending on product; -<18/<3/<4/<7°C.

Temperature storage rooms is not an CCP but an CP, settings <1°C /-18,5 till -24,5 °C, seen with right alarm settings (delay 2 to 2,5 hour).

Incident reporting related to CCP, temperature intake, verified report food safety 28-9-2018. Last year 13 incidents are reported from which the status is found corrected.

An annually carried out review of the hazard/risk analyses and prerequisite programmes is carried out 28-9-2018. The Dutch authorities (NVWA) has visited the company last year.

N/A Clauses

No. Justification

3. Quality Management

Summary

The management system is completely documented (last version 18-3-2019) and available for the staff via Intranet containing procedures, additionally with working instructions. All documented in a handbook available for all staff, per function/department.

Documents are controlled conform (P-VION-10007, version 24-11-2012). The period of retention (3 years) is enough. According to the schedule for 2018 and procedure V005 every process has been audited at least once a year and internal audits (f.e. expedition Jan 2019, TD May 2018, Sales April 2018) are carried out by the trained auditors. (f.e.) Audits foresee reporting of conformity and non-conformity, seen in audit reports about the whole processing including CCP's.

In addition, weekly inspections are carried out for hygiene/premises/glass; f.e. SSOP rounds week 1-11, in 2019 (auditor/inspector).

Corrective/preventive actions are monitored and process related procedures and required actions. Action list was seen regarding to complaints in 2018 with attention for root cause, total 968 complaints. Complaints are reported by Customer Services, seen trend 2018.

Customer requirements based on product items (temperature conditions) and delivery performance are defined under responsibility of the site and implemented in work instructions for operations, seen 'klachtenoverzicht Distrifresh 2018 v2, date 20-3-2019.

A tracing system/procedure is implemented. Both were tested and reported. A procedure to manage site incidents is designed, controlled and yearly tested. P-VION-10015, crisis management version 1-6-2017. Recall test was done 13-2-2019. Product 'boomstammetjes', client, wrong etiket BLK, batch production 12-2-2019, 164 csu, action undertaken shops are informed, labels BLK are removed. The recall test was closed by Group Quality Manager at 15-2-2019. Conclusion recall test succeed, procedure verified and found complete.

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During the audit there is done some vertical audits of dispatch unit number e.g. repacking order number on line 3, product varkenshaas, order route, delivery date 20-3-2019, start up records found on FDSF-NL-10001 version date 12-2-2019, weighting check date 20-3-2019. Several articles are labelled via WMS system, seen and verified label control on form FDSF-NL-10001, including label control during batch (see NC). Client is retailer location

There is a good control for sub-contractors. E.g. for Pest control cleaning equipment and personnel (Agencies). In case of blocked batches/products they are only released by the QA manager with a motivation and (new) destination. Purchase and supplier evaluation according to the Standard. Services providers are evaluated, year 2018. No outsourced processes under scope. Traceability is recorded in the WMS; a unique system number is generated for products at intake, used from storage till dispatch. All used from intake, storage till dispatch. Tested once a year; with good results/records. A fast tracing (vertical traceability checklist), forwards/backwards was possible with WMS / records. Results seen from intake, storage/dispatch. The authorities (NVWA) and CB will be informed according to the procedure. No recalls in the period last audit until now. Measures for contingency could be explained by the District Manager during the audit, conform the manual. Non-conforming product/damages/returns are stored according to procedure; marked and blocked in the system WMS.

3.5.1.3 Supplier of services ' is evaluated and monitored last year, but no records of this monitoring found.

1	auses
No.	Justification
352	No subcontracting under scope

4. Site and Building Standards

Summarv

Suitable located, about 40 years old building, still suitable maintained; making a logical and safe way of processing possible. No negative influence from the industrial surroundings. The second building is rented by another company for cleaning crates. No outside storage of goods seen.

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 is demonstrable. A risk analysis was performed as part of the Food defence plan; 3-3-2019. Seen a reception for visitors, a secured entrance to the sheds for the drivers and camera surveillance.

Good lay out seen in practice, including a good segregation. A modern digital order picking system is implemented and if needed labelling of final packed consumer products is executed over 6 weighing and labelling lines. Equipment is installed 8 years ago.

Identified critical areas for access security is the whole site including storage rooms. Doors are closed. Visitors are registered and instructed. A good process flow diagram is made. Separated area's for bulk, consumer packages, labelling and order /route preparation. Also separated storage for returned products.

The entrance to production area's is situated in good order and hand wash facilities with disinfection are present. Staff facilities are well designed, maintained and clean. There is a canteen, changing rooms and modern sanitation facilities. Battery charging areas segregated from storage food. Suitable utensils for cleaning present.

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Monitoring carried out by the Assistant Operations Manager and weekly check rounds; f.e. week 1-8 YTD. All loading is done via covered dock shelters. Canteen area is present, no catering facilities. Smoking only allowed outside the building.

4.2.1 In document the site map in relation to the risk assessment to identify potential risks to the security, it is not drawn on this map where the fencing of the site is.

N/A Cla	clauses	
No.	Justification	11.
4.1.5	No external storage	
4.3.6	No cleaning facilities like f.e. tray-washer	
4.5.1	No open food	

5. Vehicle Operating Standards

Summary

All trailers (about 180) are managed under own responsibility, are hired from

The road trucks (ca 70) are subcontracted from 4 transport companies (e.g.

All the Distribution activities are managed by Distrifresh BV, in cooperation with the Vion Food Group and clients. Contracts or agreements are made. The relevant Dutch Transport codes are applicable. Assessed were trailers HW0035, DB0211, MT0306, ST0413, HA060 and HA094. Also the GPS system

Temperature assessment on ST0413. Transport can be partly Ex-works. Vehicles are inspection when arrived with goods. Also before loading of final ordered goods. Vehicles temperature controls are done, is monitored and recorded. Also GPS-system. Temperature assessment on ST0413. Verified reporting system on incidents.

5.2.4 In the working instructions for drivers, 'Chauffeursinstructie', version 12, no instructions is given about doors closed during loading.

N/A Clauses

IVA CIO	
No.	Justification
5.1.7	No bulk transport is applicable.
5.1.8	No bulk transport is applicable.

6. Facility Management

Summary

Yearly inspections for fork lift trucks, contracted by
e.g. pallet lift dates 13-6-2018 and 29-112017 including BMWT- test. Racking yearly tested by GMP round, seen 19-2-2019 and by BMWT 29-62018. Pallets are monitored during processing. Results of the maintenance year programme is shown in an Excel- overview 2018. Condensers not cleaned conform the frequency of the cleaning program PDSF-10045 (see NC). No lubricants used which can come into contact with products (used grease
. Assessed is: line to label packed products; cooling equipment; internal transport systems; site maintenance; calibrations; water distribution, air pressure equipment; Ventilation; weight control of balances; calibration

E.g.: A calibration plan is well designed (e.g. for the 10

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and relevant instruments are identified and controlled, calibration date 18-11-2018. Cleaning plan (including disinfection) is implemented and efficiency verification is demonstrable. Verified agreement, implementation, records of cleaning company 2018.

Waste is minimised and collected in good order to prevent contamination. Separation of waste is organized. Waste containers are cleaned on a regular base. Waste of veterinary sources Cat 3 is controlled conform legislation and removed from site by a licensed company.

Calibration sensors of storage areas, carried out on 13-11-2018. In general, within the limit of 1 °C. Exception for Expedition 1; differs 3,5 °C.

Adequate systems for collection and disposal of waste, via or incidental category 3 waste via Trademarked materials are destroyed in cooperation with the customer.

There is pest control company

The minimum frequency for pest control inspection visits is 8 visits yearly. E.g. for rodents, flying and crawling insects. Also site preventive inspections are done. Actions to prevent/eliminate some pest are taken if needed and seems to be effective.

No-tox is used. There is no pest problem. Last visit 19-3-2019, pest fighter site map 19-3-2018, trend analyses Q4 2018. Trends are analysed via internet reported in Managent Review; nearly infestations.

- 6.2.3 Document 'Werkvergunning P-Food NL-10010' is used for documentating all third-party contractors and engineers to make them aware of the site's operating Standards. The form of DSC for job replacing the dock rubbers has no version or date and the Risk Assessment for this job related to possible product contamination (contamination control policies) is not reported.
- 6.4.7 During the interview at TD department, it was found unclear why the evaporators of the cooling system was not cleaned inside last year, as given in the cleaning schedule 2018 the frequency of cleaning is once a year. In this situation the company did not verify the effectiveness of their cleaning and sanitation procedures or programme.

N/A Cla	uses
No.	Justification
6.1.3	No diesel powered equipment is used (forklift truck run on electric)
6.2.6	No open food products are stored, handled or transported
6.4.3	There are no CIP cleaning systems in place

7. Good Operating Practices

Summarv

Goods are received and inspected at intake; f.e. visual (damaged packaging), amounts, codes and temperature; CCP and loading department of the truck. The way of handling seen. including CCP 1 (temperature intake) during intake of cheeseburgers, art code Temperature at intake 2,3C. Temp limits for products were explained (by the Operations Manager). Personnel are trained (okt 2018) in carefully handling of the products, per customer order and details via Assistant Operations Manager. Related to environmental control there is a CP about maintaining temperature in storage areas. At random checks history was seen for chilled rooms. Temperature storage rooms, settings 0/7 °C, seen with right alarm settings (delay 2 to 2,5 hour). Alarm and test was challenged by 4-3-2019, TD. Settings could only be changed by authorised TD.

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In general, suitable facilities to avoid contamination of products. Glass/brittle procedures are present; weekly checks by the staff and weekly check rounds; f.e. 19-2-2019. Allergens have been taken into account as the products are packed. All of the legal allergens are present but are only packed present at the storage. Stock level checked at random, according to WMS seen for f.e. 68991, vega kruimgehakt. Stock rotation nearly applicable. The customer orders which products/ batches should be dispatched.

The company is certificated for organic (Skal), BLK, COC and ISO 9001:2015 in a multisite certification by Vion Food Nederland. Registration number for the Dutch Authority NVWA: legal veterinary registration number ias: NL607EG.

N/A Clauses			
No.	Justification		
7.6.1.	There is no positive release needed.		
and			
7.6.2			

8. Personnel

Records dated 29	es are trained, instructed according to QMS work instructions and CCP, temperature intake. that demonstrate appropriate and effective training/competence. Verified the list attendees, -1-2019 for e.g. Also seen CCP training for Mr. , 10-12-2018. Seen
food. Hy	nygiene rules version 5, 2018. Next CCP training is planned for 2019. No handling with open giene rules suitable for the activities, were shown. No special protective clothing needed, only slothes, work wear is provided and used, including safety shoes. Smoking is only allowed or in a separate area. A separate canteen is available.
N/A Clau	lses
No.	Justification
8.2.4	There is no open food stored , handled or distributed.
8.2.5/	No (disposable) protective clothing needed/worn
8.2.6/	
8.2.7	
829	Normal plasters as result of the carried out risk assessment

WHOLESALE MODULE

9. Purchasing - branded products

Summ	
N/A CI	auses
No.	Justification

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10. Requirements for the purchasing and management of a wholesale own label products and Wholesaler exclusive brands

Summ	ary	
N/A CI	211606	
No.		fication
CON	NTRA(CTED SERVICES MODULES Contractual Arrangements
produc progra	are controts. In tot mmed in s the me	racted services for labelling, weighing and repacking of packed consumer units meat al there are 6 label production lines. Product codes are scanned and labels are prethe computer. Line labelling is checked by operators. Also to distribute other foods, at products. Verified contract for labelling of Vion retail NL, and Vion retail Groenlo.
	12.	Product Inspection
Summ	ary	
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	LRÓA J
N/A CI	
No.	Justification
CANCELLO ARTERNAMISTA	
	13. Contract Packing (Repacking, Assembly Packing)
Summ	
	d contract with during the audit, see chapter 1.
	ty control procedure is present and tested; PR version 1, 22-9-2017. Measures for contingency
	be explained by the Manager during the audit, conform the manual.
	racted service for labelling and weighing is executed.
	are contracted services for labelling, weighing and repacking. 6 lines. Product codes are scanned bels are pre-programmed in the computer. Line labelling is checked by operators. Also to
	ate other foods, besides the meat products. Control of several kind of emballage.
albilibe.	to strot rooms, sociated the most producte. Control of coveral third of emballings.
During	the audit there is done some vertical audits of dispatch unit number e.g. , repacking
	number on line 3, product varkenshaas, order , route , delivery date 20-3-2019, start
up rece	ords found on FDSF-NL-10001 version date 12-2-2019, weighting check date 20-3-2019. Several
	are labelled via WMS system, seen and verified label control on form FDSF-NL-10001, including
label c	ontrol during batch (see NC). Client is retailer location
13.5	Label control related to new batch codes for products according to specifications client
	reported on form NL10001, version date 12-2-2019. Verified during the vertical audit batch
17 17 03	522, label was checked but no records found on this form.
N/A CI	auses
No.	Justification
13.8	There is no rework.

	14. Quality Control Inspections
Summ	arv

N/A CI	
No.	Justification
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15. Contract chilling/freezing/tempering/defrost and highpressure process operations

Summ	
N/A CI	auses
No.	Justification
	,

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

	assurbation containers	
viii (22) (23)		
Summ		************
N/A C	uses	**********
No.	Justification	

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17. Waste recovery and recycling

Summ	ary
N/A CI	auses
No.	Justification

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