Food Safety Management Manual (HACCP)

NEW HOUSE PROJECT M.I.K.E.

Edition: 1st | Date: 26/02/2024

Food Safety Policy

The company's policy is to meet and comply with customer requirements by offering safe products that fully satisfy the demands of modern consumers and legislation. The company is therefore committed to and always aims to serve products that:

- Comply with relevant standards, regulations, and provisions
- Are harmonized in quality and sensory characteristics with the expectations of our customers.

The company's guiding principle is safety and quality, which must be provided to the customer at all specification levels. To achieve this, all company activities must be appropriately designed and controlled.

The company's management recognizes the necessity of establishing and implementing a Food Safety Management System that identifies, assesses, and controls hazards to ensure the hygiene and safety of products and fully complies with the requirements of the International Standard ISO 22000:2018.

The HACCP system is applied to all dishes produced and offered by the restaurant's kitchens. This system will be continuously improved to meet the ever-increasing expectations of customers, market demands, and legislative requirements in accordance with new scientific data.

Within the framework of this policy, the company monitors customer needs, developments in the food market, and complies with legislation and regulations to be able to provide products that ensure the satisfaction of the requirements and expectations of its customers.

The goals around which there is continuous and systematic effort in the company include:

- Constant care for the Safety of produced dishes
- Continuous monitoring of the production process to avoid deviations from the specifications
- Ensuring continuous improvement in the number of findings from internal and external inspections, aiming at zero complaints from customers
- Continuous improvement of customer satisfaction levels

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Management is committed to providing all the necessary resources for the implementation and effective operation of the Food Safety Management System, creating and establishing a culture among all staff and partners, reviewing it, informing staff about changes, and communicating it to all interested parties.

The eight pillars of this policy specifically are:

1. Adherence to the Food Safety Management System
2. Customer satisfaction
3. Continuous Improvement of the FSMS
4. Corporate culture in food safety
5. Climate change and food sustainability, oriented towards professionalism, transparency of actions, reliability of services, environmental protection, and adherence to actions against climate change.
6. Environmental Footprint, considered the most significant and substantial step we can take to become more environmentally friendly.
7. Zero Waste involves the design and management of products and processes to systematically reduce and eliminate the volume and toxicity of waste and materials, maintaining and reusing all resources without incineration or landfill.
8. Animal By-Products (Category 3), aiming for zero deposition of food by-products in the environment.

It is the duty and contribution of all company personnel.

The Food Safety Supervisor

The CEO

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