

Durak Hazelnuts

Customer Health and Safety Policy

1. Purpose

The purpose of this policy is to ensure that all products manufactured and supplied by Durak Hazelnuts are safe, hygienic, and produced to the highest quality standards, protecting consumer health while maintaining customer confidence and satisfaction.

2. Scope

This policy applies to all Durak Hazelnuts products and covers all stages of our operations, including production, packaging, storage, transportation, and distribution.

3. Principles

3.1 Food Safety and Hygiene

- All production processes are carried out in accordance with the requirements of ISO 22000 and HACCP principles.
- Products are processed and packaged under hygienic conditions to ensure food safety.
- Storage and transportation conditions are managed in compliance with food safety requirements.

3.2 Compliance

- All products comply with the applicable regulations of the Republic of Türkiye Ministry of Agriculture and Forestry, as well as relevant international food safety standards.
- Product labeling, ingredient declarations, and packaging information comply with all applicable legal and regulatory requirements.

3.3 Quality and Risk Management

- Regular quality inspections and monitoring activities are conducted throughout production and the supply chain.
- Food safety hazards and operational risks are identified proactively, and appropriate preventive and control measures are implemented.
- Any incidents affecting food safety or consumer health are promptly investigated, with corrective and preventive actions implemented where necessary.

3.4 Customer Information and Transparency

- Product information, allergen declarations, and usage instructions are communicated accurately, clearly, and transparently.
- Customer complaints and feedback are recorded, evaluated, and managed through an effective complaint management process.

3.5 Continuous Improvement

- Production, hygiene, and food safety practices are regularly reviewed and improved.
- New technologies, production methods, and hygiene practices are evaluated and implemented where appropriate.

- Food safety performance is continuously monitored through our integrated Quality Management System.

3.6 Training and Awareness

- All employees receive regular training on food safety, hygiene, and consumer health protection.
- Training programs cover employees involved in production, storage, logistics, and distribution activities.

4. Responsibilities

Senior Management:

- Ensure the effective implementation of this policy.
- Provide the necessary resources to maintain food safety and quality standards.
- Monitor the effectiveness of the Food Safety and Quality Management System.

Quality and Production Department:

- Implement and monitor food safety and hygiene practices.
- Identify risks and implement appropriate corrective and preventive actions.

All Employees:

- Comply with food safety and hygiene requirements.
- Report any actual or potential non-conformities.
- Contribute to a culture that promotes food safety, quality, and consumer protection.

5. Complaints and Feedback

Customers may submit complaints, inquiries, or suggestions regarding our products through telephone, email, or our website.

All feedback is handled confidentially, transparently, and objectively. Complaints are investigated promptly, and appropriate corrective actions are implemented where necessary.

6. Policy Review

This Policy shall be reviewed at least annually, or whenever necessary, to ensure its continued suitability, effectiveness, and compliance with applicable legal and international requirements.