

Frequently Asked Questions „FAQ“

W. u. H. Kühle GmbH & Co. KG
Bahnhofstraße 12
D-89312 Günzburg

0. Index

0. Index	2
1. General Information	3
1.1 Contact Address	3
1.1.1 Crisis Contact Address	3
1.1.2 Sales Department	3
1.1.3 Quality Management	3
1.2 Management Systems	3
1.3 Produkt Information	4
1.3.1 Storage and Shelf Life	4
1.3.2 Declarations	4
1.3.3 Process	5
1.3.3.1 Production of Wafer Products	5
1.3.3.2 Production of Mixes	6
1.3.3.3 Production of Pieces	7
2. Company Information	8
2.1 Management System	8
2.2 Complaint Management	8
2.3 Product Declaration	8
3. Location Information	9
3.1 General Information	9
3.2 Corporate Responsibility	9
3.3 Purchasing	9
3.4 Production Process	10
3.4.1 Plant	10
3.4.2 Water	10
3.4.3 Air	10
3.4.4 Mineral Oil Containing Substances	10
3.5 Prozess Control	11
3.5.1 HACCP	11
3.5.2 Lot System	11
3.5.3 Foreign Body Mangement	11
3.5.4 Allergen Management	11
3.5.5 Food Defense	12
3.5.6 Food Fraud	12
3.5.7 Hygiene and Cleaning	12

1. General Information

1.1 Contact Address

Name:	W. u. H. Kühle GmbH & Co. KG
Address:	Bahnhofstraße 12 89312 Günzburg Deutschland
Phone:	+49 8221 3645-0
E-Mail:	info@kuechle.de
Website:	www.kuechle.de
Employees:	approx. 120
Established:	1864
Legal Conditions:	• Limited Partnership in Günzburg Register Court Memmingen HRA 1581 • Personal liable partner: Kühle Verwaltungs GmbH Register Court Memmingen HRB 1528 • Managing Director: Christof Kühle, Dietmar Wöhrmann

1.1.1 Crisis Contact Address

In case of health threat:	Crisis management group
24h-phone:	+49 8221 3645-112
Mail:	krisenstab@kuechle.de

1.1.2 Sales Department

Name:	Oliver Schreiner
Phone:	+49 8221 3645-0
Mail:	export@kuechle.de

1.1.3 Quality Management

Name:	Dr. Monika Kühle
Phone:	+49 8221 3645-51
Mail:	reklamation@kuechle.de

1.2 Management Systems

Certifikate:	Since:
Bio	2001
IFS Food	2003
QS	2007

1.3 Produkt Information

1.3.1 Storage and Shelf Life

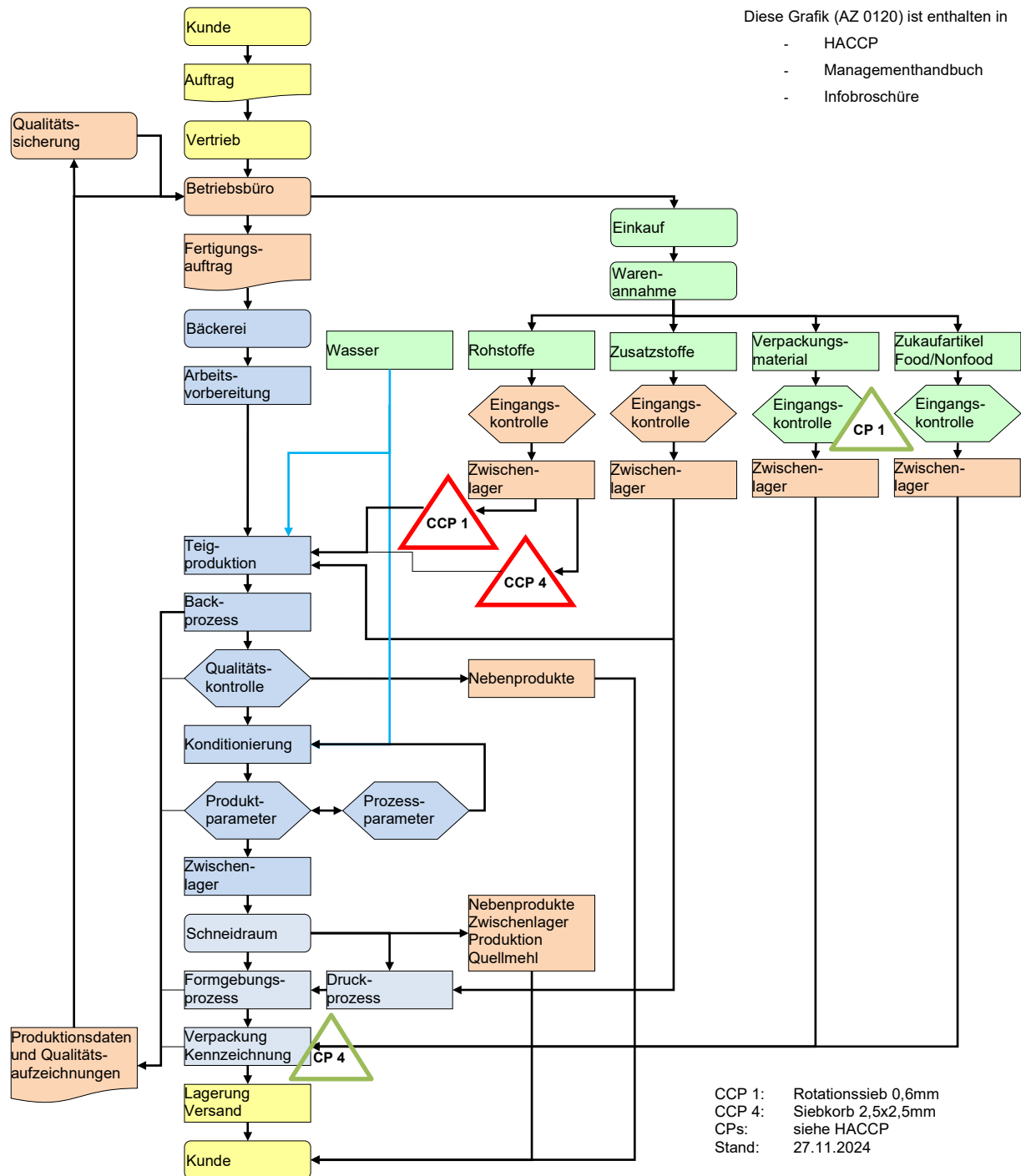
Wafer products:	Baking wafers	3 years, dry, ambient temperature
	Wafer paper	3 years, dry, ambient temperature
Baking aids:	San apart Biskuit perfekt Bäckerstärke etc.	2-3 years, dry, ambient temperature
Ready mixes:	1 year or as specified, dry, ambient temperature	

1.3.2 Declarations

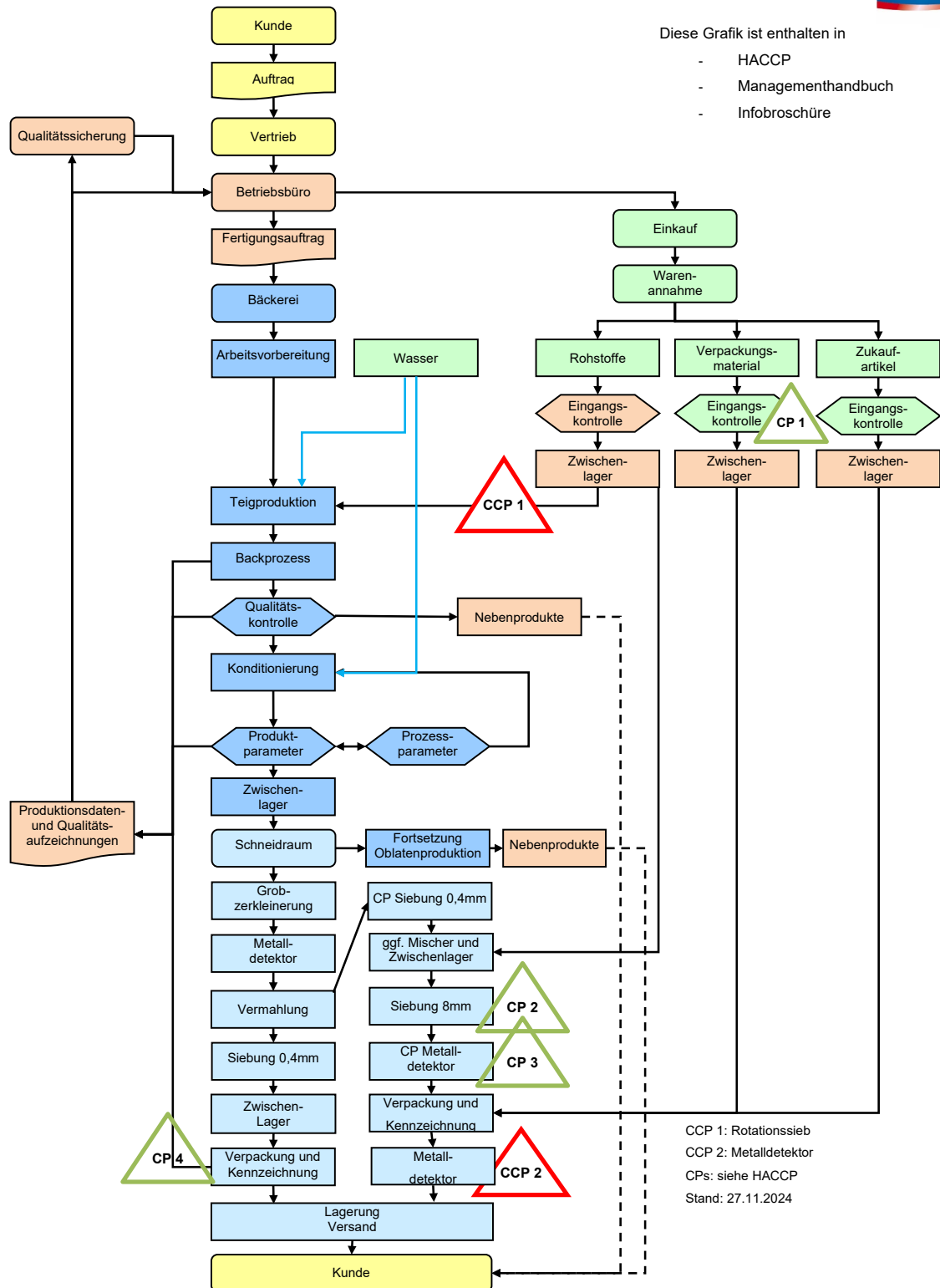
GMO:	Kühle does not use GMO ingredients or processes.
Allergens:	Main ingredient is wheat flour, containing gluten.
Radiation:	Kühle does not use radiation technology.
Protection of forests:	Kühle does not manufacture any products that fall within the scope of EU Regulation 2023/1115 ("EU Deforestation Regulation").

1.3.3 Process

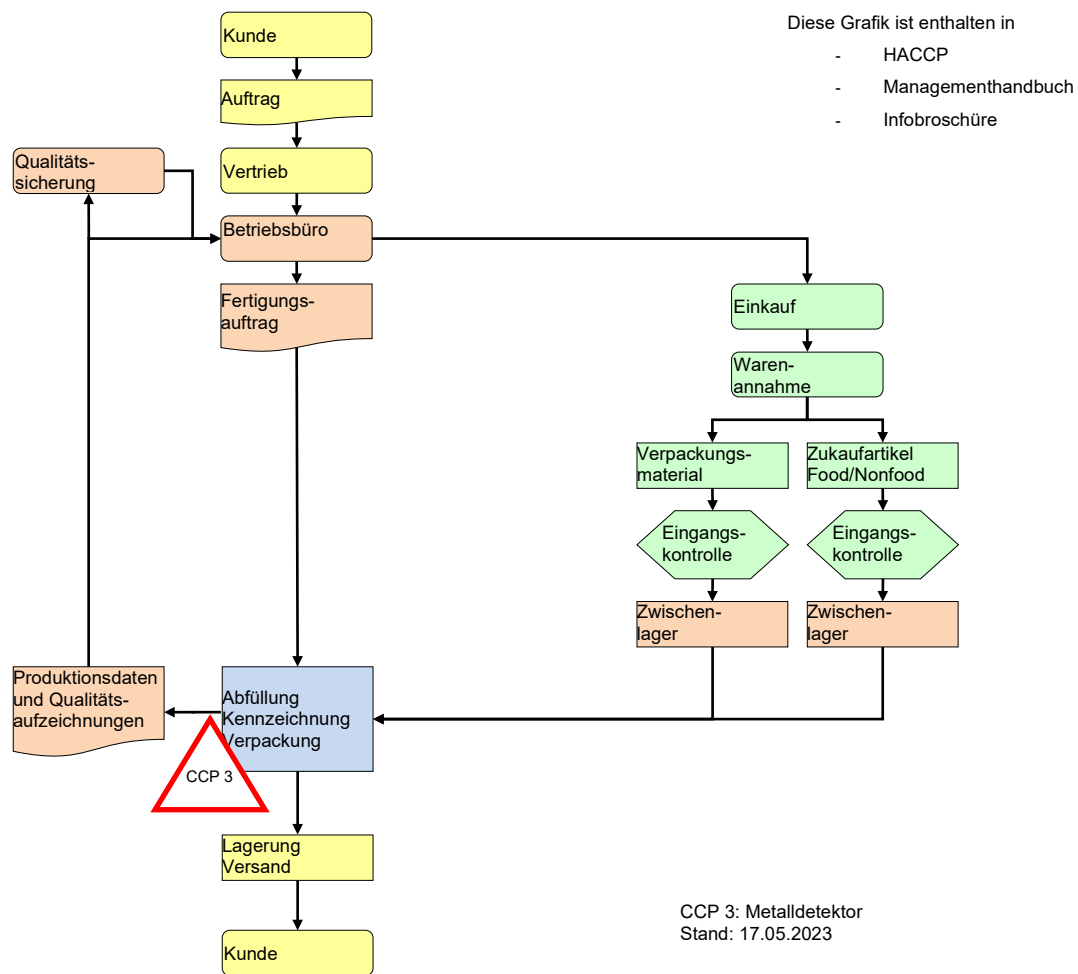
1.3.3.1 Production of Wafer Products



1.3.3.2 Production of Mixes



1.3.3.3 Production of Pieces



2. Company Information

	Yes	No
• Are there company principles?	•	
• Is there a written quality policy?	•	
• Is there a written compliance obligation?	•	

2.1 Management System

	Yes	No
• Is there a management manual?	•	
• Which certifications has the company?		
○ IFS (International Featured Standard) Food	•	
○ QS	•	
○ Bio	•	
• Are systems installed to identify non-conform products?	•	
• Is a crisis management system installed?	•	
• Is a foreign body control system installed?	•	
• Are the management systems tested regularly?	•	

2.2 Complaint Management

	Yes	No
• Is there a system for handling customer complaints?	•	
• Are customer complaints systematically recorded and evaluated?	•	
• Are corrective measures developed and implemented on the basis of customer complaints?	•	

2.3 Product Declaration

	Yes	No
• Are products declared completely and up to date with the following information:		
○ Name and address of the supplier	•	
○ Product name	•	
○ Ingredients list	•	
○ Nutrition facts	•	
○ Best before date	•	
○ Lot number	•	
○ Volume	•	
○ Storage conditions	•	
○ Allergen labelling	•	
• Is there any additional product information?		
○ Product specifications for commercial customers	•	
○ GMO Statement	•	
○ Certificates of Analysis	•	

3. Location Information

3.1 General Information

	Yes	No
• Does the company have multiple locations??		•
• What functions are available at the location?		
○ planning	•	
○ purchasing	•	
○ production	•	
○ storage	•	
○ marketing	•	
○ sales	•	
○ logistics	•	
○ development	•	
○ IT	•	
○ QS	•	

3.2 Corporate Responsibility

	Yes	No
• Are current social standards respected?	•	
• Are tariffs paid?	•	
• Is child labour practiced?		•
• Working hours are regulated?	•	
• Is there a works council?	•	

3.3 Purchasing

	Yes	No
• Is there a supplier selection and rating system?	•	
• Are suppliers audited?		•
○ If an IFS, BRC, ISO 22000 certificate is available?	•	
○ If there is no food safety certificate?	•	
○ If there is a certificate, but complaints are insufficiently processed?	•	

3.4 Production Process

3.4.1 Plant

	Yes	No
• Are there codes of practice installed for		
○ cleaning of rooms and machinery?	•	
○ preventive maintenance?	•	
• Are there rules implemented to avoid hazardous lubricants?	•	
• Is there a concept installed to reduce MOSH/MOAH?	•	

3.4.2 Water

	Yes	No
• Is public drinking water used?	•	
• Are updated water analyzes available?	•	
• Are own analyzes carried out ?		•
• Are water purification systems installed?		•

3.4.3 Air

	Yes	No
• Is ventilation and air conditioning technology installed in production?	•	
• Is ventilation and air conditioning technology installed in warehouse?	•	
• Are there compressed air systems?	•	
○ Are oil-free compressors used?	•	

3.4.4 Mineral Oil Containing Substances

	Yes	No
• Are measures taken to avoid mineral oil contaminants?	•	
• Are lubricants used for the food industry use?	•	
• What measures are taken on the packaging side?		
○ Use of mineral oil-free printing inks?	•	
○ primary packaging made of virgin fiber cartons?	•	
○ Barrier films around cardboard packaging?	•	

3.5 Prozess Control

3.5.1 HACCP

	Yes	No
• Is a system "Hazard Analysis and Critical Control Points" (HACCP) installed?	•	
• Which risks are analyzed?		
○ Biological risks	•	
○ Allergen risks	•	
○ Chemical risks	•	
○ Physical risks	•	
• Does the system include limits and control measures?	•	
• Are the critical control points monitored and documented?	•	

3.5.2 Lot System

	Yes	No
• Is there a system for marking production lots?	•	
• What information does the lot number contain?		
○ Encrypted indication of the production date	•	
○ Details of the production plant	•	

3.5.3 Foreign Body Management

	Yes	No
• Are there systems to keep foreign bodies away?	•	
• Which systems are used according to suitability?		
○ Wafer making: sieves	<600µm	
○ Production of mixtures: metal separators	≥1,5mm	
○ Packing of fragmented semi-finished goods: metal detector	≥2,0mm	
• Are the systems checked for their effectiveness?	•	

3.5.4 Allergen Management

	Yes	No
• Are there systems for controlling allergens?	•	
• Which systems are used depending on suitability?		
○ Risk analysis	•	
○ Product analyzes	•	
○ Declaration of traces	•	
• Are the systems checked for their effectiveness?	•	

3.5.5 Food Defense

	Ja	Nein
• Are there systems in place to protect food from deliberate contamination or adulteration?	•	
• Which systems are used depending on suitability?		
○ Risk analysis	•	
○ Access restriction	•	
○ Staff training	•	
• Are the systems checked for their effectiveness?	•	

3.5.6 Food Fraud

	Ja	Nein
• Are there systems in place to protect against food fraud?	•	
• Which systems are used depending on suitability?		
○ Risk analysis	•	
○ Incoming goods inspections	•	
○ Staff training	•	
• Are the systems checked for their effectiveness?	•	

3.5.7 Hygiene and Cleaning

	Yes	No
• Does the company's hygiene program cover the following?		
○ Use of clean work clothes	•	
○ Use of hair covers	•	
○ Ban on jewelry, piercings, watches etc.	•	
○ ban on food intake	•	
○ drinking ban		•
○ smoking ban	•	
○ Infrastructure for hand cleaning and disinfection	•	
• Hygiene training is regularly carried out?	•	
• Are cleaning measures verified?		
○ hand Hygiene	•	
○ clothing hygiene	•	