

QUALITY AND FOOD SAFETY POLICY

Food Factory, comprising **James Caterers Ltd & Malta Healthcare Caterers** are 2 leading 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

companies adopt a Quality & Food Safety Management System based on the requirements of 9001, ISO 22000, FSSC 22000, IFS and BRC. 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.

Food Factory - James Caterers Ltd and Malta Healthcare Caterers are wholly committed to maintain a Quality & Food Safety Management System based on the requirements of ISO 9001, 22000, FSSC 2200, IFS and BRC and it is mandatory that all employees and suppliers accept responsibility and comply with the specified requirements.

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



Managing Director