

Audit Report

Global Standard for Storage and Distribution Issue 4: May 2021

1. Audit Summary			
Company name	DailyCool Warehousing B.V.	Site Code	7223665
Site name	DailyCool Warehousing B.V.		
Scope of audit	Storage and distribution of ambient and temperature controlled chilled, frozen and ambient foods and packaging materials; to include order pick of fresh processed vegetables. Ambient and temperature-controlled storage at the Amsterdam site.		
Exclusions from scope	None		
Justification for exclusion	N/A		
Audit Start Date	2024-11-27	Audit Finish Date	2024-11-28
Re-audit due date	2025-12-13	Audit result	CERTIFICATED
Certificate issue date	2025-01-17	Certificate expiry date	2026-01-24
2. Audit Results			
Audit grade	AA	Audit Programme	Announced
Previous audit grade	AA	Previous audit date	2023-12-13
Number of non-conformities	Critical		0
	Major		0
	Minor		3

Additional modules included		
Modules	Scope	Exclusions from Scope
Choose a module		
Choose a module		

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Page 1 of 25	Report No.: NL/VOE-239195	Auditor: Ad Farla
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Choose a module		
Choose a module		

3. Product Characteristics	
Product categories	Activities
01 - Chilled and Frozen Food 02 - Ambient Food 03 - Packaging and packing materials Select a product category Select a product category	01 - Storage 02 - Distribution Select an activity Select an activity Select an activity

4. Company Details			
Address	Debbemeerweg 2 1749DK Warmenhuizen		
Country	The Netherlands	Site Telephone Number	+31 226 412345
Commercial representative Name	Mr. R. Peekstok	Email	r.peekstok@dailycool.nl
Technical representative Name	Mr. R. Peekstok	Email	r.peekstok@dailycool.nl

Additional Locations		
Site Name	Address	Activities
DailyCool-Warehousing B.V.	Vlothavenweg 10, 1013 BJ Amsterdam, the Netherlands	Ambient and temperature-controlled storage.

5. Company Profile

Plant/Warehouse size (sq. m)	<10K sq.m	No. of employees	51-500	No. of Vehicles	>25
Subcontracted processes	Yes	Regions exported to	None Choose an item. Choose an item. Choose an item. Choose an item. Choose an item.		
Other certificates held	ISO9001				
Major changes since last BRCGS audit	None				

Company Description

Daily Cool Warehousing is part of the Schot Holding B.V., which includes other logistic service suppliers. Daily Cool Warehousing B.V. is a logistics service provider for storage and transport. Activities of Dailycool include:

- Refrigerated storage and order pick dedicated for customer V. on site of customer V.; customer V. is a large site that produces packed cool fresh meal salads, green salads, fruit and stir fry vegetables. Dailycool hires the cooled warehouse that is attached to the V-site. The products are received on pallets from V. after which Dailycool takes care of the order picking of the products and transport to the distribution centres of the clients of V. Additionally empty distribution (washed) crates are transported as return freight. Also other cooled products (e.g. pizza bases) for V. are received.
- Transport of chilled and frozen food and transport of packaging materials (mainly crates).
- Ambient and temperature-controlled storage in the Amsterdam Warehouse.

The organization owns 70 trailers and 45 trucks
Circa 147 workers are employed.

The site of the Warmenhuizen warehouse is 3200 sqm.
The site of the Amsterdam warehouse is 3700 sqm.

6. Audit Duration Details

Total audit duration	16 man hours	Site & vehicles audit duration	8 man hours
Reasons for deviation from typical or expected audit duration	None		
Next audit type selected	Announced		

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Page 3 of 25 Report No.: NL/VOE-239195 Auditor: Ad Farla




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Audit Duration per day		
Audit Date	Start Time	Finish time
2024-11-27	08:30	17:00
2024-11-28	08:30	17:00

	Auditor Number	Name	Role
Auditor Number	22370	Ad Farla	Lead Auditor
Second Auditor Number	Click or tap here to enter text.		Please select

Key Personnel					
Name	Job Title	Opening Meeting	Site Inspection	Procedure Review	Closing Meeting
Mr. R. Peekstok	director/ QA	Onsite		Onsite	Onsite
Mr. Robert. Knook	Logistics Manager - Amsterdam	Onsite	Onsite	Onsite	
Mrs. P. de Wilde	QA consultant	Onsite	Onsite	Onsite	
Mrs. Esther Berkelmans	QA consultant		Onsite	Onsite	Onsite
Mr. P. Veen	Logistics Manager - Warmenhuizen		Onsite		

GFSI Audit History		
Date	Scheme/Standard	Announced/Unannounced
2020-06-08	Global Standard for Storage and Distribution Issue 3	Announced
2021-05-18	Global Standard for Storage and Distribution Issue 4	Announced
2022-05-18	Global Standard for Storage and Distribution Issue 4	Announced

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Page 4 of 25	Report No.: NL/VOE-239195	Auditor: Ad Farla
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2023-06-05	Global Standard for Storage and Distribution Issue 4	Unannounced
2023-12-13	Global Standard for Storage and Distribution Issue 4	Announced

Document control			
CB Report number	NL/VOE-239195		
Template Name	SD406 Storage & Distribution Audit Report Template v3		
Standard Issue	4	Template issue date	2022-02-15
Directory allocation	S&D	Version	1.1

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Page 5 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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Non-Conformity Summary Sheet

Critical			
No.	Clause	Detail	Re-audit date

Major							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by

Minor							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by
1	2.8	A flow diagram Amsterdam 5.3 rev. 7 does not cover all process steps on site; Incoming inspection of	The receiving of goods and its steps were described in the flow diagram for Amsterdam, and validated	We will review the flow diagrams every year on site. This year we will do this with the	This step was introduced in Amsterdam this year The	2024-12-20	Ad Farla

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Page 6 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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Minor							
		received goods is not described as a process step.	with the responsables for analyze of PRP, OPRP or CCP.	site manager of Amsterdam and the site manager of Warmenhuizen.	site manager did not know that this also as to be part of the GIRA in a right way.		
2	5.4.2	Report from the T-Comm system for trailer 1116 for 27-08-2024 does not correspond with the route that this trailer drove according to the Transport planning system in locations/temperatures.	All the trailers were checked, no other trailers had this issue. Al the goods were brought at the right location.	During internal audits we will check the traceability of the trailer and the TMS system.	We couldn't check what happened. This is still under investigation. A bug in the TMS or T-comm system we think.	2024-12-20	Ad Farla
3	6.4.3	Practices from building owner V to clean cooling equipment, does insufficiently maintain a suitable environment for the storage of products. (unattended cleaning chemical, open cubitainer with dirty water and a spray can with unidentified content were observed).	The MD did send a photo to the building owner and the same day everything was gone.	Next time, clear agreements must be made in advance and checks planned by Dailycool	The building owner did not listen to clean the environment after the work was done. They thought they had to clean another	2024-12-20	Ad Farla

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Page 7 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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Minor							
						cooling equipment and leave the products for cleaning on the floor although they know we did not approve this.	

Comments on non-conformities

Click or tap here to enter text.

Head Office Non-Conformity Summary

Critical			
No	Clause	Detail	Re-audit date

Major							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by

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Page 9 of 25

Report No.: NL/VOE-239195

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Minor							
No	Clause	Detail	Correction	Proposed preventive action plan	Root cause analysis	Date reviewed	Reviewed by

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Page 10 of 25

Report No.: NL/VOE-239195

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Detailed Report

1. Senior Management Commitment

A documented policy (H1.1, version 7) is established, outlining the company's commitment to storing and distributing safe, legal, and authentic products as per specified quality standards. This policy was signed by Mr. R. Peekstok on 10-01-2023 and is dated 22-04-2021. It is communicated to all staff via notice boards, ensuring accessibility. The audit confirmed that this quality policy is well understood and implemented by personnel.

The senior management team has developed a clear Food Safety Culture Plan, documented in the Management Review dated 08-03-2023. This plan focuses on continuous improvement and includes objectives such as gaining insights into employee perceptions of food safety culture. Feedback from staff is collected via team leads during daily and informal and formal meetings like the driver day meeting to evaluate and improve procedures relevant to food safety reporting. Training is aligned with the food safety culture training of GFSI certified client V. Actions

The company has instituted a confidential reporting system, documented in section 4.4, dated 22-04-2021. Employees can report concerns regarding product safety, integrity, quality, and legality directly to management or utilize an external reporting mechanism at the "House for Whistleblowers." This system has been effectively communicated to all staff and maintains the privacy and confidentiality of reporters.

The latest electronic version of the BRCGS Version 4 Standard is available on-site, ensuring compliance with current regulations and standards.

Site registration number: Chamber of Commerce number 47788151 for the Amsterdam warehouse.

All previous 4 minor non-conformities from the last BRCGS audit have been effectively resolved, with measures in place to prevent recurrence. This was confirmed during the audit process.

The company website refers to a download of the certificate with the correct logo.

The last Management Review Meeting occurred on February 2024, with a previous meeting in February 2023. Each review covered essential topics, including audits, complaints, and supplier management. No food safety or legal complaints were recorded during this period.

Monthly management operational meetings are held, where performance indicators, budget comparisons, and employee feedback regarding food safety and culture are discussed. These meetings ensure ongoing communication and alignment with operational objectives.

An updated organizational chart (Organigram 2023-2024) is in place, dated 04-11-2024. It includes all relevant managers and key positions, such as directors, HRM, and logistics staff, ensuring clarity in organizational structure. Arrangements for absence and deputies are documented in "Vervangingsmatrix," version 4, dated 04-11-2024.

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Page 11 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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The site maintains awareness of relevant legislation and technical developments through an external consultant. Information is sourced from trade associations, legal subscription services, and industry newsletters, such as RASFF. Updates are reviewed quarterly.

During the audit, it was verified that all employees are aware of their responsibilities and complete tasks according to established procedures. Employees demonstrated compliance in activities such as product booking, temperature control, and vehicle loading.

N/A Clauses

Click or tap here to enter text.

2. Hazard and Risk Analysis

A prerequisite program is implemented. Chapters in the quality manual have procedures regarding condition and maintenance of buildings, equipment and transport vehicles, documented practices, procedures for handling damages, waste product and returns, allergen management plan, pest management, sanitation, supplier management, maintenance management, personal hygiene standards and training.

The HACCP team consists of the QA Manager (Director), Logistics Manager, Transport Manager, and Warehouse Manager. Since the last BRCGS audit, there have been no changes to the HACCP team. The HACCP team leader, our QA Manager, is trained and competent, holding a certificate in Food Safety and HACCP from KTBA (dated 16-12-2019). All team representatives have demonstrated their understanding of HACCP principles and application. To enhance our food safety management, we utilize the services of an external consultant whose key responsibilities include keeping the HACCP system updated, conducting internal audits, and assisting in the management review process.

The food safety plan is developed based on information sources such as customer and legislative requirements, codes of practice, and historical product safety hazards. The framework follows the ISO 22000 nomenclature, ensuring that all relevant guidelines are adhered to. The HACCP team's efforts are documented in the HACCP study, which outlines the complete process and product scope. This documentation is recorded as 5.1, dated 22-04-2021. Full product descriptions are in place for the following types of products handled: ambient packed food (only at the Amsterdam warehouse), chilled packed food, frozen packed food, and chilled raw materials intended for further processing. This comprehensive documentation ensures compliance with food safety and legal requirements, which are sufficiently and clearly defined.

The hazard and risk analysis is based on the principles outlined in Codex Alimentarius. The HACCP food safety team has conducted a thorough hazard analysis to identify potential hazards that must be prevented, eliminated, or reduced to acceptable levels. Severity and occurrence are rated on a scale from 1 to 5, with definitions documented. Each identified risk is assessed by multiplying severity by occurrence. If the identified risk reaches or exceeds a score of 6, a decision tree process is utilized to determine the necessary controls. The audit and subsequent on-site inspections confirmed the



identified potential hazards documented in our Risk Assessments, which include microbiological hazards (pathogenic bacteria such as *Campylobacter jejuni*, *Salmonella*, and *E. coli*), physical hazards (risks from stone, glass, and wood contamination), chemical hazards (exposure to cooling fluids and cleaning chemicals), and allergen management. Additionally, a risk assessment for fraud and malicious contamination is documented in section 2.9, dated 23-10-2024.

Flow diagrams for each location and process are in place and align with the actual operational procedures. The following flow chart was verified during the recent audit: general process flow chart (Document 5.3, dated 23-10-2024). The main processes include receipt of goods, order picking, storage, and dispatch and transport to product recipients. There are no notable daily or seasonal variations to report. A decision tree was employed to identify control points (CCPs). After review, one critical control point was established: CCP1, which is the control of refrigerated storage and transport temperature. The critical limit is set to $>7^{\circ}\text{C}$, monitored at loading with a calibrated thermometer / probe, while the set point during transport is established at 3°C . For frozen transport, the critical limit is set at -15°C with a set point of -20°C .

A flow diagram Amsterdam 5.3 rev. 7 does not cover all process steps on site; Incoming inspection of received goods is not described as a process step. **[MINOR1]**

In the event of control limits not being met, the corrective action procedures include rejecting all products produced until the last successful test and immediate notification to the QA Manager, who will inform the owner/customer. The corrective action procedure is documented in section 5.6 (version 5, dated 01-03-2021), clarifying the actions to be taken by the competent and responsible person concerning any products manufactured during the period of non-compliance.

Verification procedures to determine the continued effectiveness of the HACCP and food safety plan, including PRP controls, are in place. These include internal audits and reviews of complaints and incidents. An internal verification was conducted on 08-02-2024 and communicated to the HACCP food safety team. Annual reviews of the HACCP study and associated prerequisite plans take place, ensuring necessary adaptations are made when deviations occur. The last complete HACCP review was conducted on 08-02-2024.

Some transport operations are subcontracted to external transport companies. We ensure that subcontractor plans and controls are thoroughly reviewed, and temperature logs are maintained and made available within one day. Our facility upholds stringent food safety and quality standards, enforced through effective implementation of PRPs, a dedicated HACCP team, and a thorough hazard analysis. Continuous monitoring, verification, and adaptation ensure that we meet and exceed regulatory and customer expectations while safeguarding consumer health.

N/A Clauses

[Click or tap here to enter text.](#)

3. Product Safety and Quality Management Systems



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The food safety and quality manual is electronic and available to all staff members. The manual is updated regularly by an external consultancy agency. The auditor concluded that the documents are clearly legible and sufficient in details, and multiple relevant languages are utilized where necessary.

Records are retained for at least 3 years (Shelf life period + 1 year). The shelf life of the products is maximum 2 years for frozen product.

A scheduled program for internal audits is in place, with a frequency based on risk. The audits are spread throughout the year, covering all areas of the Standard. Internal auditors are trained and competent, with no self-auditing. All audits are conducted by external auditors from a consultancy agency. Audit reports have been verified, including report 22-2-2024 on the documented QMS and document control, 14-03-2024 on warehousing, report 23-10-2024 on chapters 4,6,7 en 8 of the Standard.

A documented procedure 2.6, dated 22-04-2021 for handling and correcting failures is available and kept up to date. Non-conformities are recorded, investigated, and addressed with clear documentation and assessment of consequences. Actions are implemented with a responsible person assigned, a timescale established, and verification of effectiveness ensured.

A program for hygiene inspections is in place, with the frequency based on risk assessments. Inspections are performed weekly in Amsterdam and quarterly in Warmenhuizen, with the outcomes documented thoroughly, and records seen 24-11-2024, 24-10-2024, 24-09-2024 for Amsterdam site and 01-11-2024 up to 03-09-2024 for Warmerhuizen site.

Customer requirements for the storage and/or distribution of their product are agreed upon and documented prior to fulfilment. Changes to existing agreements or contracts are communicated to appropriate personnel, and KPIs are established to measure performance.

Procedures for the approval and monitoring of suppliers are documented and up to date, with annual monitoring in place. The last review occurred on 08-02-2024. Suppliers' service performance is assessed annually.

Dailycool did not have any agency workers over the past year, but the company employs two local drivers who are considered part of the staff and join all relevant training. Contracts are in place for these drivers, although records of annual reviews could not be demonstrated during the audit.

A documented vulnerability assessment on all raw materials has been carried out and verified 23-10-2024. This assessment is based on historical evidence of substitution or adulteration.

The site has adequate procedures and processes to maintain traceability throughout its operations. The traceability system is tested at least annually across the range of products and different sites. The last test was executed on 17-01-2024 regarding 5 colli Soup chicken frozen dispatched to client C on 10-01-2024. The product was traced upstream to article 45160. received on order number 7327, 16-11-2023 60 received from client Wv/dM and downstream to other shipments to known recipients



including 3 colli to C. Breda (10-1-2024) and 5 colli to C. Amsterdam 11-1-2024. Including mass balance the trace was performed within an hour.

During the Amsterdam audit a traceability exercise was performed on frozen meat from client JGF, dispatched 3 colli to M. Duiven on 18-10-2024. The product was traced upstream to the receipt of 38 colli on 27-09-2024 and downstream to dispatches to other known recipients, all wholesaler M., but different locations on 14, 15 and 21-10-2024. Including verification of the actual remaining stock a mass balance was completed within an hour.

At the Warmerhuizen site a traceability test was performed during the audit on delivery to AH in xpo Zaandam with trailer DC1119, 25-11-2024. The CMR was verified, including temperature of 20C at clients receipt, The temperature log of the trailer was verified, including the log on opening and closing the doors of the trailer; the trailerdoors were closed at Warmerhuizen and only openen at the delivery site in Zaandam. The packing list for order VB0427791 includes article number, number of colli delivered, EAN code and SSCC pallet number of the product shipped to allow the owner of the product full traceability. The test was performed within one hour.

A procedure to manage product withdrawals and recalls is documented: H2.8, version 4 dated 16-05-2021.

The procedure includes reporting and effectively manage incidents and potential emergency situations and details how and when a recall or withdrawal needs to be instigated and responsibilities of the team members.

The (documented) procedure includes:

- a description of the recall team and its members. Responsibilities are clearly identified.
- guidelines for decision taking whether a product needs to be recalled or withdrawn (the responsible person for the decision to recall or withdraw is the director,
- a key-contact list including out-of-hours contact details and external agencies providing advice and support,
- a communication plan,
- a plan to handle logistics,
- a plan to record timings of key activities (logbook),
- and a plan to conduct root cause analysis and to implement ongoing improvements to avoid recurrence.

A system to formally notify the owner / manufacturer of products when a product quality or safety issue becomes apparent during the storage or distribution of their product, and to agree what action should be taken, is operational. Documented evidence of the formal notification and agreed actions is retained when this occurs.

An annual test was performed 17-01-2024 and documents were retained properly. Results of the test were used to review the procedure. All information was gathered within half an hour.

The procedure and traceability test clearly state that the certification body will be notified within three working days.

No recalls or withdrawals were performed since the previous BRCGS audit.

A contingency plan for business continuity has been developed, addressing potential disruptive events such as natural disasters, loss of key services, and cyber-security issues. The plan includes



identification of key staff, a list of emergency contacts, alternative arrangements for customer fulfilment, and communication strategies.

Procedures for managing incidents and non-conforming products are established. Staff members demonstrated significant competency regarding the procedures designed for identifying and reporting potential non-conformities. On-hand products awaiting resolution were observed and clearly marked.

Complaints are systematically recorded, investigated, and analysed for trends. The complaint data is analysed for significant trends. The analysis was made available to relevant staff.

There is a significant decrease in complaints for the Amsterdam site versus last year. Root cause analysis is conducted where possible to implement ongoing improvements and avoid recurrence. Actions are taken by trained staff following these investigations to ensure that issues are rectified promptly and effectively. The overview in the Management Review shows mostly timing issues for Warmerhuizen site and some isolated incidents for Amsterdam site, including
 01-06-2024, incorrectly blocked product
 07-06-2024 leakage in freezer, cell 1; formal complaint to building manager
 10-11-2024 stock differences because of write off of sample product.

N/A Clauses

None

4. Site and Building Standards

The company is strategically located and maintained to prevent contamination, with a suitable environment for food production that is in good condition and well-kept. The layout of the facility ensures there are no adverse effects from the surrounding environment concerning food safety or food defense. External areas are well-maintained, with paved roads in excellent condition. Necessary measures to safeguard the site from potential contamination, such as external pest control, are implemented and regularly reviewed. The building fabric is maintained to a high standard, minimizing the risk of product contamination. During the audit, no bird-roosting sites, gaps, or ingress of water or other contaminants were observed.

A documented risk assessment, dated 23-10-2024, outlines the potential risks to products from deliberate contamination or damage, including internal and external threats like unauthorized access and contamination via raw and packaging materials. This assessment is reviewed at least annually, with the last review conducted on 23-10-2024 during the internal audit. Security measures include a reception area for customer V., a perimeter fence, controlled access through closed doors, staff entry with badges, and CCTV monitoring. Staff members receive training on site security as part of their annual food defense training or through a truck drivers' manual. Policies ensure only authorized personnel can access the warehouse and parking areas, and visitor access is controlled through a recording system that requires sign-ins on tablets at the security reception.

The layout of the site is well-documented and includes access points for personnel, travel routes, staff facilities, waste removal routes, and designated storage areas (ambient, chilled, and frozen). Process flows are detailed in the HACCP Study. The premises provide sufficient working space for

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Page 16 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla

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safe and hygienic operations that minimize the risk of product damage. There is no need for segregated storage to prevent taint or cross-contamination. The positioning of machinery, equipment, and site facilities does not compromise product integrity, and there are no areas where fumes can accumulate. Proper storage facilities for cleaning and maintenance chemicals are provided, ensuring they do not compromise the safety, legality, quality, and integrity of the products. Cleaning facilities are adequately segregated from product handling and storage areas.

Vehicles are loaded and unloaded in covered bays to protect the products, and temporary structures used during building work are designed and located to prevent pest harborages and maintain product integrity. During the audit tour, sufficient working space and storage capacity were confirmed, with no temporary structures observed.

The fabrication of the site utilizes materials suitable for its production purposes. Walls are finished with PU panels or smooth plates, and no condensation or mold growth was detected. Floors are impervious, constructed of concrete, and in good condition, capable of withstanding cleaning materials and methods. Drainage systems are designed and maintained to minimize risks of product contamination, directing water from transport equipment directly into drains. Potable quality water is confirmed. Ceilings, suspended ceilings, and roof voids are constructed and maintained to prevent contamination. The building design effectively minimizes pest access, with windows generally not designed to open.

Internal and external doors are in good condition, and external doors leading to enclosed product areas are equipped with suitable pest ingress prevention measures. Lighting in work and storage areas is adequate for proper operations, while ventilation in storage and processing environments meets requirements, with no signs of condensation or excessive dust.

Storage facilities are provided for personal items of personnel, adequately sized for their needs. Handwashing facilities, including sanitizers, are available at every entrance to production areas. Toilets are appropriately segregated and do not open directly into storage areas. Handwashing facilities are equipped with soap and water at suitable temperatures, and adequate hand-drying facilities, including air dryers, are available. Advisory signs for handwashing are prominently displayed.

Smoking is prohibited in production and storage areas, with controlled designated areas provided outside that pose no risk to products or processes. The use of electronic cigarettes (e-smokers) is not permitted in production and storage areas, as stated in the company hygiene rules. Refrigeration is provided for staff to store their food, with separate lockers for non-refrigerated items. The refrigerator was observed to be neat and tidy, and there are no catering services facilitated on-site.

N/A Clauses

- 4.1.5 There is no external storage.
- 4.3.5 No areas where fumes can build up
- 4.3.7 No cleaning facilities
- 4.5.4 No catering facilities

5. Vehicle Operating Standards

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Page 17 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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The load-carrying area of the vehicles is maintained in optimal condition to prevent any risk of damage to products. Each load-carrying area is kept free from loose items, damaged panels, or projections and is designed to prevent the ingress of rain or dampness during transport. The areas facilitate ease of cleaning and undergo inspections prior to loading, focusing on the condition of walls, ceilings, floors, door seals, pest presence, strong odours, and moisture levels. Records of these inspections in the form of a signed paragraph on the CMR's are retained to ensure compliance.

All load supports, lashing points, load lock strips, and fastenings are maintained in good condition and are adequately equipped for safe transport. While rear door shutters and tail lifts are in proper working order. There are no transfer hoses, filters, sieves, or bulk tankers utilized in the transport process.

A documented risk assessment, identified as the threat assessment, is performed to identify any potential internal and external risks to the load's security during transport. This assessment, documented in the Risk Assessment Security (2.9), with the most recent review conducted on 23-10-2024 to address any emerging risks and incidents that may implicate product security or defense.

Access to vehicles is strictly limited to authorized personnel. Procedures for maintaining vehicle security are detailed in the truck drivers' manual and are well understood by the drivers. Transport procedures are documented, covering the types of products handled (including returns), exceptions such as restrictions on mixed loads and waste handling, and segregation controls to avoid cross-contamination, mixing, or taint. This information is readily available and comprehensible to drivers.

Vehicle load areas are fully enclosed, and doors are locked once vehicles are loaded. Although seals are not used, procedures are established for addressing any potential risks to product safety in the event of an incident before or during loading/unloading. This includes ensuring proper reporting of incidents both internally and externally to customers and relevant authorities, along with efficient management of any contamination risks.

A comprehensive vehicle management system is in place to ensure that all road vehicles are maintained in a roadworthy condition. Recent inspections for trucks have shown that the following vehicles have passed their MOT and maintenance checks:

- Truck 08BPF1: MOT valid until 15-12-2024
- Truck 08BKX7: MOT valid until 22-05-2025
- Truck 11BPF1: Maintenance scheduled for 23-12-2024

Trailers also undergo regular inspections, with records showing:

- Trailer ON41BS (1097): 20-03-2024
- Trailer OP79FL (1130): 21-11-2024
- Trailer ON14ZT (1111): 26-09-2024
- Trailer OP68BZ (1117): 19-10-2024
- Trailer OR69DY (1138): MOT **31-01-2025** and maintenance on 03-02-2024.



Other trailers also follow similar maintenance schedules, ensuring compliance with temperature verification and other operational protocols.

Vehicle operators are not required to be registered with local authorities. Procedures to maintain product safety, legality, and quality in the event of vehicle breakdowns, accidents, or incidents are in place. This includes clear instructions and emergency contact numbers for drivers documented in the manual, as well as guidance on preserving specific temperature or environmental controls appropriate to the load.

For temperature control, a system for validating and ongoing verification is operational for vehicles and their equipment, confirming the capability to maintain required product temperature across varying weather conditions, including during maximum and minimum loads, and during loading/unloading operations.

Automatic temperature and time-recording equipment consistently monitors the load-carrying area to ensure products remain at specified temperatures throughout transportation. If any temperature deviation occurs, a warning system alerts the driver. Adjustments to settings can be made prior to departure, and manual temperature checks of products are performed to verify compliance prior to loading and dispatch. Trained staff conduct pre-loading checks for vehicles transporting chilled or frozen products to confirm appropriate temperature levels, and loading and unloading procedures are carefully managed to maintain these temperature standards throughout the operation. During the audit it was observed that the report from the T-Comm system for trailer 1116 for 27-08-2024 does not correspond with the route that this trailer drove according to the Transport planning system in locations/temperatures. **[MINOR2]**

N/A Clauses

- 5.1.7 No vehicles equipped with transfer hoses and pumps
- 5.1.8 No bulk tankers

6. Facility Management

Roll cages, pallet lifts, and forklift trucks are maintained in good working condition to prevent potential damage to products, with external supplier M confirming this condition for the Amsterdam site in October 2024. There is no racking in Warmenhuizen; however, the racking system in Amsterdam was installed recently (within the last year) and is adequately maintained and constructed. Periodic inspections are conducted to identify any damage, with the frequency of these inspections determined by a nominated person based on a risk assessment. Records of inspections are maintained meticulously.

There are no diesel-powered handling equipment or physical automation systems, such as vertical lifts or conveyor systems, utilized for product handling at the site.

Procedures are in place for monitoring the condition of wooden pallets and plastic trays to mitigate the risk of contamination or damage to products. Tools provided, such as knives, are used in a manner designed to avoid any product damage, and snap-off blade knives are not utilized on-site.



A documented planned maintenance schedule is in place for all plant and equipment, including newly commissioned equipment. The facility in Warmenhuizen is maintained by V, ensuring that maintenance operations do not compromise the safety, legality or quality of products. All third-party contractors and engineers are informed of the site's operating standards, including hygiene standards and contamination control policies.

Cleaning or replacing light fittings and glass is performed in a way that minimizes potential contamination risks to products. Maintenance records for vehicles and equipment are consistently kept as evidenced in previous documentation. In emergencies, temporary repairs or modifications are permitted only when there is no risk to product contamination. These temporary repairs must be documented, time-limited, and scheduled for permanent repair. No temporary repairs were observed during the latest inspection.

Monthly inspections, including leak-tightness controls and checks on forklifts conducted by Goovers, are scheduled to ensure compliance with standards. The Amsterdam site experienced leakage in cooling equipment in May 2024. It was detected in an early state and fixed over the weekend. Since then leak testing was performed on a monthly basis, seen 28-10-2024 and 20-9-2024.

All measuring equipment used to monitor critical control points (CCPs) and ensure product safety, legality, and quality is identified and controlled according to established procedures. This includes maintaining a documented list of equipment along with its location, identification codes, and calibration due dates. Measures are in place to prevent unauthorized adjustments and protect equipment from damage or misuse. Measuring and monitoring devices are checked based on a predetermined risk assessment frequency.

Procedures for addressing non-operational measuring devices are documented to ensure corrective actions are taken when instruments exceed specified limits.

Seen: list of equipment and certificates for 40 thermometers, including Certificate number #E1034029777 calibration certificate: cold store 1; done on June 3, 2024, valid until June 23, 2025, and other thermometers.

Cleaning schedules are implemented effectively for the building, vehicles, plant, and equipment. Cleaning frequency is strategically determined to remove any food debris that could attract pests and maintain a clean working environment. Daily sweeping and ice removal practices have been recorded, and cleaning practices are established to minimize contamination risks to products. Adequate staffing, facilities, and equipment ensure that cleaning can be conducted to a level appropriate for site activities. Importantly, no cleaning chemicals are used, further mitigating contamination risks.

The effectiveness of cleaning procedures is verified and documented on weekly cleaning records, which also include checks for truck cleanliness. A hygiene monitoring program, signed off by the warehouse manager was seen for weeks 30-47 2024.

Practices from building owner V to clean cooling equipment, does insufficiently maintain a suitable

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Page 20 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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environment for the storage of products. (unattended cleaning chemical, open cubitainer with dirty water and a spray can with unidentified content were observed). **[MINOR3]**

Waste management practices involve designated bins and containers to minimize waste accumulation in handling and storage areas. Waste is segregated into categories such as wood, paper / carton, plastic / metal / drink items, and others, with collection conducted by a licensed waste disposal company.

For pest management, the Amsterdam site has contracted OBN, which includes eight visits per year for rodent and crawling insect control. Employees are trained to recognize signs of pest activity and report any findings immediately. Training logs from the annual training, performed for all staff in week 47, 2024 confirm that staff understands pest protocols. An up-to-date site plan from 6-10-2020 describes bait locations, with pest inspection reports documenting activities and findings throughout the year. Seen inspections 24-10-2024, 10-9-2024 and 27-08-2024. Records describe two isolated cases of a single mouse in January and May 2024 which were properly handled by the pest control company.

The in-depth pest management survey was conducted on 19-03-2024 (previous 29-08-2023).

As Dailycool only performed services on the premises of IFS certified client the V. in Warmerhuizen they only participate in the pest control plan of external pest control company Attack. V keeps Dailycool updated on inspections as seen for report 22-11-2024 and the in-dept-inspection dated 14-06-2024, previous 12-10-2023. No activity has been reported in 2024.

N/A Clauses

- 6.1.3. No diesel-powered handling equipment.
- 6.1.6 No tools or knives provided.

7. Good Operating Practices

A process is designed and implemented for the inspection of loads upon arrival at the facility. This procedure ensures that products are free from pest infestation, contamination, or damage and confirms they are in a satisfactory condition for further processing. There are no additional procedures required to establish secure conditions before the acceptance of loads.

Shelf life codes are clearly marked on all products, and a First In, First Out (FiFo) stock rotation system is in place to ensure product freshness and compliance with specified storage times. Personnel responsible for handling products that require specific conditions have received training in relevant procedures, which encompass the following: instructions for handling different product types, segregation of products to avoid cross-contamination (whether physical, chemical, microbiological, or allergenic), and specific services to prevent product damage.

Loading practices are executed to avoid damage, with loads secured effectively to prevent movement during transit. Some products are repacked onto pallets for either storage or distribution, and the packing configuration is designed to minimize the risk of damage, with no overhanging cases

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Page 21 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla

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observed. All products are stored off the floor and distanced from the walls to maintain hygiene standards.

Monitoring is conducted in alignment with product specification requirements, and temperature-controlled storage is utilized to maintain the appropriate temperatures for all items. A functional system records temperatures with defined alarm setpoints, and temperature logging occurs continuously. During the audit, records for May 2023 were verified. The alarm procedure is responsive, sending an email notification to the warehouse manager in Amsterdam within five minutes of any temperature breach, with alarm setpoints established at $>-15^{\circ}\text{C}$ and $>4^{\circ}\text{C}$, and no alarms have been recorded since the system's installation. Alarm reporting functions were tested during the audit for freezing storage. Settings for temperature control can only be adjusted by authorized and trained personnel, specifically the warehouse manager in Amsterdam.

In the event of equipment failure, a specific procedure is followed to assess the safety status and quality impact of affected products before they are released for distribution, with corresponding records maintained. No controlled atmosphere is currently utilized, and there are no restrictions on product placement within storage areas.

The Amsterdam site experienced leakage in cooling equipment in May 2024. It was detected in an early state and fixed over the weekend.

The facility minimizes the presence of glass and other brittle materials wherever possible, utilizing protective measures such as coverings for strip lights in storage areas. A documented procedure for handling glass and other brittle materials (excluding product packaging) exists, dated 12-05-2021. This procedure provides a detailed inventory of items pertaining to location, number, type, and condition, along with guidelines for cleaning and replacement to mitigate contamination risks. Weekly inspections of the integrity of these items are conducted, with frequency defined through a risk assessment. The most recent inspection occurred on 20-11-2024, also addressing glass and hygiene protocols.

The procedure outlines specific actions to be undertaken in case of any breakage incidents, including authorizations for quarantining affected products and areas, cleaning, inspection, changing workwear, documenting occurrences, and safely disposing of contaminated items. Notably, there were no breakage incidents reported in the past year, indicating effective handling practices.

Protective measures are in place for glass windows, which are treated with protective foil against breakage, and light strips, including EFKs, are safeguarded similarly. The control of cleaning chemicals on-site is adequately documented; such chemicals are kept secured and accessible only to trained and authorized personnel while lubricating oils and similar chemicals are not present on-site in Amsterdam.

An operational FiFo stock rotation system is reinforced by receipt documents and proper product labelling, which facilitates effective stock management. A systematic approach ensures that stock is promptly identified within storage areas, aiding in compliance with stated shelf life requirements for onward sale.

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Page 22 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla

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There is no formal release procedure.

An assessment of all allergens containing products has been carried out and implemented in the HACCP study, documented in 5.5 dated on 01-03-2021, verified 08-02-2024.

The warehouse manuals of both sites include instructions to mitigate the cross-contamination risk to (packed) products and include spillage controls and specific handling procedures to reduce product damage. Staff is trained on allergen awareness during the (refresher) training and by company rules.

N/A Clauses

- 7.2.3 No re-palletising.
- 7.6 – 7.6.2 No formal release procedures

8. Personnel

A training program is established to ensure all relevant personnel, including agency supplied staff, receive appropriate training prior to commencing work and are adequately supervised throughout their working period. The training program also encompasses truck drivers, who have received training for code 95. This requires 35 hours of training every 5 years in various relevant areas of their work as truck driver, such as loading and unloading, tachograph use, securing load, cooling, but also communication, social skills. Warehouse staff in Amsterdam have also undergone training according to company rules, with MS-Team based instruction held in Warmenhuizen in week 47, 2024. Staff engaged in activities relating to Critical Control Points (CCPs) are specifically trained and deemed competent, with annual updates provided; a record for C.W.'s training was reviewed.

In Warmenhuizen, general hygiene training was conducted online during week 47, facilitated by trainer Esther. Attendees included Peter Veen, Dirk Westra, and Jordy F. Bosma. For Amsterdam, the training details were communicated to Harry and Papp via email. Documented training programs cover the necessary competencies for relevant personnel, including the identification of training needs, the provision of training or other required actions, and the review of training effectiveness. Training is delivered in a language appropriate for the trainees.

Records of training are maintained containing the name of the trainee, attendance confirmation, training dates and duration, course titles or content, and the training provider. For internal courses, references to the training material, work instructions, or applicable procedures are included. The company conducts regular reviews of staff competencies and provides necessary training, including refresher and on-the-job training sessions.

Personal hygiene requirements are documented in the "Koelhuis reglement version 3," dated 13-02-2023, specifically for warehouse staff. This documentation encompasses all requirements outlined in the BRCGS S&D standard of 8.2. Employees are required to sign company rules to acknowledge their understanding of hygiene practices, with signatories noted including M.V., Y.R., A.d.R., S.R., and R.K. The policy strictly prohibits smoking in production and storage areas, with designated smoking areas provided outside to mitigate risks to products and processes. The use of electronic cigarettes is also prohibited within these areas, as clearly documented in company regulations.



Company-provided clothing is adequately available for each employee and is suitably designed to prevent product contamination. Disposable hairnets are provided to all staff to enhance hygiene compliance. Any cuts or grazes on exposed skin must be covered with blue adhesive plasters, which were confirmed to be observed in compliance during the site tour.

The hygiene rules stipulate that personal medications must be stored in personal lockers, which are provided in sufficient numbers. Employees are educated about the symptoms of infectious diseases and are required to report any illnesses they may experience. These rules, which must be signed prior to work commencement, also extend to visitors and contractors, who are informed about symptoms and requirements. Health questionnaires cannot be completed due to legal restrictions. Additionally, visitors and contractors must record their visit at the entrance, confirming they are free from any symptoms.

N/A Clauses

Click or tap here to enter text.

9. Handling of open food products

Not applicable

N/A Clauses

Click or tap here to enter text.

10.1 Wholesaler Module

Not applicable

N/A Clauses

Click or tap here to enter text.

10.2 Branded Products

Not applicable

N/A Clauses

Click or tap here to enter text.

10.3 Other Wholesale Operations

Not applicable

N/A Clauses

Click or tap here to enter text.

12. Ecommerce

Not applicable

N/A Clauses

Click or tap here to enter text.

13. Contractual arrangements (all services)

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Page 24 of 25

Report No.: NL/VOE-239195

Auditor: Ad Farla



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Not applicable
N/A Clauses
Click or tap here to enter text.

14. Product Inspection
Not applicable
N/A Clauses
Click or tap here to enter text.

15. Contract Packing (Repacking, Assembly Packing)
Not applicable
N/A Clauses
Click or tap here to enter text.

16. Quantity Control Inspections
Not applicable
N/A Clauses
Click or tap here to enter text.

17. Contract chilling/freezing/tempering/defrost and high-pressure process operations
Not applicable
N/A Clauses
Click or tap here to enter text.

18. Contact Cleaning of baskets, roll cages and other distribution containers
Not applicable
N/A Clauses
Click or tap here to enter text.

19. Waste recovery and recycling
Not applicable
N/A Clauses
Click or tap here to enter text.

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Page 25 of 25	Report No.: NL/VOE-239195	Auditor: Ad Farla



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