

## R04-2 FOOD SAFETY & QUALITY POLICY

At Chill Beverages, we are dedicated to crafting beverages of the highest quality and ensuring the safety of our products for our consumers. We understand the importance of maintaining stringent standards throughout the beverage manufacturing process to uphold our reputation and, most importantly, the trust of our customers. Therefore, we have established the following Food Safety & Quality Policy:

1. **Adherence to Beverage Regulations:** We are committed to complying with all applicable beverage manufacturing regulations, standards, and guidelines in every region where our products are distributed. Our commitment extends beyond mere compliance as we strive to exceed regulatory requirements and set new benchmarks for quality and safety in the beverage industry.
  
2. **Hygienic Beverage Production:** We maintain impeccable cleanliness and hygiene standards in our beverage production facilities to prevent contamination and uphold the integrity of our products. Our staff undergoes training on sanitation procedures, and we employ cutting-edge equipment and technologies to ensure a hygienic environment throughout the manufacturing process.
  
3. **Premium Beverage Ingredients:** We carefully select only the finest quality ingredients for use in our beverages, sourcing them from trusted suppliers who share our commitment to excellence. Every ingredient undergoes thorough inspection and testing to verify its quality and purity before being incorporated into our beverage formulations.
  
4. **Robust Quality Assurance and Quality Control:** Our quality protocols are comprehensive and meticulous, encompassing every stage of beverage manufacturing, from ingredient procurement to final packaging. We conduct regular inspections, sampling, and testing to monitor product quality and identify any deviations from our strict quality standards promptly.
  
5. **Traceability and Transparency:** We maintain detailed records and traceability systems to track the journey of each beverage batch from raw materials to finished products. This enables us to quickly trace and address any issues that may arise, ensuring accountability and transparency in our operations. Additionally, we are committed to providing consumers with clear and accurate information about our beverages, including ingredients, nutritional content, and production processes.
  
6. **Continuous Improvement:** We are dedicated to continuous improvement and innovation in beverage manufacturing, constantly seeking ways to enhance our processes, formulations, and technologies. We invest in research and development to stay ahead of emerging trends and consumer preferences, while also prioritizing sustainability and environmental responsibility in our operations.
  
7. **Customer Satisfaction:** Our ultimate goal is to delight our customers with beverages that exceed their expectations in terms of taste, quality, and safety. We actively seek feedback from consumers and use it to drive product innovation and improvement, ensuring that our beverages remain a refreshing and enjoyable choice for every occasion.
  
8. **Employee Empowerment:** We recognize that our employees are integral to the success of our beverage manufacturing operations. Therefore, we invest in their training, development, and well-being, empowering them to take ownership of beverage safety and quality initiatives and contribute to our Food Safety and Quality culture.

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By adhering to these principles and practices, Chill Beverages reaffirms its commitment to producing beverages that are not only delicious but also safe, reliable, and of the highest quality. We strive to be a trusted partner for our consumers, delivering beverages that they can enjoy with confidence, knowing that every sip is a reflection of our unwavering dedication to excellence.




We have set clear objectives and targets against which we will measure and report on our performance and these will be considered at every management meeting of Chill Beverages.

We will review this policy annually to ensure that it continues to reflect the aims and aspirations of the company and keeps up to date with legislative and customer requirements, whilst continuously improving.

Specifically, we require the following by November 2024:

AREA	TARGET
FSSC 22000	Maintain status Strive to have no major non-conformances in any external audit
PRP and Hygiene	Each Department to achieve a score of 95% on Monthly PRP checks
Isolations	Less 1% of total cases produced to be isolated per month
Customer complaints	Less than 1 complaint per million units sold
First Time Right	>98%
Yields	>98.5%
Packaging waste	<1.5%
Unplanned Downtime	15% per line
Training	All relevant personnel to be trained on food safety.
Rejects produced	<3% per line
Ingredients/Packaging	No Non-conformances raised for ingredient or packaging issues
Quality	>99% of products produced are analytically in spec
Maintenance	All Jobcards to be completed within in a month
Production	All Product Changeovers to be completed in allotted time

**SIGNED**

Chief Executive Officer		Date	05/03/2024
Operations Director		Date	12/03/24
Quality Manager		Date	12/03/24