



Dear Customer

**QUALITY CONTROL PROTOCOL**

We value your custom and wish to maintain and improve on our excellent business relationships.

To continue to improve our service, we have drawn up the attached protocol. The protocol is designed to assist both parties in providing comprehensive and useful Quality Reports. This report is a tool to ensure that growers are rewarded for delivering the expected Oceanlynx quality. Secondly, it is used to identify where and how problems have occurred, so that we can prevent a reoccurrence, thereby maintaining the Oceanlynx Quality Standard and customer confidence in our product.

These are several areas that make quality reports less than useful :

1. Random photographs with no identifying features (barcodes, box end labels, grower codes);
2. Feedback on rejected pallets does not provide a pallet ID.;
3. Actual waste/rejects is not quantified;
4. The methodology of the QC report is not fully explained (Le Score ratings and their meanings);
5. Prompt feedback on any of the above issues.

The timing of the Quality Report is extremely important. We must receive notification of any quality claim within 48 hours of arrival of the fruit at your depot. Oceanlynx cannot be responsible for quality problems not reported within this period

Oceanlynx hopes that in providing our customers with a comprehensive protocol we can increase consumer confidence and continue to improve our quality and service levels to all our customers, receivers and producers alike

Please sign the attached undertaking, demonstrating your acceptance of the protocol and return by email to [info@oceanlynxlimited.com](mailto:info@oceanlynxlimited.com) as soon as possible.

**Acceptance of Protocol**

**Company Name** .....

**Date**.....

**Signature**.....



## **Quality control Protocol**

The procedures described in this protocol deal with the following actions:

- (i) Procedures / Actions of the client on arrival of the produce;
- (ii) Information flow between Oceanlynx and client;
- (iii) Handling of Quality issues;
- (iv) Procedure in case of loss or damage - Attachment A;
- (v) Traceability Protocol - Attachment B.

### **Procedures/ Action on Arrival**

- 1 The Buyer shall in respect of all shipments of fresh produce furnish Oceanlynx with a preliminary report regarding the quality of the fruit within two normal working days (48 hours) upon the discharge of the fresh produce at its destination. The preliminary report shall contain the following:
  - 1.1 Voyage number & actual time of arrival;
  - 1.2 Vessel Name;
  - 1.3 Container Number;
  - 1.4 Template / Sensitech report;
  - 1.5 General impression of the produce;
  - 1.6 Pallet ID's of affected fruit and photographs thereof.
- 2 All correspondence regarding quality should be forwarded to the trader concerned as well as to the following e-mail address : [info@oceanlynx.com](mailto:info@oceanlynx.com) ; [johan@oceanlynx.com](mailto:johan@oceanlynx.com)

### **Handling of Quality and insurance Issues**

- 3 Where there is any damage, latent quality or temperature problem with the fresh produce detected upon discharge of the fresh produce, which materially affects the market value of the produce, the Buyer has to notify the relevant surveying company nominated on the insurance certificate. The survey is to be conducted within 48 hours upon discharge of the goods and must be within the regulations of Oceanlynx insurance brokers.
- 4 Oceanlynx insists on **proper quantification of defects and monetary value in order to substantiate the magnitude of the problem/defects**. This will allow Oceanlynx to determine if a physical visit by Oceanlynx./grower is justified. Oceanlynx shall, at its own costs, be entitled to inspect the fresh produce, which is alleged, to be damaged or defective.



- 5 Final quality report must contain the following:
- (i) Voyage number & actual time of arrival;
  - (ii) Vessel Name;
  - (iii) Container Number;
  - (iv) Template / Sensitech report;
  - (v) Number of Cartons inspected per pallet ID.;
  - (vi) Percentage affected fruit per carton / pallet ID.;
  - (vii) Pallet ID's of the affected fruit;
  - (viii) Photographs must display carton and pallet ID.;
  - (ix) For every PUC in the container a QC verification is required.
- 6 Should the Surveyor determine that the complaint is NOT VALID; the Buyer shall remain liable for the costs incurred in the appointment and report of the independent Surveyor. The parties hereby agree to be bound by the report of the Surveyor.
- 7 Should the Surveyor determine that the complaint is VALID; the Buyer's account shall be credited accordingly.
- 8 Should the Buyer fail to follow the above procedure set in points 1 to 7, the Buyer shall be liable to pay Oceanlynx the full purchase price.
- 9 If the quality problems are related to shipments protocol not being adhered to. the surveyor will notify in writing the insurance company as per Attachment A.
- 10 For explanation of Oceanlynx Protocol with regards to Traceability see Attachment B. Attachment B, also, indicate how we want our clients to take quality claim photographs.

### **Insurance Procedure – Attachment A**

Surveyor Company Name:

### **ATTACHMENT A**

*Marine and Transport Insurance Brokers*

*The Assured Must:*

- 1 Take all reasonable care to ensure the safety of cargo and to avert or minimize loss or damage to it.
- 2 Apply immediately for survey to the surveyor named on the certificate within 48 hours of unloading from the ocean vessel.
- 3 Take all measures to preserve the possibility of recovery and other rights against carriers and any other parties who may be liable and take any necessary action to obtain an extension of the time limit
- 4 Send claim for indemnity to the insurer as soon as possible.



### **Preservation Of Rights Of Recovery**

The assured must comply with International Conventions, laws and local usages. In any case, the following requirements shall be met with:

1 **APPARENT DAMAGE**

- a) When goods are delivered, note exceptions on the delivery order including marks, numbers, quantities and weights of damaged packages;
- b) Send a registered notice of exception to the carrier at the time taking delivery.

2 **DAMAGE NOT APPARENT AT THE TIME OF TAKING DELIVERY**

Send a registered notice of exception to the carrier within 2 days of delivery.

3 **IN ALL CASES**

- a) Apply immediately for survey;
- b) Jointly with the surveyor named on this certificate, invite the carrier and/or any other liable party, by registered letter if necessary, to attend survey. Should they refuse to be present or to send representatives, a surveyor could be, if the damage is extensive, appointed by the Court.
- c)

### **DOCUMENTS TO BE SUPPLIED IN SUPPORT OF CLAIMS**

#### **FOR ALL CLAIMS**

- **Original** certificate of insurance.
- **Original** invoice or sales account.
- Invoice of the various expenses incurred.
- **Original** bill of lading, waybill, etc.
- Temperature Recordings (Marathons, Ryans, etc.)
- **Original** survey report.
- Invoice of the surveyor fees and expenses.
- If possible, certified report of the carrier, weight note, etc.
- Notice of exception and relevant correspondence sent to liable parties.

#### **FOR NON-DELIVERY**

- Certificate or any other documentary evidence showing non-delivery are to be added.

It is common practice that the claimant pays the fees and expenses of the surveyor on presentation of the survey report. The claimant can recover these charges from the insurer only if the damage concerned is covered under this policy.



## **Traceability – Protocol – Attachment B**

As you are aware the traceability of fruit is an important issue for all.

Each and every Oceanlynx carton shows a date code and a grower (or PUC standing for Production Unit Code) code on the business panel end.

The date code is made up of either 4-6 numbers and the grower code always starts with a letter (A-Z).

Using these codes we are able to trace fruit back to the producer concerned. Every Oceanlynx pallet is bar coded and from this barcode we are able to identify all the producers on that pallet and the date of packing.

ALL Oceanlynx producers are Eurep(Global)gap accredited and many pack houses are BRC or HACCP accredited whilst all follow basic HACCP principles.

TO ACHIEVE AND MAINTAIN ACCREDITATION IN ALL THESE CASES IT IS ESSENTIAL THAT FOR ALL QUALITY CONTROL ISSUES THE BARCODE FOR THE PALLET IS GIVEN.

**IN ORDER TO PREVENT CONTRAVENTION OF THE RULES AND REGULATIONS SURROUNDING SUCH ACCREDITATION, OCEANLYNX WILL NOT ACCEPT ANY QC REPORT OR CLAIM THAT DOES NOT CONTAIN A BARCODE REFERENCE.**

WHEN SENDING A PICTURE OF AFFECTED FRUIT PLEASE ENSURE THAT THERE IS AT LEAST A PHOTO AS FOLLOWS:

- **SHOWING CLEARLY THE BRAND OF THE CARTON**
- **SHOWING CLEARLY THE AFFECTED FRUIT IN THE CARTON**
- **SHOWING CLEARLY ALL AND ANY IDENTIFYING MARKS ON THE CARTON**
- **SHOWING CLEARLY SAMPLES OF AFFECTED FRUIT OUTSIDE THE CARTON AGAINST A SUITABLE BACKGROUND**
- **GIVING A INDICATION OF THE EXTENT OF THE DAMAGE**