



FOOD SAFETY, QUALITY & HALAL ASSURANCE POLICY

1. Purpose

At **Coffex Coffee**, we are fully committed to ensuring that all coffee products, ingredients, and related services are **safe, high-quality, and halal-compliant**. This policy is established in alignment with the requirements of **FSSC 22000** and **Halal Assurance requirements**, and applies to all Coffex Coffee operations, employees, contractors, suppliers, and relevant stakeholders.

Food safety, quality and halal integrity depend not only on systems and procedures, but also on the daily behaviours and decisions of people at all levels of the organisation. This policy is supported by a strong Food Safety, Quality & Halal (FSQH) culture where risks are recognised early and addressed responsibly.

2. Food Safety, Quality & Halal Culture

Food safety, quality, and halal integrity are integral to how work is carried out at Coffex Coffee. A strong Food Safety, Quality and Halal (FSQH) culture supports the effective operation of the FSMS and HAS by ensuring that risks are identified and addressed early.

Employees are expected to:

- Follow established food safety, quality, and halal requirements
- Pause and seek clarification when situations deviate from normal conditions
- Raise food safety, quality, or halal concerns promptly
- Avoid actions that may compromise food safety, quality, or halal integrity due to time, cost, or commercial pressure

3. Food Safety & Quality Objectives

Food Safety and Quality objectives are established, monitored, and reviewed under the Food Safety Management System to ensure product safety, regulatory compliance, and continual improvement.

Current Food Safety & Quality objectives include:

- To produce safe and quality products that comply with the following metal contaminant limits:
 - Arsenic: max 1 mg/kg

- Lead: max 2 mg/kg
 - Mercury: max 0.05 mg/kg
 - Cadmium: max 1 mg/kg
 - Antimony: max 1 mg/kg
- ii. To reduce customer complaint cases related to food safety to not more than three (3) cases per year.
 - iii. To limit product recalls due to quality issues to not more than 0.015% per year.

4. Food Safety Management

Coffex Coffee commits to:

- Establishing, implementing, maintaining, and continually improving an **FSMS in accordance with FSSC 22000**, including ISO 22000 requirements, applicable Pre-Requisite Programs (PRPs), and additional FSSC requirements.
- Identifying, evaluating, and controlling **food safety hazards** through a structured **Hazard Analysis and Critical Control Point (HACCP)** approach.
- Ensuring effective control of **biological, chemical, physical, and allergen hazards** at all stages of operations.
- Maintaining documented procedures for **traceability, product identification, recall and withdrawal**, and emergency preparedness.
- Ensuring food defences, food fraud mitigation, and supply chain controls are established and monitored.

5. Halal Assurance

Coffex Coffee is committed to preserving halal integrity by:

- Implementing and maintaining a **Halal Assurance System** in accordance with applicable halal standards, regulatory requirements, and halal certification body guidelines.
- Ensuring all raw materials, ingredients, processing aids, packaging materials, and outsourced processes are **halal-approved and verified**.
- Preventing cross-contamination between halal and non-halal materials through effective segregation, handling, storage, and sanitation controls.
- Ensuring halal compliance across procurement, production, storage, transportation, training, and retail activities.
- Maintaining accurate halal documentation, records, and traceability throughout the supply chain.

6. Quality Management & Product Consistency

Coffex Coffee ensures that:

- Products and services consistently meet defined **quality specifications and customer requirements**.
- Quality objectives are established, monitored, and reviewed for effectiveness
- Non-conforming products are identified, controlled, investigated, and prevented from unintended use or delivery.
- Corrective and preventive actions are implemented to address root causes and prevent recurrence.

7. Regulatory, Statutory & Certification Compliance

We commit to:

- Complying with all applicable **food safety legislation, halal regulations, industry codes, and customer requirements**
- Maintaining valid **FSSC 22000 and Halal certifications**, where applicable
- Cooperating fully with regulatory authorities, certification bodies, and auditors
- Monitoring changes in legal, regulatory, and certification requirements and updating systems accordingly.

8. Communication & Stakeholder Engagement

Coffex Coffee ensures effective communication by:

- Establishing clear **internal communication channels** on food safety, quality, and halal matters
- Communicating relevant requirements and expectations to **suppliers, contractors, trainers, and business partners**
- Ensuring prompt communication and action in the event of food safety, quality, or halal incidents
- Promoting food safety and halal awareness at all levels of the organization

9. Competency, Training & Awareness

We commit to:

- Ensuring all personnel performing work affecting food safety, quality, and halal integrity are **competent, trained, and aware** of their responsibilities
- Providing ongoing training related to **FSSC 22000, and halal requirements**
- Periodically reviewing competency needs and training effectiveness

10. Roles & Responsibilities

To ensure the effective implementation of this policy, responsibilities are assigned as follows:

Top Management

- Provide leadership, resources, and support for FSMS and HAS implementation
- Define clear roles, authorities, and responsibilities
- Promote a strong food safety and halal culture throughout Coffex Coffee
- Review performance, audit results, and customer feedback

Halal Executive

- Monitor and ensure halal compliance across all operations
- Approve halal-certified raw materials, suppliers, and processes
- Conduct internal halal audits and reporting
- Provide training and guidance on halal requirements

Food Safety Team / Internal Halal Committee

- Implement FSMS and HAS procedures
- Monitor critical control points and quality standards
- Conduct internal audits, inspections, and corrective actions
- Maintain records, documentation, and traceability

Department Heads / Supervisors

- Ensure their teams comply with food safety, quality, and halal requirements
- Monitor daily operations and identify potential risks
- Report non-conformances and ensure corrective actions are implemented

All Employees, Staff & Contractors

- Follow all procedures, work instructions, and guidelines related to food safety, quality, and halal
- Participate in training and awareness programs
- Report any food safety, quality, or halal concerns immediately
- Support continuous improvement initiatives

11. Monitoring, Verification & Internal Audit

Coffex Coffee shall:

- Monitor, measure, analyze, and evaluate the performance of the FSMS and HAS
- Conduct **internal audits** at planned intervals to verify system conformity and effectiveness
- Review audit findings, customer feedback, complaints, and performance data during **management reviews**.

12. Continual Improvement

We are committed to continual improvement through:

- Systematic review of objectives, risks, and opportunities
- Implementation of corrective and preventive actions
- Use of audit results, performance indicators, and management reviews to drive improvement

13. Policy Review

This policy shall be reviewed periodically or when significant changes occur to ensure its continued suitability, adequacy, effectiveness, and alignment with **FSSC 22000 and Halal requirements**.