Introduction

The company has planned, established, documented and implemented a food safety and quality management system for the site, which is maintained in order to continually improve its effectiveness in accordance with legislation, international standards and best industry practice. The company has planned and developed the processes that contribute to meeting the requirements of these standards and producing safe products.

Scope

The scope of the Food Safety Quality Management System includes all product categories, processes and activities conducted on site. These requirements are aligned with the policies and objectives of the site and include those of the SQF Code.

Due diligence

The Food Safety Quality Manual demonstrates due diligence of the company in the effective development and implementation of the food safety management system. These documents are fully supported by the completion of the records specified in this manual for the monitoring of planned activities, maintenance and verification of control measures and by taking effective actions when non-conformity is encountered.

Food Safety

The company is committed to supplying safe products for consumption. As part of this commitment, all products and processes used in the manufacture of food products are subject to food safety hazard analysis based on the Codex Alimentarius guidelines to the application of a HACCP system. All food safety hazards, that may reasonably be expected to occur, are identified by this process and are then fully evaluated and controlled so that our products do not represent a direct or indirect risk to the consumer. New information regarding food safety hazards is continually reviewed by the Food Safety team to ensure that the Food Safety and Quality Management system is continually updated and complies with the latest food safety requirements.

Should the company be required to outsource any process that may affect product conformity to the defined standards of the Food Safety Quality Management System
then the site will assume control over this process. This is fully defined in all Sub-Contract
Agreements.

Communication

The company has established and documented clear levels of communication for
suppliers, contractors, customers, food authorities and staff within the food safety
quality management system. Detailed communication arrangements and food safety
communication responsibilities for all levels of management are contained in the food
safety and quality manual. The scope of the communication procedures applies to all
members of staff, both full time and temporary.

The Management Representative and SQF Practitioner for Food Safety and Quality is the
Technical Manager, who retains responsibility and authority for external communication
and liaison regarding the food safety management system. This responsibility for
communication extends to ensuring there is sufficient information relating to food safety
throughout the food chain. This communication includes documented agreements,
contracts, specifications, product information, food safety leaflets, allergen advice and
reports.

Procedure

These processes and their interaction are documented within this manual and its
procedures. The top level procedures of the Food Safety Quality Management System
Procedures are pre-fixed QM and are as follows:

QM 2.1.1 Food Safety and Quality Policy and Objectives
QM 2.1.2 Responsibility Authority and Communication
QM 2.1.3 Food Safety and Quality Management System
QM 2.1.4 Management Review
QM 2.1.5 Customer Complaint Handling
QM 2.1.6 Business Continuity Planning
QM 2.2.1 Document Control
QM 2.2.2 Record Control
QM 2.3.1 Product Development
QM 2.3.2 Raw and Packaging Materials

Document Reference QM 2.1.3 Food Safety Quality Management System
Revision 1  11th March 2014
Owned by: Technical Manager
Authorised By: Managing Director
QM 2.3.3 Contract Services
QM 2.3.4 Contract Manufacturers
QM 2.3.5 End Product Specifications
QM 2.4.1 Customer, Statutory and Regulatory Conformance
QM 2.4.2 Food Safety Fundamentals
QM 2.4.3 Food Safety Plan
QM 2.4.4 Food Quality Plan
QM 2.4.5 Control of Purchased Materials and Services
QM 2.4.6 Verification of Purchased Materials and Services
QM 2.4.7 Control of Non-Conforming Product or Equipment
QM 2.4.8 Product Release
QM 2.4.9 Stock Control
QM 2.5.1 SQF System Verification
QM 2.5.2 Validation, Improvement and System Updating
QM 2.5.3 Verification Schedule
QM 2.5.4 Verification of Monitoring Activities
QM 2.5.5 Corrective Action and Preventative Action
QM 2.5.6 Laboratory Quality Manual
QM 2.5.7 Internal Audits
QM 2.6.1 Product Identification
QM 2.6.2 Traceability System
QM 2.6.3 Product Recall
QM 2.7 Site Security
QM 2.8.1 Identity Preserved Foods
QM 2.8.2 Allergen Management
QM 2.9 Training
QM 11.1 Site Requirements and Approval
QM 11.2 Construction and Control of Product Handling and Storage Areas
QM 11.2.9 Premises and Equipment Maintenance
QM 11.2.10 Calibration
QM 11.2.11 Management of Pests and Vermin
QM 11.2.12 Equipment, Utensils and Protective Clothing
QM 11.2.13 Cleaning and Sanitation
QM 11.3 Personnel Hygiene and Welfare
QM 11.3.2 Handwashing

Document Reference QM 2.1.3 Food Safety Quality Management System
Revision 1  11th March 2014
Owned by: Technical Manager
Authorised By: Managing Director
QM 11.3.3 Clothing
QM 11.3.4 Jewellery Policy
QM 11.3.5 Control of Visitors and Contractors
QM 11.3.6 Staff Amenities
QM 11.3.6 - 9 Staff Facilities
QM 11.3.11 First Aid
QM 11.4 Hygiene Code of Practice
QM 11.5 Water and Ice Supply
QM 11.5.2 Monitoring Water Microbiology and Quality
QM 11.5.7 Air Quality
QM 11.6 Storage and Transport
QM 11.6.6 Loading, Transport and Unloading Practices
QM 11.7 Control of Operations
QM 11.7.5 A Glass Policy
QM 11.7.5 B Control of Brittle Materials
QM 11.7.5 C Glass & Brittle Material Breakage Procedure
QM 11.7.5 Control of Foreign Matter Contamination
QM 11.7.6 Detection of Foreign Objects
QM 11.8 On-Site Laboratories
QM 11.9 Waste Disposal
QM 11.10 Exterior

The HACCP manual documents of the Food Safety Quality Management System Procedures are pre-fixed HACCP and are as follows:

HM 1 HACCP System
HM 2 HACCP Team
HM 3 HACCP Prerequisites
HM 4 HACCP Scope and Product Information
HM 5 HACCP Intended Use
HM 6 HACCP Flowcharts
HM 7 HACCP Flowchart Verification
HM 8 Hazard Identification
HM 9 Hazard Assessment
HM 10 Identification and Assessment of Control Measures
HM 11 Identification of Critical Control Points (CCPs)
HM 12 Establishing Critical Limits for each CCP
HM 13 Establishing a Monitoring System for each CCP
HM 14 Establishing a Corrective Action Plan
HM 15 Establishing Verification Procedures
HM 16 Establishing HACCP Documents and Records
HM 17 Review of the HACCP Plan
HM 18 Flow Diagram
HM 19 Product Description
HM 20 Hazards
HM 21 HACCP Validation
HM 22 HACCP Plan
HM 23 HACCP Verification Audit Summary
HM 24 HACCP Instruction 1
HM 25 HACCP Instruction 2
HM 26 Hazard Instruction 3
HM 27 HACCP Definitions
HM 28 HACCP Verification Record
HM 29 HACCP Steering Group Review
HM 30 Raw Material Summary
HM 31 Finished Product Summary
HM 32 Decision Tree
HM 33 HACCP Planner

The controlled records of the Food Safety Quality Management System are pre-fixed QMR and are as follows:

QMR 001  Management Review Minutes
QMR 002  Training Record
QMR 003  Product Release Record
QMR 004  Design and Development Records
QMR 005  Supplier Assessment Record
QMR 006  Validation Record
QMR 007  Identification and Traceability Record
QMR 008  Register of Customer Property
QMR 009  Calibration Record
QMR 010  Internal Audit Record
QM 2.1.3 Food Safety Quality Management System

QMR 011 Records of Non-conforming Product
QMR 012 Corrective Action Request Form
QMR 013 Preventative Action Request Form
QMR 014 Supplier Self Assessment and Approval Form
QMR 015 Equipment Commissioning Record
QMR 016 Return to Work Form
QMR 017 Hygiene Policy Staff Training Record
QMR 018 Complaint Investigation Form
QMR 019 Prerequisite Audit Checklist
QMR 020 Knife Control Record
QMR 021 Knife Breakage Report
QMR 022 Goods in Inspection Record
QMR 023 Equipment Cleaning Procedure
QMR 024 Glass and Brittle Plastic Breakage Record
QMR 025 Metal Detection Record
QMR 026 First Aid Dressing Issue Record
QMR 027 Cleaning Schedule
QMR 028 Cleaning Record
QMR 029 Engineering Hygiene Clearance Record
QMR 030 Glass and Brittle Plastic Register
QMR 031 GMP Audit Checklist
QMR 032 Vehicle Hygiene Inspection Record
QMR 033 Outgoing Vehicle Inspection Record
QMR 034 Pre Employment Medical Questionnaire
QMR 035 Visitor Questionnaire
QMR 036 Product Recall Record
QMR 037 Shelf Life Confirmation Record
QMR 038 Accelerated Keeping Quality Log
QMR 039 Goods In QA Clearance Label
QMR 040 Maintenance Work Hygiene Clearance Form
QMR 041 Changing Room Cleaning Record
QMR 042 Colour Coding Red Process Areas
QMR 043 Daily Cleaning Record for Toilets and Changing Rooms
QMR 044 Drain Cleaning Procedure Filler Areas
QMR 045 General Cleaning Procedure
QMR 046 Product QA Clearance Label

Document Reference QM 2.1.3 Food Safety Quality Management System
Revision 1 11\textsuperscript{th} March 2014
Owned by: Technical Manager
Authorised By: Managing Director
The Criteria and Methods required to ensure that the operation and control of these processes are effective are documented in these procedures and records. These procedures are supported by second tier documents specific to each area including:

- Validation Records
- Verification Records
- Work Instructions
- Specifications
- Testing schedules
- Risk assessments
- Job Descriptions
- HACCP Plans
- Critical Control Point Monitoring Procedures

Measurement, monitoring and review are carried out by analysis of data in key areas including:

- Critical Control Point monitoring
- Analytical testing
- Microbiological testing
QM 2.1.3 Food Safety Quality Management System

- Complaints analysis
- Key Quality performance indicators
- Standard Exception Reporting
- Results of Inspections
- Results of Internal audits
- Results of External Audits

The company has assessed the resources required to implement, maintain, and improve the Quality Management System and these resources have been provided including:

- Skilled Personnel
- Suitable materials
- Suitable equipment
- Appropriate Hardware and Software
- Infrastructure
- Information
- Finances
- Audit resource
- Training resource

Action is taken in response to results in order to correct and prevent deficiencies and to improve the probability of achieving company objectives.

Regular management reviews are conducted by the Senior Management team to ensure performance is monitored and analysed. Review outputs include site quality objectives which are published and communicated to all staff to ensure focus is maintained both on meeting these objectives and on continuous improvement.

Responsibility

Senior Management is responsible for implementing, maintaining, reviewing and improving the Food Safety Quality Management System. The Technical Manager is a member of the Senior Management team and has been appointed the Management Food Safety Representative/SQF Practitioner.
Customer, Statutory and Regulatory Requirements

The scope of the Food Safety Quality Management System includes all customer, statutory and regulatory documents applicable to the business including:

- SQF Code
- Food Regulations
- National/International Standards
- Customer Codes of Practice

The company has a system in place through the Industry Federation to ensure that it is kept informed of all relevant legislation, food safety issues, legislative scientific and technical developments and Industry Codes of Practice applicable in the country of production and, where known, the country where the product will be sold. This information is used for reference and Hazard Analysis. Maintenance of these files is the responsibility of the Technical Manager who is responsible for circulating updates to relevant sections of the business. To ensure legal compliance authority and guidance for use of new labels is required from the Technical Manager prior to first production.

The Senior Management team ensure that the design and implementation of the Food Safety Quality Management System is within the guidelines of customer, statutory and regulatory documents, also taking into consideration:

- the business environment, changes in that environment or risks associated with that environment
- varying needs of the business
- company objectives
- the processes employed on site
- the size and organisational structure of the site

This process is discussed during Management review and the outcome documented in the minutes.
Improvement

The company is committed to continual improvement of its management systems through:

- Quality policy and objectives
- Auditing of systems and processes
- Corrective and preventive actions
- Analysis of data
- The use of hazard analysis in developing schedules for quality and food safety control aids in defining preventive actions and in continual improvement of processes.

Document Hierarchy
QM 2.1.3 Food Safety Quality Management System

Food Safety Quality System Process Diagram

Plan & Document

Improve

Implement

Review

Maintain, Measure, Audit

Improve

Implement

Review

Maintain, Measure, Audit