

 CROWN FOOD GROUP	FOOD SAFETY DOCUMENTATION		
	FOOD SAFETY AND QUALITY POLICY		Doc# FS01.02-POL
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Reviewed By: Executive: Regulatory affairs & Compliance	Approved By: Managing Director	Next revision: April 2025	
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Crown Food Group (CFG) (Pty) Ltd is committed to implementing and maintaining an effective Food Safety and Quality Management System to ensure the consistent manufacture of products that are of high quality and safe for human consumption. This commitment extends throughout the Group, including its Crown Ingredients Solutions and Crown National divisions.

This system will ensure that all products manufactured and distributed meet specified standards of safety, quality, authenticity as well as legal and customer requirements. All products supplied by CFG shall meet standards governed by various national and international GFSI certification bodies and regulatory authorities.

The foundation of food safety and quality commitment is based on international standards, including BRC, FSSC 22000, SANS 10049, ISO/TS 22002-1, SANS 10330, and HACCP principles detailed in the *Codex Alimentarius*.

Senior management commits to providing resources to facilitate continual improvement, with clear routes of communication both up and downward channels within the organisation. Crown Food Group will continue in its efforts to mitigate supply challenges amidst any crisis and will continue to take the necessary precautions to maintain its controls pertaining to food safety.

This policy aims to achieve the following commitments indicative of broader objectives from which more specific objectives may be set:

- **Promoting a positive Food Safety Culture**
Crown Food Group commits to providing resources to foster an environment that promotes a strong commitment to Food Safety throughout the workforce. We strive toward promoting a positive food safety culture where all employees, contractors, suppliers, and service providers are committed to safe food supply, handling, production, and distribution. We will assign resources toward implementing a Food Safety Culture plan. Crown Food Group commitments to continuously improving its food safety and quality culture.
- **Supplier Quality Assurance (SQA)**
To ensure that all raw materials and packaging are sourced from approved suppliers, who are subjected to a continuous supplier assessment program, to ensure compliance with the CFG requirements for product safety and quality. Linked to SQA are VACCP and TACCP studies to ensure holistic and proactive risk mitigation for food safety and quality.
- **Product Specifications**
Ensure that all food products have detailed product specifications pertaining to safety and quality. As part of quality control processes, products are subjected to, where necessary, physical testing, microbiological and chemical analysis to verify conformance to these specifications.
- **Processing Environment and Operational Control**
Ensure proper control of processing procedures, process equipment, operation and sanitation of processing lines, maintenance of production facilities and operator hygiene.
- **Labelling Requirements**
Ensure that all incoming raw materials and final product and ingredients are labelled in accordance with the regulations relating to the labelling and advertising of foodstuffs (Regulation 146) and the Trade Metrology Act.
- **Regulatory Affairs: Legislation and Standards Updates**
Continuously improve and update our food safety system by continuously updating and keeping abreast of governmental regulation updates, updates by regulatory authorities and other institutions that impact on the effectiveness of our food safety system.
- **Resources**
Ensure that Crown Food Group provides ongoing human and capital resources to continually develop and maintain the GFSI standards underpinning our certifications.
- **Receiving, Storage and Distribution**
Ensure that all food and food packaging material are received, stored, handled and distributed in accordance with relevant regulations to prevent/reduce contamination from microorganisms, chemicals, foreign objects and allergens that may cause harm, illness that may cause injury to the consumers.
- **Training and Competence**
Ensure proper understanding and competency within CFG by developing technical skills through training and development, increased food safety awareness and thus assist in managing conformance to certification and legal obligations. Training and staff development is seen as a cornerstone of instilling the "right" food safety culture, to which we commit to.
- **Management Review**
Ensure that clear and measurable objectives are established and reviewed, at least annually, or as often as required, to enable continuous improvement and compliance with established standards.
- **Internal and External audits**
Manage operations via internal audits and risk-based inspections. Reviewing all 2nd and 3rd party audit findings and ensuring that the root cause of non-conformities identified are effectively addressed to prevent recurrence.
- **Communication**
To ensure that all relevant information relating to food safety and quality objectives as well as all legal requirements are communicated to all relevant internal and external parties e.g., employees, suppliers, customers, shareholders, etc. This is achieved by using various platforms e.g. meetings, training, notice on notice boards, supplier audits and general supplier site visits and communication). Effective communication on product information as well as handling of customer complaints is dealt with by our specialist Technical Services department.
- **Food Defense and Security**
To implement processes and policies to proactively mitigate possible risks to the manufacturing site, products manufactured, and the integrity of the Crown Food Group's brands and products supplied to customers.
- **Food Fraud and Adulteration**
To implement processes and policies to proactively mitigate the possible risk of adulterated raw materials being used in the manufacturing of CFG products.
- **Outsourced Processes**
To ensure control of all outsourced processes to ensure compliance with all statutory and regulatory requirements.
- **Responsibility**
A Food Safety Team coordinated by Technical Services is responsible for facilitating the implementation and maintenance of the requirements of the GFSI standards. All CFG employees are responsible for ensuring compliance with the requirements and reporting of any non-compliance.
- **Microsafe**
Our Microsafe trademark and brand represents our commitment to customers to provide them with products that meet food safety and quality specifications.
- **Customer Requirements and Satisfaction**
We commit to supplying customers with product that meets specifications, as well as to attend to all customer complaints, where each complaint will be investigated to identify the root cause to give feedback to customer regarding the status of their complaints, and to prevent any deviations observed from recurring. We are committed to continual improvement.
- **Continual Improvement**
Top management expresses its firm commitment to continual improvement.
- **Context of the Business**
The business will review and analyse information related to the needs of interested parties to understand their expectations and to translate these expectation into compliance objectives where and when needed.


M. John Morris
Chief Executive Officer: Crown Food Group

23 April 2024
Date