


Audit Report

Global Standard for Storage and Distribution Issue 4: May 2021

1. Audit Summary			
Company name	Savage Haulage Ltd	Site Code	1224384
Site name	March		
Scope of audit	Storage and distribution of foodstuffs including - frozen, chilled, ambient, soft beverages and food packaging materials (Thetford and March sites) Storage of pet foods (March Site). Contracted services of blast freezing of food stuffs (Thetford and March sites) and tempering operations of foodstuffs (Thetford and March sites). Contract packing foodstuffs (Thetford Site).		
Exclusions from scope	None		
Justification for exclusion	N/A		
Audit Start Date	2023-10-16	Audit Finish Date	2023-10-17
Re-audit due date	2025-02-01	Audit result	CERTIFICATED
Certificate issue date	Select a date	Certificate expiry date	2025-03-15
2. Audit Results			
Audit grade	AA+	Audit Programme	Unannounced option 1
Previous audit grade	AA	Previous audit date	2023-01-30
Number of non-conformities	Critical		0
	Major		0
	Minor		4

Additional modules included

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Modules	Scope	Exclusions from Scope
13 Contractual arrangements (all services)	Contracted services of blast freezing of food stuffs (March site) and tempering operations of foodstuffs (Thetford and March sites) contract packing (Thetford)	
15 Contract packing	Contracted services of contract packing (Thetford)	
17 Contract processing operations	Contracted services of blast freezing & tempering operations of food stuffs (Thetford and March sites)	
Choose a module		

3. Product Characteristics

Product categories	Activities
01 - Chilled and Frozen Food 02 - Ambient Food 03 - Packaging and packing materials Select a product category Select a product category	01 - Storage 02 - Distribution 06 - Contracted Services Contract Packing 08 - Contracted Services Contract Operations Select an activity

4. Company Details

Address	Marwick Road, March, Cambridgeshire, PE15 8PW		
Country	United Kingdom	Site Telephone Number	0044 1354 659825
Commercial representative Name	Lisa Williamson	Email	lisa@savagehaulage.co.uk
Technical representative Name	David Tatton	Email	david@savagehaulage.co.uk

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Additional Locations		
Site Name	Address	Activities
Thetford	Stephenson Way Industrial Estate, Thetford, Norfolk, IP24 3RF	Storage & Contracted services of Tempering, blast freezing and packing

5. Company Profile					
Plant/Warehouse size (sq. m)	<10K sq.m	No. of employees	1-50	No. of Vehicles	10-25
Subcontracted processes	No	Regions exported to	None Choose an item. Choose an item. Choose an item. Choose an item. Choose an item.		
Other certificates held	Soil Association March Site Only Licence DT30387				
Major changes since last BRCGS audit	None				
<p>Company Description</p> <p>The company was established in 1964, employs 46 staff, & operates 16 vehicles and 26 trailers with 12 drivers covering both operations. The site operates 7 days a week on a day shift only. They specialize in providing refrigerated storage & distribution of chilled ambient and frozen products for food, drinks and pet food customers and contracted services of blast freezing for food stuffs and tempering operations.</p> <p>Products stored predominantly being, bread, poultry vegetables & meat; & CAT 3 pet food at the March store and meat, poultry, bread & canned soft drinks at the Thetford site. Savage Haulage has been trading for over 50 years. Their services cover the UK daily.</p> <p>March operation There are three freezer blocks; only two in operation and 3 blast freezers Store 3 Human foods with storage capacity of 3,500 pallets Frozen Store 2 Pet Food, 1000 pallet storage Frozen Store 1 Pet Food 1,100 pallet storage Frozen Blast Freezer A</p>					

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5. Company Profile

Blast Freezer B

Distribution of foodstuffs including frozen, chilled, ambient, & soft beverages, pet foods and food packaging materials.
 Contracted services of blast freezing and tempering of foodstuffs
 Offices are currently based in portakabins.

Thetford site
 3 cold store chambers at the site

1 Frozen 1100 pallet
 2 Frozen 3,000 pallets
 3 Frozen 3,400 pallets
 Ambient store {Blue room}
 Currently no chilled.

Coldstore chambers can be split to permit frozen and chilled in a coldstore, there are segregation freezer doors internally of coldstore chambers

Thetford site for ambient and frozen foods; The buildings total 7,898m square for both sites. March site 4596m square & Thetford site 3302m square. Distance between the sites is 47km
 There is compressor rooms, canteen & toilet facilities for drivers and general employees & separate office block.
 The business is highly regulated & the Company is a Registered Food Premises.
 They are licensed under the 1992 Hygiene and Inspection Regulations.
 They are also approved under the 1992 Food Safety, Fishery Products Regulations.
 They are approved under the EU Intervention Meat Product Regulations.
 Organic Certification via Soil association License No. DT3087 {GB-ORG-05 Expiry 31-10-2023}
 The company is a member of the RHA License No. 0021361000.

The BRCGS certification meets their own requirements and their customer’s exact needs. The vehicles, storage and freezer facilities are professionally maintained with formal system of document control appropriate to business practices

6. Audit Duration Details

Total audit duration	16 man hours	Site & vehicles audit duration	5 man hours
Reasons for deviation from typical or expected audit duration	None		
Next audit type selected	Announced		




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Audit Duration per day		
Audit Date	Start Time	Finish time
16-10-2023	08.30	15.30
17-10-2023	08.00	17.00

	Auditor Number	Name	Role
Auditor Number	34246	Dave Cotton	Auditor
Second Auditor Number	None		Please select

Key Personnel					
Name	Job Title	Opening Meeting	Site Inspection	Procedure Review	Closing Meeting
Lisa Williamson	Operations Director		Onsite	Onsite	Onsite
Stacey Rudd	Logistics Director			Onsite	Onsite
David Tatton	Cold store Manager	Onsite	Onsite	Onsite	
Jehane Alexander	HR/Compliance Administrator		Onsite	Onsite	Onsite
Cherry Galloway Albert	Operational Support Manager		Onsite	Onsite	
Laura Herring	Accounts Assistant	Onsite			
Stefano Cavozi	Transport Planner			Onsite	Onsite

GFSI Audit History

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Date	Scheme/Standard	Announced/Unannounced
2022-01-18	Global Standard for Storage and Distribution Issue 4	Announced
2023-01-31	Global Standard for Storage and Distribution Issue 4	Announced

Document control			
CB Report number	UK/BRC/290		
Template Name	SD406 Storage & Distribution Audit Report Template v3		
Standard Issue	4	Template issue date	2022-02-15
Directory allocation	S&D	Version	1.1

Non-Conformity Summary Sheet

Critical			
No.	Clause	Detail	Re-audit date

Major							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by

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Minor							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by
1	2.10	No evidence of the likelihood or severity being considered as part of the analysis for potential hazards identified	A complete HACCP review has been conducted and the HACCP plans have all been completely reworked using a new template. (SAV_02_022)	New template adopted that includes likelihood and severity both before and after implementing control measures. New HACCP/HARA Study conducted for the entire operation that clarifies the approach we adopt when conducting assessments including decision tree (SAV_02_021).	The company had previously contracted the use of a consultant so it was believed this was sufficient as it was	2023-10-27	Dave Cotton
2	3.9.1	A pallet of Kingsmill Bread was identified in the returns area at Thetford without any method of being able to identify it was a non-conforming product	The pallet of 9 cartons was immediately traced via product type and sell by date and the pallet number identified.	Our returns procedure has been reviewed and is being trained out to all employees. (SAV_03_046)	The cartons were returned out of hours, the operative wrote "Savage Returns" on a sign to act as a reminder to book them into store when they could obtain the correct paperwork from stock	2023-10-27	Dave Cotton

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Minor							
							admin. Unfortunately the goods were booked in but not labelled. The system is flawed when stock admin are not in.
3	4.3.1	The site maps for either location did not meet the requirement of the clause. There were no defined process flows or routes for the removal of waste	Produced new site maps that clearly demonstrate process flows and routes for waste removal per each site.	Added to internal audit checks, so make it clearer what to look for			The site had several different site maps that highlight different aspects of the operation however this appears to have caused confusion, so it was unclear we were missing info.
4	4.4.1	Dolavs viewed stacked up against wall in store 3 at Thetford. Preventing the site from being able to keep the area clean	All dolavs have been immediately moved away from the wall to allow access for cleaning and inspection.	A new tool box talk has been developed in order to train all employees, this training will be refreshed on a regular basis.			Upon further investigation we found that this had become accepted practice, and so is a human error along with a lack of refresher training provided.

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Comments on non-conformities

Click or tap here to enter text.

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Head Office Non-Conformity Summary

Critical			
No	Clause	Detail	Re-audit date

Major							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by

Minor							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by

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Minor							

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Detailed Report

1.Senior Management Commitment

There is a Quality Policy Document in place, and this was seen during the audit, Quality Policy Sav_01_10 , Approved by LW Operations Director. It is displayed on the QSHE notice board and communicated through the company induction process. It states the company's intentions for the safe and legal storage of products and its responsibility to its customers

Evidence viewed – Viewed Quality Policy (Sav_01-010), Last reviewed May 2023, Reviewed by Operations Director 31/05.23

There is a clear plan for the development and continuing improvement of a product safety and quality culture, and this is captured on a quality culture plan

Activities and methods included on the plan are as follows

- People - staff retention and high levels of staff engagement across the business
- Process. - Low levels of non-conforming product or customer returns and complaints
- Purpose - Empowerment, investing in training , clear goals for the future
- Proactivity. - Senior Management engagement at all levels of the business and communication throughout the organisation

Effectiveness is reviewed through the following methods with results trend analysed for improvements

- Customer Satisfaction Survey Results SAV_03_040
- Non-conformance reports SAV_01_012
- Housekeeping and auditing checklist
- Staff Value and culture survey Sav_01_105 sent via HR yearly with anonymous reporting Staff suggestions and reports, including those received anonymously

There is a GANNT chart available to track actions and progress. The effectiveness of these activities is reviewed monthly , with the last review October 2023.

The company have provided the human and financial resources required to implement the requirements of the Standard and for the continual improvement of the system. This was evidenced through senior management providing constant support through presence in meetings, approval of procedures and documentation as well as ownership of actions within the site improvement plan.

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There are company objectives in place and documented, they were last reviewed January 2023 They are monitored and reviewed throughout the year by the management team and actions taken where necessary.

Evidence Viewed – Site Objectives 2023

- 85% Vehicle turnaround within 2 hours, handball containers 85% turnaround in 3 hours, data lifted from 1 week every month, completely at random – Currently 99.77%
- 90% accuracy when picking customers product measured monthly. – Currently all sites above 90%
- 90% accuracy on random location checked performed monthly - Currently all sites above 90%
- Average scores of 8 for Customer Satisfaction in any quarter – Currently average score of 9

Performance is updated and communicated to employees at daily operational meetings as well as monthly operational meetings

Evidence viewed – Viewed Monthly Operational Management Agenda Date 17/08/23, 13/09/23, 11/10/23,

Meeting Duration 45 minutes, Present LW, JA, DT, SR

Employees are aware that evidence of product safety, legality, quality, or integrity issues are to be reported to a designated manager to enable resolution.

Evidence – Discussion held with employees DB, MB and TB during site tour. Various SOPs covering the different types of incidents:

- SOP Receipt of goods
- SOP Temperature Recording Warehouse
- SOP Food Safety training
- SOP Vehicle Load handling systems and safe vehicle
- SOP Contract Packing

There is a confidential reporting system in place. QR codes and suggestion boxes observed around the site as well as a documented whistle blowing policy in the employee handbook (last reviewed September 2023) All issues relating to product safety, integrity, quality, and legality can be reported as well as any personal issues such as mental health. This is controlled confidentially. Senior management assess any concerns raised, none so far formally received.

Evidence – QR codes and suggestion boxes observed around the sit as well as a documented whistle blowing policy in the employee handbook (last reviewed September 2023)

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The company has a current electronic copy of issue 4 of this Standard and the Food Safety and Operations Director makes the site aware of any new relevant Position Statements.

Evidence - Hard Copy of Standard viewed with all position statements relating to standard also available

The most senior operations manager on site attended the opening and closing meeting

Evidence – DT (Cold store manager) attended both the opening and closing meetings at March. The operations Director who was at Thetford on day 1 was present for the duration of the procedure review and site inspection as well as the closing meeting back at March on day 2

The site has appropriate authority approval.

Evidence viewed – Approval from Breckland Food Agency - Approval AH037 - 6 Feb 2014

The company ensure that recertification visits are held on or before the date shown on the certificate.

Two non-conformities were raised at previous evaluation which were closed out using root cause analysis.

The site does not display the BRCGS logo anywhere.

The site holds management review meetings annually to review site performance against the requirements of the Standard and the objectives set in clause 1.1.4.

Evidence viewed – Management Review held 05/10/23

The meeting agenda and minutes cover the requirements of clause 1.2.2 with all aspects covered in meeting.

Current KPI performance was discussed and confirmation that the objectives were widely achieved.

The meeting is used to revise objectives, and these are effectively communicated to appropriate staff and actions implemented within agreed timescales.

Evidence Viewed – Documented Management Review Meeting Minutes 05/10/23

Attendees

LW – Chair – Operations Director

MS

DT

SR

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JS.

Agenda

- 1/ Review of previous management review meeting notes
- 2/ KPI Results
- 3/ Review of Monthly Operational Team Meeting
- 4/ Results of Internal, External and Third-Party Audits
- 5/ Review of Resource Requirements
- 6/ Review of Legislative changes and certification scheme changes
- 7/ Review of the effectiveness of the HARA or HACCP system, product safety and quality culture plan, product fraud vulnerability or authenticity plan, product defence plan

There is a demonstrable operational meeting programme that takes place daily that enable product safety, legality, quality, and integrity issues to be brought to the attention of senior management

Evidence Viewed - Minutes viewed for 17/08/23, 13/09/23 and 17/08/23

There is an organogram in place.

Evidence viewed –Organisational Chart viewed - last viewed May 2023

There is an established and experienced team of managers based on site with the Operations Director being in overall day to day charge and taking accountability. Responsibility for quality management system is with the Operations Director with support from across the management team with a high level of competency observed from all those involved during the site inspection and procedure review

Responsibility and accountability are clearly defined for key staff involved with product safety, legality, and quality systems.

Job Descriptions are available.

Evidence viewed – Viewed Logistics Directors and Operations Director for Storage Last reviewed April 2018

Senior Management have a system in place to ensure its kept informed with relevant legislation, product safety issues, scientific and technical developments through the subscription to websites and a LGS Assure Membership

N/A Clauses

1.1.12 The BRCGS logo is not in use

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2. Hazard and Risk Analysis

The company has 3 fully documented Hazard and Risk Analysis in place which are both comprehensive and mature. There is a full set of documented pre-requisite procedures in place covering clause 2.1 requirements of the Standard.

The HACCP plans were produced in conjunction with the site team and are reviewed at least annually. They identify hazards in the process from, receiving goods, storing goods, picking and loading vehicles in readiness for delivery to customer

Evidence Viewed – March Edible Store Frozen Storage and Blast Freezing HACCP Plan, March Cat 3 HACCP Plan both reviewed 30/11/2022 Thetford HACCP Plan Reviewed 31/05/23

Pre-Requisites are in place and are clearly documented - These are used to train the staff in all the relevant activities.

Evidence viewed – March Edible Store Frozen Storage and Blast Freezing HACCP Plan, March Cat 3 HACCP Plan both reviewed 30/11/2022 Thetford HACCP Plan Reviewed 31/05/23

Pre-Requisites

- PR1 Personal Hygiene
- PR 2 Environmental Hygiene
- PR 3 Plant, Equipment & Utensil Hygiene and Integrity
- PR 4 Hold Restricted Material Control
- PR 5 Segregation
- PR 6 Stock Rotation
- PR 7 Glass/Brittle Material Control
- PR 8 Storage
- PR 9 Repacking
- PR 10 Fabric and Equipment Maintenance
- PR 11 Pest Control
- PR 12 Training

There is a full multi-disciplinary team in place led and includes operators and managers who have been trained in hazard and risk principles with full HARA documented analysis carried out by the team.

HACCP Team for March

- LW - Team Leader
- DT - Deputy
- AMc
- JG

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DM

HACCP Team for Thetford

LW – Team Leader

DB – Deputy

MD

TB

DV

The Team Leader is LW Team Leader - Level 3 HACCP Training Virtual College - 22/05/23 - Cert SLKB BXKT WVEP 9KYF

DT Deputy at March - Level 3 HACCP Training 6/3/2020 - Cert AQIIEE6MEHFRN2TE

DB Deputy at Thetford - Level 2 HACCP 02/10/22 - Cert YJTV5EC9KXPE16I

The HACCP team ensure the study is based on comprehensive information sources – particularly Standard Operating Procedures used as pre-requisites.

The study has not been undertaken centrally.

The day-to-day responsibility for the HACCP Plan remains with the site management team.

The scope of the HACCP plan is clearly defined and documented and covers all products stored and processes. There are no subcontracted processes and there is reference to specific storage and handling conditions relating to temperature control

There are product flow diagrams that cover all process steps on site. The process flow diagrams cover the process steps, which are inbound, blast freezing of ambient product, temper of frozen product, contract packing, storage, picking, loading and delivery to customer

Evidence viewed - Process flow diagrams within HACCP plans.
March Edible Store Frozen Storage and Blast Freezing HACCP Plan,
March Cat 3 HACCP Plan both reviewed 30/11/2022
Thetford HACCP Plan Reviewed 31/05/23

Physical (contamination and damage), chemical, microbiological, malicious contamination and allergen hazards have been considered at each step within the process flow. Specific hazards considered include temperature control of products from inbound delivery, storage, loading and outbound delivery

NC1 - No evidence of the likelihood or severity being considered as part of the analysis for potential hazards identified

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There are 4 CCP's in the study which cover temperature control from receipt of customer product and picking prior to loading.

CCP1 Goods inwards

- Frozen products to site min - 18°C
- Deep Chilled products to site min - 3°C, Chilled products 0°C to +5°C
- Ambient Bread not to exceed +40°C

There is a requirement to transfer goods from refrigerated vehicle to coldstore within 20 minutes

CCP2 Cold storage temperatures

- Frozen -18°C to -22°C
- Deep Chilled 0°C to -5°C,
- Chilled 0°C to +5°C

CCP3 Blast chilling temperatures

- air temp -30°C
- Product to temp of -20°C or lower

CCP4 Vehicle loading temperature

- min -18°C Frozen

There are training modules and SOPs relating to CCPS

In the event there is indication of a CCP not being effectively controlled the Supervisor is informed and the procedure for NC product is instigated, this is inclusive of identifying goods as on hold, segregation of goods awaiting disposition - investigation by senior management and contacting the customer as site don't own the products

Records of the CCP monitoring are retained on daily incoming and outgoing load record sheets with temperatures documented.

Procedures are in place for verification and validation of equipment used, the process is in conjunction with J&E Hall refrigeration who calibrate the coldstore chambers and also the internal audit process monitoring its effectiveness i.e., daily checks on chamber temperatures in addition to the auto monitoring with temperature alert alarms

The pre-requisite controls are currently assessed for effectiveness via the internal audit programme supported by regular site inspections and incoming product/final product quality control inspections.

The risk analysis is reviewed as a minimum annually, or when changes to process or practices are made.

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The most recent HACCP/HARA review took place 30/11/22 and 31/05/23. Minutes are available from the last review HACCP meetings

There are no hazards controlled by service providers or subcontractors

N/A Clauses

2.5 The HARA is site specific and has not been completed centrally.

3. Product Safety and Quality Management Systems

The company have a documented quality management system which consists of policies, procedures, working methods and practices to meet the requirements of the standard. Staff have access to documents on the system based on authority level and hard copies are provided to relevant staff.

All documents were available through the audit and were suitably presented with document references, dates, and approval signatures.

Procedures are clearly expressed in English and are presented as flowcharts. They adequately identify the intended requirements. They are available to relevant personnel within the organisation.

Document Control procedure is detailed within management system manual. Documents are generated and authorised with an issue reference and date.

Evidence viewed – Viewed Document control procedure 3.1.2 of the quality manual

Viewed Document Register SAV_03_012 Document Register

All documents are detailed on the Document Register with issue date and version

Evidence viewed – Viewed Document SAV_03_012

Access to templates, approval of documents, and making changes to documents is restricted to the HR/Compliance Manager with old versions archived as part of the procedure. Copies of previous version documents are retained. All versions noted on site were of current versions. Requests are made using a change request form and confirmation is communicated accordingly

Evidence viewed – Reasons for changes to documents captured on the document register

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The electronic documents are stored on a local drive and are backed-up

Records reviewed during the audit including traceability records, cleaning records and internal audit reports were seen to be legible and genuine and were easily retrieved. Alterations to records are made by single strikethrough with justification and authorisation for the amendment noted.

All records relating to product safety, legality and quality are collated, maintained, stored and readily retrievable. All records are legible and genuine and are retained in good condition.

There is a scheduled program of internal audits.

Internal audits are planned annually to a schedule which is spread across the 12 months of the year.

All activities are covered at least once a year.

Evidence Viewed -

Viewed internal audit schedule SAV_03_026

Each section visited each month

Four full internal audits per year

Internal audit records reviewed were comprehensive, recording evidence of both conformity and non-conformity and objective evidence.

Internal audits are carried out by appropriately trained, competent auditors who do not audit their own work. Internal audits are verified by senior management to ensure findings are relevant and objective

Evidence viewed –

JG - Internal Auditor course 19/06/2018 Cert 22733 from Orion Consulting

CGA - Internal Auditor course 19/06/2018 Cert 22734 from Orion Consulting

JA - 31/05/23 from All safe (No cert ref)

Audit reports are issued to the relevant management and personnel for the areas audited. Corrective actions and timescales are agreed with auditor. Evidence of both conformance and non conformance is provided

Evidence Viewed

26/09/23 conducted by CGA for March

Non-conformance 234) NCR 196 has a note in Section E to say that it will be reviewed and closed off 02/05/23 but this has not been done and also NCR 228 is still open and outstanding on the system and was created on 02/08/23 which means it has failed to be completed within the four-week window

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Non-Conformance 235) On picking list 117423 the trailer odour and condition have not been ticked as checked
 Non-conformance 236) DT has 18 POs outstanding at the time of the audit which look as though works should have been completed as some POs date back to May 2023 when the new system was first introduced
 Non-conformance 237) Supplier crownland pallets are on the approved supplier register but does not have any documents in their file
 non-conformance 238) Weekly knife checks are not present for weeks 11 and 22
 Non-conformance 239) Reach Truck 6769563 @ 6769564 through examination certificates expired on 18/07/23
 Non-conformance 240) Staff PPE meant to be cleaned twice per month, the last cleaning record recorded for this is 14/07/23. Cold store Manager DT and AG are not present on PPE list either
 Non-conformance 241) July housekeeping audit there is still an action to be completed and is now the end of September. The action is that floor numbers are not clearly labelled which is a consistent action from many housekeeping audits completed. All actions from housekeeping audits should be closed off by the end of the month
 Non-conformance 242) Fire Safety Daily exit tests have 12 days checks missing on iAuditor

Thetford 04/10/23 committed by JG

Non-Conformance 244) NCR's 180 & 225 have not been signed off and they are from 12/01/2023 and 26/06/2023
 Non-Conformance 252) No customer satisfaction surveys have been sent/reviewed for August 2023.
 Non-Conformance 245) Probe number and date out of store is not present on picking list 117902.
 Non-Conformance 247) Goods out of store 117292 & 117275 the vehicle registrations have not been carried over to the goods out of store note from the picking list. Also, on GOS 117275 the additional handwritten customers reference number has not been carried over to the goods out of store note from the pink picking list.
 Non-Conformance 248) Product Withdrawal test due to be completed July 2023 has not been done and the next one is due this month October 2023.
 Non-Conformance 251) Guildhall Landscape Property Services Ltd is on the purchase ledger but it not on the approved supplier register and no documents needed from this supplier have been received and filed.
 Non-Conformance 249) In the June 2023 glass and brittle material register Dave Buck noted that the eyewash station in the charging area of the bay was cracked, on the site walkaround it was confirmed that this is still damaged and this action even though reported in June 2023 has not been fixed.
 Non-Conformance 250) GIS 55783 blast freezer sheet is not filled in correctly. Signature out or blast freezer time on is not filled out. SOP 13.5 outlines that pallets should only be on the bay for 15 minutes maximum from when taken out of the blast freezer to being put into the store. On this blast freezer sheet pallets were on the bay for a longer period of time. Pallet 1 was out of the BF at 07:15am and putaway in store at 07:40am which is 25 minutes and pallet 16 was out of the BF at

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06:40am and put into store at 07:10am which is 30 minutes. This is the same for GIS numbers 55250, 55792, ,55789, 55750.

Hygiene inspections are conducted every month (based on risk) on both sites for housekeeping, cleaning, and building fabric standards. These are completed on software program SafetyCulture with supporting media available

Evidence Viewed –

Housekeeping Audit Check sheet

Viewed for 07/09 and 02/10/23 for March

Viewed 01/08/23 and 06/07/23 for Thetford

When Corrective actions are required, an appropriate staff member is allocated the responsibility of taking effective action. This action is monitored, and completion recorded within an appropriate timescale. Nonconformities that result in a risk to product safety, legality or quality are investigated and recorded as per the requirements of the standard.

There is a procedure for the completion of corrective actions and root cause analysis to determine preventive actions (where appropriate)

Evidence viewed

Procedure Referenced 3.3.1 in Quality Manual – Responsibility will sit with one the following personnel

SR - Logistics Director for Transport Division

DT - Cold Store Manager for March Storage Operations

LW - Operations Director - Overall Accountability for the storage as a whole

Non-Con issue Log 2023

Non-conformance 239) Reach Truck 6769563 @ 6769564 through examination certificates expired on 18/07/23

Corrective Action -Both thorough examinations were available but not correctly saved on the server Completed by DT Date completed 02/10/23

Root cause Coldstore Manager on holiday when the thorough examination took place - was catching up with filing of paperwork

Preventative action - Th excel folder reviewed monthly to ensure compliance

There are customer agreements in place that detail specific storage and handling requirements

Signature flatbread - Blast Freeze March - 29/04/21 - Head of Customer and Logistics. Sent from LW Operations Director –

Allied Bakeries - Co Pack customer at Thetford - 18/02/22 - Business Development Manager. Sent from LW Operations Director

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Foodnet Storage and Distribution Thetford - 05/05/20 - Company Director

The Company has some specific key performance indicators and results are communicated to staff

Evidence Viewed

- 85% Vehicle turnaround within 2 hours, handball containers 85% turnaround in 3 hours, data lifted from 1 week every month, completely at random
- 90% accuracy when picking customers product measured monthly
- 90% accuracy on random location checked performed monthly
- Average scores of 8 for Customer Satisfaction in any quarter

There is a procedure in place for supplier approval of services and equipment. This includes an approved supplier list and this a protected document on the shared drive.

Specifications and agreement are also held here and were available to review . Specifications are reviewed as a minimum every 3 year's

Evidence viewed

Pest Control - 28/07/2016 - Spec reviewed annually – last reviewed 04/10/23

Racking Inspector - SESS – Spec is provided prior to carrying out annual inspection or repair

MHE Service - Toyota - Dated 21/12/2016 – Rolling annual contract

Freezer units - J&E Hall refrigeration – agreed 29/03/23 -Specification as per below

24hour call out with 4 hour waiting time

March

Cold store 1 - 6 monthly visits

Cold Store 2 - 6 monthly visits

Cold Store 3 - 4 monthly visits

Blast Freezer A 3 monthly visits

Air conditioning - 6 monthly visits RDM Probe Calibration - 12 monthly Site Attendance - 26 visits per year

Thetford

Cold store 1 - 4 monthly visits

Cold Store 2 - 6 monthly visits

Cold Store 3 - 6 monthly visits

Blast Freezer A 6 monthly visits

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Air conditioning - 6 monthly visits RDM Probe Calibration - 12 monthly Site Attendance - 26 visits per year

Viewed Approved Supplier Register - SAV_03_051 All above included. Suppliers are marked as either an A or a B grade based on quality specifications

No subcontractors are used

There is a fraud vulnerability assessment plan to minimise the risk of storing and/or distributing fraudulent or adulterated products. The plan considers historical trading relationships with the customer, products risk of fraud, customer approval process etc.

Evidence viewed – Viewed Sav_03_55 Risk Assessment - Product Vulnerability and Threat Assessment. Last reviewed 20/07/23

Everything has been identified as low risk.

There is a traceability procedure. It includes reference to damaged packs and products returned to stock or disposal

Evidence viewed – Viewed procedure 3.6 as part of quality manual

The company has a bespoke warehouse management system which can trace any product/pallet on several parameters including best before date, batch and individual stock keeping unit and date of entry.

All products are received into the site and stored into the specific temperature-controlled area.

A traceability test is carried out at least annually, last one being 21/09/23 by JG

Date of test 21/09/23

Started 13.20

Ended 13.39

GIS 55491B

Customer - Signature Flatbreads Completed by JG

BBD 24/02/25

Product codes and detail - N05215 - Signature Flatbread 300-152724 Plain Naan 131 Received

28/09/23

PO 55481

Probed on arrival - +21.4 °C

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Probe number - 15403540
Transhaul DG70 8 AW
Entered blast freeze 29/08/23 12pm (midday)
Checked 31/08/23 16.21 - -7 Placed back in blast freeze
01/09/23 0900 - -30°C
Put away into store location 138
Despatched 01/09/23 on 116540 - 75 cases
3d Distribution - Trailer 3d004
Product probed at -18 °C and -28.2°C
Vehicle hygiene
Despatched 20/09/23 on 117236 - 56 cases
3d Distribution - Trailer 3D012
Product probed at -18.2°C and -18.3°C
Vehicle hygiene completed - Y

Traceability challenge was issued during the audit 17/10/23

Started 08.32
Ended 10am
GIS - 54238
BB - 28/02/25
Customer - Shana Foods Completed by JG

Product codes and detail - PRPS15 -Paratha Plain 6x1200GMS 3020 cases Received 26/05/23
PO SUDU8112310/Batch K65-23
Probed on arrival - Range from 18.2°C to 18.7°C

Probe number - 15471015 QGL

Vehicle DK15 ZGY

17 despatches Included
24/7/23 - Trailer 91 - PO Ref Pimeham Probed 18.4°C - 18.6°C
880 cases despatched Vehicle Hygiene Y

28/07/23 Trailer TICL54 - 80 cases
Globe foods
PO 057757
Probed -18.7°C Vehicle Hygiene Y

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01/08/23
Trailer 86 Morrisons Corby 057786
80 cases
-18.1°C
Vehicle Hygiene Y

All documents and records from the trace conducted 21/09/23 were found and were genuine and legible.

There is a withdrawal / recall procedure –this is to enable the site to facilitate a recall initiated by customers or product owners. It meets the requirements of the Standard e.g., up to date contact list or reference to location of such, communication plan and conduct root cause analysis and implement improvements.

Evidence Viewed - Procedure Viewed as part of 3.7.1 of the quality manual
Key contacts are referenced with contact details contained in the Business Continuity Plan

Evidence Viewed,
Test Completed 15/10/23 started 12.15
Ended 12.24
GIS 54139
Customer - Natures Menu
Completed by JG
Batch 130672100
Product codes and detail - XNEX Chicken Neck
21 Full pallets (20,313 Kg) Received 05/06/23
PO 54139
Probed on arrival - -13.9°C and -16.6°C (-12°C tolerance as per customer spec)
Probe number - 19060844
Internal AY72 ZBG
Put away into store location 138
All in store
M2 B and verified through physical checks
Email sent 15/10/23 - acknowledged

Written guidance is provided to relevant staff regards what would constitute an incident in addition, the procedure refers to how product will be held and how the owner of the product will be informed.

Evidence viewed
Section 3.8 of the Quality Manual
Business Contingency Plan

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Within the business continuity plan. It defines critical occurrences, actions taken should there be a fire, epidemic and severe weather. It identifies key staff, representatives, and other senior staff members. Preventative Actions and Recovery Actions are detailed.

The document details what the business constitutes as an incident and there is a team nominated to meet should such a situation arise. The members of the team are listed as well as relevant contact numbers for both the individuals and the company's providing key services to site. There is also a process flow chart of steps to take, and this document is posted on all internal company notice boards for reference.

It covers disruption of key services namely water, energy, staff availability, flood, fire, and natural disaster. This is used in the event of any major incidents that may affect the operation and is the responsibility of the incident management team lead by the Operations Director. The business continuity plan procedures meet the requirements of the Standard by providing an up-to-date list of key contacts e.g., emergency services, suppliers, customers, certification body.

Evidence viewed.

Viewed Business continuity Plan, dated Jan 2023

Contained within the plan and referenced are the following types of incidents

Fire/Arson/Explosion

Loss of Management or vital employees

Loss of communication (IT)

Racking Collapse

Industrial action/loss of workforce

Power outage

Equipment Failure

Refrigerant Leak

Malicious contamination or sabotage

Epidemic/Pandemic

Road/Site access

The requirement to notify the Certification Body within three days of a significant food safety incident, including a recall or regulatory product safety non-conformity, it is referenced in the Business Contingency Plan, last reviewed Jan 2023

There are procedures for managing non-conforming products. They should be and quarantined and are recorded however a pallet of Kingsmill bread was observed in the returns/quarantine area without any method of identifying the reason it was there. They are segregated. They cannot be consigned once quarantined. The owner of the product shall be informed when an incident occurs that may put the safety of the product at risk.

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NC2 - A pallet of Kingsmill Bread was identified in the returns area at Thetford without any method of being able to identify it was a non-conforming product

Evidence viewed – Procedure documented in 3.9 of the Quality Manual

Any returned goods will be placed into the quarantine area and await further instruction from the customer who owns the product. Once given the go ahead the product will then be booked back into stock following the goods in SOP. (SAV_07_010 Process of Receipt)

Damaged products are quarantined and are recorded. They are segregated. They cannot be consigned once quarantined. The owner of the product shall be informed when an incident occurs that may put the safety of the product at risk.

Customer complaints are dealt with through the admin and management team within the business. All complaints are handled by the management team with full records of action taken recorded and held on file. When the complaint has been caused by an internal issue from the site then this is investigated, the owner of the product is notified accordingly. Complaints are recorded as non-conformances and are logged. Despite there being a total of 67 non-conformances this year, there are none deemed as customer complaints

N/A Clauses

3.5.2 No Subcontractors

3.5.3.2 No high risk of fraudulent product handling

4. Site and Building Standards

There are 2 locations bases in March and Thetford

Standards are reviewed as part of the sites internal audit processes to ensure measures in place are effective.

There are no adjacent activities that could pose a risk to products held on site
Grounds are being maintained and finished to a high standard where necessary with perimeter foliage areas well-trimmed.

There is a clean unobstructed perimeter around the external walls of buildings.

The site is adequately drained with no instances of standing water noted.

There is no external storage of products at site all stored internal of premises.

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Site gates are closed and locked at night and weekends.

Security procedures are in place at the site. Employees are trained in the site procedure and staff members are encouraged to report or question unknown visitors, this forms part of the site induction process which is refreshed annually or when changes occur

Evidence Viewed. – Individual site security risk assessments viewed for both locations, SAV_03_55. Last reviewed 18/07/23

Electronic sign in system at reception that prints pass for visitor and contacts relevant person on site of their arrival, this also includes site rules. Visitors and contractors must also complete Site induction. (v1 01/05/21)

Perimeter fencing, security gates, security lighting.

There were site maps available for both locations however they did not meet the requirement of the clause

NC 3 - The site maps for either location did not meet the requirement of the clause. There were no defined process flows or routes for the removal of waste

Goods are wrapped to protect from the elements ensuring product safety and minimising product damage.

There are adequate areas for manoeuvrability both externally and internally in the warehouse.

Location of equipment, facilities, and services and where they are located in the warehouse does not jeopardise the integrity of the product and minimises damages and prevents any contamination.

There is a battery charging area that is away from stored products and has adequate natural ventilation to prevent any build-up of fumes from occurring.

Cleaning and maintenance equipment is adequately stored in various designated areas.

Toilet equipment mop and bucket stored separate. from the warehouse.

The site facilities are cleaned by inhouse personnel with records of cleaning being maintained.

Welfare areas cleaning chemicals in use at site are stored in a cupboard to ensure product safety, legality and quality are not compromised.

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The site warehouses are cleaned on a clean as you go policy with the site being maintained to a high standard.

There is no tray washing carried out by the site.

Vehicles are loaded and unloaded on covered bays directly into the chilled goods in area.

The walls, floors, pipework, and ceilings of the buildings are constructed of appropriate materials, brick and insulated panels, internal block walls painted, roof steel cladding with poly carbon sky lights, no wooden fabrications. The building fabric is being well maintained

However, Dolavs were observed as being stacked too close to walls preventing particular areas being kept clean

NC4 Dolavs viewed stacked up against wall in store 3 at Thetford. Preventing the site from being able to keep the area clean

There is concrete impervious sealed flooring suitable to site operational activities that is being maintained in a good condition; it is easy cleaned {no chemicals used

Drainage at site is via mains provision, there were no noted internal drains in the warehouses that could damage or compromise product safety, quality, or legality.

Potable water in use for cleaning it is supplied to site by the local authority Severn Trent Water.

There are no building voids at site no suspended ceilings.

Light tubing is of the high- level fluorescent type with protective sleeves or shatterproof tubes in the warehouse. There are no EFK units in the warehouse.

Glass contamination risk has been considered with all light fittings protected by shatterproof protective coverings, based on IEC 61549 shatterproof standard.

No windows in operational areas pose any risk to the stored products. Goods are well- away from the designated eating area. The glass at site is monitored via monthly inspections.

Buildings are proofed against pest ingress and the company use a pest control contractor to carry out routine inspections throughout the year.

There are no opening windows for ventilation in warehouse areas.

External doors to storage areas are closed when not in use to prevent potential pest ingress.

There are protected external drains with covers in place to prevent potential pest ingress.

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There are no loading canopy areas at site that require netting or protection measures to deter roosting or nesting birds.

Monthly internal site audits monitor the condition of the building fabric.
Any deficiencies that require repair or improvements are recorded and scheduled for rectification

Evidence viewed -
Housekeeping Audit Check sheet
Viewed for 07/09 and 02/10/23 for March
Viewed 01/08/23 and 06/07/23 for Thetford

Staff facilities are sufficient for site operations and are compliant with the requirements of the standard.

Hand washing facilities are located in the toilets with sanitisers at entry to warehouses.

Toilets are equipped with basins with soap and water at a suitable temperature, paper towels, and hand wash signs are in place.

Haulier drivers are restricted from accessing the warehouse with just a designated area for paperwork drop off and collection.

Some PPE is provided for warehouse staff in the form of safety boots, high viz jackets and gloves.

There is a designated changing facility at the site, none required for hi visibility jackets or boot changes. There are no applicable laundry requirements for the hi-visibility vests, replaced if dirty

Any personal items are stored in employees own vehicles or in lockers located in the staff canteen to prevent them from being taken into warehouse storage areas.

The canteen with suitable facilities provided microwave, fridge lined lidded bin, and separated from the warehouse area so as it does not jeopardise the safety, legality or quality of the products stored

N/A Clauses

- 4.1.5 No product stored externally.
- 4.3.6 No cleaning facilities such as tray washing.
- 4.4.3 There is no requirement for internal drainage

5. Vehicle Operating Standards

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All vehicles used for transportation of product are suitable for the purpose and maintained in good repair and hygienic condition.

Load carrying areas of company vehicles are always kept free of loose items and are visually checked by the driver before loading commences. Records of inspections prior to loading were observed during the audit as part of the traceability test. The load carrying area is protected from ingress of water or rain.

Evidence viewed – Trailers TR75, TR81 and TR78 observed on walk round. Trailers are cleaned fortnightly. Records viewed for October 2023

No tankers or hoses in use so not applicable in scope of operations. Vehicles are not fitted with tail lifts

There is a vehicle cleaning schedule in place, and this was seen during the audit. All secure loading facilities were found to be in good working order and present on those vehicles checked. There is a full track and trace system in operation within the business and this is used to monitor driver and customer performance and delivery progress.

The despatch - receiving department ensure that product is securely packed, and vehicles are clean before loading and secure before leaving; listed as a PRP in the HACCP plan, vehicles are checked for cleanliness by the loader, they will not be loaded if a defect is identified that may jeopardise the product safety or integrity.

There is a documented Vehicle Security Risk Assessment in place which covers locking of vehicles, vehicle and product security, routes for journeys and overnight parking.

Evidence Viewed - Viewed SSOW Personal and Load Security SAV_03_055 Last reviewed 21/08/23

The vehicle security is managed by the vehicle driver; with the vehicle parked back within the site fenced perimeter at night. The company has issued instructions to the driver for any breakdown situation to contact base and the management team will contact the maintenance provider to attend and repair or recover accordingly.

The delivery drivers are aware of the security of the vehicles and for breakdown and consequent failure to meet customer requirements.

The site has a driver's handbook which contains all the relevant processes and call out details as well as information pertaining to accident reporting. Daily vehicles check sheets are filled out by the drivers and kept on file as a record. In addition, there are notices displayed around sites with instructions for drivers Included in the handbook.

Breakdown Action

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Specific Customer Delivery Requirements

Contact numbers.

Defect Report Completion

Accidents

Refrigeration Breakdown

Vehicles are managed to ensure legal requirements are met and there is minimal risk to disruption of services provided.

There is a system of planned maintenance in place for the site which includes company owned vehicles used. All items of equipment requiring maintenance are under service contracts.

Vehicle maintenance is carried out by approved suppliers and records were seen for the following.

Observed two vehicles AY72 ZBE and AY72 ZBJ and two trailers TR75 and TR78

AY72 ZBE

MOT and Inspection completed by TruckEast

Usage - 95205

KM Chassis No. 5672250

Inspection date - 06/10/2023

Calibration - Tachograph 2-Year Expiry 22/09/2024

AY72 ZBJ

MOT completed by TruckEast

Usage - 119520

Service - 10/10/23

Chassis No - 5671288

Inspection date - 12/10/23

Calibration - Tachograph - 2-year expiry 16/09/24

TR75 - Completed by Lombardo commercials

Passed MOT - 06/10/23

Fridge Calibration - 20/07.23 - Completed by T underwood

TR78 -Completed by Lombardo commercials

Passed MOT - 02/07/23

Fridge Calibration - 06/09/23 - Completed by T underwood

There is a vehicle defect process in place to ensure that any fault is rectified as soon as possible.

This is completed using approved suppliers.

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The site has a vehicle operator's licence (UKGB/OF1034344/0000 covering 3 Operating centres). which is a legal requirement that covers the appropriate number of vehicles based on site with SR (Logistics Director) as the nominated responsible and trained person on site.

Vehicle breakdown procedures are in place for drivers and emergency contact numbers are provided for company management and roadside recovery assistance.

Evidence Viewed - Viewed SSL23 Breakdown/Accident Company Vehicles and Cars

All vehicles are returned and kept on site overnight with keys held within the transport department there is a full driver handbook which details all breakdown procedures and numbers as well as all relevant functional procedures including loading safety, vehicle hygiene checks and product returns.

All temperature-controlled vehicles are capable of consistently maintaining product temperatures. This has been established and validated by calibration, temperature checks at each drop point and destination, cross checking with customer probe checks.

Target product temperatures for frozen -18°C. Drivers check and record temperatures on loading and unloading. This is recorded on the drivers Manifest.

Evidence Viewed - Examples of driver's manifests seen during traceability tests

The temperature of load-carrying areas is monitored and recorded using a Verilocation system that records the temperature every 15min (downloadable print out) which can be viewed at any time from the transport team. In addition, in the driver will record the temperature of the trailer at each drop of their route.

Vehicle loading and unloading procedures are in place temperature is maintained and drivers are trained in these procedures

In event of fridge unit breakdown, or temperatures drop below -18°C (set point -22°C), there are clear instructions for the drivers to inform office before completing any further drops, and in the event of breakdown keep doors shut and report to office. There is evidence of training for driver in these procedures

Evidence Viewed
Viewed MB Training Record (Driver)
Induction 4/3/17
Tachograph Knowledge Questionnaire - 19/08/22 - 1 hour
Analogue and digital tachograph - 07/05/11 - 7 hours

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Vehicle load handling systems and safe vehicle - 10/03/12 - 7 hours
 Safe and economic driving, company procedures and secure transport ops - 18/03/2013 - 7 hours
 Drivers hours, wtd and digital tacho LGV - 19/03/14 - 7 hours
 Professional Driver B and H&S C - 03/03/2019 - 7 hours
 Viewed SSOW Personal and Load Security SAV_03_055 Last reviewed 21/08/23
 SSL14 Operation of Fridge Unit, last updated 21/08/23 MB

Product safety and quality status of the product is established by temperature checks on receipt/review of print out. Drivers record temperature check to ensure t remains within the specified limits. Manual temperature records are retained for shelf life + 12 months.

Evidence Viewed

Viewed temp monitoring for TR 78 and TR79 for 03/10. Remained in temperature through route

N/A Clauses

- 5.1.7 No Transfer hoses - tankers
- 5.1.8 No bulk tanker vehicles at site that carry food

6. Facility Management

All equipment and fork trucks were observed to be in good working order. A full maintenance schedule is in place and records seen included the following. All manual handling equipment is electric powered with daily documented checks.

Evidence viewed - Records MHE reviewed

March

Counterbalance - 27254 19/05/23 - Thorough Inspection by Impact Handling

Reach Truck - 6769564

31/07/23 - Thorough Inspection completed by Toyota

Thetford

Reach Truck - 8FBE18T 10/11/2022 - Thorough Examination Certificate issued by Toyota

18/04/23 - Service completed by Toyota

The storage racking is inspected and checked routinely by an appropriately trained resource to SEMA agreed standards on a regular basis. An annual external check is carried out each year by

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SESS who last completed a check on 09/10/23 at Thetford and 15/09/2022 (The next inspection is due 18/10/23 and evidence was viewed of a cancellation by the engineer) Internal inspections are completed monthly (based on risk) and are completed by DT who is SEMA trained . No racking has been deemed as unsafe

Evidence viewed

Thetford

Internal Inspections based on risk.

Viewed August '23 completed by KG. Trained by SESS 14/02/23 Cert number 25034

External Inspection completed by SESS 09/10/23 by MP SEMA approved cert 0289 No red areas identified

March

Last external inspection 15/09/22 completed by MP (Sari 0289) Next external inspection 18/10/23 (as a result of engineer cancelling previous inspection) Internal Inspections completed for last six months DT Trained in How to inspect pallet racking SEMA Approved from SESS 25/01/2022

All FLT are powered by electric with charging taking place in a well-ventilated area. No diesel-powered equipment used.

There is a conveyor belt at Thetford used for the date labelling of outer cases and there is a risk assessment to identify potential risks to product safety, legality, quality and integrity.

Evidence viewed - SAV_03_055 Food Safety Packing Line Risk Assessment View2ed 12/01/23

An inspection process is conducted on the integrity of wooden pallets prior to storage placement.

There is a knife policy and procedure in place. Checked during facility inspection. Only safety knives with no snap off blades are used. Clearly described in induction that no personal knives must be brought to site. Knives are issued.

Evidence viewed –

March

SAv_04-043 Weekly Knife Register

Viewed completed weeks for 02/10./23 25/09/23 18/09/23

Thetford 28/06/23 21/07/23 18/08/23

There is a planned maintenance and condition monitoring system in place which includes all plant and equipment, with records kept.

Evidence viewed

Viewed Robopac Wrapping machine - serviced by Robopac on 5/1/23 - No issues

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March

J&E Hall Cold store 1 - 6 monthly visits – Last visit 20/07/23
 Cold Store 2 - 6 monthly visits -Last visit 21/7/23
 Cold Store 3 - 4 monthly visits – Last visit 27/07/23
 Blast Freezer A 3 monthly visits -Last visit 19/06/2023.
 Confirmation job complete - Y.
 Is system alarm free when leaving site - Y
 RDM Probe Calibration - 12 monthly – Last Visit AS Cooling 19.10.22
 Cold store 1,2,3 and Blast Freezer
 Site Attendance - 26 visits per year

Thetford

Cold store 1 - 4 monthly visits - Last completed 27/01/23,
 Previous supplier missed service in April, Internal NC raised 20/04.
 New supplier completing service 24th - 26th
 Cold Store 2 - 6 monthly visits – Last visit 10/10/23
 Cold Store 3 - 6 monthly visits – Last visit 10/10/23
 RDM Probe Calibration - AS Cooling Calibration 21/10/22
 Site Attendance - 26 visits per year

When commissioning new equipment, the maintenance requirements are defined and added to the system. There have been no changes since the last audit

All third-party contractors are controlled and comply with hygiene policy while working on site. Light fittings are cleaned and replaced so as not to risk contamination of products. Contractors are made aware of site operating and contamination control procedures as part of the contract and via sign in procedures.

Evidence viewed – Required to complete visitor questionnaire on arrival at site.

The safety, legality and quality of products are protected during maintenance; this includes the cleaning or replacing of light fittings and glass. Work was taking place at the March site during the audit, and this was observed to be well controlled, segregated and minimising any risk to product

Temporary repairs are not permitted on site. No temporary repairs were noted.

All maintenance is delegated out to trained staff or contractors.

The company maintains a calibration register which identifies the item, location, calibration method, result, responsibility, and frequency.

Temperature probes are used to record temperature of product prior to storage or dispatch

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This equipment is traceable to a recognised national standard e.g., thermometers are calibrated and verified externally by an accredited calibration service provider with certificate in place. Thermometers used to monitor temperature-controlled areas are checked by site and calibrated annually as part of servicing of refrigeration equipment.

Evidence Viewed

Viewed Calibration Register

SAV_06_030

Serial Number D20497275

Description Microcheck

Annual inspection by ETI Tolerance 0.5

Dated 15/03/23

Certificate 160 323/TCS4

162150198

Scales

Annual Inspection by Fisher Scales

Tolerance 5KG

31/03/23

Certificate - 81138

Temperature probes cannot be adjusted by site. Any faulty probes are returned to manufacturer for calibration.

The calibration procedure within the Quality Manual details the corrective action procedure, if the equipment is found not to be operating correctly, within specified limits it is removed immediately, destroyed and replaced. Product potentially tested with a faulty probe will be identified using the traceability procedure

No self-calibrating equipment used.

The site and equipment were seen to be maintained in a clean and hygienic condition.

Cleaning is completed by the warehouse operatives on a clean as you go basis, Records are in place covering daily and weekly tasks and are signed off by the relevant operative

Housekeeping and cleaning systems are based on risk and in place with appropriate standards of hygiene maintained in all areas. Cleaning schedules for warehouse and vehicles are all up to date and signed off accordingly.

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The cleaning schedules on site that are completed on a daily, weekly, monthly basis. There are cleaning stations for both spillages and general housekeeping in place.

Offices and rest areas are cleaned by onsite cleaner. The site, equipment and offices/facilities were seen to be maintained in a clean and hygienic condition.

All records are verified by a member of the management team

Evidence viewed-

March

Viewed SAV_06_041 for w/c 06/10/23 29/09/23 22/09/23 14/07/23 verified by DT

Thetford

Viewed SAC_06_042 04/08/23 11/08/23 18/08/23 25/08/23 Verified by CGA

Cleaning practices maintain a suitable environment for storage and distribution of products. No chemicals are used in the storage or handling areas

All waste is cleared regularly from the storage and handling areas and stored in suitably identified containers.

Waste management is contracted through Ellgia for all waste streams, CBDU315804 expires 2 /12/25

Waste skips are situated outside in the yard away from the main storage buildings.

There are no products requiring specific conditions for disposal.

There are no substandard trademarked materials, or surplus customer branded products. The product is all owned by the customer. Nothing is disposed of by the sites as it would be sent back to the customer upon their instruction

No staff shop/charity arrangements

Staff understand the signs of pest activity and are aware of the need to report any evidence to a designated Manager.

Evidence viewed – interview with DB, MB and TB during site tour

Products are stored to minimise the risk of infestation. Products were stored away from walls and off the floor.

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There is an external pest control contract last dated 04/10/23 with a competent provider Rentokill, BPCA number M15/035 expires 29/02/24. The agreement consists of 8 routine inspections and 4 in depth surveys, with a 12-month schedule in place. Pests included within the service are rodents, birds, flying insects and crawling insects

Inspections are undertaken at a frequency based on risk (assessment last completed 04/10/23) and the last inspection was 22/09/23 with no issues identified. Inspection completed by AB (British Pest Diploma, certificate 8692, dated 14/02/12)

The risk assessment is reviewed when there are changes to buildings or processes which could impact the pest management programme and any significant pest issues. Last dated 04/10/23, There have been no changes since that date.

Full records of pest control are maintained including site plan dated 04/10/23, (verified for internal bait station 18), defined responsibilities, bait data sheets, operative training records, records of inspections and observed activity and treatments.

Inspection results are analysed for trends monthly.

Evidence Viewed - there has been no pest activity year to date with the exception of external birds

Records of all site visits year to date are available. No major areas of concern have been raised year to date

Recommendations were viewed and closed out in an appropriate time frame

Evidence viewed

March

169 - External Rear of store 3 gutters require clearing to prevent potential pest issues - Maintenance work in progress

170 - External right side of store 3 above P15 and P16 closer sealing around pipes to reduce risk of mice - Gaps filled with sealant - closed 28/09/23

171 - External store - unable to access to bait box - Area cleared of vegetation allowing safe access closed 28/09/23

Thetford

23/11 - Workshop doorframe left side perished requires repair to prevent potential rodent ingress

Action Taken by Customer - Repaired, filled with wood filler 6/10/23

23/12 - Loading bay roller door DD302 damaged at base causing gap in centre base - please repair to prevent mice ingress Action taken by customer - Repaired, formed back into shape 6/10/23

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23/13 - External rear of dry storage pallets and trays stored too close to building - trays preventing inspection of building for potential proofing issues. Pallets close to door could cause potential harbourage close to door Action taken by customer - Trays moved 09/10
 23/14 - External yard to left of ext 10 the old roller door to right base gap requires sealing to prevent potential mice ingress into loading bay Action taken by customer - Gap sealed 29/09/23

An in-depth Biologist visit in scheduled for 4 times a year.
 Biologists visit Thetford 29/09.23
 Conducted by AB
 No rodent activity internally
 Light mice activity externally
 No bird issues
 No rat issues
 Confirmation all previous recommendations closed

Biologists visit March
 Inspection dated 03/10/23 –
 No evidence of rodent activity.
 No crawling insect activity.
 No external rodent activity

N/A Clauses

- 6.1.3 No Diesel Trucks
- 6.2.6 No Open Foods
- 6.4.4 No Tankers/CIP
- 6.5.3 No Product Specific Disposal
- 6.5.4 No Product Specific Disposal
- 6.5.5 No Product Specific Disposal
- 6.5.6 No Product Specific Disposal
- 6.6.7 External contractor

7. Good Operating Practices

There are specific measurable conditions at product receipt that are critical to product safety, legality, quality, or integrity. Product delivered to site is either frozen, chilled or ambient with minimum temperatures clearly communicated to operatives. Product is required to be moved from a non-frozen to a frozen environment within 15 minutes if that specific product type

Evidence Viewed - The CCPs are clearly documented in the HACCP plan and SAV_07_030 Temperature Recording SOP

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The checks are included in the product receipt procedure Viewed SAV_07_10 Process of Receipt Temperatures will be taken from the front back and middle of the load. Temperature recorded on inbound paperwork along with the probe serial number

Evidence - SAV_07_010, Process of Receipt and SAV_07_030 Temperature Recording SOP

The Process of receipt procedure includes an inspection to ensure loads are free from pest infestation, contamination, or damage, that products are in satisfactory condition, and that loads have been held under secure conditions. There is also a system check on residual shelf life/durability code. Intake records viewed as part of trace and during facility inspection. No issues observed.

Loading staff are trained and competent in damage prevention during loading

Products are stored and distributed on pallets. They are stacked in a method to reduce damage or contamination and are wrapped securely

Products were seen to be stored off the floor on pallets or racking.

All refrigerated stores are capable of maintaining temperature of -24°C to +8 °C Target temperatures for chilled products are between 1°C and 8°C and for frozen -18 °C. At the time of audit, all products were being stored at frozen temperatures

Temperature is automatically recorded via the computerised system which is alarmed if temperatures exceed set parameters. A SMS message is also sent to the General Manager and nominated deputies. Records are retained for at least shelf life + 12 months.

Evidence viewed –

Alarm store RDM monitoring system (Resource Data Management)

Email to Senior Management and Supplier in the event of temperature dropping outside of tolerance

Cold Store Temp viewed for w/c 31/08

cold store 1

Cold store 2

Cold store 3

All remain in temperature tolerance

Temperature uniformity throughout the storage areas is established by positioning the monitoring probes at the highest point. As all products are frozen and fully packed there are no restrictions to product placement in terms of food safety.

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In the event of refrigeration equipment breakdown, the site has 3 coldstore in total which can be utilised along with refrigeration maintenance and breakdown procedure detailed in the business continuity plan.

Evidence viewed - Business continuity Plan

An appropriate glass and brittle material handling procedure Management of broken glass procedure is in place. Which includes recorded checks, cleaning/replacing items and what to do in event of breakage (isolation, cleaning, disposal, and authorised clearance inspection). There is an inspection completed monthly based on risk on the condition of glass and brittle plastics

Glass and Hard Plastics completed monthly through use of safety culture
No issues report

Viewed completed report 15/09/23 completed by DT
Viewed completed report 25/08/23 completed by DT
Viewed completed report 14/07/23 completed by DT

Thetford

Viewed completed report 19/06/23 completed by DB
Viewed completed report 21/07/23 completed by CGA
Viewed completed report 22/08/23 completed by CGA
Viewed completed report 06/09/23 completed by CGA

All spillages or breakages that pose a risk of product contamination would be recorded in an incident report

Evidence viewed - Viewed for Thetford, Emergency Light box knocked off 19/05/23 N/C 212 raised as a result

Chemicals are risk assessed, managed, and handled by trained personnel. Chemicals used on site are clearly labelled with MSDS and data sheets are available.

Evidence Viewed – Approval - chemical list SAv_06_044 Issue date 2 Date 22/03/2023

Chemicals are stored in a designated storage area with restricted access.

Strongly scented/taint-forming materials are not used.

Effective stock rotation is enabled by product labelling/receipt documents.

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Evidence Viewed – Location M2 B 19 was checked on the WMS and its contents was verified as being accurate

Stock rotation is managed via FEFO which is system driven.

There is a procedure for products that require positive release or other special release systems.

Evidence viewed - Product Release Standard Operating Procedure

A documented allergen cross-contamination risk assessment is in place which covers storage, distribution, packaging formats and physical state of the allergen containing products. No allergenic products assessed as being of higher risk as the company only handles fully packaged products. The only allergen on site at the time of the audit was nuts

There is an allergen plan/procedure in place doc which includes specific handling to reduce damages along with a spillage procedure to avoid cross contamination.

Evidence Viewed - Standard Operating Procedure for the handling and storage of allergenic products Allergen Policy displayed on notice boards

N/A Clauses

7.6 No Positive Release requirements

8. Personnel

There are comprehensive induction and training procedures in place. Documented training procedure within the Quality Management System manual is in place. Induction training includes training of SOP Manual which covers all SOP referenced during this audit

Evidence Viewed :

Induction documents for
 DB -Warehouse Op – 05/08/2013
 MB - Driver – 04/03/2017

Contractors are inducted and requirements are specified in induction and sign in procedures.

Ongoing assessment of staff competency is managed through a training matrix

Agency staff are trained in the same procedures at induction as full-time employees.

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Detailed individual training records, and a list of approved trainers are kept. Training is completed is CCPs

Evidence Viewed:

Viewed Training Procedure 8.1 of the quality manual

Viewed Training Records for DB

Employment commenced - 05/08/2013

Induction completed 05/08/23

SOP Receipt of goods - 17/11/2022 - 30 minutes

SOP Temperature Recording Warehouse - 20/12/2022 - 30 minutes

Pest control awareness training. - 17/01/2022 - 30 minutes

Food Safety - 20/01/23 - 1 hour

Powered pallet truck (Low level). - 31/10/23 - 2.5 hours

Counterbalance Truck training - 01/11/2022 - 6.5 hours

Reach Truck Training. - 02/11/2022 - 5.25 hours

How to inspect pallet racking - 26/09/2017 - 7 hours

Allergenic Training - 20/12/2022 - 45 minutes

Viewed MB

Induction 4/3/17 Tachograph Knowledge Questionnaire - 19/08/22 - 1 hour Analogue and digital tachograph - 07/05/11 - 7 hours

Vehicle load handling systems and safe vehicle - 10/03/12 - 7 hours

Safe and economic driving, company procedures and secure transport ops - 18/03/2013 - 7 hours

Drivers hours, wtd and digital tacho LGV - 19/03/14 - 7 hours

Professional Driver B and H&S C - 03/03/2019 - 7 hours

Viewed TB

Contract Packing SOP 30/07/2022 - 30 minutes

SOP for blast freezing - 21/10/22 - 1 hour s

CCP Training 7.3 Temperature Recording Warehouse

Staff interviewed during the audit were competent in their roles and included warehouse, relabelling, and driving staff.

Evidence – Interview with DB, MB and TB during site tour

Competency of staff is reviewed as part of SSOW reviews at least annually. A programme of refresher training on updated procedures is in place. There is a full training matrix in place.

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Personal hygiene standards, which include work wear/PPE, smoking, eating, and drinking, jewellery hand cleaning/personal hygiene and sickness reporting are documented and checked as part of quarterly hygiene audit. Personal Hygiene standard Policy documents the site rules and policies.

Evidence viewed - Personal Hygiene Policy, this is trained to all staff at induction and visitors (including the auditor) on arrival

Eating and drinking are permitted in staff rest areas only.

Smoking is permitted in designated external areas only. Provision for smokers' waste in place,

Provided workwear was seen to be maintained in good and clean condition.

Plasters are coloured blue and are controlled and monitored by onsite qualified first aiders.

The use and storage of personal medicines is controlled via health declaration.

A visitor health questionnaire is in place with a verification check by the company host.

A Health declaration form is in place to enable staff, including temporary staff, to notify the site of any relevant symptoms, infection, disease, or condition which they may have been in contact with or be suffering from.

There were no issues regarding compliance to the documented hygiene policies

N/A Clauses

None

9. Handling of open food products

Not applicable

N/A Clauses

Click or tap here to enter text.

10.1 Wholesaler Module

Not applicable

N/A Clauses

Click or tap here to enter text.



10.2 Branded Products

Not applicable

N/A Clauses

Click or tap here to enter text.

10.3 Other Wholesale Operations

Not applicable

N/A Clauses

Click or tap here to enter text.

12. Ecommerce

Not applicable

N/A Clauses

Click or tap here to enter text.

13. Contractual arrangements (all services)

The following contracted services are carried out where required by customers: blast freezing and contract packing

There are formally agreed contracts/service level agreements in place which are controlled centrally and detailed in section 3 of this report. These agree the level of service that will be provided and are completed with due regard to the site's processes and relevant controls/risk management systems.

All services are covered by the site's hazard and risk analysis with procedure SOP010 in place covering the blast freeze procedure with effectiveness checked, with each load checked at the end of the blast freeze cycle. Any changes to products, service components or equipment are assessed to identify any additional potential risks and appropriate control measures put in place if required. The site ensures that products can be traced through the contracted operations, including mass balance, batch code and pallet number traced through the Ultima WMS with all movements of products controlled by the product owner.

The traceability test conducted during the audit as detailed in section 3 of this report covered the blast freezing service and included a mass balance/quantity check.

Blast Freezing training documents are in place, and these have been trained to staff. No activity was taking place during the audit. Blast freezing is managed through temperature checking logs carried out by warehouse staff and signed off by supervisor throughout the 24/36/48-hour blast freezing

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cycle. Appropriate training was undertaken by the individuals undertaking the activity as seen reported in section 8.

With regards contract packing, there is a risk assessment carried out to establish potential risks to product safety and quality to establish appropriate suitable controls.

Evidence viewed - Evidence viewed - SAV_03_055 Food Safety Packing Line Risk Assessment Viewed 12/01/23.

Product and packaging materials is stored under conditions to prevent the risk of contamination and deterioration. Any part-used product or packaging materials is effectively protected before being returned to storage.

The setting of date codes is only completed by an authorised member of staff.

Evidence viewed - Contract Packing SOP SAV_15_30 - Nominated team leader amends Date

Documented checks of the line are carried out before commencement of packing and following changes of product. These ensure that areas have been suitably cleared and are ready for the next packing run. Documented checks are carried out at product changes to ensure that all products and packaging from the previous packing run have been removed from the line before starting the next packing run. Records are maintained to ensure full traceability of all component parts. Inventories of these parts are maintained with any damaged stock reported to the customer Finished product checks are carried out in accordance with customer requirements

Evidence viewed

Date 13/10/23
Pick List Number 118303
Line cleared start of run - verified
Line cleared end of run - verified
Intake number - 56088
Probe number - D18381331
Starting pallet number - 55742B/16
Time out of freezer - 11.35
Tag Check BBE Date First Loaf. -Sep 24
Tag Check BBE Date Last loaf - Sep 24
Box check BBE Date - Sep 24
Temperature - -17.02
Time Putaways into freezer
Finished pallet number 56099/1
Stock can only be out of the freezer for 15 minutes

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CCP - if product is above -17 after repacking, please escalate

Documented procedures are in place to ensure that products are packed into the correct packaging and correctly labelled.

Evidence viewed - Viewed SAV_15_030

Issue date 30/05/2022

Standard Operating Procedure for Contract Packing

Linked SOP

SAV_07_010 SOP 7.1 Receipt of Goods

SAV_07_030 SOP 7.3 Temperature Recording

SAV_07_060 SOP 7.6 Despatch of Goods

SAV_013_010 SOP 13.5 Blast Freezing

Allied Bakeries

N/A Clauses

None

14. Product Inspection

Not applicable

N/A Clauses

Click or tap here to enter text.

15. Contract Packing (Repacking, Assembly Packing)

There is a risk assessment carried out to establish potential risks to product safety and quality to establish appropriate suitable controls.

Evidence viewed - Evidence viewed - SAV_03_055 Food Safety Packing Line Risk Assessment Viewed 12/01/23.

Product and packaging materials is stored under conditions to prevent the risk of contamination and deterioration. Any part-used product or packaging materials is effectively protected before being returned to storage.

The setting of date codes is only completed by an authorised member of staff.

Evidence viewed - Contract Packing SOP SAV_15_30 - Nominated team leader amends Date

Documented checks of the line are carried out before commencement of packing and following changes of product. These ensure that areas have been suitably cleared and are ready for the

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next packing run. Documented checks are carried out at product changes to ensure that all products and packaging from the previous packing run have been removed from the line before starting the next packing run. Records are maintained to ensure full traceability of all component parts. Inventories of these parts are maintained with any damaged stock reported to the customer. Finished product checks are carried out in accordance with customer requirements.

Evidence viewed

Date 13/10/23
 Pick List Number 118303
 Line cleared start of run - verified
 Line cleared end of run - verified
 Intake number - 56088
 Probe number - D18381331
 Starting pallet number - 55742B/16
 Time out of freezer - 11.35
 Tag Check BBE Date First Loaf. - Sep 24
 Tag Check BBE Date Last loaf - Sep 24
 Box check BBE Date - Sep 24
 Temperature - -17.02
 Time Putaways into freezer
 Finished pallet number 56099/1
 Stock can only be out of the freezer for 15 minutes
 CCP - if product is above -17 after repacking, please escalate

Documented procedures are in place to ensure that products are packed into the correct packaging and correctly labelled.

Evidence viewed - Viewed SAV_15_030
 Issue date 30/05/2022
 Standard Operating Procedure for Contract Packing
 Linked SOP
 SAV_07_010 SOP 7.1 Receipt of Goods
 SAV_07_030 SOP 7.3 Temperature Recording
 SAV_07_060 SOP 7.6 Despatch of Goods
 SAV_013_010 SOP 13.5 Blast Freezing
 Allied Bakeries

N/A Clauses

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None

16. Quantity Control Inspections

Not applicable

N/A Clauses

Click or tap here to enter text.

17. Contract chilling/freezing/tempering/defrost and high-pressure process operations

The site has an agreement with customers to accept product directly from them in which has not reached its required temperature, these are placed into the chillers and held on the WMS for a set period as dictated by the customer. All product is temperature checked prior to dispatching.

The site CCP's manage criteria for any of the sites contract operations:

CCP1 Goods inwards Frozen products to site

- min - 15°C

CCP3 Cold storage temperatures

- -18°C to -22°C Frozen

CCP4 Vehicle loading and in transit temperatures.

- vehicles set 22°C Frozen

Environmental controls are in place and are continuously monitored minute-by-minute via the HMI SCADA system which alarms when temperature parameters are breached.

If the temperature rises above safe set parameters in the HMI SCADA system, the Refrigeration engineer at HF Refrigeration is alerted on his mobile as is the site senior management team so as appropriate action can be taken prior to the temperatures of products falling outside the specification of customers specified requirements

Bacterial growth due to incorrect temperature is a risk within the coldstore and requires the temperature to be -18°C plus/minus 3°C

Evidence Viewed

Viewed Sav_03_074 - Blast Freeze Record

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Account CK Meats
 LA number 55767
 Date received 12/10/2023
 Date in blast freezer - 12/10/23
 Time in blast freezer 07.12
 27 pallets total
 Example
 KY000196 - Pork Belly -
 BB Date 09/10/24 -
 Carton 65 -
 Receipt temp 2.6
 Time out blast freezer - 06.35
 Frozen Temp -- 18.1
 Time puttaway in store 06.39

N/A Clauses

None

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

Not applicable

N/A Clauses

Click or tap here to enter text.

19. Waste recovery and recycling

Not applicable

N/A Clauses

Click or tap here to enter text.

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