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

<table>
<thead>
<tr>
<th>QMR 001</th>
<th>Management Review Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>QMR 002</td>
<td>Training Record</td>
</tr>
<tr>
<td>QMR 003</td>
<td>Product Release Record</td>
</tr>
<tr>
<td>QMR 004</td>
<td>Design and Development Records</td>
</tr>
<tr>
<td>QMR 005</td>
<td>Supplier Assessment Record</td>
</tr>
<tr>
<td>QMR 006</td>
<td>Validation Record</td>
</tr>
<tr>
<td>QMR 007</td>
<td>Identification and Traceability Record</td>
</tr>
<tr>
<td>QMR 008</td>
<td>Register of Customer Property</td>
</tr>
<tr>
<td>QMR 009</td>
<td>Calibration Record</td>
</tr>
<tr>
<td>QMR 010</td>
<td>Internal Audit Record</td>
</tr>
<tr>
<td>QMR 011</td>
<td>Records of Non-conforming Product</td>
</tr>
<tr>
<td>QMR 012</td>
<td>Corrective Action Request Form</td>
</tr>
<tr>
<td>QMR 013</td>
<td>Preventative Action Request Form</td>
</tr>
<tr>
<td>QMR 014</td>
<td>Supplier Self Assessment and Approval Form</td>
</tr>
<tr>
<td>QMR 015</td>
<td>Equipment Commissioning Record</td>
</tr>
<tr>
<td>QMR 016</td>
<td>Return to Work Form</td>
</tr>
<tr>
<td>QMR 017</td>
<td>Hygiene Policy Staff Training Record</td>
</tr>
<tr>
<td>QMR 018</td>
<td>Complaint Investigation Form</td>
</tr>
<tr>
<td>QMR 019</td>
<td>Prerequisite Audit Checklist</td>
</tr>
<tr>
<td>QMR 020</td>
<td>Knife Control Record</td>
</tr>
<tr>
<td>QMR 021</td>
<td>Knife Breakage Report</td>
</tr>
<tr>
<td>QMR 022</td>
<td>Goods in Inspection Record</td>
</tr>
<tr>
<td>QMR 023</td>
<td>Equipment Cleaning Procedure</td>
</tr>
<tr>
<td>QMR 024</td>
<td>Glass and Brittle Plastic Breakage Record</td>
</tr>
<tr>
<td>QMR 025</td>
<td>Metal Detection Record</td>
</tr>
<tr>
<td>QMR 026</td>
<td>First Aid Dressing Issue Record</td>
</tr>
<tr>
<td>QMR 027</td>
<td>Cleaning Schedule</td>
</tr>
<tr>
<td>QMR 028</td>
<td>Cleaning Record</td>
</tr>
<tr>
<td>QMR 029</td>
<td>Engineering Hygiene Clearance Record</td>
</tr>
<tr>
<td>QMR 030</td>
<td>Glass and Brittle Plastic Register</td>
</tr>
<tr>
<td>QMR 031</td>
<td>GMP Audit Checklist</td>
</tr>
<tr>
<td>QMR 032</td>
<td>Vehicle Hygiene Inspection Record</td>
</tr>
</tbody>
</table>
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

- Legislation, Statutory and Customer Requirements
- Company Food Safety Quality Manual Procedures and Policies
- Supporting Documents and Records
Food Safety and Quality Management System

Food Safety Quality System Process Diagram

Plan & Document

Improve

Implement

Review

Maintain, Measure, Audit

Document Reference Food Safety and Quality Management System QM 3.1
Revision 1  8th January 2015
Owned by: Technical Manager
Authorised By: General Manager