

Brenntag South Africa Quality frequently asked questions/ Self-Assessment Questionnaire

Dear Valued Customer,

Brenntag is the global market leader in chemical distribution. We are a German based international company that manages complex supply chains for both chemical manufacturers and consumers by simplifying market access to thousands of products and services. We combine a global network with outstanding local execution. Brenntag strives to be industry’s most effective and preferred channel to the market for our partners really living our philosophy: “ConnectingChemistry”.

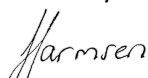
At Brenntag South Africa, we ensure that the materials we supply are manufactured in accordance with global industry standards & local regulatory requirements. Brenntag South Africa is currently ISO 9001:2015 certified.

Due to increasing regulatory requirements, Brenntag South Africa receives a significant number of questionnaires and queries from our customers regarding our quality certification / management system.

Unfortunately, we are unable to complete each customer’s unique questionnaire individually. In order to respond to these requests in a timely and efficient manner, and to ensure that we provide consistent information in all cases, we have established a standardised frequently asked questions / Self-assessment Questionnaire package to facilitate the exchange of quality and safety-related information with our customers.

We are committed to our relationship with you, our customer, and we are convinced that this is an improvement in information management which will allow us to respond more quickly to your enquiries as we strive to provide excellent service and support to you at all times. Thank you for your continued interest in our products.

Sincerely



Lindi Harmsen
Head of Quality & Regulatory
Brenntag South Africa

General information

Company Name	Brenntag South Africa (Pty) Ltd
VAT	4740102209
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Name of Contact Person(s)

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Head of Quality & Regulatory	Lindi Harmsen Mobile: +27 84 492 6212 Email: lindi.harmsen@brenntag.co.za
HSE Manager	Marlene Cilliers Mobile: +27(0) 63 345 1846 Email: Marlene.Cilliers@Brenntag.co.za

CERTIFICATIONS & MEMBERSHIPS:

1) Certifications:

ISO 9001:2015	Certifying Entity: Bureau Veritas Validity Date: 21 August 2021
Certificates of Acceptability for Food Premises R962/R638	Certifying Entity: City of Cape Town City of Ekurhuleni

2) Industry Memberships:

HPA	Health Products Association
CAIA	Chemical & Allied Industries Association
CTFA	Cosmetic Toiletry & Fragrance Association of South Africa
Coschem	Society of Cosmetic Chemists South Africa
SAAFFI	South African Association of the Flavour & Fragrance Industry
	Plastics South Africa
SAVA	South African Vinyls Associations (PVC) SA
IOM3	Institute on Materials – Rubber (South Africa)

QUALITY MANAGEMENT SYSTEM

Are company policies and procedures in place to control quality & food safety?	Yes
Certificates in place?	Yes
Certificates	ISO 9001:2015
	R962/R638 Certificates of acceptability
	FSSC22000 (certification in progress)

Internal Audits	
Are Internal audits of the Quality Management system conducted?	Yes
Are all internal auditors trained on ISO 9001:2015?	Yes
Is there a reporting system for these Internal audits?	Yes

Supplier approval	
Do you have a supplier approval programme	Yes
Do you purchase only from approved suppliers and distributors/agents?	Yes
Do all products have raw material specifications?	Yes
Are all products issued with a Certificate of Analysis?	Yes

Recalls	
Do you have a recall procedure in place?	Yes
Recall procedure is in place and tested annually	Yes

Customer Complaints	
Are all customer complaints investigated?	Yes
Are root causes, corrective actions & preventative actions documented?	Yes
Is there a system to capture, record and manage customer complaints?	Yes

Traceability	
Can a batch be traced back to the producer within 4 working hours?	Yes
Is this documented?	Yes

Personnel	
Is there an organization chart?	Yes
Is an effective employee-training program in place for company and quality policies?	Yes
Do you supply protective clothing to employees?	Yes
The PPE (Personal Protective Equipment) issued by the company includes: <input checked="" type="checkbox"/> Safety Shoes <input checked="" type="checkbox"/> Hard Hats <input checked="" type="checkbox"/> Reflector uniforms <input checked="" type="checkbox"/> Masks (where required for repack room) <input checked="" type="checkbox"/> Gloves (where required for repack room)	
Are there adequate toilet facilities available?	Yes
Are these kept clean and in good repair?	Yes
Are employees required to report health issues?	Yes

Pest control	
Is there a pest control programme?	Yes
Is an external service provider used?	Yes
Is the service provider a registered pest control company?	Yes, Service provider details: Servest (Cape Town) Ecolab (Pomona)
Do they service the facility on a monthly basis?	Yes
Do you have bait stations and fly traps?	Yes
Are pest control records maintained and available for inspection?	Yes

Warehouse	
Are facilities maintained in good state of repair?	Yes
Is the storage facility cleaned on a regular basis?	Yes
Is this documented?	Yes
Is access to the facility controlled?	Yes
Are materials stored and handled in a manner to prevent deterioration, damage, or contamination?	Yes
Are any 3 rd party warehousing & distribution services used?	Yes, service provider details: Bidvest Panalpina Logistics Henneways Freight Management

Stock

Is stock rotation controlled?	Yes, according to FEEFO
Are incoming goods inspected?	Yes, visually
Are these inspections documented?	Yes
Are outgoing goods inspected?	Yes, visually
Are these inspections documented?	Yes
Are allergens stored separately?	Yes
Are temperature controlled products stored appropriately?	Yes
Are non-conforming products stored separately?	Yes
Is this documented?	Yes
Are returned products stored separately?	Yes
Is this documented?	Yes

Transport

Are own vehicles inspected for cleanliness before loading?	Yes
Do drivers check materials in their care?	Yes, during loading and unloading
Are own vehicles kept in good working condition?	Yes
Are own vehicles cleaned inside and out on regular basis?	Yes
Is this documented	Yes
Are third party vehicles used for shipments?	Yes
Are these vehicles inspected for cleanliness?	Yes