



Service Level Agreement
Hoogwegt &
Logistic service provider (transporter)

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1. General provisions

The main objective of this Service Level Agreement is to educate your company on the procedures that we require our transportation providers to execute when our materials are being transported. These procedures are intended to ensure that the quality and food safety of our products is protected and preserved.

These guidelines are expected to be applied by brokers and direct carriers. For this reason, brokers are required to communicate this set of guidelines with their direct carriers on behalf of Hoogwegt.

1.1 Purpose

The purpose of drawing up this working document is to record the agreements on how Hoogwegt and TRANSPORTER will cooperate. The recording of these agreements in a working document is the first step towards adding detail to and implementing agreements that have been made. In doing so, Hoogwegt and TRANSPORTER are taking a major step towards enabling communications and procedures to run as smoothly as possible and to align these. The cooperation throughout the whole chain can be better aligned by parties and will be improved, which should in the end result in higher efficiency and effectiveness for both Hoogwegt and TRANSPORTER.

1.2 Scope of application

This document describes the agreements between Hoogwegt and TRANSPORTER on how they will cooperate with regard to the delivery of products and services.

The scope is the safeguarding of the entire process of delivery and receive, so that this is done in the correct manner so that the quality of the product remains optimal and the failure rate remains as low as possible.

Every step in the chain must do everything it can to achieve this. The procedure described below is specifically for TRANSPORTER.

The scope of this document is relevant for the following Hoogwegt Entities:

- Hoogwegt International
- Hoogwegt Cheese
- Hoogwegt Milk
- Havero Hoogwegt
- Rumi
- Hoogwegt Poland

2. Road transport conditions

2.1 Certification

2.1.1 Food

The Transport company must work according to current EU Food Safety Regulations including HACCP. When the company is certified, please share your certificates with Hoogwegt.

2.1.2 Feed

The TRANSPORTER is preferable certified under GMP+, Qualimat or QS or approved as in GMP+ BA 10 Purchase.

In the event the certification is renewed, but in any case once a year, the service provider will send a copy of the valid certificates to the quality department of Hoogwegt.

2.1.3 Food/ Feed Fraud and Defense

Carriers are expected to communicate any fraudulent activity, or when trailers are not properly locked or when seal is missing.

Carriers should use only vehicles and equipment that are designated for the transport of food or feed materials.

2.1.4 Deviations

Carriers are expected to communicate about any damage in the trailer or other problems such as infestation, chemical contamination that could put in risk the food safety of our materials.

3. transport

3.1 Tank trucks food (liquid)

Only food grade tank trucks are made available, unless otherwise agreed. The tank trailers must be marked with „Foodstuffs only“ / „Nur für Lebensmittel“. The inside of the tanker is clean and undamaged. The tank trailer is always in a visually clean and perfect condition from the outside.

3.2 Tank/Silo trucks feed

Only tank trucks are made available, must be covered by the scope of the company's GMP+, Qualimat or QS Transport certification. The inside of the tanker is clean and undamaged. The tank trailer is always in a visually clean and perfect condition from the outside.

3.3 Silo truck Food (powder)

Only food grade tank trucks are made available, unless otherwise agreed. The tank trailers must be marked with „Foodstuffs only“ / „Nur für Lebensmittel“. The inside of the tanker is clean and undamaged. The tank trailer is always in a visually clean and perfect condition from the outside.

3.4 Truck transport of packaged food or feedstuffs

Carriers must maintain vehicles and equipment in sanitary condition for the transportation of food or feed materials

The inside of the truck trailer is clean (broom clean) and undamaged. The truck trailer is always in a visually clean and perfect condition from the inside, taking into consideration their cargo worthiness, security, safe handling, and non-contamination or infestation of cargo.

Carriers should take measures to ensure that previous loads/materials do not make our materials unsafe. These measures could include: check trailers are clean and no other materials or its traces are present in the trucks before loading our products.

3.5 Container transport of packaged food or feedstuffs

Container are only aloud to load when those are met the following requirements:

- **Clean**

The container must be sweep clean. Sweep clean means that the container may not contain any loose particles (whether or not from previous loads). Therefore, the container

should be thoroughly visually inspected with sufficient light and, if necessary, manually swept.

- **Dry**

The container must be delivered seaworthy. Therefore, the rubbers must be in excellent condition and there must be no defects such as holes in the container.

The moisture content of the wooden floor should not exceed 20% (average of two measurements). At $\geq 20\%$ the floor must be covered with cardboard. If the value is $\geq 45\%$, the container is rejected.

Under no circumstances is it allowed to wet clean containers and then release them for HOOGWEGT. If the container floor needs to be treated/cleaned, then only (in EU) legally approved products may be used. Under no circumstances should chlorophenols be used.

- **Odourless**

In view of the fact that our product absorbs odors to a great extent, abnormal odors should be avoided. The closed container should be checked for abnormal odors immediately after opening. Examples of unacceptable odors are: tobacco, fishy smell and "chemical smells"

- **CSC**

Containers must be provided with a valid CSC plate.

- **Conditions of containers**

All containers used must be suitable for the transport of foodstuffs.

The following specific checks must be made, namely;

- Check for holes: No light should be visible in a closed container.
- Ventilation holes must be closed with air-permeable tape.
- Loose rust and/or paint is not allowed.
- When loading, an extra check for vermin must be carried out.

3.6. Cleaning of tank truck feed/food

The tank trailer including accessories are properly cleaned before each loading. According to the legal regulations on food hygiene, especially the European Food Hygiene Regulation (Regulation (EC) Nr. 852/2004), tank trucks are cleaned in such a way that there is no negative impact on the freight. The tanker arrives at the loading point cleaned and sealed. When loading a cleaning certificate must be presented. The cleaning certificate must contain the cleaning method, the cleaning agent and the last 3 products loaded (no forbidden loads present). A copy of the cleaning certificate must be handed in at the loading and unloading points. One copy must be available at the transporter.

3.7. Seals

The respective vehicle must have the possibility to be secured with numbered seals (or lock) in such a way that manipulation of the product to be delivered can be excluded.

Carriers are expected to maintain the security of our materials at all times. For this reason, seals and locks are required to be placed on all trailers/containers doors unless otherwise agreed. Doors are only to be opened at designated consignees on the transportation notice. In the event doors are opened at a location other than designated, transportation providers should communicate this first to a Hoogwegt representative.

3.8. Use of external companies

If external companies are used, our transport conditions must be forwarded to them.

3.9. Reference numbers

The Hoogwegt loading reference number and the customer purchase order number, specified in the transport order, must be documented on the delivery documents.

3.10. Documentation

The signed CMR must accompany the invoice and should preferably be send by e-mail.