

Way of Working

Road Transport - Liquid Dairy

Loading and unloading - EN

11-2025

1) Introduction

This document describes the terms and conditions that apply to the loading and unloading of liquid dairy consignments at Vreugdenhil Dairy Foods (VDF). It describes the requirements applicable to the vehicles, the driver, cleaning and documentation. In addition, the loading and unloading method is described (with the exception of RMO transport VDF dairy farmers). Where conditions are described on the site, this must be interpreted as the site of VDF and the site of the suppliers/customers for which the product is collected or delivered on behalf of VDF.

Vreugdenhil: Vreugdenhil Dairy Foods (VDF)

Transporter: Carrier who carries out transport assignments on behalf of suppliers or customers during 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. The applicable laws and regulations regarding traffic rules.
 4. The Working Hours Legislation (Arbeidstijdenbesluit)
- B. VDF must be informed if:
 1. Agreements cannot be fulfilled
 2. A bulk truck is delayed by more than an hour
- C. The carrier is responsible for having adequate insurance for the cargo during transport and transshipment.
- D. Waiting costs during loading or unloading of the goods will not be charged to VDF unless the delay is clearly being caused by VDF. In that case, the costs will be charged after consultation with VDF.
- E. If the driver arrives outside the agreed time slots and cannot load or unload within the free time slots, will it be determined in consultation with VDF if waiting costs may be charged. Any waiting hours must be noted on the CMR and signed by VDF.
- F. Upon request Tracking & Tracing can be initiated. In case of emergencies one step back and forward in the supply chain must be reviewed within 2 hours.
- G. In the event of quality deviations, the carrier must respond within 5 working days. The response to a complaint situation should include a description of the complaint, the complaint reference number, a summary of the investigation, a root cause analysis and any corrective and/or preventive actions that have been implemented or are pending. In case of recurring complaints or a food safety problem an additional audit/visit can be requested.

- H. The carrier is assessed annually and classified as an A, B or C supplier. For B classification, additional measures are required. For a C classification, services to VDF will be terminated.
- I. The carrier must complete and sign the 'VDF Supplier Code' document.
- J. A charter can be used in consultation with VDF. The transporter must demonstrate that the party in question is suitable for transporting foodstuffs by, being in possession of a food safety certificate. In addition, the party in question must also be aware of agreements laid down in this WoW. If an online platform is used, the carrier must carry out an additional check like verifying the email address. The transporter must also have an emergency number for the relevant charter and be always aware of the whereabouts of the vehicle. VDF must be notified in the event of any delays.
- K. If the WoW is not sufficiently complied deliveries of raw materials may be refused or shipments from VDF.
- L. Liquid dairy products must not heat up more than 2 °C during transport. If the transporter expects to exceed the 2 °C limit, VDF must be informed.
- M. Upon request, quality results, can be obtained such as temperature data.

4) Transporter requirements

- A. Is certified in accordance with a GFSI-recognized standard (scope Transport/ Logistics) or process certification for intra-transport.
- B. Is liable for damage during transport.
- C. Loaded equipment must not be left unattended in a (publicly) accessible area expect for sanitary stops.
- D. Must refrain from actions that could affect the quality and (food) safety of the entrusted goods at all stages of the process.

5) Requirements regarding the driver

- A. The driver speaks Dutch, English, or German to communicate and follow instructions from VDF to ensure a safe and right process.
- B. The driver is qualified to carry out the function assigned.
- C. The driver must not be under the influence of alcohol, drugs or medications that may negatively affects driving skills. In case of 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. Park the vehicle in the designated parking spaces and follow the instructions of VDF staff.

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.). This is also not allowed in the weekend.
- 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. The discharge/ distribution pipe under the tanker may not be emptied on site.
- L. In the event of an evacuation, the driver must leave the vehicle and go to the evacuation point.
- M. In the event of an emergency, local emergency numbers can be called or 112 (EU) according to instructions from the site.

7) Quality requirements for tanker trucks

- A. Complies with the EU1935/2004 (Food Contact Law).
- 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 tanker goods with clean and representative equipment.
- D. The tanker is regularly cleaned on the outside.
- E. The tanker may only be used for the transport of foodstuffs, with the text: 'For food only / *Uitsluitend bestemd voor levensmiddelen*' or the same text in another language. This may 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 vehicle must be well insulated.
- G. The loading volume must be sufficient to accommodate the tonnage to be loaded.
- H. The equipment used must be visibly clean, odourless, representative, and safe. Avoid contamination with dirt, dust, moisture, and pests.
- I. Due to the Halal and Kosher standards of the products supplied, the last three shipments may not carry any of the following products or products with any of the following raw materials: 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 such as yogurt, etc.
- J. 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.
- K. The tanker must be guaranteed to be free of antibiotics.
- L. The cargo area, air pipes, loading pipes, and hose tubes of the tanker must be sealable.
- M. The unloading/loading hoses are closed on both sides with caps until the moment of use.
- N. Unloading/loading hoses must withstand high temperatures and high pressure.
- O. Vehicles must have undergone a periodic (4 times a year) inspection of lids, taps, couplings, hoses, storage, unloading bend, and filling heads.

8) Additional requirements for raw milk deliveries

- A. The vehicles must be insulated in such a way that the stored milk may not exceed one degree Celsius per 12 hours.
- B. Before unloading, it must be demonstrated that the milk does not contain antibiotics (for example with a charm test).
- C. There must be a sieve present in the hose or pipework to prevent gross contamination.

9) Tanker 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 must be equipped with a walkway with a handrail, anti-slip surface and fall protection.

10) Tanker cleaning

- A. Vehicles and hoses must be cleaned according to the cleaning matrix shown in Table 1. After the transport of non-dairy raw materials, cleaning should **always** be carried out. Cleaning must be carried out at an ATCN (for NL) or EFTCO (Europe) approved cleaning station. For liquid dairy, the cleaning may also take place at a dairy company with a Qlip accreditation. The cleaning must be suitable for food-safe transport of tanked goods.
- B. If according to Annex 1, an empty, uncleaned liquid dairy tanker has been unloaded more than 6 hours ago, it must be cleaned before reloading.
- C. The bulk trucks must be cleaned as follows (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. Visual/ odour control (T01)
 - 9. Seal (E90)
 - Optional (to be determined by VDF):
 - 10. Kosher procedure (P26)
 - 11. HALAL procedure (P27)
- D. Covers, faucets, couplings, hoses, and storage space, unloading elbow, and filling heads must be clean.
- E. The cleaned tanker must be sealed after cleaning. If there is no seal or if it is broken, the vehicle may not be loaded.
- F. If the cleaning company detects wear on gaskets and/or manhole rings, these must be replaced as soon as possible. Parts that are in contact with dairy products must be cleaned before they are replaced.
- G. If cleaning is not sufficient, the costs of an additional cleaning must be covered by the transporter.

11) Documentation

- A. Consignment note/CMR (contains):
 - 1. Must be completed correctly.
 - 2. The Health Mark or EC approval number of the producer

3. Seal numbers
 4. VDF's reference number (Contract number/purchase order/STO, incl. serial number), and the customer's order number in the case of a delivery to a customer when applicable. If the contract number/purchase order number of VDF is not mentioned on the documents but is available digitally (tablet, mobile phone, handheld), then this should be noted on the consignment letter.
 5. The CMR must state the delivered goods are free from antibiotics or that the result of the Delvo test is negative regarding antibiotics.
- B. Cleaning certificate must always be supplied
1. The cleaning certificate is machine-printed and/or stamped by the cleaning station.
 2. The cleaning certificate must be maximal 24 hours old. In exceptional cases, after consultation VDF, a maximum of 36 hours may be applied during the weekend. This is subjected to the condition that the rinsing sample must be clean. Another condition is that no additional agreements have been made by VDF with a customer or supplier for the freight in question. If the sample is not clean or additional requirements apply additional cleaning must be carried out.
 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. Used cleaning codes as described in chapter 10 "Tanker cleaning".
 - h. The 3 previous shipments (no materials may be shown as described in chapter 7 "quality requirements bulk truck").
 - i. Seal numbers
- C. Certificate of Analysis (COA) (**only applicable for producers**):
1. By default, a COA is mandatory.
 2. The CoA must be sent in advance to the relevant location as agreed.

12) Loading and unloading

- A. General:
1. Documents are checked for accuracy before loading (see chapter 11 "Documentation").
 2. The tanker must be weighed before and after loading and/or unloading.
 3. Eating and drinking are not allowed during loading and unloading
 4. The driver is obliged to open his compartments on time to prevent overflowing during loading. If the driver refuses, the tanker will not be loaded.
 5. Do not leave the manhole open unnecessarily.
 6. The driver must always remain in the vicinity of the tanker in case of any unforeseen issues.
 7. The driver is not allowed to drain the unloading/distribution pipe (under the tanker) across the VDF site.
 8. The unloading area and its surroundings must be left clean and hygienic. In the event of leakage or any other problem, VDF must be notified immediately.
- B. Dress code during loading and unloading:

1. Wear clean work clothes. Shorts are not allowed for safety reasons.
2. Wear safety shoes
3. Wear a safety vest (fluorescent)
4. Wear a hairnet and or beard net when opening the manhole
5. Wear safety goggles in areas and rooms where this is mandatory
6. Wear hearing protection in areas and rooms where this is mandatory

C. Sampling:

1. Before loading at a VDF-facility a rinse sample will be taken by VDF to verify that the tanker is clean. If the rinse water is not clean, the tanker must be cleaned again by the transporter. The rinse sample is also submitted to the QC lab for microbial research.
2. Before unloading at a VDF-facility the driver takes a sample of the product on location, which is presented to the QC lab for microbial research.
3. Before unloading raw milk at a VDF-facility a test must be carried out to prove that the milk does not contain antibiotics. Only if the results is negative (absence of antibiotics) the product can be unloaded.

D. Sealing (**not for the receipt of raw milk**):

1. The seals of the tanker may only be removed just before loading or unloading. Presence of a seal must be verified by VDF.
2. After loading, tankers 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 (on request) 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 and payment (only and if applicable for direct suppliers to VDF):

1. 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... .
2. Any waiting hours must be charged on a separate invoice, again stating the 10-digit order number (sales, purchase or transfer order number) and the location where the waiting hours were incurred. In this case, the CMR and the note that waiting hours were incurred must be sent as an attachment.
3. For any questions/comments regarding invoices, please use finance@vreugdenhil.nl

15) Declaration of agreement

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

Name:

Function:

Company:

Place:

Date:

Signature:

Appendix 1. Liquid Dairy Cleaning Matrix

↓ UNLOADING → (Driven product) ↓ LOADING (Product to be loaded)	Raw milk	Pasteurized milk/draught milk	Skimmed milk concentrate	Sweet buttermilk	Cream	Cream serum	Cheese Whey, 1st Whey	Milk and whey permeate (sweet)	Whey Concentrate / WPC	Thickened desalted whey
Pasteurized milk/draught milk	R	-	S	R	R	R	R	R	R	R
Skimmed milk concentrate	R	-	-	S	S	R	R	S	R	R
Sweet buttermilk	R	-	S	-	-	-	R	-	R	R
Cream	R	R	R	R	R	R	R	S	R	R
Whey concentrate	R	R	R	R	R	R	R	R	-	R
R = Clean; CIP cleaning (EFTCO codes P15) with alkaline detergent (C01) & Rinse (P20) S = Rinse (EFTCO codes P10 hot or P01 cold) - = No rinsing or cleaning required if the tanker has unloaded less than 6 hours ago.										

Appendix 2. 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	General 0031 33 303 5000 Planning Milk Supply: Tel +31 183 65 35 45	
Vreugdenhil Dairy Foods Gorinchem (Promelca B.V.)	Timorstraat 22 4202 MA Gorinchem	Unloading address: Ambonstraat 1 4202 MP Gorinchem	General: Tel: +31 183 653 600 Pre-factory milk reception Tel: +31 183 65 36 68 Outside milk reception operator: Tel +31 183 65 35 29	CoA's: chemlab@vreugdenhil.nl
Vreugdenhil Dairy Foods Scharsterbrug (Exploitiemaatschappij Phoenix B.V.)	Hollandiastraat 15 8517 HC Scharsterbrug		General: Tel: +31 513 482 482 Planning Scharsterbrug: Tel: +31 513 48 24 73 Pre-factory milk reception Tel: +31 513 48 24 98	
Vreugdenhil Dairy Foods Putten (NutriPro B.v.)	Nijkerkerstraat 61a 3882 PD Putten		General: Tel: +31 33 303 5000 Pre-factory milk reception Tel +31 341 21 11 02 Outside milk reception operator: Tel +31 651 62 10 74	