

# Form

# Service contract

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| Company  |   |                                     |                             |  |  |
|--|---|-------------------------------------|-----------------------------|--|--|
| Address  |   |                                     |                             |  |  |
|  |   |                                     |                             |  |  |
| Phone  |   |                                     |                             |  |  |
| Fax  |   |                                     |                             |  |  |
| Contact person Dispo   |   |                                     |                             |  |  |
| Phone Dispo  |   |                                     |                             |  |  |
| Contact person QM  |   |                                     |                             |  |  |
| Phone QM   |   |                                     |                             |  |  |
| Emergency phone no.  |   |                                     |                             |  |  |
|  |   |                                     |                             |  |  |
| Which quality management system is in place at your company? |   |                                     |                             |  |  |
| ☐ IFS [International Food                                    |   | ☐ QS Logistik Obst und Gemüse       | □ ISO 22000-2005            |  |  |
| Standard] Logistics  |   | [QA Logistics Fruit and Vegetables] |                             |  |  |
| ☐ IFS [International Food                                    |   | ☐ IFS [International Food           | ☐ British Retail Consortium |  |  |
| Standard] Cash & Carry                                       |   | Standard] Food                      | (BRC)                       |  |  |
| □ Other:   | _ | ☐ Currently no certification        | Planned as of               |  |  |

Please enclose a copy of the current certificate.

# **General requirements**

- The temperature of all cold storage facilities must be documented and be kept at least 2 years
- A system for pest control is introduced (at least rodents and flying insects)
- All workspaces are adequately lit
- There is a list of glass inventories and a system for monitoring glass and hard plastic parts
- The storage temperature must be drawn from the order and must be adhered to.

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#### Hygiene requirements

- The cold storage facilities and storage rooms must be easily passable and in a hygienically perfect condition.
- Deployed cleaning agents must be approved for the food industry.
- Insofar as service providers are deployed for cleaning, they are sufficiently trained.
- The outdoor areas must be kept clean.
- There is a safety data sheet for all detergents and disinfectants.
- Cleaning equipment and agents are sufficiently marked.
- The loading ramps must be designed so that an adverse effect on the product is excluded.
- There are cleaning plans and protocols, which can be requested if required.
- Defective goods are to be stored separately from transportable goods or respectively with suitable measures, in order to exclude a contamination risk.
- The storage of Genetically Modified Organisms (GMOs) is strictly prohibited.
- All employees who are in direct contact with the goods must be instructed at least once a year in questions of hygiene.

#### Service and maintenance

- The Contractor disposes over a service and maintenance plan of the cooling units.
- All testing and measuring equipment used is regularly calibrated and tested.
- All maintenance and servicing must be documented and capable of being viewed on demand.

# Transportation and emergency

- Faults or defects in the cooling system must be reported immediately.
- The Contractor has introduced an emergency plan in the event of product recalls or product manipulation. This is regularly trained and checked.
- 24-hour access is guaranteed under the aforementioned emergency number.

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# **Food Defence**

- The Contractor undertakes to train his/her personnel with regard to product protection and product manipulation possibilities
- A product manipulation must be excluded, when loading and unloading
- The Contractor warrants that he has introduced a program for product protection, which secures the goods within his sphere of influence against unauthorised access or influence and that a risk analysis for product protection is regularly carried out

| - The Contractor has appointed a Food Name:                         | Defence Officer.   |
|---|--|
| We hereby confirm that we undertake to compoure to compour and Euro | ply with all the above requirements, as well as all pean laws. |
| Diago dete  | Circa at use / Change  |
| Place, date   | Signature/ Stamp   |

| Document name                 | Release date | Release |
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