ANNEX A

Food Safety Policies

Purpose
This procedure outlines the steps that are necessary to ensure that food reaching the consumer is free of contamination and maintained at the appropriate temperatures during transportation. The safe handling (loading, storage and despatch) of food under controlled conditions are key steps in ensuring that the food that ultimately reaches the consumer is safe to eat and is of the highest quality by not compromising on food safety and halal standards as well as customer requirements.

The procedure also specifies that in the event of non-compliances with this procedure, all corrective actions that need be taken shall be recorded and communicated to Supplier.

Scope
All finished products delivered to Logistics Service Provider(s) (LSP) and/or customers.

Responsibility
Goods Out Operatives – Loading / Unloading of vehicles
Food Point / LSP / Customer Drivers – Delivery of finished products

Transport by Food Point & Customer Vehicles
All vehicles shall be approved by the Food Control Department of Dubai Municipality and shall meet the requirements of Dubai Municipality Food Transportation Guidelines.

1. The vehicle shall back up onto the Food Point sealed loading dock. The Goods Out team shall check the cleanliness, physical condition, security, and refrigeration equipment of the vehicle prior to loading. This ensures that the vehicle is in a clean condition and functioning properly to maintain product temperature. This shall be recorded on the Delivery Order (FORM-OPS-GOA-005). Vehicles shall not be accepted for loading if they are not clean, or have faulty cooling units.

2. Finished products requiring temperature-controlled environments shall be transported in vehicles that consistently maintain these temperature controls.
   a. At 0 to 5°C (maximum 8°C) if chilled
   b. At -18°C if frozen

NB: For frozen despatch, the vehicle shall be pre-cooled to between -12°C and -18°C before loading frozen products. No products should be loaded until the vehicle reaches -12°C or lower. Pre-cooling time and temperature shall be recorded on the Delivery Order (FORM-OPS-GOA-005).

3. The Goods Out team should check the temperature of the finished product for each pallet to be loaded by using a calibrated infrared thermometer. All temperatures shall be recorded on the Despatch Record (FORM-OPS-GOA-003). The temperature of all finished products should be
   a. At 0 to 5°C (maximum 8°C) if chilled
b. At -18°C (maximum -12°C) if frozen

If any finished products are determined to be above these temperatures, these shall not be loaded but shall be placed on hold and the Technical department informed immediately.

4. The Goods Out team should check the vehicle temperature after loading. The vehicle air temperature should be 8°C for chilled despatch and -12°C for frozen despatch. If the temperature is above these temperatures, the doors shall be closed immediately. The vehicle temperature shall be checked regularly until the required temperature is achieved. Vehicles are not to leave Food Point premises until the correct temperature is achieved.

5. After loading, the Goods Out Operative should place the pre-checked and configured data logger in the required vehicle location. The data logger shall be returned by the driver during the following trip back to Food Point. The data shall then be saved by the Goods Out team on the Food Point server.

**NB: For customer provided vehicles, data loggers are optional.**

6. The vehicle shall be closed and a seal placed on the lock. The seal number shall be recorded on the Delivery Order (FORM-OPS-GOA-005).

7. The remaining information required on the Despatch Record (FORM-OPS-GOA-003) and Delivery Order (FORM-OPS-GOA-005) shall be completed and signed by the Food Point Goods Out ERP Team Member, Food Point Security personnel and Food Point driver / customer driver. Copies of these documents shall be provided to Food Point Security personnel and the driver.

8. The driver will deliver the finished products to the customer and wait for the unloading to be completed. The vehicle driver must not turn off the refrigeration equipment **AT ANY STAGE** whilst transporting the product.