

# FOOD SAFETY AT-A-GLANCE



## TOPICS

- Introduction
- Scope of Business
- HACCP Program
- Product Quality Assurance Requirements
- Product Investigation and Analysis
- Product Recall & Food Safety Alerts
- Electronic Databases
- Food Compliant Investigation
- Food Safety Zone Support
- Food Safety Audits
- Food Safety Training and Certification
- Food Safety Intranet Website
- Regulatory Compliance & Support
- Sanitation
- Industry Awards



As the leading provider of food and facilities management services in North America, Sodexo is committed to providing high quality and safe food service. For our customers and clients, safe food service is a matter of trust. That's why Sodexo puts significant resources toward food safety and food safety training.

The cornerstone of Sodexo's food safety management system is our HACCP (Hazard Analysis Critical Control Points) Program, developed and implemented in 1995. The Sodexo program complies with the U.S. Food and Drug Administration (FDA) Food Code and the Canadian Food Retail and Food Service Regulation and Code (FRFSRC). Both are updated regularly to reflect the latest Food Code changes.

## SCOPE OF BUSINESS

Geographic scope: U.S. & Canada  
Foodservice revenues: \$7.1 billion  
Number of food sites: 5,000  
Number of food suppliers: 4,150

Number of foodservice employees: 100,000  
Number of meals served per day: 9 million  
Food purchasing annual spend: \$2.5 billion

## HACCP PROGRAM

This comprehensive food safety and self inspection system identifies points where contamination or growth of harmful microorganisms can occur and then implements controls based on those hazards. This program focuses on seven Critical Control Points (CCPs) and a comprehensive monitoring and verification system. Key components:

- Monitoring and controlling the temperature of food during cooking, holding, serving, cooling, and reheating;
- Preventing cross-contamination of food and food contact surfaces;
- Using proper hand washing techniques and appropriate use of disposable gloves;
- Conducting monthly food safety self-inspections at every facility where we handle and produce foods; and
- Operating the organization under a food safety system that meets the rigorous Food Code criteria and proactively advances the level of food safety at the highest industry standards and will continue this practice.

## BENEFITS

- Clearly defined and up-to-date food safety standards and systems that ensure high quality safe food and service, as well as to help prevent foodborne illness incidents.
- Compliance with regulatory requirements (FDA Food Code & FRFSRC recommendations, local health department regulations).
- Compliance with Sodexo food safety requirements.
- Compliance with internationally recognized standards for food safety.

# FOOD SAFETY AT-A-GLANCE

## PRODUCT QUALITY ASSURANCE REQUIREMENTS

In cooperation with Supply Management, we authorize food suppliers to assure they process, manufacture and store foods using safe, sanitary and ethical practices in accordance with all applicable regulations.

Food suppliers must provide proof they have a proactive food safety and food security program in place to include the following key implemented best practices: regulatory compliance, food safety and sanitation programs, integrated pest control program, sanitary personnel practices, employee training and education, food storage and distribution control, effective processing standards, proper packaging and labeling, food security / defense systems, recall, withdrawal and stock recovery program.

We use reputable, independent, third-party food safety auditing companies to inspect food manufacturers and distributors for food safety and food security program compliance.

## PRODUCT INVESTIGATION AND ANALYSIS

An in-house Quality Assurance Lab is used to investigate and resolve product defects in a timely manner, with the objective of reducing the number of future occurrences.

## PRODUCT RECALL & FOOD SAFETY ALERTS

Effective systems are in place to alert our operations of any product recall or other potential food safety hazard that may require restricting the use of specific foods.

## BENEFITS

- Reduces the risks and liability for our clients, customers and our company.
- Verifies our suppliers' commitment to provide our clients and customers with safe, high quality food.

---

## BENEFITS

- Ensures consistency in quality and safety to meet our clients' and customers' expectations.
- Provides a central location to receive and assess food product complaints.

---

## BENEFITS

- Timely notification of our operations will have a dramatic impact in isolating and removing products affected by a recall or withdrawal.

# FOOD SAFETY AT-A-GLANCE

## ELECTRONIC DATABASES

The Quality Assurance & Food Safety Department oversees the various web-based electronic databases for unit-level third-party food safety audits, food supplier audits and food complaint reporting.

This provides real-time data to the department in tracking trends, providing consultation and driving compliance with the operations and suppliers.

## FOOD COMPLAINT INVESTIGATION

The Quality Assurance & Food Safety Department investigates alleged food complaints and provides technical assistance. This includes alleged foodborne illnesses, foreign object complaints, allergic reactions, chemical illnesses, food spoilage, and general food quality complaints. The department staff is ready to investigate, counsel and work with clients, our managers, suppliers, health authority officials and the media.

## FOOD SAFETY ZONE SUPPORT

Food safety managers and directors are located around both the countries to assist our operations in all aspects of food safety. They will:

- Evaluate unit-specific issues and make recommendations;
- Provide counsel via the internal SodexoNet, e-mail, fax and telephone;
- Provide on-site support as needed and make training recommendations; and
- Investigate all food safety related incidents.

## BENEFITS

- Ensures consistency in quality and safety to meet the expectations of our clients and customers.
- Provides real-time results and feedback on third party risk management audits.
- Paperless reporting contributes to the sustainability initiative of the company and clients.

## BENEFITS

- Proactive support and training/ improvement recommendations from technical experts in the event of an alleged food complaint.

## BENEFITS

- Managers can rely on food safety experts to assist them in all aspects of food safety and product quality.

# FOOD SAFETY AT-A-GLANCE



## FOOD SAFETY AUDITS

The Sodexo Food Safety Audit addresses our most important food safety standards. Random audits are conducted by a reputable, independent, third-party food safety auditing company. In addition, self-inspections are utilized within our operations: a daily food safety “walk-through,” monthly food safety audits (with a focus on personal hygiene, time/temperature control and cross contamination) and a more comprehensive food safety self-inspection is conducted at least annually and whenever there is a change in management in the operation.

## FOOD SAFETY TRAINING AND CERTIFICATION

All managers are trained and certified in safe food handling. We use the National Restaurant Association Solutions’ ServSafe® program in U.S operations and FoodSafetyMarket’ Managing Food Safety (MFS) program or Provincial Public Health for Canadian operations. We require recertification every three years. Frontline employees are trained in the fundamentals of HACCP and in all aspects of food safety, using our own comprehensive eight-module program, consisting of classroom instruction and self-learning tools.

## FOOD SAFETY INTRANET WEBSITE

This extensive internal website for Sodexo managers contains all new and existing food safety resources, training tools, regulatory updates, information about food security, food emergency planning, food allergies, sanitation, and more. It also contains the online HACCP & Product Quality Assurance manuals and a wide selection of HACCP documentation forms. Additionally, pre-recorded webinars are available to assist managers with the food safety audit.

## BENEFITS

- Verification of compliance with required company standards and public health regulations.
- Allows for a thorough, systematic evaluation of all food safety/sanitation related aspects of the operation.

## BENEFITS

- Managers and employees know, understand and implement all key food handling and sanitation practices needed to help prevent a foodborne illness incident or outbreak.

## BENEFITS

- Managers can conveniently access all current food safety and food security-related information.

# FOOD SAFETY AT-A-GLANCE



## REGULATORY COMPLIANCE & SUPPORT

The Quality Assurance & Food Safety Department maintains an effective working relationship with all appropriate regulatory agencies, public health associations and industry standards to impact important decisions and maintain current knowledge of laws and regulations.

Websites maintained by the Food and Drug Administration (FDA) and the Centers for Disease Control and Prevention (CDC) for U.S. and the Canadian Food Inspection Agency (CFIA) are accessed regularly for pertinent information. The department also receives regular updates on product recalls.

## SANITATION

Sodexo understands the importance of proper sanitation in our units. We provide comprehensive information, including a customized Cleaning Procedure Manual, to educate, train, and promote good sanitation practices as a part of our culture and daily activities.

## INDUSTRY AWARDS

Sodexo is the proud recipient of the:

- NSF Food Safety Leadership Award
- NRA Operator Innovator Award Finalist
- IAFP Black Pearl Award

## BENEFITS

- Ensuring that our programs meet and/or exceed all current regulatory requirements.
- Providing guidance and resources pertaining to customer concerns.

## BENEFITS

- Ensuring that our cleaning programs meet and/or exceed all current regulatory requirements.
- Providing a safe, healthy environment for our customers and employees.

## HAVE QUESTIONS? CONTACT US!

Sodexo QA & Food Safety  
Solution Center  
Performance & Operations Improvement  
9801 Washingtonian Boulevard  
Gaithersburg, MD 20878  
Phone: 301 987 4259  
Fax: 301 987 4988