

# DAGBREEK



Reference No Policy 001  
Description Quality Policy Statement  
Version No 011

Approved *B. vd Meecht*  
Date of issue 5 November 2020

## POLICY STATEMENT

### ***We the Management of Dagbreek Eiers hereby declare that:***

Our policy is essential in guaranteeing safety of our employees, our suppliers, contractors, our customers, our environment and consumers.

Protecting the Health, Safety and security of our Employees and customers and those who work on our behalf is a core value for **Dagbreek Eiers**. We believe in zero harm workplaces, where all incidents/accidents are preventable.

We value human life above all else and we do not accept people being injured whilst working for us or from our products. We believe that one incident is one too many.

We will take all the necessary steps during all the process stages to ensure that we comply with the legislative requirements of Occupational Health & Safety regulations as well as legislative requirements relating to the products which we produce, GMP and Food Safety standards.

We are committed to the effective management of safety and food safety by ensuring that all our operations have a fundamentally safe, well-designed plant, equipment and infrastructure which is maintained and kept in a hygienic condition.

We are committed to operating in accordance with the following principles:

- All incidents, injuries and occupational illnesses are preventable.
- All necessary steps are taken to learn from incidents in order to prevent recurrence.
- The **Dagbreek Eiers** Food Safety and Occupational Health Standards are consistently applied.
- Delivering excellent performance by effectively reducing risks and impacts and adopting standards and performance requirements designed to drive safe behaviours and outcomes.
- Preparing for emergencies with open communication of our safety, security and health risks and concerns to assure emergency preparedness and community right-to-know.
- Processing and delivering a consumer safe product into the market
- Complying to customer requirements and specifications

We are committed by means of providing all resources to implement, maintain and improve the Management System and will include time, training, education, consultation, audits, competent personnel, suitable and adequate infrastructure, safe and healthy work environment, equipment and funding to implement, maintain and continually improve the management system, and to ensure that we comply with relevant legislation and standard requirements.

The management of **Dagbreek Eiers** accepts their responsibility for the optimal structuring and implementation of our policy by creating conditions within the business which will allow the optimal implementation of the necessary activities, and give a high priority to quality and safety awareness in thought and action amongst all staff.

We expect our managers to provide effective leadership by ensuring that all managers, employees and contractors are aware of these commitments and are educated, trained and motivated on their specific responsibilities as a condition of employment or contract.

Our operations will be responsible for the development, implementation and maintenance of safety programmes and procedures, which reflect the **Dagbreek Eiers** policy, standards and mandatory performance requirements.

We will monitor, audit and review our Management System, including this policy, on a regular basis to ensure they remain current and appropriate to the nature and scale of our safety, security and occupational health risks.

**Dagbreek Eiers** has implemented a management system which is communicated to all levels of the organisation by maintaining open lines of communication and through training and awareness programs. The Safety Management System addresses all relevant Pre-Requisite Programs and includes, but is not limited to Cleaning & Sanitation, Staff Health & Hygiene, Training, Maintenance, Internal Audits, Corrective Action System, Calibrations, Control of Non-Conforming Products, Cross Contamination Control, Supplier Quality Assurance, Temperature Control, Pest Control, Traceability & Recall, Food Defence, Waste & Pollution Management and Management Review of the system.

We accept the legal liabilities associated with non-conformities and adhere to Standards & Legislation as documented in Procedure 001 – Standards & Legislation.

A person has been appointed to implement, maintain and improve **Dagbreek Eiers's** Safety Management System in accordance with the standards and acts.

All responsibilities for driving of corrective and preventative action system have been delegated to the Safety Team Leader in conjunction with the Safety Team in writing.

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Clear quality and company objectives are communicated to all levels of the company; regular benchmarking against these objectives is performed to ensure compliance.

A recall procedure is in place.

\_\_\_\_\_  
(Director / Owner)

# DAGBREEK EIERS



Reference No Procedure 001  
Description Standards & Legislation  
Version No 014

Approved *B. vd Meacht*  
Date of issue 3 August 2021

## PROCEDURE FOR STANDARDS AND LEGISLATION

<b>CONTENTS:</b>	1.	Scope
	2.	Purpose
	3.	References
	4.	Definitions
	5.	Responsibilities and Authorities
	6.	Procedure
	7.	Annexures
	8.	Measurements

### 1. **SCOPE**

This procedure applies ALL Standards and Legislation that applies to the farming and food handling activities at **Dagbreek Eiers**.

### 2. **PURPOSE**

To ensure that all the activities are done according the relevant Standards or Legislation as well as providing an easy reference guide to applicable standards and legislation.

### 3. **REFERENCES**

- SANS 10330: 2020 (HACCP)
- SANS 10049: 2019 (Prerequisite Programs)
- SANS 241:2015 (Drinking Water)
- SANS 10156:2014 Handling of chilled and frozen foods (Pulp)
- The Global Food Safety Initiative 2021
- Codex Alimentarius – CAC/RCP 15 – 1976 – Code of Hygiene Practice for Eggs & Egg Products
- Codex Alimentarius – CAC/GL61- 2017 – General Principles of Food Hygiene to Prevent Listeria
- Act 119 – Agricultural Products Standards Act – R345 (2020) - Grading, Packing & Marking of Eggs - Specifications for Perishable Foods
- Act 54 of 1972 – Foodstuffs, Cosmetics and Disinfectants Act - R588 (2018) – Metals in Foodstuffs
- Act 54 of 1972 – Foodstuffs, Cosmetics and Disinfectants Act – R638 (2018) – Hygiene Requirements for Food Premises and Transportation of Foodstuffs
- Act 54 of 1972 – R692 (2012)– Microbiological Standards for Foodstuffs & Related Matters
- Act 54 of 1972 - R1145 (2004) – Regulations governing the tolerances for fungus producing toxins in foodstuffs (Amendment)
- Act 54 of 1972 – Foodstuffs, Cosmetics and Disinfectants Act - R1543 (2002) & R1809 (1999), R215 (2006) Maximum Residue Limits that may be present in Foodstuffs.
- Act 35 of 1984 - Animal Diseases Act
- Act 36 of 1947 - Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act
- Act 62 of 1962 - Animal Improvement Act
- Act 66 of 1990 - Agriculture Research Act
- Act 71 of 1962 - Animal Protection Act
- Act 107 of 1998 – National Environmental Management Act
- Act 17 of 2010- Consumer Protection Act
- Act 14 of 2005 - Co-operations Act
- Act 55 of 1998 - Employment Equity Act –
- Act 130 of 1993 – Workman’s Compensation Act
- Act 29 of 1993 – Standards Act
- Act 75 of 1997 – Basic Conditions of Employment Act
- Act 77 of 1973 – Trade & Metrology Act
- Act 15 of 1973 - Hazardous Substances Act
- Act 85 of 1993 – Occupational Health & Safety Act
- SAPA Code of Practice
- CPA Notice R490 of 2012
- Client Specifications
- Act 57 of 2002 – Disaster Management Act – R480 (2020), R303 (2020)
- Act 4 of 2013 – Protection of Personal Information

# DAGBREEK EIERS



Reference No Procedure 001  
Description Standards & Legislation  
Version No 014

Approved *B. vd Mescht*  
Date of issue 3 August 2021

## 4. DEFINITIONS

As set out in the above Standards and Acts

## 5. RESPONSIBILITIES AND AUTHORITIES

Management shall ensure that the required Standards and legislations are adhered to.

## 6. PROCEDURE

- Standards are obtained from the SABS
- Legislation and guidelines can be obtained from the Governmental web sites
- Client specifications can be obtained from clients

## 7. ANNEXURES

None

## 8. MEASUREMENT

This procedure will be measured by the number of non-conformances reported during audits or inspections.

# DAGBREEK EIERS



Reference No Procedure 008  
Description Cleaning, Sanitation & Disinfection  
Version No 013

Approved *B. vd Mecht*  
Date of issue 17 May 2022

## PROCEDURE FOR CLEANING AND SANITATION

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	2.	Purpose
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	4.	Definitions
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	8.	Measurements

### 1. SCOPE

This procedure defines the cleaning and sanitation practices at **Dagbreek Eiers**

### 2. PURPOSE

The purpose of this procedure is to ensure proper cleaning and sanitation of all the facilities and equipment at **Dagbreek Eiers** takes place in order to reduce and as far as possible eliminate contamination and cross contamination of the product, and to maintain an effective hygiene standard, including the Biosecurity Area

### 3. REFERENCES

Refer to Procedure 001 – Standards & Legislation

### 4. DEFINITIONS

Refer to Procedure 001 – Standards & Legislation

### 5. RESPONSIBILITIES AND AUTHORITIES

#### **Food safety Team Leader & Pack House Manager**

- Must plan all cleaning and sanitation activities on a Master Cleaning Schedule in conjunction with the Food safety team
- Must maintain all records in accordance with Procedure 002 – Control over records
- Shall perform periodic inspections and microbiological tests to verify the cleaning program
- Shall analyze the data/records collected from the various activities to set new objectives and to formulate corrective and preventative action.

#### **Managers/Supervisors**

- Shall adhere to the cleaning and sanitation as set out in the Master Cleaning Schedule.
- Shall ensure that the personnel working under them follow the Works Instructions and Cleaning Schedules for cleaning and sanitation and that the records of these are kept
- Shall enforce clean as you go principles

### 6. PROCEDURE

#### **Chemicals**

**Cleaning Chemicals:** Only suitably approved cleaning chemicals which are designed for use in the food industry may be used for cleaning and sanitation purposes. MSDS of these shall be kept on record with the application/dilution instructions.

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Chemical dilution verifications shall be done on a monthly basis and records of verification shall be kept. Chemical dilution verifications are done according to instructions and parameters received from the cleaning chemical suppliers

Under no circumstances may any household cleaning chemicals be used.

**Sanitizer:** No scented disinfectants shall be used in the pack house. Material safety data sheets and Technical Data sheets of all the chemicals used must be kept on file.

## Storage and Control of Chemicals

Chemicals are stored in a designated separate chemical storeroom which is kept locked for restricted access by authorized personnel only.

The storage area will be protected against spills and only designated staff are allowed to decant and dilute the chemicals.

## Cleaning program

There is to be a detailed cleaning program or schedule for each area. All surfaces, equipment, utensils and structure in the area shall be listed. Surrounding areas and trucks of **Dagbreek** are included on the schedule. The program shall state the frequency of cleaning each surface, the chemicals to be used and at the specified dilution and contact time, as well as method of cleaning and the responsible person.

## Clean As You Go

All staff are responsible to keep their area of work clean during the production period. This includes cleaning up of spills and disposing of waste which could attract pests (this must be done at every tea time and break) and general good housekeeping at all times.

## Cleaning Equipment

Cleaning equipment must as far as possible be colour coded so that they are used for specific applications and areas only. This includes the Biosecurity Area

All cleaning equipment must be cleaned and sanitised every time after use before storage and should be in a good state of repair.

Cleaning equipment must be stored in a hygienic state and manner to prevent contamination. This includes storing the equipment so that the heads do not touch the floors and equipment being stored either in the area of use, or so that the different colours do not touch each other. Squeegees and cloths must be completely submerged in sanitizer when being stored.

## Inspections & Records

Inspections are to be carried out in line with the Master Cleaning Schedule to ensure standard of hygiene is maintained, and where necessary corrective action can be implemented and if necessary, preventative action.

Records of inspections will be kept.

## Bacteriological monitoring of the disinfection (Hen houses) procedures:

Cleaning and disinfection of hen houses will be done after depopulation. Before placing new hens in cages, surface swabs will be taken and tested (according to testing matrix) by SANAS accredited lab to verify that disinfection was effective.

## Validations

The cleaning program must be validated to ensure that the hygiene standard can be maintained in a good state.

This must be done by means of microbiological testing (e.g surface swabs) pre-cleaning and then again post cleaning.

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Approved *B. van Mecht*  
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Validations must be done whenever there is change in chemicals, chemical use (e.g change in dilutions) and cleaning methods.

## **Verifications**

Swabs will be done after cleaning & sanitation at scheduled intervals to verify effectiveness of cleaning & sanitation.

All observations and non-conformities are to be treated as serious and corrective and preventative measures will be discussed and implemented by the Food safety team as soon as possible until problems are rectified.

Immediate follow up testing must be performed to verify effectiveness of corrective actions applied.

## **7. ANNEXURES**

Master Cleaning Schedule  
Microbiological Test Matrix  
Hygiene Inspection Records  
Laboratory Test Reports

## **8. MEASUREMENT**

The effectiveness of the process will be measured by analyzing the data obtained from the various processes identified in paragraph 6 above.

- Records will be kept to verify/analyze
  - Effectiveness of the cleaning and sanitation program
  - Compliance to the Master Cleaning Schedule
  - On the basis of analysis, the necessary corrective/preventative action will be implemented

# DAGBREEK EIERS



Reference No Procedure 009  
Description Biological Hazard Control  
Version No 009

Approved

*B. vd Meecht*

Date of issue 17 May 2022

## PROCEDURE FOR BIOLOGICAL HAZARD CONTROL

- Contents:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexures
  8. Measurements

### 1. **SCOPE**

This procedure defines the required steps to be taken by **Dagbreek Eiers** during a disease outbreak.

### 2. **PURPOSE**

The purpose of this procedure is to ensure that adequate and necessary steps are taken to prevent as far as possible contamination through any disease outbreak which may occur, either by cross contamination or by natural contamination.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation  
VPN/44/2012-01 Standard for the inspection of Poultry Farms for export

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Farm Owner  
Executive Management  
Food Safety Team  
Crisis Management Team

### 6. **PROCEDURE**

#### **Prevention / Control, including Salmonella reduction / prevention Feed**

Feed is purchased from approved suppliers only who have GMP in place

Quality of incoming feed is visually monitored. General appearance of feed and the hygiene standard of the delivery vehicle is checked upon delivery.

Salmonella monitoring lab analysis is requested from the supplier as well as any periodic batch analysis (if they perform batch analysis) for protein content, moisture content etc.

#### **Hens & Hen Houses**

Point of lay hens is purchased from approved suppliers only, and is delivered with accompanying health certificate (inoculation history).

Flock health is managed via a vaccination program under the supervision of appointed vet which includes salmonella monitoring.

Only staff members assigned to work in the hen houses are permitted entry after signing the Biosecurity Declaration. Staff members to follow the procedure for the using of the showers and foot baths and fumigation of clothes, glasses, shoes etc.



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Reference No Procedure 009  
Description Biological Hazard Control  
Version No 009

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Staff members who work in the hen houses are not permitted to keep any poultry of any kind to prevent possible spread of disease / bacteria to hen houses.

Foot baths are available at all entrances, and a disinfecting spray booth is situated at the main gate entrance for vehicles that requires access.

When advice from consulting vet is required, samples of carcasses, chickens, bloods etc are taken by the consulted vet.

Consulting vet is the **ONLY** visitor permitted to enter the hen houses as these are considered biological sensitive areas.

Under no circumstances will **ANY** other visitor be allowed access to hen houses.

All items entering the hen houses (tools, pens, glasses, shoes, note books etc) should be fumigated in the designated fumigation box.

No eating, drinking or smoking allowed in the hen houses.

Cleaning and disinfection of hen houses will be done after depopulation. Before placing new hens in cages, surface swabs will be taken and tested (according to testing matrix) by SANAS accredited lab to verify that disinfection was effective.

Biological hazard control procedure is in place and shall be activated if there is an outbreak of any disease such as Salmonella, Avian Influenza, Infectious Bronchitis etc.

## **Packaging & Eggs (fresh & packed product)**

All incoming & outgoing deliveries are inspected to reduce the possibility of pests being introduced and to ensure that no possibly contaminated product and packaging is either accepted or dispatched to clients.

## **Staff Hygiene**

Protective clothing and uniforms are issued by **Dagbreek Eiers** and are kept clean by regular hygienic laundering and are maintained in a good state. The standard issue uniform includes shoes issued by **Dagbreek Eiers** which are not permitted to be worn home.

Protective clothing covers the staff members own clothing, in particular jersey sleeves.

Staff washes and sanitizes their hands upon entering production area as well as during the grading & packing process (especially at the candling area).

Hand swabs are done at scheduled intervals to verify efficacy of hand washing practices.

No food is allowed in the production area or in the food processing area and eating and drinking is only allowed outside the production area or in the canteen area.

## **Cleaning & Sanitation**

A clean as you go policy is implemented and breakages are cleared away out of the production area at least every break and at end of shift. The breakages containers shall be washed and sanitized at least daily.

A Master Cleaning Schedule is implemented to ensure that the production area and cleaning equipment is kept clean. This cleaning program shall be monitored and scheduled intervals to verify efficacy of cleaning and sanitation. Swabs and laboratory testing is done to act as an early detection so that corrective action can be implemented.

## **Pest Prevention & Control**

An appointed external Pest Control Company is appointed to effectively control pest infestations and regular internal pest scouting will be done to monitor the performance of Pest Control Company.

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Description Biological Hazard Control  
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*B. van Mecht*

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Flies and pest control in the hen houses are controlled internally by means of red top fly catchers and are monitored on a regular basis. Screens are installed on all doors and windows which open to the exterior and doors are made rodent proof.

Staff are trained to identify possible pest infestations and incidents are reported to management for further follow up from Pest Control Company.

Drainage is adequate and stagnant water is eliminated as far as possible so as not to provide breeding ground for bacteria and attraction of pests

Building surround is kept clean and rubbish free. Grass is maintained around the production area and hen houses to eliminate passageways for pest movement such as rats and breeding grounds for pests such as flies & cockroaches.

Materials such as old pallets and metal will be stored off the ground to prevent pest harborage sites

## **Reaction**

A Recall team will be elected by the Farm Owner to deal with any outbreak of a disease that may occur.

Because each and every Biological Hazard seems to have a life and personality of it's own, a risk assessment will be performed to establish what the possible risks are, and to determine what further steps are to be taken to prevent contamination of the product, to protect the health of the staff, the health of the consumer, and any steps necessary to contain contamination to prevent further spread of any disease. These actions could be any of the following: Restricted movement, additional sanitizing, foot dips, incineration of product, additional veterinary medicines to layers, inoculations and whatever other restrictions that the situation dictates.

Should it be deemed necessary, the local authorities could be called in to assist with the management of the situation, or to consult with on what action would be necessary to prevent further spreading of the disease or outbreak. This would include veterinarians.

Should the situation dictate so, the Crisis Management Plan will be implemented to deal with the various aspects of recalling of product, the media etc.

The risk of Avian influenza is very low, as the houses are sealed/pest proof and wild birds do not enter, and water is chlorinated. In case of an outbreak & the birds are infected, they shall be buried underground in a sealed septic tank, and the birds shall be covered with lime

## **Disease Control and Surveillance**

Records must be kept of all testing performed and the results, as well as records of all mortalities Salmonella testing must be done monthly according to a recognized Salmonella reduction program.

## **Review of Emergency Situations**

Records of actions taken for all emergency situations, including outbreaks must be recorded and evaluated for effectiveness. Measures necessary for improvement must be implemented to improve effectiveness of response when identified in the evaluation

## **7. ANNEXURES**

None

## **8. Measurement**

The effectiveness of this procedure will be determined by how effectively a situation is dealt with and the hazard contained with minimum interruption to production, sales and absenteeism.

# DAGBREEK EIERS



Reference No Procedure 010  
Description Microbiological Tests  
Version No 013

Approved

*B. van Mecht*

Date of issue

17 May 2022

## PROCEDURE FOR MICROBIOLOGICAL TESTS

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1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
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### 1. SCOPE

This procedure defines the activities employed to detect foodborne pathogens and what actions will be taken should the test results indicate that there are foodborne pathogens present.

### 2. PURPOSE

The purpose of this procedure is to ensure that products are routinely monitored for foodborne pathogens and to ensure that corrective actions are addressed with non-conforming test results.

### 3. REFERENCES

Refer to Procedure 001 – Standards & Legislation

### 4. DEFINITIONS

Refer to Procedure 001 – Standards & Legislation

### 5. RESPONSIBILITIES AND AUTHORITIES

Production Manager  
Food safety Team Leader

### 6. PROCEDURE

#### **Laboratories**

The testing methods used by the approved laboratory must be in accordance with legislative requirements.

All testing laboratories performing scheduled tests must be SANAS accredited, and the test methods used must be traceable to national or international test methods e.g. SANS or ISO approved test methods.

The Food safety Team Leader is responsible to take samples for testing and swabs and must ensure that the samples are clearly marked. The report must clearly indicate and reflect the sample number and sample details for reference purposes.

#### **Testing Requirements**

Testing requirements are planned on the Testing Matrix and includes testing on meat samples / swabs, surface swabs, hand swabs, listeria swabs, water (Microbiological and heavy metals) and antibiotic residue testing. Acceptable limits have been established using Codex Alimentarius, supplier requirements and includes pathogens identified in the HACCP study which is not listed for testing in Codex Alimentarius.

All acceptable limits for test results are documented on the Testing Matrix for ease of reference and includes legislative and customer requirements. Codex Alimentarius testing guidelines will be used where legislative requirements are not available. Testing Matrix is reviewed annually as a minimum as part of Annual Management Review, or whenever there are changes in legislative or customer requirements.

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Reference No Procedure 010  
Description Microbiological Tests  
Version No 013

Approved

*B. vd Mecht*

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## Sampling & Sample Labelling

Hands must always be washed and sanitized before handling any sample. The samples must be taken with care to prevent cross contamination so that the result is a true reflection of the microbiological standard of the sample.

Samples must be handled in a manner to prevent spoilage and excessive bacterial growth especially bacterial growth due to break in cold chain (egg pulp) and storage conditions which encourage bacterial growth.

Samples and swabs must be labelled properly so that it is traceable to specific equipment, specific batch, product type or staff member to ensure proper traceability for follow up if required due to non-conforming results

## Blood

The Farm Owner will draw blood samples when placing new chickens, or when any deviation in egg production or mortality rate is noted, or under the instruction of the consulting vet.

The results of these blood tests shall be discussed with the Farm Owner

## Feed

Feed is periodically analyzed for compliance against Act 36 of 1947 – Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act– R70 & R789, or whenever there is a change observed in egg production.

Aflatoxin tests are done whenever signs of mould growth is noticed on the feed.

Salmonella tests on the feed at scheduled intervals.

## Eggs and Pulp

Eggs and pulp shall be tested at planned intervals as per test matrix and according to specifications and standard requirements

Both fresh incoming eggs and shelf life retention samples shall be tested for bacteria, moulds, yeast and antibiotic residue

A minimum of 2 eggs for incoming fresh eggs and 2 eggs for retention samples shall be sent away for analysis. If the egg suppliers have not submitted the required microbiological test results on the fresh eggs, 2 eggs per supplier will be sent away for analysis.

Clear identification shall be submitted to the lab for clear indication of supplier, fresh and retention samples on the test reports.

Eggs shall be tested in accordance to Act 54 – Foodstuffs and Cosmetics Act – R692 requirements, egg pulp will be tested for Listeria in addition as per the testing matrix.

## Antibiotics

Antibiotic Residue (MRL) tests shall be done as a minimum of every 6 months consisting of 1Kg sample per hen house.

Should antibiotics be administered, a sample will be sent for screening from the affected hen house.

Eggs shall be tested in accordance with Act 54 – Foodstuffs and Cosmetics Act - R1543, R1809 & R215

## Swabs

All swabs shall be taken after cleaning and sanitation and hand washing has taken place to further verify efficacy of cleaning & sanitation and hand washing practices.

Equipment swabs and hand swabs shall be taken quarterly according to specifications and standard requirements.

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*B. vd Mecht*

Date of issue 17 May 2022

The swabs are tested for the presence of bacteria and must be tested in accordance with Act 54 of 1972 – Foodstuffs, Cosmetics and Disinfectants Act – R638 (surface swabs) and for e-Coli and Staph Aureus on hands.

Listeria swabs will also be done in drains and cold rooms / freezers.

Listeria swabs must be taken during production before cleaning and sanitation takes place to verify the absence of listeria monocytogenes and will be taken in areas where listeria monocytogenes is likely to grow such as drains and cold rooms

Hand swabs must be taken as staff enter the production facility to verify that they have effectively washed and sanitized hands.

## **Water**

Water shall be tested at planned intervals according the planned test matrix. Once a comprehensive trend can be established over the dry & wet seasons, and testing frequency minimized and justified accordingly.

The water samples shall be drawn at various taps on a rotational basis and the source shall be identified on the sample and test reports.

Water shall be tested according to SANS 241:2015 (Part 1 & 2) (TPC, Coliforms and e-coli) and shall include one heavy metal analysis per annum.

## **Non-Conforming Results**

All out of specification lab analysis results must be followed up immediately with a Non-Conformance Report for urgent investigation and corrective and preventative measures. These NCRs shall be treated as serious and shall be investigated accordingly to as far as possible eliminate a food safety issue.

The recall procedure could be activated if the contamination poses a consumer safety hazard

Management will decide on how to correct the problem, based on what bacteria is found as well as the severity (bacterial load) (refer to Works Instruction – Investigation of Non-Conforming Lab Test Results)

## **Determination of Shelf Life**

All products must be tested once off microbiologically to determine the shelf life of the product.

Samples must be taken and tested according to test requirements on the matrix. However, these tests must be done on the same batch and must be done on the fresh sample, during the shelf life, on shelf life as well as after shelf life.

Shelf-life samples must be kept in conditions that they would normally be stored at to ensure that the shelf life is accurately determined.

Shelf life must be allocated on the product according to microbiological validation and in a time frame which will ensure that the product is safe for consumption

## **Evaluation of results**

All results received must be reviewed, trended, and evaluated to determine effectiveness of implemented control measures for prevention of contamination and cross contamination.

## **Follow up Action**

A follow up test must be conducted (same as non-conforming result) to verify that the corrective actions are effective.

Increase the frequency of the tests until two negative results were obtained, then revert to scheduled tests.

Constant good housekeeping and hygiene training is the key to prevent gram negative bacterial cross contamination.

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Reference No Procedure 010  
Description Microbiological Tests  
Version No 013

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*B. vd Mecht*

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17 May 2022

## **7 ANNEXURES**

Test Matrix

Lab Results

WI – Investigation of non-conforming lab test results

## **8 MEASUREMENT**

The effectiveness of this process will be measured by number of negative test results obtained.

# DAGBREEK EIERS



Reference No Procedure 011  
Description Staff Health & Hygiene  
Version No 010

Approved

*B. van Mecht*

Date of issue 17 May 2022

## PROCEDURE FOR STAFF HEALTH & HYGIENE

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1. Scope
  2. Purpose
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### 1. **SCOPE**

This procedure applies to all staff working in the production area as well as hen houses.

### 2. **PURPOSE**

The purpose of this procedure is to ensure that any illnesses, cuts and abrasions are dealt with effectively to prevent contamination to product and hens, to protect other staff from contracting any contagious illnesses, to ensure that personal hygiene is of an acceptable standard and to comply with Biosecurity requirements.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

- Food safety team leader is responsible to ensure that all new staff complete the Health Questionnaire Form prior to commencing work in the pack house and hen houses and this should be repeated annually.
- Food safety team leader is responsible for appointing a staff member to do daily staff inspections, and for keeping record of these inspections.
- The HACCP team leader is responsible to constantly observe staff for illnesses.
- All staff are responsible for reporting any illnesses, cuts, abrasions etc to management of **Dagbreek Eiers**.
- Staff is responsible to complete the Health Questionnaire honestly and not withhold any medical condition or illness from management. The Health Questionnaire to be completed annually.

### 6. **PROCEDURE**

#### **Staff Health Questionnaire**

All staff shall complete the Health Questionnaire once per annum to ensure that they are fit to work in a food production area.

All new staff must complete the Health Questionnaire before commencing work and must be declared fit to work in a food production environment.

All staff will sign a Code of Conduct as part their induction training when newly employed, and once per annum as part of refresher training.

Staff that are HIV positive shall be allowed to work in the pack house only if they are not infected with Hepatitis and TB. Staff with TB that is on medication may work in the Production areas only if they are on medication and if the TB is not contagious anymore, if their cough is under control and if they have been cleared medically to be fit for work. They must be assigned duties outside the production area where they do not work with the product if they are coughing

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Reference No Procedure 011  
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Version No 010

Approved

*B. vd Maacht*

Date of issue 17 May 2022

Staff showing signs of Staphylococcus Aureus or that has been identified with Staphylococcus Aureus must be treated with antibiotics until the infection has been cleared up. These staff members must be medically deemed fit to work in a food production environment by medical professional such as their doctor or the clinic.

If any production staff member is suffering from diarrhoea, vomiting, or signs of any other contagious disease, he /she is to be sent home immediately due to the risks involved. They are not allowed to commence work until the symptoms has ceased completely to prevent contamination of the product and infection of other production staff.

Production area staff members observed with persistent cough must be reported to the Team Leader. If the cough is dry and the person is aware of the correct way of preventing the dispersal of germs whilst coughing, they can be moved to an area where they can work and not be in direct contact with the product. If they have a cough that is productive of sputum or phlegm, they, are to cease work and only commence when management is secure in the knowledge that the cough is no longer productive or infectious.

Staff members who have been booked off ill will only be allowed back to work if it can be established that the illness has not been contagious by means of a sick note from the doctor and that the staff member has recovered

## Plasters & Gloves

All staff are inspected on a daily basis before commencement of work and records of these inspections are maintained.

Should a staff member be observed with an open sore on their hands, arms, face or other exposed area they are to be reported to the Team Leader who will then assess the extent of the wound and decide whether it can be covered or whether it is a danger to product.

If the sore / wound is not too serious and can be covered with a brightly coloured plaster, a plaster will be issued together with a latex glove for wearing whilst working with product.

During the day the person is responsible to ensure that their dressing does not come loose and that the glove does not get a hole in it. If either happens, they will report to management where this will be corrected / replaced. The plaster and glove are checked at the end of the day and record of this inspection is maintained.

If a septic / oozing sore is observed, and there is a high risk of contamination to the product, or danger to the health of other workers, the person will be sent home until such time as the wound has healed. They cannot commence work until management has decided it safe.

If a plaster and glove is issued during production time due to an injury / cut and equipment is contaminated by human blood, the equipment shall be cleaned and sanitised before use again, and all contaminated product & packaging will be rejected.

## Blood Contamination

Whenever there is a glass breakage incident or anyone who cuts / injures themselves, production must be stopped, and the incident must be reported to Management for further action. The Blood Contamination procedure must be activated whenever there is an incident with blood spillage.

## Uniforms

Employees must wear clean protective clothing including hair covering and shoes provided by the company. Gloves may be required to be worn in certain application provided it is issued by team leader and documented. Uniforms including shoes remain the property of the company and may not be worn home.

Management is responsible for the provision of suitable protective clothing which is maintained in good state of repair. The protective clothing is appropriate for a packhouse private clothing and hair and ears are fully covered, and prevents as far as possible contamination from perspiration.

The design of protective clothing will facilitate easy removal and storage when entering and exiting the production area. Color coded mop caps is introduced to various areas in pack station

Green= Pack House

Red= Liquid Room



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Blue= Visitors  
Black= Biosecurity

Protective clothing purchased for use must be of hygienic design and not lead to contamination from threads, or zips and shall be maintained in a manner to prevent contamination and cross contamination.

Protective clothing will not have external pockets above the waist, or if purchased with pockets will be sewn closed or removed completely. There are no buttons on the uniforms.

Men with beards are required to wear beard snoods.

Uniforms may not be worn outside the production area and employees may not take protective clothing home.

Protective clothing is changed at least twice per week, and more often when required (e.g summer months and when there is extreme heat).

Protective clothing will be stored hygienically in lockers or in the factory on hooks when not in use and may not be mixed with private clothing.

Protective clothing may not be used for any other function other than production activities of the product.

The use of gloves is not required for production and packing processes, but the plaster & glove procedure will be followed in the event of sores or cuts.

Standard issue shoes which are closed and are cleanable must be provided by management and are shoes must be made of non-absorbent material so that they are cleanable.

All staff issued with protective clothing is responsible to adhere to code of conduct and this procedure.

## **Laundering of Uniforms**

Uniforms shall be hygienically laundered. Uniforms may not be laundered with other laundry and must be dried either by a tumble dryer or must be dried in a controlled environment to eliminate contamination from environmental sources. Staff may not wash their own uniforms at home.

The uniforms and shoes of the staff working in the hen houses will be fumigated in the designated fumigation bin before wearing them in the hen houses.

Shoes are cleaned on a regular basis.

## **Personal Hygiene**

Nails must be kept short and clean; nail polish may not be worn.

Hands must be washed before starting work, after every break, after smoking, blowing nose, coughing, talking on the cell phone, after using the toilet and whenever necessary according to the production environment and after cleaning activities.

Hen house staff will comply with the procedure for using of the showers and foot baths before entering the houses. All items entering the hen houses will be fumigated before entering.

No jewellery may be worn with the exception of Medical Alert necklace (to be worn under protective clothing) No "pendant" or stud earrings, rings with stones, neck chains, bracelets, watches (worn on the arm) are permitted.

Employees may not carry medication, smoking materials, matches, used handkerchiefs or cosmetics in pockets or on them.

## **Using of Showers (Hen house staff, Visitors, anyone entering Biosecurity Area)**

Only authorized staff and visitors are allowed in the Biosecurity Area after using shower facilities.

Using of showers is monitored by a "Using of Showers" register which must be completed by staff and visitors every time they use the showers.

See "Using of Shower" Work Instruction for step-by-step details for the using of the showers.  
All items and equipment will be fumigated before entering Biosecurity Area.

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## Using of Footbaths (Hen house staff, Visitors, anyone entering hen houses)

Only authorized staff and visitors are allowed in hen houses after using the footbaths located at the entrance of each hen house.

Using of footbaths is monitored by a "Using of Footbaths" register which must be completed by staff and visitors every time the use the footbaths.

See "Using of Footbaths" Work Instruction for step-by-step details for the using of the footbaths.  
All items and equipment will be fumigated before entering the hen houses.

## Eating, drinking & smoking

No eating or drinking of any kind is allowed in any of the hen houses or production areas such as the Pack House, packaging store, receiving and dispatch areas and includes eating of chewing gum, sweets, and toothpicks / matches.

Personal items including food and drink may not be brought into food storage, preparation, production, or packaging areas

Smoking is only allowed in the designated smoking areas and stompies must be discarded in the containers provided. Spitting in food handling or storage areas is strictly forbidden

## Canteens

Designated staff canteen is available, and no storing of uniforms are allowed in the canteen area. The canteens are used for food storage and consumption and are separated away from production facility by means of self-closing doors to minimize cross-contamination hazard. Canteens shall be maintained in a hygienic state and is included on the Master Cleaning Schedule and are inspected daily.

## Visitors & Contractors

All visitors and contractors will adhere to company's Code of Conduct

## 7. ANNEXURES

- Daily Staff Check
- Illness Register
- Plaster & Glove Issue
- Blood Contamination Work Instruction
- Using of shower Work Instruction
- Using of footbaths Work Instruction
- Using of shower Register
- Using of footbaths Register

## 8. MEASUREMENT

This procedure will be measured by the efficiency of plaster and glove issue relevant to daily staff inspections, and by observing staff for illness. NCR's shall be generated for any Non-Conformances noticed.

# DAGBREEK EIERS



Reference No Procedure 012  
Description Prevention of Contamination & Cross Contamination  
Version No 013

Approved *B. vd Mecht*  
Date of issue 17 May 2022

## PROCEDURE FOR PREVENTION OF CROSS CONTAMINATION

- CONTENTS:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexures
  8. Measurements

### **1. SCOPE**

This procedure shall apply to all the activities of *Dagbreek Eiers* to reduce or eliminate contamination of the product.

### **2. PURPOSE**

To ensure that necessary inspection and steps are taken to reduce or eliminate the risk of contamination and cross contamination (biological, chemical, and physical).

### **3. REFERANCES**

Refer to Procedure 001 - Standards & Legislation

### **4. DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### **5. RESPONSIBILITIES & AUTHORITIES**

All designated inspectors shall ensure that the necessary inspections are performed, and records kept demonstrating compliance to this procedure.

All staff are responsible to report incidents of contamination observed, or when they observe the potential of cross contamination occurring.

All staff shall take all necessary steps and precautions to prevent cross contamination.

### **6. PROCEDURE**

#### **Hens & Hen Houses**

- Flock health is managed via a vaccination program under the supervision of appointed vet which includes salmonella monitoring.
- Biological hazard control procedure is in place and shall be activated if there is an outbreak of any disease such as Salmonella, Avian Influenza, and Infectious Bronchitis etc.
- No visitors shall be allowed in the hen houses without permission from management. They will be required to sign a Biosecurity Declaration and to use the showers and foot baths before entering the hen houses. All equipment taken into hen houses shall be fumigated before entering. Only authorized personnel shall be allowed access into the hen houses.

#### **Feed**

- Feed is purchased from approved suppliers only.
- Quality of incoming feed is visually monitored. General appearance of feed and the hygiene standard of the delivery vehicle is checked upon delivery.
- Salmonella monitoring lab analysis is requested from the supplier as well as any periodic batch analysis which includes protein content, moisture content, fat, fiber, ash. COC's are requested per delivery.
- Aflatoxin and Melamine tests are requested from the feed suppliers and feed is inspected when it is received for signs of mould growth.
- Melamine free declarations are requested from premix suppliers / feed company.

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Reference No Procedure 012  
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## Packaging

- Packaging is inspected upon receipt for signs of insects, rodents, or other foreign matter. Should any signs be noted the packaging shall be rejected and returned to the supplier.
- Packaging remains wrapped until it is drawn off for production, during this de-packaging stage the staff will check for signs of insects, rodents, or other debris. Should they notice anything management shall be informed, an NCR shall be completed to investigate the root cause of the problem. Affected packaging shall be condemned and immediately destroyed.
- Pulp packaging trays used for egg collection must be clearly identifiable from new packaging used for final products to prevent unintended use on final product and storage practices must prevent cross contamination from used packaging to new packaging

## Eggs

- All incoming & outgoing deliveries are inspected to ensure that there are no signs of pests in order to reduce the possibility of introducing pathogens from insects and pests
- Dirty and cracked eggs are as far as possible separated and removed during collection in the hen houses.
- Eggs are monitored from the time that they are placed on the grader until the end of the candling section where cracked eggs, dirty eggs and egg with thin shells are removed from the packing line.
- Eggs are packed in approved packaging such as custom-made trays which is self-closing; or shrink wrapped and packed in cardboard boxes to prevent possible contamination.

## Blood, Plasters & Gloves

- Eggs and packaging will automatically be rejected when contaminated with blood.
- Any equipment that is contaminated by blood will be properly cleaned and sanitized before it is used again.
- Plaster will be brightly coloured so that they are identifiable from the eggs and shall be issued together with a glove to cover the plaster. These shall be checked at the end of shift to ensure that the plaster and glove has not been lost during production.

## Glass and Hard Plastics

- No glass or hard plastic packaging is used in the production area and windows are laminated and lights are covered.
- A glass breakage procedure and glass register is in place. Daily inspections are done and inspections are recorded items which are cracked or broken will be replaced as soon as possible after non-conformance has been detected.
- Where possible, replacements will take place out of production hours and consideration will be given to the safe removal and disposal of glass and hard plastics being replaced.
- Any product and packaging that could possibly be contaminated with glass from glass breakage shall be rejected and safely disposed of

## Pallets (Wood splinters & nails)

- Pallets are inspected daily, and records are kept
- All defects are reported and attended to as soon as it is possible. All defective pallets are removed out of the pack house and are either repaired or disposed of
- Any product and packaging that could possibly be contaminated from splinters and nails from the pallets shall be rejected and safely disposed of

## Metal

- A tool check is done after maintenance functions are done to ensure that there are no tools left around in the pack house and equipment maintained.
- All metal from maintenance (nuts, bolts, washers, screws etc) is cleared up and post maintenance check is in place.

## Lubricants (Maintenance)

- Only approved food grade lubricants shall be used in areas where there is a contamination risk. MSDS's for all other lubricants will be available and these lubricants will only be used where there is no contamination risk

## Pests & Pets

- Fly catchers (EFK) used are of the type that has an adhesive strip, reducing the probability of insect parts falling on product.

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Version No 013

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- The pack house and hen houses are equipped with green bait box stations around the building.
- Doors are kept closed as far as practicably possible to keep out birds and other pests
- The pack house structure is pest proof
- Pest control is outsourced and controlled by means of internal pest scouting to ensure that the control is effective.
- No pets are allowed in the pack house.
- An appointed external Pest Control Company is appointed to effectively control rodents, flies and cockroaches in order to eliminate as far as possible pathogen contamination from pests.
- Screens are installed on windows which open to the exterior and doors are made rodent proof.
- Staff are trained to identify possible pest infestations; this is reported to management for follow up action.
- Building surround is kept clean and rubbish free and grass is maintained around the pack house and hen houses to eliminate passageways for pest movement such as rats and breeding grounds for pests such as flies & cockroaches.
- Materials such as old pallets and metal will be stored off the ground to prevent pest harborage sites.

## Visitors

- Staff and visitors is issued with protective clothing, no jewellery or make up is allowed
- No eating or drinking is allowed in the pack house or hen houses.
- Visitors sign a Biosecurity Declaration form before they are allowed to enter the pack house or hen houses.
- Visitors will shower and use foot baths before entering hen houses. All equipment taken into the hen houses will be fumigated.
- All visitors shall be accompanied by a staff member.

## Staff Hygiene

- Protective clothing and uniforms are issued by **Dagbreek Eiers** and are kept clean by regular hygienic laundering and are maintained in a good state in order to minimize contamination from the uniforms.
- The standard issue uniform includes shoes issued by **Dagbreek Eiers** which are not permitted to be worn home in order to eliminate the risk of introducing environmental pathogens from outside the facility.
- Protective clothing covers the staff members own clothing so that there is a hygienic barrier provided.
- Hair nets (mop caps) are used in order to prevent contamination from the hair and ears.
- Staff wash and sanitize their hands upon entering pack house as well as during the grading & packing process (especially at the candling area) in order to reduce contamination risk for Staph Aureus and e-Coli

## Cleaning Equipment

- All cloths used for cleaning and sanitation are submerged in sanitizing solution when not in use. Cloths used for "Clean as you go", especially on production equipment and tables, are not left lying around so that cross contamination of dirt, bacteria and cloth material is effectively controlled.
- Cleaning equipment must be stored in a hygienic state and manner to prevent contamination. This includes storing the equipment so that the heads do not touch the floors and equipment being stored either in the area of use, or so that the different colours do not touch each other.

## Dust

- Dust contamination is controlled by means of planned cleaning activities, exterior leading doors being kept as far as possible and the production facility surround being maintained (grass, roadways).

## Non-conformances

- Management must be informed immediately if non-conformances are observed. a NCR shall be generated to investigate the root cause of the problem, and to ensure that effective corrective and preventative action is actioned

# DAGBREEK EIERS



Reference No Procedure 012  
Description Prevention of Contamination & Cross Contamination  
Version No 013

Approved *B. vd Maack*  
Date of issue 17 May 2022

## **7. ANNEXURES**

Pest scouting  
Pallet inspection  
Pre-Operation Inspections  
Glass Register  
Receiving check sheet  
Packaging Log  
Plaster & Glove Issue

## **8. MEASUREMENT**

The effectiveness of this procedure is measured by the number of complaints received.

# DAGBREEK EIERS



Reference No Procedure 015  
Description Pest Control  
Version No 009

Approved *B.v.d. Mescht*  
Date of issue 17 May 2022

## PROCEDURE FOR PEST PREVENTION & CONTROL

- CONTENTS:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexures
  8. Measurements

### 1. **SCOPE**

This procedure applies to all pest control and pest prevention used throughout **Dagbreek Eiers**.

### 2. **PURPOSE**

The purpose of this procedure is to ensure that pest control contracted used by **Dagbreek Eiers** and pest prevention measures used is effective in order is sufficient to control pests and to eliminate or minimize contamination of product.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

The Food safety Team Leader & appointed internal Pest Scout are responsible for communicating with the Pest Control Company with regards to Pest Sightings, Internal Pest Scouting and their monthly surveillance

All staff are responsible to report on pest sighting incidents and potential infestations.

### 6. **PROCEDURE**

#### **Appointed External Pest Control Company**

A registered Pest Control Company shall be contracted to control & eliminate pests (rodents, flies & cockroaches).

The external Pest Control Company shall sign off and adhere to the Pest Control Specifications and shall be formally appointed.

The appointed Pest Control Company is expected to supply a file that contains all the required documents and records as specified on the Service Level Agreement. This file shall be updated as necessary and the Pest Control Company must supply renewed documents as they expire (Registration Certificates, Liability Insurance, PCO Registrations (Certified copies))

Training must be scheduled for pest awareness for all production staff and pest scouting with the appointed Pest Scouts.

#### **Regular Inspections**

The Pest Control Company is to have regular inspections at least once per month covering all aspects specified in the service contract.

A service report for service provided will be kept on file. The Pest Control Company shall peruse the Internal Pest Scouting records and shall respond with follow up action if needed.

The Pest Control Officer (PCO) shall communicate with the appointed Pest Scout and / or the Team Leader whenever visits have been conducted on site.

Internal pest scouting shall be conducted once per week by the appointed Internal Pest Scout to monitor condition of bait boxes, to see if any pests can be sighted, and to specifically inspect for pest activity on the walls. This will ensure the effectiveness of the Pest Control Company's service.

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Reference No Procedure 015  
Description Pest Control  
Version No 009

Approved

*B. vd Mescht*

Date of issue 17 May 2022

## **Pest Prevention**

Effective preventative measures shall be implemented and maintained to minimize pest harborage and ingress.

The building is as far as practicable possible pest proof (screens are installed on all doors and windows which open to the exterior and doors are made rodent proof). Loading doors are kept closed when not in use and areas where roof and walls meet are sealed to prevent access to birds

All exterior bait stations that are waterproof, numbered and monitored by external Pest Control Company who also control the ILT's.

Flies and pest control in the hen houses are monitored on a regular basis. Screens are installed on windows which open to the exterior and doors are made rodent proof.

All necessary steps shall be taken to prevent pest attraction and harborage.

Building surround is kept clean and rubbish free. Grass is maintained around the pack house and hen houses to eliminate passageways for pest movement such as rats and breeding grounds for pests such as flies & cockroaches.

Waste is regularly removed from the pack house and the exterior waste collection point is maintained to prevent pest attraction and harborage.

Drainage is adequate and stagnant water is eliminated as far as possible so as not to provide breeding ground for bacteria and attraction of pests.

Materials such as old pallets and metal will be stored off the ground to prevent pest harborage sites.

All incoming deliveries are inspected for signs of pests to eliminate the introduction of pests from goods delivered.

## **Pest Sighting**

Any sighting of pests such as rodents and excessive insects are to be reported immediately to Team Leader and is recorded on the Pest Sighting Log in the external pest control company's file.

The Pest Control Company is to be notified of sighting immediately and investigation of the sighting is to occur within 24 hours.

A follow up service report must be provided to the Food safety Team Leader, which is kept on file. The appointed Pest Scout shall conduct a follow up investigation on the sighting to verify that problem has been sufficiently addressed and shall report his findings to the Team Leader.

## **Review of Pest Control**

Pest control program is reviewed monthly by the Team Leader and any problems which may occur, or which are identified will be addressed with the Pest Control Company

## **7. ANNEXURES**

Pest Scouting Form  
Pest Control Specifications  
Pest Control Company Appointment Letter  
Internal Pest Scout Appointment Letter  
Pests Control file

## **8. MEASUREMENT**

This procedure will be measured for effectiveness by the amount of pest sightings, and the number of Non-conformances observed related to pest control and prevention.



# DAGBREEK EIERS



Reference No Procedure 018  
Description Non-Conforming Product & Packaging  
Version No 011

Approved  
Date of issue 17 May 2022  
*B. vd Mecht*

## PROCEDURE FOR NON-CONFORMING PRODUCT & PACKAGING

**CONTENTS:**

1.	Scope
2.	Purpose
3.	References
4.	Definitions
5.	Responsibilities and Authorities
6.	Procedure
7.	Measurement

### 1. **SCOPE**

This procedure defines the system used to identify and control non-conforming products and packaging. These non-conforming products may pertain to one or more of the following:

- 1.1 Damaged or substandard packaging materials
- 1.2 Foreign matter in excess of the acceptable limits as per defined by the Hazard Analysis.
- 1.3 Chemical or biological contaminants in products, in raw materials, in-process and finished product as well as packaging materials
- 1.4 Out of specification products
- 1.5 Poor product quality
- 1.6 Any product or packaging where signs of contamination is observed beyond acceptable levels (Note: Dirty eggs allowed in final product as per **R345 (2020)** regulation)

### 2. **PURPOSE**

To provide a formal plan of action to isolate rejected or condemned product which needs to be returned or disposed of.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Condemned or rejected products are products or materials that are not suited for use in the production of food; or any packaging that may be contaminated or substandard which is not suitable for use in packing of the eggs.

The following shall be considered as non-conforming product:

1. Broken, dirty or malformed eggs to be packed.
2. Yolk Colour below 7 on the Roche yolk colour fan
3. Incorrect packing and labelling
4. Incorrect weights
5. Product with out of specification
6. Microbiological quality as specified below

### 5. **RESPONSIBILITIES AND AUTHORITIES**

**Food safety Team Leader** shall ensure that this procedure is adhered to in conjunction with HACCP Team and management.

All staff are responsible to report non-conforming product and packaging to the HACCP Team leader for effective corrective actions and investigation.

### 6. **PROCEDURE**

#### **Identification & Action**

All personnel within the organization are responsible to identify and place on hold all products and packaging materials that are non-conforming. The non-conformities may be as a result, but not excluding due to the following:

- Damaged or substandard packaging materials
- Foreign matter more than the acceptable limits for product according to **R345 (2020)** for cracks.
- Chemical or biological contaminants in products, in-process, and finished product as well as packaging materials
- Out of specification materials
- Poor product quality e.g Pale egg yolks

# DAGBREEK EIERS



Reference No Procedure 018  
Description Non-Conforming Product & Packaging  
Version No 011

Approved *B. vd Maacht*  
Date of issue 17 May 2022

- Any product or packaging where signs of rodent or insect activity is noted

Food safety Team Leader shall review and approve all the return or disposal of non-conforming products, packaging materials or feed materials and shall make the decision to recall, rework, downgrade, reject or dispose of Non-Conforming Products in conjunction with HACCP Team and management and as agreed with the owner.

Food safety Team Leader and management shall ensure that the product and / or packaging are isolated by means of notices and/or red danger tape (Cracks & Dirties are placed on colour coded pallets and returns are accepted into designated returns area) until a decision can be made to rework / reject affected product and packaging.

## Communications

Food safety Team Leader shall inform the Farm Owner and the Management Representative of any non-conforming product, packaging materials or material that might have a negative impact on the safety of the product and consumer.

Food safety Team Leader and Management Representative shall ensure that customers are informed of decisions taken, either by letter, telephonically or via customer complaint form.

Food safety Team Leader and Management Representative shall ensure that the information regarding the rejection is communicated to the Accounts Department so that credits or journals can be generated.

## Disposal of Non-Conforming Product

Food safety Team Leader will contact the municipality / waste control company and request that they remove the condemned product from site for safe disposal and shall oversee the safe disposal of non-conforming product.

## Records

Internal non-conformances must be recorded on an NCR for proper investigation and effective corrective and preventative action by the Food safety Team Leader.

All external non-conformances must be recorded on a Customer Complaint Form with the relevant documentation attached depending on the nature of the non-conformance.

Food safety Team Leader will accept no NCR or Customer Complaint if the records are not completed in detail with all relevant documentation attached.

The original NCR and supporting documentation shall not be removed from the file in the Food safety Team Leader's office.

The Food safety Team Leader's shall file the completed NCR's & Customer Complaints for a period of at least 3 years.

Records of the safe disposal (Certificate from municipality / waste company) must be attached to the NCR.

## Timeframe to resolve issues

Food safety related issues shall be investigated immediately and resolved in a time frame to prevent as much as possible harm to the consumers and company.

Quality issues are also urgent and must receive urgent attention (Within 24 hours) and must be resolved in a time frame to prevent damage to the image of the company

## 7. MEASUREMENT

The effectiveness of this process will be measured by the data obtained from the various processes identified in paragraph 6 above.

Records will be kept verify/analyzing:

- Customer complaints regarding product/services
- Product for re-call
- Disposition of product
- Rework or downgrade of product

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Reference No Procedure 018  
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If evidence indicates that this process is not effective, Management will ensure that the necessary corrective action is initiated to correct the process and that the matter is to be tabled at the Food Safety Meeting.

## 8. ANNEXURES

Non Conformance Report  
Customer Complaint Form  
Records of safe disposal

# DAGBREEK EIERS



Reference No Procedure 019  
Description NCR, Customer Complaints, Corrective & Preventative Actions  
Version No 010

Approved *B. vd Meacht*  
Date of issue 17 May 2022

## PROCEDURE FOR NCR, CUSTOMER COMPLAINTS, CORRECTIVE & PREVENTATIVE ACTIONS

- CONTENTS:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexure
  8. Measurement

### 1. **SCOPE**

This procedure applies to all identified non-conformances relating to and that can have an effect food safety, quality, and finished products according to internal and external specifications, legislative requirements, and system requirements.

This includes incoming materials, procedural non-conformance, product non-conformances, customer complaints and product returns.

### 2. **PURPOSE**

The purpose of this procedure is to establish procedures for reporting internal and external problems or procedural non-conformance, to report customer complaints, product returns, and supplier non-conformances and all deviations from procedures.

Non-conformances identified in Management Review Outputs, HACCP Plan reviews, internal audits, external audits and out of specification results from verification and validation activities will also be controlled by this procedure.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

**Correction** – Action taken to eliminate a detected non-conformity. In other words, what is done to make sure that the non-conformity is corrected as soon as possible.

**Root Cause Analysis** – This is the investigation to determine why the non-conformance occurred. Usually, it is not the first answer that comes to mind, so it is important to try ask “why” 5 times if you can really get to the bottom of the cause of the incident

**Corrective Action** - Action to eliminate the cause of non-conformity and to prevent recurrence (Preventative Action)

#### **Observation**

Any occurrence either observed or reported that may later jeopardize the quality of our product or service.

#### **Customer Complaint**

Any query from a customer or third party relating to the quality of our product or service.

#### **Potential Claim**

Any incident or query which may lead to financial loss to the customer or **Dagbreek Eiers** in the short, medium, or long term.

#### **Minor Non-Conformance**

Any incident where any one of the following were not adhered to:

- **Dagbreek Eiers** procedures
- Works instructions
- Standards, law & specifications

# DAGBREEK EIERS



Reference No Procedure 019  
Description NCR, Customer Complaints, Corrective & Preventative Actions  
Version No 010

Approved

*B. vd Meacht*

Date of issue 17 May 2022

## Major Non-Conformance

Any incident where more than one of the following were not adhered to:

- **Dagbreek Eiers** procedures
- Works instructions
- Any incident or occurrence that can have serious consequences
- Any re-occurring Observation or Minor Non-Conformance
- Standards, law & specifications
- Out of specification lab results

## Type

Classification of type of non-conformance must be recorded as follows when trending is done, but is not limited to the following: -

- **Food Safety** – Anything which is a potential risk to consumer health (and which could potentially lead to a claim e.g positive testing of Salmonella) These instances shall be handled with urgency and immediate
- **Quality** – Anything where the quality of the product has been affected (this includes packaging, incorrect size for labels / incorrect sizes where scales weigh incorrectly etc) These instances will be handled with urgency, but may take a week to complete
- **Process** - Anything which has occurred in the process from receiving to dispatch which was not supposed to happen (e.g incorrect date label / labelling / size etc) As soon as the problem is noted, the production will be stopped, the affected product isolated, the problem will be corrected, and the production will resume. The isolated product will be checked, and the problem product will be reworked.
- **Staff** – Any staff related issues immediate action is taken where staff issues are reported.
- **Hygiene** – Anything where bad practices in hygiene is noticed, incorrect chemical use, not adhering to Master Cleaning Schedule, incorrect uniforms, dirty machinery & equipment etc Immediate action is taken where hygiene issues are reported
- **Records** – When records are not kept or incorrectly recorded, or where records are not signed off, corrective action has not been validated etc. These issues are more difficult and may take a week or two to resolve, the action may include re-training, disciplinary action etc.
- **Foreign Matter** – Any report of foreign matter in the products / packaging, when infestation is noted in the pack house on packaging, or any undesirable matter on product such as excessive dirty eggs. These instances shall be handled with urgency and immediate
- **Supplier** – When any supplier delivers substandard product or without correct documentation. These instances shall be handled with urgency and immediate
- **Documentation** – Any Non-Conformances relating to procedures or forms (most of these will be generated out of audits) It may take a week or two to resolve, the action may include re-training, disciplinary action etc.
- **Pest Prevention** – When anything is noticed where pack house is not secured as far as possible from pests gaining access into pack house, or when birds, cockroaches, excessive flies or rodents are noticed. These instances shall be handled with urgency and immediate
- **Pest Control** – When the Pest Control company has not adhered to their inspections, or when their actions are not effective These instances shall be handled with urgency and immediate
- **Maintenance** – When anything is noticed that has not been done when maintenance required has been reported, or when anything like rust and flaking paint has been noticed. The situation will be assessed and depending on the budget will be scheduled to be addressed as soon as possible.

## 5. RESPONSIBILITIES AND AUTHORITIES

All staff are responsible to report all identified non-conformances so that food safety team leader or inspectors can generate a Corrective Action or NCR.

Food safety Team & production staff will assist with the implementation of corrective and preventative actions.

Food safety Team Leader will sign off Corrective Actions, NCR's and Customer Complaints and will ensure that preventative action implemented is effective to prevent re-occurrence from happening.

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The food safety Team and managers are responsible to assist with corrective actions, root cause analysis and implementation of the preventative actions in conjunction with production staff.

## 6. **PROCEDURE**

### **Correction (What do you do to correct the non-conformance)**

It is the responsibility of the person / persons performing inspections to report any non-conformances to the food safety Team Leader so that correction can be done as soon as possible to correct the non-conformance identified.

The must be recorded on the Corrective Action Sheet by the person performing inspections so that it is automatically summarised for management review and further follow up via NCR for root cause analysis and corrective actions if the incident has been repeated.

All corrective actions must be cleared out in a reasonable timeframe and must be signed off by the inspector or food safety Team Leader after confirming that the corrective action has been properly completed.

### **Root Cause Analysis (Why did it happen)**

In depth root cause analysis must be done and “why” should be asked where possible 5 times. The entire root cause analysis must be documented (not just the outcome) to show how the root cause analysis was determined. The proper root cause is important as it will determine the Corrective Action (preventative action)

### **Corrective Action (Preventative Action)**

Effective corrective action must be determined based on the outcome of the root cause analysis to prevent repeat non-conformances as far as possible. The corrective action must include verification activities to provide evidence that the non-conformance does not re-occur (e.g. monitoring via internal audits, additional lab tests etc)

### **Verification of Corrective Action (Preventative Action)**

Verification methods must be established to ensure that Corrective Action (Preventative Action) remains effective. This includes and is not limited to inclusion of specific identified corrective actions in GMP audits and Benchmark Audits, additional testing, implementation of planned verification inspections and verification activities during annual management review.

Corrective actions must be re-evaluated if they are not successful in preventing recurring non-conformances.

### **Non-Conformance Reports**

NCR form is used for serious non-conformances or repeat minor non-conformances. Non-conformances identified in the management reviews, quality issues, out of spec lab results, cross contamination issues, system failures, missing records, HACCP Plan Review outcomes, HACCP Plan validations & verifications and failure of CCP's must automatically be recorded on the NCR.

It is the responsibility of all personnel to report any incidents, which may affect product quality, food safety or our ability to meet customer requirements. This includes non-compliance with procedures and complaints from customers.

All product returned because of recall or for quality issues **MUST** be reported via the Non-Conformance Report forms.

Timing of the actions are essential to the speedy corrective action and will be as follows:

- a) Incident or Non-Conformance happens
- b) Food safety team Leader immediately of the problem
- c) Complete the Non-Conformance Report immediately. (If needed with the help of your Supervisor or Manager)

The food safety Team Leader will enter the details on the NCR (Non-Conformance Report). All the details and/or documents (copies) must be included / attached with the non-conformance report. The Factory Manager will issue the relevant labels where raw material or product samples are to be labelled, for identification purposes.

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Root cause investigation must take place to establish preventative action. Records of root cause analysis and preventative action must be recorded on the NCR form.

Discussions must be held with all relevant parties as soon as possible to find a solution to the problem and consideration must be given to re-training of individuals or groups. This may lead to the changing of existing procedures. All the discussions or results of the investigation will be recorded on the NCR form.

Correction and corrective action must be implemented as soon as reasonably possible.

The Non-Conformances shall be categorised into type of non-conformance by management in the trend analysis.

The non-conformance form will be handed to management to establish the financial implications of the incident, where necessary. The food safety Team Leader will also be responsible to close off the NCR with signature after he has verified that the corrective and preventative actions are effective. Details of verification must be recorded on the NCR form (follow up report)

Failing this, management will implement further corrective and preventative action, and follow through in the above manner.

Any action and follow up should be treated as urgent which may include where necessary laboratory analysis and possible recall action.

The non-conformance will be discussed at the food safety Meeting, as well as in the Management Review meeting, and corrective/preventative action implemented will be discussed to ensure that the correct action was taken.

Analysis of the non-conformance will be tabled at the quality meetings in conjunction with the non-conformance reviews to identify problem areas. All the corrective / preventative action will be implemented, and the necessary training/retraining will be done as soon as possible. The financial implications of the non-conformances will be communicated to all staff.

Non-conformances identified in internal and external audits must be recorded on the Audit Corrective Action Sheet.

## **Customer Complaints**

All Customer Complaints will be investigated on the Customer Complaints Form and filed in the NCR file under Customer Complaints.

All customer complaints shall be treated as serious.

Customer complaints will be dealt with in the same manner as non-conformances with root cause investigation and proper follow through, which may include where necessary laboratory analysis and possible recall action.

All customer complaints shall be discussed in the food safety meetings

## **Timeframe for clearing out of non-conformances, including external audit non-conformities**

All the findings shall be investigated and documented. This is done for all the findings, major and minor findings.

Quality issues are urgent and must receive urgent attention (within 24 hours) and could also trigger the Recall procedure, depending on the nature of the non-conformance.

Food safety related issues shall be investigated and as far as possible resolved immediately to avoid potential claims and to protect consumer safety. The recall procedure will be triggered immediately if there is a food safety issue. This includes complaints received from customers. Food safety related non-conformances will be critical non-conformances.

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Major non-conformances (issues that could potentially lead to food safety issues, or non-conformances related to legislative and statutory requirements) must be addressed with urgency and minor non-conformances must be addressed within 1 month of being identified.

## **Trending**

Trend analysis shall be kept up to date for NCR's and Customer Complaints so that developing trends can be identified and eliminated.

Trending must be done on the root cause analysis.

## **7. ANNEXURES**

Corrective Action Sheet  
Non-Conformance Report  
Customer Complaint Form  
Audit Corrective Action Sheet  
Glass Clearance Report  
Trend Analysis

## **8. MEASUREMENT**

Client Satisfaction  
Improvement of Quality  
Decrease in repeat incidents



# DAGBREEK EIERS



Reference No Procedure 020  
Description Recall  
Version No 010

Approved

*B. vd Mecht*

Date of issue

17 May 2022

## PROCEDURE FOR RECALL

- CONTENTS:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexures
  8. Measurement

### 1. **SCOPE**

This procedure will apply to all products, which needs to be recalled.

### 2. **PURPOSE**

The objectives of a recall are the following:

- To effectively stop the distribution and sale of the affected product.
- To put in place a written recall strategy
- To inform the relevant authorities of the problem
- To inform the public of the problem
- To effectively remove the affected product from the markets
- To prevent further distribution of the affected product

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

Voluntary Recall – Recall that is initiated from the producer

Compulsory Recall – Recall that is ordered from the Consumer Commissioner / Top Lay

### 5. **RESPONSIBILITIES AND AUTHORITIES**

It is the responsibility of the Recall Team to ensure that should it be necessary to either reject or recall any product that it is done effectively and safely.

Responsibilities of the recall team includes the following:

- The implications of the hazard must be identified and considered
- The distribution of the affected product must be stopped immediately
- Production of the affected products must be ceased or modified so that a safe product is produced
- The affected unsafe product must be removed as soon as possible from the marketplace
- Relevant external communications must be done with relevant regulators and the commissioner, including progress reports
- Where necessary, the public must be informed of the recall / safety alert (where product cannot be recalled due to being sold to the public already)
- Where necessary, other parties in the supply chain must be notified of the recall
- Steps must be put into place to facilitate the recalled product (including safe storage and disposal of recalled product where necessary)
- Records must be kept of the recall that includes in detail all actions taken, including communications
- All records relevant to the recall must be maintained and must be easily retrievable
- The food safety Team Leader & Pack House Manager must be informed of any sub-standard or contaminated products, both internally and externally.
- It is the responsibility of the food safety Team Leader & Pack House Manager to ensure that should it be necessary to either reject or recall any product that it is done effectively and safely.
- The responsibility lies with the packing staff to inform the Pack House Manager and the food safety Team Leader of any Non-Conformances with regards to the quality of the produce so that Management is able to make a decision to effectively downgrade, rework or reject any substandard products prior to dispatch.

# DAGBREEK EIERS



Reference No Procedure 020  
Description Recall  
Version No 010

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## 6. PROCEDURE

- All parties who will be involved with the recall will be appointed by the Farm Owner and their duties relevant to the recall and emergency contact numbers shall be documented
- The food safety Team Leader / Pack House Manager must be informed of any sub-standard or contaminated products, both internally and externally.
- The recall procedure will be activated when:
  - a) Consumer hazard has been identified internally (e.g. positive pathogen test result)
  - b) Complaint has been received from a consumer (food safety / quality)
  - c) Hazards have been identified by industry (e.g. retailers)
  - d) Hazard has been identified by the Commission, regulator or state entity

When there is a possibility of a recall, all relevant information must be gathered and considered as follows:

- The reliability of the information of the potential hazard
- Identification of the root cause of how the problem occurred
- Determination if corrective action can be implemented
  
- The food safety Team Leader shall inform all relevant parties (including the Consumer Commissioner, DAFF, Top Lay Head Office of the plan to recall / withdraw the relevant products. i.e the customer, the authorities should it be necessary, and other role players such as transport, laboratories etc.
- Customers shall be informed of the recall and the Sales Manager shall be instructed to identify the products, segregate and mark it with danger tape in conjunction with the clients. The batch number date and quantity of the affected product shall be specified.
- The food safety Team Leader shall be responsible to send samples away to the lab so that the test results can be used for decision making on recalled product (rework or safe disposal).
- The driver of the truck shall be instructed by the Accounts Liaison of what must be collected, date or time of collection, location of collection, quantity to be collected, and whom his contact person is at the customer's premises.
- The Pack House Manager & food safety Team Leader shall be informed of the incoming products for receiving into the designated area, and instructions will be given to isolate the products from other packed goods, and to make sure that it is marked with danger tape.
- The Pack House Manager shall receive the products, and the food safety Team Leader would then inspect the products and make a decision to re-work/down-grade the products if there is no danger to the animal or the consumer, and the problem can be rectified such as incorrect labelling, or to reject and dispose of the batch.
- Should a batch be rejected, it shall be disposed of in a safe manner. The cause of the rejection would determine the manner of disposal. Management shall oversee and record the safe destruction of product and packaging in the event of a food contamination recall.
- If there are products which cannot be recalled, the owner shall decide on the manner of external communication to inform consumers of the recall.
- If the recall incident is as a result of a food safety concern, the owner shall seek the necessary legal advice.

Mock recall will be performed on an annual basis to ensure effectiveness of this procedure

### Recalls will be classified as follows:

**Class 1** – caused by an incident that could severely affect consumer safety and potentially lead to hospitalisation or death of the consumer

**Class 2** - caused by an incident that could negatively affect consumer safety and potentially lead to illness of the consumer, but not hospitalisation or death of the consumer

**Class 3** - caused by an incident affecting product quality but that has no negative impact on consumer safety.

### External Communications

Corporate (Top Lay), Department of Health and Consumer Commissioner must be informed in the event of an actual recall (R638 requirement).

### Recall Strategy

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Communications (Recall Strategy on Recall Log Sheet) must be done to inform the Consumer Commissioner within 2 days in writing of initiating the recall (failing to inform the Consumer Commissioner can result in penalties) and the recall notice form obtainable from the Consumer Commissioner must be used for this communication

The Commissioner can order a compulsory recall by means of a written notice.

Information to the Consumer Commissioner must include which other parties are notified of the recall, including other entities in the supply chain.

The recall strategy must be included in these communications

A Recall strategy must be documented and must be submitted to the Consumer Commissioner and must include:

- An explanation of the problem, including the hazard associated with the product and details on the specific hazard identified
- The quantity of product that is affected, including quantities dispatched and isolated in stock
- Details describing injuries associated with the identified hazard
- Information on the shelf life of the affected products
- Information detailing planned communications with consumers and information must include the method of communications, the frequency of communications and the details of the communications. These communications must be discussed with the Consumer Commissioner before they are done
- Information detailing consumer complaint handling and general communications from consumers with regards affected product
- Information detailing the collection, isolation, handling and disposal of product / reworking of product
- Contact details of the manufacturer
- Contact details of external entities that has been supplied the affected product, including external entities in the supply chain where applicable
- Action taken to identify and correct the cause of the identified hazard, including root cause analysis

## Communication Plan & Recall Notice

Communications must be effective to prevent as far as possible injury to consumers and to ensure that consumers comply with the Recall Notification.

Appropriate communication channels must be used targeting specific demographics that consume the product.

A recall notice must as a minimum address the following (the template from the CPA must be used as included in Notice 490 of 2012 from the Consumer Commissioner):

- Clear description of the product, including the name, batch number and dates that the product was available for sale
- Photo of the product
- Description in simple terms of the defect causing the recall (so that the consumers all understand the problem)
- Statement describing the maximum potential hazard associated with the defect
- Description of what to do with the affected product (e.g. do not use affected product and return to (address). It must be made clear that the consumer must return the product, not dispose of it. The return of the product must be done as easily as possible by the consumer
- Contact details so that the consumer can arrange a refund / replacement of the product. Contact details should also include afterhours contact details.
- Details of recall must be placed on company's website

## Retrieval of affected product

Information regarding the recall must be accessible for consumers on the Recall Notice and / or the company's website.

Products that need to be recalled can be recalled from retailers, other entities in the supply chain (e.g. bakeries, caterers, guest houses) and directly from consumers where possible.

Proper arrangements must be made for the collection of the affected product and must include the

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establishment of collection points across the distribution network (e.g. at specific retailers).

The returned product must be isolated until a decision is made of how to handle the affected product (reworking / safe disposal).

## Final Report

A final report must be submitted to the Consumer Commissioner before it can be closed.

The final report must include: -

- Confirmation of the total quantity of the affected product and the total quantity recalled from consumers and the supply chain
- Evidence that all entities within the supply chain has been notified of the recall
- Information about communications and the effectiveness of the recall
- Action taken to correct the cause of the incident, including root cause analysis and action taken to prevent as far as possible a re-occurrence of the incident
- Information regarding any injuries / incidents
- Final number of complaints received regarding the recall
- Information on action taken with the affected product, including safe disposal where necessary

## Training of the Recall Team

Recall team must be trained in traceability and recall and mock recall must be done at least on an annual basis as part of the training

## 7. ANNEXURES

Recall Log Sheet

Recall Notice

Recall Team Appointment Letter

## 8. MEASUREMENT

Measurement of the effectiveness of this procedure will be determined by data on mock and actual recall.

# DAGBREEK EIERS



B.v.d. Mascht

Reference No Procedure 023  
Description Waste & Pollution Management  
Version No 009

Approved  
Date of issue 17 May 2022

## WASTE & POLLUTION MANAGEMENT

<b>CONTENTS:</b>	1.	Scope
	2.	Purpose
	3.	References
	4.	Definitions
	5.	Responsibilities and Authorities
	6.	Procedure
	7.	Annexures
	8.	Measurement

### 1. SCOPE

This procedure will apply to all waste & pollution materials produced on the farm.

### 2. PURPOSE

The purpose of this procedure is to ensure that the management of waste and pollution is maintained to minimize the impact on the environment and on the actual farm and its processes, to prevent cross contamination of product and packaging and to prevent pest attraction and pest harborage.

### 3. REFERENCES

Refer to Procedure 001 – Standards & Legislation

### 4. DEFINITIONS

Refer to Procedure 001 – Standards & Legislation

### 5. RESPONSIBILITIES AND AUTHORITIES

It is the responsibility of the Farm Owner to ensure that this procedure is implemented and maintained. All staff is required to adhere to this procedure.

### 6. PROCEDURE

- All internal waste (waste generated inside the pack house) is collected at central areas just outside the pack house and is removed on a regular basis as needed, but as a minimum once per day for disposal.
- Breakages from the grading process (dropped eggs) falls onto drop sheets. The broken eggs on these drop sheets are placed into closed buckets before breaks and the closed buckets are removed to the central collection points for further removal out of the pack house at the end of the shift.
- Chicken manure is removed 3times a week by a contracted company
- Chicken manure that is removed by an open vehicle shall be covered at all times before leaving the premises to prevent litter from wasting
- Waste produced in the pack house such as paper, plastics and egg waste will be collected in designated bins during production and will be moved to designated waste collection point at the end of each shift for further removal
- Plastics & Paper are collected at waste removal point and removed from site for disposal. Any rejected / disposed packaging will be damaged to avoid unintended use of packaging and / or labelling.
- Egg shells and rejected eggs are destroyed to eliminate risk of unintended use. Eggs and shells are collected and removed from site for safe disposal.
- Chemical Containers are safely disposed of by contracted company, Enviroman Pty Ltd.
- Routine daily mortalities are collected from hen houses, recorded and then placed into bags which are then carried to one of the two gates of the Biosecurity perimeter. The manager unlocks a single gate at a time, where bags are passed to a designated person outside the designated area who puts the bags into a large plastic container with a lid. The plastic container is then transported to a designated area to be kept until it is removed from the farm.
- The carcasses are collected every second day by a farmer who uses it as pig feed (See Appointment Letter - App 006: Letter for removal of carcasses). When emptied the blue containers are cleaned &

# DAGBREEK EIERS



Reference No Procedure 023  
Description Waste & Pollution Management  
Version No 009

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disinfected using Aldertise.

- All damaged pallets are removed to the workshop where the wood from the damaged / broken pallets are re-used for repairs. Pallets that cannot be re-used are disposed of.
- All metal is collected and stored by maintenance. Maintenance may use some of the metals for maintenance purposes. Once there is enough metal to recycle, it will be sold as scrap metal.

## 7. ANNEXURES

Waste Removal Form

## 8. MEASUREMENT

Measurement of the effectiveness of this procedure will be determined by amount of litter and waste material seen lying around

# DAGBREEK EIERS



Reference No Procedure 025  
Description Traceability  
Version No 015

Approved

*B. van Mecht*

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17 May 2022

## PROCEDURE FOR TRACEABILITY

- CONTENTS:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexures
  8. Measurements

### 1. SCOPE

This procedure applies to all staff.

### 2. PURPOSE

To ensure that all the all ingredients, packaging and final products can be traced from receiving to delivery (forwards traceability) and from customers to ingredients and packaging (backwards traceability), including all processing activities to enable effective recall and investigation if necessary.

### 3. REFERENCES

Refer to Procedure 001 – Standards & Legislation  
VPN/44/2012-01 Standard for the inspection of Poultry Farms for export

### 4. DEFINITIONS

Refer to Procedure 001 – Standards & Legislation

### 5. RESPONSIBILITIES AND AUTHORITIES

The Food Safety Team Leader shall ensure that the required records are maintained to ensure the traceability of **Dagbreek Eiers** products and activities.

### 6. PROCEDURE

#### Packaging

- Invoices, Delivery Notes and Credit Notes shall be maintained by the Admin Department.
- All packaging is inspected on receipt of packaging and documented on a Receiving Check list.
- FIFO principle applies to packaging
- Records for the drawing off of packaging material are kept and include internal batch numbers and date of drawing off for production.

#### Eggs

##### Supplier Eggs

- Delivery notes/Invoices shall be maintained in the Admin Department.
- Eggs received from Suppliers are inspected for quality
- Eggs that are received from Suppliers are graded and packed separately and allocated with their code on the label with the expiry date together with supplier code for each supplier. Best Before Date is calculated from date of pack.

##### Own Supply

- Eggs received from hen houses are inspected for quality. Dirties and cracks must be reasonably separated at point of receiving.
- Eggs are graded and packed separately from supplier eggs and allocated with their code on the label with the expiry date together with supplier code for own supply. Best Before Date is calculated from date of lay.
- Shelf-Life Retention Samples are kept for both own supply and from suppliers (separate) and are inspected on their Best Before Date.
- All products are quality controlled by means of in line quality checks during receiving, grading and packing, and again at dispatch whilst loading the delivery vehicles.
- Best Before date of product dispatched is documented on the Load Sheet
- Traceability of supplier eggs are calculated on sell by date with supplier code (supplier eggs are graded completely separate from own supply).

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Reference No Procedure 025  
Description Traceability  
Version No 015

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*B. van Meersch*

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## Waste, Cracks & Dirties

- Daily records are kept of all cracks & dirties as well as waste

## Chickens Medicine and Vaccination

- All medicine administered to the chickens will be recorded on the Vaccination Register. All medicine are prescribed by our vet.
- All delivery notes and invoices of medicine shall be maintained by the Admin Department.

## Dispatch

- Records of all products dispatched are kept on invoices and Load Sheets (eggs, cracks & dirties)
- Batch number (BBD / exp date) is documented at loading for traceability purposes

## Traceability Code own Supply Eggs

- Production date: Week & Day of Week / Hen house number / Meto Gun Labeller Number / Top lay Member number
  - Example: Production date 14 August. Cage 7. Label Gun number 5
    - 332 75.63

## Traceability Code other Supply Eggs

- Production date: Week & Day of Week / Supplier code given by Dagbreek Eiers / Meto Gun Labeller Number / Top lay Member number
- Supplier codes:
  - **JJ van der Schyff – 14**
- **JJ van der Schyff & Seun -14** Example: Production date 14 August. Label Gun number 5
  - 332145.63

## Meto Gun Label Register (Form – PC 008)

- Each Label gun has its own number.
- Form PC 008 records the date, Meto Gun Issuer, the receiver of the Meto Gun, as well as the signature of the receiver.
- The register is intended to identify the person packaging the product in its final deliverable stage. Should there be any problem, using the date stamp we can trace who was using that Meto Gun and institute a Corrective Action more effectively.

## Returns & Rework

### Returns are done according to return and rework limit as follows:

Eggs that are returned will only be reworked / repacked if it has been established that the eggs are safe for human consumption. If the eggs are 1 – 14 days old, they will be repacked and sold as ungraded eggs. If the eggs are 15 days after Best before date, they will be pulped. Eggs up to 14 days older than the Best Before date will only be pulped if there are no obvious signs of contamination and if the eggs are whole or have hairline cracks. Leakers and eggs older than 14 days after BBD will be rejected. All open cracks and leaker eggs will automatically be rejected and disposed of

Records of all returns and actions taken on returned stock is kept for traceability purposes

## Communications

All communications will be done in accordance with Procedure for Communications.

## 7. ANNEXURES

Incoming Product Quality Check / Shelf-life Retention  
Packaging Log  
Production Stats & Control  
In Process QC  
Load sheets  
Traceability Flow Chart  
Vaccination Register  
Meto Gun Label Register



# DAGBREEK EIERS



Reference No Procedure 025  
Description Traceability  
Version No 015

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*B. vd Mascht*

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17 May 2022

## 8. MEASUREMENT

This procedure will be measured by the efficiency of traceability checks and Mock Recalls.

# DAGBREEK EIERS

Reference No Procedure 029  
Description Emergency Preparedness  
Version No 009

Approved



*B. van Marck*

Date of issue 11 August 2021

## PROCEDURE FOR EMERGENCY PREPAREDNESS

- Contents:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexures
  8. Measurements

### 1. **SCOPE**

This procedure defines the procedures to follow in the event of reasonably expected emergency situations.

### 2. **PURPOSE**

The purpose of this procedure is to ensure that reasonably expected emergencies are properly dealt with to minimize damage to property, staff and to ensure that consumer safety is not compromised.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Management  
HACCP Team  
Crisis Management Team  
All Staff members

### 6. **PROCEDURE**

All staff are responsible to ensure as far as reasonably possible to avoid situations which may lead to emergencies.

Certain emergency situations could quite possibly occur and has been identified as the following:

- Power supply failure
- Breakdown of cold rooms
- Truck Breakdown
- Contaminated water supply
- Water supply failure
- Fire
- Disease Outbreak
- Pathogen Outbreak
- Riots / Strikes
- Sabotage

Pre-determined reaction has been established for each identified emergency.

#### **Power supply failure**

A back-up generator is in place that can run the entire facility. 140 liters of diesel is available at any time on site for fuel that can be used for the generator.

Any product which could possibly be affected by the power failure shall be placed on hold and inspection will be done to ensure that product has not been adversely affected. The HOD's will decide what action would be necessary to ensure that the products are still safe for consumption.

# DAGBREEK EIERS

Reference No Procedure 029  
Description Emergency Preparedness  
Version No 009

Approved



*B. van Mecht*

Date of issue 11 August 2021

## Truck Breakdown

The driver of the truck will immediately contact management to report the truck breakdown to request assistance. Management shall send another truck to collect stock in transit for further distribution. The doors of the loading area will be kept closed.

The truck that is sent out will back up as close as possible to the broken-down truck and will transfer the stock as soon as it can and will continue with distribution.

## Contaminated Water Supply

Water will be chlorinated in the tanks if water is contaminated and if chlorination will be effective.

## Water supply failure

Water tanks are available on the premises which holds 20 000 liters each. Production will be stopped if water supply runs out until water supply has been re-established.

## Fire

The fire drill will be followed in the event of a fire. Staff will be evacuated and will gather in the designated area for further evacuation in the event of a fire.

Fire extinguishers are available in and around the facility.  
Affected product will be safely disposed of  
Insurance is in place for losses due to fire.

## Disease Outbreak

The Owner will call a meeting with relevant persons to ensure that communications regarding the situation is clear and to ensure that the situation is effectively controlled and dealt with.

Biosecurity measures will immediately be escalated and persons entering the site will be restricted as far as possible. Communication on restricted access will be done and will include communications to suppliers such as pest control and all other parties expected to visit the site.

All vehicles entering the site will be sprayed with disinfectant at the spray booth, but as far as possible vehicles will be restricted to outside the premises.

Continuous updates from relevant parties such as DAFF and SAPA will be requested to ensure that correct information is received on disease outbreaks.

Recall procedure can be triggered if the pulp is unsafe for human consumption.

## Pathogen Outbreak

The Owner will call a meeting with relevant persons to ensure that communications of the situation is clear and to ensure that the situation is effectively dealt with.

The relevant regulatory authorities will be contacted (DAFF – Animals, Dept of Health - Humans) and protocols issued by the various regulatory authorities will be followed.

Affected product and possibly affected product will be recalled and all identified product that has not be dispatched will be isolated.

Split samples of affected product (in stock and returned stock) will be sent to 2 independent SANAS labs to confirm the test results. The specific strain of the pathogen will be typed if required.

Affected product will be rejected and safely disposed if positive test results are received and in counts that could adversely affect consumer safety. Certificate of safe disposal will be requested.

Farm owner will communicate with relevant authorities (e.g., Department of Health, DAFF) and external parties such legal representation, customers and press where necessary.

Food safety team leader will communicate with laboratories and Department of Health.

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The production facility will be shut down and deep clean will be done. The Cleaning Chemical Company will be called in for assistance if needed. Communication with the cleaning chemical company will be done by the Food safety team leader.

Pre-cleaning and post cleaning swabs will be taken and sent to laboratories for analysis to verify that cleaning & sanitation is effective.

Production will only commence once the verification results have confirmed that situation is under control.

Further control measures can include isolation of staff, closure for deep clean and sanitation, additional PPE, limiting suppliers and visitors to site and increasing biosecurity measures.

## **Riots / Strikes**

Lock out will immediately take place. The police and security will be called in to control the situation and to assist with mediation. Striking and rioting staff will not be permitted entry to the production facility to eliminate opportunity for sabotage.

## **Sabotage**

The recall procedure will immediately be triggered when sabotage incidents are identified, and all possibly affected products will be recalled, rejected, and safely disposed of. The incident will immediately be reported to police for further investigation and recourse.

## **Emergency Response Evaluation**

Emergency situations must be tested to ensure that parties involved with the various emergency situations are aware of their responsibilities and authorities with regards to response to the situation and to ensure that emergency situations, should they occur, are dealt with effectively.

The response must be evaluated for effectiveness and must include possible hazards identified that could impact food safety of the products in production at that time.

Additional control measures and preventative measures must be considered and formalized where food safety hazards are identified relating to the emergency situation, or the response to the emergency situation.

## **7. ANNEXURES**

Meeting Minutes and Crisis Management Plan  
Recall Log  
Emergency Response Evaluations

## **8. MEASUREMENT**

The effectiveness of this procedure will be determined by how effectively a situation is dealt with and the hazard contained with minimum interruption to production, sales, and absenteeism.

# DAGBREEK EIERS



Reference No Procedure 031  
Description Communications  
Version No 010

Approved *B. vd Meerdt*  
Date of issue 11 August 2021

## PROCEDURE FOR COMMUNICATIONS

- CONTENTS:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Internal Communication
  7. External Communication
  8. Annexures
  9. Measure

### 1. **SCOPE**

All food safety related information deemed necessary to be communicated to staff, clients, media and legal advice structures

### 2. **PURPOSE**

To identify a structure that will ensure the effective communication of food safety related information to all staff and to identify specific management positions for external communication.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Management  
Supervisors  
All Staff

### **PROCEDURE**

#### 6. **Internal Communication**

The internal communication system of **Dagbreek Eiers** ensures that sufficient and relevant information and data are available to all personnel involved in the various operations and procedures, and includes those procedures related to Food Safety, Occupational Health and Safety and Environmental matters.

Food safety system information must be communicated by the Food safety Manager, CEO and Dispatch Manager/Supervisor to their respective staff as and when necessary, by means of verbal communication, e-mail, text messaging example. WhatsApp. & Also, internal meetings and notices on notice boards.

The Food safety Manager shall ensure that the Food safety Committee Meeting is held the Food safety Team.

Relevant information will then be communicated either to top management and/or management and staff which is not on the Food safety committee.

The Food safety Manager is responsible for all legislation issues and documentation as well as all external customer specifications and guidelines to be complied with.

#### **Information can be communicated as follows:**

- E-mails, memos, and meetings
- Text Messaging
- Verbal communication
- Training and awareness programs
- Staff meetings
- Special notices if significant changes in documentation occur

# DAGBREEK EIERS



Reference No    Procedure 031  
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 Version No    010

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- Performance evaluations
- Employee suggestions and feedback

**The Food Safety Team will be continuously informed of changes which will affect the FSMS such as:**

- Changes to products and new products
- Changes to raw materials, ingredients, and services
- Changes to production systems and new equipment
- Changes in statutory and regulatory requirements
- Any information regarding food safety hazards and its controls
- Changes in customer requirements
- Changes to premises & environment
- Cleaning & Sanitation Programs
- Packaging, storage & Distribution requirements
- Responsibilities & authorities
- Changes in standards & legislative requirements
- Complaints with regards the quality & food safety of the product
- Any condition that has an impact on food safety

- All staff must report non-conformances observed to the Food safety Team Leader and / or supervisors for effective corrective and preventative actions

**External Communication**

Only the CEO and SHEQ manager are allowed to communicate directly to the suppliers and clients of **Dagbreek Eiers**.

ONLY the CEO will be the responsible person for notifying the media and the public in the case of a product recall that requires a media declaration.

The Food safety Team Leader will be assigned to handle customer complaints. The Food safety Team Leader will then delegate the complaint to the relevant staff for investigation.

Communication with external parties on issues that could have major implications to the Company lies predominantly within the duties and responsibilities of the following persons:

Area of Communication	Responsible Person
Media (Papers, Radio, TV, etc. in case of recalls or other emergency actions)	Managing Director (CEO)
Statutory and Regulatory Authorities	Managing Director (CEO) Food safety Manager
Suppliers	Managing Director (CEO) General manager Food safety Manager
Customer Complaints	Managing Director (CEO) Food safety team LEADER
Client Liaison	Managing Director (CEO) General manager Financial manager Food safety Manager

External Communication regarding product recalls is explained in Product Recalls Procedure and include Dept of Health & Consumer Commissioner

Food Safety requirements from statutory and regulatory authorities are available on to all personnel in the QA Office in the Legislation file or on computer under the Legislation folder.

Customer communication relating to Food Safety issues through visual, microbiological verification or any other applicable issue will be managed by the Food safety Manager and/or CEO.

- Owner and Food safety Team Leader shall be responsible to communicate product information, including intended use, storage instructions and shelf life) to customers or consumers.
- All customer related issues will be dealt with by the Owner and Food safety Team Leader

Reason for change: Add Notice Boards and Signage

# DAGBREEK EIERS



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Description Communications  
Version No 010

Approved *B. vd Meerdt*  
Date of issue 11 August 2021

- All external communications with the public, press, social media will be done by the Owner, the appointed legal representatives, or the corporate representative.
- The owner is responsible for communications with the corporate representatives.
- When necessary, the farm manager may contact the various external parties with matters that needs to be reported (communicable diseases – Department of Agriculture Recalls – Dept of Health, Consumer Commissioner, DAFF) or safe disposal of non-conforming products (Department of Health, Waste Removal Company)  
Communications with the Consumer Commissioner and public will be done in accordance with Notice R490 from the CPA if a Recall is triggered
- The Food safety Team Leader is responsible to liaise with laboratories whenever there are tests that need to be conducted (e.g., product from Customer complaint that could possibly lead to a claim, / consumer safety issue).
- All communications with suppliers will be done by the Food safety Team Leader & Owner and communications will include change in supplier product requirements, supplier documentation and complaints with regards to product quality and food safety issues.
- Food safety Team Leader & Owner and shall communicate with contractors and shall include Code of Conduct, Contractor's appointment and the food safety and quality requirements for the services that they provide.
- Records of all communications must be kept and can be in the form of e-mails or letters. All telephone discussions must be followed up with records of the communication.
- All correspondence with statutory and legislative departments shall be maintained by the Food safety Team Leader.
- Information obtained from external communications must be considered during Management Review and System review
- Under no circumstances will documents be allowed to leave the premises and be made available for public use.

## Notice Boards and Signage

Notices are strategically placed throughout the facility, including canteens, toilets, storage areas to communicate important issues as follows:

- prohibiting eating and drinking
- prohibiting of spitting
- throwing waste into drains
- hazards
- washing of hands at all hand wash stations
- entry & exit procedures (dressing and undressing of PPE)
- hygiene practices and any other information needed for the facility.

## 7. ANNEXURES

Food Safety Meeting Minutes  
Annual Management Review Meeting Minutes  
Emergency Contact Numbers

## 8. MEASUREMENT

This procedure will be measured by the efficiency of implementing changes, or the effectiveness of reaching a conclusion on any given situation

# DAGBREEK EIERS



Reference No Procedure 033  
Description Utility Management  
Version No 007

Approved

*B. vd Meacht*

Date of issue 17 May 2022

## PROCEDURE FOR THE CONTROL OVER UTILITIES

- Contents:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexure
  8. Measurements

### 1. **SCOPE**

This procedure defines the control over utilities, water, electricity, and air

### 2. **PURPOSE**

The purpose of this procedure is to ensure appropriate control over all utilities

### 3. **REFERENCES**

Procedure 001 – Legislation and Standards

### 4. **DEFINITIONS**

Procedure 001 – Legislation and Standards

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Farm Owner

### 6. **PROCEDURE**

#### **Water**

Water is drawn from our own borehole on site and pumped into the dam reservoir. From the dam the water goes into the circulation tanks next to the dam, where Alka boost is added. From the circulation tanks the water is pump to station 2 where it is dosed with HydroFloc and Hydrogel, the water is stored in the Flocculant tank where the sediment sinks to the bottom and clean water is left on top. The clean water is then pumped into the holding tanks where the water is circulated and dosed with HypoSan and PH Acid. From the clean water circulation tanks the water runs through a green filter and is pumped to the main water tanks for holding and from which the farm draws its water.

Water samples are tested externally by SANAS accredited lab at scheduled intervals.

Water is not used as an ingredient, but is used for cleaning and sanitation purposes, and hand washing

#### **Air**

Compressed air is generated on site for the operations of our grading and shrink wrap machine. The compressor is serviced and tested as per schedule.

#### **Electricity**

Electricity is supplied by Eskom under contract, should and interruption occur, we will generate power from our own generators which is sufficient to supply power for the lights, the strapping machine and the Moba. The lighting must be 220lux and any inspection point but be 540lux. The Lux readings must be taken with a calibrated meter and preferably be carried out by a qualified electrician, and reports of readings preferably be SANAS accredited.

#### **Lighting**

Both artificial and natural lighting is used in the production facility. All lights are protected against breakage and glass breakage procedure is in place.



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Reference No Procedure 033  
Description Utility Management  
Version No 007

Approved

*B. vd Meecht*

Date of issue 17 May 2022

## 7. ANNEXURES

None

## 8. MEASUREMENT

The effectiveness of this procedure will be determined business interruptions due to failure.

# DAGBREEK EIERS



Reference No Procedure 035  
Description Product Release  
Version No 007

Approved

*B. van Maackht*

Date of issue 17 May 2022

## PROCEDURE FOR QUALITY CONTROL & PRODUCT RELEASE

- Contents:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexure
  8. Measurements

### 1. **SCOPE**

All products and packaging shall be controlled under this procedure

### 2. **PURPOSE**

The purpose of this procedure is to ensure that all products conform to legislation and specifications; and that all required in process inspections have been adequately performed before product is finally released into the market placed.

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Management Team  
Food safety Team  
Supervisory Staff  
Inspection Designates

### 6. **PROCEDURE**

#### **Packaging**

All incoming packaging is inspected for signs of foreign matter, condition of delivery trucks (hygienic & clean) and signs of pests. Packaging will not be accepted if it is damaged, if there is open packaging or if there are any signs of contamination. Rejected packaging will be returned to supplier. Records are kept on the Receiving QC.

Packaging is again inspected for signs of foreign matter contamination and signs of pests before being drawn off for production. Open packaging will be rejected and safely disposed of. Records are kept of the Packaging Usage Log.

#### **Eggs**

##### **Own Supply - Hen Houses**

The eggs are hand sorted in the hen houses where obvious cracks and dirties are removed and packed separately from eggs for grading and packing before being released to the pack house.

##### **Receiving**

Samples are taken of all fresh incoming eggs and are organoleptically analyzed before being graded and packed. Records are kept on the Fresh Egg /Retention Sample QC.

##### **Grading & Packing**

Cracked and dirty eggs are further removed in the pack house before and during loading onto grader before candling. The cracked and dirty eggs are packed separate and are identifiable by means of identified, designated trolleys which they are placed onto.

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Version No 007

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Hairline cracks and cracks and dirties that have been missed are further removed during candling.

In Process QC is performed daily on the graded stock according to R345 (2020) regulation to ensure that grading process is under control. Inspection includes cracks, dirties, point up, weight, stains / discoloration, shape, and total defects. The allowable percentages are dictated in R345 (2020).

The quality of the packing (neat & tidy) and conformance of the sell by date according to internal and external specifications is also checked and recorded before product is released for dispatch.

Records are kept on In Process QC form.

## **Dispatch & Transport**

All packed product is inspected at point of dispatch. Pre-load inspection is performed on the truck and inspection is done for cleaning & sanitation, signs of foreign matter and signs of pests. Non-conformances on this inspection must be corrected before truck is loaded.

The product will be inspected during loading to ensure that all outer containers and product has a date label allocated. Product which is damaged or does not conform to internal and external specifications shall not be loaded and will be placed in the designated area for non-conforming product until a decision can be made on the course of action to take.

Records are kept on the Load Summary

## **Returns & Rework**

Returns are received back into the designated returns area until a decision can be made to either rework, downgrade or reject returned stock.

Designated personnel are trained in reworking procedures and rework parameters have been set as follows: -

Eggs that are returned will only be reworked / repacked if it has been established that the eggs are safe for human consumption. If the eggs are 1 – 14 days old, they will be repacked and sold as ungraded eggs. If the eggs are 15 days after Best before date, they will be pulped. Eggs up to 14 days older than the Best Before date will only be pulped if there are no obvious signs of contamination and if the eggs are whole or have hairline cracks. Leakers and eggs older than 14 days after BBD will be rejected. All open cracks and leaker eggs will automatically be rejected and disposed of

The Food safety Team Leader and farm manager shall be responsible to make the decision on reworking of non-conforming product after determining that the product is still of quality expected and ensuring that the product is still within the product's shelf life, and safe for the consumer.

The Pack House Manager shall ensure that incorrect packing of product is corrected by repacking in the correct packaging.

Records are kept on the returns and rework Log Sheet.

## **7. ANNEXURES**

Receiving QC  
Packaging Usage Log  
In Process QC  
Packaging checks  
Returns & Rework Log Sheet

## **8. MEASUREMENT**

The effectiveness of this procedure will be determined by the number of non-conformances generated.

# DAGBREEK EIERS



Reference No Procedure 037  
Description Corona Virus  
Version No 006

Approved *B. vd Mescht*  
Date of issue 17 May 2022

## PROCEDURE FOR HANDLING COVID-19 AND SARS-CoV-2 OUTBREAKS

- Contents:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexure
  8. Measurements

### 1. **SCOPE**

This procedure applies to all activities related to the Covid 19 outbreak. It includes methodology for the risk assessment, control measures to prevent the spread and mitigation plan.

### 2. **PURPOSE**

To identify and assess potential risks for the spread of Covid 19.

To implement control measures so that the employees and the public is protected as far as possible against Covid 19 infection.

To establish responsibilities and authorities with regards to the control of implemented measures to prevent the spread of Covid 19

### 3. **REFERENCES**

Procedure 001 – Legislation and Standards

### 4. **DEFINITIONS**

Procedure 001 – Legislation and Standards

#### **Vulnerable Employees**

- Any employee with known or disclosed health issues or comorbidities or any other condition that may place the employee at higher risk of complications or death if infected with the Covid virus.
- Any person the age of 60 years who is at higher risk of severe Covid 19 disease or death if infected.

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Owner & Management is responsible for the enforcement of the control measures,

Employees performing daily employees' checks are responsible to identify as far as possible persons that show signs of flu and report to management which employees are identified as ill for further investigation if required.

All employees must report to the Covid Compliance Officer if they show signs of symptoms of the flu so that the correct actions can be taken.

Covid Compliance Officer is responsible to ensure that all implemented preventative measures are adhered to as identified in the Covid Risks Assessment as well as the Procedure, and to adhere to responsibilities and authorities as defined on the Covid 19 Compliance Officer appointment

### 6. **PROCEDURE**

#### **Information**

Persons infected with SARS-CoV-2, and the newly identified virus that causes coronavirus disease COVID-19, may be symptom-free for about 5 days on average, and should expect to experience symptoms within 12 days.

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Transmission by mildly symptomatic and asymptomatic individuals is time from exposure to onset of infectiousness (latent period) may be shorter than the estimated incubation period, with important implications for transmission dynamics. In other words – the person may show no sign of illness but is infected with the virus and can transmit it to other persons unintentionally, this is true for both SARS-CoV-2 or COVID-19 virus.

### Determining the risk (Hazard Analysis)

A risk analysis has been conducted to determine the risks of spread throughout the organisation.

Each area of production has been considered as well as admin / managerial positions, visitors, and contractors.

The risk analysis includes what measures are in place to prevent the spread of the virus (skeleton employees, social distancing, masks, hand washing, hand sanitizing, gloves, and surface sanitizing).

Control measures implemented are documented on the risk assessment.

Vulnerable employees (members that are HIV positive, pregnant woman, employees with underlying health conditions and persons 60 years and older) have been considered in the risk assessment.

Based on the results of the risk assessment which includes identification of vulnerable employees and taking into account the operational requirements of the workplace (risk of transmission through their work), a decision could be made by management to enforce compulsory vaccinations after consultation with the employees.

### Hazard Assessment

Asses each of the hazards in each process step and evaluate the probability of the incident happening, and the severity should it happen. This will indicate whether the risk is a significant risk in terms of food safety.

Use the following model:

		Probability		
		Low 1	Medium 2	High 3
Severity ↑	High 3	3	4	5
	Medium 2	2	3	4
	Low 1	1	2	3
		Low 1	Medium 2	High 3

Interpretation of model:

#### Probability (Read left to right):

Decision making for determination of probability must be based on the health status of the employees as well as factors which could be detrimental to them regarding exposure (e.g., If social distancing is not possible, then the risk of being infected is higher than in other areas where social distancing can be maintained).

Low – This is applicable to job functions where all the necessary preventative measures are implemented, and employees are healthy.

Medium – This is applicable to job functions where only some of the preventative measures can be implemented.

High – This is applicable to job functions where there is a high risk of possible spread / infection. This also applies to vulnerable employees.

#### Severity (Read bottom to top):

Low – This is applicable to persons who are healthy and who will more than likely recover from an infection with minimal medical assistance.

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Medium – This is applicable to persons who may show more severe symptoms and who will more than likely need medical intervention.

High – Could make someone very ill and could potentially lead to death (this is absolutely applicable to vulnerable persons)

## **Outcome:**

Draw a horizontal line from the number of the severity block and a vertical line from the probability block, where they intercept, that is the outcome.

1 – 2: Low Risk

3 – 4: Medium Risk

5: High Risk

The risk assessment will be reviewed according to legislative requirements through each lockdown stage to determine the risks associated with the workplace at the stage of lockdown, as new risks are identified, as new knowledge and / or science develops regarding Covid 19 and in the case of failure of control measures.

A list of identified vulnerable employees as identified in the risk assessment must be maintained and must be current.

## **Assigning of responsibilities and Covid Management Declaration**

Management must formally compile, document, and communicate a Covid Management Declaration.

A designated Covid 19 Compliance Officer or Compliance Team must be formally appointed in writing by top management to ensure that all the preventative protocols for the prevention of the spread of Covid is established, implemented, monitored, and managed. The appointment clearly defines their responsibilities and authorities.

Top management is responsible for ensuring that the Health & Safety Committee and employees are informed of the protocols that are required for the prevention of the spread of Covid in the workplace and to address any employee or workplace representative concerns. This includes but is not limited to consultation with the company's Health & Safety Committee.

## **Administrative Measures (50 employees in total and above)**

A record of the completed risk assessment must be submitted to the Health & Safety Committee, together with the intended plan and policy with regards the preventative measures implemented to protect employees against transmission in the workplace.

The documented risk assessment, policy and plan must be made available to the Health & Safety Representatives.

The following data must be submitted by management to the National Institute for Occupational Health (link to register the business is on the web site):

- Each employee's vulnerability status for serious outcomes
- Details of Covid Screening
- Details of employees who test positive for Covid 19.
- The number of employees identified as high-risk contacts in the workplace in the event of positive Covid cases in the workplace.
- Details of post infection outcomes including return to work assessment outcome.

This information must be submitted:

- Once in respect of each employee's status
- Before Tuesday of each week for the previous week for the period of Sunday to Saturday for the previous week.

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Management or the Health & Safety Representative must inform the employees of the information that will be submitted and must advise them that their personal information is protected under Act 4 of 2013 – Protection of Personal Information

## Protective Measures

Management must as far as possibly allow employees that can perform duties remote to work from home and must ensure that adequate workspace is provided for employees who cannot work remote.

The square meter of the company must be determined in each area of a production areas to determine the ideal number of employees allowed in that area to ensure social distancing can be maintained (1.5m minimum between persons). Face to face contact must be as far as practical possible be minimised. Employees numbers must be kept to a minimum in any one area as far as possible by means of shift rotation, staggered work hours, shift systems and remote working.

Physical barriers and / or additional PPE must be used when social distancing is not practical as determined in the risk assessment.

Social distancing must be maintained where queues are unavoidable (e.g., arrival at work during health screening) and in common areas such as canteens. Employees use of common areas must be staggered so that minimum employees use these areas at any particular time. Social distancing marks must be put in place to indicate social distancing requirements.

Workers working at desks must only work at their own desks. Where possible, doors must be left open to reduce hand contact. Door handles, desks, telephones, keyboards must be sanitized frequently.

Where possible, biometric systems must be replaced with alternative clocking systems, or strict sanitizing protocols must be implemented before and after clocking.

Management must restrict face to face meetings as far as possible and investigate alternatives such as Zoom, Skype and WhatsApp video calling. Social distancing must be adhered to if face to face meetings is unavoidable. The duration of face-to-face meetings must be kept to a minimum and niceties such as shaking of hands is not allowed. Desks, door handles, chairs and equipment must be sanitized after each meeting. Refreshments may only be served if the food and beverages are closed, and dedicated utensils and crockery is used.

Contact between workers as well as members of the public and workers must be avoided as far as possible at the workplace.

## Vulnerable Employees

Appropriate additional PPE and sanitizing applications must be provided for employees where social distancing cannot be maintained due to structural and equipment layout or job functions, and for employees with known health issues or conditions which may place employees at higher risk.

Vulnerable employees include are persons with underlying health conditions which includes:

- Chronic lung disease (TB, asthma)
- Diabetes
- Heart conditions
- Severe obesity
- Kidney disease
- Liver disease
- HIV positive
- Cancer
- Any immunocompromised condition

Vulnerable employees also include:

- Employees over 60 years of age

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- Employees caring for the sick, elderly, young.
- Pregnant women
- Employees that are high risk of infection and transmission through their work

Vulnerable employees could be assigned duties where the risk factor is lower where possible. Vulnerable employees should, where possible, be allowed to perform their duties from home.

## **Awareness Training & Information Communication**

Signage regarding Covid awareness and implemented protocols must be displayed at strategic points where they are easily visible as a reminder to employees and visitors.

Communication (signage and training) includes information on the dangers of the virus, the manner of its transmission and implemented preventative measures with emphasis on hygiene practices paying particular attention to how to sneeze and cough, hand washing, PPE use (including masks and visors), social distancing, routes of contamination and where to go for screening if presented with Covid symptoms.

Signage must be displayed to communicate and educate workers on Covid 19.

Training must include:

- The dangers of the disease
- Route of transmission
- Measures to prevent transmission.
- Symptom monitoring and screening
- Hygiene practices
- Prevention of social stigma

## **Employees Health & Hygiene**

Management must provide a minimum of 2 cloth masks at no cost to the employees and all other PPE as required, including additional PPR required for high-risk job functions (e.g., visors). More masks may be required for changing during work hours (e.g., in conditions where masks become wet or soiled).

Management must ensure that work areas are properly ventilated and where possible that the air is filtered through high efficiency particulate air filters which are regularly cleaned and maintained, and such air may not be recirculated.

All employees are obligated to follow all the implemented preventative protocols.

All persons entering the site must sanitize hands and should enter through a mist spray booth that is dosed with a viricide at point of entry to the site, and record of all employees and visitors must be maintained for contact tracing if necessary.

All employees on site must be monitored upon entry and temperatures of employees should be measured using a handheld laser thermometer as the thermometer does not need to make contact with the skin in order to measure the temperature. The Covid 19 hotline (**0800 02 9999**) must be contacted should a person present with an elevated temperature (Above 37.5°C) to ensure that the most up to date protocol is followed for handling the situation. Ensure persons identified with flu or flu symptoms wear a mask to prevent their infections to spread to other employees while still on site before being tested.

All employees must report if they show symptoms such as body aches, redness of eyes, loss of smell, loss of taste, nausea, vomiting, diarrhoea, fatigue, weakness / tiredness, shortness of breath, fever, sore throat, coughing.

Do not allow employees that is potentially infected to work with food products or the packaging the food is packed in.



# DAGBREEK EIERS



Reference No Procedure 037  
Description Corona Virus  
Version No 006

Approved *B. vd Mescht*  
Date of issue 17 May 2022

Attention must be placed on Daily Staff Checks for production employees and emphasis must be placed on hand washing and sanitizing practices. These practices should be monitored, and employees must be re-trained in hand washing if required.

Appropriate PPE must be provided including standard issue PPE for food safety as well as cloth masks as a minimum. Additional PPE could be required where practices like social distancing cannot be implemented and for vulnerable / high risk persons based on the outcome of the risk assessment.

## **Cleaning & Sanitation**

All work areas must be maintained in a hygienic condition. Assessment must be done to identify areas of risk for more frequent cleaning and sanitation and all surfaces that are exposed to contact with persons must be sanitized on a regular basis (before work starts, regularly during work period and after work ends). This will include tables, switches, telephones, desks. Focus on areas such as clocking systems and door handles.

70% Alcohol sanitizers must be made available at all entry / exit points and at strategic places throughout the organisation, including admin and managerial offices to ensure that proper sanitation practices are followed.

## **Suppliers**

Communications must be sent to suppliers to determine if they have preventative measures in place at their facilities so that additional preventative measures can be implemented if required based on controls at suppliers. Persons performing deliveries from suppliers must sanitize hands before offloading raw materials and sanitation must be done before handling raw materials and before touching other surfaces.

## **Visitors & Contractors**

Visitors and contractors must be minimised as far as possible, and they complete the visitors form that include specific questions related to the viral outbreak including Covid 19 symptoms and access can be denied if there are any concerns relating to potential exposure to the virus. All visitors must wear masks.

Sufficient sanitizer must be available for the person working with the visitors, contractors and public as well as for use by visitors, contractors and public. Hands surfaces touched must be sanitized after every interaction with visitors, contractors and the public.

## **Positive Covid 19 test results or suspected covid (employees with Covid symptoms)**

Employees showing symptoms of Covid may not come to work and time off will be deducted from employees' annual sick leave.

Persons testing positive for Covid or that present symptoms of Covid is not allowed to work and may not enter the work premises.

If the worker is at work, they must be isolated, be provided with a surgical mask and arrangements must be made for the worker to be transported in the safest manner to prevent infection for a medical exam and / or testing at the nearest testing centre. This person workstation / area must immediately be disinfected and contact tracing for workers who might be at risk for screening must take place as soon as possible.

Top management or Health & Safety Representative are responsible to report any positive cases to the National Institute for Occupational Health.

Top management is responsible to inform the Compensation Commissioner if employees are unable to work for periods exceeding their annual paid sick leave.

An assessment must be done by the Health & Safety Committee immediately in the case of a positive test to determine the mode of exposure, including failure of control measures. Investigation must include the risk of transmission to other employees. Temporary closure of the area / workstation must be done to ensure that deep cleaning and disinfection takes place. Other workers who are at risk must also be screened for symptoms of Covid 19.

# DAGBREEK EIERS



Reference No Procedure 037  
Description Corona Virus  
Version No 006

Approved *B. vd Mescht*  
Date of issue 17 May 2022

A full closure of the business may be required for deep cleaning & disinfection, and should this be necessary it will be done under guidance from the Department of Labour and / or Department of Health and based on an incident risk assessment conducted by the Health & Safety Committee.

The affected worker must be placed on sick leave and if sick leave is exhausted, UIF benefit claim must be submitted.

If an employee contracted Covid 19 from the workplace, the case/s of Covid 19 must be reported to the Compensation Commissioner in the prescribed format using the documentation required in terms of the Compensation for Occupational Injuries and Diseases Act (Act 30 of 1993 in order to facilitate worker's compensation including leave or temporary disability, assessment in complex cases which can result in permanent disability, compensation for medical expenses and compensation for dependants in the case of death.

## **Return to work after positive Covid 19 test.**

Employees may return to work after testing positive only if they have isolated for a minimum of 10 days without having to do another Covid 19 test only if they had mild symptoms and in moderate to severe cases (requiring oxygen or hospitalisation) from date of achieving clinical stability, or if the employee has undergone medical screening declaring them fit for work.

The employer must ensure that all preventative measures are adhered to when staff return to work after isolation and employees that tested positive and that isolated must be monitored closely for symptoms and these employees should wear surgical masks for a minimum of 21 days from date of diagnosis.

Other employees that were in close contact with a person testing positive for Covid 19, the employer must assess the workers exposure to determine if there is a high or low risk of transmission.

In the case of a low risk the employee may continue working using a cloth mask and must be closely monitored for symptoms for 10 days.

In the case of high-risk exposure, the employee must quarantine for a minimum of 10 days and Covid screening will not be required if the employee shows no symptoms.

Covid 19 Compliance Officer or Compliance Team will be responsible to ensure that any employees returning to work after a period at home will be informed and trained in the preventative measures implemented and records of training must be maintained.

## **7. ANNEXURES**

Covid Risk Analysis  
Daily Employees Checks  
Medical Certificates  
Illness Register  
Visitors Log  
Covid Awareness Training Module  
Covid Management Declaration  
Covid Compliance Officer Appointment Letter

## **8. MEASUREMENT**

The effectiveness of the control will be measured on the number of transmissions reported.

# DAGBREEK EIERS



Reference No Procedure 038  
Description Location & Local Environment  
Version No 007

Approved  
*B. van Maack*  
Date of issue 17 May 2022

## PROCEDURE FOR INFRASTRUCTURE AND ENVIRONMENT

- Contents:**
1. Scope
  2. Purpose
  3. References
  4. Definitions
  5. Responsibilities and Authorities
  6. Procedure
  7. Annexure
  8. Measurements

### 1. **SCOPE**

All sites shall be controlled by this procedure

### 2. **PURPOSE**

To ensure all new developments in the area is considered for the continual production of safe food

### 3. **REFERENCES**

Refer to Procedure 001 – Standards & Legislation

### 4. **DEFINITIONS**

Refer to Procedure 001 – Standards & Legislation

### 5. **RESPONSIBILITIES AND AUTHORITIES**

Management Team  
Food safety Team

### 6. **PROCEDURE**

#### **Construction & Layout**

The pack house and hen houses were custom build to take advantage of the elevation and natural air flow, thus reducing the potential build-up of state air and thereby increase the health of the flocks and also contribute to the fly problem that is associated with egg production

The footpath areas outside the pack station and hen housed are paved

Doors are roll up type, no dwelling are situated near the pack house or henhouses

Water is extracted from own borehole and is of a good quality, for drinking water we do have a water filter system in

Rainwater drains off from the farm so that no standing pools and the resultant mud and other problems are eliminated.

The production area is constructed in a manner to prevent as far as possible cross contamination and is large enough to facilitate equipment necessary for production, cleaning and sanitation activities, maintenance activities and easy movement of product, staff and waste.

Drainage in and around the facility is effective to ensure that there is no stagnant, standing water.

# DAGBREEK EIERS



Reference No Procedure 038  
Description Location & Local Environment  
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*B. vd Maack*  
Date of issue 17 May 2022

Exterior drains are efficient to prevent stagnant water and flooding.

The facility is pest proof to keep out cats, dogs, rats, flies, cockroaches, and birds as far as possible and is fenced to keep out unauthorized personnel and vehicles. The facility is access restricted by means of locked gates

Outdoor work areas, pathways and roads are permanent (what) surfaces while unused surfaces are planted with grass and is maintained to minimise dust and mud.

Premises and equipment are designed specifically for effective food manufacturing and is situated away from areas that flood, where waste is collected and where pest infestations can take place.

Should development occur in the vicinity of the farm, a full risk assessment shall be done

## 7. ANNEXURES

None

## 8. MEASUREMENT

The effectiveness of this procedure will be determined by the annual evaluations of the situation

# CERTIFICATE OF ACHIEVEMENT

Herewith Intertek confirms that the food safety management system of:

**Dagbreek Eiers (Pty) Ltd**

Zwartenbosch Farm

Humansdorp

Has been assessed by Intertek on:

**29 October 2021**

And found to adequately comply with the requirements of

SANS 10049 requirements for prerequisite programmes (PRPs), ISO/TS 22002 prerequisite programmes on food safety, Codex Hazard Analysis Critical Control Point (HACCP) principles, Food Safety Management System requirements as guided by the Global Safety Initiative (GFSI), Applicable laws, regulations and compulsory specifications.

And has successfully passed the audit.

The certificate is applicable to:

Shell & Liquid Eggs

**Certificate No:**

2107-05-LFF-248

**Date of issue:**

04 November 2021

**Valid until:**

29 October 2022



A handwritten signature in black ink, appearing to read 'René Cloete', is positioned above a horizontal line.

**René Cloete**

Operations Manager

Issued by:

Intertek, PO Box 12445, Aston Manor, 1630, South Africa

[www.intertek.com](http://www.intertek.com)

This certificate is to be used only for the purpose expressly allowed and agreed to by Intertek. The certificate of achievement reflects our findings at the time of the audit and is based on a sampling exercise, considering the facilities, operations, practices and systems viewed on site during the audit. It therefore does not follow that no non-conformances exist where none have been noted. The information emerging from Intertek is given after the exercise of all reasonable care and skill in its compilation, preparation and issue. No liability for the display, use and application of this certificate is accepted by Intertek and Intertek does not guarantee the quality and safety of any goods produced on the premises. This certificate is to be considered in conjunction with the associated audit report, is valid subject to ongoing compliance with the certification requirements and to be considered in relation to the specific scope.





33 DA GAMA ROAD, JEFFREYSBAY

PO BOX 21, JEFFREYSBAY, 6330

TEL: 042 2002200

**CERTIFICATE OF ACCEPTABILITY FOR FOOD PREMISES**

Issued in terms of Regulation No. 638 of 22 June 2018: Section 3 (5) (a) as promulgated under the Foodstuffs, Cosmetics and Disinfectants Act 1972 (Act 54 of 1972).  
This Certificate is not transferable from premises to premises

**A. CERTIFICATE NO: GV1/10/2020**

**B. FOOD PREMISES**

<b>Name</b> (if any)	DAGBREEK EIERS (PTY) LTD
<b>Address:</b> (Location or trading area or stand no)	PORTION 5 OF 347, ZWARTENBOSH FARM HUMANSDORP 6300

**C. PERSON IN CHARGE**

<b>Name:</b>	JACOBUS HARVEY STROEBEL
<b>I.D. / Passport Number</b>	750527 5107 085

**D. VEHICLE(S) TRANSPORTING PERISHABLE FOOD/ PREPACKED FOOD [Regulation 3(1)(a) and 14(6)(a)]**

Name of company (if any)	
Name of owner / person in charge	
Physical Address: (Location or trading area, stand no.):	
Areas where food is to be transported:	

Vehicle 1	HCS 011 EC
Vehicle 2	FPN 580 EC
Vehicle 3	HPZ 632 EC
Vehicle 4	JGY 080 EC
Vehicle 5	JKX 114 EC
Vehicle 6	JKX 115 EC
Vehicle 7	DYB 729 EC
Vehicle 8	DYB 728 EC
Vehicle 9	JMF 423 EC
Vehicle 10	JJM 728 EC

**E. NATURE OF HANDLING**

List and describe what the activities will entail (e.g. preparation or packing and processing).

RECEIVING, SORTING, GRADING, PACKING, LABELLING AND SUPPLY OF EGGS
--------------------------------------------------------------------

**F. CERTIFICATION AND RESTRICTION**

It is hereby certified that the above - mentioned food premise(s) complies with the provisions of regulations 5 and 6 made by Government Notice No R 638 of June 2018 in respect of the food as specified (the handling of food as specified in the application).
Restrictions, conditions or stipulations in terms of regulation 3(1)(b):

**G. ENDORSEMENTS / EXEMPTIONS - In terms of regulation 14 (1)**

Endorsements / Exemptions	Date	Name of Inspector
NONE	22 OCTOBER 2020	NOLUTHANDO SPENGANE-BIYANA

**H. SIGNATURE OF THE INSPECTOR:**

MRS. N. A. SPENGANE-BIYANA  
 EHP: GAMTOOS AREA

MS. N. BLOM  
 SENIOR EHP: GAMTOOS AREA

KOUGA Municipality: Municipal Administration and Community Services  
 Directorate: Municipal Administration and Community Services  
**OFFICIAL DATE STAMP**  
 22 OCT 2020  
 Department: Environmental Health