



Premier FMCG (Pty) Limited

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Group Quality and Food Safety Policy Statement

PREMIER FMCG (PTY) LIMITED GROUP OF COMPANIES, INCL. SUBSIDIARIES

(“Premier”)

As a leader in the South African FMCG market, with a footprint in several global markets, Premier is fully committed to maintaining optimum standards of food safety and quality across all its operations. This includes the manufacture, packaging, storage, supply and distribution of all its products. Premier aims to meet customer and consumer requirements, in addition to all relevant legal requirements, regulations, and industry best practices.

To achieve this, Premier’s operations has implemented, maintains and continuously improves its Food Safety Systems in line the FSSC 22000 Food Safety System Certification requirements as well as ISO 9001 Quality Management System Certification (where FSSC 22000 is not applicable), which provides a framework for effectively managing the organisation’s quality and food safety responsibilities.

The Group will involve all personnel in this process, enabling ownership, accountability, and responsibility. Premier will continually develop the staff as it recognises their value in the business operations. Premier will ensure their quality and food safety knowledge and skills are developed to meet their own, and the organisation’s goals. The organisation will continuously communicate Food Safety information and issues, internally and externally, on all levels within and outside the organisation.

Premier’s suppliers constitute a critical element in its ability to satisfy market needs and the approach is one of mutually beneficial development and partnering. Premier will incorporate quality and food safety in the initial process of sourcing suppliers and service providers and will continue to work with its suppliers and service providers to maintain consistently high quality and food safety standards.

All operations are providing infrastructure and financial resources to consistently maintain quality and food safety management systems. This policy is supported by measurable food safety and quality objectives (Addendum A) which will form part of the management review process and link to each person’s performance measurement. Premier strives towards developing a culture of high quality and food safety throughout the organisation and this becoming a way of life.

PREMIER HEAD OFFICE

Premier’s Continuous Improvement Department at Head Office in Johannesburg, South Africa, fully subscribes to maintaining the organisation’s quality and food safety standards and is considered key to supporting the various business operations in meeting the requirements described in the group policy above.

Considering this, Premier’s Operational Improvement Department at Head Office implemented, maintains and continually improves its own quality management system, based on the principles of FSSC 22000 and ISO 9001, to ensure a structured approach in meeting the organisation’s quality and food safety goals. Core to this, Operational Improvement will ensure a quality service is provided to our internal customer, being Premier sites, which will include the procurement and monitoring of raw material and packaging suppliers, procurement and monitoring of strategic service providers, as well as researching and development of innovative new products and packaging technologies.

The system is driven and managed by a trained quality and food safety team and is supported by measurable objectives.

This policy will be reviewed at least annually, for continued suitability, relevance, and effectiveness, at the annual food safety management review meeting. It is regularly communicated to staff via training, INVOCOMs, noticeboards, internal newsletters and publications. It is also available to all external stakeholders on request.

ADDENDUM A:

Measurable objectives: Site level				
No.	Objective	Measurement	Target	Responsibility
1.	Customer complaints	Trending of food safety and quality customer complaints	Site specific	Site specific
2.	Certification	Independent external certification audit	Pass certification audits	Management team
3.	Recalls	Recording of incidents	Zero food safety/ quality market recalls	Management team
4.	Training	Defined percentage completion rate of food safety/ quality training plan	80%	Management team & HR
5.	Close out time on non-conformances	Trending of date raised vs date completed of food safety/ quality non-conformances	24 hours for critical finding; 48 hours for major finding; 14 days for minor non-conformances	Site specific
6.	First time quality	Calculate production vs rework as a percentage	95%	Management team
7.	Internal audit	Internal audit results & findings	95% pass rate	Site specific
8.	Quality Control	Key Quality Control indicators on production lines	Site specific	Site specific

Measurable objectives: Operational improvement department				
No	Objective	Measurement	Target	Responsibility
1.	To source from reputable and quality suppliers and service providers	Relevant Food Safety / Quality certificates	91% annually updated	Head office Quality and Food Safety team
		Premier supplier audits completed as per plan	85% pass rate, 95% of plan completed	
2.	To monitor supplier performance	Complaints from internal customers (sites)	Actioned within 7 days	
		Supplier and Service Providers Evaluations	Annual monitoring results available and issues actioned	
3.	To provide accurate and updated	Non-Conformance from Internal Customer (Site)	Action plans provided within:	

	information/ documentation which complies with relevant regulatory and Food Safety/Quality requirements	Food Safety Audits as well as general Non-Conformances	- Critical finding: 24 hours - Major finding: 48 hours	
4.	ISO 9001 certification	Independent external certification audit	Pass certification audit	
5.	Ensuring the quality team is educated on new Food Safety/ Quality requirements	Training as per plan	90% completion	