



**PRIMUS**  
WAFER PAPER

# SUPPLIER INFORMATION 2024

This document will provide you with answers to all the general questions which you need to ask when carrying out a supplier assessment.

Shaping tomorrow,  
**today**



## General information on Primus

The purpose of this document is to provide our customers with information regarding the quality and food safety system used by Primus Wafer Paper BV (hereafter to be called “Primus”). Any enquiries received by Primus from customers are answered solely using this document which enables us to manage the information that is sent to customers.

Customers who have received any information from us will be registered and as soon as any changes which affect the quality system are implemented, these customers will be informed by our quality department.

### 1. General information

<b>NAME:</b>	<b>PRIMUS WAFER PAPER</b>
Address:	Ambacht 8 1511 JZ Oostzaan The Netherlands
Telephone number:	00 3175-616 40 61
E-mail address:	<a href="mailto:info@primuswaferpaper.com">info@primuswaferpaper.com</a>
Website:	<a href="http://www.primuswaferpaper.com">www.primuswaferpaper.com</a>
Total number of employees	65
Total number of QA personnel	2
Public liability insurance coverage of €2,500,000 per incident	

## 2. Contact persons

### SALES & EMERGENCIES

Name:	Mr. W.W. Smits
Telephone:	+31 75 616 40 61
Mobile	+31 6 416 450 57
E-mail:	<a href="mailto:w.smits@primuswaferpaper.com">w.smits@primuswaferpaper.com</a>

### QUALITY DEPARTMENT

Name:	Mr. M. van Kerkwijk
Telephone:	+31 75 616 40 61
Mobile	+31 6 106 330 02
E-mail:	<a href="mailto:m.vankerkwijk@primuswaferpaper.com">m.vankerkwijk@primuswaferpaper.com</a>

## Quality system

The quality system of Primus has been certified in accordance with various international standards and is audited annually by Kiwa. Certificates are available on request.

CERTIFICATE	HELD SINCE
BRC A level	2006
Skal	2001
Kosher*	2002
* (KLBD - London Beth Din Kashrut Division)	
* Not all products are Kosher certified, refer product specification for more information.	

## Product information

On demand, Primus will provide you with its product specifications sheets. These contain the following information:

- name of product
- date of specification
- declaration of ingredients
- nutritive value (calculated)
- allergen information
- GMO information
- storage conditions
- shelf life
- packaging

Additional information related to product identity and specifications is available on request.

## Country of origin

The country of manufacturing for Primus wafer paper is The Netherlands. The main ingredients' (potato starch, water and vegetable oil) country of origin is referred to as The European Union. On demand more specific country of origin information for our non-standard ingredients like maltodextrine, flavours, colours and inks can be requested from us.

## Storage and shelf life

The maximum recommended storage time and storage conditions can be found in the product specification. The exact “Best Before” date of a product is specified on the outer box, the product or the packing slip. The coding system that is used is day-month-year. Primus operates the FIFO principle for outgoing goods and aims to ensure the longest possible shelf life from time of delivery.

In terms of the products it holds that these are best stored between 15°C and 20°C temperature.

## Declarations

### GMO declaration

All products supplied by Primus are made exclusively using raw materials which do not contain any genetically modified components. Products do not have to be labelled as laid down in (EC) regulation no. 1139/98 (the labelling of foodstuffs produced from genetically modified organisms), no. 1829/2003 (genetically modified food and feed) and no. 1830/2003 (the traceability and labelling of genetically modified organisms and the traceability of food and feed products produced using genetically modified organisms).

### Gluten-free declaration

All products supplied by Primus are made using raw materials which are originally gluten-free.

### Irradiation, ionisation and nano-materials

None of the products supplied by Primus are irradiated or ionised during production. No nanomaterials are used for the production of wafer paper.

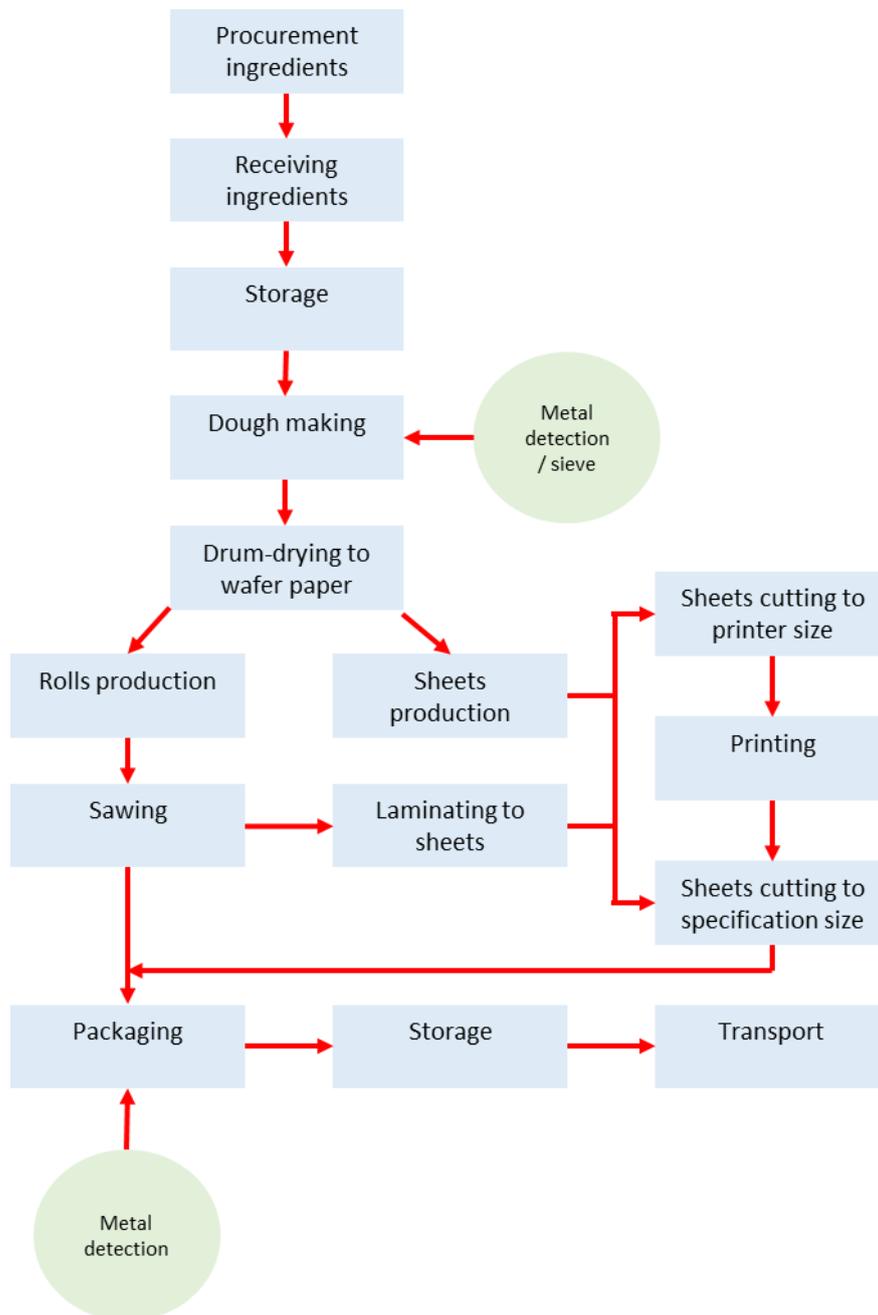
### Acrylamide

Acrylamide level is below indicated quantification level of 30 µg/kg.

## Process & Checks

At Primus, a number of checks are carried out on raw materials during the production process and on the finished product.

### Main process flow chart



### Checks on raw materials and packaging

Incoming raw materials are checked to make sure that they are in accordance with the agreed specification. Each consignment is checked in this regard. In addition, certificates of analysis relating to heavy metals, mycotoxins and pesticides are also received and checked by the Quality department.

### Supplier assessment

When taking on a new supplier, that supplier will be screened and assessed by means of an enquiry or an audit. All the terms and conditions of supply imposed by Primus must be met prior to the supplier being permitted to supply.

Suppliers of raw materials, packaging, external transportation and other services which form part of the quality management process within the chain are assessed at least once a year. In particular, this involves examining the extent to which those suppliers are able to supply products and services in accordance with the requirements stipulated by Primus. All raw material specifications and packaging specifications are in place and have been approved.

Suppliers declare that the raw materials that we purchase from them are in compliance with applicable legislation on heavy metals, mycotoxins and pesticides and provide proof of this by carrying out an analysis.

All the suppliers of primary packaging have provided us with a declaration stating that packaging that comes into direct contact with the product complies with Regulation (EC) 10/2011. All our suppliers have a quality system or are certified. We assess all our suppliers.

### Quality control

Quality checks are carried out by our own Quality department and personnel. All checks are documented and recorded. Records are kept for 5 years. Critical control points (CCPs) are verified and recorded by the person responsible for doing this. There are set intervals for carrying out these activities which are verified annually in order to determine whether or not those intervals are satisfactory. Equipment has been calibrated by the suppliers who provided the machinery.

## Traceability and recalls

Each product has a unique number and “Best Before” date. That information is specified on the outer box. The number is a unique serial number but the digits have no specific meaning. If an order relates to multiple products, then multiple PO numbers will also be generated. That number can be used to trace products both in advance and retrospectively. The details recorded relating to incoming raw materials include the name of the supplier, the “Best Before” date and the batch number. As soon as the raw material is used, the batch number is recorded. That information and the production schedule ensure full traceability.

Primus has a recall procedure which is tested annually by carrying out a recall test. In the event of a recall, the recall team will be brought in and the suspect products will be traced.

## Complaints

Complaints are received and recorded by the Customer Service Department and handled by following the complaints procedure. The cause of the complaint will be found and the customer notified regarding the corrective measures taken. It may be necessary for preventive measures to be taken. Complaints are also discussed in the Management Team meeting of Primus. Every year, all the complaints received are included in the complaints statistics which are a set part of the annual verification process.

## Working hygienically

### Employees

We have house rules designed to protect our products and employees. It is not permitted for jewellery to be worn in the production department. Employees wear work clothing, safety shoes and a hair/beard net. The clothing is laundered by a launderette. Eating, drinking and smoking are not permitted in the Production department. Employees who have any kind of illness or open wounds are not allowed to carry out any work which could result in the products becoming contaminated. All our employees have been given training on working hygienically.

### Pest control

Primus has a pest control plan. The pest controller comes in at least 8 times a year. Employees are certified to carry out these activities. The pest control folder contains a floor plan showing the locations of bait points. At the end of each visit, the pest controller will complete an action report.

### Cleaning

Cleaning instructions are present and all cleaning activities must be marked on the control cards. Cleaning activities are checked during hygiene inspection rounds. Only professional cleaning products which are fit for purpose are used. Cleaning activities are checked on a weekly basis. In addition, photographs are taken periodically in order to verify that cleaning activities have been carried out.

### Foreign bodies

The products manufactured by Primus are checked on foreign bodies. The activities associated with this are covered in the HACCP system. Metal detection is carried out on a daily basis. Any metal present in the dough will be detected along with any metal in the product being packaged. The metal detector used during the preparation of dough is checked every batch while the metal detectors used in the Packing department are checked 5 times a day. The testing rods have the following dimensions:

Organic Rework:	1.6 mm (non-ferrous); 1.5 mm (ferrous); 2.0 mm (stainless steel)
Dough preparation:	1.5 mm (non-ferrous); 1.5 mm (ferrous); 2.0 mm (stainless steel)
Packing 1-5:	1.0-1.6 mm (non-ferrous); 0.9 - 1.5 mm (ferrous); 1.2 – 2.0 mm (stainless steel)
Industrial rolls:	1.6 mm (non-ferrous); 1.5 mm (ferrous); 2.0 mm (stainless steel)

Besides metal detection, the so-called dough is sieved (2,0mm). This method is used to remove any foreign bodies which may be present from the dough.

Besides metal detection, inspections are also carried out in order to identify the presence of any glass or hard plastic. These are carried out 12 times a year.

## Microbiological analysis

The products manufactured by Primus have a low Aw value (0.4) which means that wafer paper is a microbiologically stable product. Therefore no growth of micro-organisms is expected. Finished products are sent to Eurofins/KBBL once a year. Semi-finished products are checked twice a year. Eurofins/KBBL is ISO 17025 accredited. The following analyses are carried out in accordance with approved methods:

MICRO-ORGANISM	METHOD	STANDARD	
Aerobic bacteria count	ISO 4833	< 1000	cfu/g
Enterobacteriaceae	ISO 21528	< 100	cfu/g
Yeasts	ISO 7954	< 100	cfu/g
Moulds	ISO 7954	< 100	cfu/g
Listeria monocytogenes	ISO 11290	< 100	cfu/g
Staphylococcus aureus	ISO 6888	< 10000	cfu/g
Salmonella	ISO 6579	Absent in 25 g	
Bacillus cereus	ISO 7932	< 10000	cfu/g

The results can be requested at Primus. To control microbiological quality of the finished products also an environmental sampling plan is implemented. Bi-Weekly samples are analysed for Enterobacteriaceae , Salmonella and Listeria.

## Internal audits

Various internal audits are carried out during the year based on an annual plan. All relevant departments and documents are audited at least annually. Hygiene inspections are carried out every month, entailing particular attention being paid to the task of ensuring that the programme of basic conditions is being controlled properly.

Glass and hard plastic inspection rounds on high risk area's daily, medium risk area's monthly and low risk area's (outside production) quarterly.

## Training and education

Depending on the need for training but at least once a year, employees are trained in food safety management and given instruction on working in accordance with valid health and safety instructions. In the process, extra attention is paid to the management and control of CCPs. All new employees have completed food safety training before they start working.

## Transportation

The task of transporting our products is contracted out to third parties. Each transporter provides his services under the same conditions as laid down by BRC, is assessed on an annual basis and have signed a transport declaration.

## Maintenance of machinery

An internal technical department is responsible for the maintenance and condition of the machinery used. Preventive maintenance is carried out on the machinery based on an annual schedule. Strict instructions apply to work which is carried out during production or by external personnel for the purpose of guaranteeing the product in terms of food safety. Compliance and inspections are monitored by the head of the technical department. Only food grade lubricants are used to lubricate machines which come into direct contact with food products.

**DATE OF ISSUE**

Thursday 10-01-2024

**NAME**

Wouter Smits, Managing Director, Primus WaferPaper B.V.

**SIGNATURE:**

