 <p>SMALL SCALE FOOD PROCESSOR ASSOCIATION <small>SUPPORTS INDEPENDENT FOOD PROCESSORS & GROWERS</small></p>	<p>Document No: HUB.TRS.SOP.20 Effective Date: June 1, 2022 Revision Date: NEW</p>
<p>Receiving & Shipping SOP</p>	<p>Revised By: MDaskis Approved By: NRoss Reason for Revision: NEW</p>

OBJECTIVE:

This SOP identifies the process of receiving ingredients, packaging and cleaners and identifying the accuracy, condition, and acceptability of the various materials.

This SOP also identifies the process of shipping finished products ensuring the accuracy of identity, integrity, and recording the condition and acceptability of the products when shipped.

Both of these activities detail the inspection and recording method for cleanliness of the conveyance and to ensure non-compatible materials have not been or will be present during the transport.

This stage of the process permits the recording and confirmation of lot number, presence of allergens, and temperature of sensitive materials.

SCOPE:

All HUB Users are responsible for ensuring only acceptable and expected materials are received within and shipped from the facility. This is the initial line of defense preventing contaminants, including pests, non-compatible materials, and those with offending odours from entering the premises and shipping is the final check that all aspects of the final product are acceptable and ready for sale and consumption by customers.


DEFINITIONS:

Non-Compatible materials: These are those materials that could potentially contaminate the products that are expected. Examples included odourous treated wood products, paint and other non-food chemicals, building products such as wires, bolts, nails, that if become loose can pose a risk to the food products, packaging and even to those food and cleaning chemicals that could be used within the facility.

Qualified Transport: This term is used when using a transport vehicle that is designated for the transport of food or will ensure that non-compatible materials are not transported with the food products. In the event there is limited transport available, the carrier must ensure that those potential contaminant products/items are secured, contained and will not, during reasonable transport, contaminate the products shipped to or from the facility.

Personal Transport: When using personal vehicles for transporting either raw materials, packaging, or finished goods, it should be clean, clear of debris and odourous materials that may be transmitted to the food or packaging. All goods must be sealed, clearly labelled and if showing evidence of damage during transport, they must be inspected for use or discarded. Cold chain must be retained, particularly when the local environment may adversely affect the quality and safety of the materials. Ensure the integrity of the materials being transported by segregating these products from household animals as pet hair, odours can be transmitted easily.

Complaint or Deviation Process: When a material or ingredient arrives and is either not the correct product or not in a suitable or complete integrity, the supplier should be contacted as soon as possible with the information and possible pictures of the damage and/or incorrect product. Retain the

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packing/delivery receipt as proof of purchase and include it with other relevant information to provide for a return and/or claim.


Cold Chain (Temperature control): This term reflects the temperatures / environment that the products or materials should be held at during the distribution process, i.e., from the Supplier to the Purchaser and upon receipt and into storage or from the Producer to acceptance by the Customer. This can include refrigeration/frozen temperatures, dry humidity and/or hot temperatures.

RECEIVING PROCEDURE:

1. Inspect the 3rd party vehicle that is transporting the items carefully for potential infiltration of foreign materials, odours, or incorrect products. The driver should also be able to show identification that is relevant to the company of the vehicle.
2. When receiving products, the owner should be prepared and have a listing of the expected items. If materials arrive that are not expected this is a challenge to ensure they have not been shipped in error and/or deliberately to adulterate your products.
3. If products are expected to be transported in cold temperatures, it is best to confirm, initially by personal inspection when the vehicle door is opened but also via a thermometer for confirmation. Also, by touching the outer surface of the container it may become evident that the temperature has been compromised or retained at the correct temperature during the entire transport period.
4. All third-party transport companies will have a copy of the bill of lading from the supplier. Retain a copy and attach it to your purchase order as proof of delivery and acceptance of delivery conditions. The packing slip that also is generally attached to the shipment should match the details on the purchase order.
5. Record the receiving details on the Transport Log or if separated then use the respective Receiving Log, HUB.TRS.REC.132 and Shipping Log, HUB.TRS.REC.133. This information includes the date (and time) of delivery, the transport company, the identity of the shipment (such as Purchase Order, PO#, or Bill of Lading, BOL), the condition of the shipment (if acceptable including visual inspection of the vehicle) and signature who receives the materials.

SHIPPING PROCEDURE:


1. Preparing the products for shipping includes ensuring the correct product and quantity is available, recording the lot number, and entering this information on a packing list. A copy of the packing list should be added to the shipment and a copy retained by the Producer. This information will also include the destination, person or company, address, telephone number, a purchase order number or reference number provided by the Customer, and the date of shipment and carrier, if not personally shipped.
2. If products are expected to be transported in cold temperatures, it is best to specify and confirm with the carrier that a reefer transport vehicle will be available and that it is operational and does not freeze the product during winter if the temperature is to be refrigerated.

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3. Inspect the 3rd party vehicle that is transporting the items carefully for potential infiltration of foreign materials, odours, or incorrect products. The driver should also be able to show identification that is relevant to the company of the vehicle.
4. Provide the third-party transport companies with a copy of the shipping details, including specific instructions if the product is to retain at a specific temperature and the number of shipping cartons/pails, the weight of the product and if contained on a pallet or multiple pallets. Ensure the outer case or pail labels are clear and easily read and when shipping a variety of product on a single pallet it is best to include a pallet tag identifying the contents and number of each item that is easily read by the person receiving the products.
5. When shipping products, record the shipment details on the Shipping Log HUB.TRS.REC.133, if separated from a Transport Log. It is advantageous to send a copy of the shipping information and the estimated time of delivery at the customer's location to the customer, thereby allowing the customer to look out for the products.
6. Retain a copy of the signed shipping documents and attach it to the original customer purchase order as proof of delivery date. The packing slip that also is generally attached to the shipment should match the details on the purchase order. If any variance, it is best to provide the information to the Customer prior to the receipt of the product.

DEVIATION PROCEDURES:

1. **Received Item:** If the product that is delivered is either damaged or incorrect, it must be segregated when it arrives or when it is removed from the vehicle for inspection. The supplier should be notified immediately so corrective action can take place or compensation be identified.
2. **Shipped Item:** In the event your product is delivered to the customer and appears damaged, there are a number of steps to take including: Responding to the customer to acknowledge if the damage was caused during transport – request if photo taken at the time of delivery, and details of the damage and if product was exposed and contained in a quarantine area.
3. **For either of these issues,** Communication is critical and to receive details, preferably photo evidence, product identify, the quantity damaged, the lot number, and the time of arrival at the location. Ensure the accuracy of the information provided and that retrieved. Mistakes can be made when errors of delivery / shipment occur.
4. **Received in error or damaged:** Identify if the material contains allergens or a food or cleaning chemical and then segregate from any other food items. Label clearly! This can include a TAG indicating **NOT TO BE USED.**
5. Before any material is discarded, ensure that the Supplier or the transport company has provided authorization and acknowledged the damage. The latter information should be provided in writing to ensure financial credit is provided. If discarded, the Supplier may require proof such as photos of the material, including the label information, the damage, if relevant. The level of proof is usually dictated by the value of the product.
6. All chemicals must be disposed of appropriately as per the requirements of the local authorities.
7. **Shipped Items:** Prior to replacement or providing credit to a customer it is prudent business to obtain proof of the identity, the name of the customer or purchaser, contact information, and photos of the

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damage and the product if suspected error of shipment. Before providing credit ensure that it is your product and the lot numbers are consistent with a production lot.

- An option for recording non-conforming products, regardless of the reason, is to use the Non-Conformance record below. This provides a method of tracking when product or actions create non-conforming outcome. This format can also be used to track internal actions that result in non-conforming materials or finished products.

RECORDS AND RELATED DOCUMENTS

Purchase Order: Considered a shopping list or a written or emailed order when buying from a wholesaler or distributor.

Packing List: This document accompanies the products or materials that arrive with the products or materials. The information on this document should include the description/name of the items, the quantity, preferably a lot number or tracking number. If the latter information is not provided it is best to transfer the lot number from the actual product to the packing list for verification and record keeping. If a packing list is not supplied, the Purchase Order can be used or create a Receiving List that will retain the identity, quantity, date of receipt and the lot tracking information for each product.

HUB User Ingredients Listing Form HUB.TRS.REC.126: To record the ingredients that are used within the HUB.

Non-conformance Record:HUB.TRS.REC.44: To record the relevant information for materials that arrive and do not conform to the expected materials and/or are not in the expected sanitary condition.

REVIEW:

This SOP should be reviewed when changes occur and/or at least annually.