



Bakers BASCO Limited

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Operational User Specification

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1 Definition Of Terms

Document Term	Description
BASCO	Bakers BASCO Limited
Tray	The Omega Tray
Dolly	The Omega Dolly used to carry Omega trays
Equipment	Omega Trays and Dollies collectively.
Stack	A collection of a combination of trays and dollies either empty or containing produce.
The Bakers	The founding members of Bakers BASCO Limited: Allied Bakeries British Bakeries (RHM Limited) Fine Lady Bakeries Frank Roberts & Sons Warburtons
Users	Any baker who has entered into agreement with BASCO and has a licence to use the Omega equipment.
Naked Produce	Un-wrapped bakery products

2 Introduction

This document specifies the necessary requirements Bakers BASCO Limited instruct users of their equipment to undertake.

Failure to undertake the instructions documented in this specification by the User will breach the terms and conditions of their licence agreement and will result in appropriate action being taken by BASCO as specified in the terms and conditions.

3 Handling Requirements

3.1 General Handling

- Only products as specified in section 5 of this document may be used with the tray.
- The tray is designed with a lower lip to the front to permit the user to display their produce.
- The tray has two bale arms, one each side of the tray which should be locked inwards to allow the next tray to be stacked safely and securely.
- Trays containing produce should be stacked 10 trays high onto a dolly to complete a stack.
- When not in use the bale arms should be returned to their original outward position and trays stacked no more than 30 high to each dolly to again complete a stack.
- When forming stacks of empty trays, all trays must be returned to the open position. Stacks must not incorporate a combination of nested and open baskets.
- When not in use Dollies should be cross-nested as per their footprint to a quantity no greater than 20 high to form a stack.
- Wheels should not be stored or carried within trays.
- ***An example of a defined in-transit specification can be provided upon request.***

3.2 Transportation

- All transportation of trays should be placed on dollies. Unless agreed with BASCO.
- Equipment must be presented as specified in point 4.1 before being transported.
- All BASCO equipment should be secured to ensure prevention of damage whilst in transit.
- Dollies must not be used to carry any alternate piece of equipment other than the Omega Tray.
- With regard to delivery and collection of equipment every effort should be made to ensure the load bearing of the dolly is evenly distributed across all four wheels.
- Where grounded distribution is required Tail-lifts should be used against a flat surface to ensure a free movement for the dolly.

4 Products

4.1 Approved Products

- The below detailed products are defined as the agreed produce users may pack and distribute in trays.
 - **Wrapped Bread**
 - **Wrapped Morning Goods**
 - **Wrapped Hot Plate Products**
 - **Wrapped Bread Rolls**
 - **Wrapped Malt Loaf**
 - **Wrapped Cake Products**
- Naked Bakery Produce must be discussed in detail with BASCO.
- No other products may be packed or distributed in BASCO equipment without the prior authorisation of BASCO. Any such produce identified by BASCO will find the user in breach of their licence agreement and action will be taken as outlined in the terms and conditions.

4.2 Third Party Use

- It remains the responsibility of the user to ensure third parties do not use BASCO equipment for any other means than that expressly determined in their licence agreement.
- Third parties may not use any BASCO equipment for any purpose other than that is specified in the respective User's licence agreement.

5 Cleaning

5.1 Tray Washing

- The cleaning process of trays can be manual or automated however the process must prove satisfactory to the requirements of BASCO.
- The aim of all BASCO users should be to implement a cleaning system that produces clean, disinfected baskets with minimal impact to the operational cycle and the external environment.
- The frequency of trays cleaned must equate to 50% of the users weekly usage.

Waste Removal

- As much solid debris and waste should be removed prior to the wash process.
- Heavily soiled baskets can affect the performance of the wash cycle, these should be isolated and pre-washed to remove gross soiling.

Wash Treatment

- The wash cycle may be performed in the following ways:
 - Spraying the baskets
 - A combination of spraying and soaking
- Soaking is generally accepted as the preferred method as it allows surfaces to be treated consistently.

Detergent

- A suitable detergent should be applied
- When deciding on a suitable detergent the following points need to be considered:
 - If automated have any recommendations been recommended by the wash plant supplier?
 - How hard is the water supply?
 - What temperature will the wash operate at?
 - What is the total contact time with solution?
 - If wash uses mechanical action and spraying a low foaming detergent may be required.

Rinsing

- A rinse cycle is required to ensure the removal of all chemical and residues, which may remain from the wash cycle.

Drying

- A number of automated drying systems are available involving either or a combination of high-speed air movement, heat and physical movement.

5.2 Alternate washing arrangements

- Where any User cannot undertake the required level of cleaning within their premises, in agreement with BASCO an alternate location will be identified for the cleaning process to be outsourced.
- **An example of a detailed technical specification for the cleaning of trays is available upon request.**
- **All new users must inform BASCO of the systems they will implement for the cleaning process.**

6 Stock Control Procedures & Auditing

6.1 Stock Count

- Stock Counts must be conducted on a weekly basis at a suitable interval in business where the maximum accuracy can be achieved. The day and time the count will take place must be specified to BASCO prior to commencing use of the trays.
- Every effort should be made to account for all equipment, the user should also provide details of any equipment which may be damaged. It is essential every item is included such as dollies carrying empty stacks of trays etc.
- Upon commencement of the User's licence BASCO will provide an example of the documentation preferred detailing the required data.
- User's may tailor this to coincide with any internal procedures they need to adhere to however the required information must be specified and presented in a suitable format.
- The User must provide the data to BASCO on an agreed day each week. This will allow BASCO to make any amendments to collection schedules, replenishment etc.
- Failure to provide BASCO with the required data on time in the agreed format will not be tolerated, BASCO cannot provide the necessary management for the equipment without the specified data, therefore Users failing to provide the required data may have their equipment schedules altered on estimation in favour of Users who have complied.

6.2 Operational Auditing

- BASCO reserves the right to perform audits on stock counts performed by Users.
- Users will be notified at least 24 hours in advance.
- BASCO appointed personal must be permitted access to all areas of the site. Where restrictions exist the User must notify the auditor when notice of the audit is provided to allow time to ensure this may be addressed.

- All documentation used within the count process must be made available to the auditor for reconciliation.
- BASCO will submit reports to the User on its findings.

6.3 Accounts Auditing

- As stated in the terms and conditions of the licence agreement the User must permit access to the sales accounting upon request by BASCO to ensure the accuracy of the data submitted for usage.
- This should consist of sales invoices to the Users customers, despatch documentation etc.
- BASCO will ensure this information remains confidential and will only be used to reconcile the usage figures with the information submitted to BASCO.
- BASCO will provide at least seven days notice of such an audit to allow the user the time to collate the required documentation.

7 Repairs & Maintenance

7.1 Maintenance

- It remains the responsibility of the User to account and report any damaged equipment to BASCO.
- For damages where a repair can be made, such as replacement of a bale arm on trays, or fitting of replacement castors on dollies, the equipment should be quarantined in a specific area of the site.
- Should Users may carry out the repairs with existing resource however BASCO will require notification in advance to approve the Users procedures.
- BASCO will provide replacement parts per User. Where a User has multiple sites a central location should be identified where all equipment can be collated.
- Where a User does not have the resource to perform such repairs, BASCO will assign the maintenance to either an approved alternate User or an external contractor.
- Users will be provided with a purchase order and work sheet, which must be signed by all parties (i.e. the User and the contractor) and returned to BASCO.
- Where equipment cannot be repaired the User should notify BASCO who will arrange for the equipment to be recycled.