

<b>Jollibee Foods</b> <b>CORPORATION</b>	<b>ESG Relevant Policies and Procedures</b>	
	<b>SOCIAL</b>	
	<b>Product Safety and Quality in Corp Supply Chain</b>	
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**SUPPLY CHAIN (COMMISSARY AND DISTRIBUTION FACILITIES) Product Safety and Quality:**

**FOOD SAFETY AND QUALITY /HALAL AUDIT:** Each commissary / distribution center is considered a valued supplier and service provider of the various Business Units. As such, each goes through an extensive annual food safety/Halal audit conducted by Corporate Quality Management (CQM) and Third-Party certifying bodies. This audit is a systematic, independent, and documented activity in which objective evidence is gathered and assessed to determine if a Food Safety/Halal system is appropriate and effective. Also, it identifies areas of the Food Safety/Halal management system that have deficiencies/nonconformities and potential improvement and eventually creates appropriate actions to correct them.

**MANUFACTURING AND HANDLING:** All incoming raw and packaging materials are received and accepted based on approved Raw and Packaging Materials Specifications issued by the Research and Development department. Similarly, all finished goods produced go through specification checks and product testing in the aspects of Physico-Chemical, Sensory, and Micro-analysis. These specifications are constantly reviewed and updated to reflect if the established specifications are compliant to regulatory requirements, both local and international.

**PRODUCT AND FACILITY CERTIFICATIONS:** The manufacturing sites are certified in the following systems:

- ISO 22000 (FSSC 22000),
- FDA for all products registration and license to operate
- NMIS for meat storage
- Halal for fruit pies
- BPI for vegetables storage
- ISO 45001 (OSHAS)
- ISO 14001 (EMS)

**CONTINGENCY PLAN / MITIGATION CONTROL SYSTEM:** In case of product quality issues or recall, the Supply Chain system is equipped with the following:

- **Crisis Management Policy and Guidelines:** These outline the response to a critical situation that would negatively affect the organization's profitability, reputation, or ability to operate.
- **Business Contingency Plan:** This is a course of action that our organization would take if an unexpected event or situation occurs to ensure we are prepared for potential threats to our operations.
- **Product Recall Procedure:** This outlines the methods for responding to a notice of nonconforming and potentially unsafe products to prevent, eliminate, or reduce the likelihood of harm to the consumer.
- **HACCP Plan:** This is a science-based system wherein all stages involved in food production and preparation are systematically assessed and the stages within production that are critical to the safety of the product are identified and controlled to manage the risks in food chains (from "farm-to-fork").
- **Food Defense Plan:** A set of written documents that is based upon food defense principles and incorporates a vulnerability assessment, includes mitigation strategies, and delineates food defense monitoring, corrective action, and verification procedures to be followed.