



Valio's Food Safety and Quality Policy

- We are committed to laws and mutually agreed standards and customer requirements.
- We know and ensure the origin of our products and raw materials.
- We ensure the safety of our products.
- We ensure the quality of our products.
- We are committed to food safety and quality principles and continuous improvement of our management systems and actions.

Valio's Food Safety Requirements for Suppliers

Hazard Analysis and Critical Control Points (HACCP) or Risk Analysis

- There shall be a HACCP/food safety or other relevant team on-site.
- The HACCP/food safety or other relevant team shall have the required competences for its task.
- Adequate descriptions of products and ingredients must be in place for hazard/risk analysis.
- Up-to-date flowcharts must be available for all products/processes.
- Products/processes must have a hazard/risk analysis (hazard/risk identification and assessment of their severity and occurrence).
- Adequate control measures must be in place for each identified hazard/risk and the control measures shall be classified by hazard/risk severity and likelihood to occur (e.g. PRP, oPRP, CCP).
- If critical control points (CCP) or operational prerequisite programs (oPRP) have been identified, their effectiveness must be validated.
- If there are identified critical control points (CCP) or operational prerequisite programs (oPRP), they must be noted on the flowchart.
- All CCPs must have critical limits and oPRPs must have action criteria.
- All CCPs and oPRPs shall have predetermined monitoring and demonstration methods (what, when, who, how often) and the corrective actions in case the limit is exceeded (what, who).
- CCP and oPRP monitoring must be regularly verified.
- HACCP system shall be kept up to date and shall be reviewed at least once a year.
- The HACCP/food safety team must regularly reassess the effectiveness of the food safety management system. This assessment must include the verification results of the system.
- An individual responsible for monitoring, verification and corrective actions must be trained.

Personnel Hygiene

- Written hygiene instructions that also apply to visitors, contractors etc. must be in place.
- Sufficient clean water and washing basins must be available for washing hands in production areas, toilets and dressing rooms.
- Smoking and eating are prohibited in production areas.
- Employee health shall not be a risk to food safety.
- A person who is handling food products shall have documented training and familiarization on hygiene and food safety, and the training shall be completed regularly.

Clothing

- Personnel must have appropriate dressing rooms.
- Personal clothes and other personal belongings must be stored separately from work clothes.
- Facilities and eating shall not cause a risk for cross contamination. Food storage and consumption is only allowed in specific areas, which are situated so that shall not cause a risk for cross contamination for production areas.
- Buttons and exterior pockets are not allowed on work clothes above the waist when handling uncovered products or materials.
- When working with uncovered food products or materials that come in contact with food products, a headpiece and beard cover (snood) that covers the hair entirely and clean work clothes that cover personal clothes must be used.
- When working with uncovered food products or materials that come in contact with food products, wearing watches, jewelry, nail polish, artificial nails or eyelashes, and visible piercings is not allowed.



Management of Foreign Objects

- A procedure for handling foreign objects in the production process and production areas must be in place (identification and removal).
- Glass and hard plastic as well as knives and other sharp objects in critical areas must be recorded and their condition monitored regularly; monitoring must be documented.
- Raw material and product packages shall not be open/uncovered.
- Lights must be made of unbreakable material or covered/shielded/coated in all areas where products or packaging material is handled or stored.
- Snap-off knives are prohibited in all areas where uncovered product or packaging material is handled or stored.
- Foreign objects and microbiological contamination risks caused by wooden pallets must be managed.

Management of Allergens

- A documented allergen control procedure must be in place, including risk assessment for allergen cross contamination, control methods that reduce or remove the risk of cross contamination, and necessary action effectiveness validation and verification.
- Allergenic ingredients must be identified, listed, marked, and stored in a manner that they cannot contaminate other ingredients.
- Instructions and dedicated equipment must be in place for handling allergenic ingredients.
- Rework that includes an allergen may only be used in a product that contains the same allergen, or if the process can demonstrably remove or eliminate the allergenic substance.
- Allergen washing/cleaning from production lines must be validated and verified through e.g. analysis or another demonstration of washing/cleaning effectiveness.
- Employees that handle food products should be trained on allergens and manufacturing practices that take them into account.

Suppliers and Materials Specifications

- The company must have a supplier approval and assessment procedure.
- A specification must exist for each sourced raw material.
- Packaging and contact material that is in contact with food products must meet the relevant legislative requirements, which must be certified.
- Material must have approval criteria and must comply with them.
- Guidelines for handling and storing nonconforming material must be in place to prevent unintended use.
- Ingredients, semi-finished products and final products shall be stored and transported in a manner to prevent cross-contamination. Restrictions on what can be transported or what has been transported in the tank prior to the current transportation must also be considered. If necessary, a cleaning certificate and the results of cleaning validation shall be available for the transport tanks.
- Material reception points for bulk material must be marked, covered and closed.
- Quality and microbiology requirements must be imposed on water, depending on its application (product, contact surfaces, indirect contact). It must be possible to monitor the quality of both the plant's incoming water source as well as water in the plant's own water pipe network.
- If the water is chlorinated, the amount of chlorine at water usage points must be monitored to ensure it remains within set limits.
- If there is any risk for boiler chemical contact with food products, the chemicals must be either a) approved food product additives or b) additives that have been approved by the appropriate authority for use in human drinking water. Boiler chemicals must be stored in a separate, closed area (locked or otherwise access-controlled) when not in use.
- Food fraud (food ingredient counterfeit) risks must be assessed, control methods and verification procedures must be in place.

Traceability and Recalls

- Ingredients and products must be identifiable and traceable at every stage of the production and logistics chain.
- A product recall plan must be in place to manage a potential food safety crisis.
- Traceability must be practiced and documented. A traceability test/mock recall must be performed once a year.
- In the case of an actual product recall or traceability/recall drill, the information requested by Valio must be provided within four hours of the request.



- Valio's instructions must be followed in recalling a Valio product, including instructions for return or disposal. All information, notifications and other documents required by Valio must be prepared.

Products and Quality Assurance

- The product quality plan and the equivalent data must be up to date.
- There must be a described procedure for managing product deviations.
- Documented procedure for sales approval must exist.
- Guidelines for measuring device management must be in place, all measuring devices must be identified, managed and calibrated or checked regularly.
- Changes in the process or production shall not result in a food safety risk for consumers. The procedure (of management of changes) shall be documented.
- The possible contamination of the products from the manufacturing environment must be assessed and the relevant pathogens, spoilage and indicator organisms must be included in the risk-based environmental monitoring program and sampling plan.

Co-operation with Customers

- The plant must have a clear procedure for handling consumer and customer feedback/complaints and for implementing corrective actions.
- Customer satisfaction must be monitored and complaint trends must be reviewed at a management event, which must also be recorded.

Storage and Distribution

- Product quality must be maintained during storage and transportation. Temperature, humidity and other conditions must be managed effectively and optimally for the products/materials in storage.
- Products shall not be stored on the floor and areas along the wall must be cleaned regularly. Floor surfaces and areas along walls must be kept clear for cleaning and pest monitoring purposes.
- Warehouses must have a procedure for managing product deviations.
- Transportation equipment condition and cleanliness must be checked regularly. Transportation vehicles must be inspected at the frequency set in the risk assessment before and during unloading (e.g. seals intact, no pest damage, temperature data).
- Gasoline or diesel-powered forklift trucks shall not be used in food ingredient or product storage areas (enclosed spaces).

Buildings

- Layout must be available for the facilities that show the material flow, production flows, and personnel flow, as well as waste and side product flows. Planning for human, product and material flows must consider the needs for space and various hygiene zones.
- Product flows from receiving to shipping must be arranged in a manner to prevent product contamination.
- Ingredients, semi-finished products and end products must be kept separate by placing them in different shelves, in marked areas or facilities.
- Facilities and surfaces must be clean and intact, with regular condition monitoring. In wet process areas, floors must be impermeable, drains shall be trapped and covered. Floors shall be designed to avoid standing water. Plant outer areas must be kept clean, with no planting along the walls and paved driveways.
- In food businesses, quality control procedures must be in place for utilities (steam, gasses, pressurized air).
- Airborne cross contamination risks must be assessed and managed if needed.
- Water condensation in the overhanging structures of an open product is not allowed.
- Gases that come in contact with product must be filtered and approved for food contact use. Gas filtration, microbiology and humidity requirements must be defined.
- An assessment of the threat of sabotage/intentional damage must have been carried in food businesses, and a plan to prevent sabotage must be in place. Unauthorized persons must be prevented from accessing production facilities and the product (ingredients/warehouses). The food defense plan shall be regularly reviewed and up to date.

Machinery and Equipment

- Equipment must be designed in a manner that enables good hygiene practices. Equipment must be placed in a manner that they are easy to use, clean, and maintain.



- All food safety risk monitoring and tracking equipment must be included in a preventive maintenance plan (e.g. sieves, filters, magnets, metal detectors, X-ray devices).
- Paint, rust or any other material that may enter the product shall not come off the machines and equipment.
- The procedure for releasing maintained equipment back to production shall include clean up, sanitizing, where specified in process sanitation procedures, and pre-use inspection.

Cleaning

- A cleaning plan that covers all facilities, equipment and tools must be in place. It must show, point-by-point, the frequency, substances, tools and methods for cleaning, as well as the persons responsible for cleaning. Records must be kept of implementing the plan.
- The plan must indicate how program compliance is monitored, and how successful washing/cleaning is demonstrated (e.g. sensory assessment and microbiological results on production surfaces, air and hands, allergen sampling and analysis if deemed necessary).
- Facilities and equipment must be kept cleanable and in a state that they are not sources for impurities.

Chemicals

- All used chemicals must be known, and up-to-date safety data sheets must be available.
- Cleaning chemicals and other dangerous substances must be marked and stored separately. Protective equipment must be available for employees.
- Only food grade chemicals may be used at points where there is a risk of product contamination.

Continuity Planning

- The plant must be prepared for the food safety implications of emergencies and other unexpected situations (such as fires, sabotage, power outages). There must be a written situation management plan in place with considerations for food safety. Instructions must be communicated to personnel and emergency drills must be held and the alarm system must be tested.

Waste Management

- Wastewater must be processed in an appropriate manner.
- Waste sorting and processing must be planned and appropriate collection points must be in place. Accumulation of waste shall not be allowed in food-handling or storage areas.
- Waste containers and inedible or dangerous substance containers must be clearly marked, easy to clean, closeable (closed if not in immediate use), and lockable, if necessary. The containers must also be placed in the areas determined for them.
- Packaging material and products with Valio's logo or any other trademark that have been taken out of production must be disposed with appropriate documentation.

Pest Control

- A written pest control plan must be in place (location on map, inspection frequency and corrective actions), and its results must be monitored regularly and communicated inside the factory and to pest control company.
- Doors, windows and ventilation must be protected in a manner that pests cannot enter.
- Insect traps shall not be placed above product lines or packaging material.