



FAQ: About the McCain Compliance Program

Q: What is the McCain Compliance Program and why is it necessary?

A: In 2011 McCain Foods partnered with icix in order to implement a more effective and efficient way to manage our supplier documentation and compliance requirements. McCain has renewed this partnership and is now updating and expanding the icix program to include all suppliers of our North American plant operations. All facilities providing product to McCain are required to register with icix. McCain must have complete confidence that every facility and trading partner in our supply chain meets all supplier requirements and standards.

Q: Who is icix?

A: icix provides Supply Chain Risk Management in the cloud. icix applications, together with the icix network, help the world's largest organizations connect, share data, and manage the performance and risk of their global supply chains.

icix enables McCain suppliers to connect to McCain to manage their compliance activities and third-party audits. icix members can:

- Establish and connect both internal and external relationships
- Exchange key documents and information.
- Manage and analyze compliance, risk and exceptions.

Over 22,000 businesses currently subscribe to icix.

More information can be found at www.icix.com.

Q: Is icix a requirement? What are the benefits to suppliers on the icix network?

A: Yes, it is a requirement. McCain is committed to this system and as such, participation is required to become an approved supplier. icix benefits for McCain's suppliers include:

- One place to view and manage your McCain compliance status
- Online repository for compliance/audit/test documents and data
- Ability to connect and manage multiple departments and facilities in one place
- Opportunity to gain food safety approval for all McCain locations



Q: Who should McCain Suppliers contact with questions regarding icix services and membership fees?

A: icix will manage all McCain related inquiries and training on the icix network.

Suppliers can contact icix directly:

- Email: info@icix.com
- Phone: 877-888-4249 (Option 1) or 650-581-2000 (Option 1)

The [McCain Supplier Resource Center](#) contains useful information such as: icix support contact information, online training videos, and icix training documents, to assist suppliers in meeting McCain's compliance requirements.

Q: What applications will McCain Foods utilize on icix?

A: McCain will be utilizing the icix Relationship Manager application which enables McCain to connect with suppliers, share documents, initiate compliance requests and requests for information. Suppliers will review requests to complete activities and upload and share documents.

Q: How much will the vendor be charged for the use of the icix network?

A: There is an annual membership fee associated with joining the icix network. The subscription fee is per facility.

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For membership levels please see the following: [Membership Page](#)

Q: What if a vendor already has an account with icix through another client. Do they have to register again?

A: If a vendor already has an account, they do not need to register separately. However, additional fees may apply if additional supplier facilities need to be added to the system.

Please contact icix directly for assistance with adding McCain to your existing customer list:

- Email: info@icix.com
- Phone: 877-888-4249 (Option 2) or 650-581-2000 (Option 2)



Q: What is the contact information for icix support?

A: Please use one of the following links for assistance:

For suppliers who do not yet have an icix membership, please register now:

- Online web-form wizard: [McCain Registration Link](#)

For suppliers who are currently icix members and need technical assistance, please contact icix:

- Email: info@icix.com
- Phone: 877-888-4249 (Option 2) or 650-581-2000 (Option 2)