

Demo sampling of Mondelez International Foods Products Contractor Mandatory Requirements regarding quality & product safety	Number:	001
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1. Purpose

This document describes the mandatory requirements for the contractor to assure product quality and the safety of the consumers regarding demo sampling of Mondelez International Products in line with our *Quality Policy 7.3-05: Research & Development Bench Top/Pilot Plant/Manufacturing Trials, Consumer Testing & Test Product Requirements*

The document is applicable for all operations for which no other specific quality assurance plan has been agreed.

This document shall be attached to the contract for this event or more generally to the framework agreement concluded between Mondelez International and the AGENCY. Signature of the contract is therefore deemed to represent acknowledgement and approval of the requirements described in this document. Mondelez International shall provide products that meet the applicable European and National Regulatory requirements as well as the quality requirements of Mondelez International.

The event provider shall provide competent staff in sufficient numbers to conduct the marketing events in full compliance with the quality criteria mentioned in this document.

The event provider warrants that the persons tasked with preparing the products for the events shall comply with the instructions provided by Mondelez International prior to the start of the assignment.

2. Control of the products supplied by Mondelez International

The following control of products shall be performed and documented for each delivery:

- Is the correct amount of products delivered (Yes = OK)
- Is there any physical damages to the product delivered (no=OK)
- Is there any sign of leaking products or pest activity on the products delivered (no=OK)
- Is the BBD expiring during the time products should be sampled to consumers (no=OK)
- Is the package intact i.e. no open consumer pack (yes=OK)
- Has the product traceability information i.e. lot code, best before date (yes=OK)
- Is all necessary product information from Mondelez available and clear (yes=OK)
- Are the products properly labelled as a samples / not for sale, or marked in any other way to be visually identified as a samples? (yes=OK)

Only OK products can be demo sampled to consumers. If some of the control points above is not OK Mondelez International representative should be contacted. Exception from above requirements can only be authorized in written by Mondelez International Commercial Quality department.

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3. Storage

The contractor makes a commitment to implement good hygiene practice in the areas where Mondelez International products are stored. Additionally the contractor ensures that the conditions during storage of products do not anyway influence product quality or make the product unfit for human consumption or dangerous to health when consumed. Storage condition has to full fill the legislation.

The below specific storage requirements shall be followed:

- Storage of only unopened original packages is allowed
- All storage should be in a locked room or in an area where only authorized people have access
- Stock shall be used in strict date code order i.e. oldest stock used first (FiFo, FeFo)
- Good hygiene shall be followed and all products should be stored off the floor
- Storage and transport conditions of the product have to be in line with Mondelez Requirements and with the legislation (eg.chocolate products 10-20°C; biscuits with chocolate 10-20°C; refrigerated products 0-4°C/0-8°C depending on what declared on the pack; Gum&Candy ambient temperature)
- Temperature to be checked and documented.
- The storage environment should be
 - free from pest activity
 - free from moisture
 - free from toxic substances and products with a strong smell (strong flavors, washing powder etc.)
 - protected from sunlight, condensed water from cooling systems and direct airflow from heaters and refrigerator

4. Hygiene

The requirements mentioned below must be respected in all steps of the demo sampling of Mondelez International products.

Human Health

Employee being exposed to a contagious disease, is a carrier, has open or infected wounds cannot participate in any part of the demo sampling of Mondelez International products. A list of pathogenic and contagious diseases can be found in attachment 1. The contractor makes a commitment to assure that the staff involved consider and declare themselves fit to engage in food handling activities. It is a responsibility of staff to declare themselves unfit, if they are aware of any symptoms or illness that might compromise product safety.

Cleanliness of staff handling products

Hand hygiene is critical when handling food products. Therefore the employee have to wash and clean the hands (with soap) and disinfect if feasible after every visit to the toilet, before starting or coming back to work and every time the hands are dirty or contaminated in any way. If plastic gloves are used they should be replaced with new ones on regular bases.

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Hygienic handling of the products

The employee should minimize direct contact with the naked products as much as possible.

Tools in use to present the products (e.g. cup, bowls, dishes etc.) have to be only approved tools, coming from trusted source (the materials have to be food packaging grade (Reg EU 1935/2004) and ink have to be food grade) and the work station should be food grade and kept clean and/or changed on regular basis.

Any garbage should be stored in adequate bins.

Staff responsible for managing sampling activity must be provided with sufficient training to enable them to operate in accordance with all food hygiene standards and regulations

5. Traceability

The contractor shall document the following information after each product sampling:

- 1) the date of the demo sampling;
- 2) the name of the contractor employee who demonstrates the Mondelez International Products
- 3) the address where the demo sampling took place
- 4) article number, best before date and lot code of all demo products in use
- 5) sample/s of the product label, leaflet or the packaging including:
 - list of all ingredients and allergens
 - all lot codes/time of production codes and best before dates in use at the retail distribution sampling

The documentation shall be kept shelf life of the product+1 year- always considering the local legislation

Note that in an emergency, the Quality Department may be required to recall all products with suspect batch number(s). It is therefore essential that the event provider is able to guarantee the traceability of the products up to their destination.

6. Inspection

A representative of Mondelez can be called to verify that the requirements in this documents are fulfilled during the preparation (i.e. Picking, mixing, cooking etc.), demo sampling on site and during storage of Mondelez International product

7. Distribution

Boxes must be opened in order (choose boxes with the same batch number before moving on to another)-following the FeFO

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Products shall not to be distributed to children under 14 years of age if not accompanied by responsible adult: note children cannot be expected to know if they are allergic to any ingredients nor can they be expected to understand the health risk if they consume something they are allergic too. This must always be taken into consideration when in contact with children. Distribution of products shall not to be targeted to children less than 6 years old. See the distribution to children policy attached

8. Mandatory labelling information

Mondelez will provide the applicable labelling information – compliant with current European Legislation, especially the Food Information to Consumers (FIC) Regulation (1169/2011) – for the samples to the agency.

	<p>Sample distributed INSIDE its packaging <i>A later consumption is possible (i.e. a consumption not directly after receiving the sample, but keeping the sample and consuming the product sometime later):</i></p> <p>The labelling information needs to be provided</p> <ul style="list-style-type: none"> • either printed on the pack, • on a sticker affixed to the pack, • or on a label attached to the pack, i.e. it may not be provided separately (for example on a separately provided leaflet). <p>(e.g. distribution of sachets in a public place)</p>	<p>Sample distributed WITHOUT its packaging <i>Intended for immediate consumption:</i></p> <p>The labelling information has to be available at any time to inform consumers about the nature of the product, especially about the allergens included in the product prior to tasting.</p> <p>(e.g. tasting stand in store)</p>
<p>Mandatory labelling information (extract)</p>	<ul style="list-style-type: none"> • Legal designation • Weight (if required) • Ingredient line (with allergens highlighted and cross contact) • Best before date • Legal entity plus address • Nutrition information (if required) • Storage conditions (if required) • Instructions for use (if required) • Warning statement (if necessary) e.g. choking warning 	

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	<ul style="list-style-type: none"> • Origin (if required) • Lot code (not part of FIC but required) • Sample not for resale (if applicable) 	
Comment	Minimum font size as per the regulation applies.	The consumer should be informed about the product – and in particular about the allergens – prior to tasting.

Non-pre-packed food:

- If non pre-packed food are used (example fresh fruit, Vegetables, cracker, bread etc.), composition and allergens must be available from the seller, if not they should not to be used
- All the RM used have to be recorded the lot, Shelf Life and supplier name
- If products used are fresh (fruits, vegetables) date of purchasing, name of the supplier/shop have to be recorded
- A mass balance has to be done and exactly: storage; distribution, destination

9. Definitions

Allergen:

A substance, usually a protein, which in very small quantities can activate an allergic reaction (i.e. asthma, vomiting, diarrhea, nausea, abdominal pain, anaphylactic shock etc.) to a person allergic to the substance. An allergen can be part of the ingredients in a product (i.e. milk in milk chocolate) or it can be detectable in tiny quantities in a product because other products containing this allergen as an ingredient are produced in the same area.

Food allergy:

A food allergy is an immune system response. It occurs when the body mistakes an ingredient in food- usually protein-as harmful and creates a defense system (antibodies) to fight it. Food allergy symptoms develop when the antibodies are battling the “invading” Food.

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Best Before Date (BBD)

Expiry date, until this date the product preserves its specific properties if it has been stored according to the information on the pack

Lot Code/time of production code:

A unique identity code given to a defined amount of product usually based on time of production and location of the manufacturing plant.

Traceability:

The ability to fully track 100 % of the distributed products to its external destinations based on information about lot code/time of production code

Non-prepacked product

Non Mdlz product used for tasting session like fresh fruit, Vegetables, cracker, bread etc.

FIFO/FEFO

First in First out
First expired first out

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10 Attachment
Chart-1 Employee Illness and Communicable Diseases

PATHOGENS INVOLVED WITH COMMUNICABLE DISEASES

The following lists show currently recognized pathogens/diseases that are involved in disease transmission. The pathogens are classified according to known transmission routes.

1. Pathogens which can be transmitted by food that has been contaminated by an infected person (1) :

OFTEN TRANSMITTED

- Hepatitis A virus
- Norwalk (-like) viruses (Noroviruses)
- Salmonella typhi
- Shigella species
- Staphylococcus aureus
- Streptococcus pyogenes

OCCASIONALLY TRANSMITTED (2)

- Campylobacter jejuni
- Entamoeba histolytica
- Enterohemorrhagic Escherichia coli
- Enterotoxigenic Echerichia coli
- Giardia lamblia
- Nontyphoidal Salmonella
- Rotavirus
- Taenia solium
- Vibrio cholerae 01
- Yersinia enterocolitica
- Cryptosporidium parvum

- (1) Source: USA Center of Disease Control, Department of Health and Human Services, Federal Register 57(174):40917 (8 Sept 1992).
- (2) These pathogens usually cause disease when food is intrinsically contaminated or cross-contaminated during processing or preparation. These pathogens often require a certain period of temperature abuse to permit their multiplication to an infectious dose/level.

2. Diseases which can be transmitted from person-to-person through typical workplace contact, but NOT transmissible through food: (3)

Acute respiratory tract infections, Influenza, Meningococcal Meningitis, Tuberculosis, Viral Exanthema (examples: chicken pox, mumps, measles)

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2. Diseases of concern to human health, but NOT transmissible through food OR through typical workplace contact: (3)

Acquired Immune Deficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV), Gonorrhoea, Herpes Simplex, Syphilis

(3) Source = Mondelez International Medical Consultant

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