



### 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 Transportation and Warehouses

Applies to those who do not handle foodstuffs other than by storing and/or transporting it, including distributors.

#### Food safety and quality control system

- Service providers shall put in place measures with which the supplier controls their operational risks and ensures that food safety and quality are not diminished while in the supplier's control. Temperature, humidity and other conditions must be controlled in storing or transporting products/materials.
- Food safety and quality control procedures and the personnel responsible for related hazard/risk analyses shall have the required competence for the task.
- If there are identified critical control points (CCP) or operational prerequisite programmes (oPRP), all the special requirements must be followed.
- Warehouses shall have a description of the procedure for controlling product deviations. Additionally, instructions shall be in place for handling and storing nonconformant material to prevent unintended use.
- Supplier shall also make sure to prevent product fakes, sabotage and theft while the products are in their possession.

#### Personnel hygiene and clothing

- Service providers shall have written hygiene instructions for their personnel and everyone handling food products shall have sufficient hygiene competence for the task. Warehouses shall also have hygiene instructions for visitors, subcontractors and the like.
- Personnel health shall not cause a food safety hazard.
- Personnel are required to wear clean clothing. If work clothes are assigned, they must be used.
- Warehouse personnel shall have appropriate locker rooms, and the locker rooms and toilets shall have a sufficient clean water supply and basins for washing hands.

#### Contamination control

- Products shall not be stored on the floor.
- 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.
- Product placement or breakage shall not cause an allergen hazard for other products. Service provider shall have operationally appropriate control methods in place to reduce or eliminate cross-contamination hazards. If necessary, a cleaning certificate and the results of cleaning validation shall be available for the transport tanks.
- Cleaning chemicals and other hazardous substances must be marked and stored separately from food products in a manner to eliminate the hazard on food products.
- Warehouses shall have a procedure in place for controlling foreign objects. Product packages shall be kept closed in storage. Consumer packages that have opened during storage shall not be delivered to customers.
- If lighting fixtures above the products break or plater, dust, water or other similar substance drops from the ceiling, ensure that products have not been contaminated.
- Knives with breakable blades are prohibited in all areas in which unprotected products or packaging material are processed.
- Control measures shall be in place for controlling the foreign object and microbiological hazards from wooden pallets.
- Appropriate quality requirements (microbiology and chemical) shall be in place for water.



### Traceability and recalls

- Products must remain identifiable and traceable at every stage of the logistics chain.
- The distributor and warehouse must have a product recall plan in place to manage a potential food safety crisis.
- 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.

### Customer work

- Service provider shall have a clear procedure to handle customer feedback/complaints and to carry out corrective actions.
- Customer satisfaction shall be monitored and complaint trends reviewed at management events, which shall also be recorded.

### Structures and facilities

- Floorplans of the warehouse facilities shall be made available, which show the material, personnel, waste and side product flows.
- Storage may not cause a cross-contamination hazard.
- Facilities and surfaces shall be easy to clean, and intact, and their condition shall be reviewed at regular intervals. Warehouse exteriors shall be kept clean and there shall be no plants along the walls or paved routes.
- Warehouses shall have a preventive maintenance plan and transportation equipment shall have a maintenance plan. Completed maintenance checks shall be recorded.
- The condition and cleanliness of the transportation equipment shall be checked before they are loaded in accordance with the self-monitoring plan.
- Unauthorised access to warehouse and terminal facilities shall be prevented.

### Machines and equipment

- Equipment shall be designed in a manner to enable good hygiene practices. Equipment shall be installed in a manner to make usage, cleaning and maintenance as easy as possible.
- Temperature control, measurement and monitoring devices that are used to monitor and trace food hazards shall be maintained and calibrated at regular intervals in accordance with the preventive maintenance plan. Maintenance measures, checks and calibrations that are carried out shall be documented.
- If nonconformities are detected in the operation of a machine or device, it must be sent for repairs immediately. A machine shall not be used if it could cause a hygiene hazard.
- Paint, rust, or any other material that may enter the product shall not come off the machines and equipment.

### Cleaning

- Warehouses and transport unit interiors and equipment must be kept cleanable and in a state that they are not sources for impurities. Cleaning shall be planned, and records must be kept of the plan being carried out. If necessary, a cleaning certificate shall be available for the transport tanks, and the efficiency and functionality of the cleaning shall be demonstrated.
- The warehouse and transport equipment cleaning plan shall demonstrate the frequency of cleaning, the substances and methods used, and the personnel responsible.
- Wall edges shall be cleaned regularly. Warehouse wall edges must be kept clear for cleaning and pest control reasons.

### Chemicals

- All used chemicals shall be identified and their safety data sheets shall be available.
- Protective equipment shall be provided for personnel when necessary.
- Transports shall follow applicable legislation/standards (e.g. ADR agreement).
- Gasoline or diesel-powered forklift trucks shall not be used in product storage areas (enclosed spaces).

### Contingency planning

- Warehousing and transport service providers shall be prepared for emergencies and other unexpected events that may lead to food safety hazards (e.g. fire, sabotage, power cut). Personnel shall be instructed in said situations, emergency drills shall be held and the alarm system shall be tested at an appropriate frequency.



#### Waste management

- Warehouse waste sorting and handling shall be systematic and the appropriate waste collection points shall be laid out. Waste must not be collected in food product processing or storage facilities.
- Waste bins and hazardous and inedible substance bins in warehouses shall be marked and must be easy to clean, equipped with lids (kept closed if not in use) and locks, if necessary. Containers shall also be placed in designated locations.
- Products with Valio's logo or any other trademark that are not suitable for human consumption and have been removed from the market shall be disposed of, and disposals from the warehouse shall be documents appropriately according to Valio instructions.

#### Pest control

- Warehouses shall have a pest control plan. If traps are used as a pest control measure, their locations shall be marked on a map and inspection intervals and corrective measures recorded in a plan, with pest control results monitored regularly. Facilities shall be kept clean in a manner that pests cannot build nests without being noticed.
- Warehouses and transportation units shall be kept in good conditions and their structures tight enough to prevent pests from entering.