

1. Purpose

Establish general guidelines for the assurance of food safety of finished product during its storage, management and distribution through the sales and distribution centers of Grupo Bimbo.

2. Scope

Applies to all sales and distribution centers associates of Grupo Bimbo and outsourced associates that manage the product storage and distribution in any Business Unit of Grupo Bimbo.

3. Definitions

Date Code: Information printed on the package that defines when and where product was manufactured and the best if used by date or expiration date of the product.

Food defense: The effort to protect food from intentional acts of adulteration where there is an intent to cause wide scale public health harm.

Dolly: Special equipment, in internal product transportation, consisting of a base with wheels to facilitate movement of stacks of finished product.

Expiration date: Last date a product is to be consumed.

Food fraud: fraudulent and intentional substitution, dilution or addition to a product or raw material, or misrepresentation of the product or material, for the purpose of financial gain, by increasing the apparent value of the product or reducing the cost of its production.

Facility Schematic: Graphic representation of the sales or distribution center showing product flow-receiving, storage and shipping as well as support areas-restrooms, offices etc.

Inverse logistics: It's the process of planning, implementation and flow control of finished product, from a consumption or distribution point, until a recovery or proper disposal point.

Lot number: Information printed on the package that identifies when product was manufactured

Low melting point product: Product or ingredient contained therein that melts rapidly with heat.

Return product: Material or finished product that has expired and is returned from the market.

Fresh product: Material or finished product that meets the quality and food safety standards, within the established shelf life of the product

Nonconforming product: Material or finished product that does not meet the quality and/or food safety standards and cannot be placed in the market for sale.

Records: Physical or electronic document that provides evidence of the activities performed.

4. Responsibilities:

Global Quality and Food Safety Department: Issue and communicate, to the quality and food safety leaders of each Business Unit, the guidelines focused on quality and food safety.

Global Operations – Logistics, Fleet and Sales Departments: Communicate this policy to those who manage and distribute finished product, to assure food safety and alignment to local applicable regulation of each country.

Logistics and/or Dispatch Director / Manager: Successful implementation of this policy to ensure safe, fresh products are delivered and nonconforming, returned products are managed appropriately. Also responsible to assure all appropriate personnel are trained in this

Dispatch managers and supervisors: Assure all appropriate personnel at the sales and distribution centers are trained on this policy.

Business unit leaders from Logistics, Fleet and Sales Departments: Are responsible to communicate to the sales and distribution center associates this policy and to ensure its application.

Fleet Administration: Ensure all vehicles have the proper legal permits and are maintained to ensure sanitary conditions.

Sales Personnel: Ensure proper handling of the finished product from receipt at the sales and distribution center to the customer. Also ensure proper handling of any nonconforming or returned products, according to the requirements from the Global Quality and Food Safety Department.

Real Estate Area and Sales Center and/or Distribution center Responsible: Ensure that new facilities have the appropriate sanitary conditions and that landlord, and any 3rd party supplied services accomplish the requirements of this policy.

5. General guidelines

With the purpose of continuously improving our processes, in matters of food safety, it is policy of Grupo Bimbo that associates responsible for the management of the storage and Distribution of the products meet with the following guidelines:

Documents and record control

A designated associate from the sales and Distribution center is responsible to assure the following documents are available:

- *Pest control*
 - Original or copy of the current contract or service agreement with the pest control supplier.
 - Supplier permission that can perform this activity, according to the applicable legislation.
 - Training certifications/licenses from personnel that perform the pest control activity.
 - List of chemicals used and methods, approved by the food safety area of the Business Unit.
 - Trap location map, inside and outside the sales and distribution center.
 - Visit Schedule from the pest control supplier.
 - Record of findings and recommendations of each visit.
 - Record of the application of corrective actions related to the previous findings.
 - Trap labels with minimum information of the trap number, date and revision responsible. All the traps must have labels: one on the trap and another over the wall just above it.
- *For product traceability must have:*
 - Production and expiration dates calendar
 - Records of receipts and shipments of finished product.
 - Identification of destination points where the product was stored or distributed.
 - When there is a nonconforming product and it needs to be destroyed, it must handled according to the procedures established in **PGB-FL-SP-01 Procedure for destruction of product on Sales**

Centers located on GB-On /Global Handbooks/ Global Fleet Department – Sales Center Shipping Area.

- *For training must have:*
 - Records which will include the date, who was trained, what training was conducted, instructor, and media used. Training to be conducted with all new hires and annually thereafter.

Contract Services:

- *Cleaning and pest control*
This activity may be done with internal or external personnel according to applicable legislation. For services done by a third-party, the personnel must have a current contract and comply with the following points:
 - The chemicals used must be approved by the food safety team from the Business Unit.
 - All cleaning, sanitizing, and maintenance chemicals shall be stored in a secure, locked area that is separate and away from storage area designated for food and packaging materials. Access to the secured storage area shall be limited to Sales center Management personnel, BBU Food Safety personnel, and those individuals who have received proper formal training in the handling and use of cleaning, sanitizing, and maintenance chemicals.
- *Storage or Distribution by external companies*
All external personnel that provide services to Grupo Bimbo to store or distribute new products shall be aligned to this policy, in case of non-compliance, sanctions or a contract rescission may result.

Food safety system

- All Finished product must be held inside the Sales Center/Distribution Center and located according to the dispatch layout and duly identified.
- Product must be shipper First In First Out according to the date codes.
- No expired product must be delivered to the commercial area (sales), without the expiring date impressed or with any quality deficiency.
- In inverse logistics, the shipping-reception area must not receive any return product before or after the collection code; to do so, the authorization of the sales supervisor will be required.
- Under no circumstance should products be retagged if their original tag has been erased or fell off since traceability is lost.
- Trays/baskets of product must not be stored directly on the floor. Bottom tray or basket of a stack of product must be empty or trays and baskets of product must be in racks or on dollies. Racks, trays, and baskets must not be stored outside. Note: Product in bottom trays/baskets being shipped within 24 hours is not considered “stored”. If any product is left after route trucks have gone for the day, bottom baskets/trays must be empty or otherwise off the floor. Product on pallets is in compliance to this requirement.

Product identification, tracking and recall

Non-conforming products should be handled accordingly:

- Non-conforming or returned product must be segregated from fresh product in a confined and designated area for disposal.
- Must be destroyed, according to the approved procedure of the Business Unit.

Destruction of products must be documented including code dates, quantities, photographs of destruction and an authorized signature indicating that the proper procedures and precautions were followed

Facilities and equipment construction

- The receiving, storage and shipping areas of the Sales Center/Distribution center must not be in direct contact with workshops of fleet maintenance, fleet washing areas, hazardous chemical storage, recycling.
- Every sales center shall maintain a cleared 18" (50 cm) wide perimeter in all storage areas. Anything in this 18" area must be easily movable for cleaning, inspection, and pest control.
- The pest control device locations shall be defined according to the risk analysis and must be in compliance with the applicable regulation.
- All traps that are out of place, broken, crushed or dirty, as well as situations that put the finished product at risk, must be corrected by the pest control

Personnel hygiene

- The hygiene requirements must be known by all the personnel and include:
 - All associates shall wash hands prior to work and after each visit to the locker room, restroom, canteens, or after touching any unclean surface such as floors and equipment.
 - Smoking and eating are not allowed sales center product areas.
 - Uniforms must be in good condition and clean.
- The sanitary facilities as bathrooms and dressing rooms must comply with the following requirements:
 - Must be separated from the product storage area.
 - Kept clean and available for use.
 - Sanitary drainage should not be connected to another drainage of the facilities.
 - Access to appropriate hand washing equipment must be available.
 - Have signs that show associates how to clean their hands, in the appropriate languages.

Personnel practices

- All visitors must comply with the Visitor Policy of the local Business Unit.
- All associates are responsible for reporting any conditions that may compromise the food safety or quality of the finished product.

Storage and transportation

- *Temperatures*
 - Low melting point products must be stored in coolest part of the shipping area,
 - If the product requires refrigeration or freezing:
 - Must place as soon as possible into to the freezer or cooler. The temperature must be monitored and documented to assure proper holding temperatures.
 - Have temperature control and registration monitors that ensure traceability of storage conditions, when required.
- *Equipment management*
 - The equipment received from the market shall be consolidated for shipment to production center or Distribution center for cleaning, according to each Business Units plan.
 - All sales equipment must be free of dirt, substances or objects that could contaminate the products.
- *Loading, transport and receiving practices:*
Transport trailers and route trucks must:
 - Be clean and pest free
 - Be appropriate for the products they are transporting
 - Have the appropriate permits etc. Required by regulation.

Waste management

- Each Sales Centers/Distribution Centers must have an appropriate number of waste containers to accommodate all waste (e.g. plastic, paperboard, metal, organic, etc.).
- The Sales Center/Distribution Center manage the waste removal to avoid pest issues.

Food Defense and food fraud

The Global Quality and Food Safety Department must:

- Must provide the appropriate methods and guidance to prevent intentional adulteration, Sales center/Distribution Center responsible must:
- Ensure that only authorized personnel have access to the vehicles and the storage areas, through designated access points.

Crisis Management

The Crisis Management Committee shall respond to any food safety issue

- Following the established guidelines from the **FGB-QS-01 Global Policy on Crisis Management and Business Continuity.**
- Have an updated list of the emergency contacts.

6. Responsibility / Ownership

The Global Quality and Food Safety Department is the assigned owner of this policy and is primarily responsible for its contents, updating, monitoring of its compliance and submission for approval before the Global Internal Control and Risk Management Department, the Steering Committee, and CEO.

7. Updates

The changes implemented in between versions are described below

Revision / History of the revision				
Version	Revision date	Updated by:	Approved by:	Main changes
1				