Purpose: To define incident management methods for effectively acting during, emergencies that actually or potentially impact food safety and quality as result of incidents such as fire, flood, natural disaster, medical emergencies or disruption to key services such as water and electricity supply.

Scope: This procedure covers all activities required to prepare for and respond to any emergency. Emergency situations include external and internal causes, both accidental and deliberate. It applies to all management and staff personnel.

Definitions: As per document HFSQ 001

Applicable legislation: As per document HFSQ 002

Work Instruction/SOP:

1. Emergency Measures

GOAL: To have measures / response in place to prevent emergency situations and accidents that can have an impact on food safety

Tomis has in place the following measures for emergencies and incidents.

1.1 Fire Emergency

- When fire is discovered, activate the fire alarm
- Notify the local Fire Department by calling number on emergency phone list
- Fight the fire only if the fire is small and is not spreading to other areas, escaping the area is possible by backing up to the nearest exit, the fire extinguisher is in working condition and personnel are trained to use it
- Upon being notified about the fire emergency, the staff must leave the building using the designated escape routes
- Assemble in the designated area (outside at the back of the factory)
- Remain outside until the competent authority (Designated Official or Manager) announces that it is safe to reenter.
- Disconnect utilities and equipment unless doing so jeopardizes his/her safety
- Perform an accurate head count of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Report any problems to the Emergency Coordinator at the assembly area
- Fire drills to be kept twice a year

1.2 Severe Weather and Natural disaster Emergencies

1.2.1 Tornado

- When a warning is issued by sirens or other means, seek inside shelter
- Consider the following, small interior rooms on the lowest floor and without windows, hallways on the lowest floor away from doors and windows, and rooms constructed with reinforced concrete, brick, or block with no windows
- Stay away from outside walls and windows
- Use arms to protect head and neck
- Remain sheltered until the tornado threat is announced to be over.

1.2.2 Earthquake

- Stay calm and await instructions from the Manager or the designated official
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power
- Assist people with disabilities in finding a safe place
- Evacuate as instructed by the Manager and/or the designated official.

1.2.3 Floods Indoors

- Be ready to evacuate as directed by the Manager and/or the designated official
- Follow the recommended primary or secondary evacuation routes

1.2.4 Flood Outdoors

- Climb to the high ground and stay there
- Avoid walking or driving through flood water
- If the car stalls, abandon it immediately and climb to a higher ground

1.2.5 Hurricane / Blizzards

- Stay calm and await instruction from Manager or designated official
- Remain indoors and seek shelter
- Consider the following, small interior rooms on the lowest floor and without windows, hallways on the lowest floor away from doors and windows, and rooms constructed with reinforced concrete, brick, or block with no windows.
- If outdoors, find a dry shelter

1.3 Medical Emergency

- Call medical emergency by calling number on emergency phone list
- Provide the following information
  - Nature of medical emergency
  - Location of the emergency (address, building, room number)
  - Your name and phone number from which you are calling

- Do not move victims unless necessary
- Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of professional medical help
- If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance
    - Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids)
    - Clear the air passages using the Heimlich Maneuver in case of choking
- In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment
- Attempt first aid ONLY if trained and qualified.

1.4 Chemical Spillage Emergency

- Immediately notify the designated official and Health and Safety Officer
- Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.). Secure the area and alert other site personnel
- Do not attempt to clean the spill unless trained to do so
- Attend to injured personnel and call the medical emergency number, if required
- Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical spill cleanup
- Evacuate building as necessary
- When a Small Chemical Spill has occurred, notify the Manager
- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering
- Deal with the spill in accordance with the instructions described in the MSDS
- Small spills must be handled in a safe manner, while wearing the proper PPE
- Review the general spill cleanup procedures.

1.5 Health Epidemic / Pandemic / Endemic / Outbreak

AN EPIDEMIC is a disease that affects a large number of people within a community, population, or region.
A PANDEMIC is an epidemic that's spread over multiple countries or continents.
ENDEMIC is something that belongs to a particular people or country.
AN OUTBREAK is a greater-than-anticipated increase in the number of endemic cases. It can also be a single case in a new area. If it's not quickly controlled, an outbreak can become an epidemic.

- To ensure contingency during the outbreak, Tomis always carry a 3-week stock holding of all dry goods, i.e. packaging, labels, trays, fomo-trays, bags etc.
- All packaging suppliers also keep a 3-week stock holding at their premises, so this ensures that Tomis will have stock for at least a 5-week period during a lockdown or outbreak
- Because Tomis has their own feedlot supplying the abattoir, Tomis have their own meat supply, there

are enough animals in the feedlot supplying Tomis Abattoir for at least 1 week

- Meat packers have enough primal cuts in the deep chiller and freezer for at least 2-4 weeks – 4 weeks on steak primal cuts and 2 weeks on beef and pork trimmings for mince, sausages and burgers
- The primal pork suppliers also keep a 2-week supply of primal cuts at their premises
- Business can continue as normal for at least a 3-week period in case any supplier has to close during an outbreak.
- Staff are visually checked by security before entering the facility to ensure only healthy staff enters
- A register for all staff is in place to confirm good health and is verified daily by the QA department.
- Production areas are split up into different areas, separated from each other
    - Sheep Abattoir
    - Beef Abattoir
    - Cold Rooms and despatch for Abattoir
    - Deboning area
    - Retail Pack 1
    - Retail Pack 2
    - Mixing Area
    - Cold Rooms and despatch for Meat Packers
    - Separate Ablution block for Abattoir and Deboning
    - Separate Ablution block for Meat Packers
- Staggered tea and lunch times is kept per area, production areas keep tea and lunch breaks together
- Staff is multi-skilled, in case one area is affected, staff from another area can also work on in the area previously affected (after fumigation, cleaning and sanitation has taken place) to ensure contingency of product to the customer, for example staff working in the sheep abattoir can also work in the beef abattoir, so staff working in the fresh retail area, can also work in the fresh processing area.
- Two despatch bays in two separated areas are also available to despatch products

1.6 Emergency Procurement

- Identify the packaging or product needed to be purchases.
- Specify the quantities you will be purchasing from the un-approved supplier
- Identify if the purchases will be long-term or a short-term procurement
- Identify supplier that are certified for any food safety certification.
- Ensure the supplier has a track record for timely delivery and can provide emergency support
- 100% inspections of the products that will be purchases.
- Consider sourcing from local or regional suppliers to minimize lead times and transportation costs
- A formally agreed specifications
- Reliability and ability to deliver on short notice.
- Compliance with all health, safety, and environmental regulations
- Traceability and certification for both packaging and meat products.

2. Disruption to Key Services

Tomis has in place the following measure for disruption is key services.

2.1 Water Supply

- Tomis have their own water supply via the Berg River, own build dams and intermediate storage tanks
- Schematic plan available
- The protection of the intermediate storage tanks from external contamination will have to be checked monthly.
- A detailed description of the inspection procedure will be compiled and should be followed by the responsible person for the checking of the tanks. A register will be kept for this purpose and should contain the following details: Date of inspection, name of the person who did the inspection, findings, corrective actions that had to be taken and the follow-up results. The chlorination system will be described in detail.

The description should at least include the following information:

- Point of application to the water system.
- Method of chlorination.
- Chemicals used for the chlorination process.
- Time and area of contact with the water before use.
- The target levels of chlorination.
- The alarm system that is being used to monitor the function of the chlorination system.

- A register should be kept by Management to illustrate the daily checking of chlorine levels in the water. It should contain the following details: Date, time of sampling, results, point of sampling, any corrective measures that were instituted, and the results of follow-up checks.
- A register shall be kept by Management to illustrate the proper functioning of the chlorine level alarm system. It should contain the following details: Date person that performed the check, the results, corrective actions that were taken and the results of follow-up checks.
- Any non-conformance of or breakdown in any resource shall be reported immediately to the maintenance manager for action.
- The maintenance manager shall liaise with the necessary provider and report to the QA Manager.

2.2 Electrical Supply

- Unnecessary electrical equipment and appliances should be turned off if power restoration surges causing damage to electronics and affecting sensitive equipment
- When electricity from Eskom is off, the generators turn on immediately and emergency lighting is in place.
- Generators cover the whole cold chain within the facility.
- The temperature of cold rooms / freezers are checked to ensure no break in cold chain.
- Once the electrical supply from Eskom is restored, the generators are switch off and power supply back to Eskom
- Turn on all electrical equipment and appliances once back on Eskom supply

3. Emergency Contacts

3.1 Internal Contacts and details:

NAME AND SURNAME	POSITION	EMAIL	CELL NUMBER	HACCP TEAM
Bok Pretorius	General Manager	bok@tomis.co.za	083 462 1414	No
Rickus Adams	QA Manager	rickus@tomis.co.za	079 872 5627	Yes
Shahieda van der Berg	Junior Production Manager	shahieda@tomis.co.za	072 632 1933	Yes
Rupert Steenkamp	Financial Manager	rupertsteenkamp@pnp.co.za	082 308 1821	Yes
Tjaart Taylor	Maintenance Manager	tjaart@tomis.co.za	078 038 0771	Yes
Aden Petersen	Sheep Abattoir Manager	aden@tomis.co.za	060 354 5075	Yes
Decent Sibanda	Junior Cattle Abattoir Manager	N/A	061 646 8518	Yes
Maxwell Bezuidenhout	Dispatch Manager	maxwell@tomis.co.za	076 505 8374	Yes
Lukas Viljoen	Warehouse Manager	lukas@tomis.co.za	081 412 7558	Yes
Robin Abrahams	Technical Manager	roabrahams@pnp.co.za	082 872 2026	Yes
Chleo Viljoen	Supply Chain Manager	chleo@tomis.co.za	073 229 5561	Yes
Reynaud Michaux	Junior Warehouse Manager	reynaud@tomis.co.za	072 028 4815	Yes
Alan Williams	Head Meat Inspector	N/A	078 998 7266	Yes
Terry Kotze	Deboning Manager	terry@tomis.co.za	076 633 3248	Yes
Jane Ewerts	HACCP Team Leader	jane@tomis.co.za	072 816 2493	Yes
Tomis Bester	Cattle Abattoir Manager	tbester@tomis.co.za	083 412 3087	No
Dr Francois de Villiers	Veterinarian	N/A	083 254 0446	No

3.2 Other Internal Contact list

NAME AND SURNAME	COMPANY	POSITION	EMAIL	CELL NUMBER
Kiffie Henderson	Insurance	Broker	khenderson@rsab.co.za	083 301 5156
Fire Brigade	Fire Brigade	N/A	N/A	022 482 2996

3.3 Contact list for PNP:

NAME AND SURNAME	POSITION	EMAIL	CELL NUMBER	OFFICE NUMBER
Herman le Roux	Business Unit Head	hleroux@pnp.co.za	083 263 0296	021 906 5189
Cindy Jenks	Head of Technical Division	cjenks@pnp.co.za	082 803 2524	011 856 7150
Denise Engelbrecht	Technical Manager	denisee@pnp.co.za	082 741 3038	011 856 7168
Shamona Makuraj	Technical Manager	shamonadoorgaparsad@pnp.co.za	081 357 8765	011 856 8159
Natasha Naidoo	Technologist	natashanaidoo@pnp.co.za	060 550 5003	N/A
Frans Kgosana	Buyer	fkgosana@pnp.co.za	082 224 0751	N/A
Byron Govender	Buyer	ByronGovender@pnp.co.za	072 387 4247	N/A

3.4 Contact list for SANHA:

NAME AND SURNAME	POSITION	EMAIL	CELL NUMBER	OFFICE NUMBER
Marzuq Alexander	SANHA Manager	manager-cpt@sanha.co.za	063 821 6973	021 633 4145
Aneesa Jakoef	SANHA Application HOD	administrator-cpt@sanha.co.za	063 814 6220	021 633 4145

3.5 Contact list for NIHT:

NAME AND SURNAME	POSITION	EMAIL	CELL NUMBER	OFFICE NUMBER
Adnaan Gabru	Applications Manager	abdulwahab@halaal.org.za	066 186 3422	011 854 4381
Khalid Guffar	Quality Manager	quality@halaal.org.za	066 591 8604	011 854 4381

4. Certification Body

Tomis will inform the certification body (CPG – Certificatation Partner Global) within three (3) working days of the commencement of events or situation below and implement suitable measures as part of their emergency preparedness and response process:

a) Serious events that impact the FSMS, legality and/or the integrity of the certification including situations that pose a threat food safety, or certification integrity because of a force majeure, natural or man-made disaster,
b) Serious situation where the integrity of the certification is at risk and/or where the foundation can be brought into disrepute. These include, but not limited to:
- Public safety events
- Actions imposed by regulatory authority because of food safety issue(s). where addition monitoring or forces shutdown of production is required
- Legal proceedings, prosecution, malpractice and negligence and
- Fraudulent activities and corruption.

4.1 Contact list for CPG:

NAME AND SURNAME	POSITION	EMAIL	CELL NUMBER	OFFICE NUMBER
Elsie Stricker	Admin	elsie.stricker@cpg.global	N/A	010 010 0685
Thea Laufs	Owner/Director	Thea.Laufs@cpg.global	082 815 7475	010 010 0685