



Induction Pack

Farm

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! SAŃMIET PALIŹIBU! SIEKITE PAGALBOS!



YOUR LOCAL CONTACT:



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

REPORT:

Gangmasters & Labour Abuse Authority (GLAA): 0800 432 0804 (Confidential)
Police: 999 (emergency) / 101 (not emergency)

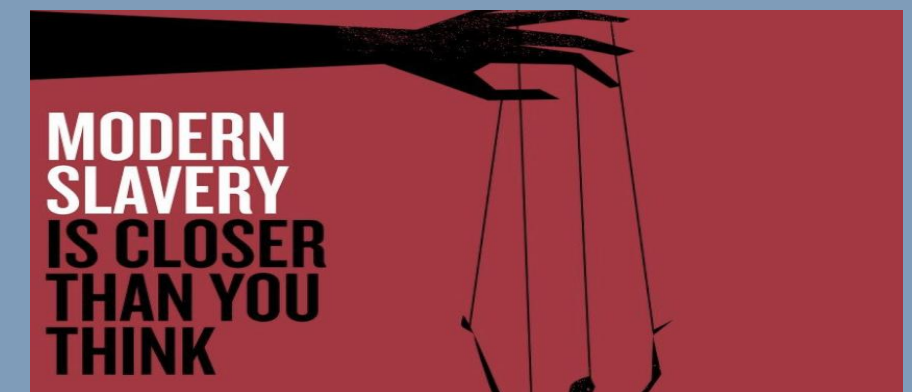
EN, PO, LA, LI V03/10/23

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.
- You will find the **MEETING NOTES** and **SUGGESTION BOX** on the right side at the entrance to the toilet (smoking area) (rest room).



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. If you are engaged in picking fruit, then this can fluctuate as there is a piece work aspect to your wages. You will always receive at least the minimum wage for any work you do but you may earn more.

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.



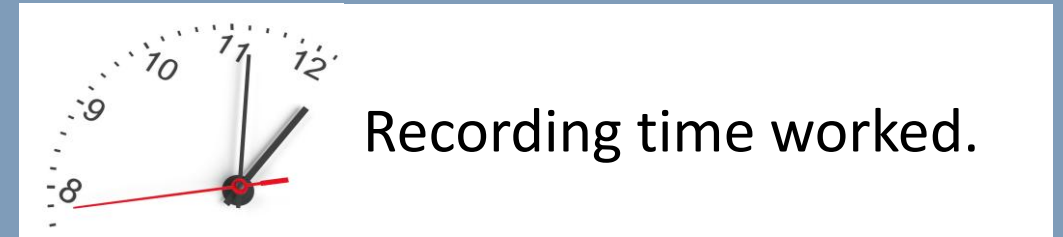
Holiday Booking System

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.

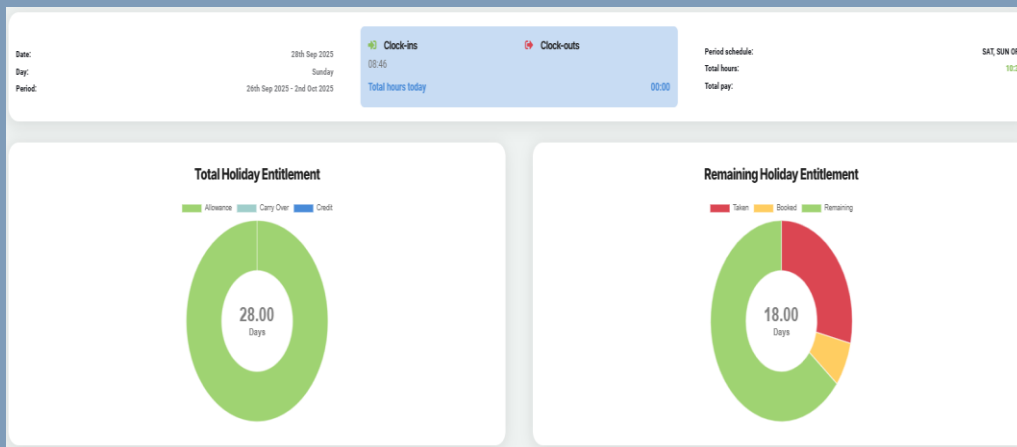
noreply@addtimerecording.co.uk



All staff

To scan in/out at the start and end of shift you will need to use the scanner in main farm building by the staff entrance. This will recognise your face.

If you are unsure how to work this system, please ask. This is very important to ensure your working hours are recorded accurately.



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 farm site provides facilities to keep food cold and to heat food. These facilities are not available in the canteen.



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 Farm Manager conducts a **Fire Alarm Test** at **9am** every Wednesday. The bell ring alarm will sound for several 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.

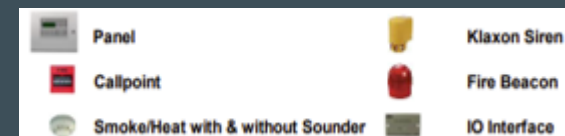
The **Farm Fire Assembly Point** can be found in the area immediately outside the laundry area.



Car Park



To sound the alarm, lift the Perspex cover and press the black button.



Fire Reporting



IF YOU DISCOVER A FIRE:

- Keep calm,
- Shout '**FIRE!**' as loudly as possible. Some people do not always respond immediately to fire alarms,
- Activate the nearest fire alarm call point, or from a safe place. No fire is too small to activate the alarm,
- Get someone to call the fire brigade by dialling 999,
- If trained, attack the fire if it is safe to do so using the correct extinguishers - do not take any personal risks. Do not be tempted to get involved in tackling fires yourself without first sounding of the alarm,
- Close the door to the area where the fire is and any other doors behind you,
- Leave the building via the nearest fire exit and make your way to the assembly point,
- Do not return to collect personal belongings,
- Remain at the assembly point and only return to the building when authorised to do it.

You all have a duty to know what to do and where to go in the event of a fire - ask yourselves:

- Where is the nearest fire extinguisher?
- Where is your nearest call point alarm?
- Where is your assembly point?
- Do you know your means of escape?



FIRE BRIGADE contact number: 999.
Address is "Winterwood Farm ME17 3DN"

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.



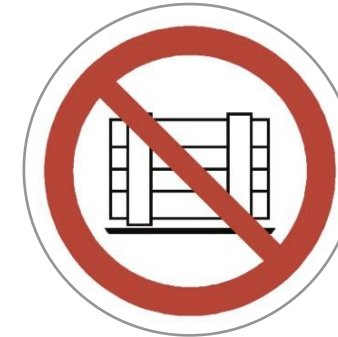
When it is heard (other than for test purposes) you are to stop work immediately.

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



Health and Safety: Farm building



The company 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.

WALKWAYS – Always keep stairs and walkways clear

WET/SLIPPY FLOORS – Some floor areas may be wet and slippery after cleaning. Do not run or rush. If the floor is wet, then the wet floor signs must be used in slippery areas.

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.**

MACHINERY AND TOOLS – There is machinery and tools stored and used within the farm building.

UNDER NOT CIRCUMSTANCES CAN ANYONE USE THESE TOOLS OR MACHINES UNLESS YOU HAVE BEEN TRAINED AND HAVE BEEN GIVEN AUTHORISATION TO USE THEM.

FIRE EXTINGUISHERS – There are a number of fire extinguishers around the farm building. Always ensure these can be accessed and never put anything in front of them.



Site Safety: Ladders



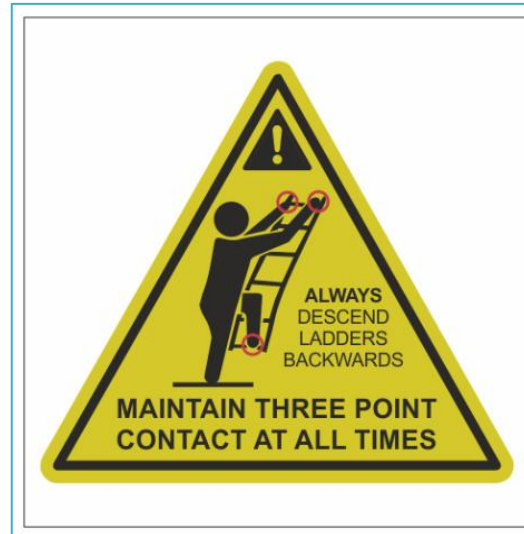
The farm has a lot of different types of ladder. Only use ladders when given specific instruction to do so and if they have been safety checked.

All ladders must be secured, on a firm, flat surface and must be clean and suitable for use. Work clothes must not be capable of restricting your movement and shoes must be clean to prevent slipping. Do not overreach, do not carry objects that could cause loss of balance and always face the ladder when climbing or descending

When using the steps on the picking trolley always ensure that the step is stable and keep the area around your area clean.

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

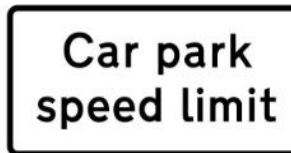
FORKLIFT AND TRACTORS– Forklift Trucks and operate around the farm building and in the fields between fruit rows. Extreme caution is required when passing through these areas. Personnel operating this equipment are trained – including when to use the horn and alerting surrounding staff. Please remember that because you can see a tractor or forklift, it does not mean the driver has seen you. Always be careful.

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

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. These are blue so not attract insects.

If you observe anything you think is unsafe, you should report this to your Manager and complete and incident report.



Site Safety – Chemicals



There are chemicals kept on the farm. Some are locked away in the chemical and fertilizer stores and others are more accessible. NEVER BLOCK THESE AREAS.

IT IS STRICTLY PROHIBITED FOR ANY STAFF MEMBER TO TOUCH OR TRY TO USE ANY CHEMICALS OR TO ENTER THESE AREAS WITHOUT PRIOR AUTHORITY FROM THE FARM MANAGER OR THEIR DEPUTIES.



Chemical store




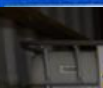



Sprayer filling area

MAIN HAZARDS

-  **Acids and chemical substances**
– risk of chemical burns and serious injury
-  **Fertigation system**
– dangerous chemical reactions if improperly handled
-  **Pressurised pipes**
– risk of pipe rupture and liquid projection
-  **Water–electricity contact**
– high risk of electric shock
-  **Wet floor**
– slip and fall hazard

STRICTLY PROHIBITED

-  **Unauthorised personnel entry**
-  **Smoking inside the area**
-  **Working on pressurised installations**
-  **Modifying system settings without approval**
-  **Unauthorised electrical work**



Fertiliser store



Nitric acid store



Fertigation pump house

Site Safety – Fields

P 4

0.79 Ha

BLUEBERRIES
CARGO

SAFE TO ENTER

IT'S SAFE TO ENTER THIS FIELD
PLEASE KEEP DOGS ON A LEAD



Only enter fields with a green poster. This means it is safe to do so and has not been treated recently

P 4

0.79 Ha

BLUEBERRIES
CARGO

DO NOT
ENTER

THIS FIELD MAY BE BEING SPRAYED
OR MAY HAVE RECENTLY BEEN
SPRAYED PLEASE WAIT FOR THE
GREEN BOARD TO BE DISPLAYED
BEFORE ENTERING THIS FIELD



Do not enter these fields under any circumstance. They may have been treated recently or are in the process of being treated.



Caution
Trip hazard

Caution: The ground in the fields may be uneven so please maintain vigilance. Do not carry heavy loads that could affect your balance if you trip.

Caution: Tractors, forklifts and Quad bikes may be operating on the farm. Always assume the driver has not seen you and act accordingly. If the crop is being sprayed, either by hand or by tractor, stay away from the spraying operation.



Caution
Agricultural
vehicles

Caution: Vehicles on the roadway. Always wear Hi-Viz workwear. Always use the crossing points. Always walk on the designated pathways. Always be aware of lorries that may be turning or reversing. Do not use the roadway next to the compactor. Always report any incidents where you did not feel safe walking around the site.



Warning
Beware of moving vehicles

Only enter fields when instructed to do so.

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.



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.

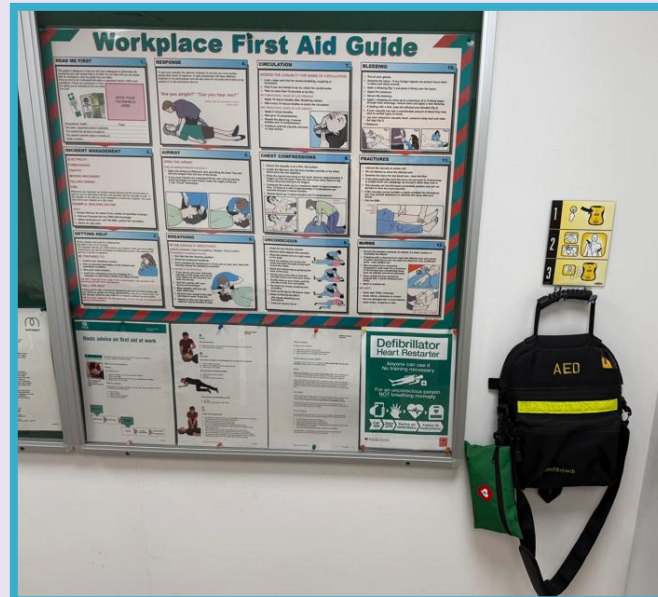
Accident Reporting

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 DN**



Site Safety: PPE



Comfortable and durable clothing

- Breathable T-shirt/top
- Hoodie or fleece (mornings can be cold)
- Lightweight waterproof jacket (rain is frequent)
- Comfortable long trousers (to protect against scratches and insects)
- Suitable footwear – not open toed.



Additional protection

- Hat or cap (sun protection)
- Sunscreen
- Light gloves (if permitted/required)
- Rain poncho or waterproof coat
- Sunglasses

Prohibited items



Watches
Mobile phones
Ear Pods



Earrings
Jewellery



False eyelashes
Strong perfume



False nails
Nail polish



Heavy makeup and lipstick



Plain wedding bands are allowed

Food Safety Management

Winterwood Food Safety

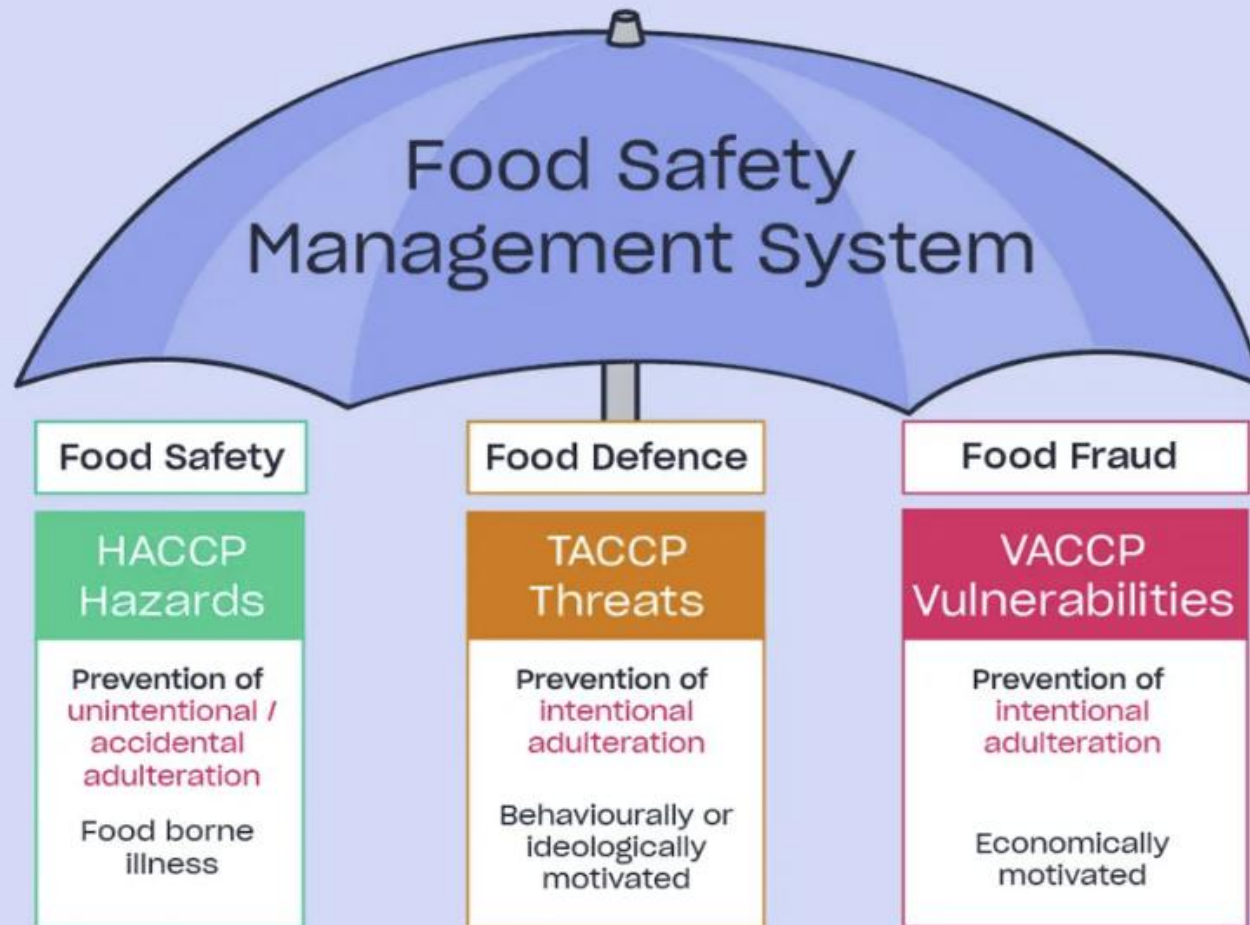
As suppliers of fresh produce, Winterwood is committed to creating a culture where creating food-safe produce is a top priority.

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 to the canteen in the main building.

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.

Farm : Field hygiene



NOTICE

SMOKING, EATING
AND DRINKING
IN DESIGNATED
AREAS ONLY

- Do not take any foods into the field.
- When working in the fields please keep water bottles and drinks with the supervisor.
- No eating or drinking is permitted while picking.
- You are only permitted to smoke (including “e-cigarettes”) in the designated areas. Smoking is prohibited in the rows or between fields.
- 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 foreign body risks e.g., avoid wearing clothes with decorative items such as sequins or diamante. Care should also be taken with decorative settings on glasses.
- Hand washing stations are available with your supervisor. Always wash and then sanitise your hands after:
 - Coughing or sneezing into your hands
 - After using the toilet
 - After eating or drinking
- Medicines and drugs are not allowed in the fields unless approved by the Farm Manager. If medication must be available at short notice in the fields than they must be kept by the supervisor. Any foodstuffs required for the control of diabetes must also be retained by the supervisor.
- The use of any medication that may impact on your ability to use machinery **MUST** be reported to your supervisor. These include any medications that affect your perception or make you feel drowsy.

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



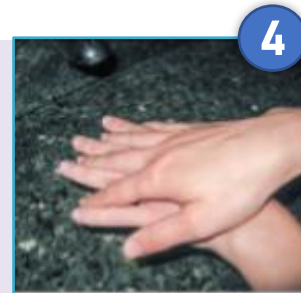
2

Apply enough soap to cover all hand surfaces



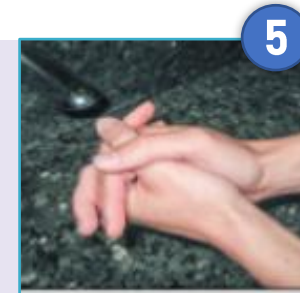
3

Rub hands palm to palm



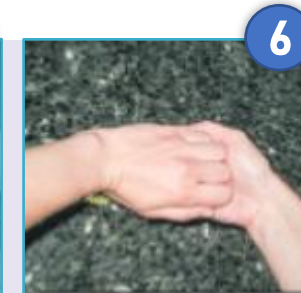
4

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



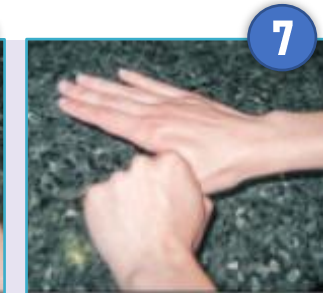
5

Rub palm to palm with fingers interlaced



6

Rub with back of fingers to opposing palms with fingers interlocked



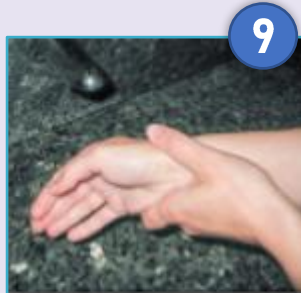
7

Rub each thumb clasped in opposite hand using a rotational movement



8

Rub tips of fingers in opposite palm in a circular motion



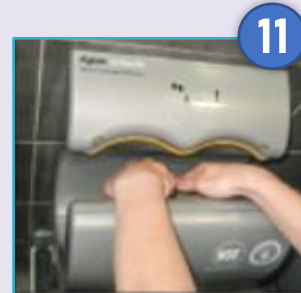
9

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 SUPERVISOR

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 Farm manager must be informed and immediate and appropriate action should follow, which may include stopping the picking, checking and quarantining product packed since location of the item was last known.

FAILURE TO REPORT A LOST PLASTER CAN RESULT IN DISCIPLINARY ACTION

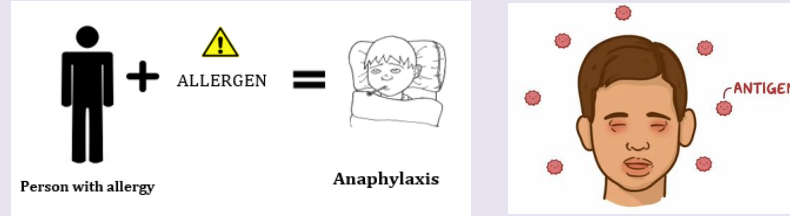
5.3.10 [Blue Plaster Form](#) Issue 1

| 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, PEANUT** 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 after touching nuts.



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 off your work surfaces and steps.
- Empty waste bins regularly to avoid build up.

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.

CONTAMINATION REPORTING

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

Example contamination incidents include wood, metal, glass, plastic, chemicals. bird guano, packaging, bodily fluids, and farm machinery.

In the event of any contamination of product, this must be reported to the Farm manager.



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.



CLEANING EQUIPMENT

Cleaning is colour coded depending upon where the equipment is used on the farm. 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.

GREEN Equipment – Communal area, workshop, offices



YELLOW Equipment – Irrigation and chemical stores



RED Equipment – Toilets, showers, bathrooms



BLUE Equipment – Caravans only

Always hang up equipment after use
Hang up mops so they can air dry.
Always keep colour coded equipment separate.



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

6.9f Modern Slavery and Labour exploitation.