

Kraft *Heinz*



Global Packaging Standard

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GLOBAL KRAFT HEINZ PACKAGING STANDARD

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INTRODUCTION

Packaging is an important material used in the Kraft Heinz Processing facilities.

Packaging is not only used to contain the product but also to communicate perceived values of the product itself. The fact remains that no matter how carefully the products are manufactured, if the packaging fails the product fails.

This Standard has been developed to enable the auditing of Packaging Suppliers, for Kraft Heinz, to a common standard, regardless of the country or origin of the packaging materials.

A Vendor Questionnaire is available to enable the suppliers to self-assess themselves against the requirements of this Standard.

REQUIREMENTS OF THE STANDARD

The Packaging Standard requires:

- A formal Risk Analysis
- A documented Quality System
- A documented Hygiene System
- Anti & Cross Contamination Protocols
- Formal procedures, inspection and sampling plans to control all processes
- Product security and the integrity of the packaging material

Exemptions:

Exemptions to any of the clauses of this Standard must be formally requested from Kraft Heinz and must be demonstrated via the Risk analysis. Exemptions will only be granted if the Risk analysis demonstrates that there will be no increase in risk to the Kraft Heinz Operations, Brand and Finished products.

No specific format has been allocated for the Exemptions Requests, but it must have the following information as minimum: clause number, reason for request, risk analysis for the specific Kraft Heinz product(s), position in the Company of the person making the request and date of request.

Ancillary Packaging Materials:

Ancillary Packaging Material suppliers must comply with the requirements for a Secondary Packaging Supplier of the following sections:

- 1.3 Quality Manual
- 1.5 Change Control
- 3.0 Risk analysis
- 5.0 Specification Control
- 7.0 Process Control
- 8.0 Anti and Cross Contamination
- 9.0 Storage and Warehousing
- 12.0 Pest control
- 14.0 Document Control and Records.

Ethical trading and the Environment:

This Standard assumes that all Packaging Material Suppliers for Kraft Heinz comply with our “Supplier Guiding Principles”, which state our high level requirements and emphasise good workplace policies that comply with local labour laws, as well as applicable environmental laws. The document is available on our Corporate Web Site.

FORMAT OF THE STANDARD

This Packaging Standard has been devised in tabular format.

Sections 1- 3 has two columns.

- All Materials
- Good Practice Recommendations

The clauses of these sections of the standard are required for all packaging materials supplied to Kraft Heinz. The items in the column “Good Practice Recommendations” indicate some of the elements expected to be in place to fulfil compliance with the relevant clause of the standard on that row.

From Sections 4 through to 14, there are 4 columns:

- All Materials
- Primary and High Care Packaging
- High care Packaging
- Good Practice Recommendations

The clauses in the column “All Materials” apply to all packaging except where otherwise stated.

This Standard will be reviewed and re-issued on a regular basis on the Kraft Heinz Web site and it will be identified via a version number and issue date.

THE STANDARD

SCOPE

This Packaging Standard shall apply to all suppliers and converters of packaging for all Kraft Heinz sites and affiliates globally.

MINIMUM REQUIREMENTS

This Packaging Standard covers the minimum requirements of Quality & Hygiene Management Systems and Process control. It is mandatory for all Packaging Suppliers to Kraft Heinz sites and Affiliates globally.

All packaging suppliers must meet a minimum of 50% compliance in each of the sections and have an overall compliance score of 75% to be considered for approval.

This Packaging Standard does not replace legal requirements. If there are requirements of higher standards for any specific materials or regions these higher standards will apply and will over write the relevant clause.

Materials in contact with food must comply with relevant legislation on food contact and migration levels. Kraft Heinz reserves the right of requesting evidence, from the suppliers, that these requirements are met.

MINIMUM IN LINE INSPECTION REQUIREMENTS

The following are the minimum requirements for in line inspection:

Material	Requirement
Tin Plate	Pin hole detector
Cans	Weld monitor, leak tester, bar code reader for printed cans
Can ends	Camera inspection system
Labelled Composite Containers	Leak tester, barcode reader, camera inspection.
Glass Containers	Inspection equipment for: Side Wall, Base, Finish (including sealing surface) and inverter/ reverter equipment.
Metal Closures	Camera inspection system
Plastic Containers	Leak tester and / or camera inspection system
Plastic Closures	Liner detection system presence and orientation (where applicable)
Glued Cartons	Bar code and / or lap code reader

Exceptions to the above minimum in line inspection requirements must be formally agreed with Kraft Heinz.

ADDITIONAL REQUIREMENTS FOR PRINTING SUPPLIERS

Printed Packaging Suppliers shall comply with the requirements of the "KRAFT HEINZ PRINTED PACKAGING CONTROLS – GLOBAL TECHNICAL REQUIREMENTS".

All Materials:	Good Practice Recommendations:
1.0 Quality Management	
1.1 Policy Statement	
The Company shall have a quality policy and mission statements clearly defined.	
1.1.1 The policy shall state the Company’s commitment to meet its obligations in manufacturing safe packaging, in meeting its customer’s requirements and to strive for continuous improvement.	
1.1.2 Senior Management shall demonstrate commitment in implementing the Quality Policy.	The Quality Policy should be reviewed on an annual basis to ensure that it is still appropriate and meets the needs of the Company.
1.1.3 The policy shall be communicated to all employees and implemented accordingly.	
1.2 Organisational Structure	
The Company shall have an Organisational Structure that defines job function, responsibility and reporting relationships of all employees involved in the implementation of this Packaging Standard.	
1.2.1 Top management has the responsibility for the implementation and maintenance of the Company’s Quality System.	
1.2.2 Top management shall ensure that all personnel are aware of their responsibilities and that assessments are made on a regular basis to monitor effectiveness and identify training needs.	Job descriptions, performance reviews. It is recommended that reviews are undertaken on an annual basis, so that planning can be undertaken for required training.
1.2.3 Top management shall ensure that effective communication processes are established within the organization and that communication takes place regarding changes in packaging legislation and other requirements.	Communication through team briefs or notice board bulletins, for changes to either: Packaging Directives. The Packaging (Essentials Requirements) Regulations. Migration maximum levels allowable.

All Materials:	Good Practice Recommendations:
1.3 Quality Manual	
The Company shall maintain a Quality Manual setting the Company's Quality System.	
1.3.1 The Company shall have a documented Quality System to control the processes of materials supplied to Kraft Heinz and capable of validating a Certificate of Conformance and is compatible with ISO 9000 or equivalent	
1.3.2 The Scope of the Quality System shall be defined and must cover all operations from the receipt of raw materials, through processing to delivery to the Kraft Heinz premises.	
1.3.3 The Quality Manual shall include direct links to Work Instructions and Test Methods used to achieve the requirements of the Kraft Heinz Specifications consistently.	
1.3.4 The requirements described within the Quality Manual shall be fully implemented.	
1.3.5 The Quality Manual must be readily accessible to all personnel.	Company web site or shared drive- Documents should be available on a read only basis. Work instructions relevant to the process step should be available at the workstation.
1.3.6 Quality procedures, Work instructions, Test Methods and Processes must be audited on a regular basis to monitor compliance and to identify opportunities for improvement.	Each process and each section of the quality manual should be audited at least once a year.
1.3.7 Management shall review the Quality Manual annually or if there are any significant changes to the manufacturing process to ensure continued suitability and effectiveness. Review meetings and actions must be documented.	Management review should be undertaken according to an established protocol which should include agenda, list of attendees and meeting minute format.
1.3.8 Procedures must be in place to notify Kraft Heinz in the event of a major incident or out-of-control situation that will affect the quality of the packaging material or continuity of supply.	Communication with customers, in the event major incidents or out of control situations should be part of the internal Crisis Management System / Disaster Recovery Plan. A list of customer contacts should be included in the crisis management system.

All Materials:	Good Practice Recommendations:
1.4 Traceability and Product Withdrawal	
The Company shall have systems to enable tracing materials from source to final product and final product withdrawal	
1.4.1 The Company must have a system in place to trace all materials from source to finished product. The system must be challenged at least once a year.	
1.4.2 A finished product withdrawal procedure must be in place. The procedure must be challenged at least once a year	The function of the product withdrawal procedure should be different from the uplifting of non-conforming product. The withdrawal procedure should be applied when functional defects can affect the integrity of the package that could cause product to spoil or injury to the end user. The withdrawal procedure should also include reconciliation of products used and those not used. All communications with the customer must be recorded including starting and finishing times. The challenge exercise should reflect the worst case scenario that may affect the business and ideally involve more than one customer.
1.5 Change Control	
The company must not make any changes affecting the scope of approval to supply materials to Kraft Heinz or that may affect the specification, functionality or quality of the materials without written authorisation by Kraft Heinz.	
1.5.1 The Company must not undertake any change that affects the scope of the Kraft Heinz approval without prior agreement with Kraft Heinz. Changes must be documented and risk assessed.	A formal change control process should be established, documented, implemented and maintained throughout the business. This includes, but is not limited to: <ul style="list-style-type: none"> ○ Determining the need for change ○ Documenting the proposed scope of change ○ Initiating a review of associated risk analysis and operational codes of conduct ○ Assessing the risk to identify the controls required ○ Approving the change by authorized personnel ○ Preparing and implementing the change and approved controls ○ Validating the change ○ Reviewing and updating documentation ○ Communicating the change ○ Retaining change control records
1.5.2 No changes to specification shall be undertaken without the formal agreement with Kraft Heinz. This includes the physical and chemical properties of the material, storage and delivery requirements, functionality and quality attributes.	Where temporary changes to specification are required these changes may be documented in the form of “contrary to Specification”, but should be directly linked to the specification and must have a definitive validity date. Specification review should be undertaken at the end of the validity date of the contrary to specification.

All Materials:	Good Practice Recommendations:
<p>1.5.3 The Company shall advise Kraft Heinz (Purchasing and Quality departments) of any significant changes to the Quality Management System. Significant changes include, but are not limited to:</p> <ul style="list-style-type: none"> ○ Changes in facility accreditations ○ Development of integrated systems ○ Change of quality manager 	
<p>1.5.4 Major changes to the manufacturing process, building, equipment or materials must be controlled. As a minimum, a risk analysis of the changes must be completed, and the manager responsible for the process must sign off the change as presenting no additional risk to compliance with Kraft Heinz specifications.</p>	<p>Tooling and moulds are considered an integral part of the manufacturing process and should not be modified without prior agreement with Kraft Heinz. New tooling replacement should always be communicated with relevant start date of its usage.</p>
<p>1.5.5 Subcontracting the production of materials for Kraft Heinz must not be undertaken unless it is specifically and formally agreed with Kraft Heinz.</p>	<p>If subcontracting is agreed with Kraft Heinz, it is the responsibility of the Vendor to ensure that the subcontractor complies with the requirements of this Standard.</p>
<p>2.0 Hygiene Management</p> <p>Senior Management shall define the Company's Hygiene policy and ensure that it is documented, communicated to all employees, visitors and contractors; and that it is implemented and maintained.</p>	
<p>2.1 A hygiene manual shall be in place detailing the Company's policy on Hygiene, including all procedures used to uphold the policy.</p>	
<p>2.2 A senior manager must be appointed to be responsible for the hygiene system.</p>	
<p>2.3 The manager responsible for Hygiene shall have the authority to implement the Hygiene policy. A designated deputy must be appointed to provide cover for his absence.</p>	<p>The appointed manager should be educated to an adequate level in hygiene management. Training should be recorded together with relevant certificates. The deputy manager should have the same qualifications as the designated manager.</p>
<p>2.4 Regular meetings shall be held by senior management to review the hygiene system to ensure adequacy. Meetings and action points must be documented.</p>	
<p>2.5 The requirements of the hygiene system must be communicated to all personnel who shall be responsible for completing and recording the relevant tasks.</p>	<p>Production supervisors and team leaders should ensure that all personnel is trained and comply with the Company's Hygiene Policy.</p>
<p>2.6 Hygiene audits must be carried out on a regular basis to monitor compliance with the Policy and to identify opportunities for improvement.</p>	

All Materials:	Good Practice Recommendations:
<p>3.0 Risk Management</p>	
<p>A formal risk analysis shall be undertaken and maintained to ensure that all hazards to consumer safety and material integrity are identified and appropriate controls established.</p>	
<p>3.1 The Company shall conduct a formal Risk Analysis on the entire process from receipt of raw materials to dispatch of finished goods.</p> <p>The analysis must consider:</p> <ul style="list-style-type: none"> ○ all contamination risks (chemical, microbiological, and foreign objects) ○ all packaging defects that are critical to customer and consumer safety and that may affect brand reputation ○ all packaging defects that are critical to subsequent processing ○ all packaging defects that would render the material unfit for purpose 	<p>A multi-disciplined team should be established. The team should comprise of experts on:</p> <ul style="list-style-type: none"> ○ Risk analysis or FMEA ○ The processes being analysed ○ Good manufacturing practices ○ Project planning and management skills ○ Statistical process control ○ Problem solving ○ Communication and training skills <p>On printed materials the risk analysis should include the pre-press activities, cylinder and printing plate management and also opportunities for mixing designs/ control of allergens.</p> <p>The risk analysis should also include current food contact regulations.</p>
<p>3.2 The Risk analysis must be reviewed at least annually and when changes to process or equipment are undertaken, to ensure that it is functional and up to date.</p>	<p>The Risk analysis should also be reviewed after each incident to verify the cause of failure and review controls to avoid recurrence.</p>
<p>3.3 The risk analysis shall include the following minimum criteria:</p> <ul style="list-style-type: none"> ○ Establish and validate the process steps ○ Identify and record all risks for each process step ○ Establish the cause of the hazard and the likelihood of occurrence, level and limits ○ Establish controls and monitoring procedures ○ Identify actions required to bring the process under control 	
<p>3.4 The Risk analysis shall be linked to the Quality and Hygiene systems via the control measures, monitoring procedures and corrective actions.</p>	

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
4.0 Production Facilities:			
4.1 Perimeter and grounds			
All grounds within the site shall be maintained in good condition to minimise the risk of contamination.			
4.1.1 The surrounding areas of the factory must be maintained clean not to become a source of contamination.			
4.1.2 A clear and clean area must be provided along external walls of production and storage facilities. Vegetation must be controlled regularly.	4.1.3 The immediate surroundings of the building (0.5m, 18 inches) must be hard standing surface or finished with pea gravel or similar materials. Grass to be kept short (5cm, 2 inches) is acceptable.		
4.1.4 Access points, silos, drains, pipe work, ducts, ventilation openings, cable entry, etc., must be adequately sealed and proofed to prevent pests entry.			
4.1.5 Drainage must be adequate and must flow away from the production areas.	4.1.6 Walkways and roads must be of hardwearing and durable surfacing.		
4.1.7 Raw materials stored outside must be protected from contaminants.			
4.1.8 External storage of waste and refuse must be contained and controlled in designated areas.			
4.1.9 The site must be secured at all times and movement within the site controlled to ensure no unauthorised persons have access to the premises.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p>4.2 Building Fabric</p>			
<p>The fabric of the buildings shall be suitable for the intended purpose and use.</p>			
<p>4.2.1 Buildings must be of sound construction and adequately maintained to reduce the risk of contamination and protect from rodent and pest entry.</p>			
<p>4.2.2 All areas, including suspended ceilings, must be accessible for inspection and cleaning.</p>			<p>Suspended ceilings should be avoided whenever possible.</p>
<p>4.2.3 Internal surfaces of buildings, including pipe work and overheads shall be maintained in good condition and be subject to routine cleaning schedules.</p>	<p>4.2.4 Walls in production areas must be of suitable finish to enable effective cleaning.</p>		
<p>4.2.5 Entrances, doors and windows must be fitted with means of preventing pest entry into manufacturing and storage areas.</p>	<p>4.2.6 Windows within the production area must be made of shatterproof glass or toughened plastic.</p>		<p>Self-closing doors should be used whenever possible and maintained closed when not in use. Where the glass in windows and doors is not shatterproof, it is acceptable to cover it with a protective film. Wire mesh glass is considered shatterproof.</p>
<p>4.3 Layout and Process Flow</p>			
<p>The plant layout must be designed and maintained to control the risk of contamination and cross contamination of products.</p>			
<p>4.3.1 The Layout must be adequate to enable effective maintenance and cleaning.</p>			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
4.3.2 The layout must provide for a logical flow of work from raw materials to finished product.			
4.3.3 Exposed raw materials, work in progress, and finished products shall be handled in the appropriate designated areas and must be covered whilst in storage or waiting for the next process step.	4.3.4 Air handling systems must be designed so that they cannot contaminate the products with condensation or dust.		
4.4 Production equipment			
Equipment shall be installed and maintained to manufacture products of consistent quality and to reduce the risk of product contamination.			
4.4.1 All equipment must be sited to ensure access for cleaning and decontamination.			
4.4.2 Equipment including conveyors, fixtures and fittings, must be designed, built and located so that they do not present potential hazards to the product.	4.4.3 Inspection equipment and line invertors must be designed and installed to ensure that the rejected materials and/or contaminants do not re-contaminate inspected/reverted goods.	4.4.4 Production equipment shall be installed to ensure production is undertaken under consistent good conditions and to minimise the time goods are exposed to the environment.	
4.4.5 Wooden furniture must be maintained clean and splinter free.	4.4.6 Wooden furniture used must be sealed so that can be cleaned effectively.	4.4.7 Wooden furniture must not be used in production areas.	Wooden furniture includes: desks, chairs, work tables & shelves

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
5.0 Specification Control			
The company shall ensure that there are documented and agreed specifications for raw materials and finished products.			
5.1 Materials used to manufacture goods for Kraft Heinz must be documented in agreed specification and from approved suppliers.	5.2 Inspection of materials must be undertaken annually to validate the certificates of conformance or certificates of analysis.		The supplier is required to determine the type of testing carried out on materials to validate certificates.
5.3 Packaging Materials for Kraft Heinz must be manufactured, packed and palletised according to formal agreed specifications.			The agreed specification can be issued by Kraft Heinz or prepared by the supplier. Specifications must be accurate and must ensure compliance with safety and legislative requirements. Suppliers should ensure that their specifications match those issued and agreed with Kraft Heinz. Where the “Vendor Agile Portal” or “Ark” is used, the supplier must ensure that their specifications match those in the system.
5.4 All material specifications and the Kraft Heinz specifications must be controlled documents and be part of the internal document control.			
5.5 Raw material specifications must be reviewed annually for any updates. Kraft Heinz specifications must be reviewed annually with the relevant contact to ensure versions are still current.			The review should cover raw material specifications and finished product. The review of the finished product specifications must be undertaken with the relevant Kraft Heinz Personnel. The Supplier should review their held Kraft Heinz specifications against those posted in the internet supplier portal if provided by Kraft Heinz.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p>6.0 Maintenance and Services</p> <p>Maintenance plans shall be in place and reviewed on a regular basis to ensure that they are suitable for purpose.</p>			
<p>6.1 A preventative maintenance programme must be in place for all equipment and the buildings fabric. The maintenance plan must include effective cleaning of equipment.</p>	<p>6.2 Food grade lubricants must be used where there is a risk of contamination of the finished products. Lubricants must be free from known allergens and allergenic derivatives.</p>		<p>Leaks should be repaired as soon as possible, but immediately if there is a risk of contaminating materials</p>
	<p>6.3 Compressed air that comes in contact with packaging must be filtered and free from oil.</p>	<p>6.4 Treated water must be used for cooling packaging that will come in contact with food.</p>	<p>Absorbent materials should only be used on a temporary basis and absorbent pads are preferable to granules</p>
<p>6.5 Temporary repairs and modifications (for example adhesive tape engineering) must be controlled and logged with the dates when permanent repairs will be completed.</p>		<p>6.6 Temporary repairs shall not be permitted.</p>	
	<p>6.7 Wooden equipment used must be sealed so that can be cleaned effectively.</p>		<p>Equipment with wooden components is permissible provided that they do not pose a risk of contamination. This clause refers to equipment rather than “wooden furniture” (see 4.4.7)</p>
<p>6.8 Maintenance work should be screened where there is a risk of contamination. Tools and debris must be cleared away after the work has been completed.</p>	<p>6.9 Catch mats or pits must be present if there is a risk of transferring swarf or other contaminants from the workshop to the production areas.</p>	<p>6.10 Foot sanitizers must be placed at the entrance of the production halls.</p>	<p>Full Hygiene clearance should be completed after maintenance repairs are completed. After Maintenance the line should be signed back to production. Work should be monitored and approved after completion</p>
<p>6.11 Contractors must sign an agreement that they will comply with the company hygiene rules and medical requirements.</p>			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
7.0 Process Control			
Adequate controls shall be in place to test, monitor and challenge the quality output of each of the processes.			
7.1 Inspection or monitoring protocols must be in place for all incoming goods.	7.2 Certificates of conformance and/or certificate of analysis are required for all materials where inspection, testing or routine process audits are not undertaken.		Certificates should be retained for a minimum of four years.
7.3 Procedures must be in place to control the process at each stage to prevent the occurrence of critical, functional defects and defects that are critical to subsequent processing. Process control data must be made available to Kraft Heinz upon request.			Only prime tinplate is acceptable to produce cans, ends and closures for Kraft Heinz products. Mercury welding rolls can be used provided there is a suitable maintenance and recording process. Discon welding rolls are preferred.
7.4 The process flow must be designed to ensure that raw materials, work in progress and finished products are adequately segregated and controlled.			
7.5 Inspection and sampling plans must be in place to monitor that the process is under control and meeting the requirements of the Kraft Heinz Specification. The sample size and frequency must reflect the process capability. All types of inspection and actual dimension readings must be recorded.	7.6 Equipment, capable of 100% inspection, must be used to detect and reject containers, closures, ends and tinplate with gross and critical defects or to prevent mixing of printed components. Challenging protocols must be in place to check inspection and rejection efficiency.		See section: MINIMUM IN LINE INSPECTION REQUIREMENTS: (Page 5)

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7.7 Inspection stations must be provided. Lighting must be adequate for the type of inspection that needs to be carried out.			Lighting should be adequate for the inspection being undertaken and comply with minimum recommended of 500 Lux.
7.8 Equipment used to calibrate, monitor and control the process quality output must be calibrated and, where possible, traceable to a recognised National Standard.			
	7.9 Lines must be covered, post the last internal contamination inspection equipment and up to the palletiser or sealed finished packaging, to reduce the risk of subsequent contamination.		
7.10 A positive release protocol must be in place. All products must be positive released.			Positive Release can be undertaken at a normal production meeting where all records can be examined to ensure that all tests have been carried out and are acceptable. This must be formally confirmed by a person of supervisory level.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p>8.0 Anti & Cross Contamination</p> <p>Controls shall be in place to control all types of contamination and cross-contamination of products.</p>			
<p>8.1 Line clearance procedures and anti-mixing protocols must be in place to ensure that there will be no cross contamination of finished products. These activities must be recorded.</p>			<p>The line clearance needs to cover all stages of processes and include work in progress and any re-work operation. All materials from a previous order need to be removed from the line.</p> <p>Areas on the line where there is a risk of packaging hanging or being trapped need to be identified, and clearance of these high risk areas need to be recorded individually. It is expected that these areas would have been identified in the risk analysis.</p>
<p>8.2 Procedures to control glass, brittle plastics, ceramics and sharps must be implemented and monitored on a regular basis.</p>			<p>The company policies should clearly state how glass, brittle plastics, ceramics and sharps are controlled. The company should communicate to personnel that they cannot bring any glass, brittle plastics, ceramics and sharp items into the site that are not under the company's control.</p>
<p>8.3 A Glass Breakage Procedure must be clear on actions that need to be taken in the event of a breakage and what product to hold.</p>	<p>8.4 Utensils used to clear broken glass must be clearly identified and must not be used for any other purpose.</p>		<p>Hard plastics and ceramics should be included in the glass breakage procedure or have specific procedures.</p> <p>If secondary material suppliers do not have specific utensils for cleaning broken glass those used should be disposed of securely after use. This should be stated in the clean-up procedure. Inspection of footwear and pallets should be included in the clean-up procedure.</p>
<p>8.5 A glass register must be in place and it must be auditable. The frequency of the audits must be related to the criticality of each area. This has to be determined by the Risk analysis.</p>			<p>The glass register scope should include all glass and brittle plastics in areas where products could be contaminated either directly or indirectly.</p>

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
8.6 All chemicals, including cleaning materials and lubricants, must be controlled to prevent contamination of the products.	8.7 All chemicals including cleaning materials and lubricants must be locked when not in use or are not under supervision.	8.8 Environment controls must be adequate to prevent microbiological contamination of the products.	The necessary controls should be identified by Risk analysis.
8.9 Regular inspection of areas where high-level lighting is not protected must be undertaken. These inspections must be recorded. (Secondary Packaging only)	8.10 All glass, including high level lighting, must be protected from shattering.		
8.11 High-level lighting in warehouses holding any finished product shall be protected from shattering.			
8.12 Procedure to control the use and issue of sharps must be in place. Snap off blades are not permitted.			Knives to be secured with chains to prevent ingress into containers. Procedure to include the type of blades permitted and responsibility for issue. Also can include machine blades.
8.13 Drawing pins, staples and paper clips must not be used in production areas or in areas with immediate access to production.			Covered locked notice boards are permitted if the key is kept secure.
8.14 Procedures shall be in place to control non-conforming product found in process or returned from the Kraft Heinz' plants. The procedures must be clear on accountabilities for product release.			
8.15 Dedicated areas for non-conforming, obsolete and non-standard product must be established and clearly defined to avoid the risk of unintended shipping of non-standard products to Kraft Heinz. If an electronic system is used then the locking of product is sufficient.			The areas for non-conforming product should be reviewed regularly and personnel responsible for the level of stock in the area must be defined.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
8.16 The company must have a clear definition of what constitutes a critical incident. Personnel must be made aware of this to take appropriate actions in the event of an occurrence.			Display photographs of defects and cost of quality in production area.
8.17 Corrective and preventative actions will be taken after each incident to avoid recurrence. These must be recorded. The risk analysis must be reviewed after each incident.			A procedure should be in place to determine the protocol to follow in the setting of the corrective and preventive actions in the event of a complaint or incident. The procedure should include timelines and responsibilities.
<p>9.0 Storage and Warehousing</p> <p>Storage and warehousing of raw materials and finished products shall be suitable for purpose and shall be designed to avoid the risk of contamination and allow access to goods to enable adequate rotation.</p>			
9.1 Storage and warehousing, including off site and contracted facilities, must be controlled and secured to prevent contamination, cross contamination from other materials and tampering of finished products.	9.2 Manufactured products must be stored in adequate areas to avoid contamination by insects, rodents and foreign bodies and to avoid adverse physical conditions.	9.3 Manufactured Products must be stored under hygienic conditions that prevent contamination by micro-organisms. Storage of materials for production must not be stored in the same warehouse as the manufactured products.	
	9.4 Raw materials storage areas must be designed to hold the range of material types (e.g. tins, inks, solvents, lacquers, board, films, polymers) to prevent contamination.		
9.5 Warehouses must be designed for easy maintenance and cleaning. Manufactured goods must be stored at least 0.5m (18 inches) from walls to allow for inspection and cleaning.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
9.6 Loading and unloading bays must be designed and built to protect goods from the weather. Canopies must be designed to ensure that birds cannot roost beneath them.	9.7 Loading and unloading vehicles must not be carried out inside buildings where finished product is stored.		
9.8 A stock rotation procedure must be in place.	9.9 Materials must be shipped in reasonable rotation.	9.10 Materials must be shipped in strict rotation.	
9.11 Only dry and clean pallets must be used. All pallets must be inspected prior to use.	9.12 Only specified pallets must be used.		Pallets should be stored in enclosed areas to be protected from physical and pest contamination. Pallets should be free from mould and odour.
9.13. Diesel forklifts may be used.	9.14 Diesel forklifts must not be used.	9.15 Electric forklifts must be used.	Diesel forklifts should be fitted with soot filters. Where the products are too heavy to be lifted by any other means the product should be wrapped securely to avoid contamination.
9.16 Storage areas for finished product must be considered critical for the control of contaminants. Finished product must never be stored outside.			
10.0 Transport			
Transport shall be controlled for security and to minimise the risk of contamination			
10.1 Transport of goods must be designed to ensure that materials are not exposed to any contamination, including taint and odour, from any other substances on the vehicles or from goods that have been previously transported.	10.2 Loaded vehicles must be secured. Under no circumstances must loaded vehicles be left in unsecure areas or unattended during storage or in transit.		Security in clause 10.2 refers to the potential access of the vehicle and tampering with the contents.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
10.3 Vehicles must be formally inspected before use. Inspection must be recorded.			
10.4 Written agreements must be in place if contract hauliers / carriers are used. The agreement must specify that vehicles are clean, free from odour, allergenic derivatives and be secured so that there is no displacement during transportation.			
11.0 Personnel			
11.1 Personnel Movement The Company shall ensure that access and movement of personnel, visitors and contractors shall not compromise Standards or product safety and ensure compliance to the requirements of this section.			
11.1.1 All personnel, including visitors and contractors, must enter the site through designated and controlled entrances.			All facilities should be designed so that movement of personnel follows a logical manner.
11.1.2 Movement of personnel from non-production areas, into production areas must be through designated walkways.	11.1.3 Movement of personnel within the manufacturing areas must be controlled so that people walking from one area to another do so through designated walkways, provided that there is no risk of contamination.		

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
11.2 Locker Rooms			
Staff Facilities shall be designed and operated so as to minimise the risk of product contamination.			
11.2.1 Lockers shall be provided for all employees that are involved in the manufacturing operations.	11.2.2 Locker rooms shall be provided and must be accessible without the need to enter the production areas.	11.2.3 Locker rooms shall be provided and positioned near the factory entrance. The route from the locker room to the place of work must be under cover.	Lockers should stand on legs and have sloping tops to aid cleaning and good housekeeping.
		11.2.4 Protective clothing issued by the company shall not be stored in the same locker as the personal clothing.	
11.2.5 Eating, drinking, smoking and storage of open food shall not be allowed in locker rooms and/or changing areas.	11.2.6 Food must not be stored in the locker rooms.		
11.3 Protective clothing			
Appropriate protective clothing shall be worn to minimise the risk of product contamination.			
11.3.1 Protective clothing must be designed not to contaminate the product and shall be worn in an adequate manner to protect the product from contamination.	11.3.2 Protective clothing must not have external pockets above the waist and no buttons; it must include adequate head cover. Snoods for beards shall be worn where there is risk of contamination of open materials and in sorting areas.	11.3.3 Snoods for moustaches shall be worn in all production, sorting and storage areas.	Adequate sets of clothing should be provided according to the activities being undertaken.
11.3.4 Self-laundry is permitted provided that it is controlled. (Secondary Packaging only)	11.3.5 Laundering shall be contracted to a reputable company. Self-laundry is permitted provided that clear guidelines are given to the employees with regards to temperatures and separation from domestic laundry. Random checks of the quality of cleaning must be undertaken and recorded.	11.3.6 A professional company that has high care/risk separation shall carry out laundering, and should be audited on a regular basis.	
		11.3.7 The protective clothing must be delivered to the plant fully wrapped.	

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
		11.3.8 Protective clothing must be removed prior to entering staff and hygiene facilities and must never be worn off-site.	Footwear should be decontaminated on a regular basis. The frequency must be determined by risk analysis.
11.4 Jewellery and Personal Items			
The company shall have in place an effective policy for the control of jewellery and personal items.			
11.4.1 Jewellery shall not be worn in production, WIP and sorting areas, and finished product warehouses, with the exception of one plain band ring, a pair of sleeper earrings that form a complete loop through the ear.	11.4.2 False eyelashes, false nails, nail varnish, nail decoration, excessive make-up and strong perfumes must not be used.		The size of sleeper earrings should not exceed the diameter of 20mm. Earrings should be limited to 1 pair only. Other personal items such as mobile phones, newspapers, magazines and cigarettes should not be taken into the production areas.
11.4.3 Electronic Cigarettes must not be taken into storage, production and warehouse areas.			
11.5 Hygiene Facilities			
Toilets and hand washing facilities shall be provided and must be adequate and maintained in a clean and hygienic condition.			
11.5.1 Toilets shall be provided with hand washing facilities; bactericidal soap must be used if hot water is not provided. Adequate facilities for hand drying and waste disposal must be provided. Retractable fabric roller towels are not acceptable for production areas.	11.5.2 Hand washing facilities or hand sanitizers shall be provided at the entrance/s of the production areas and outside the eating and smoking facilities. Self-stopping taps must be used.	11.5.3 Personnel shall wash their hands before handling finished product.	All hand washing facilities should be stocked with soap. The use of bactericidal soap eliminates hot water requirement. The use of plain soap requires the stations to have hot water. Hot water is defined as water that reaches 32°C within 30 seconds. Disposable towels are strongly recommended. Waste bins should be foot operated, lined and be emptied on a regular basis. Signs should be posted on hygiene and social facilities reminding people to wash their hands.
11.5.4 All Personnel, visitors and contractors in the production areas must		11.5.5 Finger nails must be clean and short.	If gloves are used for handling finished products, hands should be washed before

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
wash their hands after using the toilet, eating, drinking, smoking, and after handling waste.			putting the gloves on. Gloves should be changed when dirty, damaged and when personnel leave the production areas.
<p>11.6 Facilities for eating, drinking and smoking</p> <p>Rest and break facilities shall be of a suitable standard to promote good hygiene practices.</p>			
<p>11.6.1 Eating (including sweets and chewing of gum), drinking and smoking shall only be allowed in designated areas away from production areas. These facilities must be maintained clean and in good repair. They must be included in the cleaning schedules and hygiene audits.</p>	<p>11.6.2 Adequate facilities for storage of food and drinks must be provided.</p>	<p>11.6.3 Hand washing facilities must be provided in the designated areas for eating, drinking and smoking.</p>	<p>Where it is impractical for employees to leave their work area (e.g. the hot end in a glass plant), local facilities may be provided; these must be isolated and with access to hand washing facilities that are covered by the routine cleaning schedules.</p> <p>Areas used for storage of food should be temperature controlled</p> <p>Drinking of water may be allowed in production areas provided purpose made dispensers are installed in designated areas, away from equipment and using disposable cups. Facilities for the disposal of used cups must be provided.</p> <p>Use of non-brittle individual plastic bottles may be used if they are controlled.</p>
<p>11.6.4 Internal facilities for smoking must be enclosed and have adequate extraction to the exterior of the building to ensure that smoke does not reach the products.</p>	<p>11.6.5 External smoking must be confined to designated areas. Adequate facilities for disposal of cigarette ends must be provided with reminders for hand washing, in internal and external designated areas.</p>	<p>11.6.6 Personnel must remove protective clothing prior to going into the smoking facilities.</p>	<p>The use of electronic cigarettes should be considered as smoking and their use be confined to the smoking areas.</p>

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
11.7 Personal Health			
Illnesses likely to adversely affect product and personnel safety shall be monitored and controlled.			
11.7.1 Personnel must report if they are suffering from skin complaints, infected wounds, diarrhoea or any other infectious diseases likely to be transmitted through food. They must also report if they have been in contact with persons with such diseases.	11.7.2 Personnel handling food contact materials must undergo a medical screening.		
	11.7.3 Visitors and contractors must formally agree to comply with the company's health policy prior to entering production and/or storage facilities.		
11.7.4 Minor injuries must be covered with waterproof and metal detectable blue self-adhesive plasters.			
11.8 Training			
Management has the responsibility for ensuring that all personnel are given adequate training in all relevant aspects of production and personal hygiene and cleanliness.			
11.8.1 All new starters, including temporary personnel, agency personnel and contractors shall receive induction training on quality and hygiene policies prior to commencing work.	11.8.2 All employees shall be provided with formal training for the tasks they are expected to perform as well as hygiene education.	11.8.3 The company hygiene policy must be issued to all employees. The training must also confirm the employees' responsibility for reporting disease and infection likely to contaminate food, and the responsibility for the quality and safety of the products.	Hygiene training of employees should be in line with the tasks they are undertaking. Refresher training programmes should be undertaken at least every 2years.
11.8.4 An on-going assessment programme to identify employees training needs must be established as well as refresher hygiene training.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
11.8.5 Records must be maintained for all aspects of training.			
11.8.6 Non-production personnel, visitors and contractors must be formally made aware of the hygiene policies and must be subjected to the same requirements as the production employees when accessing the production areas.			
12.0 Pest Control			
Controls shall be in place to prevent infestation from rodents, birds, flying and crawling insects and other pests.			
12.1 A formal and effective pest control system shall be maintained for all manufacturing, storage, hygiene facilities and external perimeter areas. A site plan with all bait stations must be maintained on file. Bait boxes and bait stations must be numbered. All bait boxes must be secured.			A minimum of 0.5m inspection perimeter is maintained throughout the storage facilities.
12.2 A competent and insured company shall be contracted to carry out the pest control system. The emphasis must be placed on prevention rather than remedial actions. If pest control is carried out by internal personnel these must be trained to an adequate standard. Training records for the operators treating the site must be maintained on file.			'Insured'- A copy of the certificate of insurance of the pest control company should be available for inspection on request.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
12.3 Drains shall be fitted with screens and traps, doors and windows must be adequately proofed to prevent pest entry.			Adequate proofing measures include screens, airlocks and / or air curtains.
12.4 Qualified personnel must maintain Electronic Fly Killers in good working order. They must be sited for maximum affectivity and positioned so that insects do not contaminate products or equipment. Bulbs must be replaced at least once a year.			If long life bulbs are used they should be changed according to manufacturer's recommendation.
12.5 Inspections results, including insect count, must be recorded with relevant recommendations and actions taken. Amount and type of pesticides and chemicals used must be recorded and safety data sheets maintained on file.			Pest activity should be trended to identify areas for improvement.
12.6 Emergency calls to deal with unexpected infestations must be recorded together with actions taken and if any materials had to be isolated.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
13.0 Cleaning and Waste Disposal Cleaning systems and protocols shall be implemented to ensure appropriate Hygiene and housekeeping standards.			
13.1 Cleaning schedules shall be in place and maintained in addition to “clean-as-you-go” policies. Their effectiveness must be reviewed on a regular basis. Records must be maintained of all cleaning operations.			Cleaning scheduled must cover all areas of the plant including the perimeter and waste disposal areas.
13.2 Cleaning implements must be maintained in a good condition and must be kept in dedicated areas away from materials and equipment.	13.3 Brooms and brushes shall not be made from natural materials.	13.4 Vacuum cleaners must be used for dust removal and must be dedicated to the production areas.	
13.5 Containers of chemicals used for cleaning must be clearly labelled, lidded and stored securely in a designated area.	13.6 Strong scented materials that can cause odour and taint contamination must not be used.		
13.7 Cleaning materials and implements used for the toilets, offices and social facilities must be segregated from those used in the production areas.			
13.8 Workstations must be maintained in good housekeeping order and controlled to prevent the risk of contamination.	13.9 Workstations must have adequate facilities for the storage of stationery and other loose items. (see 8.13)		
13.10 Waste areas must be designed and managed so that they can be maintained clean to reduce the risk of pests accessing them.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
13.11 Waste must be disposed of in appropriate containers. These must be emptied at regular intervals ensuring that they do not overflow.			
13.12 Waste materials bearing the Kraft logo, Heinz logo or brand must be defaced prior to being disposed of into the containers and recorded.			Waste materials bearing the Kraft logo, Heinz logo or brand may be disposed of by companies certified to handle confidential materials. Records of disposals should be maintained.
<p>14.0 Document Control and Records</p> <p>The Company shall maintain records to demonstrate commitment to Quality and Hygiene.</p>			
14.1 All documents related to the implementation of this Standard must be maintained in a controlled manner. The system will include the withdrawal of obsolete documents.			
14.2 Records must be maintained to demonstrate compliance with this Standard and also to demonstrate that processes are under control to meet the Kraft Heinz Specifications consistently.			Records can be electronic or paper.
14.3 All records must be written in permanent ink and any alterations to records must be approved by the line manager or supervisor			
14.4 Production and Quality records must be maintained for a minimum period of four years.			

TERMS AND DEFINITIONS:

Consumable Materials	Any materials that are aids to processes: <ul style="list-style-type: none"> ○ Inks ○ Solvents ○ Tape ○ Thermal transfer materials (printing ribbons) ○ Hand stretch wrap
Ancillary Packaging Material	Any auxiliary secondary materials used in our lines that are not subjected to further processing: <ul style="list-style-type: none"> ○ Plain self-adhesive labels ○ Copper wire for can-making ○ Adhesives ○ Corner boards ○ Pallet layer pads ○ Machine Stretch wrap
Secondary Packaging Material	For the purpose of this Standard the definition of Secondary Packaging is any material that does not come into direct contact with food and is not used in a High Care area.
Primary Packaging Material	Any Packaging material that comes into direct contact with food, not used in a High Care area.
High Care Packaging	Any Packaging, Primary or Secondary, that is used in a high care area.
Reasonable Rotation	Complete shipment of one production run or batch prior to starting shipment of a new one up to a maximum of two months after manufacture.
Strict Rotation	Shipment by sequential production date.
Functional Defect	An imperfection on the finish product that would render it unfit for purpose or gives difficulties running in the Kraft Heinz packing lines.
Critical Defect	A condition in a packaging material that could result in the finished product being hazardous or unsafe to the health of our customers or have an adverse effect on the Kraft Heinz Brand.
High Risk Area	An area where high standard of Hygiene and hygienic practices must be maintained.
Significant Change	Any change that affects the scope of approval, specification, functionality or manufacturing line of the supplied material.
Incident	Is any event which is not part of the standard operation which causes or may cause the interruption of supply and services, and has the potential to compromise the quality of the material.
Prime Tinplate	Tinplate that after coil cutting does not require sorting of any kind.