

Product Integrity Policy

YOUR DEPARTMENT: FSQR / Internal Audit

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Distribution: All Employees

Approval Date:	Effective Date:	Reference:
23.05.2024	23.05.2024	POL-002-FSQR/IA -EN
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EFFECTIVE DATE

23 May 2024

This policy supersedes the FSQR Statement of Quality & Product Integrity, and complements the Code of Conduct as well as FSQR and HSE policy.

1. INTRODUCTION & SCOPE

This policy applies to all employees, contractors, and stakeholders of What's Cooking?, a committed advocate for product integrity in the food industry. Recognizing the importance of building trust and a transparent supply chain from sourcing to production, excellence in quality, food safety, integrity throughout the supply chain, up to distribution of our products – and which we do so for our suppliers and customers, consumers and other stakeholders.

2. POLICY IMPLEMENTATION

With our product integrity system, we make a positive impact on our stakeholders by crafting with care, care by crafting and building trust and a transparent supply chain. Through our standards, we create an advanced product integrity system within our industry. Trust in food depends on having a high degree of transparency. Day by day, side by side, connecting suppliers and consumers through specific supply chains is a good way of showing people who is behind the production of their food. Confident & courageous we show consumers and customers that our food's supply chain is a work of craftsmanship, from supplier to customer.

3. OUR EXPECTATIONS FOR EMPLOYEES' PERSONAL BEHAVIOR

Ensuring effective product integrity within What's Cooking? is crucial for maintaining customer trust, safety, and compliance with regulations. These three key behaviors for our employees help to achieve this:

1. Adhering to Strict Hygiene and Sanitation Practices

Employees must rigorously follow hygiene and sanitation protocols to prevent contamination and ensure food safety. This includes:

- **Regular Handwashing:** Washing hands thoroughly with soap and water at critical times, such as before handling food, after using the restroom, and after touching potentially contaminated surfaces.
- **Proper Use of Personal Protective Equipment (PPE):** Wearing gloves, hairnets, aprons, and other protective gear as required to minimize direct contact with food and prevent contamination from clothing or hair.
- **Maintaining Clean Workspaces:** Regularly cleaning and sanitizing all surfaces, utensils, and equipment used in food preparation and handling. This also includes properly storing cleaning agents to avoid accidental food contamination.

2. Following Standard Operating Procedures (SOPs)

Adherence to established SOPs ensures consistency, quality, and safety in food production. Key aspects include:

- **Ingredient Verification:** Checking and documenting the quality, source, and condition of all ingredients upon delivery to ensure they meet the required standards and are free from contamination or spoilage.
- **Temperature Control:** Monitoring and recording temperatures of storage areas, cooking processes, and final products to ensure they remain within safe limits. This includes maintaining cold chain integrity for perishable items and ensuring hot foods are cooked to safe internal temperatures.
- **Accurate Record-Keeping:** Maintaining detailed and accurate records of all processes, from ingredient sourcing to final product distribution. This includes tracking batch numbers, production dates, and any incidents or deviations from standard procedures.

3. Commitment to Continuous Training and Improvement

Ongoing education and a culture of continuous improvement help employees stay updated on best practices and emerging risks. This involves:

- **Regular Training Sessions:** Participating in scheduled training programs on food safety, hygiene, new equipment usage, and changes in regulatory requirements. These sessions should be tailored to address specific roles and responsibilities within the food production process.
- **Staying Informed on Industry Standards:** Keeping abreast of the latest industry trends, scientific advancements, and regulatory updates that may impact food safety and quality. This can be facilitated through industry publications, seminars, and professional networks.
- **Encouraging Feedback and Reporting:** Fostering an environment where employees feel comfortable reporting potential safety hazards, quality issues, or procedural lapses without fear of reprisal. This helps identify and address problems quickly and reinforces a culture of accountability and continuous improvement.

By adhering to these behaviors, our employees and partners can significantly contribute to maintaining high standards of product integrity, ensuring that the food products reaching customers and consumers are safe, high-quality, and reliable.



Therefore What's Cooking? and its employees encompasses the following commitments towards quality and integrity and which applies to each What's Cooking? location:

- ✓ In line with the **What's Cooking? values**: Day by day, side by side; crafting with care, care by crafting; be confident and courageous, we act in line with the FSQR Policy Charter of What's Cooking?
- ✓ Acting as a **socially responsible entrepreneur** and taking care of:
 - Cooperation with **suppliers and customers**;
 - The well-being of **employees**;
 - Impact on **environment**;
 - The concerns of **society**;
 - The interests of **shareholders**;
 - And this always in relation to the **product, services and activities** that we develop as a company.
- ✓ Focused on producing and selling products that are:
 - **Safe** for the consumer, and
 - Comply with all **legal** requirements and standards, and
 - Meet the requirements and specifications of our **customers**, and
 - Are aligned with **consumer** expectations.
- ✓ Continuous improvement on our **Food Safety Culture**.
- ✓ Providing the **necessary resources** in people, machines and methods to execute the policy.
- ✓ Translating the policy into a system with clear **agreements and responsibilities**.
- ✓ Defining **objectives** that are specific, measurable, achievable, realistic, time-bound and focused on **continuous improvement**.
- ✓ Having a **reporting obligation in place and whistleblower** policy and tool if quality, food safety, integrity or legality are violated.
- ✓ Reporting can be made to **the hierarchical supervisor** or, when this is not desirable, the **person of trust, or Chief Compliance Officer**, or any of those appointed in the context of this Whistleblower policy & tool.



4. AUDIT & REVISION

Regular product integrity audits will be conducted to assess our performance in meeting the objectives outlined in this policy. The results of these audits will be used to identify areas for improvement and inform the revision of our product integrity practices. Open communication and employee involvement will be integral to the success of our continuous improvement efforts. **Periodic evaluation** of the objectives will take place with at least an annual evaluation.

5. ENFORCEMENT

Compliance with this Product Integrity Policy is mandatory for all employees. **Open communication** of the policy and its results to all employees will take place through various channels such as memo's, meetings, newsletters, cantina screens, discussions and road shows.

Violations will be addressed through appropriate disciplinary actions, which may include counseling, training, or, in severe cases, termination. Transparent reporting mechanisms will be established to encourage employees to report non-compliance and provide valuable insights for improvement.

6. RELATED POLICIES

FSQR Policy
EHS Policy
Procurement Policy
Code of Conduct
Business Code of Conduct for Suppliers
Whistleblower policy & tool

