CROFTERS FOOD LTD.

DESCRIPTION OF DUTIES:

Quality Technician

GENERAL

Crofters Food Ltd. is a food-processing establishment that produces organic, processed fruit products including fruit spreads, jams, preserves (US), and related products.

1.0 GENERAL REQUIREMENTS

As a tier-one food manufacturer, food safety and relentless focus on quality are of utmost importance. All employees are expected to follow general Good Manufacturing Practices (GMP) outlined below. We strive to foster a culture of inclusion and encourage all employees to share their ideas on how we can continuously improve with their department mangers or human resource department.

1. The Crofters Food Ltd. Facility is a non-smoking environment. Smoking will NOT be permitted in any interior area of the building including detached storage areas.

2. All employees will be expected to maintain an acceptable level of personal hygiene. Before entering any production areas, all employees must thoroughly wash their hands and ensure they are wearing clean, production approved footwear. In addition, handwashing should be a frequent practice during production activities, especially before handling any ingredients, new jars, caps etc.

3. For production staff, clean uniforms are provided - a clean set must be worn each morning. Uniforms are not to be taken home, unless given an exemption due to sensitivity to commercial detergents. Employees must change in the plant change rooms.

4. Hairnets/hats and beard nets will be required for all employees when entering processing areas including the upper floor processing and lower floor filling areas. Proper application of nets is especially important when performing duties involving any open vessels, boxes, tubs, kettles etc. which contain or will contain food ingredients or finished product.

5. Use of personal cellular telephones, iPods, earbuds, or other electronic devices in the production area is strictly prohibited other than for Crofter's business needs.

6. Any items of personal jewelry must be removed before entering the upper processing area or lower floor filling area. This includes watches, rings, earrings, necklaces, bracelets or similar items. Finished product packing and warehouse personnel may wear necklaces and earrings, however, jewelry is not to be worn around any conveyor &/or moving &/or automated equipment.

7. Items such as pens, penlights, thermometers etc. may be used only in specified areas away from open product and may be carried only by authorized personnel in a manner, which prevents accidental dislodgement. Any loss must be reported immediately to the Plant Manager or Quality Control Management.

8. Spitting, chewing of gum / tobacco or any other substance in production areas is NOT permitted.

9. Consumption of food or beverages in production areas is NOT permitted.

10. Usage of nail polish and any other cosmetics in production areas is NOT permitted.

11. Personal clothing or items are not to be worn into production areas unless given exemption from Quality Control or Plant Manager.

12. All employees who are unsure of assigned tasks or who are unsure about correct action are to approach appropriate management representative for guidance immediately.

13. All employees will be required to keep any information about Crofters strictly confidential. This includes, for example, information about customers and brands produced, recipes, equipment, suppliers, door lock codes, etc.

14. All employees may be required to submit a criminal record (check report) (background check) if required under the Global Food Safety protocols.

15. All employees must file a change of address notice with Crofters Food Ltd. when address information changes.

16. All Employees may be required to take part in training and education activities when required.

17. All Employees will report any/all incidents, accidents, injuries, near misses and hazards of which they are aware immediately. Open cuts, sores, abrasions etc. must be covered by a metal detectable bandage and/or appropriate gloves (where applicable) immediately and kept covered until healed.

18. All employees' performance will be reviewed from time to time. An employee record will detail job performance. Any insubordination, failure to follow instructions, errors etc. will be noted and filed. After three official warnings, a termination of employment notice will be issued.

2.0 QUALITY TECHNICIAN DESCRIPTION:

The duties and responsibilities of the **Quality Technician** will be as follows. The position reports directly to the **Quality Assurance Manager**, with day-to-day coordination and support provided by the **Quality Assurance Associate**.

1. Demonstrate a thorough understanding of all requirements within the SQF program that pertain to the processes performed by the Quality Assurance Team.

2. Maintain understanding of all laboratory procedures and applicable regulations for example Organic Code, Codex Alimentarius, Safe Food for Canadians Act, FSMA and applicable CFR21 regulations.

3. Demonstrate understanding of HACCP principles and support monitoring and verification activities associated with Critical Control Points (CCPs) and Preventive Controls.

4. Possess strong critical thinking skills to analyze data, troubleshoot issues, and make informed decisions to support laboratory and operational goals.

5. Conduct raw material analysis, including sorting and visual inspection of fruit, tracking of analytical parameters and supplier issues, brix, pH, microbiology, acidity, turbidity and pesticide analysis, etc.

6. Select representative samples from large shipments, requiring heavy lifting and, at times, assisting with unloading and on-the-spot inspection of incoming shipments to ensure compliance with quality standards.

7. Be prepared and comfortable with heavy lifting and physically demanding, hands-on work as part of daily responsibilities.

8. Inform and communicate with the Quality Assurance Manager of inbound ingredients outside of specification. In collaboration with Senior Management, determine course of action for materials received outside of allowable specifications.

9. Perform finished product analysis; Brix, pH, Bostwick, viscosity, microbiology, etc. Inform and communicate with the Quality Assurance Manager regarding out of specification product. In collaboration with Senior Management, determine course of action for finished product outside of allowable specifications.

10. Demonstrate expertise in applying microbiological principles and aseptic techniques to ensure food safety and quality in all laboratory activities.

11. Conduct microbiological testing and analysis of raw materials and finished goods to ensure compliance with regulatory standards and food safety requirements.

12. Perform in-process control monitoring such as micro swabbing of equipment, air quality monitoring, compressed air monitoring, water quality monitoring for micro contamination, foreign material monitoring, equipment calibration and troubleshooting.

13. Assist with the pest control program including bi-weekly onsite pest control visits with 3rd party operator, ensuring that pest control logs and tracking and trending of pest findings are accurately completed.

14. Perform cleaning and sanitation tasks as required to maintain a safe, hygienic, and compliant work environment.

15. Good Laboratory Practices – maintain an orderly and clean workspace. Ensure adequate laboratory supplies are readily available, prepare standards, perform calibration of laboratory equipment and ensure equipment is kept in a good state of repair.

16. Develop and assist with managing Quality Assurance SOPs. Review existing SOPs on an annual basis and ensure that documentation of process is complete and in accordance with requirements of SQF program and best practices for laboratory functions.

17. Maintain accurate records of all analyses, data entry, tracking and trending all results to determine process effectiveness and optimization.

18. Maintain organization and filing management of all Quality Control documentation. Ensure appropriate documentation of all communications regarding Quality issues.

19. Identify non-conformities, determine appropriate corrective and preventive actions. Assist with quality investigations.

20. Demonstrate flexibility with work hours, including evenings and weekends, to perform microbiological testing, analyze raw materials, or carry out other essential duties as required to meet operational and production needs.

21. Thrive in a fast-paced environment and adapt quickly to changes in duties and tasks on short notice to meet operational needs.

22. Build and maintain good working relationships with Operations and Maintenance personnel to promote openness and GMP compliance.

23. Collaborate effectively in a team environment, utilizing strong problem-solving skills to address challenges and handle confrontations professionally to achieve shared goals.

24. Comply with the company Health and Safety practices and procedures ensuring the safety and well-being of all employees.

25. Consistently arrive at work with a positive attitude, ready to learn, and demonstrate a willingness to grow and embrace new challenges.

26. Other duties may be assigned to the Employee as required.

3.0 EXPERIENCE & QUALIFICATIONS

1. Minimum 1 year of experience in food manufacturing, QA, or a laboratory environment preferred.

2. High school diploma required; post-secondary in a related field is an asset.

3. Basic knowledge of GMPs, sanitation, and food safety (HACCP/SQF).

4. Experience with basic lab analysis of raw material/finished product (pH, Brix, sampling) is an asset.

5. Strong attention to detail and documentation skills.

6. Comfortable in a fast-paced environment and cross-team communication.

7. Basic computer skills and willingness to learn (Excel, Outlook, Microsoft Word).