



<b>Position Description</b>	Effective Date:	June 2026	Author	Director of Supply Chain Human Resources
<b>Logistics and Distribution Manager</b>	Revision Date:	New	Review	June 2027
Revision No: 1	Supersedes Date:	New	Approved	June 2026
<i>Proprietary and Confidential Business Information: For Internal Crofters Food Ltd. Use Only</i>				


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**CROFTER'S FOOD LTD.**

**DESCRIPTION OF DUTIES:**

Logistics and Distribution Manager

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## **GENERAL**

Crofters Food Ltd. is a food-processing establishment that produces organic, processed fruit products including fruit spreads, jams, preserves (US), and related products.


### **1.0 GENERAL REQUIREMENTS**

As a tier-one food manufacturer, food safety and relentless focus on quality are of utmost importance. All employees are expected to follow general Good Manufacturing Practices (GMP) outlined below. We strive to foster a culture of inclusion and encourage all employees to share their ideas on how we can continuously improve with their department managers or human resource department.

1. The Crofters Food Ltd. Facility is a non-smoking environment. Smoking will **NOT** be permitted in any interior area of the building, including detached storage areas.
2. All employees will be expected to maintain an acceptable level of personal hygiene. Before entering any production areas, all employees must thoroughly wash their hands and ensure they are wearing clean, production approved footwear. In addition, handwashing should be frequent practice during production activities, especially before handling any ingredients, new jars, caps etc.
3. For production staff, clean uniforms are provided - a clean set must be worn each morning. Uniforms are not to be taken home, unless given an exemption due to sensitivity to commercial detergents. Employees must change in the plant change rooms.
4. Hairnets/hats and beard nets will be required for all employees when entering processing areas including the upper floor processing and lower floor filling areas. Proper application of nets is especially important when performing duties involving any open vessels, boxes, tubs, kettles etc. which contain or will contain food ingredients or finished product.
5. Use of personal cellular telephones, iPods, earbuds, or other electronic devices in the production area is strictly prohibited other than for Crofter's business needs.
6. Any items of personal jewelry must be removed before entering the upper processing area or lower floor filling area. This includes watches, rings, earrings, necklaces, bracelets or similar items. Finished product packing and warehouse personnel may wear necklaces and earrings, however, jewelry is not to be worn around any conveyor &/or moving &/or automated equipment.

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7. Items such as pens, penlights, thermometers etc. may be used only in specified areas away from open product and may be carried only by authorized personnel in a manner, which prevents accidental dislodgement. Any loss must be reported immediately to the Plant Manager or Quality Control Management.
8. Spitting, chewing of gum / tobacco or any other substance in production areas is NOT permitted.
9. Consumption of food or beverages in production areas is NOT permitted.
10. Usage of nail polish and any other cosmetics in production areas is NOT permitted.
11. Personal clothing or items are not to be worn into production areas unless given exemption from Quality Control or Plant Manager.
12. All employees who are unsure of assigned tasks or who are unsure about correct action are to approach appropriate management representative for guidance immediately.
13. All employees will be required to keep any information about Crofters strictly confidential. This includes, for example, information about customers and brands produced, recipes, equipment, suppliers, door lock codes, etc.
14. All employees may be required to submit a criminal record (check report) (background check) if required under the Global Food Safety protocols.
15. All employees must file a change of address notice with Crofters Food Ltd. when address information changes.
16. All Employees may be required to take part in training and education activities when required.
17. All Employees will report any/all incidents, accidents, injuries, near misses and hazards of which they are aware immediately. Open cuts, sores, abrasions etc. must be covered by a metal detectable bandage and/or appropriate gloves (where applicable) immediately and kept covered until healed.
18. All employees' performance will be reviewed from time to time. An employee record will detail job performance. Any insubordination, failure to follow instructions, errors etc. will be noted and filed. After three official warnings, a termination of employment notice will be issued.

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## 2.0 Position Summary

The Logistics Manager leads the logistics function and directly manages logistics team members responsible for day-to-day freight and distribution coordination across Canada and the United States for raw materials and finished goods.

This role is accountable for inbound and outbound transportation execution, freight forwarder governance, carrier management, 3PL warehouse performance, customer delivery performance, and logistics process improvement. The Logistics Manager will play a key role in building scalable logistics processes to support Crofters' continued growth.

This role requires a strong people leader who can implement change in a rapidly scaling environment, coaching team members through change, and building team capability to perform with greater structure, accountability, and confidence.

### Key Responsibilities

#### 1. Transportation Strategy & Execution

- Lead implementation and ongoing governance of Crofters' inbound freight forwarder model.
- Oversee inbound ocean freight, cross-border transportation, domestic freight, and outbound distribution lanes across Canada and the United States.
- Ensure suppliers follow approved routing guides, booking processes, shipping windows, and documentation requirements.
- Develop, maintain, and enforce logistics routing guides.
- Negotiate and manage freight contracts, including spot, fixed-rate, index-based, and accessorial pricing structures.
- Manage carrier and freight forwarder performance through KPIs, business reviews, escalation protocols, and corrective actions.
- Monitor freight market conditions, capacity risks, fuel impacts, tender acceptance, and lane-level performance.

#### 2. Demurrage, Detention, Accessorial, Claims and Freight Audit

- Monitor and reduce demurrage, detention, storage, re-delivery, waiting time, and other accessorial costs
- Support freight audit, invoice validation, dispute resolution, and cost recovery
- Manage freight claims, OS&D issues, and carrier performance failures

#### 3. Customer Delivery Performance & Retail Compliance

- Partner with Customer Service, Sales, Supply Chain Planning, and warehouse partners to protect service levels during launches, promotions, and demand changes.

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- Support on-time, in-full delivery performance to Canadian and U.S. customer distribution centers.
- Manage compliance with retailer routing guides, appointment requirements, MABD windows, delivery documentation, and chargeback prevention.
- Reduce short-ships, missed appointments, non-compliant deliveries, and customer chargebacks through root cause analysis and preventive actions.

#### **4. 3PL Warehouse Management**

- Report on 3PL performance metrics, including inventory accuracy, dock-to-stock time, order fill rate, on-time shipping, and service level performance.
- Conduct quarterly performance reviews with warehouse partners
- Evaluate 3PL cost structure and recommend optimization opportunities
- Lead warehouse RFQs and support 3PL contract reviews as required
- Drive continuous improvement initiatives with warehouse partners to improve service, cost, accuracy, and responsiveness.

#### **5. Leadership & Team Development**

- Lead, coach, and develop the logistics team, establishing clear accountabilities, performance expectations, escalation paths, and standard work to support a scalable supply chain organization.
- Implement change in a rapidly scaling environment by helping team members understand new processes, expectations, and ways of working.
- Coach team members through change, providing clarity, support, and feedback as the logistics function evolves.
- Coach team members to perform by setting clear goals, monitoring progress, addressing gaps, and reinforcing accountability.
- Build team capability through process discipline, training, cross-functional communication, and performance feedback.
- Define clear ownership between Logistics, Customer Service, Procurement, Planning, and warehouse partners.

#### **6. Cross-Border & Trade Compliance Collaboration**

- Partner with Procurement, Finance, customs brokers, freight forwarders, and internal stakeholders to support tariff impact analysis, USMCA documentation, HS classification alignment, Incoterm compliance, and import/export documentation accuracy.
- Support customs documentation reviews, broker escalations, and process improvements to reduce clearance delays and compliance risk.
- Ensure logistics processes align with approved Incoterms, routing requirements, and customer delivery obligations.

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## 7. S&OP / Planning Alignment

- Participate in S&OP and supply planning discussions by providing logistics capacity, freight risk, cost, and lead-time inputs.
- Proactively communicate transportation and 3PL constraints that may impact customer service, inventory availability, production timing, or customer launch timing.
- Support scenario planning related to freight disruption, port delays, carrier capacity, inventory positioning, and customer demand changes.

## 8. Food/ CPG/ Traceability Requirements

- Support logistics processes that meet food-grade warehouse, lot-controlled inventory, and traceability expectations.
- Ensure warehouse and transportation partners understand handling, documentation, and inventory accuracy requirements for food manufacturing and CPG distribution.
- Partner with Quality, Operations, and Supply Chain teams to support traceability, hold management, and product movement controls as required.

## Qualifications

- A minimum of 5 years of progressive logistics, transportation or distribution experience, preferably in CPG, food manufacturing, food distribution, or high-volume retail supply chains.
- Minimum 2-3 years of direct people leadership experience, with demonstrated ability to coach, develop and hold teams accountable.
- Strong experience managing Canada–U.S. cross border freight, including LTL, FTL and retail distribution lanes.
- Experience managing ocean freight, freight forwarders, custom brokers, and international shipping documentation.
- Strong understanding of 3PL warehouse operations, service-level management, inventory accuracy, and warehouse performance metrics.
- Familiarity with retailer routing guides, chargebacks, and delivery compliance
- Strong analytical, negotiation, problem-solving, and decision-making skills.
- Ability to make sound decisions in a fast-paced, high-pressure environment with competing service, cost and inventory priorities.
- Strong systems capability, including ERP, WMS/ TMS platforms, freight portals, advanced Excel and KPI/ dashboard reporting tools.
- Bachelor’s degree in supply chain, Business, Logistics, Operations Management or related field preferred.
- Professional designation or training such as CITT, CIFFA, CCS, APICS/ ASCM or Lean/ Six Sigma is considered an asset.