



QUALITY POLICY

The management of **Expect Distribution** have implemented a documented Quality System supported by a HARA Plan as part of their ongoing commitment to the BRCGS Global Standard for Storage and Distribution, Issue 4.

It is the Company's mission to ensure that all products stored and distributed are supported by the strictest hygiene standards and comply with all product safety, legality and quality requirements.

Signed:

Andy Taylor
Operations Director

Date:

Issue: 1

Review date: January 2026



INCIDENT REPORTING

The following hygiene incidents **MUST** be immediately reported to the Warehouse Manager:-

- Glass, plastic and brittle materials breakages
- Product contamination (product may have already been released to the customer)
- Sightings of pests/flying insects/birds/rodents in or around the warehouse
- Unclean personal habits
- Customer complaints and product rejections
- Rodent droppings in the storage areas

All such hygiene incidents are reported to the Warehouse Manager who will complete an **Incident Report ED 11** recording the facts and circumstances and the remedial action taken to both correct and eliminate the problem.

Jon Stowe
Head of Warehousing
January 2025

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GLASS, PLASTIC AND BRITTLE MATERIALS BREAKAGE PROCEDURE

Immediately report all glass, plastic or brittle materials breakages to the Warehouse Manager.

Stop all work in the specified area until all fragments have been cleared.

Only responsible and suitably trained personnel are permitted to undertake cleaning operations following a glass and brittle materials incident.

Place all stock in the area at the time of the breakage in the quarantine area until it is checked for potential contamination.

All contaminated stock must be disposed of.

The Warehouse Manager will advise when normal operations can restart.

**ONLY USE THE RED DEDICATED CLEANING EQUIPMENT
PROVIDED FOR CLEANING UP GLASS, PLASTIC AND
BRITTLE MATERIALS BREAKAGES**

**Jon Stowe
Head of Warehousing
January 2025**

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PRODUCT WITHDRAWAL/RECALL

PROCEDURE

If any product is released to a customer following an incident, but which has not been checked, or in instances where the customer identifies a major problem, it will be necessary to implement our Product Withdrawal/Recall Procedure which is based on the following:-

- Identify problem
- Advise customer as appropriate
- Quarantine any remaining stock and store in the quarantine area
- Collect offending product from customer/customers
- Return to **Expect Distribution** warehouse
- Check remaining product in warehouse
- Inspect warehouse for contamination source
- Review procedures

Jon Stowe
Head of Warehousing
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PRODUCT WITHDRAWAL/RECALL TEAM AND RESPONSIBILITIES

NAME	TITLE	CONTACT No	RESPONSIBILITY
David Senior	Operations Manager	07815 697468	<ul style="list-style-type: none"> • Liaising with customer on the product issue and organising stock to be returned • Ensuring all returned stock gets quarantined on Delta • Agreeing the final disposition of the product with the customer
Martin Smith	Warehouse Manager	07983 514181	<ul style="list-style-type: none"> • Deputising if the Operation Manager is off work • Ensuring the withdrawal/recall procedure is followed • Checking the quarantined stock is on the 'Hold' status on Delta
Howard Gregory	Head of Warehousing	07900 053398	<ul style="list-style-type: none"> • Ensuring the process is completed successfully



JEWELLERY POLICY

The Company have implemented a Jewellery Policy that applies to all staff working in, or visiting the warehouse.

Plain wedding bands and watches may be worn.

If the glass or plastic on a watch is broken, please report it to a member of the management team.

Employees who wish to wear medical, religious jewellery or other should contact the HR department.

Clip-on earrings must not be worn.

Jon Stowe
Head of Warehousing
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RETURNED GOODS PROCEDURE

It is important that the following procedure is implemented with all products returned from a customer:-

- Check cleanliness and hygiene of vehicle
- Visually check product for signs of contamination
- Check pallet quality and quantity
- Move in to designated Customer Returns/Quarantine area of warehouse
- Advise customer and wait for instructions regarding further action to be taken

Jon Stowe
Head of Warehousing
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SHARPS CONTROL POLICY

It is important for product safety that all sharps and cutting implements are controlled in and out of the warehouse.

Snap off blades are not permitted.

When you require a new sharp or cutting implement please report to the **Warehouse Manager**.

Any broken blades must be immediately reported to the **Warehouse Manager**.

Any missing parts of a blade must be located and accounted for and returned with the blade to the **Warehouse Manager**.

When blades have reached the end of their useful life they will be changed and this will be recorded on the **Blade Control Register ED 28**.

Jon Stowe
Head of Warehousing
January 2025

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PERSONAL HYGIENE POLICY

Expect staff must implement the following personal hygiene standards:-

- Follow basic hygiene rules
- Handwashing procedures
- Reporting contagious illnesses
- Wearing blue plasters on cuts and abrasions
- Jewellery Policy
- Wearing PPE in the correct manner

Jon Stowe
Head of Warehousing
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HAND WASHING POLICY

Hands, as a minimum must be washed as under:-

- After all toilet visits
- After eating, drinking and smoking (including e-cigarettes)
- After touching ears, nose or face
- After touching the floor
- After repairs and engineering work on machines
- After cleaning duties
- At all times when dirty

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Head of Warehousing
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VEHICLE HYGIENE CHECKING **PROCEDURE**

All trailers and containers must be subject to a hygiene check.

This includes all inbound and outbound trailers and containers.

Hygiene checks are completed on the following documents:

- Vehicle Hygiene Check Sheet (Outbound) ED 17

Any serious issues with trailer or container hygiene must be immediately reported to a member of the warehouse management team before loading or unloading continues.

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Head of Warehousing
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ROOT CAUSE ANALYSIS AND **CORRECTIVE ACTIONS** **PROCEDURE**

All non-conformances and customer complaints will be analysed using root cause analysis.

Root cause analysis will form the basis of all corrective actions which will be subject to review to ensure they are appropriate for the type and severity of the non-conformance or customer complaint raised.

Root cause analysis will use the “5 WHYS” principle and this is detailed on the **Non-conformance Report ED 1** and the **Customer Complaint Form ED 2**.

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Head of Warehousing
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UNAUDITED SUPPLIERS/ **SUB-CONTRACTORS** **PROCEDURE**

All suppliers and sub-contractors must complete a **Suppliers Questionnaire ED 15** and information received is detailed on the **Approved Suppliers Register ED 16**.

Products or services purchased from an unapproved or emergency supplier, or a supplier appointed by a customer will be subject to extra vigilance at all stages of the process to ensure compliance with our requirements.

Sub-contractors visiting the site will be made aware of site rules and regulations and will be monitored by an experienced member of staff for the duration of their stay on site.

Jon Stowe
Head of Warehousing
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ACCESS TO THE SITE FOR **CONTRACTORS, VISITORS AND** **DRIVERS**

All contractors, visitors and drivers are only permitted to access the warehouse and other site areas when under the control of a trained member of staff.

They are made aware of product safety requirements and are notified of any hazards to personal safety whilst on the site.

Jon Stowe
Head of Warehousing
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ALLERGEN SPILLAGE CLEAN UP

PROCEDURE

All spillages of allergenic products must be cleaned up immediately using dedicated cleaning equipment.

All other products in the area must be checked to ensure there is no risk of cross-contamination.

All clean up procedures must be undertaken by trained staff and verified to ensure its effectiveness.

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Head of Warehousing
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PERSONAL MEDICATION POLICY

To avoid the risk of product or equipment contamination, all personal medication must be consumed in the canteen or toilet area.

No personal medication can be taken in the warehouse areas and must be stored with personal possessions and must be securely fastened at all times.

Any leakage or spillage must be immediately reported.

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Head of Warehousing
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SPECIFIC HANDLING **REQUIREMENTS**

All personnel should be aware that there may be times when handling procedures differ from the norm. These include:

- Handling different product types
- Product segregation to avoid chemical, microbiological or allergenic mixing that could also lead to taint
- Specific handling requirements to prevent damage

Jon Stowe
Head of Warehousing
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STORAGE & HANDLING OF NON

FOOD CHEMICALS

All non-food chemicals must be stored to prevent product contamination. This includes:

- An approved list of chemicals for purchase
- Safety data sheets and specifications for all chemicals used
- Confirmation of suitability of use
- Avoidance of strongly scented products
- All chemicals labelled and identified
- Designated storage area
- Accessible only to authorised personnel
- Chemicals to be only used by trained operatives

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Head of Warehousing
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REPORTING INFECTION, DISEASE OR CONDITION POLICY

All employees must adhere to the Company's Return to Work Procedure

If you are suffering from, or think you are suffering from a contagious illness you must consult a medical practitioner and stay away from work.

When you have recovered from the illness and had clearance from a medical practitioner to return to work, you must advise the Company.

Any member of staff absent through or returning to work after suffering from infectious illnesses, disease or conditions such as:

- Vomiting
- Diarrhoea
- Septic skin lesions, boils and infectious cuts
- Discharges from the eye, nose or ears
- Covid-19

Employees must advise the company when they are fit to return to work.

Employees, contractors and visitors suffering from infectious illnesses will not be permitted to enter the production or warehouse areas for as long as the symptoms persist.

**Jon Stowe
Head of Warehousing
January 2025**

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SMOKING POLICY

Smoking (including e-cigarettes) is only permitted in the designated smoking area.

All smokers waste should be placed in the appropriate receptacles and all members of staff and visitors are responsible for ensuring the area is kept in a clean and tidy condition.

Jon Stowe
Head of Warehousing
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SITE RULES - **VISITORS & CONTRACTORS**

All visitors and contractors must read, understand and follow our site rules in order to ensure product safety and personal safety.

All visitors and contractors must read and sign the Visitor Health Questionnaire before entry to the warehouse will be permitted.

A nominated member of the **Expect Distribution** team will be responsible for you while you are on site.

Smoking (including e-cigarettes) is not permitted.

Eating and drinking in the warehouse is not permitted.

Snap-off blades must not be used.

A Blue Plaster will be issued if you cut yourself on site.

You must remain on the designated walkways when moving around the warehouse and the site.

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Head of Warehousing
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CONFIDENTIAL REPORTING SYSTEM

If any member **Expect Distribution** have any concerns about the company, its procedures or relationships with other members of staff there is an open-door policy to enable concerns to be discussed in confidence with a member of the senior management team.

We welcome discussions with any member of staff relating to their concerns which will be dealt with promptly, effectively and in the strictest confidence.

We want every member of staff to feel confident in raising serious concerns including issues relating to any of the following:

- Illegal conduct
- Miscarriages of justice
- Health and safety risks
- Damage to the environment
- Unauthorised use of public funds
- Fraud, bribery and/or corruption
- Sexual, physical, religious or racial abuse

Please contact your Line Manager or the HR department by phone or email for a confidential discussion. (See contact list for email or phone number).

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Head of Warehousing
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ALTERATION OF RECORDS

POLICY

If an error occurs while completing BRCGS documentation the following procedure must be implemented:

- Strike through the incorrect detail but ensure it can still be read
- Put in the correct information
- Do not use Tippex to cover any part of a document
- If the format of a document requires changing, please discuss with the **Head of Health Safety & Facilities**
- The reason for the amendment must be recorded on the **Document Control Register ED 7**
- Only trained staff should complete or alter documentation

Jon Stowe
Head of Warehousing
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DOCUMENT CONTROL POLICY

All documents which form part of the BRCGS Quality System are detailed on the Document Control Register which includes the following:

- Issue date
- Issue number
- Control reference

Only the **Head of Health Safety & Facilities** is permitted to amend documents.

All documents are readily accessible for appropriate staff.

All obsolete documentation is removed from work stations and is replaced with the updated version.

Jon Stowe
Head of Warehousing
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PALLET POLICY

Due to space restrictions, pallets are unable to be stored undercover therefore the following procedure must be implemented:

- When pallets are taken in to the production or warehouse areas, the top 2 pallets should be removed as these may be subject to weathering and/or contamination
- The bottom 2 pallets should remain in situ as they could be subject to splashing and other forms of potential contamination
- Before use, the integrity of all pallets should be checked and any that are not in good condition should not be used
- As appropriate, and when applicable, a pallet liner should be used

Jon Stowe
Head of Warehousing
January 2025

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PALLET HANDLING PROCEDURE

All incoming/outgoing pallets (including product returns) of customer-owned products must be visually checked to ensure:

- Pallet integrity
- Product clearly identified (pallet labels)
- Pallet correctly wrapped (as appropriate)
- Product not damaged

Any pallets not conforming to the above should be clearly identified as quarantined and stored separately until a decision is made by **Expect Distribution** and/or the customer regarding the actions to be taken.

All issues should be reported to the **Warehouse Manager**.

Jon Stowe
Head of Warehousing
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REMOVAL OF OUT OF DATE FOOD **FROM FRIDGE**

In order to satisfy BRCGS requirements the fridge will be checked every week and any out of date food or drink items will be removed and disposed of.

This is to prevent individuals contracting food related illnesses from bacterial growth in out of date food.

We request that all staff help us to implement this process to ensure a healthy work environment.

Jon Stowe
Head of Warehousing
January 2025

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