QA Terms and Conditions

1. These quality requirements are applicable to all activities and services performed by InterWest BU for a customer. Any deviations to these conditions have to be added to specific agreements in writing and recognized and signed by both parties. Only the conditions of InterWest are valid in case of a conflict, doubt or lack of clarity.

2. When assigning a co-packing activity or service, the customer declares to agree to this QA agreement. The term of this agreement is valid as long as all the legal requirements are not met.

3. The customer is responsible for providing InterWest with the most recent information (technical cards, product specifications; allergen status; product status such as Kosher, Halal, Bio, UTZ, RSPO, etc.). InterWest is not responsible for mistakes on basis of incomplete and/or wrong information provided by the customer.

4. Materials provided by the customer.

4.1 The customer will timely provide InterWest with the materials necessary for the execution of co-packing activities or services. Delivery to the InterWest company building on working days between 8h and 16h and with at least two working days prior announcement per e-mail. InterWest will then send the customer a time.

4.2 The customer is responsible for all provided goods and packaging materials, including all obligations. The customer will ensure that the delivered goods satisfy the regulatory requirements concerning the composition, declaration and food safety. The customer will ensure that all packaging materials have the relevant certificates. The customer will present these certificates if InterWest asks for them.

4.3 In case of food products, the customer will send InterWest a technical fiche with clear statement of allergens, product status (such as Kosher, Halal, Bio, etc.) and the storage conditions for these goods prior to delivery.

4.4. In case multiple deliveries are necessary for one or multiple orders, the customer will deliver according to FEFO in case of products with a best-before date or FIFO in case of other goods.

4.5 The customer will inform InterWest prior to delivery if the allergens or product statuses such as Kosher, Halal, Bio, etc. might have changed as a result of a changed recipe.

4.6 The customer will inform InterWest immediately if delivered goods were exposed to possible cross contamination concerning allergens / Kosher / Halal.

4.7 The goods will be delivered to InterWest in conformity to the necessary quality requirements concerning primary, secondary and tertiary packaging free from vermin and/or traces of vermin, transported under the right conditioned conditions.

4.8 Provided goods and materials will be delivered identified and sorted per pallet. The delivered goods will only contain 1 lot per pallet.

4.9 Storage of the delivered goods is temporary and only for the duration of the co-packing activities or services. Remaining goods after co-packing activities or services will be collected within a reasonable time, at the latest after a month. Large quantities will regularly be collected by the client.

4.10 InterWest will perform several visual and scent checks of the delivered goods. The client remains responsible for microbial and other tests.

4.11 The customer remains the owner of the goods that have been delivered to InterWest at all times.

5. If InterWest buys goods or materials that come in contact with unpackaged food, InterWest will ask for the necessary certificates concerning the statutory standards on food safety and keep them ready for inspection for the client.

6. InterWest will perform the services on behalf of the client in company buildings. InterWest will ensure that the buildings are and remain in good condition to perform the services. InterWest will also submit the company buildings to the necessary quality audits and provide the client with information and documentation if requested.

7. Quality certificate: InterWest operates under a BRC certificate and always tries to achieve the highest score possible. The client will be provided with this certificate upon request. The report with mention of possible violations will only be presented to the client audits.

8. The company buildings cannot be visited freely because of the BRC food defence regulations. Visits are only possible by appointment and accompanied by an employee. All visitors have to comply with the hygiene requirements of InterWest.

9. The customer is entitled to audit the company building once a year, also covering the materials, packaged goods and packaging lines, storage, quality checks, cleaning procedures, reports of any performed tests such as chemical, physical, microbiological and process analyses. This audit will be performed within normal working hours if InterWest has been informed at least 30 calendar days before the execution of the audit.

10. For dosing activities, InterWest uses the following tolerances for filling weights:

10.1 For fully manual filling activities: 'target weight + tolerance' whereby the plus tolerance the size of the tolerance is according to the E-norm.

10.2 For half-automatic to automatic filling activities: a '- target weight +' tolerance with margins that have been specified in the E-norm.

11. When packaging naked food and if the packaging of this product allows it, InterWest will perform a metal detection in line with the following setting values: Fe 1,5mm - NonFe 1,6mm - RVS 2mm. The customer declares to agree that metal detections will not be executed with metallic packages or auger fillers. The metal detector will be tested at the start of the day, after four hours and at the end of the day.

12. The co-packing activities or services will take place with machines built from RVS metals and parts. The metal release will only be checked for possible parts from the relevant packaging line.

13. InterWest informs the customer of the site, the production hall and on which possible production lines the goods will be processed. The client will be informed of possible allergens and cross contaminations where applicable.

14. InterWest has two locations to perform the co-packing activities and services. Each location has separated storage and production zones. The two production locations are in Kleine Dries 2 and Kleine Dries 4 and will from now on be known as KD2 (Kleine Dries 2) and KD4 (Kleine Dries 4).

15. The co-packing activities and services per location:

KD2

- Production hall C: dosage of powders and sugar
- Production hall G: dosage of allergens
- Production hall F

KD4

- Production hall B: dosage of chocolate
- Production hall A: dosage of salt

- 16. Allergens within the different halls:

Allergens		KD 2	
	HALL G	HALL C	HALL F
Nuts	A		
Sesame	A		
Gluten	A	A	
Milk	A		
Egg	A		
Soya	A		
Sulphite	A	A	
Mustard	A		

A: present
Remark: A means that we process products that contain these allergens. This does not mean that all these allergens are present in the hall!

Allergen		KD 4
	HALL A	HALL B
Nuts		
Sesame		
Gluten		
Milk		A
Egg		
Soya		A
Sulphite		
Mustard		

A: present

17. InterWest will clean the packaging tables regularly or after every order according to the internal BRC-procedures. Lines in hall G will be tested for allergens after cleaning. The line will be considered allergen-free if all tests come back negative. This will mean that the concentration is lower than the detection limit of the quick test represented in the table hereunder

Allergen	Detection limit
Nuts	20µg / 100 cm²
Sesame	5 µg / 100 cm²
Gluten	2 µg / 100 cm²
Milk	20 µg / 100 cm²
Egg	20 µg / 100 cm²
Soya	2 µg / 100 cm²
Sulphite	
Mustard	20 µg / 100 cm²

18. InterWest anticipates the following micro-biological analyses:

Analysis	Type	Frequency
PEM – Salmonella	Swab	Monthly
PEM – Salmonella	Sponge	Monthly
PEM – Enterobacteriaceae	Swab	Every trimester
PEM – Listeria	Swab	Every trimester
Verification cleaning – Total germ count	Rodac	Every line once a year
Air sampling – Fungus & yeast	Rodac	Every trimester
Air sampling – Total germ count	Rodac	Every trimester
Water analyses (full analysis) • Total germ count 37 °C • Escherichia coli • Enterococcus • Iron (Fe) • Lead (Pb) • Copper (Cu) • Nickel (Ni) • Manganese (Mn) • Cadmium (Cd)		3 analyses/year per building
Hand hygiene – E. coli	Rodac	5 analyses/month
Hand hygiene – Staphylococcus	Rodac	5 analyses/month

19. During packaging activities or services and storage, the checklists from the InterWest QA manual will be used.

20. Where possible, automatic weight checkers will be deployed for automatic dosing lines. For lines without an automatic weight checker, 6 articles will be checked every hour and noted on the InterWest checklists.

21. Goods will only be loaded to priorly notified trucks. InterWest provides a filled in CMR with every delivery. InterWest provides a filled in CMR and a delivery note with details of the loaded goods for collections.

22. Deviations and defects: actions will be taken if the aforementioned articles are not complied with. The client will be informed so that he/she can correct or solve the deviation or defect. All accompanying costs are for the client. Possible actions are:

a. When announcing deliveries or collections without appointment (art 4.1) the other deliveries and / or collections with an appointment are priority. The delivery/collection without appointment will be unloaded / loaded without a guarantee that this will happen on the same day.

b. Deliveries without known Kosher / Halal status (art 4.3) or without the requested certificates will be placed in quarantine.

c. Goods will be blocked for production if they are not delivered FEFO or FIFO (art 4.4)

d. If the condition of the truck of the goods are not in conformity with the hygiene regulations upon delivery (art 4.7 and art 4.10) or with an unknown allergen status (art 4.3) will not be unloaded.

e. If InterWest was not informed of changes (art 4.5 and art 4.6), InterWest will deliver a full trace to the involved client and other clients whose products might have been influenced. If there is a large danger for the food security, InterWest will inform the competent authorities. The storage and production spaces and the equipment will be cleaned until they meet the regulations in the QA InterWest guidebook. InterWest determines the cleaning methods, cleaning products and any external cleaning partners.

f. If deliveries do not conform with the lot coding (art 4.8), goods will be palletized in conformity with the requirements from InterWest. Costs will be charged according to the presented hours for €25 an hour.

g. If goods are stored longer than the duration of the co-packings activities or services, we will charge storage costs of 0.75 €/pallet at the start of every week. Pallets will be removed by the client if there are large quantities that disrupt the normal functioning. (art 4.9)

h. Visitors that do not concur with regulations or violate these regulations (art. 8) will be denied entrance and will be asked to leave the location immediately.

i. InterWest tries to achieve a BRC certificate with the highest possible score. Clients can audit the InterWest QA system once a year. If a client wishes to audit multiple times a year, the costs of 850€ per started day, will be for the requester (art. 9).

j. If the client asks for other administration such as own checklists, pallet labels etc. (art 17 and 18), the client will be charged a minimum of 25€ per tasks or subtasks. InterWest determines the function of collections or storage and the size of the subtasks.

k. We can perform extra microbial tests or other tests for the following cost price:

Analysis	Cost/analysis (€)
PEM – Salmonella	21.00
PEM – Enterobacteriaceae	13.00
PEM – Listeria	21.00
Non-PEM – Rodacs	6.00
Air – Yeast & fungus	28.00
Air – Aerobic germ count	28.00
Water – Bacteriological – Total germ count 37 °C	10.00
Water – Bacteriological - Escherichia coli (count)	10.00
Water – Bacteriological - Enterococcus (count)	10.00
Water – Chemical - Fe	24.00
Water – Chemical - Cd	15.50
Water – Chemical - Cu	15.50
Water – Chemical - Pb	15.50
Water – Chemical - Mn	15.50
Water – Chemical - Ni	15.50
Hand hygiene – E. coli	9.00
Hand hygiene – Coagulase positive Staphylococcus	9.00

If the analysis is not mentioned in the aforementioned table, we will first write up a proposal.

23. In the event of disputes are only the courts in Veurne empowered.