



## Customer Information Pack

Manual Ref: 3.4.2

Own & Authorised by: AS

Affected Dept: All

Date of Issue: 05/09/2022 V3

Reason for issue: Updated with new commodities

Business Name/ Legal Name	Premier Fruit & Nut Ltd.
Address:	Premier House, 56-59 Leslie Park Road, Croydon, CRO 6TP, United Kingdom
Telephone	020 8676 1533
Email	<a href="mailto:info@premierfn.co.uk">info@premierfn.co.uk</a>
Website	<a href="http://premierfn.co.uk">http://premierfn.co.uk</a>
Business Type	Importer & Distributor All commodities are stored in approved third party warehouse. We do not have on site storage.
Total Employee	8
Insurance	Public Liability: £5 millions Product Liability: £5 millions Expires: 31/10/2023
Accreditation	BRC Agent & Broker Grade: AA Expiry: 19/03/2024 Site Code: 1219216 Certification body: Sai Global UK
Organic	Organic Certificate from Soil Association Licence No.: P4662 Issue Date: 25/08/2022 Expiry Date: 31/08/2023
Sedex	ZC408164697
Company Registration	2067461
VAT No.	GB 452 1041 96 (UK) DE 283 3757 33 (Germany)

Key Contacts			
Contact	Roles	24 Hours Emergency	Email
Naresh Shah	Trader/ Director	07713095488	<a href="mailto:nshah@premierfn.co.uk">nshah@premierfn.co.uk</a>
Minaxi Shah	Company Secretary		<a href="mailto:meena@premierfn.co.uk">meena@premierfn.co.uk</a>
Rajeev Shah	Trader/ Director	07903733818	<a href="mailto:raj@premierfn.co.uk">raj@premierfn.co.uk</a>
Ajay Shakya	Technical Manager	-	<a href="mailto:ajay@premierfn.co.uk">ajay@premierfn.co.uk</a>
Sergiy Shpektorov	Logistic Manager	-	<a href="mailto:sergiy@premierfn.co.uk">sergiy@premierfn.co.uk</a>
James Taylor	Shipping Manager	-	<a href="mailto:james@premierfn.co.uk">james@premierfn.co.uk</a>
Reshma Shah	Admin/ CofA request	-	<a href="mailto:resh@premierfn.co.uk">resh@premierfn.co.uk</a>

What Commodities We Sell?	
Nuts	Almond, Cashew, Walnut, Peanut, Hazelnut, Pecan, Macadamia, Brazil Nut, Pistachio, Pinenuts, Birdfeed Peanuts
Fruits	Apricot, Banana Chips, Currant, Date, Figs, Raisin, Sultanas, Coconut
Seeds	Sunflower Seeds, Pumpkin Seeds
Snacks	Depends on customer need
Birdfeed	Birdfeed Peanut
Organic	Groundnuts, Almond, Pumpkin Seeds, Sunflower Seeds



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How do we approve Supplier?	
Commodity Supplier Approval	<ul style="list-style-type: none"><li>• GFSI Accreditation</li><li>• Non-GFSI accreditation: SQA + traceability challenge/procedure review + food fraud &amp; vulnerability risk assessment</li></ul>
Service Supplier Approval	<ul style="list-style-type: none"><li>• GFSI Accreditation</li><li>• Non-GFSI accreditation: SAQ + food fraud &amp; vulnerability risk assessment + agree term of service depending on type of supplier</li></ul>

Customer Complaint
<ul style="list-style-type: none"><li>• Customer must provide us enough information for us to carry out proper investigation in order to reduce delay in investigation. As minimum we need<ul style="list-style-type: none"><li>• Name &amp; grade of commodity</li><li>• Lot/batch number</li><li>• Invoice number/ Rotation number</li><li>• Date of delivery</li></ul></li><li>• All infestation complaint must have notified us within 48hours of receipt of goods</li></ul>

Withdrawal/ Recall
<ul style="list-style-type: none"><li>• Customer must notify us for all withdrawal/ recall as soon as this is identified in the product, we supplied to you by calling 020 8676 1533 or emailing <a href="mailto:info@premierfn.co.uk">info@premierfn.co.uk</a></li><li>• During out of office hour, please contact either Naresh Shah or Rajeev Shah.</li><li>• Provide us enough information for us to carry out proper investigation in order to reduce delay in investigation. As minimum we need<ul style="list-style-type: none"><li>• Name &amp; grade of commodity</li><li>• Lot/batch number</li><li>• Invoice number/ Rotation number</li><li>• Date of delivery</li></ul></li><li>• All infestation complaint must be notified to us within 48hours of receipt of goods.</li></ul>

Customer's Approval
<p>When you are approving us as supplier, we can provide you</p> <ul style="list-style-type: none"><li>• A valid BRC certificate for Premier Fruit &amp; Nut Ltd.</li><li>• A valid GFSI certificate (and/or report) from the packer. Some packers we use may not have GFSI accreditation, please check with trader.</li><li>• A valid product specification</li><li>• A certificate of analysis (generally aflatoxin test report, salmonella certificate)</li><li>• Our statement that product is free from GMO, Irradiated Food.</li><li>• If you need anything else for approval, this must be agreed before signing the contract, as later we may not be able to provide all document that you may need.</li></ul>

UK & EU Laws
<ul style="list-style-type: none"><li>• Material supplied will comply with all applicable UK and EEC legislation.</li><li>• All material supplied will come with CofA which will contain relevant information like Aflatoxin, Micro and applicable chemical test</li></ul>

*We do not have done any work in regard to sustainability, environmental, health & safety, welfare. If you have any query in this matter please contact Raj Shah.*