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Prepared by:	Farhana Yones
Approved By:	Vic Rebelo

FOOD SAFETY POLICY

POL.01. FOOD SAFETY POLICY

MASTER CHIP & VEG has a long-standing commitment to supply high- quality products and service levels that consistently meet and exceed customer and consumer expectation. Fundamental to this is the responsibility to ensure the quality and food safety of all the products we source, process, and distribute across all customer categories.

We are committed to continually enhancing the reputation of the brands we produce and distribute, maintaining consumer confidence in our portfolio through the development and implementation of quality and food safety systems, standards and practises based on the following food safety, and quality management legislation/acts/guidelines/standards.

- SANS 10049:2012
- SANS 241-1:2015
- R 364, Agricultural Products Standard Act 1990, Act No. 119 of 1990
- SANS 10330:2007 – Requirements for Hazard Analysis and Critical Control Point (HACCP) system
- ISO 22000:2018 - Food Safety management systems – Requirements for any organization in the food chain
- FSSC 22000, Version 5.1 - Requirements for organizations that require certification.
- ISO T/S 22000/1:2009
- Board of Stakeholders (BoS) Decision List
- GFSI version 7
- Food Stuffs, Cosmetics and Disinfectants Act, 1972 (Act No. 54 of 1972) and its regulations (R962, R146, R908, R 364, R638)
- Act No. 9 of 2014: Legal Metrology Act, 2014
- Recommended International Code of Practise General Principles of Food Hygiene, CAC/RCP 1-1969, Rev 4 – 2003
- R146
- COVID-19 Occupational Health and Safety Measures in Workplaces COVID-19 (C19 OHS), 2020 (No. 479)

We believe that the responsibility for achieving quality and food safety commitments lies with every single Master Chip and Veg employee, in how they do their jobs and in their relationships with



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stakeholders, and that quality and food safety is the responsibility of every employee that has a direct and indirect influence on components / ingredients, packaging, manufacturing/ processing, storage and transport of products.

******* ALL PERSONS SHALL HAVE THE RESPONSIBILITY TO REPORT PROBLEM (S) WITH REGARDS TO THE FSMS TO IDENTIFIED PERSON (S).**

Our food safety system will ensure best practise guidelines are followed by committing to the following:

1. We manufacture and deliver products that meet the highest quality and food safety standards.
2. We comply with and meet all statutory and regulatory requirements for quality and food safety, including mutually agreed customer requirements related to quality and food safety.
3. We will ensure a sustainable quality and food safety culture through the implementation, certification and continuous improvement of effective quality and food safety management systems compliant with all statutory and regulatory requirements in all areas of business.
4. We will validate the effectiveness of the quality and food safety management system through internal and external audits and follow up with necessary corrective and preventative action where required to.
5. We will apply a 'risk assessment methodology' aligned with the context in which we operate to facilitate our ability to achieve quality and food safety management objectives and continually improve.
6. We will build a quality and food safety capability, mindset and culture through structured programmes that develop employee's competencies and technical skills, increase awareness, manage risk and drive increasing levels of excellence across the organisation.



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7. We will continually review quality and food safety policies, standards, and procedures to effectively manage food safety risks associated with changes in products, processes, and technologies.
8. We will include quality and food safety strategies in the annual business planning process to ensure that food safety and quality remains an integral part of operations.
9. We will set measurable quality and food safety objectives for all operations, and at group level, to ensure continuous improvements and compliance with all standards.
10. We will ensure that suppliers and service providers embrace the same quality and food safety commitments and monitor the materials and services they supply through audits and incoming goods inspections.
11. We will communicate quality and food safety requirements to suppliers, service providers, contractors, customers, and consumers and other relevant interested parties by establishing specifications and or clear guideline requirements for ingredients, packaging material, product storage and distribution and consumer guidelines.
12. We will communicate quality and food safety aspects, strategies and performance to employees, associates, consumers, and customers.

LEADERSHIP AND COMMITMENT:

The Management of Master Chip and Veg Commit to:

- ❖ **Be accountable for the effectiveness of the quality and food safety management system** by reacting to audit non-conformances with necessary corrective and preventative measures and initiating the necessary process and product measures.
- ❖ **Ensure that the quality and food safety policy objectives are established and align with the context and strategic direction of the organisation** by establishing a food safety and quality policies that fit in with the organisational context.



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- ❖ **Integrate the FSMS requirements into the business processes** - part of daily business activities.
- ❖ **Promote use of the process approach and risk-based thinking** by focussing on processes and considering and preparing for assessed risks.
- ❖ **Ensure resources needed for the FSMS are available** including time, personnel, and equipment.
- ❖ **Communicating the importance of an effective food and quality management system.**
- ❖ **Establishing a strong food safety culture** that will be the foundation that gives strength to a successful food safety program and the implementation thereof.

Food Safety Culture (Culture – a reflection of attitudes and behaviours)

1. Food safety is more than a set of programs – it is a mindset, and as such become the basis of a culture. A culture reflects attitudes and behaviours by employees who carry out the manufacturing processes. Their awareness and attention is the key to reducing food safety issues.
2. A commitment to food safety by senior management not only demonstrates a company value, but it serves as a constant example for employees to follow.
3. A successful food safety culture holds an expectation that employees are not only obligated but are comfortable raising issues that are relevant to food safety.
4. Master Chip and Veg will encourage employee engagement by maintaining a visible food safety culture that support the objectives of the food safety management system.
5. Monthly (or as required) staff meetings are held, chaired by the business owner where all employees are encouraged to give feedback on any issues regarding food safety, legality, food integrity or food quality – in addition, employees are made aware via relevant training programs of the importance of reporting on any issue of non-compliance to product quality, product safety, food safety or health and safety immediately to the relevant management team member.



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6. **Confidential reporting structure** – where necessary, or if an employee feels more comfortable, all employees can direct any concerns relative to food or product quality, safety and integrity directly to the business owner (open door company policy, or telephonically on 082 554 5043). Communication between management and employees will be used to establish trust so that employees feel empowered to speak up if they have food safety concerns.
7. Senior management shall define and maintain a clear plan for the development and continuing improvement of a food safety and quality culture. This shall include:
 - **Defined activities** involving all section of the site that have an impact on product safety.
 - **An action plan** indicating how these activities will be undertaken and measured, and the intended timescales.
 - **Review of the effectiveness of completed activities** – clear objectives must be defined to maintain and improve the safety, legality and quality of products. Objectives include:
 - Targets or clear measures of success.
 - Clear communication to relevant staff.
 - Monitoring and results reported ongoingly to business owner.
8. To encourage and foster employee engagement, Master Chip and Veg management commit to a 'visible food safety culture' – this means ensuring that any food safety feedback is immediately integrated back into the relevant process and documentation updated, as well as ensuring that required resources such as measuring equipment is provided, and properly maintained for effective use, and monitoring of results thereof. These investments will help strengthen the company's reputation through a proactive approach, and help employees realise that senior management is fully committed to promoting food safety, and that the overall company attitudes and behaviours that support food safety will be sustained.



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9. Master Chip and Veg shall ensure that all relevant persons doing work under the scope of the organisations food safety system shall be aware of their individual contribution to the effectiveness of the FSMS including the benefits of improved food safety performance.
10. Plan for Continual Engagement and Progress Checks – a strong food safety culture is a work in progress. In order to continually grow and engage food safety culture, we will focus on the following key aspects:
 - **Our Systems:** can our processes and procedures be updated not only for greater efficiency, but also to improve food safety.
 - **Our employees:** are we giving them the best training available so that they can recognize potential food safety issues? Do they feel comfortable raising concerns to management?
 - **Our Tools:** are we using the most effective tools and or equipment to prevent food safety related issues?
 - **Our structure:** Is there a schedule for ongoing assessments, information gathering and risk analysis?

ORGANISATIONAL ROLES RESPONSIBILITY AND AUTHORITY

1. Every employee will be made aware of who is responsible for the various elements of the food safety management system to ensure successful implementation.
2. This will be done by making available to all employees a list of key personnel and their job descriptions and responsibilities – (organisational chart) as they relate to the food safety management system.
3. The organisational chart will clearly define roles, responsibilities, and authorities per key personnel in the food safety management system and this will be communicated throughout the organisation.
4. The Food Safety Policy:



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- will be communicated to all employees using relevant training programs.
 - Master Chip and Veg has appointed a technically competent person to oversee the implementation of this policy (**Food Technologist**).
 - The policy will be validated by adherence to **procedures** and the use of **records, checklists, and audits (internal and external)**.
 - Manual documents will be signed and approved by Master Chip & Veg owner, and implementation dates will be assigned to each document.
 - All employees will be trained on an ongoing basis to ensure their involvement, commitment, and success in this policy.
5. **A Food Safety Hazard Analysis** will be conducted where the appropriate risks associated with all processes are identified. Preventative methods will be described to ensure the reduction of the risk of occurrence and the control of these hazards. Hazard analyses will be conducted on the premises, building, worker facilities and practices, protective wear, receiving and incoming goods, storage facilities, production processes, methods of foreign object controls, temperature control, final product packing, storage, dispatch and transport, maintenance, pest control, cleaning and sanitizing etc.



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COMMUNICATION

External Communication (All Affected Stakeholders)

To ensure that sufficient information on issues concerning food safety is available throughout the food chain, Master Chip and Veg shall establish, implement, and maintain effective communication with:

1. Suppliers and contractors
2. Customers and consumers, relative to product information (including instructions regarding intended use, specific storage requirements and, as appropriate, shelf life) enquiries, contracts or order handling amendments and customer feedback including customer complaints.
3. Statutory and regulatory authorities, and
4. Other organizations that have an impact on, or will be affected by, the effectiveness or updating of the food safety management system.
5. Records of communications shall be maintained.
6. Designated personnel shall have defined responsibility and authority to communicate externally any information concerning food safety.
7. Information obtained through external communication shall be included as an input to system updating and management review.

Internal communication:

1. Master Chip and Veg shall establish, implement, and maintain effective arrangements for communicating with personnel on issues having an impact on food safety.
2. To maintain the effectiveness of the food safety management system, the organization shall ensure that the food safety team is informed in a timely manner of changes.
3. The food safety team shall ensure that this information is included in the updating of the food safety management system.



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OBJECTIVES OF FOOD SAFETY POLICY:

1. A **preventative** approach to food safety.
2. Foster and maintain a **strong culture** of food safety.
3. Conduct a **hazard analysis** to evaluate threats to food safety.
4. To maintain a minimum of 80% compliance in our internal food safety audits.
5. This will help in turn to **identify process improvements**.
6. **Enhance customer satisfaction** / reduce dissatisfaction.
7. **Respond to customer complaints immediately (within 24hours) if possible, or where the complaint requires investigation that will take longer than the stipulated 24 hours, acknowledge receipt of the complaint and update the customer accordingly as the investigation progresses.**
8. Ensure **compliance** to legal and regulatory requirements and to ensure that we remain informed on new regulatory updates, customer requirements, or **new technologies** that support the mission of safe food.
9. Increase **organisational credibility** and **reputation**.
10. To ensure that there is no ***Listeria monocytogenes*** present in our product.
11. To complete all verification activities within 1 working week of the scheduled date.
12. To not have any product recalls during 2022.
13. Improve **internal and external communication** with all affected stakeholders.
14. Increases the range of supply and in turn **increase profitability** of the business.
15. To continuously improve our food safety management system in line with the increased scope of **FSSC 22000**.
16. **To maintain a minimum number of non-conformances in our external food safety audit – less than 3.**



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17. **To ensure that adequate resources are available to support the continuous improvement of our food safety system.**
18. To train members of the food safety team to become more involved in implementation and verification of food safety objectives.

Victor Rebelo

CEO, Business Owner

Farhana Yones

Food Technologist