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<h1>Kuwait Aviation Services Company</h1> <h2>Kuwait</h2> <h3>ISO 22000 Manual</h3> <h3>KM 01</h3>		
Quality System	ISO 22000: 2005	
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	Prepared By	Approved By
Name		
Designation	Food Safety Team Leader	Chairman / Managing Director
Signature		

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1.0 KASCO Profile

1.1 Purpose & Scope and Defining Retail

This document is prepared by Kuwait Aviation Services, KASCO based on input from Codex Alimentarius Commission (Food hygiene) , and Food and Drug Administration (FDA -Food Code) for the purpose of the application of HACCC principles that can be used to manage food safety.

The scope of our ISO 22000 is limited to the requirements of the “IFSA and AEA world food safety guidelines and the “Retail Food Establishment” given by United States Food and Drug Administration to assist industry’s voluntary implementation of ISO 22000 principals.

Defining Retail:

Unlike industries such as canning, other food processing and dairy plants, specific commodities or conditions do not easily define the “retail” industry. The following is a partial listing of the types of business that are usually considered part of the retail food industry. There are many situations, which may include more than one type of operation.

Bakeries, Cafeterias, Commissaries, Convenience stores, Deli – In store prepared foods, Health care facilities, Mobile food carts, Restaurants; (Chains – Ethnic, Specialties – Fast Food – Full service – Independent operations), Schools, Snack bars, Vending machines.

The following characteristics are also considered that retail food establishment’s share:

The industry has a wide range of employee resources, from highly trained executive chefs to entry-level front line employees. Employees may have a broad range of educational levels and communication skills. It may be difficult to conduct in-house training and to maintain trained staff because employees may speak different languages or there may be high employee turnover.

KASCO conducts in- house trainings in Arabic, Hindi, Urdu and English languages.

Many establishments are start-up business operations without benefit of a large corporate support structure and having a relatively low profit margin and perhaps less capital to work with than segments of the food industry.

There are a variety of production techniques, products, menu items and ingredients used. Suppliers, ingredients, menu items or specifications may change frequently.

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1.2 ISO 22000 : 2005 Background and History

ISO 22000 is a technique to control food safety hazards. It is a preventive system of hazard control rather than a reactive one. KASCO is currently using the ISO 22000 to ensure safe food products for our consumers at Flight catering services. It is not a zero risk system, but is designed to minimize the risk of food safety hazards. HACCP is not a stand-alone program but is one part of our control procedures that are in place to facilitate the effectiveness of ISO 22000. These control procedures are the procedures and instructions given under the prerequisite programs.

History of HACCP: The HACCP concept had its origin in the USA and stands for "Hazard Analysis & Critical Control Point".

Chronology of its development:

1958 -Foundation of the NASA (National Aeronautics and Space Administration).

1959 -Development of the HACCP concept to assure one hundred percent safety of food to be used in space.

1971- The HACCP system was published and documented in the USA.

1985- The National Academy of Science (NAS) recommended the use of the system.

Worldwide the system became used and the FAO/WHO Codex Alimentarius (Food and Agriculture Organization/World Health Organization) cited the system in the Codex.

1993- The European regulation 93/43 EG from 14.7.93 provides the use of the system for the production of food.

1998- With coming into force on the August 8th of 1998 the Hygiene Verordnung (German hygiene Rule) demands the use of the HACCP system in Germany.

2005 – 1 September 2005 ISO 22000 "Food Safety Management System" – Requirements for organisations in food chain

1.3 KASCO Brief

KASCO profile and its brief are available on our website www.kasco.com.kw

1.4 Scope of Certificate

The manual is prepared as per guidelines of ISO 22000: 2005 for Manufacture and supply of Food Products. The ISO 22000: 2005 scope is as per the following;

“Preparing and Providing food meals for Air lines, Maintenance, Logistics Services and Food Catering Services”

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1.4 Management's Declaration of Applicability

This declaration obliges the management and all employees to carry out their work according to the directives in this manual.

The Food Safety Coordinator & Food Safety Team is responsible for the planning, monitoring and correction of the Food Safety Management system, and FSMS Coordinator is responsible for the production, approval, distribution and maintenance of the ISO 22000 Food Safety Manual.

The Food Safety Management System manual binds both KASCO (Flight Catering Division) & its concerned departments and is hereby put into effect.

The Food Safety Team Leader / Coordinator

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1.5 Food Safety Policy

<h1 style="margin: 0;">Kuwait Aviation Services Company</h1> <h2 style="margin: 0;">Food Safety Policy</h2>
<p>It is the policy of Kuwait Aviation Services Company KASCO to operate in flight catering services to produce and supply safe food products of agreed quality to consistently meet customer needs and expectations and enhance customer satisfactions so that there is complete assurance that our customers receive the optimum nourishment, and are unlikely to become ill or injured by foreign objects present in our food.</p> <p style="text-align: center;">In order to achieve this objective, we will rigorously adhere to relevant Kuwait i Statutory & Regulatory Requirements and with mutually agreed food safety requirements of customers.</p> <p>We will strive to achieve growth and leading position in the flight Catering Services by;</p> <ul style="list-style-type: none">  Supplying safe and hygiene food products to the consumer  Prevention rather than detection / rectification  Complying requirements & continually improve the effectiveness of Food Safety Management System.  Creating an environment of teamwork as well as involvement and system awareness to all employees. <p style="text-align: center;">We hereby acknowledge that this document is accurate and prepared in accordance to the actual layout of KASCO flight catering premises</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%; border-top: 1px solid black; padding-top: 5px;"> <p style="margin: 0;">Chairman / Managing Director</p> </div> <div style="width: 45%; border-top: 1px solid black; padding-top: 5px;"> <p style="margin: 0; text-align: right;">Date:</p> </div> </div>

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1.6 Food Safety Management System Objectives

Our Food Safety objectives are as follows:



State aspects of personal hygiene that relate to food safety



Describe proper ways to food safety



Describe methods of sanitizing food preparation areas and equipment



Identify proper dish washing practices



Explain how to prevent contamination of food



Cite examples of food-borne illness

Chairman / Managing Director

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1.7 Permissible Exclusion

∑ No permissible exclusion

1.8 Authorization Statement

KASCO is committed to the establishment and maintenance of Food Safety Management System given in this manual and implemented by KASCO to meet the requirements of ISO 22000: 2005 Food safety management systems.

The members of the **Organization** shall strictly adhere to the various FSMS procedures and work instructions as supported by the policies outlined in this manual.

Team leader of food safety has been appointed as Food safety team leader of **Organization**. The Food Safety Team Leader is responsible for ensuring compliance with the FSMS requirements stipulated in this manual. He is authorized to ensure that the FSMS system is established, implemented and maintained by KASCO. Top Management shall give full support and co-operation Food Safety Team Leader.

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1.8 Organization

1.8.1 Our Protocol

To ensure a formal organizational chart is maintained which clearly defines the organizational structure of the company. This chart defines the reporting structure, hierarchy levels of authority, basic responsibilities. The senior management chart is included at the end of this section. Departmental charts pertaining flight catering's Operations are available.

1.8.2 How is this achieved?

The Operating Procedures supporting this ISO 22000 Manual define individual responsibilities in respect to authority, actions to be taken in the event of errors, corrective action and any re-evaluation necessary to ensure our operations remain in compliance with our policy and objectives, supported by detailed job function descriptions.

1.8.3 Resources

➤ **Our protocol**

To ensure adequate resources are provided for the performance of all operations, coupled with trained resources in order to maintain our overall process capability in the best interests of our customers.

➤ **How is this achieved?**

Resources include capital plant and equipment; working environment and personnel that are basically considered the prerequisites of the ISO 22000. Our Operating Procedures define the resources to be utilized in conjunction with job descriptions, skills matrixes and work instructions. As part of ISO 22000 meetings the adequacy of resources is evaluated and where necessary additional, suitable resources deemed provided.

All ISO 22000 meeting held formally or informally should be recorded.

2.0 System Requirements

KASCO has established documented and implemented ISO 22000 system for its flight catering's Kitchens to ensure that all known potential hazards are identified and that all relevant hazards are controlled in such a manner that the products of the company do not harm the user/consumer.

The scope of the quality system covers the organization, responsibilities and authorities, procedures, methods and the resources to achieve and maintain quality of service in accordance with the FSMS policy of the company.

KASCO has established and maintained documentation to the effect that the FSMS system is established in compliance with the ISO 22000 requirements of standard.

2.1 Food Safety Team

KASCO has established a multi-disciplinary ISO 22000 team is set up to develop, establish, maintain and review the FSMS system. The FSMS team shall have knowledge and experience with regard to the company's products, processes and hazards within the scope and field of application. Documentation to this effect shall be maintained. Where the assistance of external experts is required for the operation of the ISO 22000 system, an agreement shall be made to document the responsibility and authority of such experts with regard to the ISO 22000 system.

The Food Safety Team

Sr No	Name	Designation	Sections	HACCP Position
1.	Mr. Sami Al Khamees	Head of Office	Quality Assurance (VQ)	Food Safety Team Leader
2.	Jamal Al Tukhaim	Manager	Purchasing (VW)	Member
3.	Mr. Darar Al Anjari	Manager	Food Stores (WG)	Member
4.	Mr. Jarome D'souza	Asst. Executive Chef	Production (VK)	Member
5.	Mr. Jassim Mohd Musaib	Manager	Catering Operation (VO)	Member
6.	Mr. Fadel Y. Mohseen	Manager	Ramp Handling (VN)	Member
7.	Mr. Majed A. Rehman	Supervisor	Maintenance Section (VR)	Member
8.	Ms. Hanaa Al Khalidi	Group Leader	Laboratory (Q2)	Member
9.	Ms. Amani Mubarak	Group Leader	Laboratory (Q2)	Member
10.	Ms. Nadia Gh Al Saraj	Officer	Sales & Marketing (WE)	Member
11.	Mr. Naim Khalil	Group Leader	Quality Control (VQ)	Member
12.	Mr. Mohammed Haroun	Officer	Quality Control (VQ)	Assistant Team Leader

**(A) Table of Contents
System Matrix**

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SECTION 1
CHAPTER 3

3.0 Controls and Distribution

3.1 Structure of ISO 22000 Manual

This manual is prepared according to the table of contents. Each chapter begins with page 1 and the numbering continues within the chapter and not throughout the manual. This has been done to facilitate future addition / deletion of pages.

The manual is supported by documented system covering ISO 22000 procedures and work instructions or test procedures. In addition, a separate list of the chapter wise procedures referred in this manual is given in annexure – I and a glossary of terms are given in annexure – II also activity flow chart is given in the annexure – III.

The manual is issued in loose leaf and is accessible to the staff and customers. ISO 22000 system is prepared by ISO 22000 team on the basis of 7- principals of ISO 22000. ISO 22000 manual gives broad guideline for implementation of the Food Safety Management System requirements.

Top Management has identified a multidisciplinary ISO 22000 Team represented by heads of respective area. The team conducted hazard analysis (**HACCP Principle #1**) from the point of consumption. The team further established monitoring system and corrective actions where needed. Based on hazard analysis the team identified the Significant Hazards, for which, Critical Control Points (CCPs) (**HACCP Principle #2**) & further Critical Limits (CLs) for each of the CCPs were established (**HACCP Principle #3**). For each established CCPs the team developed procedures with defined responsibilities and details of monitoring i.e. what, when, where, who & how. (**HACCP Principle #4**) while establishing CCPs the team gave due consideration for the quickness effectiveness & ease of monitoring of the respective CCPs. In case of any deviations, if at all they occur the team also identified Corrective Actions to be taken, both on the product & production line, with specific responsibility for corrective action (**HACCP Principle #5**). To demonstrate & verify that the Food Safety Management System is working satisfactorily, the ISO 22000 team identified records to be maintained defining the components to be recorded for each such record. The responsibility for recording such parameters / components was also identified. Several such records have been defined / cross-referred in the ISO – 22000 Food Safety Management System under relevant procedures (**HACCP Principle #6**). In order to ascertain whether HACCP study has been carried out correctly by & that the HACCP system continuous to be effective, the team established verification methods for each CCPs / CLs. Modes of verification are considered, as appropriate, such as – review of HACCP system & its records, review of deviation & products disposition, confirmation that CCPs are kept under control where practicable and validation activities. (**HACCP Principle #7**). Verification process, the details including the responsibility, frequency & method of verification are clearly defined for ensuring the effectiveness of Food Safety Management System. Necessary control features are also addressed in relevant Food Safety Management System Procedure / Work Instructions.

The implementation of this manual and related quality procedure is mandatory for all departments. The changes made in this manual are effected through the document control procedures and must be approved by the Top Management.

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3.2 Responsibility

Director approves Front / Cover page of the ISO 22000 Manual. The control and maintenance of this manual is the responsibility of Food Safety Team Leader who is maintaining master list of manual. Also when any changes / amendment is there, then the same page is approved by the Top Management before issue of such changed / amended page to the concerned copyholder.

3.3 References

- ∑ ISO 22000: 2005 Food Safety management system – Requirements
- ∑ **Requirements for ISO 22000 based food safety system (HACCP, September 2002 (revision 3))**
- ∑ ISO 22000 Procedures Covering All Procedures Listed In Annexure – I

3.4 Distribution

ISO 22000 Manuals are distributed to the various departments on a "controlled" basis. Controlled copies are the one, which are subject to incorporation of "revisions". Those in which, the amendment is not reflected / communicated are known as "uncontrolled" copies.

"Controlled" Copies of the ISO 22000 Manual are stamped "Controlled Copy" on its all pages and given a unique copy number for maintenance purpose.

Food Safety team leader maintains Master list cum distribution list for issue of ISO 22000 Manual and accordingly copies are distributed with copy number to Copy Holders.

Amendments and revised pages of ISO 22000 Manual is issued by Food safety Team Leader through a "Change Note" to holders of controlled copies of the manual. Upon receipt of such revisions, the recipient will replace the pages by the revised ones.

"Uncontrolled" Copies may be issued by the Food Safety Team Leader to the prospective customers and others on the request of the Top Management but the recipient shall not be issued the amendments / revisions.

Food Safety Team Leader is responsible to fill up amendment sheet in line with any amendment and all the information regarding revisions are distributed to CopyHolders. If any amendment due to change in page number is done then the table of contents is amended accordingly.

3.5 Numbering And Document Control for FSMS Manual

- ∑ The number for FSMS Manual is given as KM*, where * indicates issue number of Quality and ISO 22000 Manual for ex. KM 01 indicates issue no. 1 of ISO 22000 Manual.
- ∑ ISO 22000 Manual is divided into two sections – section 1 and 2.
Section 1 deals with general information and has chapters numbered 1 to 3.

Section 2 addresses the Food Safety Management System elements of ISO 22000: 2005 from chapter 4 to chapter 8 thus chapter on Management Responsibility is numbered 5 which is also element 5 of ISO / FDIS 22000: 2005 and so on.

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- Σ A running number identifies each page of chapter (page 1 of 2 on chapter 5 indicates page 1 of chapter 5 that has 2 pages in all). When any revision becomes necessary, it is the affected page that is replaced and not the whole chapter in such case revision is reflected by changing suffix of issue no. And the same is recorded on the amendment record sheet of manual. Initially issue no. Is considered, as 1.0 and if total manual is revised then issue no. Is changed to issue no. 2.0. For any page-wise amendment issue number of the page is changed to 1.1 for Page-wise revision. Total nine amendments are possible in single page of single chapter. If it crosses nine amendments then whole issue of ISO 22000 Manual is changed to next no. i.e. 1.0 becomes 2.0 and so on. All such amendments are recorded in the Amendment Record Sheet given in the paragraph 3.6.

SECTION 2**CHAPTER 4****4.0 Quality Management System****4.1 General Requirements**

KASCO has established, documented, implemented and maintained a Food Safety Management System and continually improves its effectiveness in accordance with the requirements of ISO 22000: 2005.

KASCO has defined the scope of the food safety management system in chapter No. 01 to this Manual.

- We have identified, evaluated and controlled the food safety hazards so that the products (manufactured in KASCO) do not, directly or indirectly, harm the consumer.
- We have communicated appropriate information throughout the food chain regarding safety issues related to the products.
- Necessary information is communicated regarding development, implementation and updating of the food safety management system throughout the organization, to the extent necessary to ensure the food safety required by this International Standard.
- Necessary periodical evaluation of the safety management system is carried out to ensure that the system reflects KASCO's activities and incorporates the most recent information on the food safety hazards.

4.2 Documentation Requirements**4.2.1 General**

The written documents are prepared by KASCO as per list given below;

- ∑ Documented statement of food safety policy and objectives
- ∑ ISO 22000 Procedures
- ∑ ISO 22000 Records (Few Records are also maintained electronically).

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- Σ HACCP Plan, Hazard Analysis, Work Instructions and Exhibits to ensure the effective development, implementation and updating of the food management system

4.2.3 Control of Documents

All the documents relating to the food safety system requirements are controlled as per documented procedure.

All proposed changes are reviewed prior to implementation to determine their effects on food safety and their impact on the food safety management system.

- A) They are reviewed for adequacy and are approved by authorized persons as per documented procedure
- B) The documents are updated as necessary, reviewed and re-approved by the same authority. Copies of superseded documents are identified and retained as necessary to maintain specified / required traceability.
- C) The current revision status of the document is identified by issue number. Also the latest changes are identified by suitable marking. Each document or data will have its revision status by issue number or revised date as applicable. Such changes shall be distributed to authorized CopyHolders of the document. Any revision is affected by changing issue no. of particular page / document as per established procedure.
- D) The respective Functional Heads / Food Safety Team Leader are responsible for ensuring that the latest relevant versions of applicable documents are available at point of use. They will also ensure that documents remain legible, readily identifiable and retrievable.
- E) All the controlled documents have been identified and system of preparation, issue, distribution and maintenance of documents have been described in the procedure.
- F) Similar controls shall apply to the external documents like standards, customer data and documents of external origin. The external documents are identified and distribution is controlled.
- G) Master list cum distribution list with current revision of documents (latest issue number) and distribution list of all the documents is maintained for all the four tiers of documents to prevent unintended use of obsolete documents. If any obsolete documents are kept for future reference then stamp of obsolete document is put on the document.

4.2.4 Control of Records

All quality records, which are generated in various areas inclusive of those received as "Test Certificates or Calibration Certificates" are maintained to demonstrate the effective operation of the Quality System. Food safety records are maintained to demonstrate the effective implementation of Food Safety Management System. The records are kept legible, identifiable and retrievable. The detail system for identification, collection, storage, protection, filing, retrieval, retention time and disposition of quality records is described in the Quality Procedure. The system is applicable for hard copy of records as well as records (soft copy) maintained in electronic media. All the formats used as Quality Records are properly identified and controlled.

4.2.5 Related Procedure

- Σ SOP/QAD/08 Standard Operating Procedure for Document and Data Control.
- Σ SOP/QAD/10 Standard Operating Procedure for Control of Quality Records.

SECTION 2

CHAPTER 5

5.0 Management Responsibility

5.1 Management Commitment

The Top Management provides evidence of its commitment to the development and implementation of the Food Safety Management System for continually improving its effectiveness as below:

- Σ The Food safety supported by the business objective
- Σ The importances of meeting requirements of this international standard, any regulatory and legal requirement as well as customer requirements are communicated across the organization. Such requirements are identified, documented and provided for follow up to the concern Functional Heads.
- Σ The food safety policy is established, documented and provided for ready reference to the employee.
- Σ Atleast once in a **Six Month** management reviews are conducted for review of our activities and are attended by Top Management.
- Σ **KASCO** has identified resource requirements and has provided adequate in house resources in terms of qualified personnel, test equipment and facility for production and testing as per the requirements of safe food practice. Top Management is responsible for providing appropriate resources and trained personnel for effective implementation of the ISO 22000 System in their respective areas.

5.2 Food Safety Policy

Food safety policy has defined, documented and communi cated to all employees by the top management

Food safety policy is laid down and is given in Anx – IV, of this manual, is signed by Top Management

- It is appropriate to the role of KASCO in the food chain.
- It confirms both statutory and regulatory requirements as well as food safety requirements of the customer.

- It is communicated, implemented and maintained within organization
- It is reviewed for continuing suitability.
- Measurable objectives are identified and put below the food safety policy is given in Anx – IV.

5.3 Food safety management system planning

The resources needed to achieve the objectives are identified, discussed in the management review meeting and planned. The resource planning is documented. Top Management ensures that planning of the food safety management system is carried out in line with ISO 22000 : 2005 requirements and objectives.

The quality planning includes

- A) Processes of the Food safety management system
- B) Resources needed
- C) Requirements of safe food practices
- D) Continual improvement

Planning and implementation ensures that changes are conducted in a controlled manner. During the change integrity of Food safety management system is maintained.

5.4 Responsibility and Authority

- (a.) Top Management has defined responsibilities and authorities and their interrelation for all the persons and communicated the same within the organization to ensure the effective operation and maintenance of the food safety management system.
- (b.) All staff members are responsible for reporting problems with food safety management system to authorized person. A detailed Organization structure is prepared and supported in Anx – V to this manual.
- (c.) Personnel in **KASCO** at various level are responsible and have the authority within their defined areas of control for:
 - ∑ The quality of work carried out.
 - ∑ Initiating action to prevent the occurrence of product Non -Conformance.
 - ∑ Identifying and recording problems.
 - ∑ Requirements of safe food practices.
 - ∑ Initiating, recommending and providing solutions to problems.
 - ∑ To verify the effectiveness of the solutions.
 - ∑ Controlling further processing until all conditions are satisfactory.

The organization chart for our company, showing the interrelation of all the personnel who manage, perform and verify the work ensuring quality, is given at the end of this chapter.

- (c.) Authority and responsibility for all the concerned persons is documented in job description and communicated to them in order to facilitate effective Food Safety Management System. Also copies of job description and specifications are given to the concerned.
- (d.) In case of vacancy / absenteeism the delegation of authority shall be upward and responsibility goes downward unless otherwise specified in the documents.

5.5 Food safety team leader

Top Management has appointed Food safety team leader as shown in the Organization structure. Apart from their other duties, he / she has been given the authority for ensuring establishment, implementation and maintenance of the Food safety management system.

- Food safety team leader have responsibility and authority to manage a food safety team.
- Food safety team leader provides training and education to the food safety team members.
- Food safety team leader coordinates with Top Management and Functional Heads and continuously monitors the activities by reviewing records to verify effective implementation and updating of the system.
- He will report to the Top Management on the effectiveness and suitability of the system.
- **Authorized person** assumes the responsibilities and authorities of the Management Representative during his absence.

5.6 Communication

5.6.1 External Communication

KASCO ensures that sufficient information on issues concerning food safety is available throughout the food chain.

KASCO has established, implemented and maintained effective arrangements for communicating with

- Suppliers and contractors,
- Customers or consumers, in relation to product information which includes instruction regarding intended use, specific storage requirements, shelf life, enquires, contracts order, amendments and customer feedback including customer complaints.
- Statutory and regulatory authorities
- Other organization that have an impact on, or will be affected by, the effectiveness or updating of the food safety management system.

Records are maintained for communication, which provide information on food safety aspects of products.

Food safety requirements from statutory and regulatory authorities and customers are available.

Top Management has defined responsibility and authority to communicate externally any information concerning food safety. Information obtained through external communication is included as input to system updating and management review.

5.6.2 Internal communication

The organization has established, implemented and maintained effective arrangement for communicating with functional and staff on issues having impact on food safety

The organization ensures that the food safety team is informed in a timely manner of changes to maintain the effectiveness of the food safety management system, as follows;

- Products or new products.

- Raw material, ingredients and services.
- Production systems and equipment.
- Production premises, location of equipment, surrounding environment.
- Cleaning and sanitation programmes.
- Packaging, storage and distribution systems.
- Personnel qualification levels and / or allocation of responsibilities and authorizations.
- Statutory and regulatory requirements.
- Knowledge regarding food safety hazards and control measures.
- Customer, sector and other requirements that the organization observes.
- Relevant enquires from external interested parties.
- Complaint indicating food safety hazards associated with the product.
- Other condition that have an impact on food safety.

The food safety team ensures that above information is included in the updating of the food safety management system. Top management ensures that relevant information is included as input to the management review.

5.7 Emergency preparedness and response

Top management have established, implemented and maintained procedure to manage potential emergency situations and accidents that can impact food safety and which are relevant to the role of the organization in the food chain.

5.8 Management Review

5.8.1 General

The system established in KASCO is systematically reviewed for its continuous suitability and effectiveness in confirming the requirements of food safety system management as per documented procedure. The review includes implementation of our food safety Policy and Objectives to identify any areas, which require improvement and evaluate need for changes for effective functioning of the system implementation and safe food manufacturing practices. It also includes any changes in our food safety system, Hazard analysis, HACCP plans and results of monitoring of critical control points.

This review is carried out atleast once in **Six Months by Top Management** or their nominee by holding Management Review Meetings, which are attended by Food Safety Team Leader and all Functional Heads. It is the responsibility of the Management Representative to prepare the agenda and minutes of management review meeting covering:

- ∑ Discussion held,
- ∑ Action planned,
- ∑ Target date of completion for planned actions.
- ∑ Person responsible to complete planned actions.

5.8.2 Review Input

Input to management review includes current performance and improvement opportunities related to the items listed here under.

- Σ Review action decided in previous management review meeting.
- Σ Review of the analysis of verification activities carried out.
- Σ Review changing circumstances that can affect food safety.
- Σ Review emergency situation, accident and withdrawals.
- Σ Review of results of system updating activities.
- Σ Review communication activities, including customer feedback.
- Σ Review of external audits or inspection.

5.8.3 Review Output

Based on management review process actions emerge for any of the items related to:

- Σ Improvement of the effectiveness of the Food safety management system,
- Σ Need for resources
- Σ Revision of organization's food safety policy and related objectives

5.9 Related Quality Procedure

- Σ FQP/QAD/07 Food Quality Procedure for Management Review.

SECTION 2**CHAPTER 6****6.0 Resource Management****6.1 Provision of Resources**

KASCO provides adequate resources for the establishment, implementation, maintenance and updating of the food safety management system.

Adequacies of these resources are reviewed, for example during

- Σ Management review
- Σ Contract review
- Σ Internal quality audit results
- Σ Customer complaint review

6.2 Human Resource**6.2.1 General**

The food safety team and other personnel, who carried out activities having impact on food safety are suitably trained, competent, highly skilled and experienced and having appropriate education.

Any kind of external experts are not required by KASCO as of now, but whenever needed for assistance of external experts records of agreement or contracts defining the responsibility and authority are maintained.

6.2.2 Competence, Awareness and Training

KASCO

- Identifies necessary competency of employees performing activities impacting on food safety.
- Provides necessary training and on the job training for their staff for upgrading their knowledge and skill so that necessary competencies is obtained. Also during routine work due to change in area of work or any other reason the training needs are identified and provided
- Ensures that employees are trained, who are responsible for monitoring, corrections and corrective actions of the food safety management system

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- Evaluates the effectiveness and implementation of the training provided as per the established process approach
- Ensures that employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the food safety.
- Ensures the requirement for effective communication is understood by all personnel whose activities impacting on food safety
- Maintains appropriate records for the education, experience, training and qualification

6.3 Infrastructure

KASCO provides necessary resources for the establishment, management and maintenance of the infrastructure needed to implement the requirements in accordance with international standard.

6.4 Work Environment

Appropriate work environment is identified to achieve conformity of product and provided considering human and physical factors. Considering nature of our products all necessary care for food safety as well as pest control and personnel hygiene practices are followed. The entire necessary environment as per PRP programs and international standards are implemented.

6.5 Related Quality Procedure

Σ FQP/QAD/14 Food Quality Procedure for Training

SECTION 2**CHAPTER 7****7.0 Planning and Realization of safe products****7.1 General**

Planning for sequence of processes and sub processes is consistent with safe food practice requirements of **KASCO** and documented in the HACCP Plan / Process Approach Documents. The process flow chart of **KASCO** is given in annexure → III of this manual. Through effective PRP's and HACCP plan **KASCO** has implemented, operated and ensured the effectiveness of the planned activities and any changes to those activities.

7.2 Prerequisite programs (PRPs)

7.2.1 KASCO has established, implemented and maintained (PRPs) to assist in controlling

- The food safety hazards to the product through the work environment.
- The biological, chemical and physical contamination and cross contamination between products
- Food safety hazards levels in the product and product-processing environment.

7.2.2 The PRP(s)

Food safety team members have identified, prepared and implemented PRPs throughout the production system **considering** the size of operation, type of operation, nature of the product.

KASCO has identified statutory and regulatory requirements related to the products and described in product description.

7.2.3 KASCO has considered following while establishing the PRPs

- Construction and lay-out of buildings and associated utilities;
- Lay-out premises, including workspace and employee facilities;
- Supplies of air, water, energy and other utilities;
- Supporting services, including waste and sewage disposal;
- The suitability of equipment and accessibility for cleaning, maintenance and preventative maintenance;

- Management of purchased materials, supplies, disposals and handling of products (e.g. storage and transportation);
- Measures for the prevention of cross contamination;
- Cleaning and sanitizing;
- Pest control;
- Personnel hygiene
- Other aspects as appropriate.

Records are maintained for verifications and medication.

7.3 Preliminary steps to enable hazard analysis

7.3.1 General

All relevant information is available to collect, maintain, update and document hazard analysis.

7.3.2 Food safety team

Top management has appointed food safety team considering knowledge and experience of personnel.

7.3.3 Product characteristics

7.3.3.1 Raw materials, ingredients and product – contact materials

Raw materials, ingredients and product contact materials documents consist following as appropriate;

- Biological, chemical and physical characteristics.
- Composition of formulated ingredients.
- Origin
- Method production
- Packaging and delivery method
- Storage condition and shelf life
- Preparation and / or handling before use or processing
- Food safety related acceptance criteria or specification of purchased materials and ingredients appropriate to their intended use

7.3.3.2 Characteristics of end products

The product description of finish products includes following as appropriate;

- Product name
- Composition
- Biological, chemical and physical characteristics
- Intended shelf life and storage conditions
- Packaging
- Labelling relating to food safety and / or instruction for handling, preparation and usage
- Method of distribution.

7.3.4 Intended use

In product description handling, mishandling and misuses of the end product is documented which includes groups of users.

7.3.5 Flow diagrams, process steps and control measures

7.3.5.1 Flow diagram

KASCO has prepared clear, accurate and detailed flow diagrams which provides a basis for evaluating the possible occurrence, increase or introduction of food safety hazards considering following as appropriate;

- The sequence and interaction of all steps in the operation;
- Any outsourced process and subcontracted work;
- Where raw materials, ingredients and intermediate products enter the flow;
- Where reworking and recycling take place;
- Where end products, intermediate products, by – products and waste are released or removed

7.3.5.2 Description of process steps and control measures

We have defined exiting control measures, process parameters and how they applied in suitable records.

- Any outsourced process and subcontracted work;
- Where raw materials, ingredients and intermediate products enter the flow;
- Where reworking and recycling take place;
- Where end products, intermediate products, by – products and waste are released or removed

7.4 Hazard analysis

7.4.1 General

The food safety team conducts a hazard analysis to determine which hazards need to be controlled, the degree of control required to ensure food safety, and which combination of control measures is required

7.4.2 Hazard identification and determination of acceptable levels

7.4.2.1 All food safety hazards are identified and recorded considering type of product, type of process and actual processing facilities. The identification of hazards is based on following;

- The preliminary information and data collected according to 7.3,
- Experience,
- External information including, to the extent possible, epidemiological and other historical data, and
- Information from the food chain on food safety hazards that may be of relevance for the safety of the end products, intermediate products and the food at consumption
- The steps at which each food hazard may be introduced

7.4.2.2 Following are considered while identifying the hazards,

- The steps proceeding and following the specified operation,
- The process equipment, utilities/ services and surroundings, and
- The preceding and following links in the food chain

7.4.2.3 For all identified food safety hazards we have determined the acceptable level of the food safety hazard in the end product, which has considered the established statutory and regulatory requirements and customer food safety requirements, the intended use by the customer. Such records for determination are maintained.

7.4.3 Hazard assessment

We have conducted hazard assessment to determine, for each food safety hazard identified whether its elimination or reduction to acceptable levels is essential to the production of safe food and whether its control is needed to enable the defined acceptable level to be met.

Each food safety hazard has been evaluated according to the possible severity of adverse health effects and the likelihood of their occurrence. We have recorded the methodology used and the results of the food safety hazard assessment shall be recorded.

7.4.4 Selection and assessment of control measures

We have selected control measures, which are capable of preventing, eliminating or reducing all food safety hazards to defined acceptable levels. All the control measures reviewed with respect to its effectiveness against the identified food safety hazards.

Each control measures are categorized between operational PRPs or HACCP Plan considering following;

- Its effect on identified food safety hazards relative to the strictness applied.
- Its feasibility for monitoring.
- Its place within the system relative to other control measures.
- The likelihood of failure in the functioning of a control measure or significant processing variability;
- The severity of the consequence in the case of failure in its functioning;
- Whether the control measure is specifically established and applied to eliminate or significantly reduce the level of hazards
- Synergistic effects.

Control measures categorized as belonging to the HACCP plan are implemented in accordance with it and other control measures are implemented as operational PRPs.

7.5 Establishing the operational prerequisite programs (PRPs)

We have documented Operational PRPs, which include the following information for the each program;

- Food safety hazard, which are controlled by the program.
- Control measures.
- We have established monitoring procedures so that the operational PRPs are remains on place.
- We do corrections and corrective actions are taken if monitoring shows that the operational PRPs are not in control.
- We have defined the Responsibilities and authorities.
- Records of monitoring are maintained.

7.6 Establishing the HACCP Plan

7.6.1 HACCP Plan

We have documented HACCP Plan for each identified critical control point (CCP) considering following

- Food safety hazard, which are controlled at the CCP.
- We have identified all Control measures
- We have identified all critical limits.

- We have established monitoring procedures
- We do corrections and corrective actions are taken if monitoring shows that the critical limits are exceeded.
- We have defined the Responsibilities and authorities.
- Records of monitoring are maintained.

7.6.2 Identification of Critical control points (CCPs)

We have identified all CCPs for all the control measures and that are all included in the HACCP plan, which controlled each food hazards.

7.6.3 Determination of critical limits for critical control points

We have determined critical limits for the monitoring established for each CCP. Critical limits are established to ensure that the identified acceptable level of the food safety hazard in the end product is not exceeded. All critical limits are measurable. We have documented the rationale for the chosen critical limits. We don't have any critical limits based on subjective data, if required necessary instruction, specification, education and training are prepared for critical limits based on subjective data.

7.6.4 System for the monitoring of critical control points

We have established a monitoring system for each CCP, which includes all scheduled measurements or observations relative to the critical limits.

The monitoring system consists of relevant procedures, instructions and records that cover the following

- Measurements or observations that provide results within an adequate time frame.
- Monitoring devices used.
- Applicable calibration methods.
- Monitoring frequency.
- Responsibility and authority related to monitoring and evaluation of monitoring results.
- Record requirements and methods.

The monitoring methods and frequency are capable of determining when the critical limits have been exceeding in time for the product.

7.6.5 Actions when monitoring results exceed critical limits

HACCP plan specifies the planned corrections and corrective actions when critical limits are exceeded. The action ensure that the cause of non -conformity is identified, th at the parameters are controlled at the CCPs are brought back under control and that recurrence is prevented.

Documented procedures are established and maintained for the appropriate handling of unsafe products to ensure that products are not released un til products have been evaluated.

7.7 Updating of preliminary information and documents specifying the PRPs and the HACCP plan

The organization updates the following information while following established operational PRP and the HACCP plan if necessary;

- Product characteristics.

- Intended use
- Flow diagrams
- Process steps.
- Control measures.

The HACCP plan and the procedures and instructions specifying the PRPs are amended if required.

7.8 Verification planning

We have defined the purpose, method, frequencies and responsibilities for the verification activities. The verification

- The PRPs are implemented.
- Input to the hazard analysis is continually updated
- The operational PRP and the elements within the HACCP plan are implemented and effective.
- Hazard levels are within identified acceptable levels.
- Other procedures required by the organization are implemented and effective.

The output of this planning is suitable for the organization's method of operations. Verification results are recorded and communicated to the food safety team. Verifications results are provided to enable the analysis of the results of the verification activities. During the verification activities if test sample shows lack of conformity with acceptable level of the food safety hazard the affected lot of product are handled as potentially unsafe.

7.9 Traceability system

The organization has established and applied a traceability system that enables the identification of product lots and their relation to batches of raw materials, processing and delivery records.

The traceability system is able to identify incoming material from the immediate suppliers and the initial distribution routes of the end product.

Traceability records are maintained for a defined period for system assessment to enable the handling of potentially unsafe products and in the event of products withdrawal. Records on the end product lot identification are maintained accordance with statutory and regulatory requirements and customer requirements.

7.10 Control of nonconformity

7.10.1 Correction

The organization ensures that when critical limits for CCP(s) are exceeded or there is a loss of control of operational PRP(s), the end products affected are identified and controlled with regard to their use and release.

A documented procedure is established and maintained defining

- The identification and assessment of affected end products to determine proper handling.
- A review of the corrections carried out.

The unsafe products that manufactured under condition where critical limits have been exceeded and under condition where operational PRP(s) have not been conformed are handled as per the established system and the records for such unsafe products are maintained.

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All corrections are approved by the responsible persons and are recorded together with information on the nature of the nonconformity. Its cause(s) and consequence(s) include details for traceability purposes related to the nonconforming lots.

Σ SOP/S&M/13 Standard Operating Procedure for Control of Non-Conforming Products

7.10.2 Corrective actions

The authorized person is evaluating the data derived from the monitoring of operations PRPs and CCPs to initiate corrective action. Corrective actions are initiated when critical limits are exceeded or when there is a lack of conformity with operational PRP(s).

The organization has established and maintained documented procedures that specify appropriate actions to identify and eliminate the cause of detected nonconformities, to prevent recurrence, and to bring the process or system back into control after nonconformity is encountered. These actions include

- Identification of action for customer complaints and product non-conformities.
 - Identification of trends in monitoring results that may indicate development towards loss of control
 - Investigation of the cause of non-conformities relating to product, process and quality system and recording the results of the investigation.
 - Evaluation for the need of actions to ensure that nonconformity's does not repeat
 - The corrective action needed to eliminate the cause of non-conformities is determined and implemented
 - Recording the results of action taken.
 - The effectiveness of such corrective action is reviewed
- Corrective actions are recorded and maintained.

7.10.3 Handling of potentially unsafe products

7.10.3.1 General

Necessary actions are taken to prevent the nonconforming products from entering the food chain and unless following

- The food safety hazard(s) of concern has (ve) been reduced to the defined acceptable levels,
- The food safety hazard(s) of concern will be reduced to identified acceptable levels prior to entering into the food chain, or
- The products still meet the defined acceptable level(s) of the safety hazards of concern despite the nonconformity

All lots of non-conforming products are kept under control of organization. If nonconforming product is identified after delivery or use has started, then **KASCO** takes appropriate action regarding the consequences of the nonconformity and interested parties are informed to withdraw the material. The controls and related response and authorization of non-conforming products are documented.

7.10.3.2 Evaluation for release

All non-conforming products are released as safe when any of the following conditions apply;

- Evidence other than the monitoring system demonstrates that the control measures have been effective;
- Evidence shows that the combined effect of the control measures for that particular product complies with the performance intended.
- The results of sampling, analysis and/or other verification activities demonstrate that the affect lot of product complies with the identified acceptable levels for the food safety hazards (s) concerned.

7.10.3.3 Disposition of nonconforming products

The non-conforming products are reviewed after inspection in accordance with the documented procedure and subject to decision taken as per following.

- Re-Processed / Re-Worked To Meet The Specified Requirements,
- Re Gradation / Rejected And or Scrapped

7.10.4 Withdrawals

- Top management has appointed and authorized the food safety team leader to initiating and executing withdrawals.
- The organization has established and maintained a documented procedure to inform to customers, consumers and statutory and regulatory authorities. The sequences of action to be taken to handle withdrawn and affected products are also documented in the procedure.
- Record for the withdrawal are maintained and reported to the top management as a basis of input to the management review.
- The effectiveness of the withdrawal programme is verified and records are maintained.

7.11 Related Quality Procedure

∑	FQP/PRD/01	Food Quality Procedure for Preliminary Analysis of Production Process.
∑	FQP/QAD/02	Food Quality Procedure for Pre-requisite Program
∑	FQP/QAD/03	Food Quality Procedure for Hazard Identification Procedure.
∑	SOP/PRD/04	Standard Operating Procedure for HACCP Plan and Monitoring for results exceeding Critical Limits
∑	SOP/COD/06	Standard Operating Procedure for Product withdrawal
∑	SOP/S&M /13	Standard Operating Procedure for Control of Non-Conforming Products
∑	SOP/QAD/09	Standard Operating Procedure for Correction and Corrective Action

SECTION 2

CHAPTER 8

8.0 Validation, verification and improvement of the food safety management system

8.1 General

The food safety team has planned and implemented the processes to validate the control measures to verify and improve the food safety management system.

8.2 Validation of Control measure combinations

The control measures prior to implement the organization validates that the

- The control measure the control the food safety hazards
- The control measures are effective and capable of ensuring control of the identified food safety hazards to obtain end products that meet the defined acceptable levels.

If above control measures are not suitable then the same are modified and re assessed as appropriate i.e. changes in control measures, raw material, manufacturing technologies, end product characteristics and method of distribution and / or intended use of end products.

8.3 Control of monitoring and measuring

Appropriate measuring and test equipment / instruments, etc. Capable of necessary accuracy and precision are used at the work places to assure conformity of product to specified requirements including the requirements of safe food practice. Equipments are calibrated at regular intervals and the tolerances established on the basis of stability, purpose and usage, thereby ensuring that it is capable of getting the necessary accuracy and measurement requirements.

The salient features of the calibration system established and maintained are as under:

- Σ Equipments used in our group of companies are selected based on capability, accuracy and precision of the measurement required to be made.
- Σ The instruments are calibrated and adjusted at regular intervals as per schedules or prior to use and recorded. All the critical equipments get calibrated against certified equipment having a known valid relationship to nationally / internationally recognized standard by trained group of companies personnel or by employing services of outside parties having traceability with national / international standards. In the absence of establishing such traceability, it is calibrated through some recognized parties or as per established procedure.
- Σ Procedures are established and details are given for calibration methods, frequency, equipment identification system etc. The records of calibration are maintained. Calibration status of the equipments is identified by stickers / tags / records to recall back when calibration is due.

- Σ In case any equipment is found out of calibration, the validity of previous inspection shall be assessed and necessary corrective action is taken.
- Σ Test equipments are calibrated under suitable environmental conditions.
- Σ Equipments are handled in a manner to avoid damage and deterioration during handling, maintenance and storage. Trained persons should handle the equipments to ensure the validity of calibration. The measuring and monitoring devices are safeguarded to eliminate the possibility of invalidation of the calibration or is subjected to calibration before use.
- Σ New or repaired equipments and devices used for inspection are subjected to an initial inspection for accuracy or are proven prior to release for use in testing.

8.4 Food safety management system verification

8.4.1 Internal Audit

The internal audit is done atleast once in **Six Month** to determine whether the System conforms to ISO 22000 requirements and has been effectively implemented and maintained. The internal audit is scheduled in KASCO on the basis of the status and importance of activity to be audited and previous audit results. Audit is conducted on the laid down ISO 22000 system and the Guiding principles of ISO 22000 Internal Food Safety (IFS) audit. The Food safety team leader prepares the audit plan covering the scope, schedule and other details. Personnel are nominated as auditors and provided audit training. It is ensured that the auditors are independent of the specific activities or areas being audited by them.

The auditors shall verify implementation of documented ISO 22000 Food Safety Management System and objective evaluation of the organization structure, procedures, working practices, resources, accuracy of the work, records etc. The detailed system for planning and implementing audit to determine effectiveness of the quality is given in the procedure.

Audit Report and Follow-Up

The Auditor prepares non-conformity report on completion of the audit and the non-conformity is brought to the notice of auditee. They discuss about the appropriate actions to be taken and schedule for implementation in respect of any Non-Conformance observed. Audit findings are recorded and used as the main formal means of resolving problems and deficiencies detected in the system. The copies of such NCR reports are given to auditee. After taking timely corrective action on NC reports, the auditee calls auditor to verify it and to close the NCR. During next audit, implementation and effectiveness of the corrective action taken on NCR's shall be reviewed and recorded.

All the audit findings and verification of audit results are reported to the top management for review and evaluation of the system and taking corrective actions.

8.4.2 Evaluation of individual verification results

The food safety team evaluates that the planned verification are achieved. Also necessary actions are taken through following;

- Review of existing procedures and communication channels
- The conclusion of the hazard analysis, the established operational PRPs and the HACCP plan
- The PRPs

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- Reviewing the effectiveness of human resources and training activities.

8.4.3 Analysis of results of verification activities

The food safety team analyzes the results of verification activities, the results of internal and external audits. The analysis is carried out in order

- To confirm that the overall performance of the system meets the planned arrangements and the food safety management system requirements established by the organization.
- To identify the need for updating or improving the food safety management system.
- To identify the trends which indicate a higher incidence of potentially unsafe products.
- To establish information for planning of the internal audit programme concerning the status and importance of areas to be audited
- To provide evidence that any corrections and corrective actions that have been taken are effective.

The results of the analysis and resulting activities are recorded and reported to top management and used as an input for updating food safety management system.

8.5 Improvement

8.5.1 Continual Improvement

The process is laid down for follow up of process for continual improvement of the Food safety management system.

The continual improvement of food safety management system is facilitated through the use of communication, management review, internal audit, evaluation of individual verification results, and analysis of results of verification activities, validation of control measure combinations, corrective action and food safety management system updating.

8.5.2 Updating the food safety management system

Top management ensures that the food safety management system is continually updated. The food safety team evaluates the food safety management system at least once in a six month.

The evaluation and updating activities are carried out based on

- Input from external and internal communication
- Input for the suitability, adequacy and effectiveness of the food safety management system.
- Output from the analysis of results of verification activities
- Output from management review
- Records

The records for system updating activities are maintained and reported as input to the management review.

8.6 Related Quality Procedure

∑ SOP/QAD/11 Standard Operating Procedure for Internal Audit

∑ FQP/MNT/12 Food Quality Procedure for Control of Monitoring and Measuring Devices

Note

- Σ Food Safety Team Leader directly reports to Top Management for effective functioning of the system. They are given authority to execute the work for installation of Food Safety Management System in their KASCO and reports directly to director.

Annexure – I, List of Food Safety Procedures

Sr. No.	Procedure Number	Title Of Procedures
Clause Nos. → 4.0		Food Safety Management System
1.	SOP/QAD/08	Standard Operating Procedure For Document And Data Control
2.	SOP/QAD/10	Standard Operating Procedure For Control Of Quality Records
Clause Nos. → 5.0		Management Responsibility
3.	FQP/QAD/07	Food Quality Procedure For Management Review
4.	FQP/MNT/05	Food Quality Procedure for Emergency preparedness and response
Clause Nos. → 6.0		Resource Management
5.	FQP/QAD/14	Food Quality Procedure for Training
Clause Nos. → 7.0		Planning and realization of safe products
6.	FQP/PRD/01	Food Quality Procedure for Preliminary Analysis of Production Process
7.	FQP/QAD/02	Food Quality Procedure for Pre-requisite Program
8.	FQP/QAD/03	Food Quality Hazard Identification Procedure

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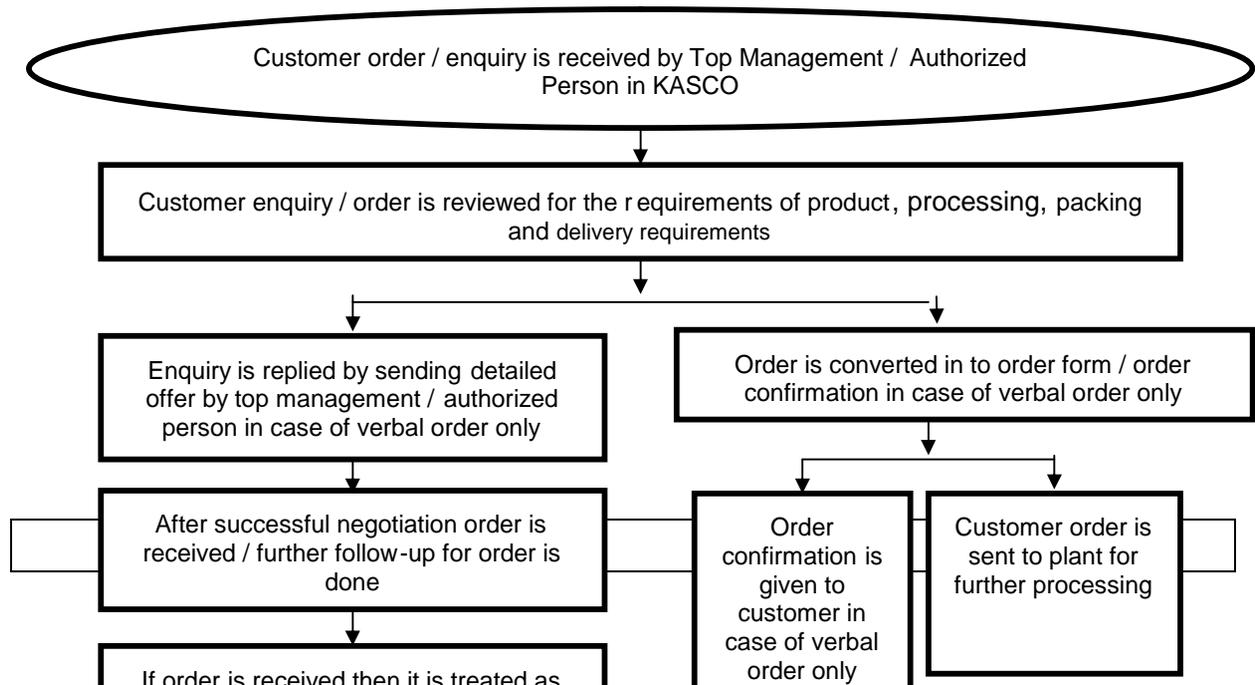
9.	SOP/PRD/04	Standard Operating Procedure for HACCP Plan and Monitoring for Results Exceeding Critical Limits
10.	SOP/COD/06	Standard Operating Procedure for Product Withdrawal
11.	SOP/S&M/13	Standard Operating Procedure for Control Of Non-Conforming Products
12.	SOP/QAD/09	Standard Operating Procedure for Correction and corrective Actions
Clause Nos. → 8.0		Validation, Verification and improvement of the food safety management system
13.	FQP/MNT/12	Food Quality Procedure for Control Of Monitoring And Measuring Devices
14.	SOP/QAD/11	Standard Operating Procedure for Internal Audit

Annexure – II, Glossary of Terms

Sr. No.	Abbreviation	For
1.	QP	Quality Procedures
2.	SOP	Standard Operating Procedure
3.	FQP	Food Quality Procedure
4.	FSP	Food Safety Procedure
5.	FSMS	Food safety management system
6.	HACCP	Hazards Analysis Critical Control Points
7.	FSTL	Food Safety Team Leader
8.	Functional Heads	Head of Marketing, Head of Purchase, Head of Production, Head of QC, Maintenance Incharge, Stores Incharge, Dispatch Incharge, Etc.

9.	NCR	Non Conformity Report
10.	IA NCR	Internal Audit Non Conformity Report
11.	ASL	Approved Supplier List
12.	SYS	System
13.	CAR	Corrective Action Request
14.	CCP	Critical Control Points
15.	PRP	Pre-Requisite Program
16.	CL	Critical limits

Annexure – III, Process Flow





Inspection and Testing of finished products as per the requirements of the HACCP Plan

After completion of testing and inspection of products as per defined specifications, **Catering Operation** releases the product for packing and dispatch

Products are dispatched to the customer after final check is done by the **Ramp & Handling** considering committed delivery schedule. All the supportive documents asked by the customer are accompanied with the products dispatched

After dispatch, in case of any complaints, **Sales & Marketing** department handles and resolves the complaints and contract is closed.

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Annexure – IV, Food Safety Policy

Annexure – V, Organization Structure of Company

Kuwait Aviation Services Company	
<div style="border: 2px solid orange; padding: 5px; display: inline-block;"> Chairman & Managing Director </div>	
<p>It is the policy of Kuwait Aviation Services Company KASCO to operate in flight catering services to produce and supply safe food products of agreed quality to consistently meet customer needs and expectations and enhance customer satisfactions so that there is complete assurance that our customers receive the optimum nourishment, and are unlikely to become ill or injured by foreign objects present in our food.</p> <p>In order to achieve this objective, we will rigorously adhere to relevant Kuwait i Statutory & Regulatory Requirements and with mutually agreed food safety requirements of customers.</p> <p>We will strive to achieve growth and leading position in the flight Catering Services by;</p> <ul style="list-style-type: none">  Supplying safe and hygiene food products to the consumer  Prevention rather than detection / rectification  Complying requirements & continually improve the effectiveness of Food Safety Management System.  Creating an environment of teamwork as well as involvement and system awareness to all employees. <p align="center">We hereby acknowledge that this document is accurate and prepared in accordance to the actual layout of KASCO flight catering premises</p>	
<hr/> Chairman / Managing Director	<hr/> Date:

