

# EMSLAND GROUP<sup>®</sup>

using nature to create

## Information for our customers

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## 1. Company profile

The Emsland Group is an internationally active, medium-sized group of companies whose business model is based on the development, manufacture and sale of innovative product solutions for the processing industry and the food retail trade based on vegetable raw materials.

The group of companies employs more than 1,350 people and generates annual sales of over 650 million euros. The export ratio is > 76 %.

With a total of seven locations, the Emsland Group has well distributed its capacities, with each location having its very own core competence. In the starch sector, the Group is Germany's largest potato starch producer, and is even the global market leader in flakes and granulates.

More than 2 million tons of potatoes and peas are processed annually, which are used in the three product areas of food innovation, specialities and pet food. These products are sold in over 120 countries worldwide through our own sales companies, joint ventures, agencies and distributors.

### **Emsland-Stärke GmbH**

Emsland-Stärke GmbH with its production sites in Wietzendorf, Golßen and Kyritz and its main plant in Emlichheim forms the largest part of the Emsland Group. Depending on the plant, starch, proteins and fibres are obtained from the raw materials potatoes and peas and starch is further processed into refined products.

### **Emsland Food GmbH**

Emsland Food GmbH consists of the plants Cloppenburg, Wittingen, Hagenow and Emlichheim. Potato flakes are produced at the Cloppenburg, Hagenow and Emlichheim plants and potato granules at the Wittingen plant.

## 1.1. Contact details

### **Emsland Group (Headquarters):**

Street: Emslandstraße 58  
Postal Code/City: 49824 Emlichheim  
Country: Germany  
Tel: +49 5943 81-0  
Managing Directors: G.-J. Wesselink (CEO), C. Kemper (CSO),  
S. Hannemann (COO)  
Homepage / Mail: [www.emsland-group.com](http://www.emsland-group.com) / [info@emsland-group.de](mailto:info@emsland-group.de)

### **Emsland Stärke GmbH**

#### **Plant Kyritz:**

Street: Pritzwalker Straße 10  
Postal Code/City: 16866 Kyritz  
Country: Germany

### **Emsland Stärke GmbH**

#### **Plant Wietzendorf:**

Street: Klein Amerika  
Postal Code/City: 29649 Wietzendorf  
Country: Germany

### **Emsland Food GmbH**

#### **Plant Cloppenburg:**

Street: Werner-Eckart-Ring 13  
Postal Code/City: 49661 Cloppenburg  
Country: Germany

### **Emsland Food GmbH**

#### **Plant Wittingen:**

Street: Wunderbütteler Kirchweg 11  
Postal Code/City: 29378 Wittingen  
Country: Germany

### **Emsland-Aller Aqua GmbH**

#### **Plant Golßen:**

Street: Am Bahnhof 3-4  
Postal Code/City: 15938 Golßen  
Country: Germany

### **Emsland Food GmbH / Mecklenburger Kartoffelveredelung GmbH**

#### **Plant Hagenow:**

Street: Dr. Raber Straße 3  
Postal Code/City: 19230 Hagenow  
Country: Germany

## 2. Certifications

The Emsland Group has set itself the objective to meet the same high standards of quality, environmental protection and safety at all production sites.

The Emsland Group has set up a centrally managed Integrated Management System for quality, environment, energy and industrial safety and health protection.

Within this framework the Emsland Group had decided for the certification of all world-wide activities comprehensively according to ISO 9001, ISO 14001 and ISO 50001. For the food and feed industry certifications for product safety (HACCP) in form of FSSC 22000, IFS or QS are additionally maintained.

Furthermore, internationally recognized certifications according to Kosher and Halal standards are carried out upon customer's requests.

After consultation with us, customer audits can be carried out in our plants.

You will find further information and the current status of our certifications on our homepage [www.emsland-group.com](http://www.emsland-group.com) under the heading *Sustainability / Certifications*.

## 3. Product information

### 3.1. Specifications

We have product specifications at our disposal on which the specified product parameters as well as indications about nutritional values and microbiology can be found. The specifications can be provided upon request.

An updating service exists to inform the customers about modifications of the specifications.

### 3.2. Data sheets

Product related data sheets are provided to the customer upon request.

### **3.3. Certificates of analysis**

Each batch of the finished products runs through the quality control in our company laboratory according to specified control plans. The determined values can be provided to the customer in form of a certificate of analysis.

### **3.4. Genetically modified organisms (GMO)**

All our products do not consist of genetically modified organisms.

No genetic engineering processes and/or substances derived from genetically modified organisms are used in the manufacture of the products.

None of our products is subject to the labelling requirements of Regulations (EC) No. 1829/2003 and 1830/2003.

### **3.5. Allergens**

In the framework of our HACCP-concept, an allergen risk control is conducted on a continuous basis and documented.

Product specifications are used to provide information on allergenic ingredients that are contained directly in the product or may be present as cross-contamination.

The following 14 allergens must be labelled for use in accordance with EU Regulation No. 1169/2011:

- Cereals containing gluten (wheat, rye, barley, oats, spelt, kamut or their hybridised strains) and products thereof
- Crustaceans and products thereof
- Eggs and products thereof
- Fish and products thereof
- Peanuts and products thereof
- Soybeans and products thereof
- Milk and products thereof (including lactose)
- Nuts (almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts) and products thereof
- Celery and products thereof

- Mustard and products thereof
- Sesame seeds and products thereof
- Sulphur dioxide and sulphites at concentrations > 10 mg/kg or 10 mg/litre, calculated as SO<sub>2</sub>
- Lupin and products thereof
- Molluscs and products thereof

### **3.6. Manufacturing process (flow chart)**

Within the framework of our HACCP-concept, a risk assessment is conducted at regular intervals and documented. Upon request of the customer, a flow chart can be provided for each product.

### **3.7. EU regulations for food**

Each of our products is in line with the requirements of European as well as national law. Regarding our food products, the following EU regulations apply:

- **Regulation (EC) No. 178/2002**  
laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety
- **Regulation (EC) No. 396/2005**  
on maximum residue levels of pesticides in or on food and feed of plant and animal origin
- **Regulation (EC) No. 853/2004**  
on the hygiene of foodstuffs
- **Regulation (EC) No. 1169/2011**  
on the provision of food information to consumers
- **Regulation (EC) No. 1829/2003**  
on genetically modified food and feed
- **Regulation (EC) No. 1831/2003**  
concerning the traceability and labelling of genetically modified organisms and the traceability of food and feed products produced from genetically modified organisms

- **Regulation (EC) No. 1881/2006**  
setting maximum levels for certain contaminants in foodstuffs
- German Food, Commodities and Feed Code (**LFGB**)

### **3.8. EU regulations for technical products**

#### **Textile:**

Our products have been evaluated by the IMO Group Office in Switzerland according to the criteria of the Global Organic Textile Standards (GOTS) and are approved as textile aids. Further information can be found on the homepage of our company: [www.emsland-group.com](http://www.emsland-group.com) under the heading *Sustainability / Certifications / Other certifications*.

#### **Adhesive products:**

Our adhesive products are in compliance with general legal requirements.

### **3.9. REACH regulation**

Starch and starch derivatives are polymers according to regulation (EC) 1907/2006 (Reach) / Title I / Chapter 2 / Article 3 / Subitem 5. Thus these substances are excluded from the regulation according to Title I / Chapter 1 / Article 2 / Subitem 7a) and 9).

Additionally, native starch, dextrin, maltodextrin and glucose (starch monomer) are listed in Annex IV of regulation (EC) 1907/2006 (Reach) and therefore also excluded from the registration.

**Starches and starch derivatives from Emsland-Stärke GmbH are not subject to registration requirement.**

Current notifications on SVHC or other critical substances regarding our technical products are evaluated at regular intervals. Information regarding the concerned products can be found in our safety data sheets resp. in the corresponding product information.

### **3.10. Weight control**

Our automatic scales are properly checked by the competent gauging office. The results of this examination have to be in line with the Directives.



According to § 31 of the German regulation on packaging, the weight tolerances are determined as follows:

Nominal weight in kg	Allowed tolerance limit	
	in %	in grams
10 – 15	-	150
15 – 50	1.0	-
50 – 100	-	500
above 100	0.5	-

### 3.11. Labelling

Product packaging is marked standardly with the corresponding batch number, production date, net quantity and shelf life date. Depending on customer's requirements, further information can be added.

Pallets ready for dispatch carry a label according to EAN 128.

The batch number of our products consists of the letter 'L' followed by nine numbers.

For example: L000000387

L: Lot

000000387: Consecutive no.

### 3.12. Retained samples

Of each manufactured batch samples are taken and analysed in our laboratory and stored for at least 12 months according to standard.

### 3.13. Shelf life

For all products the shelf life is identified and determined. This is only applicable in case of proper storage conditions:

- cool and dry storage in unopened packaging

Aspects for setting the shelf life are:

- Functionality of the products
- Quality of the products

### **3.14. Animal ingredients**

All our products are manufactured from purely vegetable raw materials and do not contain any animal ingredients.

### **3.15. Diets**

Our products are suitable for persons abiding by the following diets:

- Kosher
- Halal
- Ovo-lacto-vegetarianism (avoidance of meat and fish)
- Lacto-vegetarianism (avoidance of meat, fish and egg)
- Ovo-vegetarianism (avoidance of meat, fish and milk)
- Veganism (avoidance of all animal derived food: meat, fish, milk, egg, honey)

### **3.16. Ionic irradiation of the products**

Neither our products nor their raw materials/ingredients are ionised/irradiated.

### **3.17. Nano materials**

Our products are free from nano materials.

### **3.18. Declaration of conformity for food packaging**

Our suppliers of food packaging confirm that the delivered food packaging is suitable for the products starch, starch derivatives, proteins, fibres, potato flakes and potato granules.

The food packaging corresponds to the requirements of the following legal provisions:

- **Regulation (EC) no. 1935/2004** on materials and articles intended to come into contact with food and repealing Directives 80/590/EEC and 89/109/EEC
- **Regulation (EC) no. 10/2011** on plastic materials and articles intended to come into contact with food
- **Regulation (EC) no. 2023/2006** on good manufacturing practice for materials and articles intended to come into contact with food
- **Council Directive 94/62/EC** on packaging and packaging waste

- German Food, Commodities and Feed Code (**LFGB**)

## **4. Transport conditions / pallets**

The transport of our products is exclusively carried out by selected transport companies. All forwarding agents and transport vehicles are in line with the relevant regulations and ordinances in force (i.e. GMP, INCOTERMS 2000).

Before each loading, a control of each transport vehicle is carried out. The results are documented accordingly.

Our used wooden pallets are made according to IPPC (ISPM 15) standard and only heat treated (wood core temperature: 56 °C / 132.9 °F for a minimum of 30 minutes). There is no treatment with chemicals.

## **5. Control of raw materials, processes and quality**

### **5.1. Raw materials**

Our raw material suppliers are tested and approved for quality, occupational safety and environmental criteria by a defined procedure. Furthermore, there are supplier agreements regarding the requirements for our raw materials.

For the raw materials potatoes and peas, the following applies:

- No genetically modified potatoes or peas are used.
- The sourcing is exclusively from European growing regions.
- The quality requirements are defined in annual contracts with the contract farmers or suppliers.
- The raw materials to be processed are tested and then released. All releases and test procedures are recorded with results.

### **5.2. Quality control and assurance**

The quality of the raw materials and products is checked in our own laboratories. Chemically, physically and microbiologically analyses are carried out.

All quality requirements of the products, which are mentioned on the product specifications, are tested during the production process. The production methods are outlined in detail for

each product, from the raw material input stage to the process monitoring and process control.

A compliant monitoring of the measurement and test equipment takes place. The production equipment is repaired and maintained according to fixed guidelines.

## 6. Traceability of manufactured products

A complete and detailed documentation of all product and operational processes is carried out. Goal is the traceability within 4 hours from the used raw materials, chemicals and packaging via all production steps to the dispatch of the products and samples to customers.

## 7. Customer complaints

Customer complaints are handled and recorded by the Customer Service Department according to defined procedures.

Goal of this procedure is to increase customer satisfaction by a structured handling of objections, identification of the causes and thus resulting corrective measures.

## 8. Product related crisis management and recall procedures

### 8.1. Crisis management

A product related crisis management is existent. This procedure applies if due to a faulty product of any plant of the Emsland Group a delivery or production stop or a recall cannot be excluded.

The following persons are the central contact for customers in **times of crisis** (mobile: 24 hrs. contact):

- |   |  |
|---|--|
| ➤ Christian Kemper<br>Managing Director (CSO) | Tel.: +49 (0) 5943 81-362<br>Mobile: +49 (0) 160-4739785 |
| ➤ Heinrich Reinink<br>Head of QM              | Tel.: +49 (0) 5943 81-265<br>Mobile: +49 (0) 173-5349594 |

## 8.2. Recall procedure (up and downstream)

A recall procedure is existent to ensure that in times of crisis a well-functioning recall can be conducted. This procedure is tested once a year in connection with a traceability test.

## 9. Food and feed safety

The Emsland Group observes the basic rules and principles of good manufacturing practice as well as the set HACCP procedures for the manufacture of safe, unobjectionable food and feed products non-hazardous to health.

HACCP procedures consist of the following elements:

- Risk analyses for the raw materials, process materials, auxiliary materials and chemicals used
- Risk analyses for the individual process steps of the manufacturing processes and process control
- Concept descriptions with flow diagrams incl. defined control points

Further elements are considerations on the topics of **FOOD DEFENSE** and **FOOD FRAUD**.

Fundamental considerations on the level of protection and detailed risk and vulnerability analyses are carried out for **FOOD DEFENSE**.

- The premises and the production buildings are secured.
- Formation of Food Defense Teams, regular meetings of team members
- Risk assessment according to product safety checklist of BfR (German Federal Institute for Risk Assessment), including
  - protection of buildings and premises
  - critical control points
  - access control

In the area of **FOOD FRAUD**, known incidents from the Joint Research Center (JRC) of the European Union are searched for the raw materials, process materials, auxiliary materials and chemicals used. Since October 2016, the JRC has been compiling monthly reports from all accessible media on cases of food adulteration or food fraud worldwide on its Internet platform.

## **9.1. Buildings, facilities and equipment**

The following has been set up:

- The water used in the production is analysed by approved test laboratories and corresponds to the national Drinking Water Ordinance.
- In all production areas no glass is used as building material.
- All buildings and facilities are closed to the outside.
- Windows are protected by fly screens and are breakage proof.
- Doors and gates are tightly closing, easy to clean and protected against unauthorised access.

## **9.2. Glass / metal policy**

Following procedures are implemented:

- Prohibition of glass in the production area
- Monitoring of glass materials according to risk assessment dependent on place and possibility of product contamination
- Documented procedure in case of glass breaking, blocking of product / batch, documentation and release of concerned area after thorough cleaning
- Use of metal detectable objects, e.g. ballpoint pens, hairnets or plasters

## **9.3. Staff / Industrial hygiene**

Staff hygiene and industrial hygiene are in line with Regulation (EC) No. 853/2004 on food hygiene.

- In all plants work clothes are standardized according to DIN 10524 which includes outfit, colour scheme etc.
- Each employee receives a training regarding hygiene at least once a year.
- For diseases such as acute gastro-enteric diseases, abdominal typhus, paratyphoid, inflammation of the liver (hepatitis A or E) or purulent wounds / skin diseases which might transfer pathogens to other human beings via food, there is an obligation to report combined with an employment ban.
- The wearing of jewellery, using glass, smoking, drinking and eating in the production area is prohibited.
- Protective equipment such as hair nets, safety shoes and ear protectors are provided.

#### **9.4. Foreign object check (HACCP system)**

Our HACCP-System ensures that our products are free from any foreign objects or contaminations.

All our products are properly sieved several times before bagging. Furthermore, at all filling systems magnets and metal detectors are used.

In the production area the use of wood is avoided.

#### **9.5. Internal audits and site inspections**

Internal audits and site inspections are carried out at regular intervals and are recorded. In case of any deviation corrective measures are determined and implemented.

#### **9.6. Cleaning**

Cleaning instructions for the production facilities and working areas are available at all workplaces.

For food products solely suitable cleaning devices and cleaning agents are used.

#### **9.7. Pest control**

The pest control system consists of a monthly monitoring and a complete documentation indicating location / type / infestation / measures.

Only approved remedies as well as qualified staff are admitted.

The pest control system is checked annually regarding its execution and efficiency and thus measures are continuously improved.

## **9.8. External companies**

The utilization of external companies is specified in a set of rules, in which the aspects of work and product safety, environmental compatibility and hygiene are specified. The assigned companies oblige themselves to adhere to the listed regulations before carrying out their service.

## **10. Code of conduct**

There is a code of conduct for the whole group of companies anchoring the compliance with ethical principles according to the requirements of the Ethical Trading Initiative (ETI) Base Code and the International Labour Organisation (ILO).

At its Emlichheim site, the company has been successfully certified by an external testing laboratory in accordance with the regulations of the SEDEX organisation (Sedex = Supplier Ethical Data Exchange).

## **11. Sustainability**

The Emsland Group pursues the goal to steadily improve its ecological alignment and expand activities associated with climate protection. Further information can be provided upon request.