



Annamrita-Food as pure as nectar

Document Name:	EXTERNAL COMMUNICATION PROCEDURE		
Document Number:	AF/SOP/10	Date of Issue	01/10/2018
Version:	1.00	Page Number	

1. EXTERNAL COMMUNICATION PROCEDURE- CUSTOMER

sr. no.	Customers	details of communication	method of communication	Responsibility
1	all products/ all customer in india	<ul style="list-style-type: none"> finished product specification complaints handling and reply to complaint new laws and requirement standards regarding food additives, packaging and labeling issues process modification certification details allergen, nutritional and intended uses transportation details 	e-mail, telephone, letter	Branch Manager
			e-mail, telephone,	Branch Manager
			e-mail, telephone	CRM
			e-mail, telephone	program director
			e-mail, telephone	branch manager
			e-mail, telephone	branch manager
			e-mail, telephone	branch manager



Annamrita-Food as pure as nectar

Document Name:	EXTERNAL COMMUNICATION PROCEDURE		
Document Number:	AF/SOP/10	Date of Issue	01/10/2018
Version:	1.00	Page Number	

2. EXTERNAL COMMUNICATION-Supplier and Contractor

Sr. No.	Suppliers /Contractors	Food Safety Aspects to be Communicated	Personnel communicated	Method of Communication	Responsibility
1.	Raw material Supplier	<ul style="list-style-type: none"> ▪ Suppliers contacts relating food safety ▪ Certificate of analysis ▪ Product specification details ▪ Complaints Regarding raw material ▪ Products ingredient details ▪ Regarding suppliers approval certification (FSSAI) 	Respective Raw material supplier	E-mail, ,Telephone,	Manager- Purchase
2.	Packing material Supplier	<ul style="list-style-type: none"> ▪ Suppliers contacts relating food safety ▪ Certificate of analysis ▪ Product specification details ▪ Nature of material & Food grade certificate 	Respective Raw material supplier	E-mail, Letter, Telephone, Suppliers evaluation/ re-evaluation form	Manager- Purchase
3.	External testing laboratories	<ul style="list-style-type: none"> ▪ Scope of accreditation for the test to be done ▪ Lab accreditation ▪ Test details 	Testing laboratory	E-mail,	Manager- Purchase
4.	Pest control	<ul style="list-style-type: none"> ▪ MSDS for the pesticides used ▪ Annual Pest control Contract ▪ Effectiveness and safety measures of spraying ▪ Concentration of sprays used ▪ Investigation regarding species of flies & lifecycle studies 	Pest Control Agency	E-mail, Hard copies, Telephone	Branch Manager ,
5.	Certification agency	<ul style="list-style-type: none"> ▪ Improvement guidelines on food safety ▪ Corrective & preventive actions regarding non conformance ▪ Laws & Legalities regarding Food safety ▪ For initiating recalls 	Certification bodies – DNV	E-mail, Hard copies, Telephone	FSTL
6.	Consultant services	<ul style="list-style-type: none"> ▪ Guidelines on food safety issues ▪ Design plans for plant ▪ Corrective & preventive actions 	Paradigm Service Pvt. Ltd.	E-mail, Hard copies, Telephone, Trainings & Verbal	Manager Legal and Liasans/ Manager Operation



Annamrita-Food as pure as nectar

Document Name:	EXTERNAL COMMUNICATION PROCEDURE		
Document Number:	AF/SOP/10	Date of Issue	01/10/2018
Version:	1.00	Page Number	

2. EXTERNAL COMMUNICATION-Supplier and Contractor

Sr. No.	Suppliers /Contractors	Food Safety Aspects to be Communicated	Personnel communicated	Method of Communication	Responsibility
		<ul style="list-style-type: none"> ▪ Laws & Legalities regarding Food safety ▪ Certification program ▪ Training regarding technical and Food safety and hygiene ▪ Documentation requirements ▪ International standards 			
7.	Machine & Equipment suppliers	<ul style="list-style-type: none"> ▪ Machine design & Operation ▪ Effectiveness of cleaning operation to avoid dead locks ▪ Food contact areas in SS or food grade ▪ Design material used ▪ Training program Trouble shooting 	Machine & Equipment supplier	Email, Telephone and Hard copy	Branch manager
8.	Security Agency	<ul style="list-style-type: none"> ▪ Policies of company ▪ SSOP s ▪ Training 	Security personnel's	Training	Branch manger
9.	Labor Contractors/ Workers	<ul style="list-style-type: none"> ▪ Company policies ▪ SSOP, s ▪ G.M.P 	Contractor/ Workers	Training,	Branch manger
10.	Construction Contractors	<ul style="list-style-type: none"> ▪ Food safety and hygiene design of plant ▪ Material used ▪ Expectation of work assigned ▪ Layout 	Building Constructor	Documents, Layouts, Email, Telephone, Hard copy.	Branch manger
11.	Transporter	<ul style="list-style-type: none"> ▪ Transport service contract ▪ Organization quality & food safety policy ▪ Precautions during the transportation of goods 	Transport agent	Document/Phone/Mail	Branch manger



Annamrita-Food as pure as nectar

Document Name:	EXTERNAL COMMUNICATION PROCEDURE		
Document Number:	AF/SOP/10	Date of Issue	01/10/2018
Version:	1.00	Page Number	

3. EXTERNAL COMMUNICATION-STATUTORY AND REGULATORY BODIES

Sr. No.	Legality /Statutory Requirement	Method of Communication	Document Reference	Responsibility
1.	FASSAI	Through Mail/ Internet	License	Branch manager
2.	Bombay shops and establishment	Through Mail/ Internet	License	Branch manager
3.	MCGM health certificate	Through Mail/ Internet	License	Branch manager
4.	Fire safety permission	Through Mail/ Internet	Permission Letter	Branch manager
5.	Maha nagar Gas permission	Through Mail/ Internet	Permission Letter	Branch manager

