

NFK Ltd	Doc Ref: QP 01/1	Issue No: 1	Issue Date:18.08.26
Item: Customer Health & Safety Policy			
Issued by: Leslie Dennis		Authorised by: Mike Dennis	
Reason for Issue: new policy			

Doc Ref: QP 01/1 **Customer Health & Safety Policy**



RESPONSIBILITY: Management, Technical

ASSOCIATED DOCS:

PROCEDURES:	PC 01 01	Management Review Procedure
	PC 01 02	Health & Safety Procedures
	HACCP 02	Scope
	HACCP 03	Hazard Analysis
	PC 15 01	Micro Sampling
	PC 17 01	Product Recall Procedure
	PC 19 02	Supplier Approval Procedure
	PC 19 04	Raw Material Risk Assessment
FORMS:	FM 01 01	Monthly Performance Review
	FM 15 01	Lab Results
	FM 17 01	Product Recall Record
	FM 19 01	Supplier Audit Report
	FM 19 04	Good In Supplier Approval

1.0 Introduction

Nythe Farm Kitchen (NFK) is committed to conducting all business activities responsibly, with a focus on maintaining high customer health & safety standards. NFK will continue to implement best practices to ensure that this policy is integrated throughout both its operations and supply chain. The organisation is committed to meeting all customer health & safety standards and all employees are expected to adhere to this code of conduct and comply fully with relevant legislation.

2.0 Roles and Responsibilities

The Company Directors at Nythe Farm Kitchen are responsible for:

- drafting the policy and reviewing it on an annual basis.
- The organisation's customer health & safety direction, providing the necessary resources, and promoting a culture of efficiency and sustainability.
- promoting this policy to teams and ensuring its implementation.
- developing, implementing, and monitoring customer health & safety standards programmes and initiatives.

All employees are responsible for supporting customer health & safety standards programmes and reporting customer health & safety concerns or opportunities.

3.0 Policy Aims

The scope of this policy includes product microbiological, chemical, physical, allergenic and nutritional properties. The site is BRCGS A Grade ensuring only products that meet acceptable microbiological, chemical, physical and allergenic standards are released to customers.

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4.0 Our approach to ensuring compliance

Raw materials are purchased from approved suppliers against agreed specifications which we then verify to ensure they are suitable for manufacturing safe, authentic and legal products. All suppliers

are required to meet legal product safety requirements and comply with health and safety standards.

Suppliers are monitored to ensure they are meeting these requirements. Enhanced controls are in place for higher risk raw materials.

At the site we have carried out a Hazard Analysis Critical Control Point (HACCP) to generate our Food Safety & Quality Systems which is used to assure our products meet acceptable microbiological, chemical and physical standards. Our Food Safety & Quality Systems are aligned with BRCGS A Grade requirements.

Separate allergenic risk assessments are used to help us define controls to prevent cross contact of undeclared allergens. Where the risk of cross contact is significant, we will label the product with "May Contain" so that affected consumers can avoid the product. Such alibi labelling is only used where necessary to enable all consumers to choose a varied diet.

Where the HACCP study has identified a risk of inherent foreign bodies from the factory, if possible, we will remove the hazard or carry out start up and audit integrity checks to prevent potential

harmful foreign bodies getting into our products. All finished packs pass through either a metal detector to identify failures in either ours or our raw material suppliers' controls and prevent potential harmful foreign bodies being in our products. Where there is an inherent foreign body risk from a raw material such as bone in chicken meat, we will apply a warning to pack so that consumers can take extra care when consuming the product.

Our HACCP study identifies the potential for pathogenic microbiological contamination and the controls that we then introduce to prevent microbiological food poisoning from our products. This will include cooking and cooling parameters as well as equipment, environmental and personal hygiene controls that we follow. We verify these controls by a comprehensive testing schedule. Shelf-life analysis and microbiological modelling with reasonable consumer abuse are used to define

product shelf life's which are both safe and meet acceptable quality criteria.

We will provide consumers with verified nutritional information on pack in a traffic light format to encourage them to adopt a healthy diet. Where appropriate we will provide verified re-heat

instructions to ensure microbiological safety and prevent the risk of scalding consumers.

The site has a multidisciplinary HACCP team who carry out the assessments which define the process. As a minimum the HACCP team leader, typically the Technical Manager, will have successfully completed HACCP level 3 or higher training.

Other members of the team will have successfully completed HACCP level 2 or level 3 training, or will be included based on relevant operational knowledge and experience.

Colleagues who monitor critical control points in the factory will be trained prior to carrying out the activity. Their competency will be assessed at least annually.

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5.0 Incident Management

In the instance that a food safety problem is identified after dispatch of the product the product is withdrawn from stores and recalled from consumers. Corrective and preventative actions are implemented based on the issue identified. Consumers can make complaints and report incidents via our formal customer complaint management system. The contact information for customers to submit a complaint is printed on the product packaging, the contact information varies based on the product. If a consumer makes a complaint that our products have potentially not met the acceptable microbiological, physical, chemical, allergenic, or nutritional standards expected this is then appropriately investigated and responded to. All complaints are logged, assessed, and investigated quickly, including those related to microbiological, physical, chemical, allergenic, or nutritional standards.

6.0 Communication

The Customer Health & Safety Policy is currently published on the Nythe Farm Kitchen website, at site and emailed to all relevant staff.

7.0 Endorsement and Approval of this Statement

This statement has been approved by the Company Directors, who are committed to ensuring Nythe Farm Kitchen operates in a safe, legal, ethical, sustainable, and authentic way.

Signed



Mike Dennis

Managing Director

18.08.26

Date

Signed



Leslie Dennis

Technical Director

18.08.26

Date

