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Audit Report

Global Standard for Storage and Distribution Issue 3: August 2016

1. Audit Summary			
Company name	Distrifresh. B.V.	BRC Site Code	9884029
Site name	Distrifresh. B.V.		
Scope of audit	Storage and distribution of packed fresh chilled food products and packaging material. Contracted Services; Contract Packing and Labelling.		
Exclusions from scope	none		
Justification for exclusion			
Audit Start Date	2018-03-19		
Audit Finish Date	2018-03-20		
Re-audit due date	2019-04-17		

2. Audit Results					
Audit result	CERTIFICATED	Audit grade	A	Audit type	Announced
Previous audit grade	AA	Previous audit date	2017-03-22		

Number of non-conformities	Critical	0
	Major	0
	Minor	9

3. Product Categories	
Product categories	01 - Chilled and Frozen Food 03 - Packaging and packing materials



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	Select a product category Select a product category
Activities	01 - Storage 02 - Distribution 06 - Contracted Services Contract Packing Select an activity Select an activity Select an activity Select an activity Select an activity

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Address	Van Salmstraat 64 Postcode 5281 Boxtel.		
Country	The Netherlands	Site Telephone Number	0031 411617617
Commercial representative Name	Mrs.	Email	
Technical representative Name	Mrs	Email	



5. Company Profile	
Plant/Warehouse size (metres square)	10-25K sq.m No. of employees 1-50 No. of Vehicles >25
Subcontracted processes	No
Other certificates held	Organic (Skal), BeterLevenKeurmerk, Chain of Custody (COC), ISO9001:2015 (multisite with Vion Food Nederland)
Regions exported to	Europe Choose a region Choose a region Choose a region Choose a region Choose a region
Major changes since last BRC audit	New manager operations manager and new plant manager
Company Description	
<p>Distrifresh B.V. in Boxtel belongs to the Vion Food Group and is member of the multisite ISO9001:2015 certification of the group in The Netherlands.</p> <p>Distrifresh B.V. is situated since 2007 on this site en is specialized in storage, weighing and labeling, order picking and organizing all distribution of pre packed meat and food products, all temperature controlled (mainly chilled or deep frozen). Activities are executed as a service to their clients. There is a local MT with 7 members (is also the HACCP-team). Most activities in contract for Vion. Routes of transport are planned and GPS controlled. For intercompany and/or to the contracted retailers (groupage). Raw meat is packed in bins (e.g. packed pork parts). Also B to B and small consumer units for raw meat, meat products or other food products in retail packaging and labels are on site.</p> <p>An facility for washing of trailers by the drivers on site. There are about 80 (FTE) employees working in 1-3 shifts. Some temporary workers (ca 30 FTE) can be on site. One HACCP study.</p> <p>Storage/operations facilities are about 14.000m2. Build about 40 years ago, partly extended.</p> <p>The company is certificated for organic (Skal), BLK, COC and ISO 9001:2015 in a multisite certification by Vion Food Nederland.</p> <p>NVWA legal veterinary registration number is: NL607EG.</p> <p>More information see: www.distrifresh.com. The emergency number 0031-411617617.</p>	

6. Audit Deviation Details	
On-site duration	12 man hours Duration auditing the site and vehicles 6 man hours
Reasons for deviation from typical or expected audit duration	none
Next audit type selected	Announced



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Audit frequency	12 months
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Audit programme dates		
Audit Days	Audit Start Time	Audit Finish Time
1	8.00	17.00
2	8.00	12.00

	Auditor(s) number(s)	Name and title of auditor
Auditor Number		lead auditor
Second Auditor Number	N/A	

Key Personnel				
Name/Job Title	Present at Audit (x)			
Note: the most senior operations manager on site should be listed first and be present at both opening & closing meetings (ref: clause 1.1.8)	Opening Meeting	Site Inspection	Procedure Review	Closing Meeting
Site Manager	x			x
(central) QA Manager	x	X	x	x
- manager operations	x	x	x	x
(controller)	x			x
(Facilities manager)	x	X	X	x
- Head TD	x	x	X	x
- Human resource officer	x	X	x	x
- Supervisor reception	x	X	x	x
- intercompany	x			x
- supervisor (packed food, labeling)	x	x	x	x



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- employee labeling line		X		
employee labeling line		X		
- employee labeling line		X		
- employee reception		x		
- order picker		x		



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Non-Conformity Summary Sheet

Critical

No.	Description of Non-Conformity	Location	Product/Process	Product/Process	Product/Process	Product/Process	Product/Process

Major

No.	Description of Non-Conformity	Location	Product/Process	Product/Process	Product/Process	Product/Process	Product/Process



Minor



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No.	Requirement ref.	Detail of Non-Conformity	Correction	Proposed preventive action plan (based on root cause analysis)	Evidence provided Document Ref. / Other Ref.	Date reviewed	Reviewed by
1	3.2.1	The internal programme is not completed with all internal audits which are undertaken by the company like; SSOP, glass rounds, in depth audit. Also BRC compliance assessment is not in the programme.	The other audits and assessments are added in the audit program. Closed subject to review next visit.	Distifresh is audited once a year by a QA manager from another Vion site, only this audit was in the audit program. The other audits and assessments are added in the program and the audit program is part of the quarterly review, to make sure they are done in time.	- Memo minor 1 internal audit program	2018-4-20	
2	4.2.1	Verified the corporate food defense assessment of 1-5-2017. This assessment is not reviewed yearly related to the risks on site.	The corporate assessment is review in the Q1 quarterly review. Closed subject to review next visit.	In the last management review / reassessment (July 2017) the food defense was not reviewed against the new corporate procedure (P-FOOD-10051). In the quarterly management review of Q1 the food defense is reviewed against the corporate procedure.	- Memo minor 2 food defense - P-FOOD-10051 Food defense	2018-4-20	
3	4.4.7	At the reception desk of dock 23 there were found several loose items which need to be stored correctly or need to be cleaned. There was found e.g. loose items like temperature measurement equipment, little broom, visitor coats, pencils etc.	The reception desk is cleaned the same day. Closed subject to review next visit.	It was not clear who is responsible for the cleaning of the desks and what was the correct place to store the materials on the desk. A new cleaning program is made. In this program is made clear who (department or hygieneteam) needs to clean what, how and how often. Recently we started to implement VOS (Vion lean system). The next step is 5S, to make it clear for everybody were to store what.	- Memo minor 3 reception desk - P-DSF-NL-10045 Schoon-maakplan	2018-4-20	



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4	4.4.9	During the audit tour there was found door 7 which was not close-fitting to the floor.	The door is closed. Fully closed	During the RCA we found out the door was closed correctly, but the leveler was not in the correct position. The leveler at this dock is from another type than the other levelers, therefore not everybody knew how to close it correctly. To prevent this from reoccurrence the control unit is ammended, to make it more clear when the leveler is in the correct position. The staff is instructed to properly close the leveler and to monitor on closed doors. An instruction is made and attached to the wall.	- Memo minor 4 deur 7 overslag - Bediening dock 7	2018-4-20	
5	6.2.1	The maintenance planning is not completed with maintenance on the trailers (transport). It is not clear what kind of maintenance the company does and what kind of maintenance is subcontracted. The frequency of maintenance the cooling equipment is not made clear in this programme.	The missing information is requested and added in the program. Closed subject to review next visit.	Because of the big amount of trailers, a separate planning is made for the maintenance and legal inspections of the trailers. The frequency of the legal inspection of the cooling equipment (STEK keuring) is added. All the maintenance is done by an external company, except for some minor repairs.	- Memo minor 5 onderhouds-plan trailers - Voorbeeld keuring verdampert ST0420 - Voorbeeld APK trailer HW0016	2018-4-20	
6	6.4.1	Verified the cleaning programme. In this programme the frequency of cleaning the walls by ... is not determined.	The cleaning program is adjusted. Closed subject to review next visit.	In the past ... came one a year to clean all the walls. This date was written in the cleaning program. At this moment the cleaning of most of the walls is done by the department and therefore there isn't one date to write in the cleaning program. To make it more clear who is responsible for cleaning what and how often, the cleaning program is adjusted.	- Memo minor 6 frequentie schoonmaak wanden - P-DSF-NL-10045 Schoon-maakplan	2018-4-20	
7	6.5.2	There is found an open crate used as waste bin for meat on the outside dock, close to the truck washing	The waste bin is placed inside. Fully closed	The open crate with waste is from an external company who's hiring a building to clean crates and dolavs. During their proces, they have two kinds	- Memo minor 7 afval bakker	2018-4-20	



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8	6.6.8	In the records of the pest fighter it is not recorded which type of toxic used since 22-2-2018 in baitstation 9.	The pestcontroller send the specification of the used tox. Closed subject to review next visit.	<p>of waste: 'restafval' (paper and labels from the dirty crates) and a small amount of CAT 3 (small pieces of meat from the dirty crates). Distrifresh and were already talking about a new garbage collecting plan:</p> <ul style="list-style-type: none"> - 'restafval': will go daily to the waste compactor of Distrifresh. - CAT 3: has ordered new bins, with proper lids. The bins will stay indoor, until . comes to collect the waste <p>The pest fighter has a new dashboard since January 2018. The facility manager was not used to this new dashboard, he did know were to find the actions and the site plan. During the audit he showed the site map (that's were the auditor saw baitstation 9), but he didn't knew he could click on the map to see more detailed information per baitstation. In the document 'Memo minor 8 pest control' there is a screen print of the site map with general information per baitstation and a screen print with more detailed information of the same baitstation.</p>	- Memo minor 8 pest control 2018-4-20	
9	8.2.1	Of new employee the records of specific hygiene rules for this site could not be demonstrated during the interview with HRM.	The introduction training with the hygiene rules was given to directly after the audit. Closed subject to review next visit.	<p>' had worked for Vion, before he started to work for Distrifresh. Because he worked already for Vion, HRM thought he had got the training with the hygienic rules at Vion. To make sure in the future everybody gets the Distrifresh introduction training, the training is added in the 'functie-beoordelingsmatrix'</p>	- Memo minor 9 new employee 2018-4-20	



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-clearly follow up, in time. Seen and verified evidence. A lot of efforts are made to apply with BRC SD version 3 rules. Site is in good condition. 9 minor NC were identified, so actions and evidence must be send within 21 (max 28) days to the auditor.



3. Quality Management

Summary

This site has designed and maintained a detailed quality and food safety management system (QMS), which is implemented in the organization's processes. QMS is centrally managed by Vion, decentrally per site. The company does have a central Risk Analyses.

Internal audits are planned for this year 2018. Audits are done by trained employees and reported. Last internal audit report is 22-12-2017, by [redacted]. Actions are monitored. External audits were demonstrable for COC, Skal, poultry (Authority), ISO9001:2015, BLK.

There is a system implemented to identify nonconformities and to plan corrective action. Monitoring the efficiency of required corrective actions is demonstrable. E.g. in case of returned products.

All nonconformities of the former report were evaluated, assessed and actions seems to be effective. All fully closed.

Documents, activities and information are controlled and subject of internal audits. Internal audit results are reported, communicated and required actions, if applicable, are planned and monitored. Site, factory and process inspections are planned and reported.

Production activities are planned and based on agreements or contracts with customers. Intercompany with [redacted] (Vion Retail B.V.), [redacted] and excel.

When applicable, detailed information is converted to the labelling machines for packed finished product information. Process design is controlled by a procedure.

There is a good control for sub-contractors. E.g. for Pest control [redacted], cleaning [redacted], equipment and personnel (Agencies). In case of blocked batches/products they are only released by the QA manager with a motivation and (new) destination.

A traceability system is designed and implemented for all stages from supplier to finished product including delivering to clients. Incoming raw materials, stored products and packaging are identified in the system. The company uses purchase codes, order numbers and batch/Lot codes.

There is a recall and withdrawal procedure with defined responsibilities. A tracing system/procedure is implemented. Both were tested and reported. A procedure to manage site incidents is designed, controlled and yearly tested. P-VION-10015, crisis management version 1-6-2017. Test done at 8-2-2018, product rundersaucijs 200gr, art number 37251.

During the audit there is done an vertical audit of dispatch unit number [redacted], order number [redacted], product Bio + runderchipolata, 0,222kg. BBD 23-3-2018. Several articles are labeled via WMS system, seen and verified label control form 100001, including label control during batch 10066. Client is retailer location [redacted] Articles 30739 orderpick 19-3-2018, pallet received 16-3-2018, 80 colli per pallet, total 560. Verified records of temperature CCP1 control, date 16-3-2018. Party Groenlo, transported by [redacted], supplied 19-3-2018, time 16:44, route 307, trailer ST0413, verified temperature records around 0C degrees, records [redacted] Truck

There is a system implemented to identify nonconformities and to plan corrective action. Monitoring the efficiency of required corrective actions is demonstrable.

Product complaints are registered, investigated, analysed for trends and communicated through the organization.

3.2.1 The internal programme is not completed with all internal audits which are undertaken by the company like; SSOP, glass rounds, in depth audit. Also BRC compliance assessment is not in the programme.

N/A Clauses

No.	Justification
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Detailed Audit Report

1. Senior Management Commitment

Summary

There is a company policy defined and was communicated.
 There is a focus on efficiency of operations, internal communication, continuously improvement, to work in line with legislation and to be a sustainable organization.
 There is a Management Team that provides the required resources.
 Objectives are established. They meet on regular base and minutes are made. A yearly management report is made and reported d.d. July 2017. Also quarterly reviews are made. Q4 is assessed, 30-1-2018. Seen and verified F-DSF-NL-10014 (Plattegrond met goederen- en personeelsstromen).
 This is to verify the performance of all departments and the main business and operational program. Also the management demonstrates the commitment of the Global Standard for Storage and Distribution version 3.
 The corporate structure (P-DSF-10001 organisatieschema Distrifresh) is laid down in an organogram: updated February 2018.
 Relevant Job descriptions are demonstrable. Responsibilities are defined, including replacements.

N/A Clauses

No.	Justification
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1.1.9	No registration needed for this location
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2. Hazard and Risk Analysis

Summary

This site has designed and maintained a detailed food safety management system (QMS), which is fully implemented in the organization's processes.
 The General Principles of Food hygiene, HACCP and the guidelines for its application adopted by the Codex Alimentarius Commission are used.
 The local HACCP-team is defined and meets on regular base. A Validation procedure is in place.
 The relevant hazards are identified and one CCP and 18 CP's are identified, documented, implemented and verified, seen Q1, Q2, Q3, Q4 verification reports. E.g. for allergens, visitors, foreign body risks, storage temperatures, returned product inspection, shelf life, dispatch temperatures, pest control, damaged products and water for cleaning. The handling of corrective actions is well implemented by the responsible employee. Records are controlled by the QA manager. The company does have a central Risk analyses from the Vion company, see chapter 3.

N/A Clauses

No.	Justification
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the Vion Food Group and clients. Contracts or agreements are made. The relevant Dutch Transport codes are applicable. Assessed were trailers HW0035, DB0211, MT0306, ST0413, HA060 and HA094. Also the GPS system Trimble. Temperature assessment on ST0413. Transport can be partly Ex-works. Vehicles are inspection when arrived with goods. Also before loading of final ordered goods. Vehicles temperature controls are done, is monitored and recorded. Also GPS-system. Temperature assessment on ST0413. Verified reporting system on incidents.

N/A Clauses

No.	Justification
5.1.7	No bulk transport is applicable.
5.1.8	No bulk transport is applicable.

6. Facility Management

Summary

Equipment for internal use and transport is well maintained. 6 new pallet lifters. Racking is controlled and inspected yearly. Inspection report was seen and dated: 4-7-2017. Condition of pallets is inspected on regular base. Knives are controlled. Maintenance of equipment is executed conform site schedule. Control of equipment failure is demonstrable, including line clearance. Assessed is: line to label packed products; cooling equipment; internal transport systems; site maintenance; calibrations; water distribution, air pressure equipment; Ventilation; weight control of balances; calibration. E.g.: A calibration plan is well designed (e.g. for the 10 and relevant instruments are identified and controlled. Cleaning plan (including disinfection) is implemented and efficiency verification is demonstrable. Verified agreement, implementation, records of cleaning company 2017. Waste is minimised and collected in good order to prevent contamination. Separation of waste is organized. Waste containers are cleaned on a regular base. Waste of veterinary sources Cat 3 is controlled conform legislation and removed from site by a licensed company. There is pest control company. The minimum frequency for pest control inspection visits is 8 visits yearly. E.g. for rodents, flying and crawling insects. Also site preventive inspections are done. Actions to prevent/eliminate some pest are taken if needed and seems to be effective. No-tox is used. There is no pest problem. Last visit 19-3-2018, pest fighter, site map 19-3-2018, trend analyses Q4 2017. Cleaning clothes is subcontracted to

6.2.1 The maintenance planning is not completed with maintenance on the trailers (transport). It is not clear what kind of maintenance the company does and what kind of maintenance is subcontracted. The frequency of maintenance the cooling equipment is not made clear in this programme.

6.4.1 Verified the cleaning programme. In this programme the frequency of cleaning the walls by is not determined.

6.5.2 There is found an open crate used as waste bin for meat on the outside dock, close to the truck washing area.

6.6.8 In the records of the pest fighter it is not recorded which type of tox is used since



3.5.2 No subcontracting under scope.

4. Site and Building Standards

Summary

The surroundings of the site, buildings and storage area is conform food standards. Site was built about 40 years ago, suitably finished. The second building is now rented by another company for cleaning crates, out of scope. A modern digital order picking system is implemented and if needed labelling of final packed consumer products is executed over 6 weighing and labelling lines. Equipment is installed 8 years ago.

A site security assessment is made for this site, for employees, for visitors and for product risks. Extra camera's and fences were installed in 2012 for site security; also secured entrance with batch logging. Instructions are implemented. Personnel is trained for this.

Identified critical areas for access security is the whole site including storage rooms. Doors are closed. Visitors are registered and instructed.

A good process flow diagram is made. Separated area's for bulk, consumer packages, labelling and order /route preparation. Also separated storage for returned products.

The entrance to production area's is situated in good order and hand wash facilities with disinfection are present. Staff Facilities are well designed, maintained and clean. There is a canteen, changing rooms and modern sanitation facilities.

4.2.1 Verified the corporate food defense assessment of 1-5-2017. This assessment is not reviewed yearly related to the risks on site.

4.4.7 At the reception desk of dock 23 there were found several loose items which need to be stored correctly or need to be cleaned. There was found e.g. loose items like temperature measurement equipment, little broom, visitor coats, pencils etc.

4.4.9 During the audit tour there was found door 7 which was not close-fitting to the floor.

N/A Clauses

No.	Justification
4.1.5	No external storage
4.3.6	No cleaning facilities like f.e. tray-washer
4.4.4	In the storage areas only dry cleaning
4.5.1	No open food
4.5.5	No catering facilities

5. Vehicle Operating Standards

Summary

All trailers (about 180) are managed under own responsibility, are hired from
 The road trucks (ca 70) are subcontracted from 4 transport companies (e.g.
). All the Distribution activities are managed by Distrifresh BV, in cooperation with



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22-2-2018 in baitstation 9.

N/A Clauses

No.	Justification
6.1.3	No diesel powered equipment is used (forklift truck run on electric)
6.2.6	No open food products are stored, handled or transported
6.4.3	There are no CIP cleaning systems in place

7. Good Operating Practices

Summary

There is detailed good acceptance procedure. Inspections are registered and deviations are communicated and registered. Product handling is controlled and pallets are identified. The environmental is in line with the activities. Labels are inspected when received and are stored in best conditions (warm) to keep good glue quality. There is attention to prevent Foreign Bodies(Physical and Chemical) contamination and prevent damaging packages during all activities. There is a system for stock rotation implemented. Checks for this are done on regular base. E.g. for: verse worst; tomaat/knoflook saucijs; tuinkruiden saucijs; black pepper saucijs, Varkens sate snitsels. FS Speklap zzw 8 st. Temperatures are below 4 degrees C. The company is certificated for organic (Skal), BLK, COC and ISO 9001:2015 in a multisite certification by Vion Food Nederland. Registration number for the Dutch Authority NVWA: legal veterinary registration number ias: NL607EG. Release/transport of batches of ordered goods is secured by the implemented release procedure.

N/A Clauses

No.	Justification
7.6.1. and 7.6.2	There is no positive release needed.

8. Personnel

Summary

Human resources are managed in good order. Based on the updated organogram. Job description are made. Written instructions for personnel (e.g. work-, safety and personal hygiene instructions) are in place, communicated and implemented. Also individual health statements. The need of training is identified yearly as minimum. Training programs are demonstrable and evaluated. Assessed is: training for HACCP and for CCP's. Protective clothes are in use, including safety shoes. There are hygiene and safety instructions implemented. An information system to notify infectious diseases is implemented.

8.2.1 Of new employee the records of specific hygiene rules for this site could not be demonstrated during the interview with HRM.



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N/A Clauses	
No.	Justification
8.2.4	There is no open food stored , handled or distributed.
8.2.5/ 8.2.6/ 8.2.7	No (disposable) protective clothing needed/worn
8.2.9	Normal plasters as result of the carried out risk assessment

WHOLESALE MODULE

9. Purchasing – branded products

N/A Clauses	
No.	Justification

10. Requirements for the purchasing and management of a wholesale own label products and Wholesaler exclusive brands

N/A Clauses	
No.	Justification



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CONTRACTED SERVICES MODULES

11. Contractual Arrangements

Summary	
<p>There are contracted services for labelling, weighing and repacking. 6 lines. Product codes are scanned and labels are pre-programmed in the computer. Line labelling is checked by operators. Also to distribute other foods, besides the meat products. Control of several kind of emballage.</p>	
N/A Clauses	
No.	Justification

12. Product Inspection

Summary	
N/A Clauses	
No.	Justification

13. Contract Packing (Repacking, Assembly Packing)

Summary
<p>A contracted service for labelling and weighing is executed. There are contracted services for labelling, weighing and repacking. 6 lines. Product codes are scanned and labels are pre-programmed in the computer. Line labelling is checked by operators. Also to distribute other foods, besides the meat products. Control of several kind of emballage. During the audit there is done some vertical audits of dispatch unit number e.g. 16214448, repacking order number 10345256, product Bio + runderchipolata, 0,222kg. BBD 23-3-2018. Several articles are labeled via WMS system, seen and verified label control form 100001, including label control during batch 10066. Client is retailer . location Articles 30739 orderpick 19-3-2018, pallet received 16-3-2018, 80 colli per pallet, total 560. Verified records of temperature CCP1 control, date 16-3-2018. Party Groenlo, transported by , supplied 19-3-2018, time 16:44, route 307, trailer ST0413, verified temperature records around 0C degrees, records . Truck .</p>



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N/A Clauses

No.	Justification
13.8	There is no rework.

14. Quality Control Inspections

Summary

N/A Clauses

No.	Justification

15. Contract chilling/freezing/tempering/defrost and high-pressure process operations

Summary

N/A Clauses

No.	Justification

16. Contact Cleaning of baskets, roll cages and other distribution containers

Summary

N/A Clauses

No.	Justification



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17. Waste recovery and recycling

Summary	
N/A Clauses	
No.	Justification