

## 1. INTRODUCTION

Dear All,

I hope all you are keeping safe and well. These are some exciting times for Cezars Kitchen, and I will share that with you throughout our newsletter!

We have officially begun our journey as a company to obtain the ISO 9001:2015 Quality Management Systems & ISO 22000:2018 Food Safety Management Systems certifications! As we start to align and adapt these standards into our company, we will start to notice greater efficiency across all functions of our company while using principles of a world class standard!

This year our Annual Leadership Conference (ALC) will greatly focus on HSE, Food Safety & ISO! As it starts to warm up, do not forget to pay extra attention towards food safety and temperature monitoring. Food spoilage is more likely to occur during the hotter/summer months!

I am most proud to officially communicate our Safety & Quality Policy everyone. As we start to enter the hotter months always remember to stay hydrated and pay attention to Heat Stress!

Yours in safety,



**Gordon Joseph**  
HSE & Compliance Manager

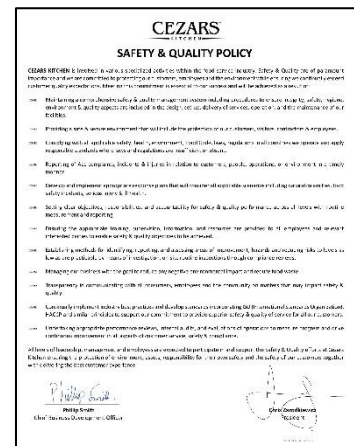
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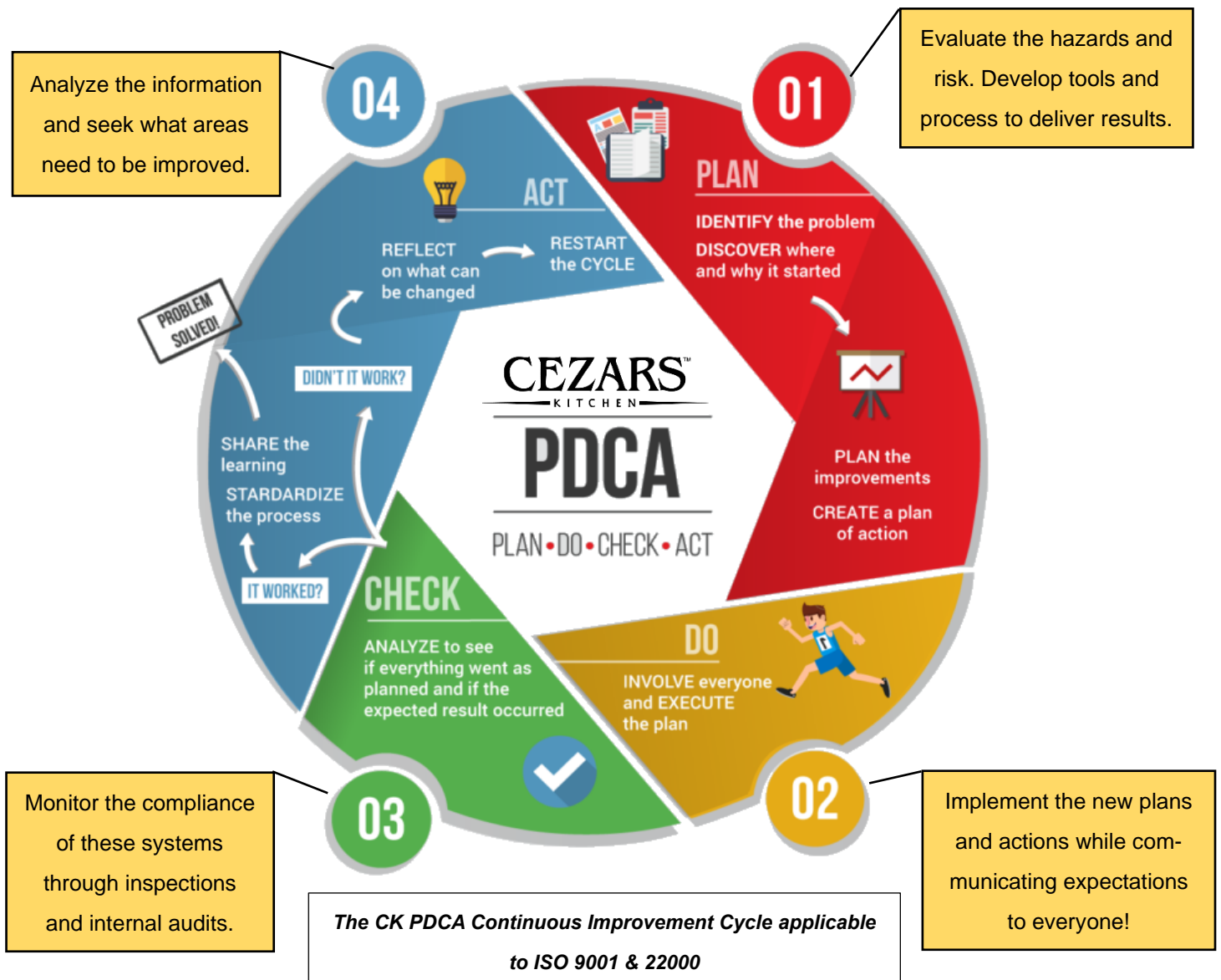
## 2. ISO 9001:2015 | QUALITY MANAGEMENT SYSTEMS

ISO 9001 requires us to define and follow a quality management system that is both appropriate and effective while also requiring us to identify areas for improvement and take actions toward those improvements!

It is primarily focused on introducing quality aspects across our company. The ultimate objective is to enhance our overall customer experience and efficiency between teams, leadership, and other functions as well!

ISO 9001 forces us to implement the *Continuous Improvement* cycle of PDCA (Plan, Do, Check, Act). This means that we continuously assess all functions of our business and seek ways to improve on them.

Most importantly, it is typically understood that an organization claiming to be ISO 9001 certified is an organization with products and services that meet global quality demands & standards and that's our vision!



### 3. ISO 22000:2018 | FOOD SAFETY MANAGEMENT SYSTEMS

ISO 22000:2018 is an internationally recognized standard that focuses on Food Safety Management Systems! The standard is instantly recognized within the food industry and instantly establishes a sense of trust.

It demonstrates an organizations high caliber towards the management of Food Safety across all functions and levels of operations. Implementing the standard will include the following benefits:

- ✓ Improved overall Health & Safety
- ✓ Improved Customer Satisfaction
- ✓ Compliance to regulatory requirements
- ✓ Meeting compliance to other systems such as HACCP, GMP and other ISO standards.
- ✓ Improved response to all types of Risks
- ✓ Reduced investigation time on incidents



*Key Benefits of ISO 22000:2018*

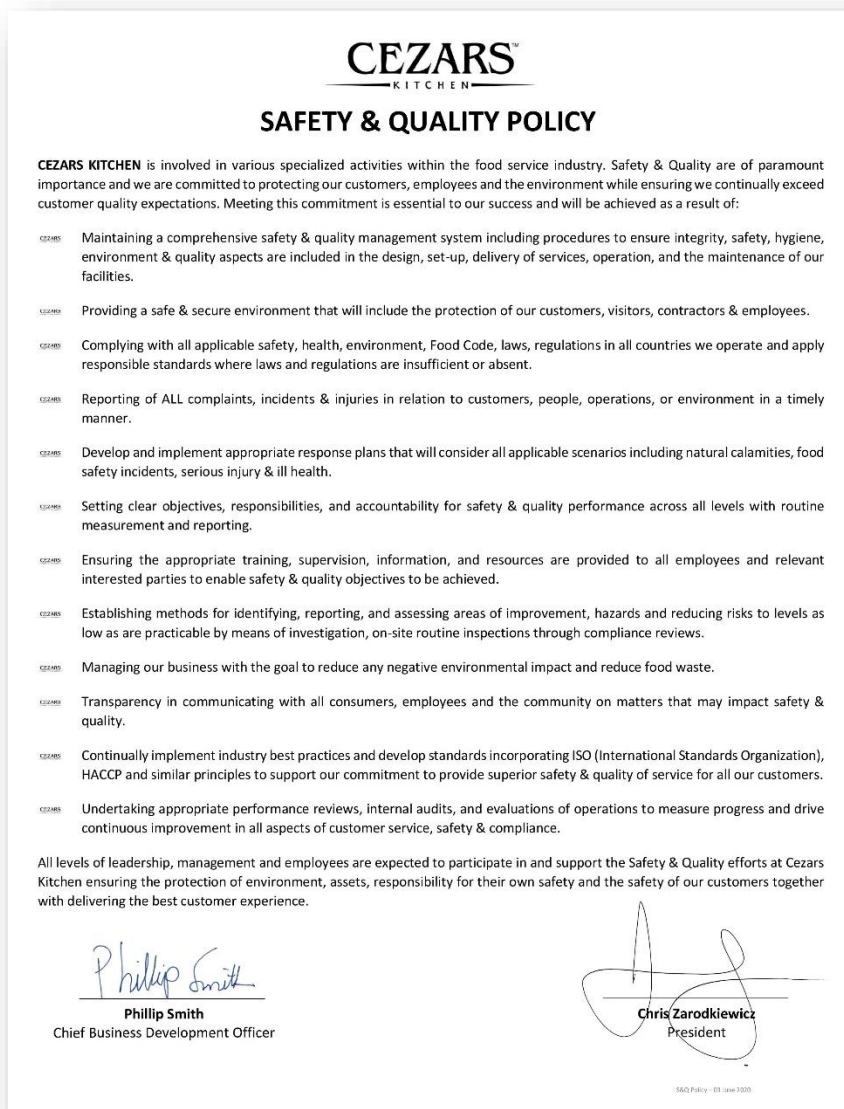
## 4. CK SAFETY & QUALITY POLICY

The Cezars Kitchen Safety & Quality Policy is a transparent demonstration of commitment from top management towards our Safety & Quality objectives and highlights expectations from each of us!

The establishment of this policy acts as the foundation for our safety and quality objectives effective immediately. The policy applies to **all levels of staff** and includes all operations in the countries we operate in.

The policy clearly indicates management expectation from all employees and mandatory commitment from each of us to place Safety & Quality as a priority in all functions of our company.

All managers must ensure that you carefully read and understand the policy and ensure you train each member of your staff on the requirements of this policy. The policy must be framed and placed alongside your business licenses inside all accounts. This visibility demonstrates your commitment!



**The CK Safety & Quality Policy**

## **SAFETY & QUALITY POLICY**

**CEZARS KITCHEN** is involved in various specialized activities within the food service industry. Safety & Quality are of paramount importance and we are committed to protecting our customers, employees and the environment while ensuring we continually exceed customer quality expectations. Meeting this commitment is essential to our success and will be achieved as a result of:

- CEZARS Maintaining a comprehensive safety & quality management system including procedures to ensure integrity, safety, hygiene, environment & quality aspects are included in the design, set-up, delivery of services, operation, and the maintenance of our facilities.
- CEZARS Providing a safe & secure environment that will include the protection of our customers, visitors, contractors & employees.
- CEZARS Complying with all applicable safety, health, environment, Food Code, laws, regulations in all countries we operate and apply responsible standards where laws and regulations are insufficient or absent.
- CEZARS Reporting of ALL complaints, incidents & injuries in relation to customers, people, operations, or environment in a timely manner.
- CEZARS Develop and implement appropriate response plans that will consider all applicable scenarios including natural calamities, food safety incidents, serious injury & ill health.
- CEZARS Setting clear objectives, responsibilities, and accountability for safety & quality performance across all levels with routine measurement and reporting.
- CEZARS Ensuring the appropriate training, supervision, information, and resources are provided to all employees and relevant interested parties to enable safety & quality objectives to be achieved.
- CEZARS Establishing methods for identifying, reporting, and assessing areas of improvement, hazards and reducing risks to levels as low as are practicable by means of investigation, on-site routine inspections through compliance reviews.
- CEZARS Managing our business with the goal to reduce any negative environmental impact and reduce food waste.
- CEZARS Transparency in communicating with all consumers, employees and the community on matters that may impact safety & quality.
- CEZARS Continually implement industry best practices and develop standards incorporating ISO (International Standards Organization), HACCP and similar principles to support our commitment to provide superior safety & quality of service for all our customers.
- CEZARS Undertaking appropriate performance reviews, internal audits, and evaluations of operations to measure progress and drive continuous improvement in all aspects of customer service, safety & compliance.

All levels of leadership, management and employees are expected to participate in and support the Safety & Quality efforts at Cezars Kitchen ensuring the protection of environment, assets, responsibility for their own safety and the safety of our customers together with delivering the best customer experience.



**Phillip Smith**

Chief Business Development Officer



**Chris Zarodkiewicz**

President