ISO 22000: FOOD SAFETY & NUTRITION MANAGEMENT

Food Safety & Nutrition Management

FIVE is committed to laying out high food safety & nutrition management across the value chain to ensure high standards of health & safety and well-being for its employees, suppliers, contractors, guests and any other third parties which may be impacted by its operations. FIVE is certified to ISO:22000:2018 standards on food safety & nutrition management systems which reflect its commitment towards building and ensuring a robust food safety management framework for all stakeholders.

The company has several supporting measures and documents to ensure the safety of our food products. This includes hazardous chemical handling reports, disease control through periodic water and food sample testing, disinfection activities, periodic preventive maintenance activities, indoor air quality inspections, supplier audits, and training measures to safeguard the health and safety of all our stakeholders.

FIVE has received an 'A-Green' and 'A-Gold' rating from the Food Safety Department for its Dubai hotels from the Dubai Municipality, following a thorough inspection of our food safety and management practices. This achievement reflects our unwavering commitment to maintaining the highest standards of food safety and hygiene at all times.

During the inspection, our hotel was evaluated on a number of critical parameters, including the source and inspection of our food supplies, temperature control for cold food items, food hygiene training for our employees, cleanliness standards of our premises and fixtures, and freedom from flies. We are pleased to report that we have successfully passed each and every criterion, demonstrating our commitment to maintaining a safe and healthy environment for our customers.

We take great pride in our best practice food safety management practices and are committed to continuous improvement. Our employees are trained on the latest food safety protocols and demonstrate their knowledge and skills in their work. Our premises are maintained to the highest standards of cleanliness, addressing no accumulation of garbage, recycled matter, food waste, dirt, grease, or other matter within food spaces. Additionally, we have implemented measures to ensure that our facility remains free from flies and other pests.
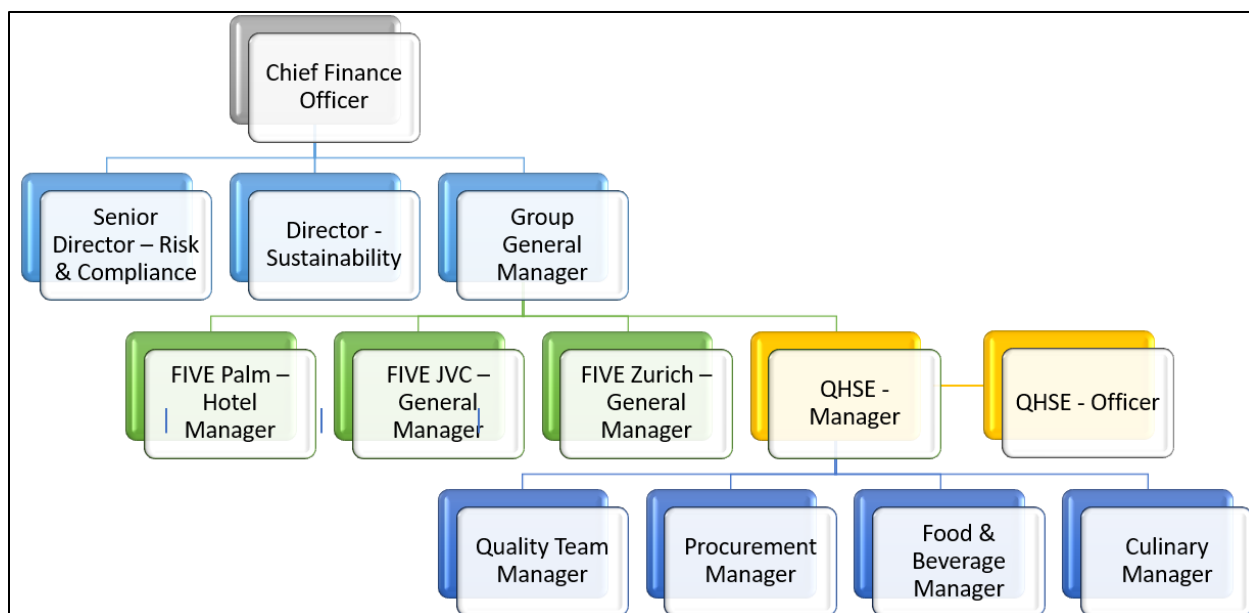
At our hotel, we understand the importance of providing safe and healthy food to our customers. Our 'A-Green' and 'A-Gold' rating from the Dubai Food Safety Department is a testament to our commitment to maintaining the highest standards of food safety and hygiene. We will continue to strive towards excellence in food safety and management to ensure that our customers enjoy a safe and enjoyable dining experience with us.

Organizational Structure

FIVE has established an organizational structure for ISO 22000:2018 which includes all key departments involved in managing food safety and its impact on all stakeholders. These departments provide information on the impact of food safety measures and contribute to meeting defined food safety targets.

Our departments play a crucial role in maintaining food safety standards at our organization. They provide valuable insights and information on the impact of food safety measures and contribute to the achievement of defined food safety targets.

We are committed to maintaining a comprehensive food safety management system and continuously improving our practices to provide safe and high-quality food to our customers. Following is the current structure for management of ISO:22000:

Roles and Responsibilities

Designation	Roles and Responsibilities
COO/ CFO	➤ Approving the roles and responsibilities and the organizational chart for the food safety management system. ➤ Provide guidance to the QHSE Management team on effective food safety management practices and sustainable initiatives. ➤ Monitor progress against existing food safety targets and support in the development of new targets. ➤ Provide approval for any new food safety management initiatives to be taken (approval of initiatives, costs)
Director of Sustainability	➤ Prioritize food safety management to ensure that our food products are safe for consumption and meet the highest standards ➤ Developing and implementing sustainable food policies and initiatives that emphasize the proper use of environmental resources ➤ Responsible for establishing, implementing, and maintaining the necessary processes for the food safety management system ➤ Reporting to the COO/CFO on the performance of the food safety management system
Senior Director – Risk and Compliance	➤ Ensure that all food safety regulations, standards and guidelines are met ➤ Coordinate with the Food Safety department to ensure that timely internal audits are conducted to evaluate the effectiveness of the food safety management system ➤ Provide recommendations for meeting food safety targets and objectives ➤ Ensure periodic verification of compliance to regulations and standards is documented in the Compliance tool

Designation	Roles and Responsibilities
Group General Manager	➢ Recruiting, selecting, orienting, training, coaching, counselling, and disciplining managers to increase the effectiveness of food safety management practices ➢ Communicating values, strategies, and objectives related to food safety; assigning accountabilities; planning, monitoring, and appraising job results ➢ Contributes to the team effort by achieving related results as required ➢ Making decisions during emergency situations or product recalls related to food safety ➢ Providing facilities to improve food safety management practices at the hotel ➢ Chairing management review meetings related to food safety management ➢ Approving food safety documents and procedures related to ISO 22000 standard
General Managers (including Hotel Managers)	➢ Managing employees and overseeing the planning, marketing, coordinating, and administering of hotel food services ➢ Ensuring all food safety measures are implemented and adhered to in all areas of the hotel environment ➢ Maintaining compliance with food safety regulations and standards ➢ Allocating budgets for the implementation of food safety initiatives and improvements

QHSE Manager	➢ Ensuring that the Food Safety Management System (FSMS) is established, implemented, maintained and updated according to ISO 22000 requirements;
	➢ Managing and organizing the work of the FSMS team;
	➢ Ensuring relevant training and competencies for the FSMS team, including food hygiene, sanitation and quality control practices;
	➢ Reporting to top management on the effectiveness and suitability of the FSMS;
	➢ Preparing and reviewing FSMS documents, including standard operating procedures, hazard analysis and critical control points (HACCP) plans, and food safety policies;
	➢ Ensuring that the establishment maintains policies and procedures for all employees to follow FSMS requirements, including food handling practices, sanitation and hygiene practices, and quality control measures;
	➢ Providing effective supervision in implementing FSMS practices, conduct regular inspection of the organization, address potential food safety risks, and, where necessary, take appropriate corrective action;
	➢ Maintaining measures of accountability for meeting FSMS responsibilities, including ensuring that:
	  • all employees are trained before they start work; and
	  • trained employees are competent and are carrying out responsibilities as required;
	➢ Conducting daily inspections of food handling, storage, and preparation areas to ensure compliance with FSMS requirements;
	➢ Conducting internal audits of the FSMS to ensure ongoing compliance with ISO 22000 requirements;
	➢ Performing periodic supplier audits to assess supplier food safety and quality standards and ensure that all suppliers comply with FSMS requirements.

QHSE Officer	➢ Collaborate with the FSM team to ensure the successful implementation of the Food Safety Management System. ➢ Prepare and review food safety documents and procedures, such as the Hazard Analysis and Critical Control Points (HACCP) plan. ➢ Provide effective supervision in implementing food safety practices, conduct regular inspections of the organization, address potential food safety risks, and take appropriate corrective action if necessary.

Designation	Roles and Responsibilities
	➤ Keep the food safety program up-to-date to support the Food Safety Management System. ➤ Conduct daily inspections to monitor compliance with food safety standards and regulations. ➤ Conduct internal audits of the Food Safety Management System to ensure its effectiveness and identify areas for improvement.
Procurement Manager	➤ Evaluate food suppliers, products, and services, negotiate contracts, and ensure that approved purchases are in line with food safety standards and regulations. ➤ Provide inputs to the Director of Engineering and Director of Sustainability on purchases from suppliers with high food safety standards. ➤ Ensure that the food products and supplies meet the required food safety and quality standards. ➤ Work with team members to ensure compliance with food safety regulations and best practices. ➤ Perform periodic supplier reviews and audits as per the approved supplier audit checklist to ensure food safety standards are being met. ➤ Develop and implement food safety policies and procedures to ensure compliance with ISO 22000 standards. ➤ Monitor and analyze food safety data to identify trends and opportunities for improvement. ➤ Investigate and address food safety incidents and complaints promptly and thoroughly to prevent future occurrences. ➤ Collaborate with other departments to ensure that food safety is considered in all aspects of the organization's operations. ➤ Continuously evaluate and improve the food safety management system to ensure that it remains effective and up-to-date with changing regulations and industry best practices.
F&B and Culinary Manager	➤ Supervises employees to ensure compliance with food safety policies and regulations to prevent foodborne illnesses and maintain quality control. ➤ Enforces proper cleaning routines for food contact surfaces, equipment, utensils, etc. to prevent cross-contamination. ➤ Ensures proper use and cleaning of all kitchen machinery and equipment to prevent food contamination and equipment failure. ➤ Ensures all food holding and transport equipment is in working order to maintain proper temperature control and prevent food spoilage. ➤ Works with the chef to ensure that food is prepared, stored, and served at safe temperatures to prevent the growth of harmful bacteria. ➤ Ensures that all food products are sourced from approved suppliers and meet food safety standards to prevent contamination and foodborne illnesses. ➤ Conducts regular inspections of the kitchen and storage areas to ensure compliance with food safety standards and regulations. ➤ Ensures that all employees are trained in food safety practices and understand their roles and responsibilities in maintaining a safe and hygienic food environment. ➤ Ensures that all food safety requirements of ISO 22000 are being followed properly to maintain the highest standards of food safety management.

Hazard analysis and critical control point (HACCP)

FIVE is certified to the standards of food safety management by following a thorough framework in line with the ISO and HACCP guidelines. HACCP is a systematic approach to food safety that identifies and addresses potential hazards in the food production process. The plan outlines the specific steps and measures taken by a food establishment to ensure food safety. Following are the key highlights for steps taken to adhere to HACCP –

▶ **Conducting a Hazard Analysis** – This includes identifying and assessing potential hazards that may occur at each stage of the food production process, from receiving ingredients to serving the final product. Hazards can include biological (e.g., bacteria, viruses), chemical (e.g., toxins, allergens), and physical (e.g., foreign objects) risks. For identification, FIVE takes the following steps –
   A. Receiving inspection report is prepared by the Receiving Officer to identify any lapses in the packaging, quality, vehicle temperature or storage of the goods. Any deviations result in goods being returned to the vendor
   B. Storage in the main stores and kitchen stores appropriately require the fulfilment of storage checklist by on-shift staff, periodic monitoring of the temperature and storage of products (frozen, chilled, regular), shelf-life monitoring processes
   C. Daily inspections by the Food Safety team to identify any near-expiry items, non-maintenance of storage requirements, adherence to segregation framework, etc. are conducted
   D. Food sample tests at third-party laboratories is conducted monthly to identify any bacteria or pathogens which may exist
   E. Any foreign objects reported as incidents are investigated and reported to the management along with a mitigation plan

▶ **Determining Critical Control Points (CCPs)** – Identification of critical control points in the production process where hazards can be prevented, eliminated, or reduced to acceptable levels. These are points in the process where control measures are applied to ensure food safety. FIVE performs continuous monitoring of these CCPs through daily checklists, inspection reporting filled on the Food Watch application, monthly internal audits for all outlet kitchens (including stores) to identify any key risks and develop a mitigation plan for the same.

▶ **Establishing Critical Limits** – This involves setting specific criteria and standards that must be met at each critical control point to maintain food safety. Critical limits define the maximum or minimum values, such as time, temperature, pH level, or concentration, to ensure control measures are effective. All inspection checklists of FIVE (including receiving inspection, storage) include the minimum and maximum permissible levels based on category of goods.

▶ **Monitoring Procedures** - Developing procedures to regularly monitor and verify that critical control points are within the established limits. This includes measuring, observing, or testing parameters at specified intervals to ensure the process is under control. FIVE has a detailed list of checklists for review performed such as cooking oil tests,

FIVE employs various measures to promote food safety and nutrition across the front and back of its operations. Through implemented measures in the front of house, FIVE provides customers with information to make educated decisions on their food consumption and to provide divers options that are inclusive to a range of diets and needs. Within the back of house operations, measures are in place to ensure employees and suppliers adhere to the highest standards in delivery, preparation and handling that extends protection to the health of customers and employees alike.

FIVE's F&B Outlets Specialize in Health and Nutrition

Outlets like Detox and One for the Road specialize in providing guests quality ingredients and health-conscious dining options including fresh smoothies, juices, salads, and bowls.

Dairy, Gluten, Nuts, Keto, Shellfish, Vegetarian, and Vegan

Are highlighted across food items to ensure health and safety related to allergens; it also supports various dietary customs

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BEAUTY STARTS ON THE INSIDE

Fuel up with Detox Me at ReFIVE Spa. A hideout for soulful bowls, blooming teas and energy boosting smoothies to nourish your body, mind and soul.

REFIVESPA

APPETIZERS

SPRING PAPAYA WRAP — 50
Raw papaya wraps stuffed with avocado, mango, carrot, cucumber, coriander, parsley, basil , mint, pomegranate molasses
CALORIES 210

BEEF BOWL — 95
Mango, bell pepper, cherry tomato, pearl cous cous, kale, chili coriander dressing, sesame oil
CALORIES 259

LTLT CHICKEN BREAST — 75
Baby gem, cherry tomatoes, roasted bell pepper, grapefruit, chickpeas, yuzu honey mustard
CALORIES 304

TWISTED PUFFED RICE — 65
Bell pepper, edamame, beetroot, takawan, cherry tomato, cucumber, balsamic elder flower dressing
CALORIES 220

BEEF STEAK — 95
Lettuce, tomatoes, spring onion, coriander, crispy garlic, cashew nuts, chilli coriander dressing
CALORIES 372

MEDITERRANEAN BUDDHA — 55
Hummus, chickpeas, bell pepper, celery, carrot, olives, cucumber, tomatoes, radish, lemon, mint
CALORIES 166

MEDIERRANEAN COUS COUS — 65
Zucchini, cucumber, bell pepper, cherry tomato, basil, mint, feta cheese, mix lettuce, orange chilli dressing
CALORIES 250

ASIAN NICOISE — 85
Tuna tataki, quinoa, edamame, soft-boiled eggs, sesame oil, lemon dressing
CALORIES 210

MAINS

THAI PEANUT ZOODLES — 55
Zucchini noodles, carrot, bell pepper, spring onion, onion, cabbage, peanut sauce
CALORIES 342

	ADDITIONAL
Chicken	30
Prawns	30

BARLEY RISOTTO — 55
Bell pepper, zucchini, garlic, kale, pine nuts, blue cheese
CALORIES 258

	ADDITIONAL
Garlic & paprika shrimps	40
Grilled chicken breast	40
Grilled salmon	40

CAULIFLOWER PIZZA GLUTEN FREE — 75
Tomato sauce, buffalo mozzarella, parmesan, basil, olive oil
CALORIES 210

PESTO SHRIMP CUPS — 90
Sun-dried tomato pesto, butter lettuce, red cabbage, sesame seeds, coriander springs, lemon
CALORIES 280

TUNA SWEET POTATO CAKES — 75
Bell pepper, mango, cabbage slaw, avocado, coriander, parsley
CALORIES 245

POKE BOWL. — 75

1 Base	2 Protein	3 Dressing	4 Toppings
sushi rice	salmon	yuzu	pickled radish
wild rice	tuna	miso	cucumber
brown rice	beef	light soy	edamame
quinoa	chicken	ponzu	avocado
			seaweed salad
Choose one	Choose one	Choose one	Served wild

DAIRY GLUTEN NUTS SHELLFISH VEGETARIAN KETO VEGAN GLUTEN FREE
All prices are in UAE Dirhams, inclusive of 7% municipality fee, 5% VAT and 10% service charge.
All dishes are prepared in strict compliance with Halal requirements.

SMOOTHIE BOWLS

GREEN SMOOTHIE VEGAN — 65
Pineapple, spinach, kale, banana, raspberry, oats, chia seeds, coconut flakes, sunflower seeds
CALORIES 298

BLUEBERRY SPIRULINA SMOOTHIE — 65
Coconut water, almond milk, protein powder, banana, blueberries, blackberries, strawberries, kiwi, almond flakes, chia seeds
CALORIES 315

DESSERTS

STRAWBERRY GREEN TEA CAKE — 60
Strawberry rhubarb jus, almond crumble
CALORIES 191

FLOURLESS CHOCOLATE CHERRY CAKE VEGAN — 60
Cherry mousse, dark chocolate snow
CALORIES 248 GLUTEN FREE

CARROT CAKE — 60
Meringue, orange mousse, hazelnut almond crunch
CALORIES 255

AQUAFABA BERRY PAVLOVA VEGAN — 60
Chickpea meringue, berries, Chantilly cream
CALORIES 238 GLUTEN FREE

EXOTIC FRUITS BOWL — 80
Seasonal fruit selection
CALORIES 120

COFFEE

Espresso, Ristretto, Macchiato	26
Cappuccino, Café Latte, Americano	30
Iced Mocha, Double Espresso, Chocolate Milk	35

TEA

WELLNESS TEA — 35
Wholesome tea blends with antioxidant properties

Arabian Nights, Vani Rose, Empress Jasmine

FLOWERING TEA — 45
Picture perfect tea blends infused with edible blossoms that bloom to reveal flowers when steeped in hot water.

HARMONY
Green tea, Amaranth, jasmine

BLUEBERRY
Green tea, blueberry, jasmine

Calorie-Counting in Menus

Raises customer awareness on health profile of dining options, enabling informed decision making. One for the Road gym menu tailors dining options to those that

Organic, on-site herb and vegetable gardens

Provide a calming, grounded and quality experience for the chefs preparing FIVE's dishes as well as guests taking a stroll in one of FIVE's verdant courtyards.

Food Production Area Notices

Alert employees to sensitive operational areas requiring a suite of food safety measures to enter

Employee hand-washing guide

Ensures employees perpetuate hygienic environment especially in critical roles such as food preparation

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~~ONE FOR THE ROAD~~

Orders from 8:30am

FIT BITES

WRAPS | 50

POST WORKOUT PROTEIN (GF) 351 CALORIES
Whole grain wrap, cucumber, pepper, mango, bean sprouts, cabbage, coriander, tamarind dip

HEALTHY SMOKED SALMON (D)(GF) 339 CALORIES
Sprouted grain tortilla, low fat cream cheese, salmon, arugula, chives

CHICKEN & OLIVE (D)(GF) 310 CALORIES
Whole grain wrap, pepper bruschetta, chicken breast, arugula, tomato, black olives, artichoke, balsamic glaze

SANDWICHES | 55

CHICKEN PANINI (GF) 306 CALORIES
Whole grain bread, chicken breast, tomato, cucumber, lettuce, chives, chipotle mayo

SALMON BEET (D)(GF) 338 CALORIES
Rye bread, pickled beets, Greek yoghurt, dill, horseradish, carrot, sauerkraut, arugula

TBLT (D)(GF) 360 CALORIES
Whole grain bread, turkey bacon, lettuce, tomato, low fat mayo

(D) dairy (GF) gluten free (N) nut (VG) vegan

All prices are in uae dirhams inclusive of 5% VAT, 7% municipality fee and 10% service charge. All dishes are prepared in strict compliance with Halal requirements.

SNACKS | 45

CITRUS FRUIT SALAD (D)(V) 209 CALORIES
Orange, mandarin, grapefruit, pomelo yoghurt, natural honey

CHOCOLATE PROTEIN PANCAKES (D)(G)(KETO)(N) 447 CALORIES
Almond flour, cream cheese, chocolate sauce, Chantilly cream, blueberry compote

FIVE ALIVE (D)(N)(V) 256 CALORIES
Granola, banana, strawberries, blueberries, Chia seeds, almond

BARBELL PROTEIN BAR 199 CALORIES | 25

SALADS | 45

QUINOA (GF)(N) 386 CALORIES
Avocado, walnut, cucumber, pepper, Yuzu vinaigrette

CHICKEN SESAME (GF) 226 CALORIES
Spring greens, Asian Pear, cucumber, avocado, orange, sesame miso dressing

BEETROOT BROCCOLI (N)(V) 254 CALORIES
Walnuts, rocket, orange, fennel, lemon dressing

BOWLS | 60

BUDDHA (VG) 300 CALORIES
Nori, cabbage, carrot, cucumber, avocado, alfalfa sprouts, coriander, chives, sesame seeds, tamarind vinaigrette

VEGGIE MEDLEY (VG) 240 CALORIES
Asparagus, zucchini, cherry tomatoes, onion, bell pepper, mushrooms, parsley, sesame dressing

POKE (S) 372 CALORIES
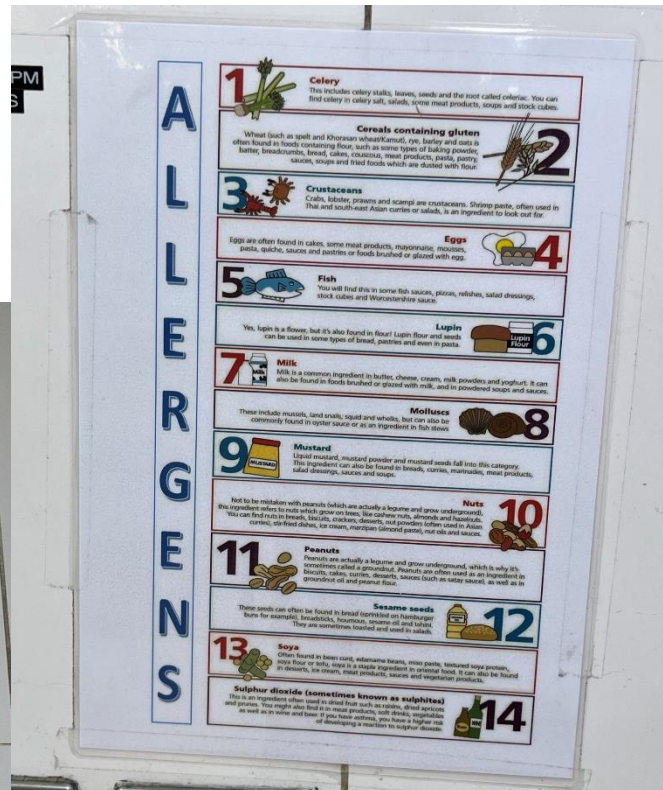Salmon, rice, edamame, cucumber, radish, avocado, kale, apricot, Sriracha mayo

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Specialized and Safe Food Preparation Areas

Color-coded work stations, equipment's help prevent contamination and spread of food-born illnesses

VEGETABLES & FRUITS PREPARATION AREA

KITCHENMASTER

Diversey

Chicken Preparation Area

Allergen Guide

Educates employees on life-threatening and common allergy varieties with all different forms and applications of each allergen ingredient

ALLERGENS

1 **Celery**
This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.

2 **Cereals containing gluten**
Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour

3 **Crustaceans**
Crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.

4 **Eggs**
Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.

5 **Fish**
You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.

6 **Lupin**
Yes, lupin is a flower, but it's also found in flour! Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.

7 **Milk**
Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.

8 **Molluscs**
These include mussels, land snails, squid and whelks, but can also be commonly found in oyster sauce or as an ingredient in fish stews

9 **Mustard**
Liquid mustard, mustard powder and mustard seeds fall into this category. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.

10 **Nuts**
Not to be mistaken with peanuts (which are actually a legume and grow underground), this ingredient refers to nuts which grow on trees, like cashew nuts, almonds and hazelnuts. You can find nuts in breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.

11 **Peanuts**
Peanuts are actually a legume and grow underground, which is why it's sometimes called a groundnut. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.

12 **Sesame seeds**
These seeds can often be found in bread (sprinkled on hamburger buns for example), breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.

13 **Soya**
Often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu, soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products.

14 **Sulphur dioxide (sometimes known as sulphites)**
This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetables as well as in wine and beer. If you have asthma, you have a higher risk of developing a reaction to sulphur dioxide.

CROSS CONTAMINATION
USE CORRECT COLOUR CODED CHOPPING BOARD AND KNIVES AT ALL TIMES!

SEA FOOD PREPARATION

FRUITS & VEGETABLES PREPARATION

COOKED MEAT PREPARATION

DAIRY FOOD PREPARATION

RAW MEAT PREPARATION

POULTRY PREPARATION

Kitchenmaster (NI) Ltd
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Email : info@kitchenmaster.ae, Web : www.kitchenmaster-ni.com

KITCHEN MASTER

Hair-net reminders and dispensers are throughout food preparation areas

Diversey
Wear a hairnet

NOTICE
Hair Net and Mask

Kitchen Hygiene and Breakage Control Instruction Charts are present throughout facility

De-boxing and sanitization stations

Provide sanitizing washing equipment to process incoming produce and prepared ingredients along with instructions

At FIVE, we have established and maintain documented procedures to ensure the prompt and effective implementation of corrective actions. We take a systematic approach to identifying and controlling the root causes of any nonconformance in our food safety management system, by conducting risk assessments and taking corrective action to prevent the recurrence of the issue. Our aim is to continuously improve the effectiveness of our corrective actions by regularly verifying their success and ensuring that our food safety management system is always up to date and compliant with relevant standards and regulations.

Corrective Action Request (CAR) shall be raised as a result of the following:

- Customer complaints
- Critical limits are exceeded
- Lack of conformity with Operational pre-requisites program, Pre-requisites programs and Critical control point
- System nonconformance identified during internal audit
- Problems identified by management
- Inefficiencies or weak controls identified by trade performers
- Recall incident
- Identified potentially unsafe products

To ensure that changes are addressed, all employees should take corrective actions as appropriate. These corrective actions must be reported to both the Food Safety Team Leader and to those whose work affects the safety of food products/services.

Employees who detect nonconformities should assess the underlying cause of the issue and make a record of it on the Corrective Action Request form. Department Heads should provide assistance as required during the assessment process. Such assessment shall be recorded on the Corrective action request form as a result of the following:

- **Customer Complaints –** Department Heads and employees shall record any customer complaints and report to management.
- **Critical limits are exceeded –** Food Safety Team /FSMS Team Leader and Department Heads shall report and record any critical limits exceeded based on the HACCP Plan.
- **Lack of nonconformity with OPRPs, CCP –** Department Heads and Food Safety Team/FSMS Team Leader shall report and record any nonconformance with operational PRPs, CCP.
- **Internal Audit –** The Company shall conduct an Internal Audit as discussed in Internal Audit Procedure.
- **Nonconformity due to weak controls by process performers and problems identified by the Management–** Department Heads and employees shall report and document any nonconformities encountered in the performance of the food safety management system and procedures.
- **Recall/Withdrawal –** Food Safety Team/FSMS Team Leader shall report root cause of recall to prevent recurrence.
- **Identified potentially unsafe products –** Department Head together with Food Safety Team/FSMS Team Leader shall report to assess the identified products.

The Food Safety Team, led by the FSMS Team Leader, has the responsibility of ensuring that all Corrective Action Requests (CARs) are effectively addressed and closed out. Any CARs that have not been adequately resolved or do not prevent recurrence cannot be closed out. The company must update documented procedures as required by any corrective action and assess data from monitoring of Operational Prerequisite Programs (OPRPs) and Critical Control Points (CCPs).

The FSMS Team Leader must possess adequate knowledge and authority to initiate corrective actions as needed. Corrective action results must be presented during management review. The FSMS Team is accountable for monitoring and distributing CAR Forms, and any deviations from the report must be noted during validation.

Corrective Action

Responsibility	Activity
FSMS Team Leader/ Sales Department/ Department Head/ Management	- Identifies nonconformities. - Discusses findings with Auditee/ personnel concerned and documents said findings on the CAR.
Food Safety Team/FSMS Team Leader/QHSE Manager	- Identifies causes and consequences of the nonconformity and completes relevant portion of the CAR, agrees with Auditor/personnel concerned on date of completion of correction/corrective action and signs CAR. - Checks the completion and signs the CAR. - Provides copies of the CAR to the Department Head concerned and to the Food Safety Team/FSMS Team Leader.
Assigned Member	- On the scheduled date of completion of corrective action, checks with the Auditee/personnel concerned on actions taken in correcting nonconformities noted. - If actions taken are deemed to be effective in preventing recurrence, - completes the "Follow-up" portion of the CAR. - If deficiency is not addressed, schedules another follow-up audit with Auditee/personnel concerned. - If after three (3) follow-up audits, the deficiency is still not addressed, prepares a new CAR and indicates old CAR number on the new CAR. - Informs Department Head on status of nonconformity noted.
QHSE Officer	- Maintains files of all documents that contain data associated with nonconformities

As a part of continuous monitoring of food safety in our facilities, we ensure that audits are conducted to validate the implementation of high food safety standards. Following are a few demonstrated audits:

▶ Regular inspections of the facilities are conducted by the Food Safety team to ensure that the food safety guidelines are adhered to as per the Standard Operating Procedures (SOP).

▶ The Quality Assurance team performs periodic risk assessments and fills checklists to ensure that the food safety facilities are well-maintained and operated with high quality.

▶ External audits are conducted by government authorities to check compliance with the Food Safety Standards, building safety regulations, and food security inspections.

▶ Performing checks for food sample and water sample for identification of any pathogens through third-party external vendors.

▶ Food safety audits are conducted externally as per the law requirements. Our food safety measures have received a Gold Standard rating for both properties.

▶ Internal audits are conducted to verify the food safety standards maintained by the hotel in the form of daily monitoring and inspection. This includes details of areas inspected, the specific hazards or risks identified, and any actions required to mitigate those risks.

Food Safety - Monthly Audit Report

Food Safety - Monthly Audit Report

Food Safety - Monthly Audit Report

Food Safety - Monthly Audit Report

At FIVE hotels, we take food safety and nutrition very seriously. As part of our commitment to providing our guests with the highest quality dining experience, we adhere to the ISO 22000 Food Safety & Nutrition standards.

To ensure that our team is always up-to-date on the latest food safety practices, we conduct regular monthly and quarterly training sessions. Our QHSE team is dedicated to ensuring that each department receives proper food safety training to maintain the highest levels of hygiene and quality.

By regularly conducting food safety training, we are able to maintain a safe and healthy environment for our guests, while also ensuring that our team members are equipped with the knowledge and skills they need to provide exceptional service. We take pride in our commitment to food safety and nutrition, and will continue to make it a top priority in everything we do.

Standard operating procedure (SOP) for conducting food safety management (FSM) training at FIVE:

- The QHSE team reviews the job requirements and responsibilities of each department to determine the training needs of the team members.
- Based on the training needs identified, the QHSE develops the training materials, including PowerPoint presentations, handouts, and other resources, covering relevant topics such as food handling, personal hygiene, sanitation practices, and more.
- The QHSE team schedules the training sessions at a time that is convenient for all team members, taking into consideration different shifts and departments.
- The QHSE team conducts the training sessions using a mix of lectures, interactive activities, and hands-on demonstrations to ensure that team members fully understand the material.
- If any areas require additional training or support, follow-up training sessions shall be scheduled to address these needs.
- The QHSE team documents the training to ensure that team members have received the necessary FSM training and to provide evidence of compliance with food safety regulations and guidelines.

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Food Traceability At FIVE

FIVE understands its responsibility for establishing an effective traceability system, where it can protect the customer safety. Therefore, the traceability system must operate in the entire food chain. And every person at every step has a role. FIVE Hotels starts its traceability system by defining the traceability scope. The traceability system should be capable of efficiently and accurately following food products through the food chain. Therefore, the system is composed of the following elements:

<u>Supplier Traceability:</u> traceability of suppliers and their goods entering the company.

<u>Production Traceability:</u> traceability of foodstuffs through the company.

Supplier Traceability:

The supplier traceability is the first step in the development of a traceability system. Each and every individual incoming unit of ingredient or product should carry a means of tracing its source of supply and history e.g. batch code.

Collect all necessary information to maintain traceability from the supplier. Examples of relevant information:

- Supplier name
- Any supplier batch codes or lot number
- The delivery date
- The expiry date
- Confirmation of acceptance
- The weights of the saleable unit if applicable
- Reference to any in-house quality control records associated with the delivery

Production Traceability:

The production traceability is the second step in the development of a business traceability system.

Ensure that each product produced are traceable onsite.

The important elements are:

- A product batch must be identified
- The supplier and code identified
- Temperature humidity monitoring
- Internal documentation accompanying the product batch.

Finally, FIVE has a clear system in place to deal with product that is rejected by the customer for food safety reasons. If returned, the rejected product must be quarantined pending investigation and maintained separately from product cleared for release.

FOODWATCH – FSM
System