

TWIN CITY PRODUCE OF SPRINGDALE, LLC



FOOD SAFETY PROCEDURES

FOR

GOOD STORAGE AND DISTRIBUTION PRACTICES

SQF EDITION 9.0 MODULE 12

FOR FSC 26: STORAGE AND DISTRIBUTION OF FOOD PRODUCTS (GFSI JI, AND JII)

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Contents

INTRODUCTION PROCEDURES FOR GOOD STORAGE AND DISTRIBUTION PRACTICES:	8
SECTION 12.1 Site Location and Premises PROCEDURES	9
Premises Location and Approval (CLAUSE 12.1.1).....	9
Site Environment: Background Scope Element 12.1.1.1	9
Building Materials PROCEDURES (CLAUSE 12.1.2).....	10
Floors: Background Scope Element 12.1.2.1	10
Drains: Background Scope Element 12.1.2.2	10
Waste Trap Systems: Background Scope Element 12.1.2.3.....	11
Walls, Partitions, Ceilings and Doors: Background Scope Element 12.1.2.4	11
Doors: Background Scope Element 12.1.2.5.....	11
Drop Ceilings: Background Scope Element 12.1.2.6	11
Product Contact Surfaces: Background Scope Element 12.1.2.7.....	11
CLAUSE 12.1.3 Lighting and Light Fittings.....	12
Element 12.1.3.2 Light Fixtures	12
CLAUSE 12.1.4 Dust, Insect, and Pest Proofing.....	13
CLAUSE 12.1.5 Ventilation	14
Element 12.1.5.2 Cleaning of Ventilation Equipment.....	14
Equipment and Utensils (CLAUSE 12.1.6)	15
Specifications for Equipment: Background Scope Element 12.1.6.1	15
Equipment and Utensil Design: Background Scope Element 12.1.6.2.....	15
Equipment Storage Rooms: Background Scope Element 12.1.6.3	15
Frequency of Cleaning: Background Scope Element 12.1.6.4	15
Vehicles Used in Handling Areas: Element 12.1.6.5	16
Exposed Products: (Element 12.1.6.6).....	16
Grounds and Roadways (CLAUSE 12.1.7).....	17
Suitable External Environment (Element 12.1.7.1).....	17
Paths and Roadways (Element 12.1.7.2)	17
Paths From Amenities to be Effectively Sealed (Element 12.1.7.3).....	17
Site Location and Premises APPENDIX (SECTION 12.1)	17
Section 12.1 Site Location and Premises Procedures (2025-2026)	Error! Bookmark not defined.
Section 12.1 Site Location and Premises Documents (2025-2026)	17

Site Operation (SECTION 12.2)..... 19

 Repairs and Maintenance (CLAUSE 12.2.1) 19

 Methods and Responsibilities for Maintenance and Repair (Background Scope: 12.2.1.1) 19

 Routine Maintenance (Background Scope: Element 12.2.1.2) 19

 Failures of Plant Equipment (Element 12.2.1.3) 19

 Notification of Maintenance Repairs (Element 12.2.1.4) 19

 Notification of Repairs of Potential Threat (Element 12.2.1.5) 20

 Temporary Repairs (Element 12.2.1.6) 20

 Food Grade Lubricants (Element 12.2.1.7) 21

 Paint (Element 12.2.1.8) 21

 Maintenance Staff and Contractors (CLAUSE 12.2.2) 22

 Comply with Site Personnel Hygiene Requirements (Element 12.2.2.1)..... 22

 Training Requirements for Maintenance Staff (Element 12.2.2.2)..... 22

 Remove all Tools and Debris From Maintenance Activity (Element 12.2.2.3) 22

 Calibration (CLAUSE 12.2.3) 23

 Methods and Responsibilities for Calibration of Equipment (Background Scope: Element 12.2.3.1)23

 Equipment Calibration Standards (Background Scope: Element 12.2.3.2) 23

 Regulatory Requirements and Schedule (Element 12.2.3.3)..... 24

 Procedures for Disposition (Element 12.2.3.4)..... 24

 Directory of Equipment Requiring Calibration: Background Scope Element 12.2.3.5 24

 Pest Prevention (CLAUSE 12.2.4) 25

 Documented Pest Prevention (Background Scope: Element 12.2.4.1) 25

 Pest Contractors (Element 12.2.4.2)..... 25

 Pest Activity Risks and Inspections (Element 12.2.4.3)..... 26

 Disposal of Products Found to be Contaminated (Element 12.2.4.4) 26

 Pesticides are Labeled (Element 12.2.4.5)..... 26

 No Animals Permitted in Food Handling (Element 12.2.4.6)..... 26

 Cleaning and Sanitation (CLAUSE 12.2.5) 27

 Methods and Responsibility for Cleaning (Background Scope: Element 12.2.5.1)..... 27

 Detergents and Sanitizer Suitable for Use (Element 12.2.5.2) 30

 Element 12.2.5.3 Detergents and Sanitizers Mixed Concentration..... 31

 Element 12.2.5.4 Provisions for Effective Cleaning 32

 Element 12.2.5.5 Specific Areas for Cleaning Operations 33

Element 12.2.5.6 Records 33

Element 12.2.5.8 Staff Amenities-Inspections..... 33

SECTION 12.2 SITE OPERATIONS APPENDIX 33

Section 12.1 Site Operations Documents (2025-2026)..... 33

Personnel Hygiene and Welfare PROCEDURES (SECTION 12.3) 35

Personnel Welfare PROCEDURES (CLAUSE 12.3.1)..... 35

Personnel Known Carriers of Infectious Disease: Background Scope Element 12.3.1.1 35

Prevention of Bodily Fluids: Background Scope Element 12.3.1.2 35

Handling of Exposed Cuts, Sores, Lesions: Background Scope Element 12.3.1.3..... 35

Personnel Welfare INSTRUCTIONS (CLAUSE 12.3.1-.3) 35

Handwashing PROCEDURES (CLAUSE 12.3.2) 36

Handwashing by Staff, Contractors, and Visitors: Background Scope Element 12.3.2.1 36

Handwashing INSTRUCTIONS (CLAUSE 12.3.2)..... 36

Location of Handwashing Stations: Background Scope Element 12.3.2.2 37

Handwashing Station Supplies: Background Scope Element 12.3.2.3..... 37

Signs to Instruct Handwashing: Background Scope Element 12.3.2.4..... 38

Glove Usage: Background Scope Element 12.3.2.5 39

Clothing and Personal Effects (CLAUSE 12.3.3) 40

Clothing Policy: Background Scope Element 12.3.3.1 40

Clean Clothes and Shoes: Background Scope Element 12.3.3.2..... 41

Jewelry in the Food Handling Areas: Background Scope Element 12.3.3.4..... 41

Visitors (CLAUSE 12.3.4)..... 42

Visitors Comply in Hygiene Policy: Background Scope Element 12.3.4.1..... 42

Visitors policy (CLAUSE 12.3.4) 42

Visitors Policy for Clothing and Footwear: Background Scope Element 12.3.4.2..... 42

Visitors Exhibiting Signs of Illness: Background Scope Element 12.3.4.3 43

Visitor Access Points: Background Scope Element 12.3.4.4 43

Visitors Trained: Background Scope Element 12.3.4.5 43

Managing Driver Access: Background Scope Element 12.3.4.6..... 44

Staff Amenities (change rooms, toilets, break rooms CLAUSE 12.3.5) 45

Documented Cleaning Procedures: Background Scope Element 12.3.5.1 45

Storage of Personal Items: Background Scope Element 12.3.5.2..... 45

Toilet Rooms: Background Scope Element 12.3.5.3 45

Break Rooms: Background Scope Element 12.3.5.6 45

Element 12.3.5.7 Outside Eating Areas 46

SECTION 12.3 PERSONNEL HYGIENE AND WELFARE APPENDIX..... **Error! Bookmark not defined.**

Section 12.3 Personnel Hygiene and Welfare Documents (2025-2026) **Error! Bookmark not defined.**

Personnel Processing Practices (SECTION 12.4) 47

Staff Engaged in Food Storage and Repack/ Recoup Operations (CLAUSE 12.4.1) 47

Personnel Practices: Background Scope Element 12.4.1.1..... 47

Handling and Storage Practices: Background Scope Element 12.4.1.2 47

PERSONNEL PROCESSING PRACTICES APPENDIX (SECTION 12.4) 47

Section 12.4 Personnel Processing Practice Documents (2025-2026) 47

Water, Ice, and Air Supply (SECTION 12.5) 49

Water Supply (CLAUSE 12.5.1)..... 49

Adequate Supplies of Potable Water: Background Element 12.5.1.1 49

Water and Ice Quality (CLAUSE 12.5.2) 49

Microbiological Analysis: Background Element 12.5.2.1 49

Water on Ice Analysis Using Reference Standards: Background Element 12.5.2.2..... 49

Construction of Rooms: Background Element 12.5.2.3 49

Air and Other Gases (CLAUSE 12.5.3) 50

Compressed Air or Other Gasses: Background Element 12.5.3.1..... 50

Compressed Air Systems: Background Element 12.5.3.2 50

WATER, ICE, AND AIR SUPPLY: SECTION 12.5 APPENDIX..... 50

Personnel Processing Practice Documents (2025-2026) 50

RECEIPT, STORAGE, AND TRANSPORT (SECTION 12.6)..... 51

Receipt, Storage, and Handling of Goods (CLAUSE 12.6.1) 51

Storage Plan: Background Scope Element 12.6.1.1 51

Receipt of Dry Material: Background Scope Element 12.6.1.2..... 51

Stock Rotation: Background Scope Element 12.6.1.3..... 51

Shelf-Life: Background Scope Element 12.6.1.4 55

Overflow Storage Conditions: Background Scope Element 12.6.1.5..... 55

Records: Background Scope Element 12.6.1.6 55

Use and Conditions of Racks: Background Scope Element 12.6.1.7 55

Cold Storage, Freezing, and Chilling of Food (CLAUSE 12.6.2)..... 57

Element 12.6.2.1 Performance of Cold Storage Facilities..... 57

Element 12.6.2.2 Sufficient Refrigeration..... 57

Element 12.6.2.4 Temperature Monitoring..... 57

Element 12.6.2.5 Processes Applied Prior to Distribution..... 57

Storage of Dry Goods (CLAUSE 12.6.3) 58

Element 12.6.3.1 Location of Storage of Dry Goods..... 58

Storage of Hazardous Chemicals and Toxic Substances Used On-site (CLAUSE 12.6.4)..... 59

Element 12.6.4.1 Requirements of Hazardous Chemicals Used On Site 59

Element 12.6.4.2 Hazardous Chemical Storage and Location 59

Element 12.6.4.3 Personnel Handling Chemicals 60

Element 12.6.4.4 Hazardous Chemicals Disposal 60

Element 12.6.4.5 Hazardous Spill Instructions 60

CLAUSE 12.6.5 Loading, Transport, and Staging Practices..... 61

Element 12.6.5.1 Practices During Loading, Transport and Unloading 61

Element 12.6.5.2 Trailer Inspection..... 61

Element 12.6.5.3 Vehicles..... 61

Element 12.6.5.4 Procedures..... 63

Element 12.6.5.5 Refrigerated Units Temperature 63

Element 12.6.5.6 Transport Vehicles Temperature and Checks..... 63

SECTION 12.6 RECEIPT, STORAGE AND TRANSPORT APPENDIX..... 63

Section 12.6 Receipt, Storage and Transport Procedures (2025-2026)..... 63

Section 12.6 Receipt, Storage and Transport Documents (2025-2026) 63

Separation of Functions SECTION 12.7 65

Process Flow CLAUSE 12.7.1 65

Process Flow Design: Background Scope Element 12.7.1.1..... 65

Control of Foreign Matter Contamination CLAUSE 12.7.2 69

Methods and Responsibilities to Prevent Foreign Matter: Background Scope Element 12.7.2.1..... 69

Inspections: Background Scope Element 12.7.2.2..... 69

Glass Equipment, Containers: Background Scope Element 12.7.2.3..... 69

Glass Inventory: Background Scope Element 12.7.2.4 69

Storage of Glass or Similar Objects: Background Scope Element 12.7.2.5..... 70

Inspections of Storage Zones: Background Scope Element 12.7.2.6..... 70

Glass Instrument Dials: Background Scope Element 12.7.2.7 69

Use of Pallets: Background Scope Element 12.7.2.8 71

Wooden Pallets: Background Scope Element 12.7.2.9.....	71
Element 12.7.2.10 Loose Objects: Background Scope Element 12.7.2.2	71
CLAUSE 12.7.3 Managing Foreign Matter Contamination Incidents	72
Element 12.7.3.1 Isolation of Incidents	72
Element 12.7.3.2 Cleaning Practices.....	73
SECTION 12.7 SEPARATION OF FUNCTIONS APPENDIX	Error! Bookmark not defined.
12.7 Separation of Functions Procedures.....	Error! Bookmark not defined.
12.7 Separation of Functions Documents.....	Error! Bookmark not defined.
SECTION 12.8 Waste Disposal.....	75
Element 12.8.1.1 Collecting and Handling Waste.....	75
Element 12.8.1.2 Frequency of Removal	75
Element 12.8.1.3 Monitoring of Collection Bins	76
Element 12.8.1.4 Trademarked Materials	76
Element 12.8.1.5 Inedible Waste.....	76
Element 12.8.1.6 Inspections.....	77
Element 12.8.1.7 Drainage of Waste Water	77
SECTION 12.8 WASTE DISPOSAL APPENDIX	Error! Bookmark not defined.
12.8 Waste Disposal Procedures.....	Error! Bookmark not defined.
12.8 Waste Disposal Documents	77



INTRODUCTION PROCEDURES FOR GOOD STORAGE AND DISTRIBUTION PRACTICES:

Welcome to the Twin City Produce, Springdale Food Safety Procedures for Good Storage and Distribution Practices.

It is important that ALL employees, regardless of primary job duty to know the food safety regulations for the ENTIRE warehouse site and participate in the fulfillment of our goal to provide safe food to our customers and the families that are their customers.

The Procedures are arranged by the section codes to help you match the things that you do every day to the food safety requirements. If you have any questions, the answers are in here!

**REMEMBER, FOOD SAFETY ISN'T SOMEONE ELSE'S JOB.
IT'S YOURS.
MINE.
EVERYONE.**

**IF YOU SEE IT, FIX IT.
CAN'T? REPORT IT.**

SECTION 12.1 SITE LOCATION AND PREMISES PROCEDURES

PREMISES LOCATION AND APPROVAL (CLAUSE 12.1.1)

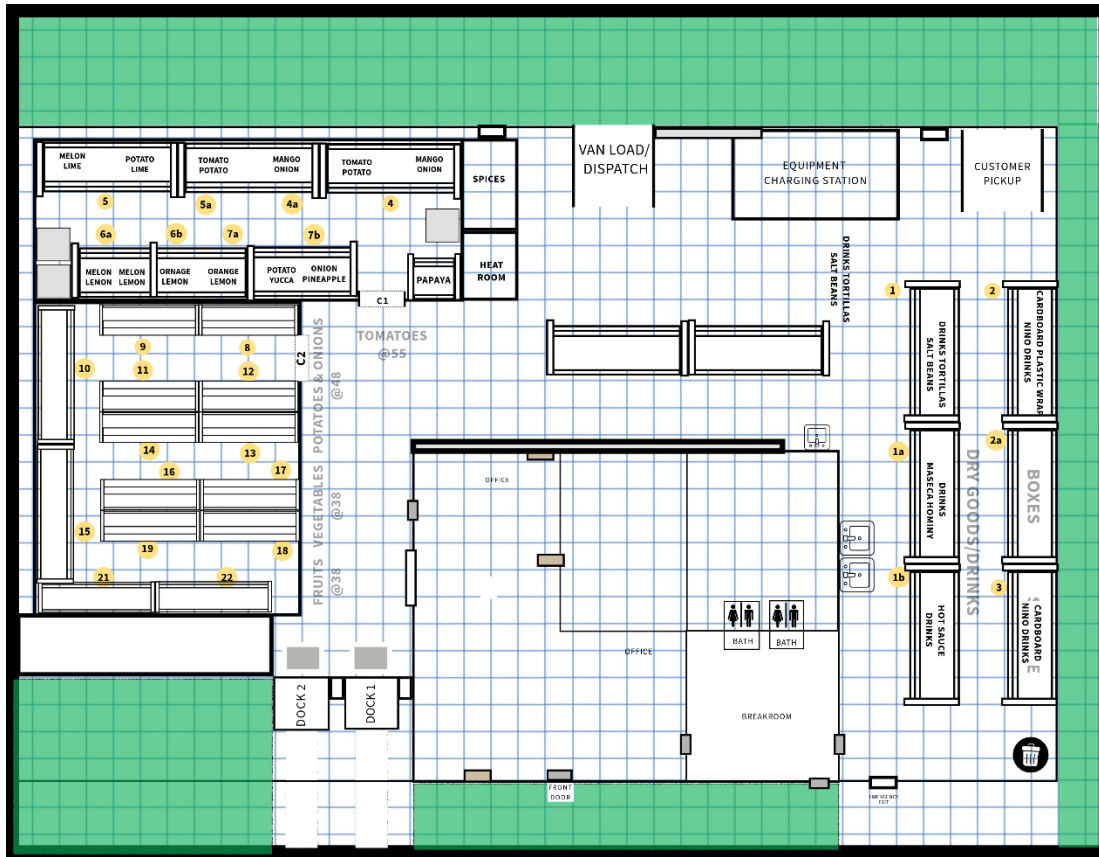
Site Environment: Background Scope Element 12.1.1.1

The site shall assess local activities and the site environment to identify any risks that may have an adverse impact on product safety and implement controls for any identified risks. The assessment shall be reviewed in response to any changes in the local environment or activities.

The construction and ongoing operation of the premises on the site shall be approved by the relevant authority.

Instructions:

1. The Warehouse manager or delegated warehouse employee visually inspects the site and surrounding areas for any pavement cracks that will pose a hazard or threat to food quality and safety.
2. If any such hazards are identified,
 - a. The Warehouse manager contacts the property owner to schedule repairs.
 - b. Such hazards are noted on a NCR report and submitted to the Practitioner for follow through and validation.



BUILDING MATERIALS PROCEDURES (CLAUSE 12.1.2)

Floors: *Background Scope Element 12.1.2.1*

Floors shall be constructed of smooth, dense, impact-resistant material that can be effectively graded, drained, is impervious to liquid, and easily cleaned. When drains are present in the warehouse, floors shall be sloped at gradients suitable to allow for the effective removal of all overflow or wastewater under normal working conditions.

Instructions:

All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

Drains: *Background Scope Element 12.1.2.2*

Drains shall be constructed and located so they can be easily cleaned and do not present a hazard. Drains if located in storage and handling areas, shall be kept clean.

Instructions:

All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

Waste Trap Systems: Background Scope Element 12.1.2.3

The waste trap system shall be located away from any food handling or storage area or entrance to the premises.

Instructions: The site does not utilize waste traps.

Walls, Partitions, Ceilings and Doors: Background Scope Element 12.1.2.4

Walls, partitions, ceilings, and doors shall be of durable construction. Internal surfaces shall have an even and regular surface and be impervious with a light-colored finish and shall be kept clean (refer to 12.2.5). Wall-to-wall and wall-to-floor junctions shall be designed to be easily cleaned and sealed to prevent the accumulation of food debris.

Instructions:

All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

Doors: Background Scope Element 12.1.2.5

Walls, partitions, ceilings, and doors shall be of durable construction. Internal surfaces shall have an even and regular surface and be impervious with a light-colored finish and shall be kept clean (refer to 12.2.5). Wall-to-wall and wall-to-floor junctions shall be designed to be easily cleaned and sealed to prevent the accumulation of food debris.

Instructions:

All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

Drop Ceilings: Background Scope Element 12.1.2.6

Drop ceilings (where applicable) shall be constructed to enable monitoring for pest activity, facilitate cleaning, and provide access to utilities.

Instructions:

All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

Product Contact Surfaces: Background Scope Element 12.1.2.7

In warehouses where food products are recouped or exposed, the product contact surfaces shall be constructed of materials that will not contribute a food safety risk.

Instructions:

While we do not recoup, all Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

CLAUSE 12.1.3 LIGHTING AND LIGHT FITTINGS**Element 12.1.3.2 Light Fixtures**

Light fittings in areas where food product is recouped or exposed shall be shatterproof, manufactured with a shatterproof covering or fitted with protective covers, and recessed into or fitted flush with the ceiling.

Instructions:

1. Lighting shall be of adequate intensity for the task and shall not present a contamination risk. Instructions:
2. Warehouse Manager or designated employee checks lighting intensity during daily pre-op inspection using the Site Lighting Layout (12.1.3.1D 2025-2026).
3. Minimum intensity in handling/storage areas is maintained per policy requirements. Any dim, flickering, or non-functional lights are logged on NCR and replaced immediately with same wattage/type. Element 12.1.3.2 Light Fixtures Light fixtures in areas where product is exposed shall be shatterproof or fitted with protective covers. Instructions: (retain current text; add) "See Lighting Floor Plan Diagram (12.1.3.1D 2025-2026)." Element 12.1.3.3 Light Fixtures (General Areas) All light fixtures shall be designed and installed to prevent breakage and contamination of product. Instructions:
4. All fixtures are inspected monthly during internal audit.
5. Protective covers are intact and clean (refer to 12.2.5 Cleaning and Sanitation). Records: Pre-Op Inspection Form, Monthly Internal Audit, NCR Log.
6. All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

See **Lighting Floor** (12.1.3.1) Diagram.

CLAUSE 12.1.4 DUST, INSECT, AND PEST PROOFING

Instructions:

1. During Warehouse inspection and internal audits:
2. Walk the premises and check all traps. Each station has a pest control sticker. Make sure the sticker date is current.
3. Make sure there is no food debris or trash near any traps
4. Clear all leaves and debris from near traps
5. If any traps are occupied, collect, empty and report to the practitioner immediately.
6. All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**
7. **Check and make sure there is no collection of dust in the warehouse processing area, on any surfaces or equipment.**



CLAUSE 12.1.5 VENTILATION

Element 12.1.5.2 Cleaning of Ventilation Equipment

All ventilation equipment and devices in product storage and handling areas shall be adequately cleaned as per 12.2.5 and effectively sealed against dust, insects, and other pests as per 12.1.4.

Instructions:

1. Ventilation cleaning and monitoring is part of the Good Storage and Distribution Practices.
2. All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

EQUIPMENT AND UTENSILS (CLAUSE 12.1.6)**Specifications for Equipment: Background Scope Element 12.1.6.1**

Specifications for equipment and utensils and procedures for purchasing equipment shall be documented and implemented.

Instructions:

1. The Warehouse Manager or SSM purchases all equipment and maintains records of purchase.
2. If you need equipment, notify Travis or Mike. They will either purchase or reimburse if the need is urgent.

Equipment and Utensil Design: Background Scope Element 12.1.6.2

Equipment and utensils shall be designed, constructed, installed, operated, and maintained to meet any applicable regulatory requirements and not pose a contamination threat to products.

Instructions:

1. Receive training on any equipment you are not certified to operate.
2. Only use equipment as designed.
3. Follow the operator's guide on the equipment
4. Scan the QR code and check out the equipment before use.

Equipment Storage Rooms: Background Scope Element 12.1.6.3

Equipment storage rooms shall be designed and constructed to allow for the hygienic and efficient storage of equipment and containers. Where possible, food contact equipment shall be segregated from non-food contact equipment.

Instructions:

We do not have an equipment room. We have a shed and an equipment charging station and staging area. All equipment not in use must be parked in the designated area.

Frequency of Cleaning: Background Scope Element 12.1.6.4

All equipment and utensils shall be cleaned at a frequency to control contamination and stored in a clean and serviceable condition to prevent microbiological or cross-contact allergen contamination.

Instructions:

1. All Cleaning Instructions and Frequencies is in 12.2.5. **See 12.2.5 Cleaning and Sanitation.**

Vehicles Used in Handling Areas: Element 12.1.6.5

Vehicles used in handling areas or in cold storage rooms shall be designed, cleaned, and operated so as not to present a food safety hazard.

Instructions:

1. Receive training on any equipment you are not certified to operate.
2. Only use equipment as designed.
3. Follow the operator's guide on the equipment
4. Scan the QR code and check out the equipment before use.

Exposed Products: (Element 12.1.6.6)

In addition to the above, locations handling exposed products and recouping products on-site shall have:

- i. Product contact equipment and utensils constructed of materials that are non-toxic, smooth, impervious, and readily cleaned as per 12.2.5;
- ii. Clearly identified equipment and utensils that are used for inedible material; and
- iii. Clearly identified waste and overflow handling equipment and utensils. The waste material is discharged hygienically and according to local regulatory requirements.

We do not recoup but the exposed product element applies to all products.

GROUND AND ROADWAYS (CLAUSE 12.1.7)

Suitable External Environment (Element 12.1.7.1)

The grounds and area surrounding the premises shall be maintained to minimize dust and kept free of waste or accumulated debris so as not to attract pests and vermin.

1. The Warehouse Manager works with the Warehouse Safety Team Leader to ensure the exterior grounds and roadways are free of debris and dust.
2. The site is checked monthly by pest prevention contractor, annually by audit and during internal audits.
3. The groundways and roadways are inspected during each Warehouse Inspection, which is submitted at least once daily.

Paths and Roadways (Element 12.1.7.2)

Paths, roadways, and loading and unloading areas shall be maintained so as not to present a hazard to the food safety operation of the premises.

See the Workflow map and Warehouse layout.

Paths From Amenities to be Effectively Sealed (Element 12.1.7.3)

Surroundings shall be kept neat and tidy and shall not present a hazard to the hygienic and sanitary operation of the premises or provide harborage for pests.

See Pre-Op/In-Process/Monthly Internal Audit.

SITE LOCATION AND PREMISES APPENDIX (SECTION 12.1)

Section 12.1 Site Location and Premises Documents (2025-2026)

12.1.1.1D Site Location and Premise Floor Plan (2025-2026)

12.1.1.1D Google Map (2025-2026)

12.1.2C Materials and Surfaces Chart (25-26)

12.1.2.2D Drain Layout (25-26)

12.1.3D Site Lighting Layout (25-26)

12.1.7 Aerial Photo of External Site (25-26)

Good Distribution Practices Internal Audit (Exterior) (25-26)



SITE OPERATION (SECTION 12.2)

REPAIRS AND MAINTENANCE (CLAUSE 12.2.1)

Methods and Responsibilities for Maintenance and Repair (Background Scope: 12.2.1.1)

The methods and responsibility for the maintenance and repair of facility, equipment, and buildings shall be documented, planned, and implemented in a manner that minimizes the risk of product, packaging, or equipment contamination.

See Warehouse Equipment and Repair SOP, monthly internal audit (if NCR occurs).

Instructions:

Equipment used in food handling is limited to forklifts, hand trucks, and carts. If any equipment requires maintenance, it is taken out of use and the employee places a, "DO NOT USE" sign on the equipment and notifies the Warehouse Manager.

If equipment in use requires any type of unscheduled maintenance:

1. Stop using equipment
2. Tag equipment out of service
3. Notify the Warehouse Manager immediately
4. The Warehouse Manager will follow up until the equipment is fully functional

The Warehouse Manager will return the equipment to use.

Routine Maintenance (Background Scope: Element 12.2.1.2)

The maintenance schedule shall be prepared to cover building, equipment, and other areas of the premises critical to the maintenance of product safety. Routine maintenance of plant and equipment in any food handling or storage area shall be performed according to a maintenance control schedule and recorded.

See 12.2.1.2I: Maintenance Procedures with related charts and check sheets.

Failures of Plant Equipment (Element 12.2.1.3)

Failures of facility and equipment in any food storage and handling area shall be documented, reviewed, and necessary repair incorporated into the maintenance control schedule.

Pre-Op/In-Process Form, Equipment records.

Notification of Maintenance Repairs (Element 12.2.1.4)

Site supervisors shall be notified when maintenance or repairs are to be undertaken in any food handling or storage area.

Equipment records.

Notification of Repairs of Potential Threat (Element 12.2.1.5)

The maintenance supervisor and the site supervisor shall be informed if any repairs or maintenance pose a potential threat to product safety (e.g., pieces of electrical wire, damaged light fittings, and loose overhead fittings). When possible, maintenance is to be conducted outside operating times.

Notification of Repairs of Potential Threat is part of the Warehouse Equipment Maintenance SOP.

Temporary Repairs (Element 12.2.1.6)

Temporary repairs, where required, shall not pose a food safety risk and shall be included in the cleaning program. There shall be a plan in place to address the completion of temporary repairs to ensure they do not become permanent solutions.

Instructions:

1. The Warehouse Inspection Form tracks all equipment in need of repair.
2. The list of equipment in need of repair is extracted from the form, compiled and sent to the Site Manager.
3. Each week the list is updated.
4. Repairs taking longer than a month to complete will trigger a Root Cause Analysis and Remediation Plan.



Food Grade Lubricants (Element 12.2.1.7)

Equipment located over exposed product shall be lubricated with food grade lubricants and their use controlled to minimize the contamination of the product.

N/A

Paint (Element 12.2.1.8)

Paint used in a food handling or contact zone shall be suitable for use, in good condition (i.e., no chips), and shall not be used on any product contact surface.

Incoming Supplies/MSDS listing and Warehouse Cleaning and Maintenance SOP.

MAINTENANCE STAFF AND CONTRACTORS (CLAUSE 12.2.2)

Comply with Site Personnel Hygiene Requirements (Element 12.2.2.1)

Maintenance staff and contractors shall comply with the site's personnel and process hygiene requirements (refer to 12.3).

Training Requirements for Maintenance Staff (Element 12.2.2.2)

All maintenance staff and contractors required to work on-site shall be trained in the site's food safety and hygiene procedures or shall be escorted at all times until their work is completed. Records of training shall be documented and retrievable.

Remove all Tools and Debris From Maintenance Activity (Element 12.2.2.3)

Maintenance staff and contractors shall remove all tools and debris from any maintenance activity once it has been completed and inform the area supervisor and maintenance supervisor so that appropriate hygiene and sanitation can be completed and an inspection conducted prior to restarting site operations. The inspections shall be documented.

See the Warehouse Equipment Maintenance SOP

CALIBRATION (CLAUSE 12.2.3)***Methods and Responsibilities for Calibration of Equipment (Background Scope: Element 12.2.3.1)***

The methods and responsibility for calibration and re-calibration of measuring, testing, and inspection equipment used for monitoring activities outlined in pre-requisite programs, food safety plans, and other process controls, or to demonstrate compliance with customer specifications, shall be documented and implemented. Software used for such activities shall be validated and secured as appropriate.

Instructions:

This procedure ensures that all measuring devices used in production of product or those used to monitor measurements are properly calibrated.

We use scales for our EA/LB, Refrigerated Trailers and Coolers. All require calibration.

BEFORE CONDUCTING CALIBRATIONS, COMPLETE THE TEST AND RECEIVE APPROVAL FROM THE SQFP OR TRAVIS SHARUM

CALIBRATION TEST LINK: <https://twincitynwa.com/wsus/equipment-calibration/?v=d41d8cd98f00>

Calibration records and logs are digital and stored on the Company Intranet. Per the calibration program requirements, the Safety Team member performs the following procedure:

1. At each internal audit, the auditor signature/initial, verifies there were no NCR's issued against the Warehouse, as evidence the procedure was satisfactorily followed, and each piece of equipment's calibration is verified.
2. Warehouse personnel use the Calibration app.
 - a. Log into twincitynwa.com
 - b. Access the Team Portal
 - c. Choose **One-Stop Safety Shop**
 - d. Choose **FLEET TEMP CHECK**
3. The calibration procedure is in accordance with manufacturers' suggested methods.
4. Return all equipment within tolerance suggested by the manufacturer to service.
5. Remove any equipment outside of tolerance from service, replace with calibrated equipment, and immediately notify the Warehouse Manager.
6. The Warehouse Manager will determine whether to repair or dispose and replace the non-compliant equipment. Any repair is completed by a qualified subcontractor.

Equipment Calibration Standards (Background Scope: Element 12.2.3.2)

Equipment shall be calibrated against national or international reference standards and methods or to an accuracy appropriate to its use. In cases where standards are not available, the site shall provide evidence to support the calibration reference method applied. A list of measuring, testing, and/or inspection equipment requiring calibration shall be maintained.

Instructions:

1. **Measuring Tools:**
 - a. The thermometers are calibrated against the Warehouse’s traceable thermometer which has been certified by the National Institute of Standards and Technology (NIST). The calibration test is the responsibility of the Warehouse Manager or designated employee. The test is performed by measuring the same medium with the test thermometer and traceable thermometer and comparing the measurement. The reading of the test thermometer must be within +/- 2 deg. (F) of the traceable thermometer.
2. **Tool:**
 - a. Twin City Produce uses the Digi-Sense Traceable T-Bar Waterproof Food Thermometer Ultra with Calibration; +/- 0.4°C accuracy at tested points (UX-98767-39)

Regulatory Requirements and Schedule (Element 12.2.3.3)

Calibration shall be performed according to regulatory requirements and/or to the equipment manufacturers’ recommended schedule.

1. **Schedule:**
 - a. Calibration of thermometers in coolers is done by putting thermometer in ice water and verified against NIST thermometer.
 - b. Scales are tested and calibrated annually by a 3rd-party vendor, **GT Mitchell Co., Inc, Springdale, AR 888-345-9731**, affixing a tag with date of calibration on scales.
2. **Compliance:**
 - a. Thermometers not within the specified range are removed from service and replaced with a calibrated thermometer.

Procedures for Disposition (Element 12.2.3.4)

Procedures shall be documented and implemented to address the disposition of potentially affected products should measuring, testing, and inspection equipment be found to be out of calibration state.

Instructions:

1. Any product that may be affected by thermometer would be a quality issue not a biological issue if they fail to pass calibration. There will be a visual inspection on all affected product, and if determined to be bad, product would be disposed of, as determined by the Warehouse Manager or SSM.

Directory of Equipment Requiring Calibration: Background Scope Element 12.2.3.5

A directory of measuring, testing, and inspection equipment requiring calibration and records of calibration tests shall be maintained.

Calibration Log is NOW DIGITAL AND STORED ON THE CLOUD

PEST PREVENTION (CLAUSE 12.2.4)**Documented Pest Prevention (Background Scope: Element 12.2.4.1)**

A documented pest prevention program shall be effectively implemented.

Instructions:

The Warehouse Manager will ensure the site is kept in a clean and hygienic manner free from waste and accumulated debris and any areas that could provide harborage for pests are controlled.

1. All employees are to notify the Warehouse Manager of any signs of pest or vermin activity.
 - a. If any activity is seen, the Warehouse Manager will submit an CA and begin immediate action, such as inspecting affected stock, and arranging special visits by the pest control contractor.
 - b. Should any staff member come into contact with any pest control baits or chemicals they must take care to remove all traces of contamination before re-entering the storage areas (e.g. change overalls, wash hands, etc.).
2. Any pest activity and the subsequent action will be recorded on the Pest Control Log located in the Pest Control Binder.
3. The Warehouse Manager notifies the pest control contractor of any failures in pest control.
 - a. The Pest Control contractor will be briefed on the nature of the business, the need to avoid contamination of products and to use only food grade approved chemicals.
 - b. A floor plan with locations of bait stations and application areas is to be required by contract (See the Bait Map in Pest Control Binder).
 - c. All bait stations are to be secured and numbered as per the Bait Map.
 - d. The contractor will provide a register of all chemicals used and their targets (See the Pesticides Register in Pest Control Binder).
 - e. All chemicals and pesticides used to control pests shall have available current MSDSs. No pesticides or chemicals used to control pests shall be stored of or disposed of onsite.

Twin City Produce is currently using Rid-A-Pest. The binder resides in the Practitioner's Office.

Pest Contractors (Element 12.2.4.2)

Pest contractors and/or internal pest controllers shall comply with the above policy

Instructions:

Rid-A-Pest is the Pest Contractor. They are fully compliant with the policy and maintain the **pest binder that resides in the Manager's office**. If a new contractor is chosen, read the element in its entirety to ensure the new contractor meets the necessary requirements.

**Pest Activity Risks and Inspections (Element 12.2.4.3)**

Pest activity risks shall be analyzed and recorded. Inspections for pest activity shall be undertaken on a regular basis by trained site personnel and the appropriate action taken if pests are present. Identified pest activity shall not present a risk of contamination to food products, raw materials, or packaging.

Records of all pest control inspections and applications shall be maintained.

See 12.2.4.3I: Pest Control Procedures for inspection schedule, activity, and documentation.

Disposal of Products Found to be Contaminated (Element 12.2.4.4)

Food products, raw materials, or packaging that are found to be contaminated by pest activity shall be effectively disposed of and the source of pest infestation investigated and resolved. Records shall be kept of the disposal, investigation, and resolution.

See 12.2.4.4I: Product Disposal (Contamination) Procedure with related forms and check sheets.

Pesticides are Labeled (Element 12.2.4.5)

Pesticides shall be clearly labeled and stored per 12.6.4 if kept on-site.

See MSDS listings. See Warehouse Layout for Storage locations.

No Animals Permitted in Food Handling (Element 12.2.4.6)

No animals shall be permitted on-site in food handling or storage areas.

CLEANING AND SANITATION (CLAUSE 12.2.5)***Methods and Responsibility for Cleaning (Background Scope: Element 12.2.5.1)***

The methods and responsibility for the effective cleaning of the food storage and handling areas, staff amenities, and toilet facilities shall be documented and implemented. Consideration shall be given to:

- i. What is to be cleaned;
- ii. How it is to be cleaned;
- iii. When it is to be cleaned;
- iv. Who is responsible for cleaning;
- v. Validation of cleaning procedures;
- vi. Methods used to confirm the correct concentrations of detergents and sanitizers, and
- vii. The responsibility and methods used to verify the effectiveness of the cleaning and sanitation program.

Responsibilities: Warehouse Manager or designated trained Warehouse employees.

Note: ** REMEMBER TO USE THE NEW COMBINED GSDP/WASHROOM/ PRE-OP APP**

Instructions: The Cleaning and Sanitation Procedure covers all the cleaning and sanitation performed at the site. This instruction covers all safety cleaning requirements:

12.1.2.1 Floors **Clean Daily**

12.1.2.2 Drains **Check Daily**

12.1.2.4 Walls, Partitions, Ceilings and Doors **Check Daily/ Clean as Needed**

12.1.2.5 Doors **Check Daily**

12.1.2.6 Drop Ceilings **Check Monthly/Clean Quarterly/Clean Annually**

12.1.2.7 Product Contact Surfaces **Clean Daily**

12.1.3.2 Light Fixtures **Check Daily/ Clean as Needed/Clean Annually**

12.1.3.3 Overhead Light Fixtures **Check Daily/ Clean as Needed/Clean Annually**

12.1.4 Dust, Insects, and Pest Proofing **Check Daily/ Clean as Needed/Clean Annually**

12.1.4.2 Pest Traps Inspections and Maintenance **Check Daily/ Clean as Needed/Clean Annually**

12.1.5.1 Ventilation Inspections and Maintenance **Check Daily/ Clean as Needed/Clean Annually**

12.1.6.1 Equipment and Utensils Inspections and Maintenance **Check Daily/ Clean as Needed**

12.1.6.3 Equipment Storage Rooms **Check Daily/ Clean as Needed/Clean Annually**

12.1.6.4 Cleaning Frequency **SEE THE CHART FOR ALL CLEANING AREAS AND FREQUENCY**

12.1.6.5 Cleaning Warehouse Vehicles **Check Daily/ Clean as Needed/Clean Weekly**

12.1.7.1 Cleaning the Warehouse External Surroundings **Check Daily/ Clean as Needed/Clean Weekly**

12.1.7.2 Cleaning Paths and Roadways **Check Daily/ Clean as Needed/Clean Weekly**

12.1.7.3 Cleaning Paths from Amenities **Check Daily/ Clean as Needed/Clean Weekly**

Step One

Prior to beginning each day's activities one of the above individuals:

1. Review the site's sanitation work to ensure that the areas are ready for the start of work
 - a. The findings are indicated on the Weekly pre-op inspection form on the appropriate day.
 - b. If there are any non-conforming areas:
 - i. Document on the Daily Pre-Op list, completely ALL boxes
 - ii. Assign correction of the non-conformance BEFORE beginning the day's operations.
 - iii. While the area is being cleaned/ sanitized, complete and submit a NCR Report to the Practitioner.
2. Review the equipment's sanitation work to ensure that the equipment is ready for the start of work.
 - a. The findings are indicated on the Weekly pre-op inspection form on the appropriate day.
 - b. If there are any non-conforming areas:
 - i. Document on the Daily Pre-Op list, completely ALL boxes
 - ii. Assign correction of the non-conformance BEFORE beginning the day's operations.
 - iii. While the area is being cleaned/ sanitized/ repaired, complete and submit a NCR Report to the Practitioner.
3. Review safety of work areas to ensure that they are safe for use.
 - a. The findings are indicated on the Weekly pre-op inspection form on the appropriate day.
 - b. If there are any non-conforming areas:
 - i. Document on the Daily Pre-Op list, completely ALL boxes
 - ii. Assign correction of the non-conformance BEFORE beginning the day's operations.
 - iii. While the area is being cleaned/ sanitized/ repaired, complete and submit a NCR Report to the Practitioner.
4. Random Visual test of a selected piece of equipment, area safety or cleanliness.
 - a. If there are any non-conforming areas:
 - i. Document on the Daily Pre-Op list, completely ALL boxes
 - ii. Assign correction of the non-conformance BEFORE beginning the day's operations.
 - iii. While the area is being corrected, complete and submit a NCR Report to the Practitioner.

Step Two

1. After completion of the Pre-Op/In-Process one of the two individuals:
 - a. Shall check the previous day's sanitation record to ensure that all areas and pieces of equipment cleaning have been signed off indicating that cleaning occurred.
 - b. Should any conditions not be to the satisfaction of the Warehouse Manager or the FOOD SAFETY TEAM Coordinator for the above they shall initiate a NCR report for corrective action to occur and notify the owner of the condition

Step Three

1. One of the two individuals:
 - a. Shall then check the daily report to ensure that all items were filled in accordingly.
 - b. Should any conditions not be to the satisfaction of the Warehouse Manager or the FOOD SAFETY TEAM Coordinator for the above they shall initiate a Deviation report for corrective action to occur and notify the owner of the condition

Step Four

1. During the day the operators or one of the two individuals:
 - a. Shall complete the "clock area" filling in the requirements as outlined A) Cleanliness 3 X's per shift.
2. Should any conditions not be to the satisfaction of the Warehouse Manager or the FOOD SAFETY TEAM Coordinator for the above they shall initiate a Deviation report for corrective action to occur and notify the owner of the condition

Step Five

1. The Supervisor or a designated person shall complete the Sanitation section indicating that the equipment was cleaned according to instructions (SOP's) and the individual initials the space when it was completed

Detergents and Sanitizer Suitable for Use (Element 12.2.5.2)

Detergents and sanitizers shall be suitable for use in a food and storage and handling environment, labeled according to regulatory requirements, and purchased in accordance with applicable legislation.

The organization shall ensure:

- i. The site maintains a list of chemicals approved for use;
- ii. An inventory of all chemicals purchased and used is maintained;
- iii. Detergents and sanitizers are stored as outlined in element 12.6.4;
- iv. Safety Data Sheets (SDS) are provided for all detergents and sanitizers purchased; and
- v. Only trained staff handle sanitizers and detergents.

Instructions

1. Detergents and sanitizers are purchased by the Maintenance Mgr in accordance with applicable legislation and ensure that:
2. A schedule inventory of all chemicals purchased and used is performed and documented.
3. Storage of these chemicals follows 12.5.4.
4. MSDS sheets are current and can be found in the MSDS Book located in Power Jack area for each chemical purchased.
5. Only staff that have been trained to handle sanitizers and detergents are allowed to do so even though the detergents are dispensed by a calibrated device.



Element 12.2.5.3 Detergents and Sanitizers Mixed Concentration

Detergents and sanitizers that have been mixed for use shall be correctly mixed according to manufacturers' instructions, stored in containers that are suitable for use, and clearly identified. Mix concentrations shall be verified and records maintained.

See the Cleaning and Sanitation Procedure, cleaning and frequency schedule, and monthly GSDP audits.

Clarke Focus Floor Scrubber has a 23-gallon tank

The Simple green solution is 50:1, ADD 4 OZ OF SIMPLE GREEN TO FULL TANK OF WATER



Element 12.2.5.4 Provisions for Effective Cleaning

Provision shall be made for the effective cleaning of equipment, utensils, and protective clothing.

Instructions:

1. Detergents and sanitizers are purchased by the Maintenance Mgr in accordance with applicable legislation and ensure that:
2. A schedule inventory of all chemicals purchased and used is performed and documented.
3. Storage of these chemicals follows 12.5.4.
4. MSDS sheets are current and can be found in the MSDS Book located in Power Jack area for each chemical purchased.
5. Only staff that have been trained to handle sanitizers and detergents are allowed to do so even though the detergents are dispensed by a calibrated device.

Element 12.2.5.5 Specific Areas for Cleaning Operations

Cleaning equipment, tools, racks, and other items used in support of the cleaning and sanitizing program shall be clearly identified, stored, and maintained in a manner that prevents contamination of processing, product handling equipment, and storage areas as well as the tools themselves.

See the Cleaning and Sanitation Procedure, Pre-Op/In-Process Inspections, and Physical Tour.

Element 12.2.5.6 Records

Staff amenities, sanitary facilities, and other essential areas shall be inspected by qualified personnel to ensure the areas are clean and at a defined frequency.

Records of cleaning and sanitation activities, verification, and inspections shall be maintained.

Pre-Op/ Operations Inspections are in the SQF file under the same element number.

Element 12.2.5.8 Staff Amenities-Inspections

Staff amenities, sanitary facilities, and other essential areas shall be inspected by qualified personnel at a defined frequency to ensure the areas are clean.

Pre-Op/ Operations Inspections are in the SQF file under the same element number.

SECTION 12.2 SITE OPERATIONS APPENDIX

Section 12.1 Site Operations Documents (2025-2026)

12.2.1.2F Machine and Equipment Maintenance Logs (25-26)

12.2.4 Pest Prevention Procedure (25-26)

12.2.3F Equipment Calibration Record (25-26)

12.2.5.2C SDS List of Cleaning and Sanitation Cleaners (25-26)



PERSONNEL HYGIENE AND WELFARE PROCEDURES (SECTION 12.3)

PERSONNEL WELFARE PROCEDURES (CLAUSE 12.3.1)

Personnel Known Carriers of Infectious Disease: Background Scope Element 12.3.1.1

Personnel suffering from infectious diseases or who are carriers of any infectious disease shall be restricted from working on the site or in the transportation of food and shall not engage in food handling operations or be permitted access to storage areas where the product is exposed or there is a risk of contamination of food.

-see below

Prevention of Bodily Fluids: Background Scope Element 12.3.1.2

The site shall have measures in place to prevent contact of materials, ingredients, food packaging, food, or food contact surfaces from any bodily fluids from open wounds, coughing, sneezing, spitting, or any other means.

In the event of an injury that causes spillage of bodily fluid, a properly trained staff member shall ensure that all affected areas, including handling and storage areas, have been adequately cleaned and that all materials and products have been quarantined and/or disposed of.

-see below

Handling of Exposed Cuts, Sores, Lesions: Background Scope Element 12.3.1.3

Personnel with exposed cuts, sores, or lesions shall not engage in handling exposed products, recoup, repack or processing products, or handling primary packaging or food contact surfaces. Minor cuts or abrasions on exposed parts of the body shall be covered with a protective bandage or alternative suitable dressing. A colored bandage or alternative suitable waterproof and colored dressing is recommended for handling exposed products, recoup, or repack processes.

PERSONNEL WELFARE INSTRUCTIONS (CLAUSE 12.3.1-3)

While we do not recoup, the following applies to all other areas:

1. It is everyone's job to protect the food, ourselves, and the warehouse.
2. Read the "How to Tell Signs of Illness" at the end of this section.
3. If you notice anyone appears ill, escort them outside and follow handout protocol.
4. All employees must comply with the company's hygiene policy and are tested on their knowledge annually, if a NCR or CA is issued, or after long term absence to re-familiarize the employee with the policy.
5. Completed questionnaires are stored in the Practitioner's filing system in each employee's training folder.
6. If you are new and have not completed your Employee Agreements, notify Travis or Bruce immediately.

HANDWASHING PROCEDURES (CLAUSE 12.3.2)

Handwashing by Staff, Contractors, and Visitors: Background Scope Element 12.3.2.1

All personnel shall have clean hands and hands shall be washed by all staff, contractors, and visitors:

- i. On entering food handling, storage, and processing areas;
- ii. After each visit to a toilet;
- iii. After using a handkerchief;
- iv. After smoking, eating, or drinking; and
- v. After sneezing or coughing.

HANDWASHING INSTRUCTIONS (CLAUSE 12.3.2)

1. Wet your hands with clean, running water, turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. ...
3. Scrub your hands for at least 20 seconds. ...
4. Rinse your hands well under clean, running water.



Location of Handwashing Stations: Background Scope Element 12.3.2.2

Handwash stations shall be available and accessible as required.

Instructions:

1. The wash stations are located in the office bathroom, at the kitchenette sink, the warehouse bathroom which is to the right of the warehouse entry door, near the employee mudroom.
2. The last handwashing station is in the mudroom outside of the warehouse bathroom. You may find the bathrooms on the map.
3. Wash your hands before EACH TIME you enter the warehouse!

Handwashing Station Supplies: Background Scope Element 12.3.2.3

Handwash stations shall be constructed of stainless steel or similar non-corrosive material and at a minimum supplied with:

- i. A potable water supply at an appropriate temperature;
- ii. Liquid soap;
- iii. Paper towels; and
- iv. A means of containing used paper towels.

An effective hand dryer may be used in instances where there is no direct hand contact of food or food contact surfaces.

*Handwashing stations are identified on the Staff Amenities layout an upon physical tour.

Instructions:

1. If one of the handwashing stations is out of supplies, they are stored in each bathroom. Overstock may be above or inside the Cleaning and Sanitation Cabinet (CSC) immediately BEFORE the main warehouse door.
2. If the supplies you need are not in either bathroom OR the CSC, notify Travis or Bruce immediately.
 - a. If neither is available, Pime or the Weekend Manager can purchase.
3. Only supplies on the **Approved Chemicals** list may be purchased. If the listed items are out of stock or unavailable, make certain the substitutes for Warehouse Area is SAFE FOR FOOD.
 - a. List the substitute on the MSDS listing.
 - b. Go online to the manufacturer and download the MSDS.
 - c. Add it to the MSDS binder on the Warehouse Manager's desk

***Signs to Instruct Handwashing: Background Scope Element 12.3.2.4***

Signage in appropriate languages instructing people to wash their hands shall be provided in a prominent position.

Instructions:

1. Signs instructing employees, visitors, and contractors to wash their hands are posted throughout the site.
2. A list of sign locations is at the end of this section.
3. If any sign is missing or damaged:
 - a. Retrieve original from the Warehouse signs binder and replace, or
 - b. Print another copy from the Common Drive/Food Safety/Signage folder.



Glove Usage: Background Scope Element 12.3.2.5

When gloves are used, personnel shall maintain the handwashing practices outlined above.

Instructions:

1. **SINCE COVID WE HAVE HAD AN INCREASE IN GLOVE USAGE. THIS DOES NOT MEAN SKIP WASHING YOUR HANDS! YOU MUST WASH AND THOROUGHLY DRY YOUR HANDS BEFORE USING GLOVES.**
2. Whenever:
 - a. changing tasks,
 - b. heading out for a delivery
 - c. handling products with risk of cross contamination,
 - d. or leave the warehouse food storage area,
Throw away your gloves! Do not wear the gloves into another area!
3. Before returning into the warehouse food storage area:
 - a. Wash your hands
 - b. Dry thoroughly
 - c. Apply fresh gloves

CLOTHING AND PERSONAL EFFECTS (CLAUSE 12.3.3)**Clothing Policy: Background Scope Element 12.3.3.1**

Clothing worn by staff engaged in handling food shall be maintained, stored, laundered, and worn so as not to present a contamination risk to products.

Warehouse Employee Instructions:

1. At the start of your shift, drop off any food or drink in the breakroom. Label with your name.
2. Once an employee enters the “Employee Only Section” (door beyond the receptionist desk down the Candy corridor),
3. Stop in the “mudroom”:
 - a. Hang up outer clothing
 - b. Wash your hands
 - c. Apply uniform shirt
 - d. Get your gloves
 - e. If working in the coolers, apply appropriate outer gear before entering the warehouse

Office Employee Instructions:

1. Wash your hands before beginning your shift.
2. If you must enter the food storage area,
 - a. Make sure your hair is secured
 - b. If nails are polished or wearing jewelry, you wear gloves
 - c. If entering the coolers, wear your outercoat or stop in mudroom and retrieve a jacket

Cleaning and Sanitation Clothing Instructions:

1. Select the Cleaning and Sanitation Kit for the area you are cleaning:
 - a. Bathrooms and Breakrooms
 - b. Office and Desks
 - c. Corridors, Ceilings, Vents, Walls, and Doors
 - d. Coolers, Main Warehouse Floors, Racks
 - e. Spice Room
 - f. Chemical Spills
2. Follow the kit’s instructions for how to wear the appropriate protective gear.

Share Warehouse Protective Gear/Uniform Laundry Instructions:

1. Place all dirty shared warehouse gear and uniforms in the provided hamper.
2. Clothes in the laundry are picked up Friday and returned Monday.
3. If you place a personal uniform in the laundry and want it returned, ensure it is labelled.

Clean Clothes and Shoes: Background Scope Element 12.3.3.2

Clothing, including shoes, shall be clean at the commencement of each shift and maintained in a serviceable condition.

All Employee Instructions:

1. Arrive to work in CLEAN CLOTHES and SHOES!
2. If you do not have enough uniform shirts to appear to work clean for a week, request additional shirts.
 - a. It is noted that shirts worn only during work hours have a longer performance life.
3. Your shoes MUST be CLEAN to enter the warehouse food storage area.
 - a. If your shoes or boots are dirty, stop outside and clean them
 - b. It is noted that shoes reserved for the workplace track less dirt and germs and have a longer performance life.

Jewelry in the Food Handling Areas: Background Scope Element 12.3.3.4

Jewelry and other loose objects shall not be worn or taken into a food handling or processing operation or any area where food is exposed. The wearing of plain bands with no stones, prescribed medical alert bracelets, or jewelry accepted for religious or cultural reasons can be permitted, provided it is properly covered and does not pose a food safety risk.

All exceptions shall meet regulatory and customer requirements and shall be subject to a risk assessment and evidence of ongoing risk management.

Employee/Visitor/Contractor Instructions:

1. Wash your hands before entering the warehouse food handling/storage area.
2. If you must enter the food storage area,
 - a. Make sure your hair is secured
 - b. If nails are polished, you wear gloves
 - c. If wearing fashion jewelry, it must be secured inside your clothing, you wear gloves
 - d. If you have a cough for ANY REASON, you wear a mask
 - e. If entering the coolers, wear your outercoat or stop in mudroom and retrieve a jacket

VISITORS (CLAUSE 12.3.4)**Visitors Comply in Hygiene Policy: Background Scope Element 12.3.4.1**

All visitors shall be required to comply with all Good Storage and Distribution Practices and hygiene standards required by the site, including those applying to clothing and personal effects, handwashing, and illness (refer to 12.3.1, 12.3.2 and 12.3.3).

VISITORS POLICY (CLAUSE 12.3.4)

1. ALL VISITORS NOT EMPLOYEED BY TWIN CITY PRODUCE DIRECTLY MUST SCAN THE QR CODE OR SIGN IN AND OUT ON THE VISITOR'S LOG.
2. VISITORS ARE NOT ALLOWED ALONE IN WAREHOUSE AND COOLERS UNLESS THEY ARE CONTRACTED TO DO MAINTENANCES OR REPAIRS.
3. VISITORS MUST PARK IN FRONT PARKING LOT UNLESS ACTIVELY BEING LOADED AT DOCK.
4. VISITORS ARE NOT TO BE LEFT UNATTENDED AT ANY TIME.
5. IT IS THE OFFICE MANAGER'S RESPONSIBILITY TO MAINTAIN THE INTEGRITY AND ACCURACY OF LOG. ONCE LOG IS COMPLETE IT IS TO BE FILED IN MAIN OFFICE IN THE APPROPRIATE FOLDER.
6. INSPECTORS ARE TO BE ATTENDED MY MANAGEMENT. EMPLOYEES ARE EXPECTED TO KEEP ANY AND ALL INFORMATION CONFIDENTIAL. MANAGEMENT IS TO ASSIST INSPECTION AND ANSWER ANY QUESTIONS OR PROVIDE ANY INFORMATION NEEDED.
7. CONTRACTORS ARE NOT TO BE IN BUILDING OR WAREHOUSE UNATTENDED.
8. VIDEOS AND PICTURES OF FACILITY ARE PROHIBITED UNLESS CONTRACTED FOR OUR PURPOSES OF ADVERTISEMENT OR MANAGEMENT APPROVES.

Visitors Policy for Clothing and Footwear: Background Scope Element 12.3.4.2

All visitors, including management staff, shall wear suitable clothing and footwear when entering any food storage and handling area.

Instructions:

1. Make sure your hair is secured
2. If nails are polished, you wear gloves
3. If wearing fashion jewelry, it must be secured inside your clothing, you wear gloves
4. THEY MAY NOT ENTER WITH OPEN TOE SHOES
5. If you have a cough for ANY REASON, you wear a mask
6. If entering the coolers, wear your outercoat or stop in mudroom and retrieve a jacket.

Visitors Exhibiting Signs of Illness: Background Scope Element 12.3.4.3

Visitors exhibiting visible signs of illness shall be prevented from entering areas in which food is handled or processed (refer to 12.3.1).

Instructions:

1. If display signs of illness, check their temperature
 - i. If no fever, Complete “signs of illness’ checklist
 - b. If they have a fever,
 - i. Escort them outside and ask them to wait in their vehicle
 - ii. Immediately wash your hands and apply fresh gloves and mask
 - iii. Go to car and assist or reschedule

Visitor Access Points: Background Scope Element 12.3.4.4

Visitors shall enter and exit food handling areas through the proper staff entrance points and comply with all handwashing and personnel practice requirements.

Instructions:

1. After signing in and confirming no illness and handwashing and proper attire,
2. Escort the visitor through the main warehouse entrances

Visitors Trained: Background Scope Element 12.3.4.5

All visitors shall be trained in the site’s food safety and hygiene procedures before entering any food processing or handling areas or shall be escorted at all times in food handling and storage areas.

Instructions:

1. Guide new visitors to completely read the sign in sheet’s warehouse compliances,
2. Direct them to read the posted safety signs for visitors
3. By signing the sign-in sheet they are confirming they understand the training and what is expected of them in the warehouse.
4. Repeat visitors may complete an annual **Visitor/Contractor Food Safety and Hygiene Agreement**

***Managing Driver Access: Background Scope Element 12.3.4.6***

The site shall have a documented procedure for how driver access is managed to minimize food safety risk and designated driver areas are maintained to prevent food contamination or other food safety risks.

Instructions:

1. Receipt of scheduled product are documented by the Receiving record
2. Delivery of product are documented by the Driver's Route log, pull tickets, and invoices
3. Any drivers accessing the warehouse without entering the front office, are directed to:
 - a. Return the way they entered
 - b. Enter through the main front door, and must
 - c. Comply with the Visitor/Contractor Food Safety and Hygiene Policy by signing in
4. Repeat delivery drivers may complete an annual **Visitor/Contractor Food Safety and Hygiene Agreement**

STAFF AMENITIES (CHANGE ROOMS, TOILETS, BREAK ROOMS CLAUSE 12.3.5)**Documented Cleaning Procedures: Background Scope Element 12.3.5.1**

Staff amenities shall have documented cleaning procedures, be supplied with appropriate lighting and ventilation, and shall be made available for the use of all persons engaged in the handling and processing of product.

Instructions:

1. Maintaining bathrooms, the breakroom, and the mudroom are part of the warehouse Cleaning schedule and recorded on the Warehouse Inspection App.
2. If lights or ventilation aren't functioning, notify the Manager to replace and/or repair.
3. The Warehouse Manager checks all staff amenities are clean and tidy during daily inspections (Pre-Op/In-Process), internal audits and GSDP monthly checks.

Storage of Personal Items: Background Scope Element 12.3.5.2

Provisions shall be made for staff to store their street clothing and personal items separate from food contact zones and food storage areas.

Instructions:

1. There are designated areas for warehouse employees to store their personal items
2. Employees may change in the bathroom.

Toilet Rooms: Background Scope Element 12.3.5.3

Toilet rooms shall be kept clean and tidy.

Instructions:

1. Toilet Rooms, bathrooms are available for all employees.
2. See Instructions for 12.3.5.1

Break Rooms: Background Scope Element 12.3.5.6

Separate break room facilities shall be provided away from a food handling or storage areas. Break rooms shall be kept clean and tidy and free from waste materials and pests.

Instructions:

1. The breakroom is provided for all employees.
2. DO NOT CONSUME ANY FOOD OR DRINK IN THE WAREHOUSE FOOD HANDLING AREAS.
3. See Instructions for 12.3.5.1

Element 12.3.5.7 Outside Eating Areas

Where outside eating areas are provided, they shall be kept clean and free from waste materials and maintained in a manner that minimizes the potential for introduction of contamination including pests to the site.

Instructions:

1. There are no designated Outside Eating Areas.
2. The breakroom is provided for all employees.
3. DO NOT CONSUME ANY FOOD OR DRINK IN THE WAREHOUSE FOOD HANDLING AREAS.
4. If you eat, smoke, or drink in your personal vehicle:
 - a. Change out of work protective gear, if needed
 - b. Throw away all food and drink garbage in the bin.
 - c. Extinguish cigarettes in the appropriate receptable
 - d. Re-enter through the main entrance
 - e. Wash your hands and re-apply protective gear, if needed

PERSONNEL PROCESSING PRACTICES (SECTION 12.4)

STAFF ENGAGED IN FOOD STORAGE AND REPACK/ RECOUP OPERATIONS (CLAUSE 12.4.1)

Personnel Practices: Background Scope Element 12.4.1.1

We do not recoup but the policy applies to all other aspects of food handling. Therefore, all personnel shall comply with the following practices:

- i. Personnel entry to food handling areas shall be through the personnel access doors only;
- ii. All doors are to be kept closed. Doors shall not be left open for extended periods when access is required for waste removal or stock transfer;
- iii. The wearing of false fingernails or fingernail polish is not permitted when handling exposed food;
- iv. Materials and products shall be kept in appropriate containers as required and off the floor;
- v. Waste shall be contained in the bins identified for this purpose and removed from the operational area on a regular basis and not left to accumulate;
- vi. Staff shall not eat or taste any product in the food storage or handling area;
- vii. Smoking, chewing, eating, or spitting is not permitted in any food handling or storage areas; and
- viii. Drinking of water is permissible only under conditions that prevent contamination or other food safety risks from occurring. Drinking water containers shall be stored in clear, covered containers, and used in designated areas only.

- see below

Handling and Storage Practices: Background Scope Element 12.4.1.2

All personnel engaged in storage, transport, and handling of packaged products and materials shall ensure that products and materials are handled and stored in such a way as to prevent damage or product contamination.

Instructions:

All employees are to comply with both elements 12.4.1.2 and 12.4.1.3, in addition to the specific procedures and instructions for storage and handling; transport, and other related warehouse duties.

PERSONNEL PROCESSING PRACTICES APPENDIX (SECTION 12.4)

Section 12.4 Personnel Processing Practice Documents (2025-2026)

12.7.1.1C Process Flow Chart (25-26)

12.7.2D Cross Contamination Floor Plan (25-26)

12.7.2.4 Glass Inventory (25-26)



WATER, ICE, AND AIR SUPPLY (SECTION 12.5)

WATER SUPPLY (CLAUSE 12.5.1)

Adequate Supplies of Potable Water: Background Element 12.5.1.1

Instructions:

1. We do not store water on-site.
2. Any product arriving in ice, the ice is dumped outside and near drain.
3. Do not leave any packaging ice in the warehouse.

WATER AND ICE QUALITY (CLAUSE 12.5.2)

Microbiological Analysis: Background Element 12.5.2.1

Microbiological analysis of the water and ice supply that comes into contact with food or food contact surfaces shall be conducted to verify the cleanliness of the supply, the monitoring activities, and the effectiveness of the treatment measures implemented. Verification, at minimum, shall be made annually.

Instructions:

1. Once a year, the microbiological analysis requires updating.
2. Visit the Springdale water district website and download the most recent test results.
3. Store the printout in the Safety file under the same element number and name.

Water on Ice Analysis Using Reference Standards: Background Element 12.5.2.2

Water and ice shall be analyzed using reference standards and methods.

Instructions:

1. Our site does not have any ice machines.
2. Any water in contact with food or food contact surfaces is analyzed using reference standards and methods.

Construction of Rooms: Background Element 12.5.2.3

Ice rooms and receptacles shall be constructed of materials as outlined in elements 12.1.2 and designed to minimize contamination of the ice during storage and distribution.

Instructions:

1. Our site does not have any ice machines.
2. Any water in contact with food or food contact surfaces is analyzed using reference standards and methods.



AIR AND OTHER GASES (CLAUSE 12.5.3)

Compressed Air or Other Gasses: Background Element 12.5.3.1

Compressed air or other gases (e.g. nitrogen, carbon dioxide) that contact food or food contact surfaces shall be clean and present no risk to food safety.

We do not have any compressed air or other gases that contacts food or food contact surfaces.

Compressed Air Systems: Background Element 12.5.3.2

Compressed air systems and systems used to store or dispense other gases used in food storage and distribution process shall be maintained and regularly monitored for quality and applicable food safety hazards.

We do not have any compressed air systems or other gas dispensing in the food and distribution process.

WATER, ICE, AND AIR SUPPLY: SECTION 12.5 APPENDIX

Personnel Processing Practice Documents (2025-2026)

12.5.2.1 Water Monitoring Verification and Result

(Water Microbiology and Quality Monitoring is conducted by the local water utility company and that report is used as part of our internal audit and GSDP.)

RECEIPT, STORAGE, AND TRANSPORT (SECTION 12.6)

RECEIPT, STORAGE, AND HANDLING OF GOODS (CLAUSE 12.6.1)

Storage Plan: Background Scope Element 12.6.1.1

The site shall implement an effective storage plan that allows for the safe, hygienic storage of ice, food products (frozen, chilled, and ambient), packaging, equipment, and chemicals.

- see below

Receipt of Dry Material: Background Scope Element 12.6.1.2

Dry food products shall be received and stored in a way to prevent cross-contamination with frozen and chilled products.

- see below

Stock Rotation: Background Scope Element 12.6.1.3

The responsibility and methods for ensuring effective stock rotation principles are applied shall be documented and implemented.

Instructions:

1. This procedure is to outline all the steps taken after receipt of product to this site and how the associated results and actions are to be conducted to provide safe, quality food and personnel safety.
2. **It applies to all personnel authorized to handle and store in-coming products and goods to this site. Employees are required to wear protective footwear that is not supplied by the company.**
3. Warehouse staff follows this procedure daily during work. The supervisor ensures work is performed in accordance with the requirements. At each internal audit the auditor signs or initials the audit section verifying that there were no NCR's issued against handling personnel.
4. **The receiving/shipping personnel as well as the affected process Manager/supervisor are responsible for training handling personnel.**

Introduction

The purpose of this procedure is to outline all the steps taken after receipt of product to this facility and how the results and actions associated to them are to be conducted to provide food safety, personnel safety and quality.

It applies to all personnel authorized to handle and store in-coming product and goods to this facility.

Handling personnel perform the following procedure daily during work. Their supervisor ensures that it was performed in accordance with the requirements. At each internal audit the auditor signs or initials the audit section verifying that there were no NCR's issued against handling personnel.

The Warehouse Manager is responsible for the direct or delegation of Handling training.

Instruction/Steps:

- Upon arrival, after using the restricted entry/exit door employees shall go to the employee locker area where they shall remove inappropriate street clothing and apply a uniform and hairnet. Employees are required to wear protective footwear not supplied by the company.
- The employee after washing their hands in the mudroom washroom shall go to their respective work area. If using motorized equipment (i.e.; forklifts etc.) he/she shall then go to the forklift battery area to obtain their handling equipment. Employees using handling equipment shall be trained or be in possession of a license and are subject to re-training in the use of the equipment, or pass licensing requirements no less than every two years.
- All powered handling equipment requires specific formal safety check (e.g. forklift). The employee shall check the **Pre-Op** and see if the equipment checks are complete and if not conduct the safety check and complete the necessary form associated with the specific piece of equipment and initial or "ok" accordingly. Return checklist to wall or report any issues immediately to Warehouse Manager.
- Prior to taking the machine from the maintenance area for use the operator checks to ensure that the machine was properly cleaned and serviced, if not it shall be cleaned prior to use or get the machine serviced before use. If service is not available to conduct the work the operator shall obtain permission from their supervisor to ensure that it is safe to operate.

Unloading:

- The Warehouse Manager shall oversee training of shipping personnel in the safe method of lifting and moving of products to be unloaded from delivery vehicles by a certified trainer. All heavy loads are moved using the appropriate lift truck (hand or motorized) and where necessary having the assistance of another employee for directions so as not to endanger any other employee. When hand palming product it shall be moved with care to prevent damage or if too heavy to cause injury to the operator. Bulkheads removed to allow unloading are to be placed back into the delivery vehicle after completion
- After receiving personnel has accepted an incoming product it has a “lot” sticker applied to the carton(s) or skid wrapper with the exception of the following;
 - Sanitation products (chemicals and personnel gear)
 - Maintenance items
 - Cardboard packaging
- The accepted products will be moved from the staging area using the appropriate piece of equipment, and then taken to their respective storage area.
- If a product appears not to have been accepted (no “lot” sticker applied) notify the Warehouse Manager immediately and a satisfactory resolution of the problem be attained. If this cannot be completed the product shall be segregated and a “hold” label/sticker shall be applied by the handler until it has been completed.
- If left unresolved for 24 hours, a nonconformance report (NCR) shall be initiated outlining the condition and forwarded to the production supervisor for further action, acceptance or rejection.
- Loads destined for refrigeration shall be stored as soon as possible after receipt to ensure that temperatures are maintained.
- The handler is notified of product arrival for Just in Time (JIT) use. When immediate use in production is required the production manager shall provide instructions as to the appropriate destination for the product.

!!Allergen products are segregated!! PEANUTS AND COCONUTS

Storage process (Follow Put Away and/or Replenishment)

- The products are placed onto available racking or floor space on skids (See floor plan for locations).
- Products required for daily processing are removed by pickers. At all times rotation of stock following the company FIFO process.
- Produce are stored and removed from storage to prevent contamination.
- Receiving dates are visible and on the bottom unit of a pallet via lot number, for slow moving items this is applied to the product containers not on the shrink wrap, for items removed by pallet (fast moving stock) these lots may be applied to the shrink wrap.
- No product is placed directly on the floor, but on pallets, slip sheets or stands.
- No product is placed against any wall **and at least 18" (45cm) from it or on racks designed to provide this space at the bottom row with racks against the wall above.**
- Adequate space is maintained between rows of pallets to allow cleaning (see sanitation SOP) and pest monitoring (see pre-operations SOP, pest control)
- The areas are clean (see sanitation SOP), dry and well ventilated (see facility) to prevent contamination from condensation, sewage, dust, dirt of chemicals
- If packaging material is returned to storage they are properly protected
- All toxic chemicals are stored in separate areas (see **Incoming Supplies**)
- Any infrequently used packaged materials or packaging materials are inspected for signs of infestation

Shelf-Life: Background Scope Element 12.6.1.4

Procedures shall be in place to ensure that all food products and recouped products are utilized within their designated shelf life.

While we do not recoup, the procedures above apply to Shelf-Life

Overflow Storage Conditions: Background Scope Element 12.6.1.5

Where goods are held under temporary or overflow conditions that are not designed for the safe storage of goods, a risk analysis shall be undertaken to ensure there is no risk to the integrity of those goods, or contamination, or adverse effects on food safety.

- see above

Records: Background Scope Element 12.6.1.6

Records shall be available to verify alternate or temporary control measures for storage of raw materials, ingredients, packaging, equipment, chemicals, or finished products.

- see above

Use and Conditions of Racks: Background Scope Element 12.6.1.7

Racks provided for the storage of food products shall be constructed of impervious materials and designed to enable cleaning of the floors and the storage room. Storage areas shall be cleaned at a predetermined frequency.

- see above



COLD STORAGE, FREEZING, AND CHILLING OF FOOD (CLAUSE 12.6.2)**Element 12.6.2.1 Performance of Cold Storage Facilities**

The site shall provide confirmation of the effective operational performance of [...] cold storage facilities. Chillers,[...], and cold storage rooms shall be designed and constructed to allow for the hygienic and efficient refrigeration of food and shall be easily accessible for inspection and cleaning. **See below**

Element 12.6.2.2 Sufficient Refrigeration

Sufficient refrigeration capacity shall be available to store chilled or frozen food at the maximum anticipated throughput of product with allowance for periodic cleaning of refrigerated areas. **See below**

Element 12.6.2.4 Temperature Monitoring

The site shall have a written procedure for monitoring temperatures of storage rooms, including the frequency of checks, and corrective actions if the temperature is out of specification. Cold and chilled storage rooms shall be fitted with temperature monitoring equipment, located to monitor the warmest part of the room, and be fitted with a temperature measurement device that is easily readable and accessible. Records shall be kept of frozen, cold, and chilled storage room temperatures. **See below**

Element 12.6.2.5 Processes Applied Prior to Distribution

Procedures shall be in place to identify the methods and responsibilities used to ensure that processes applied to materials prior to distribution (e.g. thawing, slacking, labeling) do not pose a risk to product safety or loss of traceability.

Instructions:

- The products are placed onto available racking or floor space on skids. (See floor plan).
- Products required for daily processing are removed by pickers. At all times rotation of stock following the company FIFO process, except for customer requirements.
 - Waste is stored and removed from storage to prevent contamination.
- Lot Numbers are visible and on the bottom unit of a pallet, for slow moving items this is applied to the product containers not on the shrink wrap, for items removed by pallet (fast moving stock) these dates may be applied to the shrink wrap.
- No product is placed directly on the floor, but on pallets, slip sheets or stands.
- No product is placed against any wall and at least 18" (45cm) from it or on racks designed to provide this space at the bottom row with racks against the wall above
- Adequate space is maintained between rows of pallets to allow cleaning (see SOP: Sanitation) and pest monitoring (See SOP: Pre-operations, Pest Control)
- Storage areas are kept clean at all times (excluding rotation) (See SOP: Sanitation), dry and well ventilated to prevent contamination from condensation, sewage, dust, dirt, or chemicals
- Unused packaging material is returned to storage and properly protected
- All chemicals are stored in the Maintenance Shed, beyond food storage area (See Floor Plan)
- Inspect any infrequently used packaged materials or packaging materials for signs of infestation (See SOP: Packaging) prior to use.
- Operators follow any special handling procedures that may pose a safety risk,
- Packaging Materials are stored separately from Pre-Packaged Goods, UNLESS shrink wrapped.

STORAGE OF DRY GOODS (CLAUSE 12.6.3)**Element 12.6.3.1 Location of Storage of Dry Goods**

Dry goods shall be located away from wet areas to protect the product from contamination and deterioration and to prevent packaging from becoming a harborage for pests or vermin.

Instructions:

1. To protect the product from contamination and deterioration, all dry goods are stored on racks located in warehouse areas as indicated on the product flow plan in pre-designated slots.
2. They are on skids and when not for immediate use, are protected with shrink wrapping. Rewrapping is not necessary as the original packaging protects the product contents.
3. Racks provided for the storage of food Products are constructed of impervious materials and designed to enable cleaning of the floors and the storage room. Storage areas are constructed to prevent food products becoming a harborage for pests or vermin.
4. Vehicles used in storage rooms are designed and operated, so as not to present a food safety hazard.

STORAGE OF HAZARDOUS CHEMICALS AND TOXIC SUBSTANCES USED ON-SITE (CLAUSE 12.6.4)**Element 12.6.4.1 Requirements of Hazardous Chemicals Used On Site**

Hazardous chemicals, toxic substances, and pesticides that are for use on the site with the potential for food contamination shall be:

- i. Used only according to manufacturers' instructions; ii. Controlled to prevent contamination or a food safety hazard to raw material, packaging, work-in-progress, finished product, or product contact surfaces; iii. Included in a current register of all hazardous chemicals and toxic substances that are stored on-site; iv. Supplemented with a current Safety Data Sheet (SDS) made available to all staff; v. Controlled to track usage and ensure return to the appropriate storage areas after use; vi. Be compliant with national and local legislation; and vii. Used so that there is no cross-contamination between chemicals.

Instructions:

1. Store chemicals in the correct location. See the Chemical Cabinet for a list of storage locations.
2. Use of chemicals require compliance with the above regulation and below instructions.

Element 12.6.4.2 Hazardous Chemical Storage and Location

Hazardous chemicals and toxic substances shall be stored:

- i. In an area with appropriate signage; ii. Accessible only by personnel trained in the storage and use of chemicals; iii. Separated from the distribution storage area so as not to present a hazard to staff, product, packaging, or product handling equipment; iv. In their original containers, or in clearly labeled secondary containers if allowed by applicable legislation; and v. Stored so that there is no cross-contamination between chemicals.

Instructions:

1. Hazardous chemicals and toxic substances are stored by use
2. Chemicals for cleaning in the office and bathrooms are stored in the individual bathrooms.
3. Chemicals for cleaning the warehouse are stored in the MSDS cabinet.
4. Chemicals and toxic substances for equipment maintenance and repair are stored in the shed in the rear of the warehouse or shed at dolly depot.

Element 12.6.4.3 Personnel Handling Chemicals

Personnel who handle hazardous chemicals and toxic substances, including pesticides and cleaning chemicals:

- i. Shall be fully trained in their purpose, storage, handling, and use;
- ii. Be provided first aid equipment and personnel protective equipment; and
- iii. Ensure compliance with the proper identification, storage, usage, disposal, and clean-up requirements.

Instructions:

1. All employees handling chemicals must comply with the above regulation.

Element 12.6.4.4 Hazardous Chemicals Disposal

The site shall dispose of unused chemicals and empty containers in accordance with regulatory requirements and ensure that:

- i. Empty chemical containers are not reused; ii. Empty containers are labeled, isolated, and securely stored while awaiting collection; and iii. Unused and obsolete chemicals are stored under secure conditions while waiting authorized disposal by an approved vendor.

Instructions:

We handle, label and dispose of unused detergents and sanitizers and their containers, in accordance with regulatory requirements by following these instructions:

1. Empty detergent and sanitizer containers are appropriately cleaned, treated and labelled before use. This provision does not affect our company as we do not re-use any containers in our operations.
2. Empty detergent and sanitizer containers are labelled, isolated and securely stored while awaiting collection.
3. Unused and obsolete detergents and sanitizers are stored under secure conditions while awaiting authorized disposal by a licensed and approved contractor if required.

Element 12.6.4.5 Hazardous Spill Instructions

In the event of a hazardous spill, the site shall:

- i. Have spillage clean-up instructions to ensure that the spill is properly contained; and
- ii. Be equipped with spillage kits and cleaning equipment.

Instructions:

1. Spill Kits are in the Chemicals Cabinet in the mudroom, immediately outside the main warehouse entrance.
2. Instructions are on each kit.

CLAUSE 12.6.5 LOADING, TRANSPORT, AND STAGING PRACTICES**Element 12.6.5.1 Practices During Loading, Transport and Unloading**

The practices applied during loading, transport, and unloading of food products and materials shall be documented, implemented, and designed to maintain appropriate storage conditions and product integrity. Practices shall protect against contamination from biological, chemical, and physical hazards, and under conditions that prevent cross-contamination.

Element 12.6.5.2 Trailer Inspection

Sites shall have a procedure in place that is documented and implemented to ensure trailers are inspected prior to receiving shipments or loading to ensure that the trailer is in good repair, clean, secured and at the required environmental condition and temperature.

Instructions:

The receiving employee shall inspect the condition of the carrier to determine if it is clean and in good repair. The employee shall complete *4.6.5 Trailer Inspection Report* by opening the door and inspecting for the following:

- Holes or cracks in the floor, walls, ceiling, doors and hatches
- Dirt, litter or other debris
- Evidence of water leaks, spills, etc.
- Evidence of contamination by prior material handling
- Presence of a bad odor
- Evidence of rodents, bugs or other pests
- Refrigeration units are operating and correctly set to required temperature

If vehicle has failed the inspection, Management must be informed immediately, and the trailer must not be loaded. All information regarding the decision to reject the trailer must be recorded on *4.6.5 Trailer Rejection Log* and the driver must be informed. The customer must then be contacted to determine the next step.



Element 12.6.5.3 Vehicles

Vehicles (e.g. trucks/vans/containers) used for transporting food shall be inspected prior to loading to ensure they are clean, in good repair, suitable for the purpose, and free from odors or other conditions that may impact negatively on the product.

Instructions:

Warehouse Delivery Drivers received a separate in-depth policy and procedure handbook.

Element 12.6.5.4 Procedures

Receiving, staging, loading, and unloading practices shall be designed to minimize unnecessary exposure of the product to conditions detrimental to maintaining product integrity.

Element 12.6.5.5 Refrigerated Units Temperature

Where applicable, food transport vehicles' refrigeration units shall maintain the food at the required temperatures and the units' temperature settings shall be set, checked, and recorded before loading and product temperatures monitored at regular intervals during loading as appropriate.

The refrigeration units shall be operational at all times and checks shall be completed of the units' operation, the door seals, and the storage temperature at regular intervals during transit.

Element 12.6.5.6 Transport Vehicles Temperature and Checks

Upon arrival and prior to opening the doors, the food transport vehicles' refrigeration unit storage temperature settings and operating temperature shall be checked and recorded. Receiving shall be completed efficiently and product temperatures shall be recorded at the commencement of unloading and at regular intervals during unloading.

SECTION 12.6 RECEIPT, STORAGE AND TRANSPORT APPENDIX

Section 12.6 Receipt, Storage and Transport Procedures (2025-2026)

12.6.5.1 Practices during Loading and Transport Procedure (25-26)

12.6.5.1 Unloading Practices (25-26)

12.6.5.2F Trailer/Vehicle Inspection Form (25-26)

Section 12.6 Receipt, Storage and Transport Documents (2025-2026)

12.6.1.1D Storage Floor Plan (25-26)





SEPARATION OF FUNCTIONS SECTION 12.7

PROCESS FLOW CLAUSE 12.7.1

Process Flow Design: Background Scope Element 12.7.1.1

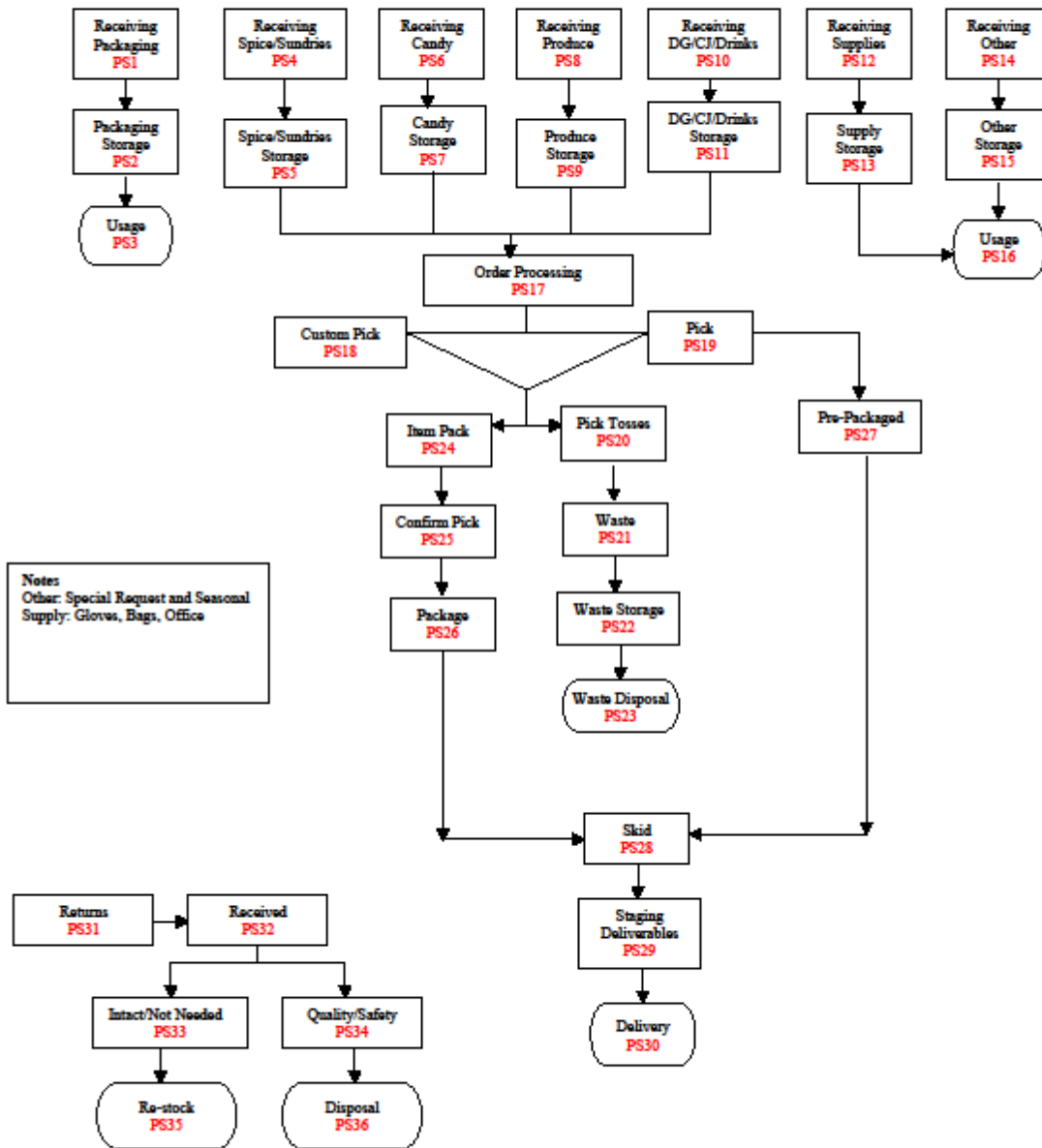
The process flow shall be designed to prevent cross-contamination and organized so there is a continuous flow of product through the process. The flow of personnel shall be managed such that the potential for contamination is minimized.

Instructions:

See Process Flow Diagram

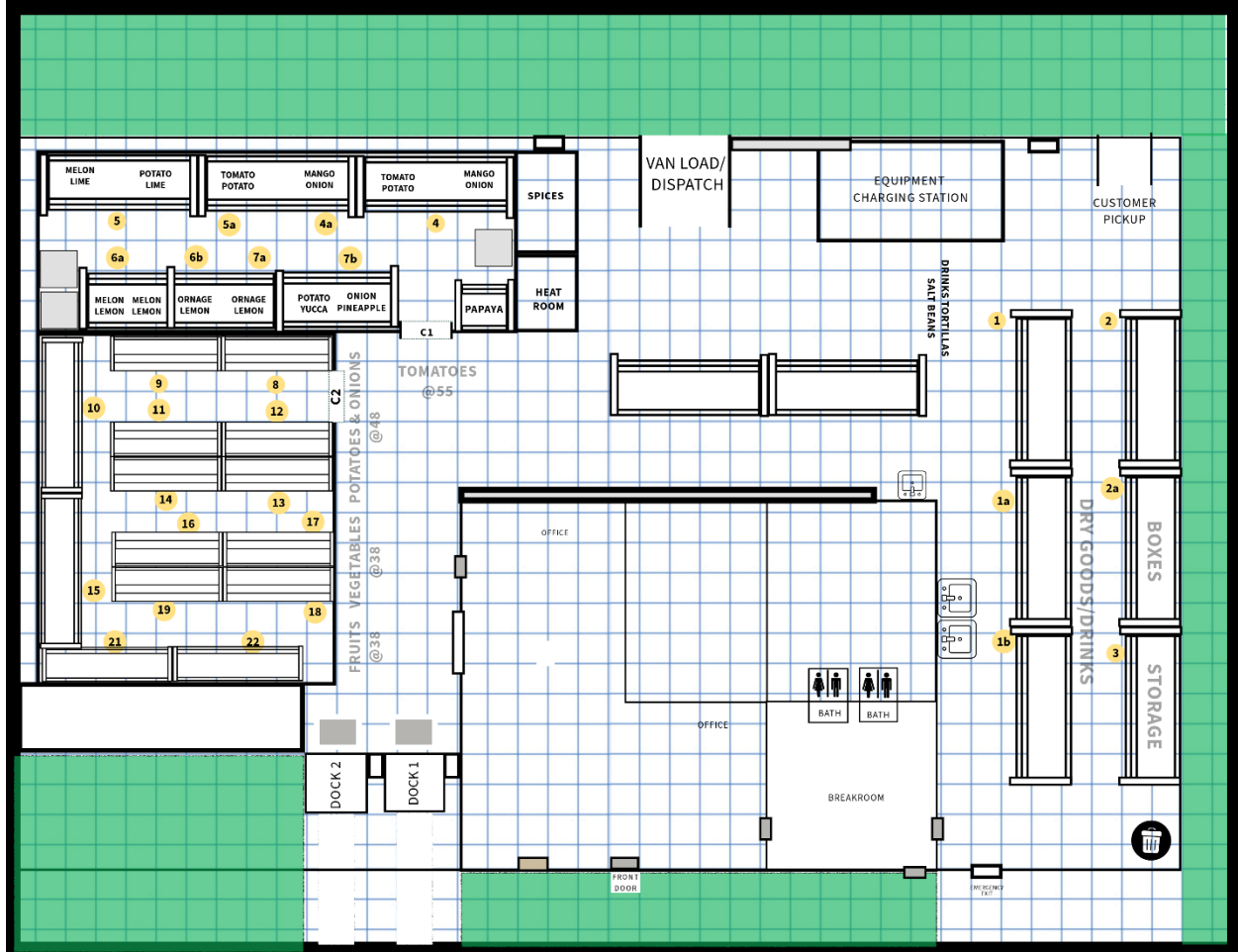


12.7.1.1C-PROCESS FLOW CHART
(SQF System Elements FOR STORAGE AND DISTRIBUTION 9.0)
Revised MAY 10, 2021



The diagram is based on the current structure and layout of the warehouse. If at any time product storage is moved, reconfigured, or employee access changes, a new diagram may be necessary.

Walk the floor with the current diagram



Did any changes prevent flow as currently drawn? If not, the diagram is useable. Update the Verification and Validation sticker and initial. If yes, a new diagram is required. Reroute the flow conflict and make sure to update any related policy or procedure.



CONTROL OF FOREIGN MATTER CONTAMINATION CLAUSE 12.7.2**Methods and Responsibilities to Prevent Foreign Matter: Background Scope Element 12.7.2.1**

The responsibility and methods used to prevent foreign matter contamination of the product shall be documented, implemented, and communicated to all staff.

Instructions:

Complete the Warehouse Inspection Form daily to document our daily sanitation and maintenance exercises to ensure that the site and equipment remain in good condition and is not a potential threat to contamination.

**Inspections: Background Scope Element 12.7.2.2**

Inspections shall be performed to ensure site and equipment remains in good condition and potential contaminants have not been detached or become damaged or deteriorated.

Instructions:

Employees are to immediately report actual or potential contamination of products by any source by submitting an NCR and notifying the Warehouse Manager. Any broken or lost items such as tools, glasses, dressings of wounds and sampling tools must be reported to your supervisor immediately. The Warehouse Manager will decide whether work in progress needs to be stopped.

**Glass Equipment, Containers: Background Scope Element 12.7.2.3**

Containers, equipment, and other utensils made of glass, porcelain, ceramics, laboratory glassware, or other like material (except where product is contained in packaging made from these materials, or measurement instruments with glass dial covers, or MIG thermometers required under regulation) shall not be permitted in food processing/contact zones.

Instructions:

We do not use ANY glass equipment or containers in the warehouse.

Glass Instrument Dials: Background Scope Element 12.7.2.7

Glass instrument dial covers on equipment and MIG thermometers shall be inspected at regular intervals.

Instructions:

Back up cooler thermometers have glass faceplates. Ensure they are securing anchored to the racks to permit reading and prevent damage. If a thermometer is broken, complete an NCR and follow the glass cleanup instructions under “**Glass Inventory**”.

Glass Inventory: Background Scope Element 12.7.2.4

Where glass objects or similar material are required to be used by the site in storage and handling areas, they shall be listed in a glass inventory including details of their location.

Instructions:

We do not use ANY glass equipment or containers in the warehouse.

Storage of Glass or Similar Objects: Background Scope Element 12.7.2.5

Product that is in glass or similar material that is for distribution purposes shall be stored and handled in a manner that prevents contamination.

Instructions:

We have beverages and drinks that ship and are stored and delivered in glass. Follow these instructions when handling these products:

1. Always inspect receiving to ensure no product is damaged or broken
2. If any product is damaged, make note on the receiving, reject the product and complete the NCR.
3. If product is accepted, always store on the bottom shelf of the Beverage/Drink rack.
4. If you encounter glass product on any shelf other than the bottom shelf, relocate immediately and notify the Warehouse Manager of the new location.

Inspections of Storage Zones: Background Scope Element 12.7.2.6

Regular inspections of storage and handling zones shall be conducted (refer to 2.5.4.3) to ensure they are free of glass or other like material and to establish changes to the condition of the objects listed in the glass inventory.

Instructions:

Employees are to immediately report actual or potential contamination of products by any source by submitting an NCR and notifying the Warehouse Manager. Any broken or lost items such as tools, glasses, dressings of wounds and sampling tools must be reported to your supervisor immediately. The Warehouse Manager will decide whether work in progress needs to be stopped.



Use of Pallets: Background Scope Element 12.7.2.8

Pallets used in food storage shall be made of a suitable material, dedicated for that purpose, clean, maintained in good order, and their condition subject to regular inspection.

Wooden Pallets: Background Scope Element 12.7.2.9

Wooden pallets and other wooden utensils used in food handling areas shall be dedicated for that purpose, clean, and maintained in good order. Their condition shall be subject to regular inspection.

Instructions:

1. No wooden utensils are used at our site with the exceptions of wood pallets.
2. Pallets must be kept clean and in good repair.
3. If you identify a broken pallet, notify the Warehouse Manager immediately.
4. Tag the pallet “broken” with the date and your initials
5. The Safety and Compliance team will document the broken pallet on the inspection.
6. If the pallet is not replaced within 24 hours, notify the Site Manager (Travis).
7. Failure to replace broken pallets is a non-compliance and will result in disciplinary action.

Element 12.7.2.10 Loose Objects: Background Scope Element 12.7.2.2

Loose metal objects on equipment, equipment covers, and overhead structures shall be removed or tightly affixed so as not to present a hazard.

Instructions:

1. Always inspect equipment before use.
 - a. If any metal objects are loose or broken, do not use the equipment.
 - b. Tag the equipment “Repair Needed” with the date and your initials. Notify the Warehouse Manager.
 - c. The Safety and Compliance team will document the broken pallet on the inspection.
 - d. If the pallet is not replaced within 24 hours, notify the Site Manager (Travis).

Failure to replace broken pallets is a non-compliance and will result in disciplinary action.

CLAUSE 12.7.3 MANAGING FOREIGN MATTER CONTAMINATION INCIDENTS**Element 12.7.3.1 Isolation of Incidents**

In all cases of foreign matter contamination, the affected food product shall be isolated, inspected, reworked, or disposed of.

Instructions:

Employees are encouraged to immediately report actual or potential contamination of products by any source to the Warehouse Manager. Any broken or lost items such as tools, glasses, dressings of wounds and sampling tools must be reported to your supervisor immediately. The Warehouse Manager will decide whether production needs to be stopped.

Zip Lock Bags are in the Chemical Cabinet and the Warehouse Shed for staff to place all found potential foreign bodies. If foreign objects are found complete an NCR and if the item is a product for sale, list it on the Waste Log or report to the office to update QuickBooks.

Attach paperwork to the zip lock bag containing the object. This shall be turned into the SSM for review and investigation.

Reoccurrence (more than 1/month) will be recorded on the Corrective or Preventative Action Report Form. All reported instances shall be documented and resolved as appropriate such that the product is protected from the contamination risk.

The use of glass is prohibited in any storage areas. Glass, ceramics and hard brittle plastics shall be excluded from open product areas on site and alternatives used where possible and available. Where alternatives cannot be found, these should be minimized and protected from damage. Where there is no alternative and glass, ceramics or hard brittle plastics must be used in the site, it shall be mapped on 12.7.2 Glass, et al Map and outlined on 12.7.2 Glass Inventory.

If an employee discovers a glass breakage, they should immediately report to their supervisor and place a 3-foot quarantine area around the breakage for investigation by the Warehouse Manager. If breakage occurs on product, the area will be quarantined and handled in accordance with Non-Conforming Product or Equipment.

All products near the breaks are to be examined and, if contaminated (or reasonably likely to have been contaminated) discard the product. Carefully sweep up the glass/other fragments into a controlled dustpan and transfer to a suitable container. Wipe all areas (including equipment and floor) in the vicinity of the breakage with a clean wet cloth and discard. The Quality Manager must inspect the whole area and declare it clear before production resumes. All actions including dates and times are to be recorded on 2.4.5 NCR Report.



Element 12.7.3.2 Cleaning Practices

In circumstances where glass or similar material breakage occurs, the affected area shall be isolated, cleaned, and thoroughly inspected (including cleaning equipment and footwear) and cleared by a suitably responsible person.

Instructions:



SECTION 12.8 WASTE DISPOSAL

Element 12.8.1.1 Collecting and Handling Waste

The responsibility and methods used to collect and handle dry, wet, and liquid waste and store it prior to removal from the premises shall be documented and implemented.

Procedure Instructions:

1. Throughout the warehouse there are trash bins. All trash bins must have lids.
2. The bins are sorted for food waste, standard trash (cardboard packaging), and farm transfer.
3. Inside the coolers, there are white pails for unsaleable food.
 - a. If food is edible, deposit into the farm transfer bins (white with labels clearly stating "farm").
 - b. If the food is not edible, deposit it into the WASTE BINS.

Element 12.8.1.2 Frequency of Removal

Waste shall be removed on a regular basis and not allowed to be built up in food handling or storage areas. Designated waste accumulation areas shall be maintained in a clean and tidy condition until external waste collection is undertaken.

Procedure Instructions:

1. Every team member is responsible for waste management. Do not wait for a bin to reach full, empty at half full to ensure bins remain available for use throughout the day.
2. To empty the trash, take the can to the trash cabana, located in the rear parking lot
3. If contains recyclable items, sort and deposit those items into the recycling bin.
 - a. Breakdown any cardboard to not waste bin space.
 - b. Fold down any packaging supports so they fit completely inside the bin. Do not allow any trash to hang outside of the bin.
4. Return bin to designated location
5. Wash hands
6. Return to work in progress

Element 12.8.1.3 Monitoring of Collection Bins

Trolleys, vehicles, waste disposal equipment, collection bins, and storage areas shall be maintained in a serviceable condition and cleaned and sanitized regularly so as not to attract pests and other vermin.

Procedure Instructions:

1. All trash bins, including bins and white pails inside the coolers are to be thoroughly cleaned weekly.
2. To clean the bins
 - a. Take bins outside and empty all trash inside.
 - b. If any liquid in the bottom, pour in 2 cups of nviroclean to solidify.
 - c. Dump into the trash
 - d. Wash bins with water until clean
 - e. Dry completely INSIDE AND OUTSIDE
 - f. Return to designated location

Element 12.8.1.4 Trademarked Materials

Where applicable, a documented procedure shall be in place for the controlled disposal of trademarked materials. Where a contracted disposal service is used, the disposal process shall be reviewed regularly to confirm compliance.

Procedure Instructions:

1. Product received in Trademarked packaging, shall be transferred to our racks for storage
2. The Trademarked packaging is DATED, staged, and stored until next delivery
3. Provide the count by Vendor to the Procurement Manager (Travis)
4. The Procurement Manager or Travis will notify the Vendor of a pickup on the next delivery and notify the Warehouse Manager of the intended pickup.
5. Upon next delivery, ensure packaged materials are picked up by the driver.

Element 12.8.1.5 Inedible Waste

Inedible waste designated for animal feed shall be stored and handled so that it will not cause a risk to the animal or further processing. If denaturant is used to identify inedible waste, it shall be demonstrated that it does not pose a risk to animal health.

Procedure Instructions:

1. Inside the coolers, there are white pails for unsaleable food.
 - a. If food is edible, deposit into the farm transfer bins (white with labels clearly stating "farm").
 - b. If the food is not edible, deposit it into the WASTE BINS.

Element 12.8.1.6 Inspections

Reviews of the effectiveness of waste management will form part of regular hygiene inspections and the results of these inspections shall be included in the relevant hygiene reports (refer to 2.5.4.3).

Procedure Instructions:

1. During Warehouse Inspection (AM/PM), check the status of all waste bins.
 - a. If any are more than halfway full, identify the nearest team member and instruct them to empty the bins.
 - b. If bins are overflowing, notify the Warehouse Manager that waste is not being managed.
 - c. If bins are found full on more than two consecutive times, notify the Safety and Compliance team lead.
 - d. The team lead will work with the warehouse on a Root Cause Analysis and Remediation Plan to ensure waste is managed efficiently.

Element 12.8.1.7 Drainage of Wastewater

A procedure shall be in place to ensure drainage wastewater is effectively removed from the storage areas (refer to 12.1.2.2). If stored and/or treated on the premises, it shall be stored in a separate storage facility and suitably contained. Inspections of the drainage system and wastewater storage shall be included in the regular site.

Procedure Instructions:

1. We do not have wastewater that collects in the warehouse.
2. We do have a built-in drain in Cooler 2a underneath the products shipped in ice.
3. Routinely inspect that no water is collecting in the cooler
4. Inspect the drain spout that leads outside (outside near the receiving bays at the front of the warehouse building) and ensure no blockage.
 - a. If any blockage, remove and ensure water flow is clear.

12.8 Waste Disposal Quick Links

 <p>NCR FORM</p>	 <p>PRODUCT TRANSITION</p>	 <p>WAREHOUSE INSPECTION</p>
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