

Doc number: TI-P-001	Issue Date: 17/04/2024	Version: 10	Review By: April 2027	Approved by: <i>Chau Thai</i> <small>Electronically signed by: Chau Thai Reason: Prepared and Approved document Date: Apr 17, 2024 07:58 GMT+10</small>
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Food Safety Policy

Food Safety Goal

Tismor Health and Wellness is committed to producing both safe and legal food products that meet the quality requirements of our customers. Tismor Health and Wellness continues to maintain and demonstrate a strong food safety culture to identify and prevent deviations in processes that impact the safety, quality and legality of our finished products as well as the likelihood and severity of a recall that negatively impacts the organisation.

The Food Safety Goal shall be achieved through the following:

Quality Management Systems

- Complying with HACCP
- Complying with Customer Specified requirements
- Complying with FSSC 22000 global standard for food safety (encompassing ISO 22000:2018, ISO/TS 22002-1:2009 and additional FSSC 22000 requirements)
- Complying with NSWFA Dairy Manual
- Comply to FSANZ Food Standards Code
- Complying to Department of Agriculture, Fisheries and Forestry export requirements for dairy products

Product Safety

- Control and monitor processes using HACCP and TACCP

Leadership

- Leadership behaviours inspire the actions of others to drive better food safety performance
- Senior leaders show the way, openly commit to making safe food the top priority
- Monthly leadership meetings are held to report and discuss food safety performance and any suggestions about improving food safety

Empowerment of employee

- Managers encourage and motivate personnel to support each other in complying with food safety policies and procedures

Encouragement and appreciation

- Employee contribution to food safety is recognised through the performance management review process

Continual Improvement

- Continuously review and improve products, processes and systems

Customer and Consumer Focus

- Customer feedback
- On-time delivery (DIFOT)
- Customer Specifications
- Complying with ACCC

Communication

- Provision of food safety information to our customers
- Timely & thorough responses to customer complaints and enquiries
- Prompt notification to external agencies of mandatory food safety notifications such as pathogens where detected

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- There are open communication channels for personnel to escalate to leadership
- Monthly safety meetings are conducted to report and discuss food safety performance and any suggestions about improving food safety

Responsibility and accountability

- All employees have clearly defined accountabilities as this enables individuals to take appropriate responsibility for food-safety-related decisions and actions, and their consequences
- Everyone is responsible for ensuring finished goods are safe

Training and awareness

- Employees have the correct training to be fully competent at implementing and upholding food safety
- Trainings about values of organization, benefits of ensuring food safety and ways and means to achieve food safety will form a strong foundation for food safety culture of the organisation

Team Work

- Team work is one of the very important ingredients in the recipe of food safety culture of an organisation. Team work often results into developing good culture in the organisation along with ensuring food safety.

Food safety culture

- Senior Management are committed to establishing a strong food safety culture which starts from the top of the business. This is achieved by a 3-step process: "Know, Do, Follow Through".
- To know where the business stands, an anonymous food safety survey is conducted annually to do a quick "health check" of the business's food safety culture. The outcome of the survey will form an idea on the business's overall approach to food safety to move onto making targeted improvements through a food safety culture plan/matrix.
- Achieving a strong food culture takes effective leadership and commitment and contributions and support from everyone in the business.
- Senior Management's goal is to track and improve food safety culture.
- The progress of the food safety culture plan is to reviewed quarterly to identify strengths, weaknesses and track progress.

Internal Review

- Regular internal audits, quality reviews, customer complaint reviews

External Review

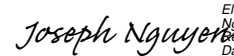
- Regular 3rd party and government audits

George Johnstone
CEO



Electronically signed by: George
Johnstone
Reason: Approval
Date: Apr 17, 2024 09:09 GMT+10

Joseph Nguyen
Acting COO



Electronically signed by: Joseph
Nguyen
Reason: Approval
Date: Apr 17, 2024 08:39 GMT+10

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Revision History

Version	Issue Date	Change Details
5	19/6/18	<ul style="list-style-type: none"> • Changed references to BRC with FSSC 22000 • Included section on communication • Added review by date
6	6/5/2019	Updated authorised person Bahareh Loni
7	09/04/2021	Include the following sections: leadership, empowerment of employees, encouragement and appreciation, responsibility and accountability, training and awareness and team work.
8	04/05/2021	Include monthly leadership meetings to include discussing food safety performance. Include monthly safety meetings to discuss food safety performance and any suggestions about improving food safety.
9	21/03/2024	Update from Bahareh Loni to Chau Thai.
10	16/04/2024	Change name to Department of Agriculture, Fisheries and Forestry. Include under Product Safety TACCP. Include a section for food safety culture.

Signature: *Laiz Franca*

Electronically signed by: Laiz Franca
Reason: Review
Date: Apr 17, 2024 09:18 GMT+10

Email: Laiz.Franca@tismor.com.au










TI-P-001-10 Food Safety Policy














Final Audit Report

2024-04-17

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By:	Laiz Franca (Laiz.Franca@tismor.com.au)
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"TI-P-001-10 Food Safety Policy" History

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-  Document emailed to Chau Thai (Chau.Thai@tismor.com.au) for signature
2024-04-17 - 07:53:26 GMT+10
-  Email viewed by Chau Thai (Chau.Thai@tismor.com.au)
2024-04-17 - 07:57:06 GMT+10- IP address: 104.47.71.254
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-  Joseph Nguyen (joseph.nguyen@tismor.com.au) authenticated with Adobe Acrobat Sign.
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-  Document emailed to George Johnstone (George.Johnstone@tismor.com.au) for signature
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