



Shamrock Foods Company Operating Policies

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1. Introduction

Shamrock Foods Company's ("SFC", "we", "us", or "our") operating policies stated in this document have been established to increase efficiency, reduce unnecessary costs of transacting business, and allow us to operate with each supplier ("Supplier" or "you") in a consistent manner. All Suppliers must comply with these operating policies when transacting business with SFC for the purchase of all products without exception.

Failure to comply with these operating policies will jeopardize our business relationship. While it is not our intent to have this occur, continued violation may result in assessments or fees, or in a reduction or termination of business activity.

We reserve the right to change or amend these operating policies at any time.

2. General Procurement Philosophy

- We wish to capitalize on all Supplier programs that help to improve company sales and profitability.
- We have respect for all people and believe all Suppliers and brokers should be treated fairly and equitably.
- We value our relationship with the supplier and brokerage community and acknowledge that the relationships must be mutually beneficial.
- Our Category Management Team is consistently striving to implement best practices and processes through all procurement and logistics areas.

3. General Policies and Guidelines

A. Military Suppliers

All Suppliers providing goods to SFC in connection with any DLA Troop Support Subsistence contract must comply with DLA Troop Support's Food Defense / Force Protection requirements. To download a copy of the DLA Troop Support Defense Checklist go to http://www.dla.mil/Portals/104/Documents/TroopSupport/Subsistence/FoodSafety/FoodQuality/food_defense_check.pdf.

B. Security

All non-SFC persons entering a SFC facility must be identified with a valid picture I.D. This information will be recorded. Acceptable forms of I.D. are:

- State issued driver's license or state I.D. card;
- Military or government issued I.D. card; or
- Current passport.

C. Samples

Samples are paid for by Supplier and are not to be charged against SFC marketing and/or purchasing programs. SFC will access samples by either: (a) SFC requesting samples with a minimum of 72-hour lead time from Supplier or Supplier's authorized representative such as a broker; or (b) subject to the below, SFC pulling samples from inventory for events and charging Supplier in the following manner:

- Cost of the item (landed cost) plus a case charge to cover storage and handling costs at the rate set forth in the then-current SFC fee schedule.
- Supplier or Supplier's representative has 48 hours to respond to sample request and return the sample request to SFC Customer Care/SFC representative with Supplier's approval.
- SFC will not pull samples from inventory as long as communication is received from Supplier or Supplier's representative within this time frame.
- Supplier has the option to provide the sample themselves or through other means as long as the sample is received within 72 hours.
- Supplier's non-response to SFC's sample request within such 48-hour time period will be viewed as approval to pull from a SFC facility.
- SFC will deduct any sample invoices that have not been paid within 30 days of the sample leaving a SFC Facility.

4. Electronic Data Interchange ("EDI")

SFC **requires** the use of EDI and views the use of this technology as a key corporate strategy component to improve its business practices. Our preferred EDI trading partner is SPS Commerce, however we can also accept transmissions through alternative EDI connections. Current EDI Transactions include:

- EDI 850s Purchase Orders sent to Supplier from SFC.
- EDI 855s Purchase Order Confirmations sent to SFC from Supplier.
- EDI 810s Invoices, based on Purchase Orders/Confirmation, sent to SFC from Supplier.
- EDI 856s Advance Ship Notices, sent to SFC from Supplier.
- EDI 860s Purchase Order Change.

SFC is continuing to develop additional EDI transaction sets. Supplier participation is required. To start the EDI process, please contact SupplierEDI@shamrockfoods.com or our EDI partner SPS Commerce onboarding@spscommerce.com.

- **SFC requires EDI invoice transactions (810's) to ensure accurate and timely payments.**
- **SFC requires EDI Advance Ship Notifications (856's) for all Food Traceability List (FTL) products to ensure regulatory traceability compliance with all transactions.**

Questions regarding EDI with SFC can be sent to SupplierEDI@shamrockfoods.com.

5. GS1 Standards Adoption

As a founding member, SFC is a leader in GS1 adoption through implementation of GS1 industry standards and execution of Global Data Synchronization Network ("GDSN") synchronization of item data. As such, Supplier items must have a Global Trade Item Number ("GTIN"). Suppliers are required to participate in GDSN synchronization to improve data accuracy and drive cost out of the supply chain.

All product data content is to be sent through the Global Data Synchronization Network (GDSN®) and be in compliance with GS1 Standards. **Questions regarding data synchronization with SFC can be directed to our GDSN partner, Syndigo, at <https://syndigo.com/support/>.**

Data Required

- Warehouse and core product data (GLN, GTIN, case dimensions, net/gross weights, TI-HI, etc.);
- Nutritional information (ingredients, allergens, nutrition facts);
- Marketing descriptions (benefits, storage and usage, vendor description); and

- Images (GS1 compliant).

Case/Pallet Labeling Required

- Serial Shipping Container Code (SSCC);
 - Must contain product (GTIN) and lot (AI10), and
- Case GS1-128 or 2D barcode;
 - GTIN;
 - Production lot code; and
 - Lot code source location.

Content Requests and Content Scorecards

- Please reply to EDM_Maintenance@shamrockfoods.com to provide the correct contact for item set-up correspondence.
- GDSN next steps:
 - Visit our GDSN landing page for more information on synchronizing with SFC, <https://syndigo.com/shamrock-foods> and contact DataCompliance@shamrockfoods.com for syncing your GDSN publishing GLN.
 - Log into Syndigo to access your monthly GDSN scorecard. Access to Syndigo can be requested by visiting <https://syndigo.com/support/>.
 - Questions regarding data synchronization or your scorecard can be directed to our GDSN partner, Syndigo or <https://syndigo.com/support/>.
 - Visit these guides on Syndigo Syndication Help Center:
 - GDSN User Guide: <https://help.syndigo.com/hc/en-us/articles/28327470596119-GDSN-User-Guide>; and
 - Content requests and content scorecards (for suppliers): <https://help.syndigo.com/hc/en-us/articles/38478454736535-Content-Requests-and-Content-Scorecards-for-Suppliers>.

6. Supplier/Product Information

Except as discussed in the “Price Change Notification” section below, all product information, including changes to products, must be promptly submitted to SFC through the GDSN to ensure the quality of data. This must include applicable product regulatory status as well as case dimensions and “as shipped” TI-HI. Other information, such as Supplier contact information or Supplier address changes, should be provided to the SFC Enterprise Data Management Department (EDM_Maintenance@ShamrockFoods.com) using approved forms. Approved forms are available by emailing EDM_Maintenance@ShamrockFoods.com.

7. Price Change Notification

Please send all pricing and logistics notifications to logisticsall@shamrockfoods.com and Cost_Accuracy_Team@shamrockfoods.com. **Note: do not send customer contract pricing OR PO confirmations to this mailbox, this mailbox is ONLY for advanced pricing and logistics notifications.**

For all advance notification for purchase order pricing changes, Supplier MUST provide the following:

- Letter of explanation for pricing changes. Ensure it is on your letterhead and includes:
 - Effective order date which will only be the 1st of the month;
 - Range of pricing change by product category;
 - Reason for price change;
 - Signature, name, and title of Supplier’s representative;

- Industry or third-party supporting documentation justifying your change; and
- The SFC Price List Information Form (email logisticsall@shamrockfoods.com and Cost_Accuracy_Team@shamrockfoods.com for the most current form version) a **minimum of 45 days** in advance of price change, which will become effective no earlier than the 1st of the month following such 45-day period (weekly price commodities excluded). **For example: A price change that's effective Feb 1st, 2027 must be completed on the SFC Price List Information Form and submitted no later than December 15, 2026.**

All price changes need to be submitted in either Excel or PDF Form. All price changes MUST be by order date and not ship date or delivery date. All price changes MUST be effective the 1st of the month.

Exceptions:

- If you are an IMA Brand Supplier, you must gain IMA PAC approval prior to sending pricing to SFC via the aforementioned policy. You must still complete the SFC Price List Information Form and pricing must be sent directly to your SFC Senior Category Manager and copy logisticsall@shamrockfoods.com and Cost_Accuracy_Team@shamrockfoods.com.
- If you have existing bids with schools, healthcare, etc., please ensure you have updated the bid pricing, contract administration documentation, etc., if applicable, via existing process.
- Weekly priced commodities must follow the same policy; with one week lead time, unless otherwise approved as per negotiated formula.

Logistics:

Continue to send logistics information directly to your existing key contacts and copy logisticsall@shamrockfoods.com and Cost_Accuracy_Team@shamrockfoods.com. For all notifications for logistics changes, Supplier MUST provide the following:

- Freight rate, pick up allowance, and/or fuel surcharge changes;
- Specifics regarding the change versus current rate;
- Effective date of change; and
- Supporting documentation, indices or third-party supporting documentation justifying the change.

8. Shipping & Receiving

A. Scheduling Receiving Appointments

All SFC receiving appointments at all branches are scheduled using our dock management system. You must complete a one-time registration as a carrier via the web at <https://managedreceiving.capstonelogistics.com>.

Once registered, appointments are to be made via the web at <https://managedreceiving.capstonelogistics.com>. There are no phone call appointments. A change or cancellation of a warehouse delivery appointment will require the carrier to notify the dock management system to reschedule the appointment. Registered users can: create a new appointment; set appointment dates and time slots; select a dock door assignment; get an estimated unloading charge; receive confirmation and a gate pass; view all POs and delivery appointments; create appointment lists; and make changes and updates; among other things.

SFC makes effort to unload your product in the time estimated. To ensure this effort is sustained, we require that all carriers arrive at their appointment in a timely manner.

- SFC will not accept carriers that do not have an appointment.
- Carriers must arrive on the day of their appointment. We will not take a carrier days earlier, or days later.
- If carriers cannot make appointments in a timely fashion, it will be the shipper's responsibility to make appointments prior to the carrier assignment. Any costs associated with failure to comply with this policy, including costs associated with satisfying customers, will be your responsibility. You will be notified of the costs prior to deductions.
- SFC will only accept scheduled POs. POs that are added on to the truck, but do not have appointments will not be accepted and will require an additional appointment to be scheduled.

If you experience any difficulty using the managed receiving platform:

- If you are not able to find a slot for your appointment within the date parameters, most likely the dock has been closed due to maximum capacity and you will require assistance from support. It may also require the buyer to initiate the "Hot Load" process to obtain approval for any exception.
- Click on the "Help Assist" statement located in the top center of the page directly above the client drop down list.
- Complete the email template. Provide a brief message of what you are trying to do and an ETA for your truck in the message box.
- Press "Send". Your request will be processed in the order in which it was received, and you will receive a reply via email as soon as possible.
- The return email will reflect an appointment number link. You may click on the blue appointment link and you will be connected to the "Update Appointment" page for the corresponding appointment number. From here, you should click the "Print Gate Pass" box and review your gate pass for accuracy. A copy of the gate pass should be provided to the driver as it contains all appointment information, purchase orders on appointment, and direction line to the subject facility.

You must review and comply with the Managed Receiving User's Guide, which provides specific instructions.

B. Supplier to Notify Carrier

All Supplier-assigned carriers must be notified by Supplier of the authorized unloading method for SFC. SFC warehouses are no-touch facilities that will take possession of the goods on the dock. Supplier must inform the carrier of the SFC purchase order number, which is required at the time of delivery and prior to any receiving activity.

C. Receiving Requirements

All products will be suitably packed, marked with SFC's purchase order number, and shipped in accordance with SFC's shipping instructions and otherwise in accordance with the requirements of common carriers. A bill of lading must be included with all shipments showing shipper load and count or other similar designation. Packing slips must be included with all shipments showing purchase order number and quantity; and the last copy must state "Order Completed". The purchase order number must be shown on each item, packing slip, and invoice. Supplier will be liable to SFC for any loss or damage resulting from Supplier's failure to act so as to provide adequate protection during shipment. Additional expenses, charges, or claims incurred as a result of deviation from the specified route, noncompliance with other shipping instructions, or improper description of the shipment in shipping documents will be the responsibility of Supplier.

Supplier will comply with receiving requirements at each SFC location. This may include CHEP pallets, slip sheets, GMA#1 wood pallets, and payment of lumber fees if the truck is not unloaded on time.

D. Special Instructions

Prior to and with the shipment of products, Supplier will furnish to SFC sufficient warning and notice in writing, including appropriate labels on any products, containers, and packaging of any hazardous material that is a part of any of the products, together with such special handling instructions as may be necessary to advise carriers, SFC, SFC's customers, and their respective employees of how to exercise that measure of care and precaution that will best prevent bodily injury or property damage in the handling, transportation, processing, use, or disposal of the products, containers, and packaging shipped to SFC or its customers.

E. Pallet Standard

Pallet quality is an important ingredient of a safe working environment and the first layer of protection for product. To maintain the saleability of your product(s) through the supply chain, quality pallets must be used of sufficient strength to support them during forklift handling and in racking.

- SFC requires that Supplier ship products on quality pallets.
- SFC encourages the use of GMA #1 white wood pallets.
- All pallets received by SFC must meet the industry standard of 'Grade A' as described below.
 - Pallets shall measure 48"x40".
 - Pallets shall accommodate 4-way entry of forklift tines.
 - Pallets shall have stringers in good condition that have not previously been broken or repaired and are at least 1" in thickness. Blocks shall be in good condition and show only minor cosmetic damage.
 - Deck boards shall all be present, in good condition, and, in the case of stringer pallets, arranged according to GMA standards. Leading top and bottom deck boards shall measure at least 5" in width (nominal 1"x6" material should be used).
 - No protruding fasteners or 'shiners' are acceptable on any surface.
- SFC will accept pallets from pallet rental companies (such as CHEP, Peco, or iGPS) and will return pool pallets to our pallet depot. SFC will not accept any pass through charges related to pallet rental company agreements.
- If product is delivered on a sub-standard pallet and it has to be restacked as a result, a restack fee will be assessed for each pallet at the rate set forth in the then-current SFC fee schedule.

F. Pallet Composition

- All pallets must correspond to the TI-HI values provided by Supplier;
- There can be no product overhanging on the pallet;
- Case labels must face outwards to easily identify the product;
- Individual SKUs ordered in less than tier/layer quantity may be mixed on a pallet with other less than tier/layer SKUs; and
- All items shipped to SFC must be sorted and segregated by SKU and by the SFC warehouse TI-HI.

G. Load Quality

- All loads must be secured and stabilized;

- Stretch wrap must cover all cases and extend halfway down the CHEP pallet, securing all cases to the pallet itself;
- Corner boards, if used, must be incorporated to eliminate crushing product when stacking pallets;
- Multiple stacked pallets have to be stretch wrapped together to reduce load shifting;
- Glue or tape must not be used to stabilize cases since it interferes with SFC's de-palletizing equipment;
- Lighter products must be placed on top of heavier products;
- All dunnage used to brace shipments en-route to the SFC Facility will be at Supplier's expense.
- To prevent puncturing, it is mandatory that slip sheets be placed between bagged food products and the pallet; and
- All product shipped must be sanitary, damage free, and properly secured. This includes product packaged within the case.

H. Overages, Shortages and Damages (“OS&D”)

OS&D Process

If Supplier delivers more products than SFC ordered (“overage”) or fewer products than SFC ordered (“shortages”), or products are delivered damaged, SFC will initiate an OS&D claim; make an assessment of the amount of the shortage or overage or the cause of damage; notify the responsible party; and complete an OS&D report.

Product Shortages

SFC is not required to accept a partial shipment of any products unless previously agreed to in writing by SFC. If SFC accepts a shipment that contains fewer products than SFC ordered, SFC will follow a freight bill back process, and Supplier shall pay SFC (or SFC may offset from amounts owed to Supplier or file a claim with the carrier for) a bill back fee based on cases charged versus cases received, plus SFC's administrative costs. In the event of a shortage by Supplier, upon SFC's request, Supplier will expedite a delivery of the shorted quantity of product, at Supplier's expense. Shortage amounts can be determined two ways, at SFC's option:

- BOL quantities are greater than what is actually being received; or
- PO quantities expected to be received are greater than what is actually being received.

Product Overages

If Supplier delivers more product than SFC ordered, SFC may, at its option, agree to purchase all or part of the excess quantities, initiate a return authorization and return the excess product to Supplier at Supplier's expense and risk of loss, or dispose of such excess in accordance with Section I below.

Damages

- If product arrives to the SFC facility damaged (including any Concealed Supplier Damage (as defined below)), SFC may either file a claim against the carrier or require Supplier to pay, and Supplier shall pay, SFC (or SFC may offset from amounts owed to Supplier), the amount paid by SFC for the damaged Product, plus SFC's administrative costs.
- Supplier or carrier will have a calendar week after SFC's notification of the damage to pick up the damaged product from SFC; failure to do so will release SFC from liability, and SFC will dispose of the product immediately with no liability owed to Supplier therefor.

- Concealed Supplier damage (“Concealed Supplier Damage”) is product determined through the selection process to be unfit for sale to SFC customers, including, but not limited to: damage not caused by SFC; mislabeled or no labeling; Supplier covers product identification with other labeling; competitor label; missing catch weight; interior leakage (split open bags with no signs of damage to the master case); short shipped (case missing one or more of contents); damaged product inside a master case; physical damage in the middle of pallet; identified and documented packaging issues; faulty seals (foil seals that leak); loosely wrapped or mis-wrapped tray packs; loose lids or caps; and/or loose flaps.
- Concealed Supplier Damage occurrences will be accumulated on a monthly basis and deducted for SFC remittances back to Supplier. Since these deductions represent reimbursements to SFC for product that does not meet SFC quality standards and/or conditions as stated on SFC purchase orders or the purchase agreement between SFC and Supplier, they are non-negotiable and non-refundable. Each occurrence will be supported with documentation stating the nature of the damage. This documentation will accompany the monthly bill backs and will include the SFC product code, Supplier number, number of cases, and a brief explanation of the issue.

I. Disposition of OS&D Products or other Rejected or Defective Products

Products with Insufficient Shelf-Life

For products that do not have sufficient shelf-life (a) that arrive damaged, defective, or contaminated, or (b) for any quantities of products delivered in excess of the quantity of products ordered by SFC that SFC does not elect to purchase in accordance with Section H:

- Supplier shall pick up the product (return authorization number is required with this request for disposition) within a calendar week after Supplier receives notice of the claim (unless a shorter timeframe is otherwise set forth in these operating policies);
- Supplier shall authorize SFC to destroy the product, and Supplier shall reimburse SFC for all costs and expense paid by SFC in connection with such destruction; or
- Supplier shall authorize SFC to donate product to an organization/entity of SFC's choice, and Supplier shall reimburse SFC for the cost of freight incurred by SFC in connection with such donation, if any.

If Supplier fails to notify SFC of its election of disposition above within a calendar week after receipt of notice of the claim, SFC may dispose of such product in any manner SFC determines, with no liability owed therefor to Supplier

Other Products

For products that have sufficient shelf-life (a) that arrive damaged, defective, or contaminated, or (b) for any quantities of products delivered in excess of the quantity of products ordered by SFC that SFC does not elect to purchase in accordance with Section H:

- SFC may dispose of such product immediately for any product where there are less than 5 cases or for product valued below \$250 per incident (or, if product is determined to be contaminated, the product may be immediately destroyed even if the product is more than 5 cases or exceeds \$250); or
- if more than 5 cases are damaged or the dollar value exceeds \$250, the product shall go through the following process: (i) SFC will notify Supplier of the damaged, contaminated, or excess product, (ii) Supplier will notify SFC of how to dispose of such product within 24 hours of receipt of such notice from SFC, and (iii) if Supplier notifies SFC within such 24-hour period that Supplier wishes for such products to be returned,

Supplier must send SFC a bill of lading and Supplier must schedule a pickup time in accordance with these operating policies and pick up the product within a calendar week after SFC's notification in subsection (i) above, at Supplier's risk and expense. If Supplier fails to notify SFC of its election of disposition above or otherwise comply with the preceding sentence, SFC may dispose of such product in any manner SFC determines, with no liability owed therefor to Supplier.

J. Back Orders

Back orders are not accepted.

K. Shipment

- If (a) Supplier arranges for the transportation of products from Supplier's dock to SFC via a carrier of Supplier's choosing, or (b) Supplier's bill of lading for a shipment of products indicates "shipper load and count" or other similar designation, then products shipped shall be shipped F.O.B. Destination regardless of whether SFC has paid or shall pay for the transportation charges associated with such shipment. As between SFC and Supplier, all risk of loss or damage to products shipped F.O.B. Destination shall remain with Supplier until such products have been delivered to and accepted by SFC at the SFC designated destination.
- All customer pickups will be considered shipper load and shipper count with load sealed, unless expressly designated on the bill of lading as carrier count and shipper load. If the shipper required the carrier to load product, then it must be part of the contract so that SFC can add that as the total transport of the product.
- SFC locations will not receive a product shipment that is sent freight collect unless authorized on the SFC purchase order. The shipment will be refused and SFC will bear no responsibility for the disposition of the product.

L. Detention at Supplier's Dock

- Loading time is not to exceed 2 hours.
- A detention charge will be assessed if Supplier's ship point exceeds the allotted loading time of 2 hours.
- After the 2 hours allowable loading time, a fee, chargeable in 1-minute increments will be assessed at the rate set forth in the then-current SFC fee schedule. In the event that a carrier arrives late for a scheduled appointment, all detention charges will be automatically waived.
- If Supplier requires additional loading time on a regular basis, Supplier may request a drop trailer program provided that Supplier meets established volume requirements and receives approval by SFC.
- Detention charges may apply for drop trailers in the event the carrier does not have access to pick up the trailer or if the trailer is not loaded at the designated appointment time.

M. Detention Incurred at Supplier Facility – Time Verification Process

In the event a carrier is detained at Supplier's facility while loading, the carrier will create a load note in SFC's TMS system, requesting detention for time detained. SFC will send an email to Supplier for validation of the pickup appointment time, driver arrival time, and driver departure time. Supplier has 48 hours to respond back and either validate or correct the times given by the carrier. If Supplier does not respond back within such 48-hour period, then the carrier will be paid detention based on the times supplied by the carrier. If Supplier does respond and the times differ from the times supplied by the carrier, SFC will pay the carrier using Supplier's times. Once the carrier has been paid, Supplier will be charged back for the detention expense incurred.

9. Food Safety and Quality Assurance

Food safety and quality is the highest priority in everything we do at SFC.

A. Temperature Receiving Requirements

Below are the temperature receiving guidelines we use at all SFC branches. Upon receipt, we check the temperature of each load to ensure the product arrives to SFC at the correct temperatures to keep the food safety chain intact. If product is determined to be out of these guidelines, the product will be refused. Any cost associated with noncompliance, including satisfying customer needs, will be Supplier's responsibility.

Dairy	Non-Frozen dairy products (other than cheese) and systems cheese	33°F – 40°F	
	Cheese	34°F – 45°F	
Dressings	Dressings	35°F – 40°F	
	Mayonnaise	35°F – 80°F	
Egg Product	Shell Eggs	35°F – 41°F (ambient (air) temperature)	Shell should be clean and uncracked.
	Frozen Egg	0°F – 10°F	
	Liquid Egg	34°F – 38°F	
Frozen	All frozen (except for other frozen products listed in this table)	-10°F – 10°F	
	Ice Cream	-10°F or below	
Meat	Fresh Meat	28°F – 40°F	
Poultry	Fresh Poultry	26°F – 34°F	Never to exceed 38°F
Produce	Produce – Processed (Cut, Diced, etc.)	33°F – 40°F	
	Avocados	38°F – 60°F	
	Bananas	58°F – 62°F	
	Carrots	35°F – 50°F	
	Citrus	37°F – 60°F	
	Cucumbers / Bell Peppers	33°F – 50°F	
	Fruits/Greens – Uncut	33°F – 40°F	
	Mushrooms	33°F – 38°F	
	Onions – Whole	42°F – 60°F	
	Potatoes	45°F – 50°F	
	Potatoes – Processed	34°F – 40°F	
	Sprouts	35°F – 45°F	
	Tomatoes	45°F – 60°F	
Refrigerated	All refrigerated (except for specific products listed in this table)	40°F or below	
	Juice	40°F or below	
Seafood	Fresh Fish & Seafood	33°F – 40°F	
	Fresh Shellfish	According to Fish Team requirements	
Tortillas	Tortillas	55°F or below	
Yeast	Yeast	30°F – 45°F	

Thank you very much for your dedication in providing our mutual customers with safe, quality foods.

B. Product Shelf Life

SFC requires a minimum of 66% (2/3rds) of the total shelf life remaining at time of receipt by SFC.

C. Product Recall Event Notification

Communication and Expectations

In the event of a Supplier-initiated product recall, withdrawal, or hold, SFC requires a written notification with factual details to be provided. All notifications shall be immediately sent by e-mail to: Product_Safety@shamrockfoods.com.

Notification must include, without limitation:

- Date and time;
- Reason for, and severity of, the recall/withdrawal, including:
 - Classification of recall/withdrawal (see FDA classifications); and
 - Quality or health risk (for example, undeclared allergen, quality defect, etc.);
- SFC product ID #;
- Product description;
- All relevant UPCs/GTINs and lot codes, AND at least one of the following:
 - Best by date(s), sell by date(s), or expiration date(s);
- Enclosure of product label or picture;
- Associated purchase order numbers, showing SFC total cases and SFC location received;
- First and last date product was received by SFC;
- Disposition instructions for the affected product, including product within SFC's possession and within possession of the end customer;
- Supplier's contact information for all questions (email must be provided); and
- Any other relevant information, including, but not limited to, whether or not you have already been in contact with a government agency (*i.e.*, FDA, USDA), and if so, the contact information of any inspector.

D. Product Quality Concerns and Complaints

In the event of unsatisfactory product standards/specifications, SFC will conduct a review of the specified concern. Product quality concern and complaint information shall be sent to Product_Safety@shamrockfoods.com.

The following information is required:

- SFC product ID;
- Brand/product name;
- Product description;
- Lot code/date code;
- Type of complaint (damage, defective or inferior quality, foreign object, mislabeled, etc.);
- Details of issue;
- Invoices; and
- Pictures, including:
 - Case label, SFC label, product label, lot code/date code; and/or
 - If applicable, foreign object, area of concern, etc.

If you have any questions about the recall/withdrawal/hold process or product quality concerns/complaints at SFC, please feel free to reach out to: Product_Safety@shamrockfoods.com.

10. Fee Assessments

SFC reserves the right to impose fees and assessments for persistent policy violations which reduce efficiency or create additional expense or loss of revenue for SFC. Some examples of such fees and assessments that will be imposed include, but are not limited to: labor costs incurred due to Supplier shipping errors, shipment of short coded product, late deliveries, short shipments of product, product recalls, weights and measures violations, and other state and local or federal violations.

11. Fill Rate – Service Credits

Without limiting the generality of Section 10, Supplier shall achieve a Fill Rate at or above the minimum percentage mutually agreed upon by Supplier and SFC in writing for each SFC distribution center or facility (the “Agreed Fill Rate”). “Fill Rate” means, during each calendar month, the quantity of products delivered to an SFC location (without substitutions) in such calendar month divided by the quantity of products ordered by SFC for delivery to that SFC location in that month.

If Supplier fails to meet the Agreed Fill Rate for any SFC location in a given month, SFC may provide a written notice thereof to Supplier (a “Performance Notice”). Within 30 calendar days after Supplier’s receipt of such Performance Notice, Supplier shall provide to SFC a root cause analysis and corrective action plan reasonably acceptable to SFC and implement such plan in good faith. SFC and Supplier shall work collaboratively to address contributing factors.

If, after receiving any Performance Notice, Supplier fails to achieve such Agreed Fill Rate at any SFC location for any 3 months, whether consecutive or non-consecutive, within any rolling 12-month period, SFC may assess a service fee equal to 3% of the total monthly invoice amount for all products purchased for delivery to the applicable SFC location in each month that the Agreed Fill Rate was not achieved (a “Service Credit”). SFC’s decision not to assess Service Credits in any instance shall not constitute a waiver.

Service Credits shall be paid by Supplier to SFC within 30 calendar days after SFC notifies Supplier that a Service Credit is owed hereunder or shall be offset by SFC against any of Supplier’s unpaid invoices, at SFC’s option.

The Service Credits represent a reasonable adjustment for reduced performance and related operational impacts, including out-of-stocks and potential lost sales, and are not penalties.

12. Contract Maintenance Administrative Fee

A sales-based administrative fee of \$25.00 per month or \$6.25 weekly will be charged for supporting documentation of all customer deviations/allowances per contract managed. Please note this is non-negotiable and will ONLY be charged if a contract needs to be administrated per your request to satisfy a mutual customer.

Questions contact: EDM_maintenance@ShamrockFoods.com.

13. Contact Information

Corporate Office:
Shamrock Foods Company
rev. May 2026

Bill To:
Shamrock Foods Company DUNS

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2425 E. Camelback Rd., Ste. 101
 Phoenix, AZ 85016
 602-477-2500

423707340001
 Attn: Accounts Payable
 2425 E. Camelback Rd., Ste. 101
 Phoenix, AZ 85016

A/P Contact:

- All new invoices being submitted for payment please e-mail to: accounts_payable@shamrockfoods.com.
- Statements and any questions regarding your account please e-mail AP general inbox: ap_info@shamrockfoods.com.

Additional Contacts:

- Backup documentation for deductions: Procurement_Services@ShamrockFoods.com.
- Price lists (advance pricing & logistics information only): supplychain@shamrockfoods.com and Cost_Accuracy_Team@shamrockfoods.com.
- PO confirmations & cost related inquiries: contact your Shamrock buyer or use the SPS Portal.
- Recall 24/7 contact: Product_Safety@shamrockfoods.com.
- Address and other Supplier file changes: EDM_Maintenance@ShamrockFoods.com.
- EDI: SupplierEDI@shamrockfoods.com.
- GDSN: datacompliance@ShamrockFoods.com.
- **Please send all sales information to your sales representative or buyer.**

14. Branch and Warehouse Information

Branch	Whse#	Branch Address	Ship To Address	Ship To DUNS#	Contact
Arizona Foods Branch	002	Shamrock Foods Company 2540 N. 29th Ave Phoenix, AZ 85008	Shamrock Foods Company Arizona Warehouse "Conventional" 2926 W. Encanto Phoenix, AZ 85009-1614	0423707340001	Customer Service 800-289-3663 azinfo@shamrockfoods.com
Arizona Foods Branch	008	Shamrock Foods Company 2540 N. 29th Ave Phoenix, AZ 85008	Shamrock Foods Company Arizona PKMS Warehouse "Automated" 2926 W. Encanto Phoenix, AZ 85009-1614	0423707340003	Customer Service 800-289-3663 azinfo@shamrockfoods.com
Southern Arizona	055	Shamrock Foods Company 2540 N. 29th Ave Phoenix, AZ 85008	Shamrock Foods Company Arizona – Marana Warehouse 9825 W Tangerine Road Marana, AZ 85653	0423707340013	Customer Service 800-289-3663 azinfo@shamrockfoods.com

Colorado Foods Branch	026	Shamrock Foods Company 5199 Ivy Commerce City, CO 80022	Shamrock Foods Company 22000 East 38th Avenue Aurora, CO 80019-3608	0423707340011	Customer Service 303-289-3595 coinfo@shamrockfoods.com
Idaho Foods Branch	029	Shamrock Foods Company 1495 N Hickory Ave Meridian, ID 83642	Shamrock Foods Company - Boise 1495 N Hickory Ave Meridian, ID 83642	0423707340010	Customer Service 208-884-8400
Montana Foods Branch	056	Shamrock Foods Company 5755 Titan Ave. Billings, MT 59101	Shamrock Foods Company - Billings 5755 Titan Ave. Billings, MT 59101	0423707340012	Customer Service 406-248-7806 info@valleydistributing.net
New Mexico Foods Branch	009	Shamrock Foods Company 2 Shamrock Way NW Albuquerque, NM 87120	Shamrock Foods Company 2 Shamrock Way Albuquerque, NM 87120-8783	0423707340004	Customer Service 877-577-1155 nminfo@shamrockfoods.com
CA - Systems	020	Shamrock Foods Company 12400 Riverside Dr Eastvale, CA 91752-1004	Shamrock Foods Company - CA South 12400 Riverside Dr Eastvale, CA 91752-1004	0423707340006	Customer Service 951-685-6314
CA - Systems	017	Shamrock Foods Company 856 National Dr Sacramento CA 95834-1173	Shamrock Foods Company - CA North 856 National Dr Sacramento CA 95834-1173	0423707340007	Customer Service 916-574-8459
OR - Systems	022	Shamrock Foods Company 18332 NE San Rafael St Portland, OR 97230	Shamrock Foods Company - Systems Div 18332 NE San Rafael St Portland, OR 97230	0423707340008	Customer Service 971-274-7005