Frequently Asked Questions

Generic guide to support supplier questions on filling GKITs

General FAQs

G1. Should the GKIT be filled by the producer or distributer (trader/broker) of the material or both?

GKIT should be filled by the producer. If the contract is with the distributer, the distributer should send the GKIT to the producer. MDLZ will always contact the partner we have a direct contract with.

G2. At times Supplier Analytical reference methods and key testing details is different to what is in the drop down list of the GKIT

The supplier must pick up the reference method from the GKIT drop down list. If the method is different, the supplier must be able to prove equivalent and reproducible values to MDLZ approved methods. If the supplier uses local or internal methods, the MDLZ analytical team can paper review against MDLZ reference method to see if they are the same in principle. If they are not, then equivalency can be carried out by MDLZ analytical team to determine if they are equivalent or not.

G3. What is the difference between GKIT, RMAT and SAR(SSR)?

GKIT (Global Ingredient Tool) is a questionnaire to collect information from individual suppliers for creating an RMAT

RMAT (Raw Material specification)-populates all the information from the GKIT or several GKITs (if more than one supplier supplies the same raw material) .We provide the most stringent scenario on parameters based on collated information.

SAR (Supplier Agreement report) also called **SSR**(Supplier Specification Report)-this is the extract of the final RMAT sent to the supplier to sign off to deliver against agreed specification parameters.

G4. Who is the MDLZ Spec Manager? Suppliers deals with soo many people for the same raw material and can be confusing.

Every project has an R&D Developer who leads the project. They are the first point of contact along with procurement on what the requirements for the raw material are. The Spec Manager then sends the GKIT to the supplier for filling and creates the RMAT based on the information received in the GKIT. Any missing information/clarification needed from the supplier and liaison with MDLZ Food Safety and Regulatory and Subject Matter experts to ensure the RMAT is in a good state to move forward is done by the Spec manager. We will have both regional and global spec managers depending on the project in question. When updating existing specs, Spec Managers may also reach out to suppliers for additional information. You will receive the SAR/SSR for final sign off from an external team working for MDLZ.

General FAQs

G5. For Shelf life supplier can guarantee 180 days but MDLZ puts in 183 days. Why the discrepancy?

- Ideally suppliers should provide Shelf life information in days, so we put in that value.
- If you give the shelf life in months, we will use our table to covert to days which might be +/- couple of days.
- Please note – if there is more than one supplier for the same spec we receive, we will put in the shortest shelf life which should be accepted by both suppliers.

G6. Shelf life seems to start with 1 month = 31 days. Is there a choice for shorter shelf life for fresh raw materials?

Yes. Please provide the number of days and the spec manager will fill in the RMAT accordingly.

G7. Is there a deadline to complete the GKIT?

MDLZ gives suppliers 2 weeks to complete the GKIT (10 working days). If the situation arises where the GKIT is required asap, the supplier will be informed and a suitable date agreed upon. If the supplier struggles with filling the GKIT within the two week timeframe, they must immediately inform the spec manager.

G8. Supplier Headquarter/local supplier details (e.g. HQ in US, but sales office / direct customer contact office in France). How do we put this information in the GKIT?

Under Supplier plant information; there is a sub section to fill in details for supplier HQ. After this the other subsections are to be filled with the actual production site locations which will produce the raw materials for MDLZ.

G9. Supplier Plant Information is filled for distributor or producer?

The producer of the material needs to fill in this section.

G10. The enzyme product that we produce is sold to a manufacturer of Mondelez product. Do we complete the GKIT or the completion should be done by our customer?

GKIT should be completed by the producer of the material but all dealings will be done with the entity who MDLZ has a direct contract with ex- here your customer

GKIT IT Issues

When a supplier has IT issues:

Saving function doesn't work, possible solutions:

If all else fails:

Please let them know to re-create profile with the help of Local IT Help Desk because sometimes user profile get corrupt.

Steps :

1. Please get connect with your Local IT help desk (Admin) who install software on your system.
2. Login to system with Administrator login. (From your Local IT help desk who have Admin Rights)
3. Open Windows Explorer and follow the folder path as illustrated below.
   Computer > OSDisk (C:) > Users > your LAN ID
4. Rename the Profile (Folder Name of your LAN ID) :
   e.g. If LAN Id : XXXX
   Rename it : XXX_old
5. Log off system and login with your user id and then try to open the GKIT file.

Microsoft Word Document

When new profile is created ask Local IT help desk to copy data from Renamed old profile folder to new profile folder. So data will not be lost.

When we have issues with completed GKIT:

XSL format

xsl style sheet instead of xml after supplier' s review. Resolution - to open the XML using Notepad. At the end of the file there can be an ASCII character. It appears as a rectangle box. This special character needs to be deleted. If necessary resolve with IT.

Import error

Composition - >Allergen Control Program Description exceeding the character length. The text contain 3,792 characters. On shortening this text ,we are getting a successful import.

Error creating file system object

Internet Options -> Advanced -> Security -> Allow active Content to run in files on My Computer

Micro FAQs

M1. What happens if Supplier not in agreement with MDLZ chosen Micro requirement?

The micro table for pathogens is non negotiable ex- Salmonella and Listeria testing. Ticking COA is necessary for this.Supplier might have their own requirements,sampling plan ,frequency etc for a quality table but if our factory was to test the ingredient via a MDLZ approved lab and the results did not conform to our micro table requirements, then it is a non conformance.MDLZ micro table is the final requirement which is clearly stated under legal requirements under the micro table in the GKIT. If supplier limit is tighter than MDLZ- that is acceptable.

M2. Is analysis of enteros instead of coliforms acceptable?

Yes this is acceptable. The supplier must ensure that they have read the details under microbiological definitions and legal requirements before challenging. Please refer to the respective standard referenced in the table (for low water activity products referring to the MPN method with resusication). In the event of dispute, results obtained by our recommended method at an independent, accredited laboratory will supersede results obtained by other methods. The used external laboratory will be accredited for the methods used.

M3. What about elevated micro count due to seasonal variability?

In general seasonal variability is already considered in MDLZ microbiological value setting (e.g. Elevated mold count for raisins)

In the unlikely event those values are exceeded, this should be discussed on case by case basis with our MDLZ micro expert. But on the whole, the supplier must conform to the max values even if ingredient is seasonal via process,extra cleaning, GMP etc.If the micro count is higher than spec, again on a case by case basis the factory recieving that ingredient will make a decision along with support from MDLZ Regional Food Safety whether it will be acceptable or not. Please keep in mind, that our finished products also need to comply to regulatory standards, in some cases for multilple countries due to export. Individual cases are further discussed with process technical experts where applicable, for input on solutions possible.

M4. Why is the supplier asked for details on ingredient process when the micro table is challenged?

To ensure the safety of our products by putting the correct and adequate incoming controls in place, the MDLZ micro team needs the details of an ingredient process. That level of detail is not obvious from the overall name or short descriptions. Especially cooking processes or pH changes or other ingredients added in process can change the micro table, i.e. specification for microbiological parameters.

Mondelez may ask for additional information on composition and/ or process before sending the GKIT. There are some forms for seasoning, flavors, colors and dried fruits, so micro team can assign the right micro table and ensure proper control.

Note to suppliers-

A change to composition might lead to a change in the micro rating.In this situation, if there is a change in micro rating from sensitive to quality- this will not hinder the business (ex- diary component to non diary component) but if it moves from quality rating to sensitive , this would be a food safety parameter which would involve updating the factories HACCP plan,COA management and informing the relevant people in the business.Suppliers must immeditely inform MDLZ if their composition was to change for whatever reason.

Micro FAQs

M5. For micro testing, when testing is performed in supplier internal laboratory, but MDLZ has specifics, what laboratory name should we specify?

The COA should always originate from the laboratory that performed the tests. In case of pathogen testing, the laboratory needs to be listed on the MDLZ approved pathogen labs list.

Note: Non-pathogen parameters can be tested in laboratories that are not approved (supplier internal laboratories or accredited external laboratories).

M6. If supplier does not apply class plan in micro testing control plan (for example supplier tests one sample instead of 5 samples) which level of micro organism is acceptable - " m" or "M" ?

When testing non pathogen parameters, suppliers are allowed to test 1 sample (instead of 5). If the test results for that 1 sample are all <”m” spec requirements then the product may be released. If that one sample exceeds “M” then the product should be rejected. If the one sample is >”m”, but <”M”, the supplier is expected to take 4 more samples. If 1 or 2 (of the total 5, including the original sample) is >”m” but still less than “M” (which means at least 3 samples must all be <”m”), the product

Regulatory FAQs

R1. Allergens- is it okay for suppliers to give the worse case scenario ?

MDLZ policy does not allow for over-declaring allergens when a good allergen-control program is in place in the supplier producing plant. Suppliers are expected to populate the GKIT Food Allergens, Sensitivities and Substances of Interest section according to the MDLZ definitions, exemptions and instructions provided in the form and to take into account their own allergen control procedures. Here are two examples:

- MDLZ does not consider soy lecithin as a risk for soy allergen cross contact. Therefore, suppliers should not mark Soya as Cross Contact if the only source of soy is the *indirect* presence of soy lecithin on the production line. They should only mark Soy Lecithin as Does Contain if it is *directly* added by them ***or*** *one of their ingredient suppliers.*
- Any chocolate supplier who has an allergen control program to prevent milk cross contact in dark chocolate should not mark Milk Cross Contact in the GKIT just to give the worst case scenario.

R2. In terms of Sulphites, if an ingredient contains sulphites, e.g. contained in sugar but is not added directly to the finished product, does the supplier have to declare the Sulphites and the percentage?

- **Composition section**-Declare in composition the % for total indirectly or directly added sulphites (includes sulphites added by the supplier or any of the supplier's suppliers)
- **Allergen section-** Tick 'Does Contain' if present naturally or added in and enter the amount (<10ppm is acceptable)
- **Nutritional Section-**Put in Total sulphites which is Added sulphites + Naturally-occurring sulphites. Enter the total amount in mg/kg.

R3. If a product does not contain, e.g. milk but there is a possibility of "Cross contact", do you mark "Does not contain" and "Cross Contact" Or is their only one option?

If carry over/cross contact, ex- milk comes from the line or from raw materials used on the line- this should be ticked as cross contact and add details in the comment section. If there is a real risk that can't be avoided by cleaning procedures, then it must be mentioned as cross contact. Tick only one option.

R4. Difference between Non GMO and GMO- free?

GMO free implies complete absence of single molecule of GMO protein. Non GMO expresses the conventional origin of the crop. It implies there could potentially be some molecule of GMO DNA in the material. Mondelez considers local GMO requirements, so depending on the country the material will be used, there are different requirements in terms of GMO CoA .

R5. How is milk produced from cows eating genetically modified soya considered?

MDLZ doesn't include this aspect when we talk about GMO. At the moment it is out of scope.

R6. Flavour information is specific to US regulation which is not in line with EU regulation. How is this handled?

- MDLZ flavour raw material specifications are used ***globally***. A global flavour policy has to be followed and compositions written in a specific way. If you are not aware of this policy, please contact a Spec Manager. We need this information so that all countries can correctly evaluate the status of the flavour.

Regulatory FAQs

R7. Is there minimum testing requirements for nutrition that suppliers need to follow? How often is it reviewed? Is it country dependent? What if it is a material where nutritionals are got based on literature?

MDLZ doesn't ask for any specific testing requirements for nutrition. However the data is got, the data needs to be replicable and if our product is tested and the data is out of spec, individual raw materials going into the product will be tested . If significant discrepancy, then supplier will need to clarify.

R8. What are salatrims? Is it naturally occurring or always added?

It is not a natural ingredient. It is a synthetic fat substitute. EU legislation include salatrims in the energy calculation . If your material does not contain this ingredient populate the value as zero.

R9. What is Erythritol? Is it naturally occurring or always added?

It is a sugar alcohol, similar to sorbitol, maltitol etc. If your material does not contain this ingredient populate the value as zero.

R10. Are Active Principles only present in flavours?

Yes

R11. Suppliers sometimes only test for major macronutrients. What should be done about the other nutrient values MDLZ asks for ?

MDLZ expects the nutrition provided by the supplier to be accurate since we base our label values on this information.

It is up to the supplier to decide whether to base the nutrition profile on literature, analysis, calculations etc. For commodities like fruits, nuts etc, there are plenty of literature sources to get values from.

R12. What is meant by sensitivities?

Sensitivities are not true allergens but are substances that some people are sensitive to. For example gluten intolerance and sensitivity to sulphites are not true allergic reactions but we must track them.

R13. What are the requirements to tick for natural for a raw material?

If we need information for a natural claim, we will ask you to fill a natural addendum as a part of the GKIT. Otherwise it is not necessary to answer the question.

R14. What requirements must a raw material fulfil to be ''Suitable for children under 3 years''?

- An answer of "Yes" means that the material complies with the European Commission (EC) PARNUTS directives on foods for healthy babies (<1 year) and young children (1-3 years).
- This requirement is only necessary for materials that are going into products marketed to children in the EU. This requirement does not apply outside the EU.

Regulatory FAQs

R15. For our understanding, when a product itself contains sodium and we add salt as ingredient: how we should indicate the value in the GKIT?

MDLZ expects the sodium value to represent the total sodium content of the material, whether that sodium comes from salt or any other ingredient.

R16. For Sulphites, that are naturally occurring ex. in garlic are exemptions. However, the laboratory analysis will show that sulphites are present. How to deal with that?

Naturally occurring sulphites should be included in the total sulphites value in nutrition data section. Total sulphites= Natural + Added

R17. Is it acceptable to insert "<" in nutrition information (e.g. <10mg sodium) if the exact amount is not known?

- Special characters such as “<” are not accepted by our system.
- For nutrients of concern like sodium, if the exact amount is not known, enter the maximum value (e.g. 10mg).
- If the amount of a mandatory nutrient is negligible, enter the amount as “0”.

R18. Why if in the GKIT there is only one "fat“ field but in the RMAT it is divided in 3 parts? Same with "trans fat" and "fibre“?

Different countries have different definitions for these nutrients which is why we have multiple rows for those nutrients in the raw material spec. However we do not expect suppliers to provide different values for these nutrients in the GKIT.

R.19. If soy lecithin still contains traces of soy proteins - how should it be ticked in global food allergens sections?

Soy Lecithin is exempt as a soy allergen per our internal allergen policy, therefore you don’t have to tick ‘does contain’ in global allergen section. Only tick ‘does contain’ for soy lecithin in substances of interest.

R20. How should the Brazilian Regulated Allergens section be populated- especially for “Natural Latex”?

- Brazilian allergen legislation does not allow for any ingredient exemptions. Tick Does Contain or Cross Contact even if the ingredient is exempt for the Global or Regional Allergens list. For example, glucose syrup from wheat is exempt as a Wheat allergen in the Global Allergen list. However, it must be ticked as Does Contain for “Wheat (Brazilian definition)”.
- Brazilian legislation requires natural latex to be declared as an allergen. The direct exposure of the material to natural latex via product-contact packaging, manufacturing equipment or the direct handling of the material with latex gloves must be indicated by ticking Cross Contact for natural latex. Since latex is not an approved food additive, natural latex should *never* be ticked as Does Contain!

Regulatory FAQs

R21. Sometimes Mondelēz asks for additional information related to countries outside of where the material is delivered. Why should suppliers provide information that may not be relevant?

- Mondelēz is a global company with a robust import/export business. Our RMAT specifications are intended to be used by as many plants and target markets around the world as possible.
- Even if the material is used by only one production plant, the finished product may be exported to multiple countries. In those cases, the material must be compliant with not only the production country, but also the countries of sale.

R22. Mondelez is requesting information about Engineered nano-materials. What is this for and what are suppliers expected to fill in?

- Mondelez defines engineered nano-materials as materials which are intentionally engineered or manipulated materials with one or more dimensions in the size range of 1 to 100 nanometers, in order to have specific properties or functions which are attributable to their size range. This definition essentially follows the definition of the European Union (Novel Foods Regulation (EU) 2015/2283)
- Mondelez's position is not to use any engineered nano-materials. With that we expect our suppliers to assess all ingredients, additives and processing aids used in the raw material supplied to Mondelez and confirm the status of the material (does not contain engineered nano-materials, or does contains engineered nano-materials). In case a supplier indicates that the raw material contains engineered nano-materials, they will be contacted by a Mondelez R&D expert or Spec Manager for further clarification.