Welcome Pack for

MNFG Members

SGS AUSTRALIA AFL

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1 Cover Letter

Dear Melbourne North Food Group Members,

Re: Welcome from the SGS AFL Team

We thank you for the opportunity to support your business and look forward to a long-term and mutually beneficial partnership.

SGS Agriculture, Food and Life (AFL) is deeply committed to becoming your trusted partner for Quality Assurance and Control, with a mission to provide much more than a "Results Only" service.

To make your transition to SGS a smooth one, we have compiled a Welcome Pack which includes:

- The contact details for the laboratories and key staff
- Sample pick-up and sample receipt details
- An overview of the laboratory and report deliverables
- How to provide feedback to the laboratory
- Additional services within the AFL group that can further support your business

We look forward to providing exceptional assurance and support from our extensive network of Quality and Technical experts. Should you require any additional information or clarification regarding our services, please do not hesitate to contact the undersigned.

Yours Sincerely,

Kieran Hopkins
Agriculture, Food and Life
Business Manager

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Email: Kieran.Hopkins@sgs.com

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Agriculture, Food and Life
Sales & Client Services Manager

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2 Key Contacts

Address:
10/585 Blackburn Road, Notting Hill, VIC 3168
T: +61 3 9574 3200

Business Manager	
Kieran Hopkins T: 04 3666 5903 E: Kieran.Hopkins@sgs.com	Kieran has over 8 years' experience in the food industry having operated Food and Pharmaceutical Laboratories in Australia, New Zealand, United Kingdom, and the Middle East. Kieran applies this experience to ensure that client value and innovation are the primary drivers for the basis of SGS solutions to our clients.
Client Services & Sales	
Melissa Payne National Client Service Manager T: 04 5989 0839 E: Melissa.Payne@sgs.com	Melissa has worked in the commercial laboratory industry for more than 13 years. During her career she has serviced across both the food and pharmaceutical industries in Australia and the greater Oceania region in a Client Services, Project, Logistics and Team Management capacity.

3 Sample Receipt

SGS AFL laboratories are available to receive samples on **Monday to Friday from 8.30am to 5.00pm**.

Should you require out of hours receipt (or on weekend or public holidays) please contact the Business Manager to arrange a suitable time.

4 Turnaround Times (TAT)

SGS AFL has developed bespoke Lean and World Class Manufacturing facilities to ensure lost processing time is minimised, thus resulting in very high levels of TAT compliance. We aim to process all samples for Microbiology and Allergens with no lost time due to administrative tasks or double handling of samples and/or paperwork. This goal allows us to match and, in many instances, reduce the TAT typically observed with other commercial laboratories.

Upon receipt of your sample into the laboratory, the sample is registered into our Laboratory Information Management System (LIMS) and a Sample Receipt Advice (SRA) is e-mailed to you. The SRA provides a description of your sample, the testing to be undertaken, the condition of the sample upon receipt and the due dates for results.

Should you require an urgent turnaround, please liaise with SGS' Business Manager to ensure the laboratory allocates the resources required to facilitate the request.

5 Inputs

5.1 Sample Submission Forms

A submission form for each delivery of samples to the laboratory is required to ensure the correct tests and sample descriptions are applied to your Certificate of Analysis. A selection of submission forms are available and include:

- Microbiology Sample Submission
- Allergen Sample Submission
- Shelf Life Sample Submission
- Chemistry Sample Submission
- PrimeSafe Licensee Sample Submission

Should these forms not meet your requirements, please contact SGS' Business Manager who will be happy to develop a tailored solution to suit your specific business needs.

6 Deliverables

The SGS LIMS provides electronic reporting of Sample Receipt Advices, Certificates of Analysis and Invoices as soon as each deliverable is available. The deliverables can be sent to as many business contacts as required and can be separated by department (Example: Invoices to Accounts Payable and Certificates to the Quality Department).

Certificates are electronically signed by authorised signatories and adhere to the reporting guidelines set forth in ISO 17025.

7 Client Feedback

SGS AFL is committed to providing our clients with unrivalled support and access to global technical experts. Our ethos is Making the Difference and we strive to ensure the best possible service every day. Your feedback is always welcome and very much encouraged to ensure we continue to meet the needs of your business in a changing and challenging environment.

Feedback can be provided directly by telephone or e-mail or online feedback form which is available via a link within SGS email signatures.

All feedback received is collated and reviewed each month, including record of any correction actions taken. At a minimum, such feedback and correction actions are discussed between the Business Manager, National Client Service Manager and your business to ensure effective measures are put in place.

8 Additional SGS Services for Clients

8.1 Online Webinars and White Papers

Rather than the membership/pay to view services offered by commercial laboratories in Australia, SGS provides free to view webinars and white papers related to many aspects of the food industry including:

- Certifications, Standards and Regulations
- Authenticity and Integrity
- Food Safety and Risk Management
- Digital Innovation

Webinars can be located **here**

White papers can be found **here**

8.2 Local Services - Australia

The SGS AFL Australian team offers diverse services across Inspection, Training, Audit and Certification, and are ideally positioned to support all aspects of your QA/QC programs at every phase and link across your supply chain.

In discussion with you, we would welcome the opportunity to explore how we may be able to offer MNFG Members, bundled and/or turnkey proposals across multiple SGS departments. Such packaged offerings will have the potential to offer savings through rebates, in addition to reduced administration through fewer service providers, and further lends itself to optimisation and efficiencies across services.

Potential additional services include:

- Label Review and Compliance
- Industry specific tailored solutions: New Product Development (NPD Complete) and High-Risk Area Food Management Planning
- Due-diligence and Mystery Shopping programs
- Accredited Certifications and Non-Accredited Audit
- Pre and Post Shipment Inspection
- Tailored Training Solutions – Food Specific and Professional Development programs

The standards offered by SGS Australia include but are not limited to:

• HACCP	• PrimeSafe	• ISO 9001
• BRC	• GAP / Global GAP	• GMP
• SQF	• Freshcare	• SMETA
• FSSC 22000	• HARPS	• Internal Audits

8.3 Global Reach & Services

Through SGS, MNFG Members will benefit from partnership with a global leader, longevity of required services, sound financial standing and resources to offer exceptional service and the comfort of long-term service continuity.
SGS is the world's leading inspection, verification, testing and certification company, with more than 94,000 employees, SGS operates a network of more than 2,600 offices and laboratories around the world.

SGS is recognised as the global benchmark for quality and integrity, providing specialised business solutions that improve safety, quality, productivity, reduce risk and ensure business continuity, whilst helping our customers navigate an increasingly regulated world.

Our core services can be divided into four categories:

- Inspection: our comprehensive range of world-leading inspection and verification services, such as checking the condition and weight of traded goods at shipment, help

you to control quantity and quality, and meet all relevant regulatory requirements across different regions and markets

- Testing: our global network of testing facilities, staffed by knowledgeable and experienced personnel, enable you to reduce risks, shorten time to market and test the quality, safety and performance of your products against relevant health, safety and regulatory standards
- Certification: we enable you to demonstrate that your products, processes, systems or services are compliant with either national or international standards and regulations or customer defined standards, through certification; and
- Verification: we ensure that products and services comply with global standards and local regulations. Combining global coverage with local knowledge, unrivalled experience and expertise in virtually every industry, SGS covers the entire supply chain from raw materials to final consumption.

As well as delivering services that promote sustainable development, our values also show a commitment to corporate sustainability. For us, sustainability is about managing a long-term profitable business while considering all the positive and negative environmental, social and economic effects we have on society.

8.4 Digital Innovation

Our leadership position is maintained by deep value and appreciation for continuous improvement and innovation. We invest significant resource in world-class cutting-edge innovations to support delivery of the best overall solutions to our clients. Several innovative offerings are outlined below:

8.4.1 Digicomply

SGS Digicomply is a powerful content management platform that combines AI technology with the expertise of our food compliance teams, to sort and classify large volumes of global compliance data into a single, coherent and reliable source that's specific to your needs.

SGS DigiComply content delivers:

Figure 1 - Benefits of SGS DigiComply

Additional information on SGS Digicomply is available here.

8.4.2 eVision

The ability to access information quickly and easily, in real-time, is essential for effective product management. SGS eVision lets you capture all the technical and legal information related to a product. This online tool allows you to access real time information in an intuitive, yet secure manner, so you can ensure that your products meet relevant industry regulations and your own quality standards.

Figure 2 - eVision

8.5 Technical Innovation

8.5.1 Next Generation Sequencing

NGS analysis is a new and fast solution to identify food fraud and verify authenticity, at the same time, improving traceability and food safety. Within just one day, NGS makes it possible to identify all the species contained in a food sample, against a database of 15,000 species (mammals, birds, seafood, fish, plants, microbes and allergenic species).

For further information, kindly refer to: White Paper: Understanding DNA based test methods

8.5.2 TECTA

TECTA™ is an automated microbiological platform that uses patented Polymer Partition technology to rapidly and reliably detect *E. coli*, Total Coliforms, Faecal Coliforms and *Enterococci* contamination. Available for testing 4 or 16 samples, this platform is simple, sensitive and flexible, allowing for testing of samples at any time of the day. TECTA™ will automatically transmit data allowing for immediate notification on electronic devices, such as mobile phones or laptops, as soon as a contamination event is detected.

SGS Australia's AFL Division has invested in this system to get results to the customer faster with positive E. coli detections in 4 – 18 hours versus conventional methods that take 24-72 hours. Units have been installed in both the Melbourne and Papua New Guinea Laboratories.

9 Terms and Conditions

The standard SGS trading Terms and Conditions can be found here.