



# Quality and Safety Policy for Food

**production**



### Objective

To ensure effective quality and safety conditions and controls for food production processes in the different fresh produce and food industry businesses - IDEAL in order to reduce operational risks and contribute to the achievement of the value promise to customers.

### Scope

Applies to the production or elaboration of own brand or unbranded products by the fresh and food industry management - IDEAL of Almacenes Éxito SA.

### Definitions

- 🕒 **GMP (Good Manufacturing Practices):** basic principles and general hygienic practices in the handling, preparation, processing, packaging, storage, transport and distribution of food for human consumption, in order to ensure that products are manufactured under adequate sanitary conditions and that the risks inherent in production are reduced.
- 🕒 **Quality:** degree to which a set of inherent characteristics of the product complies the established need or expectation, generally implicit or mandatory.
- 🕒 **Stores:** entity, physical or virtual, where business operations are managed, measured and controlled, for this case it is applied to the production operations of the warehouses and the Food Industry - IDEAL.
- 🕒 **Sanitary Design:** set of characteristics that buildings, equipment, utensils and facilities of establishments dedicated to the manufacture, processing, preparation, storage, transport and sale must meet in order to avoid risks in the quality and safety of food.
- 🕒 **Food safety:** assurance that food will not cause an adverse health effect to the consumer when prepared and/or consumed in accordance with its intended use.
- 🕒 **Food handler:** any person directly involved, even occasionally, in the manufacture, processing, preparation, packaging, storage, transportation and dispensing of food.
- 🕒 **Organoleptic:** any property of a food or other product perceived by the senses, including taste, color, smell and texture.

- 🕒 **BOP (Basic Operating Procedure):** type of document defined in the Documentary System of the Éxito Group.
- 🕒 **Critical Control Points (CCP):** stage where a control can be applied and which is essential to avoid or eliminate a food safety hazard or to reduce it to an acceptable level.
- 🕒 **Receta:** fórmula de composición de un producto que incluye los ingredientes que intervienen en él y sus cantidades, el modo de elaborarlo y en ocasiones su forma de aplicarse, administrarse o servirse. Recipe: formula for the composition of a product that includes the ingredients involved in it and their quantities, the way it is prepared and sometimes the way it is applied, administered or served.
- 🕒 **SISCA (Quality System):** Almacenes Éxito S.A.'s management system established to manage quality and safety aspects, define policies, objectives and the processes to achieve them, comply with legal and other requirements, and address identified risks and opportunities.
- 🕒 **Traceability:** ability to follow the path of a food through the specified stage(s) of production, processing and distribution.

### Policies

- **General Information**

Given the preventive approach of SISCA of Almacenes Éxito S. A, supported by the permanent purpose of reducing the operational risk of food safety in the stores and in the food industry - IDEAL and being consistent with the corporate quality and safety guidelines, in addition to the demanding regulatory framework in aspects of food safety, and the quality and safety requirements of the market, it is important to ensure that all operations in the supply chain and especially those of food production of own brands and unbranded food in the warehouses, have a risk analysis and the availability of controlled documented information that demonstrates the standardization of quality and safety control criteria in the different production stages, in addition to assigning responsibilities for its implementation and maintenance in the face of changes and positively impacting productivity factors and value promises with customers.

- **Guidelines**

- 🕒 The government in the guidelines for the production of own brand or unbranded food in the stores with criteria of productivity, quality and safety is of the Fresh Produce and Food Industry

Management - IDEAL and the Management or Administration of the Almacenes Éxito S.A. warehouses.

- The product development area considers the Quality, Safety and Nutrition Management as an enabler during the development of products in which new production or commercialization practices are implemented for the Business. New practices include changes in operations, equipment, technologies, methods and products.
- The resources and operations in the food production stores ensure ongoing compliance with Good Manufacturing Practices.
- The buildings, facilities, equipment and utensils planned for use in food production at the stores ensure the required sanitary design to reduce operational safety risks. All utensils and equipment in direct contact with food are in good condition and have sanitary approval supports in accordance with current regulations.
- The equipment involved in the storage of raw materials and food production is suitable, complies with the required capacity and has the respective sanitation guides, maintenance plans and operating manuals available.
- The stores that uses frozen raw materials ensures the operational conditions in its stores, both to maintain the freezing temperature (-18°C or less) and to perform a controlled and safe thawing.
- The company's own-brand and unbranded products produced at the stores comply with the standard recipe verified and approved in advance by the product development area.
- The raw materials used to manufacture the product ensure the description of the quality and safety specifications in the Technical Data Sheets, which are attached to the standard recipe, and are prepared and controlled by the Product Development Area.
- The raw materials used for the production of a food that comes from harvesting comply with the current harvesting policy and the organoleptic, quality and safety acceptance criteria defined by the Product Development Area and the Quality, Safety and Nutrition Directorate.
- The packaging material associated with the product complies with current legal labeling including lot or expiration date if required, manufacturer's specification regarding shelf life before and after opening and storage method.
- Packaging material in direct contact with the food has the global migration, specific migration and heavy metals supports.
- Suppliers of raw materials are evaluated or approved by the Quality, Safety and Nutrition Management of Almacenes Éxito, before supplying the good in the store. In case of the entry of a new supplier or raw material, the respective Management previously informs the Quality, Safety and Nutrition Department.
- Before starting the production process of own-brand or unbranded food in the store, the quality and safety of the warehouse, equipment and utensils is ensured in accordance with the forms designed for this purpose and described in the cleaning and disinfection plans and equipment sanitation guides.
- The production process of own-brand or unbranded food in the stores has controlled and current documented information on its operations and controls, such as the flow chart, the operational risk

analysis matrix for safety, quality and legality, the BOP (if applicable) and the equipment sanitation guides.

- The criteria that define the need for controls such as flow chart, risk analysis and BOP associated with the processing of a product are established by the Quality, Safety and Nutrition Directorate based on current documented information.
- The BOP is documented for those products that, due to their level of risk and complexity in production operations, require it, according to the documented information defined by the Quality, Safety and Nutrition Directorate.
- The elaboration or modification of the Flowcharts and BOP of the products elaborated in the stores is the responsibility of the Fresh Produce and Food Industry Management - IDEAL, with the support of the Quality, Safety and Nutrition Directorate and the Processes Directorate.
- The elaboration or modification of the operational safety risk matrices for the manufacture of the product is the responsibility of the Fresh Produce and Food Industry Execution Management - IDEAL.
- The elaboration or modification of deep sanitation guides and equipment maintenance plans are the responsibility of the Maintenance Department.
- Own-brand or unbranded food products that have the same production flow, but different presentations of the finished product document their operations, controls and risks in the same Flow Chart, Risk Matrix and BOP (if applicable), respectively.
- The semi-finished product of own-brand or unbranded food delivered by the supplier to the store has documented the quality and safety controls of the remaining operations (production, regeneration or assembly) in the Flowchart and BOP (if applicable) of the finished product.
- No Flowchart is required when the product received at the Warehouse is produced and packaged entirely by the supplier in its stores or by the Food Industry, in this case the Technical Data Sheet is available from the Supplier or IDEAL Food Industry.
- The finished product of own brand or unbranded food produced in the store, has the current technical data sheets, which are prepared or modified by the product developer from the standard recipe.
- The standard recipe and the product data sheet are controlled and confidential documented information in the documentary system of Almacenes Éxito and the Food Industry - IDEAL, and are managed by the product development area.
- The own brand or unbranded food product produced in the stores guarantees traceability in legible and complete records of compliance with the specifications of the raw materials used, control of CCP (critical control points) or CP (control points) and compliance with the conditions of packaging, labeling and safe display of the product.
- The food prepared, packaged and displayed in the facility (according to current regulations) is registered, notified or has a sanitary permit depending on the risk, in addition to the current labeling requirements considering the list of ingredients, allergens and nutritional table when applicable.
- The warehouse guarantees that no product prepared for that day is marketed for sale the following day, ensuring its disposal as a breakdown. Those whose shelf life is longer than one day, the shelf life established in its technical data sheet is respected.

- The human resources involved in food production ensure induction and training traceable in records, about the hazards and quality and safety controls determined in the risk matrix, flowchart and BOP (if applicable). They also have a current certificate as food handler and have the appropriate health conditions to be in direct contact with food.
- Changes or modifications made to equipment, infrastructure, production operations or ingredients that impact product quality and safety performance are planned and implemented in accordance with the change control procedure defined by the Quality, Safety and Nutrition Management.
- In the production of own-brand or unbranded food in the store, a controlled disposal of liquid or solid waste and spills derived from the cleaning operations of surfaces and equipment is ensured, complying with the good environmental practices determined by the Company.
- In the production of own-brand or unbranded food at the store, the Occupational Health and Safety area ensures the identification of hazards and analysis of occupational risks, and establishes control measures to eliminate or minimize injuries or illnesses in people.
- In the production of own-brand or unbranded food in the store, there is documented information on how to handle employees who handle food and who have wounds, injuries and/or illnesses that could be transmitted.
- In the event of emergency or disaster situations that affect the safe production of food in the store, the company activates the respective contingency plan, taking as a framework the regulations issued by the respective national and local authorities, ensuring the protection of the health of employees, consumers and food safety.

### Related Documents

[Quality and Safety Policy](#)

[Food Breakdown Usage Policy](#)

