



Mosselman s.a. Quality Presentation



Scope and purpose

This package is a comprehensive set of updated documents, meant to give you the answers you need in a timely and efficient manner, while being designed to be functional and easy to navigate. The "Mosselman s.a. quality presentation" presents:

- a significant amount of data related to Management, Quality and Food Safety, Safety, Environmental and Ethical aspects,
- the associated certificates and statements

The set up of this tool is based on our long time experience of customer needs (mainly based on questionnaire and audits).

This format will ensure that consistent information on your quality concerns is provided and will facilitate any change of notification to previously supplied information. The "Mosselman s.a. quality presentation" is the result of the hard work of many individuals of our organization devoted to develop a tool that will bring you all relevant answers to your questions. We trust this package will meet your expectations.

For help or support, please, do not hesitate to call or send us an e-mail. The necessary contacts are detail in this document.

We stay at your entire disposal for any information you may need.

With kind regards

Anaïs Delatour
Quality & Regulatory Manager

Luc Dassonville
Director

Yves Dal
Commercial sales manager

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1. Acronyms

ADR	European Agreement concerning the International Carriage of Dangerous Goods by Road
CAPA	Corrective and preventive action
CCP	Critical control point
CMR	Carcinogenic, Mutagenic and Reprotoxic
CoA	Certificate of Analysis
FASFC	Federal Agency for the Safety of the Food Chain
FCA	Feed Chain Alliance
GMO	Genetically Modified Organism
HACCP	Hazard Analysis and Critical Control Point
ISO	International Organization for Standardization
MSDS	Material Safety Data Sheet
OOS	Out Of Specification
PA	Point of Attention
PR	Prerequisite
QC	Quality Control
RSPO	Roundtable on Sustainable Palm Oil
SOP	Standard operating procedure
SVHC	Substance of Very High Concern
TDS	Technical Data Sheet
VOC	Volatile Organic Compounds

2. Documents, Certificates and Statements

The below documents are [annexed](#) in the end of this document.

2.1. Certificates

ISO 9001:2015 – Development, production and sales of chemical products

FCA - GP: Production and trade of feed materials produced within the company BC-02

GH: Trade of feed materials produced by third parties BC-03

TP: Production and trade of additives produced within the company BC-02

TH: Trade of additives produced by third parties BC-03

RSPO - Production, repackaging and trading of oleochemical ingredients, based on RSPO PO and PKO, for a range of industries, such as: food, feed, cosmetics, pharmaceuticals, cleaning products, waxes.

ORGANIC – Distribution of organic products

AFSCA - Autorisations (federal authorization for food: in French)

FAVV - Toelatingen (federal authorization for food: in Dutch)

FASFC - Authorizations (Federal Agency for the Safety of the Food Chain: in English)

2.2. Documents and statements

Company Organigram

Quality policy (in French)

Quality manual table of content (in French)

SOP index (in French)

Quality statements – Animal testing, BSE/TSE risks, Irradiation, Ionization, Nanoparticles, Allergens, Minerals conflict & Nagoya protocol

3. General information

3.1. Activity

As a producer and trader of **oleochemical ingredients**, Mosselman s.a. offers a wide range of **vegetable or animal oils and fats** as well as the **deriving products** such as fatty acids, fatty acid esters, fatty alcohols, ethoxylates and waxes.

Versatile applications are obtained thanks to a wide range of functional categories such as lubricants, rheology modifiers, tensides, emulsifiers, solvents, carriers, emollients, bodying agents, etc...

As a consequence, our customers belong to most various manufacturing sectors such as **lubricants, detergency, cosmetics, pharmaceuticals** (only excipients, no API; 5-10% of our customers), **inks & coatings, food & feed, candles, water treatment, etc.**

Mosselman s.a. also offers toll manufacturing facilities such as esterification, flaking, pastillation, blending, drumming as well as lab & pilot productions.

Founded in Belgium in 1829, Mosselman s.a. is a family owned medium size company. Mosselman s.a. sells about **600 products in more than 60 countries** for a total volume of about 25.000 t per year. A high flexibility in the product range, the packaging and logistics is part of the added value which is appreciated by our customers.

3.2. Personnel

Total employees:	about 50		
Direction:	2	Administration:	7
Sales:	7	Production:	14
Quality team:	5		
R&D:	2		

Schedules in production: **3 Shifts Monday to Friday**

3.3. Contacts

The **main contact of customer remains the sales contact**. Your questions will be internally dispatched.

Phone: 0032 (0)65 39 56 10

Fax: 0032 (0)65 39 56 12

Sales: sales@mosselman.be

For **Belgium**: Dimitri Dumoulin Dimitri.Dumoulin@mosselman.be

For **Germany, Austria, Switzerland** (current business)

Anneli Sadou Info-deutschland@mosselman.be

For **Germany, Austria, Switzerland** (new projects), **Baltics, Ukrain, Belarus**

Thibaut Delvaux Thibaut.Delvaux@mosselman.be

For **France** and **African continent**:

Thomas Andry Thomas.Andry@mosselman.be

For **NAFTA, Poland, Russia, Turkey, East Asia, Oceania**:

Vincent Hougardy Vincent.Hougardy@mosselman.be

For **Others**: Gino Valcke Gino.Valcke@mosselman.be

Quality & RA: Anaïs Delatour Anais.Delatour@mosselman.be

Logistics: Julien Drigo logistics@mosselman.be

Production/ R&D: Alexandre Messien Alexandre.Messien@mosselman.be

Order handling:

For **Benelux**: Mélanie François Melanie.Francois@mosselman.be

For **International**: Marjorie di Pietro Majorie.Dipietro@mosselman.be

4. Sites and facilities

Mosselman s.a.

Route de Wallonie 4

7011 Ghlin, Belgium

Tel.: 0032 (0)65 39 56 10

Fax.: 0032 (0)65 39 56 12

E-mail: sales@mosselman.be

Year of foundation: 1829

Production and storage: Mosselman s.a. - Route de Wallonie 4, 7011 Ghlin, Belgium

Size: About 45 000 m²

Other sales offices: Germany

VAT : BE 0451 025 254



Office hours

Monday – Thursday 08:30-12:15 / 13:00-17:00
Friday 08:30-12:15 / 13:00-16:15

Warehouse (arrival time)

Packed goods

Monday – Thursday 08:30-12:00 / 12:30-15:00
Friday 08:30-12:00 / 12:30-14:00

Bulk

Monday – Thursday 08:30-12:00 / 12:30-13:00

Emergency number: 00 32 496 27 50 20

Maintenance Emergency number : 00 32 499 52 17 16

5. Certifications and audits

5.1. Quality certifications

We have various quality certificates: **ISO 9001:2015, FCA, FASFC authorizations.**

Our quality system is certified ISO 9001:2015. This certification is applicable to all our products.

Moreover, we have Feed Chain Alliance (OVOCOM) certification, which is applicable to all our feed products. Mosselman s.a. has authorizations for Food grade production and sales. It is controlled by FASFC (Federal agency for the Safety of the Food Chain).

For each certification, we are audited at least one time per year.

We have in place a **HACCP manual**. It is applicable to all our Food and Feed grade products. It is controlled by FASFC and FCA so it is reviewed regularly.

All certificates are available in the point 1.

5.2. Organic certification

We have some **organic certified products**. The certificate and the list of the products is available on request to your commercial contact (see point 2.3 Contact).

5.3. Roundtable on Sustainable Palm Oil (RSPO)

Since 2015, Mosselman is **RSPO member** (9-1326-15-000-00) as its suppliers of palm oil derivate products. However, **our products are not RSPO certified unless specifically requested.**

Mass balance¹ RSPO certification is available depending on the product and requested annual volumes.

¹ Mass balance: Certified palm oil is mixed with conventional palm oil, but quantities are monitored administratively so that claimed volumes are matched.

5.4. Kosher and Halal certifications

Kosher and Halal certifications can be obtained for a number of products. This certification is provided on request and depends on the needed volumes and expected quality of the product.

Kosher certification is made by OK kosher or 1K kosher. Halal certification is performed by European Islamic Halal certification (E.I.H.C.).

5.5. External audits

Mosselman s.a. is regularly audited by customers to challenge the efficiency of the Quality system. **Customer audit** is possible depending on the context (turnover, frequency, etc.) and it is subject to approval. When audit is possible, it must be planned at least one month in advance. CAPA (Corrective Action and Preventive Action) plan are redacted and sent within 4 weeks after the reception of the audit report. Videos, films, photographs, copy of documents are not authorized during the audit.

Following Mosselman policy, internal and third party audit reports are not shared.

5.6. Internal audits

[See point 10.10](#)

6. Reach compliance

All our products are exempted or registered according to Regulation (CE) 1907/2006. REACH status is specified for each product in the MSDS (section 1 for substances or section 3 for mixtures).

7. Mosselman s.a. as producer

Mosselman s.a. has two main activities, around one third of the turnover is based on **own production** and the rest is based on **reconditioning and trading**.

7.1. Operational/Manufacturing procedures

Mosselman s.a. has manufacturing procedure in place to assure a constant quality of its products. **Production orders** are standard papers. Operators' **signatures** are mandatory at each step of the process and parameters are controlled by a central control panel.

Storage tanks are dedicated to specific products and grades. **Reactors** on their side are dedicated to products families. All cross contamination are avoided thanks to a validated cleaning procedure. This flexibility insures us the possibility to adapt production to demand.

Products are controlled during the production process with basic tests (indicate in the production order). **Quality control (QC) department** proceed to final control tests and its **authorization** is mandatory to release the products and store them in the warehouse or ship them to the customers.

One **lot** is defined as a set of sales units produced, manufactured and/or packaged under identical circumstances. The typical size of one lot is 5 to 25 Tons. All batches are identified with a unique lot number.

All **traceability** upstream and downstream is assured by lot number and labelling. **Quarantined material** can be reprocessed under authorization of our QC.

7.2. Shelf life of products

During many years Mosselman s.a. have been carrying out tests of retain samples, entrance materials, etc. These tests have been done in the context of quality control, research and development, specific demands, etc. Based on this experience, we can assure that when storing the product properly our mentioned **shelf life** is maintained. No long-term project allows us to validate this information. However our experience has been judged sufficient to assure the conformity of specifications until the end of the shelf life.

The expiry date is indicated on the certificate of analysis and is function of the product and the specifications.

Regarding the extension of the expiry date, internal sensitive specifications are retest at the end of the shelf life. When the results are conclusive, the expiry date can be extended. The period of extension is function of these results, it can vary from 6 month to 2 years.

8. Mosselman s.a. reconditioning and trading

Reconditioning and trading cover around two-thirds of Mosselman's turnover.

Thanks to the large area of its warehouse and large volumes sold, Mosselman s.a. can deliver trading product in short time.

Shelf life of trade products is indicated on the CoA and based on the supplier recommendation.

9. Product safety management

Mosselman s.a. works in various applications including cosmetics, food, feed and pharmaceutical. In case of pharmaceutical application, API are not present, only excipients.

9.1. Documentation

Various documents are available for our products:

- **TDS** – Technical data sheet: description, specification and characteristics;
- **CoA – Certificate of analysis**: systematically send with all delivering;
- **MSDS** – Material Safety Data Sheet;
- **Information sheet** : specific statements.

Based on customers need, Mosselman s.a. can deliver on demand **statements** on specific topics.

9.2. Chemical, physical and microbiological hazards

9.2.1. *Mosselman s.a. production*

Food allergens	Statement in the annex (link)
Cosmetic allergens	Statement in the annex (link)
Animal testing	Mosselman s.a. has never tested its products on animals
BSE/TSE risk	Mosselman s.a. confirm the absence of BSE/TSE in all its products
CMR	Statement on demand (CMR: Carcinogenic, Mutagenic and Reprotoxic)
GMO	Statement on demand (GMO: Genetically Modified Organism)
Irradiation	None of Mosselman s.a. products are irradiated nor ionized
Nanoparticles	No nanoparticles are used in Mosselman s.a. production
Residual solvents	Statement on demand
VOC	Statement on demand (VOC: Volatile Organic Compounds)
SVHC	Statement on demand (SVHC: Substance of Very High Concern, http://echa.europa.eu/en/candidate-list-table (last version))
Contaminants	Statement on demand (Heavy metals, Dioxin, Pesticides, Phthalates, PAH etc.)
Microbiology	Based on long experience, Mosselman s.a. knows that its products are not microbial sensitive

Information sheet is available on demand. It contains various statements per product as GMO, Contaminants, Nanoparticles, Irradiation, Animal testing, BSE/TSE risk, CMR, Residual solvents, VOC, SVHC, Microbiology, etc.

This document is based on production process analyze and investigation on raw material.

9.2.2. *Trading*

Information sheet can be available on demand for trading products. It is developed based on information received from suppliers (e-mails, supplier's TDS, CoA, etc.).

10. Quality management system

10.1. Quality manual and quality policy

Quality policy is attached to this document and available in the point 21. This document is displayed on the walls at all key places of the company (entrance, logistics, production, etc.).

The **quality manual table of content** is also available in the point 21. It is continuously **updated** according to changing requirement of the quality standards, especially thanks to various audit, customers demand, etc.

This document especially contains all **employee's responsibilities** description, **capabilities** of people and **list of back-ups** in case of absence.

As the manual of procedures, the quality manual can be consulted by all employees in the local language (French).

10.2. Quality control

QC department is **independent** from production department.

10.2.1. *Raw material and reconditioned products*

According to **material reception procedure**, products are analyzed and approved before delivery on site. Compliance with the agreed buying specifications is checked.

10.2.2. *Productions*

All **finished product** batches are approved by our QC. The QC analyses are performed by our laboratory according to our internal specifications.

The internal QC Laboratory is not accredited but all the analytical methods have been developed and validated. The methods are based on recognized standards (mainly **AOCS** or **European Pharmacopoeia**).

Some critical contaminants (for some products) are analyzed according to a control plan by external accredited laboratories.

10.2.3. *Location of the QC laboratory*

The QC laboratory is separated from the manufacturing facilities.

The **Laboratory Manager** has the responsibility for positively releasing raw materials and finished products. The certificates of analysis are signed by the QC or the Laboratory Manager.

10.3. Hazard Analysis and Critical Control Points (HACCP)

According to Food and Feed requirements, Mosselman s.a. has a **HACCP manual** included in the manual of procedure.

10.3.1. *Diagrams and risk analysis*

Diagrams for **Food and Feed grade** products are included in our HACCP manual.

The risk analysis is associated to these diagrams of production. The risk analysis also contains a section dedicated to the purchase material (for trading, reconditioning and raw material in production).

In this study, **microbiological, chemical and physical** dangers are classified into **CCP** (Critical Control Point), **PA** (Point of Attention) or **PR** (Prerequisite) based on calculation of **probability** and **severity** of the risk. All CCP and PA are overpowered by procedures.

It is Mosselman's policy to keep these documents, source of much knowledge and investment, confidential. It is assumed that FCA certificate and FASFC authorization are sufficient to prove that this document is regularly controlled and continuously updated.

10.3.2. *Validated cleaning procedures*

Cleaning of infrastructures, pipes, reactors, etc. are validated and the procedure of cleaning is included in the HACCP manual.

10.4. Traceability system

The **traceability system** is mandatory within the ISO 9001:2015 and HACCP systems. Mosselman s.a. can provide full traceability by means of documented records at every stage of the manufacturing process, reconditioning and trading. To ensure the performance of the traceability in the successive processing steps and unit operations, automatic and **computerized systems** is in place.

Each delivery can be traced by means of its order number and its associated **batch numbers**. Full traceability is available **from suppliers to customers** and **from customers to suppliers**. All purchased ingredients can be tracked to finished lots.

The average time needed for full traceability through the supply chain is 4 hours.

Traceability exercises are detailed in the Test recall (point 10.5).

10.5. Crisis management and Test recall

In case of a batch contamination a **crisis meeting** with Direction, Quality and concerned manager is organized. Following this meeting, actions are taken and the procedure of product recall can be snapped.

A **fictive test recall** is conducted several times a year: one time at the direction review (see point 10.11) and other times with certification audits.

10.6. Customer complaints

Customer complaints are **registered**, centralized and managed via a specific module in our **computerized system**. The procedure includes the following steps:

- The complaint is registered in our software and shared with the involved people;
- The investigations are carried out by the Quality and the concerned departments;
- Proposition of corrective action with time frame and person in charge;
- Answer to the customer;
- Follow-up of the effectiveness of the corrective action;
- Closing of the complaint.

10.7. Change control

A **change control procedure** is in place in order to evaluate the impact of any change on the quality of the products.

Following evaluation, depending on the nature and significance of the change and the agreement made with the customers, customers and concerned actors are notified. For pharmaceutical, food and feed grade products, all changes which have an impact on specifications and/or on product functionality are notified to the customers.

10.8. Laboratory equipment calibration

All **laboratory equipment** used is checked and **calibrated** (internally or externally) based on a defined planning.

Last calibration and the due date are recorded and followed through the defined procedure.

A documented calibration system is in place.

10.9. Out of specification

We have of a **formalized procedure** for the treatment of the products out of specification (OOS). In case of OOS, product is **quarantined**. **Recycling** can only be done after laboratory and production discussion and analysis.

10.10. Internal audits

Employees are **internally audited** one time per year according to a pre-defined program (planned at the direction review, see point 10.11). Questions are based on the **ISO9001:2015 standard**. All audits are led by **quality department**. The quality department is audited by security and prevention department or by another function **independent** from the quality department.

10.11. Direction review

According to our **ISO 9001:2015 certification**, a direction review is organized one time a year. Some of the points broached are: Review of non-conformities and complaints (customers and suppliers), Review of internal audits non-conformities, Review of corrective and preventives actions, Test recall exercise, Analyze of performance indicators, Old procedure review (>5 years), etc.

The direction review is leaded by **Quality Manager** in presence of the **HACCP Team** (Direction, Quality Manager, Production manager, Warehouse manager).

10.12. Samples and documents retention

All batches produced and reconditioned at Mosselman s.a. are **sampled**. Samples are kept at least during the shelf life of the product (with minimum of 2 years)

According to the corresponding procedure, all **documents** are kept and archived during a specific time (at least 3 years).

10.13. Staff hygiene and medical screening

The **hygiene policy** is applicable to any workers entering in the production facilities:

- Hand washing facilities are available depending on the production area;
- Hygiene signs are posted;
- Hair protection is compulsory, depending on the production area;
- Smoking and eating is only allowed in dedicated areas.

Protective clothes are mandatory (type depending on area). These clothes are properly laundered by a certified external company on a regular basis.

Changing room facilities for dressing, washing, toilets, rest and refreshment are clearly designated and separated from the production area.

All operators follow a **medical examination** once a year.

11. Training

Employees' training is of importance for Mosselman s.a.. Therefore, **various levels of training** are delivered to employees.

- Every new employee follows **an introduction training** on Safety, quality and Mosselman Policy.
- In accordance to its function, some employees follow **job-specific training** one time or on a regular basis. As example:
 - Security and prevention manager;
 - ADR manager;
 - Dangerous work for example work in confined environment (inside reactors);
 - Fire fighting;
 - Etc.

All trainings are recorded and archived.

12. Maintenance

12.1. Hygiene

According to FCA certification, a **check list for hygiene** for general infrastructures (roof, walls, light, general cleanliness, etc.) is complete once a month.

12.2. Equipment maintenance

Three check lists are used for all equipment maintenance: **a daily list, a weekly list and a monthly list**. These lists are completed and signed by operators and reviewed and signed by Maintenance manager.

12.3. Calibration

All production, maintenance and warehouse equipment (such as weight, clarks, elevators, steam generators, etc.) are **controlled and/or calibrated** on a regular basis internally or by external company.

13. Waste management

Waste Management complies with local **legal requirements**.

Wastes, production waste and cleaning water are **properly disposed** and cleaned in our **settling station** and our **chemical treatment plant**.

Each type of waste has its own disposal and/or recycle way.

14. Storage

Materials are stored in appropriate conditions to prevent physical, chemical or microbiological contamination. All products are stored off the floor on **pallets**. Mosselman s.a. products can be stored at **room temperature and humidity** because they have a **small sensitivity** to these parameters. Hence, to assure a good control, warehouse temperature and humidity conditions are **monitored** and archived.

According to legislation, **Hazardous materials** are clearly identified and stored in a separate area and in a safe way to prevent any risk of safety and product and packaging material contamination.

The **packaging** used for food and pharmaceutical products complies with the requirements for food contact materials. Food and feed material are stored in a separate area.

We apply the **FIFO** (first in, first out) storage rotation system.

15. Pest control

Pest control program for **rodents** is **subcontracted** to Anticimex, a specialized and **accredited company**, for all Mosselman's infrastructures. **Four controls per year** are planned and supplementary visit is contracted if necessary.

Historical service reports are available.

All pest control devices are secured and clearly identified on location **maps**. They are located in such a manner as to not contaminate products, packaging or equipment.

16. Packaging

We have **various packaging** depending on the product. This point can be discussed with your commercial contact (see point 2.3).

Possibilities: cans, boxes, pails, bags, drums, IBCs, bulk, etc.

All our **pallets** are heat treated wood pallets.

17. Labelling

The Labels of our products are different depending on their grades.

Feed grade products are labelled according to the legislation 767/2009/EC and **food additives** according to 1333/2008/EC.

Organic certified products are labelled according to legislation 834/2007/EC.

The other products show **by default**: product name, lot number and weight.

Separate labels are affixed for legal requirement concerning **hazardous material** (ADR, H phrases, etc.)

18. Transport

Transport is exclusively organized with **third party hauliers**. Mosselman s.a. organizes transport from its site to the customer but he also gives the choice to the customer to use its own transport.

Transport of dangerous goods is governed by the rules of European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) and only performed by certified ADR drivers.

According to Feed Chain Alliance, all transport used for feed product are FCA (or GMP+, FAMI QS) certified.

18.1.Organized by Mosselman s.a.

18.1.1. Bulk transportation

All tankers/containers used are visually controlled and only accepted with **clean certificate** (truck cleaning is hauliers responsibilities). **Caps and hoses** are cleaned by Mosselman s.a. according to a validated procedure.

18.1.2. Packed transportation

All trucks are **visually checked** before being accepted.

18.2.Ex works

Mosselman s.a. gives the possibilities to customer to order ex works and **organize himself the transportation** of the product. In this case, the collection is planned in agreement with **logistic department** (see 2.3 contact) who provides a collection number.

19. Environmental management

The concept of "product quality" has changed a lot in recent decades and is no longer limited to functionality of product. This now includes respect for the environment, not only in terms of the raw materials used but also concerning the way of production, methods used and facilities.

On the other hand, the climate changes already observed, having impacts on crops (raw material of most oleochemicals) and progressive but irreversible rarefaction of fossil raw materials are not only dangers for health and the environment, well-being of humanity but also, more prosaically, at more or less short term, obstacles to the sustainability of our business.

This is why, Mosselman, aware of its responsibilities, both local and International in climate change and the preservation of our environment, has embarked on the path of sustainable development and continuous improvement for several years.

Mosselman's range of products cover over than 600 products and has been enriched over the years in order to satisfy our customers in various fields (cosmetics, pharmaceuticals, food, feed, technical applications, etc.)

As a RSPO member since 2015, we actively promote the use of palm and palm kernel products from certified sectors to our customers.

We also offer to our customer a wide range of Biological certified products, including vegetable oils, glycerin and beeswax

We have already taken and continue to implement concrete action to improve our efficiency and quality of production:

- Installation of photovoltaic panels (2016) – 1000 panels – 250 MW
→ *Decrease electricity consumption (+/- 20%) and indirect CO2 emissions (+/- 85 T/year)*
- Reuse of solvent from previous productions (2016)
→ *Decrease of raw material consumption, improvement of efficiency of reaction*
- Collection of all our waste water (2017)
→ *Prevent risk of surface water pollution*
- Replacement of all our production lightening by LED's (2019)
→ *Decrease of electricity consumption*
- Improving of the reaction tank heating system (2020)
→ *Decrease of direct CO2 emission, gas and electricity consumption, improving of quality products*
- Cleaning system automation (2020 - ongoing)
→ *Decrease water consumption*
- ECOVADIS certification (2020 - ongoing)
→ *Concrete formalization of our efforts and commitments*

20. Ethical code

As part of its ongoing commitment to ethical & sustainable business Mosselman s.a. complies with national laws & ILO (International Labour Organization) Conventions and Recommendations and the United Nations Universal Declaration of Human Rights, in critical areas of employment and basic human rights including:

- Child labor;
- Forced labor;
- Health & Safety;
- Discipline;
- Discrimination;
- Working Hours;
- Wages.

20.1. Child labor

The company will not engage nor support the use of child labour. Child is defined as any person less than 15 years old of age. The Company shall not expose children or young workers to situations that are hazardous, unsafe or unhealthy.

20.2. Forced labor

The company will not engage nor support the use of forced labor. The company will not require from the personnel to lodge significant deposits (which could influence the employee to remain with the company) or identity papers upon commencing employment. Employees are free to leave the Company after reasonable notice. Where identity papers must be retained by law, employee shall be free to leave employment at any time (on completion of the notice period) and their papers returned immediately.

20.3. Health and safety

The company will provide a safe and healthy working environment, and take “adequate steps” to prevent accidents and injury to health by, so far as reasonably practicable, minimizing causes of hazards and managing risks in the working environment.

The company will assign a representative responsible for the health & safety of all personnel and accountable for the implementation of health and safety requirements. The Company will ensure that new staff receives health and safety training.

The company will provide clean bathrooms, access to potable water and if appropriate sanitary canteens or food storage facilities for all workers.

20.4. Discrimination

There will be no discrimination in hiring, compensation, access to training, promotion, termination or retirement but also no discrimination on gender, nationality, race, physical disabilities.

20.5. Disciplinary practice and harassment

The company will not engage nor support, corporal punishment, mental or physical coercion or verbal abuse or any form of sexual harassment. The Company will also ensure that deductions from wages are not made for disciplinary purposes.

20.6. Working hours

The company will comply with applicable laws and industry standards on working hours. Personnel shall be provided two days off for every seven-day period on average. Personnel should not work more than 12 consecutive hours. Overtime work shall be voluntary. Exceptions to the working hour rules are permitted when there are exceptional circumstances, but should be rare. The Health & Safety implications of working hour patterns will be assessed on an individual basis and managed accordingly.

20.7. Wages

The company will ensure that wages paid for a standard working week will meet at least legal minimum requirements and will always be sufficient to meet basic needs of personnel.

The company will ensure that wage and benefits compensation are detailed clearly and regularly for workers; the company will also ensure that wages and benefits are rendered in full compliance with all applicable laws.

21. Annexes

- Certificates
 - [ISO 9001:2015](#)
 - [FCA](#)
 - [RSPO](#)
 - [AFSCA – Autorisations](#)
 - [FAVV - Toelatingen](#)
 - [FASFC – Authorizations](#)
- Documents and statements
 - [Company Organigram](#)
 - [Quality policy \(in French\)](#)
 - [Quality manual table of content \(in French\)](#)
 - [SOP index \(in French\)](#)
 - [Quality statements – Animal testing, BSE/TSE risks, Irradiation, Ionization, Nanoparticles, Allergens, Minerals conflict & Nagoya protocol](#)



CERTIFICATE OF APPROVAL No/0501

We do certify that the Quality Management System of following company :

MOSSELMAN S.A.
Route de Wallonie, 4
B – 7011 Ghlin

has been approved by PME Cert S.A. as per report «MOSSEL–rapisorecertif3»
and does meet the requirements of following Quality Management Norm :

ISO 9001:2015

The scope of this certificate is :

Development, production and sales of oleochemical products.

Certified since : 08/09/2009

Issue date : 05/09/2018

Validity date : 07/09/2021

COX R. Executive Director

PME Cert S.A.
Rue des Minours 23 bte 21
B – 4040 HERSTAL
Tel / Fax : 04/264.84.54
(DOC 51 Version 1)

This certificate follows the certification rules of PME Cert S.A. (DOC33).

Accredited by

306-QMS

CERTIFICATE

Feed Chain Alliance

VINÇOTTE nv,

Jan Olieslagerslaan 35, 1800 Vilvoorde, Brussel, Belgie

We hereby confirm that **MOSSELMAN NV/SA**
meets all the requirements of the Good Management Practices for Feed
Standard in accordance with the Feed Chain Alliance (FCA), for the following
activities ::

Establishment unit	Activity (FCA code / réf BC)
Route De Wallonie, 4 7011 GHLIN Belgium 0451.025.254 2.065.757.530	GP: Production and trade of feed materials produced within the company BC-02 (v0.4 - 310317) GH: Trade of feed materials produced by third parties BC-03 (v0.1 - 211016) TP: Production and trade of additives produced within the company BC-02 (v0.4 - 310317) TH: Trade of additives produced by third parties BC-03 (v0.1 - 211016)

*The revision dates of the chapters audited during the certification cycle can be requested from
Vinchotte sa.*

Certificate nr : 06/319.03
Valid as of : 27 August 2018
Valid until (an including) : 26 August 2021
Date of issue/amendment: 21 August 2018

This certificate has been granted according to VINÇOTTE nv's general regulations



For the Certification Body :

A handwritten signature in blue ink, appearing to read "A. Hyde".

Anne-Christine Hyde
President of the Certification Commission:



Certificate



RSPO Supply Chain Certification

Based on an audit according to the requirements stated in the RSPO Supply Chain Certification Systems, revision June 2017, and a signed contract, TÜV NORD INTEGRA bvba herewith certifies that the site(s) listed below are found to be in compliance with the RSPO Supply Chain Certification Standard, revision June 2017. This guarantees that the criteria for processing RSPO certified oil palm products through one or more of the supply chain models as stated in the RSPO Supply Chain Certification Systems have been met.

Name company Mosselman sa
Full address company Route de Wallonie 4
7011 Ghlin
Belgium

RSPO number (if applicable) 9-1326-15-000-00
RSPO registered parent company (if applicable)
RSPO number parent company

Certified Sites :
Ghlin: Route de Wallonie 4, 7011 Ghlin, Belgium

Scope of Certification :
Production, repackaging and trading of oleochemical ingredients, based on RSPO PO and PKO, for a range of industries, such as: food, feed, cosmetics, pharmaceuticals, cleaning products, waxes.

Certificate Start date 12/05/2016
Certificate Expiration date 11/05/2021
Date of first certification 12/05/2016
Date issue 03/04/2020

Certificate number 113634

Supply chain model	Identity Preserved (IP)	<input type="checkbox"/>
	Segregation (SG)	<input type="checkbox"/>
	Mass Balance (MB)	<input checked="" type="checkbox"/>

Issued by TÜV NORD INTEGRA bvba
Authorised signatory name Guy Buysse, General Manager
Authorised signature

TÜV NORD INTEGRA bvba was accredited to provide RSPO Supply Chain Certification on 15/04/2014.

This certificate remains property of TÜV NORD INTEGRA bvba and can be withdrawn in case of terminations as mentioned in the contract or in case of changes or deviations of the above-mentioned data. The licensee is obliged to inform TÜV NORD INTEGRA bvba immediately of any changes in the above-mentioned data. Only an original and signed certificate is valid.



asi assurance
services
international

WWW.TUV-NORD-INTEGRA.COM
Statiestraat 164, 2600 Berchem, Belgium

Certificate RSPO v1.1

Autorisations

AFSCA: Agence Fédérale pour la Sécurité de la Chaîne Alimentaire

Consultation des données publiques

Signalétique

Dénomination: MOSSELMAN
Adresse: Route de Wallonie (G.) 4
7011 Ghlin
Belgique
Unité d'établissement: 2.065.757.530
Type: Opérateur commercial belge
Statut: Actif
TVA: 0451.025.254

Autorisations

Autorisation	8.1 Etablissement pour la fabrication et/ou la mise sur le marché d'additifs	BE8106	A partir du 05/02/2008
Autorisation	8.7 Etablissement pour la mise sur le marché d'aliments pour animaux jugés critiques	OP0108	A partir du 22/02/2000
Autorisation	1.2 Etablissement pour la production, la transformation et la mise dans le commerce de denrées alimentaires	AER/HAI/012567	A partir du 01/01/2006

Lien: <https://www.foodweb.be/account/signin?lang=fr>

AD – 20/08/2020

The above product information is checked on a regular basis of our Quality Assurance Procedure. This information does not relieve the purchaser from examining the product upon delivery and gives no assurance of suitability of the product for any particular purpose. All other data and recommendations in this document are given for guidance only and we cannot be held responsible in any way whatever.

HACCP
Hazard analysis and critical control points
Food safety system

Feed Chain ISO 9001 Alliance
Certified by Vinotek

Qualiteitem
Certified by PME Cert

Toelatingen

FAVV: Federaal Agentschap voor de veiligheid van de voedselketen

Raadplegen publieke gegevens

Signaletiek

Benaming: MOSSELMAN
Adres: Route de Wallonie (G.) 4
7011 Ghlin
België
Vestigingseenheid: 2.065.757.530
Type: Belgische commerciële operator
Statuut: Actief
VAT: 0451.025.254

Toelatingen

Toelating	8.1 Inrichting voor de vervaardiging en/of het in de handel brengen van additieven	BE8106	Vanaf 05/02/2008
Toelating	8.7 Inrichting voor het in de handel brengen van diervoeders die als kritisch beschouwd worden	OP0108	Vanaf 22/02/2000
Toelating	1.2 Inrichtingen voor de productie, de verwerking en het in de handel brengen van voedingsmiddelen	AER/HAI/012567	Vanaf 01/01/2006

Link: <https://www.foodweb.be/account/signin?lang=en>

AD – 20/08/2020

The above product information is checked on a regular basis of our Quality Assurance Procedure. This information does not relieve the purchaser from examining the product upon delivery and gives no assurance of suitability of the product for any particular purpose. All other data and recommendations in this document are given for guidance only and we cannot be held responsible in any way whatever.

HACCP
Hazard analysis and critical control points
Food safety system

Feed Chain ISO 9001 Alliance
Quality system
Certified by PME Cert
Certified by Vinotrac

Authorizations

FASFC: Federal Agency for the Safety of the Food Chain

Public data consultation

References

Name: MOSSELMAN
Address: Route de Wallonie (G.) 4
7011 Ghlin
Belgique
Establishment unit: 2.065.757.530
Status: Active
VAT number: 0451.025.254

Authorizations

Authorization	8.1 Establishment for manufacturing and/or marketing of additives	BE8106	From 05/02/2008
Authorization	8.7 Establishment for the marketing of animal feed considered critical	OP0108	From 22/02/2000
Authorization	1.2 Establishment for the production, processing and marketing of food	AER/HAI/012567	From 01/01/2006

Link: <https://operator.foodweb.be/Public/SearchOperator.aspx>

ADH 15/01/2016

The above product information is checked on a regular basis of our Quality Assurance Procedure. This information does not relieve the purchaser from examining the product upon delivery and gives no assurance of suitability of the product for any particular purpose. All other data and recommendations in this document are given for guidance only and we cannot be held responsible in any way whatever.

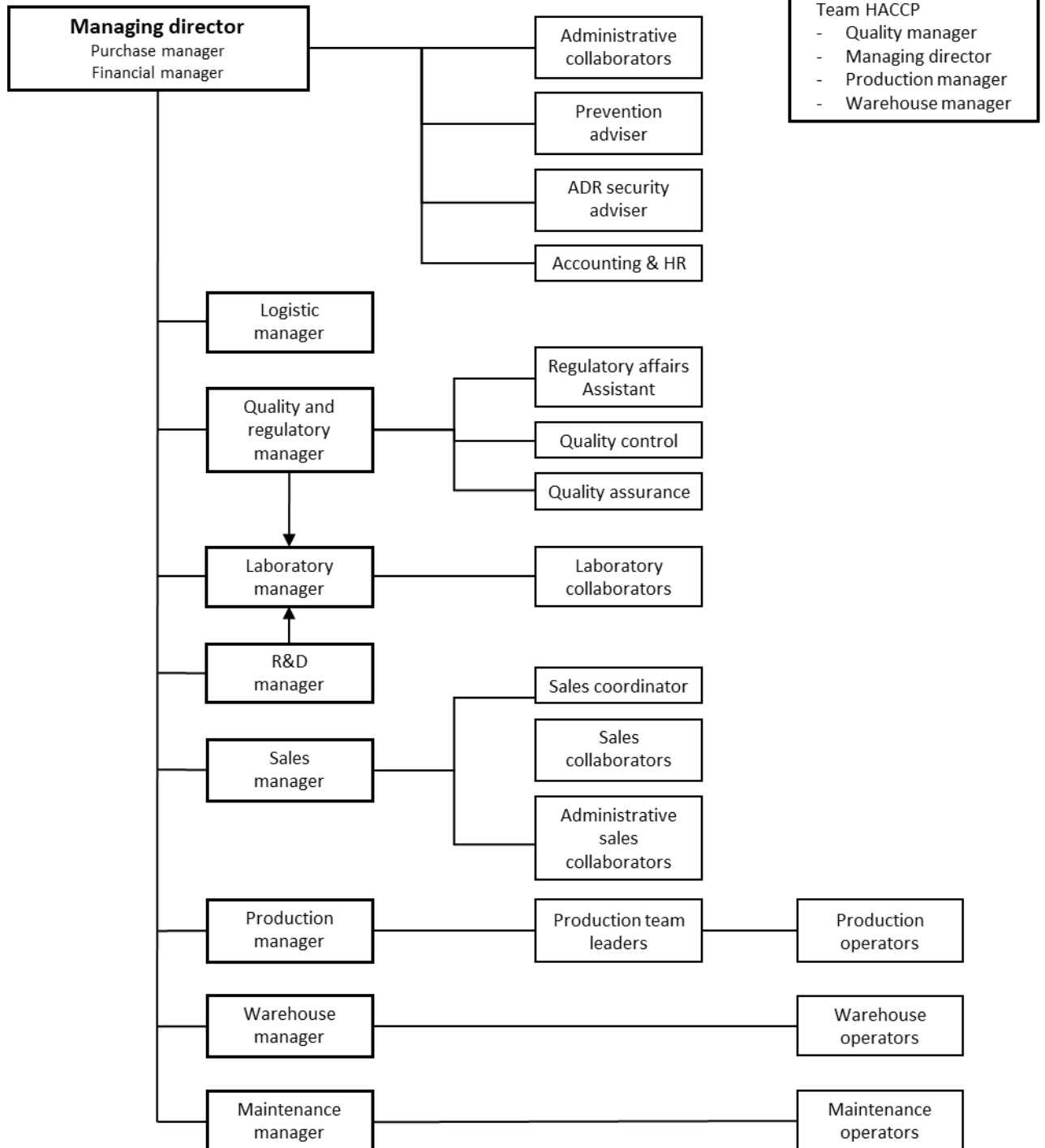
HACCP
Hazard analysis and critical control points
Food safety system

Feed Chain ISO 9001 Alliance
Certified by Vinotek

Qualitecsem
Certified by PME Cert

Company organigram

23/10/2019 v5



Quality policy

Ghlin, le 18 juin 2018

La qualité, le bien-être et la sécurité est l'essence même de l'œuvre.

La norme ISO 9001 :2015 et Feed Chain Alliance (FCA) reconnaîtront officiellement notre capacité à en respecter les règles.

Même confortés par ce constat, nous devons continuer nos efforts vers un absolu qui s'éloigne dès qu'on pense s'en approcher.

Chaque membre du personnel de MOSSELMAN est un maillon de la chaîne qui mène au but et la force de la chaîne est celle du maillon le plus faible, c'est donc sur lui que nous devons porter nos efforts pour que notre réponse à l'exigence de qualité soit totale, et que le respect des exigences de nos clients et leur satisfaction soit permanente et reconnue.

La qualité, le bien-être et la sécurité ne doivent pas être considérés comme un état mais comme une quête sans trêve.

Dans cette perspective je m'engage à mettre en place les systèmes, les ressources permettant de réaliser nos objectifs définis par la direction, dont le respect des exigences des clients et des exigences réglementaires et légales sont des priorités incontournables.

*Luc Dassonville,
Administrateur délégué*

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LISTE DES ÉDITIONS EN VIGUEUR DES PROCÉDURES

SMQ 001-001

Annule et remplace la liste du: 19/07/2019

Date de dernière mise à jour: 04/02/2020

TITRE	CODE	DATE	VERSION
Procédure de production des produits destinés à une livraison directe	PRO 001	22/06/2016	04
Procédure de production des produits destinés au stockage	PRO 002	16/05/2017	03
Procédure d'utilisation des EPI en production	PRO 003	29/08/2018	02
Procédure de production pour le travail à façon	PRO 004	06/01/2020	03
Procédure de conception et de développement	R&D 001	27/06/2019	06
Composition de l'équipe HACCP	HACCP 001	05/02/2019	04
Méthodologie HACCP	HACCP 002	05/02/2019	05
Diagrammes et analyse des risques	HACCP 003	16/09/2014	06
Diagrammes	HACCP 003 – 001	04/09/2015	03
Tableau d'analyse des risques	HACCP 003 – 002	08/05/2017	04
Procédure de maîtrise des CCP et PA	HACCP 004	08/05/2017	05
Instruction de travail pour le nettoyage	HACCP 005	26/12/2018	03
Procédure de rappel des produits et notification	HACCP 006	24/04/2017	06
Procédure d'ouverture et de suivi de commande	COM 001	28/08/2017	05
Procédure de contrôle des fournisseurs et de suivi des fournisseurs approuvés	COM 002	05/10/2018	03
Procédure d'établissement et de suivi des offres	COM 003	19/07/2019	05
Procédure de traitement des plaintes clients	COM 004	28/12/2015	02
Procédure d'enregistrement d'un nouveau produit	COM 005	16/05/2017	02
Procédure d'achat	COM 006	06/11/2019	02
Procédure de notification et de contrôle des changements	COM 007	22/04/2015	01
Procédure de gestion du bio et RSPO-MB	COM 008	23/04/2019	03
Procédure de calibration et validité des appareils d'analyse	LAB 001	06/05/2019	07
Procédure d'archivage d'échantillon de produits reçus en vrac et/ou fabriqués par l'organisme	LAB 002	16/05/2017	03
Procédure de réception des matières premières	LAB 003	07/08/2017	06
Procédure des demandes et des envois d'échantillons pour clients	LAB 004	28/12/2015	01
Procédure des manipulations d'analyses manuelles utilisées au laboratoire	LAB 005	29/12/2015	02
Procédure d'attribution des numéros de lot	LAB 006	07/12/2018	07
Procédure d'analyse des produits fabriqués par l'organisme	LAB 007	23/05/2018	04
Procédure de réévaluation des produits	LAB 008	16/05/2017	02
Procédure de gestion du magasin et de la préparation des commandes	MAG 001	25/09/2018	05
Procédure de contrôle et d'inspection des marchandises emballée à l'entrée	MAG 002	22/08/2016	06
Procédure d'expédition des marchandises	MAG 003	29/04/2016	03

Procédure d'identification et d'inspection des marchandises réceptionnées	MAG 004	29/12/2015	03
Procédure de reconditionnement de produits destinés à l'alimentation	MAG 005	31/05/2016	02
Procédure de préparation de marchandise dangereuse pour le transport	MAG 006	19/02/2019	01
Procédure du suivi d'entretien des différentes installations de l'entreprise	MAN 001	17/07/2018	11
Procédure de plan de maintenance	MAN 002	29/12/2015	02
Procédure de suivi d'entretien mensuel des installations – Check list GMP	MAN 003	05/10/2018	05
Procédure de conception/modification des installations	MAN 004	05/05/2015	01
Procédure d'entretien et de calibration des machines et installations de l'entreprise	MAN 005	11/08/2015	01
Procédure de déchargement méthanol-butanol	SEC 001	25/06/2018	03
Procédure des 3 FEUX VERTS pour l'achat de nouvel équipement	SEC 002	07/06/2019	02
Procédure de notification et d'investigation des accidents et incidents	SEC 003	06/06/2019	04
Procédure de la méthode d'analyse des risques	SEC 004	07/06/2019	02
Procédure pour les travaux non répétitifs réalisés par des travailleurs internes ou externes	SEC 005	06/06/2019	03
Procédure d'accès au bâtiment V avec un chariot élévateur	SEC 006	03/06/2019	02
Procédure de travail en espace confiné	SEC 007	27/04/2015	01
Procédure de maîtrise des systèmes informatiques	SEC 008	15/04/2016	02
Procédure d'accueil des nouveaux arrivants et de formation continue	SEC 009	08/01/2016	01
Procédure des procédures	SMQ 001	19/09/2016	07
Procédure d'audit interne	SMQ 002	22/08/2018	06
Procédure d'organisation de revue de direction	SMQ 003	22/08/2018	09
Procédure d'archivage des enregistrements / qualité	SMQ 004	09/07/2019	06
Procédure de gestion des non-conformités	SMQ 005	22/08/2018	03

STATEMENTS

These statements are conform for all products manufactured by Mosselman

Content:

- [Animal testing](#)
- [BSE/TSE risk](#)
- [Irradiation and ionization](#)
- [Nanoparticles free](#)
- [Allergens](#)
- [Conflict Minerals](#)
- [Nagoya protocol](#)

This document is generated by a computer so it doesn't need to be stamp and signed

The above product information is checked on a regular basis of our Quality Assurance Procedure. This information does not relieve the purchaser from examining the product upon delivery and gives no assurance of suitability of the product for any particular purpose. All other data and recommendations in this document are given for guidance only and we cannot be held responsible in any way whatever.

HACCP

Hazard analysis and
critical control points
Based food safety
system

Feed Chain ISO 9001

Alliance

Certified by Vinçotte

Quality system
Certified by PME Cert

Animal testing

Hereby we, Mosselman, confirm that none of our products have been the subject of animal testing or retesting for cosmetic purposes by us.

This product complies to the requirements of the European Cosmetic Regulations:

- Council Directive 76/768/EEC relating cosmetic products
- its modification and amendments (notably Directive 2003/15/EEC of 27/02/2003)
- and with the new REGULATION (EC) No 1223/2009 on cosmetics products.

BSE/TSE Risk

Hereby we, Mosselman, confirm that our products comply with all relevant current EU legislative requirements regarding to TSE/BSE.

During the manufacturing process, our products do not come into contact with any materials which could be derived from TSE/BSE risk materials. All raw materials and processing materials used in the manufacture/ processing of the product do not contain or are not derived from any TSE/BSE risk materials.

We therefore have every reason to expect that this product is free of:

- Bovine Spongiform Encephalopathy (BSE)
- Transmissible Spongiform Encephalopathy (TSE)

Irradiation and ionization

Hereby we, Mosselman, confirm that our products have not been irradiated nor ionized during and after its manufacture.

Nanoparticles free

Hereby we, Mosselman, confirm that this product is free of Nanoparticles or materials produced via nanotechnology.

Nanomaterials as defined:

- Under Cosmetic Regulation n°1223/2009: "an insoluble or biopersistent and intentionally manufactured material with one or more external dimensions, or an internal structure, on the scale from 1 to 100 nm"
Completed by Cosmetics Europe: "for 10% or more of the particles in the number size distribution".
- Under French regulation (decree n°2012-232 and order): "A manufactured material containing particles, in an unbound state or as an aggregate or as an agglomerate and where, for 50% or more of the particles in the number size distribution, one or more external dimensions is in the size range 1 nm - 100 nm"

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Quality system
Certified by PME Cert

- Under Commission Recommendation n°2011/696/EU: "a natural, incidental or manufactured material containing particles, in an unbound state or as an aggregate or as an agglomerate and where, for 50 % or more of the particles in the number size distribution, one or more external dimensions is in the size range 1 nm-100 nm."

Allergens

Hereby we, Mosselman, confirm that our products are not manufactured to contain any of the products added in Annex III in the European Directive 2003/15/EC (7th amendment of the former Cosmetics Directive 76/768/EC), nor those listed as likely to cause allergic reaction in Annex III of the European Regulation (EC) 1223/2009 and subsequent modifications on Cosmetic products.

The below table presents the list of food allergens and details the presence of the products in the company and in which conditions.

The risk of cross contamination is controlled through validated cleaning procedures for the places, the pipes and the reactors.

All the below listed products used in our company are under fatty or oily form.

EU legislation 1169/2011	Absence	Present in the warehouse but not open	Reconditioned	Used in production
Cereals containing gluten and products thereof		✓		
Crustaceans and products thereof	✓			
Eggs and products thereof	✓			
Fish and products thereof			✓	
Peanuts and products thereof			✓	
Soybeans and products thereof			✓	
Lupin and products thereof	✓			
Milk and milk products thereof	✓			
Nuts (Almond, Hazelnut, Walnut, Cashew, Pecan, Brazil, Pistachio, macadamia & Queensland nuts) and products thereof			✓	
Celery and products thereof	✓			
Mustard and products thereof		✓		
Sesame and products thereof			✓	
Sulphur dioxide and sulphites at >10 mg/kg SO ₂	✓			
Molluscs and products thereof	✓			

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HACCP

Hazard analysis and
critical control points
Based food safety
system

Feed Chain ISO 9001

Alliance

Certified by Vinçotte

Quality system
Certified by PME Cert

Conflict minerals

Hereby we Mosselman, confirm that none of our products contains, nor are made from conflict's mineral, (gold, tin, tantalum and tungsten) coming from conflict areas (mainly Sudan, Central Africa Republic, Uganda, Congo Republic, Angola, Tanzania, Rwanda, Burundi, Democratic Republic of Congo, Zambia and Angola).

Nagoya protocol

Hereby we, Mosselman SA, confirm that we are aware about terms of Nagoya protocol on Access to Genetic Resources and the Fair and Equitable Sharing of Benefits Arising from their Utilization. (<https://www.cbd.int/abs/>).

Based on our knowledge of the manufacturing, handling and storage of the products we supply, we confirm that, none of them are concerned by the Nagoya protocol.

The above product information is checked on a regular basis of our Quality Assurance Procedure. This information does not relieve the purchaser from examining the product upon delivery and gives no assurance of suitability of the product for any particular purpose. All other data and recommendations in this document are given for guidance only and we cannot be held responsible in any way whatever.

HACCP

Hazard analysis and
critical control points
Based food safety
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Feed Chain ISO 9001

Alliance

Certified by Vinçotte

Quality system
Certified by PME Cert