

**International Featured Standards (IFS) Logistics
Version 2.2, December 2017**

Transportbedrijf A. Willems & Zn. BV
Rijkevoort
NEDERLAND

International Featured Standards (IFS) Logistics Version 2.2, December 2017

Vinçotte ISACert Audit Report

Report to:

Transportbedrijf A. Willems & Zn. BV
Hoogeindsestraat 32
5447 PE Rijkevoort
NEDERLAND

Date(s) of audit: 05-11-2018

Audit type: Renewal audit

Auditor(s): S. Klaver

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Audit Report of Transportbedrijf A. Willems & Zn. BV

1. Audit procedure

This report gives the details of the audit of Transportbedrijf A. Willems & Zn. BV against the International Featured Standards (IFS) Logistics, Version 2.1 from March 2014.
The audit was performed by S. Klaver.

Pre-audit requirements

1. The audit report of conformance to the International Featured Standards (IFS) Logistics cannot be used to prove or disprove compliance with other Standards.
2. Audit results were obtained by sampling. In the case that no non-conformities were reported, this is no proof for the complete absence of non-conformances.

2. Audit details			
Name of Certification Body: Vinçotte ISACert Nederland B.V.			
Auditor(s): S. Klaver	Date/time of current audit: 05-11-2018 08:00 - 17:00	Previous audit date(s): 1-11-2017 and 2-11-2017	
		Name of the CB conducting the previous audit: ISACert BV.	
		Name of the auditor(s) conducting the previous audit: S. Klaver	
Name and address of the company (or headquarter): Transportbedrijf A. Willems & Zn. BV Hoogeindsestraat 32 5447 PE Rijkevoort NEDERLAND		Name and address of the audited site: Transportbedrijf A. Willems & Zn. BV Hoogeindsestraat 32 5447 PE Rijkevoort NEDERLAND	
		COID: 14818	
Phone: +31(0)485-371844	Fax: +31(0)485-371831	Phone: +31(0)485-371844	Fax: +31(0)485-371831
Email address: info@willemstransport.nl			

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Scope of audit					
National and international transport of ambient and conditioned prepacked food products and non food goods, related storage and transshipment.					
Audit participants					
Name	Position	Opening meeting	Documentation review	Site assessment (Audit)	Closing meeting
Mr. A. van Rijn	Director	X	X		
Mr. L. Willems	Planning/ QA coördinator/ Director	X	X	X	X
Mr. H. Elbers	External consultant	X	X	X	X
Mr. M. Willems	Warehouse manager			X	
Mr. P. Willems	Maintenance			X	
Mr. P. Lans	Truck driver			X	
Final Result of Audit					
<p>As a result of the audit performed on 05-11-2018, Vinçotte ISACert Nederland B.V. found that the processing activities of Transportbedrijf A. Willems & Zn. BV for the above-mentioned scope of production comply with the requirements set out in the IFS Logistics, Version 2.1, at Higher Level, with a score of 96.51%. The Vinçotte ISACert Nederland B.V. certification manager has decided on 06-12-2018 to grant a IFS certificate with the identification: IFS-IS 216277.</p> <p>Next audit has to be performed in time period 8 weeks before and 2 weeks after: 22-10-2019</p>					

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Company profile

Transportbedrijf A. Willems & Zn. BV is privately owned. It was originally founded in 1930, but has its current name since 1975. In 1999 the distribution activities of a company producing equipment and materials for electronic installation was taken over.

The current building dates from 1997. The latest expansion was done in 2010 when a conditioned storage area was added to the building. The total surface of the warehouse is 4000 square meters of which half is cooled and half is ambient. There are 2 loading docks for cooled products and 5 docks for ambient products. There is one equal floor overhead door for receiving small trucks in the ambient area. In both areas racks are present for storage of pallets. Since last audit an extra storage room is build (internally) Sinds two years an extra location is hired at Veldweg 5, Rijkevoort (1200 m²). Yearly several trucks are replaced.

Approximately 100 employees are working within the company of which about 80 are full time and 20 part time. Most of these are truck drivers for the 58 trucks that are operated. The office is working in day shift, warehouse and transport is working in 3 shifts.

The activity of the company is mainly transport of ambient and cooled food products and non food products. Additionally some products are stored in the warehouse. Main activity in the warehouse is cross dock and order pick of installation materials. Also some ambient food products are cross docked or stored briefly before distribution takes place. On forehand no products are excluded from transporting as long as there are no hazards for persons or food safety. There is a possibility of frozen transport but there are only a few orders per year. There are no seasonal breaks of more than one week.

No traded products.

The company does not need formal approval from authorities.

One other certificate is held by the company: SKAL.

The audit duration is conform requirements.

The IFS logo is used conform the requirements. Logo is used on company folders and website.

Contact person in case of emergency is Mr. L. Willems, planning and QA coordinator,
l.willems@willemstransport.nl, +31 (0)485-371844.

Reviewer

Hanneke de Veer

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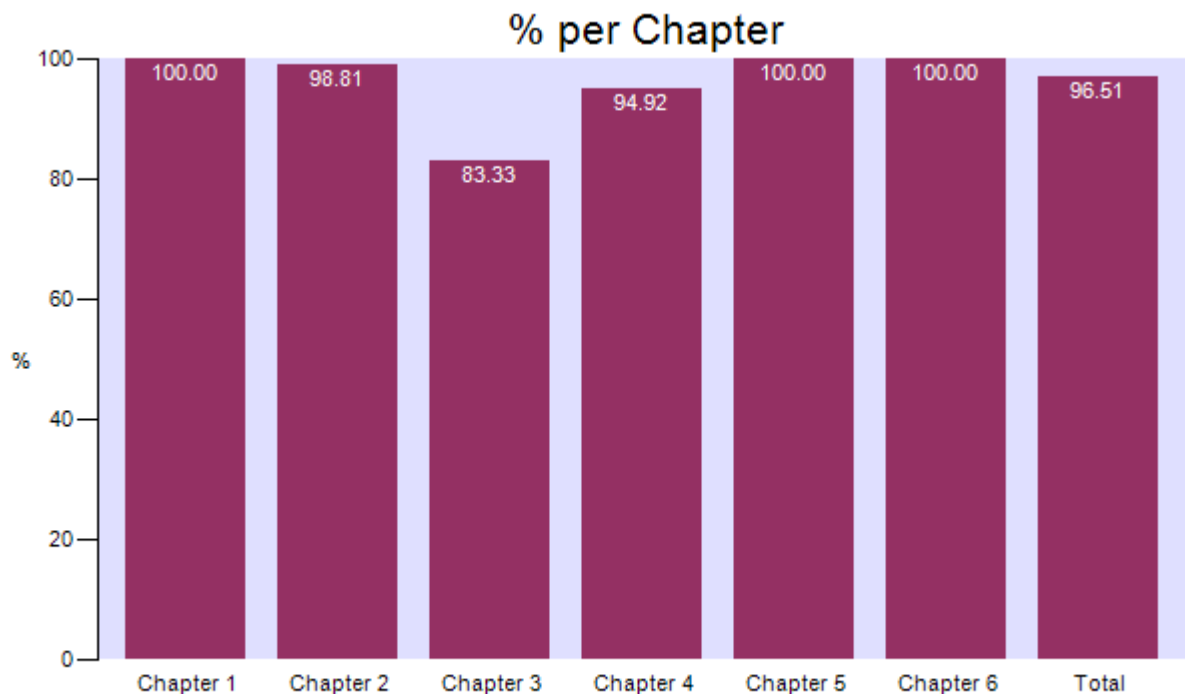
Result:

Score: 96.51%
Higher level

Summary:

	Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5	Chapter 6
	Senior management responsibility	Quality and product safety management system	Resource management	Realisation of the service	Measurements , analysis, improvements	Product/food defense plan and external inspections
KO	0	0	0	0	0	0
Majors	0	0	0	0	0	0
A	14	20	7	56	27	6
B	0	1	0	1	0	0
C	0	0	2	1	0	0
D	0	0	0	1	0	0
N/A	0	0	1	14	0	2

General summary table for all chapters:



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Observations regarding KO's and Majors:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
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Overall summary of the audit:

The management is involved in the daily process. The effectiveness of operations is monitored. Employees are made aware of their responsibilities. Responsible for food safety is the QA and HACCP coordinator (also planner). Objectives 2018/2019 are documented. A management review is carried out annually. Seen report of September 2018.

Number of HACCP plans is 1. 3 CCP's determined. The CCP's are: temperature receiving cooled products, temperature cooling warehouse and temperature during transport. All CCP's are validated. Limits are based on legal values. For each CCP a monitoring system is defined: Temperature measurements at every receipt, during all transport and continuously in the warehouse. Records are verified by HACCP-coordinator or shift leader. The risks from chemical, physical or microbiological contamination are identified. Control measures for e.g. preventing foreign materials are implemented by means of cleaning and visual inspection. All products are completely packed to prevent contamination.

Access to the site is regulated by closed doors and a closed fence outside working hours. Visitors and contractors are included in the access policy. Personal hygiene rules are communicated and compliance is checked during daily supervision, internal audits and hygiene inspections.

The warehouse is in good condition and clean. The temperatures of the storage cells, the repacking area and the receiving area is monitored and an alarm system is operational. Maintenance like for the cooling system, doors and forklift trucks is outsourced and was carried out conform plan. Pest control is outsourced. No problems with pests last year in both warehouses. The owned trucks are managed properly. There is an own truck wash and all maintenance on truck is done in-house.

Internal audit is carried out once a year and every week a hygiene inspection is taken place. Seen internal audit report of 20-9-2018 and 27-9-2018. Additionally 2x per year the site and building standards are specifically inspected. A complaint and recall system is operational and the recall is tested once a year. During the audit traceability tests are done for: Trailer 41 with rit 359717 of 6-8-2018 and storage on location VS32 and WA01A and of SSCC 00387123864002225715. No food safety complaints and no recalls since last audit.

A Food Defense assessment is carried out. Several control measures are implemented e.g. closed doors, camera's and an alarm system are present. Employees are instructed.

Description of follow up of corrective actions from the previous audit:

3 C deviations of last audit effectively solved. C deviation on 4.2.1.3 is a repeat, therefor raised to D.

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Chapter 1: Senior management responsibility

Summary of all Chapter 1 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
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Chapter 2: Quality and product safety management system

Summary of all Chapter 2 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
2.3.5		The hazard analysis shall consider the likely occurrence of hazards and severity of their adverse health effects. Where risk classification is used, a hazard analysis with risk assessment shall be documented for each risk class.	B	De HACCP-systematiek is gebaseerd op een kans (schaal 1-5) maal effect (schaal 1-5) systematiek. Deviation: for pathogens severity 4 is used, however based on own definition this should be 5.

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Chapter 3: Resource management

Summary of all Chapter 3 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
3.1.1		The company shall implement documented training and/ or instruction programs. The training programs records shall include: – training contents – training frequency (concerning food safety/ hygiene at least once per year, for non-food once every two years is sufficient) – employee's task – list of participants – languages – qualified trainer/ tutor – evaluation methodology (measurement of the effectiveness of the training and the training program). Before commencing work, basic product safety training shall take place.	C	Checked for new employee M. Bloemers: no demonstrable introduction training in place.
3.3.1		The company shall provide staff facilities, which shall be proportional in size and equipped for the number of personnel. Such facilities shall be kept in clean and good condition to minimize product safety risks.	C	Er zijn voldoende sanitaire voorzieningen aanwezig. Deze worden met de schoonmaak meegenomen. Daarnaast zijn er twee kantines. Er worden geen etenswaren verstrekt. Deviation: toilet at Veldweg was very dirty.

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Chapter 4: Realisation of the service

Summary of all Chapter 4 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
4.1.8.4		The facility exterior shall be clean and in good condition.	C	Under loading docks at Hoogeindse straat and Veldweg, it was not clean (however in the afternoon the docks at Hoogeindse straat were cleaned).
4.2.1.3		The company shall control the risk of glass contamination. In areas where open products are handled, lighting equipment shall be protected by the use of shatter proof lights and installed to minimize the risk of breakage.	D	Deviation last year: Seen two missing lighting covers in truck 61. Deviation this year: missing lighting cover in trailer 14. Also no notification made for manager garage. Deviation raised to D.
4.2.1.7		Windows, doors and gates shall be in good condition and shall be kept closed if not used.	B	Seen outside door/entrance for storing chemicals and tires in bad condition.

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Chapter 5: Measurements, analysis, improvements

Summary of all Chapter 5 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
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Chapter 6: Product/food defense plan and external inspections

Summary of all Chapter 6 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
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Report of the N/A evaluations

No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
3.3.4		Where highly perishable, unpackaged food products or sensitive products are handled, the following additional requirements regarding hand washing/hygiene shall also be provided: – hand contact-free fittings, – hand disinfection, – adequate hygiene equipments, – signs requesting hand washing, – waste container with hand contact-free opening.	N/A	Alleen verpakte voedingsmiddelen.
4.1.3.2		If the customer requirements include the requirement for the absence of defined ingredients (e.g. GMO, allergens), measures shall be in place to prevent cross contamination of unpacked products.	N/A	Momenteel zijn er geen dergelijke eisen.
4.1.6.5		The use and storage of water and/ or ice that comes into direct contact with food and/ or food packaging shall be evaluated, based on hazard analysis and assessment of associated risks, in order to ensure that contamination is eliminated. Water and ice shall be of potable quality.	N/A	Geen gebruik van water of ijs dat in contact komt met het product.
4.1.6.6		Where compressed air is used and has direct contact with food or food packaging, its use shall be evaluated based on hazard analysis and assessment of associated risks. The use of compressed air shall not compromise product safety or quality.	N/A	Geen gebruik van perslucht dat in contact komt met het product.
4.1.7.1		* In case of freezing and/ or thawing services, there shall be a documented process which specifies hazard analysis, assessment of associated risks as well as appropriate measures to control identified risks.	N/A	Geen invries of ontdooi activiteiten.
4.1.7.2		* In case of freezing and/ or thawing services, all details for processing and product parameters (e.g. time, temperature, extension or shortening of product-shelf life) shall be confirmed and agreed by the owner of the product.	N/A	Geen invries of ontdooi activiteiten.
4.1.7.3		* In circumstances where the control of process and working environment parameters (e.g. temperature, time, pressure, chemical properties) is essential to ensure the product safety and quality requirements, such parameters shall be monitored and recorded continuously, or at appropriate intervals.	N/A	Geen invries of ontdooi activiteiten.
4.1.7.4		There shall be procedures in place to take corrective action in the event of equipment malfunction and/or process deviations.	N/A	Geen invries of ontdooi activiteiten.
4.1.8.3		For transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and powdered unpackaged products, the following cleaning and disinfection measures shall be implemented, as a minimum: – the cleaning and disinfection measures shall be appropriate for the type of product – the cleaning and disinfection measures of the transport container shall include all associated working equipment (e.g., hoses, valves, strainers) – the cleaning and disinfection measures shall ensure that the transport container is clean, that unwanted substances are removed from the surfaces and the number of microorganisms are reduced to a level that is sufficiently low, depending on the intended use (cross-contamination is prevented) - objective evidence shall be available for the control of cleaning and disinfection measures of transport containers (e.g. records, certificates). The effectiveness of cleaning and disinfection measures shall be made known to the cleaning staff. The cleaning staff shall be trained in cleaning procedures.	N/A	Geen bulkproduct in containers.

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4.1.8.7		Where a company employs a third-party service provider, for cleaning and disinfection activities, all requirements in 4.1.8 shall be clearly defined in the respective contract.	N/A	Geen externe schoonmaak.
4.2.6.1		* Where a company employs a third-party storage service provider, all the requirements specified within section 4.1, 4.2 and 5.3 shall be clearly defined in the respective contract or the service provider shall be certified according to IFS Logistics requirements.	N/A	Geen externe opslag.
4.2.6.2		The employees of the service provider shall understand and apply the personnel hygiene requirements of the company.	N/A	Geen externe opslag.
4.3.1.3		When temperature controlled goods are being stored or transported in containers (e.g. thermal boxes), these containers shall be in good condition (clean, odour free, dry, functional and fit for purpose). Prior to loading of the product in these transport containers, the containers shall be precooled.	N/A	Geen gebruik van thermische dozen.
4.3.1.5		Transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and/ or powdered unpackaged food products shall be labeled and used exclusively for the transportation of food.	N/A	Geen gebruik van transport containers.
4.3.1.7		Hoses, pumps, filters of tankers (tank-containers, etc.) shall be in good condition and protected from contamination during transport.	N/A	Deze items worden niet gebruikt.
6.1.3		If legislation makes registration or onsite inspections necessary, evidence of compliance shall be provided.	N/A	Geen overheidsregistratie noodzakelijk.
6.4.1		A documented procedure shall exist for managing external inspections and regulatory visits. Relevant personnel shall be trained to execute the procedure.	N/A	Geen externe inspecties van regelgevende instanties in Nederland of landen van levering.

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Corrective Action Plan

Company: Transportbedrijf A. Willems & Zn. BV Hoogeindsestraat 32 5447 PE Rijkevoort NEDERLAND							Date(s) of Audit: 05-11-2018		
List of Non-Conformities									
No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor	Root cause analysis	Corrective action implemented + date	Responsible function	Review result of the auditor	
								Comment	Advice
2.3.5		The hazard analysis shall consider the likely occurrence of hazards and severity of their adverse health effects. Where risk classification is used, a hazard analysis with risk assessment shall be documented for each risk class.	B	De HACCP-systematiek is gebaseerd op een kans (schaal 1-5) maal effect (schaal 1-5) systematiek. Deviation: for pathogens severity 4 is used, however based on own definition this should be 5.	there is a difference of interpretation; it is subjective	after internal discussion it was decided to adjust this (15-11-2018)		Seen RCA and corrective actions. Check further implementation next audit.	Positive

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3.1.1		The company shall implement documented training and/ or instruction programs. The training programs records shall include: – training contents – training frequency (concerning food safety/ hygiene at least once per year, for non-food once every two years is sufficient) – employee's task – list of participants – languages – qualified trainer/ tutor – evaluation methodology (measurement of the effectiveness of the training and the training program). Before commencing work, basic product safety training shall take place.	C	Checked for new employee M. Bloemers: no demonstrable introduction training in place.	new employee was trained, but due to a new checklist this wasn't registered	this topic is added to the new checklist (14-11-2018)		Seen RCA and corrective actions. Check further implementation next audit.	Positive
3.3.1		The company shall provide staff facilities, which shall be proportional in size and equipped for the number of personnel. Such facilities shall be kept in clean and good condition to minimize product safety risks.	C	Er zijn voldoende sanitaire voorzieningen aanwezig. Deze worden met de schoonmaak meegenomen. Daarnaast zijn er twee kantines. Er worden geen etenswaren verstrekt. Deviation: toilet at Veldweg was very dirty.	Toilet is not in use, therefore it had no attention	Toilet has been cleaned and the door is permanently locked (14-11-2018)		Seen RCA and corrective actions. Check further implementation next audit.	Positive
4.1.8.4		The facility exterior shall be clean and in good condition.	C	Under loading docks at Hoogeindse straat and Veldweg, it was not clean (however in the afternoon the docks at Hoogeindse straat were cleaned).	Insufficient attention has been paid to this	Cleaning the loading docks is added to the checklist cleaning (14-11-2018)		Seen RCA and corrective actions. Check further implementation next audit. At the end of the audit the area under the docks were already cleaned.	Positive

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4.2.1.3		The company shall control the risk of glass contamination. In areas where open products are handled, lighting equipment shall be protected by the use of shatter proof lights and installed to minimize the risk of breakage.	D	Deviation last year: Seen two missing lighting covers in truck 61. Deviation this year: missing lighting cover in trailer 14. Also no notification made for manager garage. Deviation raised to D.	Because of damage the lighting cover was missing; the driver forgot to inform the garage to replace the cover	Drivers have been re-informed to pay more attention and report deviations. Furthermore the manager garage checks the lighting covers every week during cleaning of the trailer (14-11-2018)		Seen RCA and corrective actions. Check further implementation next audit.	Positive
4.2.1.7		Windows, doors and gates shall be in good condition and shall be kept closed if not used.	B	Seen outside door/entrance for storing chemicals and tires in bad condition.	The dock shelter flaps are not used and as a result of age it hangs loose	The dock shelter flaps have been removed (15-11-2018)		Seen RCA and corrective actions. Check further implementation next audit.	Positive

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Detailed Audit Report

Company: Transportbedrijf A. Willems & Zn. BV Hoogeindsestraat 32 5447 PE Rijkevoort NEDERLAND				Date(s) of Audit: 05-11-2018
No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
1 Senior management responsibility				
1.1 Corporate policy/Corporate principles				
1.1.1		The senior management shall draw up and implement a clear corporate policy. This shall consider as a minimum the following criteria: – product safety, – customer focus, – environmental responsibility, – sustainability, – personnel responsibility. The corporate policy shall be communicated to all employees.	A	Een beleidsverklaring is opgesteld en ondertekend door de directie in September 2018. Deze is voor medewerkers ook opgehangen in de kantine.
1.1.2		The content of the corporate policy shall have been broken down into measurable objectives (quality and product safety).	A	Doelstellingen zijn beschreven in het kwaliteitsjaarverslag 2018/2019. Belangrijke doelstellingen zijn oa. digitaliseren kwaliteitssysteem, digitaliseren schoonmaaklijsten; real time bewaking temperatuur transport, performance van de dienstenleveranciers voor Willems (>28,5 punten, >52 voor transport) en de score van het klanttevredenheidsonderzoek (minimaal 80 %). Deze doelen worden in het kader van het kwaliteitssysteem jaarlijks beoordeeld en waar mogelijk scherper gezet. Er wordt geïnvesteerd om aan de eisen van de klant te kunnen blijven voldoen zoals het jaarlijks vervangen van een aantal trucks.
1.2 Corporate structure				
1.2.1		An organisation chart shall be available showing the structure of the company. The organisation chart shall include, if applicable, the associated operating facilities (e.g. independent central warehouse(s), satellite depots and other locations where logistical activities are carried out).	A	Een organisatieschema is aanwezig. Dit bevat de relevante functies in de organisatie. enkele functies worden door dezelfde persoon vervuld (bv directeur is ook P&O medewerker).
1.2.2		The department responsible for quality and product safety management and/or the IFS Logistics representative shall have a direct reporting relationship to the senior management.	A	De Kwaliteitscoördinator rapporteert rechtstreeks aan de Algemeen Directeur.
1.2.3		The company shall assign responsibility for external communications (crisis management, authorities and communication with media) to a specific responsible person or persons.	A	De directeur is verantwoordelijk voor de externe communicatie bij calamiteiten. Dit is vastgelegd in het kwaliteitshandboek onder hoofdstuk 5.1.

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1.2.4		Competences and responsibilities, including deputation of responsibility shall be clearly laid down.	A	Er zijn functie omschrijvingen opgesteld voor alle functies uit het organogram. Voor diverse functies zoals van directeur, kwaliteitscoördinator, planner, monteur, voorman loods en chauffeur is de functieomschrijving beoordeeld. Deze voldoen aan de eis.
1.2.5		The senior management shall ensure that employees are aware of their responsibilities related to product safety and quality. This shall be reviewed at least annually.	A	Medewerkers worden geïnstrueerd bij indiensttreding en zijn op de hoogte van hun verantwoordelijkheden. De leiding verifieert dit dmv dagelijks contact, interne audits en inspectierondes.
1.2.6		The company shall have a system in place to ensure that it is kept informed of all relevant legislation. The legal requirements shall be implemented by the appropriate department(s).	A	Het bedrijf wordt op de hoogte gehouden van nieuwe ontwikkelingen door met name de externe adviseur.
1.2.7	KO	* KO No 1: Senior management shall be responsible for the corporate policy and objectives. The necessary resources and investments to ensure the product safety, legality and quality according to client agreements and specifications shall be provided.	A	Afgelopen jaar zijn er voornamelijk investeringen geweest in rijdend materieel. Tevens wordt nu een extra loods gehuurd. Tevens is afgelopen jaar een koelcel bijgebouwd (inpandig). Een extern adviseur wordt ingehuurd voor ondersteuning van het kwaliteitssysteem.
1.3 Customer focus				
1.3.1		A documented procedure shall be in place to identify fundamental needs and expectations of customers.	A	Klanteisen worden per opdracht doorgenomen. Daarnaast wordt een algeheel oordeel gevraagd in een 3-jaarlijks klanttevredenheidsonderzoek. Procedure ligt vast in hoofdstuk 7.2 van het kwaliteitshandboek. Gezien leveranciersbeoordeling van 2018, besproken tijdens de management review.
1.3.2		The records of this procedure shall be evaluated and considered to determine quality and product safety objectives.	A	De resultaten van de enquête gaven geen aanleiding om de werkwijzen te veranderen. Door middel van het meten van de klachten en creditnota's wordt verder vastgesteld of aan de eisen van de klant wordt voldaan.

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1.4 Management Review			
1.4.1		Senior management shall ensure that the quality and product safety management system is reviewed at least annually, or more frequently, if changes occur. Such reviews shall contain, as a minimum: - results of audits - customer feedbacks - status of preventative and corrective actions - quality and product safety policy and objectives - follow up actions from previous management reviews - changes that could affect the product safety and quality management system and - recommendations for improvement.	A De management review wordt jaarlijks uitgevoerd. Tijdens de audit is de management review van september 2018 en kwaliteitsjaarverslag van 2018/2019 beoordeeld. Tevens worden jaarlijks doelstellingen vastgesteld en geëvalueerd (in kwaliteitsjaarverslag). Er waren geen acties vanuit de management review.
1.4.2		The company shall identify and review regularly, but at least annually, the infrastructure needed to achieve conformity with product requirements (e.g. by internal audits or on-site inspection). This review shall include, e.g.: safety and quality management system and – buildings – storerooms/ storage areas – storage facilities – machines and equipment – transport vehicles – transport units – transport containers. The results of the review shall be considered, with due consideration to risk, for investment planning.	A 2x/jaar worden de opslaglocaties gecontroleerd in een inspectieronde. Gezien resultaat op check list afgevinkt in 23-3-2018 en 20-9-2018. De gebouwen verkeerden in goede staat van onderhoud en er waren dan ook geen verbeterpunten.
1.4.3		The company shall identify and review regularly, but at least annually, the work environment needed to achieve conformity with product requirements (e.g. by internal audits or on-site inspection). This review shall include as a minimum: – staff facilities – safety and security at work – hygienic conditions. The results of the review shall be considered, with due consideration to risk, for investment planning.	A

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No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
2 Quality and product safety management system				
2.1 Product safety management				
2.1.1	KO	* KO N° 2: The basis of the company's product safety control system shall be a fully implemented, systematic and comprehensive risk management and/ or HACCP system. For food, an HACCP system shall be used and be based upon the Codex Alimentarius principles.	A	Het bedrijf heeft een HACCP-systeem opgezet en ingevoerd dat is gebaseerd op de Codex Alimentarius. Dit is vastgelegd in een apart HACCP-handboek.
2.1.2		The risk management or HACCP system shall cover all product groups as well as every process from goods receiving to dispatch and delivery.	A	Er zijn voor de ILS scope 4 productgroepen beschreven: Diepvries food verpakt, gekoeld food verpakt, overige food, verpakt en non-food producten. Willems wordt geen eigenaar van de producten. Algemene opslag en transportcondities zijn vastgelegd.
2.1.3		The risk management/HACCP system shall describe the differentiation between logistical handling of unpacked and packed products and temperature controlled and ambient stable products. The companies own control system shall comply with the existing product risk.	A	Er zijn geen onverpakte food producten. De logistieke afhandeling van food en non-food is gescheiden.
2.2 Assemble risk management/HACCP team				
2.2.1		* The company shall have a risk management team or HACCP team, which is multi-disciplinary. The team shall have strong senior management support and members of the team shall have detailed knowledge of activities across the whole facility.	A	Er is 1 HACCP-team bestaande uit de algemeen directeur, HACCP-coördinator, planner, voorman loods. Beschrijving van het HACCP-team is opgenomen in versie 5 van het HACCP systeem.
2.2.2		The team leader shall be fully conversant in risk management and/ or HACCP principles and their application. The team leader shall be able to demonstrate that he/ she can identify, control and manage product safety hazards. Where there is deficiency regarding competency within the company, external expert advice shall be obtained.	A	De HACCP coördinator heeft lange ervaring (meer dan 10 jaar) met levensmiddelen en is teamleader, tevens in december 2012 een training HACCP ILS gehad van de extern adviseur. Het bedrijf wordt ondersteund door een extern adviseur.
2.3 Risk management/HACCP management				
2.3.1		The company shall clearly identify the scope of its responsibilities in the transport and logistics chain. The risk management/HACCP management shall be based on this scope.	A	De scope is vastgelegd en omvat op- en overslag en transport van (gekoelde) levensmiddelen en non-food producten.
2.3.2		Complete descriptions of services shall be available for all product groups and shall include relevant information concerning product safety, e.g. handling, storage, transport and delivery means and respective conditions.	A	De geleverde dienst bestaat uit het opslaan van producten (zowel food als non food) in een gekoelde cel en in een ongeconditioneerde ruimte. Tevens wordt er dmv eigen auto's (zowel gekoeld als ongeconditioneerd) transport van food en non-food artikelen transport aangeboden
2.3.3		A current version of the flow diagram shall be available for logistical and product specific services. In the event of any changes, the flow diagram shall be updated.	A	Er is een schema transport rev. 2 en een schema opslag rev. 2. Deze zijn eenvoudig en beschrijven de actuele situatie voldoende.

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2.3.4		A hazard analysis shall be undertaken to evaluate all physical, chemical and biological hazards, including allergens, that may reasonably be expected to occur.	A	Een gevarenanalyse is gemaakt. Relevante gevaren zoals contaminatie door kapotte verpakking, lekken van koelmiddel en buiten specificatie vallende temperaturen zijn meegenomen.
2.3.5		The hazard analysis shall consider the likely occurrence of hazards and severity of their adverse health effects. Where risk classification is used, a hazard analysis with risk assessment shall be documented for each risk class.	B	De HACCP-systematiek is gebaseerd op een kans (schaal 1-5) maal effect (schaal 1-5) systematiek. Deviation: for pathogens severity 4 is used, however based on own definition this should be 5.
2.3.6		For all steps/processes that demand a specific control to ensure product safety, the company shall implement, maintain and document specific control measures (for food e.g. determination of CP/CCP).	A	Risico's vanaf 7 moeten beheerst worden. D.m.v. een beslisboom wordt bepaald of er sprake is van een CCP. Er zijn drie CCP's vastgesteld. Temperatuur ontvangst, temperatuur opslag en temperatuur transport vanaf cq naar de klant. Deze worden gemeten.
2.3.7		For the specific control measures the appropriate critical limits shall be defined (e.g. determination of critical limits for each CP/CCP).	A	Kritische grenswaarden zijn vastgesteld. In geval van wettelijk gekoelde producten worden de wettelijke regels aangehouden. In andere gevallen de waarden afgesproken met de leverancier.
2.3.8	KO	* KO No 3 [NA possible]: Where risks need specific control to ensure product safety, a monitoring system for each CCP shall be implemented with clear critical limits and documentation system in place, in the event of loss of control.	A	Er is 1 HACCP plan met 3 CCP's. Daar waar van toepassing (gekoelde food producten) wordt de temperatuur bij inslag gemeten in een product van de eerste, een middelste en de laatste pallet. De temperaturen in de koelcel en van de gekoelde wagens worden automatisch gelogd en zijn inzichtelijk op het scherm. Kritische limieten vastgesteld conform de wettelijke waarden: Koeltemperatuur max 7 °C., ontvangst koel max 7 °C. en opslag koel max 7 °C.
2.3.9		In the event the monitoring of control points indicates that a critical limit is not under control (e.g. CP/CCP), appropriate corrective actions shall be taken and documented. Such corrective actions shall also take into account the control of any non-conforming products.	A	Bij afwijkingen van de gewenste temperatuur (van het product) wordt het product geweigerd bij binnenkomst of intern geblokkeerd waarna overleg met de klant/eigenaar plaats vindt.
2.3.10		Procedures of verification shall be established to confirm that the risk management/HACCP system is effective. Verification of the system shall be performed at least annually. Examples of verification activities include e.g.: – internal audits, – evaluations, – evaluation of complaints. The results of this verification shall be incorporated into the risk management/HACCP system and shall be communicated to and reviewed by the senior management.	A	Jaarlijks wordt het HACCP-systeem beoordeeld door het HACCP-team. Laatste beoordeling is van september 2018. De algemeen directeur is lid van het HACCP-team. CCP- en basisvoorwaardenplan beheersing, wijzigingen en bijbehorende instructies zijn meegenomen in deze beoordeling. Samen met het kwaliteitsjaarverslag waarin o.a. de interne audits zijn meegenomen voldoet dit aan de eisen.
2.3.11		Documentation shall be available, covering relevant processes, procedures, measures and records. Documentation and record keeping shall be appropriate in relation to the nature and size of the company.	A	Instructies zijn aanwezig voor de beheersing van de CCP's. Voor de opslagtemperatuur is dit bijlage 6.1, voor de inslag is dit procedure B2 en voor het transport is dit vastgelegd in het handboek chauffeur.

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2.4 Documentation requirements				
2.4.1		The system for product safety and quality management shall be documented, implemented and shall be retained in one location (safety and quality manual or electronic documented system). The reason for any amendments to documents critical for the product requirements shall be recorded.	A	Procedure documentbeheer is vastgelegd in G4 rev:1. De reden van wijziging wordt vastgelegd op bijlage F: gezien voor HACCP analyse: vanwege aspecten voor een klant.
2.4.2		All necessary documents shall be available in their latest version. They shall be appropriately authorized and available to relevant personnel at all times. The documentation can be retained on hard copy or electronically. With respect to IT-based documentation, this shall be traceable to an authorizing signatory.	A	Tijdens de audit zijn geen afwijkingen vastgesteld ten aanzien van documentbeheer.
2.5 Record keeping				
2.5.1		All relevant records, necessary for the product requirements shall be complete, detailed and maintained and shall be available on request.	A	Tijdens de audit waren alle registraties snel beschikbaar. Gezien onder andere registraties behorende bij de trail, onderhoud en kalibratie, schoonmaak en ongediertebestrijding.
2.5.2		Records shall be legible and genuine. Any amendments to records shall only be carried out by authorized persons. If monitoring records are documented electronically a system shall be in place to ensure only authorized personnel have access to produce or amend these records (e.g. by the use of a password).	A	
2.5.3		All records shall be kept in accordance with legal requirements and at least for one year. Record keeping shall be based on a hazard analysis and associated risks. The records shall be securely stored and easily accessible.	A	Registraties worden volgens procedure G4 minimaal 3 jaar bewaard.

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No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
3 Resource management				
3.1 Personnel training/information				
3.1.1		The company shall implement documented training and/ or instruction programs. The training programs records shall include: – training contents – training frequency (concerning food safety/ hygiene at least once per year, for non-food once every two years is sufficient) – employee's task – list of participants – languages – qualified trainer/ tutor – evaluation methodology (measurement of the effectiveness of the training and the training program). Before commencing work, basic product safety training shall take place.	C	Checked for new employee M. Bloemers: no demonstrable introduction training in place.
3.1.2		The documented training programs and/ or instruction shall apply to all personnel, including seasonal and temporary workers, employed in the respective work area.	A	Er is voor de vaste medewerkers in de loods een opleidingsoverzicht. Hierbij wordt beoordeeld of er behoefte is voor aanvullende training. Gezien opleidingsoverzicht 2018. Op 19 september is er de jaarlijkse training gegeven op basis van het handboek. Nieuwe medewerkers krijgen een introductieprogramma. Medewerkers tekenen voor het afronden van het introductieprogramma. Bij indiensttreding van een chauffeur wordt er een trainingsprogramma gegeven aan de nieuwe medewerker. Hierbij wordt gebruik gemaakt van het handboek chauffeur en wordt meegerezen met een ervaren chauffeur. CCP training wordt ook gedaan dmv het handboek chauffeur. Chauffeurs hebben een jaarlijkse training gehad op 6-10-2018, inclusief food defense. Gezien ook de aanwezigheidslijst.
3.2 Personnel hygiene				
3.2.1		There shall be documented requirements relating to personnel hygiene, and where appropriate the control of infection. The procedure shall include as a minimum : – hand washing and disinfection, – eating and drinking, – smoking, – actions to be taken in case of cuts or skin abrasions. The requirements shall be based on hazard analysis and assessment of associated risks in relation to product and process.	A	Hygiëneregels zoals mbt eten, drinken en persoonlijke hygiëne zijn vastgelegd. Er zijn in het magazijn geen specifieke kledingvoorschriften. Omdat alle producten verpakt zijn is dat acceptabel. Chauffeurs krijgen en volgen de regels zoals die door de klant cq eigenaar van het product zijn doorgegeven.
3.2.2		The requirements for personnel hygiene shall be in place and applied by all relevant personnel, contractors and visitors. Compliance with the requirements shall be monitored and recorded.	A	Handenwassen na toiletbezoek ligt vast in de hygiëneregels. Magazijn medewerkers waren op de hoogte van de hygiëneregels.
3.2.3		The protective clothing for employees and visitors shall be appropriate, dependent on the product and process requirements.	A	
3.2.4		All protective clothing shall be thoroughly and regularly laundered. Hazard analysis and assessment of associated risks, together with consideration given to the processes and products of the company shall determine if clothing shall be washed by a contract laundry, on site laundry or by the employee.	A	Bedrijfskleding wordt centraal gewassen door het bedrijf zelf.

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3.3 Sanitary facilities, equipment for personnel hygiene and staff facilities			
3.3.1		The company shall provide staff facilities, which shall be proportional in size and equipped for the number of personnel. Such facilities shall be kept in clean and good condition to minimize product safety risks.	C Er zijn voldoende sanitaire voorzieningen aanwezig. Deze worden met de schoonmaak meegenomen. Daarnaast zijn er twee kantines. Er worden geen etenswaren verstrekt. Deviation: toilet at Veldweg was very dirty.
3.3.2		Adequate hand washing facilities shall be provided in the storage area and/ or the associated sanitary areas, based upon a hazard analysis and assessment of associated risks.	A Er zijn voldoende handwasgelegenheden aanwezig.
3.3.3		Such hand washing facilities shall provide as a minimum: – running potable water at an appropriate temperature, – liquid soap, – appropriate equipment for hand drying.	A
3.3.4		Where highly perishable, unpackaged food products or sensitive products are handled, the following additional requirements regarding hand washing/hygiene shall also be provided: – hand contact-free fittings, – hand disinfection, – adequate hygiene equipments, – signs requesting hand washing, – waste container with hand contact-free opening.	N/A Alleen verpakte voedingsmiddelen.

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No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
4 Realisation of the service				
4.1 General requirements for storage and transport				
4.1.1 Contract review and communication				
4.1.1.1		* The requirements and/or specifications which are defined between the contract partners shall be established, reviewed with regard to their acceptability and agreed upon before a supply agreement is concluded. All clauses related to quality and product safety shall be known and communicated to each relevant department.	A	Met meeste klanten zijn geen contracten. Eisen liggen vast in de opdrachten van de klant die per mail of fax binnenkomen. Door de planner wordt dit in de opdrachtgegevens van de klant gezet in het geautomatiseerde systeem. Deze eisen komen dan automatisch op de rit- en laadlijsten te staan. Er zijn voornamelijk eisen met betrekking tot de temperatuur. Met een grote zuivel klant is wel een contract aanwezig. Gezien contract van 24-4-2018.
4.1.1.2		Changes of existing contractual agreements shall be documented and communicated between the contract partners.	A	
4.1.1.3		If compliance to the agreed services is not possible (e.g. punctuality of delivery), the customer shall be informed promptly.	A	Bij afwijkingen over b.v. de ontvangst temperatuur wordt altijd met de klant contact opgenomen.
4.1.2 Suppliers and service providers				
4.1.2.1		There shall be a procedure for approval and monitoring of suppliers (internal and external) and service providers. The monitoring procedure shall include risk-based assessment criteria such as supplier reliability, complaints, audits, certificates of compliance as well as required performance standards.	A	Procedure is aanwezig. Leveranciers worden goedgekeurd na een proeflevering of 1e dienst levering. De belangrijkste leveranciers van diensten naar inkoop omzet en leveranciers waarover klachten zijn worden jaarlijks beoordeeld. Gezien de beoordeling van 26-09-2018.
4.1.2.2		The results of supplier's assessments shall be reviewed regularly, but at least annually. There shall be records of the reviews and of the actions taken as a consequence of assessment.	A	
4.1.2.3		A current list of approved suppliers and service providers shall be available to the personnel responsible for the management of service providers and suppliers.	A	Een lijst van goedgekeurde leveranciers is aanwezig. Gezien de lijst van 2018.
4.1.3 Specific requirements for material handling				
4.1.3.1		* The company shall have a procedure to avoid any contamination (also cross contamination caused by incompatible products in the same transport unit or storage room). A contamination by emissions, exhaust fumes, smell, foreign bodies, packaging material and any other contaminants shall be avoided.	A	Alle producten zijn verpakt. Er zijn diverse maatregelen om kruisbesmetting te voorkomen. Zo gelden er algemene procedures mbt persoonlijke hygiëne, er zijn schoonmaakprogramma's (ook voor vrachtauto's), er wordt uitsluitend met elektrische transportmiddelen gewerkt en er wordt onderhoud gepleegd aan de koelinstallaties en auto's. Tevens is er gescheiden transport van food en non-food.
4.1.3.2		If the customer requirements include the requirement for the absence of defined ingredients (e.g. GMO, allergens), measures shall be in place to prevent cross contamination of unpacked products.	N/A	Momenteel zijn er geen dergelijke eisen.

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4.1.3.3		Specific demanded requirements regarding non-food product safety and/or protection of the environment (e.g. packing of damageable non-food products like electronic devices) shall be met.	A	
4.1.4 Traceability				
4.1.4.1		A traceability system shall be in place which is appropriate for the company and the products they handle.	A	Een traceerbaarheidssysteem is aanwezig. Producten worden ingeslagen op palletnummer van de klant en per pallet administratief gevolgd. Ook bij ompak of uitsorteren tbv distributie voor installatiematerialen blijft de traceerbaarheid geborgd. Tijdens de audit is een traceertest uitgevoerd op Oplegger 41 met rit 359717 van 6-8-2018 en opslag op locatie VS32 en WA01A en van SSCC 00387123864002225715. Informatie was snel beschikbaar in de computer.
4.1.4.2		*The system shall ensure that the goods (incl. quantity) are identifiable within the defined logistical supply chain at all time. Furthermore, this system shall enable clear identification of every person and/or logistics company from which they receive the goods and to which company the goods are delivered to.	A	Producten die worden opgeslagen krijgen of hebben een palletlabel en kunnen via het geautomatiseerde systeem worden getraceerd.
4.1.4.3		The company shall keep an updated register of all customers and quantity of the customer goods under their control. In the storage area, the products shall be assigned to a customer.	A	Een overzicht met alle voorraad is aanwezig. Uit steekproeven tijdens de audit bleek de indeling van de producten in de opslagruimte correct te zijn weergegeven in het systeem.
4.1.4.4		*The traceability system shall be tested on a regular basis, but at least annually and each time the traceability system changes. This test shall be performed in order to confirm the effectiveness of the traceability system and to, if necessary, improve it. Test results shall be recorded and corrective measures shall be implemented, if required.	A	Tijdens de jaarlijkse interne audit op 20-09-2018 de traceerbaarheid getest. Traceerbaarheid binnen enkele minuten aantoonbaar in systeem.
4.1.5 Maintenance and repair				
4.1.5.1		An adequate system of planned maintenance shall be in place, maintained and documented, covering all equipment (incl. transport) that is critical for compliance with product safety and quality requirements. This applies both for internal and external maintenance activities.	A	Onderhoud wordt deels zelf uitgevoerd en deels uitbesteed. Eigen onderhoud betreft met name de vrachtwagens en opleggers. Er is een eigen garage waar de auto's op basis van gereden kilometers een onderhoudsbeurt krijgen. Gezien onderhoud en inspectie van de koelinstallatie van oplegger 14, uitgevoerd op 1-8-2018; APK geldig tot 25-1-2019. Tevens gezien onderhoud aan de koelinstallatie van de koelcel (oa lektesten: 8-5-2018). Pallettruck D439T06075R BMWWT keuring op op 29-6-2018. Truck 03-BBX-4 APK geldig tot 2-7-2019.
4.1.5.2		Product requirements and prevention of contamination shall be ensured during and after maintenance and repair work. Detailed records of maintenance and repair work, including corrective actions taken shall be kept.	A	Garage staat los van het magazijn en er is een aparte ruimte in het magazijn waar de koelunit staat. Er is geen risico op contaminatie.
4.1.5.3		All materials used for maintenance and repair shall be fit for the intended use (e.g. food-grade oils, non-toxic paints if unpacked products are handled).	A	

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4.1.5.4		Failures of site and equipment covered by the maintenance system shall be documented and reviewed with a view to adapting the maintenance system.	A	
4.1.6 Air conditioning/ cooling/ water/ ice and compressed air				
4.1.6.1		Requirements for environmental control (e.g. temperature, humidity) which influence product quality and product safety shall be defined and implemented.	A	
4.1.6.2		* One or more appropriate temperature recording systems shall be implemented in the logistical chain in order to monitor the process at appropriate intervals.	A	Er is 1 gekoelde ruimte. Deze wordt op op maximaal 5 °C gehouden. Gezien grafiek van de koelcel van augustus 2018 van cel 1 en cel 2. Deze voldoet aan de eisen. Bij overschrijding van de limiet wordt automatisch een alarm gegenereerd naar een van de medewerkers. Temperatuur van het transport wordt eveneens automatisch gemonitord en is per vrachtauto uit te lezen (grafiek wordt per oplegger automatisch geüpdate als de auto aan het dock staat). Gezien temperatuur grafiek van rit 359717 van 6-8-2018 van oplegger 14.
4.1.6.3		Where the process requires air conditioning/chilled air, the equipment used for this purpose shall be adequately maintained and cleaned within an appropriate frequency.	A	Onderhoud koelcel en koelunits zitten in het onderhoudsschema (gezien registraties; zie onderhoud).
4.1.6.4		In case of breakdown of the air conditioning/ chilled system and/ or in the event of deviations from the target temperature, an alarm system shall be in place. Effective emergency corrective action procedures shall be in place ensuring product safety or quality is not compromised.	A	
4.1.6.5		The use and storage of water and/ or ice that comes into direct contact with food and/ or food packaging shall be evaluated, based on hazard analysis and assessment of associated risks, in order to ensure that contamination is eliminated. Water and ice shall be of potable quality.	N/A	Geen gebruik van water of ijs dat in contact komt met het product.
4.1.6.6		Where compressed air is used and has direct contact with food or food packaging, its use shall be evaluated based on hazard analysis and assessment of associated risks. The use of compressed air shall not compromise product safety or quality.	N/A	Geen gebruik van perslucht dat in contact komt met het product.
4.1.7 Specific requirements in case of freezing and/ or thawing				
4.1.7.1		* In case of freezing and/ or thawing services, there shall be a documented process which specifies hazard analysis, assessment of associated risks as well as appropriate measures to control identified risks.	N/A	Geen invries of ontdooi activiteiten.
4.1.7.2		* In case of freezing and/ or thawing services, all details for processing and product parameters (e.g. time, temperature, extension or shortening of product-shelf life) shall be confirmed and agreed by the owner of the product.	N/A	Geen invries of ontdooi activiteiten.
4.1.7.3		* In circumstances where the control of process and working environment parameters (e.g. temperature, time, pressure, chemical properties) is essential to ensure the product safety and quality requirements, such parameters shall be monitored and recorded continuously, or at appropriate intervals.	N/A	Geen invries of ontdooi activiteiten.

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4.1.7.4		There shall be procedures in place to take corrective action in the event of equipment malfunction and/or process deviations.	N/A	Geen invries of ontdooi activiteiten.
4.1.8 Cleaning and Disinfection				
4.1.8.1		Based on hazard analysis and assessment of associated risks, cleaning and disinfection schedules shall be established, implemented and documented. These shall specify: – responsibilities of staff – the products used and their instructions for use – the areas to be cleaned and/or disinfected – objectives – cleaning frequency – documentation requirements – hazard symbols (if necessary).	A	Schoonmaak schema is aanwezig. Zowel de opslaghallen als de binnenkant van auto's wordt dagelijks droog schoon gemaakt indien nodig. De vrachtauto's worden in een overzichtsschema bijgehouden en periodiek van binnen en buiten nat gereinigd en waar nodig gedesinfecteerd (klanteneis). Gezien voor oplegger 14. Gezien controle rondes na schoonmaak in 2018 van beide locaties.
4.1.8.2		The effectiveness of the cleaning and disinfection measures shall be verified and documented. Resultant corrective actions shall be documented.	A	Effectiviteit wordt visueel beoordeeld. Wekelijks wordt de schoonmaak gecontroleerd door de loodsbaas en deze controle wordt op de checklist ingevuld. De QA coördinator voert de eindcontrole uit. Gezien schoonmaaklijsten 2018.
4.1.8.3		For transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and powdered unpackaged products, the following cleaning and disinfection measures shall be implemented, as a minimum: – the cleaning and disinfection measures shall be appropriate for the type of product – the cleaning and disinfection measures of the transport container shall include all associated working equipment (e.g., hoses, valves, strainers) – the cleaning and disinfection measures shall ensure that the transport container is clean, that unwanted substances are removed from the surfaces and the number of microorganisms are reduced to a level that is sufficiently low, depending on the intended use (cross-contamination is prevented) - objective evidence shall be available for the control of cleaning and disinfection measures of transport containers (e.g. records, certificates). The effectiveness of cleaning and disinfection measures shall be made known to the cleaning staff. The cleaning staff shall be trained in cleaning procedures.	N/A	Geen bulkproduct in containers.
4.1.8.4		The facility exterior shall be clean and in good condition.	C	Under loading docks at Hoogeindse straat and Veldweg, it was not clean (however in the afternoon the docks at Hoogeindse straat were cleaned).
4.1.8.5		Current Safety Data Sheets (SDS) and instructions for use shall be available on site for chemicals and cleaning agents. Instructions shall be known by the responsible personnel.	A	Informatie over de reinigingsmiddelen gebruikt voor de auto's M-Clean super excellent is beschikbaar.
4.1.8.6		Cleaning utensils and chemicals shall be clearly labeled. These shall be used in a way to avoid contamination.	A	
4.1.8.7		Where a company employs a third-party service provider, for cleaning and disinfection activities, all requirements in 4.1.8 shall be clearly defined in the respective contract.	N/A	Geen externe schoonmaak.

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4.2 Storage and handling				
4.2.1 Constructional requirements				
4.2.1.1		The working environment shall not compromise product safety and/ or quality.	A	
4.2.1.2		All working areas shall have adequate lighting.	A	In het magazijn en de koelcel is voldoende verlichting aanwezig. Er waren nieuwe LED lampen geplaatst.
4.2.1.3		The company shall control the risk of glass contamination. In areas where open products are handled, lighting equipment shall be protected by the use of shatter proof lights and installed to minimize the risk of breakage.	D	Deviation last year: Seen two missing lighting covers in truck 61. Deviation this year: missing lighting cover in trailer 14. Also no notification made for manager garage. Deviation raised to D.
4.2.1.4		Procedures shall be in place describing the measures to be taken in case of breakage of glass and similar material. Such measures shall include: – cleaning methods, – avoiding of contamination, – product quarantine (blocking/hold) and releasing.	A	Een glasbreuk procedure is aanwezig. Deze voldoet aan de norm. Bij glasbreuk wordt altijd de QA coördinator gewaarschuwd.
4.2.1.5		The loading area shall be appropriate for its intended use. It shall be constructed in a way that: – products are protected from rain, – accumulation of waste is avoided, – condensation and formation of mould growth is prevented, – cleaning can be easily undertaken	A	Er zijn goed onderhouden en afgesloten laad docs.
4.2.1.6		The floor, walls and ceilings shall be in good condition.	A	
4.2.1.7		Windows, doors and gates shall be in good condition and shall be kept closed if not used.	B	Seen outside door/entrance for storing chemicals and tires in bad condition.
4.2.2 Equipment				
4.2.2.1		All equipment shall be designed for its intended use, maintained and stored not to pose any product safety or quality risk.	A	Er zijn alleen stellingen en heftrucks aanwezig. Deze zijn in goede conditie. De koelmotoren van het gekoelde magazijn staan in een aparte ruimte.
4.2.2.2		The utilities and other equipment (cables, switches, etc.) shall be easily accessible for cleaning.	A	
4.2.2.3		Work equipment, which are being used, shall be designed so that possible damage and/ or contamination is prevented.	A	
4.2.3 Pest monitoring/pest control				
4.2.3.1		* The company shall have a pest control system in place which is in compliance with local legal requirements and shall have, as a minimum, criteria for: – the site environment (potential pests) – site plan with area for application (bait map) – identification of the baits on-site – responsibilities (in-house/external) – products/agents and their instructions for use and safety – the frequency of inspections. The pest control system shall be based on hazard analysis and assessment of associated risks.	A	Ongediertebestrijding is uitbesteed aan een extern bedrijf, Zungo. Gezien contract en registraties (laatste bezoek 5-11-2018, Hoogeindsestraat), contract van 10-05-2012. Er wordt 8 maal per jaar op knaagdieren en 4x per jaar op vliegend ongedierte gecontroleerd. Op locatie Veldweg geen activiteit afgelopen maanden. Op locatie Hoogeindsestraat wel activiteit waargenomen, buitenom. Binnen geen activiteit.
4.2.3.2		The company shall have qualified and trained in-house staff, and/or employ the services of a qualified external provider. Where an external provider is used the activities required on site shall be laid down in a written contract.	A	De externe bestrijder is gecertificeerd. Gezien kopie van geldig pasje EVM van de laatste bezoekende bestrijder, geldig tot 6-12-2022.

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4.2.3.3		Following pest control inspections, any resulting recommendations shall be acted upon by both parties and actions shall be documented, including the date when corrective actions were taken. The products used for pest control shall not compromise product safety. The effectiveness of the pest control shall be monitored and regular trend analyses undertaken.	A	
4.2.3.4		Incoming deliveries shall be checked on arrival for the presence of pests. Any infestation shall be documented and control measures taken.	A	Elke ontvangst wordt gecontroleerd op hygiëne, beschadigingen en ongedierte.
4.2.3.5		Products, equipment and transportation vehicles shall be stored so as to minimize the risk of pest infestation. Where stored product and/or machines may attract pests, appropriate measures shall be taken to prevent risk of contamination.	A	
4.2.4 Receipt of goods and storage				
4.2.4.1		* Procedures for the receipt of goods shall be established, effectively implemented and communicated to all relevant personnel. These procedures shall include general checking criteria (e.g. identification of products and vehicle), rules for goods acceptance, goods rejection and qualified acceptance. Non-conformities shall be acted upon and documented. If specific product checks are requested by the customer, they shall be implemented and known by the responsible employees.	A	Ingangscontrole wordt uitgevoerd. Dit bestaat uit visuele controle en bij gekoelde producten controle van de temperatuur van het product achter in de vrachtauto, in het midden en vooraan (CCP).
4.2.4.2		* All products shall be clearly identifiable at all times. Storage, removal and handling of the goods shall be in accordance with customer requirements.	A	Producten die alleen worden overgeslagen hebben een identificatie van de klant. Producten die worden opgeslagen krijgen een palletlabel.
4.2.4.3		Effective stock control system shall be in place and may include methods such as, First In - First Out (FIFO) or First Expired - First Out (FEFO) and shall meet customers requirements.	A	Er wordt op basis van de opdracht van de klant uitgeslagen.
4.2.4.4		The loading and unloading of product shall be carried out in a manner which prevents damage. The product shall be secured so that contamination and/ or damage is prevented during transport.	A	Levensmiddelen worden alleen via de docks gelost en geladen. Door de verpakking is kruiscontact nagenoeg uitgesloten.
4.2.4.5		The staff shall be trained in the safe handling and security of product at all times, e.g. during loading, unloading and whilst in storage.	A	
4.2.4.6		Outdoor storage shall be kept to a minimum. Where goods are stored outside, hazard analysis and assessment of associated risks shall be undertaken in order to ensure that there is no risk of contamination or adverse effect on quality and product safety.	A	Alleen PVC buizen en retouremballage is buiten opgeslagen. Dit levert geen risico's op. retouremballage wordt gereinigd en PVC buizen zijn bestand tegen weersinvloeden en de omgeving.
4.2.4.7		Where pallets are used, these shall be inspected to ensure they are in good condition and shall not compromise product safety.	A	
4.2.4.8		A hazard analysis and assessment of associated risks for possible food fraud is in place, which realistically can be expected within the process. Based on this, appropriate measures for risk mitigation shall be documented and implemented, if necessary.	A	Fraude gevoelige producten: verwisseling bio met niet bio. Gevarenanalyse food fraude is aanwezig (bijlage 5, rev.2). Beheersing door middel van procedure B2: beoordelen, uitvoeren en beheersen van de opslagopdracht. Het bedrijf is SKAL gecertificeerd.

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4.2.5 Waste disposal				
4.2.5.1		All current legal requirements for waste disposal shall be met.	A	Afval wordt gescheiden en afgevoerd via containers.
4.2.5.2		Food waste and other waste shall be removed from areas where food and/ or sensitive goods are handled and pose a risk to product safety and quality.	A	Tijdens de audit geen afwijkingen waargenomen. Er zijn voldoende afvalbakken aanwezig.
4.2.5.3		Waste collection containers shall be clearly marked and in a proper condition.	A	
4.2.5.4		Waste shall be collected in separate containers in accordance with the intended means of disposal. Such waste shall be disposed by authorised third parties only. Records of waste disposal shall be kept by the company.	A	
4.2.6 Storage service providers				
4.2.6.1		* Where a company employs a third-party storage service provider, all the requirements specified within section 4.1, 4.2 and 5.3 shall be clearly defined in the respective contract or the service provider shall be certified according to IFS Logistics requirements.	N/A	Geen externe opslag.
4.2.6.2		The employees of the service provider shall understand and apply the personnel hygiene requirements of the company.	N/A	Geen externe opslag.
4.3 Transport				
4.3.1 Specific transport requirements				
4.3.1.1		Transport vehicles, transport units, and/ or transport containers that are being operated on different modes of transport (street, rail, air and water) shall keep the transport conditions of the goods being transported within the boundaries of the permissible tolerance (e.g. temperature).	A	De beoordeelde auto's verkeren in goede staat, worden onderhouden door de eigen technische dienst. Gezien trailer: 67, 27 en 14 en truck 03-BBX-4.
4.3.1.2		Where goods must be transported at defined conditions (e.g. temperature), before loading, the conditions inside the vehicle shall be checked and documented to ensure compliance to the specified conditions.	A	Temperatuur in de auto's wordt gemeten (gelogd) en bij ontvangst van de goederen vindt een controle plaats bij het begin, midden en eind lossen. Deze eis is ook opgenomen in het handboek chauffeurs. Beoordeeld temperatuur verloop van oplegger 41 met rit 359717 van 6-8-2018. Temperaturen blijven binnen de gestelde limieten.
4.3.1.3		When temperature controlled goods are being stored or transported in containers (e.g. thermal boxes), these containers shall be in good condition (clean, odour free, dry, functional and fit for purpose). Prior to loading of the product in these transport containers, the containers shall be precooled.	N/A	Geen gebruik van thermische dozen.
4.3.1.4		During transport, the respective permissible load level (payload) of transport vehicles, transport units and/ or containers shall not be exceeded, in order to maintain product safety and quality.	A	
4.3.1.5		Transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and/ or powdered unpackaged food products shall be labeled and used exclusively for the transportation of food.	N/A	Geen gebruik van transport containers.

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4.3.1.6		Cleaning of the transport unit shall be performed with consideration of the specific hygienic requirements and product risks. Cleaning certificates or other objective evidence that effective cleaning has been carried out shall be available, if required by law or by the customer(s).	A	Auto's worden dagelijks droog geveegd. Indien nodig worden deze afhankelijk van het gebruik en type producten nat gereinigd. Er is een jaaroverzicht met registraties van de periodieke natte schoonmaak in de eigen wasstraat aanwezig. Gezien overzicht van 2018.
4.3.1.7		Hoses, pumps, filters of tankers (tank-containers, etc.) shall be in good condition and protected from contamination during transport.	N/A	Deze items worden niet gebruikt.
4.3.2 Transport service provider				
4.3.2.1		* Where a company uses a third-party transport service provider on a regular basis, all the requirements specified within section 4.1, 4.3 and 5.3 shall be clearly defined in the respective contract or the service provider shall be certified according to IFS Logistics requirements.	A	Er wordt gebruik gemaakt van 4 externe transporteurs voor goederen en 1 koerier. Deze hebben de transportverklaring met de vereisten getekend.
4.3.2.2		The drivers of the service provider shall know and apply the personnel hygiene requirements.	A	Er wordt gebruik gemaakt van vaste externe transporteurs. Deze zijn op de hoogte van de regels en waar van toepassing voldoen chauffeurs aan de hygiëne regels.
4.3.2.3		* Where a company uses a third-party service provider on an irregular basis for the transport of packed products (spot market), the service provider shall be certified according to IFS Logistics or fulfill the following evidently and binding agreed requirements: – the transport units and truck shall be clean, - the service provider shall ensure temperature of product is controlled, – different products shall clearly separated, – there shall be absence of smells and other contamination (4.1.3.1) – requirement 4.1.1.3 shall be fulfilled – requirements 5.3 shall be fulfilled – requirements 5.6 shall be fulfilled. If the product is forwarded to another service provider, these defined requirements shall be met.	A	Incidenteel wordt voor non-food gebruik gemaakt van transporteurs op de spot markt. Eisen liggen vast op de transportopdracht. Er worden alleen non-food producten vervoerd vanaf Willems naar een klant. Niet alle eisen zijn daar van toepassing (zoals 5.3 (alleen ambient) en 5.6 (verzorgd door Willems en de klant/eigenaar).

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No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
5 Measurements, analysis, improvements				
5.1 Internal audits				
5.1.1	KO	* KO No 4: Effective internal audits shall be conducted according to a defined agreed audit program and shall cover all requirements of IFS standard. Scope and frequency of internal audits shall be determined by hazard analysis and assessment of associated risks. This is also applicable for off site locations owned or rented by the company.	A	De werkwijze voor interne audits is vastgelegd in procedure G2. Het gehele systeem wordt jaarlijks geaudit. Audit planning van 2018 en 2019 is aanwezig.
5.1.2		* Internal audits of activities which are critical to product safety shall be carried out at least once a year.	A	De audit is opgebouwd uit het beoordelen van correctheid en implementatie van procedures, werkinstructies, HACCP-analyse, etc. Bij problemen kan de frequentie worden verhoogd. Laatste audit heeft op 20-09-2018 en 27-09-2018 plaatsgevonden en is uitgevoerd door de externe adviseur.
5.1.3		The auditors shall be competent and independent from the audited department.	A	De extern adviseur is voldoende onafhankelijk van de dagelijkse operatie.
5.1.4		* Audit results shall be communicated to the senior management and to responsible persons of relevant departments. Necessary corrective actions and a schedule for implementation shall be determined. All actions in relation to corrective actions shall be documented and communicated to every relevant person.	A	Audit resultaten worden direct doorgenomen met het management. Tevens zijn verbeteringen een onderdeel van het kwaliteits-jaarverslag.
5.1.5		It shall be documented, how and when the corrective actions resulting from the internal audits shall be verified.	A	Indien relevant worden er acties uitgevoerd. Deze worden geverifieerd door de QA coördinator. Alle acties liggen vast op verbeterformulieren, Bijlage G13. Bij de laatste interne audit zijn geen verbeterpunten vastgesteld.
5.2 Site inspections				
5.2.1		Site inspections shall be planned and carried out, based on hazard analysis and assessment of associated risks. In addition to the infrastructure of the site (see 1.4.2 and 1.4.3), the operational aspects of personnel hygiene, hygiene of the process, the HACCP/ risk management system and food defense shall be evaluated.	A	Hygiëne inspecties vinden wekelijks plaats ter controle van de schoonmaak (gezien vinklijst van 2018). 2x/jaar worden de opslaglocaties gecontroleerd in een inspectieronde. Gezien resultaat op check list afgevinkt in 23-3-2018 en 20-9-2018. De gebouwen verkeerden in goede staat van onderhoud en er waren dan ook geen verbeterpunten.
5.2.2		Any discrepancies found from the site inspections as well as corresponding corrective action shall be recorded. The corrective actions shall be implemented.	A	

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5.3 Calibration, adjustment and checking of measuring and monitoring devices				
5.3.1		The company shall identify the measuring and monitoring devices required to ensure compliance with product requirements. A register of these devices shall be documented and devices clearly identified.	A	Overzicht van te kalibreren meet middelen is aanwezig. Gezien kalibratie van de temperatuur probes van de koelcel (6-8-2019) en thermometer D12250406 op 25-02-2018, voelers trailer 14 op 5-9-2018.
5.3.2		The measurement equipment and devices shall be checked, calibrated and/or verified and/or adjusted at defined intervals and against recognised standards/methods (if appropriate). The results of checks, adjustments and/or calibration shall be documented.	A	
5.4 Management of complaints from authorities and customers				
5.4.1		A system shall be in place for the management of product complaints.	A	Een klachtensysteem is aanwezig, procedure G1, beheersing van afwijkingen.
5.4.2		All complaints shall be assessed by competent staff. Where it is justified, appropriate actions shall be taken, if necessary, as soon as practicable.	A	Klachten worden behandeld door de Planner / QA coördinator. Klachten komen meestal binnen bij de planners of via de chauffeurs en geregistreerd in het "opmerkingen formulier" waarbij een categorie wordt toegekend aan de klacht. Gezien 2 klachten: 5-10-2018 gewijzigd adres en 13-6-2018: gebruik stempel. In beide gevallen is met de betreffende chauffeur gesproken. In totaal waren er in 2018 96 opmerkingen/klachten tot nu toe. Er waren geen voedselveiligheids klachten of klachten van de overheid.
5.4.3		Complaints shall be analysed with a view to implementing preventive actions, which avoid the recurrence of the non-conformity.	A	De Planner / QA coördinator maakt overzichten van klachten categorieën. Er zijn geen specifieke trends die aandacht vragen en er waren geen voedselveiligheidsklachten.
5.4.4		The results of complaint data analysis shall be made available to the relevant responsible persons and to the senior management.	A	
5.5 Management of non-conformities and nonconforming products				
5.5.1	KO	* KO No 5: An effective procedure shall be in place for the management of all non-conforming products.	A	Bij afwijkende producten worden deze geblokkeerd en wordt contact opgenomen met de eigenaar. Alle externe afwijkingen worden via het "afwijkingen systeem" geregistreerd en afgehandeld. Voor interne afwijkingen wordt een verbeterformulier gebruikt.
5.5.2		The procedure for the management of non-conforming products shall include, as a minimum: – hazard analysis and assessment of associated risks, – procedure of product quarantine (blocking/hold) – identification (e.g. labeling) – clearly identified staff responsibilities – the release procedure of goods.	A	
5.5.3		The procedure for the management of non-conforming products shall be understood by all relevant employees.	A	Tijdens de interviews is gebleken dat de medewerkers op de hoogte zijn van de afgesproken werkwijze.
5.5.4		Where non-conformities are identified immediate corrections shall be taken to ensure that product requirements are complied with.	A	

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5.5.5		The effectiveness and timeliness of implementation of the procedure for managing non-conforming products shall be subject to internal testing at least annually, (where quarantine has taken place within a year, this shall be used to assess the procedure). This assessment shall be carried out in a manner to ensure the effective implementation and operation of the procedure.	A	
5.6 Recall and withdrawal				
5.6.1		There shall be an effective procedure for the withdrawal and recall of all products. This procedure shall include a clear assignment of responsibilities.	A	Recall procedure is vastgelegd in bijlage 9 rev. 1 van het HACCP-handboek. Hierin zijn verantwoordelijkheden vastgelegd dmv het vaststellen van een recall team. De directeur is lid van het recall team.
5.6.2		The procedure shall ensure an effective and prompt response to recall and withdrawal requirements of the product owner.	A	
5.6.3		To ensure its effectiveness and possible improvement, the procedure shall be tested at least annually. If a product recall or withdrawal has taken place within the last 12 months, this may be used to assess the procedure.	A	Jaarlijks tijdens de interne audit wordt de recall procedure getest. Gezien resultaten in auditverslag van 20-09-2018. Daarin is product getraceerd en de recall procedure nagelopen en de telefoonnummers gecontroleerd. Willems is afgelopen jaar niet betrokken geweest bij een recall. Veelal zal het zich beperken tot een tracing van de producten omdat Willems geen eigenaar is van het product en een recall gecoördineerd zal worden door de eigenaar van het product.
5.7 Crisis and incident management				
5.7.1		A documented procedure shall be established for the management of incidents and of potential emergency situations, that impact product safety, legality and quality. This procedure shall be implemented and maintained. The procedure shall include as a minimum: the nomination and training of a crisis team, an alert contact list, sources of legal advice (if necessary), contacts availability, customer information and a communication plan.	A	Crisis werkwijze ligt vast in het Crisis Management Plan rev 1 in het HACCP handboek. Contactgegevens zijn onderdeel van dit plan. Het omvat tevens een recovery plan voor opslag bij een collega transportbedrijf.
5.7.2		The feasibility, effectiveness and timeliness of implementation of the procedure for management of incidents shall be subject to regular internal testing, at least annually.	A	De jaarlijkse test van de crisis procedure heeft op 20-09-2018 plaatsgevonden.

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5.8 Corrective actions				
5.8.1		A procedure shall be in place for the recording and analysis of the non-conformities with the objective to avoid recurrences by preventive actions and/or corrective actions.	A	Corrigerende acties worden via diverse kanalen ingezet en uitgevoerd, oa via de verbeterformulieren en het "afwijkingen systeem".
5.8.2	KO	* KO No 6: Corrective actions shall be clearly formulated, documented and undertaken, as soon as possible to avoid further occurrence of non-conformity. The responsibilities and the timescales for corrective action shall be clearly defined.	A	Gezien 2 laatste verbeterformulieren nr 22 (14-05-2018) mbt WMS systeem niet toereikend voor klant en nr 23 (27-08-2018) mbt los/laad instructies niet geheel duidelijk. RCA: los laad instructie niet duidelijk op alle laad en losadressen; corrigerende maatregel: roadmaps met behulp van scanners. Verificatie op 7-2018: functioneel opgeleverd.
5.8.3		The performance of the implemented corrective actions shall be documented and the effectiveness shall be checked.	A	
5.8.4		The preventative and corrective actions shall be communicated to the senior management.	A	

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No.	Level	Requirement set out in the IFS Logistics	Rating	Observation auditor
6 Product/food defense plan and external inspections				
6.1 Defense assessment				
6.1.1		Responsibilities for product/ food defense shall be clearly defined. The person responsible for product/ food defense shall be part of key staff or shall have access to the top management team. Knowledge in this area shall be demonstrated by the responsible person.	A	
6.1.2		A product defense hazard analysis and assessment of associated risks shall have been performed and documented. Based on this assessment and legal requirements, areas critical to security shall be identified. Product defense hazard analysis and assessments of associated risks shall be conducted annually or upon changes that affect product integrity. An appropriate alert system shall be defined and periodically tested for effectiveness.	A	Een food defense analyse is uitgevoerd en vastgelegd in een dreigingsanalyse. Er is gewerkt met kans maal effect (laag, matig, hoog). Bij een hoge en hoog/matige risicoscore moet een maatregel worden genomen. Er zijn diverse beheersmaatregelen operationeel zoals de toegansprocedure, bescherming van de laadeenheden zoals beschreven in het handboek Chauffeur en de fysieke beveiliging van het pand. Laatste beoordeling Food Defense risico analyse tijdens de interne audit van 20-10-2017.
6.1.3		If legislation makes registration or onsite inspections necessary, evidence of compliance shall be provided.	N/A	Geen overheidsregistratie noodzakelijk.
6.2 Site security				
6.2.1		* Based on a hazard analysis and assessment of associated risks, identified areas critical to security shall be adequately protected to prevent unauthorized access. Access points shall be controlled.	A	's-Nachts en in het weekend is de poort aan het begin van het terrein afgesloten. Vrachtauto's en het magazijn zijn afgesloten, magazijnmedewerkers hebben een elektronische sleutel om binnen te komen, bezoekers dienen aan te bellen. Er is een alarminstallatie aanwezig. Tevens is er bewaking d.m.v. camera's binnen en buiten. De loods op de Veldweg 3 zit op slot. De voorman loods heeft de sleutel.
6.2.2		Procedures shall be in place to prevent and identify signs of tampering.	A	Food producten zitten in afgesloten verpakking waarbij te zien is of een verpakking geopend is geweest. Op tanks zit een zegel.

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6.3 Personal and visitor security				
6.3.1		Visitor policy shall contain specific aspects of product defense plan. Delivery and loading staff in contact with the product shall be identified and shall respect the access rules of the company. Visitors and external service providers shall be identified in areas with product storage and shall be registered at the time of access. They should be informed about the site policies and their access controlled accordingly.	A	Bezoekers dienen zich te registreren. Dit gecontroleerd bij de kantoorreceptie en in het magazijn.
6.3.2		All employees shall be trained in product defense with respect to the product requirements and the training needs of the employees or when significant program changes occur. The training sessions shall be documented. Employee hiring and employment termination practices shall consider security aspects as permitted by law.	A	Personeel is geïnstrueerd om veiligheidszaken te melden. De ploegchefs zijn constant aanwezig op de werkvloer in het magazijn of het magazijn is gesloten. Food defense is onderdeel van het handboek "chauffeur". Dit wordt door chauffeurs afgetekend.
6.4 External inspections				
6.4.1		A documented procedure shall exist for managing external inspections and regulatory visits. Relevant personnel shall be trained to execute the procedure.	N/A	Geen externe inspecties van regelgevende instanties in Nederland of landen van levering.

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Explanations regarding the audit report

Evaluation of requirements

Result	Explanation	Points
A	Full compliance	20 points
B (deviation)	Almost full compliance	15 points
KO requirement scored with a B	Almost full compliance	15 points
C (deviation)	Small part of the requirement has been implemented	5 points
D (deviation)	Requirement has not been implemented	-20 points
Major	When there is a substantial failure to meet the requirements of the Standard, which includes product safety and/or the legal requirements of logistical handling and destination countries. A major can also be given when the identified non-conformity can lead to a serious health hazard. A major can be given to any requirement which is not defined as KO.	15 % of the possible total amount of points is subtracted.
KO requirement scored with a D	The KO requirement has not been Implemented.	50 % of the possible total amount of points is subtracted.
N/A	Not applicable. Requirement not applicable for a company.	N/A requirements will be excluded from the final scoring.

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Scoring and awarding of certificates

Audit result	Status	Action company	Report from	Certificate
At least 1 KO scored with D	Not approved	Actions and new initial audit to be agreed upon.	Report gives status	No
> 1 Major and/or < 75 % of the requirements are fulfilled	Not approved	Actions and new initial audit to be agreed upon.	Report gives status	No
Max 1 Major and ≥ 75 % of the requirements are fulfilled	Not approved unless further actions taken and validated after follow-up audit.	Send completed action plan within 2 weeks of receiving the preliminary report. Follow-up audit max. 6 months after the audit date.	Report including action plan gives status.	Certificate at foundation level, if the major non-conformity is finally solved as controlled during the follow-up audit.
Total score is ≥ 75 % and < 95 %	Approved at foundation IFS Logistics level after receipt of the action plan.	Send completed action plan within 2 weeks of receiving the preliminary report.	Report including action plan gives status.	Yes, certificate at foundation level, 12 months validity.
Total score is ≥ 95 %	Approved at higher IFS Logistics level after receipt of the action plan.	Send completed action plan within 2 weeks of receiving the preliminary report.	Report including action plan gives status.	Yes, certificate at higher level, 12 months validity.