



Induction Pack

Packhouse

Version Number: 1

Last Review: 22/02/2026

Reviewed by: ST

Winterwood as an Employer

On joining the company, you will be asked to complete this Employee Induction Pack. This information, together with data on benefits, is kept on individual personnel files. Personal data will not be disclosed to third parties without the individual's consent, except as permitted or required by law.

The company will regularly review the need to retain personal data and will only retain data for as long as deemed relevant and necessary. Personal data will be destroyed using confidential means. Personal data relating to employees or other workers must be held within a secure, lockable filing system or held in a secure protected document or system area if held electronically.

CCTV

The Company has CCTV installed within its buildings and surrounding external areas (including car park, farm areas and driveways).

Cameras will not be installed in sensitive areas e.g., toilet cubicles or directed towards urinals.

Recordings are used for the following purposes.

Security:

- To keep employees safe and secure by preventing violence or theft;
- To discourage theft, time-wasting, deliberate damage or other misconduct;
- To ensure – and record – that health and safety procedures are being followed;
- To ensure Food Safety and Legality are not compromised;
- To monitor and improve productivity.

CONFIDENTIAL



Data Protection

The Company Data Protection Policy must be adhered to by all employees, other workers or agents processing personal data on behalf of the company as well as Directors, Managers etc.

Individual employees may be held criminally liable if they knowingly or recklessly disclose personal data without the Company's consent.

A breach of the Data Protection Policy may constitute gross misconduct, which could lead to dismissal under the Company Disciplinary Procedure.

If you are concerned that any action on your part may involve a breach of Company Policy or the Data Protection Act, you should first raise the matter with your Manager.

* Computer etiquette is also very important at Winterwood. Particular care must be taken in the use of email. For example, an email should not be used to make offensive or insulting comments.



Stronger Together/Modern Slavery



**FOODIES
FIGHTING
SLAVERY**



SME TOOLKIT

A guide to tackling modern slavery for UK food & drink SMEs.

Endorsed by:



v1

PUBLISHED MAY 2021

stronger together  

Responsible recruitment | Fair work | Free from exploitation

Are you being forced to work when you don't want to?
Czy jesteś zmuszany/ zmuszana do pracy wtedy, kiedy tego nie chcesz?
Vai jūs spiež strādāt, kad jūs negribat to darīt?
Ar jūs verčia dirbti per prievartą?

Do you have to pay someone money to give you work?
Czy musisz płacić komuś w zamian za otrzymanie pracy?
Vai jums kādam jāmaksā nauda, lai jums dotu darbu?
Ar privalote duoti kam nors pinigų, kad parūpintų jums darbo?

Are you being forced to live in accommodation against your will?
Czy jesteś zmuszany/ zmuszana do mieszkania w lokalu wbrew swojej woli?
Vai jūs spiež dzīvot mājvietā pret jūsu gribu?
Ar esate priversti gyventi nurodytose patalpose prieš savo valią?

Is someone controlling your identity documents or bank account?
Czy ktoś ma kontrolę nad Twoimi dokumentami identyfikacyjnymi lub rachunkiem w banku?
Vai kāds kontrolē jūsu personas dokumentus vai bankas kontu?
Ar kas nors kontroliuoja jūsų tapatybės dokumentus ar banko sąskaitą?

Is someone threatening or intimidating you or your family?
Czy ktoś grozi Tobie lub Twojej rodzinie?
Vai kāds draud jūsu ģimenei vai to iebiedē?
Ar kas nors grasina arba gąsdina jus ar jūsų šeimą?

YES? TAK? JĀ?
POSZUKAJ POMOCY! SĄNEMIET PALĪDŽIBU! SIEKITE PAGALBOS!

YOUR LOCAL CONTACT:

REPORT:

Modern Slavery Helpline: 08000 121 700 (24/7, confidential) www.modernslaveryhelpline.org/report

Gangmasters & Labour Abuse Authority (GLAA): 0800 432 0804 (Confidential)

Police: 999 (emergency) 101 (not emergency)

EN, PO, LA, LI V03/10/23 www.stronger2gether.org

Winterwood Farms is committed to 'Stronger Together'; a multi-stakeholder collaboration between supermarkets that is tackling hidden labour exploitation.

If you think someone has been or is being coerced into work or is at risk, please speak to a Manager.

For more information, please refer to canteen notice board where list of Modern Slavery representatives can be found.



ETI Base Code



The ETI Base Code is an internationally recognised set of labour standards based on ILO conventions. It is used by ETI members and others to drive improvements in working conditions around the world.

www.ethicaltrade.org



Employment is freely chosen



Freedom of association and the right to collective bargaining are respected



Working conditions are safe and hygienic



Child labour shall not be used



Living wages are paid



Working hours are not excessive



No discrimination is practised



Regular employment is provided



No harsh or inhumane treatment is allowed

Ethical Trade Initiative – Base code

ETI is a ground-breaking alliance of companies, trade unions and voluntary organisations. It works in partnership to improve the lives of workers across the globe who make or grow consumer goods - everything from tea to T-shirts, from flowers to footballs. Ethical trade means that retailers, brands and their suppliers take responsibility for improving the working conditions of the people who make the products they sell.

www.gov.uk/guidance/ethical-trading-initiative-eti

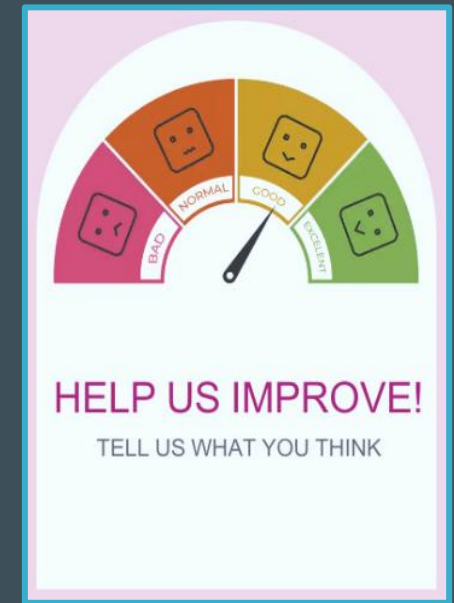
We work to the standards laid out in this base code. We expect our suppliers to work to these standards. Our retail customers expect this of us and audit us regularly to ensure we are working ethically and treating people in a fair way.



We want to hear from you

We value your feedback, so please do not hesitate to share any suggestions you may have.

- Write your suggestion on the paper and pop into the box.
- Do not forget to provide your name and payroll number if you want a reply
- You will find the **SUGGESTION BOX** to the right of the changing room entrance.



If you want to report ill treatment or unethical activity

If you think that something or someone is putting you or our business at risk, then tell a manager or a supervisor.

Product safety, legality or brand integrity, theft, fraud, bullying, health and safety concerns, threats, mental health are all examples we want to help with.

If you are not comfortable to discuss the issue with someone directly in the business, then there are whistleblowing hotlines displayed around the site that are provided by our customers.



Your Salary

Payment and salary

Your contract will contain information about the rate of pay you will receive.

The company pays any amounts due weekly into your bank account

If you don't have a bank account it is very important that you have one within 2 weeks of starting work else, we cannot guarantee that payment will not be delayed.



Please check your wage slip as soon as convenient after receiving it. If you feel there are any discrepancies with pay, then please speak to your manager immediately.

Pay is counted from Friday to Thursday each week and you will receive notification of a pay slip to your email address from noreply@staffology.co.uk each Friday This is paid into your bank account the following Wednesday.



You can also access pay slips and information on “myepaywindow” – to which an invitation will be sent to your email address on the Monday after your first pay slip is issued. This will be sent from Donotreply@myepaywindow.com so please check for it (It may be delivered to your spam folder) This is a genuine email so please do not ignore it.

Working Time Directive & Absence Management

Working Time Directive.

We offer the opportunity for staff to opt out of the Working Time Directive and to work more than 48 hours per week.

Opting out of the WTD is optional and does not affect your work at the company.

The opt-out agreement is included in the Induction checklist form you will receive.



Absence Management

We use a system for tracking and monitoring absences called the “Bradford Factor.” The Bradford Factor is a simple formula that allows the company to apply a relative weighting to employee unplanned absences giving significantly more weight to frequent, short-term absences than to fewer, longer absences. This is used in conjunction with our absence management policies to determine what further level of support can be offered but poor attendance will lead to disciplinary action.

You should phone the company before your normal start time. The telephone numbers are available around the site or www.Winterwood.co.uk . Please do this yourself and do not text, WhatsApp or email as we need to record certain information that you might not include in a written communication. You must contact us again if you are unable to return to work on the agreed date, else it will be classed as an unauthorised absence which will affect your disciplinary record.

National Insurance and Pension



National Insurance Number.

If you don't have a National Insurance Number (NI) then you must apply for one from HMRC. This can be done on the www.gov.uk website. It can take up to four weeks to receive this.

Pensions

Providing all requirements are met you will automatically be enrolled into our nest pension scheme after the deferral period of around three months. This is a legal requirement - you can also join the scheme earlier if you wish. If you don't meet the criteria for automatic enrolment, you can still ask to join the employer's pension scheme. Please speak to your manager or contact wages@winterwood.co.uk to do so.

If you wish to leave, and cease your pension contributions, then you can do so by selecting the following options within your nest account:

Opt-out – If you do not want to pay any pension contributions and reclaim any already paid, you must contact the Pension company and instruct them you want to opt-out. **This must be done within 30 days of receiving your pin number**

Stop payments - please contact the pension provider and ask to stop payment. This keeps the account open, but monies paid will not be refunded.



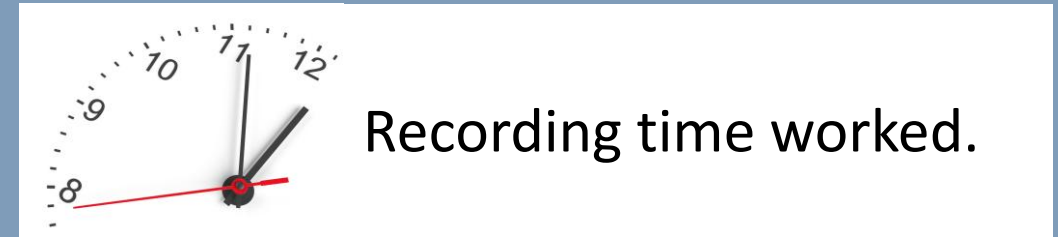
Holiday Booking System

To request holiday, you will need access to Winterwood PWA. <https://ees.Winterwood.co.uk/pwa/signin.html>

This system allows you to check what holiday you have taken, how much you have left and to check the hours worked. This system automatically records when you sign in and out.

When you sign in for the first time you will need to request a new password where you will be sent a link in an email. Please check your spam folder for this.

noreply@addtimerecording.co.uk



Recording time worked.

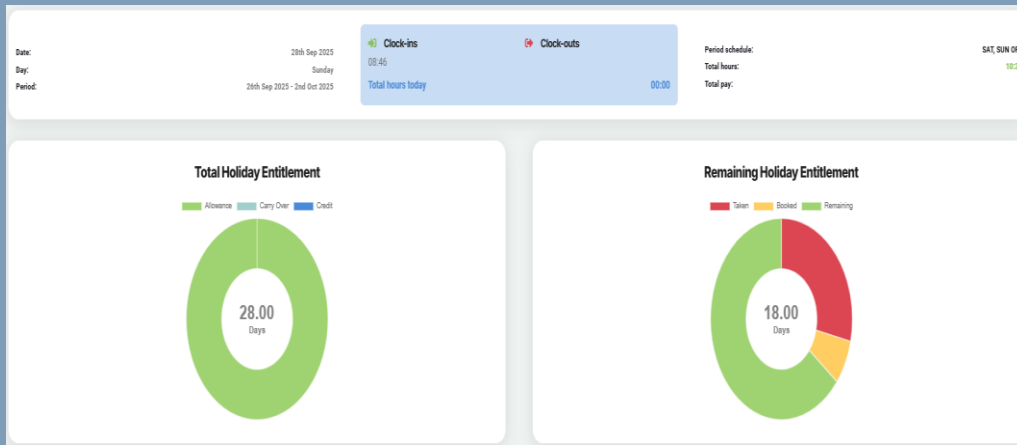
Production Staff

To scan in/out at the start and end of shift you will need to use the scanner in the packhouse. This will recognise your face



Office staff

To scan in/out at the start and end of shift you will need to use the scanner by the exit door. This will recognise your face or your fingerprint.



Harassment and Discrimination

The company has a zero-tolerance stance on any form of harassment or discrimination.

Everyone has a right to work without fear of harassment or discrimination, and the company will vigorously pursue and investigate any reports of it.

Please respect that we have all come from different countries and cultures. What one might consider “workplace banter” may be different to how others perceive it and react to it.



STOP SEXUAL HARASSMENT

Sexual harassment is any unwanted behaviour of a sexual nature that violates your privacy and dignity. If someone does or says something to you which makes you feel uncomfortable, intimidated such as unwelcome sexual advances, requests for sexual favours or putting pressure on someone to perform sexual acts, tell someone. It is a crime.



STALKING

Repeatedly following someone, unwanted contact, spreading rumours, spying, leaving unwanted gifts, repeated calls or texts, hacking social accounts and tracking your movements are just some of the actions of a stalker.



ONLINE

The internet can also lend itself to unwanted actions or behaviours. If someone is sending you inappropriate and unwanted images, asking you out repeatedly when you've said no, sending pornographic content, making comments about a person's gender and/or unwanted sexual advances, all constitute sexual harassment.

VERBAL

Sexual harassment can also come in verbal format, as comments, "jokes", remarks, sexually explicit questions, requests for sexual favours, excessive flirting, catcalling, kissing gestures, and any words of a sexual meaning that are unwanted.

PHYSICAL

Inappropriate and unwanted touching, brushing up against you, gestures or acts that are of a sexual meaning that you don't want, kissing, hugging, rubbing your shoulders or back, or other behaviours of an intimate nature that you don't want are some of the things that can be sexual harassment.



Staff canteen

The company runs a subsidised staff canteen in the main building. This is available for all staff to use including agency and farm staff. Staff can pay automatically straight from their salary. Agency staff and visitors can pay by cash.



The site does not have facilities for heating food bought from home
Neither does the site have facilities for storing food.



The site also has three PCs for free access to the internet. This is available to all staff and visitors.
The site has free wireless internet access staff and visitors.

Health and Safety

Fire Alarm Tests

The Technical department conduct a **Fire Alarm Test** at **9am** every Thursday. The alarm will sound for 5-10 seconds. Staff are not required to exit the building.

There is also a **Fire Drill** conducted every 3 months. This requires a full evacuation as if there was a real fire.

It is very important that in the event of a full evacuation, that staff vacate the building **immediately**. They should exit at the nearest available door and follow exit signage. They should not go back into the building to retrieve personal possessions.

Fire exit routes and fire extinguisher locations can be found at the staff entrance door.

The Winterwood Fire Assembly Point can be found in the carpark near the **football pitch**.



Evacuation



The signal for evacuation is a continuous sounding of the Fire Alarm.

The appointed Fire Marshal will have absolute authority to order all personnel from the building and must ensure that everyone is out of the building.



In the event of an emergency requiring evacuation of the premises, you are **not** required to remove your PPE before exiting the building.



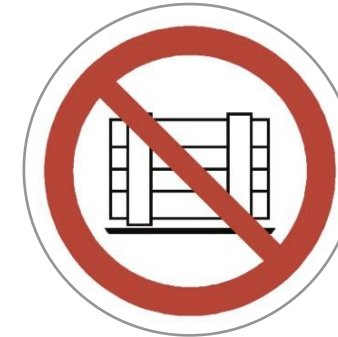
When it is heard (other than for test purposes) you are to stop work immediately.

You must make your way out of the building in a sensible and orderly manner. You must leave via your nearest safe exit and then go to the assembly point.



Do not run or push past those people in front of you and once you have vacated the building.

Make **no** attempt to return to the building to collect personal belongings.
Do not enter a building in which the fire alarm is sounding.



Do not obstruct exits, stairways, passages, or roadways. Please note that it is an offence to cause an evacuation route to converge.

Keep roadways clear, allowing access with the minimum of delay for emergency response vehicles.



Once the emergency has been dealt with, you would be advised by a member of management of the procedures to follow before re-entering the building.

Smoking Areas



The smoking areas can be found on the other side of the carpark as indicated on the map. This area must be kept tidy and bins and ash trays used properly.

PERMITTED in the following areas



- Smoking area gazebos at the back of the car park
- In your parked car (however, cigarettes, and disposable vapes cannot be thrown on the floor)
- Drivers bench opposite the loading bays
- On the outside tables on the field (not under the marquee on the field)
- Picnic bench outside the laundry room in the campsite. The campsite is for residents only

NOT PERMITTED anywhere else on site including:



- Walking through the car park
- Entrances to buildings including steps leading down to entrances
- Under the canopy near the staff entrance
- Inside a gazebo on the field
- Walking between fields/around the farm



Site Safety: Packhouse



Winterwood Farms will take every precaution to provide a safe environment in which to work. You have an equal obligation to take all reasonable steps to safeguard both yourself and all others.

LINE EMERGENCY STOPS – All lines have numerous emergency stop buttons. Please make yourself familiar with these. Should fingers or clothing get caught in the machinery then it is important that the line is stopped **immediately** and the incident reported to management.

CRATES – Crates also run above the lines. It is important these are not pushed along as this can cause them to fall off the line and onto people. Always therefore be vigilant of the crates above you.

WET/SLIPPY FLOORS – Some floor areas may be wet and slippery after cleaning, particularly during clean-downs, but can also be slippery if fruit is dropped on the floor. Do not run or rush. If the floor is wet during production times, then the wet floor signs in the washroom are used.

HATCHED AREA– Some floor areas have yellow lines marked across them. These areas must be left clear and are often around areas where safety is paramount.

FIRE DOORS – There are a number of fire doors around the building. These are marked and can be both internal doors and doors that lead to the outside of the building. **NEVER BLOCK THESE EXITS.**



Site Safety: Ladders

SAFETY WHEN USING LADDERS OR STEPS OVER LINE 3.

Should you be using ladders at Winterwood – then you must follow the ladder safety guide below:

LADDER SAFETY GUIDE

- Place ladder on flat, non-moveable surface.
- Keep areas clear around top and bottom of the ladder.
- Check ladder and shoes to ensure they are free of grease or mud and other slippery substances.
- Mount the ladder from center, not the side.
- Maintain 3 Point contact with ladder (two hands and a foot, or two feet and a hand).
- Climb and work facing the ladder.
- Do not overreach, keep torso between ladder rails.
- Do not carry tools or weight that can cause loss of balance.



Site Safety: Vehicles

FORKLIFT AND ELECTRIC PALLET TRUCKS – Forklift Trucks operate throughout the Site and Manual/Electric Pallet Trucks in the Warehouses/Out-loading areas. Extreme caution is required when passing through these areas. Personnel operating this equipment are trained – including when to use the horn and alerting surrounding staff.

ROADWAYS – Delivery and collection vehicles in addition to visitor's and employee's cars are constantly using the roadways and yards around the packhouse. Ensure that these roads are clear before walking down or crossing them and use the zebra crossings on site between smoking area and building entrance.

DRIVING – When entering or leaving the premises, if driving a vehicle, you must adhere to the site speed limit of 10mph.

VISIBILITY – Hi-Vis jackets must be worn if you walk outside the designated walkways or around the fields.

If you observe anything you deem to be unsafe, you should **report this to your Manager** and complete and incident report.



Car park
speed limit



Site Safety – Packing lines



Pinch points

There are lines and machinery that do pose a risk as they are pinch points. We have belts and rollers moving punnets and product through the packing line as the product is packed.

Some of these lines can be pinch points so please be aware where these are and take care.

The packing lines are designed to be safe but if not careful, accidents can happen.



Site Safety: Manual Handling

SAFETY WHEN LIFTING – Working at Winterwood may require you to carry out heavy lifting. If in the packhouse, some trays of fruit when full, can weigh up to 14kg

Manual handling is one of the primary causes of workplace incidents and can even lead to work-related musculoskeletal disorders.

The consequences of poor manual handling can be detrimental to health; therefore, it is vital that staff understand safe manual handling protocols – handling techniques and weight limits.

Manual handling is everyone's responsibility – Winterwood must make employees aware of the potential risks that come with manual handling and you, as an employee, must use this information to make sure you do not put yourself at risk.

It is very important that you ask for help should you struggle to carry or move a load. Pieces of manual handling equipment (Pallet Trucks and Trolleys) are available to help ensure product and packaging is moved safely and securely. **Pallet Trucks must be used to aid lifting by trained personnel only.**

Prior to any lifting consider LITE. This will help you decide whether you will need assistance from equipment or another person.



Site Safety: Manual Handling

SAFETY WHEN LIFTING – When lifting or carrying loads you must follow these simple steps.

- Plan ahead before lifting – *clear a path or communicate with helper*
- Lift close to your body – *more stability and firmer hold*
- Feet should be shoulder-width apart – *solid base to distribute weight*
- Bend your knees and keep your back straight
- Tighten your stomach muscles – *prevent excessive force on spine*
- Lift with your legs
- Keep your eyes up – *maintain better positioning*
- Don't twist or bend – *face in traveling direction*
- If you're straining, get help

It is advised that women lift 16kg max and men lift 25kg max.

This is also dependent on how the load is being lifted.



Site Safety: Shoes



SAFETY SHOES - If you will be starting work and do not have safety shoes, Company can provide you with a protective shoes.

Once you have successfully completed your probation period, you have the option of purchasing your own safety shoes or boots. If purchasing your own shoes or boots you must ensure they comply with the **EN ISO 20345:2022** standard and have:

- a safety toecap,
- puncture resistant sole,
- slip resistance.

The Company will reimburse you **£30** for a pair you have purchased but **ONLY IF THEY MEET THE ABOVE SPECIFICATION** and you provide the proof of purchase for our accounts records. You can claim this once per full year equivalent of continuous work or equivalent pro-rata for colleagues working part time.

To aid you please see a table on the right which shows the different classes of suitable footwear.

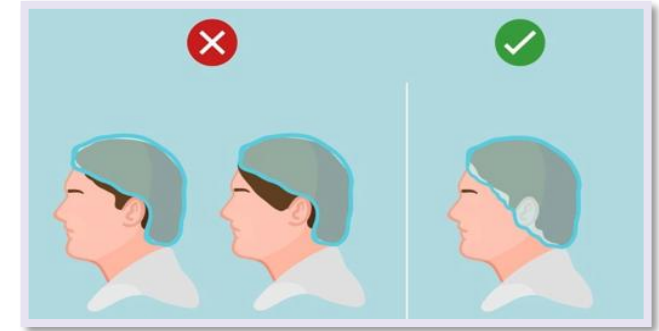
If you are unsure the footwear you plan to order complies, please ask your Manager who can check.

EN ISO 20345:2022

	Class	Protective toecap	Mandatory slip resistance	Full enclosed heel	A Electrical resistance	E Energy absorption under the heel	Puncture protection			WPA Water penetration and absorption of upper	Cleated outsole	WR Whole shoe water-resistant
							P Metal insert	PL Non-metal insert 4.5mm test nail	PS Non-metal insert 3.0mm test nail			
	SB	✓	✓									
	S1	✓	✓	✓	✓	✓						
	S1P	✓	✓	✓	✓	✓	✓					
N E W	S1PL	✓	✓	✓	✓	✓		✓				
	S1PS	✓	✓	✓	✓	✓			✓			
	S2	✓	✓	✓	✓	✓				✓		
	S3	✓	✓	✓	✓	✓	✓			✓	✓	
N E W	S3L	✓	✓	✓	✓	✓		✓		✓	✓	
	S3S	✓	✓	✓	✓	✓			✓	✓	✓	
	S4	✓	✓	✓	✓	✓						
	S5	✓	✓	✓	✓	✓	✓				✓	
N E W	S5L	✓	✓	✓	✓	✓		✓			✓	
	S5S	✓	✓	✓	✓	✓			✓		✓	
	S6	✓	✓	✓	✓	✓				✓		✓
N E W	S7	✓	✓	✓	✓	✓	✓			✓	✓	✓
	S7L	✓	✓	✓	✓	✓		✓		✓	✓	✓
	S7S	✓	✓	✓	✓	✓			✓	✓	✓	✓

Site Safety: PPE

COMPLIANCE WITH THESE PRACTICES WILL BE MONITORED DURING INTERNAL AUDITS



HAIR NET/HAT - You must put on your hair covering before your protective overall. Your hair covering must cover all of your hair to ensure that loose hairs do not contaminate the product. Also, ensure your hair covering covers your ears. If the hair covering cannot contain all the hair, a hairnet must be worn underneath to contain the hair. Your hair covering must be the last item to be taken off when you have finished in the production area.

COAT - Working in the packhouse you must wear a protective jacket/overall. Your protective overall must be worn in the correct fashion and must be correctly fastened. Sleeves must not be rolled up; this is for hygiene reasons. Outdoor clothing must always be covered with company issued overall.

BEARD SNOOD - Beards and facial hair must be kept neat and tidy and fully enclosed by a snood when in production areas. Scarfs or neck warmers cannot be used instead of a beard snood. If a clothes peg can be attached to any part of facial hair (meaning that facial hair is more than ~ 0.5 cm length) you must wear a beard snood.

COMPACTOR - Safety goggles and ear defenders must be worn, when operating the compactor. No walking on the top of the belt is permitted.

CLEANING - Wear relevant PPE (gloves/safety goggles/safety shields) when handling chemicals. Only trained personnel can handle certain chemicals.

WASTE COMPACTOR - Wear relevant PPE (gloves/safety goggles/safety shields) when handling waste using the compactor.

X-SPLASH WASH PLATFORM - Wear relevant PPE (gloves/safety goggles/safety shields) when using the machine for cleaning packhouse equipment.



Accident Reporting



All personal accidents in the workplace must be managed promptly, safely, and effectively, prioritising the health and well-being of those affected while maintaining compliance with legal and Company requirements.

All personal accidents **MUST** be reported to your manager as well as a First Aider if needed. All accidents **MUST** be recorded in the site 'Accident Book'

If in the packhouse, immediately report to your manager;

- Any incident involving glass or plastic breakage
- Defective equipment
- The loss of any items (knives, plaster, probes, etc.)
- Damaged or lost glasses or contact lenses
- Any evidence of unsafe or out of specification product or raw materials

In the event of an accident/injury, a **Company first aider must be summoned immediately**. - If you are not suitably qualified to deal with the incident, then seek medical or other help ASAP.

Accident Reporting



1. The first aider will attend to the injury as appropriate and then decide if the person is fit to return to work, whether they should be sent home or taken to hospital.
 - If you are qualified in first aid, assist, and send someone to summon additional help (doctor, ambulance, or emergency services) as required.
 - If you are not qualified in first aid, contact a qualified first aider or call emergency services without delay. Stay with the injured person(s) and monitor their condition until professional help arrives. Avoid actions that could worsen the injury, such as unnecessary movement or administering food, drink, or medication.
2. The first aider or the injured person must complete a record of what has happened in one of the company accident books.
3. The Health & Safety appointed, or competent personnel will decide whether the accident is reportable to the Health & Safety Executive under the 'RIDDOR' guidelines on 'Types of reportable incidents – HSE'.
4. 5.5.1 Workplace Accident/Incident Investigation Form must be completed, and you may be required to supply some information.

Accident Reporting

Emergency contact information, including the names of qualified first aiders and the telephone numbers for local doctors, ambulance services, and other emergency contacts, are displayed around the site including in the office and first aid room for quick reference.

When calling emergency services (dial 999 from any phone) provide the exact address as below, and answer any questions such as the nature of the injury, your name, details of any first aid or treatment provided, and take advice on further treatment if needed.

The Site Address:

**Winterwood Farm,
Chartway Street,
East Sutton, Maidstone,
ME17 3DN**



CONTROLLED ATMOSPHERE STORES

Fruit is stored on stores around the outside of the production area.

NEVER ENTER A STORE WITHOUT PERMISSION

Controlled Atmosphere stores (CA Stores)

Sometimes we have to CA store fruit which means modifying the atmosphere to prolong the shelf life. To do this the level of CO₂ is increased and the level of O₂ is reduced. This is a very dangerous environment.

These stores can only be operated, opened and closed by trained personnel. The doors to these stores are always kept locked and the keys are held safely when in use.

We want everyone to be aware of these. There have been very few accidents in the UK over the many years of use but they have happened.

If there is ever an accident at work involving a CA store, unless you have received specific training for CA stores, please do not assist as you may cause harm to yourself.



Food Safety Management

Winterwood Food Safety

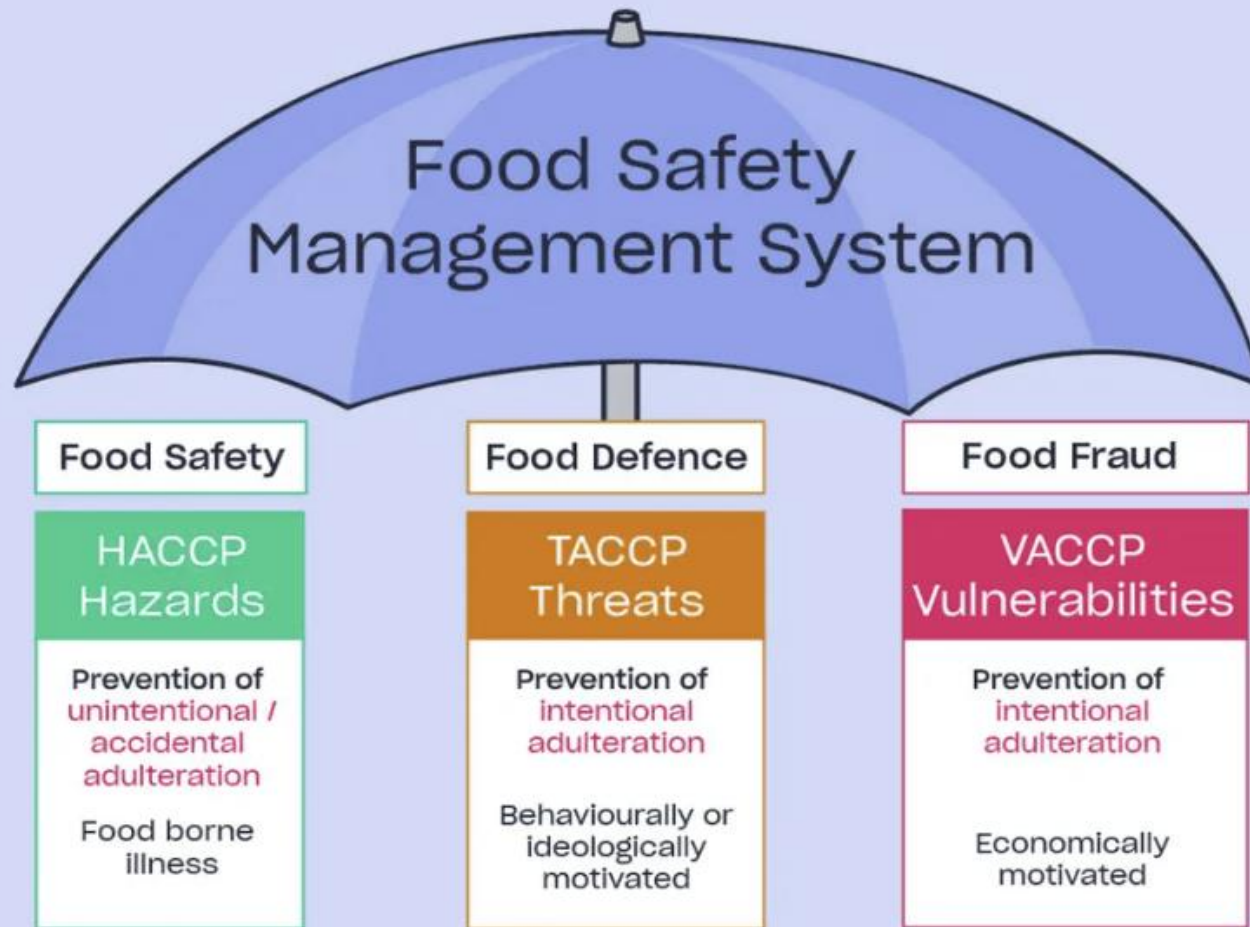
As suppliers of fresh produce, Winterwood is committed to creating a culture where creating food-safe produce is a top priority.

We have systems in place to:

a. Prevent food fraud and ensure the authenticity of products i.e. raw materials are of the nature, substance and quality expected (VACCP).

b. Safety of products i.e. raw materials are free from malicious contamination or theft (TACCP).

c. Reduce the risk of food borne illness through managing microbiological, chemical and physical/ food hazards (HACCP).



BRAND INTEGRITY

is about protecting the trust our customers place in brands. Every product must meet highest standards of safety, legality, authenticity and quality.

When Winterwood supplies product to its customers, we also have a responsibility to protect not only our brand, but also their brand, by producing food safely.



Every colleague plays a role in protecting Brand Integrity by

Following procedures and specifications created based on the customer standards

Speaking up if something does not look right

Never compromising on safety, legality or quality of the product

Acting with honesty, care and accountability



Site Security and Food Defence

Site Security



**No
unauthorised
entry**



**All visitors
must report
to reception**



Site Security is very important at Winterwood. It is imperative that the following rules are followed by all staff members.

You will be issued an access card on induction. You must use this when going through all doors as you traverse the building - even if a door is held open for you.

This is very important, as should there be a fire we would need to be aware of your exact location.

You must also make sure doors are closed behind you to prevent unauthorised access. This is required for all access doors around the site.

If a fellow employee or visitor/contractor asks you to let them into the building through an access door, you must direct them to the reception where they can sign in.

If you were to notice that access control on the staff entrance door is not working and anybody can get into the building this must be reported to Orderboard or the Management Team immediately.



REMEMBER



**ALWAYS SCAN YOUR CARD WHEN
YOU GO THROUGH AN ACCESS DOOR**

**DO NOT HOLD THE DOORS OPEN FOR
SOMEONE UNLESS THEY SCAN THEIR
CARD**

**DO NOT LET PEOPLE FOLLOW YOU
THROUGH ACCESS DOORS UNLESS
THEY SCAN**

**IF YOU DO NOT KNOW SOMEONE
THEN PLEASE CHALLENGE THEM OR
SPEAK TO A SUPERVISOR**

DON'T BE AFRAID TO SPEAK UP

Food Defence

Food defence is the process of protecting the food supply from intentional contamination or adulteration intended to cause public health harm or economic disruption. It's a proactive approach to prevent deliberate acts of sabotage, terrorism, or economically motivated tampering that could compromise food safety.

Security of our food is paramount. There have been many instances where security is vital in ensuring food defence. A breach in food defence could result in deliberate malicious contamination. Contaminated product could cause the customer to get hurt.

If you were to notice one of your work colleagues acting suspiciously around product, it is imperative that you please report it to the Line Leader, Orderboard or a Manager immediately.

It is the responsibility of all Winterwood staff to defend the site from food crime.



FOOD SAFETY RESOURCE

THE BEST OFFENSE IS A GOOD (FOOD) DEFENSE

BE **A.L.E.R.T.**

The best way to protect food is to make it as difficult as possible for someone to tamper with it.

A **ASSURE** the supplies and ingredients you receive are safe. You should use only known, appropriately licensed, certified or permitted (where applicable) contract manufacturing and packaging operators, and sources for all incoming materials, including ingredients, compressed gas, packaging, labels, and research/development materials.



L **LOOK** after the security of the products and ingredients in your facility. It is important to implement a system for receiving, storing and handling distressed, damaged, returned, or reworked products that minimize their potential for being compromised or to compromise other products (e.g., destroy products that are unfit for human or animal consumption; products with illegible codes; products of questionable origin; and products returned by consumers to retail stores).



E **EMPLOYEES** who have access to food ingredients, packaging, and food products can be a possible threat. Conduct background checks on staff (including seasonal, temporary, contract, and volunteer staff, whether hired directly or through a recruitment firm) as appropriate to their position, considering candidates' access to sensitive areas of the facility and the degree to which they will be supervised.



R **REPORT** on and be accountable for the security measures you take to protect your food supply. Periodically evaluate the effectiveness of your Food Defense Plans. You should strive to review and verify these plans, at least annually, revising them accordingly, and keeping this information confidential (e.g., use knowledgeable in-house or third party staff to conduct tampering or other malicious, criminal, or terrorist action exercises and mock recalls and challenge computer security systems).



T **THREATS** discovered at your facility require that you notify appropriate regulatory authorities. Hold any product that you believe may have been affected. If you encounter an incidence of intentional contamination or if you believe a product has been tampered with, hold the product in a secure area and notify the proper authorities.



Food Extortion and Contamination examples



An example of an irrational individual

A bold thief managed to convince the security guards at a food factory in South Wales that he was legitimately collecting goods. He stole a lorry and trailer full of cookies and biscuits, amounting to approximately £100,000 worth of stolen goods. The trailer was later found abandoned in a field, all the products had gone.

An example of an extremist

1984 saw the first, largest and worst bioterrorism attack in America when members of a cult group, the Rajneeshpuram, intentionally contaminated salad bars with salmonella. Their aim was to rig the elections by poisoning voters so that they could gain a majority. Over 750 people fell ill, with 45 being hospitalised.

An example of an extortionist

In June 2019, Eurofins was held to ransom after hackers breached their IT systems. As Britain's largest forensics provider, Eurofins carries out forensic work for a number of food producers. The ransomware attack caused disruption to many of its IT systems across several countries, and forced work to temporarily halt. Eurofins estimated that the attack had an impact of **62 million euros** on revenue, but it is unknown if or how much they paid the extortionists to unlock the impacted systems. In the longterm, Eurofins has had to add enhanced security features and measures to protect their systems and data, and this will impact on their clients.

Food Hygiene and Safety

Return to Work



Note: For more information regarding sickness, absenteeism, long-term sickness and statutory sick pay, ask your manager.

An 'Employee Return to Work Form' (7.1.52) must be completed after having absence from work.

- If you have had sickness, diarrhoea or taking anti-diarrhoeal medicine, you are still infectious even after symptoms have passed and you must not return to work until 48 hours have passed since your last symptoms or having taken anti-diarrhoeal medication.
- The Technical team will decide if relocation to a different role is needed.
- You should be calling every day you are absent unless you have explained to your manager when you intend to return.
- Similarly, if you feel you are fit to return to work before your sick note has come to an end they should be contacting their line manager beforehand.

Do not handle food if you are unwell:

You must report to your manager if you have the following illnesses:

- Diarrhoea and/or vomiting in the last 48 hours
- Stomach pain, nausea, fever, jaundice, impetigo and/or abscess,
- Boil and/or septic cut,
- Infected skin, nose or throat, discharge from ear, nose and/or eyes
- A declared food-borne illness (you cannot return to work until you have been signed back to work by a GP).

If you are absent from work due to sickness or injury, you must inform your immediate Manager or any senior Company member of the reason and likely duration of your absence before the expected start time on the first day of absence.

Phone numbers for sickness and absence are located around the site or on our web site (www.Winterwood.co.uk) and available in our sickness policy.

Hygiene Rules

Everyone is reminded not to take prohibited items inside the production areas.

Any loss of personal belongings in the workplace must be reported to your line Manager or Orderboard ASAP, especially if theft is suspected.



1. Before entering all production areas all personal possessions (mobile phones, drinks, sweets, chewing gum, cigarettes, keys, wallets, jewellery, **personal medication**, money, watches or similar wearable devices) must be locked away inside the lockers provided and are **NOT** permitted in the production area.



2. Jewellery such as earrings, necklaces, tongue, lips, eyebrow or any visible body piercing and watches are strictly prohibited in production areas.
ONE plain wedding band is allowed. Properly covered religious articles can be worn with permission.
Arthritic/Diabetic bracelets are allowed to be worn.



3. At no time should any personnel cough/sneeze over product and spitting is prohibited in any area. Whilst packing/picking you should avoid touching or scratching your skin, especially your mouth, nose and ears as germs could then be transferred and then contaminate the product.



4. Heavy make-up including lipstick, foundation, mascara, blusher, eye shadow, eye liner and false eye lashes (including extensions) are **NOT** permitted.
No perfumes and aftershave or strongly scented toiletries are permitted as they could taint the fruit.



5. Fingernails should be a reasonable length, clean and unvarnished. False fingernails/nail varnish are **NOT** allowed in the packhouse areas.

Prohibitions



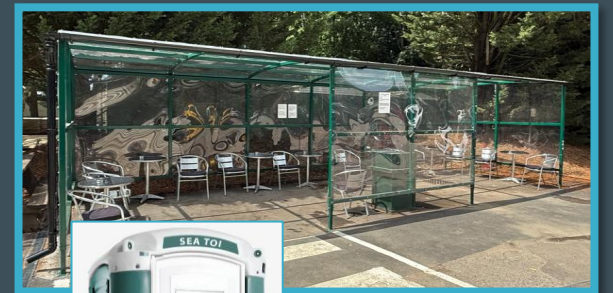
- Under no circumstances can the packhouse or warehouse areas be used for drinks or food to be consumed or stored.

If such items are found, they will be destroyed without prior notice or compensation.

- No eating or drinking is permitted in the packhouse production or warehouse areas or while picking.



- You are only permitted to smoke (including “e-cigarettes”), eat and drink in the designated areas.
- Toilet facilities are provided for your use. You must use the designated facilities only and you must wash your hands after use.
- Use of any drugs or alcohol during the working day is strictly prohibited
- Personal clothing and fashion accessories, even if covered, should not pose potential foreign body risks e.g., avoid wearing clothes with decorative items such as sequins or diamante.
- Particular care should be taken on uncovered items such as diamante settings in glasses etc. No ripped trousers to be worn in production areas.



Drugs and medicines

Drugs and medicines (**whether prescribed or not**) are not allowed in Production or Packaging storage areas.

Medicines and drugs are not allowed in the packhouse unless approved by the Technical Team. If medication must be available at short notice, then these must be stored in a locked box in the Orderboard office. Any foodstuffs required for the control of diabetes must also be stored in a locked box in the Orderboard office.

All other medication bought on to the site must be stored in a locked locker. Under no circumstances can these be kept in pockets or loose in bags.

The use of any medication that may impact on your ability to use machinery **MUST** be reported to your line manager. These include any medications that affect your perception or make you feel drowsy.



Dress Procedure for Packing staff

Overalls must be kept upstairs



Downstairs changing area

Facial hair – wear a hair net/beard snood ensuring all hair is covered.

Hair net – ensure it covers ears and captures all hair

Go up the stairs to the upstairs changing area



Enter packhouse and start work



Sanitise hands



Don coat and ensure outdoor clothes are covered.



Wash hands thoroughly. Water and soap for 20 seconds. The air dryer starts automatically.

Dress Procedure for Non-Packing staff

All Hi-Viz, visitors, maintenance coats must be stored downstairs



Downstairs changing area

Facial hair – wear a hair net/beard snood ensuring all hair is covered.

Hair net – ensure it covers ears and captures all hair

Wash hands thoroughly. Water and soap for 20 seconds. The air dryer starts automatically.

Don coat and ensure outdoor clothes are covered.



Enter packhouse and start work

Sanitise hands

Go up the stairs to the upstairs changing area

Different PPE coats



Hi Viz
Drivers, QCIN, QC OUT, Cold store, Office, Production managers



Blue packhouse Coat
Packers – Non-organic



Green packhouse Coat
Agency Packers – Non-organic



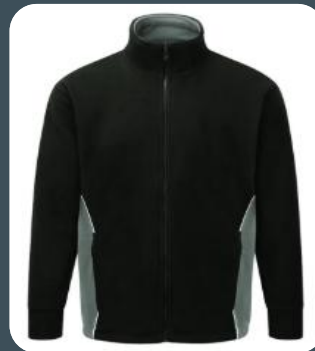
Grey packhouse Coat
All Packers – Organic products



Red Coat
All visitors



Orange Hi Viz coat
Packaging stock control
All Berryworld staff



Black fleece-grey stripes
Maintenance



Grey fleece
Maintenance or contract visitor



Red hat
QC



Green hat
First aider



Removing PPE and work coats

- Always remove your coat first.
- Store the coat properly on a coat hook provided.
Packhouse coats on the coat hooks upstairs corresponding to the line on which you are working.
Hi-Viz coats, visitors and contractors on coat hooks in the downstairs changing area.
- Remove hair net or beard snood in the bin provided by the exit from the downstairs changing area.

Do not take any PPE outside this area. Do not store coats in lockers.



Washing PPE and work coats

- We launder work wear (packhouse coats and Hi-Viz coats) in-house.
- **Under no circumstances should PPE be washed at home.**
We cannot allow washing at home because we and our customers have certain standards about the temperature, using non-scented washing aids and how clothing is stored after washing.
- Please speak to your manager to understand how your department can have clothing washed on site.

Hand Washing

It is very important that hands are washed thoroughly after any of the circumstances listed in this poster. This will prevent the transmission of bacteria which could cause illness to other staff members or the customer.



Don't just dangle your hands under water. That does nothing.
Use warm water and soap.

Rub for 10 seconds, make sure it lathers, then rinse.

!!!! REMEMBER !!!!

Sanitisers do not replace handwashing as less effective on some items such as some spores or viruses

EVERYONE has a responsibility to work in a safe, tidy and orderly manner to prevent contamination to our product and to reduce the risk of accidents.

What did you last touch?

Your hands could be contaminated with bacteria, which could spread to food you or someone else eats.



ALWAYS WASH HANDS



When entering the packhouse



After using chemicals



After smoking inc E-Cigarettes



After eating

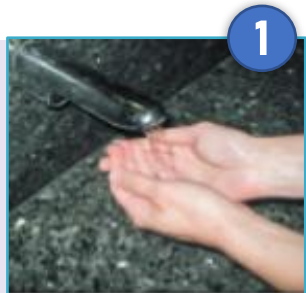


After using the toilet



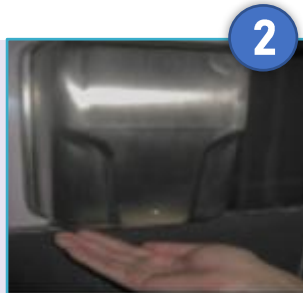
After coughing or sneezing into your hand

Hand Washing



1

Wet hands with water



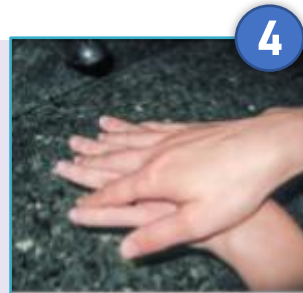
2

Apply enough soap to cover all hand surfaces



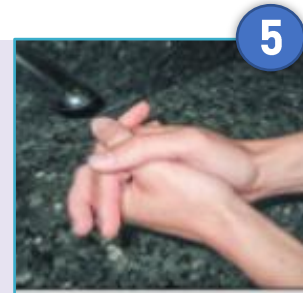
3

Rub hands palm to palm



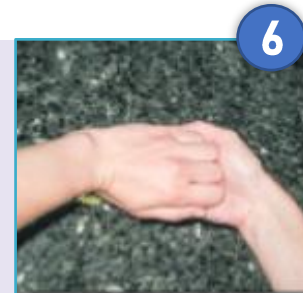
4

Rub back of each hand with palm of other hand with fingers interlaced



5

Rub palm to palm with fingers interlaced



6

Rub with back of fingers to opposing palms with fingers interlocked



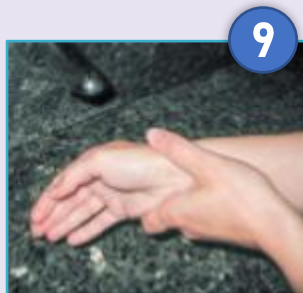
7

Rub each thumb clasped in opposite hand using a rotational movement



8

Rub tips of fingers in opposite palm in a circular motion



9

Rub each wrist with opposite hand



10

Rinse hands with water



11

Dry hands

All staff **must** thoroughly wash their hands before entering the packhouse.

They must follow this handwashing technique and wash their hands for a minimum of 20 seconds (the handwashing facilities should have automatic timers to ensure hands are washed for long enough).

A poster showing how the hands can be washed effectively can be found above every hand-washing facility.

Cuts and Blue Plasters



All wounds, cuts or grazes must be covered by a **metal-detectable blue plaster issued by a member of staff**. This plaster must be recorded. Anyone entering the production, storage or warehouse facility must wear a blue plaster to cover wounds.

All wounds must be adequately covered to ensure there is no risk of product contamination. When a wound is too large to be covered by a blue plaster and requires a dressing, then the dressing should be covered with blue sleeves (available in the reception store)

IF YOU NEED A PLASTER TO COVER A CUT, PLEASE SPEAK TO THE ORDERBOARD TEAM!

At the end of the day/shift issued plasters **MUST** be checked by a designated person such as First Aider, Orderboard Team Member or a suitable deputy. Any loss of a plaster during work **MUST be reported immediately** to the line Manager or Orderboard Team Member.

If the plaster is found to be missing or reported lost by the member of staff, the Packhouse Manager and Technical Team member must be informed and immediate and appropriate action should follow, which may include stopping the production line affected and quarantining product packed since location of the item was last known.

FAILURE TO REPORT A LOST PLASTER CAN RESULT IN DISCIPLINARY ACTION

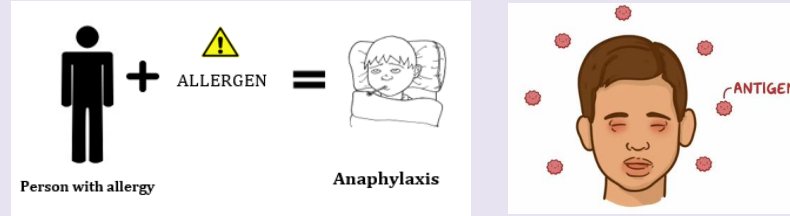
5.3.10 [Blue Plaster Form](#) Issue 1

DATE	TIME	NAME	NUMBER GIVEN	ISSUER SIGN (worksheet initialled)	STOCK LEFT	TIME CHECKED OUT	CHECKER SIGN

*A record of the issue should be made on the 5.3.10 Blue Plaster Form by the Orderboard team member who must record to whom the plaster is issued and then also write the initials of the person on the plaster itself.

If a blue sleeve is required to be used, the person has to wear a glove over the dressing, and this also should be recorded on 5.3.10.

Allergens



A food allergy is an immune system response to a food protein that the body mistakenly believes is harmful. When the individual eats food containing that protein, the immune system releases massive amounts of chemicals, triggering symptoms that can affect a person's gastrointestinal tract, skin, breathing and/or heart. The most common allergens cause about 90% of food allergy reactions.

An allergic reaction (anaphylactic shock) can happen within minutes of eating an allergen, or it may happen hours later. Symptoms of food allergy can include; hives, swelling of the lips, face and eyes, vomiting abdominal pain, swelling of the tongue, breathing difficulty, persistent dizziness or collapsing. If left untreated, these symptoms can be fatal.

Around 20% of the population is thought to have a food allergy, with a greater proportion of children than adults as some allergies to foods such as milk and egg tends to be largely outgrown. However, fish and peanut allergies tend to persist into adulthood.

No Winterwood product (as at Jan '26) contains any allergen containing ingredients, but SKU's such as Strawberries and chocolate, have been produced in the past and may be added again in the future. Even when no allergens are being processed, it is still important for staff packing food to understand the importance of considering those with allergies.



Currently, there is no cure for a food allergy. Avoidance of the food is the only prevention.



Nuts & Sesame Policy

Winterwood is a **NUT** and **SESAME FREE SITE**.

Tree nuts, peanuts and Sesame of any type are not allowed on the premises – this includes in personal lockers and in offices.

If any products containing nuts or sesame should be brought onto site accidentally, they will need to be stored in a car or the dedicated lockable 'Nut box' that is kept in reception.



The identification, control and awareness of allergens is growing challenge facing the food industry.

This policy has been implemented to reduce the risk to any current or future employee who may have or develop a Nut or Sesame allergy, and to reduce the risk of any of our product becoming contaminated with such allergens.

Using sanitiser does not destroy allergen proteins, so it is important to properly wash hands with soap and water.

● VISITOR NOTICE! ●

Winterwood is a **NUT** and **SESAME FREE** site. In order to reduce the risk to those with nut allergies, please inform reception (or a member of staff that greets you on arrival) if you have any products containing nuts in your possession.



CLEAN AS YOU GO

Winterwood staff must follow the 'Clean as you go policy'.

This cleaning strategy minimises risks to hygiene, health, and safety. It involves taking the opportunities to clean continually throughout the working day to keep the working area safe and hygienic. Ensure we always

- Clean dirt and spillages on your work surfaces immediately,
- Clean fruit and debris from the floor,
- Empty waste bins regularly to avoid build up.

DO NOT PASS WASTE BAGS ABOVE THE PRODUCTION LINE UNDER ANY CIRCUMSTANCES

Packing staff must follow cleaning instructions provided by their supervisors when cleaning. They will be instructed which parts of the work area should be cleaned, the method, equipment and chemicals to be used.

There are multiple cleaning stations around the packhouse. Equipment must always be kept **off of the floor**. Should any equipment be broken, this must be reported to a Line Leader or a Manager immediately.

TEMPORARY REPAIRS

Temporary repairs must be approved before being used. This is to ensure there is no risk to Health and Safety or food safety.

Any temporary repair must be documented and agreed and permanent repairs must be completed in a timely manner.

Under no circumstances should machinery safety mechanisms be bypassed.

Clean as you go

Keep a clean and tidy workplace by **cleaning as you go**



Clean any dirt and spillages immediately.

Thoroughly clean work surfaces between tasks.

Keep sinks clear and clean them regularly.

Keep walkways and exits clear of rubbish and clutter.

Clean equipment after each use.

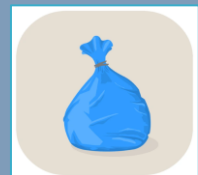
Dispose of all waste properly.



High
Speed
Training

Clean As You Go Poster by High Speed Training

www.highspeedtraining.co.uk



CLEANING EQUIPMENT

Cleaning is colour coded depending upon where the equipment is used. It is important to use the correct colour coded equipment in the correct area. This is to prevent the spread of pathogens and to reduce the risk of cross contamination.



Blue Packhouse

- Non-food contact work surfaces
- Walls & Floors

- Do not mix between floors and work surfaces



White Packhouse

- Food contact work surfaces ONLY



Red Toilets

- Toilets, sinks, cubicles
- Toilet walls and floors



Black Outside & warehouse

- Floors and walls



Yellow Canteen

- Floors and walls
- Work surfaces
- Storage areas



Green Offices

- Floors and walls
- Work surfaces

Packing Organic



Winterwood pack **ORGANIC PRODUCT** and the process is designed to ensure there is no contamination of Organic product either with chemicals or residues from other fruit



1

Supervisors must ensure that work surfaces are cleaned with hypochlorous solution before packing any Organic produce.

2

Packers should be particularly careful to avoid cross contamination. Organic and conventional produce must not be packed on either side of the same packing stations at the same time. Strict wash down procedures must be observed for the whole packing station before organic packing can commence.

3

Supervisors must ensure that the work area is clean before commencing work. Packers of Organic produce must always follow any special hygiene and cleaning requirements

4

Before packing organic product, staff on the line should remove their original work overalls, wash their hands and wear organic overalls.

5

After completing any packing of organic product, any specific Organic PPE must be removed, and original clothing put back on.

Contamination Reporting



Any type of contamination can present a significant hazard e.g. foreign body hazards, and may have a serious impact on product safety, legality, or quality.

Any contamination incident includes but is not limited to wood, metal, glass, plastic, oil/diesel, pests, bird droppings, packaging, bodily fluids, and farm machinery.

In the event of any contamination of product, this must be reported to the nearest authority. The Management Team must be notified immediately and the 4.1.24 Contamination Procedure procedure should be followed.

If you break or notice any broken equipment or parts of machinery – report this to a Manager present in the work area **immediately**.



**RED EQUIPMENT:
GLASS BREAKAGE**

WHERE IS LOCATED?

- * Orderboard Office
- * QCOUT Office
- * Unitec Office



IF YOU SEE IT.... REPORT IT!

**QUALITY
ASSURANCE
NON-CONFORMING
MATERIAL**

Care with Temporary Repairs!

This can increase foreign body risk.



Pest Reporting

Evidence of pest activity? **REPORT IT IMMEDIATELY**
Tell a Technical Team or your Manager



1. All external doors must be closed when not in use.
2. Pest carry bacteria or viruses that can contaminate food and food contact surfaces.



ALWAYS REPORT PEST SIGHTINGS

 <p>PEST TYPE: Rodents (Rats and Mice) PEST FACTS: Rodents enter premises through small gaps in walls, roofs, doors, under floors and around pipes. Constantly dribbles urine. Damages property by gnawing.</p>	 <p>PEST TYPE: Flies PEST FACTS: Flies enter premises through open doors and windows, etc. Flies feed on decaying and rotten food, carcasses of dead animals and faecal matter (poop).</p>
 <p>PEST TYPE: Cockroach PEST FACTS: Cockroaches crawl, but they can move quickly. They are not fussy eaters, they like most things. Cockroaches like to hide in warm, dark areas. Cockroaches need water to survive.</p>	 <p>PEST TYPE: Beetles (Weevil) PEST FACTS: Weevils are a type of beetle that can often be found in a 'stored product' such as flour, rice, nuts and cereals. The females often lay their eggs in the stored products.</p>
 <p>PEST TYPE: Birds (Pigeons, etc) PEST FACTS: Birds enter premises through open doors and windows or gaps in roofs. Bird poo can be very acidic and damage property, feathers can get into food.</p>	 <p>PEST TYPE: Wasp PEST FACTS: Wasps are not a common food pest. However, dead wasps can often become a food contaminant as their bodies can find their way into food left uncovered.</p>

THE DANGERS OF PESTS

- Pests are a source of food poisoning bacteria
- Pests spread disease
- Pests damage your property
- Pests damage your reputation
- Pests can close your business!



9.6a Induction Pack Packhouse

Issue: 1

I CAN CONFIRM THAT:

I HAVE READ AND UNDERSTOOD THE WINTERWOOD PROCEDURES AND RULES DETAILED IN THIS DOCUMENT, AND I AGREE TO FOLLOW THEM AT ALL TIMES

I HAVE WATCHED THE INDUCTION VIDEO

I AGREE THAT ALL PERSONAL DATA AND IMAGES MAY BE HELD ON RECORD, EITHER IN ELECTRONIC OR PRINTED FORM, AND THAT THIS INFORMATION MAY BE ACCESSED BY RELEVANT MANAGERS AND/OR SYSTEM CONTROLLERS.

EMPLOYEE:	TRANSLATOR (if applicable):	TRAINED BY:
PRINT NAME:	PRINT NAME:	PRINT NAME:
PAYROLL NUMBER:	PAYROLL NUMBER:	PAYROLL NUMBER:
SIGNATURE:	SIGNATURE:	SIGNATURE:
DATE:	DATE:	DATE:

I MUST ALSO COMPLETE THE FOLLOWING FOR MY INDUCTION:

5.5.14 Employees Personal details

5.5.17 New Employee induction checklist.

5.5.34 Pre-employment information

5.5.36 Medical questionnaire

9.6f Modern Slavery and Labour exploitation.