

CHAPTER 3

Basic Requirements of ISO 22000

3.1 General Requirement

The organization shall establish, document, implement and maintain an effective food safety management system and update it when necessary in accordance with the requirements of this International Standard.

The organization shall define the scope of the food safety management system. The scope shall specify the products or product categories, processes and production sites that are addressed by the food safety management system.

The organization shall:-

- a) Ensure that food safety hazards that may be reasonably expected to occur in relation to products within the scope of the system are identified, evaluated and controlled in such a manner that the products of the organization do not, directly or indirectly, harm the consumer,
- b) Communicate appropriate information throughout the food chain regarding safety issues related to its products,
- c) Communicate information concerning development, implementation and updating of the food safety management system throughout the organization, to the extent necessary to ensure the food safety required by this International Standard, and
- d) Evaluate periodically, and update when necessary, the food safety management system to ensure that the system reflects the organization's activities and incorporates the most recent information on the food safety hazards subject to control.

Where an organization chooses to outsource any process that may affect end product conformity, the organization shall ensure control over such processes. Control of such outsourced processes shall be identified and documented within the food safety management system.

3.2 Documentation Requirement

The food safety management system documentation shall include:

- a) Documented statements of a food safety policy and related objectives
- b) Documented procedures and records required by this International Standard, and
- c) Documents needed by the organization to ensure the effective development, implementation and updating of the food safety management system.

Control of documents

Documents required by the food safety management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in control of records.

The controls shall ensure that all proposed changes are reviewed prior to implementation to determine their effects on food safety and their impact on the food safety management system.

A documented procedure shall be established to define the controls needed

- a) To approve documents for adequacy prior to issue,
- b) To review and update documents as necessary, and re-approve documents,
- c) To ensure that changes and the current revision status of documents are identified,
- d) To ensure that relevant versions of applicable documents are available at points of use,
- e) To ensure that documents remain legible and readily identifiable,
- f) To ensure that relevant documents of external origin are identified and their distribution controlled, and
- g) To prevent the unintended use of obsolete documents, and to ensure that they are suitably identified as such if they are retained for any purpose.

Control of records

Records shall be established and maintained to provide evidence of conformity to requirements and evidence of the effective operation of the food safety management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records

3.3 Management Commitment

Top management shall provide evidence of its commitment to the development and implementation of the food safety management system and to continually improving its effectiveness by:

- a) Showing food safety is supported by the business objectives of the organization,
- b) Communicating to the organization the importance of meeting the requirements of this International Standard, any statutory and regulatory requirements, as well as customer requirements relating to food safety
- c) Establishing the food safety policy,
- d) Conducting management reviews, and
- e) Ensuring the availability of resources.

3.4 Food Safety Policy, System Planning

Top management shall define, document and communicate its food safety policy.

Top management shall ensure that the food safety policy:

- a) Is appropriate to the role of the organization in the food chain,
- b) Conforms with both statutory and regulatory requirements and with mutually agreed food safety requirements of customers,
- c) Is communicated, implemented and maintained at all levels of the organization,
- d) Is reviewed for continued suitability,
- e) Adequately addresses communication, and
- f) Is supported by measurable objectives.

Top management shall ensure that:

- a) Planning of the food safety management system is carried out to meet requirements given in General Requirements as well as the objectives of the organization that support food safety, and
- b) The integrity of the food safety management system is maintained when changes to the food safety management system are planned and implemented.

3.5 Responsibility, Authority and Food Safety Team Leader

Top management shall ensure that responsibilities and authorities are defined and communicated within the organization to ensure the effective operation and maintenance of the food safety management system.

All personnel shall have responsibility to report problems with the food safety management system to identified person(s). Designated personnel shall have defined responsibility and authority to initiate and record actions.

TEAM LEADER

Top management shall appoint a food safety team leader who, irrespective of other responsibilities, shall have the responsibility and authority:

- a) To manage a food safety team and organize its work,
- b) To ensure relevant training and education of the food safety team members,
- c) To ensure that the food safety management system is established, implemented, maintained and updated, and
- d) To report to the organization's top management on the effectiveness and suitability of the food safety management system

NOTE: The responsibility of the food safety team leader may include liaison with external parties on matters relating to the food safety management system.

3.6 Communication – Internal and External

External communication

To ensure that sufficient information on issues concerning food safety is available throughout the food chain, the organization shall establish, implement and maintain effective arrangements for communicating with:

- a) Suppliers and contractors,
- b) Customers or consumers, in particular in relation to product information (including instructions regarding intended use, specific storage requirements and, as appropriate, shelf life), enquiries, contracts or order-handling including amendments, and customer feedback including customer complaints,
- c) Statutory and regulatory authorities, and
- d) Other organizations that have an impact on, or will be affected by, the effectiveness or updating of the food safety management system.

Such communication shall provide information on food safety aspects of the organization's products that may be relevant to other organizations in the food chain. This applies especially to known food safety hazards that need to be controlled by other organizations in the food chain. Records of communications shall be maintained.

Food safety requirements from statutory and regulatory authorities and customers shall be available.

Designated personnel shall have defined responsibility and authority to communicate externally any information concerning food safety. Information obtained through external communication shall be included as input to system updating and management review.

Internal communication

The organization shall establish, implement and maintain effective arrangements for communicating with personnel on issues having an impact on food safety.

In order to maintain the effectiveness of the food safety management system, the organization shall ensure that the food safety team is informed in a timely manner of changes, including but not limited to the following:

- a) Products or new products;
- b) Raw materials, ingredients and services;
- c) Production systems and equipment;
- d) Production premises, location of equipment, surrounding environment;
- e) Cleaning and sanitation programmes;
- f) Packaging, storage and distribution systems;
- g) Personnel qualification levels and/or allocation of responsibilities and authorizations;
- h) Statutory and regulatory requirements;
- i) Knowledge regarding food safety hazards and control measures;
- j) Customer, sector and other requirements that the organization observes;
- k) Relevant enquiries from external interested parties;
- l) Complaints indicating food safety hazards associated with the product;

The food safety team shall ensure that this information is included in the updating of the food safety management system. Top management shall ensure that relevant information is included as input to the management review.

3.7 Emergency Preparedness

Top management shall establish, implement and maintain procedures to manage potential emergency situations and accidents that can impact food safety and which are relevant to the role of the organization in the food chain.