



QUALITY AT MISSION FOODS

August 2021

- Food safety & Quality Policy
- Food safety Culture
- Good Hygiene Practices / GMP
- Food contamination
- HACCP
- Allergens
- Traceability
- Records
- Customer complaints
- Food Defense Program

- Committed to Food Safety, Quality and meeting Regulatory requirements.
- HACCP based system in place to eliminate and reduce food safety and quality deficiencies in our products.
- The responsibility of food safety and quality lies with all employees of Gruma Oceania.

What is food safety culture?

- Food safety culture in a food business is **how everyone** (owners, managers, employees) **thinks and acts in their daily job to make sure the food they make or serve is safe**. It's about having pride in producing safe food every time, recognising that a good quality product must be safe to eat. **Food safety is your top priority**.
- A strong food safety culture comes from people understanding the importance of making safe food and committing to doing whatever it takes, every time. It starts at the top but needs **everyone's support** across the business.

Food Safety Culture Behaviors

- Leadership commitment
- Communication between all levels
- Everyone contributes
- Everyone is accountable
- Training/Induction program
- Putting words into action
- Continual improvements



If you notice at any step during production that Food safety is at risk, possibility of product contamination, Please inform your supervisor and QA department immediately.

Food Safety is everyone's responsibility.

What is Good Manufacturing Practice GMP?

What is Good Manufacturing Practice (GMP)?



Who should comply with GMP?

All Employees of Mission Foods must comply with GMP.

GMP must be followed by :

- Production staff
- Sanitation Staff
- Maintenance staff
- Warehouse staff
- QA staff
- Management visiting production facility
- Visitors when in production facility
- Contractors when working in production facility



What are the risks?

Food Can become unsafe due to contamination, poor hygiene practices, poor handling practices, incorrect storage, undeclared ingredients etc.

Contamination:

- ❖ **Biological Contamination:** contaminated /damaged equipment, dirty hands, dirty uniform, Food handler health/illness etc.
- ❖ **Physical Contamination:** damaged equipment, environment, food handlers not complying with GMP, damaged conveyor belts, grease
- ❖ **Chemical Contamination:** Sanitation chemicals, Maintenance chemicals, Overdosing of preservatives, Allergen cross contamination etc.

Protective clothing – Hair covering

- Hair covering must be worn and maintained in a good clean condition.
- Hair covering must be captive to the site
- Hair and ears must be fully enclosed by the hair covering
- Beard snoods must be worn to cover beards and moustaches. Do not use mask instead of beard snoods.
- Hair covering must be replaced if removed or changed daily as a minimum.
- If personnel are wearing hair covering for religious reasons a hairnet must fully cover any religious headdress.
- Where knitted caps are worn for warmth in refrigerated environments, these caps must be fully covered by a hairnet.
- Baseball style caps are not permitted.



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Protective clothing – Uniform

- Always use company provided **Clean uniforms** (with Long Sleeve).
- Protective clothing **must cover all personal clothing** above knee height and arms must be covered.
- Hoods on personal clothing must be under the protective clothing.
- Production staff uniforms should not be used by other departments.
- While dressing up, **hairnet should be worn before** wearing protective clothing.
- Store **clean uniforms separate from personal clothing and food eating area**.
- Uniforms can not be stored in lockers.
- PPE should always be worn in the plant (production/ warehouse areas) and should be regularly changed, if soiled.



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Good Hygiene Practices



Protective clothing – Uniform

- Employees leaving production facility are required to take their PPE top off in the changing rooms prior to entering lunchroom or going to the bathroom; this is done to avoid contamination.
- **Do not wear protective clothing outside the premises.** Employees wishing to smoke outside need to change into their street clothes including shoes.
- Working shoes must be cleaned using boot cleaner, this is to avoid any debris carried with shoes in production area.
- Employees are not allowed to take home uniforms for laundering.
- If your clothing is **contaminated with any allergens** from internal or external source (e.g. while eating your lunch, handling allergen material in production area etc.) make sure you **change your uniform** and wash your hands prior to going inside the plant



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Good Hygiene Practices - BAD PRACTICES



EXAMPLES OF BAD PRACTICES

- **Sitting on the floor/ground**, in the car etc. during breaks wearing the uniforms.
- Sitting on the floor directly while working with the machines.
- **Rolling over the sleeves** while working in production area
- **Use of clear/transparent nail polish**
- Keeping uniforms in the locker/with personal clothing
- **Cleaning/blowing your shoes using the air gun.**



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY



Good Hygiene Practices - BAD PRACTICES



- **Blue Disposable Protective Clothing:** Uniforms are not allowed to be cut

Bad Practices



Good Practices



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

MORE EXAMPLES OF BAD PRACTICES:

- Keeping loose items (pens/paper/cards) in the pocket above waist line .
- Keeping unpacked product on the sides of conveyors/metal detector box / Ilapack guard.



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Good Hygiene Practices - other GHP



Other GHP to be followed in production area :

- No Jewelry
- No makeup (including eye make up)
- No nail polish or fake nails
- No perfumes or aftershaves
- No disposable gloves are to be worn when handling unpacked product.
- In areas permitted to use disposable plastic gloves only contrast colored (Blue) gloves should be used. Torn or contaminated gloves should be thrown out.



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Health of food handlers

1. As a food handler if you have a symptom **(diarrhea, vomiting, sore throat with fever, fever, jaundice)** that indicates you may be suffering from a food-borne disease (this is a disease that is likely to be transmitted through consumption of contaminated food) or if you might be a carrier of a food-borne disease, if at work you must:
 - **Report** that you may be suffering from a disease, or know that you are carrying the disease to your supervisor.
 - If engaging in work on the food premises **seek permission from your supervisor** and ensure that you take all practicable measures to prevent food from being contaminated as a result of the disease.
2. A food handler suffering from a **condition (means an infected skin lesion or discharge from the ear, nose or eye), if at work must:**
 - Report that you are suffering from a condition to your supervisor, if there is a reasonable likelihood of food contamination.
 - If continuing to engage in food handling or other work consult supervisor and take all practicable measures to prevent food being contaminated.
3. Employees with **cuts, sores or wounds** should wear **Blue coloured metal detectable Band-Aid and cover with Blue disposable gloves.**

Good Hygiene Practices - General Health Requirements



- ✓ Do not work if you are sick /infectious/have symptoms/condition.
- ✓ Report illness to your supervisor
- ✓ Do not cough, sneeze over the product
- ✓ A food handler must notify his or her supervisor if the food handler knows or suspects that he or she may have contaminated food whilst handling food.

WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Good Hygiene Practices - General Health Requirements



- ✓ Cover cuts, sores and burns with clean Blue Band-Aid. In Production area use only Blue Band-Aid available in First aid box as these are metal detectable and cover with blue disposable gloves.
- ✓ Inform your supervisor immediately if product, product zone is contaminated with body fluids.



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

Good Hygiene Practices - General Health Requirements



Medicines :

- ✓ Employees are not allowed to carry any medicine in production facility.
- ✓ Emergency prescription medications and/or medical accessories if required to carry in production and storage area (including offices in production area) must be notified to HR department and Department Head.



WARNINGS WILL BE GIVEN IF NOT FOLLOWING GHP CORRECTLY

REMEMBER:

- ✓ GMP'S are not optional they are here to stay
- ✓ Under No circumstances should employees violate GMP's
- ✓ Disciplinary actions will be given to offenders

Good Hygiene Practices - Why should we wash our hands?



Washing your hands helps to prevent:

Bacteria growth on product and surfaces

Bacteria from hands is the most common way that food is contaminated by Food Handlers. Even if hands look clean, they may be carrying dangerous level of bacteria.

Good Hygiene Practices - Why should we wash our hands?



Germs like to hide... remember to wash your hands thoroughly!

Commonly missed areas include:



How to wash hands effectively:

1. Rinse hands with warm water.
2. Apply soap and wash hands for 20 seconds.
3. Wash all surfaces : back of hands, wrists, thumbs, fingers, between fingers and under nails
4. Rinse of soap, rinse for at least 20 seconds with fingers pointing downwards
5. Dry hands with paper towel. It is important to dry hands as wet hands can carry 1000 x more germs than dry hands
6. Sanitise Hands with sanitiser.

*Note : 20 seconds = same amount of time it takes to sing Happy Birthday twice

Good Hygiene Practices - When should we wash our hands?

Hand washing must be completed on entry to food handling areas and after the following:

- ❖ After using the toilet
- ❖ Between handling raw and cooked foods
- ❖ After breaks for eating, drinking and smoking
- ❖ After coughing, sneezing or blowing their nose
- ❖ After touching your ears, nose, mouth or hair
- ❖ After handling waste materials
- ❖ After touching or picking up items from the floor
- ❖ After handling cleaning chemicals

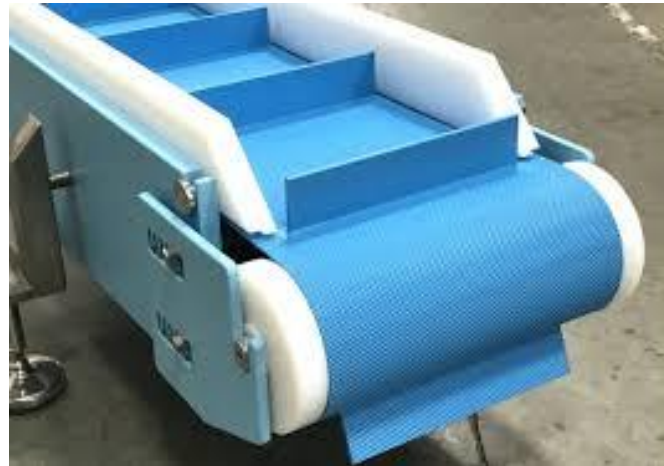


Good Hygiene Practices - Other contaminations



What else is important to look for preventing contamination?

- Rework Containers, scoops, bins
- Repack Tables
- Any equipment/ tool that is in contact with the product/ product zone




Good Hygiene Practices - Other contaminations



IMPORTANT!!!

BREAKDOWNS

- During any Breakdown on Equipment inform Supervisor/QA/Maintenance
- Do Not start the line until QA release the line
- Make sure Breakdown report is completed and signed before restarting the line

MISSION 

B.D.# 19410 Gruma Occanta Pty. Ltd.
Gruma Occanta Pty. Ltd. Maintenance Department

Breakdown Report Form Date: _____

Line: FL ☐ BRD ☐ CH ☐ TACO ☐ SOFT ☐ PO ☐ SAFETY ☐
Line Number: 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐
Equipment: _____ Refrigeration Sys: _____ Air Compr: _____ Ingredient Sys: _____ Oil Sys: _____

Time Down: _____ Time Repair Finished: _____ Total Down Time: _____
Shift: _____ Time Charged To: Sanitation ☐ Production ☐ Maintenance ☐

Cause of Breakdown: _____
Repairs made: _____
Comments or other repairs needed: _____

STOP
Before the equipment is placed into service complete the following section.

Y ☐ N ☐ 1. Was the maintenance performed on a product contact surface or in a product zone where there was a possibility of contaminating product surface?
Y ☐ N ☐ 2. Did the maintenance work performed involve any restricted duties which may generate a dangerous or adulterating material such as cutting, welding, grinding, filing, use of non food grade materials i.e. cutting lubricant, welding slag etc.
Y ☐ N ☐ 3. Were all tools and parts brought into the area accounted for at the end of the job? Additionally, if the material required the replacement of a broken part in a product zone, were all the pieces of the damaged part accounted for?
Y ☐ N ☐ 4. Was the area properly cleaned and sanitized following the maintenance activity?

A "No" answer to question 3 or 4 must be referred to a supervisor for investigation before the equipment is placed back into service.
We have inspected the equipment and it is ready to be released to production.

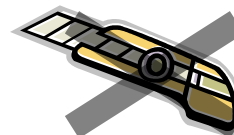
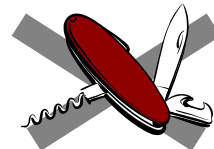
Maintenance: _____ DATE: _____
Sanitized by: _____ DATE: _____
Q.A. Appr by: _____ DATE: _____
Supervisor: _____ DATE: _____

When: Maintenance Risk: Reverts to back

Good Manufacturing Practices - PROHIBITED ITEMS



- Straight/safety pins for clothing fastening.
- Rubber bands.
- Paper clips/ Thumb Tacks.
- Unauthorized pens or Stanley knives.
- Mobile phones except for approved personnel.
- Body lotions or any kind of cosmetics.



- Glass / China porcelain / wooden items (including toothpicks).
- Lighters and Cigarettes.
- Pins / badges.
- Staplers.
- Any metallic object not required in production.
- Medicines or food (gum, lollies, soft drinks, etc).

Good Manufacturing Practices - DURING PRODUCTION



1. Remember – before the product touch any equipment

- Clean and sanitize all surfaces in contact with product
- Communicate to your Supervisor or Leading hand of dirty damaged equipment
- Do not leave the unpacked product for more than 30 minutes on table

2. Follow Color Coding

Scoops Color Coding	
Color	Area to be used
Yellow	Flour Dusting & Rework Bins
Green	Allergen Ingredients
Orange	Seasoning without Allergen
Blue	Premix Room only
Yellowish Green (Lime)	Salt - Chips line
Stainless steel scoop	<ul style="list-style-type: none">• Non-Allergen Ingredient Sampling – Raw Materials Receiving• Transfer of Dough - Taco Line & Corn Tortillas Line (with department engraved on each Scoop)• Flour Transfer in Dusters - Fritsch Line (with department engraved on each Scoop)

Bins Color Coding	
Color	Area to be used
Yellow	Food Waste
White	Rework (labeled), Flour for Dusting (labeled), Taco Inserts (labeled), Premix Ingredients (labeled).

Containers Color Coding	
Color	Area to be used
Yellow	Dusting flour collection
Orange	Non Allergen Ingredients (labeled) transfer (Mixing)
Green	Temporary storage of Allergen Ingredients
Blue	Temporary storage of weighed Premix Ingredients, Shortening (Mega bins)
Black	Temporary storage of parts/material for Maintenance
Red	QA Retention Samples Storage

Buckets Color Coding	
Color	Area to be used
Yellow	Corn Lines for Oil transfer
Stainless Steel	Transferring Premix ingredients to Mixer

Good Manufacturing Practices - FACILITIES



- **Canteen & toilets** – MUST be well maintained in hygienic condition
- **Personal locker**: Keep in clean & tidy condition; Do not keep Food inside the locker
- **Change Rooms**: Keep clean & tidy; no uniforms on the floors and keep personal clothing in the locker (No Personal Clothing with clean Uniforms)
- **Offices that open directly to production and storage area** should be free of unnecessary and prohibited items
- **Smoking**: We are Smoke-Free Workplace, smoking is not allowed within the premises.





1. Biological Hazards



3. Physical Hazards



Hazard

Analysis

Critical

Control

Points



2. Chemical Hazards



4. Allergen Hazards

HACCP – BIOLOGICAL HAZARDS



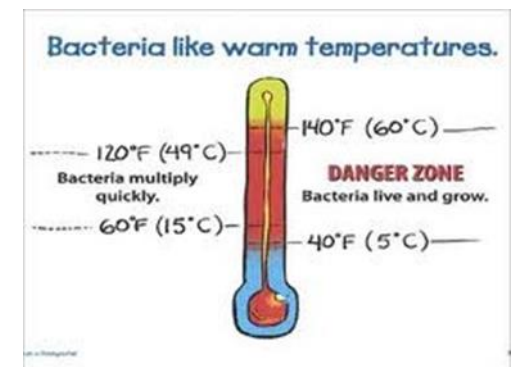
It can cause illness from consuming food that contains a harmful substance, harmful micro-organisms or their toxins.

- Approximately 5.4 million cases per year are reported in Australia.
- Common symptoms:
 - Stomach aches
 - Vomiting
 - Diarrhoea
 - Fever



Control Measure for Biological hazards include:

- Good hygiene practices
- Cleaning practices
- Temperature control
- Preservatives
- Packaging



HACCP – PHYSICAL HAZARDS



A physical hazard is a physical component of a food that is unexpected and may cause illness or injury to the person consuming the food

Examples of the common Physical Hazards (Foreign materials):

- Hair
- Glass
- Jewellery
- Metal Shavings
- Wood
- Band aids
- Stones
- Insects
- Plastic
- Make up, nail polish, etc.



Some Control Measures:

- GMP Policy & Inspections
- Loose Items Control Program
- Pest Control Program
- Sanitation Program
- Glass Policy, Guards/Covers, etc.
- Glasses and Contact Lenses Policy
- Metal Detectors, X-ray machines, Sifters

***Do not keep loose items in pockets above
waist line !!!!!***

HACCP – CHEMICAL HAZARDS



Chemical Hazards usually enter foods in the raw food or ingredients through certain processing steps

Some commonly used Chemicals in production and processing:

- Raw Ingredients (Pesticides, insecticides, fertilizers, heavy metals)
- Production (Food additives)
- Plant maintenance (Lubricants, grease, paints)
- Plant Sanitation (Cleaning chemicals, sanitizers)
- Pest Control Chemicals (Bait station poison, fly spray, insecticides)
- Some food additives if used improperly can become Chemical Hazards



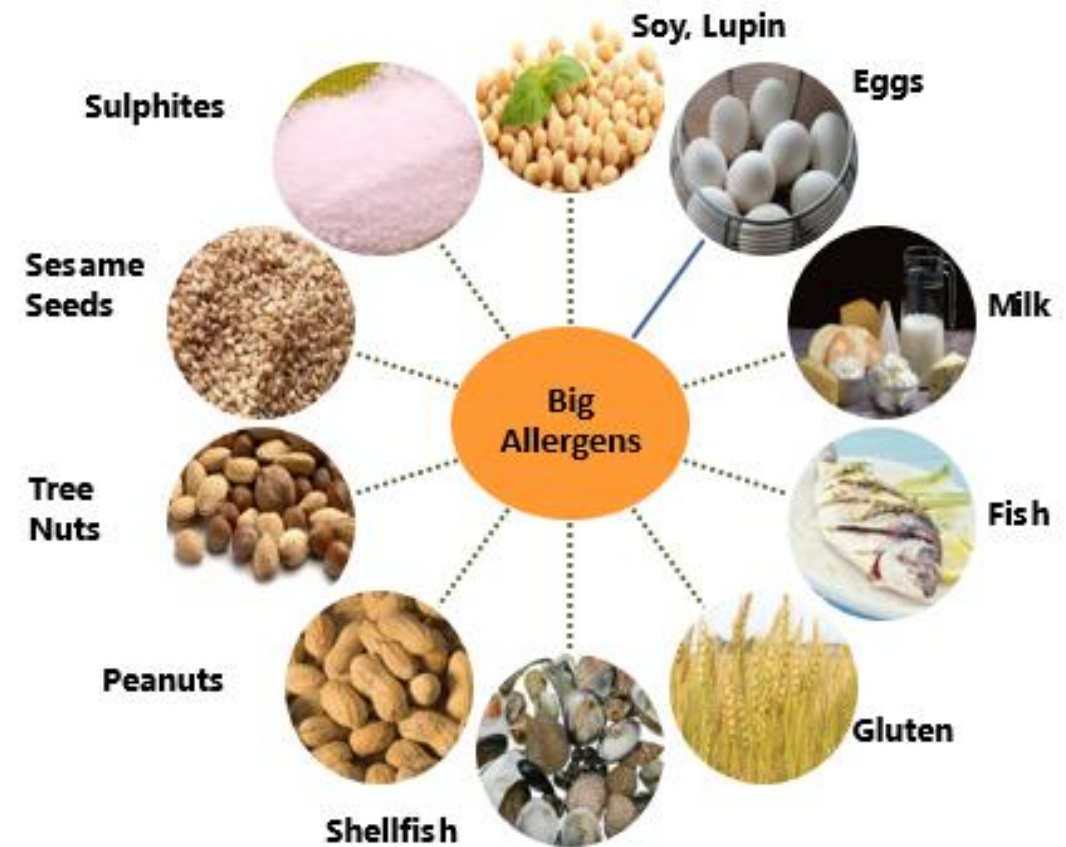
Control Measures in place for chemicals hazards

- Chemical handling training and concentration recording
- Pre-operative inspection after cleaning and maintenance activities
- Supplier Approval Program
- Chemical Control Program (Food Grade Chemicals)



ALLERGENS

- ✓ A food allergy occurs when a person's immune system reacts to allergens that are harmless to other people.
- ✓ Allergens are protein material that the body rejects as foreign.
- ✓ Sensitive foods are part of products that may cause individuals to become sick.
- ✓ Allergic reactions can be deadly if the person has an anaphylactic reaction.
- ✓ **Main risk of allergens is cross contamination and undeclared ingredients on packaging.**



The **Allergens and Sensitive Foods** contained in Mission Foods formulations are:

- ❖ Wheat
- ❖ Milk and their products
- ❖ Soy and their products
- ❖ Sulfites
- ❖ Egg, Lupin & Sesame seed



Our responsibility is to ensure that:

- No cross contamination of allergen material/ products to non allergen products/ material
- No cross contamination with equipment/ tools/ food contact surfaces
- No cross contamination with contaminated uniforms/ personal practices
- Allergen statement is clearly printed on the packaging
- Allergen materials are identified all the time (during storage, process) with BLUE Allergen Tags
- Allergen materials are stored in such a manner to avoid any incidental cross contamination (always at bottom level in storage racks)
- Any ingredient spills are addressed immediately



NOTIFY SANITATION FOR ANY ALLERGEN SPILLS

- Hot water and chlorinated alkali detergents (chloroclean, adsan) and acid detergents used as manufacturers suggested concentrations, removes successfully all kinds of allergens
- **Hot water and Alcohol does not remove allergens if they are not combined with one of the detergents mentioned above**
- Always follow the cleaning procedure for the equipment you going to clean
- Dis-assemble and manually clean all equipment that cannot be clean thoroughly in place, accessory tools, scoops, bins , hoppers need to be clean as well
- Check all cleaned equipment when finish cleaning, any dirty area clean again
- After finishing cleaning change your clothes to prevent cross contamination



TRACEABILITY



- ✓ Traceability is the ability to track any food through all stages of production, processing and distribution.
- ✓ For food processing businesses, traceability should extend to being able to identify the source of all food inputs such as: raw materials, additives, other ingredients, packaging.
- ✓ To trace the manufacturing details of product, it is important to ensure information (e.g. Best before dates) printed on our products is clear and legible.
- ✓ Record rewind & shippers information in record books
- ✓ For rewinds, please include in records the time roll is changed.



- ✓ Important to use approved documentation and use the current version only.
- ✓ Records must not be falsified as it is ILLEGAL. Record only what was done not what should be recorded.
- ✓ Corrections or alterations to records shall be made with a single strikethrough and not scratched out. Correction fluid or tape shall not be used. Alteration to records must be authorized and justification for alterations shall be recorded.



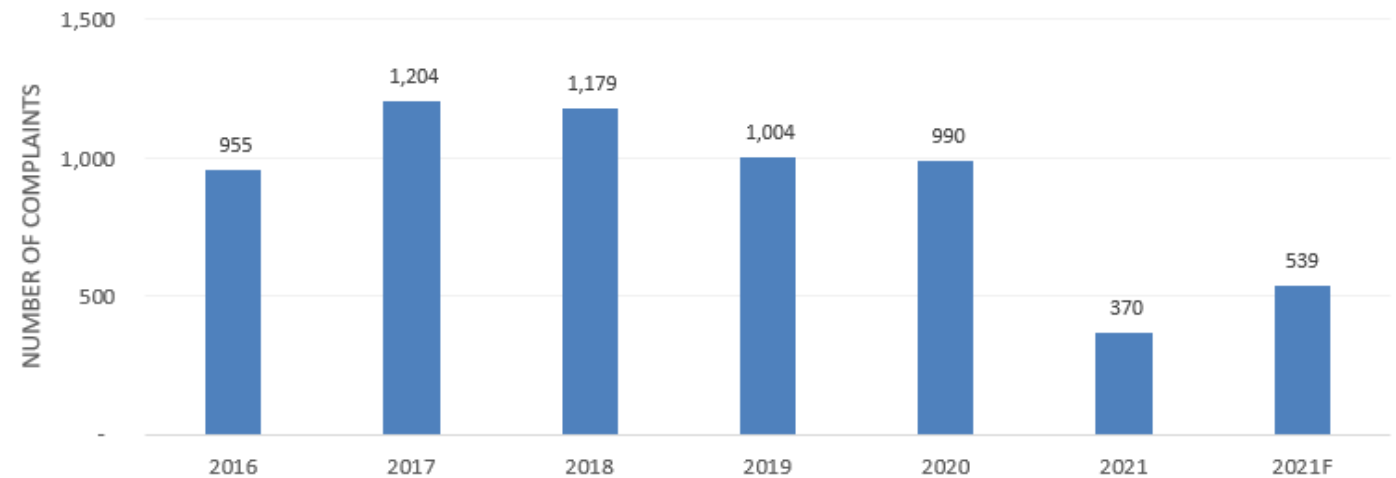
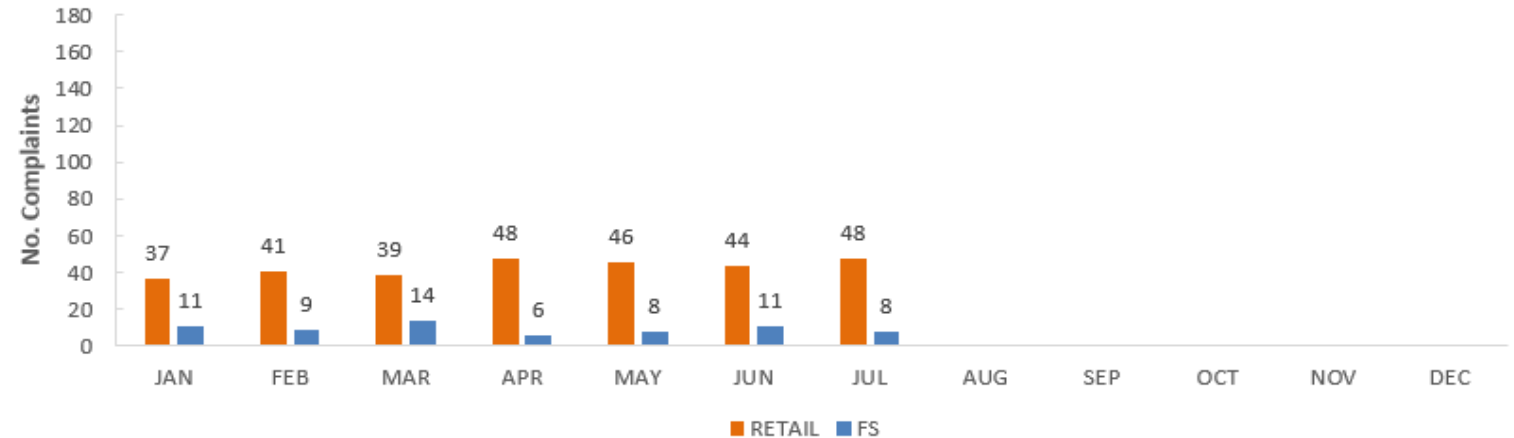
CUSTOMER COMPLAINTS



MAIN ISSUES 2021:

- Mould (Press Lines)
- Sticky (Press Lines)
- Folded and Broken (Press Lines)
- Product too salty (Corn Chips)
- Crumbling and Breaking (Corn Tortillas)
- Foreign Material

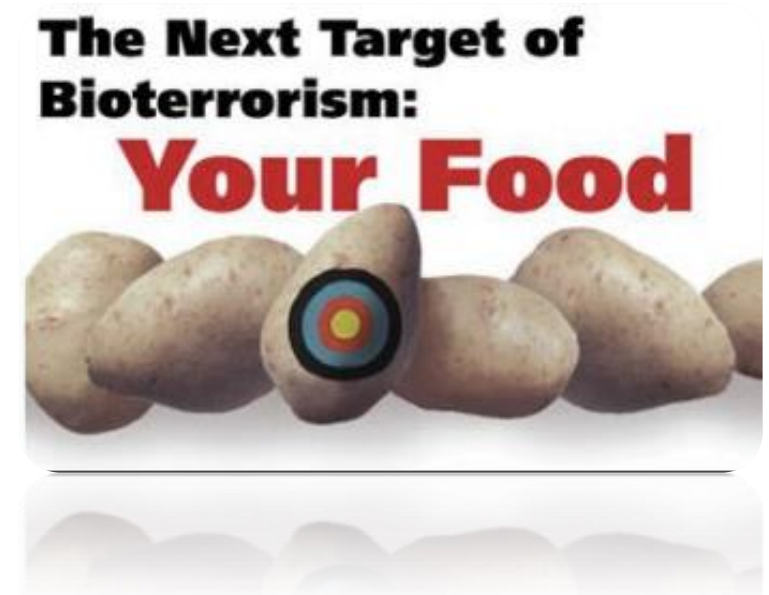
TOTAL COMPLAINTS 2021



Food Defense is the effort to protect food from acts of intentional adulteration

Why Important?

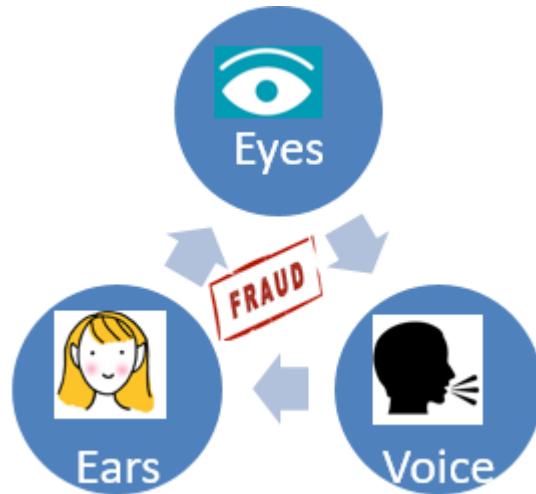
- Protects consumers from potential foodborne illness or injury from occurring due to food fraud
- Identifies points in the supply chain and processes that may be points of vulnerability before an issue occurs
- Minimizes or mitigates the likelihood of deliberate contamination
- Creates a foundation for employees to be aware and communicate to management as they are the first line of defense
- Brand protection and minimize financial loss



How to do it?

- **Employee Awareness**

- Employees on the front line have the exposure and experience to notice when something is unusual or suspicious.
- Front-line employees need to be aware of their surroundings and watch for unusual situations.



EMPLOYEES
are the
FIRST
Line of Food Defense

“If You See Something, Say Something” SUSPICIOUS ACTIVITY

The FIRST acronym makes it easy to remember your role as a front-line employee in food defense.

F **OLLOW** company food defense plan and procedures

I **NSPECT** your work area and surrounding areas

R **ECOGNIZE** anything out of the ordinary

S **ECURE** all ingredients, supplies, and finished product

T **ELL** management if you notice anything unusual or suspicious

FOOD DEFENSE - IDENTIFYING POSSIBLE THREATS



UNSECURED FACILITIES

Unsecured areas, such as an unlocked door, may allow access of an individual that does not have authority to that area or could indicate that someone without proper access has entered that area. In your work area you should be aware of secure areas and their accessibility.



UNESCORTED VISITORS

- Visitors typically must be escorted within a facility, and often have some type of identification as a visitor. A visitor without identification and unescorted may wander into restricted areas and may be a threat.
- In your work area you should be aware of who is there, and if a visitor that they are escorted by someone with the authority to bring a visitor into the area.

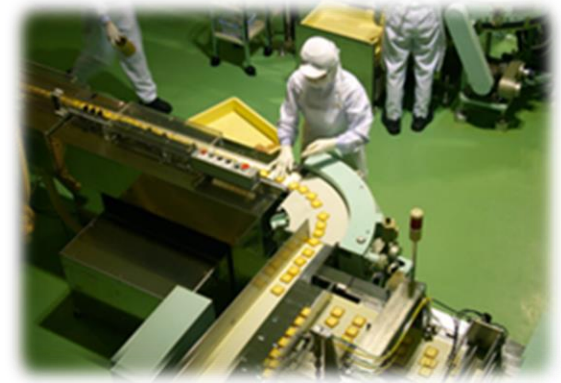


FOOD DEFENSE - IDENTIFYING POSSIBLE THREATS



SUSPICIOUS ACTIVITIES

- Suspicious activities may include an employee being in an area where they don't belong or acting anxious. A disgruntled employee who has access to the food facility is one of the most difficult types of threats to prevent.
- In your work area you should be aware of who belongs where and their responsibilities.



CHANGES TO THE WORK AREA

- Changes to the work area such as to the equipment, materials, and sanitation may be indicative of an act of intentional contamination. Boxes or supplies may be in the wrong place; utensils (such as knives) may be missing; or equipment may appear dirty when it should have been sanitized.
- You should examine your work area for any unusual changes before, during and after your shift.



FOOD DEFENSE - IDENTIFYING POSSIBLE THREATS



TAMPERED MATERIALS

- Materials altered by an act of intentional contamination may be detected by visual or olfactory observations. When possible, you should examine the materials you use and check them for any discoloration, changes in texture, or unusual odors



Who to Contact?

The effectiveness of the food defense procedures depends on you!

It is imperative that once an unusual or suspicious situation is observed by a front-line employee, that it be reported to management immediately.

