

Way of Working

**Bulk Transport – Dairy powder (lactose)
loading and unloading - EN**

11-2025

1) Introduction

This document describes the conditions that apply to parties that provide transport of powders for Vreugdenhil Dairy Foods. It describes, among other things, the requirements that means of transport the driver, cleaning and documentation must meet. In addition, the loading and unloading is described.

Where conditions are described on the site this must be interpreted as the site of VDF and the site of the supplier/customer, for which the product is collected/delivered on behalf of VDF.

Vreugdenhil: Vreugdenhil Dairy Foods (VDF)

Transporter: Carrier who carries out transport assignments on behalf of suppliers or customers in which VDF location are visited.

2) Definitions and abbreviations

- Charter: renting a vehicle, including crew, for freight transport.
- COKZ: Controle Orgaan Kwaliteits Zaken. This is the relevant authority in the Netherlands that supervises the production of dairy products.
- GFSI: Global Food Safety Initiative. Organization that recognizes the following Food Safety certificates: BRCS, FSSC22000, IFS, Global G.A.P. and GAA BAP.

3) General

- A. The transporter carries out activities in accordance with:
 1. This Way of Working
 2. Regulation (EG) nr. 852/2004, Annex II, chapter IV (Commodities Act Decree on the Hygiene of Foodstuffs),
 3. Comply with applicable laws and regulations regarding traffic rules.
 4. Comply with the Working Hours Legislation (*Arbeidstijdenbesluit*)
- B. Vreugdenhil Dairy Foods must be informed if:
 1. Agreements cannot be fulfilled
 2. If a bulk truck is delayed by more than an hour
- C. Any waiting costs during the unloading of the goods cannot be charged to Vreugdenhil. If there are delays during loading or unloading, the cause of which is clearly Vreugdenhil's, the waiting costs will be charged to VDF (in consultation).
- D. If the driver arrives outside the agreed time slots and cannot load or unload within the free time slots, it will be determined in consultation with VDF whether waiting costs may be charged. In any case a note must be made on the CMR of any waiting hours with the signature/ approval of Vreugdenhil.
- E. On request, the transporter must perform Tracking & Tracing activities. In the event of an incident, it must be possible to trace both one step backward and forward in the supply chain within two hours.
- F. In the event of quality deviations, the carrier must respond within five working days. The response must include: a description of the complaint, the complaint reference number, a summary of the investigation, a root cause analysis, and corrective and preventive actions that have been implemented or are pending. In case of recurring complaints or food safety concerns VDF reserves the right to request an additional audit or site visit.

- G. The carrier is assessed annually and classified as an A, B or C supplier. If the carrier has obtained a B classification, additional measures are required from the supplier. In the event of a C classification, any further services to VDF will be terminated.
- H. The carrier must complete and sign the 'Vreugdenhil Supplier Code' document for approval.
- I. In consultation with VDF, a charter may be deployed. The carrier must demonstrate that the relevant party is suitable for transporting foodstuffs, for example by providing a food safety certificate. Additionally, the charter must be aware of the agreements as laid down in this Way of Working (WoW) document. If the charter is hired via an online platform, the carrier is responsible for an additional reliability check. This includes, among other things, verification of the charter's email address. The carrier must also have an emergency contact number for the charter and always be aware of the location of the vehicle. In case of delays, VDF must be informed.
- J. If the Way of Working is not sufficiently complied with according to the assessment of VDF, deliveries of raw materials or shipments from VDF may be refused.

4) Transporter requirements

- A. The transporter is certified in accordance with a GFSI-recognized standard (scope Transport/ Logistics) or process certification for internal transport.
- B. The transporter is liable for damage during transport.
- C. Loaded equipment may not be left unattended in a (publicly) accessible area. This excludes a sanitary stop.
- D. At all stages of the process, the transporter will refrain from any action that could affect the quality and (food) safety of the entrusted goods.

5) Requirements regarding the driver

- A. The driver must be able to communicate in Dutch, English, or German to ensure that instructions from VDF can be understood and followed correctly, thereby supporting safety and compliance with operational procedures.
- B. Is qualified to carry out the work (i.e. sampling).
- C. The driver must not be under the influence of alcohol, drugs or medications that negatively affects driving skills. If VDF detects a suspected deviation, loading can be refused, and the transporter will be informed immediately.
- D. The driver behaves correctly and politely towards employees of suppliers, customers and VDF.
- E. The driver must park the vehicle in the designated parking spaces. Instructions must be followed.

6) Requirements regarding access to the site

- A. On site, the local instructions must be followed.
- B. There is camera surveillance on the site
- C. Smoking, prohibited on the VDF premises. Drinking, and eating are only allowed in designated areas.

- D. VDF is allowed to inspect the vehicles at any time.
- E. Only employees of the transport company are allowed (no family members, children etc.)
- F. The driver must adhere to the maximum speed that applies to the site.
- G. Priority must be given to internal traffic (forklifts and pedestrians).
- H. The driver must always remain in the vicinity of the bulk truck.
- I. The driver must always wear a safety vest (fluorescent) as well as safety shoes on the site.
- J. Personal waste must remain in the vehicle.
- K. In the event of an evacuation, the driver must leave the vehicle and go to the evacuation point at the entrance of the building as indicated at the location.
- L. In the event of an emergency, a local emergency numbers can be called or 112 (EU) according to instructions from the site.

7) Quality requirements for bulk trucks

- A. The vehicle complies with the EU1935/2004 (Food Contact Law) standards.
- B. O-rings and seal rings of manholes should be made of food-grade material and must comply to EU10/2011 and EU1935/2004.
- C. The carrier carries out the transport of bulk goods with clean and representative equipment.
- D. The bulk truck is regularly cleaned on the outside.
- E. The bulk truck may only be used for the transport of foodstuffs, preferably with the text: *'For food only / Uitsluitend bestemd voor levensmiddelen'* or the same text in another language. This must not be a magnetic label with text. Therefore, no non-food, feed, or other products may be transported, not even after cleaning/disinfecting the vehicle.
- F. The loading volume must be sufficient to accommodate the tonnage to be loaded.
- G. The equipment used must be visibly clean, odourless, representative, and safe. Avoid contamination with dirt, dust, moisture, and pests.
- H. Due to the Halal and Kosher worthiness of the products supplied, the last three shipments may not carry any of the following products: also not after cleaning and/or disinfecting of the vehicle:
 - All animal products (e.g. fish oil, animal fat) except milk or dairy products
 - Glycerine(s) of animal origin
 - Grape juices, wine, or other products containing alcohol
 - Blood or blood-containing products
 - Fermented products like yoghurt etc.

- I. Due to allergens, the last three shipments must not contain products with allergens (except milk and milk-based products) as defined in EU 1169/2011: cereals containing gluten (no glucose syrup), shellfish, eggs, fish, soy, nuts, celery, mustard, sesame seeds, high concentrations of sulphur dioxide, high concentrations of sulphites, lupin.
- J. Due to the possible risk of contamination with Clostridium Botulinum, the last three loads may not contain honey.
- K. The bulk truck must be guaranteed to be free of antibiotics.
- L. The cargo area, air pipes, loading pipes, and hose tubes of the bulk truck must be sealable.
- M. The unloading/ loading hoses are close on both sides with caps until the moment of use.
- N. Absence of sight glasses in the unloading bend.
- O. Discharge hoses must be resistant to high temperatures and high pressure.
- P. The connection at the unloading location in Gorinchem 2 must comply with the specifications as shown in Appendix 2
- Q. Vehicles must have undergone a periodic (four times a year) inspection of lids, taps, couplings, hoses, storage, unloading bend, and filling heads.
- R. If a compressor is used for unloading, the compressed air must be equipped with a fine filter (DIN 24183:EU17). The operation of the filter must be regularly checked by the transport company and replaced in a timely manner where necessary.
- S. If a compressor is not used during unloading, the air entering the compartment must be fitted with a filter (H13). The operation of the filter must be regularly checked by the transport company and replaced in a timely manner where necessary.

8) Bulk truck safety requirements

- A. The vehicles must be in good condition and need to have i.e. a MOT.
- B. The bulk truck with a manhole has a walkway with a handrail (non-slip) and fall protection. If the driver needs to be on the bulk truck, the handrail must be used.

9) Bulk truck cleaning

- A. The bulk truck and associated hoses are cleaned before each load. Cleaning must be carried out at an ATCN (for NL) or EFTCO (Europe) approved cleaning station. The cleaning must be suitable for food-safe transport of bulk truck goods.
- B. The transport company is responsible for carrying out proper cleaning. This includes product contact materials such as covers, faucets, couplings, hoses, and storage space, unloading elbow, and filling heads must be clean.
- C. During cleaning, at least the following steps must be followed (EFTCO codes are shown between brackets):
 - 1. Hot rinse ($T > 60^{\circ}\text{C}$) (P10)
 - 2. Cleaning hoses (E50)
 - 3. Cleaning hose sleeves (E51)
 - 4. Cleaning air lines (E60)
 - 5. Manhole gasket cleaning (E71)
 - 6. Food detergent (F50)

7. Rinse with cold water (P01 of P02)
8. Drying with filtered air (P30)
9. Visual/ Odor control (T01)
10. Seal (E90)

Optional (to be determined by Vreugdenhil):

11. Kosher procedure (P26)
 12. HALAL procedure (P27)
- D. After the cleaning, the bulk truck is dried and sealed by the cleaning station, including all vessels.
 - E. Connectors and couplings must be packed in a transparent bag
 - F. The cleaned bulk truck must be sealed after cleaning. If there is no seal or if it is broken, the vehicle may not be loaded.
 - G. If the cleaning company detects wear on gaskets and/or manhole rings, these abnormalities must be replaced as soon as possible. Parts that come into contact with dairy products must be cleaned before they are replaced.
 - H. If cleaning is not sufficient, and additional cleaning needs to take place, these costs covered by the transporter.

10) Exception for dedicated bulk truck

If dedicated product is loaded into a dedicated bulk truck (for example the case with lactose and only after approval by VDF) the truck does not need to be cleaned after every load, but at least once per month. If the bulk truck does not need to be cleaned, it must be sealed immediately after unloading.

The seal must be intact during registering for loading. If this is not the case, the bulk truck must still be cleaned. If a directly subsequent delivery contains identical product transported in the same bulk truck (and only after approval from VDF) it can also be decided not to carry out interim cleaning (for example in the case of delivery skimmed milk powder via a producer).

11) Documentation

- A. Consignment note / CMR:
 1. Must be completed correctly and completely
 2. The Oval or EC approval number of the producer
 3. Seal numbers
 4. VDF's reference number (Contract number/purchase order/STO), and when applicable, the customer's order number in the case of a delivery to a customer. If contract number/purchase order number VDF is not mentioned on the documents but is available digitally (tablet, mobile phone, handheld), then make a note of this on the consignment letter.
- B. Cleaning certificate must always be supplied:
 1. The cleaning certificate is machine-printed and/or stamped by the cleaning station.
 2. At most 1-month-old.
 3. The cleaning certificate must state at least the following:
 - a. Name of Transporter
 - b. Address
 - c. Place (Residence)

- d. License plate of the object to be cleaned
 - e. Date and time of cleaning
 - f. Approved cleaning station name
 - g. Code and possibly temperature of cleaning
 - h. The three previous shipments (no materials may be shown as described in the chapter quality requirements bulk truck).
 - i. Seal numbers
- C. Certificate of Analysis (COA) (**only applicable for direct suppliers to VDF**):
- 1. By default, a COA is mandatory. Only in the event of early release, this is not possible. Vreugdenhil will mention this on the CMR.
 - 2. The Certificate of Analysis (CoA) must be submitted to the factory whenever products are delivered, in accordance with the instructions provided in Appendix 1.

12) Loading and unloading

- A. General:
- 1. Documents are checked for accuracy before loading as described in “12 Documentation” section.
 - 2. The bulk truck must be weighed before and after loading and/or unloading.
 - 3. Eating and drinking are not allowed during loading and unloading.
 - 4. During loading and unloading, the vehicle’s engine is switched on or off as indicated at the relevant production site
 - 5. Do not leave the manhole open unnecessarily.
 - 6. During loading or unloading, the driver must monitor the bulk truck to be able to intervene immediately if anything goes wrong.
 - 7. The loading/ unloading area and its surroundings must be left clean and hygienic. In case of leakage or any other problem, VDF must be notified immediately
 - 8. During loading and unloading, the driver must have wooden blocks with him on which the equipment can be placed. This prevents damage and shifting of the Stelcon plates that are (or may be) present on the ground of the unloading areas.
- B. Dress code during loading and unloading:
- 1. Wear clean work clothes
 - 2. Wear safety shoes
 - 3. Wear a safety vest (fluorescent)
 - 4. Wear a hairnet and/or beard net when opening the manhole (if this is indicated at the relevant site)
 - 5. Wear safety goggles in areas and rooms where this is mandatory
 - 6. Wear hearing protection in areas and rooms where this is mandatory
 - 7. Shorts are not allowed for safety reasons.
- C. Sampling (only applicable for direct suppliers to VDF):
- 1. For each shipment, provide the driver with a representative sample of approximately 500 grams. Sampling during loading is not possible for safety reasons.

2. Additional requirements for deliveries of foreign dairy products to the Gorinchem production site: for the foreign dairy raw materials module under the COKZ connection contract, an additional sample of 2 kg must be provided once a month. The supplier must provide the driver with representative sample(s) from the delivered batch for this purpose. This is due to safety requirements that apply on siteSealing:

D. Seal

1. The seals of the bulk truck may only be removed just before loading or unloading. Presence of a seal must be checked by VDF.
2. After loading bulk truck will receive a seal provided by VDF to prevent contamination and to deliberate damage by third parties. If the seal is broken before unloading at the customer's premises, the driver will inform VDF.

13) Sustainability (only applicable for direct suppliers to VDF):

The transporter reports to VDF at least annually about:

- A. The actions taken to reduce CO2 emissions and plans for the future.
- B. The CO2 emissions per shipment and in total over the past year.

14) Invoice (only applicable for direct suppliers to VDF):

- A. The carrier sends an invoice to invoices@vreugdenhil.nl, which shows the 10-digit order number (sales, purchase or transfer order number) starting with 6... .
- B. Any waiting hours must be invoiced separately clearly stating the 10-digit order number (sales, purchase or transfer order number) and the location where the waiting time occurred. The CMR document and a note confirming the incurred waiting hours must be attached to the invoice.
- C. For any questions/comments regarding invoices, please use finance@vreugdenhil.nl.

15) Letter

By signing, I declare that I agree with this Way of Working.

Name:

Function:

Company:

Place:

Date:

Signature:

Appendix 1. Contact and Address information

Location	Address	Postal / Unloading Address	Telephone Number	Email
Industrie- en Handelsonderneming Vreugdenhil B.V.	Arkerpoort 5 3861 PS Nijkerk	Postal address: P.O. Box 64 3860 AB Nijkerk	0031 33 303 5000	
Vreugdenhil Dairy Foods Gorinchem (Promelca B.V.)	Timorstraat 22 4202 MA Gorinchem	Unloading address: Ambonstraat 1 4202 MP Gorinchem	0031 183 653 600	CoA's: chemlab@vreugdenhil.nl
Vreugdenhil Dairy Foods Scharsterbrug (Exploitiemaatschappij Phoenix B.V.)	Hollandiastraat 15 8517 HC Scharsterbrug		0031 513 482 482	
Vreugdenhil Dairy Foods Putten (NutriPro B.v.)	Nijkerkerstraat 61a 3882 PD Putten		0031 33 303 5000	
Vreugdenhil Dairy Foods Barneveld (Industrie- en Handelsonderneming Vreugdenhil B.V.)	Harselaarseweg 52-54 3771 MB Barneveld		0031 342 492 471	

Annex 2: Lactose connections Gorinchem 2



Figure 1: Hose coupling



Figure 2: Hose connector dimensions **ca 17,8 cm**



Figure 3: Compressed air connection
12,2 cm

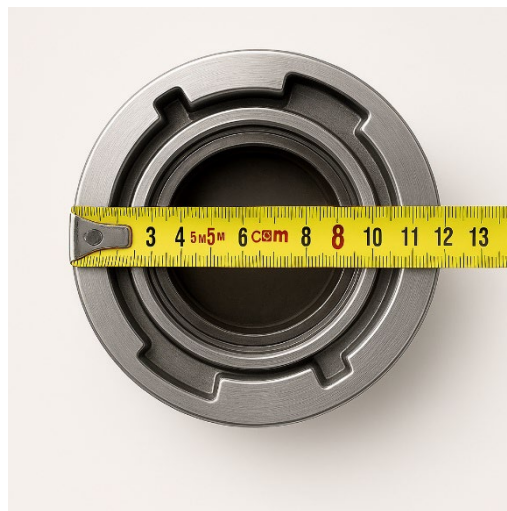


Figure 4: Compressed air connection dimension ca