Jungbunzlauer

# Information Package for Food Customers
## Production Site Pernhofen

The following Jungbunzlauer products

- **Citric Acid Anhydrous**
- **Citric Acid Monohydrate**
- **LIQUINAT® (citric acid solution)**
- **Magnesium Lactate**
- **Trisodium Citrate Anhydrous**
- **Trisodium Citrate Dihydrate**
- **TayaGel® (gellan gum)**
- **Xanthan Gum**
- **Zinc Lactate**

are manufactured by

- **Jungbunzlauer Austria AG**
  **Factory Pernhofen**
  **2064 Wulzeshofen**
  **AUSTRIA**

Jungbunzlauer Austria AG has set up quality management systems to ensure that our products meet the requirements of our customers and of all essential international food and other relevant regulations. Fulfilment of the requirements of the ISO 9001 quality management system standards is the logical result of Jungbunzlauer's comprehensive quality commitment. Jungbunzlauer Austria AG is certified according to ISO 9001 criteria.

Furthermore, Jungbunzlauer acknowledges its responsibilities for the safety and the health of its products. All operations must be in accordance with relevant national and international laws and regulations with regard to health and safety.

We have established a Hazard Analysis Critical Control Point (HACCP) program for all lines used for the manufacturing of food grade additives or ingredients. The HACCP program meets the requirements of the 7 Codex principles (Codex Alimentarius 1997).

To prove the efficiency of our food safety systems we have certified our production plant according to the requirements and guidelines of FSSC 22000.

FSSC 22000 is a complete certification scheme for food safety management systems which is a recognized standard of GFSI (Global Food Safety Initiative).

Our ISO 9001 registered quality management system and FSSC 22000 food safety management system are subject to regular auditing and review.

To assist our customers in their assessment of our manufacturing site, we would like to provide the following questionnaire that indicates the most important details about our quality and food safety system, facilities, processes, cleaning and hygiene practices, documentation, raw material and finished product control etc.

**Contents**



*Annex is attached as PDF file and can be found via the paper clip symbol of Adobe Reader.*

| 0 General Information | Yes | No | N/A |
|---|---|---|---|
| 0.1 Do you have a parent company?<br>If so, please give details<br>**Jungbunzlauer Austria AG is subsidiary of Jungbunzlauer Group.** | **X** | | |
| 0.2 Do you have a product liability insurance?<br>If so, please give details<br>**We herewith confirm that Jungbunzlauer has an adequate general and product liability insurance with a limit of EUR 50,000.000,- for bodily injury and property damage (aggregate limit EUR 150,000.000,-).** | **X** | | |
| 0.3 Please state the total number of employees?<br>**approx. 470 (total Pernhofen)**<br>**approx. 240 (production department Pernhofen)**<br>**approx. 30 (quality control department Pernhofen)**<br>**approx. 1300 (Jungbunzlauer Group)** | | | |
| 0.4 Please state the turnover of the company?<br>**>1000 mEUR turnover (Jungbunzlauer Group)**<br>**We are a privately owned company.**<br>**Therefore, we do not disclose further figures.** | | | |
| 0.5 For how long are you in business?<br>**The company was founded in Jung Bunzlau in 1867**<br>**Start of citric acid production in 1962**<br>**Start of xanthan gum production in 1986**<br>**Start of gellan gum production in 2021** | | | |
| 0.6 Could you please give contact details of the Plant Manager, Quality Manager, Production Manager etc.?<br>**Your first point of contact concerning inquiries, complaints etc. is always your familiar Sales Manager at Jungbunzlauer.**<br>**In case of emergency, please dial the main phone number of our production site (+43 2527 200 0) that is operated 24 hours a day.** | | | |
| 0.7 What are the customer service objectives?<br>**Customer focus is built around quality, reliability and service which are in the centre of all we do. Our goal is to offer top-class service to secure sustained customer satisfaction and product reliability.** | | | |

| 1 Quality System | Yes | No | N/A |
|---|---|---|---|
| 1.1 Is the production site ISO 9000 certified?<br>**ISO 9001 audits are regularly performed by Lloyd's RQA.** | **X** | | |
| 1.2 Is the production site ISO 22000 certified?<br>**FSSC 22000 audits are regularly performed by Lloyd's RQA.** | **X** | | |
| 1.3 Is the production site AIB certified? | | **X** | |
| 1.4 Is the production site IFS certified? | | **X** | |
| 1.5 Is the production site BRC certified? | | **X** | |
| 1.6 Does the production site have other certifications?<br>**Kosher, Halal** | **X** | | |
| 1.7 Do you perform internal Audits for all operations?<br>If so, indicate the frequency<br>**Minimum once a year for each department** | **X** | | |
| 1.8 Do you have a Quality Assurance Manual? | **X** | | |
| 1.9 Do you have a Quality Policy? | **X** | | |
| 1.10 Is there a written document defining responsibility for quality?<br>If so, indicate the responsibility of your quality organisation<br>**The Quality Assurance Manager is responsible for the quality system and has to report to the plant management.** | **X** | | |
| 1.11 Is your Quality Department independent of production? | **X** | | |
| 1.12 Does the organization have a withdrawal and recall procedure? | **X** | | |
| 1.13 Do you perform mock withdrawal/recall exercise on a regular basis? | **X** | | |
| 1.14 Does the organization have a crisis management procedure? | **X** | | |

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|---|---|---|---|---|
| 1.15 | Does the organization have a customer complaint management system leading to a systematic response and a documented action plan? | X | | |
| 1.16 | Does the organization have a system to select and monitor its suppliers? | X | | |
| 1.17 | In this respect, do you have a list of approved suppliers? | X | | |
| 1.18 | Do you audit your suppliers?<br>**We perform audits on suppliers where deemed to be applicable.**<br>If so, state how often<br>**Frequency of audits depends on performance of supplier's service and quality.** | X | | |
| 1.19 | Do you have specifications/terms of reference for all of your raw materials and packaging? | X | | |
| **2** | **Health, Safety and Environment (HSE)** | **Yes** | **No** | **N/A** |
| 2.1 | Does the company have a policy on HSE? | X | | |
| 2.2 | Is there a management system for Occupational Health? | X | | |
| 2.3 | Are all employees trained in health and safety and is this training recorded? | X | | |
| 2.4 | Is there a procedure in place for investigation of accidents? | X | | |
| 2.5 | Are the manufacturing work areas safe? | X | | |
| 2.6 | Are there eye wash stations and safety showers (where applicable)? | X | | |
| 2.7 | Has been written up and communicated an Action Plan for Emergencies according to the risks identified? | X | | |
| 2.8 | Are there procedures in place for identification, handling, storage and inventory of hazardous materials? | X | | |

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|---|---|---|---|---|
| 2.9 | Is the production site ISO 14000 certified?<br>**The site is affiliated to a Responsible Care program instead.** | | **X** | |
| 2.10 | Is the production site ISO 50001 certified? | **X** | | |
| 2.11 | Are your activities in accordance with the present environmental laws? | **X** | | |
| 2.12 | Is there any documented environmental objectives/results achieved? | **X** | | |
| 2.13 | Do you assess product safety and its effect on environment? | **X** | | |
| 2.14 | Does plant have a waste water treatment system? | **X** | | |
| **3** | **Regulatory** | **Yes** | **No** | **N/A** |
| 3.1 | Does the company have a system that allows it to keep up to date with current legislation, food safety issues, scientific or technical progress and professional best practices guides? | **X** | | |
| 3.2 | Is the firm in compliance with relevant international guidelines and industry standards? | **X** | | |
| **4** | **Hygiene** | **Yes** | **No** | **N/A** |
| 4.1 | Do you have a formalized staff hygiene policy? | **X** | | |
| 4.2 | Does the staff receive an annual hygiene training? | **X** | | |
| 4.3 | Are there records of this training? | **X** | | |
| 4.4 | Does the factory use a reference document for hygiene, manufacturing and monitoring best practices? | **X** | | |
| 4.5 | Is personnel health routinely checked?<br>**Only a stool examination is performed for staff in critical areas.** | | **X** | |
| 4.6 | In case of an illness, are there specific guidelines which have to be followed? | **X** | | |

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|---|---|---|---|---|
| 4.7 | Are open wounds (cuts, sores, infected wounds) properly covered and protected with specially contrasting coloured coverings? | X | | |
| 4.8 | Do people in production areas use clean working clothes? | X | | |
| 4.9 | Are work clothing and safety shoes not worn outside the production plant? | X | | |
| 4.10 | Is the hair properly covered with nets or special hats?<br>**In critical areas** | X | | |
| 4.11 | Is the use of watches or jewellery forbidden?<br>**In critical areas** | X | | |
| 4.12 | Is eating, drinking, chewing gum or smoking forbidden in manufacturing areas? | X | | |
| 4.13 | Are there adequate facilities for frequent hand washing? | X | | |
| 4.14 | Has the organization set up appropriate and suitable segregation of operations? | X | | |
| **5** | **Cleaning** | **Yes** | **No** | **N/A** |
| 5.1 | Do you have documented Cleaning and Sanitation procedures?<br>If so, indicate the effectiveness procedure<br>**There is a cleaning program for all production equipment, production areas and storage rooms, but there is no effectiveness monitoring. Furthermore, there is a standardized cleaning procedure (water and steam) for the fermentation process, documented and monitored. As the downstream process is closed and continuous, cleaning operations are included in the production process itself.** | X | | |
| 5.2 | Are the installations equipped with CIP (cleaning in place) systems?<br>**where necessary** | X | | |
| 5.3 | Are all cleaning chemicals stored in separated areas away from production lines and/ or product?<br>**Equipment with direct contact is cleaned with water and steam only.** | | | X |

| 6 Pest Control Management | Yes | No | N/A |
|---|---|---|---|
| 6.1 Is there a preventive program to combat pest activity? | X | | |
| 6.2 Does this program include the management of: | | | |
| Rodents<br>If so, give the resources implemented.<br>**Traps, rodenticide paste bait (outside), poison-free traps (inside)** | X | | |
| Insects<br>If so, give the resources implemented.<br>**Insect UV-electronics, fly screens, cockroach traps** | X | | |
| Birds<br>If so, give the resources implemented.<br>**Bird screens, fly screens** | X | | |
| 6.3 What is the verification frequency for rodent and insect traps?<br>**Interior traps: once a week / Exterior bait stations: every month** | | | |

| 7 HACCP | Yes | No | N/A |
|---|---|---|---|
| 7.1 Are all raw materials, processes and products covered by a full HACCP analysis? | X | | |
| 7.2 Is the HACCP system certified? | X | | |
| If so, by what organization?<br>**The site is FSSC 22000 certified by Lloyd's RQA.** | | | |
| 7.3 Are the risks below analyzed in the HACCP plan: | | | |
| ¤ Allergens (including cross-contamination) | X | | |
| ¤ Physical contaminants (foreign bodies, etc.) | X | | |
| ¤ Chemical contaminants (pesticide residues, heavy metals, mycotoxins, etc.) | X | | |
| ¤ Microbiological contaminants | X | | |
| 7.4 Do you carry out staff training for HACCP? | X | | |
| 7.5 Are all changes (equipment, recipe, raw materials, etc.) subject to a systematic HACCP assessment? | X | | |
| 7.6 Are all CCPs regularly monitored according to the control plan? | X | | |

| 8 **Foreign Bodies** | Yes | No | N/A |
|---|---|---|---|
| 8.1 Do you have a Metal Policy on the production site? | X | | |
| 8.2 Does this metal policy include a procedure in the case of detecting metal in finished products? | X | | |
| 8.3 Do you have a procedure in the case of malfunctioning of a metal detector? | X | | |
| 8.4 Is there a Glass Policy on the production site? | X | | |
| Does this policy include: | | | |
| ¤ Prohibiting or gradual removing of glass from the production zone (sensors, watches, clocks, coffee machines, glass, bottles, etc.)? | X | | |
| ¤ Protection of lamps and glazed materials (reinforced glass, plexiglas, protective film, etc.)? | X | | |
| ¤ Regular audit of all glass components present on the site and included on a glass list? | X | | |
| ¤ A glass breakage procedure? | X | | |
| 8.5 Are sieves and filters used in the production process? | X | | |
| 8.6 Do you guarantee the absence of wood in the production area (pallets, beams, floor, staircase, furniture, doors, small equipment)? **Except of wooden pallets in the filling area** | X | | |
| 8.7 List all preventive measures against foreign bodies: **Metal detector, magnets, security sieve, sieve analysis, filter test, chemical analysis, closed system, glass policy, stainless steel equipment, protective clothing, training of employees** | | | |

| 9 **Production** | Yes | No | N/A |
|---|---|---|---|
| 9.1 Which processing technologies are used on site? **Fermentation (purification), neutralisation** | | | |
| 9.2 Do you have written processing procedures and operator instructions in place for the materials manufactured? | X | | |
| 9.3 Do you have dedicated production lines? | X | | |

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| 9.4 | Are reworks performed?<br>**Finished product is not reworked as such. Non-conforming product (e.g. out of particle size, wrong packaging etc.) can be dissolved and reintroduced into the process.** | | | |
| 9.5 | Is the yield (product loss) calculated and documented? | **X** | | |
| **10** | **<u>Process Control</u>** | **Yes** | **No** | **N/A** |
| 10.1 | Are critical parameters recorded? | **X** | | |
| 10.2 | Is there a documented protocol for approving and communicating process or execution changes to all operators? | **X** | | |
| 10.3 | Have time limitations on the holding of processing and in-process items been established? | **X** | | |
| 10.4 | Is there a procedure for handling manufacturing deviations? | **X** | | |
| 10.5 | Is the production of each batch or lot, concerning the processing in each step and run documented in a batch manufacturing record?<br>**We do not have a batch manufacturing record as such since the downstream part of our process is continuous. However, we have manufacturing records (fermentation, purification, filling reports etc.) that cover information like quantities, production parameters, deviations etc.** | | | |
| **11** | **<u>Raw Material Control</u>** | **Yes** | **No** | **N/A** |
| 11.1 | Is there a sampling plan for starting materials? | **X** | | |
| 11.2 | Are there written specifications for raw material and packaging? | **X** | | |
| 11.3 | Does inspection start with a visual examination of each shipping container for appropriate labelling, signs of damage or contamination? | **X** | | |
| 11.4 | Please explain your inwards goods procedure and any checks you conduct:<br>**Generally, incoming materials are checked on certificate of analysis and identification (delivery note). Analytical tests are performed on a random basis. Corn used in manufacturing of glucose syrup (main fermentation raw material) is regularly tested for relevant parameters.** | | | |

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| 11.5 | Please explain how the status of raw materials is indicated:<br>**In general, approved incoming materials are directly transferred in storage. In case of defects, they are clearly labelled as non-approved and will be returned to the supplier. The status of glucose syrup resp. corn is indicated in our ERP-System.** | | | |
| **12** | **Finished Product Control** | **Yes** | **No** | **N/A** |
| 12.1 | Do you have a control plan for finished products? | **X** | | |
| 12.2 | Is there a sampling plan for finished products? | **X** | | |
| 12.3 | Do you keep samples of finished products and if so for how long?<br>**Retained samples are kept for the shelf life of the product plus 1 year.** | **X** | | |
| 12.4 | Is the finished product subject to positive release, only by authorized people? | **X** | | |
| 12.5 | Do you have an OOS (out of specification) procedure? | **X** | | |
| 12.6 | Do you have documented corrective actions? | **X** | | |
| 12.7 | Is a rejected product blocked and isolated from stock? | **X** | | |
| **13** | **Laboratories** | **Yes** | **No** | **N/A** |
| 13.1 | Does Quality Control have its own separate laboratories? | **X** | | |
| 13.2 | Are any testing activities contracted to another laboratory outside the company?<br>If so, indicate details<br>**Parameters relevant for the release analytic are tested in-house. Some random tests (e.g. heavy metal and microbiological analysis) are performed by accredited and certified contract labs.** | **X** | | |
| 13.3 | Is the Lab installed in separate rooms without direct access to the production hall? | **X** | | |
| 13.4 | Are there written instructions for the laboratory equipment? | **X** | | |

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| 13.5 | Are all the critical equipment calibrated regularly? | X | | |
| 13.6 | Is there a control program for reagents? | X | | |
| 13.7 | Are the analytical test methods verified? | X | | |
| 13.8 | Are records of testing kept and if so for how long?<br>**Min. shelf life of the product plus 1 year** | X | | |
| **14** | **Manufacturing Facilities** | **Yes** | **No** | **N/A** |
| 14.1 | Are the plant's walls, floor and ceiling compatible with the manufacturing process type? | X | | |
| 14.2 | Is all production equipment qualified? | | X | |
| 14.3 | Is there adequate drainage within processing areas? | X | | |
| 14.4 | Is the light intensity sufficient? | X | | |
| 14.5 | Are all manufacturing vessels and ancillary equipment (pumps transfer lines etc.) manufactured from stainless steel?<br>**Where applicable** | X | | |
| 14.6 | Are the parts of the plant in use during the production process adequately labelled?<br>**Where applicable** | X | | |
| 14.7 | Maintenance of production and equipment facilities? | X | | |
| **15** | **Storage** | **Yes** | **No** | **N/A** |
| 15.1 | Are all stocks rotated on the first expired first out principle (FEFO)? | X | | |
| 15.2 | Do you have a specific storage area for the rejected products? | X | | |
| 15.3 | Do you have a specific storage area for the products waiting for check results/release decision?<br>**Status is indicated by our ERP-System.**<br>**Products are only available for loading after positive release by Quality Control via ERP-System.** | | X | |

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|---|---|---|---|
| 15.4 Indicate the recommended storage conditions of your finished products:<br>**The products should be stored in original packaging or tight containers in a cool and dry place.** | | | |
| **16 Allergens** | **Yes** | **No** | **N/A** |
| 16.1 Have you defined an allergen policy?<br>**Please find attached our statements on allergens (safety).** | | | |
| 16.2 Is the allergen cross contact risk of the delivered materials under control? | **X** | | |
| **17 GMO** | **Yes** | **No** | **N/A** |
| 17.1 Do your products contain or consist of genetically modified (GM) raw materials? | | **X** | |
| 17.2 Are your products produced from GM raw materials? | | **X** | |
| 17.3 Are your products produced by a fermentation process? | **X** | | |
| if so,<br>are the microorganisms, which are used for the fermentation, GM? | | **X** | |
| 17.4 Are your finished products GMO-DNA free? | **X** | | |
| 17.5 Is a labelling of your products required according to Regulations (EC) No 1829/2003 or 1830/2003? | | **X** | |
| 17.6 Can you guarantee IP (Identity Preserved) status? | **X** | | |
| **18 Microbiology** | **Yes** | **No** | **N/A** |
| 18.1 Is the product tested on microbiological parameters? | **X** | | |
| if so,<br>is microbiological testing part of the product release?<br>**Except for Xanthan Gum and TayaGel® (gellan gum)** | | **X** | |
| 18.2 Are your products a media for microbial growth? | | **X** | |
| 18.3 Is microbiological swabbing routinely carried out? | | **X** | |

| 19 | **Secondary Liquids** | Yes | No | N/A |
|---|---|---|---|---|
| 19.1 | Have you set up a documented program for the specific management of secondary liquids?<br>(lubricants, cleaning and disinfecting agents, printing ink, cooling and heating fluids, cleaning water, compressed air and all non-food products on the production site) | X | | |
| 19.2 | Do you know the exact composition of each of the secondary liquids suitable for food contact as well as their toxicological properties? | X | | |
| 19.3 | Are all oils and lubricants in potential contact with the product of food grade? | X | | |
| 19.4 | Is all of the water used in the process (processing or cleaning operations) potable?<br>+ Detail the origin (borehole, mains, etc.) and the purification process and its maintenance procedure.<br>**We use treated river water (filtered, demineralized), and condensate (demineralized, heated, filtered) for critical (final) processing steps.** | X | | |
| 19.5 | Do you carry out a water analysis plan?<br>**Chemical analysis: various parameters are tested according to Drinking Water Ordinance every 3 months by an external lab**<br>**Microbiological analysis: various parameters are tested according to Drinking Water Ordinance every month and according to Ph.Eur. every 3 months by an external lab** | X | | |
| 19.6 | Is compressed air in contact with the product or in close vicinity?<br>**Filtered air supply for fermentation** | X | | |
| 19.7 | Do you have an air treatment system in production areas?<br>**However, filtered air is used for the fermentation process, milling and drying steps.** | | X | |
| 19.8 | Do you have an air treatment system in packaging areas?<br>**However, suction systems are in place where applicable.** | | X | |

| 20 | **Food Defence** | Yes | No | N/A |
|---|---|---|---|---|
| 20.1 | Do you have a food defence plan? | X | | |

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|---|---|---|---|---|
| 20.2 | Have you performed a risk assessment on food defence and food fraud? | X | | |
| 20.3 | Is food defence training provided for employees? | X | | |
| 20.4 | Is production site access secure and under control (fully fenced site, monitored around the clock)? | X | | |
| 20.5 | Is transport secured against malicious intent on reception and shipping? | X | | |
| **21** | **Traceability** | **Yes** | **No** | **N/A** |
| 21.1 | Does the organization have a downstream/upstream traceability system? | X | | |
| 21.2 | Do you test the effectiveness of the traceability system at least once a year? | X | | |
| 21.3 | For how long do you keep traceability records?<br>**Min. shelf life of the product plus 1 year** | | | |
| **22** | **Documentation** | **Yes** | **No** | **N/A** |
| 22.1 | Do you have a document control system in place? | X | | |
| 22.2 | Do you retain all production, control and distribution records in a manner that they are protected against environmental impacts? | X | | |
| 22.3 | Is there a formal system for reviewing and updating SOPs, specifications? | X | | |
| **23** | **Social Accountability** | **Yes** | **No** | **N/A** |
| 23.1 | Does the site comply with all applicable national/regional legislation concerned with child labour, freedom of association (e.g. Trade Union rights) and wages and working hours? | X | | |
| 23.2 | Do you comply with International Labour Organisation (ILO) Conventions? | X | | |

| | | | | |
|---|---|---|---|---|
| 23.3 | Do you meet the requirements of SA 8000 and BSCI Code of Conduct? | X | | |
| 23.4 | Does your company have a SA 8000 Standard Certification? | | X | |
| 23.5 | Are you a member of SEDEX? | X | | |
| 23.6 | Have you been certified according to OHSAS 18001 (Occupational Health and Safety Assessment Series)?<br>**The site is affiliated to a Responsible Care program instead.** | | X | |
| **24** | **Environmental Sustainability** | **Yes** | **No** | **N/A** |
| 24.1 | Does Jungbunzlauer publish a sustainability report?<br>**The sustainability report is available on our website:**<br>https://www.jungbunzlauer.com/ | X | | |
| 24.2 | Does Jungbunzlauer monitor CO2 emissions, water usage and waste numbers? | X | | |
| 24.3 | Does Jungbunzlauer calculate its Corporate and Product Carbon Footprints (CCF and PCF)?<br>**CCF and PCF calculations for all of our main products are performed in accordance with ISO standard 14040/44 and The Greenhouse Gas Protocol, based on secondary data from ecoinvent V3.6 and externally verified** | X | | |
| 24.4 | Does Jungbunzlauer calculate Scope 1, 2, 3 emissions? | X | | |
| 24.5 | Is Jungbunzlauer committed to the Science Based Target Initiative? | X | | |