

Sustainable Food System good practices

Practice #2: Cold Chain Management at Hørkram *and beyond*

(location icon) Denmark

(type of action icon) Business-led

#cold chain #certification #effective logistics #food safety #distribution...

1. Background of Certification Scheme

Hørkram Foodservice A/S is a wholesale distributor of the Danish Foodservice market, selling food and non-food products to kitchen professionals in Denmark from two locations. The products are procured from + 1.000 suppliers and go through 63.000 sqm modern storage facilities with different temperature zones adapted to the specific requirements for each product category before being distributed with Hørkram's own trucks.

Hørkram has held an **IFS Logistics certification** since 2009.

IFS Logistics is applicable to both food and non-food products and covers logistics activities, including loading, unloading and transportation.

An IFS certification shows that the certified company has established system suitable for ensuring food and/or product safety, and that it has considered and implemented customer specifications.

The current level for the location in Sorø is at higher level with a score of 98,53 %.

The product scope of the certification is

1. Storage

- a. Food
- b. Non-food

2. Transport

- a. Food
- b. Non-food

The products that Hørkram distributes are:

1. Red and white meat, poultry, and meat products
2. Fish and fish products
3. Egg and egg products
4. Dairy products
5. Fruit and vegetables
6. Grain products, cereals, industrial bakery and pastry, confectionary, snacks
7. Combined products
8. Beverages
9. Oils and fats
10. Dry products, other ingredients – HCP products -packging – other nonfood products

2. THE SYSTEM

The system currently consists of 25 specified topics related to securing ***the quality and food safety*** of our logistics operation from controlling incoming products to cleaning of trucks and facilities. See attached list of contents of the system (Enclosure 1).

For topics specifically related to *Cold Chain Management* we refer to the following sections of the certification scheme:

1. Section 11: Receipt of goods
2. Section 12: Cooling (storage)
3. Section 16: Transport

3. THE PRACTICE

In general, the aim of the certification is to manage any risk to the food safety of the products that we supply. To fulfil this aim, every “risk” area of the organization is managed by descriptions, risk analysis, procedures, instructions, flowcharts, rules, forms to fill in with data for control, logging of incidents and deviations.

For the sections of the certification scheme relevant to cold chain, below please find an elaboration.

Re. 1 – Receipt of Goods

To secure that the products we receive are in accordance with our requirements the following tools are used as part of our quality system:

- ❖ Procedure for receipt of goods
- ❖ Form for registration of deviations
- ❖ Instructions for minimum best before date
- ❖ Procedure for receipt of meat and fish products
- ❖ Form for receipt of meat and fish

- ❖ Procedure for receipt of poultry products from other countries than Denmark
- ❖ Procedure for international transport of perishable food items
- ❖ Procedure for reading of log tags (specific customer)
- ❖ Procedure for donation of surplus food items for feed (Sorø location only).

Re. 2 - Cooling

This section comprises the following tools:

- ❖ Procedure for cooling
- ❖ Overview of temperatures in the different production and storage rooms
- ❖ Procedure of actions to take is the required temperatures are not observed
- ❖ Form for registration of exceeding temperatures

Re. 3 - Transport

- ❖ Procedure for cooling – trucks
- ❖ Form for temperatures on the trucks
- ❖ Form for agreement with external service provider of transport (outbound)
- ❖ Procedure for cleaning of trucks
- ❖ Form for cleaning of trucks
- ❖ Agreement on cleaning of trucks
- ❖ Procedure for breakdown of truck
- ❖ Form for deviations in connection with delivery of food items
- ❖ Delivery and collection instructions for drivers
- ❖ Procedure for return of goods from customers

Although not all our suppliers are required to comply with the same certification, we manage them by requirements in our general terms of trade and by daily follow-ups on complaints and product defects. We also do supplier audits, according to below procedures (IFS system – section 9):

09.00	Conditions regarding suppliers
09.01	Procedure for approval of supplier
09.01-1	Form for approval of supplier and food contact materials
09.01-2	Scheme for supplier approval of food or food contact material
09.02	Procedure for half-yearly supplier review
09.02-1	Form for half-yearly supplier review
09.03	Procedure for supplier audit
09.03-1	Form for supplier audit

09.04	Procedure for acquiring data sheets for chemicals
09.05	Procedure for service providers
09.05-1	Form for assessment of service providers SORØ ÅRHUS
09.05-2	Form for assessment of service providers MALMØ
09.06-1	Form for assessment of service providers MALMØ
09.06-2	Agreement with external carriers inbound fixed MALMØ
09.07	Procedure for customer events and mini fairs in SORØ
09.08	Procedure for holding mini fairs in ÅRHUS
09.09	Procedure for food contact materials
09.09-1	CERAMICS Declarations of conformity
09.09-2	CERAMICS Declarations of conformity
09.09-3	GLASSWARE Declarations of Conformity
09.09-4	METAL Declarations of Conformity
09.09-5	WOOD AND BAGS Declarations of Conformity
09.09-6	CARDBOARD AND PAPER Declarations of Conformity
09.10	Procedure for Novel Food

All suppliers of perishable products have temperature profile requirements. The temperature is checked when receiving deliveries of refrigerated and frozen goods. The temperature can be taken with an infrared thermometer, which, however, has a relatively large measurement uncertainty. If this shows a too high temperature, the temperature is checked with an insert thermometer by placing the probe between the items*) and wait until the temperature is stable. The temperature is recorded in the stamped form on the order requisition.

*Doubtful questions arise regarding the product's temperature (+5-8 °C), we poke a hole in the consumer packaging by so-called destructive sampling and discard the product after inspection. Thermometers must be disinfected before and after sampling.

If an inadequate temperature profile is detected, is it rejected outright.

After reception, the temperature of the products are monitored during storage, transport, and delivery. In case data loggers are deployed, the information is stored into an information system.

For keeping track of the cold chain on our own trucks, we use a PIM system. The system provides the temperature of delivered products during transport and delivery.

4. ACTORS

The practice at this stage involves Hørkram employees (storage and transport) at the two distribution facilities located in Sorø and Aarhus.

5. REGULATORY ASPECTS

To be able to supply food items as part of both private and public procurement calls, Hørkram has to comply with minimum set requirements for food items provision.

The legislation requires that the company has written procedures that are based on the HACCP principles. The company must ensure that the written procedures are continuously updated.

Hazard Analysis Critical Control Points (HACCP) is an internationally recognized method of identifying and managing food safety related risk and, when central to an active food safety program, can provide customers, the public, and regulatory agencies assurance that a food safety program is well managed.

HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

Hørkram's IFS logistics certification is built on top of a HACCP management system.

6. GEOGRAPHICAL COVERAGE

Both of Hørkram's two distribution centers are under the same IFS certification. The centers are located at Aarhus and Sorø, which operate at the national level, supplying food items to customers in the entire country. Average distribution haul from the distribution center to the end-customer is approx. 11 km



Location of Hørkram's distribution centers in Denmark.

7. CONTACT DETAILS

Do get in touch with Hørkram's head offices if you wish to adopt this solution for your business.

Reference contact point: Ms. Annette Badsberg, Bid Manager , aba@hoka.dk

www.hoka.dk