


<b>KraftHeinz</b>	<b>Supplier &amp; CoPack FSQ Management</b>	<b>STATUS:</b>	<b>Mandatory</b>
<b>TITLE</b>	<b>Kraft Heinz Packaging Standard</b>		
<b>SCOPE</b>	Packaging Suppliers		
<b>PURPOSE</b>	Outlines the Kraft Heinz expectations for all packaging manufacturing facilities supplying Kraft Heinz		

# KraftHeinz



## Global Packaging Standard


First Issued: > 10 years	Version No: 5.0	Date: December 2019
Sections Revised: In line Inspection update/ Master Specification addition		Page 1 of 48

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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

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**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 emphasizes the 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.

**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.

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## 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 Barcode reader or vision system for printed cans
Can ends	Camera inspection system
Labelled Composite Containers	Leak tester Barcode reader or vision system Camera inspection
Glass Containers	Inspection equipment for Side Wall, Base, Finish (including sealing surface) Invertor/ revertor equipment
Metal Closures	Camera inspection system
Plastic Containers	Leak tester Camera inspection system Barcode reader or vision system for printed containers
Plastic Closures- Liner	Liner detection system presence and orientation
Glued Cartons	Barcode and / or lap code (anti mixing mark) reader
Printed Flexibles	Camera inspection equipment (print quality)
Pouches	Barcode reader or vision system on pouch making lines for anti-mixing purposes

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”.

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All Materials:	Good Practice Recommendations:
<b>1.0 Quality Management</b>	
<b>1.1 Policy Statement</b> <b>The Company shall have a quality policy and mission statements clearly defined.</b>	
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.	
<b>1.2 Organisational Structure</b> <b>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.</b>	
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:
<b>1.3 Quality Manual</b> <b>The Company shall maintain a Quality Manual setting the Company's Quality System.</b>	
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:
<p><b>1.4 Traceability and Product Withdrawal</b></p> <p><b>The Company shall have systems to enable tracing materials from source to final product and final product withdrawal</b></p>	
<p>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.</p>	
<p>1.4.2 A finished product withdrawal procedure must be in place. The procedure must be challenged at least once a year</p>	<p>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</p>
<p><b>1.5 Change Control</b></p> <p><b>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.</b></p>	
<p>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.</p>	<p>A formal change control process should be established, documented, implemented and maintained throughout the business. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>○ Determining the need for change</li> <li>○ Documenting the proposed scope of change</li> <li>○ Initiating a review of associated risk analysis and operational codes of conduct</li> <li>○ Assessing the risk to identify the controls required</li> <li>○ Approving the change by authorized personnel</li> <li>○ Preparing and implementing the change and approved controls</li> <li>○ Validating the change</li> <li>○ Reviewing and updating documentation</li> <li>○ Communicating the change</li> <li>○ Retaining change control records</li> </ul>
<p>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.</p>	<p>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.</p>

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"> <li>○ Changes in facility accreditations</li> <li>○ Development of integrated systems</li> <li>○ Change of quality manager</li> </ul>	
<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>

All Materials:	Good Practice Recommendations:
<p><b>2.0 Hygiene Management</b>  <b>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.</b></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.</p> <p>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><b>3.0 Risk Management</b>  <b>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.</b></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"> <li>○ all contamination risks (chemical, microbiological, and foreign objects)</li> <li>○ all packaging defects that are critical to customer and consumer safety and that may affect brand reputation</li> <li>○ all packaging defects that are critical to subsequent processing</li> <li>○ all packaging defects that would render the material unfit for purpose</li> </ul>	<p>A multi-disciplined team should be established. The team should comprise of experts on:</p> <ul style="list-style-type: none"> <li>○ Risk analysis or FMEA</li> <li>○ The processes being analysed</li> <li>○ Good manufacturing practices</li> <li>○ Project planning and management skills</li> <li>○ Statistical process control</li> <li>○ Problem solving</li> <li>○ Communication and training skills</li> </ul> <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"> <li>○ Establish and validate the process steps</li> <li>○ Identify and record all risks for each process step</li> <li>○ Establish the cause of the hazard and the likelihood of occurrence, level and limits</li> <li>○ Establish controls and monitoring procedures</li> <li>○ Identify actions required to bring the process under control</li> </ul>	
<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
<b>3.0 Production Facilities:</b>			
<b>4.1 Perimeter and grounds</b> <b>All grounds within the site shall be maintained in good condition to minimise the risk of contamination.</b>			
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.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
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.			
<b>4.2 Building Fabric</b> <b>The fabric of the buildings shall be suitable for the intended purpose and use.</b>			
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.			
4.2.2 All areas, including suspended ceilings, must be accessible for inspection and cleaning.			Suspended ceilings should be avoided whenever possible.
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.	4.2.4 Walls in production areas must be of suitable finish to enable effective cleaning.		
4.2.5 Entrances, doors and windows must be fitted with means of preventing pest entry into manufacturing and storage areas.	4.2.6 Windows within the production area must be made of shatterproof glass or toughened plastic.		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.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>4.3 Layout and Process Flow</b></p> <p><b>The plant layout must be designed and maintained to control the risk of contamination and cross contamination of products.</b></p>			
<p>4.3.1 The Layout must be adequate to enable effective maintenance and cleaning.</p>			
<p>4.3.2 The layout must provide for a logical flow of work from raw materials to finished product.</p>			
<p>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.</p>	<p>4.3.4 Air handling systems must be designed so that they cannot contaminate the products with condensation or dust.</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.		
<b>4.4 Production equipment</b> <b>Equipment shall be installed and maintained to manufacture products of consistent quality and to reduce the risk of product contamination.</b>			
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
<p><b>5.0 Specification Control</b>  <b>The company shall ensure that there are documented and agreed specifications for raw materials and finished products.</b></p>			
<p>5.1 Materials used to manufacture goods for Kraft Heinz must be documented in agreed specification and from approved suppliers.</p>	<p>5.2 Inspection of materials must be undertaken annually to validate the certificates of conformance or certificates of analysis.</p>		<p>The supplier is required to determine the type of testing carried out on materials to validate certificates.</p>
<p>5.3 Packaging Materials for Kraft Heinz must be manufactured, packed and palletised according to formal agreed specifications.</p>			<p>The agreed specification can be issued by Kraft Heinz or prepared by the supplier.</p> <p>Specifications must be accurate and must ensure compliance with safety and legislative requirements.</p> <p>Suppliers should ensure that their specifications match those issued and agreed with Kraft Heinz.</p>
<p>5.4 All material specifications and the Kraft Heinz specifications must be controlled documents and be part of the internal document control.</p>			
<p>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.</p>			<p>The review should cover raw material specifications and finished product.</p> <p>The review of the finished product specifications must be undertaken with the relevant Kraft Heinz Personnel.</p> <p>The Supplier should review their held Kraft Heinz specifications against those posted in the internet supplier portal if provided by Kraft Heinz.</p>

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<b>6.0 Maintenance and Services</b> <b>Maintenance plans shall be in place and reviewed on a regular basis to ensure that they are suitable for purpose.</b>			
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.	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.		Leaks should be repaired as soon as possible, but immediately if there is a risk of contaminating materials
	6.3 Compressed air that comes in contact with packaging must be filtered and free from oil.	6.4 Treated water must be used for cooling packaging that will come in contact with food.	Absorbent materials should only be used on a temporary basis and absorbent pads are preferable to granules
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.		6.6 Temporary repairs shall not be permitted.	
	6.7 Wooden equipment used must be sealed so that can be cleaned effectively.		This clause refers to equipment rather than “wooden furniture” (see 4.4.7)
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.	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.	6.10 Foot sanitizers must be placed at the entrance of the production halls.	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.
6.11 Contractors must sign an agreement that they will comply with the company hygiene rules and medical requirements.			.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>7.0 Process Control</b>  <b>Adequate controls shall be in place to test, monitor and challenge the quality output of each of the processes.</b></p>			
<p>7.1 Inspection or monitoring protocols must be in place for all incoming goods.</p>	<p>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.</p>		<p>Certificates should be retained for a minimum of four years.</p>
<p>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.</p> <p>Process control data must be made available to Kraft Heinz upon request.</p>			<p>Only prime tinplate is acceptable to produce cans, ends and closures for Kraft Heinz products.</p> <p>Mercury welding rolls can be used provided there is a suitable maintenance and recording process. Discon welding rolls are preferred.</p>
<p>7.4 The process flow must be designed to ensure that raw materials, work in progress and finished products are adequately segregated and controlled.</p>			
<p>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.</p>	<p>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.</p>		<p>See section:  MINIMUM IN LINE INSPECTION REQUIREMENTS: <i>(Page 5)</i></p>

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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><b>8.0 Anti &amp; Cross Contamination</b>  <b>Controls shall be in place to control all types of contamination and cross-contamination of products.</b></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>

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
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.			The glass register scope should include all glass and brittle plastics in areas where products could be contaminated either directly or indirectly.
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.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
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.
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.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>9.0 Storage and Warehousing</b>  <b>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.</b></p>			
<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.</p>	<p>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.</p>	<p>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.</p>	
	<p>9.4 Raw materials storage areas must be designed to hold the range of material types (e.g. tinfoil, inks, solvents, lacquers, board, films, polymers) to prevent contamination.</p>		
<p>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.</p>			



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.			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>10.0 Transport</b>  <b>Transport shall be controlled for security and to minimise the risk of contamination</b></p>			
<p>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.</p>	<p>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.</p>		<p>Security in clause 10.2 refers to the potential access of the vehicle and tampering with the contents.</p>
<p>10.3 Vehicles must be formally inspected before use. Inspection must be recorded.</p>			
<p>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.</p>			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<b>11.0 Personnel</b>			
<b>11.1 Personnel Movement</b> <b>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.</b>			
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
<b>11.2 Locker Rooms</b> <b>Staff Facilities shall be designed and operated so as to minimise the risk of product contamination.</b>			
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.		
<b>11.3 Protective clothing</b> <b>Appropriate protective clothing shall be worn to minimise the risk of product contamination.</b>			
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.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p>11.3.4 Self-laundry is permitted provided that it is controlled. (Secondary Packaging only)</p>	<p>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.</p>	<p>11.3.6 A professional company that has high care/risk separation shall carry out laundering, and should be audited on a regular basis.</p>	
		<p>11.3.7 The protective clothing must be delivered to the plant fully wrapped.</p>	
		<p>11.3.8 Protective clothing must be removed prior to entering staff and hygiene facilities and must never be worn off-site.</p>	<p>Footwear should be decontaminated on a regular basis. The frequency must be determined by risk analysis.</p>
<p><b>11.4 Jewellery and Personal Items</b></p> <p><b>The company shall have in place an effective policy for the control of jewellery and personal items.</b></p>			
<p>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.</p>	<p>11.4.2 False eyelashes, false nails, nail varnish, nail decoration, excessive make-up and strong perfumes must not be used.</p>		<p>The size of sleeper earrings should not exceed the diameter of 20mm. Earrings should be limited to 1 pair only.</p> <p>Other personal items such as mobile phones, newspapers, magazines and cigarettes should not be taken into the production areas.</p>

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
11.4.3 Electronic Cigarettes must not be taken into storage, production and warehouse areas.			
<p><b>11.5 Hygiene Facilities</b></p> <p><b>Toilets and hand washing facilities shall be provided and must be adequate and maintained in a clean and hygienic condition.</b></p>			
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.	<p>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.</p> <p>Waste bins should be foot operated, lined and be emptied on a regular basis.</p> <p>Signs should be posted on hygiene and social facilities reminding people to wash their hands.</p>
11.5.4 All Personnel, visitors and contractors in the production areas must wash their hands after using the toilet, eating, drinking, smoking, and after handling waste.		11.5.5 Finger nails must be clean and short.	If gloves are used for handling finished products, hands should be washed before putting the gloves on. Gloves should be changed when dirty, damaged and when personnel leave the production areas.

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>11.6 Facilities for eating, drinking and smoking</b></p> <p><b>Rest and break facilities shall be of a suitable standard to promote good hygiene practices.</b></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
<p><b>11.7 Personal Health</b></p> <p><b>Illnesses likely to adversely affect product and personnel safety shall be monitored and controlled.</b></p>			
<p>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.</p>	<p>11.7.2 Personnel handling food contact materials must undergo a medical screening.</p>		
	<p>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.</p>		
<p>11.7.4 Minor injuries must be covered with waterproof and metal detectable blue self-adhesive plasters.</p>			



All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>11.8 Training</b></p> <p><b>Management has the responsibility for ensuring that all personnel are given adequate training in all relevant aspects of production and personal hygiene and cleanliness.</b></p>			
<p>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.</p>	<p>11.8.2 All employees shall be provided with formal training for the tasks they are expected to perform as well as hygiene education.</p>	<p>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.</p>	<p>Hygiene training of employees should be in line with the tasks they are undertaking. Refresher training programmes should be undertaken at least every 2years.</p>
<p>11.8.4 An on-going assessment programme to identify employees training needs must be established as well as refresher hygiene training.</p>			
<p>11.8.5 Records must be maintained for all aspects of training.</p>			
<p>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.</p>			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
<p><b>12.0 Pest Control</b>  <b>Controls shall be in place to prevent infestation from rodents, birds, flying and crawling insects and other pests.</b></p>			
<p>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.</p>			<p>A minimum of 0.5m inspection perimeter is maintained throughout the storage facilities.</p>
<p>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.</p>			<p>'Insured'- A copy of the certificate of insurance of the pest control company should be available for inspection on request.</p>
<p>12.3 Drains shall be fitted with screens and traps, doors and windows must be adequately proofed to prevent pest entry.</p>			<p>Adequate proofing measures include screens, airlocks and / or air curtains.</p>
<p>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</p>			<p>If long life bulbs are used they should be changed according to manufacturer's recommendation.</p>

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
do not contaminate products or equipment. Bulbs must be replaced at least once a year.			
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
<p><b>13.0 Cleaning and Waste Disposal</b>  <b>Cleaning systems and protocols shall be implemented to ensure appropriate Hygiene and housekeeping standards.</b></p>			
<p>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.</p>			<p>Cleaning scheduled must cover all areas of the plant including the perimeter and waste disposal areas.</p>
<p>13.2 Cleaning implements must be maintained in a good condition and must be kept in dedicated areas away from materials and equipment.</p>	<p>13.3 Brooms and brushes shall not be made from natural materials.</p>	<p>13.4 Vacuum cleaners must be used for dust removal and must be dedicated to the production areas.</p>	
<p>13.5 Containers of chemicals used for cleaning must be clearly labelled, lidded &amp; stored securely in a designated area.</p>	<p>13.6 Strong scented materials that can cause odour and taint contamination must not be used.</p>		
<p>13.7 Cleaning materials and implements used for the toilets, offices and social facilities must be segregated from those used in the production areas.</p>			
<p>13.8 Workstations must be maintained in good housekeeping order and controlled to prevent the risk of contamination.</p>	<p>13.9 Workstations must have adequate facilities for the storage of stationery and other loose items. (see 8.13)</p>		
<p>13.10 Waste areas must be designed and managed so that they can be maintained clean to reduce the risk of pests accessing them.</p>			

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.
<b>14.0 Document Control and Records</b> <b>The Company shall maintain records to demonstrate commitment to Quality and Hygiene.</b>			
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			

All Materials	Primary and High Care Packaging	High Care Packaging	Good Practice Recommendations
14.4 Production and Quality records must be maintained for a minimum period of four years.			

## TERMS AND DEFINITIONS:

<b>Consumable Materials</b>	Any materials that are aids to processes: <ul style="list-style-type: none"> <li>○ Inks</li> <li>○ Solvents</li> <li>○ Tape</li> <li>○ Thermal transfer materials (printing ribbons)</li> <li>○ Hand stretch wrap</li> </ul>
<b>Ancillary Packaging Material</b>	Any auxiliary secondary materials used in our lines that are not subjected to further processing: <ul style="list-style-type: none"> <li>○ Plain self-adhesive labels</li> <li>○ Copper wire for can-making</li> <li>○ Adhesives</li> <li>○ Corner boards</li> <li>○ Pallet layer pads</li> <li>○ Machine Stretch wrap</li> </ul>
<b>Secondary Packaging Material</b>	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.
<b>Primary Packaging Material</b>	Any Packaging material that comes into direct contact with food, not used in a High Care area.
<b>High Care Packaging</b>	Any Packaging, Primary or Secondary, that is used in a high care area.
<b>Reasonable Rotation</b>	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.
<b>Strict Rotation</b>	Shipment by sequential production date.
<b>Functional Defect</b>	An imperfection on the finish product that would render it unfit for purpose or gives difficulties running in the Kraft Heinz packing lines.
<b>Critical Defect</b>	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.
<b>High Risk Area</b>	An area where high standard of Hygiene and hygienic practices must be maintained.
<b>Significant Change</b>	Any change that affects the scope of approval, specification, functionality or manufacturing line of the supplied material.
<b>Incident</b>	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.
<b>Prime Tinplate</b>	Tinplate that after coil cutting does not require sorting of any kind.

## **Appendix 1- KRAFT HEINZ PACKAGING MATERIAL MASTER SPECIFICATION**

### **General Requirements - Applicable to ALL Packaging Materials.**

The parties agree the following:

- The Supplier is fully responsible for the supply of packaging material which will conform to the specifications and quality levels as mutually agreed in writing
- The Supplier shall not supply packaging materials that do not meet specification
- The Supplier and the customer shall support each other with advice about the handling and use of the packaging material
- At his request, the Supplier shall always allow the customer access to the production areas where the packaging material is manufactured, in order to enable him to inspect the production lines. All production and control documents relating to the packaging material and required for the quality assessment of the packaging material will be available for inspection by the customer
- The customer shall make notes of any quality flaws found on delivery, handling and use of the packaging material and discuss them with the Supplier
- At his request and with reasonable notice, the customer shall allow the Supplier access to the production areas where the packaging material is used in order for him to establish the practical processing qualities of the packaging material

### **Principles**

Considering:

- That the Supplier manufactures packaging materials
- That the customer buys packaging material from the Supplier (or via an agent if applicable)
- That the parties between them set the specifications for packaging materials
- That the customer benefits from receiving packaging materials that meets these specifications
- That close co-operation between the parties is necessary in order to achieve what is described
- That, in order to achieve this, the parties are prepared to enter into mutual obligations, as detailed further on

### **Approved Sites**

All facilities supplying packaging materials must be approved by Kraft Heinz Supply Chain Quality Management team.

### **Legality**

All packaging items supplied to Kraft Heinz must comply with relevant legislation applicable within the country of origin, manufacture and the country the material is being supplied to.

### **Risk Assessment & Approved Practices**

Approved practices and risk management via a robust risk analysis (or similar risk management process) shall operate at all stages of sourcing, manufacturing, storage and transportation and be comparable to the requirements of the Kraft Heinz Global Packaging Standard.



## **Traceability**

All packaging materials supplied to Kraft Heinz must be fully traceable within a time frame that allows for appropriate actions to take place that effectively minimize any associated supply chain, consumer safety, legal compliance or operational risk. Kraft Heinz requires a minimum traceability standard that meets country of origin and country supplied to Legislation requirements. Suppliers must be capable of demonstrating the robustness of their traceability systems. Traceability requirements will be agreed with the Kraft Heinz Supply Chain Quality Management Portfolio owner.

## **Specifications**

All packaging items supplied to Kraft Heinz must have a specification agreed. It is mandatory that once agreement has been reached by all parties a Kraft Heinz Specification must be signed and dated to demonstrate approval. The Supplier must retain a copy for their own reference.

## **Specification Standards/ Tolerances**

Suppliers must be able to demonstrate that they have exercised all due diligence and reasonable precautions to ensure that they are working at the highest achievable standard and are striving for continuous improvement of standards. Standards will be agreed by both Supplier and Kraft Heinz as part of the specification approval system. Anything outside of the agreed limits will be rejected unless formal application has been made to Kraft Heinz by the concession procedure and that procedure has been followed and approval by Kraft Heinz has been granted.

## **Physical**

- Physical standards apply to general defects (dimensional, foreign bodies etc.)
- The packaging material shall not impart any detectable odor to consumer and/or to foods; and the packaging material shall not in any way alter the color/flavor/taste/aromatic and other sensory characteristics of foods it is intended to contact.
- In fulfilling its purpose of intended use, the packaging material shall not constitute any physical hazard (for example, sharp edge) to consumers and/or workers who handle this material. The supplier shall demonstrate due diligence to minimize potential risk of this, by (including but not limited to) testings in reference to applicable law/regulations, rendering warning messages on label, etc.

## **Chemical**

- Chemistry standards cover, but are not restricted to, adhesives, compounds, coatings, inks and varnishes.
- Kraft Heinz requires Suppliers to ensure that chemicals known to be present in the packaging material are listed within the Specification. Wherever possible, levels should be at the lowest permissible amount but consideration must be given to the overall quality and safety of the packaging material being supplied.
- Substances that are carcinogenic, mutagenic and toxic for reproduction shall not be used in manufacturing packaging materials intended to come into contact with foods. If these substances are used, the supplier shall demonstrate the technical rationale, the safety and regulation compliance of this use for Kraft Heinz assessment.

- For primary packaging intended for use with dairy products, there shall be no direct contact between the packaging and copper or any alloy containing copper. Suppliers shall take steps to ensure that primary packaging does not come into contact with these compounds either directly or indirectly through regular machine wear.
- No recycled materials are allowed in manufacture of packaging materials intended to come into contact with foods (unless otherwise documented in the individual packaging material specification and stipulated by applicable laws or regulations).

**Allergen**

- Management of allergens should encompass the complete manufacturing process including but not limited to supply chain, cross contamination from other materials, other products being produced, subsidiary items such as equipment, lubricants, gloves, etc.
- Kraft Heinz requests that latex is not used in any equipment or material that comes into contact with primary packaging material supplied to Kraft Heinz. If latex must be used then a risk assessment must be completed to demonstrate that there is no risk of residue contamination in the Packaging material.

**Microbiological**

- Microbiological Standards apply to - Bacteria, Spores, Toxins, Mould, Yeasts Algae, Viruses and Parasites / Protozoa
- Kraft Heinz requires Suppliers to ensure that appropriate Good Manufacturing practices are in place to prevent contamination of the packaging material with bacteria, viruses, etc.

**Test Methods for all standards**

Testing procedures and methods must be sufficiently accurate and suitable to demonstrate compliance with specification. Testing or sampling methods should, where applicable, comply with legislation if applicable ( e.g region of manufacture and region supplied to generally recognized international standards). All methods used must be, or be equivalent to, ISO, AOAC methods or locally approved equivalents. All methods must be fully validated and laboratories must be able to demonstrate on-going effectiveness of the testing / sampling completed by them (e.g. participation in proficiency samples etc.).

**Defect definition**

Definitions:

- Critical defect - This can endanger the health or safety of the consumer and/or Kraft Heinz staff, lead to decay of the product or place Kraft Heinz at risk of a legal challenge.
- Major defect – This can lead to disruption of Kraft Heinz production, affect sales, cause damage to the brand name or lead to consumer complaints.
- Minor defect – This is a cosmetic defect that does not affect the technical suitability of the packaging component but could be visually displeasing to the consumer and may lead to a complaint.
- Aesthetic defect – This is a defect that is not noticed once the packaging is used or a presentation defect that has minor effect on the decoration of the item.

Critical defects are not permitted and are treated extremely seriously by Kraft Heinz. The supplier must ensure that quality systems and inspections methods are in place throughout the manufacturing of Kraft Heinz products to ensure no critical defects are received by the Kraft Heinz site.

Where AQLs have been formally agreed, sampling methods should meet ISO 2859 or equivalent standard.

### **Record Management / Compliance**

All records that demonstrate packaging material compliance to an approved specification must be maintained for a minimum of 4 years to allow for documents to be produced in the event of litigation or a government investigation.

### **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 authorization by Kraft Heinz.

The Company must not undertake any change that affects the scope of approval without prior agreement with Kraft Heinz. Changes must be documented, risk assessed and approved by Kraft Heinz.

A formal change control process must be established, documented, implemented and maintained throughout the business. This includes, but is not limited to:

- a. Determining the need for change
- b. Documenting the proposed scope of change
- c. Initiating a review of associated risk assessments and operational codes of conduct
- d. Assessing the risk to identify the controls required
- e. Approving the change by authorized personnel
- f. Preparing and implementing the change and approved controls
- g. Validating the change
- h. Reviewing and updating documentation
- i. Communicating the change
- j. Retaining change control records

No changes to specification shall be undertaken without the formal agreement with Kraft Heinz. This includes physical, chemical and any other quality attributes or accreditations.

Where temporary changes to specification are required and agreed with Kraft Heinz 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 on a regular basis. The review should cover all Suppliers’ raw material, packaging and finished product specifications.

The Company shall advise Kraft Heinz (Purchasing and Quality departments) of any significant changes to the Quality System.

Significant changes to the manufacturing process, building, equipment or materials must be controlled. As a minimum, a risk assessment 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.

All changes should be subjected to a formal risk assessment before the change takes place. Tooling and moulds are considered an integral part of the manufacturing process and should not be modified without prior agreement with Kraft Heinz.

Subcontracting the production of materials for Kraft Heinz must not be undertaken unless it is specifically and formally agreed with Kraft Heinz. If subcontracting is agreed with Kraft Heinz, it is the responsibility of the Supplier to ensure that the subcontractor complies with the requirements of this Standard.

### **Intake Inspection**

Deliveries shall be subject to Kraft Heinz inspection and approval as appropriate. This may include comparable sampling, based on previous delivery, which has been stored according to the guidelines provided by the Supplier (a pre-delivery or development sample may be used if appropriate). Deliveries failing to meet the agreed specification or comparable sampling may be rejected.

### **Residual chemicals**

Toxic or other objectionable substances shall not exceed statutory or National legislation, whichever is lowest. It is expected that the Supplier can demonstrate compliance with these standards by routine monitoring. Where the results of checks on specific delivered batches are required on the certificate of analysis this is indicated in the material specification.

Residual Solvents - If used, residual solvent levels must comply with the relevant current legislation. All precautions shall be taken to prevent contamination with solvents and lubricants.

The sum total of cadmium, mercury, lead and hexavalent chromium must not exceed 200ppm

### **Environment**

The producer must make all reasonable effort to protect the environment, to reduce waste and pollution in all its forms by the efficient use of energy (energy consumption and renewable energy), raw materials, water, packaging and transportation. As a minimum standard they must comply with National Legislation.

### **Site**

The site should be designed and maintained to ensure that production of packaging materials is carried out following good manufacturing procedures which include but are not limited to: limitation of cross contamination, facilitation of effective process control, cleaning regime in place using food safe chemicals as appropriate, effective pest control .

## **Plant Maintenance**

Suppliers should be able to demonstrate due diligence through a planned preventative system for plant maintenance to ensure that packaging materials supplied to Kraft Heinz are not at risk from either the premises or equipment. For critical equipment a program of validation and verification should be in place.

## **Plant Equipment**

Suppliers should ensure that all equipment being used is fit for purpose, hygienically designed, calibrated etc. When requested documentation should be provided to Kraft Heinz to demonstrate compliance with manufacturing regions regulations.

## **Packaging Standards - Applicable to all packaging materials**

### **Pack Weight**

All packs should be delivered to the weight agreed within the specification.

### **Fit for Purpose**

All packaging material shall be clean, undamaged, robust and fit for the purpose (as described in the DOC) so that during handling and opening it does not lead to damage or cause contamination of the packaging material. Returnable packaging shall remain fit for purpose throughout its life and packaging must not introduce an allergen risk.

### **Tamper Evident**

Tamper Evident packaging must be used if requested by Kraft Heinz, details of which should be recorded on the specification.

### **Taints / Residues**

Packaging material including transport vehicles shall not have any foreign odours or impart any taint/residue to the packaging material.

### **Declaration of Compliance (DoC)**

All packaging that is to be used in direct or indirect contact with food (as indicated in the specification) shall be suitable for food contact and the Supplier shall provide a declaration of compliance, (e.g. migration data and the relevant testing protocols) by using the template “declaration of compliance globally” of Kraft Heinz.

## **Packaging Requirements - Specifics**

### **Plastic Packaging**

#### Plastic Bags

When used as the primary packaging inside an outer secondary package, then it shall be sealed by being loosely knotted, folded over or heat sealed. Unless formally agreed otherwise with the Kraft Heinz site, plastic bags should be blue in colour.

## Rigid Containers

Where rigid containers need to be used, this will be specified in the individual packaging material specification. Such containers should not weigh more than 25kg unless they are 'bulk' supplies.

## **Prohibited Materials**

### Primary Packaging

Primary packaging shall not contain components that could contaminate the product on opening of the packaging examples include staples, wires, tags, loose ties, plastic, rubber or metal closures, loose paper labels, string, rubber bands.

### Secondary Packaging

Staples, wires, string, rubber closures, patent fastenings, tags, loose ties, loose paper labels, plastic or metal closures must not be used. Tamper evident devices are acceptable on secondary packaging only with the explicit approval in writing of Kraft Heinz. The secondary packaging must be designed to be openable without damaging the primary packaging or contaminating the product.

## **Pack Label**

Unless permitted by exception in the Packaging Material specification each package must be clearly marked legibly in bold lettering preferably in the local language for the receiving Kraft Heinz facility, to show, as a minimum:-

- Supplier and manufacturer identification;
- Material name;
- Kraft Heinz packaging account (item) number;
- Net weight;
- Batch code and production date;
- Best Before date
- Any critical storage conditions;
- Any other information demanded in labeling by applicable laws and/or regulations

## **Pallets**

- Pallets must have 4 way entry and be suitable for warehousing in racks
- Wooden pallets shall comply with appropriate legislation for country of manufacture and supply
- Pallets must be clean, dry and of sound construction, free from damage, splinters, raised nails and moulds
- Fungicide treatment must not have impact with any taint and must not pose a contamination risk to the product
- Unbreakable plastic pallets may be requested by Kraft Heinz sites

## **Palletization**

- Pallets should be made up of one batch code only, if this is not possible, prior formal approval in writing must be sought from the Kraft Heinz site being supplied.
- Ideally pallet loads shall have no overhang but where absolutely necessary should be agreed with Kraft Heinz before delivery.
- Maximum pallet height and weight shall be agreed with each Kraft Heinz receiving site.

- Unless otherwise agreed in the individual packaging material specification, for product supplied in bags or boxes, a plastic or paper based layer pad (such as corrugated board of cardboard) must be placed between the pallet and the product.
- The palletised product will be covered with a plastic or paper based layer pad and secured, stretched or shrink-wrapped for stability (strapping is acceptable for drums).

#### **Pallet Labels**

- Palletised product shall carry identification labels securely fixed to the top left of a minimum of 2 adjoining sides (unless indicated by the Kraft Heinz site).
- The labels must be clearly marked in bold lettering to show, as a minimum:
  - Supplier and manufacturer identification;
  - Material name clearly readable from a distance;
  - Kraft Heinz packaging account (item) number clearly readable;
  - Purchase order number;
  - Batch code and production date;
  - Best Before / Use By / Best Before End date and any critical storage conditions;
  - Pallet identification;
  - Any other information demanded in labeling by applicable laws and/or regulations

#### **Transport To Kraft Heinz By Suppliers - Applicable to all packaging materials**

- Transport must be suitable, clean, hygienic and free from residues from previous loads.
- Packaging materials must not be transported with odorous materials.
- Internal lights must be protected to prevent possible glass contamination.
- Materials must be adequately protected to prevent transit damage, slippage on pallet or deterioration from any reason.
- Upon receipt loads shall show no sign of damage, slippage, deterioration or loss of contents.
- Transport containers and vehicles must be securely locked (or left in a secure place where this is not possible) at all times to prevent access to unauthorized personnel.
- Additional and/or alternative requirements, for example tamper evident seals, may be specified for different sites: these shall be detailed in the individual packaging material specification.

#### **Delivery Documentation - Applicable to all packaging materials**

With each delivery, the following delivery information must be provided either in paper or electronic form- to be agreed by Kraft Heinz receiving site:

- Material Name
- Kraft Heinz Packaging Account number and manufacturer's material code
- Manufacturer's Name
- Purchase order number
- Quantity delivered
- Manufacturer's batch number(s)
- Date of manufacture
- Expiry date(s)

- Any other documentations required by applicable laws and/or regulations (including but not limited to Declaration of Compliance).

### **Certificate of Analysis / Conformance (COA/C)**

Where an agreement exists between Kraft Heinz and the Supplier to provide a COA/C, the certificate must be provided either with the delivery, addressed to the nominated department at the receiving factory or by electronic mail or facsimile to the same department at the receiving factory prior to delivery.

The following information must be included in the COA.:

- Material name
- Kraft Heinz Packaging Account number and manufacturer's material code
- Manufacturer's Name
- Manufacturer's batch number(s)
- Date of manufacture
- Expiry date and/or shelf life
- Physical, Chemical, Microbiological results as indicated in the Compliance section of the individual packaging material specification
- Signature and date of approval (Electronic signatures are permitted)
- Any additional local requirements will be detailed in the individual packaging material specification.

The following additional information is preferred but not mandatory

- Purchase order number
- Delivery Date