



Q-000 HACCP Policy

Cool Couriers Refrigerated Freight Services is an Australian owned company that commenced operations in April 2001. MIH VIC Pty Ltd T/A Cool Couriers Refrigerated Freight Service is based in Biggera Waters, Queensland and distributes pre-packaged chilled, frozen, and dry consignments, to manufacturers, wholesale/food service, retail outlets, and on behalf of other transport companies.

Company personnel have a wide range of experience in the transport industry and provide a reliable, high-quality service, which is flexible and meets the requirements of their clients.

The management and staff are committed to:

- Safe handling of chilled, frozen, and ambient goods
- Safe management of chilled and frozen foods during transit
- Continuous improvement of customer service
- Meeting and exceeding customer requirements
- Compliance with regulatory requirements

Procedures have been developed to ensure the safe distribution of food products by:

- keeping the Cold Chain intact
- the use of suitable, regularly maintained vehicles.
- staff training
- third party audits

As evidence of their commitment to providing quality service to both suppliers and customers, Cool Couriers Refrigerated Freight Services, have developed, documented, and implemented a HACCP Management System that meets the requirements of third-party HACCP certification.

Brett Parker

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Brett Parker- General Manager
Dated: 22 May 2025