	<b>VISTA PROCESSED FOODS PVT.LTD.</b>	V/SQMS/4/01	
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## **VISTA PROCESSED FOODS PRIVATE LIMITED- TALOJA - MUMBAI –INDIA. VEGGIE PRODUCT CONTINGENCY PLAN**



**GLOBAL NUTRI FOOD,**  
5th KM, Bangalore Road  
MADANAPALLE  
Andhrapradesh - 517325  
Tel - 08571305602




**PAGRO FROZEN FOODS PVT. LTD.**  
Vill. Jalbehri Gehlan,  
Adjoining G. T. Road, Near Sadhugarh,  
Dist. Fatehgarh Sahib (Punjab). India.  
Tel.: +91-1763-268055



**TASTY BITE ETABLES LIMITED**  
490, Bhandgoun, Taluka- Daund,  
Dist. Pune, 412 214  
Maharashtra  
Tel. 02119 - 274556/57/58 Fax. Ext.19


**PREPARED BY: CRISIS MANAGEMENT TEAM**

**AUTHORIZED BY:  
BHUPINDER SINGH**

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#### AMENDMENT LOG

SR. #	Rev. #	Rev. Date	Earlier Matter	Revised Matter
<b>01</b>	<b>04</b>	<b>10/09/2012</b>		<b>Added new facilities of vista in plans</b>
<b>02</b>	<b>05</b>	<b>29/01/2014</b>		<b>Revised ( Added contingency plan test program &amp; format)</b>
<b>03</b>	<b>06</b>	<b>16/11/2015</b>		<b>Verified &amp; updated. (Revised (RM Supplier details)</b>

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## 1.0 EXECUTIVE SUMMARY

Vista Processed Foods –Taloja – Mumbai –India Plant was supplying Veggie products to McDonald's India and McDonald's Middle East since 1998 until 2012. This plant was set up by OSI group in 1996 to supply McDonald's first store in India. It is an approved supplier to the McDonald's India and Middle East. This status represents a history of commitment in time and money to the McDonald's brand.

Considering growing volumes and limited capacities at Taloja, Vista presented a comprehensive long term Veggie value added business strategy, which was approved by McD. Vista has expanded the Veggie value added units at a leased location in South India (Madanapalle) in Jan 2012 and in North India (Sirhind) in Sep 2012.

Vista Foods manufacturing business did not have IQF Vegetable processing plant and back ward integration as no supply from within a vertically integrated frame work. However, the veggie manufacturing business expansion in 2012 has addressed this part to an extent. Vista's North facility is adjacent to the IQF veg supplier, who has been associated with Vista since 2001. This has further reduced the risk in terms of IQF veg sourcing.

Part of Vista OSI commitment as a supplier to McDonald's is to assure supply .Vista is committed to maintain uninterrupted Veggie products supply to McDonald's and has developed contingency plan for continuous supply. It has developed contingencies to keep McDonald's in supply no matter what is the emergency.

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### OPTIONS

The following matrix shows Vista's veggie production locations and contingency options:

Sr.#	Products	Production Line	Contingency Line	Remarks
1	Veggie Patty	Pagro North, Line 1	GNFL South – Line 1	South line has been producing VP/ATP for McD South market and is being used as contingency to supply to other markets
2	Aloo Tikki Patty	Pagro North, Line 1	GNFL South – Line 1	South line has been producing VP/ATP for McD South market and is being used as contingency to supply to other markets
3	Spicy Paneer Patty	Pagro North, Line 1	Taloja West – Line 2	Taloja has additional set of equipment for making spicy products. Also has approved paneer suppliers in West to make the product during contingency using line 2
4	Spinach Corn Patty	Pagro North, Line 1	Taloja West – Line 2	Can be produced on the South veggie line
5	Masala Veggie Patty (NWF)	Pagro North, Line 1	Taloja West – Line 2	Can be produced on the South veggie line
6	Pizza Puff	TBEL, Pune	Taloja West – Line 2	Pie line equipments need to be moved to nearest location to start production at the earliest. Increase and maintain 30 days stock.

1. Vista North Veggie line has been producing all veggie products except Pizza puff and is being supplied to McD North and West market.
2. Vista South Veggie line has been producing VP & ATP for supplying to McD South market
3. The above two lines could be used as contingency for each other for producing veggie products for McD
4. Vista Pune produces pie products (Pizza puff) which is being supplied to all the markets

The contingency plan outlines a range of issues and variables will need to be considered before a course of action is decided. These critical points are demonstrated in the Decision Making Flow Charts, where Vista task force team with the team leader will determine the proper course of action depending on the specific circumstances or the critical Incident.

The attached plan demonstrates the contingencies to be implemented if a critical incident develops to the stage where supply is jeopardized.

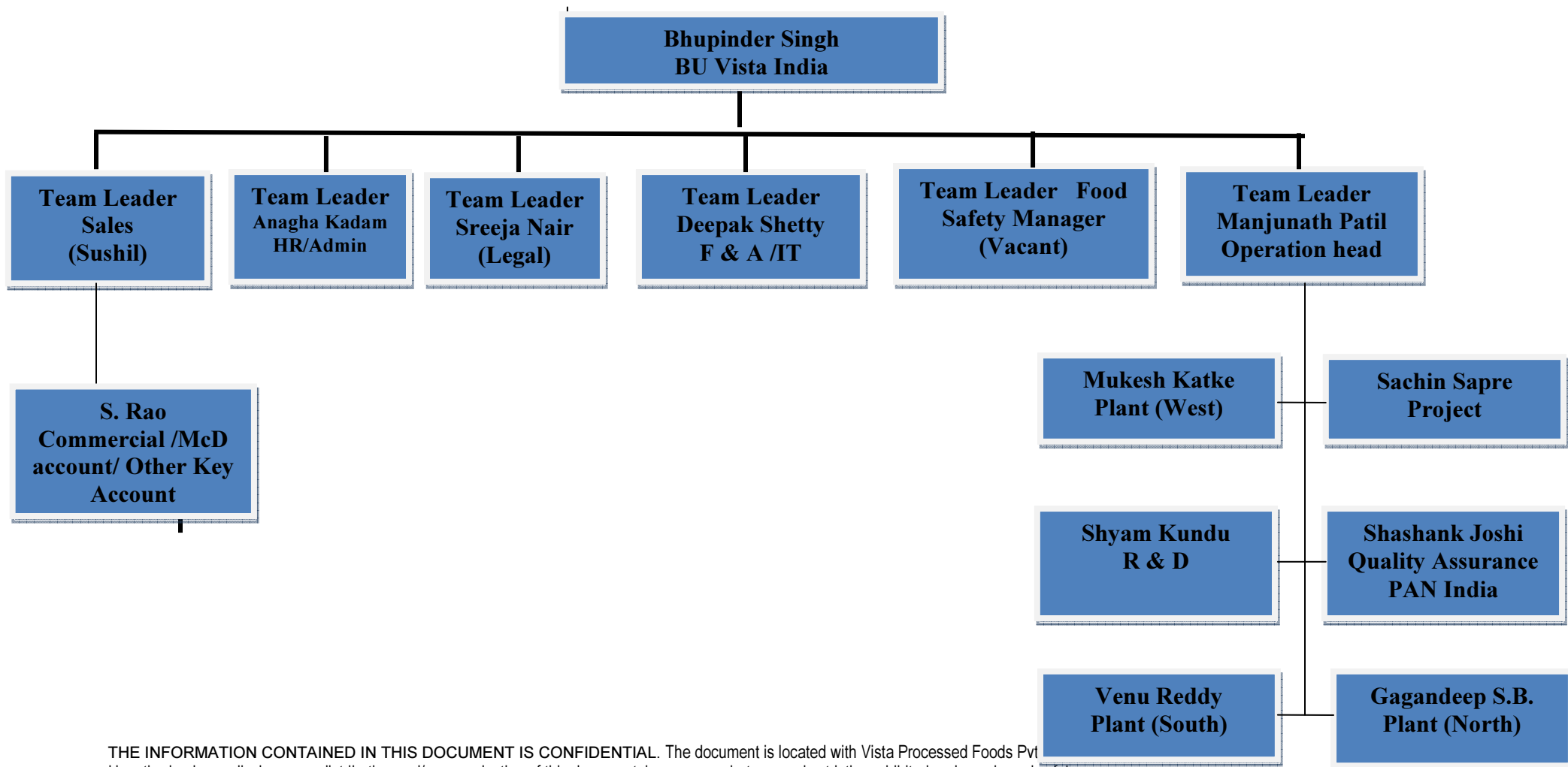



### 2.0 VISTA FOODS PLANT PROFILE

The attached plan demonstrates the contingencies to be implemented if a critical incident develops to the stage where supply is jeopardized.

#### Vista Foods Plant Profile

The table below shows the organization chart of the Vista Foods plant.




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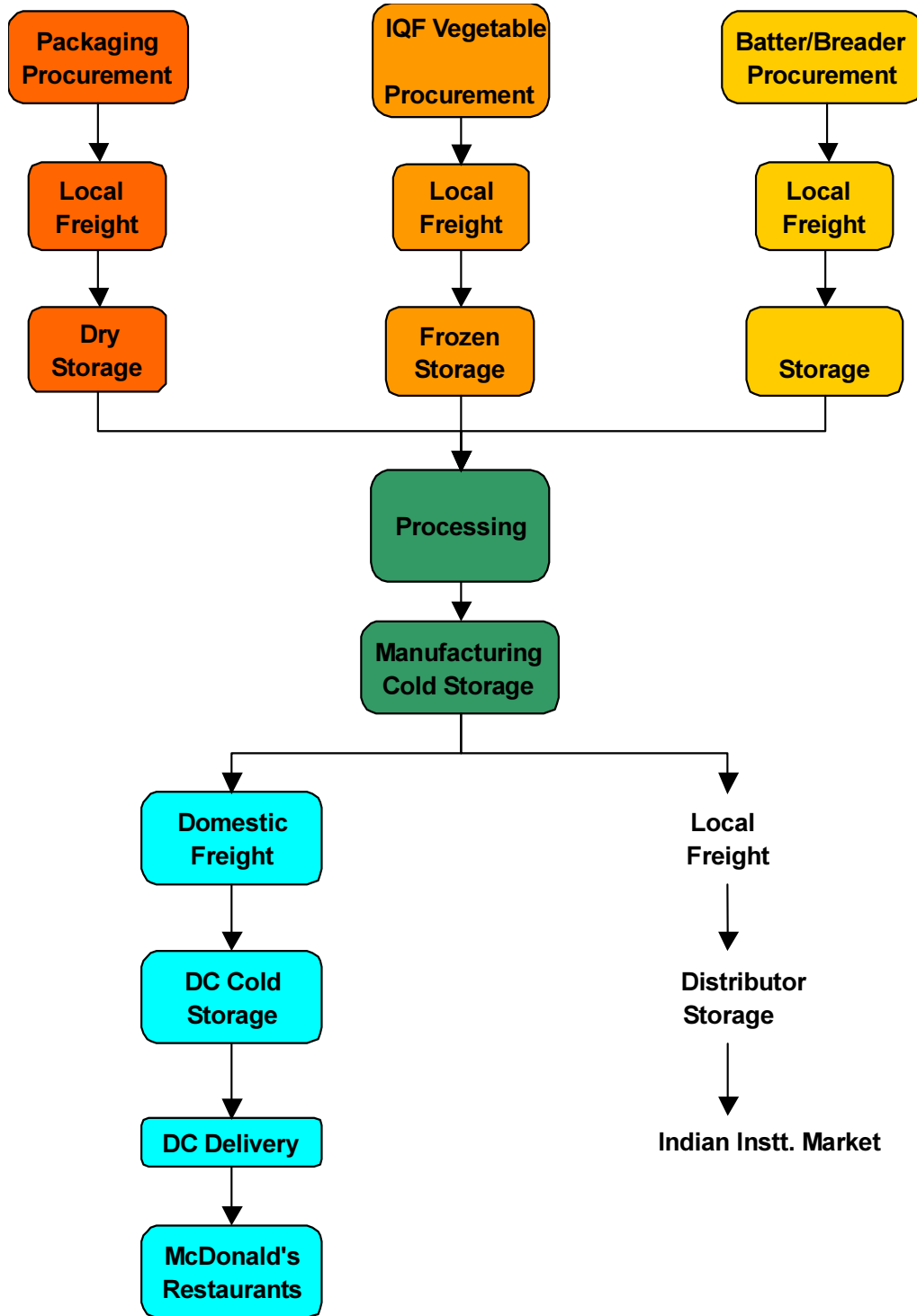
### 3.0 THE KEY CONTACTS FOR VISTA VEGGIE UNITS ARE LISTED IN THE FOLLOWING TABLE.


SR. #	NAME	TITLE	MOBILE PHONE	E-MAIL
1.	Bhupinder Singh	BU India	98204 29270	<a href="mailto:bhupinder-singh@vista-osi-group.com">bhupinder-singh@vista-osi-group.com</a>
2.	Manjunath Patil	Operation Head	9820088342	<a href="mailto:manjunath.patil@vista-osi-group.com">manjunath.patil@vista-osi-group.com</a>
3.	Anagha Kadam	Team Leader- HR/Admin	9833977525	<a href="mailto:anagha@vista-osi-group.com">anagha@vista-osi-group.com</a>
4.	Sreeja Nair	Team Leader –Legal	9930004492	<a href="mailto:sreeja@vista-osi-group.com">sreeja@vista-osi-group.com</a>
5.	Deepak Shetty	Team Leader-F & A /IT	9930898371	<a href="mailto:deepak@vista-osi-group.com">deepak@vista-osi-group.com</a>
6.	Mukesh	Operation Head – Vista West	98200 88548	<a href="mailto:mukesh-katke@vista-osi-group.com">mukesh-katke@vista-osi-group.com</a>
7.	S.S. Kundu	R & D Head	9930203383	<a href="mailto:skundu@vista-osi-group.com">skundu@vista-osi-group.com</a>
8.	S. Rao	Commercial/ McD account	9820088124	<a href="mailto:subramanya@vista-osi-group.com">subramanya@vista-osi-group.com</a>
9.	Sachin Sapre	Project	96199000323	<a href="mailto:sachinsapre@vista-osi-group.com">sachinsapre@vista-osi-group.com</a>
10.	Shashank Joshi	Pan India QA	967670832	<a href="mailto:shashank@vista-osi-group.com">shashank@vista-osi-group.com</a>
11.	Venu Gopal Reddy	Plant Manager – Vista South	9885088818	<a href="mailto:venu@vista-osi-group.com">venu@vista-osi-group.com</a>
12.	Pradeep Ingale	Plant Manager-Vista TBEL Pune		



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#### 4.0 SUPPLY CHAIN FLOW CHART



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## 5.0 RISK ASSESSMENT

	Supply Chain Point	Risk	Level	Possible Cause	Possible Effect	Existing Controls
6.1	<b>IQF VEGETABLE PROCUREMENT</b>	Short supply	Mod.	Forecast too conservative Inaccurate forecast; Sudden surge in usage. Poor weather and crop failure Electricity /plant breakdown	<ul style="list-style-type: none"> <li>Reduction of inventory holdings.</li> <li>Unable to process</li> <li>Out of stock situation.</li> </ul>	<ul style="list-style-type: none"> <li>Multiple sources of supply from suppliers with integrated system</li> <li>Approved supplier in two in North India and one in West India.</li> <li>Preventive maintenance in place.</li> </ul>
			High	Industrial strike	<ul style="list-style-type: none"> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple locations of supply</li> </ul>
			High	Natural disaster etc	Out of stock situation	
6.2	<b>PROCESSING</b>	Unable to process	Low	Fire	<ul style="list-style-type: none"> <li>Plant closure</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Processing in contingency Veggie Line</li> </ul>
			Low	Equipment /machinery failure/ failure. Power / water shortage.	<ul style="list-style-type: none"> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>In-house and outsourced maintenance program.</li> <li>Processing on the contingency Veggie Line.</li> </ul>
			Low	Raw materials rejection	<ul style="list-style-type: none"> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple source of supply for major raw materials</li> </ul>
			Low	License revoked by Govt. authorities	<ul style="list-style-type: none"> <li>Plant closure</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Compliance program in place verified by regular audits</li> <li>Parallel processing in contingency Veggie Line</li> </ul>
			Mod.	Labor shortage and labor unrest	<ul style="list-style-type: none"> <li>Plant closure</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Parallel processing in contingency Veggie Line</li> </ul>
6.3	<b>BATTER, BREADER SEASONING &amp; SPICY COATING PROCUREMENT</b>	Product contamination	Low	Foreign object contamination	<ul style="list-style-type: none"> <li>Product recall.</li> <li>Out-of-stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Import sources of supply</li> <li>Supplier development and management</li> </ul>
			Low	Chemical contamination	<ul style="list-style-type: none"> <li>Product recall</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Certificate of Analysis for every shipment</li> </ul>
			Low	Microbiological contamination	<ul style="list-style-type: none"> <li>Product recall</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>15days stock at Vista.</li> <li>Random microbiology tests</li> </ul>
6.4	<b>EDIBLE OIL PROCUREMENT</b>	Disruption to plant production	Low	Fire, equipment breakdown, labor strike.	<ul style="list-style-type: none"> <li>Break in supply</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple sources of supply</li> <li>Mandatory safety level for finished and major raw material</li> </ul>
		Product shortage /contamination / disruption to plant production	Low	Chemical contamination, plant breakdown, foreign object etc and Labor unrest.	Break in supply and out of stock situation.	Multiple sources and plant 7 days inventory
6.5	<b>MILK PRODUCTS &amp; OTHER INGREDIENTS (Paste &amp; Purees, Herbs powders etc) PROCUREMENT</b>	contamination / disruption to plant production	Low	Quality out of specification Microbial contamination Labor Strike	Milk Product shortage Out-of-stock situation	<ul style="list-style-type: none"> <li>External sources of supply</li> <li>Supplier development and management</li> </ul>
		Raw material shortage	Low	Foreign object contamination	<ul style="list-style-type: none"> <li>Out-of-stock situation</li> </ul>	<ul style="list-style-type: none"> <li>External sources of supply</li> <li>Supplier development and management</li> </ul>



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	Supply Chain Point	Risk	Level	Possible Cause	Possible Effect	Existing Controls
6.6	<b>PACKAGING MATERIAL PROCUREMENT</b>	Packaging quality failure	Low	Out of specification	<ul style="list-style-type: none"> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple suppliers</li> <li>Certificate of Analysis for every shipment</li> </ul>
		Packaging contamination	Low	Lapse in supply chain control	<ul style="list-style-type: none"> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Supplier development program</li> </ul>
		Disruption to plant production	Low	Fire, equipment breakdown, labor strife	<ul style="list-style-type: none"> <li>Break in supply</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple sources of supply</li> <li>Mandatory safety level</li> </ul>
6.7	<b>COLD STORAGE CAPACITY</b>	Loss of capacity	Low	Fire	<ul style="list-style-type: none"> <li>Rejected products</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Storage in multiple locations</li> <li>Multiple providers</li> </ul>
			Low	Equipment failure	<ul style="list-style-type: none"> <li>Rejected products</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Preventive maintenance</li> <li>Backup generators</li> </ul>
			Low	Freezer runs out of space	<ul style="list-style-type: none"> <li>Production halted</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple coldroom providers</li> </ul>
6.8	<b>FREIGHT MANAGEMENT</b>	Disruption to inbound materials	Low	Port Closure Vessel Delays Road closure	<ul style="list-style-type: none"> <li>Delivery of raw materials interrupted</li> <li>Out of stock situation</li> </ul>	<ul style="list-style-type: none"> <li>Multiple sources of supply</li> <li>Alternative freight lanes (air, sea, inland)</li> </ul>

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## 6.0 RAW MATERIAL PROCUREMENT


### 6.1 IQF VEGETABLE PROCUREMENT:

#### over view

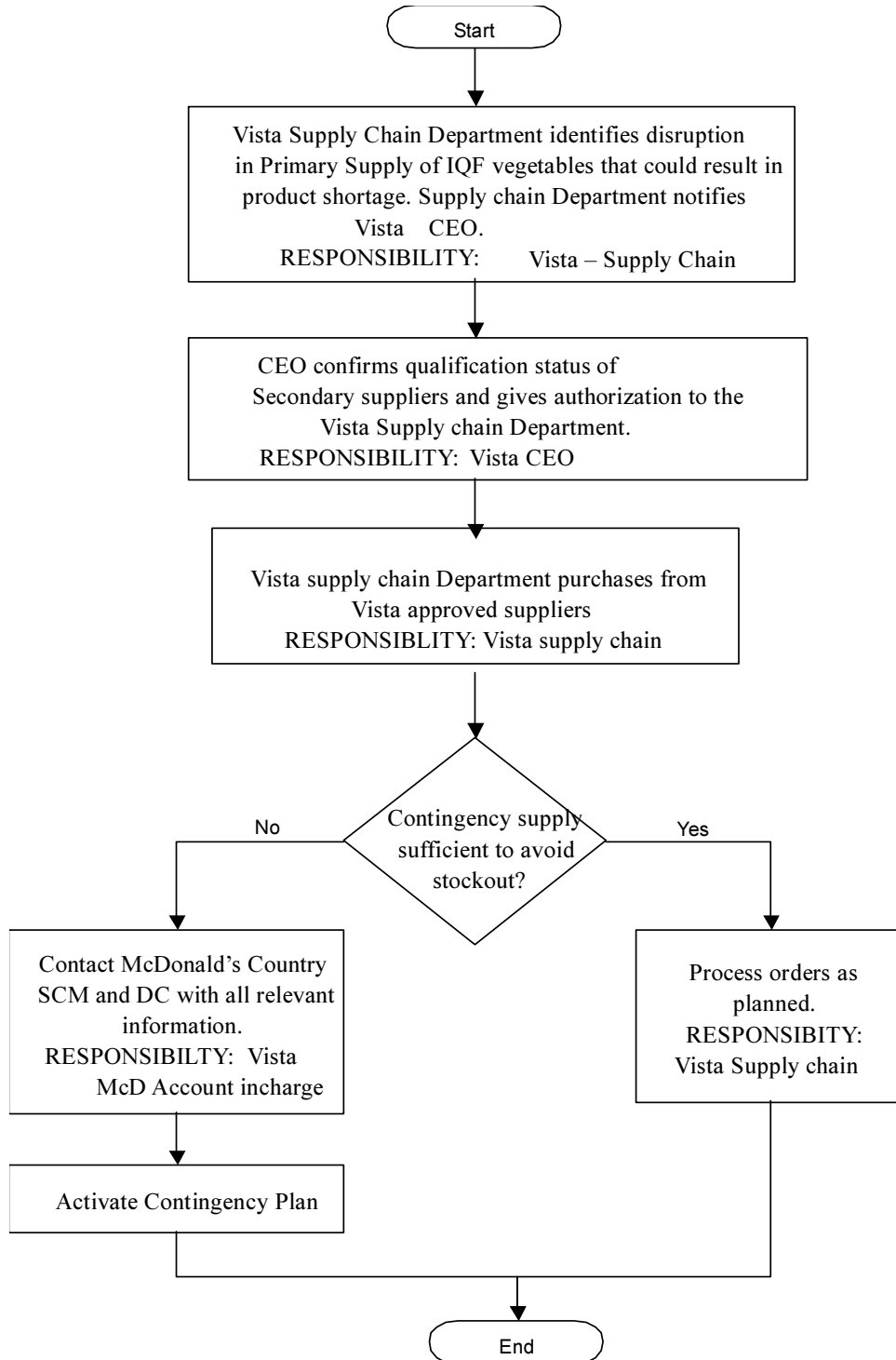
- Inaccurate forecasting or sudden extreme surge in usage
- Approved supplier's capacity constraints due to their own market needs
- Crop failure due to pest, diseases or climatic changes
- Breakdowns at the supplier's plant
- Strike labor / transportation / Floods / Earthquake /Fire etc.


All above risks may materialize and cause short supply of IQF vegetables for processing at Vista North Plant or Vista South Plant. Any of these events will result in short supply to Vista –Foods and depending on the duration, may deteriorate into out of stock situation at the DC and McDonald's restaurants.

With the commissioning of Vista North plant in Sep 2012, the IQF veg risk and been reduced to a greater extent as the IQF supplier (Pagro Foods) is adjacent to Vista plant. The IQF vegetables are not transported but just shifted from the cold store to the production area eliminating the transportation risk. IQF supplier being next to Vista plant can meet the emergency requirement of RMs at a short notice

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**IQF VEGETABLES PROCUREMENT DECISION FLOW**



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## Contingency Plan

The contingency plan is to maintain various approved suppliers that can be used if there is a disruption of supply from the primary supply. Vista Foods today sources from four HACCP certified and approved suppliers and each supplier can ramp up some production to support Vista needs if the other supplier is unable to supply the allocated volume.

Vista Foods team updates and ensure all suppliers maintain proper certification and approval status.

Vista Foods India current approved list of suppliers:


Major Suppliers:-

1. Pagro Foods Ltd- North India
2. Goblin Foods – North India
3. Mans field Ltd- North India.

Sr. #	Type of vegetable	Region	Primary Supplier	Secondary (contingency) supplier
1.	IQF Vegetables	West	Pagro Frozen Foods Ltd Goblin Foods – North India	Ace Agro, Trimurti Corn Agro Western Hill Foods, Mans field Ltd- North India.
2.	IQF Vegetables	South	Global Nutrifoods Pvt. Ltd. Pagro Foods Ltd Goblin Foods Ltd.	Tropicool Foods Mannsfield
	IQF Rice		Global Nutrifoods Pvt. Ltd.	Pagro Foods Ltd
3.	IQF Vegetables	North	Pagro Frozen Foods Ltd Goblin Foods – North India	Ace Agro Mannsfield
	IQF Rice		Pagro Foods Ltd	

## IQF VEGETABLE SUPPLIERS CONTACTS

Sr. #	Company	Contact	Backup Contact	Contact Name & Numbers	
01	Pagro Food Ltd	Sartaj	09988611404	Malkan Chaudhary	09988611411
02	Mans Field Ltd	J.S. Mann	09357035267	Shyamsundaram	9357040267
03	Goblin Foods	Alka	08979939520	Navreet	09820064970
04	Tropicool	Vivek	09448119061	Prasad	09448071966
05	Ace Agro	Renuka	9819696888	Avinash Ragnekar	9823016888
06	Trimurti Corn	Kamble	08600996444	Nitin Shinde	09766625943
07	Western Hill Foods	Mr. Parag	08888887720	Mr. Kiran	07774067469

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## 6.2 PROCESSING

### over view

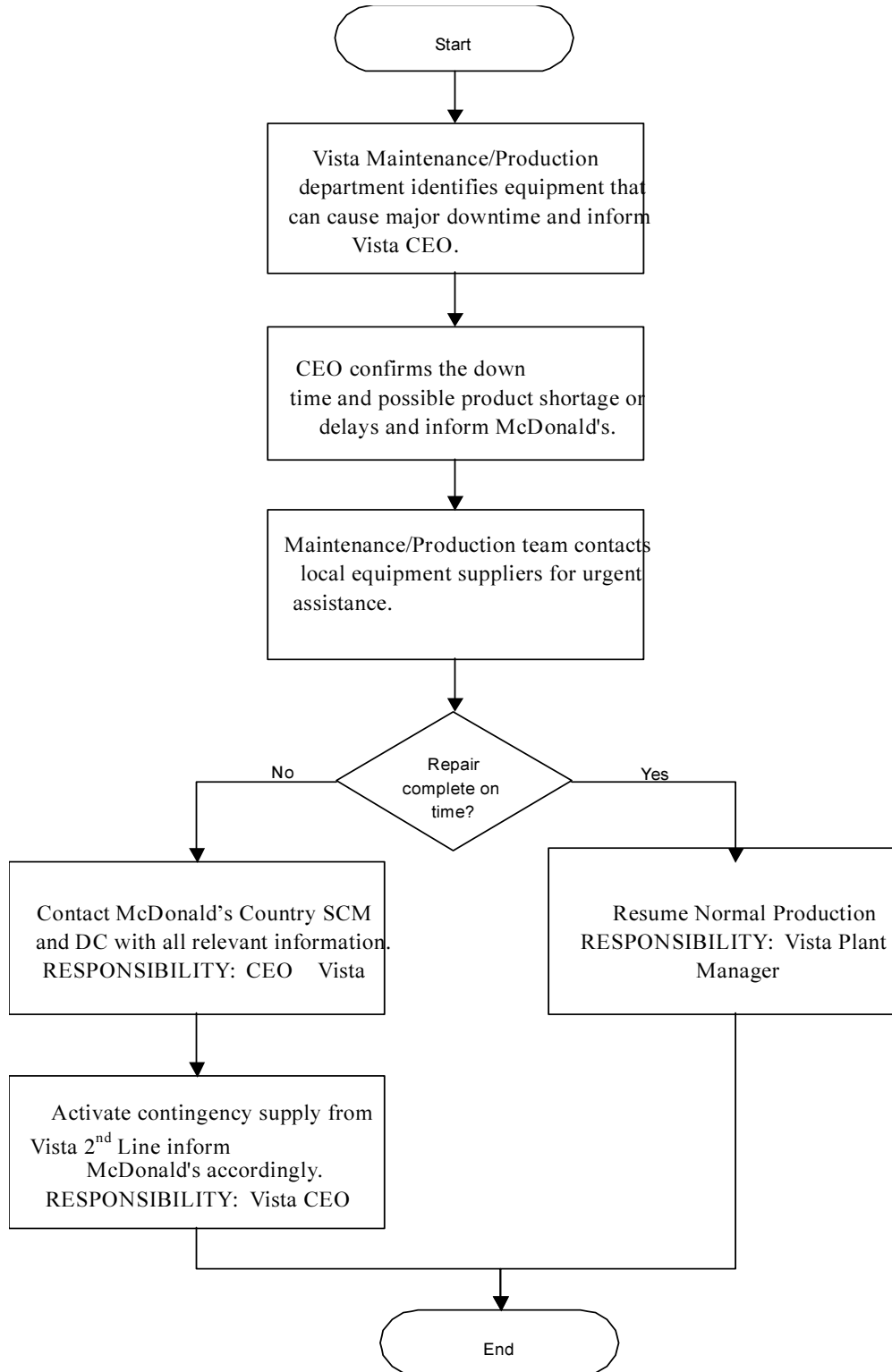
Processing may be interrupted due to major equipment breakdown such as

1. Electricity breaks down.
2. Fryer fire break down
3. IQF Spiral Break down.
4. Refrigeration Break down


Natural disasters like earthquake, flood or fire may also prevent production. Industrial unrest as labor strike etc.

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**PROCESSING DECISION FLOW**





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## Contingency Plan

In the event that Vista Foods cannot produce any Veggie products for their existing markets:

### In country:

Vista South Plant can supply the Indian markets for all their Veggie products needs.

Out side Country Import – Can procure from APMEA approved supplier- OSI Group Company. Decision will be based on the country regulation for import at that period of time.

### Processing and equipment Maintenance Contacts:


These are the key contacts for the contingency plants within the country for Vista –Tolaja Mumbai –India.

Plant	Contact Person	Contact Numbers	Backup Contact	Contact & Numbers
Vista West Plant	Kamlesh Shirke	9930264151 <a href="mailto:kamlesh@vista-osi-group.com">kamlesh@vista-osi-group.com</a>	Mukesh Katke	98200 88548 <a href="mailto:mukesh-katke@vista-osi-group.com">mukesh-katke@vista-osi-group.com</a>
Vista South Plant	Narayan Pradhan	0970330157 <a href="mailto:narayan@vista-osi-group.com">narayan@vista-osi-group.com</a>	Venu Gopal Reddy	09885088818 <a href="mailto:venugopal@vista-osi-group.com">venugopal@vista-osi-group.com</a>
Vista North Plant	Tanaji Sabane	09833756758 <a href="mailto:tanaji@vista-osi-group.com">tanaji@vista-osi-group.com</a>	Gagandip Bedi	8288903788 <a href="mailto:gsbedi@vista-osi-group.com">gsbedi@vista-osi-group.com</a>

### Vista keeps an updated list of all major equipment suppliers and service engineers' contacts


The following vendors and engineers support Vista equipment and plant maintenance program:

Region	Company	Contact	Contact Numbers	Service	Back Up	Contact
West	JBT	1)Mr Samir Khade (Service Manager)	+91 9822017780 ( <a href="mailto:Sameer.Khade@JBTC.COM">Sameer.Khade@JBTC.COM</a> )	Freezer Repairing or installation	Mike Brodsike Singapore  Uday Sant (Country Head – India)	+65 67766220 +65 67766229  +91 9822017781  <a href="mailto:Uday.Sant@JBTC.COM">Uday.Sant@JBTC.COM</a> )
	CFS Holland [ Vishva Enterprises ]	Mr. Ashutosh Joshi, Pune, India Mr. Pradeep Chandran Mr. Ashok Desai	<a href="mailto:ashutosh.joshi@vishvaentco.in">ashutosh.joshi@vishvaentco.in</a> +91-9822002404 +91 9422010481 +91 9822094460	Easy fryer & Multi former, All other CFS/GEA/Koppens machines.		


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ThermiFluid System (Make – Thermax) [ Manjusha Sales – Navi Mumbai ]	Mr. Rajesh Hegade Mr. Rajesh Ghag	+91 9324220414 +91 9322205618 Manjusha Projects ( <a href="mailto:projects@manjusha.com">projects@manjusha.com</a> ) Manjusha Sales ( <a href="mailto:sales@manjusha.com">sales@manjusha.com</a> )	Thermifluid System		
Contech Weighing Scales	Rajesh Pathak Suresh	09350887271/09717940588/08882644563	Weighing Balance Services		
Allied Engg.	Bhart Bhai Panchal	9272785115	Sorting Belt		
York India	Prakash Shettigar	9923200942	Refrigeration Compressor	Harish Rupchandani	
Technofore electronic	Mr Teli Basavraj	8888831594	Metal detector		
Carrier refrigeration	Ganesh Pawar	9870286131	AHU	Kiran Vichare	9930805092
Western equipment Pvt ltd	P Vikas	67161271	Griller, Frymaster/ holding cabinet		

Region	Company	Contact	Contact Numbers	Service	Back Up	Contact
South	JBT	1)Mr Samir Khade (Service Manager)	+91 9822017780 ( <a href="mailto:Sameer.Khade@JBTC.COM">Sameer.Khade@JBTC.COM</a> )	Freezer Repairing or installation	Uday Sant (Country Head – India)	+91 9822017781  ( <a href="mailto:Uday.Sant@JBTC.COM">Uday.Sant@JBTC.COM</a> )
	CFS Holland	Mr. Ashutosh Joshi,Pune India	ashutosh.joshi@vishvaentco.in+91-9822002404	Easy fryer & Multy former, other machine	Mark Shipper Netherlands	+31 492349349 +31 492349416
	Tharmax		09216500903/09216311108	Thermifluid System	Mr. Rajesh Hegade Mr. Rajesh Ghag	9324220414 9322205618
	Contech weight	Rajesh Pathak, Suresh	09350887271/09717940588/08882644563	Balance		
	Alieed engg.	Bhart Bhai	9272785115	Sorting Belt		
	Technofore electronic	Mr. Sharnppa	9844040991	Metal detector	Mr Teli Basavraj	8888831594
	Cool Expert, Pune	Sharad Patil	7709017939	Chilled Water System (refrigeration)		
	Western equipment Pvt ltd	P Vikas	67161271	Griller, Frymaster/ holding cabinet		

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Region	Company	Contact	Contact Numbers	Service	Back Up	Contact
North	JBT	Mr Samir Khade	91 9822017780	Freezer Repairing or installation	Uday Sant (Country Head – India)	+91 9822017781  ( <a href="mailto:Uday.Sant@JBT.C.COM">Uday.Sant@JBT.C.COM</a> )
	CFS Holland	Mr. Ashutosh Joshi,Pune India	<a href="mailto:ashutosh.joshi@vishvaentco.in">ashutosh.joshi@vishvaentco.in</a> +91 9822002404	Easy fryer & Multy former, other machine	Mark Shipper Netherlands	+31 492349349 +31 492349416
	Tharmax/ Micromag	Mr Culbe / Navin /	09216500903/09216311108	Thermifluid	Mr. Arora	
	Contech weight	Rajesh Pathak ,Suresh	09350887271/09717940588/08882644563	Balance		
	Alied engg.	Bhart Bhai	9272785115	Sorting Belt		
	York	Kamalkant Sharma	919711991592	Refrigeration Compressor	Prakash Shettigar	9923200942
	Technofore electronic	Partho Rakshit / M.Faisal Khan	9434015959 / 09310880524	Metal detector	Mr Teli Basavraj	8888831594
	Carrier refrigeration	Pawan Kumar	9072696626,9855555806	AHU		
	Western equipment Pvt ltd	P Vikas	67161271	Griller, Frymaster/ holding cabinet		

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## 6.3 BATTER, BREADER SEASONING & SPICY COATING PROCUREMENT

### Over view


Batter breading supply may be interrupted due to unforeseen market conditions, inaccurate forecasting, and product quality failure or contamination. The following risks may materialize and cause out of stock situation at Vista Foods India.

1. Quality out of specification
2. Accident or fire at the breading plant
3. Raw material shortage
4. Equipment failure at the breading plant.
5. Transportation strike.
6. Labor strike.

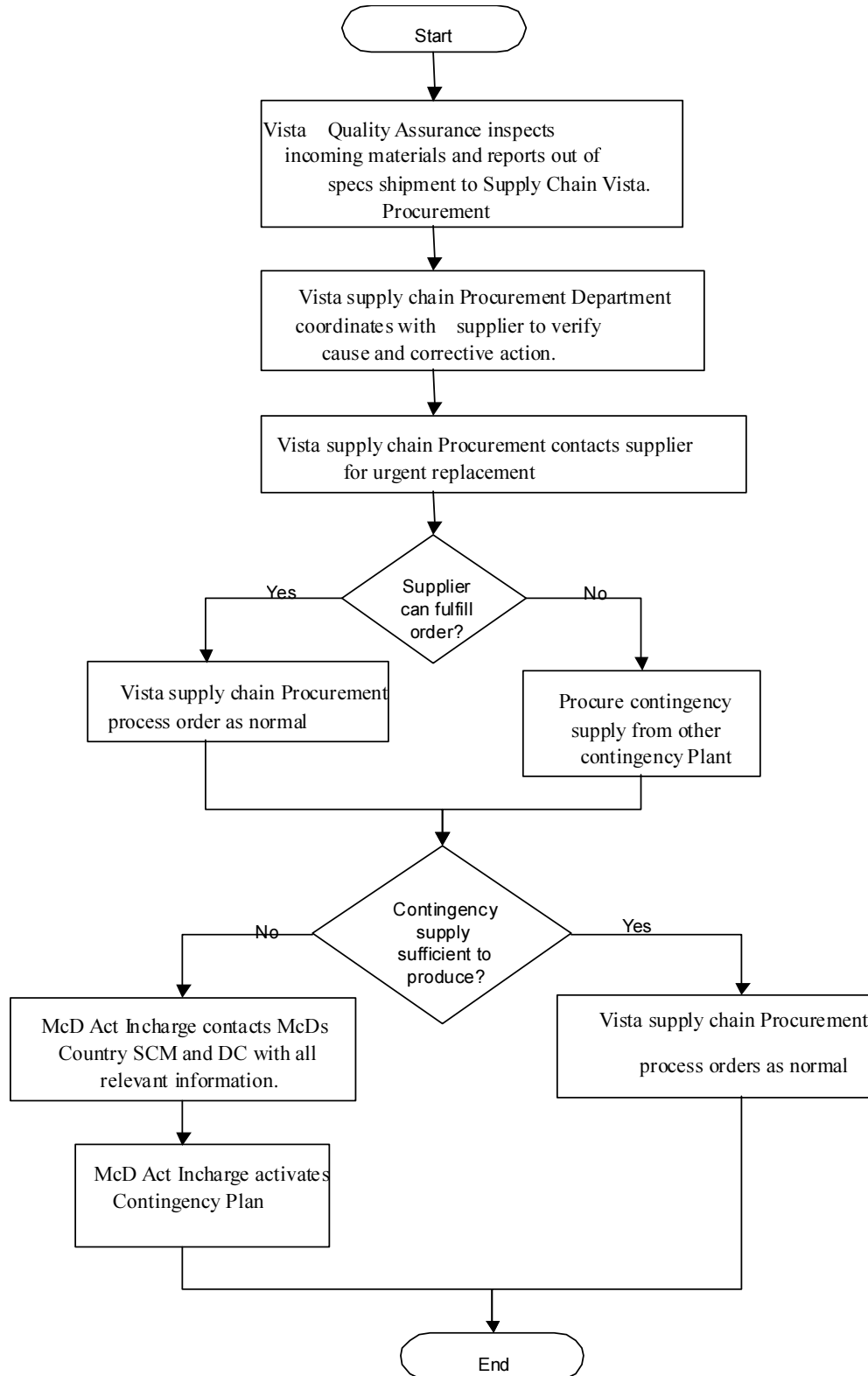
Risk mitigation includes having local and International suppliers with capabilities to produce and supply similar quality of batter breading. Vista ensures product quality compliance through regular supplier management meetings and consultations. Certificate of analysis, certifying quality compliance, is required for every shipment. The suppliers keep mandatory safety stock for key raw material to avoid the supply shortage problem. Vista also keep a 15 days safety stocks at Plant.


The major supplier's batter breading to Vista India are:

1. Kerry India
2. BSA Ingredients
3. AVT-McCormick
4. VKL India

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**BATTER BREADER PROCUREMENT DECISION FLOW**



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### Contingency Plan

In the event of a supply interruption from one supplier, the secondary supplier will be able to produce and shipped with a week's notice. The table below shows the primary and secondary (contingency) supplier batter breading for Veggie Products for India.

Sr.#	Region	Type of ingredient	Primary Supplier	Secondary (contingency) supplier
1.	West	Batter/ coatings	Kerry – India	Dry Blend
2.		Breadcrumbs	Kerry – India	Kitty / Sanarica Foods
3.		Seasoning	VKL India / Kerry-India	Kerry – Int./ Griffith Lab
4.		Spicy Paneer Coatings	BSA India / AVT	AVT-McCormick
5.		Spices	VKL/ABS/AVT McCormick	Metro
1	South	Batter/ coatings	Kerry – India	Dry Blend / ABS
2		Breadcrumbs	Kerry – India	Kitty /Sanarica
3		Seasoning	VKL India / Kerry-India	Kerry – Int. / Griffith Lab
4		Spicy Paneer Coatings	BSA India	AVT-McCormic
5		Spices	VKL/ABS/AVT McCormick	Alternate primary suppliers
1	North	Batter/ coatings	Kerry – India	Dry Blend
2		Breadcrumbs	Kerry – India	Kitty
3		Seasoning	VKL India / Kerry-India	Kerry – Int. / Griffith Lab
4		Spicy Paneer Coatings	BSA India	AVT-McC Singapore
5		Spices	VKL/ABS/AVT McCormick	Alternate primary suppliers

### SUPPLIER CONTACT DETAILS

SR.#	Company	Contact person	Contact Numbers	Backup Contact	Contact Numbers
01	Kerry India Ltd	Amol	+919930007491	Digvijay	+919810501975
02	VKL	Shyam	+919744340008	Pramod	+919643409375
03	AVT McCormick	Manoj	944723213	Sushama S. Lilly	9895177511 9446021646
04	BSA India	Chaturvedi	9899857215	Harish	8875027282
05	Griffith Lab	Meetali	07829800069	Satyen	08884861717

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## 6.4 EDIBLE OIL PROCUREMENT

### Over view


Vegetable edible frying oil supply may be interrupted due to unforeseen market conditions, inaccurate forecasting, and product quality failure or contamination. The following risks may materialize and cause out of stock situation at Vista Foods India.

1. Quality out of specification
2. Accident or fire at the oil plant
3. Raw material shortage
4. Equipment failure at the breading plant.
5. Transportation strike.
6. Labor strike.

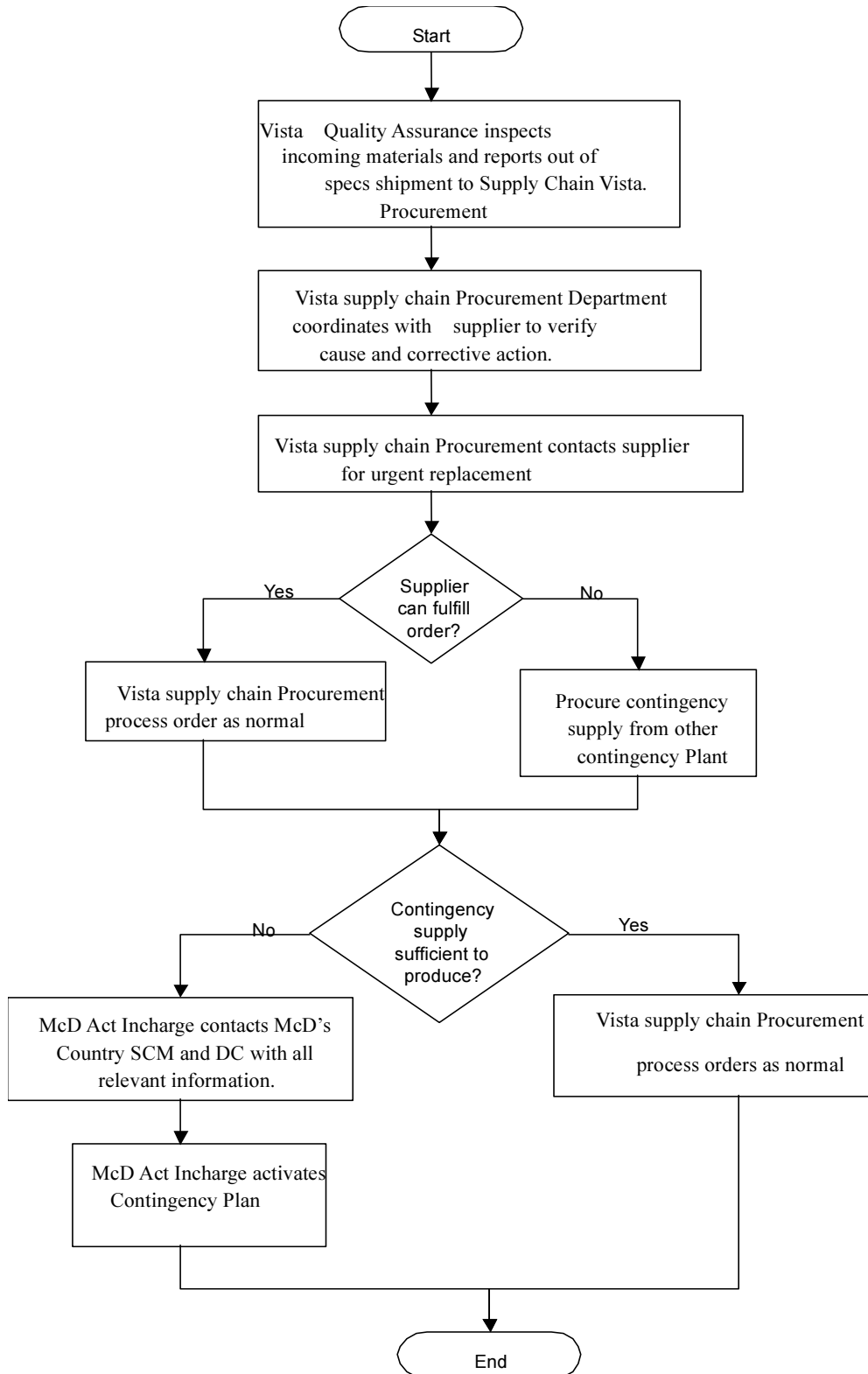
Risk mitigation includes having local and International suppliers with capabilities to produce and supply similar quality of edible oil. Vista ensures product quality compliance through regular supplier management meetings and consultations the edible oil supplier are HACCP certified. Certificate of analysis, certifying quality compliance, is required for every shipment. The suppliers keep mandatory safety stock for key raw material to avoid the supply shortage problem. Vista also keeps a 15 days safety stocks at Plant.

The major supplier's of Edible vegetable oil to Vista India are:


1. Adani Wilmar Ltd
2. Bunge India
3. Kamani Oils
4. Ruchi Soya
5. Frigorifico Allana Limited

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## EDIBLE OIL PROCUREMENT DECISION FLOW





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## Contingency Plan


In the event of a supply interruption from one supplier, the other supplier will be able to produce and ship with a week's notice.

### Edible Oil Procurement

<i>Sr. #</i>	<i>Region</i>	<i>Primary Supplier</i>	<i>Secondary (contingency) supplier</i>
1.	West	Kamani Oils Ruchi Soya Frigorifico Allana	Adani Wilmar Ltd
1.	South	Ruchi Soya Adani Wilmer	Kamani Oils
3	North	Ruchi Soya Adani Wilmer	Bunge India

## SUPPLIER CONTACT DETAILS

Sr.#	Company	Contact Person	Contact Numbers		Backup Person	Contact Numbers
01	Kamani Oil	Swapnil	022- 28478811 9820702721	Office Mobile	Vinay	022- 28478811 98205 08004
02	Ruchi Soya	Brajendra	09967584911	Office	Mr. Umesh	+919755097645
03	Frigorifico Allana	Banarjee	09819756209	Mobile	Kakkad	02222791006
04	Adani Wilmer	Sanjay Dubey	09925100598	Office Mobile	Mr. Jain	02838 – 222919 +91-9879114619
05	Bunge India	Parveen Tarika	09356710499		Mr. Hondo	9316427917

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## 6.5 RISK ASSESSMENT: MILK PRODUCTS & OTHER INGREDIENTS (PASTE & PUREES, HERBS POWDERS ETC) PROCUREMENT

### Over view

Milk product supply and other ingredients supply may be interrupted due to quality failure or contamination. The following risks may materialize and cause out of stock situation at Vista Foods India.


1. Quality out of specification
2. Raw material shortage
3. Transportation strike.
4. Labor strike.

Risk mitigation includes having local and International suppliers with capabilities to produce and supply similar quality of other ingredients Vista ensures product quality compliance through regular supplier management meetings and consultations. Certificate of analysis, certifying quality compliance, is required for every shipment. The suppliers keep mandatory safety stock for key raw material to avoid the supply shortage problem. Vista also keep a 15 days safety stocks at Plant.

### Contingency Plan

In the event of a supply interruption from one supplier, the secondary supplier will be able to produce and shipped with a week's notice. The table below shows the primary and secondary (contingency) supplier for milk Products & other ingredients for India.

<i>Sr. #</i>	<i>Region</i>	<i>Ingredient</i>	<i>Primary Supplier</i>	<i>Secondary (contingency) supplier</i>
<b>1.</b>	<b>West</b>	<b>Paneer</b>	Modern Cream Dairy, /	Crown Milk Specialties (P) Ltd
			Good Day Foods	
	<b>South</b>		NA	NA
	<b>North</b>		Crown Milk Specialties (P) Ltd	Good Day Foods
				Modern Cream Dairy, /
<b>2.</b>	<b>West</b>	<b>Green Chilli Paste</b>	TBEL	Ace Agro
	<b>South</b>		TBEL	Ace Agro
	<b>North</b>		TBEL	Ace Agro
<b>3</b>	<b>West</b>	<b>Saute Garlic Premium</b>	Ace Agro Pvt. Ltd	Tasty Foodie Network
	<b>South</b>		TBEL	Ace Agro
	<b>North</b>		Ace Agro Pvt. Ltd	TBEL
<b>4.</b>	<b>West</b>	<b>Potato Flakes</b>	Potato King ltd	Crown Flakes
	<b>South</b>		Potato King ltd	Crown Flakes
	<b>North</b>		Potato King ltd	Crown Flakes
<b>5</b>	<b>West</b>	<b>Soya Flakes</b>	Seaborne / Ruchi soya	Oppen Haimer Faith
	<b>South</b>		Seaborne / Ruchi soya	Oppen Haimer Faith
	<b>North</b>		Seaborne / Ruchi soya	Oppenheimer Faith

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## 6.6 PACKAGING PROCUREMENT

### Over veiw


Packaging supply may be interrupted due to unforeseen market conditions, inaccurate forecasting, and packaging quality failure or contamination. The following risks may materialize and cause out of stock situation at Vista.

1. Quality out of specification
2. Product contamination
3. Accident or fire at the packaging plant
4. Raw material shortage
5. Equipment failure at the packaging plant

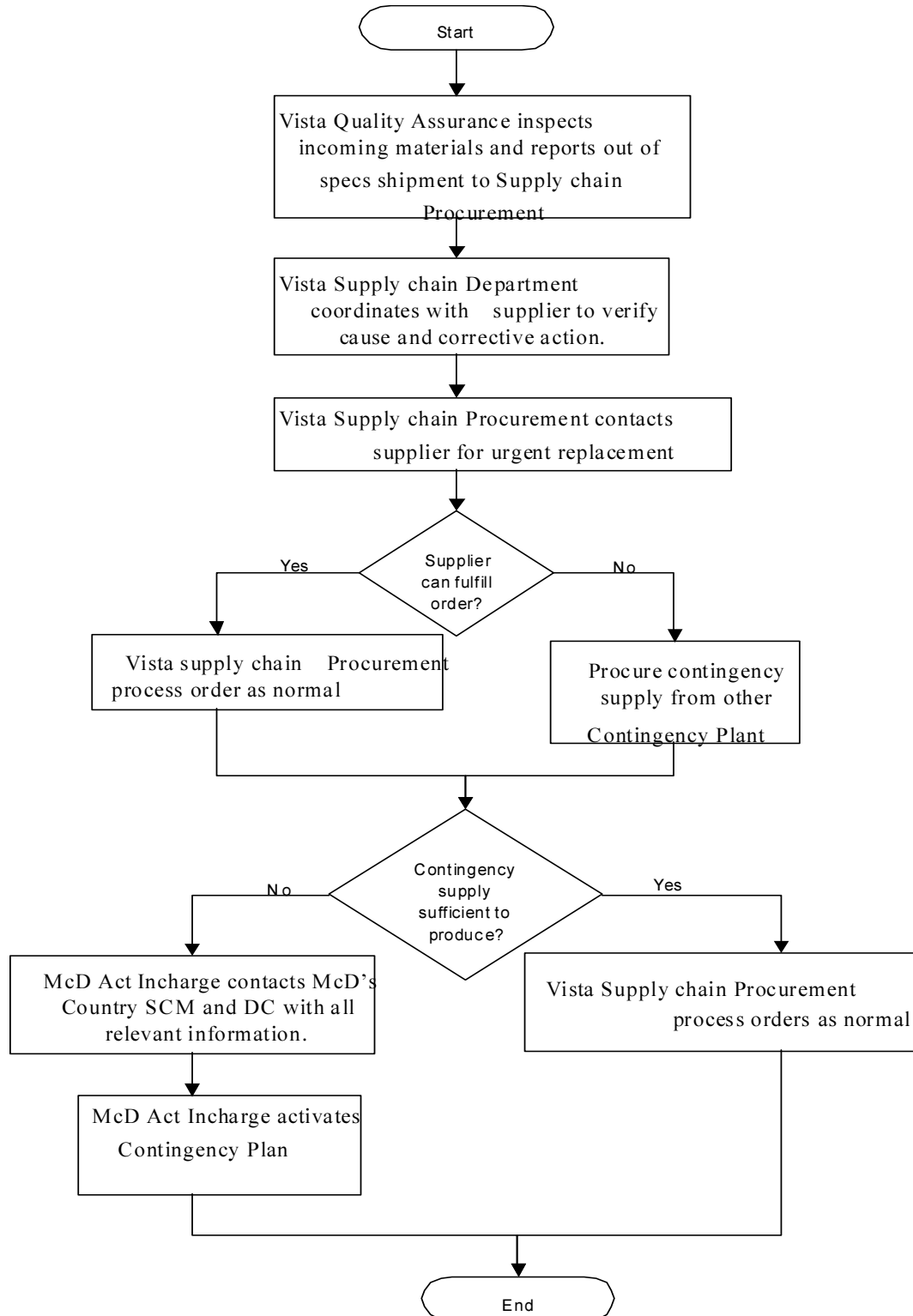
Risk mitigation includes having multiple suppliers with capabilities to produce and supply similar quality of packaging. Vista ensures product quality compliance through regular supplier management meetings and consultations. The suppliers keep mandatory safety stock for key raw material to avoid the supply shortage problem.


The major supplier of packaging to Vista Foods Mumbai India is:

1. Carton's – Shivam & Shruti for west , Sangam Packers in North and Anugraha Pkg in South
2. Poly Bags – Shreeji Polyplast

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## PACKAGING MATERIAL PROCUREMENT FLOW



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### Contingency Plan

In the event of a supply interruption from one supplier, the secondary supplier will be able to produce and shipped with a week's notice. The table below shows the primary and secondary (contingency) supplier for master carton and inner plastic poly bag packaging.

<i>Sr. #</i>	<i>Region</i>	<i>Material Type</i>	<i>Primary Supplier</i>	<i>Secondary (contingency) supplier</i>
1.	West	Poly Bags	Shreeji Poly Plast	M.K.Polyplast
		Carton	Shivam packaging	Shruti Industries
2	South	Poly Bags	Shreeji Poly Plast	M.K.Polyplast
		Carton	Anugrah Packaging	Shivam Packaging
3	North	Poly Bags	Shreeji Poly Plast	M.K.Polyplast
		Carton	Sangam Packaging	Shivam Packaging

### SUPPLIER CONTACT

Packaging Procurement – Master Carton (North)				
Company	Contact Person	Contact Numbers	Backup Contact Person	Contact Numbers
Sangam Packers	Akash Verma	+91 9569688866	Office	0161-5026775 0161-5109558
Packaging Procurement – Master Carton (South)				
Anugraha Packaging	R. Srinivasa	+91 9900269850	Office	080 - 27836877
Packaging Procurement – Plastic Inners				
Shreeji Polyplast	Uday	9820354835 25772315	Ketan	09821024192
M.K.Polyplast	Ketan	95251 2871664	Vidhi	9820354835


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## 6.7 COLD STORAGE PROCUREMENT

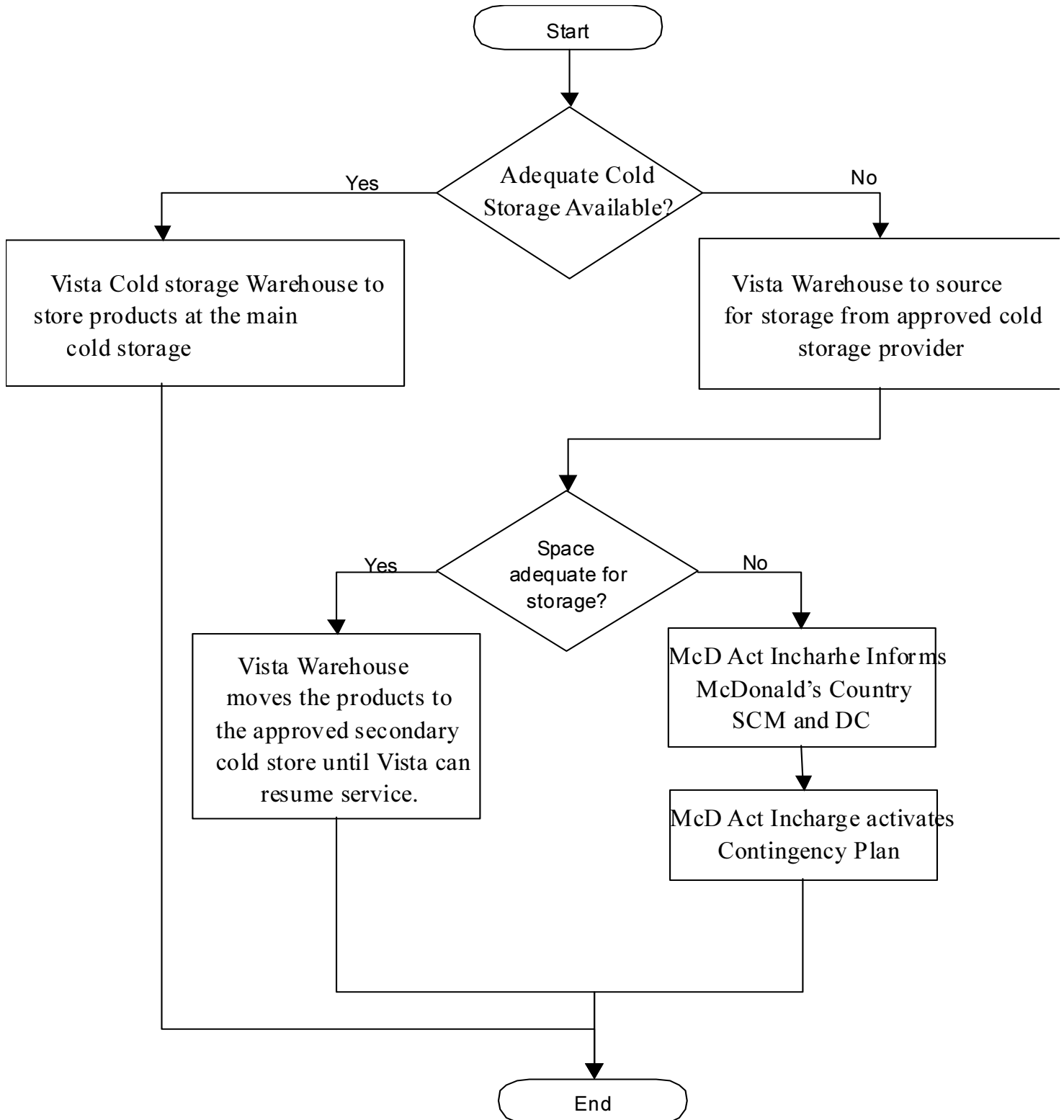
### Overview


Supply line can be interrupted due to

1. Loss of storage capacity because of fire, power breakdown.
2. Equipment failure
3. Freezer reaching capacity due to excessive inventory.
4. Less storage capacity at Plant

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### COLD STORAGE DECISION FLOW



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## Contingency Plan

Vista's contingency Plan is to maintain multiple locations of cold storages and securing the commitment of the providers to allocate their spaces to Vista when needed. Vista periodically inspect the cold rooms to ensure the equipment and facility are well-maintained and in good working order.

Vista approved list of cold storage:


1. Snowman Cold storage.
2. Food land Cold storage.
3. JWL Cold storage.

<i>Sr.#</i>	<i>Region</i>	<i>Primary</i>	<i>Secondary (contingency)</i>
1.	West	Food land Cold storage. JWL Cold Storage	Snowman Cold storage.
2.	South	GNFL	Food land Cold storage.
3.	North	North	Food land Cold storage.

## COLD STORAGE PROVIDERS CONTACTS

		Cold Storage Providers			
	Company	Contact Person	Contact Numbers	Backup contact	Contact Numbers
West	RKFL	Yogesh	9920195231	Gavkar	9987109727
	Snowman	Anil	+919867160978	Manoj	9979299525
	JWL	Sachin	9960781115	Vaman	9930644934
South	Foodland	Kiran Kumar	9742225704	Mohansahu	9742225707
North	Food land	Mr. Shailendra Mr. Satyaprakash	919167737093 917827239344	Mr. Lalit Mr. Hardeep	919711149009 919015109052



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## 6.8 FREIGHT MANAGEMENT

### Over view


Freight management is required to mitigate the risks of supply line interruptions through vessel or truck delay. These delays can happen due to vessel/truck accident, container's equipment damages, port closure or labor strife and Natural disaster.

Vista manages the inbound freight with the support of freight forwarders and clearing /haulage companies.

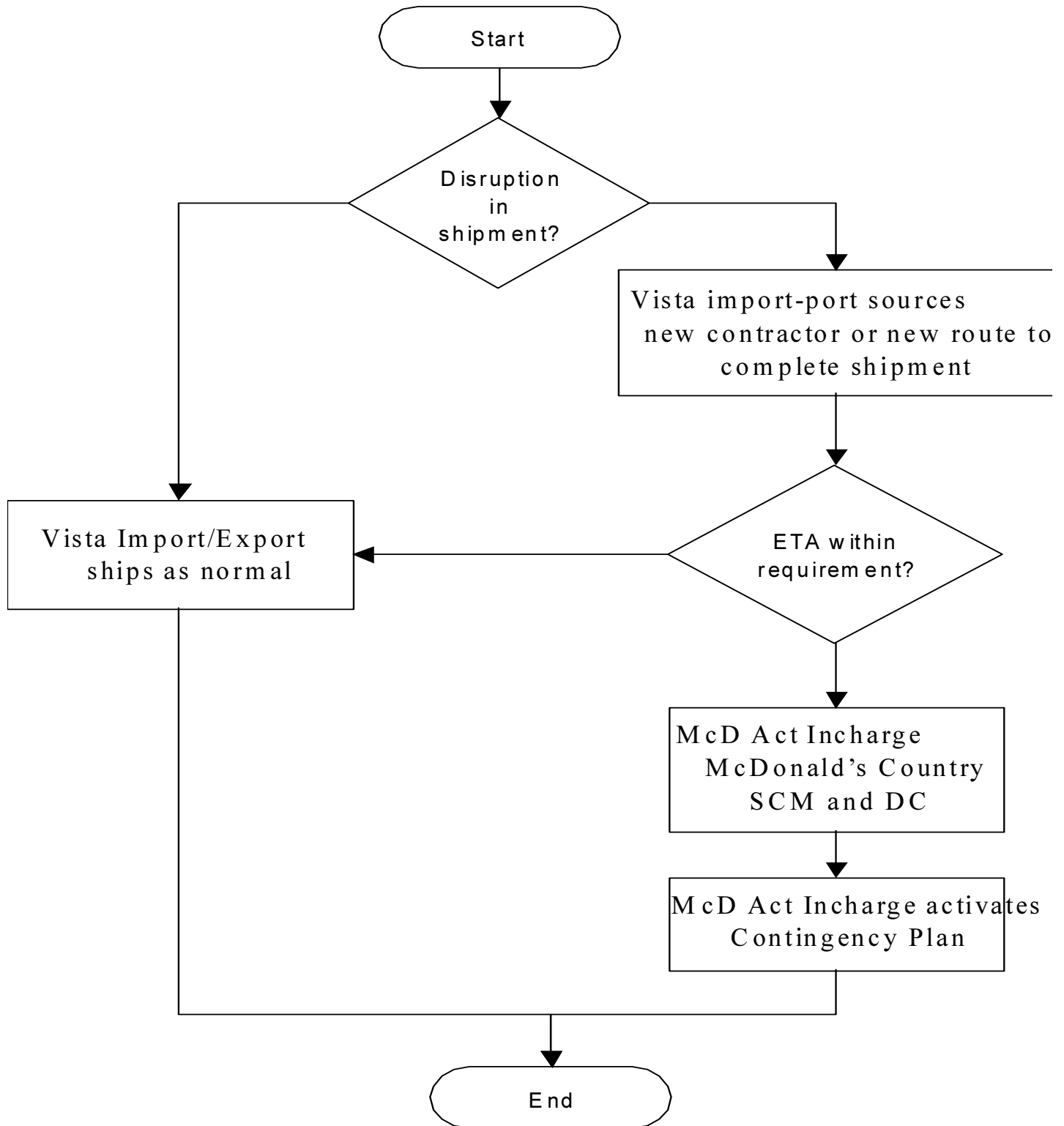
The outbound is handled McDonald's and outsourced to Food land carriers; they have their own contingency plan in place.


Vista's List of Freight Forwarders / Haulage Company:

1. Food land carriers.
2. Best Road ways.
3. BLR Road ways.

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**FRIGHT MANAGEMENT DECISION FLOW**



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### Contingency Plan


Vista's contingency plan is to use alternative source of freight and trucking companies to maintain the required ETA for all inbound shipments. These methods include changing the vessel or truck, changing the freight lanes (from sea to air or sea to land) and changing the service providers.

<i>Sr.#</i>	<i>Region</i>	<i>Primary Supplier</i>	<i>Secondary (contingency) supplier</i>
1.	West	Food land carriers.	Navjyot / Snowman
		Best Road ways.	Singh Transport
		BLR Road ways.	
2.	South	Same as above	
3.	North	Same as above	

### FREIGHT MANAGEMENT SERVICE PROVIDERS CONTACTS

Freight Forwarders				
Company	Contact Person	Contact Numbers	Backup Contact Person	Contact Numbers
Snow man - JWL	Pandey	09004671114	Shailesh	08879223356 022 65346748
Food land	Dennis	9930368145	Raikar	9930368146

Haulage Companies				
DR Kulkarni	Mr. Chavan	22673755 9167766801 22625922	Rajan Kulkarni	22673755 98925 29249 22625922


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**7.0 The key contacts for McDonald's Supply Chain Team in India and the Food land that DC at North India, West India and South India. Contact person details are listed in the following table.**

**Mumbai &Noida.**

**Contact Details and Positions - Supply Chain India team**

Sr.#	Name	Designation	Department	Location	e-mail	Mob No.
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2	Praveen wagh	Dept.General Mgr	Supply Chain	Mumbai	<a href="mailto:praveen.wagh@mcdonaldsindia.com">praveen.wagh@mcdonaldsindia.com</a>	91-9619716441
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**Overview**

Reason

**Assumptions**

Theory

**Outcome**

Conclusion

**Contingency Level Holdings**

Assets

**Follow Up Actions**

Determine if any other supply options can be established.

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