



# Food Safety and Quality Management System

## 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 current version of the BRC Global Standard for Food Safety.

## 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 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 divided into 7 sections and pre-fixed QM as follows:

#### Section 1

- QM 1.1 Senior Management Commitment
  - QM 1.1.1 Food Safety and Quality Policy
  - QM 1.1.2 Food Safety and Quality Objectives
  - QM 1.1.3 Senior Management Review
  - QM 1.1.4 Management Review
  - QM 1.1.5 Human and Financial Resources
  - QM 1.1.6 Communication



# Food Safety and Quality Management System

## QM 1.2 Responsibility and Authority

### Section 2

QM 2.1 HACCP Team

QM 2.2 HACCP Prerequisites

QM 2.3 HACCP Product Description and Scope

QM 2.4 HACCP Intended Use

QM 2.5 HACCP Flowcharts

QM 2.6 HACCP Flowchart Verification

QM 2.7.1 Hazard Identification

QM 2.7.2 Hazard Assessment

QM 2.7.3 Identification and Assessment of Control Measures

QM 2.8 Identification of Critical Control Points (CCPs)

QM 2.9 Establishing Critical Limits for each CCP

QM 2.10 Establishing a Monitoring System for each CCP

QM 2.11 Establishing a Corrective Action Plan

QM 2.12 Establishing Verification Procedures

QM 2.13 Establishing HACCP Documents and Records

QM 2.14 Review of the HACCP Plan

### Section 3

QM 3.1 Food Safety and Quality Management System

QM 3.2 Document Control

QM 3.3 Control of Records

QM 3.4 Internal Audit

QM 3.5 Supplier Approval and Monitoring

QM 3.6 Specifications

QM 3.7 Corrective Action and Preventative Action

QM 3.8 Control of Non-conforming Product

QM 3.9 Identification and Traceability

QM 3.10 Management of Customer Complaints

QM 3.11.1 Management of Incidents

QM 3.11.2 Product Recall Procedure

QM 3.12 Customer Focus

Document Reference **Food Safety and Quality Management System QM 3.1**

Revision 1 8<sup>th</sup> January 2015

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## Section 4

QM 4 Site Standards

QM 4.1 External Standards

QM 4.2 Site Security

QM 4.2.1 Control of Visitors and Contractors

QM 4.3 Layout, Product Flow and Segregation

QM 4.4 Building Fabric

QM 4.5 Utilities - Water and Air

QM 4.6 Equipment

QM 4.7 Maintenance

QM 4.8 Staff Facilities

QM 4.9 Product Contamination Control

QM 4.9.1 Chemical Contamination Control

QM 4.9.2 Metal Contamination Control

QM 4.9.3 Control of Brittle Materials

QM 4.9.4 Control of Wood

QM 4.10 Foreign Body Detection and Removal

QM 4.11 Housekeeping and Hygiene

QM 4.12 Waste & Waste Disposal

QM 4.13 Management of Surplus Food & Animal Feed

QM 4.14 Pest Control

QM 4.15 Storage

QM 4.16 Dispatch and Transport

## Section 5

QM 5.1 Product Design & Development

QM 5.2 Product Labelling

QM 5.3 Management of Allergens

QM 5.3.1 Nut Control Procedure

QM 5.3.2 Types of Allergens

QM 5.4 Product Authenticity Claims and Chain of Custody

QM 5.5 Product Packaging

QM 5.6.1 Product Inspection

QM 5.6.2 Laboratory Quality Manual

QM 5.7 Product Release

### Section 6

- QM 6.1 Control of Operations
- QM 6.2 Labelling and Pack Control
- QM 6.3 Quantity Control
- QM 6.4 Calibration

### Section 7

- QM 7.1 Training
- QM 7.2 Personal Hygiene
- QM 7.3 Medical Screening
- QM 7.4 Protective Clothing

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

- HM 001 HACCP Flow Diagram
- HM 002 Product Description
- HM 003 HACCP Hazards
- HM 004 BRC Hazard Assessment & Critical Control Point Calculator
- HM 005 HACCP Validation
- HM 006 HACCP Plan
- HM 007 HACCP Verification Audit Summary
- HM 008 CCP Procedure Sample
- HM 009 CCP Record Sample Pasteurizer Log Sheet
- HM 010 Decision Tree
- HM 011 HACCP Definitions
- HM 012 HACCP Verification Record
- HM 013 Finished Product Summary
- HM 014 HACCP Steering Group Review
- HM 015 Raw Material Summary
- HM 016 HACCP Calculator Instruction 1
- HM 017 HACCP Calculator Instruction 2
- HM 018 HACCP Calculator Instruction 3



# Food Safety and Quality Management System

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

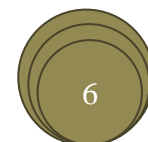
QMR 001	Management Review Minutes
QMR 002	Training Record
QMR 003	Product Release Record
QMR 004	Design and Development Records
QMR 005	Supplier Assessment Record
QMR 006	Validation Record
QMR 007	Identification and Traceability Record
QMR 008	Register of Customer Property
QMR 009	Calibration Record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

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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
QMR 047	CIP Programmes Log
QMR 048	Sample Filler Cleaning Record
QMR 049	Pipe Diameter Flow Rate Conversion Table
QMR 050	QC Online Check Sheet
QMR 050	QC Online Check Sheet
QMR 051	Non Conformance Notification
QMR 052	CIP Chemical Log
QMR 053	Double Hold Label
QMR 054	Supplier Register
QMR 055	Chemical Register
QMR 056	Non Approved Supplier Sample Plan
QMR 057	Warehouse Cleaning Record
QMR 058	Product Recall Trace
QMR 059	Product Recall Test Record
QMR 060	Document Master List

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:

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

Procedures and work instructions are clear, unambiguous and in appropriate languages for the work force. Where necessary documents are supported by pictorial instructions and photographs to support written instructions and aid comprehension.

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

- Critical Control Point monitoring
- Analytical testing
- Microbiological testing
- 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 Food Safety 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 and Food Safety Representative.

The Technical Manager is responsible for ensuring relevant components of the food safety management system are readily available to key relevant staff.

### 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:

- Food Safety Legislation, Regulations and Directives
- 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

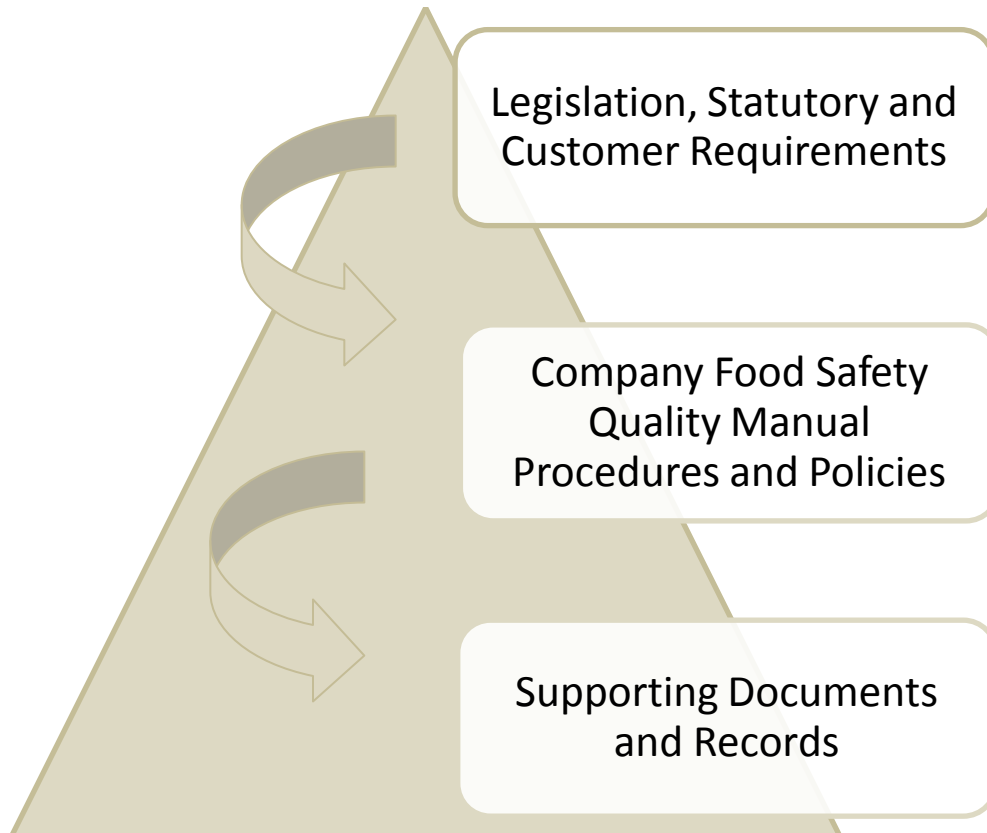
This process is discussed during Management review and the outcome documented in the minutes.

### 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
- Management Review – Refer to Management Review Procedure
- 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



### Food Safety Quality System Process Diagram

