



HARVEST FINE FOODS LTD

SUPPLIER TERMS &

CONDITIONS OF TRADE

HFF-Terms & Conditions of Trading	November 2023	Approved by: S. Whitwam
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1. INTRODUCTION

Harvest Fine Foods Ltd has set out these Supplier Terms & Conditions of Trade to encourage best practice by our chosen Suppliers and their nominated third-party distributor(s) in supply chain procedures in the key areas of Service, Cost, and Carbon Footprint to drive supply chain and purchasing synergies to benefit all parties.

By becoming a supplier of Harvest Fine Foods Ltd you are agreeing in full to these Terms and Conditions unless you have written exemption to any part by your Harvest Category Development Manager.

All Suppliers will be audited annually by our QHSE Department ensuring they have suitable Liability Insurance cover, continue to hold a nationally recognised Quality Assurance accreditation such as BRC or STS and their products listed by Harvest Fine Foods Ltd comply with our own food quality standards and ethical trading principles.

Harvest Fine Foods Ltd will keep track of suppliers' product authenticity. We will undertake documented product and service fraud assessments of the potential risks of adulteration or substitute products. Vulnerability assessments will be carried out using tools such as Threat Assessment Critical Control Points (TACCP) and Vulnerability Assessment Critical Control Points (VACCP).

Harvest Fine Foods Ltd are members of Erudus, www.erudus.com, a data pool supported by over 177 Wholesaler/Foodservice companies with sales of c£1 billion. There are over 63233 products from over 1200 product manufacturers and brand owners now within Erudus.

It is a formal requirement of trading with Harvest Fine Foods Ltd that your products data be held in Erudus which is free for product manufacturers and brand owners to use. Wholesale and Foodservice companies pay an annual fee to maintain the service and for future software developments.

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2. CONTACTS

INVENTORY & SUPPLY CHAIN		
POSITION	EMAIL ADDRESS	TELEPHONE NUMBER
Managing Director	steve whitwam@harvestfinefoods.co.uk	01202 470444
Head of Purchasing	bengreentree@harvestfinefoods.co.uk	01202 470444/opt3-3
Cat 1 Buyer – Fresh Produce	purchasing@harvestfinefoods.co.uk	01202 470444/opt3-3
Cat 2 Buyer – Butchery, Frozen and Beverages	purchasing@harvestfinefoods.co.uk	01202 470444/opt3-3
Cat 3 Buyer – Ambient, Chilled and Non-food	purchasing@harvestfinefoods.co.uk	01202 470444/opt3-3

GOODS IN		
POSITION	EMAIL ADDRESS	TELEPHONE NUMBER
Goods In Clerk	goodsinadmin@harvest.lls.com	02393 873434

FOOD SAFETY		
POSITION	EMAIL ADDRESS	TELEPHONE NUMBER
QHSE Manager	qhse@harvestfinefoods.co.uk	02393 873415

FINANCE		
POSITION	EMAIL ADDRESS	TELEPHONE NUMBER
Finance Department	supplierinvoices@harvestfinefoods.co.uk	01202 470444/opt3-2

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3. PURCHASE ORDER PROCESS

3.1 Procedure

All Purchase Orders will be placed via the Purchasing Department. Any queries relating to Purchase Orders must be discussed with this team. Contact details can be found in Section 2.

3.2 Method

Harvest Fine Foods Purchase Orders will be generated via email or any methods which are appropriate and mutually agreed between us and our approved Suppliers in the future. We require confirmation of receipt of the Purchase Order on the same day and in a format which includes the following:

- Line level detail
- Delivery date
- Purchase Order Number

The confirmation may be sent by email to: purchasing@harvestfinefoods.co.uk

3.3 Format and Source

Purchase Orders are generated by our inventory system either daily or on set days across the week, dependent on stock requirements. Harvest Fine Foods will provide Suppliers with an official Purchase Order. The Goods In department are unable to accept any product not accompanied by our unique Purchase Order Number.

3.4 Purchase Order Confirmation

Confirmation of receipt of all Purchase Orders is considered an agreement to supply within the timescales specified. If supply is not possible within the specified timescales, Harvest Fine Foods' Purchasing Department must be informed by 1600 hours on the expected day of receipt of the Purchase Order.

3.5 Purchase Order Amendment

- The quantity requested on the Purchase Order must be the quantity delivered. Any alterations to the quantity must be communicated to Harvest Fine Foods' Purchasing Department by 1600 hours on the day of receipt of the Purchase Order.
- Suppliers shall use all reasonable endeavours to deliver each Purchase Order in one instalment but, where this is not possible, Suppliers must contact Harvest Fine Foods' Purchasing Department to agree a fulfilment date.

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- If any Purchase Order requires amendment or needs to be split into separate consignments, this must be agreed with Harvest Fine Foods' Purchasing Department BEFORE the delivery is made. Suppliers must provide separate delivery documentation and invoices in respect of each instalment.
- Harvest Fine Foods' Purchasing Department will reject any quantity of stock received which is over the Purchase Order requirements.

3.6 Delivery Lead Time

Suppliers must comply with the agreed lead time on all Purchase Orders raised by Harvest Fine Foods. Failure to adhere to this will result in a service level non-conformance charge. Harvest Fine Foods expects Suppliers to adhere to the minimum lead times to suit our business needs. Unless otherwise agreed, delivery shall be within three working days of order, with a minimum of two delivery opportunities per week.

All lead times may be reviewed ongoing based on fluctuating demand or seasonal peaks. All changes will be communicated in advance.

3.7 Emergency Purchase Order Procedure

In exceptional circumstances, it may be necessary for Harvest Fine Foods' Purchasing Department to place Purchase Orders which do not comply with the lead times above. This may be necessary as a direct result of a previous supply failure or un-forecast levels of demand. In such circumstances, the Harvest Fine Foods Purchasing Department will liaise with Suppliers to ensure the Purchase Order requirements can be met. Where a Supplier agrees to fulfil an emergency Purchase Order, Harvest Fine Foods will not measure the Supplier's service level in the normal manner.

3.8 Emergency Deliveries

If a Supplier failure causes a direct shortage to a Harvest Fine Foods Customer, the Supplier will be liable to pick up the full cost of recovery direct to the Customer. This could involve direct deliveries by the Supplier or nominated couriers and will be directly invoiced.

3.9 Delivery Frequency

The Supplier is required to have the capability of delivering at least twice per week. Harvest Fine Foods will work closely with the Supplier to determine the most appropriate delivery frequency for the range of products.

Delivery frequency is also subject to change based on seasonal peaks and demand. All changes will be communicated in advance.

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4. BOOKING IN PROCEDURE

Harvest Fine Foods operate a booking-in schedule detailing Suppliers' booking times and references on a first-come-first-served basis, to which all Suppliers must adhere. Booking-in lines are generally open between the hours of 0700-1400 hours. On receipt of a Purchase Order from our Purchasing Department, Suppliers should contact the booking-in team on 02393 873434 or send an email to goodsin@harvestfinefoods.co.uk and provide:

- the Purchase Order number.
- a booking date and (on or before delivery due date).
- a delivery time.
- number of full and split pallets being delivered.

Suppliers must note the name of the person at Harvest Fine Foods who is providing confirmation of a delivery slot as this will be the booking reference.

The Harvest Fine Foods Purchase Order number must be quoted in all instances so that Harvest Fine Foods Goods In teams are able to confirm the correct delivery details. All deliveries must be booked in by 1400 hours on the day prior to delivery. Suppliers using hauliers for multiple Purchase Orders on one delivery must ensure each Purchase Order is booked in following the above process. Failure to follow the process will result in the delivery of the un-booked Purchase Order(s) being reported as a 'failure to book in' delivery, which is subject to a charge.

On delivery, Suppliers must quote the booking reference on all delivery paperwork and quoted by the driver on arrival at the warehouse. Harvest Fine Foods will not accept any delivery which does not have an agreed delivery appointment. Suppliers with fixed booking-in times are still required to confirm delivery per the above.

Opening times for goods in deliveries are 0700-1400 hours.

If a Supplier experiences a problem booking in Purchase Orders with Goods-in, the Harvest Fine Foods Purchasing department should be informed per the contact details in Section 2.

All deliveries must be on site at least 15 minutes but no more than 30 minutes prior to the agreed delivery time. If a vehicle is delayed in transit, Suppliers must contact the Goods-In team at Harvest Fine Foods to agree an alternative delivery time. If the delivery arrives late Harvest will note the delay on the Supplier's Delivery Note for future reference.

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5. DELIVERY

All products must satisfy the expected standards in the following areas:

- Safety
- Quality
- Legality
- Contractual Agreement

All deliveries will be monitored and evaluated using the following criteria:

- Minimum acceptable life
- Product temperature
- Labelling
- Quality/damaged
- Quantities relating to Purchase Order
- Mixed pallet conformity

Harvest Fine Foods will not accept responsibility for product quality issues relating to Customer Nominated Products.

5.1 Minimum Acceptable Life

Each product purchased by Harvest Fine Foods will, on delivery, have a minimum shelf-life threshold agreed prior to the first delivery. This will be agreed with the Harvest Fine Foods team and input into our inventory system as part of the product set-up process.

Harvest Fine Foods requires 80% of production shelf life on production for all food products delivered unless previously agreed in writing by our Purchasing Department.

On arrival at our depot, our Goods In team will cross check the 'best before end date/shelf life' of each product against the data held on our inventory system. Products could be rejected if the agreed minimum shelf life is not achieved and charges may be applied per Section 12. Harvest Fine Foods may agree to accept stock below the published minimum acceptable shelf life to maintain availability to our customers. However, in such instances we reserve the right to cross charge Suppliers for any stock unsaleable due to shelf-life expiry.

Harvest Fine Foods reserves the right to reject product delivered outside strict data code rotation.

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5.2 Temperature

Suppliers must ensure the correct product temperature is maintained throughout the chill/cold chain to the point of delivery to Harvest Fine foods. Product must be distributed and stored within the optimal temperature band and any product delivered outside these specified ranges will be subject to rejection. If a Supplier has prior knowledge of a variation to these temperature requirements the Supplier must obtain authorisation from the Harvest Fine Foods Purchasing Department before the delivery is made.

To comply with legislation, the temperature of all products must be monitored, either continuously or at critical points within the supply cycle. Records of these temperatures must be made available to Harvest Fine Foods personnel upon request.

- Goods must be delivered in a good and undamaged condition.
- Frozen goods must be delivered below -18°C.
- Chilled goods, by agreement, up to a maximum of 5°C.

Product Type	Target Temperature
General Chilled/Deli	+1°C to +5°C
Fresh Red Meat – steaks/joints	+0°C to +5°C
Minced Meat	+0°C to +2°C
Poultry	+0°C to +4°C
Meat Preparations	+0°C to +4°C
Offal	+0°C to +3°C
Bacon	-6°C to +5°C
Fresh Produce	+1°C to +5°C
Liquid Egg	+1°C to +4°C

Frozen/chilled product must be delivered to Harvest Fine Foods at a temperature as stated in the above table. Harvest Fine Foods reserves the right to levy a non-conformance charge per Section 12 on any product which does not meet the above criteria. Grocery products are to be delivered at a temperature which does not adversely affect the product's condition. If a product is found to be above the required temperature it will be clearly marked and will not be permitted back into the depot on subsequent deliveries.

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Non-destructive temperature checking methods will be used. However, if temperatures are outside the required criteria, destructive methods will be used. If, following destructive testing, the temperatures are still outside the required criteria, the product will be rejected and the Harvest Fine Foods Purchasing Team will be advised. Delivery outside the required temperature range may result in a charge as laid out in Section 12.

5.3 Case Labelling – Inner

All saleable units throughout the supply chain must be clearly marked (where relevant), allowing for clear identification in English of:

- Name of product/product description/product code
- Weight declaration
- Country of origin
- Storage instructions
- Nutritional data
- EC Health Mark/Factory Approval Number
- Supplier name and Address
- Cooking/usage instructions
- Fragile (if appropriate)
- Durability life
- Batch code/supplier identify mark
- Allergenic advice conforming to EU1169/2001 Food Information to Consumers Legislation
- No Price-Marked packs to be delivered

All labelling of cases must be legible, clear, concise, indelible and shall be of adequate size to facilitate visual scanning and good handling practices. As a guide, the label should be a minimum of 135mm x 70mm (similar in size to a Smart mobile phone).

All Caterfood Group-branded product packaging must comply with the Caterfood Group packaging guidelines.

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Case Labelling – outer

The following information must be clearly visible on all outer cases:

- Product name (in English) to be printed and labelled. It is recommended that it is printed onto a minimum of two adjacent side/end panels.
- Contents (size/volume) of unit (e.g. 4 x 3kg)
- 'Best Before' or 'Use By' date (as appropriate)
- GTIN – an industry-standard barcode must be applied to both the inner unit (if sold as a split) and the outer case. For more information go to <http://www.gsluk.org/what-we-do/services/Pages/Barcode-Image-Generation.aspx>

Handling

Where there is a need to maintain correct orientation of a product, this must be noted on the outer case (e.g. 'This Way Up', 'Store Upright' or by the use of arrows). Where there is a requirement to ensure correct storage of the product to prevent quality deterioration or contamination, appropriate instructions must be supplied (e.g. 'Store away from strong odours').

5.4 Quality

On receipt, Harvest Fine Foods will check for damages and may also carry out product quality checks.

Damaged Product

In order to minimise damage of product during storage and/or transit, suppliers should ensure that product is properly stacked and wrapped. Attention should be given to the pallet specification on which the product is delivered and how multi-product pallets are presented for receipt.

Product Quality Checks

Harvest Fine Foods retain the right to reject product after initial acceptance into store and to levy appropriate charges for such rejections.

5.5 Depot Rules

All visitors to our depot, including all delivery personnel, must comply with Harvest Fine Foods' specific Health & Safety rules.

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5.6 Delivery Vehicle Standards

- Vehicle must be clean and legal
- Courier and van deliveries must follow Harvest Fine Foods' standards of delivery
- No pets or children are allowed in delivery vehicles
- Drivers must wear safety shoes and hi-visibility vests at all times
- Vehicle refrigeration should be left on at all times unless otherwise instructed.
- All pallets delivered must be moved to the back of the vehicle for unloading.
- All vehicles and delivery drivers are liable to be searched.
- Vehicles should not arrive more than 30 minutes before the booked time.

5.7 Third Party Hauliers

Suppliers who choose to use third party hauliers must ensure that their personnel are responsible and aware of the contents of these Terms and Conditions of Trading. Harvest Fine Foods will not differentiate between a third-party haulier and the appointed Supplier. Any haulier delivering on behalf of more than one Supplier must ensure that each Supplier's products are clearly identified and are on separate pallets and contain the necessary documentation. Harvest Fine Foods will hold both third party hauliers and Suppliers responsible for any damage caused to our Depot by the haulier.

5.8 Load Stability

Each delivery made must conform to all reasonable standards of Health & Safety. Such considerations should include pallet configuration to enable the safe unloading and receipt of palletised goods. Any loads which have moved in transit to a degree that is deemed unsafe to unload will be rejected. This is at the discretion of the receiving Warehouse Team. Should Harvest Fine Foods' team have to re-stack any pallets, a non-conformance charge will be levied to the supplier per Section 12.

5.9 Early/Late Deliveries

Deliveries which arrive more than 30 minutes earlier than the agreed time slot can cause congestion at the depot. It is therefore likely that deliveries arriving early will be refused access to the site until the agreed delivery time. Each case is at the discretion of the receiving Warehouse Team.

Late deliveries must be notified to Harvest Fine Foods' Booking-In team prior to the agreed delivery time. Failure to communicate late deliveries and/or regular late deliveries may incur a penalty charge per Section 12.

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5.10 Delivery Documentation

Suppliers must ensure that every delivery to Harvest Fine Food is accompanied by a legible and accurate delivery note. Each delivery note must:

- Be printed rather than handwritten, duplicated and in English.
- Contain the Supplier name as entered on the new supplier form.
- State Harvest Fine Food purchase order number (1 per delivery note).
- Quote each product by Product Code.
- State the product description as entered on the new line form.
- State the quantity per product and, if sold by weight, the weight per product.
- State the number of pallets being delivered by pallet type.

5.11 Delivery Rejection Procedure

All products will be examined and signed for by Harvest Fine Foods with a clear signature of receipt so that reference may be made to that person at a later date, if necessary. Any loss or damages will be entered in the Delivery Note and the Supplier will confirm, by telephone or email on the same day, taking a name as reference. Harvest Fine Foods may reject a product during the goods-in process for any of the following reasons:

- If the load has moved in transit
- If the delivery appointment time has elapsed e.g. late arrival
- If there is insufficient remaining product life
- If the product is damaged, leaking or broken
- If the delivery paperwork is incomplete
- If the product is outside the required temperature range
- If the loads are unstable or un-palletised
- If the packaging is damaged
- If the product is incorrect or not ordered
- If the Quantity delivered is more than the quantity ordered
- If the labelling is poor
- If the pallet height/weight is incorrect

Harvest Fine Foods Goods In Department will notify Suppliers of any product/load rejections. Where a product is rejected on delivery, or subsequently after delivery, it will be the Supplier's or their nominated haulier's responsibility to ensure that the product is uplifted within five working days of notification. Failure to do so may result in storage charges being applied or the product being disposed of at the Supplier's expense. If a failure of any of the above which is the result of a Supplier's error and

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causes Harvest Fine Foods to move stock internally between depots, Harvest Fine Foods reserves the right to apply a case rate charge of £3.50/case moved.

5.12 Collection of Rejected Product

Product classified as non-conforming includes overage, damaged and recalled for quality reasons. All relevant details will be recorded and emailed to Suppliers. The email will serve as proof of communication. Harvest Fine Foods will retain such details in the event of any dispute.

The required lead time for collection is on the next scheduled delivery or within five working days, whichever is the shorter. Failure to uplift non-conforming product in a timely manner may result in a charge to the Supplier for storage or disposal.

6. PRODUCT RECALL

All costs relating to a product recall which is the fault of a Supplier will be recouped by Harvest Fine Foods.

The costs will be broken down but will cover Transport, Administration, Warehouse, Storage and Disposal.

7. PALLETS

7.1 Pallet Requirements

All reasonable steps must be taken to ensure that products are delivered in a safe manner.

Pallets must be of a safe standard, maintained in a safe condition and suitable for the loads carried (BS2629).



Ideally, GKN CHEP pallets or pallets of a similar specification should be used. European specification pallets will not be accepted. Pallets will be visually checked on receipt. Any defective pallets will be rejected and this will be classed as a failed delivery.

All pallets must adhere to the following:

- The maximum weight of goods must not exceed the pallet rating.
- Pallet dimensions must be 1000mm x 1200mm
- Maximum weight = 1000 kgs.
- Maximum pallet height = 1.75m

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- Case labels must be visible on all sides
- No broken or damaged slats
- No overhang
- Must be fully pallet wrapped. Care must be taken to ensure pallet wrap is not over tensioned to cause damage to palletised product.
- In a stable and dry condition
- No crushing of any product
- Where packaging integrity may be compromised a protective layer of card must be placed between packaging and pallet.

Unsafe pallets will be refused and will constitute a Supplier performance service level failure.

7.2 Mixed Pallets

- Any mixed pallet should be clearly labelled.
- Each product delivered in layers/cases must be consolidated onto one pallet and not split over several pallets with each product in a layer on its own.

8. EVENT MANAGEMENT

8.1 Notification of changes to delivery lead times

Suppliers are responsible for communicating changes in line with Harvest Fine Foods' Goods In lead times, particularly for Bank Holidays. Harvest Fine Foods will need visibility of these changes a minimum of four weeks in advance of the event.

8.2 Product Amendments

Any changes to existing products must be communicated and signed off by Harvest Fine Foods at least four weeks prior to the amendment product being available for purchase. In most circumstances Harvest Fine Foods will require the supplier to fill out a new product form. Examples of changes/amendments include:

- Case size.
- Product name
- Pallet configuration
- Product or case weight
- Dimensions
- Packaging Design
- Product specification/ingredients
- Minimum order quantity
- GTIN

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8.3 Supplier Shutdowns

Any planned shutdowns which will influence a Supplier's ability to meet Harvest Fine Foods' typical Purchase Order profile must be communicated to our Purchasing Department at least four weeks in advance to allow contingency plans to be activated.

Please note, we only recognise Christmas Day, Boxing Day and New Year's Day as non-supply days.

9. SUPPLIER INVOICING

Supplier invoices should satisfy the following requirements to ensure 100% matching and facilitate payment to contract terms:

- All invoices must quote the Purchase Order Number, e.g. 123456
- Invoices must match the Delivery Note signed by Harvest Fine Foods on delivery.
- Invoices must not be dated prior to the agreed delivery date.
- Any subsequent Credit Notes must also display the appropriate Purchase Order number.
- Invoices and any other financial documents, e.g. reminders, should be sent to the following address:

Harvest Fine Foods Ltd., Accounts Payable, Units 6-9 South Hampshire Industrial Park, Brunel Road, Totton, Southampton SO40 3SA or by email to supplierinvoices@harvestfinefoods.co.uk.

Harvest fine Foods' payment terms are 45 days from date of statement.

Please ensure statements are sent to the above address/email each month to aid with the reconciliation of Supplier's account. Failure to provide statements may result in non-payment.

9.1 Invoicing discrepancies

Price Issues: Where invoices are found to have price differences between the invoice price and Harvest Fine Foods' file price, we will contact the Supplier to investigate the reason for the discrepancy. If the Supplier agrees that a credit is due, the Supplier will issue a credit note. The original invoice will be held in suspense until resolved. Where the difference is found to be correct, the original invoice will then be settled.

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Quantity issues: Should the Supplier invoice not match the Harvest Fine Foods Purchase Order goods receipt document the invoice will be put into suspense. Harvest Fine Foods will contact the supplier about the discrepancy. In the event the Supplier agrees with the dispute raised by us, the Supplier will issue a credit note. Once received the original invoice will be matched and settled. Where the different is found to be correct, the original invoice will then be settled.

10. PRICING

All invoiced prices must agree with the Harvest Fine Foods Purchase Order. In the event of a discrepancy between the Purchase Order and the Supplier's price to us, the Supplier must notify Harvest Fine Foods' Category Manager immediately on receipt of the Purchase Order. Failure to notify the Category Manager will result in the Purchase Order price becoming the price paid for the goods.

All requests for price amendments must be made in writing to the Supplier's Category Manager a minimum of 56 days prior to any price changes. Harvest Fine Foods will benchmark this price amendment in the market and reserve the right to move the product to another supplier should it be commercially viable to do so. Price increases will not be accepted without 56 days' notice. Fresh Fruit and Vegetable pricing is subject to a different pricing structure – Suppliers must speak directly with the Category Manager in this case.

11. SERVICE LEVEL & KPIs

Suppliers are expected to fulfil all delivery agreements and will be monitored accordingly.

If the Supplier fails to meet a KPI Target, they will be informed in writing with a notification of 'Supplier KPI Failure' and asked to respond with an explanation and corrective action within 48 hours.

If the Supplier continues to fail in meeting a KPI Target, Harvest Fine Foods reserves the right to serve notice on the Supplier resulting in termination of the agreement with immediate effect.

11.1 Key Performance Indicators

Suppliers are expected to achieve the delivery of key performance indicators as set out below, or as agreed with Harvest Fine foods from time to time.

These are on time delivery of 99.9% and delivered service (case and item level) 99.75%.



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Any Suppliers falling below 97.5% at case and item level (unless otherwise agreed with Harvest Fine Foods' Supply Chain) will be subject to Harvest Fine Foods Supplier Performance reviews, which may result in changes being levied.

12. NON-CONFORMANCE CHARGES

12.1 Delivery

In the event of a delivery not meeting Harvest Fine Foods' requirements, we are likely to suffer administration costs in addition to other associated claims and losses arising from the breach. Without Prejudice to Harvest Fine Foods' other rights and remedies, and Harvest Fine Foods Terms and Conditions of purchase, the following charges shall therefore be payable by the Supplier:

Activity	Charges
Failure to Book in	£55.00 per Purchase Order
Non-Arrival at Depot	£55.00 per Purchase Order
Late Delivery – over 2 hours and not communicated	£55.00 per Purchase Order
Unstable pallets requiring re-stacking	£250.00 per pallet
Making good a poorly presented load	£25.00 per pallet or part thereof plus £25.00 admin charge
Delivery outside temperature range	£500.00 per Purchase Order
Redistribution to other Distribution Centres	£35.00 per pallet or part thereof plus £25.00 admin charge
Justified Customer Complaints	£25.00 per complaint plus an associated costs
Product Recalls	£75.00 per customer contact £100.00 per customer contact where collection is required plus cost of any credit given. Management charges are also applied based on management time required.
Delivered Service Level below 98.5% over 3 consecutive months (unless otherwise agreed with Harvest Fine Foods Supply Chain)	£0.25p per case plus £25.00 admin charge
Storage of uncollected rejections / returns after 2 weeks following notification	£30 per pallet per week
Destruction of uncollected rejections either out of date or after 8 weeks	Cost of disposal and destruction of product will be obtained and charged
Redistribution around the network of	Courier costs + Internal costs of transfer

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stock following a rejection, short or failed delivery	where applicable
Insufficient stock in a consolidation centre (any temperature band)	Cost will be advised by Harvest Fine Foods Purchasing Department

12.2 Product Quarantines:

Harvest Fine Foods take very seriously the safety, legality and quality of all product we distribute including own brand and branded products.

Products which do not meet the safety, quality or legality expected could be quarantined or recalled. This decision could be driven by either the Supplier or Harvest Fine Foods.

The additional costs associated with managing the increasing requirements of our customers and suppliers in relation to product quarantines and recalls is set out below.

12.3 Product Quarantine Instruction

Issue of a product Quarantine Instruction	£1400 per product*
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*£1500 if more than 3 quarantines per supplier in a Harvest Fine Foods financial year

*Should any information be amended/changed and a second quarantine issued, you will be charged more than once, as applicable. This charge does not include any associated depot disposal costs, if applicable.

N.B. Harvest Fine Foods financial year 1 July to 30 June.

12.4 Redelivery of previously quarantined products

Should Harvest Fine Foods discover previously quarantined goods being redelivered, we will seek to recover all associated costs and a minimum fee of £5000 per redelivery will be applied.

12.5 Full Product Recall

Issue of a full Product Recall Instruction	£2000 per product**
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*£2500 if more than 3 recalls per Supplier in a Harvest Fine Foods financial year

**This covers the administrative functions of the Recall

N.B. Harvest Fine Foods financial year 1 July to 30 June

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12.6 Additional Product Recall Charges

The following will also apply:

- The cost of disposing of all stock by customers
- A £40 administrative cost per customer credit issued
- The exact cost of contacting customers by both phone call and letter by 3rd party agencies
- The overall size and scope of the recall may include higher charges if additional resource is required over and above the standard recall process or if it occurs out of standard business hours.

12.7 Product Data

Harvest Fine Foods is a member of Erudus (www.erudus.com), a data pool supported by over 177 Wholesale/Foodservice companies with sales of c£1 billion. There are over 63233 products from over 1200 product manufacturers and brand owners now within Erudus.

It is a formal requirement for all Suppliers to register with Erudus. The required data for all products supplied to Harvest Fine Foods must be uploaded into Erudus, for which there is an annual subscription charge.

Allergens: To assist our customers in compliance with (EU)No.1169/2011 legislation regarding allergens, Harvest Fine Foods will hold all necessary allergen data and make this data available to all customers on request. All Suppliers to Harvest Fine Foods are required to provide the necessary allergen data to enable uploading to our chosen system.

Additional Charge	Charge £
(EU)No.1169/2011 Allergen Data not provided	£50.00 per sku

12.8 Images

Harvest Fine Foods requires product images of all listed products. Image specifications are provided below:

Image Specifications:

- Single product image on white background
- Product application/serving suggestion



Supplier Branding:

Suppliers are welcome to supply thumbnail images with their logo in the bottom left corner.

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Image sizes:

Mobile ordering thumbnail (square): 70 x 70 pixels jpegs. 72/96 dpi*

Desktop ordering image (square: 200 x 200 pixels jpegs. 72/96 dpi*

File naming convention: Please name and save files in the following format:

SUPPLIER NAME_BAR CODE_SUPPLIER CODE*

*Denotes mandatory field

Any queries regarding this request should be addressed to Harvest Fine Foods' Marketing Team : marketing@harvestfinefoods.co.uk

If a Supplier fails to supply a suitable image, Harvest Fine Foods will arrange a suitable image to be taken and this will be treated as a non-conformance and will incur the following charge:

Non-Conformance	Charge £
Listed product – failure to provide image	Cost of product (case) + £100.00

13. CONFIDENTIALITY

Harvest Fine Foods takes the subject of commercial confidentiality very seriously. Information disclosed to Suppliers must be held in confidence by Suppliers. Such information may include plans, samples, reports, studies, business judgements, findings, business, financial, marketing or development, customer lists or details, computer systems and software, and information concerning Harvest Fine Foods relationships with Harvest Fine Foods clients or potential clients, customers, Suppliers or other third parties. Such information must not be disclosed to any third party without the prior consent of Harvest Fine Foods. This information must be held in strictest confidence and all confidential information must be returned to Harvest Fine Foods on request.

14. CUSTOMER NOMINATED/BESPOKE PRODUCTS & SUPPLIERS

Nominated product instructions will be implemented within 28 days from notification on our form, signed by both Nominating Customer and Nominated Supplier provided all information is given and agreed.

In addition to the guidelines outlined in the main body of this booklet, there are several specific details relating to Customer Nominated Products.

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14.1 Underwriting of Nominated/Bespoke Products

All nominated/bespoke products must be underwritten and Harvest Fine Foods will not be responsible for any costs incurred.

14.2 Payment terms for Nominated/Bespoke Products

Payment terms must be cash-neutral to Harvest Fine Foods.

14.3 Nominated Product Labelling

Responsibility for ensuring that all labelling of nominated products complies with current legislation shall rest with the nominated Supplier and the nominating customer. Administration charges will be levied by Harvest Fine Foods against the Supplier in respect of any nominated product which does not fully comply with contractual and legal requirements and which Harvest Fine Foods rejects. Labelling shall be clear and prominent to ease identification and ensure accurate and effective distribution.

14.4 Case Labelling and Weights

Nominated products will be delivered/invoiced per the description on the packaging. Should the nominating customer's outlets refer to the nominated product by a different name, it is the responsibility of the nominating customer to advise the outlets accordingly. Net case weights shall not exceed 15kg, dimensions should not exceed 500mm x 305mm and the maximum pallet height is 1.75m for frozen and 1.7m for ambient, chilled and non-food. The maximum pallet weight should not exceed one metric tonne (1000 kgs). All products are to have a GTIN as outlined in Section 5.3 Product Labelling. All labelling of cases must be legible, clear, concise and indelible and shall be of adequate size to facilitate visual scanning and good handling practices. As a guide, the label should be a minimum of 135mm x 70mm (similar in size to a mobile phone).

14.5 Quality Checks

Harvest Fine Foods will only perform visual and temperature checks on nominated products. Harvest Fine Foods retains the right to reject nominated products after initial acceptance into store and to levy appropriate charges for such rejections as detailed in the schedule of charges in Section 12.

Harvest Fine Foods will not accept responsibility for product quality issues relating to customer nominated products. It is the responsibility of the nominating customer's unit to refer any complaint to the nominating customer's head office to allow the matter to be taken up directly with the nominated Supplier concerned. This includes the transfer of foreign bodies to the nominating Supplier. Any costs arising to Harvest Fine Foods because of customers referring complaints against nominated products to Harvest Fine Foods will be charged to the nominated Supplier.

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The nominating customer and the nominated supplier will remain responsible for nominated product quality, ensuring production and storage premises meet the requirements of all applicable legislation and regulations, and that all nominated products, packaging and labelling comply with all applicable legislation and regulations.

14.6 Delivered Shelf Life

All nominated products delivered to Harvest Fine Foods must have a minimum of 80% of production shelf life, as indicated by the 'Best Before' or 'Use by' date, unless otherwise agreed. Should the shelf life expire, the nominated products may be charged to the nominating customer at the full sales price.

Harvest Fine Foods may agree to accept stock below the published minimum acceptable life to maintain availability to our nominating customers. However, in such instances, Harvest Fine Foods reserves the right to cross charge nominated Suppliers for any stock which becomes unsaleable due to shelf-life expiry.

14.7 Slow Selling Lines

All nominated products are handled on the understanding of the forecast quantity provided on the Harvest Fine Foods nominated product request form. Nominated products which do not achieve this level of sales after three months will be recommended for discontinuation and the nominating customer will be notified. Subject to the outcome of this discussion, order replenishment will cease. The nominating customer will be responsible for any product write-off costs owing to the shelf life expiring. The nominating customer will also be responsible for all disposal costs; this could include costs of disposing and rendering where applicable. If any health and safety official or regular has cause to become involved, appropriate charges will be made.

Harvest Fine Foods will notify nominating customers, monthly, of all stocks where sales patterns highlight a potential risk of shelf-life expiry. It is the nominating customer's responsibility to develop a clearance plan and advise Harvest Fine Foods personnel of these plans in good time.

14.8 Customer Nominated Supplier

Should a customer want a bespoke product from a Supplier not listed with Harvest Fine Foods the Supplier will need to fill out a supplier application form. If the Supplier is not accredited to the standards we require, the customer who requested the product, and not Harvest Fine Foods, will be wholly liable for the goods or the service. The Supplier will become a Harvest Fine Foods approved supplier but not an accredited supplier.

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14.9 Payment to Nominated Suppliers

Harvest Fine Foods will pay the nominated Supplier for nominated products monthly, only after we have received full payment, in cleared funds, for the nominated products from the nominating customer, providing that payment will be made no sooner than 60 days after the date of delivery. **Price increase will only be implemented with the customer's written authority.**

14.10 Discontinuation of a Nominated Product

It is the responsibility of the nominating customer to notify Harvest Fine Foods of any nominated product to be discontinued. This requires 8 weeks' notice. It is expected that the prevailing rate of sale will continue for the duration of the notice period. If this notice is not given, Harvest Fine Foods reserves the right to charge for the disposal of any residual stock, packaging or raw materials. The above Terms and Conditions may be amended by Harvest Fine Foods upon giving written notice to the nominating customer and the nominated Supplier.

15. DISTRIBUTION CENTRES

15.1 Warehouse Address:

Harvest Fine Foods Limited
Units 6-9 South Hampshire Industrial Park
Brunel Road
Totton
Southampton SO40 3SA

From the M27, take Junction 2 – A326 – towards Totton. Take the slip road for the A36 and at the T junction ahead then left onto the A36. Continue to the roundabout and take the first exit signed for South Hampshire Industrial Park. Harvest Fine Foods is approximately 200 yards on the left.

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