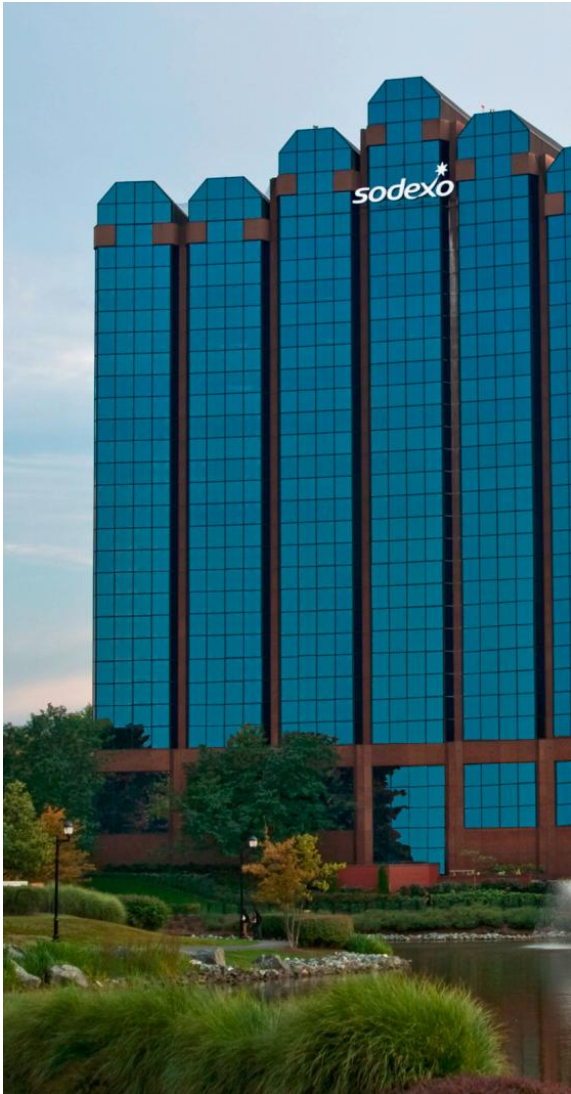


# Food Defense

North Carolina Food Safety and Defense Task Force Conference 2014

# SODEXO



- **Sodexo is the world leader in Quality of Life Services.**
- **We are a leading food and facilities management company in the United States and Canada.**

# SODEXO FOOD OPERATIONS

- Number of food sites: 5,000***
- Number of foodservice employees: 100,000***
- Number of meals served per day: 9 million***
- Food safety system meets the ISO 22000: 2005 criteria***

**U.S. & CANADA**

# FOOD DEFENSE TOPICS

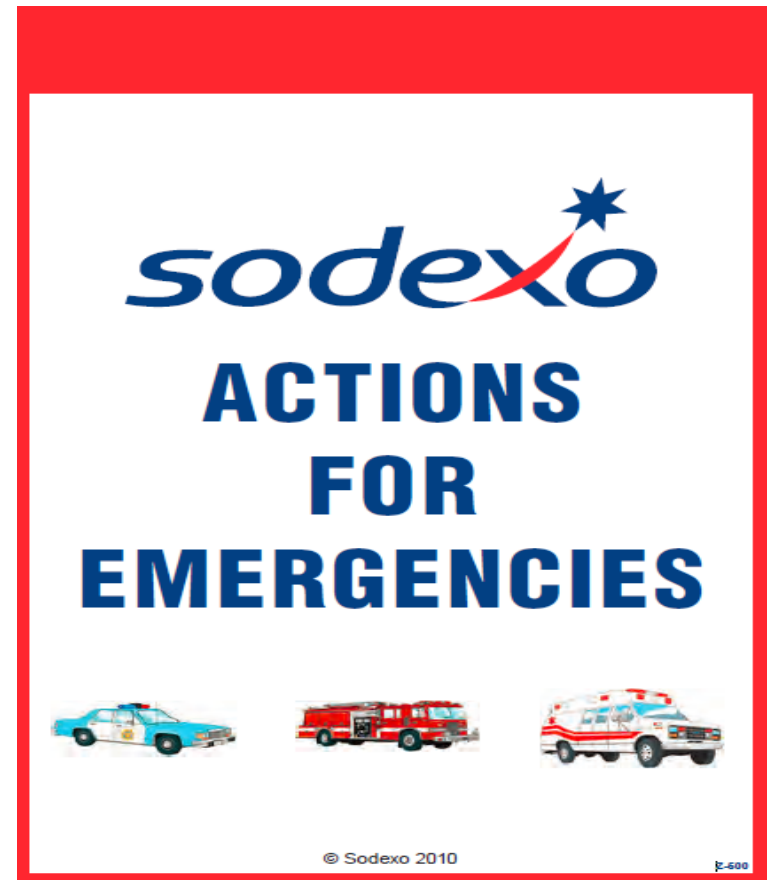


- UNIT LEVEL
- SUPPLIERS
- COMMUNICATIONS



# UNIT LEVEL CORE TOOLS

- ❖ Food Safety, Food Security, Crisis Web Pages
- ❖ Food & Facilities Security Guidelines
- ❖ Sodexo Action for Emergencies (S.A.F.E.) Cards
- ❖ Food Security Poster



# FOOD SECURITY POSTER



## Food Security Seguridad De Los Alimentos

### Be Aware Of:

- Unusual Or Suspicious Activities
- Unsecured Doors And Entrances
- Unauthorized Persons
- Signs Of Product Tampering

### Back Of The House:

- Check Deliveries For Any Irregularities, Such As
- Torn Or Open Packages And Containers
  - Broken Seals
  - Stains
  - Odors
  - Unusual Liquids And Powders

### Front Of The House:

- Monitor Self-Service Stations And Food Displays For Unusual
- Spills
  - Odors
  - Appearance Of Food
  - Foods Or Objects That Should Not Be There

**Tell Your Manager Or Supervisor Immediately If Anything Seems Unusual Or Suspicious!**

### Tenga Cuidado Con

- Actividades No Usuales O Sospechosas
- Puertas Y Entradas No Aseguradas
- Personas No Autorizadas
- Señales De Manipulación Indebida De Productos

### Áreas De Producción:

- Examine Las Entregas Por Irregularidades, Como Ser:
- Paquetes Y Envases Rotos O Abiertos
  - Sellos Rotos
  - Manchas
  - Olores
  - Líquidos Y Polvos Inusuales

### Áreas De Servicio:

- Controle Las Estaciones De Autoservicio Y Las Áreas De Exhibición De Los Alimentos Por
- Derrames
  - Olores
  - La Apariencia De Los Productos
  - Alimentos U Objetos Que No Deberían Estar Ahí

**¡Notifique Inmediatamente A Su Gerente O Supervisor Si Nota Algo Que No Parezca Usual O Sospechoso!**

### Contact Information

#### Sodexo Contacts

|                                |                                    |
|--------------------------------|------------------------------------|
| Sodexo Claims Reporting        | 1-888-872-5676                     |
| Alleged Food-Related Incidents | Office: 1-800-763-3946, ext. 44647 |
| Media Inquiries                | Office: 1-800-763-3946, ext. 44415 |

#### Unit and Local Contacts

On-Site Security: \_\_\_\_\_  
Local Police: \_\_\_\_\_  
Local Health Agency: \_\_\_\_\_

### Información de los contactos

#### Contactos de Sodexo

|   |                                     |
|---|-------------------------------------|
| Reporte de reclamos de Sodexo                       | 1-888-872-5676                      |
| Presuntos incidentes relacionados con los alimentos | Oficina: 1-800-763-3946, ext. 44647 |
| Informaciones a los medios de comunicación          | Oficina: 1-800-763-3946, ext. 44415 |

#### Contactos de la unidad y locales

Servicio de seguridad in situ: \_\_\_\_\_  
Policía local: \_\_\_\_\_  
Agencia local de la salud: \_\_\_\_\_

# UNIT LEVEL – FOOD SECURITY PLAN

- **Up-to-date list of emergency contact numbers**
- **Employee training and awareness**
- **Facility's physical security**
- **Security of products during delivery**
- **Security of products during storage**
- **Security of self-service areas and food displays**
- **Security of water supply**
- **Human resources issues relating to food security**

# TRAINING FRONTLINE EMPLOYEES

## Aware:

- Unusual or suspicious activities
- Unsecured doors and entrances
- Unauthorized persons
- Signs of product tampering

## Back of the House – Check deliveries for:

- Torn or open packages and containers
- Broken seals
- Stains, odors or unusual liquids and powders

## Front of the House – Monitor self-service stations & food displays for unusual:

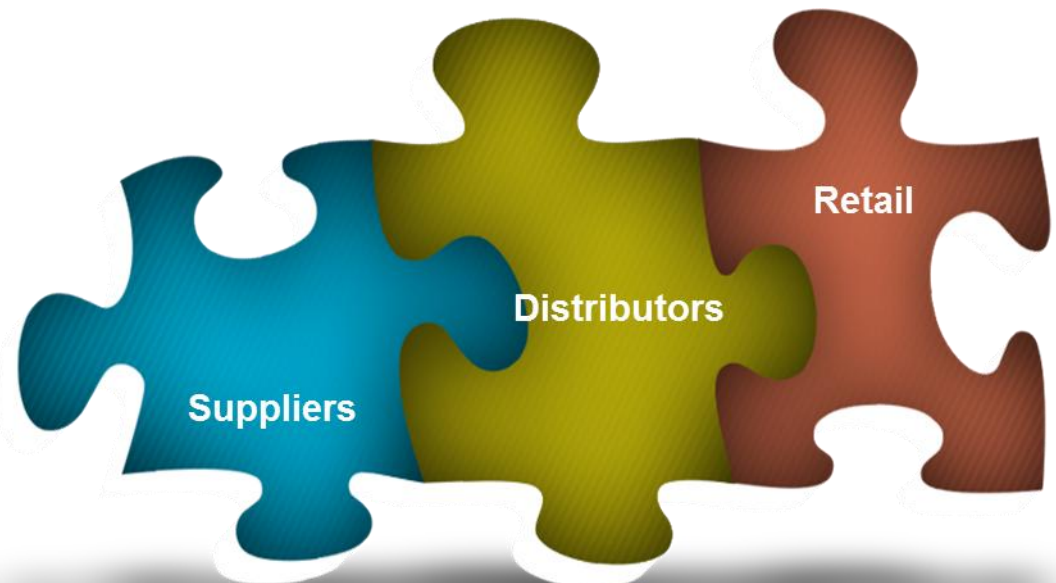
- Spills & odors
- Appearance of foods
- Foods or objects that should not be there



# SUPPLIERS

- › Food safety programs (HACCP, GMPs, training, recall procedures)
- › Food security
- › Pest control
- › Plant / personnel practices
- › Building and equipment conditions
- › Sanitation programs

*Suppliers must provide proof they have a proactive food safety and food security program in place.*



# KEY COMMUNICATIONS

- Client discussions concerning food safety and security
- One report for all food complaints
- Courtesy notifications regarding product recalls and product withdrawals
- Internal Food Safety and Security web pages
- Internal Crisis Resource Center web site
- Crisis Teams



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