



PORTSMOUTH OPERATIONAL QUALITY POLICY
&
HACCP PLAN
2024

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Part One

1.1 Statement of Intent

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Part One

1.1 Statement of Intent

It is our policy and commitment to ensure our customers are provided with safe legal product that meets their expectations, requirements and all current UK legislation.

We recognise that the continued success of the company depends on delivering a reliable supply of food and beverages and that to achieve this we need to have documented food safety standards and procedures based on the principles of HACCP.

This can only be achieved with the commitment of trained staff who understand their role and management systems to ensure that standards defined within policies and procedures are monitored and adhered to.

The management are committed to providing the resources to achieve the company objectives and to communicate the company policies so that they are known and understood throughout the organisation

That policies and procedures will be reviewed to ensure they are adequate and relevant to the business to ensure the delivery of safe food meeting our customers' requirements and all current UK legislation.

Signed:

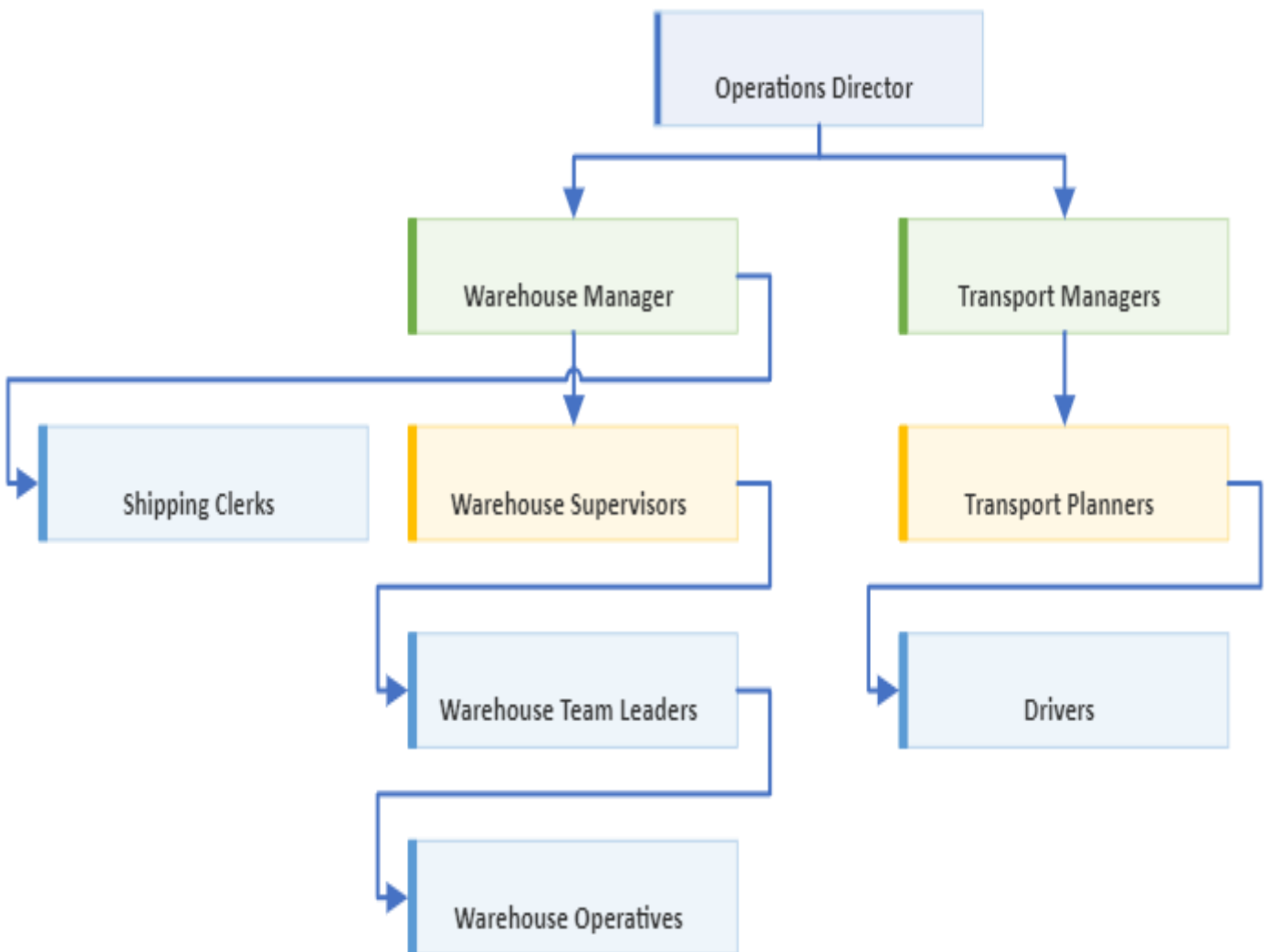
Robin Sykes
Operations Director

Part One

1.2 Portsmouth Operational Structure



Portsmouth Operational Structure



Part Two

HACCP Prerequisites

- 2.1 Records**
- 2.2 Hygiene & Housekeeping**
- 2.3 Training**
- 2.4 Control of Contractors & Maintenance**
- 2.5 Transport & Equipment**
- 2.6 Waste Management**
- 2.7 Calibration of Infrared Thermometers and Probes**
- 2.8 Pest Control**
- 2.9 Recalls/ Traceability/Audits/Nonconformities**
- 2.10 Plant Maintenance & Monitoring/Power Failure and Business Continuity Procedures**

Part Two HACCP Prerequisites

2.1 RECORDS

Records are filed electronically using Microsoft Forms, with the exception of the Driver's daily check sheet, which is completed via the 'FleetCheck' platform and the trailer cleaning log which is kept in the trailer wash hut. The Safety & Quality Adviser will store the trailer cleaning log once it is full. Microsoft Forms are controlled and accessed by the Safety & Quality Adviser.

Trailer Pre-Cooling & Loading Daily Check Sheet	Form FSP 1
Daily Probe Calibration	Form FSP 2
Shed 1 Cleaning Record	Form FSP 3
Glass Audit	Form FSP 4
Broken Glass Report	Form FSP 5
Trailer Temperature Check	Form FSP 6
Food Safety Rejection Record	Form FSP 7
Trailer cleaning log	
Drivers daily check sheet	

2.2 HYGIENE & HOUSEKEEPING

All food handlers are expected to maintain a high degree of personal cleanliness, wear suitable protective clothing and report sicknesses.

Staff are encouraged to wash their hands regularly, particularly after going to the toilet, and refrain from unhygienic practices such as touching ears, eyes nose, mouth or spitting.

Staff are required to launder issued clothing at home and ensure these are stored in a clean environment.

Food handlers are normally excluded for 48 hours but in some cases food handlers may be required to provide a medical certificate.

The depot has been designed to minimise the risk of contamination and facilitate cleaning and if necessary disinfection. E.g. floors are washable, ledges which might accumulate dirt are limited and there is adequate ventilation to limit mould growth.

Toilet facilities are provided with a hot and cold water supply and soap and hand drying facilities. These are cleaned by contract cleaners daily.

Regular inspections of the warehouse are undertaken to check on the condition of the structure and the finishes and fittings.

Spills should be cleaned immediately and debris from waste cardboard and broken pallets should be picked up and disposed of as soon as possible.

Products are stored off the floor on suitable pallets, storage frames or containers. Storage directly on the floor is prohibited.

A weekly cleaning schedule has been devised to ensure the premises remain clean and tidy and takes place in accordance with the schedule. External yard areas are cleared daily and as required, this includes around the loading bays.

Part Two HACCP Prerequisites

2.3 TRAINING

Induction training

Induction training will be delivered by the depot Safety & Quality Advisor and will cover general warehouse safety.

The level of training provided is commensurate with the employee's role. Whilst direct handling of food products is not part of the role of the company, staff do complete various food safety courses as required. Staff in specific areas will also undertake HACCP training where appropriate.

Refresher Training

There is a programme for refresher training, however training needs will be reviewed annually (or sooner if necessary, e.g. new legislation, food safety issues identified a weakness in food handler's knowledge) and additional training organised.

Specific annual staff training is provided to all employees engaged with the receipt and shipment of temperature-controlled products for a specific contract. The training is delivered by the Safety & Quality Advisor. The subject of the course is the essential hygiene and safety requirements in the food industry.

Food Safety and HACCP training is also delivered online through a hosted training portal.

2.4 CONTROL OF CONTRACTORS & MAINTENANCE

All contractors are required to sign on to the site at reception in Ferryspeed House prior to starting work. Contractor tasking and maintenance is controlled to ensure that risk to food and drink products are minimised.

2.5 TRANSPORT & EQUIPMENT

To protect food and beverage products from contamination, it is important that all vehicles used for transporting food stuffs are kept clean and maintained in good condition.

Polarkold Distribution aim to meet this obligation by;

- Making sure that all surfaces are easy to clean and designed to prevent dirt becoming trapped.
- Regular cleaning of vehicles.
- Maintaining records as proof of cleaning which are reviewed and validated.
- Prohibiting the carriage of mixed loads where there is a risk of cross contamination to food stuffs or tainting.
- Providing strapping points within the vehicle to secure loads and fixing other equipment such as light fittings, and other equipment to prevent physical and chemical contamination of food stuffs from damaged products and vehicles.

Part Two HACCP Prerequisites

- Ensuring foodstuffs are kept off the floor by using pallets, or roll cages and unloading under cover at the depot.
- Safeguarding the integrity of the load by ensuring each incoming trailer load has a manifest.
- Ensuring refrigerated trailers are not loaded until critical temperature has been reached.

2.6 WASTE MANAGEMENT

Procedures are in place to ensure that waste and debris is removed from the warehouses and external yard areas as soon as possible.

Consignments of rejected food products should be kept either in delivery cages or wrapped pallets, appropriately labelled and placed in an isolated area. Where required the customer will be contacted to discuss and agree a plan for the disposal of food products.

Disposal of food waste will be in conjunction with the applicable customer, with particular focus on protecting the brand integrity of the customer.

External waste bins are fitted with lids and lined with large plastic bags which keep the bins clean. General waste is disposed of in large Ro-Ro skips which are emptied regularly under contract by Veolia.

2.7 CALIBRATION OF INFRARED THERMOMETERS & PROBES

Infrared thermometers and thermocouple thermometers are used by staff to check temperatures of both trailers and temperature controlled freight as required. The thermocouple thermometers self calibrate when they are turned on and the infrared thermometers are calibrated daily by staff to ensure accuracy. Calibration pots are used to calibrate the infrared thermometers and is recorded on form FSP2.

2.8 PEST CONTROL

Pests such as rats, mice, cockroaches, flies, and ants can spoil food, which can result in waste and complaints. To minimise the risk of infestation the services of an external contractors are used

Bait boxes are distributed around the site. Inspection reports provided by the external contractor are kept in the Safety Adviser's office. The frequency of visits varies depending on the warehouse and freight stored. The temperature controlled warehouse is on a monthly schedule with any follow up visits being conducted within 7 days.

In the event that rodents are sighted the Safety Adviser should be informed so that appropriate action can be taken. All actions taken must be recorded in the contractor's log.

Contractor's reports are assessed and analysed for trends regularly and to decide if the treatment has been effective.

Part Two HACCP Prerequisites

In the event that products are damaged or suspected to be contaminated, the product should be stored away from other areas and the customer contacted. The product should be disposed of in accordance with the waste control policy.

2.9 RECALLS/TRACEABILITY/AUDITS/NONCONFORMITIES

Ferryspeed CI Ltd is focused on freight forwarding and will not have knowledge of food and beverage product recalls issued by manufacturers or suppliers unless specifically informed. Receiving staff do not check product codes or other identifiers. Recall alerts will be a matter for the supplier and end customer within the Channel Islands.

Records of manifests and dates of shipments are documented and maintained and this enables traceability.

Internal and external audits are conducted throughout the calendar year. Internal audits are planned, scheduled and conducted by the Group Compliance Manager and Safety & Quality Adviser. Internal audits are conducted to ensure the effectiveness, efficiency, and compliance of wider operations and the safety of food and beverage products. External audits are conducted by customers as required and by external contractors to maintain certifications.

On arrival freight will be visually checked against the product list and in accordance with operating procedures. Any products that do not comply with product specifications (temperature control/contamination/labelling) should be reported immediately to the Warehouse Manager and the customer informed to enable the correct action to be applied.

Rejected products which have been withdrawn are labelled and segregated from other products. If required, a specialist food waste contractor will be employed to remove tainted products.

Records are kept to log the quantity and nature of non-conforming products, so that traceability of the product can be proven.

2.10 PLANT MAINTENANCE & MONITORING/POWER FAILURE & BUSINESS CONTINUITY

Maintenance of equipment and plant is critical to product safety and quality control. The company HVAC engineer ensures reliability of the refrigeration plant. Plant failure procedures for normal hours and out of hours are detailed in the Operating procedures and all maintenance is logged. Copies of all records are kept by the HVAC engineer.

The freezer and chiller operating areas are automatically monitored by a standalone system provided by Danfoss. Software is monitored by the HVAC engineer, Safety & Quality Adviser and Chiller Staff.

In the event of a refrigeration fault or breakdown the HVAC engineer will investigate and attempt to resolve the issue. If the fault or breakdown is not immediately repairable one of the following will be carried out:

- If a small amount of stock is in the cold store, it will be moved to another cold store.
- If this is not possible, then the stock will be moved into a temperature-controlled trailer until the issue is resolved.
- If the freezer fails, the alternative is to move the stock into a refrigerated trailer.

Part Two HACCP Prerequisites

Ferryspeed CI Ltd has a business continuity plan that covers most eventualities from loss of a system to total operational loss of our Ackworth Road, Portsmouth depot.

In the event of failure of temperature control systems the general manager will assess the repair together with the HVAC engineer and a decision will be made to:

- Short term failure – utilise storage trailers for temporary holding at the designated temperature.
- Longer term failure – transfer the receipt and shipping of temperature controlled consignments to our cold store facility at 23 Brunel Way, Segensworth, Fareham, PO15 5SD.

Operating on the same principles as above, our Jersey operation has two sites – New North Quay and Elizabeth Quay, whilst our Guernsey operation also has two sites – Longue Hougue Lane and Braye Road Industrial Estate.

During periods of disruption due to adverse weather Ferryspeed will ship trailers on the first available ferry. The duty manager will contact the customer and advise the nature of the disruption, the anticipated delay and seek advice.

On occasions when the Channel Islands ports are unavailable due to severe weather conditions the following will take place:

Jersey Harbour closed – trailers will be unloaded in Guernsey for collection by the next ferry that arrives for onward movement to Jersey.

Guernsey Harbour closed – the ferry will sail direct to Jersey and unload the Jersey trailers. The Guernsey trailers will remain on the ferry for return back to Portsmouth for shipment on the next available sailing.

Tidal variations will also affect arrival times but these are known in advance and published on the Condor Ferries Freight Sailing Schedules.

Part Three

Operating Procedures

- 3.1 Operating Procedures**
- 3.2 Glass & Plastic Breakage**
- 3.3 Glass Audit**
- 3.4 Depot Cleaning**
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- 3.7 Site Security**
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- 3.10 Pest Control Plans**
- 3.11 COSHH**
- 3.12 Food Handlers Agreement**



Part Three Operating Procedures

3.1 OPERATING PROCEDURES

Harbour Collection

All drivers collecting trailers from the commercial ferry port are required to check in with Condor staff. This process will allow the vehicle to be checked electronically and enable the trailer to be removed from the ferry port.

Before leaving the ferry port the driver must conduct a walk round of the trailer, checking for any sign of damage.

Depot Arrival

On arrival at the depot, the driver must drive slowly through the yard observing the 10mph speed limit.

The trailer is positioned on one of the bays which have a dock leveller. These bays have traffic lights, and the driver must observe the state of the lights, especially when removing a trailer from the bay. A red light indicates that a trailer cannot be moved.

The bay doors will remain closed until the trailer is fully positioned on the door and the traffic lights changed to red. The loading bay door is then opened and unloading commences.

Off Loading of Trailers

Before any temperature-controlled trailers are offloaded, the trailer temperature should be recorded on Form FSP 6.

The temperature should be recorded via onboard monitoring devices in the first instance, or if none are available receiving staff should use infrared or thermocouple thermometers.

Distribution Vehicle Checks

The loading supervisor is responsible for inspecting all vehicles prior to loading and completing Form FSP1. Product must only be loaded onto appropriate vehicle, i.e. insulated, refrigerated trailers or boxes.

All vehicles must be clean and tidy and free from any strong odours or means of contamination.

Prior to loading the collection vehicle, the load compartment must be checked to ensure the compartment is operating at an acceptable level;

Zero to +5c	Chilled
-25c	Frozen
+8/+10/+12c	Fruit & Veg

Any vehicle not meeting these requirements should not be loaded until the required temperature is achieved.

Any vehicle presented for loading which fails to meet any of the above standards must not be loaded and the Transport Manager informed immediately.

The load is secured in each vehicle with adjustable straps, which are secured to the load locking bars on the sides of the vehicle. It is the driver's responsibility to ensure the load is well secured and will not move in transit.

Part Three Operating Procedures

Trailer security

On completion of loading a trailer the warehouse supervisor will ensure the doors/curtains are secure, locked and a locking seal is fitted with the security number of the seal recorded on the accompanying paperwork.

Traffic Lights

Traffic lights have been installed on the loading bays, and it is essential that the correct procedures are followed by all members of staff.

The lights are installed to enable safe use of the docks levellers and loading bays, and are there to provide a safe working environment, avoid damage to equipment, and avoid personal injury.

All staff are required to note the following operating procedures:

- The light inside the depot is the same as the light on the outside
- The vehicle **MUST NOT** be moved from the loading bay while the light is on **RED**
- If the light is on green, then the vehicle can be moved.
- The dock leveller will not operate while the light is on green
- During daytime working, the lights must be switched to red or green.

After hours, the switch is to be set to the off position.

Dock Levellers

Care must be taking when positioning the vehicles on to the dock levellers, and vehicle should not hit them at speed with the vehicle or use them to stop the vehicle. Lorries with tail lifts must take care to ensure the tail lift goes under the dock leveller without touching it. Once in position, the dock leveller can be operated to give access to the vehicle.

Cold Store Temperature Setting & Monitoring

Frozen

Plant controls for frozen storage areas will be set at -20°C, with a variation of $\pm 4^\circ\text{C}$ in order that a product temperature of at least -21°C or colder is maintained

Chilled

Plant controls for chilled storage areas will be set at +2°C, with a variation of $\pm 1^\circ\text{C}$ in order to maintain product temperature at +1°C to +4°C.

Fruit & Veg

Plant controls for Fruit & Veg storage areas will be set at a temperature ranging from +8 to +12c, with a variation of +-1c in order to maintain product temperature.

If out of limit temperatures are recorded, the Safety & Quality Adviser must be notified and remedial action taken immediately. In addition, the Warehouse Manager must be notified and will monitor the situation until corrective actions are completed.

Should the nature of the out of limit temperature result from a major plant failure the Breakdown Procedure must be implemented without delay. This procedure will be co-ordinated by the Depot Manager.

Part Three Operating Procedures

3.2 GLASS & PLASTIC BREAKAGE POLICY GUIDANCE

In the event of any glass or plastic breakage it is important to ensure that:

- A Team Leader or Supervisor must be informed immediately, who should then ensure the Warehouse Manager is notified.
- All affected products are to be quarantined and the customer informed. Products adjacent to the breakage must be examined and in the event of possible contamination are to be moved to a quarantine area and the customer informed.
- Any glass or plastic fragments must be carefully cleared up and transferred to a suitable container, such as a yellow tote marked "Broken Glass – Take Care".
- All surfaces in the immediate area of the breakage must be carefully wiped with a wet cloth to remove glass fragments.
- Clothing must be checked for glass splinters and changed if necessary.

The whole area following cleaning must be inspected carefully and only declared clear by the Warehouse Manager.

A record must be kept of all breakage incidents and this should include products contaminated (if any), date, time, place and actions taken. Glass breakages must be recorded on the Broken Glass Report (FSP 5) and glass breakage cleaned carefully. All broken glass is to be segregated from all other products.

3.3 GLASS AUDIT

A weekly glass audit is conducted by the Safety & Quality Adviser and findings are recorded within the Glass Audit – FSP 4 Microsoft Forms which is located within the Food Safety SharePoint site. Measures are in place to minimise the risk of glass contamination. The Glass & Plastic Breakage Policy details the procedures to follow should an incident occur, together with corrective actions and records to be maintained.

3.4 GENERAL DEPOT CLEANING

A ride-on sweeper is used to ensure that warehouse floors and canopy areas are clear of dust and small debris. Larger external areas, roadways and kerbsides are cleared by external road sweeper contractors as required. Gulleys and guttering are also cleared of debris as required.

Daily Tasks (internal)

- All internal areas must be swept thoroughly particular attention must be paid to corners and recess areas to avoid any build-up of debris, dirt and dust.
- All empty or broken pallets must be removed to the designated storage areas.
- All discarded pallet wrap or cardboard are to be separated and recycled or disposed of in the skips provided.

Part Three Operating Procedures

Daily Tasks (external)

- All discarded pallets must be returned to the correct storage area.
- All litter or rubbish to be placed in the skips provided.
- All areas to be swept periodically or as necessary to maintain an acceptable standard

3.5 TRAILERS & VEHICLE MAINTENANCE & FUELLING

The company operates a large fleet of tractor units, 44 tonne articulated trailers and smaller delivery vehicles.

The tractor units are maintained on a service schedule with Southway Scania Ltd and the trailers internally by the trailer workshop manager. The Fleet Compliance Manager is responsible for ensuring that the vehicles are serviced as per the schedule, and when they need additional work on them, this is carried out promptly.

Daily walk round checks are conducted by drivers at the start of a shift and this is recorded on FleetCheck. The check list comprises all the major items which should be checked and recorded, including the following;

- Body condition
- Tyre condition
- Lights
- Refrigeration oil and coolant
- Cleanliness of cab and body

Trailer Refrigeration Maintenance

Trailer refrigeration systems are maintained by in-house technicians, with additional services provided by PSR Ltd.

Refuelling of Vehicles

The company maintains a supply of diesel for the fuelling of tractor units, refrigerated trailers and forklift trucks. The diesel fuel is housed in two bunded fuel tanks within the trailer park.

3.6 PEST CONTROL

A pest control programme is operated and monitored by Atalian Servest, which is part of the OCS Group.

A separate folder is maintained for each of the warehouses in the depot and these folders contain the following information;

- A site layout of bait points
- Schedule of visits
- Visit summary
- Pesticide information
- Site inspection reports

Part Three Operating Procedures

3.7 SITE SECURITY

General

Overall site security is the responsibility of the Operations Director: Robin Sykes telephone 07802 264700.

Both the exterior site and interior warehouses are covered by CCTV 24 hours a day. Monitors are situated in managerial offices and security offices.

Offices and warehouses are additionally fitted with intruder alarm systems provided and maintained by **Christie Intruder Alarms Limited (CIA)**.

Fire alarm system systems are provided and maintained by **Christie Intruder Alarms Limited (CIA)**.

Sprinkler systems are fitted in all warehouses and are serviced and maintained by **Solent Fire Protection Services Limited**.

Manned Security

A security presence is provided by **Allied Facilities Limited**.

The security officer is based in the security office at Gate 6 and provides a patrol of the entire site on an hourly basis. He will keep in contact with his office by radio/telephone.

In the event of **any attempted unauthorised access to the site by persons unknown** he will call for assistance from the local Police Authority. Under **no circumstances** is he to physically challenge any intruder without police advice.

Warehouse Security

Certain warehouse operations may also have separate dedicated security personnel stationed within the warehouse from time-to-time, dependant on the type of operation being undertaken. No unauthorised persons are allowed into any part of the warehouses or offices. Visitors must report to the main reception, be signed into the visitor's book and issued with a visitor pass which must be worn and visible at all times.

Visitors must be escorted by their host at all times, the host will be responsible for giving advice on all safety instructions during their time on site.

All persons traversing the site or warehouses **must wear a high visibility vest at all times**.

3.8 TROLLEY/CAGE/PALLET RETURNS

The return to the UK of various forms of pallets and cages is very important. These items are expensive and are vital for the safe carriage of the product.

Each manufacturer/supplier tends to have their own type of cage/pallet, and it is essential that these are sorted in the depot and returned promptly to the UK. Before these items are loaded on to the returning trailers, they should be counted, and the freight office given the shipping details.

Part Three Operating Procedures

3.9 RETURNS

All returns from the Channel Islands are subject to full HMRC clearance and are strictly controlled, which is a time-consuming and expensive process. Dependant upon value and type of product it may be more cost-effective to resell on the island or, in the case of foodstuffs, use the services of the Public Health Department to have the products destroyed on the island.

Ferryspeed accepts all consignments on an unchecked, shrink-wrapped pallet basis and has no knowledge of products or codes within such pallets.

Should a customer request that a consignment needs to be returned to the UK the following process will need to be followed:

The customer or agent will contact **customerservices@ferryspeed.com** (tel: 02392627050 fax: 02392627175) giving details of the consignment to be returned including the date when it was received into the Ferryspeed Portsmouth depot and the customer's delivery note numbers.

A collection note will be required, stating full collection address and full address of the UK owner of the goods.

A copy of the export invoice raised at the time of shipment from the UK to the Channel Islands will be required.

A fully completed Returned Goods Relief Form (RGR) is supplied by Ferryspeed CI Ltd. This must be stamped with the customer's company stamp.

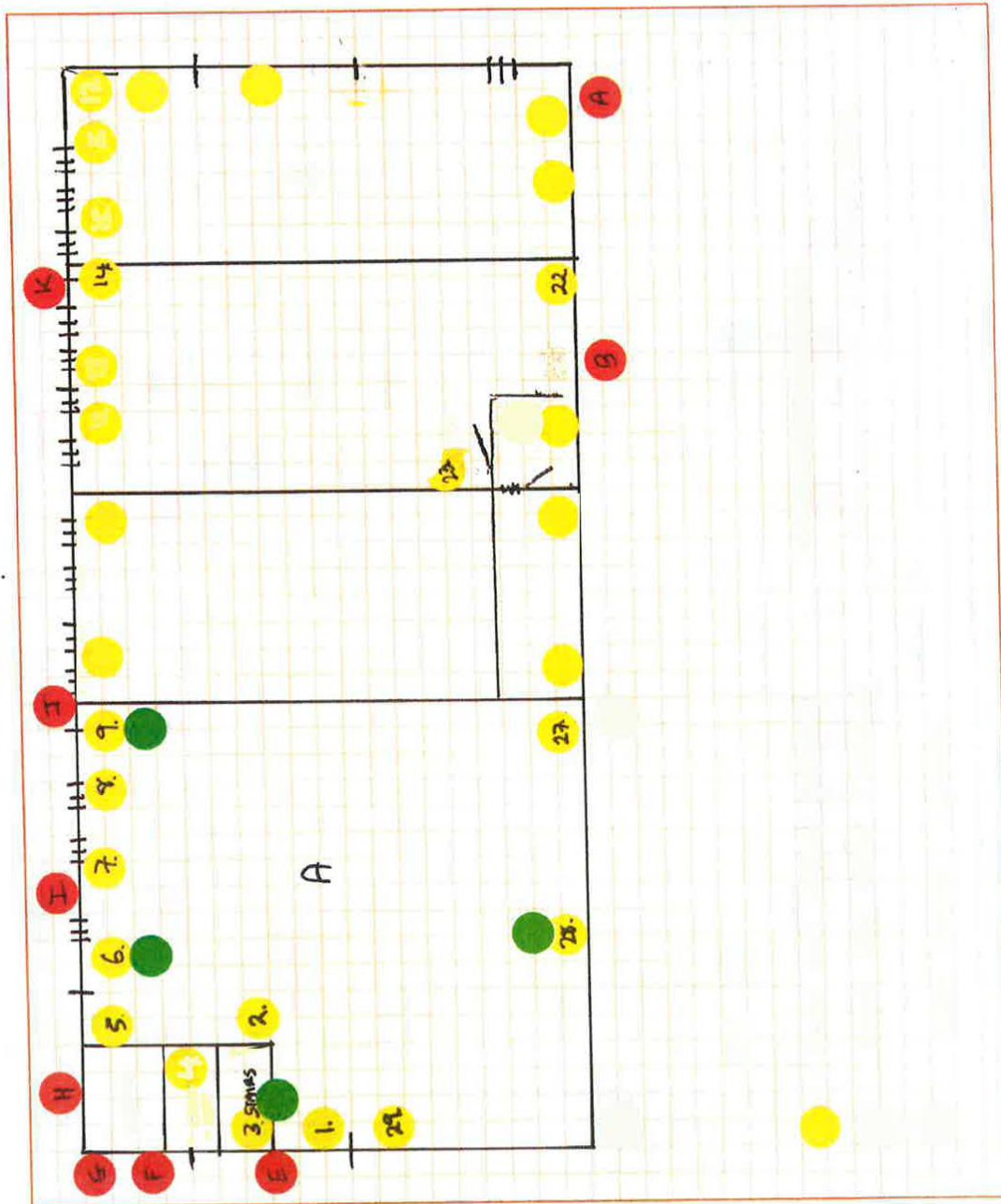
Ferryspeed will require a signed confirmation of acceptance of charges (if applicable).

Upon completion and receipt of all the above paperwork Customer Services will assign a unique tracking number and initiate the collection of the goods in question. Shipment back to the UK will take place on the next available returns trailer at the appropriate temperature.

Upon receipt back into Portsmouth these returned goods will be placed into a holding area and Customer Services will notify the customer when goods are ready for collection.

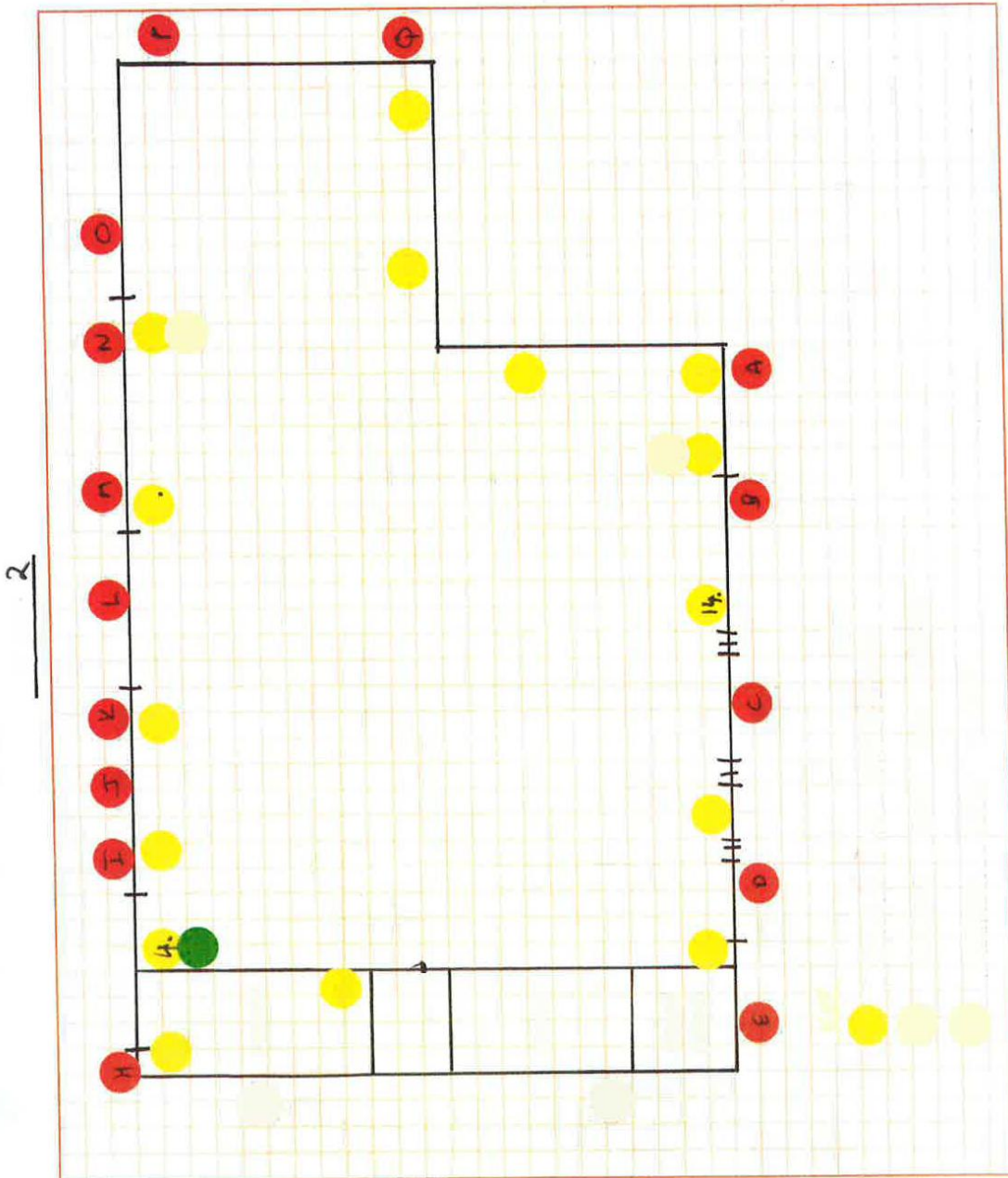
3.10 Pest Control Plans

Shed 1

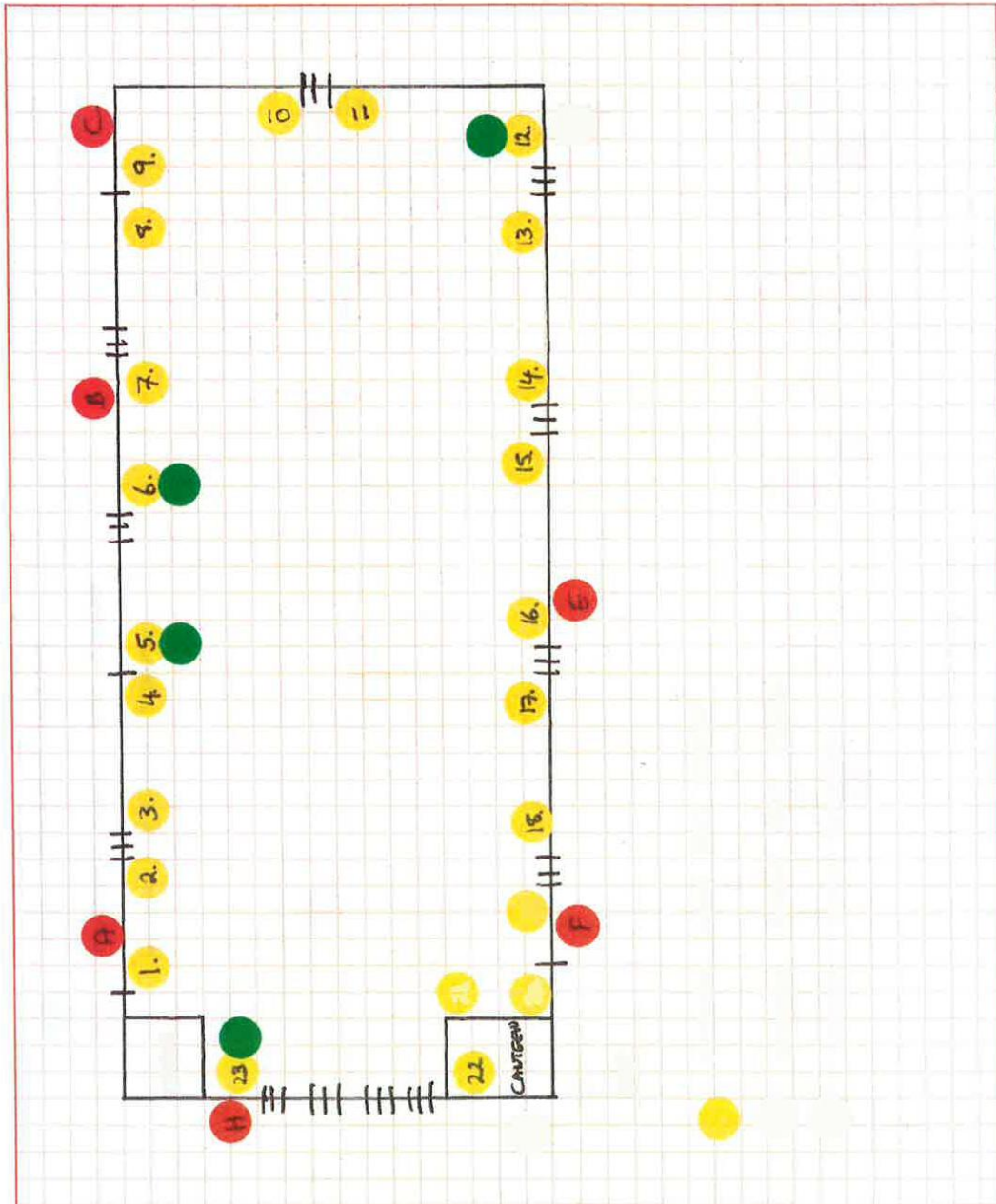


Rodent Toxic (RED)	Insect Monitor (YELLOW)	Fly Control Units (BLUE)	Electric Mouse Monitor (BLACK)
Rodent Non-Toxic (GREEN)	Moth Pheromone Trap (ORANGE)	External Monitors (RED)	

Shed 2

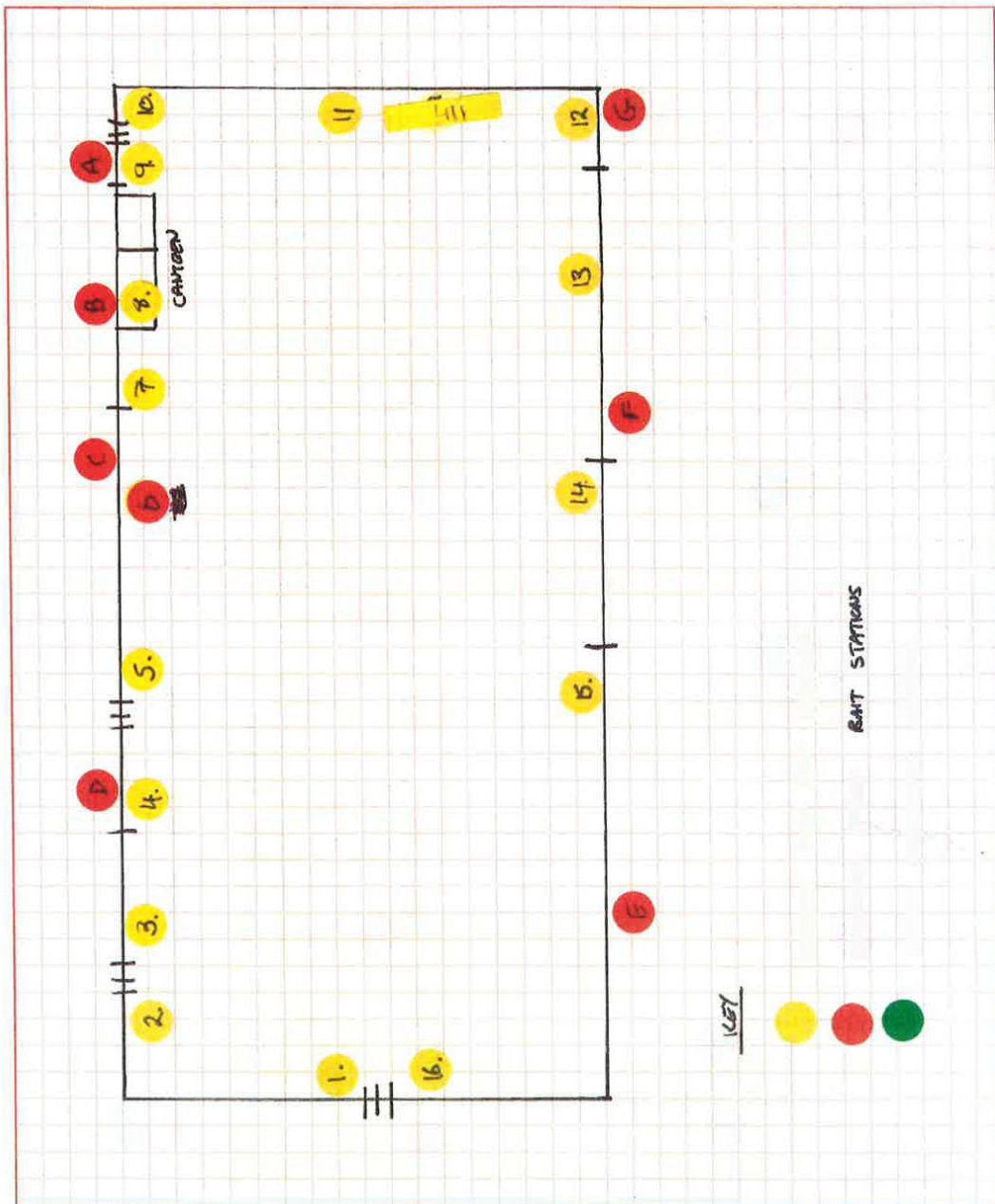


Shed 3



Rodent Toxic (RED)	Insect Monitor (YELLOW)	Fly Control Units (BLUE)	Electric Mouse Monitor (BLACK)
Rodent Non-Toxic (GREEN)	Moth Pheromone Trap (ORANGE)	External Monitors (RED)	

Shed 4



Rodent Toxic (RED)	Insect Monitor (YELLOW)	Fly Control Units (BLUE)	Electric Mouse Monitor (BLACK)
Rodent Non-Toxic (GREEN)	Moth Pheromone Trap (ORANGE)	External Monitors (RED)	

3.11 COSHH

3.12 Food Handlers Agreement

**Part Three
Operating Procedures**

3. 12 FOOD HANDLERS AGREEMENT

PERSONNEL HEALTH AND HYGIENE

1. NEW EMPLOYEES

Employment is conditional upon satisfactory completion of medical questionnaire.

2. REPORTING OF ILLNESS

Certain health problems or the symptoms of food poisoning must be reported to the Warehouse Manager immediately. These include:

Diarrhoea
Vomiting
Feeling unwell after return from holiday
A member of family suffering from symptoms of food poisoning
Septic skin lesions (boils, infected cuts etc, however small)
Discharge from ears, nose or other body area.

Any employee who has reason to suspect that they are suffering or may be a carrier or any of the following:

E Coli 0157
Typhoid
Paratyphoid
Salmonella infection
Amoebic or bacillary dysentery
Staphylococcal infection

Must inform the Warehouse Manager, stay away from work and visit their doctor without delay.

3. RETURN TO WORK

All employees must report to Personnel after a period of absence due to ill health and before commencing work.

4. PROTECTIVE CLOTHING

All employees will be issued with appropriate protective clothing suitable for the tasks being undertaken.

5. STORAGE AND CARE OF CLOTHING

All protective clothing must be stored in an appropriate manner and maintained in a clean/serviceable condition.



EMPLOYEE MEDICAL QUESTIONNAIRE

NAME.....

OCCUPATION.....

ADDRESS

DEPARTMENT.....

.....
.....
.....

(1) Have you ever had or been a carrier of:	
A food borne disease	YES/NO
Typhoid or paratyphoid	YES/NO
Tuberculosis	YES/NO
Parasitic infections	YES/NO

(2) Has any close family contact suffered from any of the above?	YES/NO
--	--------

(3) Have you suffered from any of the following:	
Serious diarrhoea or vomiting	YES/NO
Skin trouble	YES/NO
Boils, sties or septic fingers	YES/NO
Discharge from the ears, eyes, gums/mouth	YES/NO

(4) Please give details of any other medical problems which may affect your employment as a food handler, for example recurring gastrointestinal disorder.

.....

(5) Have you been abroad within the last two years?	YES/NO
Where?	

(6) Should it be necessary, will you agree to provide such specimens that may be required by the Company to ensure that you are not a carrier of any organism which may infect food?	YES/NO
--	--------

I declare that all the foregoing statements are true and complete to the best of my knowledge and belief.

Signed

Part Four

Special Customer Requirements

- 4.1 Yum Brands**
- 4.2 Chilled Temperature Ranges**
- 4.3 Nisa**
- 4.4 Freight forwarding of Pharmaceuticals**

**Part Four
Special Customer Requirements**

4.1 Yum Brands

Yum! is the parent company of the KFC franchise in Jersey. They operate their own comprehensive Distribution Quality Audit system which is independently verified every twelve months by a separate team of auditors working to the guidelines set down by Yum. Ferryspeed CI Ltd will attempt to operate within these guidelines for the delivery of products to the KFC retail outlet in Jersey.

Annually, on or thereabouts to the six-month anniversary of the last independent audit, Ferryspeed is required to conduct its own audit, working to the Yum Distribution Quality Audit Guidelines. This audit will be carried out by The Safety & Quality Adviser and will be comprehensive.

The Operations Director (07802 264700) and the Safety & Quality Adviser (07834 180299) form the Crisis Management Team for the purposes of the Yum! deliveries.

**SPECIFIC HANDLING REQUIREMENTS FOR
KFC CONSIGNMENTS**

In addition to the standard handling procedures, the following process will apply at all times to shipments of KFC consignments.

KFC consignments are currently delivered by Best Food and consignments should be delivered into Portsmouth by 0630. Immediately following on from the standard product temperature checks and booking in procedures, the goods must be transferred into pre-cooled shipping trailers. This process must be completed within 30 minutes of receipt.

4.2 Chilled Temperature Ranges

There are a range of chilled temperatures maintained varying between 2° to 12° depending on the individual customer requirements.

WAREHOUSE OPERATING STANDARDS FOR YUM! PRODUCTS

CHAMBER TEMPERATURES

PRODUCT	LOWEST TEMP	ALARM SETTING	HIGHEST TEMP	ALARM SETTING
CHILLED	1°C	0°C	4°C	5°C
FROZEN	-23°C	-25°C	-18°C	-15°C
FRESH CHICKEN	-2°C	-4°C	2°C	3°C

PRODUCT TEMPERATURES (GOODS IN & LOADING)

PRODUCT	ACCEPTABLE TEMP	SEEK YUM! APPROVAL	AUTO REJECT	LOWEST TEMP	HIGHEST TEMP
CHILLED	1°C - 4°C	4.1°C - 8°C	ABOVE 8°C OR BELOW 1°C	1°C	4°C
FROZEN	-15°C TO -21°C	-14.9°C TO -12°C	ABOVE -12°C	-21°C	-15°C
FRESH CHICKEN	0°C TO 3°C	ABOVE 3°C	SEEK ADVICE FROM YUM!	0°C	3°C

Part Four Special Customer Requirements

4.3 Nisa

There is a requirement to transport GSL medication from Scunthorpe to the Channel Islands via Portsmouth. GSL medication is required to be stored and transported at the temperatures stated on the packaging. The current upper limit for storage and transportation is 25°C with no lower limit. A Standard Operating Procedure document has been developed by Nisa, which indicates the requirements to be followed during periods of hot weather. The most recent document dated 25/05/17 V1.1 is held separately from the Ferryspeed Operational Quality Policy.

4.4 Freight forwarding of pharmaceuticals

Unless specifically requested by the customer all other pharmaceuticals are shipped on ambient trailers. There is, however, the option to ship at +8°C as required.

Part Five

HACCP Plan

**Part Five
HACCP Plan**

Hazards addressed include:

Biological Safety:

To identify the stages where there is potential for microbiological organism to be introduced or where there is potential for growth to ensure that the safety quality of the product is safe to eat and complies EU Regulation No. 2073/2005 on microbiological criteria for foods (as amended by EU Regulation No. 1441/2007) and the final customer.

Physical and Chemical Safety:

To avoid the introduction of physical and chemical contaminants onto ambient, chilled, fresh or frozen food consignments.

Allergen Control:

To avoid the cross contamination of food products containing allergens during storage and transportation. Ferryspeed CI Ltd transport a wide array of food products and as such it is to be expected that any number of the 14 allergens listed in Annex II of the EU Food Information for Consumers Regulation No.1169/2011 and Commission Delegated Regulation (EU) No. 78/2014 amending Annex II to Regulation (EU) No 1169/2011, may be present at any time.

Products handled include:

Pre-packed

Chilled (Fresh and ready to eat)	Temperature requirements	1°C to 5°C
Frozen	Temperature requirements	-16°C to -25°C
Fruit and Veg	Temperature requirements	12°C
Ambient		

A HACCP plan has been prepared in accordance with the legal requirements of Article 5, Regulation (EC) 852/2004 for each product group; identifying relevant hazards to ensure that critical controls are in place at each step, or that corrective action is taken to address nonconformities.

Details of Process:

Products are loaded in the UK and goods will have been checked prior to loading. Products are already picked and sorted and placed in cages or pallets, in accordance with customer orders.

The containers are then sealed, and goods are then kept under appropriate storage conditions until arrival in the Channel Islands. The seal remains intact until arrival at the Island depot.

Responsibility for temperature control rests with Ferryspeed from the point of receipt of the goods.

Responsibility for the physical condition of the goods remains the responsibility of the customer except where they may have been damaged during unloading, in this situation Ferryspeed are responsible.

**Part Five
HACCP Plan**

Details of Process: continued

Monitoring date codes always remains the customer's responsibility.

Customers are usually consulted on most decisions prior to goods being rejected and disposed of. Disposal remains the customer's responsibility unless the fault lies with Ferryspeed. In this situation they remain responsible for correct disposal and documentation of proof of disposal.

Products are received into the depot and moved on cages or pallets to either chilled, frozen or ambient or fresh fruit and vegetables storage.

Consignments received must comply with any relevant temperature requirements and are subject to checking and documentation on receipt.

Details of storage and distribution:

Both frozen and chill short-term storage facilities are available, although only used by a minority of clients.

The temperature of these facilities is monitored 24hrs and refrigeration engineers are on call to deal with breakdowns.

Most consignments are usually dispatched immediately upon receipt or within a minimum period, using temperature-controlled transport.

Products are received, stored, and distributed in their original packaging as received from the customer unless otherwise agreed.

HACCP TEAM

Team Member 1:	Robin Sykes – Operations Manager
Team Member 2:	Louise Armstrong – Accounts Manager
Team Member 3:	Kevan Lee – Warehouse Manager
Team Member 4:	Trevor Lee – General Manager
Team Member 5:	Thom Baxter – Safety & Quality Advisor

Part Five HACCP Plan

Receipt by Ferry Port

Trailers are checked through the Freight gate at the Continental Ferry Port. At the entrance the driver is issued with two white dockets, which the driver will put on one of the dockets the lane that he has left the trailer in. That docket together with the paperwork is handed into Condor Ferries. The driver before leaving the trailer will check the temperature settings on the trailer.

The second white docket is handed back to the freight gate when the driver exits the Ferry Port.

Receipt by Condor Ferries

Condor Ferries then take the responsibility of checking the temperature and that the trailer refrigeration systems are running correctly; this is done firstly by the Condor quay staff and then secondly on loading onto the ship.

The temperatures are taken from the final trailer load list that is given to Condor via the Ferryspeed traffic office.

The ship's load master will decide whether the trailers are loaded on the top or bottom deck of the ship. This has a bearing on whether the refrigeration systems are run on diesel or are plugged into the ship's electrical supply.


Part Six

HACCP Validation

**Part Six
HACCP Validation**

HACCP Plan Validation		
	YES	NO
Is the scope an accurate description of the process?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are flow charts identifying each step in the process?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are all significant hazards addressed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are control measures in place?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are controls working e.g. does corrective action indicate failures in system procedures?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are CCPs justified?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are critical limits acceptable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there procedures for monitoring?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are corrective actions taken consistent with HACCP plan and are they being documented?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are corrective actions in place and understood by relevant staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there adequate records?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SUMMARY		
Are all relevant hazards addressed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does the plan control all hazards if followed correctly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

VALIDATION RECORD	
Validation Carried Out By: T BAXTER	
Position: HACCP TEAM LEADER	
Signed: 	Date of Validation 30/12/24

VALIDATION CHECKS: to confirm that all relevant hazards are being addressed and that the Plan would control the hazards if it were followed.

A validation check should be carried out before the plan is first implemented to make sure it is thorough and accurate. If the plan is in any way incomplete or inaccurate it must be amended. The HACCP Team or an external expert may carry out validations. Validation checks should also be carried out whenever the plan is reviewed.

**Part Six
HACCP Validation**

HACCP VERIFICATION CHECK

BUSINESS NAME:	POLARKOLD DISTRIBUTION LTD
BUSINESS ADDRESS:	VENTURE PARK ACKWORTH ROAD PORTSMOUTH HANTS PO3 5JT
PERSONS RESPONSIBLE FOR VERIFICATION	
1) ROBIN SYKES	
2) KEVAN LEE	
3) TREVOR LEE	
4) LOUISE ARMSTRONG	
5) THOM BAXTER	

This may be carried out by internal or external auditors working for the operator, or by auditors working for or on behalf of the regulatory authorities or retailers.

VERIFICATION: to confirm that the Plan is being followed and the staff are working to their instructions.

A complete check should consist of:

- 1) An evaluation of each part of the plan and how it was prepared using the documentation.
- 2) An on-site review of flow diagrams and operating practices as compared to the plan.
- 3) An examination of monitoring and corrective action records. Microbiological test results will also be relevant.

Checks on different sections of the plan may be carried out so that the whole plan is covered over a period of time. Where a verification report shows it to be necessary, either the plan, working practices or instruction must be changed.

**Part Six
HACCP Validation**

HACCP VERIFICATION RECORD

DATE	TYPE OF DOCUMENTATION OR WORKING PROCEDURE CHECKED	CORRECTIVE ACTION REQUIRED	CORRECTIVE ACTION CARRIED OUT BY	SIGNED
15/01/18	5.1 OPERATING PROCEDURES	Nil	HACCP TEAM	
07/08/18	HACCP PLAN	Allergen hazards considered during unloading, storage and loading procedures.	HACCP TEAM	
05/09/18	HACCP PLAN	Allergen hazards considered during unloading, storage and loading procedures.	HACCP TEAM	
13/05/19	HACCP PLAN	Nil	HACCP TEAM	
06/05/20	HACCP PLAN	Revision of format of HACCP Plan.	HACCP TEAM	
18/01/21	HACCP PLAN	Revision of format of HACCP Plan.	HACCP TEAM	
27/01/22	HACCP PLAN	Revision of format of HACCP Plan.	HACCP TEAM	
11/04/23	HACCP PLAN	Revision of format of HACCP Plan.	HACCP TEAM	
27/12/23	HACCP PLAN	Revision of format of HACCP Plan.	HACCP TEAM	
30/12/24	HACCP PLAN	Nil	HACCP TEAM	

Must include review of: Complaint/complaints
 Corrective action taken
 Monitoring records

Must be vertical and horizontal review of documents

**Part Six
HACCP Validation**

REVIEW PROCEDURE:

BUSINESS NAME:	POLARKOLD DISTRIBUTION LTD
BUSINESS ADDRESS:	VENTURE PARK ACKWORTH ROAD PORTSMOUTH HANTS PO3 5JT
PERSONS RESPONSIBLE FOR REVIEW:	1) ROBIN SYKES 2) KEVAN LEE 3) TREVOR LEE 4) LOUISE ARMSTRONG 5) THOM BAXTER

The HACCP plan must be reviewed at least once a year to check its accuracy.

Each time the review procedure is carried out validation checks should also be carried out.

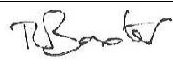
The HACCP plan must be kept up to date and may need to be amended when:

- 1) There are changes to the facilities, to working patterns, to the pre-requisite procedures, to legislation or;
- 2) Information is received about new hazards or best practices;
- 3) There is an unexplained system failure; or
- 4) Microbiological test results or customer complaints indicate that there is a need to improve procedures or training.

**Part Six
HACCP Validation**

HACCP REVIEW

	YES	NO
Does the scope accurately describe the process? If No – amend Plan.	<input checked="" type="checkbox"/>	
Does the process stage correspond to the flow diagram? If No – amend Plan.	<input checked="" type="checkbox"/>	
Are controls valid for each hazard – Microbiological, Chemical, Physical and Allergenic? If No – amend Plan.	<input checked="" type="checkbox"/>	
Do the CCPs remain the same? If No – amend Plan.	<input checked="" type="checkbox"/>	
Are critical limits adequate? If No – amend Plan.	<input checked="" type="checkbox"/>	
Are monitoring procedures still effective for each CCP? If No – amend Plan.	<input checked="" type="checkbox"/>	
Are appropriate corrective actions identified? If No – amend Plan	<input checked="" type="checkbox"/>	
Do records of corrective actions/complaints indicate failure in HACCP plan?		<input checked="" type="checkbox"/>

REVIEW RECORD	
REVIEW CARRIED OUT BY: T Baxter	
POSITION: TEAM LEADER	
SIGNED: 	DATE OF REVIEW: 30/12/24

AMENDMENT REQUIRED: No

VALIDATION COMPLETED:

DATE OF NEXT REVIEW: December 2025
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(If no, continue to validate Plan) (If Yes, change Plan then carry out validation)

Yes or No