



QUALITY & FOOD SAFETY SYSTEM MANUAL

1.0 COMPANY COMMITMENT AND CUSTOMER FOCUS

1.1 MANAGEMENT COMMITMENT

O'Toole Produce is committed to supplying our customers with the highest quality, food safe Fresh Fruit & Vegetables while providing unsurpassed service. To ensure this service, O'Toole Produce is committed to ensuring that our Quality Management System is and remains fully certified to HACCP principles along with the GSFI recognised base standard Freshcare Food Safety and Quality - Supply Chain (SC2) Standard, and the Harmonised Australian Retailer Produce Scheme (HARPS) to meet supplier requirements including the legal and regulatory requirements for food safety.

To meet this commitment O'Toole Produce has implemented a comprehensive quality management and food safety program associated with the handling, packing, storage and distribution of fresh produce and allocated resources to key areas of the business to provide assurance to our customers that we supply safe and quality fresh produce.

Management is committed to:

1. Establishing the company's quality, food safety and service delivery goals
2. Clearly communicating the company's goals and requirements to all staff
3. Regular feedback and communications when processes or procedures change
4. Training and staff development
5. Encouraging employees to make suggestions for improvements and an opportunity to raise concerns
6. Regular review of processes and procedures through internal audits and management reviews
7. Benchmarking and continuous improvement processes
8. Provision of adequate resources to each area of the business
9. Providing a working environment that encourages a strong Food Safety culture within our business.

Specific details on how this is achieved are outlined in individual procedures within our Quality systems manual.

Bernie G. O'Toole