# Table of Contents

**Food Safety Mission**
- Corporate Food Safety Statement ........................................................................................................... 8

**QM 1.1 Legality**
- QM 1.1.1 - 1.1.2 Legal Documents ............................................................................................................ 13
- QM 1.1.2.1 - Option 2 Commitment Addendum ......................................................................................... 14
- QM 1.1.3 Recorded Information ................................................................................................................... 15

**QM 1.2 Management and Organization**
- QM 1.2 Corporate Structure ....................................................................................................................... 17
- QM 1.2 Summary of Legal and Standard Practices References ..................................................................... 20

**QM 1.3 Document Control**
- QM 1.3.1 Procedure for Document Control ............................................................................................... 22
- QM 1.3.2 Document Master List ................................................................................................................... 24

**QM 1.4 Complaint Procedure**
- QM 1.4 Corporate Complaint Procedure ................................................................................................... 30
- QM 1.4 Consumer Feedback Form .............................................................................................................. 33
- QM 1.4 Farm Complaint Procedure ............................................................................................................. 34
- QM 1.4 GlobalG.A.P. Compliance Complaint Form ..................................................................................... 35
- QM 1.4 Rejection/Quality Notification Procedure ......................................................................................... 36

**QM 1.5 Internal Quality Management System Audit**
- QM 1.5 Internal Quality Management System Audit .................................................................................. 38

**QM 1.6 Internal Producer Inspections**
- QM 1.6 Internal Producer Inspection Procedure .......................................................................................... 40

**QM 1.7 Non-Compliances, Corrective Actions and Sanctions**
- QM 1.7 Non-Compliance and Corrective Action Procedure ........................................................................... 43
- QM 1.7 GlobalG.A.P. Inspection Acknowledgement Form ............................................................................. 46
- QM 1.7.1 Procedure for Corrections and Corrective actions of Non-Compliance ........................................ 47

**QM 1.8 Product Traceability and Segregation**
- QM 1.8 Traceability Procedure ................................................................................................................... 50

**QM 1.9 Withdrawal of Certified Product**
- ........................................................................................................................................................................ 54
QM 1.9 Product Recall Policy and Procedure ................................................................. 55
QM 1.10 Subcontractors .................................................................................................. 65
  QM 1.10 Subcontractor Procedure .................................................................................. 66
QM 1.11 Registration of Additional Producers ............................................................... 67
  QM 1.11 Registration Procedure of Additional Producers ........................................... 68
QM MB 3.1 Traceability and Segregation ....................................................................... 69
  QM MB 3.1 Traceability and Segregation ..................................................................... 70
Food Safety Mission
Corporate Food Safety Statement

**Food Safety Mission:** SunnyRidge Farm is committed to providing Safe and Secure products to its customers throughout the world and will take a leadership role in assuring that policy and practices are in place by all of its producers.

**Policy Statement:** It will develop policies and a system of checks and balances to assure that all fruit that they represent throughout the world will be grown, harvested, packed and distributed to assure this mission.

**General Policy:** All farms and storage facilities that SRF represents will be operated under the guidelines set forth by the FDA as GAP and GMP. It will audit or assure that they have been audited to these standards. It will manage the certifications from corporate headquarters.

**Specific Policies:**

**USA Producers:** To achieve the highest level of overall food safety, grower responsibility, environmental stewardship and worker protection SunnyRidge growers meet and exceed the GlobalG.A.P. ([www.globalgap.org](http://www.globalgap.org)) standards of production. These standards include:

- Monitoring of Irrigation Water Microbiology: All irrigation sources for SunnyRidge Farms are closely monitored and water tests are conducted regularly to ensure no cross contamination from water to plan.

- Pesticide Residue Testing: SunnyRidge fruit is tested prior to packing for pesticide residues. Any fruit which does not meet our standards is not packed and disposed of. All farms must submit monthly spray records for all crops throughout the year.

- Worker Hygiene & Sanitation Procedures: Every person who is hired to pick berries for SunnyRidge growers must be trained in proper hygiene. This includes such procedures as hand washing, no packing of fruit that has touched the ground, what to do in bleeding incidences, and not allowing ill workers to be in the field. Fields must be free of all trash and debris which might lead to breeding of illness and disease that can be transferred to the crop.

- Product Traceability: SunnyRidge is able to trace back to the farm where and when a berry was grown in a matter of hours if not minutes, regardless of whether that berry was grown in the United States or abroad. Fast reaction time is critical in cases of food born illness and SunnyRidge has the tools to react promptly.

The ultimate goal of these standards, and the procedures that support them, is to guarantee the delivery of a safe and reliable supply of great tasting berries. Each grower is provided with a Food Safety Manual that details policies and procedures that follow GAP/GMPs. Each grower is evaluated and inspected to the GlobalG.A.P. standards of production by a SRF food safety staff member each year prior to harvest. The SRF food safety department staff attend training courses, meetings and seminars sponsored by Certification Bodies, the US Government, Fruit & Vegetable Associations or Food Safety Organizations to remain educated on the most recent developments in food safety.

To ensure that we practice what we preach, our farms are audit by an independent third party, certification body. The third party auditor has no stake in the outcome of the audits. The auditors mandate is to assess the compliance of our growers or packing facilities with the standard we have set. Through the use of third party audits we are able to increase consumer’s level of confidence in the safety of our berries and maintain our integrity.
Implementation is always the key to success. Our SR Food Safety department keeps detail records of all Policies and Practices on a grower by grower basis. A centralized food safety spreadsheet is updated on a daily basis to reflect the current status of grower food safety documentation. This includes an internal company pre-audit, independent third party audit, GlobalG.A.P. certificate, spray records, multi residue screen, microbial testing on water sources, etc. The department is also responsible for collecting and processing all samples where appropriate.

**Argentina Producers:** To achieve the highest level of overall food safety, grower responsibility, environmental stewardship and worker protection SunnyRidge growers meet USA GAP and GlobalG.A.P. ([www.globalgap.org](http://www.globalgap.org)) standards of production. These standards include:

- **Monitoring of Irrigation Water Microbiology:** All irrigation sources for SunnyRidge Farms are closely monitored and water tests are conducted regularly to ensure no cross contamination from water to plan.

- **Pesticide Residue Testing:** SunnyRidge fruit is tested prior to packing for pesticide residues. Any fruit which does not meet our standards is not packed and disposed of. All farms must submit monthly spray records for all crops throughout the year.

- **Worker Hygiene & Sanitation Procedures:** Every person who is hired to pick berries for SunnyRidge growers must be trained in proper hygiene. This includes such procedures as hand washing, no packing of fruit that has touched the ground, what to do in bleeding incidences, and not allowing ill workers to be in the field. Fields must be free of all trash and debris which might lead to breeding of illness and disease that can be transferred to the crop.

- **Product Traceability:** SunnyRidge is able to trace back to the farm where and when a berry was grown in a matter of hours if not minutes, regardless of whether that berry was grown in the United States or abroad. Fast reaction time is critical in cases of food born illness and SunnyRidge has the tools to react promptly.

The ultimate goal of these standards, and the procedures that support them, is to guarantee the delivery of a safe and reliable supply of great tasting berries.

To ensure that we practice what we preach, our farms are audit by an independent third party, certification body. The third party auditor has no stake in the outcome of the audits. The auditors mandate is to assess the compliance of our growers or packing facilities with the standard we have set. Through the use of third party audits we are able to increase consumer’s level of confidence in the safety of our berries and maintain our integrity.

Implementation is always the key to success. Our SR Food Safety department keeps detail records of all Policies and Practices on a grower by grower basis. A centralized food safety spreadsheet is updated on a daily basis to reflect the current status of grower food safety documentation. This includes an internal company pre-audit, independent third party audit, GlobalG.A.P. certificate, spray records, multi residue screen, microbial testing on water sources, etc.

**Chile Producers:** To achieve the highest level of overall food safety, grower responsibility, environmental stewardship and worker protection SunnyRidge growers meet the USA GAP or GlobalG.A.P. ([www.globalgap.org](http://www.globalgap.org)) standards of production. These standards include:

- **Monitoring of Irrigation Water Microbiology:** All irrigation sources for SunnyRidge Farms are closely monitored and water tests are conducted regularly to ensure no cross contamination from water to plan.
Pesticide Residue Testing: SunnyRidge fruit is tested prior to packing for pesticide residues. Any fruit which does not meet our standards is not packed and disposed of. All farms must submit monthly spray records for all crops throughout the year.

Worker Hygiene & Sanitation Procedures: Every person who is hired to pick berries for SunnyRidge growers must be trained in proper hygiene. This includes such procedures as hand washing, no packing of fruit that has touched the ground, what to do in bleeding incidences, and not allowing ill workers to be in the field. Fields must be free of all trash and debris which might lead to breeding of illness and disease that can be transferred to the crop.

Product Traceability: SunnyRidge is able to trace back to the farm where and when a berry was grown in a matter of hours if not minutes, regardless of whether that berry was grown in the United States or abroad. Fast reaction time is critical in cases of food born illness and SunnyRidge has the tools to react promptly.

The ultimate goal of these standards, and the procedures that support them, is to guarantee the delivery of a safe and reliable supply of great tasting berries.

To ensure that we practice what we preach, our farms are audit by an independent third party, certification body. The third party auditor has no stake in the outcome of the audits. The auditors mandate is to assess the compliance of our growers or packing facilities with the standard we have set. Through the use of third party audits we are able to increase consumer’s level of confidence in the safety of our berries and maintain our integrity.

Implementation is always the key to success. Our SR Chile Food Safety department works with the SRF Food Safety department to maintain detailed records of all Policies and Practices on a grower by grower basis. A centralized food safety spreadsheet is updated on a daily basis to reflect the current status of grower food safety documentation. This includes an internal company pre-audit, independent third party audit, GlobalG.A.P. certificate, spray records, multi residue screen, microbial testing on water sources, etc. The department is also responsible for collecting and processing all samples where appropriate.

**Mexico Producers:** To achieve the highest level of overall food safety, grower responsibility, environmental stewardship and worker protection SunnyRidge growers meet the USA GAP or GlobalG.A.P. ([www.globalgap.org](http://www.globalgap.org)) standards of production. These standards include:

- Monitoring of Irrigation Water Microbiology: All irrigation sources for SunnyRidge Farms are closely monitored and water tests are conducted regularly to ensure no cross contamination from water to plan.

- Pesticide Residue Testing: SunnyRidge fruit is tested prior to packing for pesticide residues. Any fruit which does not meet our standards is not packed and disposed of. All farms must submit monthly spray records for all crops throughout the year.

- Worker Hygiene & Sanitation Procedures: Every person who is hired to pick berries for SunnyRidge growers must be trained in proper hygiene. This includes such procedures as hand washing, no packing of fruit that has touched the ground, what to do in bleeding incidences, and not allowing ill workers to be in the field. Fields must be free of all trash and debris which might lead to breeding of illness and disease that can be transferred to the crop.

- Product Traceability: SunnyRidge is able to trace back to the farm where and when a berry was grown in a matter of hours if not minutes, regardless of whether that berry was grown in the United States or abroad.
Fast reaction time is critical in cases of food born illness and SunnyRidge has the tools to react promptly.

The ultimate goal of these standards, and the procedures that support them, is to guarantee the delivery of a safe and reliable supply of great tasting berries.

To ensure that we practice what we preach, our farms are audit by an independent third party, certification body. The third party auditor has no stake in the outcome of the audits. The auditors mandate is to assess the compliance of our growers or packing facilities with the standard we have set. Through the use of third party audits we are able to increase consumer’s level of confidence in the safety of our berries and maintain our integrity.

Implementation is always the key to success. Our SRF Mexico Food Safety department keeps detail records of all Policies and Practices on a grower by grower basis. A centralized food safety spreadsheet is updated on a daily basis to reflect the current status of grower food safety documentation. This includes an internal company pre-audit, independent third party audit, GlobalG.A.P. certificate, spray records, multi residue screen, microbial testing on water sources, etc. The department is also responsible for collecting and processing all samples where appropriate.

**REVISION HISTORY**

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/12/2006</td>
<td>A</td>
<td>Initial Release</td>
<td>Keith Mixon</td>
</tr>
<tr>
<td>12/15/2009</td>
<td>B</td>
<td>Change policy to include Mexico/Import operations.</td>
<td>Keith Mixon</td>
</tr>
<tr>
<td>08/04/2011</td>
<td>C</td>
<td>General Update</td>
<td>Keith Mixon</td>
</tr>
</tbody>
</table>
QM 1.1 Legality
QM 1.1.1 - 1.1.2 Legal Documents

All legal documentation related to contracts and authority of Dole and producers concerned in Global G.A.P. Option 2 are located at Dole Berry Company corporate offices located at:

1900 5th Street NW
Winter Haven, Florida 33885

All growers sourced in the South Eastern United States will be a part of the GlobalGAP option 2 Group.

All growers that are apart of GlobalGAP option 2 group shall have a completed contract on file prior to the grower bringing in fruit to the facility.

All contracts shall contain the following information:

1. Standard contract, signed by grower, President and CFO. With completed Exhibit A, B & C.
2. W-9 form
3. Liability Insurance

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>03/21/2013</td>
<td>B</td>
<td>Added description of what is needed contractually prior to accepting fruit from a grower.</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>
QM 1.1.2.1 - Option 2 Commitment Addendum


I ________________________________ of ________________________________

agree to comply with the GLOBAL G.A.P. standard and with documented procedures, policies and technical instructions of the Dole Berry Company Quality Management System. I understand that I am subject to sanctions (warnings, suspensions and cancellation) should I not comply with said standards.

______________________________
Grower

______________________________
Dole Berry Company, Food Safety Manager
QM 1.1.3 Recorded Information

An electronic register of all members is maintained on the SunnyRidge/Dole server located at the corporate headquarters in Winter Haven, Florida. This information is also registered on the Global G.A.P. database. Information recorded includes:

1. Name of the producer
2. Name of a contact person for each producer
3. Full address
4. Contact information including telephone numbers and e-mail where applicable
5. Other legal identification where required
6. Name of product or products being registered
7. Growing or production area for each registered product
8. Certification body
9. Global G.A.P. status
10. Date of internal inspection

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
</tbody>
</table>
QM 1.2 Management and Organization
QM 1.2 Corporate Structure

The quality management system is under the direct supervision of the QMS Manager and Internal Auditor of SunnyRidge/Dole. The QMS Manager and Internal Auditor is under the direct supervision of the Vice President of Technical Services within SunnyRidge/Dole. The Internal Inspector(s) is/are under the direct supervision of the Internal Auditor.

QMS Manager will meet the following minimum criteria: A post high school diploma in a discipline related to the scope of certification with 2 years relative experience in the sub-scope after graduation or 2 years experience in quality management systems with 2 years experience in the relevant sub-scope and working language skills in English. Additionally, the internal auditor will have training in HACCP, ISO 22000, Internal-Auditor for ISO 22000 (min. 16 hours), food hygiene, plant protection, fertilizer and IPM.

Internal auditor(s) will meet the following minimum criteria: A post high school diploma in a discipline related to the scope of certification or an agricultural high school qualification with 2 years relative experience in the sub-scope after graduation or 2 years experience in quality management systems with 2 years experience in the relevant sub-scope and working language skills in English. Additionally, the internal auditor will have training in HACCP, ISO 22000, Internal-Auditor for ISO 22000 (min. 16 hours), food hygiene, plant protection, fertilizer and IPM.

Internal inspector(s) will meet the following minimum criteria: a post high school diploma in a discipline related to the scope of certification or an agricultural high school qualification with 2 years experience in the relevant sub-scope after qualification and working language skills in English. The internal inspector will have training in HACCP, food hygiene, plant protection, fertilizer, and IPM. Additionally, the internal inspector will complete a one day practical inspection course and complete two witness inspections or 2 shadow audits by the CB.

Technical Assistance providers will meet the following minimum criteria: a post high school diploma in a discipline related to the scope of certification or an agricultural high school qualification with 2 years experience in the relevant sub-scope after qualification and working language skills in English. The technical assistance provider will have training in plant protection, fertilizer, and IPM.

All relevant information on employee training and suitability for their positions within the Quality Management System can be found in QMS Personnel Qualifications binder.

When internal auditor or internal inspector are unable to perform their tasks a qualified outside contractors may be employed to perform those tasks.
**VP of Technical Services.** (Thomas Mack)
Manages and defines work load for QMS Manager/Internal Auditor. Certifies qualifications of QMS Manager/ internal auditor and internal inspectors. Ultimately approves QMS policies and procedures. Follows local legislation and implements policy changes when necessary.

**QMS Manager.** (Jill Dunlop)
Develops manuals, policies and procedures for implementing QMS and Global GAP. Provides technical publications for dissemination to growers through the Internal Inspector. Reports progress of food safety programs to upper management. Is responsible for making corrective actions to all policies and procedures for the group. Responsible for monitoring sanctions against group members.

**Internal Auditor** (Jill Dunlop)
Responsible for internal auditing of the QMS System. Responsible for monitoring the Internal Inspectors work. Reviews all internal audits and corrective actions of the group.

**Internal Inspector(s)** (Jon Bentley, Alexa Johnson)
Assists QMS Manager develop manuals, policies and procedures for the implementation of Global GAP at the farm level. Provides direct technical assistance to growers for correct implementation of Global GAP. Conducts internal inspections and reports findings to the Internal Auditor. Reviews corrective actions from growers for non-conformities from their internal inspection for suitability.

**Technical Assistance** (John Duval, Josh Beam)
Provides direct technical assistance to growers for correct implementation of fertilizer management, Integrated Pest Management and Production Estimates.

**Growers and packing house operators**
Responsible for farm and packing house (where applicable) level implementation of policies and procedures of the Global GAP Quality Management System. Responsible for making corrections as a result of internal inspections, changes of policies and changes in procedures by providing evidence to internal inspector.

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>12/28/2011</td>
<td>B</td>
<td>Included the use of outside contractors when necessary.</td>
<td>John Duval</td>
</tr>
<tr>
<td>01/18/2012</td>
<td>C</td>
<td>Added flow chart and internal inspector/auditor qualifications and references to regulations.</td>
<td>John Duval</td>
</tr>
<tr>
<td>05/07/2012</td>
<td>D</td>
<td>Changed flow chart to reflect new organizational structure.</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>12/12/2012</td>
<td>E</td>
<td>Added Technical Assistance to structure. Changed Role of QMS Manager and Internal Auditor.</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>Date</td>
<td>Action</td>
<td>Description</td>
<td>Author</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
<td>------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>03/21/2013</td>
<td>F</td>
<td>Added Alexa Johnson as an Internal Inspector</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>
QM 1.2 Summary of Legal and Standard Practices References

Worker Safety

www.OSHA.gov - Department of Labor: Occupational Safety and Health Administration (OSHA)
www.dol.gov/whd/ - Department of Labor: Wage and Hour

Produce Food Safety

www.FDA.gov – Food and Drug Administration (FDA)
producetraceability.cornell.edu/psa.html – Produce Safety Alliance
www.producetraceability.org/ - Produce Traceability Initiative (PTI)
www.globalgap.org – GlobalG.A.P.
www.codexalimentarius.net/web/index_en.jsp - Codex Alimentarius
www.costco.com - Costco Addendum

Pesticides

www.agrian.com – MSDS and Labels
www.mrdatabase.com – MRLs
www.smallfruits.org/ - Production guides
edis.ifas.ufl.edu/ - University of Florida publications

Organic

www.ams.usda.gov/AMSv1.0/nop - National Organic Program
www.omri.org/home - Organic Materials Review Institute

Industry

nasga.org/index.shtml – North American Strawberry Growers Association
www.blueberry.org/ - US Highbush Blueberry Council
www.pma.com – Produce Marketing Association
www.unitedfresh.org – United Fresh Produce Association

Marketing and Trade

www.usda.gov – Importing and Exporting goods
www.usda.gov – Labeling and packaging
www.usda.gov – Quality Assurance

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/18/2012</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>04/25/2014</td>
<td>B</td>
<td>Added Costco Addendum</td>
<td>Jill Dunlop</td>
</tr>
</tbody>
</table>
QM 1.3 Document Control
QM 1.3.1 Procedure for Document Control

All documentation for the implementation of shall be made available to those producers and employees whom must implement the regulations and standards of Global G.A.P. Materials available for distribution to those individuals shall include: 1) The Quality Management System Manual, 2) the Global G.A.P. Manual, 3) working instructions 4) recording forms and 5) any relevant external standards.

1.0 Scope:

1.1 This procedure outlines the procedure for controlling documents in the SunnyRidge/Dole Quality Management System.

2.0 Responsibility:

2.1 Quality Management System Manager

3.0 Approval Authority:

3.1 Quality Management System Manager

4.0 Definitions:

4.1 Departmental Manager/Director/Supervisor: Any one or more listed.

4.2 QMS – Quality Management System

5.0 Procedure:

5.1 Documentation used in the QMS covered by this procedure includes all documentation required by the Global G.A.P. Standard as well as documentation developed within the QMS system. All local, state and federal legislation are taken into consideration when developing and updating these documents.

5.1.1 The Global G.A.P. Manual (GGM-1)
5.1.2 The QMS Manual (QMS -1)
5.1.3 Facility Management Manual (FMM-1)
5.1.4 Department handbooks/manuals as applicable.
5.1.5 Procedures as applicable.
5.1.6 Work instructions where referenced.

5.2 Documentation used in the QMS is approved prior to release according to the documents approval authority, this document control procedure and/or the document control form. Note: For the purpose of the initial release of the initial release of documentation, a memo listing all documents, dates, and revisions may be sent to the directors of the departments for sign-off as approved for release.

5.3 Minimum approval requirements are as follows:

5.3.1 Global G.A.P. Manual: Food Safety Represenative, Food Safety Manager
5.3.2 Facility Management Manual: Director of Operations, Food Safety Manager
5.3.3 QMS Manual: Food Safety Manual
5.3.4. Procedures: Departmental Manager/Director
5.3.5. Work Instructions: Departmental Manager/Director

5.4 Revisions or deletions of documents are reviewed and approved by the person(s) who originally approved the documents prior to implementing the revision or deletion, or as designated on the document control form.

5.5 Documents are reviewed on a yearly basis through internal audits and normal use to determine the need for revisions.

5.6 The most current documentation is made readily available to those performing the tasks defined and/or those having responsibility for the document. Availability is primarily through the documentation website or computer server.

5.7 Documentation is legible and readily identifiable with changes and revision history to ensure proper use and deployment through the QMS.

5.8 Documentation which is controlled external to the QMS is listed on an External Documents list, including distribution of controlled copies and controlled in a way appropriate to the process requiring the document.

5.9 Any obsolete documents are either removed from the web/server or hard copy location to prevent unintended use. In the event obsolete documentation is retained, it is identified as “Obsolete” and appropriately filed.

6.0 Record Retention Table:

<table>
<thead>
<tr>
<th>Identification</th>
<th>Storage</th>
<th>Retention</th>
<th>Disposition</th>
<th>Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Control Forms or Memos of</td>
<td>Hard Copy in Food Safety</td>
<td>Minimum 2 years</td>
<td>Discard as desired</td>
<td>Maintained in a secure area by Food Safety Manager</td>
</tr>
<tr>
<td>Approval</td>
<td>Managers files</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document Master List</td>
<td>Electronic by a Food Safety</td>
<td>Ongoing current</td>
<td>Maintain current revision</td>
<td></td>
</tr>
<tr>
<td></td>
<td>representative</td>
<td>revisions</td>
<td>ongoing</td>
<td>Backed up on server</td>
</tr>
<tr>
<td>External Document Master List</td>
<td>Electronic by a Food Safety</td>
<td>Ongoing current</td>
<td>Maintain current revision</td>
<td></td>
</tr>
<tr>
<td></td>
<td>representative</td>
<td>revisions</td>
<td>ongoing</td>
<td>Backed up on server</td>
</tr>
</tbody>
</table>

7.0 Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>01/23/2012</td>
<td>B</td>
<td>Updated to comply with legislation</td>
<td>Jill Dunlop</td>
</tr>
</tbody>
</table>
# QM 1.3.2 Document Master List

## QMS Manual

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>11/18/2012</td>
<td>B</td>
<td>QM 1.2 to include Flow chart with job descriptions, to include procedure on changes of legislation QM 1.4 to separate comments from complaints, changed complaint response time QM 1.7.1 New procedure for corrective actions and corrections QM 1.3.2 Document Master List</td>
<td>John Duval</td>
</tr>
<tr>
<td>05/07/2012</td>
<td>C</td>
<td>QM 1.2 revised flow chart to include new organizational structure QM 1.4 Added Rejection Notification Procedure and switched from SRF complaint procedure to Dole complaint procedure QM 1.9 Recall Procedure updated to change the food safety coordinator QM 3.1 Added segregation procedure of Mexican product. Pallet tags to have GGN.</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>02/14/2013</td>
<td>D</td>
<td>QM 1.2 Added Technical Assistance to structure. Changed Role of QMS Manager and Internal Auditor. QM 1.3.2 Updated the Document Master List QM 1.8 Changed grower lot number to from SRF to Dole sequence</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>03/21/2013</td>
<td>E</td>
<td>QM 1.1 Added description of contractual needs. QM 1.2 Added Alexa Johnson as Internal Inspector</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>04/15/2014</td>
<td>F</td>
<td>QM 1.9 Changed Recall Coordinator and SunnyRidge Farm, Inc to Dole Berry Company QM 1.1.2.1 Changed SunnyRidge Farm to Dole Berry Company QM 1.2 Added Costco Addendum to References</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>

## GLOBALG.A.P. Strawberry Manual

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/25/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>01/27/2012</td>
<td>B</td>
<td>AF 9.1 Added a food defense risk assessment CB 8.6.4 Included more specific information about sampling process for MRL testing. CB 8.6.3 Added more specifics on corrective actions when a MRL test is out of tolerance to country being shipped.</td>
<td>John Duval</td>
</tr>
<tr>
<td>08/12/2012</td>
<td>C</td>
<td>CB 8.6 Updated MRLs CB 8.6.3 Included cross contamination in MRL</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>
### GLOBALG.A.P. Blueberry/Blackberry Manual

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/10/2012</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
</tbody>
</table>
| 01/27/2012 | B   | AF 9.1 Added a food defense risk assessment  
CB 8.6.4 Included more specific information about sampling process for MRL testing.  
CB 8.6.3 Added more specifics on corrective actions when a MRL test is out of tolerance to country being shipped. | John Duval |
| 06/12/2012 | C   | CB 8.6.3 Included cross contamination in MRL  
CB 8.6.4 Included more specific information about sampling procedure.  
Grouped growers into different sampling schedules | Tom Mack   |
<p>| 01/03/2013 | D   | AF 1.2.1 Added type of irrigation to site risk assessment | Tom Mack   |</p>
<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/02/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>11/14/2011</td>
<td>B</td>
<td>Water Micro testing SOP changes to delete pathogen testing from the policy.</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>05/21/2012</td>
<td>C</td>
<td>Produce handling hygiene risk assessments were updated. Recall Procedure updated to change the food safety coordinator.</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>
Recall Procedure Changed Recall Coordinator and SunnyRidge Farm, Inc to Dole Berry Company

Changed the format of the following SOPs:
- FSS107 Glass Policy
- FSS205 Glass Breakage
- FSS106 Hygiene Training
- FSS102 Pest Control
- FSS 401 Preshift Facility Inspection
- PRC606 Internal Audit
- FSS307 Calibration
- PHY201 Receiving Packed
- PHY203 Receiving Bulk
- MTC101 Preventative Maintenance
- MTC102 Work Order
- FSS204 Unusual Occurrence
- Mock Recall Procedure
- FSS201 Traceability
- FSS202 Hold and Rejections
- FSS105 New Substance Review
- FSS203 Spill & Accident Clean up
- PHY301 Shipping orders
- FSS101 Visitor Policy
- FSS104 Bloodborne Pathogen

Changed the format of the following Forms:
- AUD601: Glass Checklist
- AUD602: Daily Start up Packing
- AUD603: Daily Start up Rework
- AUD605: Daily Warehouse start up
- AUD606: Daily Warehouse close
- AUD505: Thermometer Calibration
- AUD506: Scale Calibration
- AUD304: Bulk Receiving
- AUD305: Incoming Shipments
- AUD114: Master Sanitation Cooler
- AUD115: Master Sanitation Packing/Rework
- AUD101: Break Room Sanitation
- AUD103,104: Bathroom Sanitation
- AUD105: Lug Washing
- AUD106: Packing Room San Daily
- AUD107: Packing Room San Yearly
- AUD108: Packing Line Sanitation
- AUD109: QC Sanitation
- AUD110: Rework Sanitation
- AUD111: Materials Sanitation
- AUD113: Cooler Annual Sanitation
- AUD117: Miscellaneous Cleaning
- AUD504: Temperature Logs
- AUD201: Shipping Checklist
- AUD607: Visitor Log
<table>
<thead>
<tr>
<th>AUD403: Seal Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUD401: Fence Inspection</td>
</tr>
</tbody>
</table>
QM 1.4 Complaint Procedure
QM 1.4 Corporate Complaint Procedure

Definition of a Claim: Consumer reports illness, injury, property damage, or accident and requests compensation that exceeds the Consumer Response Specialist’s scope of authority. Specialists have the authority to send replacement coupons, promotional items and $25 goodwill checks.

Role of Consumer Center Specialist:

A. Gather pertinent information during initial contact
B. Issue letter/provide forms to consumer detailing what additional information is required
C. Arrange for product/sample retrieval using retrieval service (RQA) or US mail
D. Arrange for lab tests and/or sample identification with Grocery Manufacturers Association (GMA), when necessary
E. Update contact record with available information, as changes occur or new information is received
F. Prepare claim file with all required documents
G. Forward claim file to Claims Committee for next step direction
H. Proceed with next step direction such as:
   - Preparation of General Release
   - Forwarding of file to appropriate legal department
   - Provision of appropriate claim resolution letter
I. Gather pertinent information during initial contact
   1. Capture as many details as possible surrounding the incident and input it into the General Notes section of the contact. Include the consumer’s response to the following questions:
      - On what date and at what time did the incident occur?
      - How long had the package been open when product was consumed?
      - How was the product prepared?
      - What was eaten with the product?
      - How much time elapsed between product ingestion and symptoms?
      - What symptoms did consumer experience?
      - How long did illness last?
      - What was eaten prior to eating product?
      - Specifically which tooth was injured? (dental claim)
      
      Refer to the consumer claim forms for possible additional questions.
   2. Explain the claim process to the consumer at this initial stage, stating that the role of the specialist is to gather all information on the consumer’s behalf and possibly arrange product retrieval and laboratory testing. When test results, documents, and pertinent information are received, the specialist forwards the complete file to the Claims Committee for resolution (timeframe 4 – 6 weeks).

A. Issue letter/provide forms detailing what additional information is required

Select the appropriate claim letter and claim form enclosures to be sent to the consumer.

Note: Do not send coupons or reimbursement when the consumer indicates that they would like to file a claim, unless they are intended as a resolution to close case.
B. Arrange for product/sample retrieval using retrieval service (RQA) or US mail

With claims it is necessary to retrieve packaging and/or foreign object to include as evidence with the claim. **Product sample is also required for bacteriological analysis on non-DPF items.**

- Stericycle Retrieval Service – Field reps local to consumers arrange requested retrieval. Reps are equipped with necessary materials to keep product refrigerated or frozen, if needed. The request is placed via the Stericycle Interface in CRS or through the Stericycle Consumer Retrieval Gateway website (https://smweb.stericycle-inc.com/crg/logout.aspx)
- United States Postal Service – Specialist provides necessary enclosures (i.e. padded envelope, plastic bags, Petri dish) to consumer for ease in returning item to Dole.

C. Arrange for lab tests and/or sample identification with GMA, when necessary

Laboratory testing may be requested to ensure that the DOLE product in question was truly safe to eat. GMA can perform the following procedures:

- Bacteriological test (For DPF, DFV ONLY on sealed samples)
- Foreign substance examination
- Container evaluation
- Chemical evaluation (MUST specify which chemical is allegedly present)

D. Update contact record with available information and as changes occur or new information is received

- Telephone numbers are required to arrange product pick-up and to contact consumer as additional information is required.
- Claim subject code must be shown in the main (A) contact. Additional subject codes are entered in the “Issues” section of the contact. (Example: If consumer chips a tooth on a pit and wants payment for dental bills the “A” contact is coded CIJRDOBJ and the additional issue (B) is coded CNOPIT.)
- Subject code must be updated in the “A” contact if lab analysis concludes that consumer was incorrect in their identification of the foreign object. (Example: If the initial report is a mouse in the salad and lab analysis concludes that the sample is actually rotted plant material, CIFRODE is moved to Reported Subject and replaced with CNOSTEM.)
- Update method type (Example: Change from Phone (P) to Letter (L) when claim information is received via mail rather than phone.)
- Detailed information is entered into the General Notes section with each consumer contact and as claim documents are received. Note missing documents and advise consumer. General Notes must be current and include all pertinent information related to the claim status.

E. Prepare claim file with all required documents

(Forward to Consumer Services Coordinator)

- Label file tabs are typed in the following format:
  Last Name, First Name Contact # CRS initials
  (Example: Mr. Consumer, Dole 0354835A CEW)
- Left side of the folder **ONLY** contains the most current File Record Print (FRP).
- Right side of the folder contains all documents received from the consumer or other parties. Attach to the folder in the order they are received. Product sample or packaging (if applicable) is attached on top of all documents. Claim File Checklist is attached above other documents except for the product sample.

Possible sample documents are listed below:
1. Claim File Checklist
2. Written demand
3. Completed claim forms
4. X-rays
5. Lab results
6. Store report of consumer injury
7. Signed General Release
8. Product sample, images or packaging (if applicable)

F. Forward claim file to Claims Committee for next step direction

When all documents have been received, the claim file is forwarded to Supervisor for next step direction.
- Verify contact and FRP are current
- Complete the Claims Review Checklist. Refer to the section “Prepare Claim File.”
- In the General Notes include the entry: “Forwarded to Claims Committee for review.”

G. Proceed with next step direction

After the file has been reviewed by the Claims Committee it will be returned with a resolution or request for additional information. There will be a recommendation noted on the checklist. (Example: “Forward to GMA for claims handling,” “Send denial letter due to the following reasons;” or “Send General Release with a goodwill offer of $XXX.XX.”) The specialist enters a record of these instructions into the General Notes.
- Contact consumer to request additional information, if necessary
- Prepare General Release, if applicable
- Prepare appropriate response letter
- Update status on file
- If forwarding to Grocery Manufacturers Association (GMA) Claims Division for handling, update General Notes and give to Consumer Services Coordinator, who will forward PDF to GMA and Dole Legal (Todd Taylor).

REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/30/2008</td>
<td>A</td>
<td>Initial Release</td>
<td>Keith Mixon</td>
</tr>
<tr>
<td>03/11/2011</td>
<td>B</td>
<td>General Update</td>
<td>Keith Mixon</td>
</tr>
<tr>
<td>05/23/2012</td>
<td>C</td>
<td>Switched from SRF to Dole procedure</td>
<td>Donna Skidmore</td>
</tr>
</tbody>
</table>
QM 1.4 Consumer Feedback Form
QM 1.4 Farm Complaint Procedure

It is company policy that if a complaint is lodged against ________________________________ (Farm Name) pertinent information such as Date, Lot Number, Complainant and the nature of the complaint will be recorded.

It will be the responsibility of ________________________________ who is the __________________________ to study the matter and take all corrective actions necessary to rectify the complaint. All actions will be recorded and retained in company records.

________________________________________________________
Signature  Date

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2009</td>
<td>A</td>
<td>Initial Release</td>
</tr>
</tbody>
</table>
QM 1.4 GlobalG.A.P. Compliance Complaint Form

Date: _____________________

Complaint: _________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
Signature of Complainant ______________________ Signature of Farm Manager

Action Taken: _______________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Signature of Farm Manager
QM 1.4 Rejection/Quality Notification Procedure

The following procedure has been created in response to a request for a clear understanding of what information is needed for all departments on a rejection.

All the information that is needed may not all come at the same time, however, it is important that the initial rejection or quality exception is communicated quickly. It is important that all emails that are sent out about a particular rejection or quality have the same subject line. Example: REJ Walmart Temple/PO# 6085236561/Order # 125079/114 1/2 Blackberries. Or in the case of a quality exception, QLY Metro Quebec/PO#20045686/Order # 130000/1200 6oz Blueberries. All rejection/quality emails should be addressed to notifications@dole.com.

The particulars that are needed on each rejection are as follows:

- The initial email from the customer notifying of the rejection giving the reason for rejection.
- Quantity and description of rejection (Returning, keeping with protection or Price reduction).
- The customer QC report if available.
- Pulp Temperatures
- Pictures of the condition.
- The print out of the temperature recorder (computer printout preferably).
- Grower Trouble Notice

This information is very important as to be able to determine where the responsibility lies with regards to the rejection. Notifications will take this information and analyze to determine responsibility.

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>A</td>
<td>Initial Release</td>
<td>Greg Mixon</td>
</tr>
</tbody>
</table>
QM 1.5 Internal Quality Management System Audit
QM 1.5 Internal Quality Management System Audit

1.0 Scope:

1.1 This procedure outlines the methodology for the internal auditing of the Quality Management System.

2.0 Responsibility:

2.1 Quality Management System Manager.

3.0 Approval Authority:

3.1 VP of Technical Services

4.0 Definitions:

4.1 QMS – Quality Management System

5.0 Procedure:

5.1 An internal audit of the QMS will be conducted at least annually.

5.2 The internal auditor will comply with the requirements set forth in Annex II of the Global G.A.P. general regulations.

5.3 The internal auditor shall be independent of the areas being audited.

5.4 Records of the internal audit and corrective actions will be maintained and remain available to interested parties.

5.5 The internal audit will consist of a completed QMS checklist with associated comments.

6.0 Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>5/7/2012</td>
<td>B</td>
<td>Changed Approval Authority from Product Group Director to VP of Technical Service</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>
QM 1.6 Internal Producer Inspections
QM 1.6 Internal Producer Inspection Procedure

1.0 Scope:

1.1 This procedure outlines the methodology for conducting internal producer and PMU inspections.

2.0 Responsibility:

2.1 Internal Inspector(s)

3.0 Approval Authority:

3.1 Food Safety Manager

4.0 Definitions:

4.1 QMS – Quality Management System
4.2 GG – Global G.A.P.
4.3 PMU – Production Management Unit

5.0 Procedure:

5.1 An inspection of each registered producer and PMU will be conducted at least once annually against all of the relevant GG control points and compliance criteria.

5.2 Internal inspectors will comply with the requirements set forth in Annex II of the Global G.A.P. general regulations.

5.3 Internal inspectors will be independent of the area being inspected and will not inspect their own daily work.

5.4 All new members and new PMUs of the group will be internally inspected prior to entering them into the internal GG register.

5.5 All original inspection reports and notes will be maintained and available for Certification Body inspections.

5.6 All original inspections will contain:
5.6.1 Identification of the producer and production location.

5.6.2 Signature of the registered producer or person responsible for the PMU.

5.6.3 Date of the inspection.

5.6.4 Name of the inspector.

5.6.5 Products to be registered.

5.6.6 Evaluation against each applicable GG control point.

5.6.7 Details of the evaluations will include Major Must which are found to be compliant, Major and Minor Must which are found to be non-compliant and Major and Minor Must which are found to be non-applicable.

5.6.8 Details of any non-compliance and the time period for corrective action.

5.6.9 Inspection result with calculation of Minor Must compliance level.

5.6.10 Duration of the inspection (Start and Stop times).

5.6.11 Name of the internal auditor that approved the checklist.

5.7 The internal auditor will make the decision whether a producer or PMU is compliant with GG requirements based solely on inspection reports presented by the internal inspector(s).

5.8 The internal auditor will not perform internal inspections.

5.9 Inspections will be scheduled based on production season and locations then a list will be produced which will be available for Management to review.

5.10 Inspection reports will be given to the Internal Auditor for review and approval.

5.11 Inspections reports will be filed by producer and kept at the corporate offices in Winter Haven, Florida.

6.0 Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>12/28/2011</td>
<td>B</td>
<td>Changed review of inspections responsibility from Food Safety Manager to Internal Auditor.</td>
<td>John Duval</td>
</tr>
</tbody>
</table>
QM 1.7 Non-Compliances, Corrective Actions and Sanctions
QM 1.7 Non-Compliance and Corrective Action Procedure

1.0 Scope:

1.1 This procedure outlines the methodology for handling Non-Compliances, Corrective Actions and Sanctions resulting from internal and external audits and/or customer complaints or failures of the QMS system.

2.0 Responsibility:

2.1 Internal Inspector, internal auditor, Food Safety Associates, Food Safety Manager

3.0 Approval Authority:

3.1 Internal Inspector, internal auditor, Food Safety Manager

4.0 Definitions:

4.1 QMS – Quality Management System

4.2 GG – Global G.A.P.

4.3 PMU – Production Management Unit

4.4 CB – Certification Body

5.0 Procedure:

5.1 Warnings

5.1.1 A warning will be issued for all types of non-compliances detected in the internal producer inspection.

5.1.2 Producers will be notified of a warning when the internal producer inspection is finalized. This is a provisional report and could be overridden by the internal auditor.

5.1.3 Internal inspection:

5.1.3.1 Outstanding non-compliances shall be corrected and closed within 28 days from the date of inspection.

5.1.3.1.1 Corrections of non-compliances shall be submitted in writing (pictures, photocopies, e-mail) and evaluated by the internal inspector for acceptability of correction.

5.1.3.1.2 The internal auditor will approve such corrections and corrections shall be placed in producers file in Winter Haven, Florida.
5.1.3.2 If the cause of the warning is not resolved within 28 days, a complete inspection must be performed before producer can be included in the Option 2 scheme.

5.1.3.3 If the cause of the warning is a Major Must the period given for compliance will depend on the criticality of the non-compliance in terms of safety of people, environment and consumers, evaluated by the inspector carrying out the inspection. The period that is given (within the 30 day limit) shall be determined by the Food Safety Manager. No time will be given for compliance where a serious threat to the safety of people, environment and consumers is present and a suspension is issued immediately.

5.1.3.4 If the cause of the warning is not resolved within the period set (maximum of 30 days), a suspension is imposed.

5.2 Suspensions:

5.2.1 A suspension can be applied to one, several or all of the products covered by the certificate.

5.2.2 A product cannot be partially suspended for an individual producer.

5.2.3 During the period of suspension the producer’s product will be prohibited from using the GG Logo/Trademark, license/certificate or any other type of document that is in any way associated with GG.

5.2.4 If the producer provides satisfactory evidence that the non-compliance which caused the suspension is resolved in the allotted time, the suspension shall be lifted.

5.2.5 Two types of suspensions exist and are explained below.

5.2.5.1 Self-declared suspension

5.2.5.1.1 A producer may voluntarily ask for a suspension of one several or all of the products covered by the certificate. This can occur if the producer has difficulty with compliance to the standard and needs more time to close out any non-compliance.

5.2.5.1.2 The deadline for closing the non-compliance is set by the declaring producer, which must be agreed upon with the certification body but must be closed before the suspension can be lifted.

5.2.5.2 Certification Body/ Producer Group Declared Suspension

5.2.5.2.1 CBs can issue and lift product suspensions to producers and the producer group.

5.2.5.2.2 The group can issue and lift suspensions to our accepted producer members.

5.2.5.2.3 CB/ Producer group shall issue a suspension when a producer/producer group cannot show implementation effective corrective actions after the issuing of a warning.

5.2.5.2.4 After the suspension is applied, the CB/producer group will set the period allowed for correction.
5.3 Cancellation:

5.3.1 A cancellation of the producers inclusion in the Option 2 scheme shall be issued where:

5.3.1.1 The internal auditor finds evidence of fraud to comply with the implementation of GG requirements.

5.3.1.2 The producer cannot show evidence of implementation of effective corrective action after a CB declared suspension.

5.3.1.3 Where there is contractual non conformance.

5.3.2 Cancellation will result of the total prohibition of the use of the GG trademark/logo, license/certificate or any device or document linked to GG.

5.3.3 A producer that has received a cancellation shall not be accepted back into the producer group within 12 months of the date of cancellation.

5.4 Notification of Global GAP and Certification Body

5.4.1 It is the responsibility of the Food Safety Manager to inform the certification body and GG of all suspensions and cancellations of registered producers in the GG Option 2 group.

6.0 Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
</tbody>
</table>
QM 1.7 GlobalG.A.P. Inspection Acknowledgement Form

Grower: ________________________________  Inspection Date: ________________

Farm location: ________________________________

Inspector: ________________________________

Based on the findings of this audit, this grower has the following status as an approved SunnyRidge Farm/Dole GlobalG.A.P. certified producer:

- **APPROVED**: No corrective actions are needed based on the internal inspection. The grower passed 100% of major control points and 95% of minor control points.

- **WARNING**: Corrective actions are needed within _____ days of this audit. 100% of major control points and 95% of minor control points, must be submitted for approval by the following date_____________________, or status will be down graded to SUSPENSION.

- **SUSPENSION**: Grower needs an extension of time longer than 30 days after the internal inspection to complete the corrective actions. Suspension will remain in place until the corrective actions have been completed.

- **CANCELLATION**: During the internal inspection, the inspector found evidence of fraud to comply with the implementation of GlobalG.A.P. requirements. Or, the grower was unable to show evidence of implementation of effective corrective action after Suspension.

Grower Signature: ________________________________  Date: ________________

Inspector Signature: ________________________________  Date: ________________
QM 1.7.1 Procedure for Corrections and Corrective actions of Non-Compliance

1.0 Scope:

1.1 This procedure outlines the procedure for making corrections and corrective actions.

2.0 Responsibility:

2.1 Corrective actions: Quality Management System Manager

2.2 Corrections: QMS Manager, Grower or Facility Manager

3.0 Approval Authority:

3.1 Quality Management System Manager/Internal Inspector

4.0 Definitions:

4.1 Corrections: Remedy to a single event that is in contravention to policies and procedures listed in the QMS manual, Global GAP manual or Facility Management Manual.

4.2 Corrective action: Remedy to systemic events which are in contravention to policies or procedures which are listed in the QMS manual, Global GAP manual or Facility Management Manual or Global GAP standard

5.0 Procedure:

5.1 Any determination of non-compliance to policies or procedures from internal inspections, internal audits, third party inspections or third party audits will be evaluated by the QMS manager or Internal Inspector to determine if a correction or corrective action is needed to be implemented.

5.2 If the non-compliance is deemed to be a single occurrence resulting from the failure to adhere to specific policies or procedures, a correction will be implemented.

5.2.1 The person in direct control (QMS manager, Grower or Facility Manager) of the Non-compliance will take action that remedies the non-compliance.

5.2.2 Evidence of Correction will then be given to the appropriate person to determine if the correction does mitigate the non-conformance.

5.2.2.1 Growers and Facility Managers will submit evidence to the internal inspector or third party inspector for validation of correction. The QMS manager will submit evidence to Upper Management or the CB for validation of correction.

5.2.2.2 Evidence of corrections can be in the form of written records, photographs or re-inspections.
5.3 If the non-compliance is determined to be a systemic issue in which adherence to the QMS or Global GAP standards are not being met, then a corrective action will be performed.

5.3.1 The QMS Manager will determine what change in policies or procedures need to be implemented then change such policies or procedures according to document control procedures.

5.3.2 The QMS Manager will then disseminate any new policies and/or procedures to the appropriate level of the group for implementation.

5.3.3 The QMS Manager will then observe if the corrective actions have brought the non-compliance into compliance with the standard. If not, further corrective action will be undertaken.

5.3.4 Evidence of the corrective action will then be submitted to upper management and/or the CB for validation of the corrective action.

5.3.4.1 Evidence can be in the form of written records, updated policies and procedures and/or re-inspections.

7.0 Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/18/2012</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

© 2014 Dole Berry Company Version F
QM 1.8 Product Traceability and Segregation
QM 1.8 Traceability Procedure

**Policy:** Dole has established a physical and computer based coding system that tracks incoming materials through receiving, raw material storage, production, finished goods storage and shipping.

**Purpose:** Traceability is a key requirement in the production of our products. This SOP gives an overview of the traceability system in the form of a flow process diagram.

**Scope:** Raw material, production through to finished goods.

**Responsibility:** QA Manager responsible for SOP development. All personnel are responsible for SOP enforcement.

**Procedure:**

**Raw Product**
Dole Berry Company Distribution Center/Packing House/s receives raw product from its growers. When the raw product is sent from the farm to Dole, it is entered on a Bulk Receiving Report with a Lot Number unique to that farm and that delivery. The Lot Number includes the year (08), the Growers Block ID # (ex. 200), harvesting crew number (ex 01) and the Julian Day (ex. 364). Therefore the number would read 08-200-01-364. Each delivery from grower will bear unique Lot # for that day. Therefore the next day would read 08-200-01-365. A copy of the Bulk Receiving Report is kept at the Packing House and a copy is sent to Dole. Each pallet of raw fruit is tagged with a Lug Ticket which is printed as the fruit is received. The Lug Ticket records the grower’s Lot Number, lbs of fruit received, etc.

**Packaged Product**
As the raw product is being packed the Lot Number is stamped on each individual flat as they are put on a pallet. When the pallet is completed the information is then entered into the computer. The computer then assigns a Pallet Tag. The assigned Pallet Tag includes a unique number for that pallet, the grower’s Lot Number, pkg. size, quantity, etc.

**Shipped Product**
Each pallet tag has five separate parts: one large main tag and four individual peel offs. The pallet tag number is bar-coded on each part of the tag. An order is pulled according to a Pick Ticket. The Pick Ticket has an Order #, Customer Name, Destination, etc. The one of the peel offs is placed on the Pick Ticket to record which flats are being shipped to each customer. As each order is shipped the Pick Ticket information is entered into the computer system; thereby, recording each Pallet Tag # and quantity shipped to each customer.

Therefore, should there be a problem with any Dole order; a product recall can be implemented.
1. The grower will fill out a pre-printed pallet tag and affix to each pallet prior to arrival.

2. The grower will enter the information from each pre-printed pallet tag on the Bulk Receiving Report (BRR). The qty should be the number of lugs.
3. The grower will attach a colored ribbon in one of the lugs on each pallet to identify the Grower/Farm.

Note: The Pallet Tag number is the pre-printed number on the Pallet Tag and will remain with the bulk until it is packed.

4. Receiver will verify quantity of lugs per tag number on the Bulk Receiving Report.

Note: Use the current Grower Chart to determine the proper ribbon color.

5. Weigh each pallet, and record the net and gross weights next to the pre-printed Pallet Tag number on the BRR. Then enter this information into Mainframe. Print computer generated Pallet Tags. Affix new pallet tag on pallet beside existing tag. The tag numbers should match like in the picture above.
6. Document the number of Pallets and Lugs brought in and returned to Grower. Record the number of each on the BRR and enter in Famous.
7. Mainframe will print a receipt. Driver and receiver will each sign the receipt. Give one copy to the driver.
and place one copy in the grower accounting box.

8. Give the yellow copy of the completed Bulk Receiving Report to the grower, file the pink copy in the packing house and place the white copy in the grower accounting box.

A = Lot Number (if bulk fruit only the grower number should be used.)
B = Pre-assigned pallet tag #
C = Variety of berry
D = Quantity (if bulk enter # of lugs)
E = System generated number from receiving entry in Famous.
### Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/15/2009</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>12/20/2012</td>
<td>B</td>
<td>Changed grower lot number to SRF to Dole</td>
<td>Tom Mack</td>
</tr>
<tr>
<td></td>
<td></td>
<td>sequence</td>
<td></td>
</tr>
</tbody>
</table>
QM 1.9 Withdrawal of Certified Product
QM 1.9 Product Recall Policy and Procedure

Authority

The United States Food and Drug Administration receives its authority to recall adulterated, contaminated, or misbranded produce from sections 301 (Prohibited Acts), 402 (Adulterated Food) and 403 (Misbranded Food) of the Federal Food, Drug and Cosmetic Act.

Guidelines

The Food and Drug Administration established voluntary guidelines for conducting product recalls related to all foods in 1979. These guidelines may be found in the Federal Register Vol. Re. No.117 - Friday, June 16, 1978, Recall enforcement Policy. Subsequent amendments to these guidelines may be found in 21 CFR7.41. This is recommended reading for all persons on the product recall team.

Description of Product Recall

1. A product recall is removal from the channels of distribution and consumption of any product deemed to be potentially hazardous or defective.

2. Market withdrawal of a product is the removal from channels of distribution and consumption of any product where no legal violations have occurred, or only minor violations that under normal circumstances would not be subject to legal action, e.g. normal stock rotation practices, routine equipment adjustments and repairs, etc.

3. Stock recovery is a firm’s removal of a product that has not been marketed or that has not left the direct control of the firm. For example, the product is located on the premises owned by, or under the control of the firm and no portion of that lot has been released for sale or use.
RECALL PROCESS
Food Safety Coordinator: 1. Confirms Potential Health Hazard
Tom Mack 2. Contacts President
3. Contacts DC Managers
4. Identifies Lot Numbers (places on hold)
5. Class I, II, III or Voluntary
6. Contacts Global GAP Certification Body
7. Contacts the Grower
8. Confirms status of Recall Class with FDA (through direct conversation)

President Implements Recall Process and advises Recall Coordinator
Recall Coordinator: 1. Contacts: Legal Counsel
Patricia Contreras 2. Contacts: Sales manager
3. Contacts: Appropriate Customers

Legal Counsel: 1. Contacts FDA
Jake Dyal 2. Department of Health Services
3. Media

Investigation
Directed by Recall Coordinator 1. Identify Receiving Quantities
2. Identify Shipments and Dates (range)
3. Identify Client List
4. Initiate Client Notification
Class I shall be made to the Consumer or User level, including any intermediate wholesale or retail level.

Class II shall be made to the retail level, including any intermediate wholesale level.

Class III shall be made to the wholesale level.

Voluntary refer to Class III process

*Upon determining recall class, follow FDA recall process requirements and archive results of completed process.

Draft forms to be refined for company as required:

1. Recall Communication- Model Letter
2. Match & Verify Responses from Clients
3. Consumer Complaint Process

Additional considerations included in company’s program:

- Determine Financial Liability
  - Company Impact
  - Grower’s Impact
  - Need for Continued Testing & Monitoring
- Letters to Grower(s)
- Recall Questionnaire
- Completed Audit & Termination of Recall FDA Letter
INDIVIDUAL RESPONSIBILITIES

PRESIDENT

1. The president bears the ultimate responsibility for determining the necessity for a product recall. This decision should be made with the input of appropriate organizational personnel and legal counsel. Upon being informed that a product poses a potential health hazard to consumers, the president of the company will summon the Recall Team to determine the necessity for a product(s) recall, its interim classification and depth.

2. Instructs the recall coordinator to initiate the Trace/Recall Program

3. Maintains contact with legal counsel throughout the recall process. Only the president or designated spokesperson, Jake Dyal, is to issue statements or release communications to the media, relative to the situation, if it should become necessary.

FOOD SAFETY COORDINATOR

1. Upon receiving information that a Dole Berry Company product may pose a potential health hazard to consumers, or may be defective, the Food Safety Coordinator will immediately begin investigating the suspected product and the events leading to its suspected status. He will determine if the product(s) is indeed a potential health hazard to the consumer.

2. Informs the president immediately and presents all factual data regarding the suspected product, and keeps him informed as events unfold when there is a suspicion that a product recall may become necessary.

RECALL COORDINATOR

1. Obtains and interprets all pertinent data and communicates directly with the president of the company and all other appropriate individuals involved in the recall effort.

   - Obtains all pertinent production data necessary for the suspected product(s) recall from the Sales Manager or Accounting Manager.
   - Provides the DC Managers with the suspected product(s) code date and any other required information necessary for the recall.
   - Obtains an inventory of the suspected product(s) from the Sales Manager that may remain at the cold storage facilities.
   - Provides Sales with the complete list of clients who were shipped suspected product(s).

2. Instructs the Contact of the FDA if necessary regarding the product recall. FDA notification of your intent
to initiate a product recall must include:

- Identity of the product involved
- Reason for the removal or correction, and the date and circumstances under which the product(s) deficiency or possible deficiency was discovered.
- Evaluation of the risk associated with the deficiency or possible deficiency.
- Total amount of suspected product produced and/or time span of the production.
- Total amount of the suspected product estimated to be in distribution channels.
- Distribution information, including number of direct accounts and, where necessary, the identity of the direct accounts.
- A copy of the firm’s Recall Communication, if any has been issued, or a proposed communication if none has been issued.
- Proposed strategy for conducting the recall.
- Name, title and telephone number of the firm official who should be contacted concerning the recall.

Determine and list who shall prepare recall status reports as well as a final report at the conclusion of the recall process.

**OPERATIONS MANAGER**

1. Utilizing the code date or product identification of the suspected product(s) and appropriate production forms, obtains all the pertinent production data necessary as quickly and as accurately as possible for the recall coordinator
   - The time period, day(s) during which the suspected product(s) was processed
   - The affected lot(s), location(s), ranch(es) and block(s).
   - The total volume of product shipped.
   - Any special orders, their total and individual finished product volumes (cases), and the lot(s), location(s), ranch(es) and block(s) where they were harvested.
   - The different types of cases, case sizes and identification markings utilized and their individual finished product volumes (cases, pallets, etc.).
2. Provides the information gathered under item 1 to the Recall Coordinator as it is retrieved.
3. Obtains an inventory of the suspected product(s) that may remain at the cold storage facility and a complete list of clients who were shipped suspected product(s).
4. Provides the Recall Coordinator with the completed inventory of suspected product(s)
5. Provides the Recall Coordinator with daily Recall Status Reports.
6. Provides a log of all pertinent data and events relating to the product recall for the Recall Coordinator.
OPERATIONS MANAGER

1. Utilizing the code number and the appropriate shipping forms, determines the following information as quickly and as accurately as possible:
   - The current location(s) and total volume (cases) of all suspected product(s) within cold holding facilities.
   - The total volume (cases) of suspected product(s) shipped to each client.

2. Has all suspected product(s) within holding facilities gathered together, isolated and then tagged, “Hold – Do Not Ship”.

3. Provides the information gathered under item I to the Production Manager as it is retrieved.

RECALL COORDINATOR

1. Utilizing the customer list provided by the Distribution Manager, and other appropriate ordering and shipping forms, coordinates the sales staff to contact all customers who received shipment(s) of suspected product(s). make the customers aware of the Trace/Recall effort in progress by the facsimile transmission of a Recall Letter and follow-up with telephone calls verifying the receipt of the recall letter.

2. IF THE CUSTOMER(S) IS DISTRIBUTING THE SUSPECTED PRODUCT(S), have the customer utilize the code number and their own appropriate shipping forms to determine the following information, and perform the following tasks as quickly and accurately as possible:
   - The current location(s) and total volume (cases, pallets, etc.) of all suspected product(s) within the client’s cold storage distribution center(s).
   - The total volume (cases) of suspected product(s) shipped and a list of affected customers.
   - The individual total volume (cases) of suspected product(s) shipped to each customer.
   - Have the customer(s) cease all further distribution of the suspected product(s).
   - Have the customer(s) gather together and isolate all suspected product(s).
   - Work out the necessary arrangement with the customer(s) to return suspected product(s) to Dole Berry Company or dispose of it in an appropriate manner. If the decision is made to dispose of the suspected product(s), Dole Berry Company must send a representative from their company to verify the appropriate disposal of the product. Photographic evidence thereof, or photos and landfill receipts provided by the customer shall provide evidence and verify the appropriate disposal of the suspected product(s).

3. IF THE CUSTOMER IS NOT DISTRIBUTING THE SUSPECTED PRODUCT(S), have the customer utilize the code number and their own appropriate receiving forms to determine the following information and perform the following information and perform the following tasks as quickly and as accurately as
possible.

- The current location(s) and total volume (cases, pallets, etc.) of all suspected product(s) in the customer’s possession.
- The total volume (cases) of suspected product(s) sold at consumer level.
- Have the customer(s) cease all further distributing and use of the suspected product(s).
- Have the customer gather together and isolate all suspected product(s) within their store(s) and tag it, “Hold – Do Not Use”.
- Work out the necessary arrangements with the customer to return the suspected product(s) to or dispose of it in an appropriate manner. Once the decision is made to dispose of the suspected product(s), Dole Berry Company must send a representative from their company to verify the appropriate disposal of the product. Photographic evidence thereof, or photos and landfill receipts provided by the customer shall provide evidence and verify the appropriate disposal of the suspected product(s).

4. Provides the information gathered under items 2 and 3 to the Recall Coordinator as it is retrieved.

5. Recall effectiveness check may be carried out by telephone calls, facsimile transmissions, or personal visits as often as is necessary to accomplish their intended purpose. The objective of the follow-up is to verify that all the consignees are taking the appropriate actions and that all, or as much as is humanly possible, of the suspected product(s) has been accounted for.

PRODUCT CODE NUMBER

REQUIREMENTS

1. Good Manufacturing Practices require the meaningful coding of products sold or otherwise distributed from a manufacturing, processing, packing, or re-packing activity.

2. The code number is utilized to facilitate positive lot identification and the isolation of specific food lots that may have become contaminated or otherwise unfit for their intended use.

3. Records should be maintained for a period of time beyond the expected shelf life of the product, but need not be retained for longer than two years.

CODE NUMBER

1. The product code contains 4 important pieces of information:
   - The Lot # of Product
   - Packinghouse
   - Distribution Center
   - The Year Packed
• The Grower ID Number
• The Day of Week Packed

**PLACEMENT**

1. Every box of product will be identified with the appropriate code number. It will be legible and easily discernable.
2. The code number will be entered on all appropriate quality control records, production reports, and shipping forms, so that the product can be traced at a later date if necessary.

**RECALL CLASSIFICATIONS**

**CLASS I RECALL**

An emergency situation in which there is a reasonable probability that the use of, or exposure to, a volatile product will cause serious adverse health consequences or death. Pathogenic organisms such as *Clostridium botulinum* and *Listeria monocytogenes* in the product would be given this classification. Abiotic materials such as leachable lead at 400 parts per billion in the product would also be given this classification. Other pathogenic organisms may also be considered in this classification depending upon the specific situation, amount of product distributed, extent of product consumed, age and health of the individuals exposed, etc.

**CLASS II RECALL**

A priority situation is the use of, or exposure to, a volatile product may cause temporary or medically reversible adverse health consequences. Or when the probability of serious adverse health consequences is remote. For example, pathogenic organisms exclusive of *Clostridium botulinum* and *Listeria monocytogenes* in the product. Other pathogenic organisms, such as *Salmonella*, *Shigella*, *Staphylococcus aureus*, or indicator organisms such as E. Coli in the product are candidates for this classification. Again, depending on the specific situation, amount of product distributed, extent of product consumed, age and health of the individuals exposed, other pathogenic organisms may also be considered in this classification. Abiotic materials such as leachable lead in this product at 10 parts per billion would be considered in this classification.

**CLASS III RECALL**

A situation in which the use of, or exposure to a violative product is not likely to cause adverse health consequences, for example, adulterated or misbranded products that do not involve a health hazard. Identification of a container as having 14 ounces of a product when in reality it contains only 10 ounces of...
product would fall into this category.

AN UNCLASSIFIED OR VOLUNTARY WITHDRAWAL

Any Unclassified and Voluntary situation of product withdrawal in which no violations are involved, or are of such a minor nature, will not place them under FDA guidelines. Examples may include product quality, packaging, etc.

Real situation interpretation of the Recall Classifications is not always simple or straightforward. The Food and Drug Administration should be contacted when any doubt exists as to the classification of a specific situation.

DEPTH OF RECALL

1. The depth of recall is situation specific. There are many variables to consider, but generally it depends on the degree of the hazard and the extent of the product distribution. Research of this subject suggest the following guidelines:
   - Class I Recall shall be made to the consumer or user level (if possible), including any intermediate wholesale or retail level.
   - Class II Recall shall be made to the retail level, including any intermediate wholesale level.
   - Class III Recalls shall be made to the wholesale level.

2. It becomes clear that the success of a product recall may also hinge upon the ability of distributors, wholesalers and retailers to initiate a sub product recall. It behooves Dole Berry Company to audit its own ability, as well as the ability of the other entities in the product chain, to perform this task satisfactorily.

RECALL STATUS REPORTS

1. The information received from the Recall Effectiveness Checks should be reported periodically to the President and other appropriate entities and individuals involved in the recall effort, so that its progress may be assessed.

2. The frequency of such reports will be determined by the relative urgency of the recall and the entities involved in the recall effort.

3. Unless otherwise specified or inappropriate in a given recall case, the status report should contain the following information:
   - Number of consignees notified of the recall, and the date and method of notification.
   - Number of consignees responding to the recall communication and the quantity of the product(s) on
hand at the time it was received.

- Number of consignees who did not respond (the identity of the unresponsive consignees may be requested by the FDA).
- Number of product(s) returned or disposed of by each consignees contacted and the quantity of products accounted for.
- Number and results of effectiveness checks that were made.
- Estimated time frames for completion of the recall.

REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/12/2006</td>
<td>A</td>
<td>Initial Release</td>
<td>Keith Mixon</td>
</tr>
<tr>
<td>01/21/2010</td>
<td>B</td>
<td>General update</td>
<td>Keith Mixon</td>
</tr>
<tr>
<td>03/15/2011</td>
<td>C</td>
<td>Updated recall process to include contacting G.G. CB and the</td>
<td>John Duval</td>
</tr>
<tr>
<td></td>
<td></td>
<td>grower</td>
<td></td>
</tr>
<tr>
<td>05/18/2012</td>
<td>D</td>
<td>Change Food Safety Coordinator to Tom Mack and have the</td>
<td>Tom Mack</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Food Safety Coordinator responsible for confirming recall</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>class with FDA.</td>
<td></td>
</tr>
<tr>
<td>04/15/2014</td>
<td>E</td>
<td>Change Recall Coordinator from Amy Tadlock to Patricia</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contreras. All references of SunnyRidge Farm, Inc. changed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>to Dole Berry Company</td>
<td></td>
</tr>
</tbody>
</table>
QM 1.10 Subcontractors
QM 1.10 Subcontractor Procedure

1.0 Scope:

1.1 This procedure outlines the method for ensuring that any services subcontracted to third parties are carried out in accordance with Global G.A.P. Standards

2.0 Responsibility:

2.1 Internal Inspector, internal auditor, Food Safety Associates, Food Safety Manager

3.0 Approval Authority:

3.1 Internal Inspector, Food Safety Manager

4.0 Definitions:

4.1 GG – Global G.A.P.

5.0 Procedure:

5.1 All subcontracted third party service providers (Labor, custom applicators, auditors, etc.) shall be evaluated against the GG standard by the internal Inspector.

5.2 All subcontractors will be subjected to the same requirements for non-compliance and corrective actions as if they were a member of the Option 2 group.

5.3 Records will be maintain of inspections and corrective actions performed by the subcontractor.

5.4 Any non-compliant subcontractor who receives a suspension or cancellation will not be allowed to continue to supply services to the group.

Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
</tbody>
</table>

© 2014 Dole Berry Company Version F
QM 1.11 Registration of Additional Producers
QM 1.11 Registration Procedure of Additional Producers

1.0 Scope:

1.1 This procedure outlines the method for registering new producers or PMU’s to the CB.

2.0 Responsibility:

2.1 Internal Inspector

3.0 Approval Authority:

3.1 Internal Inspector, Food Safety Manager

4.0 Definitions:

4.1 GG – Global G.A.P.

4.2 PMU - Production Management Unit

4.3 CB - Certification Body

5.0 Procedure:

5.1 Once a new producer identified the Internal inspector will inspect the operation to determine if it is eligible to join the group.

5.2 Once a new producer is accepted into the group and agreements signed the CB will be notified in writing by the Internal Inspector.

5.3 When a producer leaves a group and separation in writing has been or notification from Upper Management has obtained, the CB will be notified in writing by the Internal Inspector.

Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>12/28/2011</td>
<td>B</td>
<td>Added requirement that producer must be inspected prior to joining the group.</td>
<td>John Duval</td>
</tr>
</tbody>
</table>
QM MB 3.1 Traceability and Segregation
QM MB 3.1 Traceability and Segregation

1.0 Scope:

1.1 This procedure outlines the methodology for segregating and tracing Global GAP certified produce.

2.0 Responsibility:

2.1 SunnyRidge/ Dole Warehouse Supervisor

3.0 Approval Authority:

3.1 Food Safety Manager, Director of Operations

4.0 Definitions:

4.1 QMS – Quality Management System
4.2 GGN – Global G.A.P. Number
4.3 PMU – Production Management Unit
4.4 IT – Information Technology department

5.0 Procedure:

5.1 All produce bulk or packed received by SunnyRidge/Dole will be tracked using unique lot codes for that producer, in Mainframe.

5.2 All domestic produce received from Florida, Georgia and North Carolina growers is GlobalGAP certified under Option 2. Packed product will be identified as GlobalGAP Certified with a GGN on the pallet tag. Pallets of Domestic product will not be co-mingled with Mexican product of the same commodity.

5.3 All produce received from Mexico will be stored on pallets that only contains Mexican product. Mexican product will not be stored on the same pallet as domestic product.

5.4 Mexico pallets will be stored in a designated are of the warehouse that is not co-mingled with domestic product of the same commodity.

5.5 Mainframe will print GlobalGAP certified or GGN on all sales transactions for customers. These documents include sales invoices and Bills of Lading (BOL).

5.6 Pallet tags will include the GGN for domestic product.

5.7 A list of customers which require GG certified produce will be kept and made available to shipping personnel. This list will be provided to the Food Safety and Operations Teams by the Sales Team.

5.8 Shipping personnel will only load GG certified produce for delivery to those customers which require it.

5.9 The shipping manager will be responsible for checking that shipment is correct and only GG certified
products are shipped to customers that require GG certified products.

5.10 Electronic records of all sales and shipments will be maintained for a minimum of 1 year.

6.0 Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Description of Revision</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/28/2011</td>
<td>A</td>
<td>Initial Release</td>
<td>John Duval</td>
</tr>
<tr>
<td>06/12/2012</td>
<td>B</td>
<td>Include specific procedure for separating Mexican and domestic product</td>
<td>Tom Mack</td>
</tr>
<tr>
<td>02/14/2012</td>
<td>C</td>
<td>Changed Famous to Mainframe</td>
<td>Tom Mack</td>
</tr>
</tbody>
</table>