

May 2021

Dear Supplier

Re: Quality Assurance Department Contact Details

The Quality Assurance Department services the Shoprite Checkers Group in a twofold manner:

- Quality Assurance - serviced by the Category Technologists
- Compliance and Regulatory - serviced by the Compliance Technologists

Herewith the generic process flow in terms of product launches, to indicate the different involvement and roles of the different Technologists within the Quality Assurance Department:

SUMMARY OF PROCESSES: PRODUCT LAUNCHES		
Supplier brand food products		
Nr.	Process step	Responsible
1	Commercial interest from buyer to list product. Buyer sends request for listing to Nico Meiring (Senior buyer)	Buyer
2	Intent to list product is confirmed and Nico Meiring (Senior buyer) sends artwork to Compliance for review. Artwork: pdf format, preferably with measurements of letter heights	Nico Meiring
3a	<i>If relevant: For NEW suppliers, the Supplier approval is done</i>	QA Technologist
3b	Simultaneously Shoprite Compliance reviews artwork until approved	Compliance Technologist
4	Feedback and discussion to finalise with supplier	Compliance Technologist
5	Approval to Nico Meiring (Senior buyer) to continue with listing of product(s)	Compliance Technologist
6	Buyer and Supplier finalises listing of product	Buyer
7	Supplier to supply product to business	Supplier



MEMBER OF SHOPRITE GROUP

REGISTERED OFFICE: CNR WILLIAM DABBS STREET & OLD PAARL ROAD, PO BOX 215, BRACKENFELL, 7561, SOUTH AFRICA
 TEL: +27 (0) 21 980-4000 FAX: +27 (0) 21 980-4050 www.shopriteholdings.co.za

DIRECTORS: P C ENGELBRECHT (CEO), J V R BRÖNN, A DE BRUYN, D S COHN, P G DU PREEZ, G FRITZ, A B GARDENER, B HARISUNKER, W J HUNLUN, N M MOOLMAN, J H PIENAAR, N L SCHREUDER, Z A SIBIYA

Private label food products

Nr.	Process step	Responsible
1	Buyer decides on product concept to pursue for launch	Buyer
2	Buyer prepares Project brief with project team	Buyer
3	Category Developer & Packaging team develops product with supplier	Developer, Packaging, Supplier
4	Supplier provides product & packaging information to Developer & Packaging team to prepare project pack	Supplier
5	Project pack is sent from Developer to QA Technologist to review	Developer
6	QA technologist reviews Project pack until approval. Send to Compliance for review	QA Technologist
7	Compliance technologist reviews and finalises Component form using reference documents. Compliance technologist to send approved component forms to Buyer upon approval	Compliance Technologist
8	Artwork review until final artwork is approved	Artwork team, Compliance Technologist, Supplier
9	Digital proofs signed off by Compliance for printing	Compliance Technologist, Buyer, Supplier

Kindly see below the contact details of the Quality Assurance Department:

Category Technologist	Email:	Contact Number:
Riaan Michaels	rmichaels@shoprite.co.za	021 980 4162
Marnelle (Watney) Smith	mwatney@shoprite.co.za	021 980 4856
Thandeka Mbhele	tsmbhele@shoprite.co.za	021 980 4088
Lieze de Does	ldedoes@shoprite.co.za	021 980 4709
Anika van der Mescht	avdmescht@shoprite.co.za	021 980 4371
Bianca Roebeck	bvroebek@shoprite.co.za	021 980 1551
Olivia Grobber	olgrobber@shoprite.co.za	021 980 4902
Anneke van Niekerk	avniekerk@shoprite.co.za	021 980 4547
Lambert Pause	lopause@shoprite.co.za	021 980 4664
Compliance Technologist:	Email:	Contact Number:
Marcelle Grant	mugrant@shoprite.co.za	021 983 5520
Caitlin Schutte	cmburgess@shoprite.co.za	021 980 4973
Leigh-Anne Sassman	lasassman@shoprite.co.za	021 980 4983
Landre Thomas	laengelbrech@shoprite.co.za	021 980 4507
Anneke van Niekerk	avniekerk@shoprite.co.za	021 980 4547

For your reference, please see below the responsible person(s) for the product categories:

Product Category	SAP Hierarchy	QA Technologist	Compliance Technologist
Baby	Baby Food	Bianca Roebeck	Caitlin Schutte
Baking	Baking Additives	Lieze de Does	Anneke van Niekerk
	Glazed and Baking DR	Lieze de Does	Anneke van Niekerk
	Frozen Waffles	Lieze de Does	Anneke van Niekerk
	Frozen Pancakes	Lieze de Does	Anneke van Niekerk
	Frozen Muffins	Lieze de Does	Anneke van Niekerk
	Frozen Sweet Pastry	Lieze de Does	Anneke van Niekerk
Canned Foods	Canned Fish	Riaan Michaels	Anneke van Niekerk
	Canned Tuna	Riaan Michaels	Anneke van Niekerk
	Canned Veg	Riaan Michaels	Caitlin Schutte
	Canned Meat, meals	Riaan Michaels	Anneke van Niekerk
	Canned Soups	Riaan Michaels	Anneke van Niekerk
	Canned Fruit	Riaan Michaels	Caitlin Schutte
Carbonated, Cordials, Juices	Carbonated, Cordials, Juices	Marnelle (Watney) Smith	Leigh-Anne Sassman
	Fresh Juice	Marnelle (Watney) Smith	Leigh-Anne Sassman
	Ice	Marnelle (Watney) Smith	Leigh-Anne Sassman
	Frozen Juice Cans	Marnelle (Watney) Smith	Leigh-Anne Sassman
	Sorbet Tubs	Marnelle (Watney) Smith	Leigh-Anne Sassman
	Frozen Ice Pops	Marnelle (Watney) Smith	Leigh-Anne Sassman
	Health Food Drinks	Marnelle (Watney) Smith	Leigh-Anne Sassman
Cereals Products & Legumes	Maize Products	Thandeka Mbhele	Caitlin Schutte
	Dried Cereals	Thandeka Mbhele	Caitlin Schutte
	Rice	Thandeka Mbhele	Caitlin Schutte
	Pasta Products	Thandeka Mbhele	Caitlin Schutte
	Wheat Products	Thandeka Mbhele	Caitlin Schutte
	Porridges	Thandeka Mbhele	Caitlin Schutte
	Cereals	Thandeka Mbhele	Caitlin Schutte
Condiments	Packet, Cooking, Pasta Sauces	Bianca Roebeck	Marcelle Grant
	Salad dressings, Refills, Mayo	Bianca Roebeck	Marcelle Grant
	Sauces, Marinades and Mustard	Bianca Roebeck	Marcelle Grant
	Dips	Anika van der Mescht	Marcelle Grant
	Olives, Pickles, Onions, Relishes	Anika van der Mescht	Marcelle Grant
	Portuguese Ethnic Condiments	Anika van der Mescht	Marcelle Grant
	Vinegar	Anika van der Mescht	Marcelle Grant

Product Category	SAP Hierarchy	QA Technologist	Compliance Technologist	
Condiments	Packet Soups	Anika van der Mescht	Marcelle Grant	
	Soup Boxes	Anika van der Mescht	Marcelle Grant	
	Cube Stocks	Anika van der Mescht	Marcelle Grant	
	Soya Products	Anika van der Mescht	Marcelle Grant	
Confectionery and Snacks	Boxed, Bagged Sweets and Chocs	Anika van der Mescht	Marcelle Grant	
	Pick n Mix	Anika van der Mescht	Marcelle Grant	
	Chewing Gum	Anika van der Mescht	Marcelle Grant	
	Chips, Nuts, Snacks & Dried fruit	Anika van der Mescht	Marcelle Grant	
	Slab Chocolates	Anika van der Mescht	Marcelle Grant	
	Cereal Bars	Anika van der Mescht	Marcelle Grant	
	Health snacks	Anika van der Mescht	Marcelle Grant	
	Biscuits (Rusks etc.)	Lieze de Does	Marcelle Grant	
	Savoury biscuits	Lieze de Does	Marcelle Grant	
	Convenience	Fresh Convenience Foods	Olivia Grobber	Anneke van Niekerk
		Frozen Convenience	Olivia Grobber	Anneke van Niekerk
Dairy	UHT Dairy	Anneke van Niekerk	Leigh-Anne Sassman	
	Powdered milk	Anneke van Niekerk	Leigh-Anne Sassman	
	Coffee and Tea Creamers	Anneke van Niekerk	Leigh-Anne Sassman	
	Cheese Spreads	Anneke van Niekerk	Leigh-Anne Sassman	
	Custard	Anneke van Niekerk	Leigh-Anne Sassman	
	Canned milk, cream	Anneke van Niekerk	Leigh-Anne Sassman	
	Refrigerated dairy	Anneke van Niekerk	Leigh-Anne Sassman	
	Ice cream multipacks	Anneke van Niekerk	Leigh-Anne Sassman	
	Prem ice creams tubs	Anneke van Niekerk	Leigh-Anne Sassman	
	Frozen Yoghurt tubs	Anneke van Niekerk	Leigh-Anne Sassman	
	Ice creams tubs	Anneke van Niekerk	Leigh-Anne Sassman	
	Ice cream impulse	Anneke van Niekerk	Leigh-Anne Sassman	
	Ice cream soft serve	Anneke van Niekerk	Leigh-Anne Sassman	
	Coconut Milk, Cream	Anneke van Niekerk	Leigh-Anne Sassman	
Eggs	Eggs	Bianca Roebeck	Landre Thomas	
Fish	Frozen Fish	Riaan Michaels	Anneke van Niekerk	
	Fish Spreads	Riaan Michaels	Anneke van Niekerk	
Frozen Fruit & Veg	Frozen Vegetables	Riaan Michaels	Caitlin Schutte	
	Frozen Berries	Riaan Michaels	Caitlin Schutte	
Hot Drinks	Coffee	Marnelle (Watney) Smith	Leigh-Anne Sassman	
	Tea & Teabags	Marnelle (Watney) Smith	Leigh-Anne Sassman	
	Powdered Beverages	Marnelle (Watney) Smith	Leigh-Anne Sassman	

Product Category	SAP Hierarchy	QA Technologist	Compliance Technologist
Oils	Edible Oil	Anika van der Mescht	Anneke van Niekerk
	Olive Oil	Anika van der Mescht	Anneke van Niekerk
Pet Foods	Pet Food and Health	Lambert Pause	Marcelle Grant
	Frozen Pet food	Lambert Pause	Marcelle Grant
Poultry	Fresh Poultry	Marnelle (Watney) Smith	Landre Thomas
	Frozen Poultry	Marnelle (Watney) Smith	Landre Thomas
Processed Meats	Chilled Processed Meats	Thandeka Mbhele	Landre Thomas
	Meat Spreads	Thandeka Mbhele	Landre Thomas
Red Meats	Frz Rabbit	Thandeka Mbhele	Landre Thomas
	Frozen Beef	Thandeka Mbhele	Landre Thomas
	Frozen Lamb	Thandeka Mbhele	Landre Thomas
	Frozen Mutton	Thandeka Mbhele	Landre Thomas
	Frozen Pork	Thandeka Mbhele	Landre Thomas
	Frozen Wors	Thandeka Mbhele	Landre Thomas
	Frozen Meat Assorted	Thandeka Mbhele	Landre Thomas
Spices	Spices, Seasonings	Bianca Roebeck	Marcelle Grant
	Salt	Bianca Roebeck	Marcelle Grant
Spreads	Fruit, Veg Spreads	Anika van der Mescht	Marcelle Grant
	Honey, Jams, Syrups	Anika van der Mescht	Marcelle Grant
Sugar and Sweeteners	Sugar and Sweeteners	Marnelle (Watney) Smith	Anneke van Niekerk
Wine and Liquor	Wine	Bianca Roebeck	Leigh-Anne Sassman
	Liquor	Bianca Roebeck	Leigh-Anne Sassman
Fresh Departments:			
Fresh Department - Bakery	Bakery	Lieze de Does	Anneke van Niekerk
	Bakery ingredients	Lieze de Does	Anneke van Niekerk
	Bakery Sales	Lieze de Does	Anneke van Niekerk
	Bakery Expense	Lieze de Does	Anneke van Niekerk
Fresh Department - Butchery	Butchery	Thandeka Mbhele	Landre Thomas/ Leigh-Anne Sassman
Fresh Department - Deli	Deli	Lieze de Does	Anneke van Niekerk
Fresh Department - Fish shop	Wet Fish	Riaan Michaels	Anneke van Niekerk
Rag jobbers	Rag jobbers	Lieze de Does	Anneke van Niekerk

Non-foods:			
Product Category	SAP Hierarchy	QA Technologist	Compliance Technologist
Non Foods	Cleaning Consumables	Lambert Pause	Caitlin Schutte
	Household Consumables	Lambert Pause	Caitlin Schutte
	Toiletries	Lambert Pause	Caitlin Schutte
	Baby Toiletries	Lambert Pause	Caitlin Schutte
	Disposable Nappies and Wipes	Lambert Pause	Caitlin Schutte
Healthcare and Medicine	Healthcare and Medicine	Lambert Pause, Riaan Michaels, Lieze de Does	Landre Thomas/ Leigh-Anne Sassman
	Health Foods		Landre Thomas/ Leigh-Anne Sassman

Should you have any other general query, kindly contact the Quality Assurance Department:
foodsafety@shoprite.co.za

Yours sincerely,

Arno Abeln

General Manager: Fresh Foods