

A person's hands are visible, holding a white clipboard with a silver clip and a black pen, as if taking notes. The person is wearing a black watch. In the foreground, there is a raised garden bed filled with lush green leafy plants, likely basil. The background is a bright, slightly blurred outdoor setting with more greenery and a white structure.

QUALITY ASSURANCE

SYSCO QUALITY ASSURANCE OVERVIEW

SYSCO BRAND QUALITY ASSURANCE

FIELD FOOD SAFETY

REGULATORY AND TECHNICAL SERVICES

FOOD SAFETY AND QUALITY ASSURANCE (FSQA) VALUE PROPOSITION

SYSCO PRODUCT QUALITY AND FOOD SAFETY STRATEGIES:

- Ensure food safety
- Assure Sysco Brand product quality
- Confirm regulatory compliance
- Govern Sysco's product related corporate social responsibility standards

SYSCO ASSOCIATES AND OUR SUPPLIERS ARE COMMITTED TO:

- Enhance customer trust
- Reduce risk
- Support Sysco's core values
- Differentiate our product offering

SYSCO BRAND PRODUCT AND SUPPLIER QUALITY ASSURANCE

VERIFY POTENTIAL SUPPLIER'S FOOD SAFETY & QUALITY SYSTEMS

- Detailed pre-audit program with supporting documentation review
- On-site Initial Facility Audit by Sysco FSQA to assess:
 - Food Safety and Sanitation Systems
 - Physical Plant & Equipment Conditions and Maintenance
 - Food Defense
 - Quality Management Systems
 - Recall and Traceability Programs

PRODUCT EVALUATIONS & SPECIFICATIONS

- Creation of detailed product specifications
- First run production on-site visit
- First run product review – at Corporate Office
- Ongoing Sysco Brand Monitoring & Compliance evaluations

All potential suppliers of Sysco Brand products must undergo a physical food safety and quality audit by an internal FSQA associate prior to approval.

SYSCO BRAND PRODUCT AND SUPPLIER QUALITY ASSURANCE

ONGOING SUPPLIER MONITORING

- Risk based routine visit, all High Risk facilities audited annually by Sysco QA:
 - Review execution of the food safety, quality and sanitation management, animal welfare program if pertinent for Sysco Branded production
 - Verify corrective actions to 3rd party food safety audit
 - Complete traceability exercise of raw material and ingredient supply
- All Sysco Suppliers must have an acceptable GFSI audit on an annual basis:
 - Appropriate suppliers must also complete an annual Animal Welfare Audit or Good Agricultural Practices Audit
- Supplier Food Safety and Quality Reviews

ROUTINE PRODUCT MONITORING

- Product and Packaging Evaluations:
 - Against current Sysco Specification
 - Against Competitive Products
- Produce Leafy Green Field Evaluations
- Lot Set Aside Evaluations
- Point Source Inspection Program (PSIP)
- Complaint Investigation
- Independent Lab Analysis

FIELD FOOD SAFETY

SCO Broadlines – USA & CA (93)

The largest segment of our business, our Broadline OpCos distribute a full line of food products and a wide variety of non-food products to both independent and chain restaurant customers healthcare and educational facilities.

SYGMA (14)

SYGMA OpCos distribute a full line of food products and a wide variety of non-food products to chain restaurant customer locations.

International Food Group (2)

Distribute a full line of food products and a wide variety of non-food products to chain restaurant customer locations internationally (Middle East and Asia).

Regional Distribution Centers (2)

Redistribute high volume product to US Broadlines.

International Sites (7)

Oversee Bahamas, Mexico, Costa Rica and Panama.

FreshPoint Companies (25)

Fresh fruit and vegetable processing and distribution in U.S. and Canada

Meat & Seafood Companies (28)

Fresh meat and seafood processing as well as and some further processed raw and ready to eat meat, poultry, seafood and ready to consume or cook meals. There are now 27 locations.

FIELD FOOD SAFETY STRATEGIES

STANDARDIZED FOOD SAFETY PROGRAMS

- Ensure our food safety practices align with or exceed our customers needs and expectations:
 - Reduce Sysco's overall food safety risk profile by implementing a preventive food safety model
 - Ensure timely, effective and efficient compliance to requirements established by the:
 - USDA – Meat and Poultry Inspection Acts
 - FDA - Food Safety Modernization Act
 - CFIA - Safe Foods for Canadians Act

FOOD SAFETY AWARENESS AND TRAINING

- Committed to training associates with food safety touch points and raising awareness of food safety across the enterprise:
 - Key role training for Receivers, Selectors, Drivers, Loaders, Will-Call Associates, Sanitation personnel upon hiring and periodically thereafter.
 - Campaigns established to routinely reinforce Sysco's commitment to food safety and to increase awareness of food safety accountabilities.

REASSESSING & VALIDATION

- Consistent Risk identification
- Risk mitigation

Sysco's Vision is to be our customers' most valued and trusted business partner.

SYSCO – GLOBAL FOOD SAFETY INITIATIVE CERTIFICATIONS

SYSCO GFSI CERTIFIED FACILITIES

- 118 GFSI (BRC) audits at Sysco Broadline USA, Canada, Bahamas Food Service, Mayca, Pacific Star and SYGMA distribution facilities
- 25 GFSI (SQF) audits at Sysco Specialty Meat Group, meat and seafood plants
- 25 GFSI (SQF Food Safety & Food Quality)

ADVANTAGE TO GFSI

- Globally harmonized food safety standard
- More robust systems audit
- Higher auditor qualifications
- Independently accredited audit standard, and certification bodies
- Customers accept GFSI audits in lieu of customer specific 2nd or 3rd party audit

REGULATORY AND TECHNICAL SERVICES (RTS)

ENSURE REGULATORY COMPLIANCE AND MANAGE FSQA DATA SYSTEMS

- Assess impacts from new or revised regulations to key stakeholders (Sysco Operating Companies, Specialty Companies, Suppliers and Customers) and facilitate compliance
- Support Operating Companies during regulatory inspections
- Facilitate recall communications between suppliers and Sysco Operating Companies during market actions (Recall, Withdrawal, Holds and Stock Recovery)
- Oversee quality assurance data systems:
 - Recall Communication – Oversee Bell Tower Instant Recall System
 - Sysco Brand Supplier Compliance Program – Supplier GFSI and Sysco Routine Audits
 - Customer Complaints – Administer the Complaint Management System
 - Product Specifications – Manage Sysco Brand Product Specification Database
 - Sysco Food Safety and Quality Assurance Programs – Control all Food Safety and Quality Assurance Statements, Policies, Programs, Procedures and Work Instructions