



## Contract Service Providers Lesson

### 1. Policy

- 1.1. Contract Service Providers are individuals or organizations that are not employed by the business but are contracted to provide specialist services that may include companies involved in:
  - 1.1.1. Transportation
  - 1.1.2. Construction
  - 1.1.3. Contract Labor Hire (Staffing Agencies)
  - 1.1.4. Engineering
  - 1.1.5. Pest Control
  - 1.1.6. Sanitation
  - 1.1.7. Chemical Management
  - 1.1.8. Trash Collection
  - 1.1.9. Refrigerated Storage
  - 1.1.10. Uniform Cleaning
- 1.2. The contract services address outside organizations controlled, monitored, and verified by the company to ensure that food safety is maintained, and customer specifications are achieved.
- 1.3. Contract Manufacturers ensure that food safety hazards are managed by both the contractor and the certified site in a manner that aligns with the SQF code.
- 1.4. The relationship between the site and contract manufacturer is different from that of a supplier in that they are seen to be an integral part of the manufacturing process. Where they control the entire manufacturing process, customers see them, and stakeholders require the same level of oversight.
- 1.5. The contract manufacturing must be assessed for risk to determine if their process or part is high or low risk.

### 2. Procedure

#### 2.1. Contract Service Specification

- 2.1.1. Detailed information where the full services provided are written on the Contract Service Providers Services Specification Form.
- 2.1.2. Describe the safety of products to protect from the actions and presence of contract personnel.
- 2.1.3. Ensure that the contracts and specifications are up to date and documents are reviewed annually or as needed.
- 2.1.4. Include on the contract service specification that the contract manufacturer assessed the service providers for risk to determine if their process or part is high or low risk. This determines how they are managed.
  - 2.1.4.1. High-risk sites must achieve SQF certification, and low-risk sites must comply with SQF or another GFSI recognized program in a particular food sector category.
  - 2.1.4.2. See *Risk Assessment*
- 2.1.5. Labeling
  - 2.1.5.1. To ensure that the customers are aware that contracted sites are manufacturing some products, the manufacturer's name is included on the packaging label. See proper labeling on the packaging – *FDA CFR 101.5*.

#### 2.2. Contracts or Service Agreements

- 2.2.1. Agreement between the company and the contract service provider is in order and properly negotiated.
- 2.2.2. Once finalized, established by Quality Department and signed between related parties – Management and Service Provider-.
- 2.2.3. Special Case: If contract or services agreements are not in place before providing services, contracted personnel accompanied by the quality personnel throughout the establishment as part of the food safety and food defense program while providing said services.



- 2.2.4. Even Contracted personnel in special cases are not exempted from the documents needed to provide based on company requirements.
- 2.3. Service Provided
  - 2.3.1. Transportation Service Provider
  - 2.3.2. Building and Construction Service Provider
  - 2.3.3. Contract Labor Hire (Staffing Agencies)
  - 2.3.4. Engineering Service Provider
  - 2.3.5. Pest Control Service Provider
  - 2.3.6. Sanitation Service Provider
  - 2.3.7. Chemical Management Service Provider
  - 2.3.8. Trash Collection Service Provider
  - 2.3.9. Refrigerated Storage
  - 2.3.10. Uniform Cleaning Service Provider
  - 2.3.11. Other Services providers outside the company
- 2.4. Qualification of Contracted Personnel
  - 2.4.1. Contracted personnel undergo or provide proof of training in the principles of food hygiene and food safety, including the importance of health and personal hygiene, as appropriate to the food, the facility, and individuals assigned duties based on Training Program.
  - 2.4.2. They undergo training on specific tasks such as:
    - 2.4.2.1. The contracted service provider does training;
    - 2.4.2.2. Training completed by the establishment; or
    - 2.4.2.3. Certification as a demonstration of Training.
  - 2.4.3. The contracted personnel fulfill their duties and responsibilities with a deeper understanding of what they are doing. They are fully equipped with knowledge and materials for their services.
- 2.5. Equipment and tools
  - 2.5.1. All equipment and tools utilized by the contracted services provider satisfy all certification requirements if necessary, and calibration requirements are current during the performance of the contracted service.
- 2.6. Permitted Chemicals
  - 2.6.1. The management approves all chemicals utilized by the contracted service provider.
  - 2.6.2. Safety Data Sheets (SDS) / MSDS collected and maintained by the Quality Department and the affected applicable departments.
- 2.7. Record Keeping & Monitoring
  - 2.7.1. A Contract Service Provider Registry includes all current contract service providers' specifications.
  - 2.7.2. To ensure that the company is compliant with SQF Code, the following documents and procedures are needed to review and provided:
    - 2.7.2.1. Inventoried product. See Inventory Management Program
    - 2.7.2.2. Receipt and/or use of contract products. See records
    - 2.7.2.3. Product shipping (location, descriptions). See Distribution Program
  - 2.7.3. Records are monitored by the Quality Department and kept organized for an appropriate period of 2 years, or such a time as currently described by the company documentation program.
- 3. Responsibility
  - 3.1. Quality department
    - 3.1.1. Provide the contract service specifications.
    - 3.1.2. Draft the contract or service agreement to be signed by both the company and the contract service provider.
    - 3.1.3. Inspect the qualification certification of the contracted personnel.
    - 3.1.4. Inspect the certification and specification documents of all equipment and chemicals used by the contracted personnel.



- 3.1.5. Review and approve contracted services
- 3.2. Management
  - 3.2.1. Together with the Quality Supervisor, review and approve contracted services.
- 3.3. SQF Practitioner
  - 3.3.1. Oversee the development, implementation, review, and maintenance of the site's SQF System.
  - 3.3.2. Ensure the SQF system is working and effective 24/7.
- 3.4. Finance/Legal Personnel
  - 3.4.1. Ensure that the contract is valid and properly discussed with both parties. Advise when additional tasks or tasks not included on the contract need to be included.
- 4. Corrective Action
  - 4.1. If contract or services agreements are not in place before providing services, contracted service personnel shall be escorted throughout the establishment as part of the food safety and food defense program while providing said services.
  - 4.2. If contracted service personnel have provided poor services, the quality department shall inform the contract service provider to reiterate the necessity of a training program.
- 5. Review – Quality
  - 5.1. Seek evidence of the existence of a register of contract service specifications.
  - 5.2. Review a selected sample of contract service specifications to confirm compliance with the SQF Code requirements, including personnel hygiene and welfare, by conducting interviews, review of specifications, and observation.
  - 5.3. Qualifications and credentials of contract staff.
  - 5.4. Knowledge of contract service and Code requirements by contract personnel.
- 6. History

| Revision No.: | Revision Date: | Description of Change: | Originator / Author Name: | Title / Department: |
|---------------|----------------|------------------------|---------------------------|---------------------|
| 0             | 20220906       | Original               | Arnel Ryan                | PCQI / Compliance   |

**Requirements:**

- (1) The trainee has read or received a verbal translation of all or part of the policy, procedure, method, and or SOP for which they are being trained.
- (2) The trainee has demonstrated the task they are to perform or the procedure for which they are being trained as required.
- (3) The trainee has demonstrated the ability to perform the task with acceptable proficiency and with minimal supervision as required.