



HARROGATE
WATER BRANDS

Food Safety & Quality Policy

SYSTEM SCOPE: **The Spring water abstraction, treatment and filling of all packed formats at the Harrogate site.**

The systems and quality assurance procedures contained in our Food Safety Manual and other associated procedural documentation are mandatory for all activities within our management scope and shall be strictly observed by all employees.

To this end our food safety & quality policy is as follows: -

1. To maintain consistent product quality within the agreed tolerances specified in the product specification.
2. To consistently maintain customer complaints under 0.8 complaints per million units sold and justified complaints under 0.5 complaints per million units by the continued implementation and improvement of our Good Manufacturing Practices.
3. In co-operation with suppliers, to maintain a continuous programme of development to improve quality and food safety consistency within the constraints of the company's strategic requirements and the need to be competitive in cost terms.
4. All products will be manufactured in a safe and hygienic manner in line with food safety, Legal and mutually agreed customer requirements. Key elements of risk will be identified, controlled and monitored, whilst ensuring the internal & external traceability of products and key packaging components.
5. All reasonable precautions will be taken and all due diligence exercised to ensure that our products comply with UK, EU and global legal requirements, by working with our partner organisations and appointed agencies.
6. Provide clear communication systems both internally and externally in relation to our food safety management system. Appropriately trained personnel will be employed to ensure competency.
7. Setting, reviewing and updating food safety objectives to enable performance to be measured.
8. Continually developing, monitoring and improving procedures relating to the food safety management system.

The overall responsibility for ensuring that all employees adhere to the systems and procedures referred to in this manual and others lies with our Managing Director.

HWB's will provide and maintain a food safety and quality system which incorporates an effective HACCP programme and are committed to producing products which are consistent in quality and safe.

This policy provides our general intentions to all employees, whose actions can affect product safety and in the long term enhance the Company's name by being professional in all that we do, to be expert in our field and to offer excellence in our services to our customers.