



HARROGATE

WATER BRANDS

Food Safety & Quality Policy

SCOPE: **The abstraction, treatment and filling of Spring Water into glass and rPET bottles, in various packed formats, at the Harrogate site.**

The 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 0.3 complaints per one million bottles produced by the continued implementation and improvement of our Good Manufacturing Practices.
3. In co-operation with suppliers, maintain a programme of development to improve quality and food safety consistency within the constraints of the company's requirements.
4. All products will be manufactured in a safe and hygienic manner in line with food safety, legal and mutually agreed customer requirements.
5. All reasonable precautions will be taken and all due diligence exercised to ensure that our products comply with all relevant legal requirements.
6. 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 lies with our leadership team.

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 and consumers.

Name	Position	Sign	Date
Ian Swann	Plant Director		20.02.25
Cat O'Halloran	QFS Manager		20.02.25
Andy Corkish	Engineer Manager		21.02.25
Dan Philbey	Production Manager		20.02.25
Greg Wade	Procurement Manager		20.02.25
Damian Wilkinson	Finance Director		20.2.25
Martina Arnold	HR Manager		20.2.25
Richard Fawcett	Production Planning Manager		24.2.25