

Supplier Packing Specification

Section 1: Product Covering

- Ensure the plastic top sheet/liner is food contact safe and clean before use.
- Blue coloured plastic top sheet/ liner is preferred for the unique visibility.

1.1 INDIVIDUAL BOX PACKING

- Each box of products must be covered with the following options:

Food grade plastic top sheet	Pack the products and place the top sheet over the products before/ after icing.
Food grade plastic liner ¹	Pack the products inside the plastic liner. Fold all edges of the liner to cover the products before/ after icing.
Lid	Pack the products into the container and cover with the lid after icing.

¹ Squid/ Calamari/ Octopus/ Cooked/ Ready-to-Eat products must use food grade plastic liner.



Figure 1: Example of covering the products with plastic top sheet



Figure 2: Example of covering the products with plastic top sheet



Figure 3: Example of covering the products by folding the edges of the liner

Supplier Packing Specification

1.2 BULK BIN PACKING

- Every bulk bin must be covered with food grade plastic top sheet and wrapped with pallet wrapper.



Section 2: Maximum Permissible Total Weight

Total weight includes the product, ice and container and it is a safety measure to ensure products can be handled safely. Do not overfill the container or increase the intended volume of the container.

Container Types	Maximum Permissible Total Weight
SFM Small Crate	15 kg
SFM Large Crate	30 kg
SFM Live Crate	30 kg
Other types of boxes (Foam box, plastic crate)	30 kg

Section 3: Maximum Permissible Height

	Max. Height	SFM Small Crate	SFM Large Crate
Products arriving on pallet	1.2m	6	4
Products arriving without pallet	1.34m	7	5

Section 4: Pallet Height

1200mm for all product arriving on a pallet. This provides the most efficient format, allowing product to be double stacked to maximise freight efficiencies.



Pallet height more than 1.2m.
Pallet should be double stacked.

Section 5: Pallet Quality

- Wooden pallets should be undamaged and have all boards and bearers intact.
- Uncontaminated by dirt or debris.
- Free from nails protruding from boards.



Pallet Boards missing



Debris

Section 6: Product Label

All products must be labelled for product identification. All labels are to be facing the outside of the pallet to enable identification of product.



Section 7: Pallet Configuration

Product arriving to SFM must be safe and secure.

- Product should be stacked within the footprint of the pallet.
- Pallets are centred and not leaning or shifted.
- Pallet should be wrapped correctly to secure the products.

Section 8: Non-conformance

- Any products received that do not meet specifications may result in the following actions:

Non-conformance	Corrective Actions
Cooked/ RTE products arrive without plastic liner	PRODUCT REJECTION Issue supplier non-conformance.
Calamari/ squid/ octopus arrive without plastic liner	PRODUCT HOLDING Penalty fee (\$5 per box + GST) will be applied on staining the box for SFM to re-pack the products with liner. Issue supplier non-conformance.
Green products arrive without covers	PRODUCT HOLDING Penalty service fee (\$5 per box + GST) will be applied for SFM to cover the products on-site. Issue supplier non-conformance.

Supplier Packing Specification

Non-conformance	Corrective Actions
Products arrive exceeding the maximum total permissible weight	PRODUCT HOLDING Penalty fee (\$5 per box + GST) will be applied on reducing the load to a manageable weight to enable manual handling. Issue supplier non-conformance.
Products arrive exceeding the maximum permissible height or pallet height	PRODUCT HOLDING Penalty fee (\$5 per box + GST) will be applied on reducing the height to a manageable level by using height access equipment. Issue supplier non-conformance.
Products arrive with damaged pallet	PRODUCT HOLDING Remove the products from the damaged pallet using correct manual handling technique. Issue supplier non-conformance.
Products fail to comply with the pallet configuration	PRODUCT HOLDING Visually assess the safety of the pallet configuration. Use safe manual handling techniques to remove the products. Issue supplier non-conformance.

Record of Review and Approval of IMS documented information

Date	Nature of Changes	Approved By
17/07/2025	New Specification	QA Manager Head of Sales Head of Operations