

# Provide Safe Products and Services

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Food Safety and Security  
<http://www.nichirei.co.jp/english/safety/>

## Basic approach

The Nichirei Group established its Fundamental Policies on Quality Assurance in an effort to guarantee the quality and safety of its products and services. The policies are intended to maintain and raise the level of customer satisfaction and standards for quality control and quality assurance group-wide, especially measures for preventing harm to the health of customers. The policies were revised in 2014 to include the concept of "food defense" along with the conventional approach of preventing food contamination. In the event that a product defect or accident threatens the health of customers, the Group can respond promptly with accurate information through networking systems it has put in place. Internal inspections are conducted under the Group's Quality Management System (QMS) in order to verify and evaluate the effectiveness of these systems, and a plan-do-check-act (PDCA) cycle is carried out as a means for making improvements on an ongoing basis.

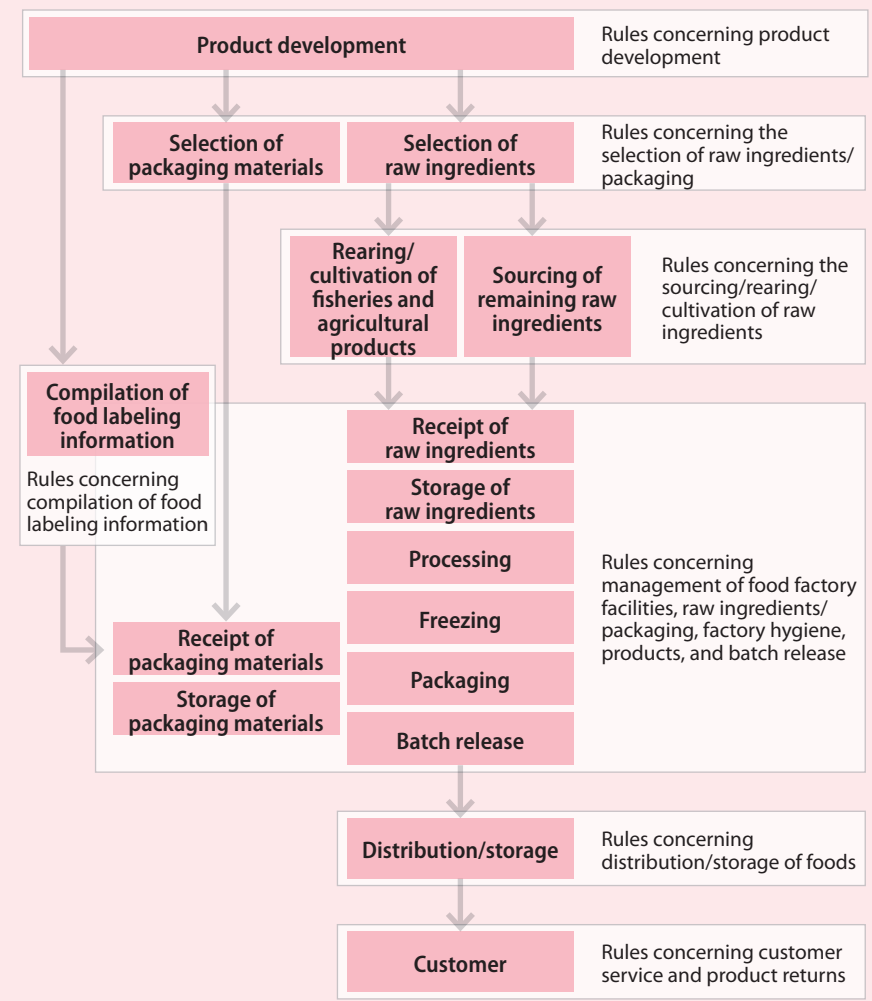
### Fundamental policies on quality assurance

1. Compliance with the requirements of laws governing food products.
2. Recognizing the needs of customers and partners regarding food safety and security, and working to better the Group's quality management and assurance.
3. Applying the concepts of food defense, safety and crisis management, to prevent Group products from threatening the health of customers.



### The Nichirei Group Quality Assurance System

The Nichirei Group recognizes that, in order to ensure the safety of our food, rules are necessary in all aspects of production, from the product development phase to customer support.



### Nichirei's measures for dealing with substances that threaten the safety of food

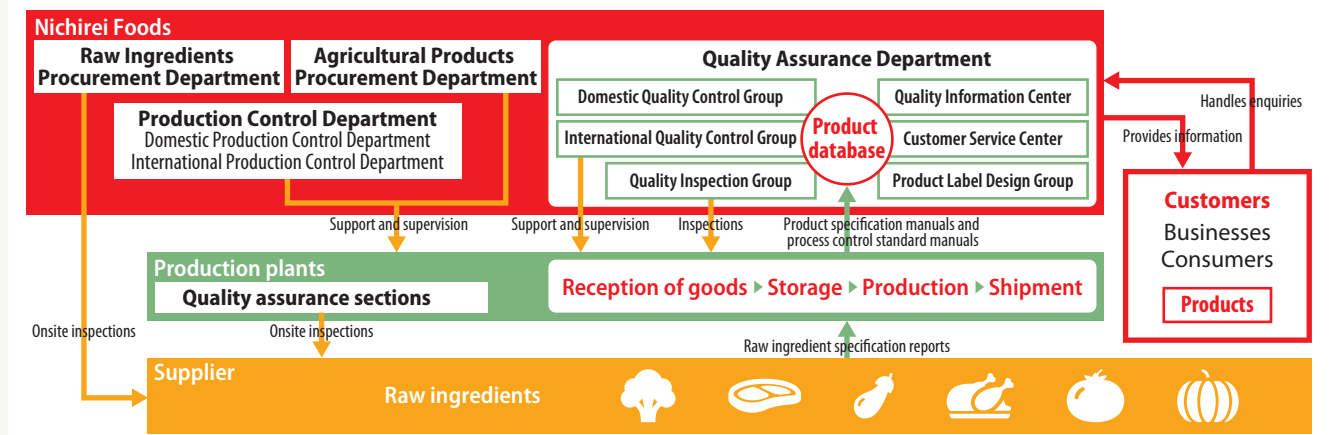
The Nichirei Group has established a variety of safety management systems for ensuring that the products it produces and sells are safe to eat. The Group is implementing food hygiene measures for dealing with six types of substances that can cause harm to customers, described as follows:



### Ensuring food safety and security with comprehensive traceability capabilities

At the production stage, the Nichirei Group has incorporated control techniques based on ISO 9001 standards and the hazard analysis and critical control points (HACCP) system, and created product specification manuals, including process control standard manuals for each product it produces. Moreover, the Group has set control items and requirements for each production process in an effort to ensure strict quality control. The Nichirei Group uses its independently developed Production Assistance System (PAS) at its production plants in Japan and some of the plants of its affiliated companies outside Japan. It has also computerized its food tracing system, which has increased the speed of searches and the accuracy of production controls. These systems are reviewed by quality assurance committees at production plants, and are subject to internal inspections and audits by ISO certification organizations.

#### Nichirei's quality assurance organization



### The Nichirei Group Quality Assurance System

The Nichirei Group's food inspection and analysis operations are based at its Food Safety Center, which verifies the quality assurance activities of all food manufacturing companies in the Group. Inspections are mainly focus on the existence of residual agrochemicals in frozen vegetable products, and residual veterinary drugs such as antibiotics and synthetic antibacterial agents in processed foods made with marine life or meat. In the event that any of these substances are detected, even within regulatory limits, the analysis results are provided to the relevant company and the cause of the results are investigated. At present, the inspections cover more than 400 items related to agrochemicals and veterinary drugs.

#### Initiatives of the Food Safety Center for improving quality and hygiene management in production facilities

<b>Auditing</b>	
● Auditing Inspections	Inspection of factories and products (for microbes, residual agrochemicals/ veterinary drugs, food additives)
● Product Brand Inspection	Checking for allergens, etc.
● Laboratory Auditing	Microbiology laboratories: checks of technologies, management, and operations
● Cross-checks	Testing of microbiology laboratories' proficiency in production facilities
<b>Technical Support</b>	
● Support for microbiological problems at production facilities	
● Ideas for easy testing methods	
● Support for starting up new laboratories	
<b>Training/Guidance</b>	
● Training and technical guidance for inspectors	