



Reply to Customer Technical Questionnaire

OHS703000

FM12970

EMS91918

About Kersia

Holchem Laboratories Ltd was founded in 1982 by Steve and Anne Bell, who saw a gap in the UK market for a company which both supplied high quality, specialist cleaning products and also provided unrivalled customer service.

By 1985, the company had moved from the founder's home in Holcombe Brook, Bury to the first manufacturing site in Ramsbottom where the company was based until 1992. The company continued to grow and by the time turnover reached almost £2.5m a second move was required, this time to nearby Haslingden. As growth continued, Holchem carried their customer service focused approach into new markets, and as turnover exceeded £10m by 2002, Holchem had grown to include three sites in Haslingden.

During the next few years, Holchem began to increase its business reach in the UK and expanded into Europe, with products available throughout Eastern Europe by working with high-quality distributors who shared the same customer service ethos of delivering on promises, and getting the job done.

Now in its fifth decade, the business continues to grow, delivering hygiene solutions to a range of businesses across the UK and Ireland. By combining revolutionary technology and a strong, customer focussed commitment to service levels Holchem ensures that many of the current clients have been with the business since its inception.

With continued and sustained growth coming from a commitment to delivering on the clients' needs and developing the ethos of the family business through every member of staff that joined the business, the company had once again outgrown its base in 2009 and

as turnover approached £21m, the business moved to its current purpose-built premises at Gateway House, Bury.

The 9-acre facility has allowed us to bring all of our operations under one roof. By bringing all operations together in the 105,000 square feet facility we have managed to continue to grow the business whilst still maintaining commitments with its customers with room for continued growth in the future.

The purpose-built facility at Gateway House, Bury is designed to be a modern, low impact facility. It is fully optimised for the safe handling and processing of hazardous chemicals with bespoke equipment in place to ensure that the operation is carried out with the safety of our staff and the environment being paramount.

Kersia, the world leader in food safety, acquired Holchem Group Ltd in May 2020. Both companies share common values via their strong focus on customer support, the environment and social responsibility. The integration of the competencies and complementary expertise of international players in biosafety solutions has allowed the creation of a group capable of meeting the challenges that continually emerge all over the world.

Around the globe, our employees are sharing and cultivating the fundamental values of Transparency, Sharing, Proficiency and Foresight. These values represent our very essence and form the basis of our relationship with you, our customers and partners. Focused on the future, we help our customers anticipate changes, protect the reputation of their operations and companies, and maintain their sustainable performance.

Kersia Contacts

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Managing Director of Kersia UK/IE

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Darren Saunders

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Ian Ramsbottom

COMAH and SHEQ Manager

Ian Baurley

Business Systems Manager



Manufacturing Site



The concept of environmentally friendly chemicals, green chemistry and reduced environmental impact is complex. The key point to remember is that detergents and disinfectants, are heavily regulated by instruments such as Detergent Regulations, the Biocidal Products Regulation and REACH; all of these regulations aim to enhance human safety and environmental protection. Kersia has recently developed a range of cleaning products which have been awarded EU EcoLabel certification status. Kersia can show many examples of our commitment to reduced environmental impact often prior to legislation. For example, Kersia have been working on the development of long cling, quick break foaming products. This allows effective cleaning with the added benefit of reducing the water, energy and time needed to rinse away following the cleaning stage.

Raw Materials

Many raw materials used within our formulations are sourced locally to reduce the environmental impact of long supply chains.

Suppliers

Kersia operates and maintains an approved supplier list to ensure that materials are only purchased from authorised sources. We work closely with all our suppliers to ensure that materials meet the highest quality standards and meet all legal requirements.

We continue to work with our suppliers to ensure that Slavery and Human Trafficking are not found in our supply chain. Work is ongoing to understand our supply chain and the impact on the environment.

Product Design

The majority of our liquid product formulations are provided as concentrated products requiring dilution at the point of use at between 1% and 5%. Concentrated products have the advantage of reducing the environmental impact incurred during transport whilst providing the customer with the best value for money when purchasing our products. We are able to provide safe and accurate dosing equipment to ensure that our customers use our products at the correct dilution to save on excessive chemical use.

By optimising our products to deliver enhanced cleaning power but with less effect on the environment, Kersia have been able to ensure our customers see the same, or improved, high quality level of clean, reduced impact of the products on the environment. Kersia works closely with customers on their site to ensure that minimum water levels are used both in the dilution/application of our products as well as the removal of our products following the cleaning process. By reducing water usage our customers can benefit from saving both in the amount of water used and the time taken to clean equipment before restarting production.

Manufacture

A modern tank farm coupled with state-of-the-art production facilities are combined with storage for almost 5,000 pallets for packaging and finished goods. Our tank farm has recently undergone an upgrade to increase the capacity for raw materials without compromising our commitment to keep the local environment safe.

The fully integrated "recipe" driven production facility has a range of blending vessels enabling efficient operation but with flexibility to meet customer demands. Each batch of product manufactured on our site has a unique reference number to aid traceability.

The blending vessels sit on calibrated load cells linked to the recipe software ensuring that all chemical additions are controlled during the blending phase. Bulk raw materials are metered into vessels direct from tank farm and other raw materials are weighed into the vessels through local feed points. Detailed manufacturing procedures are used throughout the process and recording of raw material supplier and batch number maintains traceability.

Ongoing cleaning of the tanks forms part of the manufacturing process, where possible, the water used for rinsing between manufactured batches is collected and reused. Finished products are stored on site in our dedicated warehouse facility.

The manufacturing facility has been specifically built to protect staff and the environment. The floor area is sealed and does not have drains to prevent loss to the environment. There are no windows within the area which eliminates the risk of glass falling into our product. Filters are in place on all filling equipment, these are inspected regularly under our planned maintenance schedule.

Quality Control

We have an in-house Quality Control Laboratory, with resources to test for all relevant chemical and physical properties of our products. Full specifications and QC records are maintained on an electronic database. Samples from each manufactured batch are retained for the lifetime of the product. One hundred percent inspection of batches and a positive release system is in operation. All batches have a unique identifier which stays with the product in the form of a batch number printed on the label of the container or via inkjet to the side. Ageing of production samples to monitor product shelf life is carried out.

Investigational Research & Development Laboratory

At Kersia we deliver innovative and effective hygiene solutions for our customers, providing industry leading technology and systems which reflect customer need, regulatory and sustainability drivers. Our product development team takes new ideas from blue sky thinking all the way through to production.

The development process keeps up to date with new developments in raw materials and new types of production equipment whilst addressing the sustainability requirements of both ourselves and our customers. The innovation at Kersia is delivered by experts in their field. We produce hygiene solutions that meet the challenges of our customers and deliver product that ensures the efficient running of the business with minimum downtime for cleaning. Kersia's in house Investigational Research & Development Laboratory, has the resources and facilities to test the chemical and physical properties of our products, different types of soils and contamination. Analytical equipment includes infrared spectroscopy, x-ray fluorescence spectroscopy, and Chemical Oxygen Demand analysis.



Transport & Delivery

We operate our own fleet of HGVs, bulk tankers and vans with our own highly trained drivers providing great flexibility and response to our customers. Proven and long established third party carriers provide backup allowing flexibility for emergency deliveries. Our customers' orders are delivered within 7 to 10 working days. Urgent deliveries are made in agreement with the customer; this may involve a charge if an outside carrier for next-day or same-day is required.



Pest Control

A local specialist company carries out Pest Control: Kwickill Ltd. Visits are planned at 6 weekly intervals. Pest prevention consists of internal (secured bait boxes) external bait boxes and emergency call out. Kwickill Ltd. are members of the British Pest Control Association. All reports are signed for and any actions arising acted upon. Records are maintained.

Maintenance

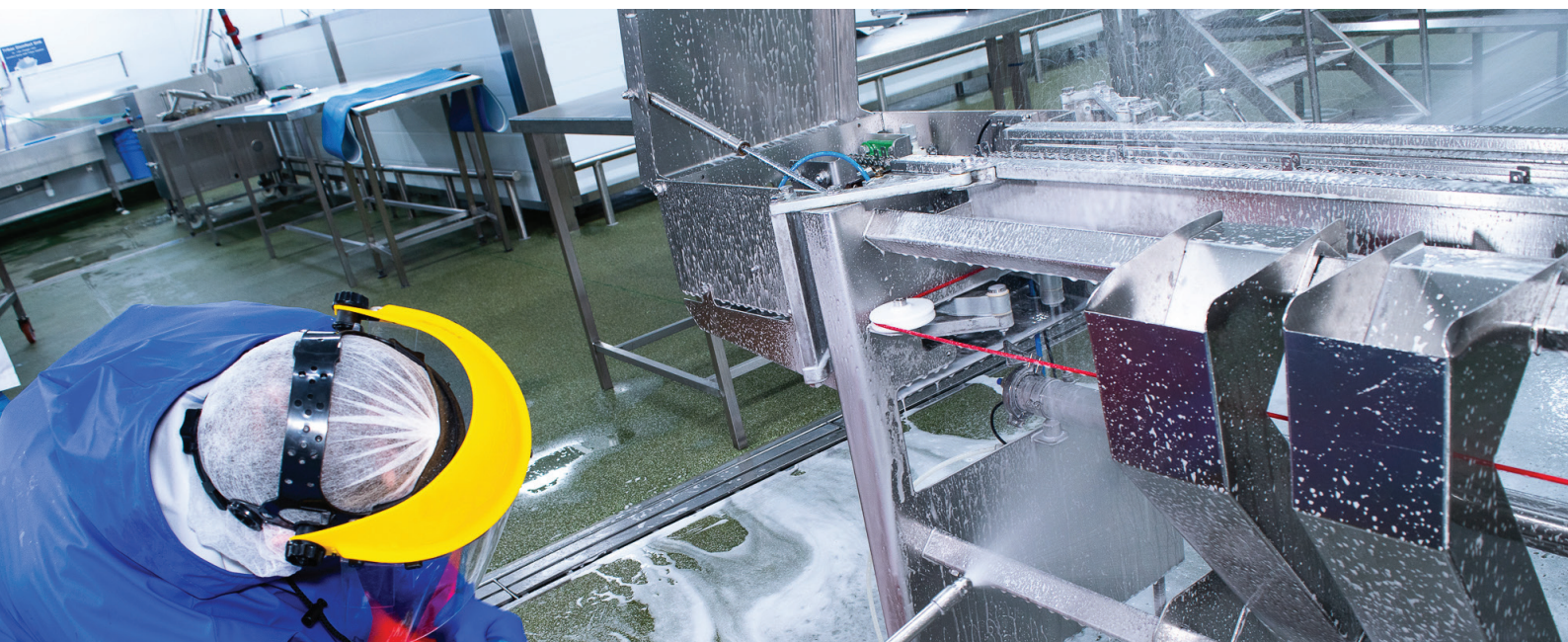
Trained Kersia staff manage the day to day maintenance and inspection of all operating equipment. Planned inspections are carried out routinely following regulatory and manufacturers guidance. Records are maintained to demonstrate that inspections have been carried out in the accordance with the planned maintenance schedule. Kersia has its own workshop which allows most repairs to be carried out. Specialists repairs are carried out by the manufacturer.

Engineering Support - Customers

Kersia has supplied dispense and application systems to the Food and Beverage, Catering, Hospitality and Retail Industries for over 40 years. Projects have been implemented in various locations

across the UK and have ranged in size from small local dispense systems to integrated storage, dispense and application systems fitted within large production facilities. Our team has the expertise and experience to ensure your enquiry will be dealt with efficiently, delivering a hassle free solution. At Kersia, we fully understand the pressures facing businesses and our team of technical experts will advise on how best to optimise existing systems as well as providing information on end to end solutions on a new system.

Our in house team of qualified service engineers provide their expertise throughout the UK and Ireland in dosing and application equipment. In addition to the routine planned service visits, they also provide a speedy response to breakdowns and can provide advisory and investigative service. We also supply a range of wash down and cleaning accessories, which have been specially selected for quality, reliability and are offered at very competitive prices.



Management Systems

Policies:

- Integrated Management System Policy, this includes Safety, Health, Environment, Quality and legal aspects.
- Glass & Hygiene policy
- Major Accident Prevention Policy

Business Continuity

- A Business Continuity Plan is in place and regularly reviewed to ensure that Kersia will maintain supply to customers.

Management System:

- The company has achieved accreditation to ISO9001:2015, 14001:2015 and 45001:2018. These accreditations are externally audited and verified against the standard by BSI.
- Documented management system in use for Quality, Health & Safety and Environment. Including, Quality Manual, Procedures, Process Mapping, and Work Instructions.
- Monthly Management Reviews.

Hygiene:

- Full PPE is worn in the manufacturing areas as defined by risk assessment.
- Overalls are laundered weekly by Laundry and workwear.com.
- Production staff carry out cleaning of plant, cleaning records are maintained.
- Pest Control is carried out by Kwickill (Pest Control) Ltd. Making use of internal and external bait boxes, which are secured. Routine visits are every 6 weeks.

Quality:

- Right first times monitored, and reported to the senior management team
- Customer feedback, including complaints, is reported to the Technical Sales Consultant and then investigated and reported by the Technical Department. Trend analysis is carried out to ensure continued improvement.
- Calibration system is maintained and includes all plant and laboratory equipment.
- Out of specification material is identified and segregated.

Safety:

- The SHEQ team oversee the systems in place to manage safety on site.
- Departmental managers manage the safety of their department.
- The company has an internal Safety Advisor and a Nominated H&S Director
- Service Engineers hold Safe Contractor Scheme Accreditation (Certificate Number JA7803) and Safe Pass Alliance (SPA) Passport Scheme (inclusive of Food and Beverage section).
- Method statements and risk assessments are provided.

Environment:

- The company operates under an Environmental Permit.
- The company maintains an effluent plant, which is monitored to comply with the site consent limits.
- Environmental objectives are set and monitored.
- Kersia operates a policy of re-use of containers 25Ltr and above. Customers are requested to meet the strict criteria set out in our agreements to ensure that the safety of our launderer's staff is not compromised and that our customers do not breach waste legislation.

Legislation:

- Safety Data Sheets are produced using bespoke software to ensure compliance with CLP regulations. These are automatically forwarded to customers.
- Labelling complies with both CLP Regulations and Transport Regulations
- To ensure compliance with transport of dangerous goods the company employs a DGSA and ADR trained drivers.
- All detergents used comply with the requirements of the European Detergents Regulation 648/2004.

Ethical Trading:

- Kersia operates an ethical trading policy Kersia are members of SEDEX, reference ZC1050662



Food Safety

Products manufactured by Kersia are designed primarily as detergents, disinfectants and other cleaning agents. With few exceptions, these products are not designed to be in contact with food and are not described as food safe. Information relating to the uses of individual products can be found on the supplied product information sheets.

BRC

The BRC standard is the UK standard which food suppliers are assessed against when supplying into the retail trade. The standard also applies to suppliers of foodstuffs and packaging to the food industry. As the products supplied by Kersia are not classified as food additives, packaging or contact, Kersia is not required to meet the BRC standard.

HACCP

Hazard Analysis, Critical Control Points are a set of guidelines laid out as part of general food safety processes. Kersia Laboratories is not, as a non-food company, required to follow the HACCP protocol. However, as an upper tier COMAH site we have procedures in place which follow similar protocols to HACCP.

Waste

Any waste produced by the site is collected by authorised and licensed waste handlers. Wastes are segregated and sent for recycling. General waste goes to a waste processing site which ensures maximum levels of recycling is carried out with all non-recyclables being used for energy recovery.

Training

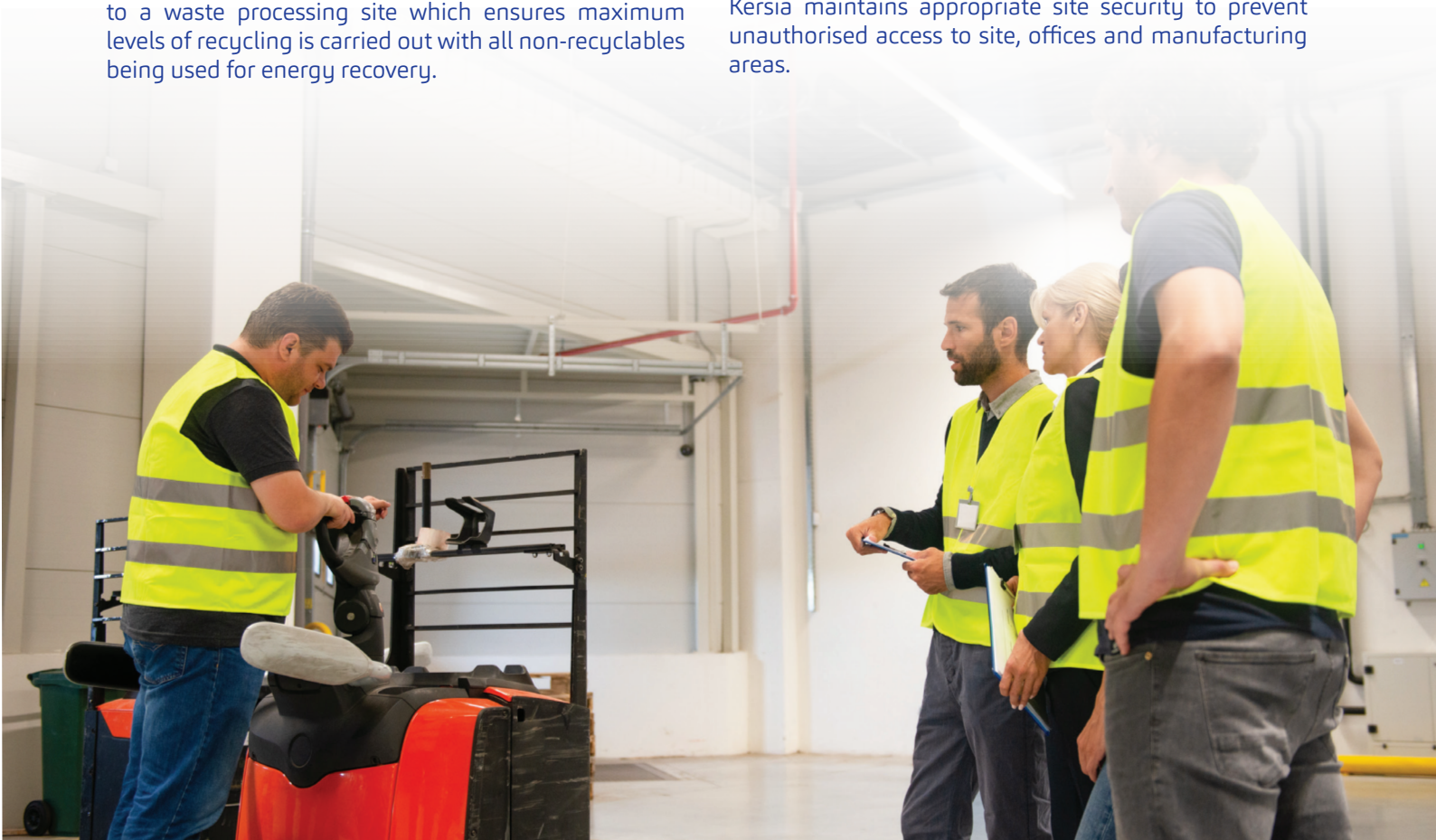
Kersia maintains training of staff throughout their time with the company. All new starters are given a full induction on arrival with specific job-related training ongoing as required. Where staff are required to handle hazardous materials, they undergo specialised training to ensure that awareness of hazards are fully understood. Where Kersia staff are required to visit customer sites risk assessments have been carried out for all tasks and, where required, method statements are also available.

Kersia provides a number of training options to enhance the theoretical and practical knowledge of a business's workforce with experts on hand to deliver and evolve that knowledge base. Our focus is to supply a range of courses that benefit, primarily, the roles of hygiene and technical teams directly involved in the management of hygiene on their sites.

The courses are classed as Level 2, 3 and 4 reflecting broadly equivalency to the City and Guilds structure. The training where appropriate is HABC (Highfield Awarding Body for Compliance) accredited. Level 2 (L2) courses are primarily aimed at hygiene operatives and include both tutor given and eLearning courses. The Level 3 (L3) courses, tutor given, are aimed at Hygiene Supervisors and the Level 4 (L4) courses, tutor given, at Hygiene and Technical Managers. In recognition of our commitment to high quality training Kersia has been awarded the SOFHT Training Company of the Year award on multiple occasions.

Site Security

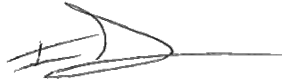
Kersia maintains appropriate site security to prevent unauthorised access to site, offices and manufacturing areas.



Declaration

This document forms part of Kersia's Management System. All information is correct at time of issue, but updates will not be forwarded following any reviews. On Behalf of Kersia.

Signature:



Position: Business Systems Manager

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