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**Scope:** This policy is established for creating awareness during food inspections. This also determines that how to accompany the Food Safety Officer / government officials during the inspections.

**Objective:** To comply with regulations by maintaining product and process standards, ingredient and packaging requirements. To demonstrate that the food safety standard is implemented and facility is complying with the standards and the labeling requirements with availability of necessary records at the time of **each** inspection.


**Frequency:** Four (04) representative samples can be analyze / taken for monitoring regulatory issues by food Safety officer assigned by FSSAI as and when required. **The frequency of inspection may depend on the type of processing operation and/or past inspection results.**

**Responsibility:** QA Manager, Head Operations , HR , Prearranged representatives - **company's designated speaker** & **Duty Officer** {Duty Officers is the alternate source appointed by top management in the event of Non routine inspections.(Night shift ) } and **Security Personnel** .

### **Responsibilities of HR Personnel & Top Management**

1. There should be prearranged representatives appointed by top management who will be converse with food inspector/ government official behalf of company
2. The accompanying representatives should be courteous, businesslike, and knowledgeable about basic facility operations.
3. In case of any government officer, FSSAI, Weights/measures, boiler inspector and other government regulatory/statutory officer visits the premises, the security should ask for their identity card as part of normal routine entry process in addition to other checks such as computer, mobile, camera's etc.
4. If such visitors/inspectors/officer's arrived, immediately inform to central QA/or related company department (Taloja/HO) including CEO or Supply Chain head. Discuss briefly with them while the inspector is being taken to office by security on probable reason/probable strategy that used during visit to the said officer

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5. In case the visit happens to other vista facilities, then the said facility QA team/Factory manager should inform Central QA, Supply chain or CEO depend on the department/area of officer who is visiting, to get the advice on the strategy to be employed during the visit.
6. The other individual(s), representing the company, should serve as a designated record keeper and witness to the conversations between the inspector and the **company's designated speaker** / **Duty officer after normal business hours.**

**1. Company's designated speaker - (Normal Business hours)**

Prearranged representatives are appointed by top management to converse with food inspector/ government official behalf of the company. As instructions / trainings are given to security personnel to bring the concern visitor to concerned identified employee who is authorized to response.

**2. Appointed Duty officer - After Business hours**


If regulatory inspector arrives after normal business hours,(Night Shift- III rd shift) the situation shall be handled very vigilantly by vista employee by tendering the situation to appointed duty officer immediately. Duty officer will inform about the visits to the concerned HOD / operation head immediately.

Below is the list of employees that are trained and manage the regulatory process. The list includes 24-hour contact information.

Sr. #	Name of Employee	Title	Contact Number
01	Pravin Thakur	<b><u>company's designated speaker</u></b>	9930264153
02	Dinesh Shinde	<b><u>company's designated speaker</u></b>	9960542414
03	Devendra Mali	Duty Officer	9029593021
04	Dashrath Bhilare	Duty Officer	9820567414
05	Nilesh Mhatre	Duty Officer	9821690327
06	Dilip Gadge	Duty Officer	
07	Vaibhav Patil	Duty Officer	9594844010
08	Mahesh Kambale	Duty Officer	9987863405
09	Sunil Khot	Duty Officer	8699791683
10	Anand Patil	Duty Officer	8879464214
11	Ashish Mohakar	Duty Officer	7506296668

Security checks and documentation must be performed as per established FSMS System. Intimation must be given immediately to concern person as well as to HR personnel (As possible)

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**Guidelines:**

1. When a regulatory inspector is on the premise for an inspection other than continuous or frequent surveillance of the plant, he/she shall be accompanied at all times these appointed persons.
2. Check and document the credentials of all inspectors (include name and badge/I.D.) while providing courteous and cooperative attention. Determine the purpose of the visit.
3. Questions are to be answered as simply as possible without volunteering any more information than necessary. Do not volunteer any information. Do not reveal product formulas, processing information, ingredient lists (except as printed labels), production costs, production figures, or profits.
4. Do not answer or avoid answering the questions which can impact on the company reputation. During III<sup>rd</sup> shift operation duty officer has to assure FS Officer that he will ask the same to company's Designated Speaker or Head operations and will give the information soon.  
**Note :** After having appropriate confirmation by top management he will go for further processes
  - a) Companies designated speaker / Duty Officer shall not serve as to guide the inspector, but rather to accompany the inspector wherever he/she wishes to tour. If a **regulatory** inspection is going to take place, determine the type of inspection (limited / comprehensive, etc.) prior to beginning the inspection tour.
5. Notify to FS officer regarding Vista Policy which prohibits anyone to take cameras or recording devices into facility.
6. Ensure the availability of all records that are made as per attached sampling procedure of FSSAI

**Procedure**

- b) Try not to keep the inspector waiting. However, it is normal to ask the inspector to please wait until the appropriate company personnel (Prearranged representative) arrives at the facility.
- c) Once the inspector has been logged or signed in, he/she should be attended as soon as possible.
- d) Greet the inspector and confirm his/her identity.
- e) A regulatory inspector may present a Form of notice to the food business operator. **Form VA** ( Rule 2.4.1 (3)

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- f) Fill the checklist of plant Round. Area to be inspected and the amounts of time spent there must be included in.
- g) Prepare the inspection policy by including following details to appropriate: (Visitor Checklist)
  - As per company policy mobile and camera is strictly not allowed in the premises. So the person can use company camera for taking the photographs during the audit.
  - Both the photograph and records review subjects should be clarified up in front during the pre-inspection conference.
- h) Be certain the inspector(s) follow all the required GMP's, especially wearing protective garments that provided by you, See the other GMP requirements as per established and implemented pre- requisite programs by the facility – (hand washing, jewelry removal, etc.)
- i) List the questions asked by the inspector and the replies to these same questions. Also, anything suggesting the inspector's special inspection interests, etc.
- j) Any deficiency can be corrected on the spot, or during the course of the inspection, take immediate action. Immediate corrections will reflect very favorably on the company.

### **Post Inspection Activities**

1. Arrange post inspection conference to discuss the inspection, review notes taken, discuss deficiencies noted and assign responsibility for follow-up corrective actions and timelines.
2. Allow enough time to prepare notes for a subsequent letter to the inspecting agency addressing all the items listed on the 'Report of Observations.'
3. Also, express thanks to the inspecting agency for the inspection and for making you aware of the items requiring correction or attention. Other than any obvious error in fact, it is generally best not to argue with either the inspector(s) or the inspecting agency.
4. Try to list realistic dates of correction if structural modifications are necessary. The letter, the inspector's Report of Observations, and corrections should be reviewed for planning and response by corporate management, and follow the inspection as soon as possible.
5. Although a post inspection letter is not required, it does demonstrate the company's concern and interest, define corrective action that will be regarded favorably by the inspecting agency.

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6. After the visit is over, the officer may or may not provide an inspection report. The said report to be shared with Legal/Central QA/Supply chain/CEO to get advice on formal reverts to be sent to the said officer. Also if the officer gives any show cause notice or notice to stop the business, or hold the product/reject the product, an immediate discussion with senior management Including Customer QA/system representative to be done before formally accepting the inspection report/ or notice.
7. A formal reply has to be made to any such inspection report either after due completion of actions against the NC's raised, or with a proper timeline of closing the NC's. A formal return receipt of the reply or an OC should be kept in our record for documentation purpose.

**Note:**

1. Take at least duplicate samples and photographs of any material(s) sampled and photographed by the inspector (usually regulatory only).
2. These duplicate sample(s) are going to analyze for the same conditions or organisms as the regulatory agency sample(s).
3. Analysis and proper handling of the sample is depends on the type of sample taken, and the object contaminated. Hence to avoid sample contamination, **ensure the proper sampling procedures.**

List of FSSAI Notified NABL Accredited Food Testing Laboratories for analysis of food samples taken under FSS Regulation for 1 year is attached. (For Reference)


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### Sampling Procedure

1. Food inspector will pick up the samples. He will divide these samples into four parts by making four Representative samples.
2. He will markup and seal each part in such a manner as per it's nature permits.
3. Ensure the sealing with food inspector - each part should be labeled and sealed to ensure that any evidence of tempering can be identified.
4. One part of formal sample will be taken for analysis – ( to the food analyst) Under intimation that the sample will be analysed *categorizing the analysis (Chemical / Microbiological / physical / sensory) by giving Memorandum to Food analyst (Rule 2.4.1(11))*
5. Two parts will be kept in safe custody by appropriate government official.
6. The remaining part (Fourth Part) will be send for analysis to an accredited lab rotary by our side under intimation of government official.
7. A written receipt for the sample(s) with an exact description of each sample(s) collected obtains :
  1. Name of the product,
  2. Size, **Sample size is decided solely by the Auditor/Inspector.**
  3. weight,
  4. Code
  5. Proper label
  6. Total number, etc.
8. Food inspector will ask for signature / thumb impression of the person from whom the sample is taken. So fulfill the requirements by ensuring the accuracy of filled data as above.
9. Arrange the invoices of that particular products sample that taken by government officer as per company's regular inventory system. Kindly remember that **He may pay or may not pay for the taken samples.**
10. If food inspector is going to pick up the samples of M Donald's products then we have to clear that we are not producing the **final McDonald product**. Only the frozen product is being supplying by our side
11. If the sampling of McDonald products is being done then immediately intimate the details of sampling to Vista 's Head Office as well as to McDonalds.

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### Revision Status

Rev no	Rev date	New matter
00	05/12/2014	Issued
01	22/04/2017	Revised (Included responsibility of duty officer During regulatory visits - after business hours)

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