

OUR FOOD SAFETY POLICY

INTRODUCTION

Food Safety is critical to the successful application of Cater Cares values of Care, Pride and Community. Food safety is core in the provision of quality catering in all sectors of our business .

OUR COMMITMENT

Cater Care is committed to providing food that is safe and suitable at every meal. The food must be culturally appropriate and at an individual level appropriate for dietary requirements. Cater Care recognises that adverse events in food service provision can be life threatening.

Our Food Safety Program has been developed to ensure compliance with the standards required in State Food Acts and the Food Standards Code, applicable nationally.

All Cater Care sites are committed to following our Food Safety Program which forms part of Cater Cares Integrated Management System (IMS).

The Food Safety Program covers procedures for the elements of food provision; Receiving, storage, thawing, preparation, cooking, texture modification, cooling display, reheating, delivery and service. It addresses the hazard at each step including; microbiological growth and contamination, physical and chemical hazards, and allergens.

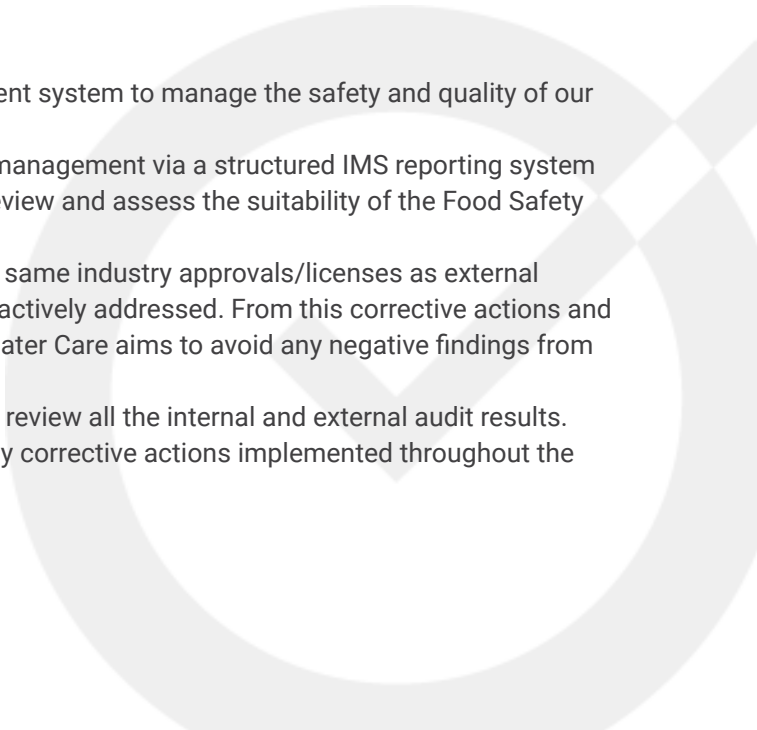
Our Food Safety Program requires all employees to:

- identify the risk areas inherent in the production of food, and how to minimise those risks.
- Identify and report potential food safety hazards,
- Increase their food safety knowledge, and
- have the confidence to implement corrective action when things go wrong.

Only through providing knowledge, training, and empowering our staff do we gain assurance that our consumers will receive safe and suitable food that meets their dietary requirements and avoids any adverse events

The Food Safety Program has been developed for staff to be able to easily understand and follow and incorporates a 'no blame' culture encouraging any staff member to report any issues they identify.

CONTINUOUS IMPROVEMENT

- Cater Care uses an ISO 22000 accredited management system to manage the safety and quality of our food
 - We actively report food safety issues to operational management via a structured IMS reporting system
 - Our Operational food safety team meet annually to review and assess the suitability of the Food Safety Program
 - Internal audits are conducted by auditors holding the same industry approvals/licenses as external auditors. This ensures issues are discovered and proactively addressed. From this corrective actions and discussions flow to address the issues discovered. Cater Care aims to avoid any negative findings from external reviewers.
 - Regular meetings are held with each business unit to review all the internal and external audit results. Opportunities for improvements are identified and any corrective actions implemented throughout the business.
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- Data collected from any review is used to improve Cater Care and Industry knowledge and practices
- This data is critical to assist Cater Care to influence the industry's knowledge and practices.
- We engage in National food safety conversations with industry and Government, often leading those conversations.

Colin Redman

Chief Executive Officer

Date Approved: October 2020

