Givaudan
Human by nature

Vendor Requirements and Expectations Policy

Global Policy

Taste & Wellbeing and Fragrance & Beauty

Document status

[Validated]

This document is intended to be used internally and externally

Table of Contents

History of changes

Date	Author	Change description
2014-04	QM	first issue
2017-02-28	VQM	Replaces the "Vendor Expectations Policy"; extended content; Removed content: Business Code of Conduct, Social Accountability; Added content: Delivery Req. + Exp.
2017-04-26	VQM	Editorial modifications in 3.1
2017-05-09	VQM	2.1: added GIVAUDAN Halal Policy
2020-01-06	VQM	2: New numbering of sub-chapters; 2.1: updated Food Safety and Halal Policy, added specific requirements for transport and storage operations; 2.3.2: updated requirement for HACCP and resulting controls;
2023-07-24	H. Quality Nat. Ingredient & Vendors	New corporate layout; excluded IM&S from scope; 2.5.3 revision of foreign matter prevention; further editorial changes;

Definitions

Term	Definition
VQM	Global Vendor Quality Management
GFSI	Global Food Safety Initiative
EFfCI	European Federation for Cosmetic Ingredients
IFRA	International Fragrance Association
CAPA	Corrective Actions and Preventive Actions
EPA	US Environmental Protection Agency
GHS	Globally Harmonized System of Classification and Labelling of Chemicals
ADR	Agreement concerning the International Carriage of Dangerous Goods by Road
ATEX	Explosive Atmospheres
Rework	Include a new manufacturing process step to correct quality
Reprocessing	Repeat one or more approved manufacturing process steps
EFfCI	European Federation for Cosmetic Ingredients
GMP	Good Manufacturing Practices
CoO	Country of Origin
CoM	Country of Manufacture

1 General Policy Information

1.1 Scope and Purpose

As an industry leader in the world of Taste & Wellbeing as well as Fragrance & Beauty, GIVAUDAN is committed to provide safe products of consistent quality that meet our customer expectations while adhering to high ethical standards in our business conduct. This means we are committed to comply with all applicable laws and regulations, as well as with company policies and procedures in our relations with customers, suppliers, shareholders, fellow employees, competitors, government agencies and the communities in which we work.

By acting according to the same standards consistently throughout the world, our company will preserve its good name and reputation, which has been built upon a rich heritage – a heritage that we are all proud of and which reflects the competence, conduct and dedication of all our employees.

To honor these commitments, GIVAUDAN will work only with suppliers, vendors and toll manufacturers whose standards are consistent with GIVAUDAN's own.

For the purpose and scope of this document, the term 'Vendor' will apply to any company that delivers **raw materials and ingredients** also referred to as a supplier, manufacturer, co-packer, re-packer or licensee as well as toll manufacturers.

Indirect materials and services, such as primary packaging material, spare parts, logistic services, laundry services, external laboratories, pest control services etc. are out of scope of this document.

1.2 Structure of the Document

GIVAUDAN's vendor requirements and expectations are outlined in the following pages. They are divided into two major parts:

- Manufacturing Requirements and Expectations
- Delivery Requirements and Expectations

Requirements describe essential processes, systems or behaviors to be in place, in order to become a preferred vendor. You are **obliged to accept** the requirements. They are considered being mandatory elements that must be fulfilled or implemented soon by the vendor. Failure to comply with the mandatory requirements may prevent a vendor from being eligible for selection.

Expectations are considered being best practice elements that **help to further improve** overall performance and reliability. Those aspects might not apply to all raw material and service categories. It is subject of agreements between GIVAUDAN and its vendors.

It is your responsibility, as a current or potential GIVAUDAN vendor to meet or exceed these requirements and expectation in order to ensure products produced for GIVAUDAN are safe and satisfy all our Quality, Good Manufacturing Practices, Food Safety, Occupational Safety and ethical standards. We would like to stress out that the undermentioned represents the minimum we would expect from all our vendors.

In some instances, specific requirements apply to only one division (either Taste & Wellbeing, T&W, formerly referred to as Flavours or Fragrances & Beauty, F&B, formerly referred to as Fragrances) e.g. Food Safety aspects, Cosmetic GMP etc. or specifically to one or more sites. Exceptions to these requirements may also apply based on the uniqueness of a material, product, service or process. The relevance is indicated in the text below. The requirements follow, but are not limited to, the standards for ISO 9001, ISO 14001, FSSC 22000, ISO 22716 or EFfCI GMP Guide as well as further applicable ones.

In rare cases, GIVAUDAN may permit vendors to deviate from one or more of the requirements set forth in this manual.

If you feel an exception is needed for your plant(s) or product(s), please contact your GIVAUDAN contract representative in writing describing your request for an exception(s).

Furthermore, if there are any questions about the document or any principle or standard, please contact your GIVAUDAN contracting representative, too, who will be able to provide you with more detail.

1.3 Hierarchy of Document Applicability

The **Global Vendor Requirements and Expectations Policy** does not intend to alter or eliminate any dedicated requirement that may be included in contracts or product specifications issued by any GIVAUDAN location.

Nevertheless, this policy supersedes any other general requirements document previously issued by any GIVAUDAN location. Its content is common throughout all divisions of GIVAUDAN.

There is a huge variety of materials and services purchased by GIVAUDAN and an even larger variety of applicable laws and regulations which have to be considered. Therefore, the undermentioned hierarchy of documents describes the applicability of requirements. The hierarchy aims at clarifying uncertainties which might derive from contradicting global, regional or local (i.e. delivery site specific) requirements.

Rank	Document	Specificity	Universality
1	Purchase Order (order/batch specific)	highest	lowest
2	Givaudan Material Specification (material specific)		
3	Delivery Instruction (Givaudan-site specific)		
4	Global Contract (material + vendor specific)		
5	Specific Quality Assurance Agreement (vendor specific)		
6	**This document:** Vendor Requirements and Expectations Policy (global) and any amendment	lowest	highest

On one hand, the more specific document supersedes the less specific one in case of uncertainties for a specific order.

On the other hand an exception granted for a specific order does not constitute the right to deviate from global contract/principles in all future deliveries.

The above hierarchy of documents applies to manufacturing and delivery requirements. GIVAUDAN and the vendor may agree on another hierarchy of documents with respect to other contract terms. In case of doubts or uncertainties, please contact your account manager at GIVAUDAN.

1.4 Continuous Improvement and Audits

GIVAUDAN expects all vendors to continuously improve their overall product quality, material shelf-life, service level, price competitiveness and adherence to these requirements and expectations.

Periodic audits of the vendors' facilities and their compliance with the undermentioned requirements will be done based on inherent risks as to the purchased materials. Results of these audits will be shared with the vendor, clearly identifying areas for improvement. GIVAUDAN expects the vendors to resolve audit observations promptly and provide supporting documentation if requested.

GIVAUDAN or third party auditors acting on behalf of GIVAUDAN shall be authorized to enter and audit or inspect any establishment storing, supplying or manufacturing products for GIVAUDAN, be it of a vendor or a contract or toll manufacturer or third party. The audit of such facilities must extend to all pertinent production and storage areas. The audit shall include, but is not limited to, equipment, finished and unfinished products, containers and labeling, records, processes and controls. Vendors shall implement all corrective actions identified within the time frame agreed on in the audit's corrective action plan.

External certification against standards (e.g. ISO 9001, FSSC 22000, ISO 22716, EFFCI GMP Guideline etc.) will only be accepted if undertaken by an accredited certification body. An audit by GIVAUDAN may be considered unnecessary if the corresponding complete audit report is shared with GIVAUDAN.

Additionally, the vendor's performance against several measures such as on-time delivery, product meeting specifications and other more specific measures dealing with product delivery will be tracked using standardized Key Performance Indicators (KPI) and the Vendor Scorecard.

The consolidated results of the KPI analysis will be passed on to the vendor. It is expected that actions are taken to continuously improve the performance, if any of the indicators show unacceptable results.

1.5 Applicability of Requirements to Traders and Distributors

If materials are being procured through traders, brokers or distributors, the following requirements must be followed:

- **The original manufacturing locations** shall be disclosed to the GIVAUDAN contracting representative and shall be visible on each delivery (on CoA or equivalent) to assure that materials are only sourced from locations meeting GIVAUDAN's undermentioned requirements as to material quality and business ethics.
  - In case of product recalls that comprise requests for information by governmental authorities, a formerly granted exception from this requirement will not be applicable.

- **Notify the original manufacturer** that the specific material will be delivered to GIVAUDAN and that it might be **used in food and/or cosmetic applications**.
- Ensure that the GIVAUDAN **Global Vendor Requirements and Expectations Policy** is communicated to the original manufacturer. Evidence shall be provided to GIVAUDAN upon request.
- The traders, brokers or distributors have the responsibility to ensure that the original **manufacturer complies with the undermentioned requirements**.
- The traders or distributors shall be required to notify GIVAUDAN of any **manufacturing location changes**. New sites and new manufacturing lines must be approved prior to their use via Givaudan's standard qualification process.
- The traders, brokers or distributors shall demonstrate that **traceability of materials to original manufacturer location** level is maintained.

Description	Comments

2 Manufacturing Requirements and Expectations

We would like to stress that the undermentioned represents minimum requirements. They are not intended to alter or eliminate any requirements that may be included in any contracts or product specifications issued by any GIVAUDAN location. Adherence to the undermentioned requirement will be evaluated through audits which might take place on-site, virtually or paper-based.

Please also refer to the document hierarchy in chapter 1.3 when facing contradicting requirements.

GIVAUDAN operates four different vendor qualification levels which also indicate the GIVAUDAN's confidence in the vendor:

- Preferred
- Approved
- Conditionally Approved
- Not Approved

The more the undermentioned requirements are fulfilled, the higher will be our confidence level. Turning down these obligatory requirements may lead to discontinuation of business relations.

Where a choice for GIVAUDAN exists, preference will be given to the vendor with the highest confidence level.

Exceptions to these requirements may apply based on the **uniqueness of a material provided**. If you feel an exception is needed for your plant(s) or product(s), please contact your GIVAUDAN contract representative in writing describing your request for an exception. We will inform you in case exceptions do apply to your products or service.

Further exception may apply **depending on the intended use** in all or just one GIVAUDAN Division. The undermentioned requirements will differentiate where appropriate.

Description	Comments

2.1 Certificates and Registration

2.1.1 Certified Management Systems

It is required that the vendor **at minimum** maintains certification to an internationally recognized Management System such as ISO 9001 or equivalent or is actively seeking such certification or maintains an 'in-house' Management System that is equivalent. Each employee must be aware of the Management System and its provisions and shall have access to related documents. The appropriateness of the implemented Management System shall be reviewed annually. The review shall be supported by internal audits.

The Management System must ensure compliance with these Global Vendor Requirements and Expectations, all legal and regulatory requirements and GIVAUDAN specifications for the materials supplied.

Food Safety Systems / GIVAUDAN Food Safety Policy

We deliver safe products to our customers. We comply with all applicable legislative food safety requirements.

Each vendor providing us with **Food or Ingredients intended to be used in Food** is asked to maintain certification to a GFSI recognized Food Safety Standard such as 'FSSC 22000' or actively seeking such certification or maintaining an 'in-house' Food Safety Management System (FSMS) that is at minimum equivalent to ISO 22000 (incl. the technical specifications of ISO/TS 22002).

Food Grade certificates / statements have to be available.

Cosmetic GMP Requirements

We deliver safe products to our customers. We comply with all applicable cosmetic GMP requirements.

Each vendor providing us with **Cosmetic Products or Ingredients intended to be used in Cosmetic Products or related Personal Care Products** is asked to maintain certification to a recognized Cosmetic standard such as 'EFfCI GMP' for Ingredients or 'ISO 22716' for products, or actively seeking such certification or maintaining, at minimum, an equivalent 'in-house' Cosmetic GMP System.

Cosmetic GMP certificates have to be available.

Description	Comments

Halal Management System / GIVAUDAN Halal Policy

Givaudan is committed to ensuring that our products comply with the agreed halal requirements of our customers and applicable legislation.

Vendors are therefore required to provide Halal certificates and/or supporting documentation requested by GIVAUDAN for the materials they supply.

Further Expectations

Each vendor should strive for further applicable certificates which might simplify shipping goods to GIVAUDAN through customs, such as AEO, C-TPAT or similar.

GIVAUDAN also advocates the vendors being certified for specific standards which serve as documented proof of the vendor's environmental awareness, such as ISO 14001, ISO 50001 and/or EMAS.

Where applicable products should be produced taking sustainability related guidelines into account such as SAI, RSPO, UTZ or MSC.

Policies and procedures shall be in place to ensure a quick response to product information inquiries. Information requested can include but is not limited to Material Safety Data Sheets (MSDS), specifications/technical data sheets (TDS), Kosher and Halal certificates (where applicable), Regulatory questionnaires, IFRA certificates (where applicable), certificates of naturalness (where applicable), allergen statements, certificates of organic origin (where applicable), and continuing product guarantees.

Updates of documents must be provided on an annual basis or upon request. Examples of each form are available upon request from your GIVAUDAN contracting representative. Kosher and/or Halal certificates (where applicable) should be forwarded before the first delivery. Unsolicited updates should be provided before the expiration of the current certificates. The appropriate GIVAUDAN raw material code(s) shall be listed on the certificate.

2.1.2 Registrations

Products and services shall be registered at the respective authorities according to legal requirements. All applicable licenses must be in place and shall be refreshed regularly. GIVAUDAN might ask for a copy of the license for due diligence purposes.

In case material is sold as **Food or Food Ingredient** to the **US market**, a registration at FDA is mandatory.

Description	Comments

Chemical substances sold on the **EU market** might be subject to **REACH** registration. The vendor is responsible for compliance with the relevant regulations.

2.2 Management System and Standards

2.2.1 Notification of Change

Any proposed change in the product formula, product specification, manufacturing facility or -process that impacts the quality, the product specification or formulation, the ingredients statement, the regulatory status of the material or the IFRA certificate (where applicable) of a supplied product must be forwarded to GIVAUDAN in writing and must be approved using the GIVAUDAN internal approval process in writing prior to implementing the change. Each change shall be assessed as to possible risks and likely impacts to the products delivered to GIVAUDAN.

The Country of Origin (CoO) and Country of Manufacture (CoM) of all products supplied must be accurate. All changes of the product's provenance supplied to GIVAUDAN must be communicated to your GIVAUDAN contract representative in writing. Vendors must wait for written approval from GIVAUDAN prior to changing the CoO or CoM.

GIVAUDAN requires a minimum of six (6) months advance notice of a change in the site of manufacture or discontinuation of the product. Such a significant change will require the new production location to be qualified by the provision of a 'validation' sample, an (on-site/virtual) audit and written approval by a GIVAUDAN Quality Manager.

GIVAUDAN will not be liable for any damages, claims or redundant stock incurred as a result of an unapproved change to the product supplied to GIVAUDAN.

2.2.2 Deviation Handling

The vendor must have a written procedure in place which deals with non-conforming raw materials, intermediates and finished products and describes activities regarding quarantine, rejection, concession or alternative use. An effective CAPA program shall be in place to track such actions and to ensure that non-conformance in any program are addressed in an appropriate and timely manner.

If the quality of a batch is in any way out of specification (OOS), or if any doubt exists with respect to subjective parameters such as odor or color or taste, the vendor must obtain written approval from the GIVAUDAN Quality Control Manager of the receiving site before delivering the goods. Subsequent deliveries from the same batch will also need such approval.

The vendor must also assess whether any material previously supplied to GIVAUDAN is at risk of being affected by the issue identified.

Description	Comments
Failure to comply with criteria specified will result in the creation of a Quality Notification by GIVAUDAN. Vendors are required to acknowledge receipt of each Quality Notification within two (2) working days and to provide a written report detailing the 'Investigation', 'Root Cause Analysis' and 'Corrections and Corrective Actions' taken within ten (10) working days upon receipt of the Quality Notification. If a deviation is considered being **critical** e.g. microbial contamination, foreign matter contamination, wrong product received, chemical contamination, or mislabeled, the response time will be reduced to five (5) working days.	

2.2.3 Crisis Management

The vendor shall establish a crisis management and business continuity plan which takes effect in case of a severe incident endangering deliveries.

A comprehensive risk assessment shall be in place considering various crisis situations like disasters, e.g. fire, earthquake, flooding, storm etc.; Managerial aspects, e.g. change of owner-ship, change of manufacturing foot print, business critical vacancies; Legal and other aspects, e.g. changed legislation, strikes, riots and civil commotions, lawsuits. For each emergency situations or crisis, an appropriate mitigation measure shall be documented, that shall cover preparedness, response to the emergency situations and roles & responsibilities.

A system must be in place to identify and trace all products, ingredients and their components, including packaging material as well as manufacturing and inspection equipment used. If requested, such as in the event of a product recall or other product-related issues, the vendor must provide the relevant traceability information to GIVAUDAN within two (2) hours. Vendors shall conduct mock recalls/traceability exercises at least once a year to challenge the effectiveness of the traceability system.

A recall/withdrawal procedure must be in place which defines the internal crisis team members as well as external (e.g. authorities to contact) emergency contacts including, but not limited to names and phone numbers.

The vendor must immediately notify GIVAUDAN of any voluntary or involuntary recall of a product.

The vendor shall immediately notify the GIVAUDAN contracting representative when any product produced for GIVAUDAN is directly or indirectly subject of a governmental/regulatory authority contact or governmental/regulatory action. When any product produced for GIVAUDAN is sampled by a governmental/regulatory authority all products represented by that sample must be placed on hold.

The GIVAUDAN contracting representative must be contacted for instruction prior to shipment to a GIVAUDAN facility. A duplicate sample of the lot sampled by the governmental/regulatory authorities may be required by GIVAUDAN.

Description	Comments

2.2.4 Contingency Plan

GIVAUDAN expects all vendors to perform a business risk assessment in various areas and developing and maintain primary plans and alternate plans for handling unpredictable situations that drives to a supply chain or business disruption. The contingency plan shall typically address but is not limited to everything from natural disasters that strike a business to drastic downward shifts in the economy that significantly impact earnings. It shall also address the likelihood of changes in the company's ownership

2.3 Product Realization

2.3.1 Risk Based Approach

Each vendor shall make use of established risk assessment tools in order to provide justifications for important decisions. Appropriate tools/approaches would be FMEA, HACCP, a detailed process flow diagram and similar ones. For each identified unacceptable risk the vendor shall define mitigation and monitoring activities which must be completed in a timely manner.

2.3.2 Hazard Analysis and Critical Control Points (HACCP) / Preventive Controls

Each vendor that provides GIVAUDAN with raw materials/ingredients intended to be used in food applications **AND/OR** materials intended to be used as Fragrances ingredients where there are microbiological parameters in the agreed specification, must apply the seven principles of 'Codex Alimentarius' for a HACCP study. The vendor must identify and control hazards / food safety hazards on each step of the material manufacturing/handling process. Documented procedures shall be established and maintained as appropriate. *Following US FDA terminology, the vendor must define Preventive Controls for each identified hazard.*

The vendor shall provide a copy of the HACCP process flow chart to GIVAUDAN upon request. It shall indicate identified Critical Control Points (CCP) including the critical limits, too. The process to meet critical limits must be validated.

As an essential requirement each product delivered to GIVAUDAN must be sieved (or filtered if applicable), unless technically impossible, with a maximum particle size of 2.0 mm (equals Mesh 10) right before filling/packing. The sieve/filter shall be checked regularly for integrity. Ideally the sieving/filtration step is considered a formal CCP/oPRP (also referred to as Preventive Control).

For further details, please refer to the amended **General Food Safety Requirements**.

Description	Comments

2.3.3 Manufacturing and Filling Process

The vendor shall ensure that production is conducted according to fully documented working procedures and/or controlled recipes. All processes, personnel and material flow shall be designed appropriately so to prevent mix-ups, cross-contamination and omission of process steps.

All process parameters such as temperature, pressure, time etc. which are critical to product quality and product safety must be controlled, monitored and recorded at appropriate frequencies. Preference should be given to computerized systems.

Critical records like Batch Manufacturing Records (BMR), Critical Control Point verifications and Line Clearance records shall be in place and correctly filled in and signed by the Operators. All records shall be stored for a period longer than shelf-life of finished product, with a minimum of one (1) year longer than shelf-life and in line with local regulations.

Materials, equipment and processes shall be clearly identified throughout the production process. Traceability must be given for all raw materials, intermediates and finished goods at all stages of the manufacturing process as well as for handling processes with regard to logistic services.

All products must be packed in clean containers appropriate for the product. Preferably containers should be new. If containers were re-used, cleaning validation should be demonstrated in order to avoid any cross contamination (i.e. odor, physical, chemical and microbial)

All individual packages must be closed with a tamper evident seal. For further requirements refer to 3.1.3.

Further Expectation

Primary Packaging materials should be kept separate from other packaging materials and the storage conditions shall not lead to a deterioration of cleanliness. GIVAUDAN expects that full traceability for used primary packaging batches is given.

The overall delivered quantity shall equal the ordered quantity and must not fall below it. Each individual container received shall contain at least the stated net quantity on the container label (preferably, net, gross and tare weight). There should be a filling/weight control program in place.

2.3.4 Cleaning and Sanitation Control

A documented sanitation program must be in place that ensures a level of cleanliness that is appropriate for the products being manufactured and effectively prevents contamination of products supplied to GIVAUDAN. It shall cover production, warehouse and laboratory environment. Only cleaning agents that are appropriate and approved

Description	Comments

for the product type being manufactured as well as the surface to be cleaned shall be used. A system of validating, verifying and documenting the effectiveness of the sanitation program shall be in place. It shall include swabbing (e.g. conventional micro swabs, ATP swabs), test of rinse water samples (for allergens or residual cleaning agents) and test of product samples (for both microbes and allergens) and shall prove the absence of cleaning residues.

Further Expectations

The vendor should have a dedicated storage location for cleaning tools. In case different hygienic zone are available, a color coding for tools is recommended, too.

2.3.5 Preventive Maintenance of Equipment

A program shall be in place to ensure maintenance is performed in a manner that minimizes the risk of product, packaging or equipment contamination. The program shall include, but is not limited to, preventive maintenance, installation and repairs. A preventive maintenance schedule to cover building, premises and equipment critical to food/cosmetic product safety shall be maintained.

If temporary repairs are made, equipment shall be controlled to ensure safety of products; special attention paid to CCP monitoring devices (e.g. metal detectors, pasteurizer etc.). A proper handover procedure after maintenance activities shall be in place, which included control and reconciliation of maintenance tools and other loose items used.

If the vendor operates an insulated spray dryer, there shall be periodic crack tests of the spray dryer in order to prevent microbiological contamination (e.g. with pathogens) inside the insulation deriving from undetected (micro-) cracks within the interior surface. The frequency should be based on a risk assessment which considers, but is not limited to, age, design and utilization of the spray dryer as well as likelihood of contamination and product monitoring concepts.

All processing equipment and tools with direct food/cosmetic product contact as well as lubricants used must meet industry sanitary standards and should take EHEDG standards into account. Equipment must be checked to be free of contamination prior to its use and the checks documented.

2.3.6 Rework Controls

Rework (as opposed to reprocessing) is hereinafter defined as an activity or process step that is supposed to correct the material quality and is not part of the normal manufacturing process.

Rework of defective batches will be allowed only if justified and based on written consent by your GIVAUDAN contract representative. The vendor shall ensure that reworked material complies with all applicable

Description	Comments

regulations. Rework process validation shall be in place to prove suitability for the intended use.

A documented system must be in place to control the use of rework materials in any product or ingredient supplied to GIVAUDAN. No undeclared or unapproved material may be added to a product, package material or ingredient as part of rework. The amount and identification of rework used shall be documented to ensure complete traceability.

2.3.7 Use of Third Party Contractors

The vendor is not entitled to sub-contract the packaging and/or manufacturing of any products sold to GIVAUDAN without the prior written consent of GIVAUDAN.

All third party contractors must be registered with GIVAUDAN and must meet these Global Vendor Requirements and Expectations as well. Each deviation must be discussed with the GIVAUDAN contracting representative. Third party locations might be audited by GIVAUDAN representatives.

The vendor will be liable for any failure (quality, environment, legal, regulatory, ethical or any other) of its third party.

2.3.8 Preventive Measures against economically motivated Adulteration

A program shall be established and maintained to prevent intentional adulteration of food or cosmetic products such as deliberate acts of mislabeling, counterfeiting, concealment, substitution or unapproved enhancement. The program shall include, but is not limited to:

- A **Vulnerability Assessment**, considering opportunities and motivation for committing fraud (dilution/substitution, concealment, unapproved enhancement, mislabeling, counterfeiting); considering occurrence probability (based on historical data/incidents, economic motivations and opportunities) as well as detection probability (complexity of supply chain).
- A **Vulnerability Control Plan**, indicating control measures that were implemented to detect adulterated raw materials and food ingredients. Various Fraud screening methods, e.g. mass balancing, inspection at origin, determination of provenance, verification of specification conformity; comprehensive inspection plans shall be established towards control measures.

Further Expectations

Depending on the complexity of the vendors supply chain as well as its product diversity, the vendor should utilize self-developed tools or commonly accepted guidance documents for the assessment, such as the Food Fraud Vulnerability Assessment tool from SSAFE or PAS 96:2017.

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The Food Fraud Vulnerability Assessment or other risk assessment tool shall be reviewed regularly at a predefined frequency (e.g. annually) and in case of new emerging threats that potentially increase the likelihood of seeing fraud (e.g. break down of supply chain due to pandemics or wars).

2.4 Material Handling and Inspection

2.4.1 Purchased Materials

2.4.1.1 Supplier Quality Management

A Supplier Quality Management program shall be in place to assure that suppliers of purchased materials, used to make a product for GIVAUDAN, are approved. This program should follow a **risk based approach** and shall include periodic monitoring of suppliers. It is recommended to have mutually acknowledged Quality Assurance Agreement between both parties.

If applicable, it must consider Cosmetic GMP, Food Safety and Food Fraud aspects, too. Surveillance shall be relative to the supplier's performance and compliance with quality requirements, expectations and specifications.

2.4.1.2 Incoming Inspection

Prior to accepting incoming materials, the vendor must verify that delivery vehicles (such as trucks and railcars) have maintained the security, quality and safety of the materials during transit.

If applicable, receiving procedure shall require:

- check of identity
- verification of cleaning certificates
- maintenance of the cold chain
- seals and other tamper evidence devices at the moment of receiving

The vendor shall ensure that incoming raw materials, ingredients and packaging materials comply with applicable regulations and specifications and are not used or processed until they have been approved according to these specifications.

2.4.2 Material Quality and Laboratory Inspection

The vendor is required to seek and achieve alignment and agreement to the GIVAUDAN specification.

Each batch of material delivered must be in accordance with previously approved deliveries and in full compliance with the GIVAUDAN specification, unless agreement has been sought and written consent received from the GIVAUDAN Quality Control Manager / Quality

Description	Comments

Management function on the receiving site. It shall be ensured that each batch delivered consists of a homogenous set of quality parameters. It is allowed to blend two or more batches only, if each original batch is in full compliance with the GIVAUDAN specification. Full traceability must be given in the batch records.

For each batch delivered to GIVAUDAN, the vendor shall keep a retention sample sufficient for at least one complete retest (e.g. in case of a complaint) and shall keep it for one (1) year longer than the agreed shelf life of the material.

Further Expectations as to Laboratory Controls

The vendor's laboratory should develop and maintain a program based on ISO 17025 to address how records and reports of analytical information are gathered, documented and retained by the facility and/or outside laboratories. The program shall document laboratory testing methods based on recognized and approved methods and procedures. The vendor should participate in proficiency / ring tests in order to demonstrate both accurateness and reproducibility of methods.

Through procedures in a written program, all personnel responsible for conducting testing or monitoring (in connection with programs required by this policy) shall have access to all necessary information, such as laboratory methods manuals, raw material specifications, packaging specifications, finished product specifications, test requirements and parameters as well as laboratory procedures, in order to be able to carry out properly their responsibilities with respect to materials produced for GIVAUDAN.

Laboratory facilities shall be designed, equipped, calibrated and maintained appropriately to yield accurate and precise results. Access to laboratories should be controlled and limited to authorized people (especially to microbiological labs) to prevent potential contamination from production or administrative areas. On-site laboratories location shall be separate from the product processing and handling activities.

Materials supplied must comply in chromatographic terms with any specific chromatographic parameters that may form part of the GIVAUDAN specification e.g. main isomer minimum 98%, sum of 3 isomers 77 – 85%.

In addition, the material should meet the specification 'conform chromatogram'; the relative peak areas of all other chromatographic peaks must be consistent with previously supplied lots approved by the intended GIVAUDAN receiving site. Recognizing the difficulty of setting an absolute GC tolerance limit for such peaks, GIVAUDAN does not impose a defined limit, but reserves the right to reject goods for the following reasons, all of which it is a requirement for the vendor to inform GIVAUDAN in advance:

- Variations in the relative peak area of one or more peaks that are not covered by a specific min/max limit in the GIVAUDAN specification,

Description	Comments

but where GIVAUDAN deem that they may be significant in terms of product quality.

- If any of the chromatographic peaks in the chromatogram of the material represent a controlled / declared substance, the variation in concentration of that component must not exceed the declared value, e.g. solvents, allergens, phthalates, etc.
- The presence of additional peaks not typically present in the chromatogram must be identified and communicated in advance to GIVAUDAN. If this infringes intellectual property rights, the vendor must confirm that the additional peak does not represent an undeclared controlled substance.

In similar manner, the absence of a peak that is typically present must also be communicated.

2.4.3 Calibration Program

A calibration schedule equivalent to that required by ISO 9001 for all equipment and instrumentation that is critical to ensuring the quality of the products supplied must be maintained. Critical equipment shall be calibrated yearly (e.g. scales, probes, incubators etc.) or at other appropriate frequencies against recognized and traceable standards.

2.4.4 Contaminants Monitoring Program

Controls shall be in place to ensure that only chemicals, ingredients, or additives that are legally permitted and declared are present in products and that these products have not been exposed to illegal pesticides and do not contain pesticide residues, illegal dyes or other chemicals which exceed legal tolerances.

Ingredients or products containing meat-, poultry-, fish-, honey-, botanical-, or milk products must not contain residues of any drugs or chemicals that are illegal or otherwise not in conformity with applicable regulation, vendor product declaration or GIVAUDAN quality standards.

Programs shall be in place to prevent the presence of unlabeled (cosmetic) allergens or any cross-contamination. Additionally, a documented program for handling and labeling reworked material that potentially contain allergens shall be in place.

Programs must be in place to prevent the presence of unlabeled Genetically Modified Organisms (GMO material) or any cross-contamination with non-GMO material. Additionally, a documented program for handling and labeling reworked material that potentially contains GMO material must be in place.

Furthermore, raw materials for *Active Cosmetic Ingredients* must comply with BSE/TSE requirements. They shall not contain nanomaterials.

Description	Comments
The supplier's monitoring program shall be modified as new regulations become effective related to contaminants not previously regulated. The vendor shall provide GIVAUDAN with detailed results of the contaminants monitoring upon request.	

2.5 Premises, Utilities and Industrial Hygiene

2.5.1 Design and constructions of premises

Facility design and construction shall be adequate to ensure production of safe and high quality materials. The facility, including utility areas, shall be designed to prevent potential contamination sources from affecting the products produced or handled based on a hygiene zoning concept. Where appropriate specific air flow or pressure cascades shall be established. The vendor shall take the EHEDG standards into account.

The location and design of waste bins, toilets and hand washing, drying and sanitizing facilities shall be adequate to comply with hygiene zoning and operational practices.

2.5.2 Equipment design standards

Equipment shall be designed and constructed of materials that are easy to clean and do not contribute to a food/cosmetic product safety risk (hard / brittle plastic materials and wood should be avoided). Each new installation or modification to existing equipment design shall undergo a sanitary design review by a cross-functional team (e.g. quality, production, maintenance). This review shall address, but is not limited to, ease of cleaning, functionality and material selection.

2.5.3 Prevention of Foreign Matter & Personal Hygiene

Each vendor must have robust foreign body management programs and shall monitor and control the supply chain (including delivery and production of raw materials and packaging, services, manufacturing processes, storage and transport activities etc.). The vendor should not just focus on the requirements expected of the production process. Programs shall prevent contamination with foreign matter including, but not limited to, glass, metal, plastic, wood, rust, dirt, stones, paper, cloth, insect parts, rodents, hair, bones, stems and feathers.

Smoking, eating and drinking must be prohibited in production and laboratory facilities. Suitable hygienic clothing shall be provided to factory personnel and visitors. Outdoor clothing as well as other personal belongings shall be stored separately from work wear.

Description	Comments

All personnel, plant visitors and third party contractors shall adopt the company's hygienic standards and shall comply with Good Manufacturing Practice requirements for the product supplied as set forth by current laws and regulations of both the location in which materials are produced and the destination to which materials is supposed to be delivered.

The above mentioned requirements must be in writing and available to all personnel. Vendors shall review and update the requirements on a periodic basis. They must address personal hygiene, handling and storage of equipment and materials, proper cleaning and sanitation as well as receiving. These requirements reflect the minimum expectations but do not supersede any local or national regulatory requirements.

2.5.4 Pest Control

A documented pest control program shall be in place that effectively prevents contamination of the products supplied to GIVAUDAN caused by pest activity. Pest control activities should be performed by external licensed/certified pest control technicians or internal personnel with equivalent training. A copy of the pest control technician's current license, contract and insurance must be maintained at the facility. Records have to be kept and periodic trend analysis is expected.

Locations of traps and baits shall be identified on a site map. They must be inspected at a frequency appropriate to identify pest activity.

The probability of pest infestation shall be minimized by implementing appropriate preventive measure, e.g. closed door policy, installation of fly screens, traps and baits at fixed places and installation inside and outside the manufacturing environment.

Whenever possible the usage of toxic baits shall be avoided in manufacturing, storage and distributions areas.

Records of pest control chemical applications must be maintained and include the name, quantities, EPA Number (US Firms) or its equivalents in other jurisdictions and lot number of product(s) used. Use of all insecticides, fungicides or rodenticides must be in accordance with current laws and regulations.

2.5.5 Provisions for the quality of utilities

An effective program shall be in place for the management and control of the following utilities:

2.5.5.1 Water

Water used as an ingredient or used to clean equipment, shall meet all applicable federal, state and local laws and regulatory requirements for drinking water. The water quality must be at minimum equal or superior to WHO requirements (GDWQ). This also includes ice and steam with product contact. An effective program shall be in place to control

Description	Comments

microbiological and chemical quality (incl. radionuclides) of water and to verify that water meets specified requirements. The program shall include regular monitoring to assure it remains effective.

The usage of non-drinking water shall be controlled so that:

- There is no cross-contamination between potable and non-drinking water lines
- Non-drinking water piping and outlets are clearly identified
- Back-flow devices are installed in non-drinking water lines

Water treatment devices (e.g. boilers, softeners) shall be designed, installed and operated to assure water receives an effective treatment and complies with drinking water standards.

Water shall be tested at least annually by an external, accredited laboratory to meet the criteria of potable water (e.g. WHO standards or equivalent).

2.5.5.2 Steam

Only steam of the correct quality and purity to meet process and usage needs shall be used. For direct contact with products and product contact surfaces, steam shall be food grade and produced from purified water in a dedicated clean steam generator. Only food grade boiler chemicals shall be used.

2.5.5.3 Air

Ambient air shall not provide a source of microbiological or other physical contamination and shall be filtered in areas of open product handling. Where relevant the microbiological quality of air in production areas shall be monitored, especially were microbiologically sensitive materials are handled and do not receive a subsequent kill step.

Depending on the intended use particulate air filters shall meet or exceed the following requirements:

- **For cold air** particulate air filter shall comply with filter class E10 (European Standard EN 1822) or similar performance
- **For hot air >70°C** particulate air filter shall comply with filter class F7 (European Standard EN 779) or similar performance

2.5.5.4 Compressed Air

Compressed air which gets in contact with products, packaging or product contact surfaces (e.g. during cleaning) shall be dry, oil free, and filtered to remove foreign particles. The filter must be installed as close as possible to the point of the use. The filter and all downstream air piping shall be corrosion resistant (e.g. stainless steel).

If oil lubricated compressors are used for product and/or product contact surfaces, the air distribution system shall have oil and oil vapor filters installed before the air comes into contact with products and/or product contact surfaces. The lubricants shall be food grade.

Description	Comments

The recommended final stage of filtration in food contact areas should have a pore size of 0.01 µm with an efficiency of 99.999% (or as determined by an appropriate risk analysis).

2.5.5.5 Utilities chemicals

Solvents, boiler chemicals, cleaning agents and other chemicals not in immediate use must be labeled properly regarding the purpose and stored in locked areas with controlled access.

2.6 Human Resources

All employees shall be qualified to perform their roles at the vendor facility. A comprehensive and systematic employee training program shall be in place. Training shall be provided to new employees before starting work in production as appropriate. Where applicable this shall additionally include, but is not limited to:

- Good Manufacturing/Storage Practices (GMP/GSP)
- Food Safety and HACCP principles
- Food Defense and Food Fraud
- Handling of allergenic substances
- Handling of dangerous goods and hazardous materials
- Operating firefighting equipment and emergency evacuation

Refresher training should be provided. Records must be maintained of personnel education, training, skills and experience.

A periodic evaluation shall be performed to verify the effectiveness of training programs e.g. by means of tests. Visitors and contractors shall be covered with site specific training programs, as appropriate, prior to performing activities which may affect product safety or quality.

2.7 Site Security and Surveillance

A program shall be established and maintained to prevent intentional adulteration of products caused by deliberate acts of sabotage, vandalism or (bio-) terrorism like incidents. The program shall be based on results of a threat assessment (e.g. according to PAS 96:2017; Guide to protecting and defending food and drink from deliberate attack). The program shall include, but is not limited to:

- Methods to control and record access to premises and computerized systems
- Access to production and storage areas shall be physically restricted by use of lock, electronic card key or alternative systems
- The appropriate management responsibility for food defense
- Measures taken to assure the security of raw materials and packaging upon receiving and finished goods upon shipping (tamper evidence)

Description	Comments

2.8 Environment, Health and Safety (EHS)

2.8.1 Awareness for EHS related risks

Due to the fact that GIVAUDAN intensively cares for the protection of the environment and its employees, the same sense of urgency is expected from each vendor. Additionally, many raw materials/ ingredients are considered being dangerous goods or hazardous materials which makes it even more important to monitor established processes. The vendor must handle dangerous processes and materials with all due diligence and in compliance with local laws and regulations.

Each vendor shall implement a program that helps prevent and correct any accident as well as harmful exposure to hazardous materials. There shall be full support by the vendor's top management. All incidents must be recorded and investigated thoroughly and in a timely manner in order to prevent recurrence.

Every relevant employee must be aware of risks related to stored products which shall be supported by complete and correct labeling of goods.

2.8.2 Measures for Fire-Safety

The vendor must establish a concept to prevent outbreak of fire, spills, gas release and similar emergencies. There shall be suitable detection equipment in operation. It is expected that dedicated premises for dangerous goods and hazardous materials are available.

Firefighting equipment must be easily available in sufficient number, in working order and appropriate for the intended use. Employees must be trained accordingly.

2.8.3 Personal Protection

The vendor must equip employees with personal protective equipment (PPE) as appropriate to the specific type of activity and related risks. There shall be eye- and body showers available, too.

Employees at forwarders and in warehouses shall be aware of potential health hazards linked to the handled materials, to avoid or minimize any health detriment in case of exposure to hazardous or allergenic material.

2.8.4 Waste Management

The vendor shall identify all waste streams. Waste shall be handled in compliance with local laws and regulations and shall be marked up to prevent the use of waste materials. Waste shall be removed from the premises on a routine basis. If waste is held on site prior to disposal,

Description	Comments
this shall be done in a separate area located away from direct entry to manufacturing and warehouse areas. The area shall be kept clean and free of spillage, containers shall be covered/closed and suitably fly-proof. Waste disposal equipment, waste bins and storage areas shall be regularly cleaned and sanitized to avoid attraction of pests. The vendor shall also comply with local wastewater treatment regulations as well as regulations concerning emission of waste air and noise.	

Description	Comments

3 Delivery Requirements and Expectations

The underneath mentioned is referred to as globally applicable delivery requirements and expectations. They are valid for deliveries to each of the GIVAUDAN sites. In addition to this, GIVAUDAN sites may have specific requirements and expectations which will be addressed in separate documents by the sites themselves.

All additional costs, resulting from non-compliance with the requirements, shall under no circumstances be borne by GIVAUDAN.

Please also refer to the document hierarchy in chapter 1.3 when facing contradicting requirements.

3.1 Logistic Requirements and Expectations

3.1.1 Compliance with applicable Legislation

GIVAUDAN requires manufacturers as well as logistic service providers to comply with all applicable national and international laws and regulations. Especially those related to transportation of hazardous goods as well as the customs and road traffic regulations of the transit countries and destination country. The product, its packaging and labeling must comply with legal and regulatory requirements.

The vendor must ensure compliance with these requirements throughout the supply chain under its control. The products must be loaded and transported in such a way as to guarantee:

- Safety of the goods, persons and environment
- Quality of products

The vendor shall release GIVAUDAN from any liability in the event of litigation with third parties, including the authorities.

If national legislation and other applicable laws and their specifications cover the same topic, the most restrictive requirement applies.

3.1.2 Ordering Process and On-time Delivery

Any order of goods and/or services must be confirmed in writing by the vendor within two working days from the date of issue of the order. Without confirmation within the above period, Givaudan is entitled to assume that the order has been tacitly accepted by vendor. Givaudan reserves the right to cancel any order which is not confirmed within the above period.

Description	Comments
The vendor shall deliver the goods and/or perform the services at the date or within the deadline specified on the order. The vendor shall give notice of delay in delivery or in performance as soon as such delay appears likely and, in any event, before expiry of the date of delivery and/or performance deadline. In case of delay or notice of delay, Givaudan will be entitled, at its option, to cancel the order or agree to an extension of the term of delivery and/or performance, without prejudice to Givaudan right for damages in either case.	

3.1.3 Product Packaging and Storage

Each container (e.g. drum, tote, keg, jerry can, cardboard box, bag, etc.) of product shipped to GIVAUDAN must be labeled in accordance with applicable laws and regulation (i.e. GHS, ADR) – in particular when handling dangerous goods and hazardous materials.

Classifications of Dangerous Goods (UN number), which are stated in GIVAUDAN's purchase order, must comply with the vendor's ones. Deviating classifications must be mutually aligned prior to shipping goods to GIVAUDAN.

All products must be packed in clean containers appropriate for the product. Preferably containers should be new. If containers were re-used, cleaning validation should be demonstrated in order to avoid any cross contamination (i.e. odor, physical, chemical and microbial).

The containers (i.e. primary as well as secondary packaging) must be sealed in a secure manner that prevents contamination and includes a tamper-evident seal that identifies the vendor (e.g. a logo). All products must be stored and shipped according to the agreed upon specification. Finished products must not be stored outside.

Materials with intense odor shall not be stored in close proximity to sensitive products which might absorb foreign odor.

Rejection of goods may occur if the packaging of a delivery is improper or damaged. Improper or damaged packaging shall include, but is not be limited to, the following:

- Illegible or no product label on the container
- Leaking, dirty, rusty or wet containers
- Broken or missing tamper evident seals
- Inappropriate or damaged drum, sharp or severe dents
- Damaged or missing pallet
- Wooden pallets which are not heat-treated according to IPPC standard (i.e. ISPM 15); methyl bromide treatment is not accepted
- Use of a wrong container type
- Any defect effecting product quality
- Quantity not permitted for transportation
- Not compliant with the filling level
- Not appropriated to the nature of the product

Description	Comments

IBCs (Intermediate Bulk Container) or packages containing products whose flash point is equal or lower to 60°C must undergo electrostatic testing and be certified for use in ATEX zones 1 and 2.

Claims for liability will consider agreed Incoterms.

Further Expectations

Each container (e.g. drum, tote, keg, jerry can, cardboard box, bag) of product shipped to GIVAUDAN shall be labeled clearly.

All labels should ideally contain the following information:

- GIVAUDAN material code and description
- GIVAUDAN purchase order number
- Vendor's lot number
- Date of manufacture day-month-year format (e.g.12-JUN-2023)
- Date of expiration in day-month-year format (e.g.12-JUN-2023)
- Name and address of vendor and manufacturer
- Gross, tare, and net weights of the container
- Storage conditions
- Kosher and Halal markings (consistent with the Kosher or Halal certificate)
- Other special requirements as requested (such as ECOCERT labels)

The labeling process shall be controlled and documented. It is expected that evidence labels are kept and label reconciliation is conducted.

3.1.4 Transportation Controls

A documented program to ensure the safety and cleanliness of all conveyances used to transport materials produced for GIVAUDAN must be in place:

- Shipments shall not contain more than one lot numbers per product preferably
- Products are expected to be palletized and shrink-wrapped
- A pallet must not contain more than one lot number unless explicitly noted on the outside of the shrink-wrap

The vendor must establish a process which prevents uncontrolled contamination during transport and must assure appropriate actions in case of breakdown of shipping vehicle or refrigeration equipment.

The product must be transported in compliance with required storage conditions.

Claims for liability will consider agreed Incoterms.

Description	Comments

3.1.5 Consistency of Material Quality

3.1.5.1 Definition of Shelf Life

The shelf life of raw materials is typically set based on the characteristics of the material and the recommendation of the vendor. The vendor shelf life is based on full unopened drums whereas Givaudan's shelf life considers the use in production where open and sometimes partially full therefore can differ to that of the vendor. Givaudan can apply a different shelf life to that of the vendor for various reasons;

- The vendor does not provide stability data to validate their shelf life
- Givaudan has sufficient experience / evidence that the material is not stable for the shelf life period stated by the vendor
- Givaudan's storage and handling conditions differ to those stated by the vendor upon which their shelf life is based
- Givaudan has multiple sources of supply and the shelf life stated by each vendor is different.

Where material requires a shelf life extension, it should be based on full testing versus the specification and only one shelf life extension should be done.

3.1.5.2 Remaining Shelf-Life

GIVAUDAN requires each lot of material delivered to have a reasonable amount of remaining shelf-life. GIVAUDAN asks for a remaining shelf-life upon receipt of ≥75%.

This is calculated:

$$\%\, Rem.Shelf\ Life = \frac{(Expiry\ Date - Date\ Received)[days] \times 100}{GIVAUDAN\ Shelf\ Life\ [days]}$$

Where:

$$Expiry\ Date = Date\ of\ Manufacture\ (provided\ by\ vendor) + GIVAUDAN\ Shelf\ Life\ (as\ known)$$

Based on this calculation, goods that have <75% remaining shelf-life will not be rejected unless they are actually expired. In case of receiving an expired batch, a quality notification will be raised and the batch might be rejected. Hence, it is expected that the vendor follows FIFO or FEFO principles. Your performance in regard to this requirement is routinely recorded and monitored.

Exceptions might be acceptable if this was agreed upon before with the GIVAUDAN contract or Quality representative per individual item or group of items. This especially applies for seasonal, crop-related or campaign products.

Description	Comments

It is not acceptable to blend aged stock with fresh products in order to create a new date of manufacture, unless requested by GIVAUDAN.

3.1.5.3 Pre-Shipment Sample (PSS)

If required, GIVAUDAN may request the provision of a PSS. A PSS is a representative sample of a specific lot of a material and is supplied in advance of the delivery of the same specific lot for the purpose of quality approval by GIVAUDAN. The delivery of the specific lot represented by the PSS must not be delivered until the vendor receives written confirmation from GIVAUDAN that the PSS has been approved. Up to 3 PSS may be sent following a quality rejection for GIVAUDAN's review.

3.1.5.4 Co-Shipment Sample (CSS)

If required, GIVAUDAN may request the provision of a CSS. A CSS is a representative sample of a specific lot of a material that is delivered in conjunction with the delivery it represents.

3.1.5.5 Final Decision on Use

In all cases, including where written approval to the delivery of goods has been issued or a pre-shipment sample supplied, the final Decision on Use will be made upon arrival of the goods at GIVAUDAN.

If a delivery is rejected, then GIVAUDAN will notify the vendor in writing of the existence and nature of the non-conformance. Replacement goods must be supplied from a different satisfactory production lot / batch immediately.

3.1.6 Documents accompanying each delivery

The following documents shall accompany each delivery. GIVAUDAN site specific Delivery Instructions define how those documents have to be provided (electronic mail or paper original; address):

- Delivery Note (see 3.1.6.1)
- Certificate of Analysis (see 3.1.6.2)
- Packing List
- Invoice
- If applicable:
  - Declaration on Dangerous Goods
  - Declaration on Country of Origin and Country of Manufacture
  - Declaration on Convention on International Trade in Endangered Species (CITES)
- Any additional documentation required as to local regulation as to certifications (e.g. AB "Agriculture Biologique")

3.1.6.1 Delivery Note

The delivery note must specify:

- The name of the supplier
- The Givaudan Purchase Order / Order Line number
- The Givaudan product code

Description	Comments

- The Givaudan product name
- The Supplier's batch number
- The Manufacturing Date
- The Expiry/Retest Date
- The Country of Origin (Country of Manufacture)
- The number of packages
- The net or gross weight per package
- The packaging tare weight

3.1.6.2 Certificate of Analysis (CoA)

A signed and dated CoA must accompany all deliveries. This may be a paper document or an electronic certificate (preferred) which is provided by email. Each GIVAUDAN site therefore has established a generic email address to which a CoA is usually sent.

At the point of delivery, the documentation must be clean, dry, legible and written in English and local language (where applicable). The CoA shall contain:

- Vendor name and address of the manufacturing site
- Product trade name / GIVAUDAN product name
- Production date in DD/MM/YYYY format
- Expiry date in DD/MM/YYYY format
- Vendor lot number
- Batch weight (kg)
- GIVAUDAN Purchase Order (PO) number
- A quality contact name and telephone number
- Analytical data for the lot and specification ranges

GIVAUDAN has to be informed about parameters in the CoA that are not measured per lot typically, but at other frequencies.

If the delivery comprises of more than one manufacturing lot, a separate CoA for each is required. However, GIVAUDAN asks the vendor to send only one manufacturing batch (lot) at a time.

The analytical data must include the result and specification limits of each parameter that forms a part of the GIVAUDAN specification.

3.2 Safety Requirements

3.2.1 Rules for Drivers

Drivers must report to the docks equipped with the Personal Protective Equipment (PPE):

- Safety shoes
- High-visibility clothing

Description	Comments

3.2.2 Vehicle and Trailers

The vehicle must comply with the following requirements:

- Truck and trailer must comply with applicable regulations in all transit countries during transportation.
- The trailer must be watertight.
- The floor must be clean and in good condition, with no holes, and must be able to support the weight of the loaded goods.
- **Hazardous goods**: vehicle, tank, labels and notices must be compliant with the safety regulations (orange panels, class placards, etc.).

GIVAUDAN reserves the right not to unload a vehicle whose condition may present a risk to personnel safety. In such case goods will be returned at the costs of the supplier.