


FSMS OBJECTIVES AND TARGETS

The FSMS objectives includes:

- To reduce customer complaints relating to food safety by 70% by close of 2026
- To set a training plan that ensures continuous training of Alisa Hotel in food safety and related topics by the end of 2026.
- To ensure conformance to ISO 22000:2018 requirements and obtain international certification to ensure delivery of safe food by end of 2026
- To increase Good Hygiene Practices (GHPs) and achieve an overall hygiene score of 80% by close of 2026.
- To reduce the microbiological contamination of end product to 0 cfu/g by the end of 2026.

Objectives and Target	Monitoring	Verification	Action Plan	Responsibilities
Increase Guest Satisfaction Score Achieve guest satisfaction score of 90% by the end 2026	Customer Complaints Customer Feedback	Internal Audit	Preventive and Corrective Actions	ISO Committee / Food Safety Team
To set a training plan that ensures continuous training of Alisa Hotel in food safety and related topics by the end of 2026.	Training Plan Training Evaluation	Internal Audit	Training Plan	ISO Committee / Food Safety Team
To ensure conformance to ISO 22000:2018 requirements and obtain international certification to ensure delivery of safe food by end of 2026.	Project Report	Internal Audit	ISO Project Plan	ISO Committee / Food Safety Team
To increase Good Hygiene Practices (GHPs) and achieve an overall hygiene score of 80% by close of 2026.	GHP Inspection	Internal Audit	Operationalisation of PRPs	ISO Committee / Food Safety Team
To reduce the microbiological contamination of end product to 0 cfu/g by the end of 2026.	Total Coliform Counts	Internal Audit	Quality Analysis Plan	ISO Committee / Food Safety Team

Signed:



Group General Manager
January 2026