

FOOD SAFETY POLICY

The Food Factory, comprising **James Caterers Ltd & Malta Healthcare Caterers** are 2 leading Maltese catering business operating from **The Food Factory** that offer a wide range of foodstuffs including:

- Meals for hospitals, refugee camps, schools, elderly personal houses and private & governmental residential homes
- Pre-packaged ready meals for retail - RTE
- Savory items for retail and outside catering
- Frozen raw and frozen cooked packaged products
- Dessert products for HORECA
- Halal food

The companies adopt a Food Safety Management System based on the requirements of MSA EN ISO 22000:2018 and BRC V.9. Subsequently they have established the following strategic objectives to be pursued through the Food Safety Management System:

- Long Term Vision
 - To constantly produce safe food that does not cause harm to the customer and that is compliant with the National European Law and the legislation / regulations of the countries to which we sell.
 - To establish long term business relationships that has strong potential for development and growth.
- Transparency
 - To keep promises with both clients and suppliers.
 - To establish honest and transparent relationships built on mutual trust.
 - To establish prices that suit customer needs.
- Quality
 - To go that extra mile to understand and satisfy the customer requirements.
 - To provide tailored solutions to satisfy the customer requirements in the most cost effective way in the agreed time frame.
 - To continuously improve the Food Safety Management System and the overall management of **the companies**
 - To constantly nurture the culture of food safety and continuous improvement.
- Team Work
 - To ensure the correct and adequate competences of the employees.
 - To encourage the development of strong personal relations between the employees and also with the employees of the suppliers and the customers.

The Food Factory - James Caterers Ltd and Malta Healthcare Caterers are wholly committed to maintain a Food Safety Management System based on the requirements of MSA EN ISO 22000:2018 and BRC v.9 and it is mandatory that all employees and suppliers accept this responsibility and comply with the specified requirements.

As Managing Director, I take full responsibility to ensure that this policy is communicated and implemented throughout our organization and other interested parties.



Managing Director

James Barbara