

Quality & Care document



Index

1. Introduction	3
2. Quality and food safety management systems.....	4
2.1 Quality and food safety policy.....	4
2.2 Quality Standards	4
2.3 OFSS	4
2.4 Skal, Halal, Kosher	4
2.5 RSPO.....	5
2.6 Rainforest Alliance (formerly UTZ).....	5
2.7 EC identification.....	5
3. HACCP and food safety	6
4. Approval of raw material, packaging , services and suppliers	6
4.1 Raw material hazards	6
4.2 Control of packaging material.....	6
4.3 Raw material and food contact material suppliers approval.....	6
4.4 Approval of outsourced processing.....	7
4.5 Approval of commodity suppliers	7
4.6 Acceptance of raw materials.....	7
5. Traceability.....	7
6. Recall procedure and product withdrawal	7
7. Site standards	7
7.1 External standard	7
7.2 Food Defence.....	7
7.3 Building fabric	8
7.4 Calibration	8
7.5 Chemical and physical contamination	8
7.5.1 Glass and hard plastic	8
7.5.2 Wood.....	8
7.6 Foreign body detection.....	8
8. Cleaning and hygiene	8
9. Pest control.....	9
10. Storage.....	9
10.1 Raw materials and packaging.....	9

10.2 Finished product	9
11. Transport	9
12. Product information	9
12.1 Specifications	9
12.2 Labelling.....	9
12.3 Checking for correctness.....	10
13. Allergens.....	10
13.1 Orkla allergens management guidelines.....	10
13.2 Allergen overview	10
13.3 Raw materials.....	10
13.4 Specifications	10
13.5 Training	10
14. Shelf life	10
15. Product authenticity	11
15.1 Vulnerability assessment.....	11
15.2 Genetically modified organisms.....	11
15.3 Irradiation	11
16. Product and laboratory inspection	11
17. Process control	11
17.1 Control of operations.....	11
17.2 Product control: “quality on the line”	11
18. Hygiene and food safety rules.....	12
18.1 General hygiene.....	12
18.2 Personal hygiene.....	12
18.3 Training	12
18.4 Medical screening	12
18.5 Protective clothing.....	12
19. Sustainability/Corporate Social Responsibility	12

1. Introduction

Sonneveld Group B.V. was founded in 1956 and the company size is around 250 employees. The head office is located in Papendrecht, The Netherlands. In addition, there are locations in Waddinxveen and Duiven.

Sonneveld Group B.V. supplies bakery raw materials for both artisan and industrial bakeries. The company exports products to European countries, the middle east, South America and south east Asia.

In 2006 the EBIC (European Bakery Innovation Centre) started in Papendrecht. The EBIC was founded by Sonneveld in order to serve as a knowledge base, where knowledge and innovations can be shared with different partners within the bakery chain.

In 2010 the family business Sonneveld was taken over by Orkla Food Ingredients (OFI). OFI has a decentralized business model, preferring to build competence and make decisions close to the customers. Hence Sonneveld will remain Sonneveld, where ambitions, involvement, creativity, professionalism and enthusiasm work well with innovative bakery ingredients.

Sonneveld Group B.V. is an innovative company, the dynamics in the market can be found in a wide range of products and services, the turnover is approximately 90 million.

Sonneveld Group B.V.

2. Quality and food safety management systems

2.1 Quality and food safety policy

Our objective is to deliver the highest performance on food safety, work safety and product quality. Objectives are met by focusing on the process parameters which are critical to the organisation. Our quality strategy is based on 3 pillars:

1. Quality ownership

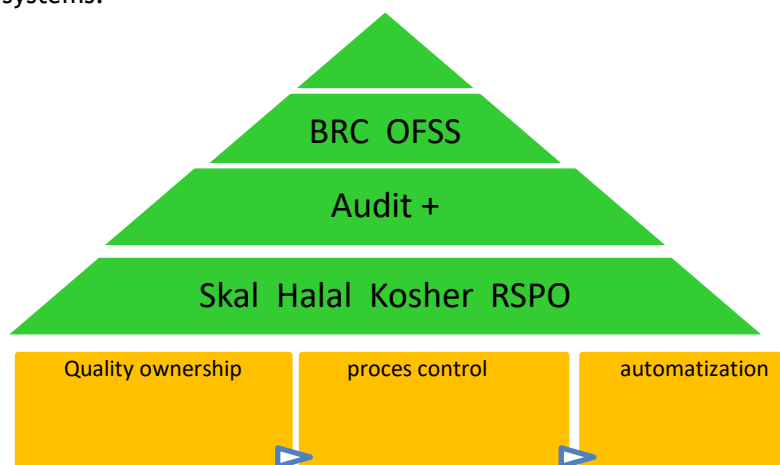
Managers and operators are responsible for the quality of their own process and output. This is the most fundamental and difficult part of our strategy. Knowledge transfer and empowerment of the operators are key success factors.

2. Process control

Controlling the process means controlling the product. Therefore we focus on controlling the critical process steps.

3. Automation

Having the flexibility and swiftness to adapt products, recipes, processes and procedures is very important to us. On the other hand we want to be in full control. Written procedures are not sufficient enough. For this reason we use ICT tools, such as workflows and product information systems.



2.2 Quality Standards

Standard	Certificate	Certificate since	Certification body
BRC Global Standard For Food Safety	Link	01-05-2004	Lloyd's Register Quality Assurance
Riskplaza Audit+	Link	07-02-2008	Lloyd's Register Quality Assurance

2.3 OFSS

The Orkla Food Safety Standard (OFSS) is a BRC based standard including Orkla specific rules and guidelines. The OFSS standard can be more strict on some topics. Orkla owned companies will be subjected to an unannounced audit every 1.5 year. A traffic light rating system is used. In order to reach the green category a company was to achieve a score of 80% or higher. At this moment Sonneveld is in the green category.

2.4 Skal, Halal, Kosher

In addition to the earlier mentioned (certified) quality management systems, Sonneveld also has the following product certificates:

Product certificate	Continent	Certificate since	Certification body
HALAL (Link)	International	16-11-2009	HIC/ HQC
Skal (Link)	Europe	15-11-1994	Skal foundation
KOSHER (Link) *	Internationaal	10-04-2014	Orthodox Union

* Kosher production on request.

2.5 RSPO

Sonneveld has been a RSPO member since 2010 (Roundtable on Responsible Palm Oil). As one of the frontrunners within the oil and fats industry, Sonneveld has shown commitment towards agreements on the production of sustainable palm. In 2015 Sonneveld made the final step regarding sustainable palm oil. 90% of all palm oil and fat containing raw materials such as emulsifiers are RSPO segregated certified.

Product certificate	Continent	Certificate since	Certification body
RSPO (Link)	International	15-10-2013	Control Union

2.6 Rainforest Alliance (formerly UTZ)

The Rainforest Alliance is committed to conservation and better social conditions in agriculture and forestry. The programme stimulates constant improvement in the sectors and involves the entire chain.

At the Papendrecht location, no raw materials that fall under this scheme are processed. These can only occur in commodities. Location Waddinxveen and Duiven do process these raw materials.

Product certificate	Continent	Certificate since	Certification body
Rainforest Alliance (Link)	Internationaal	14-07-2016	Rainforest Alliance

2.7 EC identification

Sonneveld has no EC identification number. This is only applicable for meat processing companies.

3. HACCP and food safety

Sonneveld Group B.V implemented a fully documented HACCP system in accordance to the Codex Alimentarius and strict ORKLA guidelines. The scope of the plan covers all products produced, packed and stored at Sonneveld as well as trading products, transport on behalf of Sonneveld and external storage. The HACCP plan is yearly revised and checked, or if relevant changes to raw materials, processes or processing plant are made. Our HACCP plan is updated 1x per year.

4. Approval of raw material, packaging , services and suppliers

In order to control all raw materials, packaging materials, services and their suppliers, Sonneveld Group B.V. makes use of documented procedures, automated systems and Risk Plaza audit+ certification. The following control measures apply to all raw materials:

4.1 Raw material hazards

Raw material hazards are divided into different categories: physical, chemical and microbiological hazards. By means of the probability x severity analysis, control measures are then implemented. This method is reviewed annually by means of a Riskplaza Audit+ audit. In addition, the following applies to all raw materials:

Supplier raw material specification: signed specifications, of all raw materials are present. The specifications are in accordance with Sonneveld demands. Specifications are regularly updated and not older than 3 years.

Raw material hazards sheet: every raw material supplier receives a raw material hazards sheet containing all relevant hazards (e.g. myco toxins, heavy metals, etc.). All hazards and limits are based on EU legislation. The supplier has to specify how all individual hazards are controlled. The raw material hazard sheets are used during the annual RiskPlaza Audit+ audits.

Income control: all raw material are subjected to a sensorial evaluation. A retention sample is taken and stored.

Rapid alert-system: Sonneveld makes use of the Rapid alert-system. The information is used to stay informed about emerging food safety hazards and as input for the annual review.

Supplier performance monitoring: audits of suppliers take place on the basis of an assessment system. As a result, raw materials can end up in a higher risk category.

4.2 Control of packaging material

The packaging materials used by Sonneveld Group B.V. must comply to the following regulations:

- Food Contact Material Regulation: Regulation (EC) No 1935/2004,
- Regulation (EC) 1895/2005 on the restriction of use of certain epoxy derivatives in materials and articles intended to come into contact with food
- Good manufacturing practice for materials and articles intended to come into contact with food: Commission Regulation (EC) No 2023/2006
- Plastic food contact materials: Commission Regulation (EU) 10/2011 (if applicable)
- 2020/1245 amending and correcting Regulation (EU) No 10/2011 on plastic materials and articles intended to come into contact with food
- 94/62/EC on packaging and packaging waste.

4.3 Raw material and food contact material suppliers approval

Raw material and food contact material suppliers must be approved by a self-assessment questionnaire, risk analysis and possible external audit. The system Sonneveld uses is called FSAP (Food Safety Approval Portal). The risk analysis consists of components, such as:

1. Questionnaire score
2. Application risk of the raw material/FCM
3. Fraud risk

4. Country of origin
5. Verification of traceability

When raw materials or FCM are bought from agents or brokers Sonneveld uses the same approval procedure. The production location producing the materials has to be approved following the earlier described approval procedure.
Every three years suppliers will be re-approved following the same procedure.

4.4 Approval of outsourced processing

For outsourced processing the same procedures are mandatory.

4.5 Approval of commodity suppliers

There are 2 types of commodity's within Sonneveld. Commodity's from ORKLA sister companies and other commodity's. For ORKLA commodity's no additional approval procedures are applied because of uniform approval procedures within ORKLA (FSAP). For other commodities the earlier described procedures are followed.

4.6 Acceptance of raw materials

Upon receipt, the raw materials are sampled, tested and identified by a reference number. This number is used for tracking & tracing raw materials. The raw material samples are stored for at least 12 months. For each raw material it is specified which quality controls need to be performed. The data is then entered into the quality system TQM.

5. Traceability

- All Sonneveld products are completely traceable within four hours
- A traceability test is carried out twice a year.
- Raw materials are sampled and provided with a unique reference number, which are connected to the raw material in our ERP system to provide full traceability.
- Final products are provided with an item and batch number. With this information it is possible to trace back which raw material was used.
- The verification of the suppliers traceability system is fully integrated in the supplier approval procedure FSAP. Verification of traceability can be carried out by questionnaire or onsite audit.

The batch number consists of a code generated by the system.

6. Recall procedure and product withdrawal

- Sonneveld implements a recall procedure as a part of the crisis management procedure.
- The recall procedure is tested twice a year.

7. Site standards

7.1 External standard

- The production site is located in a business park, and is surrounded by neighbouring companies who do not pose a threat to food safety.
- The site environment has no adverse impact on product integrity.

7.2 Food Defence

- Sonneveld has performed a food defence risk analysis.
- Based on the results of the risk analysis, security measures are implemented to control the identified risks.
- The food defense plan is reviewed annually by the food defence team.
- Security measures that are implemented:
 - CCTV camera's
 - Site security gate

- Proximity tags

7.3 Building fabric

- The facility consists out of different areas, that were built between 1975 and 2005.
- The floors in the processing areas are constructed of impervious, hardwearing. material, and are repairable and resistant to chemical attack.
- The walls have an impervious coating.
- The site has its own technical department.
- If needed external expertise will be hired for preventive and periodic maintenance.
- The site is inspected weekly by means of internal audits.

7.4 Calibration

- All monitoring and measuring devices are identified and listed.
- Calibration is carried out annually.
- Calibration is carried out by external certified parties.

7.5 Chemical and physical contamination

In order to prevent chemical and physical contamination as much as possible, Sonneveld has implemented the following procedures, policy's and guidelines:

- Chemical control plan
- Glass and hard plastic procedure
- Policy/procedure for sharp metal objects
- Use of wood
- Maintenance procedures

7.5.1 Glass and hard plastic

- A register of glass and hard plastic is maintained.
- Twice a year the list is checked.
- In case of breakage, the non-conforming product procedure will be started and a registration form will be filled in.
- Other than of the fluorescent lighting, no glass is permitted in the processing area.
- All lightning is provided with a special coating and caps to prevent contamination.

7.5.2 Wood

- The use of wooden pallets in certain designated production areas is allowed.
- Outside the designated zones, the use of wood is not allowed.

7.6 Foreign body detection

Based on the HACCP-plan preventive measures are taken to prevent product contamination as much as possible. In the processing plant the following measures are taken:

- Metal detection
- Sieves
- X-ray
- Magnets

These are checked every shift (2x day).

More information regarding foreign body detection can be found in flow chart and CCP information.

8. Cleaning and hygiene

- Sonneveld implement cleaning procedures and schedules for the cleaning of the processing facility.
- The powder factory is dry cleaned.
- For the cleaning of the paste/release agent and Palipro factory, the CIP method is used.
- The operational managers and operators are responsible for the cleaning process.

- The cleaning procedures and schedules are verified by means of monthly internal hygiene audits.

9. Pest control

- Pest control is carried out by an external supplier Anticimex and internal.
- Frequency: weekly.
- Control of flying and creeping insects, rodents.
- Reporting after each inspection and quarterly.
- Verification by means of monthly internal audits.
- Anticimex is also involved in the training of operators.

10. Storage

10.1 Raw materials and packaging

- Raw materials and packaging materials are stored internally.
- Raw materials and packaging are stored separately and are traceable at all times.
- Raw materials are separated based on the following characteristics:
 - Allergens present.
 - Organic status.
 - Smell.
- Storage at ambient temperature, in a dark place away from direct sunlight and environmental factors.

10.2 Finished product

- Finished products are always stored in a closed and intact packaging. Information regarding batch number and best before date is always present.
- Finished product are stored external.
- The supplier of transport and distribution service is FSCC 22000 certified. This supplier is also in the external auditing scope .
- Storage of finished product is always at ambient temperature and deliveries are made according to the FIFO principle.

11. Transport

- Sonneveld outsourced the distribution of finished products.
- Sonneveld have implemented several procedures and work instructions for the distribution of finished products:
 - All external suppliers are contracted.
 - External suppliers are at least HACCP certified.
 - Before loading finished products, trucks are inspected on hygiene and cleanness.
 - Strict rules apply on mixed transport.

12. Product information

12.1 Specifications

- For all products produced and sold by Sonneveld, specifications are available.
- In order to keep specifications up to date the company uses specification management software. The specifications help customers to comply with relevant legislation.
- Up to date specifications can be downloaded from the corporate website at all times. Please visit specifications.sonneveld.com

12.2 Labelling

The product labelling complies to all relevant business 2 business legislation. Sonneveld labels contain the following information:

- Description of the product
- Contact information

- Batch number
- Ingredients
- Storage conditions
- Best before date
- Processing code
- Net weight

12.3 Checking for correctness

In order to secure that the correct labelling, packaging and recipe are used, Sonneveld has implemented several work instructions and procedures.

13. Allergens

13.1 Orkla allergens management guidelines

- Sonneveld implemented the ORKLA guidelines for the management of allergens.
- These guidelines are based on HACCP methodology, and helps the organisation to identify hazards in a structured way, to implement preventive/control measures.
- On demand, an overview with relevant information regarding allergens present at the processing location and production line cross contamination is available.

13.2 Allergen overview

- All allergen information regarding raw materials and cross contamination is known.
- The information will be stored in the specification software system.
- During the implementation of new raw materials some allergens are actively banned and so, will never enter the processing facility.
- The overview is visible on the product specifications.

13.3 Raw materials

- During raw material storage, allergens are stored separately.
- Packaging materials need to be closed and breakages will be rejected during income control.

13.4 Specifications

- Product information regarding allergens is incorporated in the product specification.

13.5 Training

- Allergen management is featured in the introduction training and the annual food safety training.

14. Shelf life

- Shelf life tests are carried out every 5 years on a sample basis to check our methodology.
- All retained samples are kept until expiry date.

15. Product authenticity

15.1 Vulnerability assessment

A vulnerability assessment has been performed according to HACCP methodology. Raw material groups have been formed and the different groups have been assessed on the likelihood of occurrence and detection. The output is a score.

		Likelihood of occurrence				
		Very unlikely	Unlikely	Fairly likely	Likely	Very likely /certain
Likelihood of detection	Very likely/certain	1	2	3	4	5
	Likely	2	4	6	8	10
	Fairly likely	3	6	9	12	15
	Unlikely	4	8	12	16	20
	Very unlikely	5	10	15	20	25

Based on the scores different preventive and control measures are taken. Requesting additional information, questionnaires and onsite audit are all possible control measures. Food Fraud is also an important part in the FSAP risk analysis. By achieving a BRC certificate Sonneveld proved to have a good function food fraud system.

15.2 Genetically modified organisms

Information regarding GMO can be found on all Sonneveld product specifications. See our GMO-statement.

15.3 Irradiation

- No irradiated raw materials are used.
- All products, supplied by Sonneveld are not irradiated.
- See our Ionization-Radiation-Nanotechnology statement.

16. Product and laboratory inspection

Sonneveld does not have an onsite laboratory. We use an accredited external laboratory.

17. Process control

17.1 Control of operations

Sonneveld controls the process specifications, work instructions and procedures involved in securing the product safety, quality and legality of the product with different software applications, such as the online quality manual and IFLOW.

17.2 Product control: “quality on the line”

- Sonneveld implemented procedures and work instructions for quality control at the production line.
- The production of high quality and food safe products is partly the responsibility of the line operator.
- Control measures include:
 - Packaging material control before, during and after production.
 - Label-and packaging control on accuracy and thoroughness.
 - Weight control.
 - Sensory tests.
- If the product does not comply with all quality criteria, the non-conforming product procedure will be started.

18. Hygiene and food safety rules

18.1 General hygiene

Internal hygiene/GMP audits are performed on a weekly base. The key departments are represented during this audit. The departments involved in performing the audits are: quality assurance, technical department, operations and facility management.

18.2 Personal hygiene

A standardised document has been created, containing all the hygiene rules for personnel and visitors.

18.3 Training

As a part of the OFSS certification, relevant employees are trained annually in hygiene and food safety. Also basic food safety training is a part of the introduction program for every new employee.

18.4 Medical screening

- Every employee is obliged to report illness and/or wounds which could have an adverse impact on food safety.
- Wounds need to be covered by a metal detectable plaster.
- Visitors and contractors need to fill in a medical questionnaire prior to entering the production area.

18.5 Protective clothing

- Sonneveld implemented strict rules regarding the wearing of protective clothing.
- The protective clothing is cleaned by an external contractor.
- Employees can change their protective clothing on a daily base.

19. Sustainability/Corporate Social Responsibility

Sonneveld is active on many fronts when it comes to Corporate Social Responsibility (CSR). This topic is a 'hot item' for companies that, in addition to pursuing profit, take their responsibility for people, society and the environment. Sonneveld is happy to give you a look behind the scenes when it comes to its CSR policy.

For years, 'CSR' has been thought and worked on in some areas within the Sonneveld organization. For example, we separate our waste, we manage our energy consumption, we have an eye for sustainable raw materials and we support Bake for Life. On the basis of the following five pillars, Sonneveld is working towards a sustainable future.

Nutrition and health:

Contribute to a healthy lifestyle through:

- Max. 1% salt.
- Sugar reduction (25%).
- Study on feasibility of less saturated fat and palm oil (25%).
- Protein enriched bread.
- Promoting healthy lifestyle.

Food safety:

Ensuring safe food throughout the supply chain through:

- Sonneveld green level: audits BRC and OFFS.
- Full implementation of Orkla Food Safety when purchasing at group level.

Durability:

Development of sustainable supply chains through:

- All suppliers have signed Orkla's Code of Conduct.
- Trading relationship with Sedex. Our Sedex number is ZS1012167.

- RSPO at separate level.
- Rainforest Alliance certified cocoa powder.

Environment:

Minimizing our ecological footprint through:

- FSC and recycling instructions on our packaging.
- Recycling waste (>90%).
- Non-fossil electricity (100%).
- Reduction plastic (20%).
- Reduction of waste (30%).

Care for people & Society

Care for people and society through:

- Commitment to a safe working environment with 0 accidents.
- Responsible employer.
- Culture of integrity.
- Local involvement for a positive difference.

