1. **Scope**
2. Communications from all components of the public including customers, media, environmental groups, regulatory agencies and all persons employed by Tijule.
3. **Purpose**
4. To establish lines of communication with external parties including Bureau of standard, customers, media, environmental group, regulatory agencies etc and internally via Food Safety Team.
5. **Definition**
6. External Communication - Dual lines of communication with the Bureau of Standards Jamaica relative to regulatory requirements issues. Where necessary communication is done through the print and electronic media. Channels of communication are also established through customer feedback on our website. Once external information is received it is filtered throughout the organization through the Food Safety Team Leader.
7. Internal Communication – Sharing of information between Food Safety Team and the general staff or relevant personnel via notices, memo and meetings etc.
8. Procedure
9. **Responsibilities**
10. **Managing Director/Functional Responsibility**
11. Attends Scheduled meetings of the Jamaica Agro-Processors Association and other related organizations. The meetings are attended by all the stakeholders within the industry including the Bureau of Standards Jamaica personnel who updates the meeting on any regulatory changes from within the importing countries.
12. Any updates from these meetings are passed on to the Food Safety Coordinator Food Safety Team Leader.
13. Communicates Food Defense issues to the Food Safety CoordinatorFood Safety Team Leader.
14. **Secretary/Marketing and Sales Representative**
15. Receives company email and circulates the information to the Managing Director.
16. Communicates with customers and consumers
17. **Food Safety Coordinator**
    * 1. Control and Store the external document in the company’s document control system.
18. **Food Safety Team Leader Food Safety Coordinator/Factory Manager**
19. Receives updates from the Managing Director.
20. Meet with the Food safety Team.
21. Review the information.
22. Determine the need for change.
23. Conduct Hazard assessment where necessary.
24. Determine CCP’S or OPRP’S
25. If CCP’S and OPRP’S exist Control Measures are established.
26. Get approval from the Managing Director for any changes made to 4.4.1.4 – 4.4.1.7
27. Communicate with the Production Leads
28. Organize training if necessary.
29. Conduct training.
30. Conveys Food Security issues to the employees.
31. Communicates changes/updates to suppliers and contractors.
32. Review Regulatory list annually
33. **Factory Manager/Production Manager/Functional Personnel**
    1. Communicate changes to the affected members in their team.
    2. Conduct training
    3. Communicates changes/updates to suppliers
34. **Records**

Minutes from JAPA meetings

Memos, Food safety notices (No eating, smoking etc)

Record of All External Communication Received from the Public

Copies of All External Communications Issued to the Public

1. **References**

[Withdrawal Procedure](../Withdrawls/Withdrawals.docx)

[Customer Complaint Procedure](../Customer%20Complaint/CustomerComplaint.docx)

1. **Document Control Information**
2. APPROVAL AUTHORITY

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| --- | --- | --- | --- |
| Authored by; | REVISED BY | APPROVAL BY | DATE |
| Owen Glave and Food Safety Team | Food Safety Team | Food Safety Team | April, 11, 2016 |