

CASE STUDY
BOOKLET



GLOBAL FOOD SAFETY INITIATIVE



www.mygfsi.com

ABOUT THE GLOBAL FOOD SAFETY INITIATIVE

The Global Food Safety Initiative (GFSI) brings together key actors of the food industry to collaboratively drive continuous improvement in food safety management systems around the world. With a vision of safe food for consumers everywhere, food industry leaders created GFSI in 2000 to find collaborative solutions to collective concerns, notably to reduce food safety risks, audit duplication and costs while building trust throughout the supply chain. The GFSI community works on a volunteer basis and is composed of the world's leading food safety experts from retail, manufacturing and food service companies, as well as international organisations, governments, academia and service providers to the global food industry. GFSI is powered by The Consumer Goods Forum (CGF), a global industry network working to support Better Lives Through Better Business.

www.mygfsi.com



Motoya Okada
President and Group CEO,
AEON Co. Ltd.



This year, Aeon has announced our Sustainable Procurement Goals for 2020 in which we will achieve sustainability based on GFSI-recognised certification programmes for all PB items in fresh foods. Aeon will continue to deliver safe foods to all customers as a leading company in Japan and Asian countries.



The Why

There is a great diversity of foods in Japan. Each region has its own specific food culture which makes Japanese food and produce attractive to both tourists and locals.

As a result, the Japanese food industry is comprised of a small number of big enterprises and a huge number of SMEs (small and medium enterprises). Hosting the large-scale sports events in Tokyo in 2020 has triggered a movement of shifting AEON's procurement standard from an in-house standard to a global standard. With that said, however, there are a huge number of local certification programmes, operated by government, local authorities, industry groups, and individual buying companies. These have different levels of requirements when it comes to food safety standards.

GFSI's Japan Local Group has encouraged suppliers' adoption of the GFSI approach since its foundation.

We have fostered our unique food culture with careful and sensitive hygiene control. Amidst the globalisation of food procurement, we believe it is important for Japan to proceed with global harmonisation for food safety management systems while preserving our unique food culture.

Setting a goal of 2020, when Tokyo will host large-scale sports events, GFSI's Japan Local Group aims to pioneer the harmonisation of Japan's domestic food industries with global practices and standards.

The How

Farm to Table Integrated food safety management. We established a management system throughout the entire supply chain including production, processing and manufacturing to ensure food safety for our customers.

Production. We have committed to a procurement goal for 2020 with the basis on the GFSI-recognised CPOs for our private brand primary products.

As for agricultural products, we committed to 100 % implementation of GFSI-based GAP. In FY 2018, 92 % of private brand products are produced by either GFSI-recognised, GAP certified or 2nd party audited farmers.

As for livestock products, we committed to 100% implementation of GFSI-based FSMS for processing centers and GFSI-based GAP for ranches. In FY 2018, 70% of private brand products were produced by

GFSI-recognised, FSMS certified centers and 25% by GFSI-recognised, GAP certified ranches.

Processing and manufacturing. All factories manufacturing products for AEON were required to pass factory inspection. In order to avoid duplication of inspections by different buying companies and to save time in the factories, AEON revised the system in 2016 and waived factory inspection for factories certified to a GFSI-recognised certification programme. As a result, 35% of AEON's suppliers have waived conventional factory inspections, and the other 65% of them utilise modified AEON factory inspection standards which are based on GFSI's Global Market Programme.

The Benefits

We have confirmed 3 major benefits from this activity. The first benefit is that more than 30% of food factories which manufacture products for AEON no longer have to duplicate factory inspections for each purchasing company. Initially, each factory was required to undertake duplicated factory audits to sell their products to each buying company. Now, they can save time and human resources by reducing factory inspections. The second benefit is that AEON can also reduce its time and cost spent undertaking factory inspections. Finally,

the Global Markets Programme includes requirements of Codex HACCP; and as a result, these factories can take advantage of its management elements without requiring any extra instruction or in-house factory inspections.

We expect to share factory inspection results with other buying companies in the future, which would reduce duplicated factory inspections. This will be of benefit both to selling and buying parties.

Figures

PRODUCT	2020 TARGET	FY2018 RESULTS
Agricultural products	Conduct management through Good Agricultural Practice (GAP) based on GFSI for all private brand products.	% of products GAP certified or 2nd party audited: 92.2%
Livestock products	Conduct management through Food Safety Management System (FSMS) and Good Agricultural Practice based on GFSI at the processing and farming for all private brand products.	% of products with FSMS certified: 70% % of products with GAP certified: 25%





Ahold
Delhaize

The Consumer Goods
FORUM

GFSI



Frans Muller
CEO, Ahold Delhaize

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We serve more than 50 million customers a week, so it is of vital importance that the food we sell is safe. To keep our customers' trust, we continuously work to improve our food safety standards to ensure everything we sell is of the highest quality.



The Why

Food and non-food safety are critically important to Ahold Delhaize. During recent years several food safety scandals led to increased concern about which food products to choose. New production technologies and improved visibility on product ingredients have impacted levels of trust in food. Now more than ever, trust is an important factor for continued success in the food industry and in the retail food market. The consumption of unsafe brand products or other food and non-food products, or food fraud in the supply chain could result in our customers' injury, illness or even death. Moreover, product safety problems could potentially cause disruptions to the supply chain and negative customer reactions. These may have a material adverse effect on the company's reputation, results of operations and financial position.

The How

We require our food suppliers to comply with standards beyond what is legally required, by expecting our food suppliers to be certified with a standard recognised by the Global Food Safety Initiative (GFSI). For 2020, we are striving to achieve 100% of our own brand food products to be certified with a GFSI-recognised certification programme, with potentially a small percentage at an acceptable level of assurance. Our own brand suppliers are spread all over the world and have different challenges when it comes to food safety. To achieve our target, we work together with our suppliers and support them in various ways. Sharing best practices and providing training are good examples. Some suppliers have to make significant investments to achieve GFSI-recognised certification. For these specific cases we work together in creating a plan to reach this certification or an acceptable level of assurance.

For example, our brand Delhaize Serbia likes to involve more and more smaller local suppliers, located close to the stores they supply to. While this is appealing to customers who like to “buy local” and beneficial

for the local fresh producers and small manufacturers, it brought some challenges in terms of food safety certification according to GFSI-recognised standards. When engaging the suppliers, we found that they had very different levels in the set-up, processes, equipment, and ingredients used in production. This meant that not all suppliers were able to initially achieve GFSI-recognised certification. So we adapted our process to audit them based on the GFSI Global Markets requirements, in order to assess if they were at an acceptable level of assurance. In this process we supported our suppliers in identifying the changes required to meet our standards,

helping them to make improvements by. To date, almost all suppliers of Delhaize Serbia comply with these audits and many of them are working on the next step to achieve a GFSI-recognised level of certification. We also continue to focus on our own operations, in our distribution centers, our transport and our stores. All our great local brands have implemented food safety systems to ensure food safety is managed well in our own operations, and many of our distribution centers have achieved GFSI-recognised certification, including the distribution center of Delhaize Serbia.

The Benefits

To make sure product safety is embedded at Ahold Delhaize and its great local brands, we have established a Product Integrity department. The Product Integrity team provides the brands with guidance and support on the implementation of product safety measures but also provides assurance on the implemented food safety systems within the brands. Within each brand,

dedicated teams make sure the products they sell to their customers are safe. These dedicated teams within the organisation create awareness with our associates. Additionally, our goal for 100% of our own brands food products to reach GFSI-recognised certification (or an acceptable level of assurance) is another key way we strive to ensure the products we sell are safe.

Figures

PERFORMANCE INDICATOR DESCRIPTION	2018	2017	2020 TARGET
% of production units of own-brand food products that have Global Food Safety Initiative (GFSI)-recognised certification or comply with an acceptable level of assurance standard	93%	91%	100%
% of production units for own-brand food products that are certified according to a GFSI-recognised standard	89%	88%	93%
% of production units for own-brand food products that comply with an acceptable level of assurance standard (other than GFSI)	4%	4%	7%





Dave Clark
Senior Vice President Worldwide Operations,
Amazon



Food safety is an area where we want to share our progress openly because we want to participate in the process, helping to raise the bar for the industry. As we grow our customer offerings across food businesses, food safety will continue to be our first consideration.



The Why

At Amazon, we strive to be Earth's most customer-centric company, where customers can find and discover anything they might want to buy online. As we grow our selection and evolve our business to delight our customers, we also encounter complexity as we operate as a brand owner, a retailer, or as a marketplace. We solve this complexity by constantly innovating on behalf of our customers to better serve and protect them. We have implemented technological solutions within food safety for relatively straightforward tasks like temperature validation, as well as complex tasks like ingesting customer feedback and executing food recalls. We look at a high-risk process or event and ask how we can eliminate the risk while driving innovation that reduces the chance for human error. The solution results in safer food and better protects our customers.

The How

Listening To Our Customers at Scale. We invest heavily into mechanisms to listen to our customers and detect when something has gone wrong. We make data-driven decisions and always strive to respond rapidly to customer anecdotes. On the rare occasion when data and a customer anecdote disagree, we work on a solution with the tenet that our customer is right. Through automation, we aggregate 30 million pieces of customer feedback a week globally in over 40 languages. These interactions include customer contacts or feedback data such as product reviews, customer return comments, Customer Service chat, Amazon social media accounts, etc. We leverage automation to handle both the scale and the data extraction challenge. We rely on Machine Learning (ML) and complex software-based logic to take a first pass at understanding context across languages and unlocking the meaning of customer comments without the need for employees to review them one by one. This first pass of 'labeling' customer interactions is critical to separate the true concern from the large amount of customer interaction data. For standard processes and when ML judgment has



high confidence, we automate the action, otherwise, we rely on human Subject Matter Expert (SME) review.

Investigations and Traceability. We have invested and continue to invest in technology that allows us to track and investigate the details of products or food safety issues. We built a comprehensive investigation system with decision logic that supports our investigations and enables us to deliver safety solutions at scale. With this capability, we actively tag and track issues from the point of detection all the way to initiating suitable remedial action.

Orchestrating Complex and Rapid Product Recalls. Amazon handles thousands of recalls every year for food and non-food products. Through technological investment, we have built robust mechanisms to exe-

cute recalls across all our businesses. We developed technology to automatically identify a recall once it is available in public domain and include supplemental manual reviews to ensure we don't miss any public recall alerts. We then use syntax matching, image analysis, and query logic to identify, quarantine, and stop sales of all related products across Amazon's complex catalog and various channels that may be subject to these recalls.

Private Brands Manufacturing Partner Qualification. Amazon Private Label food is a growing business with an expanding network of manufacturing partners. We have mechanisms in place, designed by food safety experts, to assess our suppliers and ensure we offer safe, consistent, and wholesome food products.

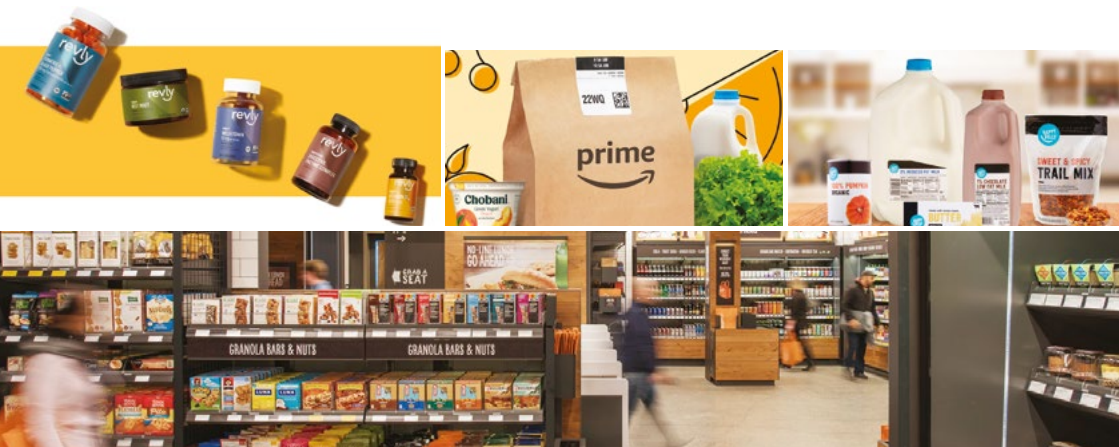
The Benefits

Listening To Our Customers at Scale. Our SMEs have accurately assessed safety risks hundreds of thousands of times over the last several years, and all outcomes of their judgment are used to further enhance our ML automation efforts and improve our food safety concern detection.

Investigation and Traceability. The technology we've built allows us to investigate and initiate checks across all business channels and global regions for similar issues and act proactively. Our customers continue to teach us how to better serve them, and we will continue to invest heavily in automation and technology to delight them every day while ensuring their safety.

Orchestrating Complex and Rapid Product Recalls. Once we identify the product we orchestrate recalls through our recall automation tool. The tool initiates multiple parallel efforts to prevent customer orders, remove the product from sale, rapidly isolate the product in our supply chain, and alert customers with a personal email in a few hours.

Private Brands Manufacturing Partner Qualification. Suppliers with GFSI-recognised certifications often have the required processes, procedures, and tools in place to demonstrate a high standard of food safety, and meet Amazon's Food Safety qualification criteria.





Dave MacLennan
Chairman and CEO, Cargill

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Cargill's partnership with GFSI has been an important contributor to the value proposition we offer our customers. We have worked together to raise the bar on food safety standards that increase regulatory confidence and help Cargill deliver on our purpose of nourishing the world in a safe, responsible and sustainable way.



The Why

Cargill established a poultry business in China in 2011, to support our customers' increasing demand for high-quality animal protein and subsequently built a vertically integrated supply chain, covering feeding, hatching, breeding, primary processing and further processing. Confidence in food safety management and performance was paramount to our global food brand customers and to ensure we delivered, Cargill implemented a comprehensive food safety management system based on FSSC 22000. By aligning with a GFSI-benchmarked certification programme, our customers had confidence that Cargill's approach to food safety was internationally relevant, science-based and effectively managed. Leveraging GFSI has enabled Cargill Animal Protein China and our customers to lead in the industry and address Chinese consumers' increasing demand of safe and high-quality animal protein.

The How

Through our risk assessment we defined three key operations in the integrated supply chain for GFSI-benchmarked certification; the feed mill, our primary processing facility, and our further processing facility. Our teams worked tirelessly to complete 4 defined stages towards certification.

Stage 1: Planning, training, and gap analysis - We selected the certification body (CB) and established an internal Cargill team. The team designed a comprehensive work plan, key training requirements, and leveraged internal auditing (calibrated with the CB) to identify gaps in our food safety management systems.

Stage 2: FSSC 22000 pilot run - A 3-month pilot was performed to allow our food safety teams to implement the management system and continuously improve it. We deliberately used a cross-functional team, including Food Safety, Quality, and Regulatory (FSQR), Research and Development (R&D), Production, Maintenance, Warehouse, and

Sanitation to evaluate the system. Everyone learned a lot about each other's work and it strengthened collaboration and understanding across the organisation.

Stage 3: Conduct internal audit - An internal audit was conducted by the team and management review was a key element in evaluating the effectiveness of the system. Management review demonstrated to the whole Cargill Poultry organisation that food safety was

a **PRIORITY** and senior leadership engagement reinforced its importance.

Stage 4: Receiving official FSSC 22000 audit - The third-party audit team auditing process consisted of two stages. In Stage I, the auditors assessed if the company was ready for the certification and after that, auditors initiated Stage II, the formal assessment. We passed that formal audit and attained certification for Cargill's Animal Protein China operations in April 2015. Success!!

The Benefits

Having a clear and deliberate plan for achieving GFSI-benchmarked certification was a strategic decision for Cargill and GFSI-benchmarked certification has enabled credibility and trust from our customers and governments.

Project planning, personal accountability, and clear milestones were critical elements to our success and with more than 2,000 employees receiving over 4,000 hours of training, Cargill's food safety culture was strengthened. We have seen improved coordination, understanding, and personal commitment to food safety across that integrated supply chain and management.

The certification process established strong management commitment and food safety awareness. By

collaborating with a GFSI-accredited CBs, approximately 30 Cargill employees are qualified internal auditors and this competency strengthens our food safety performance. Cargill Animal Protein China was recognised for food safety and quality both in 2016 and 2017 by the China Business Network Seven-Star Alliance and Chinese Institute of Food Science and Technology (CIFST). We are also proud to be recognised by McDonalds China as an "A Grade Supplier" for our high performance.

Cargill's involvement with GFSI has been a positive contributor to these successes in China. That good work continues as GFSI supports activities in China and as local companies see the benefits GFSI can bring to their food safety programmes and performance.

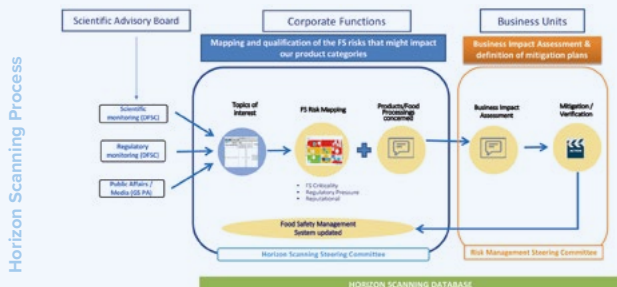
Figures





Emmanuel Faber
Chairman and CEO, Danone

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Consistent and effective food safety management systems are crucial for us at Danone to meet the highest standards of quality and safety. Not only do they help minimise risks, they contribute to making food safety a key asset for Danone.



The Why

With a mission “to bring health through food to as many people as possible”, and a commitment to continuously offer superior food experiences and innovations, it is paramount for us at Danone to ensure that all our stakeholders fully trust our products and services. To honor this commitment, we engage all our teams, suppliers and partners in our Food Safety Management System (FSMS), with the aim of ensuring that we design, manufacture and deliver products and services that meet both regulatory requirements as well as the highest standards of Quality and Food Safety.

In a VUCA environment, and with the everchanging regulation and science linked to Food Safety, there is a need for systems that effectively integrate both a predictive and reactive capacity to support food companies’ strategic decision-making, prevention, and mitigation efforts. GFSI has always promoted approaches and systems that allow efficient risks analysis and anticipation. The collaborative work with SSAFE on the Food Fraud vulnerability assessment or the recent working groups initiated on emerging risks illustrate it well.

Danone has leveraged these GFSI initiatives, implemented robust methodologies and a process which both aim to anticipate any emerging FS issues and reinforce its FSMS, with the objective of remaining at the leading edge on Food Safety Science.

The How

The Horizon Scanning process has been set up by the Danone Food Safety Center (DFSC) to identify emerging FS issues at their earliest stage, to assess their potential impact on Danone’s business, and to mitigate them if needed. It covers any new risk – whether real or perceived by consumers – related to the safety of raw materials, ingredients, food contact materials, manufacturing processes and finished products.

Danone's Horizon Scanning process is based on a four-step approach which covers all emerging FS risks in the FSMS:

1. Exhaustive and continuous monitoring of the scientific and regulatory environment by our in-house experts. For some topics, it has required to develop Early Warning System leveraging big data.
2. Consolidation of the information collected by a multidisciplinary group (Scientists, Risk managers, Regulatory affairs, Public affairs) in a database, enabling the qualification of the potential issues (severity, exposure, regulatory pressure, etc.). A Scientific Advisory Board composed of internationally recognised experts enriches the analysis in all areas of FS Science.
3. Evaluation of the impact of each topic on Danone's business and the potential need to put in place specific mitigation plans.

4. When required, set up of mitigation measures integrated in the FSMS.

Since 2018, this process also encompasses more general, transversal and long-term issues (e.g. Climate change) and risks perceived by civil society, not supported by scientific rationale but that may have a reputational stake for Danone.

To ensure an effective rollout of the process across all divisions in the organisation, we have established a governance structure composed of a Horizon Scanning Steering Committee led by the Danone Food Safety Centre, a Product Compliance Board led by an EXCO member, and a Risk Management Steering Committee for each division.

The Benefits

By leveraging the anticipatory approaches promoted by GFSI as well as the outcomes of several working groups GFSI has initiated, Danone has developed an effective "Horizon Scanning" process.

The tight collaboration within this multidisciplinary team has enabled us to adopt a holistic approach for all identified issues.

The decisions taken are supported by robust analyses conducted by internal experts who leverage advanced methodologies. The conclusions and recommendations

are endorsed by internationally recognised scientists covering all the FS domains.

This process coordinated at corporate level allows to anticipate, prevent and manage the risks in a harmonised and agile manner all across Danone's organisation.

It is a valuable asset to Danone's FS commitment as it allows Danone to identify any emerging or evolving topic and to integrate it into its FSMS. The System is thus continuously improved, with an ambition for Excellence.

Figures

The effective rollout of the process across the whole organisation is a key factor of success and depends on the following governance structure:

- **a Horizon Scanning Steering Committee led by FS (the Food Safety Centre in our case)**, which identifies and qualifies new issues/

topics and establishes a FS risk mapping to prioritise Business impact assessment and Risk mitigation;

- **a Product Compliance Board led by an EXCO member**, which validates strategy and recommendations from HS Steering Committee and ensures the control of risks at Company level;

- **a Risk Management Steering Committee for each division**, which conducts the Business impact assessment and defines the mitigation measures to be integrated in the FSMS.





Doug Baker
Chairman and CEO, Ecolab



Ecolab provides solutions and expertise to improve food safety throughout the world. Through GFSI, we gain additional insight into emerging trends, share information with other members and collaborate on new protocols to further enhance food safety.



The Why

Food safety is critical to the reputations of businesses – and to the health and well-being of people everywhere. We know the top causes of foodborne illness outbreaks can be eliminated through effective cleaning and sanitizing – and we are committed to protecting people and businesses from the risks of illness-causing pathogens.

Scientists have long identified *Listeria monocytogenes* as a problem for its high lethality rate compared to other foodborne illnesses. *Listeria* is tenacious and can also attach itself to the fryer grease that coats floors and counters. A USDA and Purdue University study confirms a growing contamination risk of *Listeria* in floors and drains. Additionally, a recent report by Restaurant Hospitality identified unclean non-food contact surfaces as the second leading cause of failed health inspections. Ecolab's own testing in 100 locations found *Listeria*, *Staphylococcus*, and *Salmonella* on 49% of floors, 46% of mops and buckets, and in 66% of floor drains. Current cleaning methods were not efficient to manage it or control the cross-contamination implications.

The How

Consistency is a key component in the fight for food safety, and that's what a partnership with GFSI provides. In the 15 years that Ecolab has been a member, we have worked with GFSI and its membership to provide a global perspective on food safety standardisation. These aligned values have helped make people safer around the world.

Ecolab collaborated with another GFSI member to address *Listeria monocytogenes* in a retail environment. Ecolab developed a new product and process to address a customer need. The customer then worked closely with the Ecolab team, testing in several store locations to ensure consistency in the training, process and results.

There were a number of challenges to overcome including employee training, variety in test stores and their conditions, management engagement, no formal regulatory requirement for sanitising floors or drains and measurement of the product use and concentration. However, grounded in the dedication of Ecolab and our retail partner as well as our joint commitment to improving food safety, we persevered.

Enzymatic-based cleaners are able to digest fatty and greasy soils over time ensuring a cleaner and safer

environment. Formulated with enzymes that immediately work to degrade soil particles as well as with an antimicrobial agent to sanitise, the results compounded over time to lower the microbial load with each additional washing. Introducing an enzymatic solution also eliminated a step in the floor cleaning process. This allowed for additional time to be spent cleaning more thoroughly. We were able to show a substantial decrease in the presence of *Listeria* in a retail environment thus reducing the risk of cross-contamination as well as some other unexpected benefits.

The Benefits

The positive scientific results were obvious. Floors were cleaner and the risk of cross-contamination was greatly reduced in the test stores. Contamination levels dropped from 41% to 2% in test locations.

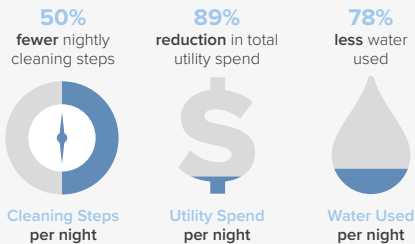
By turning the water temperature down and removing the rinse and sanitise steps from current wash, rinse and sanitise procedures, we achieved better results with 50% fewer nightly cleaning steps, 78% less water use, and 89% reduction in utility spend.

Employee engagement also improved. More than 60% of employees said the floors looked much better compared to how they looked with their previous cleaning

process. They were also happy that the process was a one product solution that could be used for cleaning and sanitising both floors and drains. It made their jobs easier and delivered superior results consistently.

This new product and process produced additional unintended benefits. The reduced build-up improved the floor coefficient of friction by 10% making surfaces less slippery and adding to employee safety. There was a realised labor savings of 86 hours annually per store based on the reduction of process steps. The stores also saw a significant decrease in flying insects as a result of cleaner floors and drains.

Figures





Rodney McMullen
Chairman and CEO, Kroger



Over 600 million people suffer from foodborne illnesses every year; food safety is one of our core values, and we're committed to providing safe, high-quality food to our customers.



The Why

The changing landscape of food manufacturing has impacted the way Kroger produces and sells food to our consumers. Some of the more impactful changes included the advanced technology for identification and tracking of foodborne illness; the interconnectedness in communication worldwide, with consumers having information at their fingertips; and the global market in which consumers expect anything, anytime, anywhere. All these changes have brought more attention to food safety issues, as witnessed by product recalls that were national and often global. This was Kroger's call to arms. Keeping in step with our industry partners, Kroger began the GFSI journey to ensure food safety and quality for our consumers, who demand safe high-quality products which Kroger is dedicated to offer.

The Kroger Co. has a history of valuing food safety, not only in our 35 manufacturing facilities, but also as an expectation for our many suppliers and co-manufacturers. Kroger currently utilises in-house and external manufacturing to produce a multitude of brands under several Kroger banners and other brands, including Simple Truth, Simple Truth Organic and Private Selection. Our number one priority is to safeguard our 11 million loyal customers that shop in our 2,800 stores every single day.

The How

Our journey with GFSI began in 2008 with a deliberate action to raise the bar around food safety and quality. GFSI provided a standardised, industry accepted, in-depth system to ensure the food safety and quality of Kroger-branded products. The building blocks of our GFSI journey began in our manufacturing facilities. Kroger became one of the first major retailers to require all our suppliers to achieve a GFSI-recognised certification.

At the start of pursuing GFSI-benchmarked audit standards and certification for our manufacturing plants, we reviewed several cer-



tification programmes and chose SQF. As a company, we constructed a timetable as to when all plants would be certified. The first step was to have gap audits conducted by a certification body to determine where our opportunities were. Our corporate food safety team then worked with each of our plant teams to fill gaps. Training materials were developed and shared with all our plants. Once ready, we then pursued a GFSI-benchmarked audit standard. This entire process took one year to complete for all manufacturing facilities, and all plants were successfully certified. GFSI and its certification bodies had laid the framework for Kroger to build

a strong internal food safety system and enhance our food safety culture, allowing us to focus on year-to-year improvement.

Today, in addition to our manufacturing facilities, we require all our ingredient suppliers and co-manufacturers to be certified to a GFSI-benchmarked programme in order to do business with the company. Kroger has also been an active member of the SQFI Technical Committee, helping to shape future versions of both the manufacturing and storage and distribution codes.

The Benefits

Since GFSI is a globally-recognised programme, it has allowed us consistency in expectations from country to country and supplier to supplier. The ability to pull and review audits for any of our suppliers has reduced apprehension of doing business in foreign countries; it provides us with assurance that they're following a uniform food safety standard. We have realised other benefits since adopting GFSI at all our facilities, the biggest one being creating uniformity of policy and practice. GFSI has allowed us to have the same comprehensive approach to food safety enterprise-wide. Since adopting GFSI-benchmarked certification, our facilities are

always audit ready. GFSI has also led to the creation of a consistent industry and regulatory food safety standard to which our suppliers are held accountable.

As we are on our food safety culture journey, GFSI has played a critical role in establishing visibility from what the food industry views as an important part of a food safety programme. GFSI has enabled us to keep in step with our peers and partners, ensuring food safety within multiple levels of our manufacturing process, including suppliers and customers.

Figures

The Kroger Co. has a history of valuing food safety, not only in our 33 manufacturing facilities, but also as an expectation for our many suppliers and co-manufacturers. Kroger currently utilises in-house and external manufacturing to produce a multitude of brands under several Kroger banners and other brands, including Simple Truth, Simple Truth Organic, and Private Selection. Our number one priority is to safeguard our 11 million loyal customers that shop in our 2,800 stores every single day.

100% of our manufacturing facilities are audited to a GFSI benchmark standard.

36 manufacturing facilities with SQF certification, with 94% plants being rated "excellent" in 2018.

10,000+ direct raw material suppliers and co-manufacturers are certified to a GFSI-benchmarked audit standard

35 distribution centres pursuing GFSI-benchmarked audit standard.





Chris Kempczinski
President and CEO, McDonald's

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**Food safety
is our number
one priority...
it is something
that requires
all of us to
stay focused
24/7/365.**



The Why

McDonald's is the world's leading global food-service company with over 38,000 restaurants in 120 countries. More than 80% of McDonald's restaurants worldwide are owned and operated by local business men and women. At McDonald's, we are proud of creating memorable experiences by reaching customers, wherever they are, and innovating new tastes and choices, while staying true to traditional customer favorites. Food safety is our number 1 priority. McDonald's recognises that food safety should not be a competitive advantage within the food industry. We are committed to harmonising food safety standards and sharing best practices globally. Additionally, Cindy Jiang, our Senior Director of Global Food Safety (Food and Packaging) has been an active member of the GFSI Board since 2008. McDonald's understands the potential benefits for the food industry to harmonise food safety audit standards and practices at food manufacturing sites globally. We are proactively working with the GFSI community to develop efficient processes and tools to make "once certified, recognised everywhere" a reality for food manufacturer plant audits. With fewer redundant food manufacturer plant audits, plant personnel can focus more on managing food production facilities and improving the food safety practices, such as cleaning, sanitation, maintenance, HACCP implementation, prevention of food fraud, etc. The GFSI Benchmarking Requirements has served as a guide for all the recognised food safety audit standards. It has played a significant role to reduce the number of food safety audit standards and redundant food safety audits globally. As a result, McDonald's requires suppliers to be certified to any of the GFSI-benchmarked food safety certification programmes.

The How

McDonald's commitment to product safety and quality at our restaurants starts with an expectation of supplier excellence. A strong supplier commitment to food safety and quality is important to ensure that McDonald's restaurants can consistently deliver safe, high-quality



ity, great tasting products to our customers every day. Our Supplier Quality Management System (SQMS) is an expectation document which outlines the McDonald's requirements with respect to suppliers' food safety and quality management systems. Subsequently, supplier compliance to SQMS requirements are verified through audits by recognised 3rd party audit firms. McDonald's approach to supplier expectation management is to identify gaps between SQMS and the GFSI benchmark certification programmes, such as BRC, IFS, SQF, FSSC 22000 and GlobalGAP etc. Collaboration between the GFSI benchmarked Certification Programme Owners (CPOs), suppliers and certification bodies (CBs) allows us to map these gaps and subsequently identify the

additional McDonald's specific requirements. An output of this exercise is an auditable addendum checklist. Suppliers simply have to add on the addendum to their GFSI audit to be fully compliant with McDonald's expectations. Engaging auditing firms and other stakeholders in the process means that mapping tools and audit reports are practical in nature. Finally, an update to the auditing standards by CPOs, may trigger a review and revision to our addendum. The success of keeping these documents current is the on-going relationships we have with suppliers, CPOs and auditing firms. Collaboration is key for all stakeholders to continue the journey with us to ensure that high quality of food safety audits remain meaningful.

The Benefits

Having consolidated a number of food safety auditing standards and programmes for the food industry globally helps the food industry to reduce redundant audits and allocate more resources on improving food safety practices. Many people were questioning how GFSI would make it work in terms of reducing the number of food safety standards in early 2000, and now people can see the results. With collective efforts from the food manufacturers, food service companies, and food retailers, we have made huge progress on reducing the number of food safety audit standards and elevating food safety practices along the supply

chain. At McDonald's, we have seen overall improvement on food safety practices at food manufacturer level globally while reducing the number of redundant audits by multiple parties/customers. However, there are issues with auditor performances from time to time — on occasion, we've had experiences where a food plant received high audit scores that our internal staff would not agree with. This is an opportunity to train and calibrate with auditors and also have food production facility to maintaining strong food safety culture and deliver high performance every day.

Figures

Collaboration is key to the success of using GFSI-benchmarked food safety audits. All stakeholders must be engaged and committed. This is a journey, and it takes time to achieve better results. When people experience issues

with auditor consistency, we should follow the established processes to inform CB/auditing firms so that they can address the issue. Let's continue to work to make the GFSI food safety certification programme better together!

Collaborate with suppliers, auditing firms to strengthen the quality of food safety verification





Boris Minialai
CEO, Metro Turkey



At Metro Turkey, we see food safety as the basis of the sustainability of our business and manage it with a scrutiny that exceeds all commercial concerns. We work diligently to cultivate a culture of food safety in our supply chain and help preserve local tastes and flavors.



The Why

Globally, Turkey is an important country for sourcing, especially for primary products such as fruit, vegetables and fish.

In Metro Turkey we embrace local tastes, helping to save local products from sinking into oblivion. Of utmost importance is capacity building of local producers to ensure sustainable business from this product diversity. By supporting traditional and local farmers and producers, product authenticity and availability is ensured, local flavors and tastes are preserved, our carbon footprint is reduced through selling local products to local customers and the local economy is supported.

A crucial step in capacity building in the supply chain is ensuring product safety and global hygiene standards. Once local suppliers obtain certification to global product safety standards, they are one step closer to becoming global suppliers, contributing further to local economies. This is why we initiated a Supplier Support Programme to increase awareness on GFSI in our local supply chain in 2010.

The How

In 2010, in order to build capacity of our local, own-brand suppliers that do not have food safety certification, METRO Turkey pioneered Metro Assessment Solution (MAS) Audits. MAS was developed by Metro Group and is based on GFSI-recognised certification programme requirements. We used MAS as a training and development tool for transition to GFSI-recognised certification programmes. The first year we organised pro-bono trainings and pre-audits to understand suppliers' current status. We prepared individual roadmaps for our local suppliers and continued with regular audits.

Since there were few or no auditors for GFSI-recognised certification programmes in Turkey at the time, we collaborated with certification bodies to send local auditors abroad for training and experience.

When GFSI-recognised certification programmes were updated, we informed and trained local suppliers. With these efforts, METRO Turkey led the way to raise awareness on GFSI-recognised certification programmes and developed the auditor pool in Turkey.

To lead by example, we internalised GFSI-recognised certification programmes in our own operations. We established IFS Cash & Carry Wholesale system in our stores and in 2011 became the first and only company in Turkey to hold this certificate. Our Antalya fruit and vegetable platform and our FSD Distribution Center were the first companies to be certified with the IFS Logistics scheme in Turkey and this also encouraged our logistics providers to obtain certification.

METRO was the first company to initiate and use the IFS Global Market Tool in Turkey. We translated the tool, trained auditors and invited other market players to use this system. In 2017, our efforts paid off and a major international retailer in Turkey also participated. We provided free training for METRO suppliers on Food Defense and Food Fraud issues that accompany the revised IFS Food Standard and we prepared Turkish checklists to ease the transition process.

We are happy to see that the number of our local own brand suppliers certified to GFSI-recognised certification programmes rose steadily since 2010 (please refer to “Figures” section).

The Benefits

As METRO Turkey, we see GFSI-recognised certification programmes as important tools to improve standards of local suppliers which can carry them forward to become international. Due to our active encouragement of suppliers the GFSI-recognised certification rate in our own brand suppliers rose from 34% in 2010 to 67% in 2017. Our approach has meant that:

- METRO's product safety and quality audits serve as training tools for suppliers.
- Local suppliers increase their prospect of becoming global food suppliers, expanding their businesses and contribution to local economies.
- With the increased rates of certified suppliers, local tastes can become global sensations.

- Certification raises industry awareness of food safety culture for both producers and customers which contributed to societal health.
- Through industry wide collaborations such as that with the IFS Global Market Tool System, achieving food safety standards has become easier and more beneficial for local suppliers. As of the first half of 2017, 104 suppliers have already qualified to be listed in this system, showing their eagerness to take part in global initiatives.
- Championing global food safety standards has helped to solidify our METRO's brand image as a trustworthy company that does not give up on food safety and quality

Figures

Local own-brand food suppliers certified to GFSI-recognised certification programmes increased from 34% to 67% in 7 years.

We received IFS Cash & Carry Wholesale certificate in 2011 and became the first and still the only company in Turkey to hold this certificate.

METRO was the first company in Turkey to achieve IFS Logistics certification for our platform and Distribution center, and still the only company in Turkey to hold this certificate.

METRO was the first company to initiate and use IFS Global Market Tool System in Turkey.





Dirk Van de Put
Chief Executive Officer,
Mondelēz International

“

I commend the outstanding work that GFSI has done and continues to perform to raise food safety standards around the world. I'm proud of the contribution that GFSI has made to advancing a unified and comprehensive food safety benchmarking system across our industry.



The Why

As a company selling some of the world's favourite and most trusted brands, Mondelēz International has food safety and maintaining the trust of its consumers at the heart of its core values. One demonstration of these values is our commitment to the Global Food Safety Initiative (GFSI).

Our journey with GFSI began in 2006. Since joining, the company has implemented GFSI at all of our plants. We have been active both in promoting GFSI with other stakeholders and active leaders in the development of GFSI programmes.

In 2007 there were a number of food safety issues globally that generated an internal review of our Supplier Food Safety programmes. We concluded that many of our suppliers would benefit from additional support and identified that GFSI would provide the leadership in Food Safety that would help them. Furthermore, GFSI would allow for our Global auditing programme to be applied consistently right across the globe.

As the food industry grows more international there is a need for approaches like GFSI that ensure safety standards are not compromised.

The How

As GFSI benchmarks food safety certification programmes, we accept all standards meeting its requirements. Our organisation CEO/Chairman participates actively on The Consumer Goods Forum (CGF) and is a liaison from the CGF Board to the GFSI board.

The first stage in our journey was to select the Foundation for Food Safety Certification (FSSC22000) as the standard that best meet our needs. We took an active lead in developing the PAS220 standard that is now part of FSSC22000 which strengthened the Food Safety elements in it. We subsequently worked in a cross functional team to get this adopted globally by the International Standards Organisation (ISO).

We required all of our internal and external manufacturing partners have FSSC22000 certification for their sites. For our suppliers we leave standard selection up to them, but recommend that they understand the different standards before selecting the right one for them. We invested in supporting the suppliers' and making clear our expectations to help them in selecting the right standard.

For our internal and external manufacturing sites we set clear timetables by when they required certification. Training materials were developed and shared within our organisation. A gap analysis was completed at select sites. We selected a certification body to audit

our sites and timetables were developed to on-board each site. Learnings were shared globally within our organisation to facilitate the transition.

GFSI-recognised certification is considered as a "cost of entry" to becoming a Mondelēz supplier and we will only take on suppliers that have a certification. We have communicated clearly to all suppliers our commitment to GFSI-recognised certification. We have participated in GFSI emerging markets events and invited all our local supplies to participate to help the on-boarding process. Maintaining the certification is a must for remaining a supplier and we verify this as part of our supplier approval program.

The Benefits

GFSI's focus is a simple set of rules for accepting different standards, establishing harmony between countries & enhancing audit efficiency by:

- benchmarking food safety standards worldwide
- facilitating cooperation between standard owners

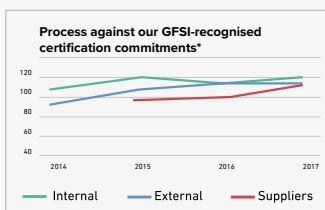
The benefits for Mondelēz, are that GFSI

- is accepted by a large number of retailers, producers and manufactures globally.
- reduces the number of Audits at our manufacturing sites and suppliers
- drives consistence in audit execution

- provides a standard our suppliers can understand, harmonises the support they receive and helps them enter new markets
- allows us to manage risk better as emerging risks are highlighted and taken account of in up-dates to the standards

Overall participation in the GFSI has helped Mondelēz reach its objectives of putting consumer safety at the heart of everything we do, maintaining customer and consumer trust in our global brands and ensuring we are able to promote the same level of consumer protection for all our consumers across the world.

Figures



Safety begins with each recipe we make. We start with the highest quality ingredients; and have set high standards with a comprehensive, quality management system that

ensures the integrity of our products and the ingredients we use. Our science-based risk identification and management processes help us assess and control factors that could potentially compromise ingredients, packaging, manufacturing processes or finished products. We made commitments** to have

- all our internal and external manufacturing sites certified against FSSC 22000, and
- all direct raw material suppliers certified by 2017

Today, nearly 100 percent of our internal facilities are certified against the internationally recognised and independent Foundation for Food Safety Certification [FSSC 22000]. We are on track to meet the commitment regarding direct raw material suppliers with 97% of our suppliers holding a current and valid GFSI-recognised certification. We have made a similar commitment for suppliers of packaging materials

*Data from 2017

**The commitments excludes acquisitions



Mark Schneider
CEO, Nestlé

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At Nestlé, our Quality policy encourages participation and promotion of quality responsibilities amongst all our employees and third parties through standards, education, training and coaching, supervision and effective communication.



The Why

Nestlé operates across supply chains whose complexity increases with the global sourcing of materials and the variety of distribution channels. In pursuing our company purpose of enhancing quality of life and contributing to a healthier future, we face a growing number of challenges in our supply chains, including emerging food safety risks.

Our consumers and customers demand greater transparency and reassurance as to the food products they choose to purchase, their ingredients, and origin. In order to protect the trust that consumers and customers place in our brands, we must strive to build absolute trust in our ingredient supply chains.

Ours is a complex, multi-layered upstream supply chain with tens of thousands of direct suppliers, and even greater numbers of indirect suppliers. With transparency remaining a great challenge for the whole industry, food safety risks may emerge virtually at any point of the food value chain.

In 2014, our supply chain of frozen berries was associated with cases of Hepatitis A. After conducting a thorough investigation, we launched a company-wide project to ensure that such incidents would not recur.

The How

The project was the result of a multi-disciplinary collaboration between our Research Center, and our Business, Corporate Quality Management, and Corporate Agriculture Units. The objective was to develop and communicate the DOs and DON'Ts of hygiene and sanitation in the growing, harvesting, storage and transportation of berries.

At Nestlé, we believe that developing and sustaining food safety capacity across the entire value chain requires the engagement of all fields of competence, and all supply partners. To achieve our project

objective, we engaged actively with our Tier 1 & Tier 2 suppliers while leveraging support from trade associations such as PROFEL (European Association of Fruit & Vegetable Processors).

As a result, we completed a series of three projects in Morocco, Chile, and Serbia. Each of the projects provided a unique platform for the exchange of competence and the food safety assessment of different berry production systems. Through constant dialogue and especially, through field work directly with farmers (e.g. in Morocco) we identified the key risk factors and together, have developed best practices to manage food safety in agricultural production.

We developed a modular training booklet entitled 'Minimizing the risk of microbial contamination in primary production of berries' supplemented with visual tools (posters). In the spirit of the GFSI Global Markets

Programme, we crafted material that would be simple, informative and meaningful for farmers, including for the smaller and less developed structures.

In addition to specific guidance developed by the Nestlé Research Centre, the best practices are based on GFSI-recognised food safety certification programmes (e.g. GlobalGAP) making the training material a valuable tool to progress towards certification.

To allow the broadest possible reach and adoption, training booklet and posters were translated in five languages, including Spanish and Arabic.

Also, fulfilling our commitment to Creating Shared Value, we have disseminated all training material through external partners including PROFEL, the UK Food Standards Agency and local Authorities.

The Benefits

This project provided a unique platform for the exchange of competence and continuous improvement of food safety in agricultural production, delivering

benefits for all stakeholders in the food value chain. More information: www.nestle.com/aboutus/suppliers

Figures

47 laboratory sites with ISO 17025 accreditation for food safety verification

24 dedicated analytical facilities with ISO 17025 accreditation for food safety verification

50 million analyses performed yearly on ingredients supplied to Nestlé factories

3,000 audits performed yearly at Nestlé's direct suppliers' sites

10,000 sites supplying ingredients and packaging materials to Nestlé factories

78% of our Tier 1 ingredient suppliers are certified against a GFSI-benchmarked certification programme. Our ambition is to reach 100% coverage for our direct suppliers, but also to ensure that suppliers in all tiers are on the GFSI food safety journey.

363,000 farmers trained through Nestlé's capacity building programmes. Nestlé sources raw materials from almost a million farmers across the world. These farmers are critical to a long-term supply, and therefore to our success. By understanding and managing where and how our ingredients are produced, and the issues farmers and their communities face, we can help develop thriving communities and support better livelihoods for those with whom we live and work.





Doug McMillon
President and CEO, Walmart Inc.

“

As the world's largest grocer, we help people all over the world save money and live better. We are committed to playing a leading role in providing access to safe, high-quality foods for our customers.



The Why

When Sam Walton founded Walmart in 1962, he couldn't have imagined the food safety discussions we have today. Walmart serves nearly 265 million customers each week. We have more than 11,000 retail units, more than 50 of our own manufacturing plants around the world, and an ever-growing eCommerce presence. Sam Walton put the customer first, and that principle is core to what we do. Our customers trust in the safety of the food we sell, and we take that responsibility seriously.

In 2008, Walmart began requiring all U.S. private brand food suppliers to receive a GFSI-recognised certification, and by 2010, GFSI was a requirement across all markets. Since then, our food business and private brand sales have grown significantly. However, many of the challenges we have identified in the global supply chain are non-unique to Walmart. With thousands of private brands, national brands, and developing food suppliers, we recognise food safety is an issue that can't be solved alone.

The How

The Global Markets (GM) Programme gave us the opportunity to work with small and developing suppliers in markets where GFSI adoption fell short of Walmart's requirements. Our GM approach enables suppliers to obtain an assessment from select certification bodies. After passing an audit, suppliers must commit to working towards full certification within two years.

We believe in empowering and supporting our suppliers to meet these goals. In many of our markets, we provide GM participants with training workshops and resources. Examples include:

- **Mexico and Central America:** Building on the success of Walmart's Tierra Fértil programme in the agri-food sector, we began using “Escuela de GFSI y Alimentos Seguros” (GFSI School and Safe Foods)

and “Universidad Walmart” (Walmart University) to train suppliers on various topics, including the GM programme and GFSI standards. This approach has helped small and developing suppliers raise their food safety standards. The number of suppliers with GFSI-recognised certifications increased from 111 in 2017 to 202 in 2019.

- **Chile:** Walmart’s Food Safety teams partnered with Certification Programme Owners (CPOs) on training and awareness modules for different supplier levels.
- **India:** We are training small and developing suppliers on GM and raising awareness by providing easy-to-understand requirements and resources, in-person meetings, videos, and other tactics. These resources make the programme more accessible to less-developed suppliers.

- **Africa:** Our Food Safety team led a discussion within the Consumer Goods Council of South Africa to rally retailers to use Food Safety standards and adopt the GM Programme and GFSI-recognised certifications.
- **China:** Walmart is an active member of the China Chain Store & Franchise Association (CCFA), a joint effort with GFSI to provide suppliers with a third-party audit platform to fulfil requirements from multiple retailers. A Walmart representative co-chaired the CCFA-GFSI Joint Working Group to help create training for participating suppliers.

In addition, food safety market leaders actively participate in local GFSI groups in Argentina, Chile, Japan, China, and Mexico. These local groups help regulators understand the importance of the GM Programme and GFSI-recognised certifications as a tool to improve food safety standards.

The Benefits

Walmart believes in continuous improvement. We have a relentless dissatisfaction with the status quo, and we recognise participation in the global food safety community as fundamental to our success. GFSI is the foundation of our supplier programme and has allowed us to take a global, unified approach with our supplier partners and in our own manufacturing facilities. Through the GFSI Global Markets Programme, new suppliers could join our supply chain from markets where GFSI was less established and where regulations vary. In addition, we were better equipped to track food safety management progress.

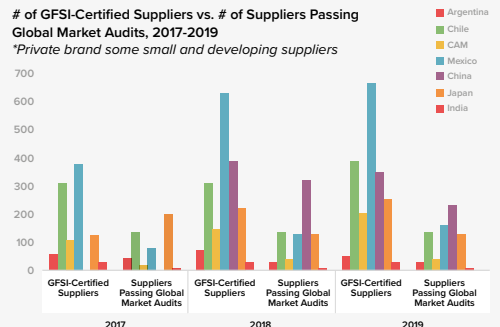
Suppliers have seen the benefits, as well. The programme is an opportunity to not only improve food safety and other compliance standards, but also to sell products to new customers and markets beyond Walmart.

Food safety is foundational to Walmart’s success as a company and to our suppliers. The cross-functional, public-private collaboration – internally and externally – is supporting the acceleration of food safety programmes around the world.

Figures

Since 2017, GFSI-benchmarked certifications have consistently increased in regions leveraging the Global Markets Programme and where certified suppliers were scarce. Many suppliers who started in the Global Markets Programme shifted from passing Walmart-initiated Global Market audits to achieving full certification. Our food safety journey is not over, but we’re proud of the progress in our supply base to lift food safety standards around the world.

of GFSI-Certified Suppliers vs. # of Suppliers Passing Global Market Audits, 2017-2019
**Private brand some small and developing suppliers*





Colleen Wegman
President and CEO,
Wegmans Food Markets



Food safety is everyone's business!



The Why

Founded in 1916, Wegmans Food Markets has 101 stores in 7 states. The complexity of our operation, with in-store restaurants, internal manufacturing and distribution, requires that we work closely with our supplier partners and build trust with our customers and employees through two-way communication.

We are proud of our reputation for high standards and operate with a continuous improvement mindset. The company's mission is to "help customers live healthier, better lives through food." We are focused on managing risk and always looking for the best ways to do so.

To accomplish our goals, we rely on our knowledgeable employees, including an experienced food safety team.

"We first heard about the Global Food Safety Initiative in 2000 through our industry trade association, the Food Marketing Institute. In 2001, we went to a GFSI meeting in Toronto to learn more. We identified it as a best practice and began accepting GFSI-recognised certification for seafood in December 2004."

The How

Wegmans didn't take a heavy-handed approach when it came to requesting that our food suppliers seek certification to one of the GFSI-recognised Certification Programmes. We were pleasantly surprised to learn when we first started in 2008 that over 40% of our food suppliers were already certified. We realised we needed to walk the talk by requiring GFSI-recognised certification for our own internal manufacturing facilities. Only then could we speak from a position of experience and help our smaller suppliers because we better understood what they needed to do to get certified.

Education, tools, templates, support, regular communications and outreach, we did it all. Today 96% of all our Wegmans Brand suppliers



are certified. All of our internal manufacturing facilities are certified, and we continue the GFSI journey as we start to focus on certification for our stores and distribution facilities as well.

For Wegmans produce suppliers, in addition to conducting numerous Good Agricultural Practices training

sessions throughout the regions where we operate, we paid half the cost of their certification audits when it came to growers' GAP certification. Today, we continue to offer numerous training and education opportunities to help our smaller suppliers on their GFSI journey, partnering with the experts as needed.

The Benefits

At Wegmans, we have seen many benefits for our customers over the years through our support of GFSI. Greater business efficiencies and increased confidence in our food safety processes are just a few examples. It fits right in with our preventive approach to food safety. GFSI helped us to strengthen food safety management systems, reduce risk and has made us better at meeting government food safety requirements. It helps us to stay ahead of new regulations and ensure compliance.

Although Wegmans is a regional supermarket chain, we source ingredients and products from all over the world. GFSI adherence has helped us better manage costs, allowing our small Supplier Quality Assurance

(SQA) team to focus where it is needed most, e.g. attending first production runs and providing support for small suppliers.

We work to prevent food safety incidents from happening in the first place, and this ultimately contributes to better serving our customers and the industry as a whole.

Our engagement with GFSI is beginning to help us support capability building. As an example, we are now using the framework for the GFSI Global Markets Programme as we partner with artisan cheese producers. We help them grow their business, while making the cheeses they supply to us safer for our customers in the process.

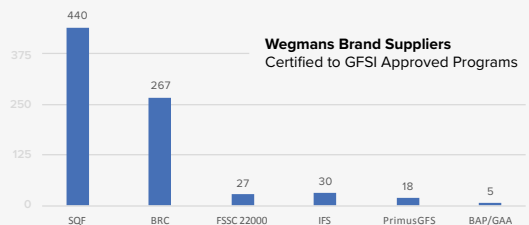
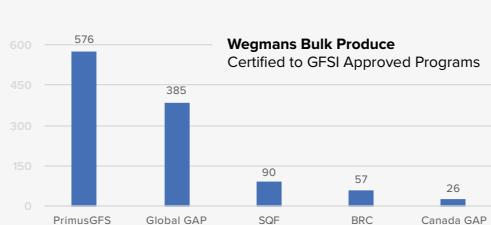
Figures

The Wegmans family has taken a leadership role in food safety for over 25 years. Danny Wegman, Wegmans' Chairman is the current GFSI co-sponsor for The Consumer Goods Forum (CGF) board. Colleen Wegman, CEO is actively engaged in Food Safety initiatives through our trade association; the Food Marketing Institute (FMI). Food safety has never been a competitive issue for Wegmans Food Markets and that is the same for GFSI. For us, the key to food

safety is Prevention and the Global Food Safety Initiative supports that. We actively promote GFSI within our own company, further back our supply chain and forward as certification heads to retail. The Global Food Safety Initiative is more than certification. It becomes a way of life and is firmly entrenched in the food safety culture at Wegmans.

We believe that GFSI provides all the stakeholders with an international forum

for food safety where we get to share best practices, build our food industry network and learn from industry leaders (e.g. at GFSI events, Focus Days, Global Food Safety Conference, Technical Work Groups, Local Groups). GFSI works to stay current and continues to evolve to meet the ever-changing needs of the consumer along with changes in food science and regulation. There is strength in us all partnering when it comes to Food Safety.





Deng Jie
General Manager,
Weifang Artisan Foods Co., Ltd



Our mission is to be a reliable and preferred partner of our clients and society, to guarantee the highest possible quality and to improve our business and staff welfare.

The Why

Weifang Artisan Foods Co. Ltd., founded in 2000, specialises in the planting, processing and exporting of fresh and frozen vegetables, wasabi and curry. Since 2014, we have been expanding in the European market. In order to ensure that our products can meet food safety requirements in the European and the international market, a quality management system was a pressing need. GFSI represents the global food safety requirements, especially for retailers, so in 2014 and 2016, we applied for BRC and IFS certificates, which have been recognised by GFSI. We believe that GFSI will play a most important role in helping us to strengthen our food safety management in the future.

The How

We aim to provide safe, delicious, high-quality food to our clients. We guarantee the highest possible quality for our products, having an adequate and well trained staff that monitors the process from start to finish. Planting, harvesting, storing, processing and logistics - every step of our management is controlled by traceability systems at Artisan Foods.

Our fields and farmers have achieved GLOBAL G.A.P. certification. We pay close attention to the soil, water, pesticides and fertiliser control so that we can make sure that the raw material is safe.

The HACCP management system helps us analyse potentials hazards in each process, to identify the key hazards, establish control procedures and eliminate or diminish the main hazards and risks to an acceptable level.

In line with the terms and requirements of the BRC and IFS, we hold an internal audit every year, which allow us to find any non-conform-



ities in our management system, analyse the cause of the problem, establish corrective measures, verify effectiveness of these measures and improve the efficiency of our internal system operations.

We have also established staff training programmes, so that all employees are involved in the food safety management of the factory. Everyone checks and eliminates risks to make Artisan Foods better and better.

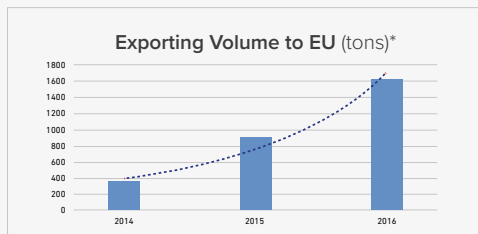
The Benefits

Thanks to the implementation of GFSI-recognised certification programmes BRC and IFS food safety management system, our customers are very satisfied with our product safety management. No complaints have occurred since we enhanced the whole process of security risk management. And product orders in the European market are increasing every year.

Meanwhile, a lot of problems in factory management, especially in the workshop, had not been fundamentally resolved before. But now that we have an on-site audit table, all of the managers participate in monthly audits of the factory so that all problems can be corrected, tracked and verified. Through constant audits by the requirement of food safety management system, many issues were completely resolved and the remaining issues in the factory are being reduced. Since everyone is seeing this continuous improvement, the enthusiasm is also growing higher and higher.

Figures

In 2014, the total export volume to European market was 350 MT, and we estimate that the export volume will reach 1600 MT in 2016. The steady increase in export is due to the good reputation of our product and customers' recognition of our safety management. We believe that the quality and safety management system will play an even bigger role in the future.



*Data from 2016



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