
	Annamrita-Food as pure as nectar			
	Document Name:	EXTERNAL COMMUNICATION PROCEDURE		
	Document Number:	AF/SOP/10	Date of Issue	01/10/2018
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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 	e-mail, telephone, letter	Branch Manager
		<ul style="list-style-type: none"> complaints handling and reply to complaint 	e-mail, telephone,	Branch Manager
		<ul style="list-style-type: none"> new laws and requirement standards regarding food additives, packaging and labeling issues 	e-mail, telephone	CRM
			e-mail, telephone	program director
		<ul style="list-style-type: none"> process modification 	e-mail, telephone	branch manager
		<ul style="list-style-type: none"> certification details 	e-mail, telephone	branch manager
		<ul style="list-style-type: none"> allergen, nutritional and intended uses transportation details 	e-mail, telephone	branch manager

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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

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		<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

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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

