



COMPANY PROFILE

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1. BUSINESS AND CONTACT INFORMATION:

A.) Business Name: Cool Chix Importers (Pty) Ltd trading as PLUM FOODS

Business Type: Company

Company Registration Number: 2015/264397/07

Tax Reference Number: 9485925177

VAT Number: 4930279833

Owner: Jan Porter

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Cell phone: 084 367 3767/084 555 2155

Physical Address: 44 Creativity Bouelvard, Klipriver Business Park, Johannesburg South, 1916

Postal Address: 44 Creativity Bouelvard, Klipriver Business Park, Johannesburg South, 1916

2. INTRODUCTION

The central production unit started in April 2024.

Plum Foods provides quality meals, function foods and services. Our success is a result of our dedication to supplying valued customers with an exciting range of high-end quality volume prepared meals, main meal components; Gourmet Halaal Buffets; Halaal tea breaks; frozen prepared meals; cocktail sweets and desserts and all manner of function foods.

Plum Foods is designed to provide the highest level of hygiene and manufacturing protocols affording valued customers a support system to our existing kitchens. We guarantee portion and cost control and ensure all products are uniform adhering to all required specifications. In short, we give you gourmet products at high volume budget prices.

Plum Foods became an accredited Halaal vendor in 2025 with the National Independent Halaal Trust (N.I.H.T), providing the Muslim community with the highest standard of three course, budget and buffet menus. Our dishes compliment the quality of all the five-star hotels that we supply and Gauteng's finest dining establishments.

Plum Foods believe that our Muslim (Halaal) clients deserve the same high hygiene standards and creative flair that is enjoyed by their non – Halaal colleagues.

Plum Foods prides itself in providing cuisine that embraces both traditional and modern cooking trends and styles. Plum Foods spends a great deal of time and resource in the continuous training of our 30 plus staff in all manner of food preparation and presentation.

We strive to supply our valued customers with the products that have the care and attention that would come from an award-winning Executive Chef.

Plum Foods boasts a 1000m² state of the art manufacturing facility in Johannesburg South, South Africa. The facility was specifically designed and has achieved HACCP accreditation, thus ensuring the highest levels of manufacturing and hygiene protocols. The facility boasts an array of features such as:

1. An epoxy silver nano floor.
2. A complete ISO wall interior.
3. Sophisticated surface drain network leading into a 2000litre per hour, environmentally friendly fat trap.
4. A constant 11 degrees Celsius temperature throughout the facilities.
5. A comprehensive range of blast, holding and stock chillers and freezers.

Research and development are allocated a great deal of resource. It is imperative that Plum Foods constantly supplies you our valued customer with products and services that are up to date promoting the traditional and trendier styles of cuisine, being aware of portion and cost control.

We offer menu design from simple cocktail snack menus to full gourmet function catering, specialising in Halaal cuisine.

3.STRATEGY

3.1 Mission Statement

Plum Food's goal is to be recognised as a leader in the food manufacturing industry, partnering our customers in the value-added food services market. This will be achieved by providing the highest levels of hygiene, innovative and quality products that offer exceptional value for money. Thus, assisting our customers to achieve total satisfaction for their customers.

3.2 Values

Plum Foods embraces business practices that are ethical and provide equal opportunity for our loyal employees. We provide internal and external training to equip our staff to have the opportunity to be promoted from within. This has created a sense of belonging amongst the staff and in turn, Plum Foods has benefited by having hard working, enthusiastic and loyal team members. Plum Food's ethos is to provide our valued customers with exceptional dedication and service.

3.3 Scope of Work

3.3.1 The Procurement Process:

This will be managed by our Procurement Department. Suppliers will be invited to tender for the input products that are required for the manufacture of the finished products for this tender. The supplier will have to demonstrate a proven track record and certification regarding hygiene standards; ability to supply volumes required and the ability to increase capacity at short notice; guarantee consistency and quality of product; and fix prices for the duration of the contract.

In addition to the above, the suppliers must guarantee timeous deliveries. Back-to-back contracts will be entered into between Plum Foods and the supplier in relation to the contract between Plum Foods and the company for tender. Guarantees will be secured, and penalties set in place to ensure all the above conditions are carried out. A second supplier will be on hand to assist or replace should it be necessary.

Once the stocks have been checked in by the Receiving Department, the items are scrutinised to ensure they match the set specifications. The Health and Safety Manager will inspect the products to ensure the hygiene protocols are met as per our HACCP standards and the NIHT Halaal Supervisor will ensure that all products received are Halaal certified and accepted by NIHT.

All products will be stored in the relevant multi temperature storage areas.

3.3.2 The Manufacturing Process:

The manufacturing process will be planned and managed by our Enterprise Resource

Planning Manager (ERP Manager). Forward planning of future orders will be passed onto the Procurement Department by the ERP Manager, stating volumes, product type and time scales. These items will be procured, where possible, in order to have the necessary stocks available to avoid any delays when actual orders are placed. Fresh items e.g. bread and vegetables will utilise the JIT system to ensure maximum freshness of the input ingredients.

Once an official order has been received by the telesales and orders department it is processed and a Sales Order is generated and sent to the ERP Manager. A Manufacturing Planning Document (MPD) is issued by the ERP Manager to the Production Manager as well as to the Procurement Department. The MPD will state the fresh products required for production, order volumes, product descriptions and specifications, packaging requirements, storage instruction, logistical information, as well as time scales.

Utilising the MPD, the Production Manager will issue Stock Requisitions to the Stores Department to draw stocks.

Stocks will be issued to the Executive Chef. The Executive Chef will distribute the input stocks, the quantities and product specifications to the relevant departments: - hot kitchen; Confectionery Department for desserts; Deli/Fresh

Area for filled rolls etc.; Production Area for snack items).

The Quality Control Department, has on file all the relevant product specifications and monitors the production of items closely ensuring these specifications are met, focusing on aesthetic appearance; size; weight and taste profile. As per agreed spec.

When the production of products is concluded, they are sent to the Packing Department for inner packaging (where required), outer packaging and labelling. The label will state description of product, quantity of product (units or weight); batch number; manufacturing date; expiry date and storage instructions.

The Quality Control Department (QC) will also be involved ensuring packaging specification and labelling details are performed as per the spec sheets. This is the final check point where products will be either accepted or rejected. A stamp of approval will be visible on the outer packaging that can only be issued by the QC department.

From here, the products will be moved into the various multi temperature areas, ready for despatch. Despatch will take place, dependent on the required times from the various units. The logistics department manages and monitors this process as well as ensuring the order that is despatched as per the received order. All relevant information is present on the invoice; products are despatched at the correct temperature; vehicles are clean and chilled for holding temperature; drivers are despatched timeously; routes are planned to take into consideration traffic and other factors. All Emperor Foods vehicles are data logged for temperature control and monitoring and satellite tracked for location verification and possible non-conformances by drivers. Drivers are instructed to ensure the received products are temperature probed for conformance and that all necessary invoices and paperwork is duly stamped and signed by the relevant unit receiving.

3.3.3 Possible Problems that may occur with delivery:

- a. Late delivery from suppliers – we have guaranteed delivery times and product specification accepted by the said suppliers. Penalties will be instituted if not met.
We have primary and secondary suppliers and have a fleet of 10 our own refrigerated vehicles should we need to collect stocks.

- b. Rejected stock from suppliers - Penalties will be instituted if not met.

- c. Short deliveries from suppliers - Penalties will be instituted if not met.

We have primary and secondary suppliers and have a fleet of our own refrigerated vehicles should we need to collect stocks.

- a. Traffic issues – ensure deliveries are despatched early to allow for traffic delays. Monitor traffic reports to map alternative routes. We will utilise Netstar to track the delivery.
- b. Breakdown of delivery vehicle – we have a fleet of refrigerated vehicles to back up.
- c. In the event of an accident where stock is damaged, insurance will be taken to cover this eventuality. We will attempt to replace the damaged: time scales allowing or provide alternative products that we hold in stock.
- d. Electrical and water supply problems: Plum Foods has a back-up generator that can run the complete facility with diesel reserves of 1000 litres. Plum Foods has water storage to supply the factory with three days consumption.
- e. Staff strikes – Plum Foods has trained a team of casual workers as a back-up for this eventuality.
- f. Staff absenteeism – Plum Foods has trained a team of casual workers as a back-up as well as existing staff redeployed from other areas within our manufacturing areas.
- g. Late notice for increased orders – Plum Foods will monitor ordering cycles and produce a percentage of products extra; to cover potential late increased orders. Should this not be utilised, this increased production will form part of the next day's delivery. The correct labelling will be displayed.
- h. Stock availability – Plum Foods will ensure sufficient holding stock where applicable and utilise secondary suppliers for JIT fresh products.
- i. Telkom problems – Plum Foods has several emergency cell phone numbers that will be made available to the units.
- j. Internet problems – Plum Foods has several 3G wireless cards to ensure uninterrupted internet communication.

3.3.4 Delivery to Units:

1. Different products

Plum Foods will supply products as per agreed specifications requested from the units. Sufficient notice of 48 hours needs to be given to avoid disappointment. Emperor Foods can manufacture extended hours if required.

2. Quality standards required from bidders

Plum Foods is a fully HACCP compliant facility, Plum Foods will endeavour to source the products required from supplies that have the following credentials:

- 1. Halaal certified

2. HACCP Accreditation or higher
3. Guarantee availability of stock
4. Able to fix prices for the period of our contract
5. Competitive pricing

3.3.5 Describe how the work is managed

The order would be received by Plum Foods from the units (telesales/orders department)



Order is submitted to Enterprise Resource Planner via ERP to plan stocks on hand, procurement, receiving, issuing, production, packing, storage and distribution.



All relevant information regarding the production process will be supplied to the Factory Production Manager. Production Manager will issue the stock requisition to stores and/or procurement department.



The Receiving Supervisor will receive the required stocks and ensure full compliance with regard to the quality standards required. In addition to this, our Halaal Supervisor will ensure all products received are Halaal certified. Our Quality Control and Hygiene Specialist will also be monitoring delivery vehicles, delivered products temperatures and overall quality standards of the received products.



The Stores Supervisor will record, and despatch received products to the various multi temp storage areas.



Production Manager will request the relevant products from stores to fulfil orders in compliance with spec sheets.



Production Manager will then issue stock and worksheets to the Executive Chef.



The Executive Chef will divide worksheets to the various departments required to fulfil the units order. (The Executive Chef is to monitor the taste profile and the aesthetic appearance of all products ensuring uniformity and compliance to specifications stated are met

3.4. Plum Food's Portfolio:

Hospitality Industry

Thyme Fitchef (online)

Direct to consumer (online)

