

## Quality management statement

### Main activity Twinpack b.v.

Twinpack B.V. is a prominent wholesale company of packings and packing systems. We are specialised in packings and packing systems for the flower and bulb sector, the poultry and meat-packing industry and the retail sector. The range of products can be divided into the following main groups: cardboard / plastic / tape, foil and various packing materials.

### Certification

Twinpack has obtained the ISO-certification 9001. For the Noordwijkerhout branch the quality system has been entirely defined and introduced. For the Barneveld branch a full certification is expected in 2009.



### Quality assurance

Since we mainly conduct business with certified suppliers, we can trace each delivery right back to their physical delivery. Inspection at arrival, the processing and handing over is documented on the basis of the item number and batch number. We operate according to the FIFO stock system.

### Food suitability

If required, we can submit certificates of our suppliers with regard to food suitability and / or food safety. For this purpose we have built up a special certificate databank with statements by suppliers in various fields such as: BRC-IOP, Statements Heavy Metals, GMP. In our warehouses pest control is carried out by a company that is certified for this purpose.

### REACH regulations

As a wholesale business in packings we are not regarded as a supplier of preparations and are therefore not subjected to the REACH regulations. However, we take our responsibility in this respect by checking that the companies that supply packings to us have registered our application as "intended use" according to the REACH definition. Our regular suppliers have committed themselves that they will observe the registration, evaluation or authorisation with producers and importers of preparations according to the REACH regulations.

### Complaints registration

Twinpack has a complaints registration system according to ISO standards. The central aspect of this system is the speedy handling of complaints, followed by a fixed procedure to prevent problems in the future.

### Terms of sale and delivery

The terms of sale and delivery apply to all our legal acts as filed under no. B258 at the "Chamber of Commerce and Industry" in Leiden under file no. KvK 28048546.

### Environmental aspects

All our waste products are collected separately and removed by recognised recycling companies. For example: plastic, wood, metal, glass, paper, cardboard, toners and cartridges. No chemical substances are applied at both branches.

### Export

All goods that we trade are suitable for export. We know about import and export procedures and can draw up all required export documents.

### Memberships

In order to remain informed about the latest developments within our field and the branches on which we focus, we are member of various branch organisations.

For example, we are member of: Netherlands Packaging Centre (NVC), Poultry Centre Barneveld, Zentralverband Eier e.V., Circle Companies Bulb-growing Area in Holland, Dutch Poultry Centre, International Egg Commission, Netherlands Association of Refrigerated Warehouses (Nekrovi), Young Food Management (YFM), Employer's Society for the Food Sector (OSV).

### General

We perform our wholesale function on the basis of the morality and ethics related to Corporate Social Responsibility, whereby product safety, the environment and working conditions are important issues.

This "Quality management statement" has been drawn up truthfully and replaces all previously issued statements.

Noordwijkerhout, 3 April 2009

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(MT / quality manager)