

	<b>Forbes Foods</b> <b>Food Safety Management System</b>	<b>Document No:</b>	<b>FSM004</b>
		<b>Revision No:</b>	3
		<b>Revision Date:</b>	18/07/2024
<b>Document Name:</b>	Food Safety Policy		
<b>Authorised by:</b>	Managing Director	<b>Signature:</b>	
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**Forbes Foods** is a spice manufacturing, warehousing and packing facility which focuses on the sale and distribution of different range of spices and herbs. The management is committed to the planning, implementation, maintenance, review and continuous improvement of our Food Safety Management System, which is based on the ISO 22000:2018, FSSC 22000 v. 6, ISO/TS 22002-1 – PRPs, and customer, legislative and sector specific regulatory requirements.

**Forbes Foods** strive to maintain a zero- defect attitude and culture, striving to always provide its customers with safe products which are consistent in high quality. In support of these values, we will ensure that the necessary training, human and monetary resources are available to consistently deliver excellent quality products, which comply with local and relevant international legislation and meet customer specifications and expectations. The food safety policy shall be reviewed at least annually for continued suitability, relevance and effectiveness in the management review meeting. It is communicated to all relevant interested parties within the organization and ensure that it is understood through training and is displayed in strategic places throughout the organization's facility and externally will communicate through Forbes Foods Website.

We aim to achieve our goals through our commitment to the following objectives:

#### Customer Focus

- i. Customers are our lifeblood. Meeting and exceeding their needs constitute our primary objective.
- ii. Satisfying our customers with products that consistently conform to agreed specifications.
- iii. Ensuring that we understand current and future customer needs.

#### Involvement of Our People

- iv. We will involve all people, enabling ownership, accountability and responsibility. We will continually develop our staff as we recognize their value in our business.
- v. Ensuring that full involvement of all staff in the success of the organisation is achieved.
- vi. Ensuring people's knowledge and skills are developed to meet their own, and the organisation's goals.
- vii. Ensuring all members of staff understand their responsibilities for quality, legality and food safety

#### Maintenance of the FSMS program

- viii. Ensuring that all key processes, and associated resources, are effectively managed and maintained.
- ix. Operating a Food Safety Management System in line with the regulatory requirements and ISO 22000:2018.

#### Mutually Beneficial Supplier Relationships

- x. Our suppliers constitute a critical element in our ability to satisfy market needs and our approach is one of mutually beneficial development and partner

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Quality Objective	Key Success Activity	Performance Measure/ Indicator	Target	Responsibility for Action and Reporting	Frequency of Reporting	Review Forum	Frequency of Review
<b>Customer Focus</b>	Customer Complaints	% Customer Complaints	0 % Health & Safety Complaints And < 10 Customer Quality Complaints Units	Quality Manager	Quarterly	Mgt Team	Quarterly
	Customer Satisfaction questionnaire	% Score	80% score Satisfaction questionnaire	Sales Manager	Annually	Mgt Team	Annually
<b>Involvement of People</b>	Staff Development	% Completion of training matrix	70% of completion and competence	Operation Manager	Annually	Mgt Team	Annually
<b>Maintenance of the FSMS</b>	Meeting of FSSC audit Requirements	Pass/Fail	Pass	Quality Manager	Annually	Mgt Team	Annually
	Internal Audits	Actively according to schedule	On-Time	Quality Manager	Twice a year	Mgt Team	Twice a year
<b>Mutually beneficial Supplier Relationships</b>	Supplier Audits / Supplier 3 <sup>rd</sup> party audits	Pass/Fail	Pass	Quality Manager	Annually	Mgt Team	Annually
<b>Health and safety</b>	Injury cases of employees at work due to machines, product.	%cases of Injuries and health employee complains	0% health complains due to Product cases. < 5 injuries at work cases.	SHEQ	Quarterly	Mgt Team	Quarterly