

# FOOD SAFETY QUALITY MANUAL

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## Section: 2.5

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### Senior Management Commitment and Continual Improvement

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The Board and senior management at Fosters demonstrates its commitment to the implementation of the requirements of the Global Standard for Food Safety by communication and continual assessment of procedures throughout the Quality Manual.

The company's senior management provide the human and financial resources required to implement and improve the processes of the quality management system and the food safety plan.

Quality and food safety issues will be collated at a managers meeting and relayed to relevant team members through the organisation via letters, memos, announcement on the **Company's Intranet** and the **Staff Notice Board** dependant on severity and nature of information being relayed.

An Annual Meeting of managers will be held to review this and the previous twelve months trading information, it will be undertaken at a venue selected by the Managing Director. The meeting will look at and discuss how the company has faired in all areas of trade / production / safety over the previous year, with emphasis on future corrective and reduction strategies.

The company's future development will also be discussed, looking at an implementation strategy for growth covering both Fosters and customers using innovation and NPD. These steps are taken to exceed customer's needs and wants whilst maintaining all relevant legal and regulatory requirements.

To this end the senior management has established the Quality Policy and objectives, which includes management reviews that are undertaken at a frequency determined by the Managing Director. It also ensures that the resources needed to provide quality and safe products are available as and when required.

Fosters board of directors hold regularly to discuss and review strategic and any Health and Safety issues. Issues brought to this forum will be discussed and addressed dependant on issue in question, and an action plan implemented relating to person(s) responsible. Issues not classed as urgent will be gathered and relayed at Fosters annual review meeting.

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## COMPANY QUALITY POLICY

It is our policy and commitment to provide our customers with a range of safe and legal products to meet their expectations, requirements and all current EC and UK legislation offering the highest quality and value for money.

We recognise that the continued success of the company depends on the supply of competitive products to meet our customers' demands. Consequently the quality of our products must be of the highest possible standards made by a fully trained and motivated workforce under the control of our HACCP based manufacturing standards.

The company recognises that our success can only be achieved through the support and endeavour of our staff. To that extent the company are committed to staff advancement through our training matrix.

**John Foster**  
**Managing Director**

**14<sup>th</sup> March 2008**

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Our quality and food safety objectives are regularly monitored and reviewed. In order to demonstrate our achievement we carry out continuous measure of our performance in a regular basis.

The cost of the waste is monitored by the Purchasing Director weekly and the figures are sent to the departments by email.

The Customer Complaint Analysis made by the QA Manager monthly and forwarded to the relevant departments. Performance is reviewed at Fosters annual management review meeting.

Reduction of defect: Non-conformances are assessed by QA quarterly and the results are sent out by email.

To identify and address any safety or legality issue we use the channels below:

- Pigeon holes
- Memo system in place
- Announcement on the Company's Intranet
- Circular e-mails

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