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Management Review 2024



Mr. Zoltan Nabradi (Head of Fumigation)

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INTRODUCTION

Following Gafta's recommendation, the management of the company is doing an **annual** Internal Audit, followed by a **Management Review**.

During the Management Review process, the team is producing a summary of the recent year's lessons, learnt from the daily operations. The main goal is to have an overview of our processes and objectives, and to make any necessary amendments to ensure the continuous improvement of the company.

Business Goal of recent year:

Maintaining the quality work and market position in this challenging period.

Any internal or external changes that require process / policy changes:

Our family business is becoming truly a family business with my daughter growing up and getting her first fumigation license in May 2024. Also, her fiancé is also a licensed fumigator now, which means our team has two new fumigators (formerly working as pest control experts / assistants).

All this is recorded in our fresh organization chart and the new training programmes (with mentoring periods for the new fumigators).

Suitability of operating and management procedures

- Following last year's Gafta recommendation, we have introduced a new **Training procedure document** (besides the existing individual training programmes), that serves as a general overview of the company's training related activities (describing formal training, induction period and individual training programmes).
- Our business procedures remained the same.

Outcomes of recent internal audit:

There were two corrective actions during 2022 internal audit (see below), that we corrected and the 2023 / 2024 internal audit showed no new non-conformances:

- **Risk assessment:** Some risks are not addressed in the old assessment: food and feed safety, information security, confidentiality, extreme weather conditions. We created a Gafta extension to our current assessment.
- **Training:** our training records were not individual, which we addressed and now all trainings are recorded for each employee.

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Outcomes of recent Gafta audit:

There was one recommendation, to create a training procedure document as an extension to the existing training programmes. We have added this document. Other than that, there were no non-conformances raised.

Customer and personnel feedback:

There was one customer complaint received in September 2024, caused by a miscommunication (the amount of crop was not reported correctly) which resulted in an underdosing. This case does not require procedure modification.

Results from Risk Assessment:

- **Points regarding the buildings (store/silo condition):** Majority of the findings of the risk assessment are managed by the thorough safety assessment process, that is always recorded in the fumigation report. (Points regarding the building structure, doors, signs, walls, windows, air quality).
- **Points regarding hazardous waste:** we have a contract with Chemical Seed Ltd, who is receiving all hazardous waste.
- **Points regarding warning signs:** We always close the fumigated areas and put warning signs and precautions on the doors.

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- **Regarding first aid kits:** It is compulsory for all sites to have kits available on site. We need to check this as well during the safety assessment process.

Corrective actions, and effectiveness of preventative actions/improvements:

According to our customers and the number of orders, the market is reacting favourably to the improvements we are implementing during the recent years (since getting our Gafta license). We are happy to follow this path.