

OUR FOOD SAFETY & QUALITY

Ensuring that we offer nutritious food and protect consumers

DID YOU KNOW?

In 2019-2020, we transitioned all our Janes branded and other breaded and battered chicken products sold in retail from raw to fully cooked. Raw chicken products must be handled and cooked appropriately to prevent risks associated with Salmonella, as Salmonella naturally occurs in raw poultry. Cooking the product at the manufacturing stage ensures all Salmonella is eliminated prior to reaching consumers. This massive undertaking required significant investment in a new oven and a new floor plan design.



Sofina Foods strives to deliver operational excellence in every corner of our business to meet and exceed our commitment to all stakeholders we serve. We have over 100 quality and food safety experts who diligently track and monitor new developments in industry and around the world to stay ahead of emerging risks and ensure we continue to consistently deliver safe quality food.

Our commitment to providing safe, quality products is uncompromising. That is why our internal Quality Assurance and Food Safety policies and programs meet or exceed all Canadian Food Inspection Agency's (CFIA) requirements. We continually look for ways to improve our processes and standards.

FOOD SAFETY

Our manufacturing facilities are all certified to the highest globally recognized standards of the Global Food Safety Initiative. With a vision of Safe Food for Consumers Everywhere, GFSI brings together key stakeholders of the food industry to collaboratively drive continuous improvement in food safety management systems around the world.

This year, the British Retail Consortium Global Standards, the globally recognized standards for food safety, released version 9 of its standards which put greater focus on food safety culture. Our manufacturing teams and plants successfully met these new standards and were able to maintain the highest ratings at all our facilities (A to AA).

Sofina Foods is certified by the Marine Stewardship Council (MSC), and we are audited annually. Overfishing is a grave threat to our oceans. Sofina Foods only purchases from fisheries that are MSC approved and that catch fish in ways to ensure that the long term health of the stock or species and well-being of the ocean are protected to ensure global sustainable seafood.

According to the Centers for Disease Control and Prevention (CDC), foodborne illness is an ongoing and global concern. The need to strengthen food safety systems is more important than ever and this is where our strong comprehensive programs come in. Through scientific and risk approach environmental monitoring, we can measure our cleaning and sanitation programs for pathogens, spoilage organisms and allergens to protect our finished products.





QUALITY

We have strict quality control and safety measures in place which are applied to all food products manufactured and processed at our facilities, as well as throughout our supply chain.

We continuously monitor the effectiveness of our programs through regular swabbing and testing of our manufacturing environment and our products.

All our products are subjected to rigorous oversight by our quality assurance and operations personnel. We employ multiple levels of methods to manage risks such as foreign material detection systems and high-pressure pasteurization.

Food Safety must be a key component of company culture to ensure a company's programs are delivered consistently. Sofina Foods empowers our employees to act and communicate any concerns and we regularly reinforce this through our annual Food and Workplace Health and Safety Survey. These responses provided valuable feedback on where we need to focus for continuous improvement efforts. In 2022, these efforts included:

- Building routines into senior leader plant visits to embed Health and Safety culture into meetings and discussions.
- Safety Survey Action Planning and Tracking added to all monthly plant Continuous Improvement meetings.
- Initiating a monthly meeting with all plant managers focused solely on Safety: what could we be doing better and sharing best practices.
- Launching a quarterly Safety newsletter sharing lessons learned, site wins and safety updates; shared across all plants and offices with salaried and hourly employees.

We measure Food Safety and Quality Key Performance Indicators (KPI's) daily. The results of these KPI's are discussed daily within the plants and reviewed at a senior leadership level.

Sofina Foods has a dedicated national Customer Care team to track and trend consumer feedback ensuring we continually improve our products and processes.

SPECIAL CONSUMER CONSIDERATIONS

Sofina Foods offers a complete line of certified gluten-free products and are certified by the Canadian Celiac Association. We are audited at a regular frequency to ensure we meet the requirements.

We also offer a line of Halal-certified products, and a line of poultry and pork products that are Raised Without Antibiotics (RWA) certified.

WHAT'S NEXT

We are streamlining our complaint process to maintain customer, product, and brand focus.

We will be moving our internal audits to be unannounced in an effort to further drive our audit readiness across all plants. The majority of our facilities have already moved to unannounced third-party audits. Audit results are shared across the business to prioritize business needs.