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# Quality Management System Manual

## Normative references

Following referenced documents are indispensable for the application of this document. For detailed references, only the edition cited applies. For undated references, the latest edition of the reference document applies:

1. SQMS Guide –V # 4.0 (GFSI Guidelines)
2. Mc Donald's SQMS Expectations
3. HACCP Guide – Codex Alimentarius
4. Factory Act 1948
5. Food Safety And Standard Authority Of India (FSS Act, 2006, Food Safety and Standards Regulations, 2011)
6. FSSC (ISO TS 22002-1:2009)
7. ISO 9001

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The copies of Supplier Quality Management Systems Manual are distributed as follows:

<b>Copy Number</b>	<b>Copy Holder</b>
1	Bhupinder Singh - CEO
4	Manjunath Patil - GM Operations
2	Dr. Sunil Nalavade - Head Operations (West Plant)
3	Shashank Joshi - Pan India QA Head & MR
5	Venugopal Reddy - Plant Manager (South Plant)
6	Gurvinder Singh - Plant Manager (North Plant)
7	Pradeep Ingale –Tasty Bite Eatables Pvt. Ltd.(Pie Line – West Plant)
8	Nanja Reddy - Fresh Produce (South Plant)
9	Rohit Sharma Fresh Produce (North Plant)

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## **Company Profile & Organization**

### **ABOUT OSI**

OSI (Otto and Sons' incorporation) International Group is an entrepreneurial company with a global interest major in meat, poultry and other value added food processing activities. It is one of the largest company among the world in meat processing. OSI supplies 80% of its produce to McDonald's. They are a privately held corporation with over 65 facilities in 17 countries. An OSI Group, LLC has been a global leader in supplying value added protein items and other food products to leading food service and retail brands

OSI Group is strategically organized into three defined Zones

- The Americas Zone
- The Europe Zone
- The Asia/Pacific Zone (APMEA - Asia Pacific Middle East Association)

### **About Vista Processed Foods Pvt Ltd**

Vista Processed Food Pvt. Ltd. is one of the processing plants of the OSI group company located in APMEA Zone. Vista came into existence on 18<sup>th</sup> August 1995, having a world class infrastructure at Taloja, near New Mumbai. In Year 2000, it became a joint venture between the OSI Industries Inc (USA) and the McDonald's India. Henceforth Vista was an Indian Company with International Joint Venture Partners (Kitran & Kitchen Range) with technical & financial supports for its entire products (chicken and vegetable range of products).

In year 2012, Vista processed foods Pvt Ltd became 100% OSI Group Company. **OSI – Vista Processed Foods (India) has a broad national footprint, Spanning the north, South, and West regions of India**

Vista is well recognized company among the food industries for its operational excellence, upholding the global best practices, sustainable food processing and delightful customer services. Vista's state-of-the-art food processing plant produces the vegetable and chicken patties in separate processing lines for chicken and vegetable foods. Vista has a separate fresh produce plant (vicinity to existing

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plant). Temperature is maintained for all the products to retain total freshness by meeting International standards, procedures and support services. Every step is automated, from mixing, forming, blending, coating and breading to frying and freezing. Entire cooking process is restricted of direct contact by human hands. The entire processing is automated under most hygienic and stringent sanitary condition to produce Ready to Cook Chicken & Vegetable products.

Vista aims to serve McDonalds - one of its main customer and to other QSR's (Quick Serve Restaurants). Vista also supplies to 5 star hotels, air caterers, restaurants, supermarkets and other nationally branded companies. Vista is a convenient frozen food and chilled fresh Vegetable processing industry and pioneer in processing, formed and coated poultry and Vegetable product. Various value added Vegetarian and non-Vegetarian products are supplied to well known brands like McDonald's-India and Middle East, Papa John's and Dominos. It has successfully developed new products for Godrej's Tyson under the brand name "Yummiez". Vista also supplies the product to nationally branded companies such as Godrej, Nirula's, Papa Johns, Capital Foods, FBC, Kwalitiy Foods, Tannys, Al Kabeer, Adlabs, Burger King, etc. Vista Processed Foods Pvt. Ltd. also exports its products in the Middle East countries.

Our product range includes:


VEGETARIAN: Veg patty, Aloo Tikki Patty, Spinach Corn Patty, Spicy Paneer Patty Veg, Pizza Puff, NWF Veg Patty Chaat nuggets, crunchy Veg cutlets, Veg cheese fingers, Cheese Corn Nuggets, potato cutlet, Sabudana Vada, Potato Vada, Desi Veg Cutlet, Potato Base Patty, Veg Supreme Patty, Veg Burger Patties, Veg Dino, Dilli Aloo Chaat, Palak Makai, Desi Veg Patty, Paneer Bites , Aloo Toast ,Makai Paneer Toast, Bhaji Pav Toast, Purripu Vada, Crispy veg patty, Veg whopper Patty, spicy Bean Royale Patty etc.

Frozen vegetables lettuce, white onion, salad Mix, Fresh Tomatoes etc.

CHICKEN: Chicken patty, Grilled Chicken Patty, Chicken Sausages Patty, Chicken Nuggets, Chicken Spicy Patty, NWF Chicken Patty, Chicken Tandoor Nuggets, Chicken Dino Nuggets, Chicken Burger Patties, breaded Chicken nugget, breaded chicken patty, and chicken Drumsticks and wings, Crispy Chicken patty, Chicken Whopper Patty, Spicy Chicken Royale Patty etc.

Others: Eggs Processing

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Our plant fulfills statutory/ Regulatory requirements as well as fulfills religious requirements. Vista is one of the HACCP (Hazard Analysis & Critical Control Point)/ certified plant (FSSC 22000), which ensures maximum hygiene and food safety. Environmental certified (ISO 14001:2004) and McDonald's SQMS certified company which comply with all national, religious and international laws (standards). Vista Talaja is now certified for BRC standard .Vista often gets support, motivations and recognitions from OSI as well as from it's customers for work and continual improvements in the organization.

#### Vista's achievements & continual Improvement

- ❖ Constancy in producing high quality products, vista has been endorsed by the “Outstanding Supply Award” (presented) by McDonald's, India in 2004 .
- ❖ Vista has been appreciated as ‘APMEA SUPPLIER OF THE YEAR’ in Aug. 2011.
- ❖ There is a another acknowledgement of business results one of the prestigious award which is achieved by respected CEO- ‘Dr. J.S.Pruthi Memorial Award’ for strong leadership to sustain Vista's competitive advantage in 2013
- ❖ Again Vista has achieved awards by McDonalds APMEA in the year 2012 –
  - 🏆 U Matter Us
  - 🏆 Individual Excellency
  - 🏆 Industrial Reorganization - Procurement
  - 🏆 Best Supplier
- ❖ Vista has existed facilities for Fresh processes at south zone (Safal) as well as at North zone.
- ❖ Vista has expanded the business with various provisions like Processing of eggs, supplying of mix vegetables etc.
- ❖ Vista is in collaboration with Global Nutri Foods, Ltd. from march 2012.which owns the facility, aims to further expand the processing capabilities and capacity of this plant to a wider range of products and categories for India's rapidly growing QSR and retail markets.
- ❖ Again a new plant is came to existence in 18th of September 2012 at North zone
- ❖ Vista achieved commendation certificate in Dec 2013 by National Award for Food Safety (CII) which promotes internationally benchmarked best practices on Food Safety. Besides Global standards & Indian Regulations on Food Safety Systems

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- ❖ Commendation certificate by CII (Confederation of Indian Industry) in year 2013 .
- ❖ New R&D Lab introduced by screening international techniques in year 2015
- ❖ OSI-Vista (West-India) won first prize in the case study competition which was conducted by Kaizen India at Pune
- ❖ Best Vendor of year supplier award 2016 by India QSR chain
- ❖ Modifications done in infrastructure. New dry store facility introduced to increase storage capacity of Raw material
- ❖ New customers developed as Burger King, Al Kabeer, Keventer, CCD & New customers as IKEA , Sumeru entered in Vista business in year 2016


At Vista Processed Foods Pvt. Ltd, we are continuously working on product development and tapping possibilities for more products to satisfy the growing demand.

As for the future, our ambitious plans for growth will be realize through broadening our range of products and continuing to build on the commitment to quality, which we demonstrate both in our constant work to improve existing products and in the careful monitoring what we do to ensure that consistently high standards of quality is maintained.

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**Scope:**

McDonald's takes great pride in serving its customers around the world every day with safe and quality products. Here Vista processed food Pvt ltd. ensures that it has the ability to consistently deliver safe and quality products that meet McDonald's requirements, as well as all applicable laws and regulations, is of critical importance to the continued success of the McDonald's System.

This document is intended to comply McDonald's expectations with respect to Vista Processed Foods' quality (including food safety) management systems. **These expectations focus primarily on the results that must be achieved and are not designed to be prescriptive.**

McDonald's periodically updates these expectations. (Current Version # 4.0)


Vista Processed Food Pvt Ltd proactively work with McDonald's to enhance customer satisfaction through continuous improvement.

This document is not intended to replace or supercede any terms and conditions of the Business Relationship/Confidentiality Agreement ("BRCA") previously entered into, between McDonald's and Vista Processed Food Pvt Ltd.

Accordingly, to the extent any of the expectations identified in this document contradict or conflict with the terms and conditions of the BRCA, the terms and conditions of the BRCA shall supercede and control.

**Vista Processed Foods Pvt Ltd complies at all times with McDonald's Code of Conduct.**

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## 2.1 General Requirements:

### 1. Purpose:

Vista Processed Foods Pvt Ltd. has a documented, implemented and maintained food safety and quality management system to meet McDonald's requirements and all laws & regulations

- a. Vista is covering regulatory management and involved with government officials or agencies that are reviewed on a regular basis with McDonald's to understand McDonald's requirements of applicable laws and regulations.
- b. Vista can demonstrate the effectiveness of such system via documented processes, control measures and audit results.

A process is in place for measuring and managing the effectiveness of these food safety and quality management systems, records shall be available upon request.

## 2.2 Documentation Requirement:

### 2.2.1 General

- a. The food safety and quality management systems documentation maintained by vista including written food safety and quality policies which are authorized and signed. Quality Management System/Senior management in Vista (each facility - Individually) is been authorized for food safety and corresponding objectives.

## Food Safety Policies

### 1. \* Quality & Food Safety Policy (Combined)

“We, Vista Processed Foods Pvt Ltd, India's Premier Food Processing Enterprise as secondary producer in the food chain, specializing in Par fried frozen vegetables & non-vegetables snack, fresh Chicken eggs & hard boiled chicken eggs and chilled fresh produce products.

We are committed to maintain quality & food safety at all the steps of food chains by following roadmap of Food Safety Management System (FSMS), Quality Management System (QMS) and by meeting customer requirements.


We shall strive to achieve this, through our world-class facilities, dedicated and trained employees and upgrading time to time through innovations.

We accept our responsibility towards quality & food safety of raw materials and converting into hygienic and safe food products and its dispatches.

Being Industry Leader, we are responsible for complying statutory, regulatory and customer requirements related to Quality & Food Safety.

This policy is communicated at all levels and shall be reviewed periodically for Continual Improvement.”

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**Vista Vision:**

**“OSI – Vista will be  
THE BEST  
Food solution provider to  
leading food companies in India”**

- b. Vista Processed foods Pvt Ltd has been developed a **(Combined for all facilities)** **“Suppliers Quality System Manual** “with the necessary documentations to enable consistent delivery of products meeting McDonald's, regulatory and religious requirements. Where there are exclusions to these requirements, these exclusions are appropriately justified. The relevant procedures are completed to support effective management planning, operation and control. Vista (Each Facility –Individually) has set Objective as: To deliver products to meet McDonald’s requirements.

Sr. No	McDonalds product requirements	Fulfilled through
01	McDonalds product specifications	Specification compliance reports in quarterly Management reviews , Business reviews
02	<b>All applicable laws and regulations</b>	External origin documents
03	Ensure continuous product quality improvement	Quality management systems

- c. Food safety management system or team has been identified to approve new documents or changes in documents. **Document revision and approval has been defined, including designation of responsible parties.** (HACCP Verifications & Validations)

**2.2.2 Document Control:(V/APEX/SOP/2.2)**

- a. All necessary documents needed to demonstrate the food safety and quality management system are current.
- b. These documents and associated records can be available any time for review by McDonalds or regulatory authority
- c. A procedure is established to define the controls needed to review, update and ensure the **most current version is used and dated.** (Ref - ISO 9001 & GFSI Guidelines) **All documents are date stamped to show review/revision status.(At the end of each page amendment history is present to show the review status.)**

**2.2.3 Control of Records**

1. Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.
2. Records are remained legible, readily identifiable and retrievable.

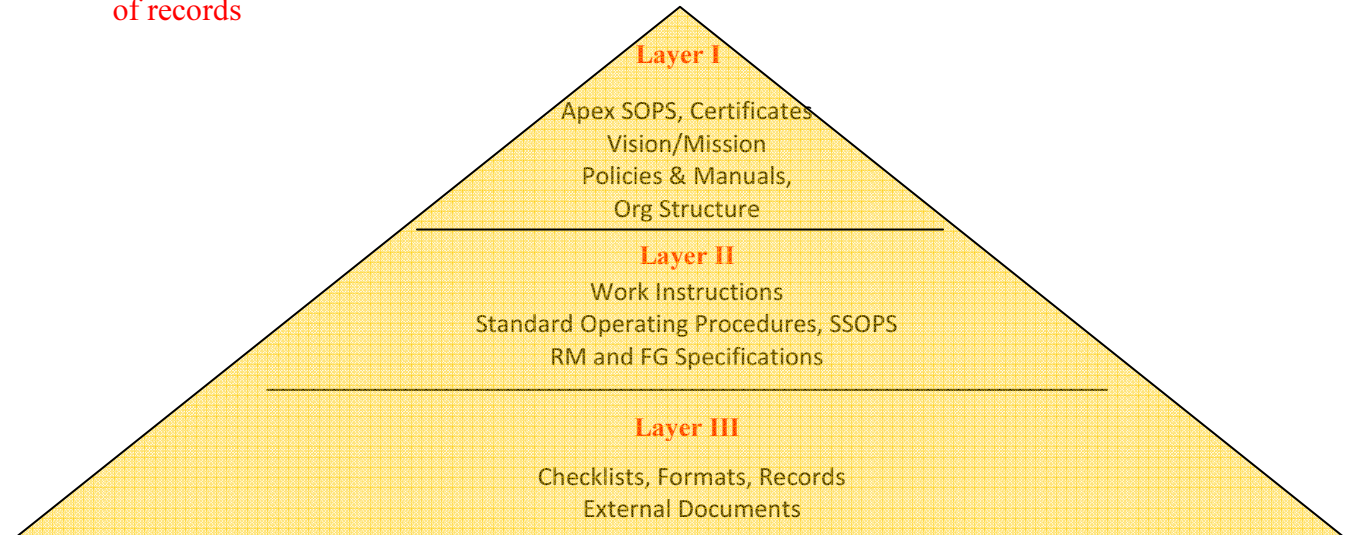
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3. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.
4. Vista Processed food Pvt Ltd follows a documented process that defines a record retention policy. The policy meets McDonald's and regulatory requirements.
  - Establishment and revision of documents, and their distribution, are controlled.
  - New documents and revisions are reviewed and approved prior to issue; and are identified with respect to their revision level.
  - Appropriate documents are available at locations where they are used. Obsolete documents are removed from points of use.
  - Documents of external origin are identified and their distribution is controlled.
  - Quality records are identified and indexed to facilitate their retrieval, and are stored in a suitable Environment to minimize deterioration.
  - Quality records are retained for a period of time at least Equivalent to the lifetime of the product.


A documented, record control procedure is developed to control and maintain records by **ensuring:**

1. Maintenance of a master list of records
2. Record naming and numbering convention
3. Procedure for **food safety and** quality records accuracy, legibility and review, **or as required by applicable laws and regulations**
4. Record retention time **period designated**
5. **A process to** ensure confidentiality and effective storage, protection, retrieval and disposition of records



Type of documentation is distributed in three levels any change in documents is communicated and controlled by Management Representative. For details refer to documentation and document control procedure

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**Document site wise distribution:**  indicates common documents &  I Indicates separate document of individual facility.

No.	Sub No	Type of documents	West (Vista)	Plant-South (GNFL)	Plant-North (Pagro)	West (FP) (Vista)	Plant-South (FP)	Plant-North (FP)	Pune Sight (Tasty Bite)
1		Scope / SQMS manual SQMS guidelines and audit checklist	√	√	√	√	√	√	√
2		Food Safety and Quality Management System	I	I	I	√	I	I	I
	2.3.1	Management of the regulatory Process	I	I	I	√	I	I	I
3	3.1/3.5	Management Responsibility / Commitment / Provision of Resources	√	√	√	√	√	√	√
	3.2/3.3	Policy, Objectives and measures	I	I	I	√	I	I	I
	3.4	Organization structure	I	I	I	√	I	I	I
	3.6	MRM	I	I	I	√	I	I	I
4		Crisis Management / Manual / Recalls	I	I	I	√	I	I	I
		Contingency Plans	√	√	√	√	√	√	√
5		Fundamental Requirements	I	I	I	I/√	I	I	I
	5.1	Facility Security and Food Defense	I	I	I	I	I	I	I
	5.2	Good Manufacturing Practices	I	I	I	I	I	I	I
	5.2.1	Personal Hygiene Practice	I	I	I	I	I	I	I
	5.2.2	Employee Training	I	I	I	I	I	I	I
	5.2.3	Facility and grounds	I	I	I	I	I	I	I

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	5.2.4	Work Environment	I	I	I	I	I	I	I
	5.2.5	Equipment and Utensils	I	I	I	I	I	I	I
	5.2.6	Pest Management	I	I	I	I	I	I	I
	5.2.7	Contractors and visitors	I	I	I	I	I	I	I
	5.2.8	Water , Air and Gas quality	I	I	I	I	I	I	I
	5.2.9	Cleaning and sanitation	I	I	I	I	I	I	I
	5.3	Good Lab Practices	I	I	I	I	I	I	I
	5.4	Material handling and storage	I	I	I	I	I	I	I
	5.5	Holding product for Non Conformance	I	I	I	I	I	I	I
6		<b>Food safety System</b>							
	6.1	HACCP System / HACCP Plans	I	I	I	√	I	I	I
	6.1.2	Physical Contamination Control	I	I	I	I	I	I	I
	6.1.3	Chemical control	I	I	I	I	I	I	I
	6.1.4	Microbiological Product control	I	I	I	I	I	I	I
		6.1.4.1 Environmental Monitoring program	I	I	I	I	I	I	I
	6.2	6.2.1 Testing / General Requirements	I	I	I	I	I	I	I

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		6.2.2	Product Testing and sampling	I	I	I	I	I	I	I
	6.3		Food allergens and sensitivities	I	I	I	na	I	I	I
	6.4		Traceability	I	I	I	I	I	I	I
	6.5		Food Fraud preventions	I	I	I	I	I	I	I
7			<b>McDonalds Product Requirement</b>							
	7.1		Vendor Requirements							
	7.2		Verification of conformity of Raw Material RM specs	√	√	I	√	√	√	I
	7.3		McDonald's Product Specification	√	√	√	√	√	√	√
	7.4		Sensory Attributes and Evaluation	I	I	I	I	I	I	I
	7.5		Process Validation & Capabilities	I	I	I	I	I	I	I
8			<b>Verification and Continues Improvement</b>							
	8.1		Customer Satisfaction	I	I	I	I	I	I	I
		8.1.1	Management of Restaurant customer complaints	I	I	I	I	I	I	I
	8.2	8.2.1	Verification of the Food Safety and Quality Management System/ Planning	I	I	I	I	I	I	I
		8.2.2	Types Of Verifications	I	I	I	I	I	I	I
			8.2.2.1 Routine Inspections	I	I	I	I	I	I	I
			8.2.2.2 Internal audits	I	I	I	√	I	I	I
			8.2.2.3 External audits	I	I	I	√	I	I	I

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No.	Sub No	Type of documents	West (Vista)	Plant-South (GNFL)	Plant-North (Pagro)	West (FP) (Vista)	Plant-South (FP)	Plant-North (FP)	Pune Sight (Tasty Bite)
	8.2.3	Evaluation of verification of results	I	I	I	√	I	I	I
	8.3	Continual improvements	I	I	I	I	I	I	I
		<b>Processing Manual (SOPS) &amp; Checklists</b> (Record naming and numbering )	I	I	I	I (Controlled M- -75)	I	I	I

### Documents


Sr. No.	Documents
01	Documentation and record control procedure
02	Master list of documents
03	Obsolete documents list/ Documents disposal list
04	Record naming and numbering convention
05	Procedure for quality records accuracy, legibility and review
06	Procedure for record correction and/or modification

### 2.2.2 Document Control & 2.2.3 Control of record - V/APEX/SOP/2.2

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### 2.3 Regulatory Considerations: V/APEX/SOP/2.3

- a. Vista Processed foods Pvt Ltd is accountable to assure full compliance with all applicable laws and regulations relative to food products that are manufactured and delivered &
- b. Also complies with all applicable religious certification requirements for specific products or regions of the world.
- c. Vista follows a documented process and procedure to provide accurate product information to McDonald's system (Merlin- File). A documented procedure is in place to ensure accurate product information for labeling is provided to McDonald's.


#### 2.3.1 Management of Regulatory Process : V/APEX/SOP/2.3.1

Vista Processed foods Pvt Ltd has a policy covering regulatory management and involvement with government officials or agencies that are reviewed on a regular basis with McDonald's.

- a. Vista Management ensures that employees are trained to manage the regulatory inspection process. McDonald's is being notified immediately if product released into commerce is not in regulatory compliance.
- b. If any document is provided to government authorities for non-routine and/or for-cause inspections, vista management shall promptly communicate to McDonald's and copies shall be made available to the appropriate McDonald's representatives upon request.
- c. If any in-process or finished product samples of any product manufactured at the facility are taken by government officials or agencies during a non-routine and/or for-cause inspections, further discussion with McDonald's shall take place. A documented and reviewed regulatory management policy/process is in place. Evidence is able to be provided that the policy has been reviewed and approved. Training has been provided to personnel responsible for managing the regulatory compliance and inspection process and is documented. Training has been provided to personnel responsible for managing the religious and other label certification process and is documented. A documented process is in place to notify McDonald's in the event that non-conforming product has been shipped. An up to date and reviewed list of contacts is maintained to facilitate the notification of McDonald's and other relevant personnel (regulatory, internal crisis team, etc.) in the event of a crisis potentially affecting product conformity or regulatory compliance.

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### 3.1 Management Commitment : V/APEX/SOP/3.1

Vista has a strong food safety and quality culture within all the facilities. Management commitment is a critical step to create a positive food safety and quality culture.

Vista processed food Pvt Ltd management provides measurable evidence of its active engagement and committed to the development and implementation of the Food Safety, quality management system and continually improving its effectiveness by (Included):

1. Establishing food safety and quality policy (including organizational structure and objectives)
2. Ensuring availability of resources - cost and productivity are equally measured
3. Conducting Management review ( annually)
4. Communication – Measures of Company requirements as well as those of McDonald’s requirements.- encouragement to identify and communicate potential issues to managers

#### a. Establishing food safety and quality policy

Food safety and quality policies have been established, communicated, and understood at all levels. Vista has defined the organizational structure, reporting relationships, and job functions for those employees that can affect product quality or food safety.

#### b. Ensuring availability of resources /Resource management system The resources for the processes are identified and categories as follows. (SOP - V/APEX/SOP/3.1 (d))


sr. #	Resources	
1	Man	Personnel skill set (Organization Structure )
		Experience
		Training
2	Machine	Capable
		Calibrations
		Maintenance
3	Methods	Accurate and updated procedures and work instructions (Process Flow)
4	Material	In spec material and their handling (Specifications & sops)
5	Money	Support timely implementation for the above provided from the personnel and finances required to implement and improve the processes of the quality management system and the food safety plan

#### C. Conducting Management Review:

Documented management review of the quality management system are conducted yearly when impactful changes are planned or occur to the process to measure the performance, for Improvement planning & progress review.

#### D. Communication – Communication Procedure is established to Measure Company requirements & McDonalds Requirements

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### 3.2 Food Safety and Quality Policies

Both food safety and quality policies are documented and communicated to all levels within the company & aligned with the vision of company.

These policies (including Food Safety) are reviewed and updated once in year during MRM by commitment to comply with appropriate requirements and continually improve the effectiveness of the quality management system. These policies are communicated and made understood by personnel.

### 3.3 Food Safety and Quality Management Systems Planning :V/APEX/SOP/3.3

Vista Management has established, implemented, documented and maintained the quality management system (including food safety and objectives) to provide safe and wholesome products of consistent quality that meets our company's, customers' and consumers' expectations/ requirements as well as ensuring the integrity of the quality/food safety management systems is maintained when changes occur within the company. (e.g., organizational or personnel change) .Vista

1. Identifies the processes needed for the quality management system,
2. Determines the flow and interaction of these processes by developing metrics to track performance against set objectives.
3. Establishes the proper measurements needed to demonstrate the effectiveness of these processes, the management effectively communicates the objectives and metrics to, and are understood by, the relevant employees.
4. Ensures adequate resources are available to support the operation, ensuring the integrity of the quality/food safety management
5. System is maintained when changes occur within the company.
6. Takes all necessary actions to deliver products that meet McDonald's requirements as well as comply with all applicable laws and regulations, and
7. Process is in place to ensure continuous product quality improvement.


### 3.4 Responsibility, Authority and Communication: (V/SQMS/OS/Initial of Department)

- a. Vista Processed foods Pvt Ltd ensures that responsibilities and levels of authority are Defined, documented and communicated within the company.
- b. Appropriate communication processes are established within the company and that communication takes place regarding the effectiveness of the Food Safety and quality management system.

### 3.5 Provision of Resources: V/APEX/SOP/3.5

Vista Processed foods Pvt Ltd provides adequate resources (including training of personnel) to implement and maintain the quality management system and continually improve it's effectiveness by identifying the necessary skills and competencies for all employees with functions having an impact on

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delivering safe and quality products to McDonald's restaurants and to meet all of McDonald's relevant requirements. Adequate resources have been provided to:

1. Identify training **needs** for employees
2. **Conduct and document training**
3. **Evaluate training effectiveness**

a. Vista management continually improves food safety and quality management systems effectiveness by clearly identifying the necessary skills and competencies for all employees with functions having an impact on delivering safe and quality products Identified required knowledge, skill sets and competencies for all job functions affecting **food safety and quality** for training purpose **to ensure compliance with all applicable laws and regulations in the location where Supplier manufactures and/or where Supplier may export.**

### 3.6 Management Review :V/APEX/SOP/3.6

Vista reviews the company's Food Safety and Quality management system at planned intervals **(annually)** to ensure its continuing suitability, adequacy and effectiveness. This review includes an assessment of opportunities for improvement and the need for changes to the Food safety and quality management system.

#### 3.6.1 Review Input:


The input to the management review includes information on:

- a. Audit results - internal and external audit results
- b. McDonald's feedback (includes complaint or comments from the restaurants and customers),
- c. Status of preventive and corrective actions -!- status of preventative and corrective actions, for example those related to HACCP plan failures, product recovery events, **non-conforming products and complaints**
- d. Follow-up actions from previous management reviews,
- e. Changes that could affect the food safety and quality management systems -- changes that could have effect on the food safety and quality management systems, such as changes in available resources, operations, processing, material supply, and product formulation
- f. Recommendations for improvement.- **employee** recommendations for **food safety and quality systems** improvement **including the results of review inputs from clauses 3.6.1a-3.6.1e**

#### 3.6.2 Review Output

Output from the management review includes the meeting notes and any documented decisions and actions related to:


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1. Improving the effectiveness of the Food safety and quality management system and its processes, - adequacy, suitability and effectiveness of the food safety and quality policies and objectives
2. product quality related to McDonald's requirements, and'- improvement of food safety and quality management systems and process effectiveness
3. Resources needed - Allocation of necessary resources for implementation of improvement plan.

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#### 4.1 Crisis Management : (V/APEX/SOP/4.1)

Vista has a documented crisis management plan (including product recall/withdrawal plan), that reflects the current state of policies, procedures and the applicable regulations. All contact information are current and a process is in place to test the effectiveness of the plan.(annually) McDonald's shall be contacted in the event of any crises affect McDonald's or any of its restaurants or distribution centers directly or indirectly. Prior to any public communication, McDonald's shall be involved in the preparation and approval of any messages that are communicated to the public, Media or regulators relating to any crises that potentially affect the McDonald's System.

A current, documented crisis management program is implemented which incorporates a product recall plan that complies with all applicable laws and regulations. There is alignment between supplier's and McDonald's policies and procedures. All contact information is current and verified annually at a minimum. Vista shall test the effectiveness of the plan at least annually.


#### 4.2 Key Elements of a Crisis Management Plan

- a) The crisis management plan (including product recall/withdrawal plan) includes elements such as risk categorization, communication plan (internal, external and to McDonald's & others), There is identification and risk categorization of potential crises and full assessment of business risks to the supply chain including, but not limited to fire, serious injury, civil disobedience, bomb threats, etc. Contingency plans include alternative product sourcing. Product recall or other product related crisis that may affect supply chain shall be informed to McDonalds .

Contingency plans (current and documented) including alternative product sourcing,

1. Contingency Plan for Veg Products
  2. Contingency Plan for Chicken Products
  3. Contingency Plan for Fresh Produce
  4. Contingency Plan for Pizza Puff
- b) Emergency contact lists is documented. (Including a person to lead incident management and appointed spokesperson) . There is a process to contact McDonald's in event of potential negative direct or indirect brand impact including the release of any related communications to the public, regulators, or media.
- c) Vista has Implemented requirements (individuals / departments) involved in crisis management, Roles and responsibilities are defined in crisis management manual for individuals/departments involved including alternatives backups. Appropriate training for the crisis management team (including spokesperson and crisis management leaders and members) is identified, provided and documented. Identification of company spokespersons and their backups. Identification of crisis management plan leaders and

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their backups. **The requirements in this section also apply to a separate recall plan if the crisis management and recall plan are two separate documents.**

- d) **A checklist of required activities**, Process/checklist that are developed defining the necessary actions and parties to be informed.
- e) A process is defined for root-cause analysis and initiation of **documented** corrective/preventive actions after crisis is resolved. **The root cause analysis is documented and follow a prescribed, systematic plan using appropriate tools where predetermined questions are answered and documented.**
- f) Mock exercises shall be conducted annually to assess the adequacy and efficiency of the plan. **Annual Mock exercises are conducted to assess the adequacy and efficiency of the plan.** External resources such as subject matter experts, legal counsel and public relations firms are being called to assess responsiveness, availability and their role in the plan. The maintenance of the documentation and results of the mock exercises are part of the crisis management program. These include packaging components, product disposition plans, root-cause analysis and corrective and preventive actions.

#### **4.3 Requirement of contingency Plan**

- a) Contingency plans are being reviewed with country Supply Chain and Quality leads on a routine basis  
**Guideline: 'Contingency suppliers shall be reviewed with the appropriate McDonald's staff at global and/or market level. Contingency supplier must be reviewed with and approved by McDonald's. Contingency supplier shall meet McDonald's food safety and quality system requirements. Record of review and approval shall be documented. Contingency Plans are reviewed with McDonald's and documented.**
- b) Prior to implementing any alternative or contingency product sourcing (whether raw material, packaging or finished product), sources are identified, verified and delivery of alternative packaging supply to meet pertinent standards. McDonald's approval of these arrangements is documented.  
**Guidelines: A process to identify and verify sources and delivery of alternative raw material supply to meet pertinent standards. McDonald's approval of these arrangements is documented. A process to identify and verify sources and delivery of alternative packaging supply to meet pertinent standards. McDonald's approval of these arrangements is documented. A process is in place to identify and verify sources and delivery of alternative finished product supply to meet pertinent standards. McDonald's approval of these arrangements is documented. [McDonald's must be involved in the review and approval of these sources. These plans shall be tested annually to ensure it is working as a design]**

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## 5.0 Fundamental Requirements

Vista demonstrates that the facility is meeting fundamental requirements and all applicable laws and regulations through an adequate food safety and quality management systems that is documented, implemented and maintained.

### 5.1 Facility Security and Food Defense : V/APEX/SOP/5.1

Vista Processed foods Pvt Ltd. have established facility security / **Food defense** measures to prevent intentional harm to people, products and processes **as well as associated losses** by:

- Establishing security/food defense plans (**confidential**), is implemented containing **risk assessment that identifies vulnerabilities along with associated mitigations or corrective actions**. Facility security and food defense **trainings are provided (new hire orientation and all employees - once per year**.  
(Note: "Vulnerable areas" may include areas such as the facility perimeter, storage silos, storage tanks, railcars, ambient and refrigerated trailers, shipping/receiving, raw and finished material storage, production areas, water supply, gas and electric utilities, chemical and hazardous materials storage, laboratories and testing facilities, network servers, proprietary information storage, mailrooms, CCTV monitoring and communication rooms.)
- Ensuring** that only authorized persons have access to the facility and their exit is not restricted with fire and safety codes, **Emergency exits are not blocked and are easily accessible at all times**.
- Assuring **appropriate** information is verified before granting anyone permission to work in the facility and **compliant with local regulation**. Before a permanent or temporary employee is permitted to work, **the appropriate information (e.g. criminal, health, etc.) is being verified in accordance with local laws and regulations**.
- Ensuring** all reported or suspected breaches of security are investigated, the cause of any breach is identified, **and corrective actions implemented and documented**. **When any** actual or suspected breach of security occurs, appropriate notification will be promptly **carried out**, including company management, supply chain partners and/or law enforcement.

**Record:- Food Defense program , Facility security audit**

### 5.2 Good Manufacturing Practices : (V/APEX/SOP/5.2)


All facility employees, visitors and contractors comply with Good Manufacturing Practice requirements as set forth by all applicable laws and regulations and McDonald's. Buildings, grounds, equipment and processes also meet GMP requirements. **Internal assessment on GMP performance is done twice a year; records are maintained & available for review**.

*Note: GMP/Sanitation Audit Checklist for McDonald's requirements have been incorporated into this audit checklist (see below). Each manufacturing facility shall have an internal GMP assessment performed (at a minimum of twice a year) to ensure all the requirements stated in 5.2 are met. GMP Assessment records shall be made available.*

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### 5.2.1 Personal Hygiene Practices : (V/APEX/SOP/5.2.1)

Vista has processes and procedures in place to ensure training and implementation of employee hygiene practices which are the result in the sanitary handling and delivery of safe and quality products to supplier. The Codex Alimentarius Commission's recommendation on personal hygiene has been followed as well as FSSAI requirements are followed. Health screening procedures are in place for new and existing employees where permitted. Processes and procedures for managing employee illnesses and communicable diseases are established, documented and communicated within the company appropriately. All persons, including employees, visitors, contractors and delivery persons entering manufacturing areas, are also complies with all the established requirements.

#### a. (i) Hand Hygiene and Footwear Hygiene : V/APEX/SOP/5.2.1a(i)

A hygiene policy is in place that includes hand washing, hand sanitation and prevention of cross-contamination. Employees wash their hands before starting work, after breaks, and after using the restroom. Hand sanitizers are used. Concentration of sanitizing solutions for hands, feet or other uses is routinely monitored and documented to ensure efficacy. Boot washing is being done. Captive shoe program in place, boot washing is being checked in weekly Personal Hygiene for efficacy. The foot bath chemical used changed regularly and solution checked for the recommended concentration. Where chemical is deemed insufficient, corrective actions are taken and retesting is being done to ensure that program requirements for chemical concentration are met.

Personal hygiene facilities are provided to maintain adequate degree of personal hygiene. The facility includes, hand wash, sanitizer, hot water, hand dryers etc. (Refer hand wash procedure.)

#### a. (ii) Glove Use : V/APEX/SOP/5.2.1a(ii)


Vista Processed foods Pvt Ltd has a employee glove policy; including procedures for type of glove used and their control. Gloves are provided for operators and there is a procedure for their use and change. A procedure is in place to ensure gloves are intact, clean and sanitary. Glove use is based on risk assessment. Training is in place to ensure that the policy and control of the gloves is maintained. Use of glove is based on risk assessment.

#### (iii) Uniform and Apparel : V/APEX/SOP/5.2.1a(iii)

A policy is in place describing use, laundry management of the cloths provided for seasonal, temporary employees, contractors, etc working at the site.. considering suitable measures to prevent the possibility of contamination A policy in place covering :

1. use of clean work clothing and the laundering thereof
2. use of hair and beard nets for cover in processing and packaging areas
3. policy to restrict and manage jewelry in areas where food is handled
4. use of protective footwear

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5. use of neck and face covering
6. Use of task oriented work cloths or adoption of suitable measures to prevent the possibility of contamination. **Instead of where appropriate, based on product and risk assessment**  
The uniform cleanliness policy include restrictions on wearing uniforms, shoes or other specialized clothing when exiting the work area, **based on risk assessment or product category.**

**b. Personnel Practices : V/APEX/SOP/5.2.1 b**

A food consumption policy is in place that restricts eating, drinking and tobacco use in processing, packaging and surrounding areas. There are specific areas designated in the plant for the storage of personal effects and consumption of food, beverage or tobacco products. Personnel are refrained from smoking, chewing gum/tobacco, spitting, coughing or sneezing over unprotected food. **Personal items are stored outside of process areas. Note: Where online sensory analysis is required this should be covered in the policy giving clear direction.**

**c. Health Condition : V/APEX/SOP/5.2.1 c**

A health policy has been established and procedures developed to manage employee health issues including illness and communicable diseases. **including:**

1. **Evidence that** employees, visitors and contractors in food safety sensitive areas have been trained and adhere to the health policy.
2. Employees that have been diagnosed with infectious diseases are excluded from food handling.
3. Procedures in place for protection of employee wounds and **working** away from the immediate processing areas. **Suitable plastic** bandage use on wounds is visually detectable, **suitably colored** and metal detectable (1 per **lot number** tested to verify detect ability).

Record: Personal hygiene audit and CAPA records


**5.2.2. Employee Training: V/APEX/SOP/5.2.2**

A documented procedure has been established to identify **and deliver** training for all employees **including contract workers** at the facility, including **assessment of program** training **effectiveness**. Training **and assessment** records **are documented and** maintained for review at any time by McDonald's. **Delivery of training Is completed by a qualified individual.**

The employee training program contains the following elements:

1. **Necessary** skills required for each position
2. Training needs analysis for each position
3. HACCP, GMP standards, policies and requirements, **including regulatory requirements**
4. Trainer qualifications are clearly defined
5. Process to train personnel on system documents
6. **Induction and refresher training**
7. **Evaluation of training**

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The training is conducted in the appropriate language(s) and organized to facilitate employee understanding. **Annual training calendar is prepared.**

### 5.2.3 Facility and Grounds: V/APEX/SOP/5.2.3

Vista Processed foods Pvt Ltd has **utilized sanitary** design and construction, **inclusive of environmental control** to assure production of safe and quality products. Facilities **are** maintained in good repair.

#### a. Building Exterior and Interior : V/APEX/SOP/5.2.3 a

The building exterior **is constructed in a manner that precludes** pest entry **and prevents pest harborage**. Grounds **immediately surrounding the facility** are maintained in a condition that protects against **potential risk** of contamination of food or facility. Grounds are maintained **to** avoid standing water. Building (**walls, floors, ceilings, wall/floor junctions, wall ceiling junctions, etc.**) are of **suitable** construction which presents no hazard to the product. During the design and development of facilities, the environment and **facility** location are being taken into consideration. Internal layout is designed, constructed and maintained to facilitate GMPs.

1. External vegetation is controlled to minimize harborage of pests.
2. Driveways and car parking area is **suitably surfaced to avoid** potential contamination.
3. The exterior of the site is **well** maintained **to** ensure that rodents, birds or insects do not enter the facility.
4. The facility is free of rodent burrows, rubbish or clutter that would provide rodent harborage.
5. The buildings are designed to exclude rodents/insects or contamination (i.e. no gaps under doors, windows screened, wall openings sealed, air locks **and capable of being easily cleaned and sanitized**)
6. **A clear, vegetation free perimeter of 2 feet (0.6m) is maintained around all exterior walls to prevent rodent harborage**
7. The site **is suitably** graded to drain water away from the building and truck **loading/parking areas** to prevent standing water.
8. **The** water systems are inspected for functionality annually (documentation available for review)


#### b. (i) Walls, Ceilings and Floors

Vista Processed foods Pvt Ltd has been constructed in such a manner that floors, walls, and ceilings is adequately cleaned and kept clean and kept in good repair. Internal structure is made up of anti-rusting puff panels supported concrete basement.

#### Walls and Ceilings:

The walls are protected with railings /guards. The walls are easily cleanable and do not pose any kind of hazard in the product. There is adequate control of steam and odors. The walls are resistant to the sanitizing chemicals. Ceilings are made from puff panels and maintained for its cleanliness and avoid

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dirt & condensation or other contamination. Paint is minimized or in good condition cracks, crevices and other openings are sealed

### Floors

Floors are adequately sloped towards the drain and made from anti-acidic tiles (Epoxy) which are suitable for cleaning and sanitation. Non slippery tiles (Epoxy) are used to prevent safety hazard to man & machine. A white or light in color line of reasonable width is drawn along the internal wall in the storage area, External Windows are mesh screened to prevent entry of pest and ensured for there is no opening. **Discharge or over-spill from processing goes directly into a drain rather than on the floor. Drainage is designed to flow away from high risk areas and maintained to minimize risk of product contamination.**

#### b. (ii) Air System/ Emissions/Ventilation

Building is of durable construction which presents no hazard to the product. During the design and development of facilities, the environment and plant location is taken into consideration. Factory is climate controlled as necessary for food safety and quality. There is no condensation.

#### b. (iii) Lighting


Lighting is adequate for the needs of the operation. Protection of lighting is provided against breakage in all production, raw material and finished goods areas. **Quality check work stations are conveniently located and well lit.** special light intensity is provided on inspection area considering FSSA requirements. The light intensity is measured by LUX meter on monthly basis. All lights are protected with accidental breakage and ensured for its integrity. **Where glass lighting is required due to high temperatures (i.e. ovens) this is managed as part of the glass and brittle plastics policy.**

#### b. (iv) Employee Facilities

The adequate numbers of toilets are provided to the workers and staff with appropriate hygiene facility such as soap, sanitizer and wash basins etc. Change rooms and toilets are segregated from the production area that are clean, orderly and well lit . The toilets are away from the production area and do not pose any cross contamination. There are hand wash reminder signs attached as guidelines. Hand wash stations are located **at all entry points** to the production area / at the entrance to the facility. They are operational and provided with hot water at 38 °C/100 °F. Canteen facility is provided to all employees (outside the production area ) Hand wash stations are placed at the entrance to the facility. Lockers suitably designed to disallow inappropriate use .**Work clothes and street clothes appropriately stored to prevent cross-contamination.**

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### c (i) Personal Movement

The movement patterns of materials, products and people is designed to protect against potential product contamination **and allergen cross contact**. A travel path policy is in effect and followed which requires uni-directional flow from high care to low care areas. Measures are in place to ensure the integrity of travel path policy. Where a travel path arrangement is not possible, appropriate protective clothing, appropriate cleaning and decontamination steps are enforced **and documented**.

### c (ii) Product and Equipment Movement

**Movement of incoming materials, outgoing goods, waste material and equipment are properly designed to minimize congestion and product contamination. Effective segregation measures are in place to eliminate cross-contamination between operations:**


- Finished products are effectively segregated from unprocessed raw materials
- High and low risk operations are effectively segregated
- Transfer points between high and low risk areas do not compromise integrity of the segregation
- There is a disinfection regime in between high and low risk areas
- General washing areas are adequately segregated from production activities
- Tools used in high risk areas are dedicated to the area or decontaminated on entry.

### d. Waste Handling

Vista has a defined system to ensure that waste materials are identified, collected, removed and disposed in a manner that prevents contamination of products **and complies with local legal requirements**.

- Rubbish or inedible waste stored in properly covered and labeled containers, and emptied at least daily.
- Rubbish or inedible waste do not come in contact with raw materials, work-in-progress, or finished product during transportation.
- **Facility demonstrates compliance to regulatory requirements. Where appropriate, waste shall be removed by licensed contractors.**
- External waste collection containers and compactors are covered and/or enclosed. **All non-edible waste and waste containers clearly labeled to prevent inadvertent use of content.**
- **Waste containers in production area for designated use are clearly identified and properly covered.**
- Waste collection/storage areas are adequately sized, provided with adequate drainage, and located down wind and as far away from food storage and processing areas.
- A program is in place to maintain traceability of waste streams.
- There is a designated quarantine and/or salvage area and it is fully segregated from usable stock.

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- A defined procedure is implemented to identify rework to maintain traceability.
- Documentation is maintained to indicate the final destination of the condemned material.

#### e. Waste Water Treatment

Vista Processed foods Pvt Ltd has constructed well drainage system from processing and get connected to ETP Drains are designed with SS and given proper slopes. All the drains are away from processing lines so that there should not be any cross contamination. The filtrates (solid waste) from drains are removed periodically. **There is no any negative impact on food safety or quality due to the ETP Plant.**

#### 5.2.4 Work Environment: V/APEX/SOP/5.2.4

Vista Processed foods Pvt Ltd has been determined and managed the work environment needed to produce safe and quality products while keeping **personnel** safe.

##### a) Facility layout

The facility has been designed, built and maintained in line with sanitary design guidelines consistent with **current industry standards for the relevant product category (e.g. meat,).** Plant and equipment are readily accessible to enable effective cleaning and inspection.

##### b) Temporary buildings :NA


#### 5.2.5. Equipments and Utensils: V/APEX/SOP/5.2.5

Equipment used in the manufacturing of food are of hygienic design **and located to allow** proper maintenance and cleaning to protect the food product from **allergen cross contact** and contamination of **food, food contact surfaces or food packaging materials.** Equipment **shall** be in good repair to assure that production of product meets food safety and quality requirements.

##### a. (i)Equipment Design

The processing equipment has been designed, built and maintained in line with sanitary design **guidelines consistent with current industry standards for the relevant product category (e.g. meat).** Design, fabrication, and materials of construction of food processing equipment conform to acceptable industry sanitary standards and all **applicable regulatory requirements.** Equipment, pipe work and utensils in contact with raw materials and food products are inert to the material handled, easily cleaned and self draining. Equipment, pipe work and utensils in contact with raw materials and food products are designed to prevent any possibility of cross-contamination of **products, and allergen** cross-contact, cleaning or sanitizing solutions. Sanitary storage is provided for non-fixed equipment such as utensils, buckets, funnels, scoops, flexible hoses, and pipe fittings to **protect against contamination of products, and allergen cross-contact.** Motors, pumps, gearboxes, and tank agitators are designed to prevent

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contamination of ingredients, product or packaging material. Pipes are free of dead-ends, cross-connections or back-siphonage or **submerged inlets**. There is adequate spacing maintained between equipment and/or structures to allow adequate cleaning **and sanitation**. Openings on water, ingredient and food storage and processing equipment are covered. There are process line procedures that clearly state standard operating parameters for all machinery involved in production affecting food safety or quality. Forklifts have non-marking wheels to maintain sanitation of floor.

a. **(ii) All utensils and containers are of sanitary design and in good repair at all times. Cleaned and sanitized portable equipment and utensils are being stored in a location and manner that is protected from potential contamination and allergen cross contact. Procedure for control of brushes and other utensils used for cleaning food contact surfaces is implemented.**

- Incompatible materials such as raw and cooked products are stored separately and under conditions to prevent cross-contamination **and allergen cross-contact**.
- A program is in place to avoid ingredient cross-contamination that would constitute either a safety issue (e.g. allergens) or cause significant consumer dissatisfaction (e.g. meat in vegetarian product).
- A program is in place to control and minimize any potential physical, chemical or microbiological contamination risks.
- Equipment, containers, and utensils used to convey, process, hold or store raw materials, work-in-progress, rework or finished foods are appropriately constructed, handled, used and maintained to prevent product contamination **and allergen cross-contact**.
- All containers for work-in-progress and finished product are appropriately identified.


a. **(iii) Equipment Condition:**

There is no excessive rust, corrosion, exposed insulation, mould, old dirt, etc. in the facility that could lead to food safety issues. **Welds on food contact surfaces are smooth and in good condition**. Only food grade lubricants are used **in food processing areas based on location and risk assessment**. All lubricants are fully labeled, segregated and stored in a secured and designated area. Excess lubricant removed after equipment is serviced.

b. **Preventative Maintenance Program V/APEX/SOP/5.2.5 b**

A preventive maintenance (PM) program **is** in place to guard against equipment failures, to prevent potential foreign material contamination and to produce quality product. The PM program is documented and audited internally on a predetermined regular basis for compliance. **Detailed Training records and core skill requirements are specified and maintained**. **-Predictive, preventive, routine, corrective, and emergency maintenance are maintained**. **-Procedure to reconcile all machine parts and tools after repairs and before start up is implemented**. **-Procedure to undertake post maintenance cleaning and sanitation is implemented**. Temporary repairs are suitably dated and documented **and are**

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made of suitable materials to prevent product contamination. There is a written and implemented plan for internal audit of the preventive maintenance program to ensure compliance to and continual effectiveness of this program.

**c. Equipment Calibration V/APEX/SOP/5.2.5 c**

Written procedures are in place to ensure that equipment (such as thermometers, meters, and scales) used is calibrated and verified to specifications. Records of calibration and verification of equipment are maintained. The calibration program covers all monitoring and measuring equipment (and weights) on sites that are essential to ensure product safety and quality. Equipment is calibrated against certified standards traceable to national/international standards. Detailed calibration records are maintained and current. A master equipment calibration schedule is used to track calibration status against established frequencies. Equipment is calibrated/verified over the full range of use, documented and reviewed according to applicable regulations and McDonald's requirements. Vista ensures training of the personnel responsible for equipment calibration which is done by external agencies. A documented process is in place to ensure/review capability of external calibration service providers prior to use.

**Ref - Machines specifications and manuals (SOPS)**

**5.2.6 Pest Management: V/APEX/SOP/5.2.6**

Vista Processed foods Pvt Ltd has implemented an integrated pest management program to prevent and eliminate pests (including rodents, insects, birds and other animals). The program has included procedures for detecting the presence of pests and corrective action steps such as Fogging (at outside) product isolation, Facility cleaning, etc. to eliminate the presence of pests.

**a. Pest control Program**


- The facility has an integrated pest control program that includes the following elements:  
Entrance to building, processing and storage areas are closed or pest management system utilize effective control measures such as air curtains, strip curtains or dock seals
- A certified pest control operator (PCO) is employed to identify presence of pests (i.e. insects, rodents, birds or domestic pests) for targeted monitoring and control
- A copy of the current license for each pest control operator registered with the plant to work on its premises is maintained on file. Policy governing application of residual insecticides only in non-production areas and during non-production hours that will protect against the contamination of food, food contact surfaces and food contact materials

**b. Internal Pest Sighting Program**

An internal pest sighting program is in place for recording instances of pest sighting by facility personnel. Sighting record is monitored to assess pest control program effectiveness and as a basis for initiating necessary follow-up actions.

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**c. Insect Monitoring and Control**

Electrical fly killers are used for detection and reduction of flying insects inside the buildings. Electrical fly killer units are placed away from direct line of sight from doors/windows, and 3 meters away from exposed raw material, packaging or products. Light tubes in electrical fly killer light units are changed at interval per manufacturer recommendation to maintain effectiveness. Pertinent records are maintained. Where sticking flying insect elimination units are used, the sticky paper is monitored for insect entry into plant and changed regularly. **Records are maintained.** Crawling pests activity should be monitored, **using suitable devices.**

**d. Rodent Monitoring and Control**


An up-to-date schematic maintained for the location of both internal and external rodent traps, bait stations and glue boards is maintained. Internal traps/glue boards are located between 7-12 meters apart, or as advised by the PCO, and located on either side of any entrance into the facility building. Only traps, wind up, spring or glue boards are used internally. External bait station and/or traps are located between 13-30 meters apart, or as advised by the PCO. Secured rodent bait stations are used externally only and fastened to the designated locations. Baits are secured to the stations. Exterior rodent stations are inspected by a certified PCO (or local equivalent) at least once per month and findings documented **and trended.** Internal traps or glue boards are inspected at least weekly **and findings documented and trended.** Detailed records are kept on pest control inspections, recommendations and necessary actions undertaken. Results of pest control inspections are assessed/reviewed on regular basis and analyzed for trends. **Corrective actions are identified and documented.** In the event of increased pest activity, trap inspection frequency is increased at a corresponding frequency. Where wind-up/glue traps are used internally, these **are** inspected and inspection notes and dates are recorded (e.g. on the underside of these traps)

**e. Pesticide Application and Control**

A certified pest control operator (or local equivalent) is contracted for the application of any “restricted use” pesticides. The name of the company: PCI India Pvt. Ltd. Accurate documentation is available for all pesticide applications, including rodenticides, made in or around the facility. Documents are maintained in conformance with all applicable laws and regulations, including

1. Material applied
2. Target organism
3. Amount applied
4. Specific area where pesticide was applied
5. Method of application
6. Rate of application or dosage
7. Date of **and** time of application
8. Applicator's signature - **EPA or other registration number, as applicable.**

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A copy of the label indicating the name and application instruction for all pesticides used on site is maintained on file. All pest control chemicals used in food plants are approved for use and **are clearly identified, safe and adequate under the conditions of use**. Pest control chemicals stored on site are under lock with restricted access only to those that are certified in their use. A certified pest control operator (or local equivalent) is contracted for the application of any “restricted use” pesticides. Pest control chemicals are neatly stored off the floor with necessary secondary containment within the designated storage area. The storage area is well ventilated. **Safety Data Sheets (SDS)** sheets or the local equivalent are written in local languages and readily accessible. Obsolete pest control chemical disposition procedure is in compliant with pertinent local regulations.

**f. Bird Control**

Vista has adequate measures in place to exclude birds from entering into the buildings or roosting around the facilities by:


- Netting to exclude entrance into building (and loading areas) or roosting in roof eaves
- Use of effective measures such as non-toxic gels or bird deterrent spikes to discourage roosting
- Control methods are in line with approved local government standards
- Elimination of food and water sources that may attract birds

Records:

1. Contract copies
2. Registration copies
3. Insight records of verifications

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### 5.2.7 Contractors and Visitors : V/APEX/SOP/5.2.7

Vista ensures that all contractors and visitors / temporary or seasonal employees are given proper GMP and All contractors employed working on site are appropriately identified to reflect their identity, GMP training status and access rights.

facility training as applicable to ensure compliance with all regulatory and facility requirements. Such training occurs before entry into the facility as appropriate and been documented. Contractors and visitors are monitored for compliance with all facility rules, including, but not limited to, hygiene practices. For Contractors, contracts describing the specific services are available and kept on file.( for a minimum of two years or as per regulatory requirements, whichever is longer.)

Unsupervised contractors (i.e. pest control) have enhanced training similar to hygiene expectations that an employee would be required to meet.

There is a written policy stating that all visitors shall be escorted in the facility and shall not be given independent access rights or left unaccompanied

Record: Contractors training records. List of Stakeholders

### 5.2.8 Water, Air and Gas Quality : V/APEX/SOP/5.2.8

Water, ice, steam and gas that come in contact with food product, food contact surfaces, or food packaging materials are safe and suitable for the intended use at the facility, it is being regularly monitored, and in compliance with all applicable laws and regulations. Records are available. Water, ice and steam used in the food processing environment is potable. Based on risk assessment, air quality and air flow is managed based on the nature of process and product.

Record: In-house and external assurance records

#### a. Water/Ice/Steam

All sources of water used on site & process of water treatment on site are described. Water in contact with food or food contact surfaces are potable, from an adequate source, are safe and of adequate sanitary quality based on test records. Potable water standard is followed by vista considering all the standards of local government/country/WHO/McDonald's (refer to Water Manual).

routine monitoring program and test parameters are established to ensure the water, ice, or steam that come into contact with either product or equipment conform with the above standards. The water systems are inspected for functionality annually. Documentation is maintained & available for review.


Monitoring record (source, treated water) confirms conformance with potable water standards. Steam that comes in contact with product is filtered and free of chemical additives and other sources of contamination (potable quality). Water is potable and tested at point of use to ensure safety and quality.

Back-siphonage protection devices must be present and functioning on all water lines and hoses.

Functionality is verified on an annual basis, at a minimum. Locations of devices must be marked on plant schematics.

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There are no any submerged inlets for water In the event that this is unavoidable, a vacuum breaker is required. Boiler chemicals in use are approved for food contact (where steam has direct food contact) and monitored.


**b. Air**

Air in contact with product, packaging, or food contact surfaces are filtered to remove particles of 50 microns or larger and does not contain dirt, oil, water or other contaminants. Air filters used to treat air reaching product contact surfaces are located as close to the point of use as practicable. Air must be dried to reduce the risk of bacteria growth in the system, based on risk assessment. The water traps must be inspected and maintained. A schedule is in place to inspect and change air traps and filters. All gases in contact with food, including beverages, or food contact surfaces are food-grade quality. Air quality monitoring is conducted to minimize contamination, based on risk assessment. Air filter change records are maintained as part of the facility maintenance program.

**5.2.9 Cleaning and Sanitation : V/APEX/SOP/5.2.9**

- a. A documented cleaning and sanitation program is in place. The program meets all applicable laws and regulations. The program is implemented effectively to ensure the cleanliness of the food handling equipment, utensils and buildings. Food Hygiene Principles recommended by the Codex Alimentarius Commission are followed.
- b. Vista has established written Sanitation Standard Operating Procedures (SSOPs) for dismantling, cleaning including C.O.P. (Clean-Out-of-Place) and C.I.P (Clean-In-Place), sanitizing, sequencing, re-assembling equipment, cleaning after completion of maintenance work, and during facility construction. A sampling program has been established to monitor the effectiveness of the cleaning processes, particularly on product contact surfaces. (The program is designed to search aggressively for areas needing improvement) A written master cleaning schedule is in use. This schedule lists all equipment, utensils and areas that require cleaning and sanitizing, and their cleaning frequency. The master cleaning schedule is internally audited on a regular basis to verify compliance. Sanitation SOP's are established, documented and implemented, including responsibility, task to be performed, chemicals and equipment used required signatures/sign off. A program is established to verify sanitation level in the processing areas and the absence of targeted microbiological species of impact (e.g., Listeria monocytogenes in "ready to eat" product processing area). Where specialized training is required, such as for CIP systems, documentation of training is provided.
- c. Vista performs pre-operation inspections, verifies and monitors cleaning and sanitation results, and implemented corrective action plan to address any deficiencies. Cleaning and sanitation SOP's are designed and verified to effectively remove product residues, to include allergens and chemical sensitive agents processed on the line to minimize potential for allergen contact.

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Cleaning and sanitizing activities, including verification and monitoring, are documented (date, time, operator, traceability).

- d. Vista has implemented and maintained a documented **Master-Cleaning** schedule to ensure that the facility (including elements such as corrective action **plan** to address any deficiencies. equipment, walls, ceilings, overhead piping, containers, light fixtures and flour air ducts, storage racks, bins) are cleaned on a regular basis. The detailed schedule is internally audited periodically for its maintenance and effectiveness.
- e. (i) **Cleaning Schedule and Material**

Compliance to the cleaning and sanitation schedule, including corrective action procedures for incomplete or inadequate sanitation is documented. **Suitable SDS (Safety Data Sheets) in local language, and sample labels are on file to ensure only food contact grade chemicals are used on site, evidence that the chemicals conform to local government regulations should also be maintained.** Effectiveness of cleaning and rinsing procedures are verified **and documented**. Test methods and frequencies for these checks are specified. Letter from the supplier is on file (or a statement appears on container's label of chemical) to verify the compliance of the cleaning/sanitizing agent with local regulations for food contact surfaces and **safe** use in a food processing facility. All cleaning and sanitizing chemicals are approved, properly labeled and stored away from food processing or storage areas. Containers, brushes and applicators used for cleaning and sanitizing are effectively labeled to identify their intended use. Cleaning equipments are properly stored away from processing areas when not in use. Cleaning equipments are non-porous and in good repair.


**e.ii Cleaning, Sanitation and Housekeeping Procedure**

Cleanliness is maintained in all non-processing areas and non-food contact areas. Equipment and structural "overheads" such as lights, pipes, beams, and vent grids are listed for cleaning in the master cleaning schedule to prevent development of insects, filth or accumulation of foreign residues or matter. Cleanliness is maintained on all food contact surfaces. Cleaning and sanitizing procedures are proper followed, including equipment disassembly as necessary. There is no evidence of significant build-up present during production. Excess moisture, standing water and condensation are removed from equipment and the environment prior to start of operations. Tools such as knives, **scissors** and others used in processing are adequately cleaned and sanitized during processing. A process is in place to ensure suitability of use of any piece of equipment that has not been used for over 4 hours after last sanitation, **based on risk assessment**.

**e iii Pre-operation Inspections**

A pre-operational (**start up**) sanitation inspection program is established. This includes visual inspection and/or in conjunction with environmental monitoring using rapid methods and/or microbiological swabbing. **Pre-operational sanitation inspection records maintained.**

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e (iv) Program Effectiveness Verification

An adequate microbiological monitoring program is in place to **verify** the effectiveness of the cleaning and sanitation. Program includes:

1. **the microorganisms being tested**
2. procedure for random, periodic sampling of all process equipment
3. roles and responsibilities for program implementation
4. specific sampling numbers and frequency for equipment used for microbiologically sensitive product production
5. use of sponges or swabs to test environmental surfaces
6. use final rinse water reference samples (just before inlet)

**Record / Documents:**

Master Hygiene Plan

Verification records for hygiene and sanitizations (Pre Operational Checks)

Facility Hygiene Checklist

Validations records (Micro- Swab Results)

GMP Audits

Reff- Food Hygiene Principles Codex Alimentarius Commission


**5.3 Good Laboratory Practices : V/APEX/SOP/5.3**

- a. Vista use approved official test methods or methods that have been validated. **Controls** are in place to ensure **accuracy** and **precision of all** results. All test methods **are** documented and followed. Vista is **using** an onsite **as well as contract** laboratory for various testing; e.g., quality, chemical, microbiological (including pathogens).

**Laboratory testing that has food safety implications (i.e. pathogen, toxicological, residue, or chemical testing) are certified by an accreditation body**

**All laboratory test methods originate from reliable and validated sources (e.g., AOAC, local government methodology). Non-standard methods (e.g. customer specified methods) have had systematic validation performed and documented. All documented test methods are current and fit for use. A process is in place to verify internal and/or customer specified methods are followed. All laboratory technicians have proper trainings related to lab activities.(Whenever scheduled) Proficiency testing are being conducted. All test results are documented and records retained for two (2) years, or per local McDonald's or regulatory requirements, whichever is longer. All chemicals, reagents and/or media are adequately labeled with information on name, chemical concentration, use-by-date. Laboratory workflow is designed to minimize cross-contamination. Sample preparation allows for control of sample integrity.**

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b.Laboratory equipment and instruments has a schedule for maintenance and calibration. The calibration **is being** conducted against recognized standards **in compliance with all applicable laws and regulations. Calibration records are maintained.**

Records:

1. Calibration and maintenance program for all laboratory equipment
2. A master list of equipment requiring calibration and maintenance is maintained.( Including Equipment calibration and maintenance frequencies)
3. Persons/positions responsible for calibrations are defined. Equipment accuracy acceptance and rejection levels are defined, documented and followed. There is an identification system for laboratory equipment. Calibrations are performed in-house or by a contract service. There are documented calibration and maintenance instructions for equipment calibrated and maintained in-house.**All equipment has evidence of annual calibration (e.g. stickers, documents, etc.).**Laboratory equipment are calibrated against certified or other acceptable industry standards traceable to national/international standards. **Sops are developed for Internal calibrations (quality control checks)** Corrective procedures are in place and followed when laboratory equipment is found to be out-of-calibration. Procedure is in place and followed to control product affected by out-of-calibration laboratory equipment.
- c. Controls **are** in place to prevent any potential contamination of product by laboratory personnel or laboratory reagents. **The laboratory is physically separated from production operation. Access to the laboratory is restricted and controlled.**
- d. **Where standards are available laboratories shall participate in an external proficiency program at least twice a year for all test parameters within their scope.**


#### 5.4 **Material Handling, Storage and Transport : V/APEX/SOP/5.4**

Vista has established processes and procedures for the protection of food, food ingredients **and packaging materials** from **physical, chemical and biological hazards. Reasonable care is taken to prevent deterioration and spoilage through appropriate measures that may include monitoring and maintaining required temperatures, humidity and/or other controls and taking appropriate corrective actions if those parameters are exceeded.**

##### a. (I) **Incoming Material Control : V/APEX/SOP/5.4 a(i)**

All incoming materials have written specifications/**requirements.**A **written supplier** approval process is in place for selection of ingredient, packaging and chemical suppliers.An approved supplier list is maintained and kept current.A process in in place to provide suppliers with periodic performance feedback.**An incoming inspection and testing SOP is in place including transport requirements. When required, necessary documentation is reviewed and verified for specification compliance before acceptance of incoming materials (e.g., certificates of analysis, health certificate, etc.).Record keeping procedures exist for all incoming raw materials. Non-**

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conforming material are clearly identified, segregated, rejected, and **appropriate disposition occurs and is documented.**

- a. (ii) Bulk Handling and Management : **V/APEX/SOP/5.4 a(ii)**  
A **written** procedure is in place for unloading and loading of bulk carriers. Bulk unloading and loading conform to sanitary practices (e.g. screen or bag on hatch, filters on blowers or vents). Food-safety related documentation accompany inbound bulk carriers. Handling protocol for bulk transfer lines/hoses and ports when they are not in use.
- a. (iii) Temperature Controlled Storage : **V/APEX/SOP/5.4 a(iii)**  
Temperature- or humidity-sensitive items those are stored at the facility are inspected by ensuring that stored within specified ranges. **Controls are** in place to **minimize** material risks caused by temperature or humidity differentials during receiving, storage, manufacturing, and shipping. Warehouses are temperature controlled as per product storage requirement.
- a. (iv) Material Handling, Storage and Rotation  
Raw materials, **in-process**, and finished products **are stored** to prevent cross-contamination.
- b. Vista adheres to “First-to-Expire/First-Out” inventory management rules and be able to demonstrate compliance to this requirement. **Material stock rotation is monitored to ensure First-to-Expire/First-Out.**
- b. (i) Inventory Management  
Where applicable, describe any program in place that specifies the minimum remaining shelf life **at receiving**. Damaged or held stock is being isolated in a designated area and is clearly identified. **Any** research and development **raw** materials, **in process**, or **production samples are controlled.**
- b. (ii) Transportation General  
Trucks are inspected for cleanliness before loading. **For temperature sensitive products, the pre-cooling and continuous temperature monitoring and control is in place and recorded.** An ongoing monitoring/performance program for contract carriers **is in place.**
- b. (iii) Transportation Security  
Policies and procedures are in place on ensuring security of inbound and outbound **shipments by the use of tamper evident seals.** Vista has **protection methods to assure the transport security for “Less than Truck Load” (LTL) shipment.** Transportation security measures in place are in full compliance with **McDonald's DQMP (Distribution Quality Management Program) and/or applicable regulatory requirements whichever is more stringent.** A procedure is in place to handle inbound carriers and goods when seals are missing or broken; broken original seals are documented, verified by the parties involved, traceable and replaced with suitable seal/lock.

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b. (iv) Handling of Returned Goods


There is a clearly documented policy on acceptance of returned goods. A procedure is in place for handling of returned goods to prevent contamination and allergen cross-contact to themselves, the facility and other products.

- c. Vista shall only release product into distribution after the appropriate verification of food safety and quality records. **Where product testing is critical to food safety (pathogens, allergens, etc.), a test and hold program or similar policy of product disposition is documented and implemented.**

**5.5 Holding Product for Nonconformance :V/APEX/SOP/5.5**

- a. Vista has a documented procedure and control to prevent the shipment of nonconforming products **to the McDonald's distribution network**. Written procedures **are** established to ensure that any nonconforming product is segregated from the acceptable product and not shipped. **Written procedures exist to control non-conforming product from acceptable product and to ensure it is not shipped. Records should be maintained for all non-conforming products including the final disposition of that product. Corrective actions are documented for any incident of shipping non-conforming product to the McDonald's system.**
- b. Vista personnel are designated with the appropriate authority to manage nonconforming products for hold, release, retest, rework or disposition. Disposal of **food, packaging and** finished packaged products **that** conform to McDonald's disposal procedures. Responsibility (title/position) for authorizing product release is clearly defined. Responsibility (title/position) to manage non-conformance products for hold, release, retest, rework or disposition is clearly defined. A test and hold system is implemented for finished goods where applicable. Inspection records are reviewed before finished goods are released for delivery where applicable. The product non-conformance procedures apply to raw materials, work-in-progress, and finished products. Disposition procedure is in place as per McDonald's Non-Conforming Product Disposal Policy where the waste hierarchy is applied once feasible.
- c. McDonald's shall be immediately notified of any non-conforming product that is inadvertently shipped to the McDonald's System. A procedure is in place to initiate immediate communication with McDonald's concerning non-conforming finished goods that are inadvertently released into McDonald's supply chain.

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## 6. Food Safety System: (FSMS Manual - V/FSMS/M/01)

A food safety management system is in place for protecting the food supply from biological, chemical and physical hazards to prevent contamination that may occur during all stages of food production to the point of consumption. Vista is able to demonstrate the effectiveness of the food safety **management system**. The facility has a documented food safety system **that is supported by senior management and fully implemented**. The food safety system is supported by sound GMPs, GHPs and HACCP **and risk-based preventive principles based on current science**.

### 6.1 HACCP Systems : V/APEX/SOP/6.1

Vista has implemented the fundamental **Prerequisite Programs which includes** personal hygiene requirements A documented risk analysis for raw materials, as well as a written HACCP plans **are** established for each product according to the seven principles under the Codex Alimentarius Commission's recommendation. The HACCP plans are being validated and implemented and reviewed annually. Proper revisions are made and documented as product or processes changes. **A HACCP plan has been developed for each process**. The facility has a documented risk analysis for raw materials **and all processing steps**. The HACCP system is supported by sound **pre-requisite programs including** fundamental food hygiene management **and preventive controls**.

#### a. HACCP Team

**A HACCP team is in place and includes cross functional disciplines and is headed by a trained, qualified individual.**

#### b. HACCP Plan

All the elements required for a functional HACCP plan according to Codex are in place.

Steps are-

Identified the product- Describe the product and intended use, **included validated cooking instructions-**

**List raw materials/ingredients-** Included a process flow diagram **(with CCPs identified)-** Included **a raw material, product, and process hazard analysis** - Identified CCPs-

Describe CCP's target and critical limits- Described CCP monitoring and frequency- Detail corrective actions for each CCP- Included record keeping requirements and responsibilities for each CCP- Included **the validation** plan, frequency and responsibilities.


#### c. CCPS

A procedure is written and implemented for all CCPs. The person responsible at each CCP is trained and aware of critical limits, monitoring frequency, and corrective actions.

#### d. Corrective Action:

**Corrective action procedures are identified, described, and implemented, with records maintained. The procedures include preventive measures. The corrective action plans include the control of product since the last acceptable check. The corrective action records are reviewed and signed by qualified management staff and analyzed for trends, to prevent reoccurrence.**

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e. HACCP Plan Validation and Review

HACCP plans are validated, **revalidated**, and reviewed when product/process changes occurred. If there are no changes, the HACCP plans are reviewed annually. Records are maintained.

6.1.1 **Food Safety Plan (only applies to FDA-regulated suppliers based in the US and those who ship products to the US)**

6.1.2 Physical Contamination Control : **V/APEX/SOP/6.1.2**

Consideration of foreign material, including physical hazards is done in all hazard analyses. All necessary steps are taken to prohibit the introduction of foreign material into the product and written procedures for the prevention of any potential contamination are established. Where applicable and/or available, technology options are used to detect foreign materials. Appropriate control systems are in place to remove product if it is identified as defective.

Vista has conducted a hazard analysis that identified likely foreign material risks. Controls are implemented to prevent or detect potential foreign materials. Written procedures for the controls are implemented with identified methods that are used, frequency of monitoring, and actions to be taken when deviations occur. Appropriate controls are implemented based upon the product, process, and potential for contamination. The controls may include magnets, screens, filters, metal detectors, or x-ray technology depending upon the product and likely hazard.

a. **Glass and Hard Plastic V/APEX/SOP/6.1.2 a**

There is a **documented** Glass and Hard Plastic Policy in place. Use of glass and hard plastics in the facilities is inventoried and controlled.

b. **Loose Item Control (Personnel Practices) V/APEX/SOP/6.1.2 b**

Use of top pockets in uniforms or other outer apparel is **prohibited**. Carrying pens, pencils, or other objects above the waist is **prohibited**. **Clothing materials that are frayed or include loose buttons, tears, visible threads, and similar defects that may cause foreign material contamination are prohibited.**


c. **Loose Item Control (Production) V/APEX/SOP/6.1.2 c**

A documented loose item control policy/program **is in place to prevent the potential for product contamination**. Utensils and tools are properly stored and responsibility for stock control is defined. **Used loose items are reconciled at the end of each production shift**. Missing items (e.g., utensils and tools), are recorded and immediate action taken as per policy/procedure. **The use of wood is not allowed in production areas, including wood handled equipment and tables/benches. If wood pallets are used within the facility, controls are in place to prevent product contamination.**

d. **Loose Item Control (Maintenance Parts and Tools) V/APEX/SOP/6.1.2 d**

The program includes the control of maintenance parts and tools including verification that food contact zones have been cleared prior to release to production.

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**e. Physical Contamination Control V/APEX/SOP/6.1.2 e**


There are appropriate in-line devices to help detect and eliminate products containing physical contaminants. (e.g. magnets, screens, sieves, metal detectors, x-ray, filters) The devices are positioned at appropriate locations to ensure maximum product protection. Procedures are documented and implemented to regularly monitor and calibrate detection equipment. The procedures include verification of the proper rejection systems. Sifters, sieves, and scalpels (of appropriate mesh size) for flour and other finely divided ingredients are checked at least weekly and identified issues corrected in timely manner. Daily inspection of reject materials (tailings) is conducted and source and possible impact upstream of process are investigated and documented.

**6.1.3 Chemical Control : V/APEX/SOP/6.1.3**

Chemical hazards are been considered in all hazard analyses. All necessary steps are taken to prevent chemical contamination of the product and written procedures for the prevention of any potential contamination shall be established. All chemicals used at the facility are being purchased, labeled, stored and used in compliance with all applicable laws and regulations. Each facility shall establish a written chemical approval program, inclusive of chemicals for pest control, cleaning and maintenance. This program is periodically audited for effectiveness. Information about the chemicals (for example, Safety Data Sheet (SDS)) are available at all times.

A documented chemical control program is in place and implemented to ensure only chemicals approved for use in food production facilities are purchased and used. Primary and secondary containers for non-food chemicals are accurately and legibly labeled and personnel are trained in the correct usage and handling of these chemicals. Current Safety Data Sheets (SDS) or local equivalent are available for all non-food chemicals used at this facility (e.g. pesticides, sanitation, maintenance, and food contact sanitation, etc). The documents are available in languages understood by staff and employees understand how to access these Safety Data Sheets or applicable chemical documentation. The chemical approval program is audited periodically for effectiveness and the audits are documented. Functional eye wash stations are located in close proximity to areas when chemicals are stored or used and the eye wash stations are audited periodically for functional effectiveness. Secondary containment is in place for chemicals stored on site. A spill control program is in place with the relevant procedures for the clean up and disposal of the chemicals and control material. Employees handling chemicals have been trained on the spill control procedures and training records maintained. Procedures include disposition of nearby raw materials, packaging or finished products that may be affected by the chemical spill. Approved chemical list is maintained with identified chemicals, SDS reference, storage locations, intended use, areas of use, etc. There is a map that identifies all approved chemical storage and work-in-progress locations.

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#### **6.1.4 Microbiological Product Control : V/APEX/SOP/6.1.4**

Each product is designed to optimize the formulation of raw materials and ingredients, with their processing, packaging and storage to produce products that conform to microbiological specifications. Process steps applied to minimize or eliminate the microbiological hazard are been validated, monitored and verified. Proper documentation is available for review. Vista has identified all microbiological hazards in its HACCP plans and implemented control measures to reduce or eliminate those hazards. Microbiological contamination control measures are validated, documented, and implemented for any known and potential microbiological hazards. The control measures are being reviewed whenever there are changes to the product, processes, or when a new hazard is identified in the industry. A program is implemented to actively identify and control any condensation to prevent potential microbiological contamination. Any product potentially contaminated with condensation is being properly dispositioned.


##### **6.1.4.1 Environmental Monitoring Program: V/APEX/SOP/6.1.4.1**

Environmental Monitoring Program (EMP) has been established to verify and validate microbiological hygiene of the physical facility (walls, floors, drain, ceilings, overheads, etc.). EMP is the part of the overall strategy to reduce or eliminate microbial food safety hazards .EMP verifies the adequacy of cleaning and sanitation programs and its being used to identify sanitation improvement opportunities. EMP follows applicable laws and regulations. Environmental sampling plans are in place for the appropriate indicator microorganisms and/or pathogens, where appropriate. As a best practice, microbiological profiling of the processing facility has been considered as appropriate.

The results of microbiological profiling and the environmental sampling program are being used to further improvements for the safety and quality of the product. Vista has identified microbiological hazard of concern in the plant environment, including high risk points of potential cross-contamination, to ensure target indicator organisms are monitored. An appropriate EMP program is established, implemented, and documented in compliance with applicable laws and regulations. Including:

- target microorganisms and testing frequencies;
- procedures for identifying sample locations and zones
- procedures for collecting and handling samples
- corrective action plans for investigation/root-cause analysis, sampling escalation, and product disposition when positive trends are reported
- records for the test results, investigations, corrective actions, and preventive actions maintained
- analysis of the results by a qualified individual on a routine basis to identify potential trend
- training for proper techniques, and handling of samples

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## 6.2 Testing: V/APEX/SOP/6.2

Vista ensures that food, food ingredients and food contact packaging comply with the microbiological, chemical and physical criteria and meets applicable laws and regulations.

There is a formal documented food and food ingredients testing program covering microbiological, chemical and physical testing to meet McDonald's and applicable laws and regulation

Vista is familiar with microbiological, chemical and physical characteristics of the product throughout its shelf life. Shelf life studies are being conducted under the conditions determined by the supplier and McDonald's. Current McDonald's shelf life study guide is maintained by vista and completed testing as per defined protocol to demonstrate shelf-life compliance.

### 6.2.2 Product Testing and Sampling :V/APEX/SOP/6.2.2


Vista performs microbiological, chemical and physical testing as appropriate to meet McDonald's requirements and applicable laws and regulations. Specific sampling plans are been established Procedures are in place to confirm the testing methods comply with applicable laws and regulations of markets where the product is produced, delivered, and/or consumed. Microbiological testing results for finished products meet product microbiological specifications. Written procedures are in place to segregate and properly handle relevant raw material or products found to be out of specification, including corrective actions.

Any co-manufacturers must meet McDonald's SQMS expectations and the use of co-manufactures must be communicated to and agreed by McDonald's.

## 6.3 Food Allergens and Sensitivities : V/APEX/SOP/6.3

- All ingredients known for causing food allergies and/or sensitivities in a product are been clearly identified and communicated to McDonald's. All allergen and sensitivities information of product is provided to McDonald's using MERLIN as well as 23 points checklist is being filled up before the commercialization stage with filling d's product ingredient verification form .The allergen and sensitivities assessment is updated with each product reformulation, ingredient change, and supplier change.
- An allergen assessment has been conducted as part of the HACCP/food safety plan development. Sources of allergens (including raw materials/ingredients, processing steps, processing aids, rework, and manufacturing carryover) shall be identified. Suppliers shall be aware of the potential for allergen cross-contamination from manufacturing and handling activities at the raw material/ingredient suppliers' sitesThe allergen control procedure provides for updates to the allergen list when new allergens and allergenic sources are brought to the facility. Assessments are conducted as per food allergens and sensitivities defined by the country where product is produced, delivered, and/or consumed.Sources of allergens and sensitivities (raw materials/ingredients, processing steps, processing aids, rework, manufacturing carryover) are identified.

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Potential for allergen cross-contamination from manufacturing and handling activities, including allergen mislabeling at the raw material supplier's sites has been assessed. Procedures are in place to prevent potential allergen and sensitivities cross-contamination and allergen mislabeling at the manufacturing facilities. Allergen control procedure lists allergens and sensitizing agents for all ingredients and materials used in the plant.

- c. Procedure **Is** in place to prevent any potential **allergen** cross-contamination at the manufacturing facilities Protective measures and corrective actions are taken to protect other products from allergens/sensitizing agents during product changeover or equipment cleaning. Vista **maintains** designated locations for rework products and ingredients containing allergens or sensitizing agents. A program is in place for handling allergen containing waste and all allergen containing rework is identified as containing allergens.

**d. Food Allergens**

Some key considerations for managing food allergens are:

- trained and competent staff
- suitable equipment
- the methods to remove allergens from equipment are been validated to ensure they are effective on an annual basis or more frequently as needed; validation tests used industry-recognized methods,
- re-validation is done when process/product/ sanitation procedure changes occur
- potential allergen cross-contamination situations are managed
- segregation of food ingredients that contain allergens during storage and processing are maintained
- hand washing procedures and clothing requirements are implemented
- rework and waste is managed
- tools and utensils used for allergens are properly managed and/or cleaned
- written corrective actions to address any deficiencies are established


**6.4 Traceability: V/APEX/SOP/6.4**

Documented **policies** and procedures **are** be in place to ensure that all ingredients, finished product and product packaging (inner and outer) can be traced throughout their entire history from production to distribution. This requires suppliers to have one-step-up and one-step-down traceability with their ingredient providers along the entire food supply chain. All coding information is legible. All McDonald's requirements on coding, labeling and graphics are met.

**a. Product Recovery Program : V/APEX/SOP/6.4 a**

Written procedures for product recovery has been established with identified steps, personnel and necessary communication plans for rapid and effective product recovery execution. Product

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recovery is account for rework; work-in-process materials; batching; continuous processes; product on hold, destroyed or in transit; shared systems; samples; material returned to the supplier; product sold through alternate channels; donated product and materials that are topped off or partially used. The product recovery program addresses the use and handling of rework. The **documented** product recovery program includes defined procedures to be followed. An updated emergency contact list is maintained and readily available. Individual responsibilities in the product recovery program are clearly defined and understood. Recovery activity (mock tests and actual) records are maintained on program implementation **and effectiveness**. Vista has **the full traceability (100%) exercise completed and maintained with requirement within a three (3) hour time frame.**

**Vista has documented and implemented rework program that includes the methods for identification of rework, acceptable criteria for rework, amount or percentage of rework that can be used into new product, and the shelf life of rework.**

- b. Traced product/materials are been accounted for by lot number; amount produced, shipped and wasted; location of material; and date produced and shipped to restaurants or distribution centers/warehouses. In-house mock recovery exercises are conducted from raw material and primary packaging (food contact) to finished products delivered:
  - Finished product can be traced from LOT CODE BACKWARDS, up to raw materials and primary (food contacting) packaging **and demonstrated through documentation.**
  - Raw material/primary packaging can be traced from LOT CODE FORWARD to finished products **and demonstrated through documentation.**
- c. Vista is able to locate 100% of any given finished product within three hours. Vista conducts training and mock recovery exercises twice a year that shall include tracking of raw material and packaging (inner and outer). The goal of the product recovery program is to account for 100% of all material from raw material to finished products within three (3) hours of recovery initiation. A minimum of (2) mock product recovery exercises are conducted annually, with one of which **could be** initiated by McDonald's.


### **6.5 Food Fraud Prevention: V/APEX/SOP/6.5**

Vista performs a risk analysis on ingredients and raw materials to assure compliance to food safety and quality requirements and avoid threat of Food Fraud. Control to reduce or eliminate this risk is implemented and a vulnerability assessment is documented. A documented risk analysis is done to determine the vulnerability of their food ingredients addressing following items:

1. potential food fraud incidents for similar materials
  2. suppliers' status and past performance to food safety and quality requirement
  3. Control measures taken by the suppliers to ensure integrity of food ingredients/raw materials
- Assessment is been documented and reviewed periodically.**

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## 7.0 McDonald's Product Requirements

### 7.1 Vendor Requirements

Vista is responsible for ensuring all their vendors of raw materials/ingredients and primary packaging (which comes in contact with food) complies with McDonald's requirements as well as applicable laws and regulations. Vista demonstrates processes that assess the food safety and quality management systems implemented with their vendors and available for review upon request. A process is in place to communicate requirements to all vendors. A **documented** process is in place to review and **assess the vendor's compliance to laws, regulations, and specific vendor requirements (including food safety and quality systems) on a periodic basis (at a minimum of annually)**. A process is in place to assure material received from the vendors conform with all applicable law and regulations, **McDonald's and McDonald's supplier requirements**. A process is in to close any gaps identified **via corrective actions/preventive actions plans. CAPs shall be documented and available for review upon request.**

### 7.2 Verification of Conformity to Raw Material Specification

All raw materials/ingredients and primary packaging shall have written specifications. **Written specification are been identified the critical to quality product attributes, test frequency and methods Requirements are product specific. For specific reference, contact global product category lead and/or market/country QA lead.**


All raw material, ingredients and primary packaging (packaging that comes in direct contact with the product) specifications have been communicated with suppliers/vendors of these raw materials, ingredients and primary packaging. Signed/dated copies of specifications are on file and available for review upon request.

Written internal product specifications clearly identify the attributes deemed to be critical to ensuring the quality of the raw material, ingredients or primary packaging as well as testing frequency and methods (if applicable) used, and the target and upper and lower control limits for each critical to quality attribute. A written process is in place documenting compliance of the raw material, ingredient and/or primary packaging, consistent with the requirements of the internal specification prior to their use in the manufacturing of products for McDonald's. poultry raw materials used in the preparation of finished product for McDonald's, shall come only from raw material suppliers listed as approved (not delisted, disqualified or on probation

An SOP shall exist that demonstrates verification of the raw material supplier (for poultry) being checked against the ASL. Applicable to raw material supplier of poultry:

1. Verification of supplier on Approved Supplier List
2. Evidence of a "pass" for animal health and welfare audit
3. Evidence of a score of  $\geq 75\%$  for GMP/HACCP audit or GFSI certification
4. Evidence of passing Halal/Kosher audit, by an authority recognized by the country of origin and consumption where applicable
5. Compliance with VAS and global policy for antibiotic use in poultry

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- Laboratory data and trend analysis confirm microbiological criteria (APC/TPC, Salmonella, etc.) meet local regulatory requirements and McDonald's specifications

**Applicable to raw material suppliers of fresh produce:**

- Documented approved raw material sourcing (e.g. farms, packing house)
- Raw material sourcing is in compliance with Good Agriculture Practice (GAP) - Global G.A.P., Global G.A.P. Risk Assessment on Social Practice (GRASP) plus McD's addendum.


**Applicable to raw material suppliers of Agricultural, Formulated Products and Bakery suppliers:**

- Raw material sourcing is in compliance with a Good Agriculture Practice (GAP) scheme that has been benchmarked to Sustainable Agriculture Initiative (SAI) platform Farm Sustainability Assessment (FSA) for all crops, i.e. potatoes, tomatoes, cucumbers, wheat, rape seed, sunflower seed, etc.

<http://www.standardsmap.org/fsa/identify?standards=214,194,265,45&shortlist=214,194,265,45&product=Strawberries&origin=Europe &market=Europe&cbi=82:82:824>

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### 7.3 McDonald's Product Specification: V/APEX/SOP/7.3


McDonald's product specifications are been signed by vista. Processes and procedures are been established and implemented to demonstrate that product released to the McDonald's System meets the requirements specified in the product specifications.

Vista can demonstrate possession of current product specifications; that are signed (electronic signatures in MERLIN or hard copy) is on file and available for review upon request. Upon request, Further Processing (FP) vista shall provide current FP formulation, product ingredients (including processing aids) and where used within the manufacturing process. Information about allergens, additives and sensitivities is also be available for review. A documented process is in place and implemented to monitor specification compliance (including microbiological criteria) and corrective actions taken when process is outside control limits.

Palm oil users: compliance with McDonald's Land Management Policy pertaining to Roundtable on Sustainable Palm Oil (RSPO) membership and certification according McDonald's Palm oil policy  
Compliance to McDonald's oil product specification

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Current and updated McD product specifications

STATUS	Name of Document	Doc. Number	Made / Prepared by/Issued by	Reviewed By	Approved By	Issue Date	Rev No	Rev Date	Authorized Sign by McDonald's	Signed Date
	1	<a href="#">Veg. Patty</a>	V/S/M/01	MR	QA	Shashank joshi	28/03/2004	10	01/11/2015	Vinay Hastak
2	<a href="#">Aloo Tikki Patty</a>	V/S/M/02	MR	QA	Shashank joshi	28/03/2004	11	01/11/2015	Vinay Hastak	01/11/2015
3	<a href="#">Pizza Puff</a>	V/S/M/08	MR	QA	Shashank joshi	28/03/2004	9	22/06/2016	Vinay Hastak	28/11/2016
4	<a href="#">Veg. Patty- Export ( 80 gms)</a>	V/S/M/10	MR	QA	NA	1/12/2002	2	20/01/2013	NA	NA
5	<a href="#">Aloo Tikki Patty- Export</a>	V/S/M/11	MR	QA	NA	1/12/2002	2	20/01/2013	NA	NA
6	<a href="#">Spinach corn patty</a>	V/S/M/22	MR	QA	Shashank joshi	1/8/2008	5	1/11/2015	Vinay Hastak	1/11/2015
7	<a href="#">Spicy Paneer Patty</a>	V/S/M/28	MR	QA	Shashank joshi	9/2/2011	4	1/11/2015	Vinay Hastak	1/11/2015
8	<a href="#">NWF Veg Patty</a>	V/S/M/30	MR	QA	Shashank joshi	21/11/2012	02	1/11/2015	Vinay Hastak	1/11/2015
11	<a href="#">Chicken Patty</a>	V/S/M/05	MR	QA	Shashank joshi	15.02.06	17	16/03/2015	Vinay Hastak	19/04/2015
12	<a href="#">Grilled Chicken Patty</a>	V/S/M/06	MR	QA	Shashank joshi	15.02.06	17	16/09/2014	Vinay Hastak	1/11/2014
13	<a href="#">Gold Standard Chicken Nuggets</a>	V/S/M/19	MR	QA	Shashank joshi	15.02.06	5	16/09/2014	Vinay Hastak	1/11/2014
14	<a href="#">Chicken Sausage patty</a>	V/S/M/21	MR	QA	Shashank joshi	1/8/2008	5	22/06/2016	Vinay Hastak	22/06/2016
15	<a href="#">NWF Chicken Patty</a>	V/S/M/31	MR	QA	Shashank Joshi	7/11/2012	1	16/09/2014	Vinay Hastak	1/11/2014
16	<a href="#">Spicy Chicken Patty New</a>	V/S/M/33	MR	QA	Shashank joshi	18/12/2012	2	16/09/2014	Vinay Hastak	04/06/2015
17	<a href="#">Chicken Wings</a>	V/S/M/44	MR	QA	Shashank Joshi	11/11/2013	00	00	Chef Swarup & Pranil Bhambre	13 th Oct 2015
18	<a href="#">Flame Grilled Chicken Patty</a>	V/S/M/52	MR	QA	Shashank Joshi	25/06/2015	00	00	Vinay Hastak	17/03/2016
19	<a href="#">Shredded Lettuce</a>	V/S/M/12 V/S (N)/M/12	MR	QA	Shashank Joshi	29/05/2009	5	10/11/2015	Vinay Hastak	10/11/2015 25/08/2016

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							00	00		
20	<a href="#">Shredded Onion</a>	V/S/M/13 V/S (N)/M/13	MR	QA	Shashank Joshi	29/05/2009	6 00	10/11/2015 00	Vinay Hastak	10/11/2015
21	<a href="#">Premium Salad Mix</a>	V/S/M/32 V/S (N)/M/32	MR	QA	Shashank Joshi	18/02/2013	2	22/03/2014	Vinay Hastak	7/7/2014
22	<a href="#">Random Cut Lettuce</a>	V/S/M/18	MR	QA	Shashank Joshi	02/01/2016	00	17/03/2016	Vinay Hastak	17/03/2016
23	<a href="#">Shell eggs</a>	V/S/M/25	MR	QA	C. R. Behl	30/04/2010	2	30/06/2012	Vinay Hastak	16/08/2012
24	<a href="#">Tomato</a>	V/S/M/30	MR	QA	Shashank Joshi	10/11/2012	0	0	Vinay Hastak	7/7/2014

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#### 7.4 Sensory Attributes and Evaluations: V/APEX/SOP/7.4

Vista understands the “critical to product quality attributes” for each product that’s being produce and how it contributes to McDonald’s finished menu item standards based on the training provided by McDonald's Quality Centers and/or qualified individuals (market QS Leads, global QS Leads, etc.). There is a program in place to conduct sensory evaluation for product(s) manufactured aligned with McDonald's Quality Centers and Quality Leads.

Processes are in place to understand the product performance at McDonald’s restaurant. Vista follows McDonald’s guidelines on sensory evaluation, utilizing McDonald’s Global Scoring Method: Degree of Difference 9 point scale methodology and McDonald’s standard, approved kitchen equipment and procedures to cook and hold products according to McDonald’s Operations and Training Manual. Processes and procedures are established and implemented to demonstrate that McDonald’s requirements on product sensory attributes are met.

Vista has documented process in place to demonstrating product performance at McDonald's restaurants.

Product sensory tests are performed by trained persons prior to release of a production run. Additionally full product sensory evaluations of products are performed by trained panelists, on a periodic basis comparing products against target or in-house reference samples. This is been documented and available for review upon request. McDonald's Quality Centers current sensory tools, product specific evaluation forms (scoresheets) and SOPs are used for evaluation. A process is defined for selection of in house reference/target.

Evaluation results are effectively communicated to McDonald's market QS or global QS leads and action taken for continuous quality improvement.


Reference McDonald’s Global Sensory Manual,  
Chapter 5: In-Plant Sensory Evaluation for Quality Control

#### 7.5 Process Validation and Capability V/APEX/SOP/7.5

Vista has established the parameters within which the production line is expected to operate. Process control and monitoring has been established to document the facility’s ability to produce products within the established parameters. Processing parameters or in-process measurements are established, documented, validated and verified at a determined frequency to meet all appropriate requirements, laws and regulations. Statistical process control are been implemented to reduce process variation and improve overall consistency of the process. Process control and monitoring is established and implemented. Trend data is available to demonstrate that process is producing products within the established parameters.

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Vista has implemented Statistical Process Control (SPC) program to demonstrate process capability, there may be alternatives that are equivalent. Vista can explain the equivalency and substantiate that the alternative method provides evidence that the process is visible, stable and capable to produce product meeting specifications. Documentation is available to show that corrective actions are taken when process is not in control. Vista has a process in place to verify that all products are meeting local laws and regulations, as well as county destination if being exported.

a. SPC Program

SPC program has been implemented for process control and statistical analysis to improve consistency of product quality.

b. Process Control

Critical to Quality Manufacturing Control Points (CTQMCP) in each process have been identified for which control is necessary in order to create consistent finished product. The operator for each production line has been provided with measurement devices to determine the effectiveness of the process adjustments made (e.g. quantifiable cause and effect). A target has been provided to the operator to center the process variation around the target. Sampling protocols are defined and included:

1. the number of samples,
2. sampling frequency,
3. sampling point,
4. Degree of resolution of measurements (i.e., decimal points).

c. Visible Process

Real time control charts are used at all identified locations on processing lines for the critical to quality manufacturing control points. The operator only makes necessary adjustments when process is out of control as indicated by the chart.

d. Stable Process


When special causes/incidents (out of control points) are indicated in the control chart, the CTQMCP operator identifies and documents the root-cause, corrective action is taken and also documented.

e. Capable Process

Processes are capable to meet product specifications or manufacturing targets, demonstrated by the following characteristics:

1. Control chart (with upper and lower limits)
2. Real time control charting is being used
3. There are no unexplained out-of-control conditions
4. The data fits a normal curve

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**f. Optimized Process**


A process is in place to update the process sigmas and optimize the targets with the real time control charts.

Statistical data is used to manage process improvement and optimize processes. Increased product quality and consistency, **reduction of waste**, and cost savings are evident as a result of process control implementation.

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## 8.0 Verification and Continuous Improvement

### 8.1 Customer Satisfaction - V/APEX/SOP/8.1

Vista has processes and procedures in place for measuring customer satisfaction (including McDonald's staff, distribution centers, and restaurants). Results shall be used to improve product quality and service.

#### a. Customer Satisfaction Assessment

A customer satisfaction program is in place. The program includes a proactive method to capture customers' perceptions. Customer satisfaction data and **root-cause analysis are provided to the Company's** management for regular review. Key measurements are established for measuring success in handling and resolving consumer issues (e.g., issue resolution time). Key measurements trending and **root-cause analysis are used to improve** customer satisfaction.

#### b. Conducting ATCQ

Vista is actively involved in performing restaurant operations improvement program (ROIP) across the counter quality (ATCQ) and behind the counter quality (BTCQ), and working with McDonald's on improving product quality and service.


#### 8.1.1 Management of Restaurant Customer Complaints V/APEX/SOP/8.1.1

Vista has processes and procedures in place to manage customer complaints. Processes are been established to analyze customer complaints and to identify improvement opportunities. **Customer complaints are being shared with the appropriate contact at McDonald's. Vista has implemented a procedure for monitoring customer complaints. The customer response procedure includes:**

- **A mechanism to allow customer easy access to communicate complaints, concerns, product questions, or general feedback. This communication mechanism is available at all times**
- **A process is in place for the Customer Representatives to handle and categorize complaints, and to identify a serious issue or trend**
- **The Customer Representative has been formally trained and is proficient in the complaint handling process**
- **Linkage of customer complaints/concerns to issue investigation, corrective and preventive action system, to allow for proper investigation, action, and resolution**
- **Communication to customers of the status of their complaint/concern, including final resolution**
- **Complaint information and root-cause findings are used for review and update the quality management system where necessary**
- **Complaint information including customer contact is properly documented and records retained according to applicable laws and regulations or a minimum of 2 years whichever is longer**

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## 8.2 Verification of the Food Safety and Quality Systems - V/APEX/SOP/8.2

Vista has a established and implemented process for the verification of their food safety and quality management systems annually, to demonstrate continuous improvement over time.

The supplier has a formal program in place to undertake annual verification of its food safety and quality management systems or as required by applicable laws and regulations, and a process to ensure continuous quality improvement

### 8.2.1 Planning

A planning process shall be established to define the purpose, methods, frequencies and responsibilities for the verification activities.

A process is in place to verify annually the quality management system, including the purpose, methods, frequencies and responsibilities. **Established** criteria for the SQMS auditor selection (**from the same facility or from company's other facility of corporate office**) include required training, competency, and independence from work area being audited.

## 8.2.2 Types of Verification

### 8.2.2.1 Routine Inspection

Vista conducts routine inspection by **trained** and **competent** personnel to ensure standard operation procedures and processes are followed. Records are maintained of nonconformance, **root cause analysis**, preventive **and** corrective actions and process improvement steps.

Routine inspections (e.g., GMP, sanitation, pest control) are scheduled, and their scope and frequencies are established in relation to the risks. Inspections are carried out by appropriately trained, competent personnel **and such training is documented**. Inspection records are maintained to demonstrate compliance, non compliance is identified, corrective/preventive actions initiated and their effectiveness verified **and documented in accordance with applicable laws and regulations**.

### 8.2.2.2 Internal Self-Audit V/APEX/SOP/8.2.2.2

Vista conducts internal self-audits annually to determine whether the food safety and quality management systems is in compliance with:


- a. the requirements established by the company-
- b. and stated in SQMS Requirements . –

Audits are scheduled and performed at predetermined basis (**at least once a year** for internal audit), covering:

All relevant corporate or local company specific requirements **are clearly documented and understood** all elements of the food safety and quality management systems corresponding to the SQMS requirements are understood. Internal audit scheduling takes into consideration the results of previous audits, and the status and importance of the area or element being audited. Requirements and responsibilities for audit reporting and record keeping are defined and followed.

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### 8.2.2.3 External Audit

External audits are conducted annually, alignment with McDonald's expectations. External SQMS/(GFSI + Addendum) audits are conducted **annually** as required by McDonald's per product food safety risk, sales volume and brand impact. **Audit records and areas for improvements are available.**


### 8.2.3 Evaluation of Verification Results

- a. A process has been established to evaluate the results of planned verifications objectively **and within timeframes required by applicable laws and regulations.** The verification results are been documented and communicated to the personnel having the appropriate responsibility to take actions. Records on preventive and corrective actions taken are maintained for future reference .A process is in place to evaluate the planned verification/audit results.

The verification results are documented and communicated to the relevant responsible personnel for corrective and preventive action planning **within timeframes required by applicable laws and regulations.** Corrective action **is based on identified root-cause(s) with related issues. Corrective and preventive actions are been developed, implemented and documented.**

- b. Vista established and maintained a documented preventive and corrective action procedure **and available for review.**
- c. The procedure defines the review of nonconformities (including customer complaints and review of non-conformities (including customer complaints).
- d. Processes are in place to identify the root-cause of all non-conformities.
- e. Trends in monitoring results that may indicate development toward loss of control, process is in place to trend progress against desired results, acting on deficiencies and providing feedback into the system. External (e.g. product team common measures) and internal benchmarking are part of this process. The performance trending data is tabulated and reported in the scheduled annual McDonald's QA review (SPI) to demonstrate effectiveness of the quality management system.
- f. The evaluation of the need for action to ensure that nonconformities do not recur and - Procedures should be in place to verify that the corrective action implemented do not lead to recurrence.
- g. The documentation of results of preventive and corrective actions taken (including the review and verification of preventive and corrective actions).- Review of objective trending data confirmed improvements achieved have resulted in product quality and safety improvement. Where applicable, the facility has achieved tangible business benefits such as improvement in productivity and resource utilization (e.g., reduction in errors, defects, waste).

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### **8.3 Continuous Improvement V/APEX/SOP/8.3**

Vista has a established and documented processes to improve the effectiveness of its food safety and quality management systems continually. Proper measurements are been established to demonstrate the results. Vista is proactively engaged in sharing best practices on improvement of the food safety and quality management systems. A continuous improvement program is in place to enhance the effectiveness of the **food safety and** quality system leading to overall quality and safety improvement **and process improvements are documented.**

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## 9. Glossary

No	Title	Description
9.1	Applicable laws and regulations	All laws and regulations (national, regional or local), which may be amended from time to time, in which supplier's products are produced, delivered, and/or consumed.
9.2	Audit	Systematic, independent review to obtain audit evidence and to evaluate such evidence objectively based on the expectations and audit criteria set.
9.3	Continuous improvement	Recurring activity to increase the ability to fulfill requirements. The process of establishing objectives and finding opportunities for improvement is a continual process through the use of audit findings and audit conclusions, analysis of data, management reviews or other means and generally leads to corrective action or preventative action.
9.4	Corrective action	Corrective action is an action taken to eliminate the root-cause of a detected nonconformity or other undesirable situation.
9.5	Crisis	Incident or event that may have negative impact on McDonald's business.
9.6	External audits	Audits include second or third party audits. Second party audits are conducted by parties having an interest in the organization, such as customers and corporate personnel, or by other persons on their behalf. Third party audits are conducted by external, independent auditing organizations.
9.7	Food Defense	Documented procedure and practices to protect the food supply against intentional contamination due to sabotage, terrorism, counterfeiting, or other illegal, intentionally harmful means.
9.8	Food Fraud	The fraudulent and intentional substitution, dilution, addition, or misrepresentation of food, food ingredients or

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		<b>food packaging, labeling, or false statements made about a product for economic gain that could adversely impact consumer health.</b>
<b>9.9</b>	<b>Food Safety and Quality Culture</b>	<b>An organization's ethics, values and behaviors demonstrated by all employees regarding the commitment, programs, and practices to providing food that is safe and meeting the product quality requirements. It is exhibited by everyone within a company (from the CEO to a worker on the production line) every day.</b>
<b>9.10</b>	<b>Food Safety and Quality Management Systems</b>	<b>A management system that directs and controls an organization with regard to food safety and quality, including the establishment of food safety and quality policies and objectives, planning, control and continuous improvement. A management system approach encourages an organization to analyze customer requirements, define the processes that contribute to the achievement of a product that is acceptable to the customer and keeps these processes under control.</b>
<b>9.11</b>	<b>Food Safety and Quality Objectives</b>	<b>Objectives that are related to food safety and quality. The objectives are based on the organization's food safety and quality policies. They are specified for relevant functions and levels in the organization, and their achievement needs to be measurable.</b>
<b>9.12</b>	<b>Food Safety and Quality Policies</b>	<b>Overall intentions and direction of an organization related to food safety and quality as formally expressed by top management. Food safety and quality policies provide a framework for the setting of food safety and quality objectives. The food safety and quality policy shall include an updated organizational chart.</b>
<b>9.13</b>	<b>Food Safety Hazards</b>	<b>Biological, chemical or physical agents in food, or condition of food, with the potential to cause an adverse health effect. Food safety hazards include allergens.</b>

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<b>9.14</b>	<b>Food Safety Plan</b>	<b>Applies to the US and a Supplier shipping products to the US. Food safety plan includes a written hazard analysis, establishment of preventive controls, procedures for monitoring, verification, validation and corrective actions, a recall plan, and supply chain program when required.</b>
<b>9.15</b>	<b>Good Manufacturing Practices (GMP)</b>	<b>Related to the manufacturing, processing and storing of food materials that assure the food materials are safe for human consumption and have been prepared, packed and stored under sanitary conditions.</b>
<b>9.16</b>	<b>HACCP</b>	<b>Hazard Analysis and Critical Control Point, a broadly recognized preventive and systematic approach for the identification, evaluation and control of food safety hazards.</b>
<b>9.17</b>	<b>Internal Self-Audits</b>	<b>Audits conducted by or on behalf of, the organization itself for management review and other internal purposes.</b>
<b>9.18</b>	<b>McDonald's Product Specification</b>	<b>Document that states the McDonald's requirements with prescribed limits or characteristics to which a product or service shall conform.</b>
<b>9.19</b>	<b>McDonald's Requirements</b>	<b>Documents or procedures generated by McDonald's. McDonald's Product Specification, for example, has the details for a given product.</b>
<b>9.20</b>	<b>Microbiological Profiling</b>	<b>Use of an appropriate microbiological sampling and testing plan to understand the presence of interested microorganisms at the manufacture facility.</b>
<b>9.21</b>	<b>Monitoring</b>	<b>A planned sequence of observations or measures to assess whether control measures are operating effectively against requirements.</b>
<b>9.22</b>	<b>Non-Routine Inspections</b>	<b>Any inspection that isn't performed with pre-determined schedule by the local or national government agency. It is undertaken due to a special interest or focus from the government offices.</b>
<b>9.23</b>	<b>Procedure</b>	<b>Specified way to carry out an activity or process. Procedures</b>

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		<b>can be documented or not. When a procedure is documented, the term “written procedure” is frequently used. The document that contains a procedure can be called a “procedure document”.</b>
<b>9.24</b>	<b>Process</b>	<b>Set of interrelated or interacting activities that transform inputs into outputs. Processes in an organization are generally planned and carried out under controlled conditions to deliver products and add value.</b>
<b>9.25</b>	<b>Program</b>	<b>A locally designed set of procedures or processes which meet specification requirements.</b>
<b>9.26</b>	<b>Quality</b>	<b>Quality consists of those product features that meet the needs of customers. It is a degree to which a set of inherent characteristics fulfils requirements.</b>
<b>9.27</b>	<b>Standard</b>	<b>A set of norms established for use as a rule for activities or results aimed at providing an effective basis for comparison in measuring or judging quality, content, extent and value.</b>
<b>9.28</b>	<b>The Codex Alimentarius Commission’s Recommendation on Personal Hygiene Practices</b>	<b>Recommended International Code of Practice, General Principles of Food Hygiene: CAC/RCP 1-1969, Rev. 4-2003.</b>
<b>9.29</b>	<b>Validation</b>	<b>A process to obtain evidence to demonstrate that an identified control measure (such as in the HACCP plan) is effective.</b>
<b>9.30</b>	<b>Verification</b>	<b>Confirmation, through the review of objective evidence, that specified requirements have been fulfilled.</b>

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## 10. Rating & Grading Information

Rating	Coding	Percent Deduction	Definition
Satisfactory	S	0%	The condition/practice observed fully meets the standards or requirements.
Minor	m	1%	A clause does not fully meet requirement, but is unlikely to result in a direct <b>customer/consumer</b> health risk or major non-compliance to product specification.
Major	M	10%	A substantial failure to meet the requirements. The condition observed is <b>likely to have a negative impact</b> on the safety of food products or leads to a breakdown of food safety practice if not effectively controlled.
Critical	C	50%	Failure to comply with a regulatory requirements, a process step that <b>has caused a significant customer/consumer health risk</b> and/or where product is contaminated. Contact McDonald's immediately and stop product shipment.
Not Applicable	N/A	0%	Not applicable

A	100-95%	<b>Meets or Exceeds Requirements:</b> Significant results are achieved through a sound systematic approach that is fully responsive to McDonald's SQMS expectations with emphasis on continuous improvement.
B	94.99%-85%	<b>Generally Meets Requirements:</b> Meets most of the requirements through a sound systematic approach that is fully responsive to McDonald's SQMS expectations with emphasis on continuous improvement. However, there are some areas for improvement.
C	84.99-70%	<b>Partially Meets Requirements:</b> Meets the minimum requirements for McDonald's SQMS expectations. There are significant areas for improvement.
F	≤ 69.99%	<b>Fail to Meet McDonald's Requirements:</b> Does not meet minimum McDonald's requirements.

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## 11. Revision Status:

Sr.#	Rev .No.	Revision Date	Revised Matter
01	00	01/02/2006	Issue of Document
02	01	01/07/2008	Process Revision & Approval Status Added
03	02	10/10/2010	Verification , Format Changed,
04	03	09/09/2011	Verified , New products added , approval; changed .
05	04	02/02/2012	Reviewed approval status changed.
06	05	18/01/2013	Updated with new combined Quality and Food Safety Policy
07	06	10/12/2013	Updated
08	07	01/10/2014	Updated as per SQMS version 3.0
09	08	15/09/2016	Updated (Included Audit criteria )
10	09	18/01/2017	Updated as per SQMS version 4.0

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