



Transport terms & conditions

Together for better

 **interfood**

Scope

The purpose of this Transport Terms & Conditions [the “Terms & Conditions”) is to establish policies and procedures for the movement of dairy products by Transporters for and on behalf of Interfood. The scope is as follows:

- Transport of palletized product(s) under Ambient, Chilled or Frozen conditions.
- Transport of liquid product(s) in tank trailers / tank containers under Insulated, Chilled or Heated conditions.
- Transport of dry product(s) in silo trailers / silo containers under Insulated conditions.
- Loading & unloading activities

These Terms & Conditions should be read and evaluated by an Authorized Representative who has experience with, and knowledge of, the products, processes, and Allergen management programs.

Emergency

In case of an emergency or any event that requires our immediate attention, such as for example but not limited to an accident or unfortunate event during Transport, on site, at the beginning/end or during storage, at the loading/unloading area or during production, the Transporter must immediately report it to Interfood. Please find below the contact details in case of an emergency:

Office	Regular phone number	Emergency phone number
IF Europe	+31 497 383828	+31 497 383828
IF APAC	+65 66719280	+65 9815 8013
IF Americas	+1 786 953 83 20	+1 786 953 83 20

Miscellaneous

Costs

Please note that Interfood reserves the right to forward, for reimbursement, any damages and/or costs arising out of or in connection with a breach of these Terms & Conditions will be forwarded to the Transporter.

Complaints

For more details regarding claims/complaints, please find our complaint policy here: [Complaint Policy](#)

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1. 1. Responsibilities of the Transporter

General

An up to date, complete and signed SDR must be sent to Interfood. Without an up to date, complete and signed SDR the Transporter cannot arrange Transport for Interfood.

At least every three years and/or upon request by Interfood, the SDR and any additional requested documentation needs to be updated and sent to Interfood.

The Transporter should organize a training on Food and Feed Safety for all Authorized Representatives to guarantee the proper handling of the Materials, which are Transported on behalf of Interfood. At minimum, the training must be annually repeated. Interfood can provide the aforementioned training upon request.

Changes in emergency contact information should immediately be shared with Interfood.

Transport companies and drivers must be aware of and comply with all laws and regulations applying at the time in the countries of operation.

The transport company must operate a system that allows it to review records and identify the status of each vehicle. Effective hold/release and recall procedures must be in place.

HACCP

A HACCP-based risk assessment strategy must be in place. Personnel of the Transporter must be trained on HACCP procedures and GMP on a regular and continuous basis.

In the event of significant changes in the HACCP-System, immediately inform the Interfood Quality department via quality@interfood.com.

Quality auditing

Part of Interfood's supplier management program is a regular Audit of its Transporters. Interfood reserves the right to Audit the Transporter on compliance with the Terms & Conditions. Internal and/or external auditors appointed by Interfood may visit the Transporter during the approval process and/or at a defined interval which is based on our "vendor rating".

2. Operational requirements

2.1 Quality requirements

Temperature

The Materials shall be transported at the temperature stated in the confirmations sent by Interfood. Unless Interfood states otherwise, the following temperature requirements apply:

- Frozen: a temperature of -18°C.
- Chilled: a temperature between 2°C and 4°C, a deviation of $\pm 1^\circ\text{C}$ is acceptable.
- Ambient: a temperature between +5 °C and +25°C, a deviation of $\pm 2^\circ\text{C}$ is acceptable.
- Heated (AMF/Butter Oil): a temperature between 45°C to 50°C.

For Chilled, Frozen and Heated goods, records of the temperature during Transport must be registered on or together with the Transport Documents. Keeping records of the temperature is an essential part of the HACCP-System requirements. See [Appendix 1](#) for additional temperature requirements for Chilled and Frozen goods.

Cross Contamination avoidance

Due consideration will need to be given to avoid cross contact with Allergens and other Materials which may contaminate Materials transported for and on behalf of Interfood.

The Transport Equipment must be suitable for loading food-grade Foodstuffs.

The Transport Equipment must be clean, dry, and free of foreign odor and Allergens.

Nothing can be placed on top of the Materials, unless specifically authorized in writing by Interfood.

The inside of the Transport Equipment must be free from any obstacles (e.g., meat hooks).

2.2 Execution requirements

General

Interfood reserves the right to pass on any costs to the Transporter that result from failure to comply with the Transport Confirmation, as sent by Interfood.

Waiting hours must be clearly noted on the relevant Transport Documents and should be promptly communicated to Interfood. If not communicated promptly, additional costs will not be accepted by Interfood.

The Transport Equipment numbers must be communicated to Interfood before loading.

If the Transport Equipment is loaded, it cannot be left without supervision and must be parked on safe and secure parking place, or inside a secured building.

To guarantee a professional presentation to our customer, the Transport Equipment must be as clean as possible on the outside.

When entering the premises of the Loading/Unloading Facility, the Transporter must abide to and respect their “house rules”, for example but not limited to the personal security regulations. Regardless of any “house rules”, the truck/trailer combination may not be left unattended.

The Transporter must also abide safety regulations and warning signs of the Loading/Unloading Facility.

The Transporter may have direct contact the Loading/Unloading Facility without obtaining prior approval from Interfood. If direct contact is an operational necessity, the Transporter should inform Interfood in writing. At least the contents of the alignment between the Transporter and the customer with respect to specific deliveries should be explained.

It is not allowed to Transship or Cross Dock Interfood Materials, unless explicitly agreed upon by Interfood.

Please note that it is not allowed to stack pallets on top of each other. The stacking of pallets is only allowed if it concerns container-wide pallets and is approved by Interfood.

Loading

Due to the nature of our business, Interfood requires a joint loading and sealing effort of the Authorized Representative of the loading facility and Transporter. The loading facility is responsible for the loading, securing of the goods and sealing of the Transport Equipment for and on behalf of Interfood, however that loading facility must receive acceptance on loading, securing and sealing by the Transporter prior to departure of the Transport Equipment. Seals may not be removed, under any circumstance, during Transport. In the exceptional case that a seal needs to be removed, this must be reported to and approved by Interfood, before the actual removal takes place.

For certain product categories, specific loading procedures apply. In the case of unpacked butter or Anhydrous Milk Fat (AMF), the binding instructions outlined in 00.00 Procedure - Unpacking Instructions Butter shall be deemed an integral part of these terms and conditions and must be strictly followed.

Documentative & administrative requirements

Delivery reference numbers and net weight must always be mentioned on all Transport Documents and invoices. In case of packaged Material, the number of packages containing the Material must be counted and correctly registered on the relevant Transport Documents before they are signed off.

Shortages of and/or damages to the Material must be noted on the Transport Documents before they are signed off.

The Transport Documents need to be signed clearly by Loading Facility, Transporter and Unloading Facility. Upon Interfood request, the Transporter must provide the signed Transport Documents within 48 hours.

All additional costs must be approved by an authorized Interfood employee before sending the actual invoice, including such additional costs.

Unless otherwise agreed, invoices will be paid by Interfood within 30 days after the receipt of the invoice.

Delays

The driver must report for loading/unloading at the time designated by Interfood. If the Transport Equipment arrives later than the designated loading/unloading time, any additional costs that might occur because of that late arrival will be rejected by Interfood.

If the driver is delayed by more than one hour from the designated loading/unloading time, Interfood has the right to pass on all applicable costs resulting from this delay to the Transporter.

If there has been a calamity, which might negatively affect the arrival time, the Transporter must report to Interfood, as soon as reasonably possible. The Transporter should, at least mention, the new arrival time and the cause of the delay.

Cancellation

If the Transporter cancels the confirmed Transport less than 24 hours before the actual loading/unloading time, Interfood has the right to charge any extra costs resulting from this late cancellation (e.g., the difference in freight price between agreed price and market price) to the Transporter.

Subcontracting

The Transporter is not allowed to outsource the Transport to any other Subcontractor(s) without the prior written consent of Interfood.

If Interfood's approval is obtained, it is the Transporter's responsibility to ensure that the Subcontractor(s) fulfil(s) all requirements as mentioned in the Terms & Conditions. The Transporter must confirm that the Subcontractor(s) will follow and accepted the Terms & Conditions and will, upon Interfood's request, send proof thereof.

The Transporter is strictly prohibited to outsource, subcontract or otherwise assign the Transport through the use of online freight exchange platforms.

Return deliveries

If a delivery is rejected the Transporter shall not leave the Unloading Facility, unless Interfood instructs otherwise. It is necessary to obtain Interfood's approval, before the Materials, or part of it, are going to be returned.

If the return delivery is accepted by Interfood and the initial seal was broken, the Transport Equipment can only be re-sealed at the Unloading Facility. Interfood will reject return deliveries which are not sealed at the Unloading Facility.

If the Transport Equipment is re-sealed, then the new seal numbers must be written down on the Transport Documents. After the new seal numbers are written down a representative of the Unloading Facility needs to sign the Transport Documents.

The Unloading Facility must sign a declaration stating that the Materials have not been manipulated in any way and have not been taken out of the Transport Equipment in any way.

The Transporter shall not leave the Unloading Facility until the Transport Equipment has been sealed according to the aforementioned steps and he is in the possession of the aforementioned declaration.

APPENDIX 1:

Additional temperature requirements for Chilled and Frozen goods

The Transporter is responsible for checking the temperature of the Materials during the loading and/or unloading.

The Transporter must use temperature equipment that is calibrated at a temperature range between 20°C and +20°C.

At loading and unloading, the exact temperature of the environment of the Materials and the Transport Equipment must be registered on the Transport Documents.

The temperature of the Transport Equipment must be continuously measured during Transport. The Transporter shall send a report of these measurements to Interfood upon request.

During Transport taking multiple days, the temperature of the environment of the Materials needs to be checked at regular intervals. If the temperature of the environment of the Materials in- or decreases by 2°C or more the Transporter needs to immediately report this to Interfood.

APPENDIX 2: Additional Operational Requirements

1) For packaged goods

General

The Materials should be properly secured to prevent movement during Transport.
If Reefer containers are used as Transport Equipment, they must be equipped with a genset.

Desiccants

If instructed by Interfood, desiccants should be used inside the Transport Equipment. Unless specifically instructed otherwise, Starch- or Calcium Chloride based desiccants should be used.
At least six 1400-gram desiccants should be installed onto the inside walls of the Transport Equipment. Desiccants must not be placed directly on the Materials.
Do not cover products with a blanket as improper aeration could encourage the growth of molds.
In case of doubt regarding the use of desiccants, please contact Interfood upfront for further instructions and details.

Exports/Imports

If the Transport Equipment is subjected to inspection and/or sampling by Customs, Interfood must be informed as soon as reasonably possible. Interfood needs to be informed in writing about the inspection and/or sampling results established by Customs. The Transport Equipment is only allowed to continue per the confirmed Transport schedule after specific permission from Interfood is obtained.

Maritime Transport

In compliance with international standards the Transporter shall ensure that any vessel used for Maritime Transport complies fully with the International Safety Management (ISM) Code, as established by the International Maritime Organization (IMO). Upon request, the Transporter must provide a valid Safety Management Certificate (SMC) for the vessel prior to loading.
All Materials transported by sea must be stowed below the waterline of the vessel, within enclosed cargo holds that provide adequate protection against environmental and mechanical risks.
Materials shall not be stored in proximity to any heat sources, including but not limited to boilers, fuel tanks, engine rooms, or any other areas of the vessel where elevated temperatures may occur.

2) For bulk goods

General

The Transport Equipment must be dedicated to the loaded Materials. Mixed loads are prohibited, unless specifically authorized by Interfood in writing. If the Transport Equipment has different compartments, it is never allowed to load non-dairy products at the same time as dairy products.
The Transport Equipment should be exclusively used for the Transport of Foodstuffs and must clearly show the text “Foodstuffs only” or “Foodstuffs Transport” in English or any other locally acceptable language. This text must be fixed to the Transport Equipment and impossible to remove.
Before Transport, the Transport Equipment must be cleaned. Otherwise, the Transport Equipment will be rejected by Interfood.
The Transport Equipment, including all appendages, hoses etc., must be built of Materials complying with the Food Contact Law (for example EU1935/2004).
The Transport Equipment must be equipped with a safety handrail that must be used during working at height.
Hoses must be dedicated to process Foodstuffs only and must be capped & sealed when not in use.
All appendages for liquid Materials (e.g., piping, steam pipes, pumps, coupling, etc.) must be made from stainless steel. For dry bulk Materials, the silo itself is allowed to be constructed out of aluminium.
O-rings, hoses, and the sealing rings of manhole covers must be made from food grade Materials accepted by general food laws. The complete construction cannot be made from copper and alloys, such as bronze.

The manholes, rain covers, bottom valves and unloading pipes must be closed in such a way that contamination by pollution is impossible.

The Supplier must be able to prove that he has a maintenance plan of each tanker. The tanker and unloading accessories must be constructed and repaired as per EHEDG recommendations.

All Transport must be carried out in such a way that the silo/tank compartments, airpipes, loading pipes and hose tubes can be sealed. Before sealing, all appendages (coupling / samples taps / etc.) should be disinfected and packed in a disinfected box (or in a disinfectant clean PE bag).

In case of a compressed (un)loading takes place: If a compressor is present then the existing air filter must provide filtered air that is free from oil, dust, and moisture. Filter hoses must be airtight and sealed.

Transporters need to have their Transport Equipment, including hoses, fittings, heating, valves, gaskets and (compressor) filters regularly checked and replaced if necessary. During these checks special attention needs to be paid to corrosion and damages resulting from the use of cleaning agents and disinfectants. Written records should be made of all the checks and tests, which need to be presented to Interfood upon request.

Driver conduct

The driver is not allowed to smoke (including e-smokers) near the Transport Equipment.

driver must always wear clean gloves when handling the Transport Equipment.

The driver is not allowed to wear a watch or any other type of jewellery.

The driver is not allowed to eat and drink on the premises of the Loading and Unloading Facility unless they are in the designated areas.

Manholes must not be left open without reason and drivers must not, unnecessarily, move above an open manhole.

The driver must properly tighten all manholes and valves. Seals should be placed after loading to prevent any contamination and/or spillage during Transport.

The driver must always use the handrail when ascending to or descending from the top of the Transport Equipment.

Heated Transport

If Interfood requires the Transport of Materials at a Heated Temperature, the Transport Equipment must be equipped with a Heating System.

The Heating System must be placed in the insulation of the tank or outside of the barrel where the Material is loaded.

The Transport Equipment must be heated in such a way that the Materials can be held at a temperature, which ensures a guaranteed discharge of the full load.

Previous loads

Interfood maintains a negative list of foods (Appendix 3) that are not permitted as previous Cargoes. What is on this list is not allowed as a previous Cargo. For some customers more stringent requirements apply with respect to the previous load(s). If the aforementioned is applicable, then Interfood will specifically mention this in our Transport Confirmation.

Upon arrival the driver should hand over the Transport Documents and show the registration of the previous loads. The exact type of previous Cargo must be clear, if this is not the case then the Transport Equipment can be rejected. The authority to reject the Transport Equipment lies with Interfood or with the Operator of the Loading Facility.

Loading

Upon arrival, the Operator of the Loading Facility should check if the Transport Equipment is clean, dry, free of foreign odor and microbiological -, chemical -, physical and allergen contaminants.

For additional requirements see ECD/EFTCO codes.

The Transport Equipment needs to be weighted before and after loading.

If Interfood requires the use of nitrogen during loading, the Operator will provide clear warning signals to the driver. The driver must attach these signals on the manhole of the Transport Equipment. It is the responsibility of the driver to observe all safety regulations and warning signs.

Before loading, the seal numbers must be checked by the Operator of the Loading Facility. After a successful check, the seals can be broken, and the Materials can be loaded.

Unloading

The Transport Equipment needs to be weighted before and after unloading.

The pressure during unloading must be maximum one (1) bar for liquid products and 1.8 bar for dry products. The air used will be filtered as per request of Interfood.

After unloading, the empty trucks must be sealed to avoid any risk of contamination during return journey. It is the supplier/transportation company's responsibility to provide seals for the re-sealing.

Sample

Before unloading the driver needs to receive a Retention Sample and hand it over to an Operator of the Unloading Facility. Without the sample the Transport Equipment cannot be unloaded.

For liquid Materials the Retention Sample should at least be one (1) litre.

For dry Materials the Retention Sample should at least be one (1) kilogram taken from an auto-sampler. It is not allowed to take a sample with samplers made from glass or brittle plastic. It is not allowed to use [inspection] glass in hoses and or appendages.

At the customer's request a sample can be taken out of the Transport Equipment. The driver is only allowed to assist if the facilities that are available are suitable for use.

Before taking a sample of liquid Materials in the Transport Equipment, approximately half a bucket needs to be flushed. The bucket used must be clean.

Unless otherwise instructed by Interfood, the sample needs to be stored in a food safe way at a temperature between 2°C and 4°C [a deviation of $\pm 1^\circ\text{C}$ is acceptable].

Kosher & Halal requirements

If Interfood requires the load to comply with kosher and/ or halal requirements, please refer to the additional requirements for cleaning activities and previous loads outlined in chapter 'cleaning activities' and 'Appendix 3: Negative [prohibited] list of previous cargoes for Bulk Transport'.

Compliance with the specified [non-]accepted cargoes or the required cleaning procedures is mandatory. Previous 3 loads indicated in the delivery documents must be halal & kosher acceptable [e.g. no alcohol-containing products, no foodstuffs containing pork or pork derivatives, etc.].

Cleaning requirements

The cleaning of the Loading Compartment of the Transport Equipment shall only be done by Foodstuff dedicated wash bays and stations.

The cleaning should be organized at a Cleaning Station accepted in the food industry, preferably by an EFTCO-certified Cleaning Station. It is the responsibility of the Transporter to select a Cleaning Station that will meet the requirements as stipulated in the Terms & Conditions.

Only dedicated indoor Cleaning Stations, which can provide a Cleaning Certificate should be used for the cleaning of the Loading Compartments of the Transport Equipment.

The used cleaning/disinfectant agents must be food-grade and free of chlorinated components. They need to be suitable for the cleaning of food-grade tanks and should be neutral in odour and taste. Before transporting VLOG, Meadow or Organic Materials, the Transport Equipment are to be verifiably cleaned, at least in the dry, to avoid the risk of the commingling of VLOG, Meadow or Organic Materials with Materials which are not suitable for the "VLOG geprüft" or "ohne Gentechnik"/Meadow/Organic label.

All couplings / appendages should be cleaned, disinfected and packed. Packing for the couplings / appendages can be organized via capping, PE bags or special boxes for hygienic storages of all appendages / couplings.

Cleaning activities

The following cleaning activities need to take place (based on EFTCO codes):

For Dry bulk & liquid AMF in bulk:

- P09 - Hot water spin (T>80°C)
- P26 – Kosher cleaning (applicable for all AMF cargoes).
- C01 - Alkaline detergent for regular products. If a product is low in fat content, an acid detergent (C20) is allowed to use.
- C80 - Sanitizing agent related to the product
- F01 - Cleaning with potable water only
- E50 - Hose cleaning
- E51 - Cleaning of hose box
- E52 - Cleaning of spill box
- E55 - Cleaning of ancillaries / appendages
- E60 - Cleaning of airlines
- E61 - Cleaning of air connections
- E62 - Cleaning of air manifold
- E65 - Pump cleaning (if applicable)
- P30 - Drying (E36 - Hot air drying: drying with air with T >60°C) This incl. that all pipelines / coupling etc. are 100% dry.
- E90 - Sealing
- E91 - Cleaning station checks that the seals, with the numbers mentioned on the Transport Documents, are applied properly onto the tank. This does not imply any liability whatsoever on the part of the cleaning station.

Optional:

- P26 (Kosher) when Kosher is requested in case of Dry bulk
- P27 (Halal) when Halal is requested
- Effectivity checks:
 - T42 - ATP measurement (<200 rlu)
 - T20 - pH neutral (pH 6.8 – 7.2)
 - T01 - Visual / Odour inspection with special attention that the complete equipment is dry.

Liquid bulk (other than liquid AMF in bulk):

- P09 - Hot water spin (T>80°C)
- C01 - Alkaline detergent for regular products. If a product is low in fat content, an acid detergent (C20) is allowed to use.
- C80 - Sanitizing agent related to the product
- F01 - Cleaning with potable water only
- E50 - Hose cleaning
- E51 - Cleaning of hose box
- E52 - Cleaning of spill box
- E55 - Cleaning of ancillaries / appendages
- E60 - Cleaning of airlines
- E61 - Cleaning of air connections
- E62 - Cleaning of air manifold
- E65 - Pump cleaning (if applicable)
- P02 – Cold water spin in a complete cleaning cycle
- E90 – Sealing
- E91 - Cleaning station checks that the seals, with the numbers mentioned on the Transport Documents, are applied properly onto the tank. This does not imply any liability whatsoever on the part of the cleaning station.

Optional:

- P26 (Kosher) when Kosher is requested
- P27 (Halal) when Halal is requested
- Effectivity checks:
 - o T42 - ATP measurement (<200 rlu)
 - o T20 - pH neutral (pH 6.8 – 7.2)
 - o T01 - Visual | Odor inspection

Documentation and administration

It is the responsibility of the Transporter to share the Cleaning Certificate with the Operator. Once the Operator approves the Cleaning Certificate, it will be returned to the driver.

The Cleaning Certificate should at least mention the elements that have been washed and dried.

The Cleaning Certificate should not be older than 24 hours. Upon request, the corresponding Cleaning Certificate should be sent to Interfood.

The Cleaning Certificate should be provided to the customer.

If applicable under local legislation, the driver must be able to provide documentation regarding the three previous loads carried out using the Transport Equipment (per compartment if applicable).

The exact type of Cargo from the previous three loads needs to be registered. This registration must, preferably, be in a logbook which should always be present in the Transport Equipment.

The driver needs to visually inspect if the discharge pipe and unloading pipe have been drained. This inspection should be recorded and presented to Interfood upon request.

Sealing requirements

Directly after cleaning, the complete Loading Compartment of the Transport Equipment, including all appendages, hoses etc, should be sealed by the cleaning Operator. All points that could have a Contamination Risk need to be sealed. Likewise, it should be impossible for any Materials to get out during Transport.

Immediately after loading, the seals should be arranged by the Operator of the Loading Facility. It is the driver's responsibility to install the seals correctly. The sealing should be supervised by the Operator.

TIR cables are allowed to be used, if both sides of the TIR cable are connected with a seal.

At minimum, the complete Loading Compartment should be sealed. This includes, but is not limited to, the coupling box, outlet box, spill box, rain cover, heating box, hose cylinder, hose tube, discharge bottom, swing bolts, distribution block, pressure relief valve, manholes, all blind caps, and all air hoses.

All seal numbers must be written, by the driver in mutual agreement with the Operator, on the Transport Documents and/or Cleaning Certificate.

APPENDIX 3:

Negative (prohibited) list of previous Cargoes for Bulk Transport

For Materials fit for human consumption the first previous Cargo shall never be one of the following products:

- Fish oil, its derivatives and other derivatives from fish
- Palmitic acid
- Animal fat or lard
- Peanut Oil [crude and refined] and other peanut derivatives
- Paraffin emulsions
- Molasses, honey
- Soy lecithin, soy milk, soy oil
- Liquid yeast (bakery yeast, brewer's yeast etc.)
- Nut paste and other nut derivatives
- Amino acids
- Vitamins
- Mineral oils
- Additives
- Cereals containing gluten (wheat [spelt and khorasan wheat], rye, barley, oats)
- Sesame seeds and products thereof
- Molluscs and other derivatives of molluscs
- Lupin and derivatives of lupin
- Sulphur dioxide if concentration of sulphur dioxide is more than 10 ppm
- Crustaceans and derivatives of crustaceans
- Celery and derivatives of celery
- Mustard and derivatives of mustard

Previously transported material must be of non-GMO origin.

For Materials fit for human consumption the first two previous Cargoes shall never be one of the following products:

- Eggs and products thereof

For Materials fit for human consumption the previous Cargoes shall never be one of the following products:

- Slaughter waste
- Non-Food Materials

In case of Halal Transport requirements; the 3 previous loads cannot contain any products that are mentioned on the Haram list.

APPENDIX 4:

Regional Requirements

Europe

VLOG, Organic and Meadow Milk Certification requirements

The training on Food and Feed Safety should include an instruction on VLOG and Meadow Milk standard requirements and must, at least, be annually repeated. If requested Interfood can provide such a training.

Unless instructed otherwise by Interfood, the Transport Documents need to accompany the Materials at all times during Transport and will be handed out at the place of loading.

In the case of bulk Materials, a weight ticket should be included.

“VLOG geprüft”, “ohne Gentechnik”, “Organic” or “Meadow Milk” Materials in bulk, should be clearly labelled as such on the certificate of analysis and packing list.

If “VLOG geprüft”, “ohne Gentechnik”, “Organic” or “Meadow Milk” Materials are packed, the packaging must be clearly labelled with the wording “Organic”, “VLOG geprüft” [feed] or “ohne Gentechnik” [food] or “Meadow Milk” or the corresponding seal. Examples of the seals can be found below:



The Transporter is responsible for the acceptance of the load. If the driver believes that his Transport Equipment has not been properly loaded, a note should be made on the Transport Documents and a notice should be given to Interfood.

Animal feed (GMP+ or similar) Certification requirements

If the Materials are meant for animal feed (GMP+ or similar) or technical application, Interfood and the customer can allow Transport with Transport Equipment which is not cleaned. In these cases, the Transporter will be informed upfront, and the following minimum requirements will apply.

For all animal by-products in feed cross-border Transport, a commercial document (Cat 3) should be present during Transport and presented at the Unloading Facility. In case The Transporter has not received this document, he is obliged to request this at the Loading Facility to be able to present this to the Unloading Facility afterwards.

The Transport Equipment should immediately be sealed after unloading. The seal numbers should be mentioned on the signed freight document of the last previous load.

The previous Cargo must be an accepted Cargo that will fit with the requirements from the animal feed (GMP+ or similar) [transport load database](#).

Both the driver and Operator of the Loading Facility must check if the discharge pipe and unloading pipe have been drained from the previous Cargo. If Interfood allows for Transport with uncleaned Transport Equipment, the last discharge should not have occurred more than five days ago. The driver must prove this by presenting the Transport Documents.

The Transport Equipment needs to be cleaned at least every two weeks and after every fifth delivery. The Operator of the Loading Facility checks if the Transport Equipment is suitable for uncleaned loading. When in doubt, the Operator of the Loading Facility will instruct the driver to, immediately, clean the Transport Equipment.

Documentation and administration relating to pallet exchange

In case Interfood sends an instruction for pallet exchange, the Transporter is required to exchange pallets, without charging additional costs. The Transport Document needs to clearly state the type and the quantity of loaded / unloaded / received pallets. In case, due to unforeseen circumstances, pallets are not exchanged at either the Loading Facility and / or the Unloading Facility, the Transporter needs to inform Interfood immediately by sending an e-mail to packaging@interfood.com. In case not complied with the above requirements, Interfood reserves the right to invoice the non-exchanged pallets to the Transporter.

Additional requirements for Transport to and from the United Kingdom

The Transporter, should adhere to the local regulations and operational requirements between the European Union and United Kingdom. On request a current version of those requirements can be shared by Interfood.

The Americas (North and South America)

Organic Certification requirements

The training on Food and Feed Safety should include an instruction on standard requirements and must, at least, be annually repeated. If requested Interfood can provide such a training. Unless instructed otherwise by Interfood, the Transport Documents need to accompany the Materials at all times during Transport and will be handed out at the place of loading. In the case of bulk Materials, a weight ticket should be included. “Organic” Materials in bulk, should be clearly labelled as such on the Certificate of Analysis and packing list. If “Organic” Materials are packed, the packaging must be clearly labelled (depending on the applicable certification) with the wording “Organic” or the corresponding seal. Examples of the seals can be found below.



The Transporter is responsible for the acceptance of the load. If the driver believes that his Transport Equipment has not been properly loaded, a note should be made on the Transport Documents and a notice should be given to Interfood.

APAC (Asia-Pacific region)

Not applicable

Definition list

“Allergen[s]” means for example but not limited to products containing gluten (wheat, rye, barley, oats and spelt), crustacea, egg, fish, lupin, peanut, sesame seeds, tree nuts, celery and mustard;

“Ambient Temperature” means a temperature between 5 °C and 25 °C (deviation of $\pm 2^{\circ}\text{C}$ acceptable);

“Audit” means a systematic and functionally independent examination to determine whether activities and related results comply with planned objectives.

“Authorized Representative” means an employee of the Transporter, Cleaning Station, Loading- and/ or Unloading Facility who has the authority, via for example a power of attorney, to sign on behalf of the Transporter, in other words an authorized signatory;

“Bulk Transport” or “Bulk Goods/Transport” means Transport of Materials via tank trailer/tank container/ silo trailer/silo container;

“Cargo” means Materials conveyed in a ship, airplane, or vehicle;

“Chilled ” means a temperature between 2°C and 4°C;

“Cleaning Certificate” means a certificate or other written proof of the successful cleaning of the Transport Equipment;

“Cleaning Station” means a washing facility used for the cleaning of Transport Equipment;

“Cross Contamination” means the process where microbes unintentionally transfer from one substance or object to another with a negative/harmful effect as result on either one of the objects or substances;

“Contamination Risk” means the risk of a foreign substance entering the load;

“Cross dock” means the practice in logistics of unloading Materials from a manufacturer or Transport directly to the customer or another mode of Transport, with little or no storage in between;

“Customs” means the authority or agency in a country responsible for collecting tariffs and for controlling the flow of goods, including animals, Transports, personal effects, and hazardous items, into and out of a country;

“Foodstuff” means a substance suitable for the consumption of food;

“Frozen” means a temperature of -18°C ;

“Good Manufacturing Practice [GMP]” means any practice regarding the conditions and measures necessary to ensure the safety and suitability of food at all stages of the food chain. The food industry uses important quality management tools such as Good Manufacturing Practices [GMP], which is first and foremost an integrated management system. It requires, therefore, that there is full and detailed specification of the product and of everything that goes into making, storing, and distributing it; as well as management of the Materials, resources, measures, and precautions to ensure that the specification requirements are fulfilled;

“Hazard Analysis and Critical Control Point (HACCP)” means an internationally recognised prevention-based risk management system that identifies, evaluates and controls hazards for food safety outcomes. A HACCP-System is a HACCP-based risk management strategy in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. If needed, Interfood can agree to a comparable system to the HACCP-system;

“Heated” means a temperature between 45°C to 50°C;

“Heating System” means a mechanism used for maintaining temperatures at the required level. The Heating System can only heat with food grade glycol or water, which is not higher than 80°C. The Heating System cannot operate based on electrical or steam heating;

“Insulated” means that the temperature of the goods is being maintained (deviation of $\pm 2^{\circ}\text{C}$ acceptable);

“Loading Compartment” means a space for the carriage of Materials in or on the vehicle, which is separated from the space for the driver and passengers;

“Loading Facility” means an area other than a street or alley, either open or enclosed, or partially enclosed within a structure or portion thereof, designed or used for the temporary parking of commercial vehicles while loading Materials;

“Materials” means any dairy materials, products or goods transported or stored on behalf of Interfood;

“Maritime Transport” means Transport via sea routes;

“Operator” means the person that is operating the Unloading/Loading Facility/Cleaning Station;

“Retention Sample” means a sample of a fully packaged unit from a batch of finished Material. It is stored for identification purposes, or in case additional testing is necessary;

“SDR” means a Supplier Data Request form that a Service Provider and/or Transporter needs to send to Interfood as part of the approval process and which needs to be updated every 3 years and/or upon Interfood’s request;

“Subcontractor” means a company that organizes and operates the Transport of goods on behalf of a third party. They take care of all or part of the Transport process, from the pick-up of goods at the supplier’s to end customer delivery;

“Transport” means to carry, move, or convey any Material, for and on behalf of Interfood, from location to location and/or internally in for example a warehouse facility;

“Transporter” means a carrier, forwarder and/or transporter that organises a Transport for and/or behalf of Interfood;

“Transport Confirmation” means the written confirmation of the ordered Transport sent by Interfood to Transporter via mail and / or Interfood Connect portal;

“Transport Documents” means any documents relating to the delivery of Materials such as for example but not limited to, Transport documentation regarding quantity and/or quality, freight documents/freight letters/OPD;

“Transport Equipment” means a silo, container and/or trailer used to Transport Materials, for example by truck;

“Transporter Risk Management System” means a HACCP-System or comparable food risk management system;

“Transship” means to transfer from one ship, truck, freight car, or other conveyance to another;

“Unloading Facility” means an area other than a street or alley, either open or enclosed, or partially enclosed within a structure or portion thereof, designed or used for the temporary parking of commercial vehicles while unloading Materials;

“Vendor Rating” means the risk-based evaluations of Goods suppliers, Transporters and Service Providers, based on several rating items such as; turnover, amount of Food Safety Incidents, number of non-conformities and/or Available certifications. Based on this evaluation a decision will be made by Interfood to organize a physical or virtual Audit;