



IFS Broker Version 3

Final Audit Report

Audited company: Jogrex NV

Date of audit: 2020-12-07

Name and address of certification body

SGS-International Certification Services GmbH
Rödingsmarkt 16
D-20459 Hamburg (Germany)
Tel. +49 (0)40 33101361 - Fax +49 (0)40 330408
www.sgs.com

Accreditation number of the certification body

D-ZE-16090-01-00

IFS Broker, Version 3, June 2019

Audit Overview

Audit details			
Lead Auditor: Mrs Griet Aerts Co-auditor: Trainee(s):		Date/time of current audit: 2020-12-07 (09:00-17:30)	Date of previous audit: 2019-11-26 CB and auditor of previous audit: SGS-International Certification Services GmbH, Griet Aerts
Name and address of the company (or headquarter):		Name and address of the audited site: Jogrex NV Londerzeelseweg 64 1880 Kapelle-op-den-Bos Belgium	
		EAN Code/ UCC Global Location Number: COID: 60572	
Phone:	Fax:	Phone: (+32) 3 8602050	Fax: (+32) 3 8602055
Website:	E-Mail:	Website: www.jogrex.com	E-Mail: joris@jodifrost.com

Scope of audit	
Import and export of fresh, preserved and frozen fruit & vegetables for the international food industry.	
Product scope(s):	1.5

Audit participants					
Name	Position	Opening meeting	Documentation review	On-site audit	Closing meeting
Joris Olbrechts	Logistic manager, broker representative	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Annelies Maes	External advisor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Peter Olbrechts	Sales & logistic manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tom Van Asch	Operations manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Griet Aerts	Lead auditor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Final Result of Audit	
<p>As result of the audit performed on 2020-12-07, "SGS-International Certification Services GmbH" found that the activities/services of Jogrex NV for the above-mentioned audit scope comply with the requirements set out in the IFS Broker Version 3, at Higher Level with a score of 99,19%.</p>	<p>Next audit between 2021-10-17 and 2021-12-26</p>

Company Profile

Description of the company, including Headquarters, and related trading sites / offices of this company:

Grandfather started activities in 1945, as trader in vegetables. Later on his son Jos Olbrechts joined the company. Current company Jogrex NV was founded 28/06/74. Activities: import and export of fruit and vegetables for food industry. Fruit and vegetables can be canned, packed in barrels, frozen or fresh.

- Year of construction of the plant: 1974
- Customers of Jogrex NV: food processing industry
- The company is not subjected to a multi-location approach.
- The official registration at Belgian authorities, number 0414376575 with activity PL82 AC108 PR 126 'Trading of food products'
- Product groups and products per group traded by this trading site/office: 5. Fruit and vegetables: Fruit: fresh fruit, canned fruit, frozen fruit, concentrated fruit/puree; Vegetables: fresh vegetables, canned vegetables, frozen vegetables, conserved fruit.
- The broker is working with 24 suppliers of which 17 product suppliers, 7 service suppliers (transport & storage, outsourced and external consultant)
- importing activities : India, the Netherlands
- Overview of the broker services of this trading site: purchase, sales B2B, storage at external warehouse, delivery to customer by external transporter or by customer.
- No. of employees: own employees full time: 7, part time: 0; temporary/leased/flexible employees: 0; no. of shifts: 1
- Logistic activities: logistic activities (storage and transport) are outsourced.
- Outsourced processes: no sub-companies, storage and transport are outsourced. Co-packing is outsourced to Maasoever (washing, cutting, freezing and packing of rhubarb); Maasoever is GFSI certified.
- Site area in square meters: 20 m²
- Use of IFS logo: correct use of the IFS logo in e-mail footer.
- No certification according others schemes
- Audit duration in line with audit calculator
- Other information: assistance from external consultant

Is this company subject to multi-location approach?:

No

If yes, when did the audit of the central managing site take place?:

Official registration/approval number(s) of this trading site (according to (approval) document (if applicable)):

0414376575

Approved activities:

- Trading of food products

If there are seasonal breaks in activity during more than one week, please specify:

N/A

Name and contact data (phone, fax, email...) of the contact person in case of emergency:

Joris Olbrechts, sales & logistic responsible, tel +32 3 8602056, fax +32 3 8602055, mobile: +32 474 94 08 42, joris@jodifrost.com

Product Groups and related products traded by this trading site/office:

5. Fruit and vegetables
 Fruit: fresh fruit, canned fruit, frozen fruit, concentrated fruit/puree
 Vegetables: fresh vegetables, canned vegetables, frozen vegetables, conserved fruit.

Company Profile	
Which product types are traded (supplier branded products, own brand or customer branded products)?:	
	Own branded and supplier branded products
Number of subcontracted processors/manufacturers the Broker is working with:	
	24
Importing activities:	Yes
Complete overview of the broker services of this trading site:	
	<p>Purchase, sales B2B, storage at external warehouse, delivery. Trading of own branded and supplier branded products :</p> <ul style="list-style-type: none"> -Fruit: fresh fruit, canned fruit, frozen fruit, concentrated fruit/puree -Vegetables: fresh vegetables, canned vegetables, frozen vegetables, conserved fruit. -Import activities from India and The Netherlands -Outsourced processes: storage and transport are outsourced. Co-packing is outsourced to Maasoever (washing, cutting, freezing and packing of rhubarb); Maasoever is GFSI certified.
How many employees are working there?:	
	7
Is the Broker organizing storage and/or transport activities?:	Yes
If yes, with how many logistics providers is the company working with?:	
	5
State if the company fulfils the requirements about use of IFS logo, as defined in IFS audit protocol:	Yes
If the site is certified according to other schemes, please specify the schemes' names:	
Reviewer:	Verónica Abad

Explanations regarding the audit report

Evaluation of requirements

Result	Explanation	Points
A	Full compliance	20 points
B (deviation)	Almost full compliance	15 points
KO requirement scored with a B	Almost full compliance	15 points
C (deviation)	Small part of the requirement has been implemented	5 points
D (deviation)	Requirement has not been implemented	-20 points
Major non - conformity	When there is a substantial failure to meet the requirements of the Standard, which includes food safety and/or the legal requirements of the production and destination countries. A major can also be given when the identified non-conformity can lead to a serious health hazard. A major can be given to any requirement which is not defined as KO.	15% of the possible total amount of points is subtracted
KO requirement scored with a D	The KO requirement has not been implemented	50% of the possible total amount of points is subtracted
N/A	Not applicable Requirement not applicable for a company	N/A requirements will be excluded from the final scoring

Scoring and awarding of certificates

Audit result	Status	Action company	Report form	Certificate
At least 1 KO scored with D	Not approved	Actions and new initial audit to be agreed upon	Report gives status	No
> 1 Major and/or total score < 75%	Not approved	Actions and new initial audit to be agreed upon	Report gives status	No
Max 1 Major and total score \geq 75%	Not approved unless further actions taken and validated after follow-up audit	Send completed action plan within 2 weeks of receiving the preliminarily report. Follow-up audit max. 6 months after the audit date	Report including action plan gives status	Certificate at foundation level, if the Major non-conformity is finally solved as controlled during the follow-up audit
Total score is \geq 75% and < 95%	Approved at foundation IFS Broker level after receipt of the action plan	Send completed action plan within 2 weeks of receiving the preliminarily report.	Report including action plan gives status	Yes, certificate at foundation level, 12 months validity
Total score is \geq 95%	Approved at higher IFS Broker level after receipt of the action plan	Send completed action plan within 2 weeks of receiving the preliminarily report.	Report including action plan gives status	Yes, certificate at higher level, 12 months validity

IFS Broker Version 3, June 2019

Audit Report

Result:

The activities/services of company „Jogrex NV“ met the requirements of the IFS Broker Version 3.

The company passed with a score of 99,19% at:

Higher Level

99,19%

Date of renewal audit: between the 2021-10-17 and the 2021-12-26.

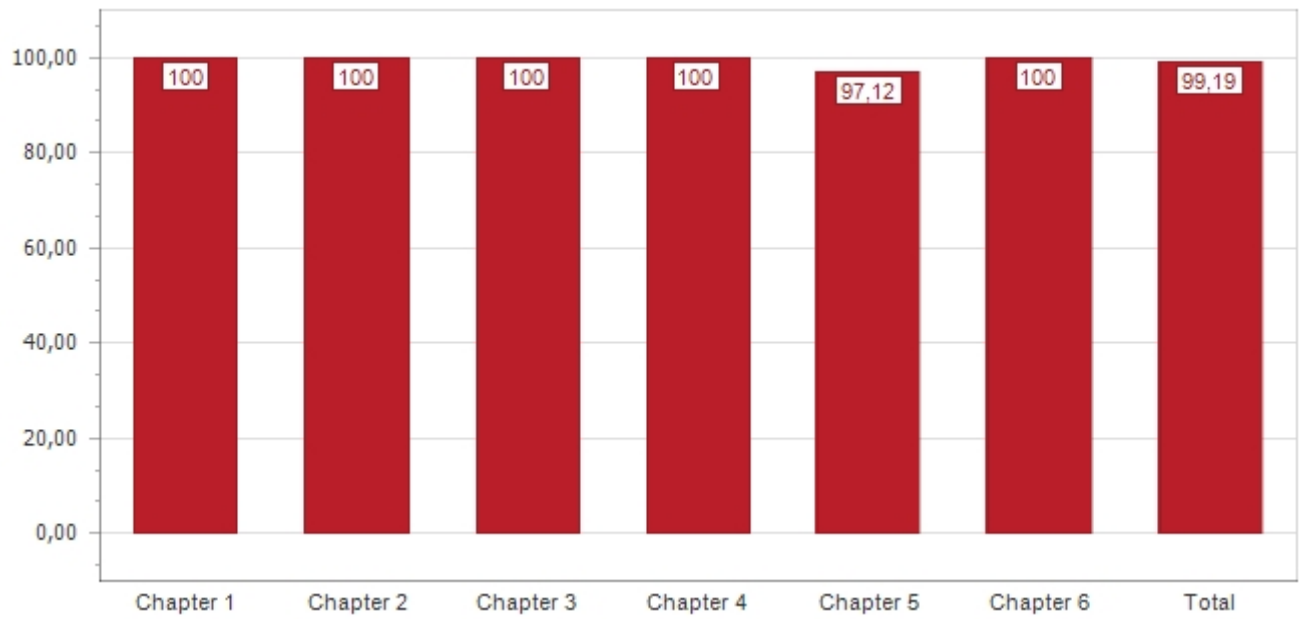
Summary:

	Chapter 1 Senior Management Responsibility	Chapter 2 Quality and Product Safety Management System	Chapter 3 Resource Management	Chapter 4 Planning and Services Process	Chapter 5 Measurements, Analyses, Improvements	Chapter 6 Product defense assessment
A	12	17	4	32	25	2
B	0	0	0	0	0	0
C	0	0	0	0	1	0
D	0	0	0	0	0	0
NA	0	0	0	6	2	0
Major	0	0	0	0	0	0
KO	0	0	0	0	0	0

Observations regarding KO's and Majors:

Not applicable

General summary table for all chapters:



Overall summary of the audit:

Chapter 1:

ALG-S-01 Quality policy 31/8/2020: safety-food safety-quality, environment, GMO, sustainability, product safety culture, realization of policy are included Evaluation targets 2019 during management review dd 29/5/2020. New target has been set up for 2020.

Annual management review, most recently done 29/5/2020 (period 2019 – re-scheduled due to Covid 19 pandemic). Included in the review: registration documents CCP, recalls/NCP, changes in hazard identification and risk analysis (no changes), changes in flow, changes in infrastructure/equipment, evaluation food defense, changes in document manual, complaints, external audits, analysis of maintenance-cleaning records, changes in legislation, training, internal audits, supplier evaluation, pest control, evaluation targets, food defense, food fraud, status corrective and preventive measures, resources, conclusions and actions.

PER-S-01 Organisation chart 25/9/2020.

Described in PER-S-02 Function description. Included are directors, operations manager, finance manager, administration employees. Function descriptions are signed

No deviations in this chapter.

Chapter 2:

PER-S-03 version 11 dd 25/9/2020 HACCP and validation team

HACCP team comprises director P, director J, team leader TVA together with consultant KTBA.

A training has been given by KTBA to all employees 03/12/15. New haccp team leader Tom Van Asch, trained by consultant KTBA on 1/2/19.

HCP-S-02 Description products 13/12/17: Fruit and vegetables.

HCP-S-10 Flow 6/12/2020: purchase, external transport, external storage, (outsourced production), sales, external transport.

HCP-S-05 Risk analysis raw materials 12/6/2020: all products are seen as critical: annual analysis reports are demanded, supplier guarantees.

HCP-S-06 Risk analysis process 6/12/2020: no CCP's, CP's are determined, only PRP (agreements with and evaluation of storage and transport companies).

HCP-S-09 dd 6/12/2020 Overview PRP's.

DOC-P-01 Document management 24/11/19..

Documents are managed in QA on-line system since 04/2019, describing process owner, document owner, document type, changes, reason for changes.

Users, super users and publisher of data are defined.

Several documents available: procedures, registration documents, instructions, specific document.

Reason for changes to documents is recorded on document list.

Documents are approved by signing in the digital system.

Updated document list as extraction from QA on-line system: category, code of document, document name, version date, owner, auteur, latest revision published Y/N, reason changes, content changes.

No deviations in this chapter.

Chapter 3:

Necessary training of employees is provided: employees showed sufficient knowledge during the audit.

No deviations in this chapter.

Chapter 4:

INK-P-01 Purchase 12/6/2020

INK-W-01 Supplier evaluation. Supplier is approved based on:

- raw material is included in GIRA

- supplier can adopt to food safety requirements and specifications. This has been evaluated by Logistic manager

- supplier has been evaluated and receives minimum score C.

In case of critical products: COA min 1x/year.

All suppliers need to fill in the supplier questionnaire. Included: general information, specifications, quality management system. For non-certified suppliers: complaint procedure, traceability, recall, shelf life tests, foreign bodies, risk raw material, allergens, food defense-authenticity-GMO, packaging.

Co-packing is outsourced to Maasoever (washing, cutting, freezing and packing of rhubarb); Maasoever is BRC certified valid 5/5/2021, questionnaire 6/11/2019.

Annual supplier evaluation, most recent 13/11/2020.

A score is calculated: A score: evaluation every 2 years; B score: annual evaluation; C score: evaluation every 6 months; D score: not approved. Seen evaluation for Ardo: A, D'Arta: A, Mida: A, Veco: A, Greenyard: A, Excel: A, Satvic Food: A.

All raw material suppliers received A score.

Storage is outsourced to Jodifrost, IFS Logistic certified valid 07/02/21.

5 external transporters are used, questionnaires are in place.

No deviations in this chapter

Chapter 5:

AUD-P-01 Internal audit 13/11/2020.

ALG-S-05 Planning 2020: all internal audits are conducted on annual basis. Included are general items, audits, calamities, documents, purchase, complaints, analysis, personnel.

CAL-P-01 Calamities 6/12/2020. Director is responsible for communication. Recall team: director, operational manager, administration employee.

CAL-P-03 Blocking of products 6/12/2020. Decisions are taken by the director.

ALG-P-03 Corrective and preventive actions 29/5/2020. ALG-F-04 Corrective action plan: list with indication of source of deviation, location, deviation description, root cause analysis, corrective/preventive action, responsible, deadline, status, closing date, verification.

Deviation in this chapter: : The effectiveness and timelines of mock recall exercise could not be demonstrated

Chapter 6:

Following questions regarding food defense are included in supplier questionnaire:

- How is access regulated?
- How is sabotage prevented?
- How is security of transport arranged?
- How do you show authenticity of products?

Security is also included in transport agreement.

No deviations in this chapter.

Description of follow up of corrective actions from the previous audit:

- 4.4.2 For Sint Martinus/Burg, supplier of vinegar, questionnaire dd 27/11/2019 is demonstrable.
- 4.4.5 supplier evaluation demonstrable for Sint Martinus, score A

Summary of all deviations and non-conformities found

No	Reference	IFS Broker requirement	Evaluation	Explanation
1	5.5.4	The feasibility, effectiveness and timeliness of implementation of the withdrawal procedure shall be subject to regular internal testing, carried out at least once a year. This test shall be carried out in a manner to assess the effectiveness of implementation and operation of the procedure.	C	Annual mock recall test has been performed on 25/9/2020, on product whole gherkins: fictive presence of foreign object, gherkins delivered on 9/9/2020 by Amora Maille. Deviation: The effectiveness and timelines of mock recall exercise could not be demonstrated since the final report was not demonstrable. Note: all documents used during the exercise are present in a map.

Report of the N/A evaluations

No	Reference	IFS Broker requirement	Evaluation	Explanation
1	4.4.8	In case of customer branded products, a supplier approval system shall exist for product suppliers, which is in accordance with customer requirements.	NA	No private labels.
2	4.5.3	Where a change of packaging is required by the customer or legislation, the company shall ensure the packaging is controlled by the supplier and that product meets legal and/or customer requirements. The use of correct packaging shall be regularly checked and checks shall be documented by the supplier. The company shall ensure these checks are undertaken.	NA	No product packaging change.
3	4.5.4	Where a change of product labelling is required by the customer or legislation, the company shall ensure the labelling of the product is amended by the supplier to meet the requirements. Labelling information shall be legible, indelible and shall comply with agreed customer product specifications (including e.g. shelf life). Labelling shall be checked regularly and checks shall be documented.	NA	No product labelling change.
4	4.6.4	If required by the customer, the company shall ensure that the supplier has identified samples representative for each manufacturing lot, has stored them appropriately and has kept these until their expiration date or, if required, for a longer period. The company shall obtain and retain a list of all manufactured lots covered by the broker services.	NA	No such customer requirement.

No	Reference	IFS Broker requirement	Evaluation	Explanation
5	4.7.3	A documented food fraud mitigation plan shall be developed, with reference to the vulnerability assessment, and implemented to control any identified risk. The methods of control and monitoring shall be defined and implemented.	NA	A vulnerability assessment is in place. No products have been identified as fraud-susceptible. All suppliers of products are certified against IFS standard or another GFSI benchmarked standard
6	4.8.2	If the company has its own storage area and/or own transportation services and would like to include them into the scope of the IFS certification, then these processes shall be certified according to IFS Logistics (combined audit with IFS Logistics checklist), unless the customer has accepted other conditions.	NA	No own storage or transport activities.
7	5.2.2	KO n°6: Where special analyses are demanded by the customer, these shall be defined in a testing plan and performed according to the defined requirements. Test results shall be available at the company site.	NA	There are no special analysis demanded by the customer.
8	5.3.2	If products are subject to positive release, a procedure shall be defined and effectively implemented, to ensure compliance with product requirements prior to release.	NA	No positive release in place

Detailed audit report

No	Reference	IFS Broker requirement	Evaluation	Explanation
1	1.1.1	<p>The senior management shall draw up and implement a clear corporate policy. This shall consider as a minimum:</p> <ul style="list-style-type: none"> - customer focus, - sustainability (environmental and ethics and personnel responsibility), - product safety culture commitment, - product requirements (includes: product safety, quality, legality, process and specification). <p>The corporate policy shall be communicated to all employees.</p>	A	<p>ALG-S-01 Quality policy 31/8/2020: safety-food safety-quality, environment, GMO, sustainability, product safety culture, realization of policy are included</p>
2	1.1.2	<p>The content of the corporate policy shall have been broken down into measurable objectives (quality and product safety). These are known by the respective employees and shall be effectively implemented.</p>	A	<p>Evaluation targets 2019 during management review dd 29/5/2020:</p> <ul style="list-style-type: none"> - IFS Broker certification: achieved - incorporation of new function operations manager (Tom Van Asch): achieved <p>New targets 2020 have been defined: -obtain certificate IFS higher level</p>
3	1.1.3	<p>All relevant information related to product safety, quality and authenticity shall be communicated effectively and in a timely manner to the relevant personnel.</p>	A	<p>Necessary resources have been provided in order to implement IFS Broker requirements: e.g. cooperation with external consultancy agency.</p> <p>Jogrex is a small company with direct communication lines. Monthly meetings with external consultancy agency are held, in which IFS Logistic requirements are discussed. Seen e.g. communication dd 13/11/2020, 22/10/2020, 25/9/2020, 31/8/2020</p>

No	Reference	IFS Broker requirement	Evaluation	Explanation
4	1.2.1	An organisation chart shall be available showing clearly the structure of of the company. Competences and responsibilities, including deputation of responsibility, shall be clearly laid down.	A	<p>PER-S-01 Organisation chart 25/9/2020:</p> <ul style="list-style-type: none"> - Managing director: Jos Olbrechts - Director /Finance manager/logistics manager and IFS representative: Joris Olbrechts - Director Peter Olbrechts - Operational manager: Tom Van Asch - Accountancy: Bram Symons - 3 administration employees <p>PER-S-02 Job descriptions are available, indicating responsibilities - tasks - competences - training. Seen e.g. for director JO (signed 5/12/2020), Accounting BS (signed dd 2/12/20), director PO (signed 30/11/20), operations manager TVA (signed dd 23/11/20), administrative employee SB (signed 4/12/20), administrative employee LVM (signed 3/12/2020), Heidi Van Asch (signed 4/12/2020). List of back-ups is included in PER-S-02 dd 25/9/2020.</p>
5	1.2.2	KO n°1: Senior management shall be responsible for the corporate policy and objectives. The necessary resources and investments to ensure the product safety, legality and quality according to customer agreements and specifications shall be provided.	A	
6	1.2.3	The senior management shall ensure that employees are aware of their responsibilities related to product safety and quality and that mechanisms are in place to monitor the effectiveness of their operation. Such mechanisms shall be clearly identified and documented.	A	<p>Necessary resources have been provided in order to implement IFS Broker requirements: e.g. cooperation with external consultancy agency. Jogrex is a small company with direct communication lines. Monthly meetings with external consultancy agency are held, in which IFS Broker requirements are discussed. Seen e.g. communication dd 7/6/19, 15/3/19, 20/8/19, 24/10/19, 5/11/19.</p> <p>Evaluation targets 2018 during management review dd 1/2/19:</p> <ul style="list-style-type: none"> - IFS Broker certification: achieved - Optimisation supplier list with specifications, certificates: achieved <p>New targets 2019 have been defined:</p> <ul style="list-style-type: none"> - IFS Broker certification - incorporation of new function operations manager (Tom Van Asch)

No	Reference	IFS Broker requirement	Evaluation	Explanation
7	1.2.4	The company shall ensure that all processes (documented and undocumented) are known by the relevant personnel and are applied consistently.	A	
8	1.2.5	The company shall have a system in place, to ensure that it is kept informed of all relevant legislation on traded products safety and quality issues, scientific and technical developments and industry codes of practice.	A	
9	1.2.6	The company shall inform its customers, as soon as possible, of any issue related to product specification, in particular of all non-conformity (ies) identified by competent authorities related to products which could have, has or has had a defined impact on safety and/ or legality of respective products. This could include, but are not limited to cautionary issues.	A	
10	1.2.7	The senior management shall ensure that the certification body is informed of changes that may affect its ability to conform with the certification requirements, but as a minimum: <ul style="list-style-type: none"> - the legal entity name, - office location change, - In case of product recall, the senior management shall ensure that the certification body is informed within three (3) working days. 	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
11	1.3.1	Senior management shall ensure that the quality and product safety management systems are reviewed at least annually or more frequently if changes occur. Such reviews shall contain, at least, <ul style="list-style-type: none"> - results of audits, - customer feedback, - process compliance and product conformity, - status of preventive and corrective actions, - quality and product safety policy and objectives, - product safety culture commitment, - follow up actions from previous management reviews, - changes that could affect the product safety and quality management systems and - recommendations for improvement. 	A	Annual management review, most recently done 29/5/2020 (period 2019 – re-scheduled due to Covid 19 pandemic). Included in the review: registration documents CCP, recalls/NCP, changes in hazard identification and risk analysis (no changes), changes in flow, changes in infrastructure/equipment, evaluation food defense, changes in document manual, complaints, external audits, analysis of maintenance-cleaning records, changes in legislation, training, internal audits, supplier evaluation, pest control, evaluation targets, food defense, food fraud, status corrective and preventive measures, resources, conclusions and actions.
12	1.3.2	This review shall include the evaluation of measures for the control of the quality and product safety management system and for the continuous improvement process.	A	
13	2.1.1	The system for product safety and quality management shall be documented and shall be retained in one location (product safety and quality manual or electronic documented system).	A	Documents are managed in QA on-line system since 04/2019, describing process owner, document owner, document type, changes, reason for changes. Users, super users and publisher of data are defined. Several documents available: procedures, registration documents, instructions, specific document. Reason for changes to documents is recorded on document list. Documents are approved by signing in the digital system. Updated document list as extraction from QA on-line system: category, code of document, document name, version date, owner, auteur, latest revision published Y/N, reason changes, content changes.
14	2.1.2	A documented procedure shall exist for the control of documents and their amendments.	A	DOC-P-01 Document management 24/11/19.

No	Reference	IFS Broker requirement	Evaluation	Explanation
15	2.1.3	All documents shall be clearly legible, unambiguous and comprehensive. They shall be available to relevant personnel at all times.	A	
16	2.1.4	All documents which are necessary for compliance with the product requirements shall be available in their latest version.	A	
17	2.2.1	All relevant records, necessary for the product requirements shall be complete, detailed and maintained and shall be available on request.	A	
18	2.2.2	Records shall be legible and genuine. They shall be maintained in a way that subsequent revision or amendment is prohibited. If records are documented electronically, a system shall be in place to ensure only authorized personnel have access to create or amend those records (e.g. password protection).	A	
19	2.2.3	All records shall be kept in accordance with legal and customer requirements. If no such requirements exist, records shall be kept for a minimum of one year after the specified shelf life. For products which have no shelf life, the duration of record keeping shall be justified. This justification shall be documented.	A	Records are kept for minimum 2 years after maximum shelf life (5 years in practice).
20	2.2.4	Records shall be securely stored and easily accessible.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
21	2.3.1	KO n°2: The basis of the company's product safety control system shall be a fully implemented, systematic and comprehensive risk management system.	A	HCP-S-02 Description products 13/12/17, including intended use. Fruit and vegetables. Fruit: fresh fruit, canned fruit, frozen fruit, concentrated fruit/puree Vegetables: fresh vegetables, canned vegetables, frozen vegetables, conserved fruit. HCP-S-10 Flow 6/12/2020: purchase, external transport, external storage, (outsourced production), sales, external transport. HCP-S-05 Risk analysis raw materials 12/6/2020: all products are seen as critical: annual analysis reports are demanded, supplier guarantees. HCP-S-06 Risk analysis process 6/12/2020: no CCP's, no CP's are determined, only PRP (agreements with and evaluation of storage and transport companies). HCP-S-09 dd 6/12/2020 Overview PRP's.
22	2.3.2	The company subject to the IFS Broker audit shall ensure that its suppliers' product safety control system is a fully implemented, systematic and comprehensive risk management system. It shall take into account any legal requirements of the production and destination countries. For food, a HACCP system is required, based upon Codex Alimentarius principles.	A	
23	2.3.3	There shall be a documented risk assessment process in place covering all processes the company is responsible for and which have an impact on product safety. It takes into consideration the different types of products as well as different service levels, if applicable.	A	
24	2.3.4	The company shall have a risk management team, which is multidisciplinary. It shall be built up of person(s) with adequate knowledge of the services, products and hazards involved. If this knowledge is inadequate, the company shall take appropriate steps to ensure the risk assessment is undertaken by competent person(s).	A	PER-S-03 version 11 dd 25/9/2020 HACCP and validation team HACCP team comprises director P, director J, team leader TVA together with consultant KTBA. A training has been given by KTBA to all employees 03/12/15. New haccp team leader Tom Van Asch, trained by consultant KTBA on 1/2/19.

No	Reference	IFS Broker requirement	Evaluation	Explanation
25	2.3.5	Complete descriptions of broker services and products shall be available and shall include relevant information concerning product safety. All steps the broker is responsible for, and their connection to each other, shall be laid down in a flow chart.	A	
26	2.3.6	An analysis and assessment of all hazards shall be undertaken to evaluate all physical, chemical and biological hazards, including allergens, that may reasonably be expected to occur. It shall consider the likelihood of occurrence of hazards and severity of their adverse health effects. Where risk classification is used, a hazard analysis with risk assessment shall be documented for each risk class.	A	
27	2.3.7	The determination of relevant control measures shall be demonstrated by a logical reasoned approach. Based on that, appropriate limits shall be defined and validated in order to clearly identify when a process is out of control.	A	
28	2.3.8	Monitoring procedures shall be established based on the outcome of the risk assessment process. In case a control measure is not under control, adequate corrective actions shall be taken and documented. Such corrective actions shall also take into account any non-conforming products.	A	
29	2.3.9	The risk assessment shall be regularly reviewed, at least annually, and/or when any modification is made to the services; if necessary the risk assessment shall be revised/updated.	A	Annual HACCP review is performed on 12/6/2020: no changes necessary. HACCP is included in the of management review.

No	Reference	IFS Broker requirement	Evaluation	Explanation
30	3.1	All personnel performing work that affects product safety, legality and quality shall have the required competence by education, work experience and/ or training, commensurate with their role, based on hazard analysis and assessment of associated risks.	A	
31	3.2	The company shall implement documented training and/or instruction programs with respect to the product requirements and the training needs of the employees. There is an overview in place (e.g. matrix), from which the necessary trainings result, based on the job descriptions of the employees.	A	Annual training, most recent 22/10/2020. Training includes HACCP, CCP's, PRP, microbiology, allergens, food defense, food fraud, certificates, test. Seen e.g. training for Sara Biebaut, Lindy Van Mol and Heidi Van Asch, including test for knowledge. Trainings are recorded on document PER-F-17 dd 4/5/17, indicating type training, date, duration, tutor, language, name trainee, signature.
32	3.3	Records shall be available of all training events, stating: - list of participants (this shall include their signature) - date - duration - content(s) of training - name of trainer/tutor. There shall be a procedure or program in place to prove the effectiveness of the training programs.	A	
33	3.4	The contents of training shall be reviewed and updated regularly and take into account company's specific issues, product safety, product related legal requirements and product/process modifications.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
34	4.1.1	The requirements which are defined between the contract partners shall be established, reviewed and agreed upon concerning their acceptability before a supply agreement is concluded. All clauses related to quality and product safety shall be communicated to and understood by each relevant employees.	A	Contract seen e.g. - customer NB (UK) for mango dice 10 x 10mm, dd 22/6/2020, request for CoA, packing lists, temperature certificates, declaration on heavy metals, declaration on metal detection, GMO free declaration. - customer UL (UK) for mango chutney dd 15/6/2020, related to supplier terms and conditions of client U.L. - customer UL (FR) for gherkins dd 15/6/2020, related to supplier terms and conditions of client U.L. - customer A for papaya chunks IQF 10kg dd 23/9/2020, referring to cahier de charge. -customer O (DK) for papaya chunks for period 09/02020 – 08/2021, CoA, microbiological and analytical results, CoA must contain article number, lot code and production date. After every shipment: pesticide, micro and heavy metal analysis, thermal treatment of pallets. - customer UL (FR) for silver onions dd 19/5/2020, related to supplier terms and conditions of client U.L.
35	4.1.2	Changes of existing contractual agreements shall be documented and communicated between the contract partners.	A	
36	4.1.3	Specific quality and safety requirements of customers shall be communicated to and understood by the supplier and/or service provider of the company.	A	
37	4.2.1	Specifications shall be available and in place for all products. They shall be up to date, unambiguous and in compliance with legal requirements of the destination country(ies) and also with customer requirements.	A	Sales specifications Jogrex include: product code, description, origin, chemical/physical characteristics, bacteriological characteristics, nutritional values, packaging information.
38	4.2.2	KO n°3: The customer specification shall be complied with.	A	Specifications seen: -Silver skin onion vinegar solution (salt 3%) 16 -18mm dd 4/3/19 -gherkin vinegar solution 80/150 dd 2/7/2019 -baby corn frozen dd. 18/3/2020 -baby carrots frozen 12/18 dd 28/7/2020 -aseptic alphonso mango puree dd 18/1/2019 -mango chutney ultra-puree dd 22/7/2020 -salsifies 12/16 dd 20/8/19

No	Reference	IFS Broker requirement	Evaluation	Explanation
39	4.2.3	Where required by customers, product specifications shall be formally agreed.	A	
40	4.2.4	There shall be a procedure for the creation, the modification and approval of specifications for all products and parts of the services, which shall include the preliminary acceptance of the customer, if specifications have been agreed with customers.	A	INK-P-02 Specifications 12/6/2020
41	4.3.1	A procedure for product development shall be in place for all own and customer branded products, which takes into account the risk assessment principles (and HACCP system, according to Codex Alimentarius, for food products), including food fraud. The procedure shall ensure that all existing and new products are designed to meet legal and customer requirements. This procedure shall also take into account patents, if applicable.	A	
42	4.3.2	The company shall take over responsibility for product formulation, manufacturing processes, process parameters and the fulfilment of product requirements. The above parameters shall be established and ensured by factory trials and/or product testing.	A	
43	4.3.3	Where relevant, the company shall ensure that shelf life tests or adequate processes have been carried out and consideration given to product formulation, packaging, manufacturing and declared conditions, to establish minimum durability of the product.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
44	4.3.4	In relation to food product development, the company shall ensure organoleptic assessments are undertaken and results of these assessments are reviewed and acted upon.	A	
45	4.3.5	A process shall be in place to ensure that labelling of all existing and new products complies with current legislation of destination country and customer requirements.	A	
46	4.3.6	Recommendations for preparation and/or use of the products shall be established. Where appropriate, recommendations for use shall relate to consumer satisfaction and consumer safety. Where specified, customer requirements shall be included.	A	
47	4.3.7	If the product development is predefined by the customer, the company shall ensure that all defined product requirements are met.	A	
48	4.3.8	The progress and results of product development shall be properly recorded. Records relevant for product safety, legality and quality shall be available at the company.	A	
49	4.4.1	The company shall control purchasing processes to ensure that all sourced products and services, which have an impact on product safety and quality, conform to requirements.	A	
50	4.4.2	There shall be a procedure for approval and monitoring of suppliers and service providers.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
51	4.4.3	<p>The approval and monitoring procedure shall be based on hazard analysis and assessment of associated risks and shall contain clear assessment criteria such as:</p> <ul style="list-style-type: none"> - audits, - certificates of analysis, - supplier reliability and complaints (including fraud), as well as - required performance standards 	A	<p>INK-P-01 Purchase 12/6/2020 INK-W-01 Supplier evaluation. Supplier is approved based on:</p> <ul style="list-style-type: none"> - raw material is included in GIRA - supplier can adopt to food safety requirements and specifications. This has been evaluated by director. - supplier has been evaluated and receives minimum score C. <p>In case of critical products: COA min 1x/year.</p> <p>All suppliers need to fill in the supplier questionnaire. Included: general information, specifications, quality management system. For non-certified suppliers: complaint procedure, traceability, recall, shelf life tests, foreign bodies, risk raw material, allergens, food defense-authenticity-GMO, packaging. Checked for several suppliers:</p> <ul style="list-style-type: none"> -Ardo questionnaire dd 15/10/2020, IFS Food valid 7/5/2021 -d'Arta questionnaire dd 7/11/2019, IFS Food valid 22/6/2021 -Mida questionnaire dd 13/11/2019, BRC Food valid 21/1/2021 -Veco Groenten & Fruit questionnaire dd 22/11/18, FSSC 22000 valid 20/12/2020 -Greenyard/Noliko questionnaire dd 21/11/2018, IFS Food valid 27/3/2021 -Excel questionnaire dd 26/11/2019, IFS BRC Food valid 3/3/2021, FSSC 2200 valid 29/6/2021 -Satvic Food questionnaire dd 6/11/2020, FSSC 22000 valid 23/1/2021 <p>Co-packing is outsourced to Maasoever (washing, cutting, freezing and packing of rhubarb); Maasoever is BRC certified valid 5/5/2021, questionnaire 6/11/2019.</p> <p>IFS statement Jogrex has been sent to all customers (being part of each signed contract): Although Jogrex is IFS certified, not all of are suppliers have the same certificates, however all of are suppliers are GFSI certified and some of them are IFS certified.</p>
52	4.4.4	<p>The supplier of the product shall be certified against IFS Standard or any other GFSI recognized Standard covering the respective scope of activity. Exceptions can only be made if the customer is expressly accepting other conditions.</p>	A	<p>All suppliers of products are certified against IFS standard or another GFSI benchmarked standard</p>

No	Reference	IFS Broker requirement	Evaluation	Explanation
53	4.4.5	The company shall have a (internal or external) risk based system in place, to monitor the sourcing areas of purchased products.	A	
54	4.4.6	An assessment of suppliers and service providers shall be made regularly to identify and control risks. There shall be a record of all reviews and actions taken as a consequence of the assessment.	A	Annual supplier evaluation, most recent 13/11/2020. A score is calculated: A score: evaluation every 2 years; B score: annual evaluation; C score: evaluation every 6 months; D score: not approved. Seen evaluation for Ardo: A, D'Arta: A, Mida: A, Veco: A, Greenyard: A, Excel: A, Satvic Food: A. All raw material suppliers received A score.
55	4.4.7	The purchased products shall be checked in accordance with the existing specifications and, risk based, with their authenticity. The schedule of these checks shall, as a minimum, take into account the following criteria: product requirements and supplier status (according to its assessment).	A	
56	4.4.8	In case of customer branded products, a supplier approval system shall exist for product suppliers, which is in accordance with customer requirements.	NA	No private labels.
57	4.5.1	The company shall ensure that for imported products, own or customer branded products, detailed specifications exist for all packaging material which could have an influence on the product. They shall comply with the applicable legislation of the destination country(ies) of the product.	A	Products handled are packed in barrels, cans, plastic PE liner in cardboard box. Specifications seen for: -HDPE film for baby corn (Ardo) dd 8/11/19 (compliance with 1935/2004, 10/2011) -PE film for carrots (D'Arta), dd 10/1/2019 (compliance with 1935/2004, 10/2011) - PP bag for mango chutney (Mida), dd 29/3/19 (compliance with 1935/2004, 10/2011) - PE drums for silver skin onion vinegar (Veco), dd 4/3/19 (compliance with 1935/2004, 10/2011) - PE film for salsifies (Greenyard), dd 31/1/2019 (compliance with 1935/2004, 10/2011) - aseptic bags for mango puree (Excell Foods), dd 25/3/2020 (compliance with 1935/2004, 10/2011) - HDPE barrels black for gherkins (Satvic food private limited), dd 3/7/2020 (compliance with 1935/2004, 10/2011)

No	Reference	IFS Broker requirement	Evaluation	Explanation
58	4.5.2	Where packaging material could compromise product safety of the purchased product, declaration of conformity shall be provided by suppliers confirming compliance to legislative requirements. In the event that no specific legal requirements are applicable, evidence shall be available, to demonstrate that packaging material is suitable for use.	A	
59	4.5.3	Where a change of packaging is required by the customer or legislation, the company shall ensure the packaging is controlled by the supplier and that product meets legal and/or customer requirements. The use of correct packaging shall be regularly checked and checks shall be documented by the supplier. The company shall ensure these checks are undertaken.	NA	No product packaging change.
60	4.5.4	Where a change of product labelling is required by the customer or legislation, the company shall ensure the labelling of the product is amended by the supplier to meet the requirements. Labelling information shall be legible, indelible and shall comply with agreed customer product specifications (including e.g. shelf life). Labelling shall be checked regularly and checks shall be documented.	NA	No product labelling change.

No	Reference	IFS Broker requirement	Evaluation	Explanation
61	4.6.1	KO n°4: A traceability system shall be in place which enables the full identification of products. The labelling of the products shall be carried out in a way to allow full traceability. The traceability system and related records, shall ensure full traceability from the supplier (defined to batch quantity) until the delivery to the customer.	A	<p>Import file present: indication of each container number together with production date, BBD, ETS, ETA, delivery date in external warehouse, contract number, weight, invoice number. For each container a file is kept which includes invoice, certificate of origin, certificate of conformity, phytosanitary certificate, packing list, bill of lading, quality control report.</p> <p>During the audit, following tests were initiated by the auditor: Gherkin 80/150 , production date 25/6/2020, in expedition zone with container number TCLU268 760 9, container shipped in India 30/7/2020 arrival Antwerp harbour dd 4/9/2020, delivery Jogrex on 7/9/2020, 80 barrels (14400kg), CMR 23987, seal number 0495357. Documents present: export invoice, packing list, bill of lading, COA. OUT: no deliveries. STOCK: 80 barrels.</p> <p>Products were chosen in the warehouse by the auditor. Traceability records could be shown swiftly (< 1 hour).</p>
62	4.6.2	The traceability system shall be tested on a regular basis - at least annually and each time the traceability system changes. The test shall verify upstream and downstream traceability (from the Broker's supplier through to their customer (including logistics service providers), and vice versa), including quantity checking. Test results shall be recorded.	A	<p>Annual traceability tests performed on 25/9/2020,</p> <ul style="list-style-type: none"> - downstream on product whole gherkins in natural vinegar, container number TCKU2090977, BBD. - upstream on product whole gherkins, delivered on 9/9/2020 by Amora Maille. (extended to recall exercise)
63	4.6.3	For own and customer branded products, the traceability system shall ensure full traceability from the last processing step of the product until delivery to the customer.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
64	4.6.4	<p>If required by the customer, the company shall ensure that the supplier has identified samples representative for each manufacturing lot, has stored them appropriately and has kept these until their expiration date or, if required, for a longer period.</p> <p>The company shall obtain and retain a list of all manufactured lots covered by the broker services.</p>	NA	No such customer requirement.
65	4.7.1	<p>The responsibility for food fraud vulnerability assessment and mitigation plan shall be clearly defined. Those responsible shall have the appropriate specific knowledge and expertise, and have the full commitment from the senior management.</p>	A	Food fraud team = HACCP team. Food fraud has been included in the general employee training.
66	4.7.2	<p>A documented food fraud vulnerability assessment shall be undertaken on all purchased products (including packaging), to determine the risk of fraudulent activity in relation to substitution, mislabelling, adulteration or counterfeiting. The criteria considered within the vulnerability assessment shall be defined.</p>	A	<p>HCP-S-07c Food fraud dd 6/12/2020 HCP-S-11a dd 6/12/2020 Vulnerability assessment is in place.</p> <p>For raw materials, packaging materials and outsourced processed, a 5 x 5 x 5 x 5 matrix probability x detection x profitability x impact is in use. Monitoring has been defined. A supplementary decision tree is in place.</p> <p>No products have been identified as fraud-susceptible.</p> <p>All suppliers of products are certified against IFS standard or another GFSI benchmarked standard</p> <p>Food fraud is part of annual management review.</p>
67	4.7.3	<p>A documented food fraud mitigation plan shall be developed, with reference to the vulnerability assessment, and implemented to control any identified risk. The methods of control and monitoring shall be defined and implemented.</p>	NA	<p>A vulnerability assessment is in place. No products have been identified as fraud-susceptible.</p> <p>All suppliers of products are certified against IFS standard or another GFSI benchmarked standard</p>
68	4.7.4	<p>The food fraud vulnerability assessment shall be regularly reviewed, at least annually, and/or when significant changes occur. If necessary the food fraud mitigation plan shall be revised/updated.</p>	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
69	4.7.5	The company shall ensure that suppliers have performed and documented a food fraud vulnerability assessment on fraudulent activities and have implemented a food fraud mitigation plan to control the identified risks.	A	
70	4.8.1	Where a company contracts a third-party transport and/or storage service provider, all the relevant requirements to ensure product safety and quality (including product defense) shall be clearly defined in the respective contract or the service provider shall be certified against IFS Logistics or any other GFSI recognized Standard covering the respective scope of activity.	A	<p>Storage is outsourced to Jodifrost, IFS Logistic certified valid 07/02/21.</p> <p>5 external transporters are used, questionnaires are in place. Seen for:</p> <ul style="list-style-type: none"> - HSF Logistic: questionnaire dd 29/10/19, IFS Logistic valid 16/03/21 - Kempen transport questionnaire dd 4/11/19, IFS Logistic valid 26/12/20 - Lamberts & Zonen BV questionnaire dd 24/6/2020, - Bosman questionnaire dd 12/11/19, ISO 22000 valid 1/10/2021 - JVB Logistic Services questionnaire dd 28/10/19. <p>Transporters are included on supplier evaluation. All transport service suppliers are score with A, except Bosman (score B) and Lamberts (score C)</p>
71	4.8.2	If the company has its own storage area and/or own transportation services and would like to include them into the scope of the IFS certification, then these processes shall be certified according to IFS Logistics (combined audit with IFS Logistics checklist), unless the customer has accepted other conditions.	NA	No own storage or transport activities.

No	Reference	IFS Broker requirement	Evaluation	Explanation
72	5.1.1	KO n°5: Effective internal audits shall be conducted according to a defined agreed audit program and shall cover at least all requirements of this IFS Standard. Scope and frequency of internal audits shall be determined by hazard analysis and assessment of associated risks.	A	<p>AUD-P-01 Internal audit 13/11/2020. ALG-S-05 Planning 2020: all internal audits are conducted on annual basis. Included are general items, audits, calamities, documents, purchase, complaints, analysis, personnel. Due to Covid 19 pandemic, audits planned in March/April have been re-scheduled in May, June, November. The company has not excluded areas as non-critical to food safety, therefore all areas are audited internally at least on annual base.</p> <p>Audit reports seen: - general (targets, policy, verification, corrective action, validation) 29/5/2020, 1 action - internal audit dd 3/11/2020, (performed by Jannic Verelst), 3 actions - purchase 12/6/2020, 3 actions - document management 29/5/2020, no actions - incidents 22/10/2020, 2 actions - personnel 25/9/2020, 2 actions - sales 13/11/2020, 1 action (performed by Jannic Verelst),</p>
73	5.1.2	Internal audits of activities which are critical to product safety, specifications and own services shall be carried out at least once a year.	A	
74	5.1.3	The auditors shall be competent and independent from the audited department.	A	
75	5.1.4	Audit results shall be communicated to the senior management and to responsible persons of concerned department. Necessary corrective actions and a schedule for implementation shall be determined and documented and communicated to every relevant person.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
76	5.2.1	<p>There shall be product analyses/testing procedures ensuring that all specified product requirements are met, including legal requirements and specifications.</p> <p>Microbiological, physical and chemical analyses required for that purpose shall be performed internally and/or subcontracted.</p>	A	<p>LAB-P-01 Samples 13/11/2020.</p> <p>An analysis report is demanded at supplier on annual frequency for every sub-group:</p> <ul style="list-style-type: none"> - vegetables: conserved in vinegar, conserved in salt, frozen, fresh. In 2019: no fresh vegetables - fruit: frozen, fresh, conserved, candied fruit. In 2019: no fresh, conserved, candied fruit - (salt) <p>Analysis parameters are set for each group 1x/year : e.g. TPC, E coli, Salmonella, Listeria, heavy metals, pesticides, perchlorate. Validation perchlorate 19/10/18: no max value set within EU. Higher levels are seen in Cucurbitaceae. Monitoring perchlorate only advised for untreated fruit and vegetables, which Jogrex trades, but not high risk for perchlorate (rhubarb). Only for non-treated fruit and vegetables, perchlorate is included in analysis plan.</p> <p>Analysis are performed by Servaco; accredited 080-TEST</p> <p>Seen for:</p> <ul style="list-style-type: none"> -mango chutney (conserved fruit): pesticides dd 27/11/2020, heavy metals dd 25/11/2020, microbiological analysis dd 22/7/2020 -gherkin in vinegar (conserved vegetables): heavy metals dd 4/6/2020, microbiological analysis dd 3/6/2020, pesticides dd 11/9/2020 - baby corn frozen (frozen vegetables): microbiological analysis dd 26/10/2020, pesticides dd 15/9/2020, heavy metals dd 15/9/2020 -salsifies in water 12/16 (conserved vegetables): pesticides dd 16/12/2019, heavy metals dd 19/2/2020, microbiological analysis dd. 24/1/2020 -gherkin in brine (conserved vegetables): microbiological analysis dd 3/6/2020, pesticides dd 11/9/2020, heavy metals dd 5/6/2020
77	5.2.2	<p>KO n°6: Where special analyses are demanded by the customer, these shall be defined in a testing plan and performed according to the defined requirements. Test results shall be available at the company site.</p>	NA	<p>There are no special analysis demanded by the customer.</p>

No	Reference	IFS Broker requirement	Evaluation	Explanation
78	5.2.3	Analyses, which are relevant for product safety, shall preferably be performed by laboratories having appropriate accredited programs/methods (ISO 17025). If the analyses are performed by a factory internal or a laboratory not having appropriate accredited programs/ methods, the results shall be verified on a regular basis by laboratories accredited on these programs/ methods (ISO 17025).	A	
79	5.2.4	Based on hazard analysis and assessment of associated risks, a product sampling program shall be implemented, which covers all purchased products and broker services. The test results shall be documented.	A	
80	5.2.5	Results of analysis shall be evaluated promptly. In case of any unsatisfactory results, the company shall assess the significance of these results, shall inform the customer accordingly and appropriate corrective measures shall always be implemented. The analytical results shall be reviewed regularly in order to identify trends. In the event that trend analysis indicates potential issues which may occur, the company shall take corrective actions.	A	
81	5.2.6	Based on any internal or external information on product risks which may have an impact on product safety and/or quality (incl.adulteration and fraud), the company shall update its control plan and/or take any appropriate measure to control impact on finished products.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
82	5.3.1	As part of the company's incident management procedure (crisis management system), there shall be an assurance that the supplier or service provider has systems in place which identify and control non-conforming products. Strong quarantine (blocking/hold) procedures are in place in the event that a non conforming product is identified. The company shall ensure that only products and materials conforming to product requirements are delivered to the customer.	A	
83	5.3.2	If products are subject to positive release, a procedure shall be defined and effectively implemented, to ensure compliance with product requirements prior to release.	NA	No positive release in place
84	5.4.1	A system shall be in place for the management of product complaints.	A	<p>KLA-P-01 Complaints 6/12/2020. 2019 YTD: 45 complaints received from customers. Increase of complaints since previous year, all NC's have been registered as complaints. 2020 YTD: 12 complaints received from customers. Decrease of complaints since previous year. Complaints have been categorized: - product quality: 3x - foreign objects: 1x wood, 1x plastic, 1x carrot in rhubarb, 1x peanut, 2x unknown origin -damaged barrel: 1x -incorrect print bags: 1x -delivery: 1x</p> <p>No complaints from authorities.</p> <p>Seen e.g. complaint 2020-001: presence of plastic in gherkins 150/300, batch TCLU 318.124.0, received on dd 3/1/2020 from Unilever. Supplier: Exotic Agro. Feedback supplier OK. Close out complaint dd 15/01/2020.</p>
85	5.4.2	All complaints shall be assessed by competent staff. Where it is justified, appropriate actions shall be communicated to the supplier or service provider and shall be taken as soon as possible.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
86	5.4.3	Complaints shall be analysed with a view to implementing preventive actions which avoid the recurrence of the non-conformity.	A	
87	5.4.4	The results of complaint data analysis shall be made known to the relevant responsible persons and to the senior management.	A	
88	5.5.1	A documented procedure shall be defined for management of incidents and of potential emergency situations that impact product safety, legality and quality. This procedure shall be implemented and maintained. This includes as a minimum: <ul style="list-style-type: none"> - the nomination and training of a crisis team, - an alert contact list, - sources of legal advice (if necessary), - contacts availability, - customer information, and - a communication plan, including information to consumers, if necessary. 	A	CAL-P-01 Calamities 6/12/2020. Director is responsible for communication. Recall team: director, operational manager, administration employee.
89	5.5.2	KO n°7: There shall be an effective procedure for the withdrawal and recall of all products, which ensures that involved customers are immediately informed. This procedure shall include a clear assignment of responsibilities.	A	CAL-P-02b Recall 6/12/2020 No recall or withdrawal occurred yet.
90	5.5.3	Updated emergency contact details (such as names and phone numbers of suppliers, customers and competent authorities) shall be available. A person of the company, who has the authority to initiate the incident management process, shall be permanently available.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
91	5.5.4	The feasibility, effectiveness and timeliness of implementation of the withdrawal procedure shall be subject to regular internal testing, carried out at least once a year. This test shall be carried out in a manner to assess the effectiveness of implementation and operation of the procedure.	C	Annual mock recall test has been performed on 25/9/2020, on product whole gherkins: fictive presence of foreign object, gherkins delivered on 9/9/2020 by Amora Maille. Deviation: The effectiveness and timelines of mock recall exercise could not be demonstrated since the final report was not demonstrable. Note: all documents used during the exercise are present in a map.
92	5.6.1	A procedure shall exist for the management of all non-conforming products.	A	CAL-P-03 Blocking of products 6/12/2020. Decisions are taken by the director.
93	5.6.2	The procedure for the management of non-conforming products shall include, as a minimum: - hazard analysis and assessment of associated risks - isolation/ quarantine procedures - product identification (e.g. labelling) - decision about the further use (e.g. release, rework/ post treatment, blocking, quarantine, rejection/disposal) - information about process chain - clearly identified staff and supplier and/or service provider responsibilities.	A	
94	5.6.3	The rules of the procedure for the management of non-conforming products shall be understood by all relevant employees.	A	
95	5.6.4	Where non-conformities are identified, the company shall ensure that immediate corrections shall be carried out by the responsible supplier, manufacturing site and/or service provider, so that product requirements are complied with.	A	

No	Reference	IFS Broker requirement	Evaluation	Explanation
96	5.6.5	Finished products (including packaging) out of specification shall not be placed into the market under the label concerned unless a written approval of the brand owner is available.	A	
97	5.7.1	A procedure shall be in place for the recording and analysis of the non-conformities with the objective to avoid recurrences by preventive actions and/ or corrective actions. This may include a root cause analysis.	A	ALG-P-03 Corrective and preventive actions 29/5/2020
98	5.7.2	KO n°8: Corrective actions shall be clearly formulated, documented and undertaken, as soon as possible to avoid further occurrence of non-conformity. The responsibilities and the timescales for corrective action shall be clearly defined. The documentation shall be securely stored, and easily accessible.	A	ALG-F-04 Corrective action plan: list with indication of source of deviation, location, deviation description, root cause analysis, corrective/preventive action, responsible, deadline, status, closing date, verification. 2020 YTD: 11 CPA have been defined of which 7 have been closed and 4 are still open (all within due date)
99	5.7.3	The performance of the implemented corrective actions shall be documented and the effectiveness shall be checked.	A	
100	6.1	The company shall ensure that suppliers' responsibilities for product defense are clearly defined.	A	
101	6.2	The company shall ensure that suppliers and logistics service providers have performed and documented a product defense hazard analysis and assessment of associated risks. Based on this assessment and legal requirements the supplier/service provider shall implement a product defense plan to mitigate identified risks.	A	Following questions regarding food defense are included in supplier questionnaire: - How is access regulated? - How is sabotage prevented? - How is security of transport arranged? - How do you show authenticity of products? Security is also included in transport agreement.