

# Food Safety Compliance training

Quality standards and certification



**With our Food Safety Compliance for QA managers training we go back to the basics, the foundation to properly fulfill the complex function of a QA manager, now and in the future.**

# Contents

1. Food Safety Compliance
2. Global Food Safety Initiative
3. FSSC22000
4. IFS Food
5. BRC
6. What should you pay attention to?
7. FSSC22000, version 5 HLS
8. QESH standards

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# Food Safety Compliance

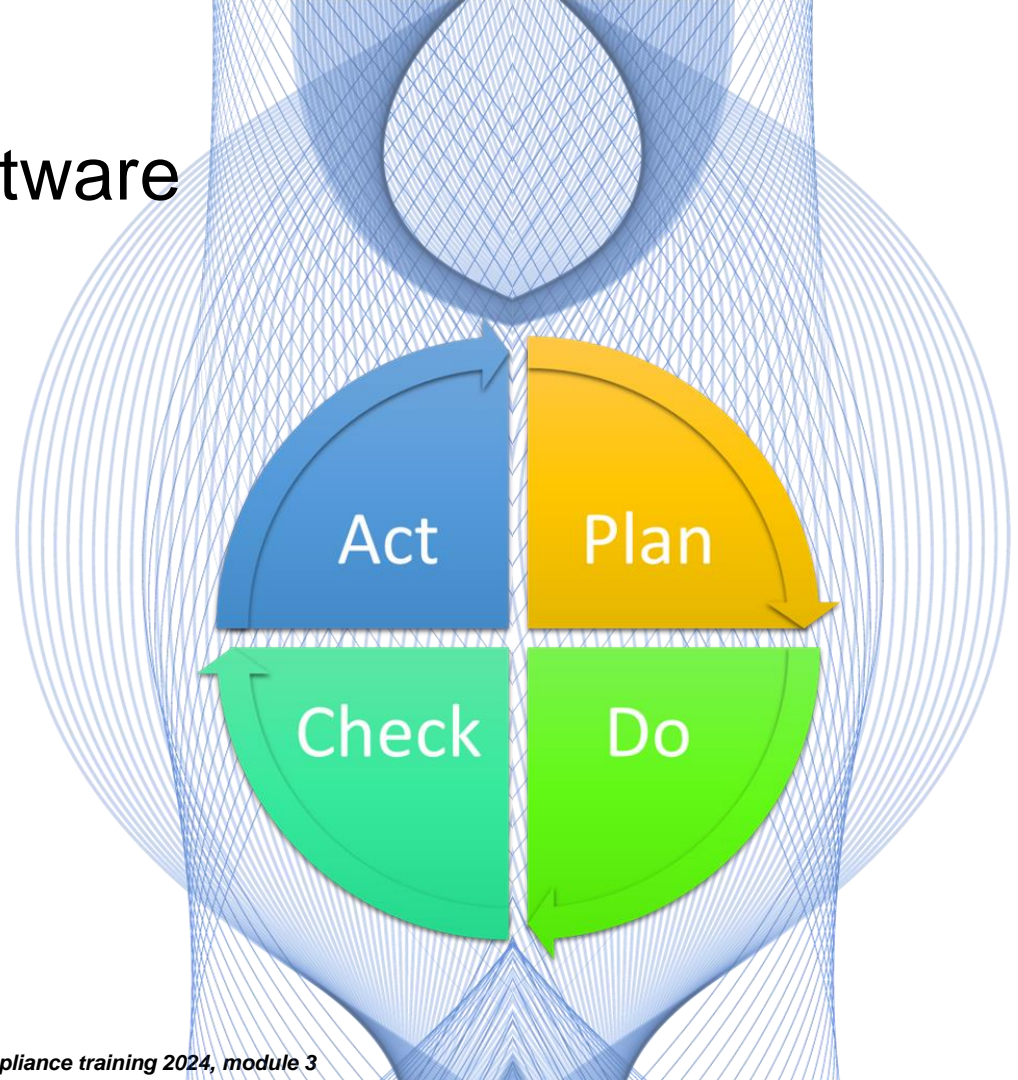
## Food Safety Compliance management

Management of business performance, demand and supply relations, legislation and certification with regard to Food Safety, taking into specifications, quality activities, traceability and assessment.

	Specifications	Quality activities	Traceability	Assessment
	Requesting, drawing up, issuing and securing specifications regarding raw materials, semi-finished products, processes and end products, with which legislation, quality standards and customer requirements are met.	Drawing up, complying with and guaranteeing product and process parameters through procedures, job descriptions and responsibilities with which legislation, quality standards and customer requirements are met.	Registering all information flows and related actions regarding raw materials, semi-finished products, processes and end products, with which legislation, quality standards and customer requirements are met (transparency and consumer intimacy).	Testing whether the product and process parameters and the related procedures, job descriptions and responsibilities meet legislation, the quality standards and customer requirements that are set.
<h3>Quality Standards</h3>				
Certification	Standard requirements	Operational framework	Test, certification body informed	HACCP, TACCP, VACCP, standard based practice
<h3>Customers &amp; Consumers</h3>				
Demand Relationships	Product, process requirements	Demand Information Center	Products, specifications	Customer satisfaction, consumer needs
<h3>Food Company</h3>				
Food Company	Product, process and people requirements	Training, support, procedures, quality documents and database	Ingredients, semi-products, final products	Business System
<h3>Suppliers</h3>				
Supply Relationships	Product, process and people requirements	Supply Information Center	Raw materials, services, specifications	Supplier selection and performance
<h3>Legislation</h3>				
Legislation	Legal requirements	HACCP and prerequisite program	Food Safety Authority informed	HACCP, legal based practice

# iMIS Food content & software

- iMIS: integral Management & Information System
- Food: for real-time management of food safety
- Content
  - Operational framework for food safety
  - Food Safety standards: HACCP, FSSC22000, BRC, IFS
  - Extra for QESH: ISO9001, 14001, 26000
- Software
  - User-friendly



# Food Management

- Dynamic playing field
- 2000 quality requirements
- 100 suppliers
- 100 customers
- 100 employees
- 400 legislative changes



# Standards

- Quality:
  - BRC
  - IFS
  - FSSC22000
  - SQF
  - Dutch HACCP
  - Quality marks such as HALAL, SKAL, UTZ
- Environment: ISO14001
- Occupational health and safety: ISO45001
- Corporate Social Responsibility:
  - CSR Performance Ladder (ISO26000)





# Standards

- Food Production parameters
  - Product
  - Process
  - Person
  - Production area
- Food Defense
- Food Fraud
- Not just for production: traders too
  - HACCP of the entire chain
- Retail customer? 2 CI's and 2 Certificates!
- ZZP auditors...
- SKAL <-> NVWA <-> EDP audit



# Standards in practice

- Most food companies are BRC, IFS, or FSSC 22000 certified
- What are the differences and similarities between these standards?
- How do you set up your quality system, documentation, and compliance?
- How do you deal with difficult audit situations?
- As a company, can you cancel the audit yourself if you want to?
- Based on more than 500 audits, knowledge is transferred about how you can best demonstrably meet the quality standards
- How are the certification bodies organized?
- Expand the food safety system to ISO9001, ISO14001 and the CSR performance ladder

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# GFSI

- GFSI stands for Global Food Safety Initiative. It is an initiative of international retail to create recognized standards for food safety.



# GFSI recognized standards

- BRC Global Food Standard
- Dutch HACCP Option B.
- SQF 2000 level 2.
- International Food Standard (IFS)
- FSSC 22000



# GFSI assessment elements

- The presence of food safety system
- The presence of codes of good practice
- Working according to the principles of HACCP



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# FSSC 22000

- FSSC 22000 stands for Food Safety System Certification 22000 and is an internationally recognized form of demonstrable food safety.
- The FSSC 22000 has its origins in the Codex Alimentarius and is a standard developed by the Foundation for Food Safety Certification
- The FSSC 22000 standard is becoming increasingly popular within the food industry, because it has been approved by the GFSI (Global Food Safety Initiative).





# FSSC 22000 status November 2022

Trusted by  
**30799**  
Certified Organizations

**30799**

**Certified Organizations** →

We are happy to share the latest certificate updates for:

"Sonoco Products Co." "Cargill Food (Luohe) Co., Ltd." "Asiros Nordic A/S"

**116**

**Certification Bodies** →

Our licensed partners provide FSSC audits and deliver certifications worldwide.

**42**

**Accreditation Bodies** →

FSSC partners with Accreditation Bodies worldwide and is associated with the International Accreditation Forum (IAF).

# What is FSSC 22000 based on?

- ISO 22000:2018
- Sector specific Pre-Requisite Program (PRP) ISO/TS 22002
- Specific FSSC 22000 requirements
- The FSSC 22000 standard is a food safety management system that focuses on the PDCA approach
- Both at the organizational level and at the operational level
- Focus on risk-based thinking and in the field of HACCP

# ISO22000: standard requirements

- 4 Context of the organization
- 5 Leadership
- 6 Planning
- 7 Support
- 8 Operation
- 9 Performance evaluation
- 10 Improvement



# ISO/TS 22002 15 standard requirements

- 4 Construction and layout of buildings
- 5 Layout of premises and workspace
- 6 Utilities – air, water, energy
- 7 Waste disposal
- 8 Equipment suitability, cleaning and maintenance
- 9 Management of purchased materials
- 10 Measures for prevention of cross contamination



# ISO/TS 22002 15 standard requirements

- 11 Cleaning and sanitizing
- 12 Pest control
- 13 Personnel hygiene and employee facilities
- 14 Rework
- 15 Product recall procedures
- 16 Warehousing
- 17 Product information/consumer awareness
- 18 Food defense, biovigilance and bioterrorism

**FSSC 22000 does not work with scores on the certificate. There is, however, a three-year cycle in which one unannounced audit is compulsory in those three years.**



# FSSC 22000 audits

- Do not forget the appendix: extra standard requirements (nice surprise during an audit if these are not explained in the cross table)
- FSSC 22000 does not work with scores on the certificate. There is, however, a three-year cycle in which one unannounced audit is compulsory in those three years.
- Use PAS 96 for Food Defense

# Other standards relative to FSSC 22000

- The big difference between FSSC 22000 and, for example, the BRC and IFS, is that there is no checklist stating exactly what is and what is not accepted (as is the case with BRC/IFS)
- The FSSC 22000 standards leaves more room for interpretation and personal insight. This is both an advantage and disadvantage.
- Certain risks can be excluded by means of well-founded arguments in the HACCP-analysis. In this way, a practical and workable system can be created for every company.



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# IFS: International Featured Standards

- The International Food Standard, often referred to as IFS or IFS Food for short, is a standard in the field of food safety that was drawn up by HDE, the German trade association for distributors of foodstuffs. The standard is also referred to as International Featured Standard – Food. [1]
- The French retail trade association FCD has joined the IFS standard, while the Italian organizations ANCC, ANCD and FederDistribuzione also support the standard. This, plus the fact that the IFS standard was developed on the basis of the BRC Global Standard for Food Safety, means that the standard is also referred to as the German-French counterpart of BRC Food.
- IFS stands for International Featured Standards Food and bears a strong resemblance to BRC Food. The first variant of IFS Food is also based on the applicable variant of BRC Food. However, there are some differences. IFS Food works with so-called “knock-out criteria”. If one of these criteria is not met, the supplier will automatically not be approved for IFS Food.

# IFS background

- IFS was founded in 2003 under the name International Food Standard. Since then, the company, which records an annual growth of 10,9 percent, has expanded its range by six further standards and operates globally.
- All IFS-related information is published in five primary languages: German, English, Spanish, French and Italian. IFS aims to ensure comparability and transparency for the consumer throughout the entire supply chain, and to reduce costs for suppliers and retailers. These goals are implemented not only by the IFS team, but also by the IFS board and the ITC (IFS Technical Committee).

# IFS standard requirements

- Senior management responsibility
- Quality and food safety management system
- Resource management
- Planning and production process
- Measurements, analysis, improvements
- Food Defense

# Assessment and action plan

- The guidelines of IFS Food and BRC Food broadly correspond (approximately 85%)
- The big difference is mainly in the way of assessing the criteria from the standard. This also determines the result of the audit: approved or not.
- BRC: To provide evidence within 28 days that the identified shortcoming has been adequately addressed.
- IFS Food: action plan for year. The frequency of the audits is determined by the result achieved and the risk class of the product.
- FSSC resolved deviations within one month from July 1 2020.
- Set up a monitoring system to keep up with the standards in terms of changes in rules. The standard changes every 3-5 years, but the assessment method may differ per quarter due to doctrines and guidelines.

# IFS method

Within IFS, 10 “knock-out criteria” are used. When any of these criteria are not met, the supplier is automatically not certified. These criteria include:

- Control of critical control points;
  - Involvement of management and employees;
  - Traceability of products, raw materials and packaging materials;
  - Implementation of corrective actions;
- **Score:** A, B, C, D per part.

# IFS and outsourced processes

You must have control over the outsourced processes and they must be documented.

- So, it must be included in your hazard analysis
  - Mentioned in your flow chart
  - There must be a contract or purchase specifications made with the relevant company.
  - There must be a procedure for supplier assessment and monitoring (you may have already checked this for a while to see that it also corresponds with reality)
  - Clear assessment criteria must be included in the procedure. So, they must be certified, do you want to have an analysis? What do you do if they are not certified? Do you, for example, perform an audit yourself or have it performed
  - Results of supplier assessment must be checked based on possible hazards and risk. So, your suppliers must safeguard the CCPs properly.
- 
- The externally produced products must be checked via entry control.

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# BRC

- BRC: British Retail Consortium (now BRCGS)
- The BRC scheme consists of an inspection protocol and a technical standard.
- The inspection protocol is intended for inspecting institutions. The technical standard is an extensive checklist (with more than 300 points), in which all requirements for suppliers and products of foodstuffs are stated.





# BRC

- BRCGS improves brand confidence through rigorous supply chain assurance services.
- Was founded in 1996 by retailers who wanted to harmonize food safety Standards across the supply chain.



# BRC



# BRCGS | Food Safety

# Market developments: LGC acquires BRCGS

- 24 November 2016 bLGC acquires BRCGS
- LGC expands its supply chain assurance offering, creating a new business unit within its Standards division to focus on this growing market
- BRCGS' activities are highly complementary to LGC's existing capabilities in reference standards, proficiency testing and sports supplements supply chain assurance
- Today, LGC announced that it has completed the acquisition of BRCGS (formally BRC Global Standards), the world's largest provider of safety and quality standards programmes for food and non-food manufacture, packaging, storage, and distribution, based in London.



# Relation to BRCGS

- BRCGS has historically been developed as a division of the British Retail Consortium (BRC), which remains a minority shareholder in the business going forwards. Their programme is used by over 25,000 certificated suppliers in 123 countries, with certification issued through a worldwide network of accredited certification bodies.
- BRC will have a seat on BRCGS' Board to ensure continuity and stability for customers and specifiers.
- LGC's Standards division is a leading manufacturer and distributor of reference materials, clinical calibration and verification materials and proficiency testing schemes, supporting customers worldwide with their quality assurance requirements.



# BRC 9 sections

- Senior management commitment
- The food safety plan – HACCP
- Food safety and quality management system
- Site standards
- Product control
- Process control
- Personnel
- High-risk, High-care and ambient High-care production risk zones
- Requirements for traded products



# BRC audit

- In an audit, a company can meet 5 scores, namely AA, A, B, C, or D.
- The score assigned to the company depends on the number of deviations that a company has during an audit.
- If a company achieves score AA, A or B, the audit frequency is 12 months, if a company achieves score C, the audit frequency is 6 months and with score D the certification is not awarded.
- An unannounced audit
- There is also the option of having unannounced audits performed. You can achieve a score of AA+, A+, B+, C+ or D+ depending on the type and number of nonconformities found during the audit. You can deduce from the plus that it was an unannounced audit.



# BRC 8

- BRC 8: The new requirements took effect on February 1, 2019
- In August 2018, the eighth version was published and version eight of BRC Food will come into effect on 1 February 2019.
- As a result, the entire international food processing sector will have to adhere to these conditions of the BRC Global Standard for Food Safety.
- More information and news about BRC can be found on the official BRC website.



# BRC 8: Food Safety Culture

- Food safety culture
- Senior management plan to maintain and improve the quality and food safety culture.
- In addition, the installation of a whistleblower system is requested
- Senior management is responsible for (demonstrably) assessing and handling the reported cases.



# BRC: Preventing human error

- All employees are expected to take it for granted that employees report food insecurity and quality deviations.
- In addition, assessments are requested by competent personnel in various areas.
- Inspection by an authorized staff member, e.g. releasing equipment after repair or maintenance or changing a date code for printed label.
- More requirements for training of personnel (including HACCP team leader, but for example the glass break procedure)
- Legally required training, such as the Preventive Controls Qualified Individual (PCQI) training when exporting to the United States.

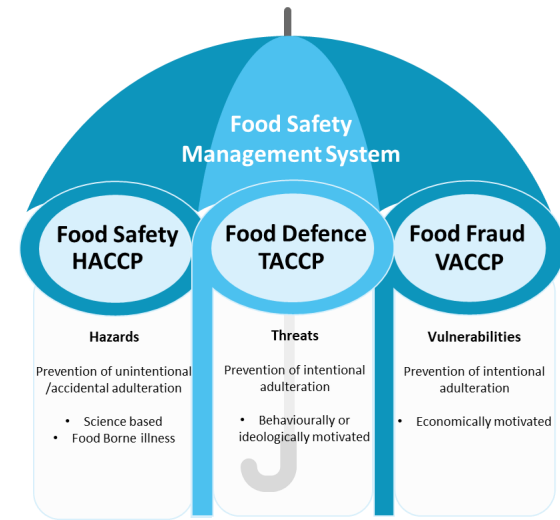
# TACCP and VACCP requirements

## TACCP

- Food defense (TACCP) is explicitly reflected in the requirements for management verification.
- Not only the external risks, but also the internal risks (read: own personnel) emphasized.
- Food defense also applies to external storage of ingredients and products.
- TACCP risk analysis actions in a documented plan with control measures.
- This also includes the review of this plan, annually or after an incident.
- Training in food defense and security procedures.

## VACCP

- Authenticity must also be reflected in the policy of the organization and the management review.



# Small changes

- The claim that an allergen may be present in a product is only permitted if it can be demonstrated by means of a risk assessment that cross-contamination during the production process cannot be ruled out. The purpose of this condition is to limit the use of such claims;
- Monitoring the presence of birds is part of the pest control program.
- Prevention of access to the building, but also the prevention of nesting above loading docks.

# BRC: more standards in addition to Food Safety

- Packaging and packaging materials
- Storage and distribution
- Agents and brokers
- Consumer products
- Retail



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# What should you pay attention to?

- Do not forget Appendix FSSC, including services
- Knock Outs at IFS
- Fundamentals at BRC
- Management board expectation:
  - 80% of audit results dependent on the auditor
  - Focus with QA on a working system AND do not use the standard as an improvement tool.
  - BRC and IFS are often a settlement instrument, make sure that everything is correct on the days of the audit and that open action points that are standard related are also resolved.
  - Enough QA managers and advisors can wrongly do something else after an undesired score.

# IFS KO

- 1.2.4 KO no.1: Management must ensure that employees are aware of their responsibilities for food safety and quality and that mechanisms are in place to test the effectiveness of their work. Such mechanisms should be clearly described and documented.
- 2.2.3.8.1 KO no. 2: Specific monitoring procedures have been established for each CCP to determine whether a CCP is under control. Records of this monitoring are kept for a relevant period. All established CCPs must be demonstrably controlled. The monitoring and control of each CCP can be demonstrated through registrations. These records also specify the person responsible for this, the data and the result of the controls.
- 3.2.1.2 KO no. 3: Personal hygiene requirements have been implemented and apply to all relevant employees, third parties and visitors.
- 4.2.1.2 KO no. 4: Specifications must be available for all raw materials (raw materials/ingredients, additives, packaging materials, reprocessing). The specifications must be up-to-date and unambiguous and must comply with all legal obligations and –if applicable – customer requirements.
- 4.2.2.1 KO no. 5: Where customer agreements exist, regarding product formulation / recipes and technological requirements, the must be adhered to.
- 4.12.1 KO no. 6: Based on the hazard analysis and assessment of the relevant risks, procedures should be defined and implemented to avoid contamination with foreign objects and materials. Contaminated products should be treated as non-compliant products.

# IFS KO

- 4.18.1 KO no.7: A traceability system must be in place that enables identification of product batches in relation to batch of raw materials, packaging in direct contact with food and packaging, which is intended for direct contact with food or from which direct contact with food may be expected. All relevant processing and distribution data is included in the traceability system. Traceability must be guaranteed and documented until delivery to the customer.
- 5.1.1 KO no. 8: Effective internal audits must be performed in accordance with an agreed audit program. This should include all requirements of the IFS Standard. The scope and frequency of the internal audits must be based on a hazard analysis and the assessment of the risks derived from it. This also applies to storage locations outside the factory that are owned or rented by the company.
- 5.9.2 KO no. 9: There is an effective procedure for recalling products and / or performing a recall. This procedure ensures that affected customers are informed as quickly as possible. This procedure clearly describes the assigned responsibilities.
- 5.11.2 KO no.10: Corrective actions are clearly formulated, documented and taken as soon as possible to prevent further non-conformities. Responsibilities and timelines are clearly identified for each corrective action. The documentation is stored securely and is easily accessible.



# BRC Fundamentals

- A requirement of the Standard that relates to a system which must be well established, continuously maintained and monitored by the company as absence or poor adherence to the system will have serious repercussions on the integrity or safety of the product supplied.

# BRC Fundamentals

- Senior management commitment and continual improvement (1.1)
- The food safety plan – HACCP (2)
- Internal audits (3.4)
- Management of suppliers of raw materials and packaging (3.5.1)
- Corrective and preventive actions (3.7)
- Traceability (3.9)

# BRC Fundamentals

- Layout, product flow and segregation (4.3)
- Housekeeping and hygiene (4.11)
- Management of allergens (5.3)
- Control of operations (6.1)
- Labelling and pack control (6.2)
- Training: raw material handling, preparation, processing, packing and storage areas (7.1)

# GFSI: also GLOBALG.A.P. System

- “With more than 700 certified products and over 200,000 certified producers in more than 135 countries,
- We work with more than 2,000 trained inspectors and auditors working for around 159 accredited certification bodies to perform independent third-party producer audits and issue our certificates.
- We have a secure online certification database that our customers can use to check producers and validate certificates.
- And this is why we are the most widely accepted private sector food safety certification in the world. “



**GLOBALG.A.P.**

# GFSI: also SQF

- The Safe Quality Food (SQF) Program is a rigorous and credible food safety and quality program that is recognized by retailers, brand owners, and food service providers world-wide.
- Recognized by the Global Food Safety Initiative (GFSI), the SQF family of food safety and quality codes are designed to meet industry, customer, and regulatory requirements for all sectors of the food supply chain – from the farm all the way to the retail stores.



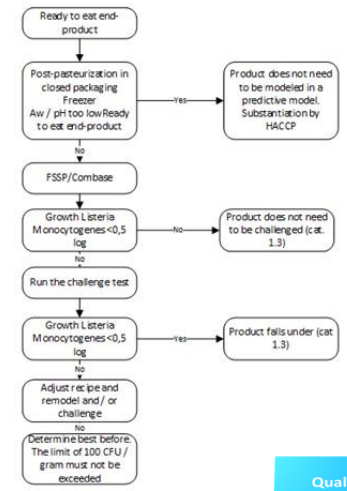
# What should you at least arrange properly?

- Food Production parameters
  - Product: product assurance & development
  - Process : Cleaning and disinfection
  - Person: screening for diseases and hygienic working
  - Production area
- Food Defense
- Food Fraud
- Evidence Based practice:  
Evidence: everything done for food safety
- Make sure all data is stored in the company! Code microbiology so that you don't fall victim to external errors.
- Plant Based chilled // ready to heat



# What should you at least arrange properly?

- Make sure everyone knows the location of:
  - HACCP study
  - Management reports
  - Listeria and additives overview
- Train relevant colleagues in
  - The management system
  - HACCP
  - Internal auditing
  - Location information sources
  - Traceability
  - ERP system and Backups
- Use a separate system for consumer & chain information



# Websites

- <https://mygfsi.com/>
- [https://www.globalgap.org/uk\\_en/](https://www.globalgap.org/uk_en/)
- <https://www.ifs-certification.com/index.php/en/>
- <https://www.fssc22000.com/>
- <https://www.sqfi.com/>
- [www.brcdirectory.com](http://www.brcdirectory.com)



# IFS -> ISO

Published Date 21 February 2020

## IFS certified to ISO/EIC 27001:2013 standard

We are proud to announce that IFS Management GmbH is certified to ISO/EIC 27001:2013 standard! "IFS takes data protection and the management of sensitive data very seriously, especially as we are handling more than 25,000 audit reports, data from auditees, certification bodies, auditors, and consultants. This is why we have strived for ISO 27001 certification", says our Managing Director Stephan Tromp. The ISO/IEC 27001:2013 specifies the requirements for establishing, implementing, maintaining and continually improving an Information Security Management System (ISMS). IFS has incorporated these requirements successfully. The audit has been conducted by KPMG Cert GmbH. So, it is now officially certified: Your data is safe with us!

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# FSSC 22000 version 5: general

The FSSC 22000 Scheme has 3 required components

ISO 22000

- ISO 22000 provides a common framework across the entire supply chain to manage requirements, communication internally & externally, and continually improve the system

PRPs

- Sector specific Pre-Requisite Programs (ISO/TS standards/BSI PAS)

FSSC 22000 requirements

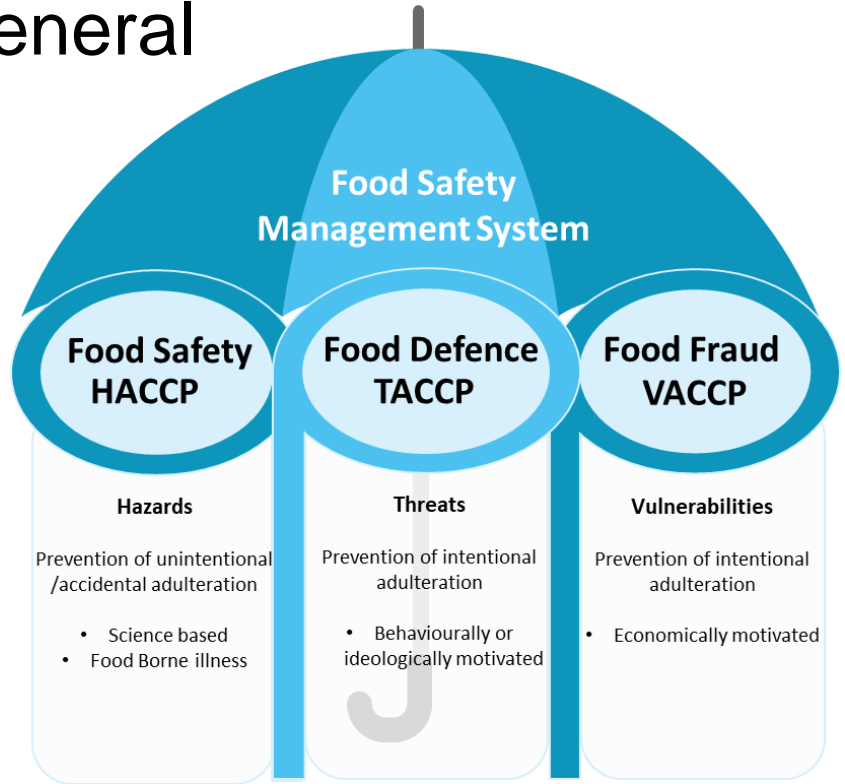
- FSSC 22000 adds specific requirements to ensure consistency, integrity, and to provide governance and management of the Scheme

# FSSC 22000 version 5: general

ISO 22000:2018 The difference between OPRPs and CCPs	
<p><b>8.5.4.2. Critical limits and action criteria</b>            Action criteria for OPRPs are measurable or observable.            Compliance with action criteria <b>helps to</b> ensure that the acceptable level is not exceeded.</p>	<p><b>8.5.4.2. Critical limits and action criteria.</b>            Critical limit values for CCPs are measurable.            Compliance with critical limit values <b>ensures that</b> the acceptable level is not exceeded.</p>
<p><b>8.5.4.3. Monitoring system for OPRPs:</b>            method and frequency <b>must be appropriate to the probability of failure and the severity of the consequences.</b></p>	<p><b>8.5.4.3. Monitoring systems at CCPs:</b>            method and frequency are <b>able to detect any failure in time</b>, so that the product can be blocked.</p>
<p><b>8.9.2.3. Action criteria not met:</b>            a) identify the <b>consequences of the deviation</b>;            b) determine <b>the causes of the deviation</b>;            c) Identify products to be treated according to 8.9.4.</p>	<p><b>8.9.2.2 Critical limits not met:</b>            identify affected products as potentially unsafe and handle them according to 8.9.4.</p>

# FSSC 22000 version 5: general

- iMIS Food: procedures for Food Defense and Food Fraud
- TACCP and VACCP reports based on FSSC guidelines



# 10 clause structure - Main clauses of High Level Structure (HLS)

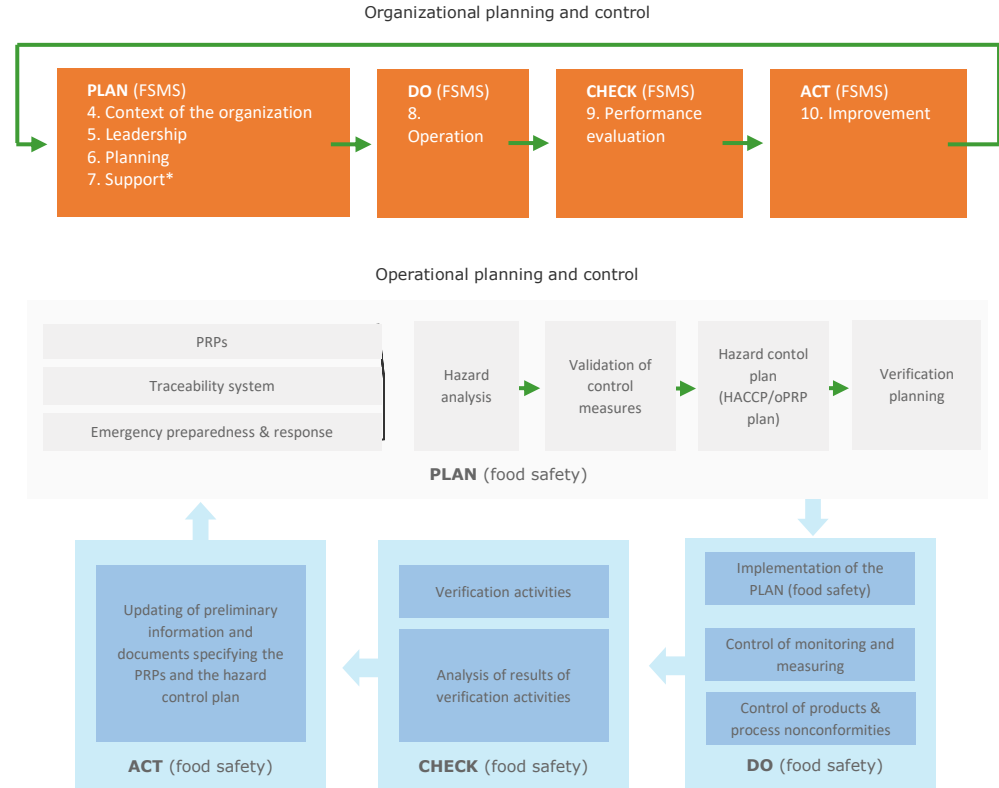
- FSSC 22000 version 5: ISO 22000 changes

01	Scope	06	Planning
02	Normative references	07	Support
03	Terms and definitions	08	Operation
04	Context of the organization	09	Performance evaluation
05	Leadership	10	Improvement

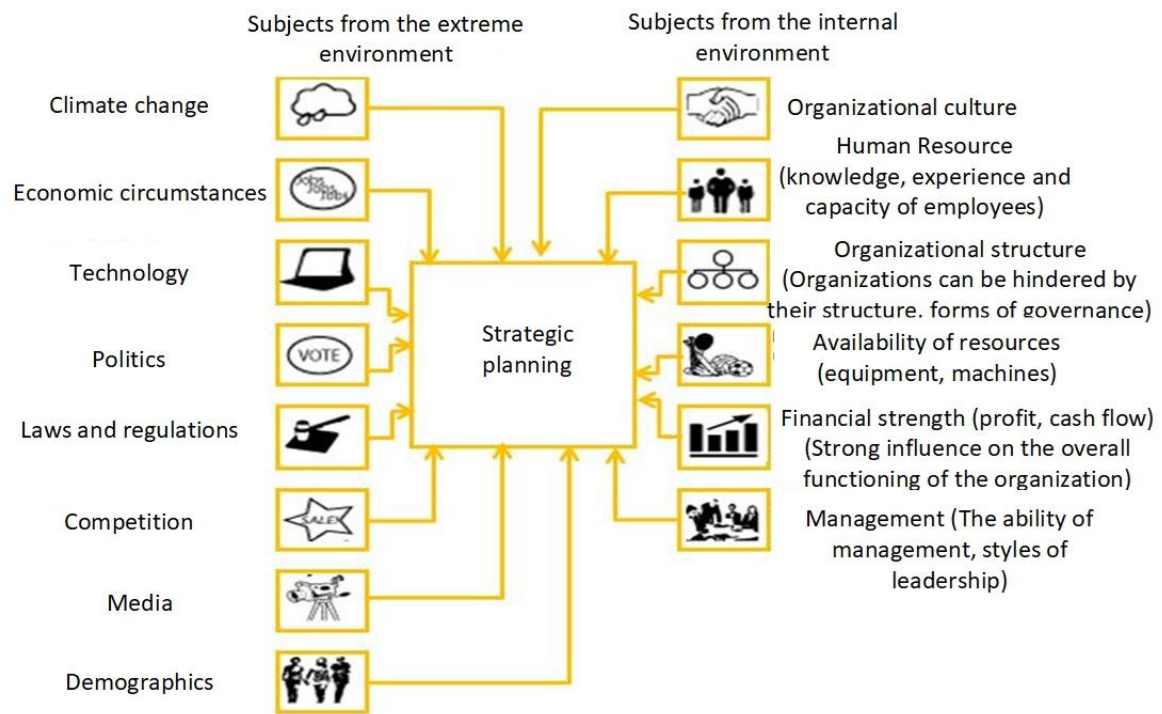
# FSSC 22000 version 5: ISO 22000 changes

## Risk on 2 levels:

- **Strategic**
  - Company risks
  - Management is leading
- 
- **Operational**
  - HACCP
  - QA is leading



# FSSC 22000 version 5: Context analysis and SWOT





# 6.1 Actions to address risks and opportunities

FSSC 22000 version 5: Context analysis and SWOT

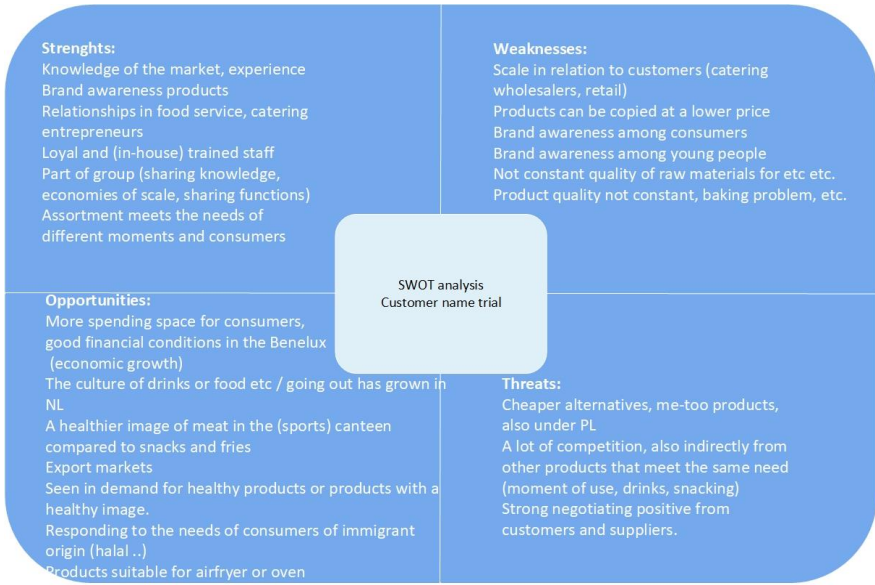
When **planning** for the food safety management system, the organization should consider the **topics listed in 4.1** and the **requirements listed in 4.2**, and identify the **risks and opportunities** that need to be addressed to:

- To ensure that the food safety management system achieves its intended result;
- Prevent or reduce unwanted effects;
- Achieve continuous improvement.

The organization must:

- Plan actions to address these risks and opportunities
- Plan in which way:
- ✓ The measures are integrated and implemented in its food safety management system processes;
- ✓ The effectiveness of these measures should be evaluated.

# FSSC 22000 version 5: Context analysis and SWOT



	A	B	C	D	E
1	Stakeholder analysis				
2	version 1.0				
3	date:				
4	carried out by:				
5	<b>Stakeholder / layout</b>	<b>Degree of influence</b>	<b>Degree of importance</b>	<b>Score</b>	
6	Customers	Very high	Very high		24
7	Consumers	Very high	Very high		24
	Providers of services; employment agency, pest control, transport, company clothing, maintenance.				
8	cleaning company	Very high	High		18
	Suppliers of goods; raw materials, materials, resources, equipment, building and facilities				
9	Cooperation partners	Very high	High		18
10	Legislators and Competent Authority; NWWA, Environment Agency, Inspectorate SZW, Dutch Data				
11	Protection Authority	Very high	Very high		24
12	Certifying body	High	High		12
13	Gatekeeper / waste disposal flows	Moderate	Moderate		4
14	Competition	High	High		12
15	Trade associations	Moderate	Moderate		4

# FSSC 22000 version 5: Context analysis and SWOT

- **Step 1: Determining stakeholder: all stakeholders with a score of 8 or higher are considered relevant**
- **Step 2: Determining expectation from a stakeholder's point of view**

Relevant stakeholders	Specific expectations	Associated Risks	Required action general (current control measures)
Customers	Project Quality and food safety, availability, price / margin, support / service, delivery reliability, certification, product development, brand support, image	Increasing power and requirements, price pressure, no / less purchase, non-compliance with payment obligations or agreements.	Customer satisfaction survey, annual interviews, customer visits (retail, catering wholesaler and retailers, food service). Market research, complaint analysis
Consumers	Ease of use, product quality, taste, price, no negative impact on health, shelf life, food safe.	Complaints, product does not meet expectations or there is no need for this product (demand too low)	Market research, complaint analysis, social media / internet discussions
Providers of services; employment agency, pest control, transport, company clothing, maintenance, cleaning company	Compliance with agreements / agreements made, timely payment, continuity	Company does not meet the requirements, does not comply with agreements, does not comply with legislation / permits. Errors can lead to unsafe situations. Food defense. not deliver or insufficient.	Verification
Suppliers of goods; raw materials, materials, resources, equipment, building and facilities	Fulfillment of agreements / contracts, payment, continuity	Delivery not according to conditions and specifications, insufficient availability, not good price / quality. Fraud, food defense, recalls, image, failure to comply with delivery agreements (delivery reliability), price fluctuations, increasing power due to growth.	Verification
Cooperation partners	Meeting contracts, financial obligations, continuity, mutual benefits	Failure to adhere to agreements or delivery obligations. Product or service does not meet specification. Recalls, image damage. Fraud, food defense. Lost certification.	Verification

# FSSC 22000 version 5: Context analysis and SWOT

















- Step 1: Determining stakeholder: all stakeholders with a score of 8 or higher are considered relevant
- Step 2: Determining expectation from a stakeholder's point of view
- **Step 3 Risk analysis: internal and external issue**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	<b>External Issues</b>														
2	Cultural, social, political, legal, financial, technological, economic and natural surroundings including the environment in which the organization operates														
3	Who the competitors are and any contractors, subcontractors, suppliers, partners and providers														
4	National and international law														
5	Industry drivers and trends which have influence on the organization														
6	The organization products and services and their influence on food safety														
7	Availability and variety of external providers of services/ products														
8	Changes in consumption patterns														
9	Capacity of changes regarding premises (landlord)														
10															
11															
12	<b>Internal Issues</b>														
13	Governance, organizational structure, roles and accountabilities														
14	Policies, objectives and the strategies in place to achieve them														
15	Competence of personnel														
16	Food Safety culture within the organization and the relationship with workers														
17	Process for the introduction of new products, materials, services, tools, software, premises and equipment														
18	Working conditions														
19	Resources (under-utilisation of resources)														
20	Retention of skilled employees														
21	Number and variety of clients/ customers														
22	Linkage to a certain activity, location and/or period														
23															
24															
25	SWOT														
26	PESTE														
27															

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8. **QESH standards**

# ISO 9001

-  ISO09001\_Management review.docx
-  ISO09001\_Procedure Intern auditen.docx
-  ISO09001\_Procedure Management review.docx
-  ISO09001\_SWOT analyse.docx
-  ISO9001\_Auditrapport.doc
-  ISO9001\_Beleidsverklaring.doc
-  ISO9001\_Jaarplanning.xls
-  ISO9001\_Klachten, verbeternotitie.doc
-  ISO9001\_Leveranciersbeoordeling.xls
-  ISO9001\_opleidings en competentieoverzicht.xls
-  ISO9001\_Procedure contextanalyse.docx
-  ISO9001\_Procedure klachten en verbeteren.docx
-  ISO9001\_Procedure Selectie en beheer leveranciers.docx
-  ISO9001\_Risico's en kansanalyse.xls
-  ISO9001\_Stakeholderanalyse.xls
-  ISO9001\_stakholders&risico analyse gecombineerd (ook MVO).xls



# ISO 14001

-  ISO014001\_Procedure Intern auditen.docx
-  ISO014001\_Procedure Management review.docx
-  ISO014001\_SWOT analyse.docx
-  ISO14001\_Auditrapport.doc
-  ISO14001\_Beleidsverklaring.doc
-  ISO14001\_Jaarplanning.xls
-  ISO14001\_Klachten- verbeternotitie.doc
-  ISO14001\_Leveranciersbeoordeling.xls
-  ISO14001\_Management review.docx
-  ISO14001\_milieuaspecten inventarisatie met risico's en kansen.xls
-  ISO14001\_opleidings en competentieoverzicht.xls.xlsx
-  ISO14001\_Procedure contextanalyse.docx
-  ISO14001\_Procedure klachten en verbeteren.docx
-  ISO14001\_Procedure milieuaspecten inventarisatie en evaluatie.docx
-  ISO14001\_Procedure Selectie en beheer leveranciers.docx
-  ISO14001\_Stakeholderanalyse.xls
-  ISO14001\_Wettelijk toetsingstabel.xls



# ISO26000, sustainability

-  MVO\_Beleidsverklaring MVO en ISO 9001.docx
-  MVO\_beleidsverklaring MVO.doc
-  MVO\_Bijlage bepalen stakeholders belangen.docx
-  MVO\_Bijlage vaststellen stakeholders.docx
-  MVO\_hulpvragen sales -Betrokkenheid bij de ontwikkeling van de gemeenschap.docx
-  MVO\_hulpvragen sales -eerlijk zaken doen.docx
-  MVO\_hulpvragen sales-milieuo.docx
-  MVO\_indicatoren voorbeeld 2.xlsx
-  MVO\_Prestatie indicatoren.xlsx
-  MVO\_Procedure Stakeholdersmanagement.docx
-  MVO\_Stakeholderanalyse (Ook ISO\_9001).xls
-  MVO\_vragen stakeholders.docx





# CSR certification



# 33 indicators

- The CSR Performance Ladder makes it possible to continuously develop the 33 CSR indicators by means of a management system and in consultation with the stakeholders. In doing so, an organization looks at a balance between People, Planet and Profit, in order to operate sustainably.

- **Example:**

23. Raw materials

The organization provides insight into its raw material consumption and takes measures to increase the use of raw materials from recycling processes or waste.

24. Energy

The organization provides insight into its energy use and takes measures to limit energy consumption or to use energy from sustainable energy sources

# Structure of the standard

- The structure of the standard is identical to the structure of ISO 22000, 9001 and ISO 14001. It has been set up according to the so-called High-Level Structure and can therefore be set up as a Management System and integrated with existing Management Systems.
- CSR and sustainability are valued by major clients and the government in tenders
- The CSR Performance Ladder is based on communication with stakeholders based on recognizable CSR indicators in the Management System.
- There are five levels.

# Phase 1 Audit

- To review the documentation
- Evaluate the site and site-specific conditions
- To assess the extent to which the organization complies with the requirements of the standard and understands the requirements of the standard, in particular with regard to the operation of the management system
- The scope of the management system, processes and locations and relevant statutory and legal aspects
- To see what resources there are
- To get a good understanding

# Phase 1 Audit

- Information and evidence regarding conformity for all requirements of the standard
- Performance appraisal, measurement, reporting and assessment made to determine the extent to which goals and objectives have been achieved
  - The management system of the organization and the way in which the organization complies with legal requirements
  - The control of the processes of the organization
  - Internal audits and management review
  - Involvement of the management
  - Organization in practice: PDCA

# Food Safety Compliance Quality standards and certification



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