

Solid Transport Quality Requirements

EMEA region

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Effective date	1st of March 2024
Revision history	First issued in: June 2017-version 1 Revised in: January 2021-version 2 Revised in: October 2021 Revised in: October 2023

All NEW information is highlighted in RED - in case a full chapter is new, only the title is highlighted.

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1. Objective

This procedure describes the **transport** requirements - for all BC finished products produced in Europe - that need to be respected by transport companies of solid products in order to ensure that the quality, food safety and security of services and products from Barry Callebaut are maintained.

This document replaces all previous versions of requirements and overrules any other quality, supply chain and transport requirements described in other documents.

Should you have questions related to the applicable requirements, please contact your contract owner for further guidance.

2. Scope

This procedure is applicable and compulsory for all transport of:

- solid / **palletized** Barry Callebaut finished products **and IBC containers**.

3. Glossary

Topic / Name	Explanation
Allergen	<p>A substance that may trigger a response of the immune system in allergic persons and result in an adverse reaction that can potentially be very acute and life-threatening, in case of anaphylactic shock. List of allergens shall be in accordance to the legislation of the country where the warehouse is located and includes:</p> <ul style="list-style-type: none">○ Cereals containing gluten; i.e. wheat, rye, barley, oats, spelt or their hybridized strains and products of these○ Peanuts and products of these○ Milk and milk products (lactose included)○ Soybeans and products of these○ Tree nuts and nut products○ Crustacea and products of these○ Eggs and egg products○ Fish and fish products○ Sulphite in concentrations of 10 mg/kg or more○ Sesame seeds and products of these○ Mustard and products of these○ Celery and products of these○ Molluscs○ Lupin○ Buckwheat
BC	Short for "Barry Callebaut"

By preference / can be used	“Recommendation”
CMR document	The CMR document is required for road transport. CMR stands for ‘ <i>Convention Relative au Contrat de Transport International de Marchandises par la Route</i> ’ and is a United Nations convention. In other words, an international agreement that contains the rights and obligations of parties involved in road transport: the shipper, carrier and addressee.
Driver	Person being under supervision and employed by the Transporter
Food Defense	Sets out requirements to secure products and to prevent intentional contamination.
GFSI	Global Food Safety Initiative is an industry-driven initiative providing thought leadership and guidance on food safety management systems necessary for safety along the supply chain. Certification can be achieved through a successful third-party audit against the relevant valid version of any of the following schemes recognized by the GFSI, including BRC, FSSC 22000, IFS, SQF, amongst others. In addition, we also accept AIB certification for North America.
Good Manufacturing Practice (GMP)	A system for ensuring that products are consistently produced and controlled according to quality standards. It is designed to minimize the risks involved in any food production that cannot be eliminated through testing the final product.
Transporter	Here considered as being Transporter in the sense of Supplier, Service Provider, Transport Company, Logistics Operators
Transporter Equipment	Here considered as a truck/conventional flatbed trailer/or a refrigerated trailer (equipped with an evaporator, a condenser, and a compressor), and truck related equipment for properly conducting the transport.
The Equipment	Here as being used in this document in the sense of 5. Equipment Compliance Requirements
Shall / should	“Obligatory”
Unit packaging	1 unit of the packaging type (e.g. 1 bag, 1 big bag, 1 carton box)

4. Responsibilities

Business Unit	Description
Barry Callebaut Purchasing Logistics	Barry Callebaut Purchasing Logistics is the global purchasing organization responsible for the management of transport contracts.
BC Regional QA EMEA	Regionally based QA department supporting the approval of transporters and performing transporter evaluations, etc. Owner of this document - will frequently review & update.
BC Supply Chain team	Executing corporate and regional guidelines to secure compliance at plant level.
BC Local QA	Executing corporate and regional guidelines to secure compliance at plant level.
Transporter / Carrier / Logistic Operator	Implement and follow the described requirements. Use and maintain the BC vendor portal - SRM for the interaction with corporate QA.

5. Equipment Compliance Requirements

The equipment will comply with, but not limited, to the legislation of the country in which products are loaded, transported and delivered. The equipment shall be specified as suitable for the transport of foodstuffs.

6. Safety requirements

- **Our vision:** Zero Accidents!
- **Our opinion:** each accident can be prevented!
- **Important safety guidelines for DRIVERS:**
 - Drivers need to have **safety shoes** and a reflecting Safety Jacket in highly visible orange or yellow in their PPE and wear them during the loading and unloading operation.
 - The maximum speed on Barry Callebaut sites is 20 km/h unless announced otherwise locally.
 - Overnight sleeping is not allowed on site.
 - Drivers visiting Barry Callebaut sites should periodically be instructed by their employer about the transport requirements, including hygiene and safety instructions.
 - Barry Callebaut does not allow other personnel than the driver for loading (e.g. children not allowed for safety reasons). Exception: second driver or trainee.

- Basic knowledge of language spoken at loading and unloading places OR English is absolutely compulsory! If not, the truck will be rejected.

7. Quality requirements

7.1. General Good Transport Practices

Good transportation practices shall be established to ensure that products are transported, stored and handled under sanitary conditions.

All trailers/trucks used for the transport of solid and/or packed BC finished products, shall comply with:

7.1.1. General

- Materials need to be in good overall condition (no cracks, no breakage, etc.).
- Trailer interiors shall be free from any material that may damage the delivered products (e.g. wooden sticks, sharp-edged materials, etc.).
- Materials and products shall be inspected for damage, pest infestation, potential security concerns such as perforated cases, exposure to moisture, unusual odors or unauthorized co-loads before (un)loading. The truck shall only transport foodstuff for BC (exceptionally it may be accompanied by similar products for other customers).
- All vehicles shall be verified to be clean, dry (no condensation on floor, walls or roof), free from leaks, pest, hay, off-odors and unusual residual materials (powder or liquid) prior to loading/unloading. It is recommended that the result of these checks is recorded.
- Products shall be protected from odor migration in transit.
- Broken or spilled products shall be cleaned up in a timely manner.
- Trailers shall have a robust floor to enable safe loading and unloading operations.
- Compatible with security seal mechanism as advised.
- Equipped with fully functional temperature monitoring and recording equipment (for the carriage of goods with temperature restrictions).
- Trailers shall not have transported prior to or not transport BC products in combination with any uncooked animal products (e.g. raw meat and fish), raw agricultural products, chemicals, **ADR goods** or any product or material which exhibit strong / unpleasant odors or present a health or food safety risk as defined by the safety data sheets. Examples of these products are paints, mineral oils, detergents, fertilizers. This list is non-exhaustive.

- Combination with non-food products in the same transport equipment is authorized on condition that these non-food goods are dry, odorless, fully packed and segregated to avoid leading to contamination or damage of the quality and integrity of our products.

The following is not authorized:

- Strong smelling loads are forbidden to be transported together with Barry Callebaut supplies (e.g.: soaps, paintings, oils, herbs, tobacco, detergents, chemicals, perfumes, fertilizers, fish, meat, onions, etc. - this list is only used as an example and is not exhaustive).
- Not fully packed goods (e.g. open cases). Goods and pallets transported together with Barry Callebaut deliveries should be well protected.
- Only metallic (e.g. aluminum) horizontal beams are allowed when taut liner trucks are used for the transport of cocoa products (cocoa powder, butter or liquor).
- Where internal lighting is present, it shall be protected. Unprotected glass bulbs, broken glass or hard plastic protective covers will not be accepted.

7.1.2.Sealing

- All trucks transporting BC finished products need to be sealed when leaving the Barry Callebaut location. Therefore, all trucks shall allow sealing of the goods. In these cases, seal numbers should be noted on the outgoing CMR or delivery document.
 - For full truck loads or direct deliveries from one Barry Callebaut location to one end customer the truck / container needs to stay sealed.
 - For multiple stop loads the truck cannot be sealed, but all necessary measures need to be taken to protect the product (e.g. truck locked-closed during transport).
 - For transport overseas and/or transport coming from outside of the EU or going from EU to non-EU countries the truck / container needs to stay sealed.
- The trailer has to be locked-closed during transport and this needs to be checked after stops during transportation. The driver must take special care to ensure that no tampering takes place.
- Special care must be taken when using curtain sided trailers (so called 'Tautliners'), for either whole load or combined deliveries. The curtain should be secured closed with a locking mechanism (e.g. TIR Cord). If this is not possible, then alternative precautions must be taken to avoid unauthorized tampering (e.g. use of secured parking facilities and inspection of the curtain for damage on return to the vehicle).

7.1.3.Food Defense

- Barry Callebaut has the responsibility to secure its products and services and operations from the threat of intentional contamination of the food chain. These efforts are called Food Defense and we depend on our carriers to do their part. We therefore have at Barry Callebaut procedures in place to ensure that we can prevent, contain and respond to such intentional acts. We expect carriers to have similar procedures and controls in place.

- On loading, the doors to the trailer will be sealed by Barry Callebaut staff. Seal numbers will be noted on the outgoing CMR document. The driver must ensure that the seals are not tampered with and remain intact until arrival at the customer. Any damage/breakage to the seals either during transit or detected upon arrival at the customer must be reported immediately to the Barry Callebaut Management.
- All trucks for multiple delivery drop points with no more than 24 hours delivery period from time of dispatch: it is sufficient for the vehicle to be under driver lock control, no seal requirement in place. Barry Callebaut expects the transport company to maintain the integrity and security of the load throughout the transit and have documentation available to show the previous drop points.
- The integrity of the rest of the trailer will be maintained for the whole period of transport. Any damage/tampering with the sides or roof of the trailer must be reported.
- The driver must maintain the security of the trailer for the entire period of transport, especially when he is absent from the cab (rest breaks etc.). Secure parking should be used, for example at official service stations. On returning from any break the driver is expected to check the integrity of the trailer. Drivers are advised to be aware of any suspicious activity in the area around their trailer and if necessary report it to the appropriate authorities.
- All openings (doors, inspection ports, hatches, etc.) on outbound shipments shall be sealed with a numbered, tamper evident, resistant seal and the seal number(s) annotated on the shipping documentation and loading control documents. In the event that a security seal has been broken by an authorized person (e.g. border / customs, police officers) there shall be:
 - Appropriate records to describe the reason for the seal removal.
 - A replacement numbered seal shall be applied and details recorded on the load documents.
 - Where permissible, the credentials of delivery drivers should be verified in addition to the delivery documentation (for example, driver name shown on delivery documents, photo ID on license).
 - If there is evidence of unsatisfactory shipping practices or tampering, then the materials shall be either rejected and returned, or immediately placed on hold.

7.1.4. Allergens

- Transport of allergens need to be in line with the EU 1169/2011 regulation.

7.1.5. Pest Control

- A documented general pest control program and practices shall be in place for the transport company, including effective prevention of pest activity in the transport equipment (e.g. trucks, containers) and storage locations used by the transport company. **Reports and checks shall be available for BC on request.**

7.1.6. Temperature and humidity-controlled vehicles

- Materials shall be transported in a manner that will ensure the maintenance of controlled conditions where applicable (e.g. temperature, protection from the environment). The transport process should not adversely affect the materials.
- Ambient conditions
 - For chocolate products ambient transport is allowed when:
 - The quality of the product shall not be affected by changes in temperature.
 - **This means that the temperature shall never exceed + 20°C if it forms a risk for the product. If this cannot be guaranteed (e.g. during hot summer times), the trailer shall be temperature conditioned. This will be requested by Barry Callebaut.**
 - Transport of cocoa products (cocoa powder, butter or liquor) & vending products can be done in taut liner trucks with the exception when temperature-controlled trucks may be required. When temperature-controlled trucks are required, this will be explicitly requested by BC. **For internal BC transport (from/to one BC site to another) it is allowed to always transport raw materials (e.g. cocoa products, sugar, milk powders, lecithin, nuts, but not chocolate) under ambient conditions, if the transport time (max. 24hrs) allows the raw materials to not exceed 25°C.**
- Conditioned transport
 - All trailers shall be equipped with fully functional temperature / humidity control monitoring and recording equipment, which are periodically calibrated.
 - All trailers shall carry suitable onboard temperature monitoring devices, which alert the driver in case of failure. The haulers shall have a procedure in place to periodically verify the effective operation of temperature monitoring and temperature control devices.
 - A calibration program for the onboard temperature monitoring devices shall be in place.
 - Avoid storage of product directly in close proximity to cooling equipment where this may impact product quality.
 - Cooling units on the equipment are built in such a way that oil, cool fluid, or any other moisture cannot get in contact with the products. Tubes with cooling fluid can never be inside the loading space.
 - Procedures for dealing with vehicles or refrigeration system breakdowns shall be in place and include notification to Barry Callebaut management.
 - The equipment shall be conditioned to the specified temperature prior to loading.
 - The temperature inside the equipment has to be between 12 - 20 °C.
 - For multiple delivery drop point deliveries, a temperature range of +2°C to +7°C is authorized.
 - **A transporter will ensure that temperature control is being recorded at all times and can be consulted per shipment by BC in case of potential complaints.**
- When temperature-controlled trucks are required, this will be explicitly requested by Barry Callebaut Supply Chain.
- Additional derogations for specific products or specific customers do exist but will be requested as and when required.

7.2. Standards for delivery

7.2.1. General

- Trucks will be unloaded based on the timeslot that was agreed. If the truck does not arrive on the agreed timing, unloading shall be done at the next available time slot. If the timeslot principle is not applied at the delivery BC site, then a 'first come, first served' basis. Trucks that don't arrive on the correct delivery date, will be unloaded once all other trucks are unloaded. The average unloading time of a full truck is 40 minutes with a maximum of 1 hour.
- (Un)loading shall be done by (presence of) an BC employee/ BC customer, unless it is asked by BC/ the customer to the driver to (un)load by themselves.
- Inform the BC receiving site by phone of any significant issue event in the supplier's supply chain immediately and within maximum 12 hours of the discovery.

7.2.2. Protection against humidity

- The loading & storage space of the equipment will be dry (e.g. without traces of condensation or leakages and without visible holes or leakages). The loading & storage space are completely enclosed.
- During the transport and stand still no condensation shall be caused by cooling or other causes.

7.2.3. Protection against breakage and other damages

- The pallets are loaded and unloaded in such a way that they are not damaged. The load should be properly secured to avoid damage during transport by e.g. using airbags and/or crossbars.
- Pallets cannot be loaded on top of each other. Exceptions can only be made after formal approval by Barry Callebaut. Under no circumstances, pallets or wooden boards can be loaded on top of the pallets.
- It is forbidden to walk on top of the pallets.
- Cardboard protections used on cocoa powder pallets shall not be removed at any time during transport and cross docking.

7.2.4. Protection against theft or disappearance

- The driver will do the necessary to avoid theft and therefore lock the loading space as well as possible.
- Theft - In case of theft, the transporter needs to inform the BC through e-mail and mobile phone immediately, i.e. latest within 24 hours after the occurrence has been detected. Depending on the volume and the value of the stolen product, BC may start a Claims procedure.

7.2.5.Driver behavior

- Drivers need to respect the quality and safety rules on all Barry Callebaut sites. They also have to respect the quality and safety rules at the customer sites.
- Access on the premises of Barry Callebaut is not allowed for people suffering from a (contagious) disease or from a Salmonella infection.
- Access to production areas is forbidden unless accompanied by authorized personnel of BC.

7.2.6. Quality guarantee for transport

- Transport companies have formal procedures in place to guarantee the specifications mentioned in this procedure are applied. **These procedures shall be available for BC on request.**
- **Cross-docking – In case cross-docking activities have to be deployed for BC goods, the transporter is responsible for the cross-docking process and will guarantee compliance with BC Quality requirements.**
- The transporter agrees on the principle that audits can be performed by the Quality department of Barry Callebaut.
- Barry Callebaut has the right to check the quality of the equipment and to refuse material that does not comply with this procedure. In case of "refused equipment", the principal cannot be taken accountable for extra costs incurred by the transporter.
- **Barry Callebaut requires the Transporter to accept BC certification to a GFSI standard or acceptance of a third-party audit against any other recognized standards that include hygiene and food safety and the principles of HACCP (such as FSSC 22000 Standards or the BRC Global Standard for Storage and Distribution).**