

FRESH DELIGHT QUALITY POLICY

Fresh Delight aims to be the market leader throughout the Southern African region, in production, processing and supply of fresh foods through the implementation of its Quality Management System (QMS). Our commitment is to be clearly the best with our motto "Fresh is delightfully the best."

It is therefore the endeavor and commitment of Fresh Delight to achieve this aim through:

- Continuously review of the organization's context and always aligning the Quality Management System to the strategic direction of Fresh Delight.
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training, coaching, supervision, and effective communication.
- Compliance with requirements of ISO 9001:2015 Standard, applicable statutory and regulatory requirements, to exceed the needs and expectations of our customers and stakeholders.
- To nurture and develop our human capital and material resources, gain new skills, and improve existing skills with full support for learning and growth.

To demonstrate our firm commitment to the above quality requirements and achieve results, we will.

- Comply with the requirements of ISO 9001:2015 and applicable legal requirements to exceed expectations of our customers.
- Ensure quality objectives are established and periodically reviewed to ensure suitability, relevance, and appropriateness to the company.
- Address the needs and expectations of our customers and stakeholders.
- Appraise our quality performance with the objective of continuous improvement.
- Engage stakeholders by promoting open communication, education, training, and motivation; and developing them on the requirements of the QMS.
- Ensure that our team members have opportunity to develop their full potential, gain new skills and improve existing skills, with full support for learning and growth.
- Strive to be wholly customer focused ensuring that customer value-addition is paramount.
- Ensure that top management conducts strategic sessions and formulate quality objectives which are subject for review from time to time.

The above policy shall be communicated to all Fresh Delight processes through awareness training programs to ensure it is understood. The Executive leadership shall periodically review this quality policy to ensure continual improvement of the Quality Management System.

The policy shall be shared with relevant stakeholders.



Managing Director
S. Manyika
Date:02 October 2023

Revision(02)



Worker representative
N. Nyakurukwa
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PORISI YEMHANDO YEFRESH DELIGHT

Fresh Delight ine donzvo rekuve ndiyo inotungamira muSouthern Africa yese, mukugadzira, nekupa chikafu chakanaka kuburikidza nekutevedzera kwayo miunganidzwa yemhando dzemaitirwo ebasa mubhizimusi (Quality Management System (QMS). Chinangwa chedu ndechekuve pamusoro nechirevo chedu chekuti **“Fresh is delightfully the best.”**

Naizvozvo Fresh Delight inoedza uye inozvipira kuzadzisa chinangwa ichi kuburikidza:

- Nekuramba tichiongorora mamiriro esangano uye kutevedzera nekuita maitirwe ebasa emhando yepamusoro mubhizimusi (QMS) zvakanangana nehurongwa hwegwara reFresh Delight.
- Nekukurudzira kuitwa kwemabasa emhando yepamusoro pakati pevashandi nevese vatinobata nawo kuburikidza nezvisungo, dzidzo, kudzidzisana, hutungamiri, , uye kutaurirana kwakanaka.
- Nekutevedzera zvinodiwa neISO 9001:2015 Standard, zvinodiwa nemutemo uye zvemitemo, kuti tipfurikidze zvinodiwa uye zvinotarisirwa nevatengi vedu uye vanobata nawo.
- Nekurera nekuvandudza hupfumi hwedu hwevanhu nezviwanikwa, kuwana hunyanzvi hutsva, nekuvandudza hunyanzvi huripo tichipa rutsigiro rwakakwana rwekudzidza nekukura.

Kuratidza kuzvipira kwedu kwakasimba kune izvo zviri pamusoro zvinoita tishande zvakanaka uye kuwana pundutso, isu:

- Tichatevedzera zvinodiwa neISO 9001:2015 uye zvinodiwa nemutemo kuti tipfurikidze zvinotarisirwa nevatengi vedu.
- Tichave nechokwadi chekuti zvinangwa zvamashandiro akanaka zvinogadzwa uye zvi noongororwa nguva nenguva kuti zvive nechokwadi chekukodzera nekukosha kukambani.
- Tichagadzirisa zvinodiwa uye zvinotarisirwa nevatengi vedu uye vanobatinobata nawo.
- Tichaona kuti mashandiro edu ndeemhando yepamusoro nechinangwa chekuenderera mberi .
- Tichashanda pamwe nevatinoobata nawo nekusimudzira kutaurirana kuripachena dzidzo, kudzidziswa uye kukurudzira nekuwandudza pane zvinodiwa neQMS.
- Tichave nechokwadi chekuti nhengo dzechikwata chedu dzinowana mukana wekuvandudza kugona kwavo kuzere, kuwana hunyanzvi hutsva nekuvandudza hunyanzvi huripo, pane rutsigiro ruzere rwekudzidza nekukura.
- Tichayedza kushanda takatarisa zvido zvemutengi nekuve nechokwadi chekuti kukosha kumutengi ndiko kwakakosha.
- Tichave nechokwadi chekuti vatungamiri wachaongorora nekuwandudza zvinangwa zvemashandiro akanaka uye zvinofanirwa kuongororwa nguva nenguva.

Bumbiro iri ichaziviswa kune vashandi vose we Fresh Delight kuburikidza nezvirongwa zvekupa ruzivo kusvika pakunzwisika. Vatungamiriri vanenge vachiona nezvemiunganidzwa yemhando dzemaitirwo ebasa mubhizimusi vachange vachiongorora nguva nenguva bumbiro iri kuti zvinangwa zvemaitirwo ebasa mubhizimusi (QMS) zvivandudzwe.

Gwaro racho richagoverwa nevatinoobata nawo.



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INQUBOMGOMO FRESH DELIGHT

I-Fresh Delight ihlose ukuba ngumholi wemakethe kuso sonke isifunda saseNingizimu ne-Afrika, ekukhiqizeni, ekulungiseni nasekunikezeni ukudla okusha ngokusebenzisa uhlelo lwayo Lokulawula Ikhwalithi (QMS). Ukuzibophezela kwethu ukuthi sibe abangcono kakhulu ngesiqubulo sethu esithi "Intsha ingcono kakhulu."

Ngakho-ke kuwumzamo lokuzibophezela kwe-Fresh Delight ukufeza le nhloso ngokusebenzisa:

- Qhubeka ubuyekeza umongo wenhlangano futhi uhlale uqondanisa Uhlelo Lokuphathwa Kwekhwalithi endaweni yamasu ye-Fresh Delight.
- Ukukhuthaza ukubamba iqhaza lokukhuthazwa kwezibopho ezisezingeni eliphezulu kubo bonke abasebenzi kanye nabantu besithathu ngokusebenzisa amazinga, imfundo, ukuqeqeshwa, ukuqeqesha, ukugada, kanye lokuxhumana okuphumelelayo.
- Ukuhambisana nezimfuneko ze-ISO 9001:2015 Standard, izimfuneko ezisebenzayo zomthetho nezokulawula, ukuze kudlule izidingo lokulindelwe amakhasimende ethu nababambiqhaza.
- Ukukhulisa lokuthuthukisa abasebenzi bethu kanye nezinsizakusebenza, sizuze amakhono amasha, futhi sithuthukise amakhono akhona ngokusekelwa okugcwele kokufunda lokukhula.

Ukukhombisa ukuzibophezela kwethu okuqinile kulezi zidingo zekhwalthi ezingenhlal futhi sithole imiphumela, sizokwenza.

- Ukuthobelana nezimfuneko ze-ISO 9001:2015 kanye nezimfuneko zomthetho ezisebenzayo ukuze kudlule lokho okulindelwe amakhasimende ethu.
- Qinisekisa ukuthi izinjongo zekhwalthi ziyasungulwa futhi zibuyekezwe ngezikhathi ezithile ukuze kuqinisekise ukufaneleka, ukuhambisana, lokufaneleka kwenkampani.
- Bhakana nezidingo lokulindelwe ngamakhasimende ethu nababambiqhaza.
- Hlola ukusebenza kwethu kwekhwalithi ngenhloso yokuthuthukisa okuqhubekayo.
- Bandakanya ababambiqhaza ngokukhuthaza ukuxhumana okuvulekile, imfundo, ukuqeqeshwa, kanye noqozi; kanye nokuzithuthukisa mayelana nezidingo ze-QMS.
- Qinisekisa ukuthi amalungu eqembu lethu anethuba lokuthuthukisa amakhono awo aphelele, azuze amakhono amasha futhi athuthukise amakhono akhona, ngokusekelwa okugcwele kokufunda lokukhula.
- Lwela ukugxila ekhasimendeni ngokuphelele uqinisekisa ukuthi ukwengezwa kwenani lekhasimende kubaluleke kakhulu.
- Ukuqinisekisa ukuthi abaphathi abaphezulu benza amaseshini abalulekile futhi bakhe izinjongo zekhwalthi okufanele zibuyekezwe ngezikhathi ezithile.
- Le nqubomgomo engenhlal izokwaziswa kuzo zonke izinqubo ze-Fresh Delight ngezinhlelo zokuqeqesha zokuqwashisa ukuze kuqinisekise ukuthi iyaqondakala. Ubuhlobo obuphezulu buyobuyekeza le nqubomgomo yekhwalthi ngezikhathi ezithile ukuze kuqinisekise ukwenziwangcono okuqhubekayo koHlelo Lokuphathwa Kwekhwalithi.

Inqubomgomo izokwabelwa ababambiqhaza abafanelekile.



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