



# Quality standards **STOCKMEIER Food** Customer information

We make food unique.



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## 1 General Information

STOCKMEIER Food GmbH is a dynamically growing and service-oriented company in the food supply industry. We develop, produce and sell flavors worldwide and trade in raw materials and additives for the food industry locally. We offer our customers professional solutions for flavors, flavoring mixtures and food ingredients. We deliver high quality and safe products for every branch of the food industry.

The STOCKMEIER Food Group employs around 125 people at 5 locations. Flavors are developed and produced in Herford (Germany) and Csömör (Hungary). Herford is also the dispatch warehouse for food- and feed ingredients. Own sales offices with local warehouses are located in Deventer (Netherlands) and Poznan (Poland). Worldwide export activities to more than 40 countries are organized with agencies in long-term cooperation.

We are a training company.

### History:

Since 1982 we have been an active member of the STOCKMEIER Group in the development and production of flavors.

In 1995 STOCKMEIER Food GmbH & Co. KG was established as an independent organization which, due to its large production volume, moved into the current location with 13,600m<sup>2</sup> in Herford-Diebrock in 1999.

In 2006 the storage and production areas were expanded, followed by an expansion of the office and development areas in 2010.

In 2016 production has been extended by the process of spray drying through purchasing an appropriate machine.

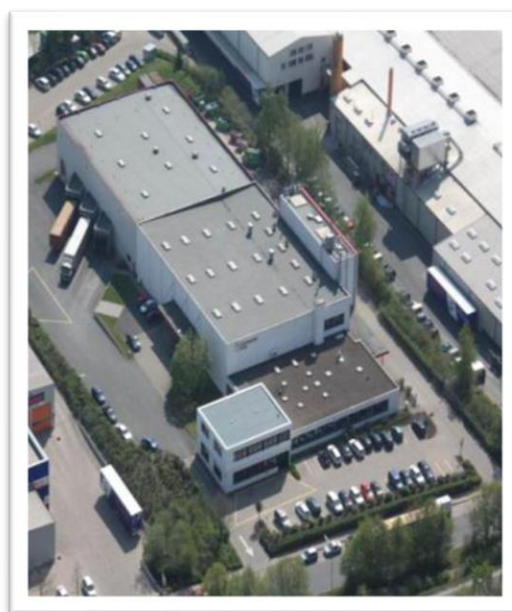
In 2018, a further plant was purchased in Herford (Zeppelinstraße 6) with storage facilities and office space, and in 2019 it was put into operation.

2019 purchase of the Hungarian Aroma Bázis Kft. and change of name into STOCKMEIER Food Kft.

2020 a new, modern warehouse for aroma chemicals had been put into operation and the staff social rooms were expanded and modernized in Herford.

2022 the name STOCKMEIER GmbH & Co. KG is changed to STOCKMEIER Food GmbH.

2023 the application technology in Herford will be expanded.



## 1.1 Contact Information

Company	<b>STOCKMEIER Food</b>
Street	<b>Zeppelinstraße 7</b>
Zip Code & City	<b>32051 Herford</b>
Country	<b>Deutschland</b>
Telephone	<b>05221-9339-0</b>
Fax	<b>05221-9339-10</b>
e-Mail	<b>food@stockmeier.com</b>
Internet	<b>www.stockmeier-food.com</b>
Emergency Telephone (available 24 hours)	<b>05221-9339-18</b>
Main Product Groups	<b>Flavors Starches / Starch Derivatives Non-Starch Hydrocolloids Food Ingredients</b>
Product Liability Insurance and Sum Insured	<b>Available on request</b>

## 1.2 Quality Guidelines & Certifications

Quality management according to FSSC 22000 and to ISO 22000 as well as the HACCP (Hazard Analysis Critical Control Points) concept serve as the basis for the manufacturing of our high-quality products. Operation according to the Good Manufacturing Practice (GMP) is condition for implementation of aforesaid standards.

The quality management system at STOCKMEIER Food GmbH became ISO 9001 certified in 1995 as well as the food safety management became ISO 22000 certified in 2014 and additional FSSC (Food Safety System Certification) 22000 certified in 2017.

Our quality guidelines and goals are set according to these standards – standards to which each individual employee holds himself daily. Responsibilities and procedures are clearly regulated via concrete directives for quality and environmentally relevant activities.

The transparent procedures and measures, such as the careful selection of raw materials and constant quality control of incoming goods from production to dispatch, guarantee the best possible product safety. Products are checked for quality by both our in-house laboratories and by external institutes.

Our current certificates (such as our FSSC 22000, ISO 22000, RSPO and EU Organic Foods Certificate) can be found on our internet site under the heading “Quality” at: [Quality - STOCKMEIER Food](#)

## 1.3 Organogram

There is a company organogram which can be viewed at audits.

# 2 In-House Manufacturing, Trade Goods and Raw Materials

## 2.1 Specification, Product Information, Analysis Certificates and MSDS

### Specifications and Product Information

Our specifications or product information contain details about sensors, microbiology, heavy metals, nutritional value, genetically modified organisms (GMO), allergens, nutritional values and forms of nutrition.

Nutritional data are pursuant to regulation (EU) No 1169/2011 not obligate for some foods as flavors, food additives, spices and herbs.

In the event of a specification change for trade products, customers are automatically notified if the product and the specification have been altered within the last 12 months.

Product information about products manufactured in-house is not subject to the update service.



## **Analysis Certificates (Factory Certificate) and Material Safety Data Sheets**

Each product produced in-house is subject to quality control according to specified protocols. The scope of the analysis can be expanded upon request for a fee.

Certificates (Cert. Of conformity „2.1“ EN 10204, Test report „2.2“ EN 10204, Certificate of Analysis) are available in German and in English on request.

Under the STOCKMEIER customer portal MYSTOCKMEIER (link: [MYSTOCKMEIER ✓ Customer Portal - STOCKMEIER Group - STOCKMEIER Holding](#)) material safety data sheets are available for download after login and one-time registration (possible via the website).

## **2.2 Retain Samples**

Retain samples of products manufactured in-house are kept on site according to their storage conditions until the end of their expiration dates.

## **2.3 GMO – Genetically Modified Organisms**

Our products are neither composed of nor do they contain genetically modified organisms.

A designation according to Regulation (EC) No 1829/2003 and Regulation (EC) 1830/2003 is not required.

## **2.4 Allergens and Cross Contamination**

“Allergens” are understood as the those which are subject to labelling according to Regulation (EU) No 1169/2011 Annex II.

The following allergens are not processed or handled in the company:

- Peanuts and products containing peanuts
- Nuts, i.e.
- Almonds (*Amygdalus communis* L.),
- Hazelnuts (*Corylus avellana*),
- Walnuts (*Juglans regia*),
- Cashews (*Anacardium occidentale*),
- Pecans (*Carya illinoensis* (Wangenh.) K. Koch),
- Brazil nuts (*Bertholletia excelsa*),
- Pistachios (*Pistacia vera*),
- Macadamia nuts and
- Queensland nuts (*Macadamia ternifolia*) and products containing Queensland nuts
- Sesame and products containing sesame
- Lupine and products containing lupine
- Mollusks and products containing mollusks

Allergens are listed on STOCKMEIER Food GmbH labels which are included according to recipe. Items containing allergens are marked on production orders for production personnel.

We assume on the basis of the measures described below that we can eliminate cross contamination in the production of liquid mixtures and in the production of sweet powdered flavors. Cross contamination cannot, however, be completely ruled out in spicy powder mixtures. In order to limit the possibility of cross contamination with allergens to the greatest possible extent, we take the following measures:

1. As a basic principle, raw materials with allergic potential are avoided whenever possible.
2. The production planning is geared from allergen-free to allergenic production. Production management endeavors to have allergen-free mixtures or mixtures containing allergens with the same allergenic content produced successively.
3. For an optimal separation of operating materials, a color system has been implemented.
4. A thorough dry-cleaning of equipment is conducted in powder production during product changeover. Every mixer (incl. the surrounding area and equipment) is wet cleaned daily after use.
5. During the production of particularly dusty items containing allergens, personnel is required to wear protective clothing, which is immediately disposed of upon completion of the charge.
6. Mixers in the liquid production area are wet cleaned after every changeover. The liquid production area is separated from the dry production area.
7. According to the sampling plan, allergen analyses are conducted to proof cleansing.
8. An expulsion of cross contaminated items in the production of spicy powder mixtures may occur in exceptional cases. These cases need to be individually examined.

## 2.5 Manufacturing Procedures – HACCP - Flowchart

Within the framework of our HACCP concept, a risk analysis is regularly conducted and documented. A flowchart can be made available for each product group upon request.

The HACCP concept is based on the Codex Alimentarius (Step 1 – 12). Product groups (trade goods, repackaged items, production of liquid, powder products and spray dried products) are defined therein, risk analyses to be conducted and CCPs as well as CPs or oPRP's and PRP's are specified.



## 2.6 Foreign Substance Management

To sort out clumps and foreign objects from our products produced in-house stainless-steel sieves and gauze sifters are used for powder products and filters for liquid products.

The size of the sieves varies according to product and order volume between 1 and 4 mm for in-house powder products and between 0.1 and 2 mm for produced liquid products.

## 2.7 Packaging, Labelling and Minimum Shelf Life/ Storage

### Packaging

The immediate packaging of the raw materials which we furnish is suitable for the storage and transportation of foodstuffs.

The packaging used complies with the requirements of the following legislative provisions in their respective current versions:

- Regulation (EC) No 1935/2004
- Regulation (EU) No 10/2011

### Labelling and Minimum Shelf Life/ Storage

In compliance with EAN 128, a product description, the net weight, the production date, the batch number, the minimum shelf life, the item number and the vendor's address, for organic products also the organic control number as well as allergen information can be found on the labels.

Every product has a minimum shelf life. This is valid in compliance with the storage instructions, i.e. as a general rule in a cool, dry area protected from sunlight and in the sealed original container.

Further information about storage can be found in our specifications and product information.

## 2.8 Transportation

The transportation to customers is provided by a parcel service or a freight forwarder depending on weight and size.

To this end only select and independently tested freight forwarders are engaged. Every transport vehicle is checked for cleanliness (etc.) before being loaded. Control of outgoing goods is documented at the time of loading.

## 2.9 Microbiology

The standard analysis contains the following germs:

- Aerobic Plate Count
- Yeast
- Moulds
- E. coli
- Salmonellae

Only laboratories accredited according to DIN EN ISO 17025 are commissioned.

Threshold values of in-house products:

### **Flavors: spicy (powder)**

### **Method of Analysis**

Aerobic Plate Count	< 100,000 CFU /g	ASU L06.00-18 / ISO 4833
Yeast	< 250 CFU / g	ASU L01.00-37 / ISO 21527
Moulds	< 1,000 CFU / g	ASU L01.00-37 / ISO 21527
E.coli	< 100 CFU / g	ISO 16649-2
Salmonellae	negative in 25 g	ASU L00.00-20 / ISO 6579 / PCR

### **Flavors: sweet (powder)**

Aerobic Plate Count	< 10,000 CFU /g	ASU L06.00-18 / ISO 4833
Yeast	< 250 CFU / g	ASU L01.00-37 / ISO 21527
Moulds	< 250 CFU / g	ASU L01.00-37
E.coli	< 10 CFU / g	ISO 16649-2
Salmonellae	negative in 25 g	ASU L00.00-20 / ISO 6579 / PCR

### **Flavors: liquid**

Aerobic Plate Count	< 10,000 CFU /g	ASU L06.00-18 / ISO 4833
Yeast	< 250 CFU / g	ASU L01.00-37 / ISO 21527
Moulds	< 250 CFU / g	ASU L01.00-37 / ISO 21527
E.coli	< 10 CFU / g	ISO 16649-2
Salmonellae	negative in 25 g	ASU L00.00-20 / ISO 6579 / PCR

### **Spice Mixes**

Aer. Plate Count	< 100,000,000 CFU /g	ASU L06.00-18 / ISO 4833
Yeast	< 100,000 CFU / g	ASU L01.00-37 / ISO 21527
Moulds	< 100,000 CFU / g	ASU L01.00-37 / ISO 21527
E.coli	< 10 CFU / g	ISO 16649-2
Salmonellae	negative in 25 g	ASU L00.00-20 / ISO 6579 / PCR

## 2.10 Kosher and Halal

Our production sites in Herford (Germany) and Csömör (Hungary) are Kosher and Halal certified by accredited associations.

We are able, upon request, to adapt your product to the Islamic and Jewish dietary laws, and to deliver certified flavors. We also gladly verify whether the products we already supply to you are suitable and certifiable for these forms of nutrition.



## 2.11 Irradiation and Nanotechnology

In our company we do not use nanotechnological method and we do not execute ionic irradiation.

# 3 Inspection of Raw Materials and End Products

## 3.1 Raw Materials

In order to deliver impeccable goods, quality agreements with our raw material suppliers have been defined beyond compliance with the requirements according to both German and European food law. Our suppliers are assessed in annual quality management evaluations. To support the cooperation of our suppliers we conduct regular audits.

In order to check the quality properties of our raw materials we use the available certificates of analysis from our suppliers and do an incoming goods inspection as soon as the goods arrive at our warehouse and for raw materials that are obliged to be examined we additionally do a sensorial control in our lab.

## 3.2 End Products

Every end product undergoes a sensory check in our own laboratory and is either chemically, physically or microbiologically at random analyzed depending on the product. All results are documented. Only products which meet specifications are delivered.

The microbiological analyses are conducted by accredited laboratories.

## 4 Traceability

Since Jan. 1, 2005 every food company is obliged to guarantee the traceability of the foodstuffs it brings to market.

The flow of goods must be made transparent both at the previous stage (suppliers of raw materials) and at the following stage (sale to commercial / industrial consumer).

STOCKMEIER Food GmbH works with the SAP/R3 System.

All incoming raw materials receive a consecutive, internal 10-digit SAP batch number per supplier/ per supplier batch number. The supplier and its batch number are likewise noted.

While setting up the production order for the end product, an 8-digit batch number is automatically assigned by SAP. Based on this number it is possible to secure the traceability of every raw material used by documenting the internal 10-digit and external batch numbers.

With trade goods both the internal and the supplier batch numbers appear on the label, for in-house manufactured products only the internal number will appear.

The traceability of foods brought onto the market according to Art. 18 of Regulation (EC) No 178/2002 is guaranteed and is regularly checked.

## 5 Customer Complaints

We always strive to provide the best service and quality.

However, should a product fail to meet your quality standards, your contact person in the sales office will take down your complaint and relay it promptly to the corresponding department for processing. Please provide us with the following information along with your complaint:

- item number / description,
- batch number,
- amount or quantity of the item,
- possibly photos, sample.

The complaints are promptly processed, analyzed causes and required corrective measures carried out. Complaints are evaluated regularly.

## 6 Crisis Management

Crisis management procedures (including responsibilities of the crisis management team) have been determined and appointed and will be utilized in case of a crisis such as endangerment of consumers, employees as well as neighbors, technical malfunction, extortion, acute threat of crimes as well as digital attack.

Corresponding guidelines concerning accomplishment of a crisis and an operation list are available if necessary.

STOCKMEIER Food GmbH uses a crisis management plan which is reviewed at least once a year.

Contact in Crisis Situations (available 24 hours):	
Telephone number:	+49- (0)5221-9339-18

## 7 Good Manufacturing Practice (GMP), Hygiene and Safety

### 7.1 Cleaning & Hygiene

Cleaning plans for the manufacturing facilities, equipment and work areas (rooms) are available for in house and external staff.

The rooms and equipment are cleaned by certified, external service staff. Only substances suitable for the foodstuff industry are used for cleaning and disinfection. The results are checked e.g. using contact sample testing.

At least once a year, employees receive hygiene training and at least once every 2 years, a training according to the German Protection Against Infection Act is conducted.

Employees are also provided with sufficient work clothing and protective gear. The work clothing is provided by external service providers and is collected, cleaned and delivered according to standard procedures.

In the production and storage areas, it is prohibited to eat and smoke. Drinking is allowed at identified drinking stations. Wearing visible jewelry is also prohibited.

### 7.2 External Service Providers

There are procedures set down for the employment of external companies, in which the conduct of visitors is regulated during visits or work in the company. A form must be signed by visitors at the beginning of each visit.

This includes, among other things,

- specified visitor clothing (clean smocks or disposable smocks, disposable hair nets, disposable shoe covers, work shoes where necessary) must be worn in the production and storage areas.
- external technicians: all technical work must be approved by management. After the completion of repairs or installations, all packaging material, defective parts or other waste such as drilling swarf must be completely removed and properly disposed. Objects brought along such as hand tools and electric devices such as drills need to be inspected to ascertain that there is nothing missing. Glass breakage needs to be reported immediately to plant management.

- working hours must be documented daily with start and end times, company name, name of the visitor, date etc. in a separate worksheet.

### **7.3 Internal Audits/ Hygiene Inspections**

Once a year, an internal audit takes place. At least 4 times a year, hygiene inspections are conducted. In this way, discrepancies are ascertained and corrective measures are identified and subsequently implemented.

### **7.4 Glass Policies**

Materials made of wood and glass are preferably avoided in production. The production facilities are under constant supervision and non-product related colors are more clearly visible.

A glass register is kept, in the production the lighting is furnished with protective coverings and the windows are sealed and shatterproof. There are special instructions and procedures in case glass is discovered or has broken and employees have been trained to react accordingly.

### **7.5 Pest Control**

We have established a functioning pest monitoring system for which an external service provider conducts checks at least 12x annually in the outdoor area and 6x annually in the indoor area. The results are recorded in an online documentation and hygiene monitoring system which is supported by a databank. The system collects pest relevant data (location, type, infestation, control measures) with the help of barcode scanners, then processes, evaluates and presents this in the blueprints of relevant buildings, lists and diagrams. Only approved substances are used and only trained, qualified staff is employed in pest control efforts. In the production and storage areas there are non-toxic traps.

The effectiveness of pest control is regularly evaluated and refined.

### **7.6 Equipment & Maintenance**

All of the machines and equipment are serviced externally. There are maintenance plans for this purpose, which are monitored by management and kept in compliance.

The measurement equipment and testing instruments are inspected regularly and are serviced according to fixed guidelines.

## 7.7 Food Defense

STOCKMEIER Food GmbH has concentrated heavily on the protection of products from manipulative infringements by third parties.

The following measures have been instituted:

- the building (production site) is monitored by a reputable security company and protected with an alarm system
- the premises (production site) are protected from unauthorized persons with a fence and gates which are only opened during the regular working hours
- entry for employees outside of business hours is restricted to those with the building key and security access code
- entry for operating foreign visitors only happens through entry control (incl. a documentation with reason and duration of the visit)
- external visitors may only enter the premises through the main entrance, where their visit is documented with the reason for and the length of their visit
- during the visit, a member of staff from the company is present to accompany the visitor.
- our staff is regularly trained with regard to product protection from intentional falsification
- as safety lock for our products are used amongst others personalized seals
- storage of our products only takes place within our warehouse
- the warehousing and manufacture of our products occur exclusively through trained and responsible personnel
- the transportation of our products to customers is conducted by means of a carefully selected freight forwarder, and transport times are kept as short as possible

This list of measures is regularly checked and amended as required.

## 7.8 Food Fraud

Food fraud involves deliberate and willful fraud through exchange, mislabeling, adulteration or imitation of food, raw materials, ingredients or packaging materials to achieve an economic advantage.

The established risk analysis includes the collection and evaluation of information on potential risk factors for food fraud and measures for risk minimization. As external source of information we use for example the European Rapid Alert System for Food (RASFF) and newsletters from professional associations.

Food Fraud is part of the FSSC 22000 standard and therefore it is external checked annually.



## 8 Further Information

### 8.1 Code of Conduct

The Code of Conduct defines the principles and requirements regarding our responsibility for mankind and the environment.

We agree to abide by the following principles and requirements of the Code of Conduct:

- Compliance of particular current law and regulations
- Ban and zero tolerance of corruption and bribery
- Respect the basic rights of our employees
- Ban on child labor
- Respect the health and safety of our employees
- Ban on forced labor
- Fair pay or paying of minimum pay
- Protect the environment

### 8.2 Sustainability

#### 8.2.1 In-house implementation

The topics of sustainability and environmental protection play an increasingly important role in the production of raw materials. In order to fulfill expectations, especially those of the end consumer, we have implemented the following measures toward the reduction of CO<sub>2</sub> emissions:

- Sensitization of our employees
- The use of hydroelectric energy
- The use of energy efficient lighting
- Fuel efficient service vehicles
- Investment in energy efficient manufacturing facilities
- Avoiding cooling and heating processes in production
- Innovative cooling and heating system (geothermal)
- Deactivating heated tanks during production changeovers
- Improvements to passive heat protection (insulation)
- Sorting and recycling packaging materials
- The use of reusable packaging
- Financial support for the use of public transport for employees and financial subsidies for the purchase of new bicycles / e-bikes for employees

Altogether our manufacturing processes consume relatively little energy. Nevertheless, these processes are constantly being evaluated and improved.

Further information can be found in the sustainability report:

[Sustainability at STOCKMEIER](#)

STOCKMEIER has been actively working with EcoVadis since September 2020.

## 8.2.2 Organic products

STOCKMEIER Food GmbH has many years' experience in the trade of organic products and production of organic mixtures.

Every year during an audit by an accredited organic certification body the requirements are checked according to Organic Regulation (EU) 2018/848.

## 8.2.3 Verband Lebensmittel ohne Gentechnik e.V. (VLOG)

(Ohne Gentechnik = no genetic engineering)

If a product complies to the VLOG requirements, we can provide a VLOG-confirmation by request.

Your correspondent sales representative will give you information about the products that are available in VLOG quality.

## 8.2.4 Round Table on Sustainable Palm Oil (RSPO)

As a registered and certified member of RSPO STOCKMEIER Food GmbH promotes the sustainable RSPO standard palm oil production. STOCKMEIER Food's RSPO certification includes the Segregation (SG) and Mass Balance (MB) supply chain models.

Your correspondent sales representative will give you information about the trading goods available in RSPO quality.

## 8.2.5 Rainforest Alliance

STOCKMEIER Food GmbH supports as a UTZ-member sustainable agricultural production e.g. of cacao.

## 8.3 REACH

Flavors and Condiments produced in-house are manufactured for use in the food industry, and therefore not subject to VO 1907/2006/EG.

The traded goods are intended for use in the food industry, and therefore not subject to VO 1907/2006/EG.

Further data, such as, for example, SVHC substances and other possible product applications can be found in the safety information sheet of each product.

## 8.4 Animal Feed

Generally, all flavors and raw materials are intended for use in food.

If flavors and raw materials are needed for feed use, please contact your appropriate contact person from our sales team.

If the products are allowed to be used in animal feed must be checked individually.

STOCKMEIER Food GmbH is registered for the production and trade of feed additives and functional feed ingredients as well as manufacturing of premixes.

Since 2021 STOCKMEIER Food Kft. (Hungary, Csömör) has been certified according to FAMI QS.