



PALM CHARTERS GROUP S.A.



Palm Charters Quality Management System

Food Safety Policy

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Statement

At Palm Charters we are fully aware that Food Safety is a basic requirement in the prevention of food related problems. The sourcing of wholesome, safe food and water is essential on-board our vessels.

Although clean and well-maintained catering spaces give a good impression, food safety is more than just cleanliness. It requires good working practices in accordance with basic principles of personal hygiene and food hygiene, covering the separation of raw and cooked foods and temperature control for example.

All Palm Charters vessels apply food safety principles. Documented systems with records are used to enable a quality management approach, as well as along the lines of the International Safety Management Code. The system is in place to evidence the good practices.

Control and inspection of all elements in the food chain by the master or his deputy are a fundamental requirement for our company. Although the catering department of the ship is ultimately responsible for this, everybody should participate in the building and supporting a food safety culture on board. For this reason, all of our staff (crew) on board is informed and trained on aspects related to food safety.

Receiving provisions

Palm Charters uses reputable suppliers for the provision of our food and fresh produce. Control measures are taken before storing supplies to check if the food is fit for consumption and has a suitable shelf life that is compatible with the vessel's trading pattern. Since stores are often delivered "Free Alongside Ship", this control takes place before storing them on board.

The used check list covers:

- Expiry dates
- Condition of the packages
- Temperatures of chilled and frozen goods.

Palm Charters does not accept damaged packages or rusted tins. Chilled goods with a temperature above 7°C are refused. Some goods like egg products (4°C), minced meat (2°C), and fresh fish (0-2 ° c) must be delivered at a specific temperature that is also checked. The temperature of frozen goods is -18°C or less. Ice crystals on frozen packages would suggest improper storing arrangements prior to delivery.

Stock Control

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All Palm Charters ships have adequate storerooms including dry and cold storerooms and freezers. When storing capacity is limited, stock is reduced, and stores taken more frequently. Food is never stored on deck.

Our crew store all foods in such a way that all commodities are used in strict date rotation (First in = First out (FiFo)) basis. Perishable food stuffs are not ordered nor accepted in quantities that cannot be consumed before the expiry date. Frozen foods are maintained in hard frozen condition and are always consumed before the date marking.

Deep Freezers

On board our vessels, the temperature in freezers is maintained at -18°C at least, but some tolerance levels are allowed to take account of equipment. It is unlikely that short periods of -15°C will affect the quality and safety of frozen food.

Regular maintenance includes checks on door seals, isolation of the doors, defrosting and checks on the correct functioning of thermometers.

Every time personnel enters the freezer room; the holding temperature is affected. Hence there is a requirement to ensure that access is kept to a minimum. The door must always be closed immediately on exit.

Food must never be put on the deck inside the freezer and always on grids. Food is also never put in the direct line of the cooling unit fan because this may restrict air circulation that can lead to freezer burn.

Safety in Storerooms

- The use of meat hooks is to be avoided
- Gloves, safety shoes and warm clothes must be worn in the deep freezer
- The deep freezer must be defrosted first before it may be cleaned

Cold Stores

On board Palm Charters' vessels, temperatures are kept constant so far as possible to avoid humidity: 5°C is recommended, although a tolerance of up to 8°C is acceptable.

A separate fridge is used (if possible) for raw food. All items are to be individually wrapped or covered. If raw and cooked foods must be contained in the same cabinet, then raw food is to be stored at the bottom to avoid contaminating the cooked food.

Although fruit and vegetables have different temperature requirements it is generally accepted that "cool" rooms or cabinets up to 10°C provide a satisfactory alternative.



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Proper Storage Techniques for Fresh Produce

On board our vessels, fruit and vegetables are kept well-ventilated and stored in suitable boxes or containers. Plastic bags are discarded as this material does not generally allow for proper ventilation, as they can cause sweating to occur. Inspections of the fresh produce is completed every day and spoiled items, leaves etc. are removed.

Dry Stores

Our crew keep a register to keep track of dry stores. Checks for the presence of pests or vermin are completed every day. In addition, checks are performed for the presence of insects in flour and rice. Blown tins are removed.

Dry stores are stored cool, around 10°C, dry, and are well-lit and ventilated.

Ionizers on board are located at the areas where food is stored and handled. Air ionizer purifies the air in the room by electrically charging air molecules. Air ionizers use ions to remove particulates, microbes, and odours from the air. Air ionizers are proven to make the air in a room healthier because they purify the air of bacteria, dust, moulds, soot, pollen, and odours.

We aim to have on board our vessels the best air ionizer technology to avoid any possible presence of microbes, including most bacteria, protozoa, fungi, and mould.

Bacterial Contamination

Food poisoning bacteria are found on people, insects, rodents, refuse and waste food, even in dust. However, thorough cooking will destroy most harmful bacteria.

Harmful bacteria will multiply rapidly if food is incorrectly prepared and stored. Even if it is correctly prepared or stored it can be cross contaminated from raw food, for instance by using the same utensils.

On board our vessels, high risk products frequently associated with food poisoning are always carefully stored and protected from contamination. These products are generally high protein, ready to eat foods including cooked meats, poultry and raw or cooked fish, gravy and stock, milk, cream and eggs and any associated by-product.

We also cover our food to prevent cross-contamination.

Personal Hygiene

Considering that at one time or another, most people might carry some type of food poisoning organisms, Palm Charters catering crew take extreme care with regard to personal cleanliness to avoid contaminating food.



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Separate raw and cooked food

Raw food can cross-contaminate cooked food or food that does not require further treatment before consumption and cause foodborne illness. On board our vessels, raw and cooked food is always kept separate and covered.

On board our vessels, separate work surfaces, chopping boards and utensils are set aside for the preparation of raw meat and are not used for the preparation of foods that will be eaten without further cooking. Using the same work surface is discouraged but in the unlikely event that the same work surface has to be used, great care is taken to ensure it is cleaned and disinfected between handling raw and cooked meats or other ready to eat products. Clean plates and cooking utensils are kept ready.

The same plate, tray or utensils for raw and cooked food is not used. Raw meat juices can spread bacteria to your safely cooked food and cause foodborne illness!

Cleaning and Disinfection

Our crew will clean the pantry regularly, with hot water and soap, thereby always ensuring that food is kept off the deck. Food is stored in sealed containers. Containers and utensils that were in contact with raw food must be thoroughly cleaned and disinfected before reused.

Only accepted detergents are used at the company vessels. Ventilation hoods and grease filters are cleaned regularly. Refrigerators, deep freezers, deck heads and neon covers are not forgotten.

Cleaning and disinfecting products are kept in a separate well-maintained storage place of which the access door can be closed.

Good housekeeping helps to discourage pest and vermin. Routine inspections are therefore carried out. If problems arise, actions are carried out according to a logical plan with pest control and monitoring procedures. Chemical pesticides are kept separately and well-locked. Places where wastewater is collected are cleaned and disinfected regularly.

Dishes and utensils are air dried when possible or dried with clean kitchen towels.

Buffets

At room temperature harmful bacteria will grow quite quickly. Food normally as associated with buffets, apart from low-risk food such as bread rolls for example, is not exposed to temperatures in the 'Danger Zone' on board our vessels.

Units and equipment should be kept at safe temperatures.

- Hot food 63°C or above



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- Cold good 5°C or less

Containers holding food are not 'topped up' when they reach low levels. Replacement containers with a batch of fresh food are provided.

Leftovers

On board our vessels, one of our goals is the proper portion management in order to reduce the amount of 'leftover' food. However, in the event of having leftovers certain standards are applied on board our ships. The following applies:

- Hot cooked meats are cooled as quickly as possible in a clean controlled environment then refrigerated.
- Dividing a large portion to help the cooling process.
- Warm food must not be refrigerated as it will increase the fridge temperature.
- Once chilled, leftovers are served cold the following day.



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