

Quality Assurance and Care Document

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1. Sonneveld and Quality

Sonneveld Group B.V. was established in 1956. We now have a workforce of around 150 and our registered premises are in Papendrecht. A new paste and release agent plant was commissioned in 2005.

Sonneveld Group B.V. supply bakery ingredients to both craft and industrial bakeries. We export to countries in Europe, the Middle East, South America and Southeast Asia. Sonneveld do not hold an EC number, that system applies only to meat processors.

We have a diverse product range, including bread improvers in powder, liquid, paste and block forms and an extensive range of bread mixes and release agents.

Sonneveld Group B.V. is an innovative company whose dynamic market presence is reflected in a wide range of products services. The annual turnover is around €54m.

The company is certified to ISO 22000 and BRC standards, and participates in the American Institute of Baking (AIB) programme.

As well as the production location in Papendrecht there are also Sonneveld branches in Poland and Hungary. We work through agents in many other European and non-European countries.

The European Bakery Innovation Centre (EBIC) opened in Papendrecht in September 2006. EBIC is a Sonneveld initiative and is intended to provide a knowledge centre where expertise and innovations can be shared with a broad spectrum of our partners from the bakery supply chain. In 2010 the family business Sonneveld has been acquired by Orkla Food Ingredients (OFI). This multinational has a multi-local model in mind, which means that companies within OFI remain independent. The basic philosophy for mutual success is to learn from each other and to cross sell products if possible. Through this acquisition, the identity of the Sonneveld Group BV will be guaranteed.

Sonneveld wish to achieve and maintain a market profile as a reliable and progressive partner.

1.2 The QA & Care department.

The Quality Assurance and Care department has responsibility within the Sonneveld organisation for ensuring the quality and safety of products, people and the environment. QA & Care report directly to the Board of Directors.

QA&Care also handle the relevant procedures, monitor compliance and keep management informed about our quality and safety performance. Their areas of interest also extend to the monitoring of incoming raw materials, the production process and safety both of products and people and environmental care.

Continuous updating of our response to food standards legislation is one of the most significant concerns for the department. For this purpose among others, Sonneveld participate in sectoral organisations like NEBAFA and FEDIMA (www.nebafa.nl and www.fedima.org). Complaints handling and responses to technical queries from customers also feature among their allotted tasks. The department initiates the continuous improvement of processes.

Environmental

Sonneveld hold an environmental licence, which imposes specific requirements on Sonneveld as a company. An environmental care plan was implemented in 2005, and this is our way of achieving a pro-active approach to the environment. Sonneveld do not hold an environmental certificate, however we are audited annually by an external environmental compliance agency.

Safety

We regard safety as paramount, not only for our own people and our products, but also for our customers and the consumer. For example it has been known for some time that exposure to flour dust can give rise to allergic reactions. In response to this, a "flour dust covenant" covering the entire bakery supply chain was drawn up in

1999. The objective of the covenant is a reduction in dust exposure among staff working with flour and other bakery ingredients. One undertaking included in the covenant calls for the drafting of a dust control plan. Sonneveld have had such a plan in place since May 2003.

Motivated by the covenant, Sonneveld have taken action and made a positive contribution to the reduction of dust in bakeries in the shape of our Proson products which are supplied in block form. The unique composition of these products makes them the first choice in dust-free bread improvement agents. We have also modified all our powder products so that the entire Sonneveld range now complies with the standard of < 1000 mg/kg included in the covenant.

For further information please see (www.blijmetstofvrij.nl).

ATEX 137

The explosion hazard of powdered raw materials is one particular subject of importance in the chain. The standards for the dust explosion are determined and need to be fulfilled. Sonneveld meets the European ATEX directive 137 (1999/92/EC).

Risk assessment

The carrying out of a Risk Assessment has been mandatory for all employers (apart from self-employed persons with no staff) since January 1 1994. An Action Plan is a mandatory element of the Risk Assessment. All employers in the Netherlands must have an investigation carried out by a certificated occupational health and safety service to determine whether the work might present a risk to the health of employees. This investigation is known as a Risk Assessment and must be recorded in writing. The investigation will also generate recommendations relating to the Action Plan, which is itself a legislative requirement.

The Risk Assessment identifies the hazards, the responsible site emergency response team and their tasks, the emergency services who must be alerted if an emergency threatens, and a plan for internal and external alarms.

Sonneveld carry out a Risk Assessment on an annual basis. The company also maintains an extensive emergency response organisation which includes first-aiders. Sonneveld employees receive regular training in the safety aspects of products and their working environment. A safety manual has been drawn up for use by all staff.

2. Certificates

The Quality Assurance & Care Department within Sonneveld is responsible for guaranteeing the quality and safety of its products, people and the environment, in order to comply with European legislation. Participation in various audits and obtaining the related certificates have resulted in an extra stimulant for improving the working processes and food safety within both the production and the office environments.

2.1 Quality Management Systems

Sonneveld has various different Quality Management Systems (QMS) and associated certificates at process level for different continents. An overview:

| QMS* | Continent | Certification since | Certifying agency |
|-----------------------------------|---------------|---------------------|-------------------|
| ISO 9001:2008 | International | 4-3-1993 | Lloyd's |
| BRC A+ level | International | 1-5-2004 | Lloyd's |
| GMP feed | European | 10-7-2002 | Lloyd's |
| AIB (unannounced) | International | 17-4-2007 | AIB |

*Click on the name of the product certificate for a more detailed explanation and to download the certificate, if required.

The certificates prove a good implementation of all guidelines and compliance with law and legislation in relation to quality and food safety and result in an extra stimulant for improving the working processes and food safety both within Sonneveld's production and office environments. Periodic audits also take place within all internal departments and are carried out by specially trained auditors.

Sonneveld also has a supplier assessment system. All suppliers are assessed on their performance on product quality, information supply and logistic issues. The resulting score will be used to determine which suppliers are going to be audited during the forthcoming year.

2.2 Product certificates

In addition to the various different Quality Management Systems (QMS) and the associated certificates at process level, Sonneveld also has a number of product certificates. An overview:

| Product certificates | Continent | Certificate since | Certifying authority |
|-----------------------|---------------|-------------------|----------------------|
| HALAL | International | 16-11-2009 | HIC/ HQC |
| Skal | European | 15-11-1994 | Stichting Skal |

It's also possible to produce [Kosher upon request](#), in addition to the above.

2.3 Tracking & Tracing

The General Food Law states that every product must be traceable in the chain one step forwards and one step backwards. We can show all information for both the step forwards as well as the step backwards within one hour.

We can quickly demonstrate information as we have an internal Tracking&Tracing system. The system includes all relevant information regarding ingredients and final products. Ingredients are sampled when they arrive into the company and are given a unique serial number. This number is logged in the Tracking&Tracing system. The computer system registers which ingredient deliveries are processed per production batch by booking off the unique ingredient serial numbers. All end products are given an item number and batch number. The unique batch number is used to find out which ingredients delivery is processed in the product in question.

2.4 Complaints procedure

It goes without saying we always do our utmost within all processes in order to avoid complaints. However, if you do have a complaint, then this will be registered in our Complaints Management System once you have notified us. A complaint is dealt immediately, we may possibly ask for reference samples, the cause will be investigated and any possible improvement measures will be implemented. We can analyse and signal trends within our system, in order to subsequently introduce corrective actions.

2.5 Recall Procedure / Recall Action

Sonneveld has a Recall Procedure / Recall Action as part of the Crisis Management Procedure. Both procedures are closed linked to the internal Tracking&Tracing system and are tested at least twice a year.

3. General Hygiene

Hygiene is crucial to ensure food safety. For that reason we work in accordance with the AIB standard, which is regarded to be amongst the strictest in the world, and enjoys global recognition. All departments are inspected thoroughly on a monthly basis by our Quality Team consisting of our Manager Technique & Supply, our Manager QA & Care, a QESH employee and the manager of the inspected department.

3.1 Personal Hygiene

Personal hygiene rules form part of our HACCP. The wearing of jewellery is not permitted. Company clothing and footwear and the wearing of a hairnet or a beard-net (with a moustache or beard longer than 5 mm) are mandatory in production areas and storerooms and in the EBIC. Clothing is cleaned by an external company. Hands must be washed or disinfected before these rooms are entered.

Where health is concerned, staff members are required to report any sickness or wounds to the manager of the relevant department. All wounds must be covered with a blue adhesive plaster containing a metal strip.

It should go without saying that eating, drinking and smoking are prohibited in production areas. This is related to many other matters in addition to hygiene, such as cross contamination. Production personnel receive frequent training in the areas of hygiene and food safety.

Visitors and contractors need to sign a health certificate before they enter the production unit, are always accompanied by a Sonneveld staff member when in production areas, and must comply with the above hygiene rules.

3.2 Cleaning

As well as personal hygiene, Sonneveld have rules covering cleaning activities and dealing with glass breakages.

Cleaning plan

Production areas and stores are cleaned by personnel in accordance with set procedures. Production areas are provided with liquid-tight and maintenance-friendly flooring. Walls are mostly equipped with a liquid-resistant coating. The floors in the storerooms, where only sealed packages are stored, are in concrete.

Paste, release agent and Palipro production installations are cleaned using CIP (Cleaning In Place) methods.

No water is used in cleaning powder production areas, on account of the hygroscopic properties of these powders. All equipment is swept and vacuumed clean.

All cleaning tools are hung on the hooks provided for the purpose after use. Colour coding is used to distinguish between brushes used for internal cleaning of equipment and those used to clean floors and external surfaces.

The manner and frequency of cleaning of the various production areas is set out in cleaning schedules for each department included among the operational instructions. The site surrounding the factory premises is kept free of waste and vegetation. Offices and toilets are cleaned by an external company. The maintenance of equipment and buildings is controlled by maintenance and cleaning plans.

Internal audits are used to monitor compliance and the status of hygiene within Sonneveld.

Glass and hard plastic breakages

Among the measures included in the HACCP system is a procedure for dealing with breakages of glass and hard plastics. The procedure describes what an employee must do if breakages of glass or hard plastic are detected.

Lighting in the production areas is provided with protective covers as a preventative measure. The positioning of lighting has been chosen so as to minimise the probability of breakages through impact or collision. Windows in the production areas are also provided with a special layer to prevent splintering.

3.3. Pest management

Vermin control is also an element of the HACCP plan. A service agreement has been made with an external company for the preventative control of pests. The contract includes: crawling insects, mice and rats, moths, cockroaches and birds.

Only mechanical pest traps are used, no toxic methods.

A number of further measures are taken to further limit the presence of vermin. There are no penetrations through walls and ceilings, and the minimisation of vegetation on the surrounding site keeps sheltering places for vermin to a minimum. The doors of the factory are kept shut whenever possible, and an "air lock" arrangement is used at the entrance to the goods inward area.

4. Raw materials

4.1 New raw materials

Sonneveld Group B.V. are manufacturers of bakery ingredients, and therefore buy in a wide range of raw materials. In view of the quantity of raw materials involved, Sonneveld have chosen to carry out stringent checks on incoming deliveries. As well as categorising raw materials, Sonneveld also maintain a strict policy with regard to products which are permitted to enter the production areas. For example certain allergens and also GM products are excluded.

A great deal of information is required to ensure that the products delivered are safe and meet the requirements of Sonneveld Group B.V.. Sonneveld have drawn up a fact sheet for this purpose, including Food Standards and internal norms. The fact sheet must be completed in full and signed before any deliveries can be made to Sonneveld. Once the raw material has been approved by the I & D Manager, the Q & C Manager and the Procurement Manager, the purchase can go ahead. Sonneveld Group B.V. aim to lead the sector, and the questions on the fact sheet make a contribution to this.

Suppliers are naturally also subjected to an extensive approval programme before deliveries to Sonneveld can commence. The basis requirement is a food safety certificate. As a result of the acquisition by OFI, a central supplier assessment will be used. From 2011 Sonneveld is working with the Supplier Approval Portal. With the help of this program, suppliers are receiving questionnaires regarding their products. These will be judged, and if needed an audit will be accomplished. The advance of this system is that suppliers, which deliver to several different OFI companies, need to fill in only one questionnaire.

4.2 Quality control on incoming raw materials

Raw materials are sampled, approved and provided with a unique serial number on arrival. These details are included in the Tracking & Tracing system. The samples are retained for a minimum of 6 months. The incoming checks to be carried out on each raw material are specified. The results of these checks are included in the TQM quality system.

4.3 Control of hazards from raw materials

The hazards of raw materials can be categorised as physical, chemical and microbiological. The starting point for the management of the risks associated with raw materials is that we, as the processor of these materials for human and animal consumption, have responsibility not merely to accept the supplier's specifications, but also to verify these ourselves.

A part of bakkerijPlaza is RiskPlaza. RiskPlaza is a database which contains information of all possible hazards. Started for the bakery industry is the database lately also adopted by several other trade associations, for example the meet and snack- and the food & vegetable processing industry. Riskplaza is supported by the Dutch Food and safety Authority and Soneveld has achieved the audit + status for several years. This Audit+ entails that Sonneveld customers are no longer required to demonstrate their monitoring of raw materials for the products in question. Sonneveld is audited for Audit+ purposes on an annual basis.

Characteristics of Sonneveld products:

- Sonneveld list more than 300 different raw materials which are purchased by more than 100 suppliers across

the country and around the world. Sonneveld might be said to take a central position in the total supply chain. That is to say, there is always at least one business from the primary sector and one from the processing sector ahead of us in the chain.

- One typical characteristic of all our products is their low AW value, making the probability of growth of micro-organisms very low.
- Our finished products are mixed with other ingredients and subjected to a baking process by our customers

Control measures

The following requirements apply to all raw materials:

- Supplier's specifications.
- Signed specifications will be available for all raw materials, with a number of mandatory items set down by Sonneveld.
- Supplier specifications of the hazards of raw materials (fact sheets).
- All raw material specifications will include specific questions about the risks mentioned. Any applicable legislative standard will be specified against the relevant hazard. Questions are also asked about checking and monitoring.
- Checks on delivery: all raw materials will be subjected to sensory examination, and a sample will be taken for retention.
- Physical hazards (foreign objects): all raw materials will pass through a screen, metal detector or x-ray during processing.
- Rapid alert system; Sonneveld make use of information presented by alert systems.
- Supplier assessments: audits of suppliers will be carried out on the basis of a system of assessments. This may result in raw materials being placed in a higher risk category.
- Sonneveld Allergens Policy

5. The Production Process

Sonneveld products are produced with the greatest possible care. Products are supplied in a variety of physical forms, and therefore produced in various different ways.

We distinguish between:

- Bread improvement agents and bread mixes in powder form
- Bread improvement agents in powder form and liquid improvers
- Proson bread improvement agents (in block form)
- Liquid release agents.

5.1 The processes

Depending on the physical form of the product it may be produced in one of a range of factories: The Powder Factory for products in powder form, the Paste/Release Agent Factory for products in paste form and release agents and PALIPRO for products in paste form, liquid improvers and Proson blocks. The general process is however the same in all the factories (see the diagram below): weighing, mixing, dosing/filling/block forming, packaging and storage.

The weighing of the ingredients takes place systematically, with the use of barcodes. The barcode must initially be scanned before the ingredient in question can be weighed. This barcode will be scanned again when the ingredient is added to the product. The production process, weighing, mixing and dosing, takes place in an enclosed system, preventing contamination from outside.

Production takes place in accordance with a set production process. The process parameters are recorded in a process report. All information relating to the raw materials used together with the relevant weights and mixing times are set down in a batch protocol. A sample will be taken against each batch number for physical assessment. Samples of products will be retained for the retention period specified for the product in question. Further checks will be described in Section 5.3.

5.2 Critical check points

Sonneveld have created 3 Critical Check Points (CCPs) in the production process, namely screening, metal detection and CIP.

Raw materials are passed through a variety of screens ranging from 0.2 to 10 mm. Depending on their packaging, powders are passed through a metal detector either before or after packaging. The metal detection system is checked daily. Because of the aluminium in their packaging, Proson and home bake products are passed through x-ray equipment.

No use is made of water in cleaning, because of the hygroscopic properties of powders. The equipment is therefore brushed and vacuumed clean.

The paste, liquid, Proson and release agent production installations are wet cleaned (manually and using CIP) with the aid of cleaning and disinfection agents.

The procescontrole parameters are documented in HAI

HAI*QPM is a fully web based program.

The advance is that al paper will disappear in the production unit.

- Controle lists of the production unit
- Charge protocols of each charge which is produced
- OEE rappers for the productive output

Also it is possible to see " real-time" by all stakeholders in the organization and to follow the production in their field of action, making monitoring easier and faster. It can also generate reports for managers and QA department.

See the attached [diagram of the production process](#), including the Critical Check Points.

| CCP's | Explanation of CCPs | Method | Frequency |
|--------------------------|--|---------------------|-----------------------------|
| CCP1 screening (in line) | various dimensions , dep. on product | visual | weekly/ 1x shift |
| CCP2 metal detection | Ferrous: 3,5 mm Non Ferrous: 5 mm Stainless steel: 6,35 mm | visual | 1 x per shift |
| CCP3CIP reiniging | cleaning microbiological monitoring (< 1000 KVE) | A.T.P. meter <30RLU | after each cleaning session |

5.3 Quality control on finished product

Physical inspection of the product takes place on the production line. A representative sample of the batch is taken for assessment. Products are also checked for weight, packaging and labelling. The weighing scales used are calibrated once annually in accordance with a set schedule.

Standards have been specified for every product and are required to be met. This takes place by means of quality checks carried out by the operators (flow behaviour, consistency, colour measurements) or the Application Centre (technical baking quality approval). Where non-conformities are detected, the product is immediately quarantined and an investigation is carried out. Quality documentation is retained for 3 years.

6. Packaging

Sonneveld use a range of packaging types in order to meet the widest possible spectrum of customer wishes, and to allow different product groups to be distinguished using colour coding. Specifications are available for all types of packaging in use. Naturally all our packaging complies with the standards in the Food Standards legislation, and is Food Grade. A declaration of compliance is available for all packaging which comes into direct contact with products.

6.1 Packaging types

The type of packaging used usually depends on the physical form of the product.

The following products are available in the specified packaging:

| Fysical appearance | Size | Material |
|-----------------------|---|---|
| Poeder | 20 kg 3 - 12 kg Aprox.750 kg | Paper bag with PE inner bag PE film Big Bag |
| Pastes/ creams | 20 kg 20-22 kg | PP bucket Carton box with inner bag |
| Block improver/Proson | 10 x 1 kg | Aluminium foil in a carton wrap-around box |
| Liqui improver | 10 or 20 kg 600 of 1000 ltr 500 of 1000 ltr | HDPE jerrycan HDPE container with galvanised steel cage construction (IBC) Stainless steel container container |
| Release agent | Aerosol 500 of 600 ml 10 of 20 ltr 600 of 1000 ltr 220 ltr | 12 aerosol cans in an outer case HDPE jerrycan HDPE container with galvanised steel cage construction (IBC) HDPE drum |
| Load carriers | 80x120 of 100x120 cm 80x120 of 100x120 cm | HDPE pallet (repeat use) Timber pallet (single use) |

N.B. not all IBC or stainless steel containers are suitable for all products. Allocation of containers is carried out in consultation with Product Management.

6.2 Labelling and batch number

The batch number on the packaging is significant for the traceability of the products. It is also useful to us in dealing properly with any complaints.

The batch number is a nine-digit code, containing codings for a number of different items:

Position 1 and 2 - Internal number

Position 3 - Year

Position 4 and 5 - Production week number

Position 6, 7, 8 and 9 - Serial number (sequence of production)

Labels on packages intended for BtoB are only required by the Food Standards legislation to state the batch number, for traceability purposes.

The sector have decided that all products should be packaged in accordance with the guidance for packaged finished products.

This means that the following information can be found on each label:

- batch number
- name of the product and product description
- list of ingredients (in descending order)
- net quantity
- minimal storability date (dd-mm-yyyy)
- instructions on storage and dosage
- information on the manufacturer or seller
- quantity of specified ingredients (in line with Kwid).
- a sentence referring to the product information sheet for information on allergens and other information.

Consumer packaging is labelled in accordance with the Food Standards legislation for labelling of foodstuffs and nutritional value.

Since 2009 al the above information is printed in 4 languages on the label. By the Multilanguage label it is possible to, in established language combinations, to use 27 languages.

7. Finished product

7.1 Storage of products

Products are stored in our despatch department, where the bar codes are scanned in. The system indicates the location where the relevant pallet should be stored. Several batches may be placed on one pallet. Sonneveld use both plastic and timber pallets. The aim is to make as much use of plastic pallets as possible.

Only sealed packages are kept in the stores, protecting the product from external influences. The despatch of finished products takes place in accordance with the Fifo principle. Some finished product is stored externally. The storage company is certificated in accordance with ISO-9001:2000 and HACCP.

Orders are sent to despatch using "order management". The despatch department work with a Warehouse Management System indicating the storage location of each product. Order picking is carried out by scanning pallets. This system also allows a record to be kept of which customer has received a product with a specific batch number. This is important for Tracking & Tracing.

7.2 Transport

Transport of products is carried out by an external transport company. This external haulier arranges the transport of products throughout the Benelux countries, Germany and France. The company is certificated to ISO-9001:2000 and HACCP standards.

Transport within our other distribution areas is arranged through a range of hauliers.

8. Management of allergens

Allergens are natural substances, harmless in principle, which can provoke an immune reaction among a very small minority of the population. It is estimated that around 2 to 3% of adults and more than 5% of children have a food allergy. This percentage does however appear to be on the increase.

Allergic reactions may occur upon exposure to even very small quantities. Symptoms are usually restricted to minor physical reactions like temporary skin disorders, tightness of the chest and/or vomiting. In a small number of cases, such reactions may be extremely severe and the sufferer may go into anaphylactic shock. Even death is a possibility.

Allergens are therefore a serious issue in food safety!

8.1 Policy on allergens

The amended EU Labelling Directive made declaration of some 14 added allergens mandatory.

In response to the Labelling Directive Sonneveld have developed a policy on allergens. This policy entails that we actively exclude a number of allergens from our production process. These are primarily allergens which are known to provoke extreme allergic reactions (peanuts, nuts, shellfish) and those which have frequently been involved in incidents (meat and fish). The categorisation employed is set out in the table below.

The specified allergens are permitted within the application centre, in the canteen and in trade products and products produced externally. On a regular bases personal receives instruction concerning allergens. Also there is extra consideration to avoid the cross contamination in our products. Because of the allergen policy there is now a separate storage of allergens. Also in the weigh kitchen and sample preparation the allergens are separately stored.

We see this policy as an additional level of risk reduction for our customers and consumers.

In summary:

| Allergens | Actively excluded | Permitted |
|------------------------------------|--|---|
| EU-Legislation | <ul style="list-style-type: none"> • peanuts • nuts • shellfish and crustaceans • fish • sulphite (> 10 mg/kg as SO₂) • molluscs • cellery • mustard | <ul style="list-style-type: none"> • grains containing gluten • egg and eggproducts • milk and milkproducts • soy and soyproducts • sesame and sesameproducts • lupin |
| Other allergens from the ALBA list | <ul style="list-style-type: none"> • beef • pork • chicken | <ul style="list-style-type: none"> • maize • carrot • coriander • cocoa • glutamate • legumes |

Note: For all the specified allergens, products "based upon" or "derived from" these are also included.

Labelling

The 14 legislatively mandatory allergens, including "hidden" allergens are stated in the declaration of ingredients, immediately following the ingredients in question. A schematic representation of these allergens is also provided. Sonneveld will provide an Allergens Summary (based on ALBA) on request. This also indicates possible cross-contamination. For further explanation and interpretation, please refer to the product data sheets. All Sonneveld labels include a reference to the product data sheets for information relating to allergens.

Suppliers

Sonneveld expect their suppliers to have an allergen management system or policy in place. The allergens present must be indicated (+), as well as any possible trace ingredients and cross-contamination. Cross-contamination identified in these raw material specifications will be subjected by Sonneveld to a risk x severity analysis. This analysis will be used to decide whether the cross-contamination information must be communicated through the supply chain.

8.2 Cross-contamination

We are aware of the possibility of internal cross-contamination within Sonneveld. In principle, all allergens which are present within our production location might also appear in products. An exception to this is the cold mixing process used with certain release agents, which is a fully enclosed system.

There is no legal obligation to report allergens which might potentially be present as a consequence of cross-contamination (carryover). The decision to include supplementary labelling must be based on a risk assessment.

ALBA naturally also takes account of the possibility of cross-contamination, however cross-contamination is not required to be indicated with + or ?, because such an ingredient is not part of the recipe.

Nevertheless there is a legislatively determined duty of care. Sonneveld therefore also attempt to reduce cross-contamination to a minimum.

A range of GMP measures are taken to prevent carryover in the production process, including production sequencing, cleaning and changes to recipes. As well as determining the production arrangements, our allergen policy is also an element of the training of personnel. Allergens are an element of the food safety system, however they are not CCPs.

Despite all the measures taken, the presence of certain allergens in Sonneveld products cannot be excluded, and Sonneveld do not make any "free from" claims (that is to say there is no disclaimer). The use of such a claim is discouraged by various interpretative documents published within the sector.

Possible internal cross-contamination is indicated by Sonneveld on our product information sheets.

9. Product information

A product specification is available for every product manufactured by Sonneveld. The QA&Care department keep the specifications and labels in a range of languages updated. These specifications are published on the internet and intranet. These product specifications can assist you in drafting your own labels.

Specific information and questionnaires are dealt with by the commercial Liaison Officer. The Sonneveld Customer Inquiry Policy states that questionnaires will not be completed if they are largely covered by our product fact sheets and this customer document. This is intended to avoid copying errors.

9.1 Product specifications

Our product specifications use a set format, so that you can find information in the same way for all products. Every specification includes the following elements: Product information, nutritional information, information on allergens and information about GM products.

As well as the article name and number, a version number and publication date are shown on all pages. The product fact sheets include a description of the product, instructions for use and dosage information. The physical characteristics and the ingredients are specified on the same page. A rounded percentage is shown against each ingredient. The source of a number of ingredients is also shown (including oils and allergenic ingredients).

Additives are indicated using E-numbers.

The packaging, the net weight and the storage conditions are also shown. The storage life of the product is stated.

The second page shows the 14 allergens in a table, as these are identified in the European Labelling Directive. You are obliged to specify these allergens on your own labels.

Nutritional values are subdivided into fat content, carbohydrates, proteins and dietary fibre, water and acids and salts. A statement of the total contents then follows, together with the calorific value per 100 grams (kJ). A clear distinction is made between ingredients of vegetable and animal origin.

The TFA content of the product is also shown on the nutritional value page.

Since the start of SpecsPlaza (a specification system for bakery industry) are all product specification available.

9.2 Miscellaneous specifications and declarations

Genetically modified organisms

Genetic modification is the alteration of genetic material in a plant, animal or micro-organism. The genetic modification of organisms to obtain improved yields can be broadly termed biotechnology. The difference between this and selective breeding is that heritable material from an organism is placed directly in a plant (for example), so that the plant takes on a specific property. A plant made using biotechnology is a genetically modified organism.

Sonneveld wish to avoid any mandatory requirement to declare GMOs. Sonneveld have therefore decided not to use any ingredients which are required to be declared as GMOs. We have GMO or IP declarations available for all raw materials.

On the basis of these declarations we can guarantee that all products delivered to you by Sonneveld Group BV satisfy the relevant legislation EC 1829/2003 and EC 1830/2003 and therefore require no GMO labelling.

Animal origin

With the exception of raw materials based on egg and milk derivates, Sonneveld make no use of raw materials of animal origin.

Fats

What are dietary fats?

Dietary fats are fats which occur in our food. They are an essential element of a healthy pattern of food consumption. Dietary fats which are liquid at room temperature are termed oils.

The Ministry of Public Health, Welfare and Sport recommend a diet with a fat consumption representing a maximum of 35% of daily energy intake.

How are fats categorised?

Fats consist for the most part of fatty acids. There are different types of fatty acid, saturated and unsaturated fatty acids. For simplicity we often talk of saturated and unsaturated fats. The type of fat also determines solidity: the more liquid the fat is at room temperature, the more unsaturated fatty acids it contains. Unsaturated fats are healthy because they play an important role in preventing heart and vascular disease. Unsaturated fats help to keep the cholesterol content of the blood within healthy limits. They are also required for the creation of cells within the body.

Saturated fats are less healthy because they may raise cholesterol levels in the blood. A higher cholesterol level gives a greater risk of heart and vascular disease. We should therefore eat as little saturated fat as possible.

Hydrogenated and partially hydrogenated fats

These terms refer to the processing of oils. Oils contain high levels of unsaturated fatty acids and are liquid as a result. In order to make oils more firm in texture they may be "hydrogenated" or "partially hydrogenated". Partially hydrogenated fats are much used in the food industry because they can provide the product with a desirable texture and solidity.

Trans fatty acids

Trans fats, like saturated fats, are less healthy because they can elevate cholesterol levels in the blood. A higher cholesterol level gives a greater risk of heart and vascular disease. We should therefore eat the smallest possible amount of trans fats. These fatty acids are naturally present in milk fat and meat. They are also created by the hydrogenation of oils, which produces trans fatty acids. Until a few years ago the level of trans fatty acids in margarine, low-fat margarine, bakery and fried products was fairly high. This has now changed. Production techniques have been modified, and the bakery industry are currently working hard to reduce the trans fat content in those foods to the lowest possible level.

Sonneveld and Trans Fatty Acids

In recent years we at Sonneveld have invested considerable energy in lowering the trans fatty acid content of our products. In order to support our customers we have reduced the percentage of trans fatty acids without allowing the percentage of saturated fats to rise. Where necessary Sonneveld have moved to raw materials with a reduced trans fatty acid content. The trans fatty acid values for all relevant raw materials are known, and these are stated on the product specifications. We are therefore proud to state that our products have a trans fatty acid content of < 1% of energy.

Country of Origin

This information sheet conforms with our standard for product information, but the list of ingredients shows the country of origin against each ingredient. This information sheet can be requested separately via Customer Service or your contact person within Sonneveld Group B.V.

EKO Quality Mark

A number of our products are provided with the EKO quality mark. The label and the product specification indicate whether a product has been made using ingredients originating from ecological agriculture. Following approval by Skal, the EKO quality mark has been granted to Sonneveld (company number 001619).

MSDS

EU Directive 2001/58/EG dealt with information on hazardous preparations, and imposes a requirement on us to provide a Material Safety Data Sheet (MSDS). A copy can be provided on request.

Lifestyle**Suitable for vegetarians : yes****Suitable for vegans : no****Kosher : no****Halal : yes****9.3 BakkerijPlaza**

As part of the sectoral organisation for suppliers of bakery ingredients Nebafa, Sonneveld Group B.V. participate in the BakkerijPlaza project. BakkerijPlaza involves the construction and organisation of an "information square" from where our customers (primarily bakers) can obtain information on the preparation of a legally compliant label. The roll-out of the project is currently in progress under the oversight of the GZP Product Board.

BakkerijPlaza consists of two components:

1 SpecsPlaza; This is a central location where participants in the bakery supply chain can place their product specifications.

2 RiskPlaza; This contains an overview of the hazards of each raw material.

The BakkerijPlaza is an initiative of the Dutch bakery sector, but other sectors and various other European countries are watching developments with interest.

Sonneveld were positively audited on RiskPlaza in February 2008. This means that our customers no longer need to carry out demonstrable control of hazards. Sonneveld were also the first participants to be automatically linked with Specsplaza, allowing product information sheets to be directly updated within the database.

10 Socially Responsible Enterprise - CSR

Socially Responsible Enterprise (or Sustainable Enterprise) is an approach to business oriented towards economic performance (profit), with respect for the social aspects (people) and operating within the ecological requirements (planet): the so-called "triple P approach".

Sustainability is a prerequisite for a better future for ourselves, our immediate environment and future generations. Sonneveld aims for sustainability and profitable growth for itself and its partners.

We conduct an active policy in order to minimize the environmental impact of our actions. We support our customers by offering products that meet the search to sustainability. Sonneveld commits itself to an active contribution towards the responsible management of the use of natural resources and preserving the environment for future generations. In this context Sonneveld compensates since late 2010, through its annual green certificates palm for palm oil. Our goal is to work only with sustainable palm oil in 2013

The actions, targets and outcomes that result from this are presented in the annual Sustainability Report.

Sustainability Report:

- [Sustainability report 2011](#)
- [Sustainability and social report 2010](#)
- [Sustainability Report 2009](#)

Relevant customer documents:

- [Statement Sustainable palm oil](#)
- [Membership RSPO](#)

For more information please contact
Sonneveld: +31 (0)78 644 25 25 or send
an e-mail to info@sonneveld.com. Our
specialists are glad to assist you.

Bakery Ingredients

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