

Customer Communication Sheet

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We care for safe quality ...

This is an overview on

Principles and Guidelines

of NaProFood's Quality Assurance System (QAS).

The main issues of NaProFood's Quality Policy are:

(1) All kind of relevant business procedures shall be designed, established and operated according to the following principles:

- (a) comprehensibility of procedures and cause-and-effect-relations,
- (b) correctness and unequivocal documentation of facts and dates,
- (c) precise definition of goals and objectives,
- (d) clear indication on how to reach the goal and
- (e) which means and methodologies have to be applied,
- (f) all management tools, decisions, instructions, training items and optimisation objectives are directed towards the **reproducibility of results**.

(2) Products properties and functionalities shall be reproducible and constant according to a system of properly established quality parameters,

- (a) which shall be chosen in order to represent all product properties of relevance for the customers and for internal supervision and control,
- (b) which will be measured or determined applying generally recognised methods and means, and
- (c) a clearly defined system of ranges and constraints (measure intervals, min/max values, standards and bench marks for comparison) shall be established which represents "constant product properties" under all practically and legally relevant aspects.

(3) NaProFood has obliged itself to establish and to operate a Quality Assurance System along the whole value added chain,

starting with raw materials evaluation and purchasing, and

ending with proper transportation and discharging of the goods at customers' facilities.

This QAS shall be in line with all generally recognised and internationally standardised rules and principles.

Moreover, it is NaProFood's indispensable obligation permanently to improve this QAS and currently to adapt it on reasonable novel requirements and demands.

(4) In order to meet the special requirements of food safety, NaProFood has obliged itself to establish and to operate

(a) **HACCP System** (hazard analysis and critical control point system) which includes risk assessment for biological, chemical, physical and allergens contamination,

(b) **Good Manufacturing Practice (GMP)** in terms of Good Hygiene Practice, Cleaning and Sanitation, protection against contamination originating from equipment, from other operations or products*, and compatibility of used process media and auxiliaries with food (water, steam, compressed air, lubricants, ...),

(c) **Traceability System** to identify origin and individual properties of all raw materials used in the finished products, among others, by properly defining a production lot and using a unique batch code for each individual lot.

(5) NaProFood is prepared to organise a **Recall Procedure** for already delivered products in case of an emergency which could occur or come to knowledge after internal clearance for a certain production lot.

(6) All laboratory analyses within the QAS are performed

* either by making use of the services of certified external laboratories (which applies to 90 % of the analyses)

* or via internal performance according to clearly documented lab instructions.

(7) Staff training and a stringent supervision of all relevant operations performed by NaProFood's toll producers is an integral part of the QAS.

This document is part of the preparation work for the implementation of NaProFood's QAS and has been established on February 26th, 2006 .
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