

# Quality Statement

Dear Customer,

We have issued this Statement in order to reduce the response time when you require information about our company standards.

The document covers all steps in our handling of goods, taking account of the whole operating procedure, from accepting new suppliers or products, through to handling after-sale issues, such as complaints and recalls.

Below you will find information about:

1. Product control
2. Supplier control
3. Hygiene and food safety
4. Storage and transport
5. Handling of complaints
6. Traceability and recall of products
7. Customer information
8. Quality control system
9. Environmental Statement
10. Master data

## 1. Product control

Feed products are managed according to GMP+ Standard.

All other products are registered in our quality management system, which is audited by external inspectors.

Before accepting a product, specifications are required, and a risk management scheme is established.

The risk management scheme includes specific parameters, such as GMO and allergens, as well as appropriate certifications; Organic, FSSC, Kosher, Halal, legislation (pesticides, microbiology) etc.

A certificate of analysis must follow every product delivered to us and the analysis results must comply with the specifications.

In case the specifications are not met, the product is either rejected or communication with the supplier is initiated.

Packaging must be approved and labels must comply with Danish legislation. Upon receipt of the goods the packaging is controlled, and in case of damages, the damaged goods are stored separately for handling as a complaint.

## **2. Supplier control**

All suppliers must specify a quality management system before any business is initiated. Their certificates of product quality and safety must be up to date, and a new version must be delivered upon expiry. We have a calendar-based system to follow up on upcoming expiry dates.

In the case of discrepancies, we contact the supplier for explanation, or we perform an audit at their premises. Based on the observations we decide how to proceed.

## **3. Hygiene and safety**

We are traders of ingredients for Food, Fragrance, and pharmaceutical productions. All goods are handled in closed containers (bags, pails, drums, boxes, IPC containers etc.). All sectors have separate storing areas.

For the Feed industry we have our own production.

Products and suppliers are handled in our quality control system.

Instructions for handling the products are reviewed once a year, or, in the case of discrepancies, amendments and additions, more often.

Cleaning of the warehouse is performed regularly. In cases of spillage cleaning is performed immediately.

To avoid dust on the products, the pallets are covered by plastic foil.

Our procedures are determined according to the requirements in Danish legislation and EU regulation.

Feed products are handled according to GMP+.

## **4. Storage and transport**

The warehouse personnel are trained to handle the products according to procedures stated in our QCS system. They wear protective clothing and are aware of the rules for hygiene.

Incoming goods are checked at arrival according to the following parameters: Is the vehicle clean? Is the packaging appropriate, clean and unharmed? Is the labelling according to specifications? Does the analysis meet the specifications?

The products are stored on pallets, on designated shelves in our warehouse.

The warehouse is approved by the Danish Food Safety authorities.

Production is approved by GMP+.

Pest control is managed by external specialists.

All transport is carried out by approved transport companies and according to the agreed term of delivery.

All orders are delivered on pallets. The goods are secured on the pallets by shrink wrapping or straps.

FIFO principle is observed unless special requirements from customers must be met.

The warehouse is approved by the Danish Food Safety authorities and by the Danish Environmental authorities.

## **5. Handling of complaints**

In case of any incident, external or internal, the relevant parties are contacted immediately and it is registered in our quality control system.

Management decides actions and procedures.

There are three steps in the complaint procedure; Definition of the problem, corrective action, and preventive action to avoid repetition.

Typically, a complaint is solved by either delivery of replacement goods or crediting of the damaged goods.

In other cases of an administrative mistake, corrective actions will be made according to procedure stated in QCS.

## **6. Traceability and recall of products**

All products can be traced by means of the batch number, which is unique for each product. This batch number is registered upon receipt of the goods in our order handling system, as well as in our quality control system.

In our order handling system, previous, and future steps can be traced. This way we can easily and quickly contact the relevant parties in case of a recall.

Further we have an Early Warning System, stating which authorities and other external partners we have to contact in case of a recall situation.

## **7. Customer information**

We are focused on handling every order in a professional and competent way. This means that we deliver the ordered material in the agreed quantity and at the agreed time and place. In case of delay in delivery, or change in product specifications, we immediately inform the customer.

Values, batch number, best before date, ingredients, origin, net weight and, if applicable, dangerous goods information, are stated on the label. Specifications and other documentation are available on request.

## 8. Quality control system

We work with the quality control system QCS delivered by Qasi Control System ApS. This system is based on the HACCP system and is continuously kept up to date by internal audits regarding guidelines, procedures, and instructions. This is also where we register recalls, complaints, and internal incidents. Every recall, complaint, and incident is handled in three steps; definition of the problem, corrective action, preventive action. All relevant parties – suppliers, transporters, warehouse staff, administrative staff, authorities, external experts – are informed and/or consulted in case of alterations. The QCS is audited every year by an external, certified auditor, where all details are thoroughly controlled. Furthermore, we are audited every year by the Danish Food Safety authorities.

## 9. Environmental Statement

### Protection of environment

We respect Danish legislation, which complies with the rules and regulations of the European Union. We monitor and document our energy consumption, air emission, and waste amount.

### Management of waste

Whenever possible we reuse, recycle, and upcycle packaging material. Our target is to increase recycling by 15% in 2025.

### Reduction of environmental impact

We limit the use of resources to the absolute minimum, we must do everything we can to take care of our planet. 50% of our energy comes from green energy and we constantly strive to use more green energy.

## 10. Sustainability

We monitor and document our energy consumption, air emission, and waste amount. Our goal is to increase reuse of materials, whilst producing less waste, and minimizing damage to the environment. Our focus is to ensure a sustainable future, and we are continuously working on how we can optimize our processes & packaging to become even more sustainable.

## 11. Master Data

Company name: Scagro A/S  
Address: Engholmvej 10, DK-6621 Gesten  
Telephone: +45 4499 2533  
Email: info@scagro.dk  
Homepage: www.scagro.dk

Management contact: Christian Jensen  
Email: [cj@scagro.dk](mailto:cj@scagro.dk)  
Phone: +45 4036 9776

Sales contact: Christina Boe Laursen  
Email: [cbl@scagro.dk](mailto:cbl@scagro.dk)  
Phone: +45 4499 2533

Quality Control contact: Lone Højer Attwell  
Email: [lh@scagro.dk](mailto:lh@scagro.dk)  
Phone: +45 4499 2533