



INTEGRATED  
MANAGEMENT  
SYSTEM  
[IMS]

Quality Assurance & Food Safety

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# IMS - Quality Assurance & Food Safety

## 1. Purpose

The purpose of OrganicCrops' Integrated Management System (IMS) is to ensure that product quality, food safety, legality, authenticity, and customer satisfaction are managed in a structured, consistent, and risk-based manner across all operations.

The IMS integrates:

- **Quality Assurance** (QA) principles based on ISO 9001, and
- **Food Safety Management** principles based on ISO 22000 / FSSC 22000

into a single, coherent system that applies to all products, processes, suppliers, and markets served by OrganicCrops E.I.R.L

## 2. Scope

The Integrated Management System applies to all OrganicCrops activities related to:

- Supplier selection and approval
- Raw material sourcing
- Processing, handling, and storage
- Packaging and labelling
- Traceability and logistics
- Export documentation and regulatory compliance
- Customer communication and satisfaction

This IMS covers all OrganicCrops products, including:

- **CACAO PRODUCTS**  
Cacao Beans, Raw Cacao Nibs, Roasted, Cacao Nibs, Cacao Paste, Raw Cacao Paste, Cacao Butter , Deodorized Cacao Butter, Refined Cacao Butter, Cacao Powder 10/12, Cacao Powder 20/22, Cacao Cake, Chocolate Bars, Chocolate Wafers, Chocolate Chips, Chocolate Drops, Chocolate Couverture;
- **DEHYDRATED FRUIT/VEGETABLE PRODUCTS**  
Camu Camu Powder, Lucuma Powder, Golden Berries, Maca Powder, Gelatinized Maca Powder, Maca Pieces/Flakes/Chips, Sacha Inchi Powder, Sacha Inchi Seeds, Sacha Inchi Roasted Seeds, Sacha Inchi Salted Seeds, Sacha Inchi Flavoured Seeds, Yacón powder, Yacón Flakes, Yacón Pieces;
- **CONCENTRATE/EXTRACT PRODUCTS**  
Maca Extract, Camu Camu Extract, Aguaymanto Syrup/Extract, Yacón Syrup/Extract; Sacha Inchi Oil, Chia Oil;

- **MASHED/PULP PRODUCTS**

Camu Camu Pulp, Lucuma Pulp;

- **GRAIN/SEEDS PRODUCTS**

White Quinoa, Red Quinoa, Black Quinoa, Mixed/Tri-colour Quinoa, Quinoa Flour, Quinoa Pop, Quinoa Extrusion, Black Chia, White Chia, Chia Cake, Amaranth;

### 3. IMS Structure and Interaction

OrganicCrops operates one integrated system, where Quality Assurance and Food Safety are interlinked and mutually reinforcing.

#### 3.1 Quality Assurance (QA)

Quality Assurance focuses on:

- Product quality attributes and consistency
- Compliance with customer specifications
- Regulatory and contractual conformity
- Product authenticity and integrity
- Continuous improvement and performance monitoring

QA ensures that products meet what was agreed with customers and regulators.

#### 3.2 Food Safety

Food Safety focuses on:

- Prevention, elimination, or reduction of food safety hazards
- HACCP-based hazard analysis
- Control of biological, chemical, and physical hazards
- Food defence, food fraud prevention, and traceability
- Protection of consumer health

Food Safety ensures that products are safe for their intended use.

#### 3.3 Integration Principles

Quality Assurance and Food Safety are integrated through:

- Shared procedures (supplier approval, traceability, recall, audits)
- Unified documentation and record control
- Common risk-based thinking
- Single management review process
- Coordinated corrective and preventive actions

## 4. Process-Based Approach

The IMS is built on a process-based approach, where all activities are defined, documented, monitored, and improved.

Key IMS processes include:

- Supplier approval and monitoring
- Incoming material verification
- Process and storage controls
- Traceability and recall readiness
- Non-conformance management
- Customer feedback and complaint handling

Each process considers:

- Quality risks (specification deviations, inconsistency, mislabelling)
- Food safety hazards (biological, chemical, physical)

## 5. Risk-Based Thinking

OrganicCrops applies risk-based thinking across the IMS by:

- Identifying risks to product quality, food safety, legality, and authenticity
- Assessing supplier, product, and process risks
- Implementing preventive controls proportional to risk
- Reviewing risks regularly or when changes occur

Risk assessments include, but are not limited to:

- HACCP studies
- Supplier risk scoring
- Food fraud vulnerability assessments
- Food defence assessments

## 6. Documented Information

The IMS is supported by documented information that includes:

- Policies (Food Safety Policy, Quality Assurance Policy)
- Manuals, procedures, work instructions
- Product specifications and declarations
- Records, forms, and logs

All documented information is:

- Approved prior to issue
- Controlled and versioned

- Available at point of use
- Retained in accordance with regulatory and customer requirements

## 7. Roles, Responsibilities & Competence

Executive management is responsible for:

- Establishing and maintaining the IMS
- Ensuring compliance with applicable requirements
- Providing adequate resources
- Promoting continual improvement

Employees involved in IMS-related activities:

- Are trained and competent
- Understand their role in quality and food safety
- Are accountable for compliance with procedures

## 8. Monitoring, Measurement & Improvement

IMS performance is monitored through:

- Internal audits
- Supplier audits and reviews
- Product testing and verification
- Customer feedback and complaints
- Management review

Non-conformities are investigated, root causes identified, and corrective actions implemented to prevent recurrence.

Continuous improvement is a core objective of the IMS.

## 9. Management Review

Executive management conducts periodic management reviews to:

- Assess IMS effectiveness
- Review audit results, incidents, and complaints
- Evaluate achievement of quality and food safety objectives
- Identify improvement opportunities

Outputs of management review include decisions related to:

- Resource allocation
- System improvements
- Policy or objective updates

## 10. Commitment

OrganicCrops E.I.R.L. is committed to maintaining and continually improving an Integrated Management System that ensures safe, high-quality, compliant, and authentic products, meeting the expectations of customers, regulators, and certification bodies.

## ANNEX 1 – IMS PROCESS MAP

### Integrated IMS

#### Leadership & Governance

- IMS Policy & Objectives
- Regulatory & Customer Requirements
- Risk-Based Thinking
- Management Review

#### Core Operational Processes

##### 1. Supplier Management

- Supplier approval & risk assessment
- Annual Supplier Audit (ASA)
- Supplier performance monitoring

##### 2. Procurement & Incoming Control

- Raw material purchasing
- Incoming documentation verification
- COA / specification review

##### 3. Processing & Handling (Outsourced / Controlled)

- HACCP-based hazard control
- Process parameter monitoring
- Prevention of contamination & cross-contact

##### 4. Storage & Logistics

- Warehouse controls
- FIFO / FEFO
- Transport hygiene

##### 5. Traceability & Recall

- Batch identification
- One-step forward / one-step back
- Mock recall testing

## 6. Sales, Labelling & Export Compliance

- Product specifications
- Regulatory declarations
- Customer requirements

### Monitoring, Verification & Improvement

- Internal audits
- Non-conformance & CAPA
- Customer feedback & complaints
- Food fraud & food defence reviews

### Continuous Improvement

## ANNEX 2 - IMS RESPONSIBILITY MATRIX (RACI)

Activity / Process	Exec Mgt	QA Mgr	Food Safety Lead	Procurement	Warehouse	Sales
IMS policy & objectives	A	R	R	I	I	I
Regulatory compliance	A	R	R	I	I	I
Supplier approval & ASA	I	A	R	R	I	I
HACCP & hazard analysis	I	R	A	I	I	I
Traceability & recall	I	A	R	I	R	I
Food fraud & defence	I	R	A	I	I	I
Internal audits	I	A	R	I	I	I
Non-conformance & CAPA	I	A	R	I	I	I
Customer complaints	I	A	I	I	I	R
Management review	A	R	R	I	I	I

**Legend:** R = Responsible | A = Accountable | I = Informed

## ANNEX 3 - CLAUSE MAPPING TABLE

ISO 9001 ↔ ISO 22000 / FSSC 22000

Topic	ISO 9001	ISO 22000	IMS Application
Context of organization	4	4	Market, regulatory & customer scope
Leadership & commitment	5	5	IMS policy & objectives
Risk-based thinking	6.1	6.1	HACCP + business risk
Objectives & planning	6.2	6.2	Quality & food safety KPIs
Resources & competence	7	7	Training & awareness
Document control	7.5	7.5	IMS document control
Operational control	8	8	Supplier, processing, storage
Hazard analysis	—	8.5	HACCP plans
Traceability	8.5.3	8.9	End-to-end traceability
Emergency preparedness	—	8.4	Recall & incident response
Monitoring & measurement	9	9	Audits, KPIs
Non-conformity & CAPA	10.2	10.1	Corrective actions
Continuous improvement	10.3	10.3	IMS improvement

## ANNEX 4 - IMS OBJECTIVES & KPIS

### IMS Objectives

OrganicCrops commits to measurable objectives that ensure:

- Safe products for consumers
- Consistent quality meeting specifications
- Full regulatory compliance
- Supplier reliability
- Continuous system improvement

### Key IMS KPI's

#### Food Safety KPI's

KPI	Target
Product recalls	0
Food safety incidents	0
HACCP deviations	≤ 1 per year
Mock recall success	100% within 4 hours

#### Quality KPI's

KPI	Target
Customer complaints	≤ 2 per year
Specification compliance	≥ 99%
Labelling errors	0

#### Supplier KPIs

KPI	Target
Approved suppliers	100%
Annual Supplier Audits completed	100%
High-risk supplier corrective actions closed	≤ 30 days

#### IMS Performance KPIs

KPI	Target
Internal audit completion	100%
CAPA closure rate	≥ 95%
Management review frequency	At least annually

## ANNEX 5 - IMS RISK REGISTER

### Purpose

The IMS Risk Register identifies, evaluates, and controls risks that may impact food safety, product quality, legality, authenticity, and business continuity.

Risks are reviewed at least annually or when significant changes occur.

### Risk Scoring Methodology

Parameter	Scale
Likelihood (L)	1 (Low) – 5 (High)
Severity (S)	1 (Low) – 5 (High)
Risk Rating	L x S

**Risk Levels:** 1–5: Low | 6–10: Medium | 11–25: High (mandatory mitigation)

### IMS Risk Register Table

ID	Risk Cat	Risk Desc.	L	S	Risk Score	Existing Controls	Additional Actions	Responsible	Review Freq.
R1	Food Safety	Biological contamination of raw materials	2	5	10	HACCP plans, approved suppliers, COAs	Increased supplier testing if risk increases	FS Lead	Annual
R2	Food Safety	Chemical contamination (pesticides, heavy metals)	2	5	10	Supplier approval, lab analysis	Review limits annually	QA Manager	Annual
R3	Quality	Product not meeting specification	3	3	9	Product specs, incoming checks	Improve supplier feedback loop	QA Manager	Annual
R4	Regulatory	Non-compliance with importing country regulations	2	5	10	Regulatory monitoring, document review	External regulatory updates	QA Manager	Annual
R5	Traceability	Incomplete batch traceability	1	5	5	Batch records, mock recall	Annual recall test	FS Lead	Annual

ID	Risk Cat	Risk Desc.	L	S	Risk Score	Existing Controls	Additional Actions	Responsible	Review Freq.
R6	Supplier	Supplier non-compliance or fraud	3	4	12	ASA, supplier risk scoring	Increase audit frequency	Procurement	Annual
R7	Food Fraud	Adulteration or substitution of raw materials	2	4	8	Food fraud vulnerability assessment	Market intelligence review	QA Manager	Annual
R8	Food Defence	Intentional contamination	1	5	5	Restricted access, supplier controls	Annual review	FS Lead	Annual
R9	Logistics	Contamination during transport	2	4	8	Transport hygiene requirements	Transport audits if needed	Logistics	Annual
R10	Reputation	Customer complaints or recalls	1	5	5	Complaint handling procedure	Continuous monitoring	Management	Ongoing

## Review & Approval

	FOOD SAFETY LEAD	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:			
Title:			
Date:			
Signature			

## ANNEX 6 - IMS OBJECTIVES & KPI TRACKING SHEET

### Purpose

This sheet defines and monitors measurable IMS objectives aligned with food safety, quality, compliance, and continuous improvement.

### IMS Objectives Overview

Objective Area	Objective Statement
Food Safety	Ensure all products are safe and compliant with applicable food safety legislation
Quality	Deliver consistent products that meet agreed specifications
Compliance	Maintain full compliance with regulatory and customer requirements
Supplier Management	Work only with approved, monitored suppliers
Improvement	Continuously improve IMS effectiveness

### KPI Tracking Table

Objective Area	KPI	Target	Measurement Method	Frequency	Responsible	Status
Food Safety	Product recalls	0	Incident log	Ongoing	FS Lead	
Food Safety	HACCP deviations	≤ 1/year	HACCP records	Annual	FS Lead	
Food Safety	Mock recall completion	100% ≤ 4 hrs	Recall test	Annual	QA Manager	
Quality	Specification compliance	≥ 99%	COA / QC checks	Ongoing	QA Manager	
Quality	Customer complaints	≤ 2/year	Complaint log	Annual	Sales / QA	
Supplier	Approved suppliers	100%	Supplier list	Annual	Procurement	
Supplier	ASA completion	100%	Audit records	Annual	QA Manager	
Compliance	Regulatory non-conform.	0	Audit results	Annual	QA Manager	
Improvement	CAPA closure rate	≥ 95%	CAPA log	Quarterly	QA Manager	

## Management Review

Results from this tracking sheet are reviewed during Management Review and used to:

- Confirm IMS effectiveness
- Identify improvement opportunities
- Set new or revised objectives

## Review & Approval

	FOOD SAFETY LEAD	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:			
Title:			
Date:			
Signature			

## ANNEX 7 - SUPPLIER RISK SCORING SHEET

Linked to Annual Supplier Audit – ASA (template: OC\_ASA\_TPL.docx)

### Purpose

This Supplier Risk Scoring Sheet is used to classify suppliers based on food safety, quality, regulatory, and operational risk.

The outcome determines approval status, audit frequency, and monitoring level.

### Supplier information

**SUPPLIER NAME:**

---

**PRODUCT(S):**

---

**COUNTRY OF ORIGIN:**

---

**ASA REFERENCE:**

---

**DATE OF ASSESSMENT:**

---

### Risk Scoring Criteria

Risk Factor	Description	Score (1–5)
Product Risk	Inherent risk of product (raw, processed, oil, extract)	
Process Complexity	Number of processing steps / interventions	
Food Safety History	Complaints, recalls, deviations	
Regulatory Compliance	Export approvals, documentation accuracy	
Certification Status	Organic / GFSI / HACCP	
Traceability Capability	Batch control & records	
Food Fraud Vulnerability	Economic motivation, adulteration risk	
Food Defence Controls	Site access & security	
ASA Performance	ASA score & findings	

Total score:  / 45

## Supplier Risk Classification

Total Score	Risk Level	Approval Status	Audit Frequency
9–18	Low	Approved	Every 24 months
19–30	Medium	Approved with monitoring	Annual
31–45	High	Conditional approval	Annual + follow-up

## Actions Required

- None
- Corrective Action Plan required
- Increased testing
- Follow-up audit

**RESPONSIBLE:** \_\_\_\_\_

**TARGET COMPLETION DATE** \_\_\_\_\_

## Review & Approval

	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:		
Title:		
Date:		
Signature		

## ANNEX 8 - HACCP SUMMARY TABLE

### Purpose

This table summarizes HACCP hazard identification and control measures per product group, aligned with ISO 22000 requirements.

### HACCP Summary Tables

#### 1. Cacao Products

Hazard Type	Potential Hazard	Control Measure
Biological	Salmonella	Supplier approval, roasting (where applicable)
Chemical	Pesticides, heavy metals	COAs, lab testing
Physical	Foreign matter	Sieving, visual inspection

#### 2. Dehydrated Fruit / Vegetable Products

Hazard Type	Potential Hazard	Control Measure
Biological	Yeast & Molds	Drying parameters, moisture control
Chemical	Pesticides residues	Supplier audits, testing
Physical	Stones, plant debris	Sorting and inspection

#### 3. Concentrates / Extracts / Oils

Hazard Type	Potential Hazard	Control Measure
Biological	Microbial growth	Controlled processing
Chemical	Solvent residues	Process validation, COAs
Physical	Processing residues	Filtration

#### 4. Mashed / Pulp Products

Hazard Type	Potential Hazard	Control Measure
Biological	Pathogens	Cold chain, supplier controls
Chemical	Preservative misuse	Specification control
Physical	Foreign bodies	Visual inspection

## Review & Approval

	HACCP LEAD	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:			
Title:			
Date:			
Signature			

## ANNEX 9 - HACCP CCP / OPRP JUSTIFICATION PAGE

### Purpose

This document defines how OrganicCrops determines whether control measures are managed as:

- CCPs (Critical Control Points)
- OPRPs (Operational Prerequisite Programs)
- or PRPs

The approach follows ISO 22000:2018, Clause 8.5.2.

### Decision Logic

A control measure is classified as a CCP when:

- A significant food safety hazard exists AND
- Control is essential to eliminate or reduce the hazard to an acceptable level AND
- No subsequent step will eliminate or reduce the hazard

A control measure is classified as an OPRP when:

- Control is required to reduce likelihood of contamination
- Failure may lead to unsafe product
- Control is not managed via critical limits

### CCP / OPRP Justification Table

Product Group	Hazard	Control Measure	Classification	Justification
Cacao products (roasted)	Salmonella	Controlled roasting parameters	CCP	Heat treatment is the only step that eliminates pathogen
Dehydrated fruits	Mold growth	Moisture control	OPRP	Prevents hazard increase; not a kill step
Oils & syrups	Chemical residues	Supplier COA verification	OPRP	Preventive control; no in-process elimination
Grains & seeds	Foreign bodies	Cleaning & sorting	OPRP	Reduces physical hazard likelihood
Pulp products	Pathogens	Cold chain management	OPRP	Controls growth; no lethality step

### CCP Control Details

CCP	Hazard	Critical Limit	Monitoring	Corrective Action
CCP-1 Roasting	Salmonella	Time/Temp as validated	Batch record review	Hold product, investigate

If no CCPs exist for a product group, this is justified and documented.

### Review & Approval

	HACCP LEAD	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:			
Title:			
Date:			
Signature			

# ANNEX 10 - FOOD FRAUD VULNERABILITY ASSESSMENT

VACCP-style, FSSC 22000 compliant

## Purpose

This assessment identifies vulnerabilities related to economically motivated adulteration, substitution, or misrepresentation across OrganicCrops’ supply chain.

## Scoring Methodology

Parameter	Score
Low Risk	1
Medium Risk	2
High Risk	3

Risk Score = Likelihood × Impact

## Food Fraud Vulnerability Table

Product / Ingredient	Economic Value	Supply Chain Complexity	Historical Fraud	Detectability	Total Score	Risk Level
Cacao butter	3	2	2	2	12	Medium
Maca powder	3	2	2	2	12	Medium
Yacon syrup	2	2	1	2	8	Low
Sacha Inchi oil	3	2	1	2	12	Medium
Quinoa	2	1	1	1	4	Low

## Mitigation Measures

Risk Level	Control Measures
Low	Approved suppliers, routine documentation
Medium	ASA audits, specification testing, origin verification
High	Increased testing, dual sourcing, enhanced audits

## Review Frequency

- Annually
- Upon supplier or market changes
- After any suspected fraud incident

## Review & Approval

	PREPARED BY	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:			
Title:			
Date:			
Signature			

# ANNEX 11 — FOOD DEFENCE THREAT ASSESSMENT (TACCP)

## Purpose

The purpose of this Food Defence Threat Assessment is to identify, evaluate, and mitigate risks related to intentional contamination, sabotage, or malicious acts that could compromise product safety, integrity, or brand reputation.

This assessment follows a **TACCP-based** approach and is aligned with:

- ISO 22000:2018 (Clause 8.4 & 8.5)
- FSSC 22000 Food Defence requirements

## Scope

This TACCP assessment applies to all OrganicCrops operations and activities including:

- Supplier sourcing and approval
- Storage and handling
- Outsourced processing
- Packaging and labelling
- Transport and logistics
- Export documentation

It covers all OrganicCrops product groups.

## TACCP Methodology

Threats are assessed based on:

Parameter	Scale
Likelihood	Low (1) – High (3)
Impact	Low (1) – High (3)
Threat Score	Likelihood × Impact

**Threat Levels:** 1–2: **LOW** | 3–4: **MEDIUM** | 6–9: **HIGH**

## Food Defence Threat Assessment Table

Area	Potential Threat	Likelihood	Impact	Threat Score	Existing Controls	Additional Mitigation
Supplier sites	Intentional adulteration	1	3	3	Approved suppliers, ASA audits	Increased scrutiny for high-risk suppliers
Storage facilities	Unauthorized access	1	3	3	Controlled access, limited personnel	Periodic access review
Transport	Tampering during transport	1	3	3	Sealed containers, trusted carriers	Seal verification
Documentation	Fraudulent documentation	2	2	4	Document verification	Dual review
Packaging	Product substitution	1	2	2	Batch traceability	Spot checks
IT / Records	Data manipulation	1	2	2	Controlled access	Password review

## Vulnerability Justification

Based on:

- Nature of products (plant-based, shelf-stable)
- Limited on-site processing
- Use of approved, audited suppliers
- Absence of high-risk ingredients

OrganicCrops' overall food defence risk is considered **LOW** to **MEDIUM**.

## Food Defence Control Measures

Key preventive controls include:

- Supplier approval and ASA program
- Restricted access to storage and documentation
- Batch-level traceability
- Segregation of duties
- Incident reporting procedures

These controls are integrated into the IMS and reviewed periodically.

## Incident Response

In the event of a suspected food defence incident:

1. Affected product is immediately placed on hold
2. Management and QA are notified
3. Traceability and recall procedures are activated
4. Authorities and customers are informed where required

## Review & Update

This Food Defence Threat Assessment is reviewed:

- Annually
- After significant changes in suppliers, logistics, or markets
- Following any food defence incident

## Review & Approval

	PREPARED BY	QA MANAGER	EXECUTIVE MANAGEMENT
Full name:			
Title:			
Date:			
Signature			

## ANNEX 12 - COMBINED HACCP – VACCP – TACCP OVERVIEW

### Purpose

This table explains the distinct but complementary roles of HACCP, VACCP, and TACCP within the IMS.

### Integrated Risk Management Overview

System	Focus	Risk Type	Typical Hazards / Threats	Key Controls	Ownership
HACCP	Food safety	Unintentional	Biological, chemical, physical hazards	CCPs, OPRPs, PRPs	Food Safety
VACCP	Food authenticity	Intentional (economic)	Adulteration, substitution, dilution	Supplier approval, testing	QA
TACCP	Food defence	Intentional (malicious)	Sabotage, tampering, contamination	Access control, traceability	Management

### Application at OrganicCrops

Area	HACCP	VACCP	TACCP
Supplier approval	✓	✓	✓
Incoming materials	✓	✓	—
Processing (outsourced)	✓	—	—
Storage	✓	—	✓
Transport	✓	✓	✓
Documentation	—	✓	✓
Traceability & recall	✓	✓	✓

### Key Distinction

- Hazard Analysis and Critical Control Points – HACCP: protects the consumer
- Vulnerability Assessment and Critical Control Points – VACCP: protects product authenticity
- Threat Assessment and Critical Control Points – TACCP protects the supply chain and brand

All three systems operate under one Integrated Management System and are reviewed during Management Review.