

## **HACCP**

The company has established a HACCP study and has completed and documented its HACCP system. It has given consideration to all of the processing operations undertaken, covered all of the products handled and taken into account end users risk. The potential risks, be they physical, chemical or microbiological if any, have been identified for each stage of the production process. Taking these factors into account the HACCP study has identified no Critical Control Points.

Pre-requisite plans have been identified and monitoring systems are in place to cover these

The site has made use of a technical adviser for external support with appropriate qualifications and experience to augment the HACCP Team. The on site part of the team has also received adequate training.

## **QUALITY MANAGEMENT SYSTEM**

### **Management Resources**

A suitably trained member of the management team is always available either in person or on the telephone to ensure all aspects of the quality and safety system are correctly operated.

The company has access to specialist legal or technical advice via their technical adviser as noted in a written procedure. The senior management are able to demonstrate their commitment to the production of safe and legal food products meeting agreed customer requirements by their provision of sufficient resource internal and external to meet the requirements of the standard

### **Technical / Legal Support**

The site is not registered as a food premise with the relevant local authority as no food is produced by the company

### **Supplier Approval**

There is a formal procedure in place for approving suppliers of materials. The approval of suppliers is based on a product risk assessment and the provision of proof of appropriate certification to food safety and quality standards, completion of a questionnaire or a signed self audit statement.

### **Document Control**

Systems are defined to ensure that documents are maintained up to date and the correct version

### **Specifications**

Specifications, either in the suppliers or in the company format can be made available for all materials sold. These cover product specific legal requirements

### **Record Keeping**

There are records available to demonstrate control of systems put in place to ensure products supplied are safe, legal and of the quality required These records relevant to due diligence are stored securely for 3 years

### **Traceability**

Systems are in place with all our suppliers to enable the suppliers of all products to be traced for each delivery of finished product. The suppliers are aware their traceability system must ensure that the immediate recipient of each batch of finished product is known. Where applicable suppliers are aware that systems need to be in place to ensure the traceability of rework is maintained.

### **Product Recall**

The responsibility for any decision regarding a product recall is clearly defined within a formal procedure. This decision ultimately rests with the suppliers of the goods involved. We cannot instigate a product recall, we can only advise our suppliers of a situation that might require it if we are made aware of a problem or incident.

### **Complaint Handling**

The company has specific systems in place to deal with complaints arising from customers or from enforcement authorities. The company ensures that records of all customer complaints, subsequent investigations and corrective action are maintained

### **Corrective Actions**

There is a system to demonstrate that appropriate corrective action is taken in the event of a process falling outside of the pre-determined limit

### **Non conforming Products**

Clear procedures for the isolation and removal of any out of specification, contaminated, unsafe or illegal ingredients / finished product are in place. Records detailing all incidents of non conforming product including the reason leading to the isolation and the ultimate disposition of the affected product are maintained by our suppliers. They are required to ensure that any non conforming work in progress is clearly identified within the production process to prevent mixing with good product. The decision to release any non conforming product is taken by authorised supplier personnel

### **PREMISES**

The site is office based. There is no food for sale manufactured or stored on these premises. All products are manufactured by approved suppliers on their own premises and distributed by them or another authorised distributor

### **HIGH RISK OPERATIONS**

There are no manufacturing operations on this site

### **PROCESSING ENVIRONMENT**

There are no manufacturing operations on this site

### **PRODUCT CONTAMINATION RISKS**

There are no manufacturing operations on this site

## **PRODUCT CONTROLS**

There are no manufacturing operations on this site. The certification of suppliers required by us ensures that all the requirements of this standard for product control are undertaken by them.

## **PERSONNEL**

There are no manufacturing operations on this site. The certification of suppliers required by use ensures that all the requirements of this standard for personnel control are undertaken by our suppliers. However West Country Milk staff are trained in use of the Food Quality and Safety Management System as appropriate to their tasks