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SAFE  
QUALITY  
FOOD

MIDNITESNAX<sup>®</sup>  
EXPERIENCE THE DIFFERENCE

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## What is Safe Quality Food?

Safe Quality Food (SQF) is a food safety system designed to minimize food safety risks, so we can provide safe products to our customers. This facility is SQF Certified.

Our facility has a designated SQF Practitioner. An SQF practitioner is an individual within the facility who serves as the internal expert on SQF. This person will be responsible for overseeing the development and implementation of the system, as well as the maintenance of the system. They must be an employee of the company and be trained on both SQF and HACCP. Hazard Analysis and Critical Control Points (HACCP) must be used to control hazards, and the people assigned responsibility for the HACCP Plan must be trained in HACCP. The HACCP team list is provided for you and is also posted in the facility.

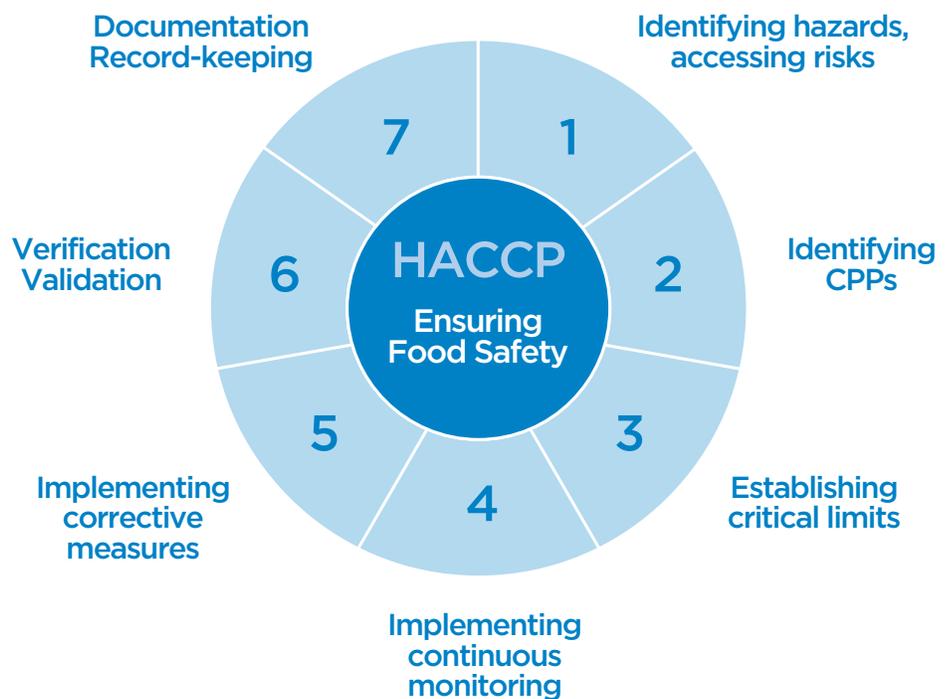
Hazard Analysis and Critical Control Points (HACCP) - Is a systematic preventative approach to food safety. It addressed physical, chemical and biological hazards as a means of prevention rather than finished product inspection.

## Why is SQF important?

The SQF system provides the company with the opportunity to sell safe product to customers all over the world. Many retailers will not do business with suppliers who are not SQF certified. If a supplier is SQF Certified, the retailer knows they are receiving safe food.

## Business Continuity Plan

The purpose of this program is to establish a uniform practice for coping and handling known threats, emergencies, and interruptions that could lead to a business crisis, which could impact our ability to deliver safe quality food. Our company has key personnel who are on our crisis team. If a situation were to occur, they would be the employees who maintain contact data and have the authority to initiate and delegate response activities. In any situation, the company ensures the protection of its personnel, the products, and the process.



## GOOD HYGIÈNE PRACTICES

Who needs to follow this system?  
**EVERYONE**

Office and warehouse employees and even our visitors!

## Customer Complaints

It is important to know the methods for handling and investigating the cause and resolution for complaints from customers or authorities. The customer service manager is responsible for this process. Upon a notification of a customer complaint by phone call, postal mail, e-mail, or fax or other means, the person receiving the complaint will record the information and notify the customer service manager and/ or one of the managing partners verbally or by email. The complaint then will be investigated. If a complaint is very minor or cannot be verified, it will not be investigated and should be handled by any customer service representatives. All information obtained and taken for resolution must be documented and saved in the customer complaint form which is found in the share drive as an electronic file. If a complaint is not handled appropriately, the customer service manager will be notified and will determine if retraining is needed.

A threat form is used for any intentional attacks against our product or business. If an employee encounters a situation where they receive a threatening call they must document the situation and immediately report it to a manager so we can prevent any further issues.

## Document Control

Document control is used to ensure personnel access to current documents and is maintained for SQF, HACCP and other product safety system documents. The Quality Assurance Team is responsible for ensuring this policy is followed. The approval process for new or revised documents includes a review by personal associated with the procedure or policy. If a document is approved, the original is signed or initialed at the top of the document by the Practitioner or Quality Assurance Personnel. All current documents are accessible with the Quality Assurance personnel in hard copy and on the share drive in an electronic file.

## Corrective Action

Corrective actions are taken to reduce risk and eliminate non-conformities to the system. They also serve to ensure that mistakes will not be repeated and that there is continuous improvement of the food safety and quality system. The practitioner, production manager and Quality Assurance team are responsible for this, but we do need everyone to participate in reducing risks within our facility. We do this by following the rules established by the SQF system and enforced by the Quality Assurance Team.

A hold tag is a form issued by a Quality Assurance personnel to provide a method for suspending operations or withholding product. These may be found in the warehouse. If you do notice a hold tag on equipment or product, it cannot be used or touched until the hold tag is removed by a Quality Assurance personnel or the Practitioner.

## Research and Development Program

The methods and responsibility for research and development are defined to ensure food safety controls are consistent and not compromised during tests and that new or changed products comply with controls as needed to produce safe, quality, and legal products. Samples are items that may leave company control. These are to be produced under a HACCP Plan and in compliance with company food safety and quality policies. For changes and new items the HACCP Plan is reviewed including the hazard analysis and ingredient or allergen analysis to determine if there are any new food safety risks. All new ingredients for samples or commercialized products must be purchased through the Approved Supplier Program.

## Allergen Control

This program defines the controls in place concerning food allergies and sensitive ingredients. This is maintained by the Quality Assurance Team. Knowing this information helps to reduce the risk of cross contamination of allergens. Cross Contamination is a movement or transfer of harmful bacteria and/or allergens from one person, place or object to another. The areas for allergen control include purchasing, receiving/storage, equipment use, scheduling, sanitation and packing/labeling. A master list of ingredients and finished product containing allergens is be maintained. There are labels placed on packages and product to identify any present allergens. (Fish and shellfish are not handled or processed in this facility).



SOYBEAN



MILK



EGGS



PEANUTS



WHEAT



FISH/SHELLFISH



TREE NUTS

Purchasing ensures suppliers provide information including a letter of guarantee or ingredient list regarding allergen content of ingredients and processing aids. If information is not provided, it will be requested.

When receiving and shipping transportation vehicles are checked. Ingredient statement should be checked during receiving for declaration of allergens. They should be stored in designated areas separate from un-like allergen ingredients. The risk of cross contamination from packaged goods is significantly reduced due to packaging integrity.

Equipment is cleaned after contact with an allergen and before next use for changed in allergen content. When allergen and non-allergen items are processed on shared equipment scheduling and sanitation are used to prevent cross contamination. When an ingredient containing allergens is used, the product is scheduled after non-allergen-containing products. Formulas with multiple allergens are scheduled at the end of the production process building on allergen to allergen. If this is impractical equipment and utensils are cleaned and sanitized.

Finished product is labeled clearly to indicate allergens in ingredients as well as those present due to using the same equipment or area. Precautionary statements are on all products.

## Identification and Trace

It is important to be knowledgeable about the procedures to ensure food and food contact packaging materials are identified in all stages and traceable one step forward and one step back. Incoming materials retain their original labels. If a label is missing or in need of repair this is corrected. The expiration date, “best by” or manufacture date as well as a lot code is also required. Items transferred to another container will have a label that includes item name or number, “best by” or expiration date and a lot code or batch number. During production, lot codes and batch numbers are recorded for materials used in making finished products. The lot codes and batch numbers are recorded on the lot code tracking form. The lot code that is placed on finished products is the sales order # - sales order line #. The batch number, which is a unique number, is generated by an office personnel using MAS90 the same day the product is made. The warehouse employee then labels the corresponding product with the assigned batch number to ensure traceability. Finished product is identified with labels per regulatory requirements. In addition, a “best by” date is used. This process supports us if we have to recall a product in the future.

## Food Defense

This describes how we prevent intentional attacks against the food system and our products. As part of this program we are registered with the FDA.

All access to the building is controlled. Drivers, visitors and employees are directed to enter and exit from specific locations. All visitors, other than employees or drivers, must sign in on the visitor log at the main entrance and be escorted by a company representative. This includes family members, friends, suppliers, customers and anyone else who is not an employee of the company. All drivers must enter and exit from specific locations and be escorted by a company representative if they use the restrooms. No visitor may wander through the building without a company representative without prior authorization from management. Company warehouse and production employees are immediately recognized through uniforms and aprons.

Storage of raw materials, packaging, equipment, hazardous chemicals and finished product is controlled and includes keeping doors closed and locked as required. Personnel are instructed to report any suspicious persons or changes in inventory or conditions.

Transportation is controlled for loading and unloading. Vehicles are examined for appropriate or suspicious conditions. The receiver and shipper must inspect incoming trucks and shipments by completed the shipping or receiving log. Trucks may be rejected due to their conditions. A truck will not be loaded or unloaded if conditions are questionable.

## General Cleaning Instructions

This procedure describes the general process for cleaning food handling and processing equipment, storage areas, self-amenities and restrooms to maintain a hygienic environment. All food processing equipment, tools, utensils, food handling and storage areas and other areas in the facility are cleaned as necessary to ensure sanitary conditions and prevent risk to product safety or quality. There is a procedure for each cleaning process explain what should be cleaned, how it is clean, who is responsible for cleaning it and when it should be cleaned.

At the end of each day or on an “as needed” basis, the restrooms, office area, and break rooms are cleaned. Storage areas, offices and other areas are cleaned using general floor sweeping and moping as necessary. Walls, shelves, and other areas may be cleaned by using a damp cleaning cloth or brushes to remove the build-up of dust.

## Physical Contamination Control

This describes the responsibility or methods used to prevent foreign contamination of product. Inspections are conducted prior to the start of operations to ensure equipment is in good conditions and potential contaminants have not detached or become damage or deteriorated or left in the area following sanitation or maintenance activities. Control of glass, plastic, wood and metal are ensured through forms. Metal contamination is controlled by ensuring there are no loose metal objects in the food contact environment. A formal metal detection program is in place. Each finished bag of product must pass through a metal detector. Visual inspection is used to examine incoming material for potential contaminants.

## Hazard Communication Program

The purpose of the program is to protect employee, contractor and visitor's health while hazardous chemicals are present or in use on the premises. Only trained employees and contractors are permitted to use or handle hazardous chemicals. Essential information on hazardous chemicals is maintained by the company. The Quality Assurance Team maintains Material Safety Data Sheets (MSDS) for each hazardous item. Medical emergencies concerning hazardous chemicals are handled by retrieving the MSDS for the chemical involved and calling 911 for emergency service if the injured employee needs medical treatment beyond what can be provided.

Material Safety Data Sheet (MSDS) - A formal, written document that outlines information and procedures for handling and working with chemicals. It identifies the manufacturer of the material and is mandated by the US Occupational Safety and Health Administration (OSHA).

### EMPLOYEES

- Use personal protective equipment (PPE) as needed.
- Inform management of missing or defaced labels on containers or labels that are not approved.
- Do not remove labels
- Do not use any unlabeled containers
- Know the location of emergency equipment including first aid supplies and emergency eyewash.

Lockout/Tagout: This system establishes the employer's responsibility to protect employees from hazardous energy sources on machines and equipment during service or maintenance.

# PERSONNEL PRACTICES

*All employees and visitors are responsible for knowing and following the procedures listed below. Each employee is responsible for providing feedback or reporting to management if they observe a personnel or food safety risk, or if a procedure is not being followed.*

## **Health:**

- If an employee is diagnosed with a significant illness they are required to report it to their manager who may then consider work restrictions to reduce potential disease transmission.
- Employees or visitors who may appear ill or show visible signs of an illness will be asked to avoid production areas.

## **Cuts/Lesions:**

- Cuts, Lesions and any other wounds must be covered. There are blue metal detector band aids and distinctive color bandages or covering available in all first aid kits.

## **Hand Washing and Gloves:**

- Hand washing must take place in sinks designated in food handling areas.
- Hands must be washed after restroom use, eating, smoking, sneezing, coughing, touching hair, blowing nose or touching any exposed skin.
- Gloves must be worn by anyone who touches product.
- Hands must be sanitized before entering the warehouse.

## **Hair Control:**

- Hair is to be restrained. All persons entering areas where food is exposed must wear a hair net. Clasps, rubber bands, bobby pins or simple hair restraints may be used as long as they are in combination with hair nets.
- Beards must be kept clean and neatly trimmed.

## **Jewelry:**

- Jewelry is not allowed in the production or food handling areas. This includes necklaces, rings (except wedding bands), watches and exposed body piercing including ears, nose, eyebrows, lips, tongue etc.
- Medical notification alert necklaces are allowed, but must be worn tucked inside the shirt to minimize the risk of loss.

## **Other Rules:**

- No food or drinks in the production areas
- Tobacco products are only to be used in designated areas
- No gum chewing in the warehouse
- Employees should maintain a healthy and clean appearance.
- Cellphones are not allowed in the warehouse, except for management
- Cameras may not be used in any part of the facility except for senior management
- Your desk should be kept clutter free.
- At the end of the day all food including candy, snacks, and food should be cleaned out of the offices including in desks. Either bring it home, return it to the sample room or discard it.
- Coats should be kept in the coat closet, not on the back of desk chairs.

## **Hand Washing Steps:**

- Wet hands with warm water
- Apply liquid soap
- Rub vigorously
- Rinse with warm water
- Dry thoroughly
- Turn off faucet with paper towel