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

**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
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

ROUTEINE 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

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

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).

Redistribute high volume product to US Broadlines.

Oversee Bahamas, Mexico, Costa Rica and Panama.

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

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

**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 touchpoints 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 – 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
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