

Food Safety & Quality Policy



Chadwicks are committed to providing our customers with high quality products and world class customer service. We achieve this by maintaining robust business processes supported by our quality management system and by continually striving to improve performance in everything we do. Below is a summary of our systems:

1. **Organisational Responsibility** — the food safety and quality responsibilities of all individuals at all levels of the organisation are outlined and documented in order to ensure the authority and accountability of all food safety and quality decisions are well-understood.
2. **Food Safety & Quality Standards** — our comprehensive food safety and quality programmes ensure compliance with Hazard Analysis and Critical Control Points (HACCP) and the requirements of the BRCGS Packaging Materials & ISO 9001 Standards.
3. **Regulatory Compliance** — we ensure all products and processes comply with applicable regulatory requirements.
4. **Food Fraud and Food Defence** — we plan, design, implement and maintain a comprehensive Threat and Vulnerability Assessment of the supply chain and manufacturing process considering potential fraud and malicious tampering and maintain a comprehensive *Site Security and Emergency Response Plan* to ensure our products are safe. The Food Fraud and Food Defence system is reviewed annually for effectiveness and updated as necessary.
5. **Product Design** — products, processing equipment and facilities are designed and developed in a manner that enables us to produce product that is safe, legal and fit for purpose. Equipment design and procurement must meet all standards for GMP compliance and sanitary design.
6. **Manufacturing** — we are committed to the manufacture of products that are safe and fit for purpose. We achieve this by ensuring the process is controlled, raw materials are managed appropriately, and the finished product is handled correctly.
7. **Documentation and Records** — we maintain a defined master list of documents and has assigned responsibility for managing documents. Records are maintained to demonstrate compliance with manufacturing specifications and policies.
8. **Supply Quality** — purchased raw materials are procured against an agreed specification from approved suppliers. Supplier performance is routinely monitored, recorded and reassessed.
9. **Auditing and Self-Assessments** — we have an established framework for conducting food safety and quality self-assessments. These audits provide assessments of manufacturing facilities for compliance, effectiveness and improvement in accordance with our food safety & quality policy and procedures.
10. **Corrective and Preventive Action** — corrective and preventive action is initiated in response to non-conformances that may occur relative to process or product. Effectiveness is verified by the prevention of reoccurrences. The corrective action programme includes effective and timely handling of internal and customer complaints, root-cause analysis and follow-up verification of corrective and preventive actions taken.
11. **Training** — new employees receive induction training concerning the company hygiene rules and potential food safety hazards before commencing work. Additional and refresher training is conducted based on the results of internal audits, CAPA and continual improvement initiatives. Each functional department identifies training needs and provides training for all employees. This ensures they have the appropriate level of education, experience and training necessary to effectively perform the required activities specified in the Food Safety & Quality Policy.
12. **Customer Satisfaction** — we ensure procedures are in place to monitor customer satisfaction. The procedures provide timely and accurate responses to customer complaints and strive for continuous improvement.
13. **On Time In Full** — we measure our supply chain to ensure its effectiveness in meeting our customers delivery expectations.
14. **Food Safety Culture** — measure product safety and culture.

Right First Time & Continual Improvement — our belief is that everything can and must be improved. We aim to achieve this by providing the necessary tools, training, resources and direction to develop a culture of Right First Time and Continual Improvement.

This policy will be reviewed annually by the CEO.

A handwritten signature in black ink, appearing to read 'Alastair Bearman'.

Alastair Bearman
CEO

Approval date: 22.06.23— Revision 27