



## W - Instructie

# W.230.01(E) - Hygiene, order and cleanliness guidelines

Versie. 1 - Gewijzigd op: 13 april 2021 15:21

### PERSONAL HYGIENE

- Always wear clean, closed (company) clothing when entering loading, storage and transfer areas. It is mandatory to wear safety shoes
- Wash your hands with soap:
  - before the start of work
  - before and after a break
  - after every toilet visit
  - if they have become dirty during work (e.g. if you come into contact with unpackaged product or contaminated product)
- Always keep hands clean and nails trimmed short. Artificial nails are not allowed.
- It is not allowed to use nail polish and strongly scented perfume or aftershave
- In areas where work is done with unpackaged food, it is forbidden to wear jewelry (necklaces, rings, bracelets, earrings, watches and visible piercings)
- When entering customer premises, where there are rules for clothing (such as white jacket and / or cap), always follow these rules
- It is forbidden to smoke, spit, eat and drink in areas where food is handled
- Always avoid blowing or coughing over unprotected foods
- Everyone who uses a coffee corner, company restaurant or canteen is responsible for keeping these areas clean and tidy. Also leave toilet areas clean after use
- Report illness, injuries and skin conditions to management. Always use plasters of water-repellent material for wounds on the hands and / or arms

### BUILDINGS AND TRANSPORT EQUIPMENT

- Doors should be kept closed as much as possible to prevent the entry of birds and vermin
- Immediately notify the pilot coordinator if (traces of) vermin are detected in the storage area or cargo area.
- Keep your own workplace and transport equipment tidy
- Keep the company site tidy

### GLASS BREAK

- If glass breakage or breakage of hard plastic in or near the cargo is detected, action must be taken immediately to prevent contamination of foodstuffs. Stop work in the vicinity of the fracture. Immediately clean up all glass residues, carefully check the environment and goods and report the breakage to the warehouse coordinator.

### RETURNS AND PACKAGING

- Returns and packaging (and the storage thereof) must not pose a risk of contamination of foodstuffs (for example, spoiled residues or vermin)

### WASTE

- Collect waste in the appropriate collection facilities (waste bins / containers)
- Regularly dispose of the waste.
- Collection and storage of waste should never pose a risk of contamination of the goods



## W - Instructie

# W.231.01 (E) - Food storage and transport guidelines

Versie. 2 - Gewijzigd op: 18 mei 2021 12:45

## Transport

### 1) Check before departure / loading

- Check the technical and hygienic condition of the vehicle (and any aids such as pallet trucks):
  - Is the vehicle damage-free (both outside and inside of the cargo area)?
  - Is the cargo area clean, dry and odor-free? Are there any remnants of previous cargo, cleaning or repair work present?
  - Are there traces of vermin in the cargo area (birds, mice, flies, droppings)?
  - Have unauthorized persons had access to the vehicle or the cargo area (traces of forcible entry)?
- Are all necessary documents present?
- Maintain the rules for personal hygiene and work clothing (W.230.01 Guidelines for hygiene, order and cleanliness)
- With conditioned transport:
  - Set the cooling installation according to order. If no specific order, the setting must be at cool + 2 ° C and at deep-freeze -20 ° C.
  - Check whether the cooling installation is functioning properly.
  - Pre-cooling only with specific order.

### 2) Receiving goods / loading

- Register at the loading address and receive the specific loading instructions.
- Check (visually) the offered goods:
  - Quantities (according to specification of transport order / CMR)
  - Correct and hygienic condition of packaging and load carriers (pallets, boxes, dollies, etc.). Packaging must be undamaged and well stacked / secured and free from vermin.
- Supervise the vehicle as much as possible during loading. If loading is done by the shipper and you cannot or may not be present during loading, please state this on the CMR. Prevent unauthorized persons from entering or near the cargo area.
- Ensure correct stowage / securing of the load so that the risk of transport damage is minimal.
- Other cargo (non-food) must not pose a threat to hygiene or food safety. When loading ADR goods together (only after order / permission from planning), ADR legislation must be complied with. There must be a complete separation between the food and ADR goods or a free distance of at least 80 cm.
- Do not keep the loading doors open longer than necessary.

With conditioned transport:

- Record the reading of the cooling motor on CMR at each loading / unloading address before opening the doors
- Check that the goods are properly chilled or frozen. You do this visually / manually (are the goods cold and / or frozen?). You do not have to carry out a temperature control with a thermometer yourself unless specifically instructed to do so. If in doubt, have the shipper carry out a temperature check. Chilled products (with the exception of unprocessed / uncut fruit and vegetables) may be a maximum of 7 ° C (chicken / poultry / fish maximum 4 ° C). Frozen products maximum -18 ° C.
- If uncooled cargo or packaging is loaded into the refrigerated compartment, this must not have a negative effect on the timely achievement of the correct transport temperature. Consult in advance or take appropriate measures (eg placing a partition) if you expect problems with this.
- Switch off the cooling installation during loading (and unloading). Switch on the cooling system immediately after closing the doors. Running the cooling motor with the doors open usually has a negative effect (attracting moisture and heat, fast freezing of the evaporator) and is only useful when docking in a cooled room.

### 3) Transport

- Ensure the "controlled and safe transport" of the loaded goods. Avoid behavior or situations that could potentially lead to accidents and damage to persons, vehicles or cargo.
- During transport and at stops (rest, refueling), keep the vehicle closed and as much as possible in view. Do not allow unauthorized persons to access the vehicle or load. Before each departure (after a stop), check for any traces of forcible entry / unauthorized access.
- During the journey, do not speak to third parties or the nature of the load or route / destination.
- Maintain the commanded route / ride order.

With conditioned transport:



- Constantly monitor the correct operation of the refrigeration system and the temperature in the cargo area. Check this at every stop.
- The cooling installation must always be in operation during transport, regardless of the outside temperature.
- After starting the refrigeration installation, the temperature in the cargo space must reach the set temperature within 30 minutes, with a maximum deviation of 2 ° C.
- If the temperature is not reached within this time, take the following action:
  - Check the correct operation of the cooling installation
  - Check the temperature of the products at random at the unloading address (in consultation with the employee at the receiving address)
  - Report the deviation immediately to the planning
  - Register the deviation and action taken on the CMR

#### **4) Unloading**

- Report to the unloading address and receive the specific unloading instructions.
- Unload the goods in an orderly manner and inspect the goods for any cargo / transport damage. If there is cargo damage, report this to the delivery address and note it on the delivery document / CMR.
- Supervise the vehicle as much as possible during unloading. If you cannot or may not be present at the unloading, please state this on the CMR. Prevent unauthorized persons from entering or near the cargo area.
- Ensure correct transfer of the goods (signed documents) and do not leave goods unattended.

With conditioned transport:

- Record the reading of the cooling motor on CMR at each loading / unloading address before opening the doors
- If the customer wants to carry out a temperature check, have this carried out in the cargo area before unloading. Record the measured temperature on the delivery document / CMR.
- Switch off the cooling motor during unloading and do not leave the doors open longer than strictly necessary.

#### **5) Complete the trip**

- Register with the planning for further instruction / follow-up assignments.
- Unload return goods / packaging / waste at the designated places.
- Check the hygienic and technical condition of the car. Clean and repair (or have it repaired) if applicable.
- Close documentation completely and correctly (on-board computer or paper) and submit documents with planning.
- Report details and any deviations to the planning.

#### **Storage of goods**

If goods are received and stored at your own location, use the following procedure:

- Check (visually) the offered goods:
  - Quantities (according to statement inbound order / CMR)
  - Correct and hygienic condition of packaging and load carriers (pallets, boxes, dollies, etc.). Packaging must be undamaged and well stacked and free from vermin.
  - Conditioned goods: Check whether the goods have been properly chilled or frozen. You do this visually / manually (are the goods cold and / or frozen?). If in doubt, take a temperature measurement. Refrigerated products must meet the temperature requirements on the label (with the exception of unprocessed / uncut fruit and vegetables) and may (in the absence thereof) be a maximum of 7 ° C (chicken / poultry / fish maximum 4 ° C). Frozen products maximum -18 ° C.
- Store the goods under hygienic and damage-free conditions in the designated locations.
- Supervise a correct hygienic situation of the storage, a correct temperature of the storage locations in conditioned storage and report (traces of) vermin.
- Maintain the rules for hygiene, order and cleanliness in the storage locations (W.230.01 (food) - Hygiene, order and cleanliness guidelines).
- Do not allow unauthorized persons in and supervise employees of external organizations as much as possible (for example external technicians).
- Process receipt / inbound data in the applicable stock systems or hand in the receipt documentation with planning.

#### **Specific instructions from customers**

- Customers may have prepared specific instructions for performing the work. These instructions are provided by planning and must be followed by the practitioners.

#### **Reporting deviations**

- Report all deviations with regard to transport or storage immediately when planning. This includes:
  - Deviating goods or transport documents: numbers, product damage, incorrect packaging, hygiene, temperature.
  - Damage or malfunctions to means of transport, buildings or cooling installation
  - Deviating transport or storage conditions (in particular deviation from temperature)
  - Problems with loading, unloading, delivery times (windows), prescribed route or journey sequence.



- Any additional instructions given by the shipper or consignee, not provided by the schedule (or not known here)
- If orders / instructions prescribed by customers conflict with their own instructions and possibly endanger the safety of people, equipment or goods, these must be reported to the planning immediately. Planning assesses / consults the situation and instructs the driver / storage employee about the action to be taken. The storage driver / employee may not execute such orders without the explicit and prior permission of the planning.

### ***Handling of non-conforming product***

If non-conforming product is found or received, the following instruction is applicable:

- Inform the planning about the non-conforming product and ask for instructions from the customer
- While waiting for instructions from the customer, a "blokkade label" needs to be put on the product
  - Make sure the blokkade label is fully filled out
- Put the non-conforming products in the blokkade locatie
  - Position the product in such a way that the blokkade label is still visible
- Register the non-conforming product in the "Registratielijst blokkade stelling"
  - Enter all data into the list, except for the exit-date
- If the instructions from the customer are known:
  - Take the product from the blokkade stelling
  - Remove the blokkade label
  - Update the registratielijst blokkade stelling

Handle the product as the customer instructed.