



INTROWISE FOOD SAFETY AND QUALITY POLICY

Introwise Commercial Catering and Facilities Management is the leading company in commercial catering, housekeeping, laundry and gardening facilities in Zimbabwe. Our aim is to expand our customer base locally, as well as regionally.

To achieve this, we are committed to the consistent provision of quality food and service that satisfies the demands and expectations of our customers. This is achieved through:

- Compliance with the requirements of ISO 9001:2015 Quality Management System and applicable statutory and regulatory requirements to ensure food safety.
- Setting and reviewing quality and food safety objectives to ensure continual business performance improvement.
- Ensuring food is always prepared and transported under sanitary and safe conditions that do not expose it to any forms of contamination.
- Providing our employees with information, training and tools necessary to apply the commitments made in this Policy.
- Effective communication with employees, contractors, suppliers, visitors, customers and regulatory authorities to ensure a safe and hygienic product and service, and respond to their feedback.
- Making this Policy available to our relevant stakeholders, as appropriate, and reviewing it to ensure alignment with our strategic direction.