

The image shows the exterior of a Walmart store. The word "Walmart" is mounted on a brown brick wall in large, blue, three-dimensional letters. To the right of the text is the Walmart logo, a yellow sunburst with eight rays. The sky above is blue with white clouds.

Walmart



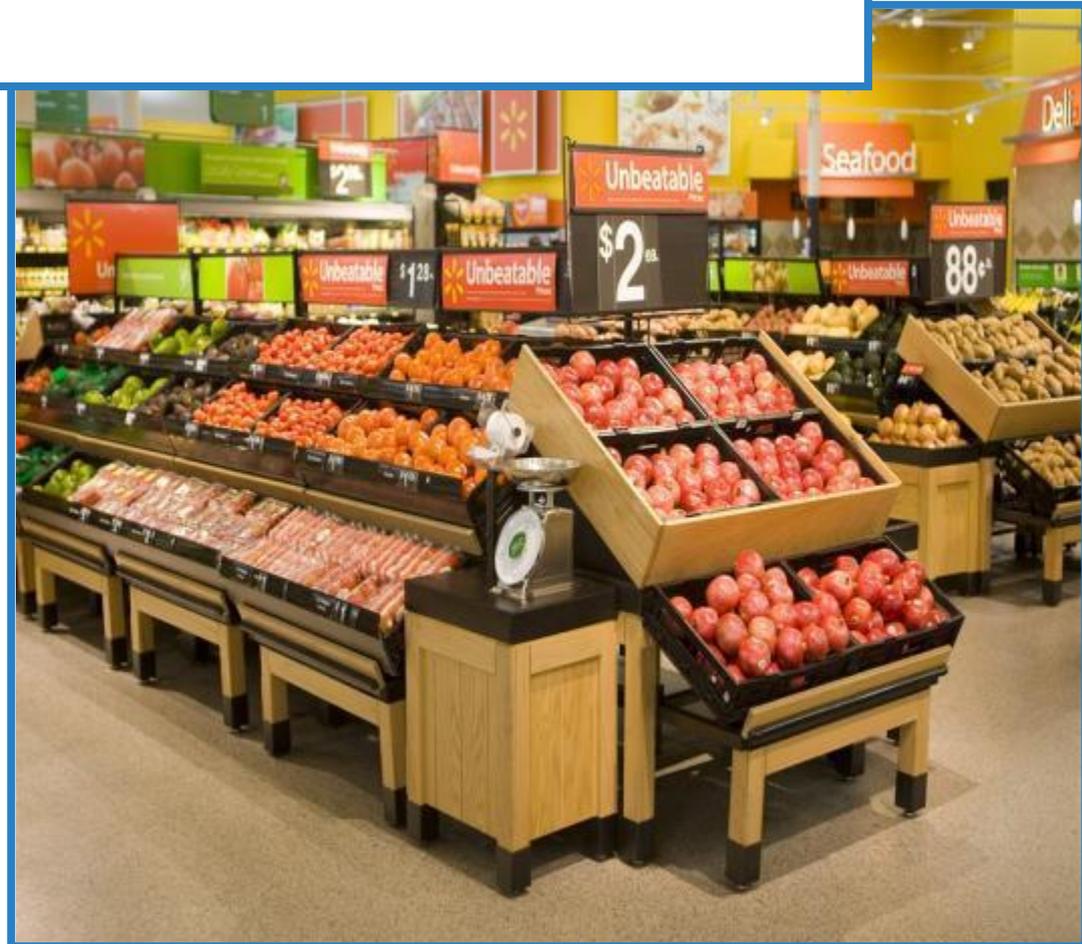
Food Safety from a Retailing Perspective



**“Walmart has
to do food well
or else we fail.”**

**- Mike Duke
Walmart CEO**

Grocery sales top 50 percent at Wal-Mart for first time



Overview

- **Who We Are**
- **Strategic Approach**
 - **Reduce Risk Early in the Food System**
 - **Reduce the Retail Risk Factors**
 - **Enhance Regulatory Compliance**
 - **Manage Emerging Food Safety Issues**
 - **Drive Domestic & International Food Safety Consistency**

Walmart Global Presence





Our Culture



**We respect
the
individual**
so we care
about their
safety

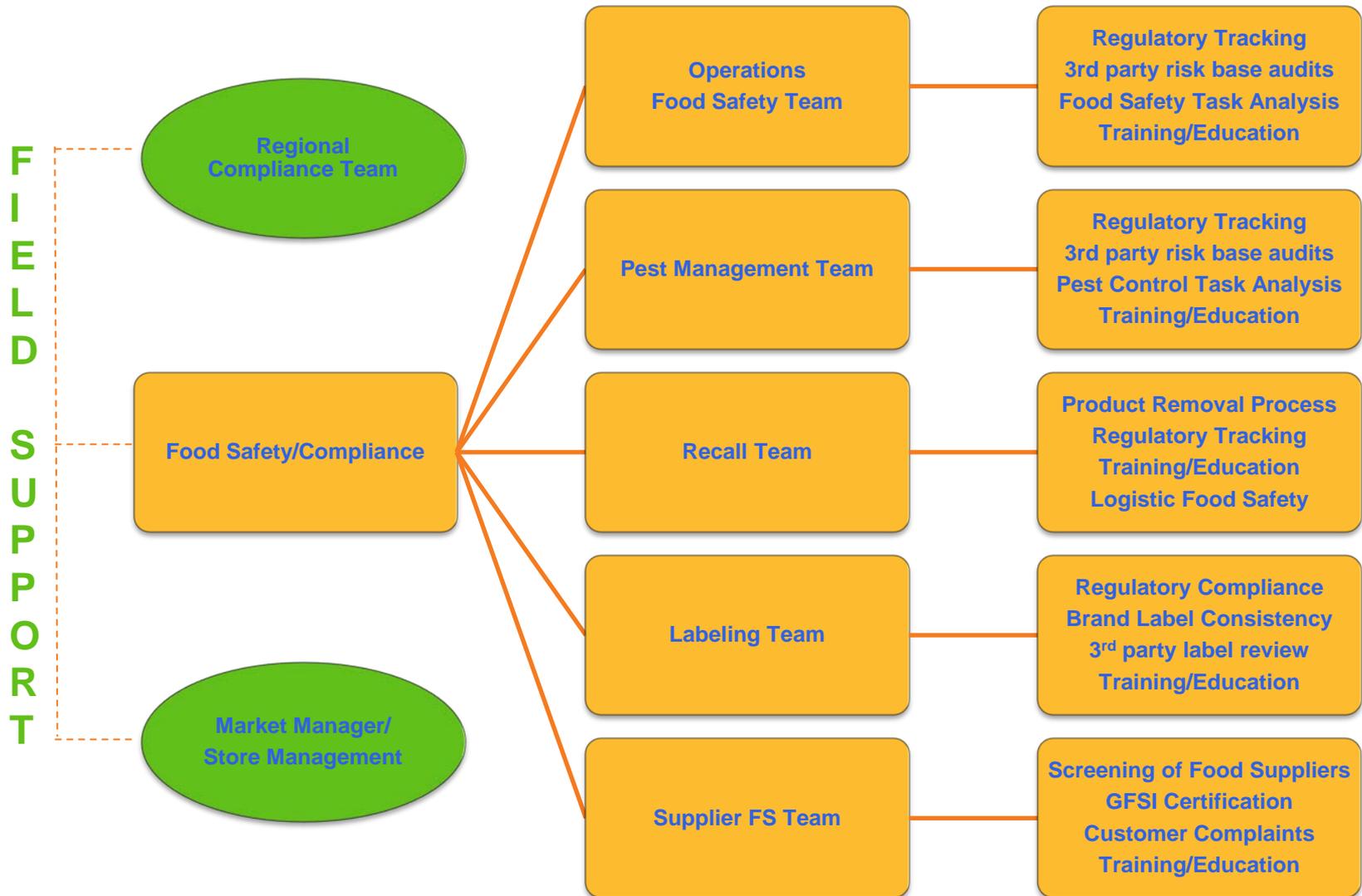


**We serve
our
customers**
and do
it safely



**We strive
for
excellence**
by starting
with
safety

Food Safety Structure

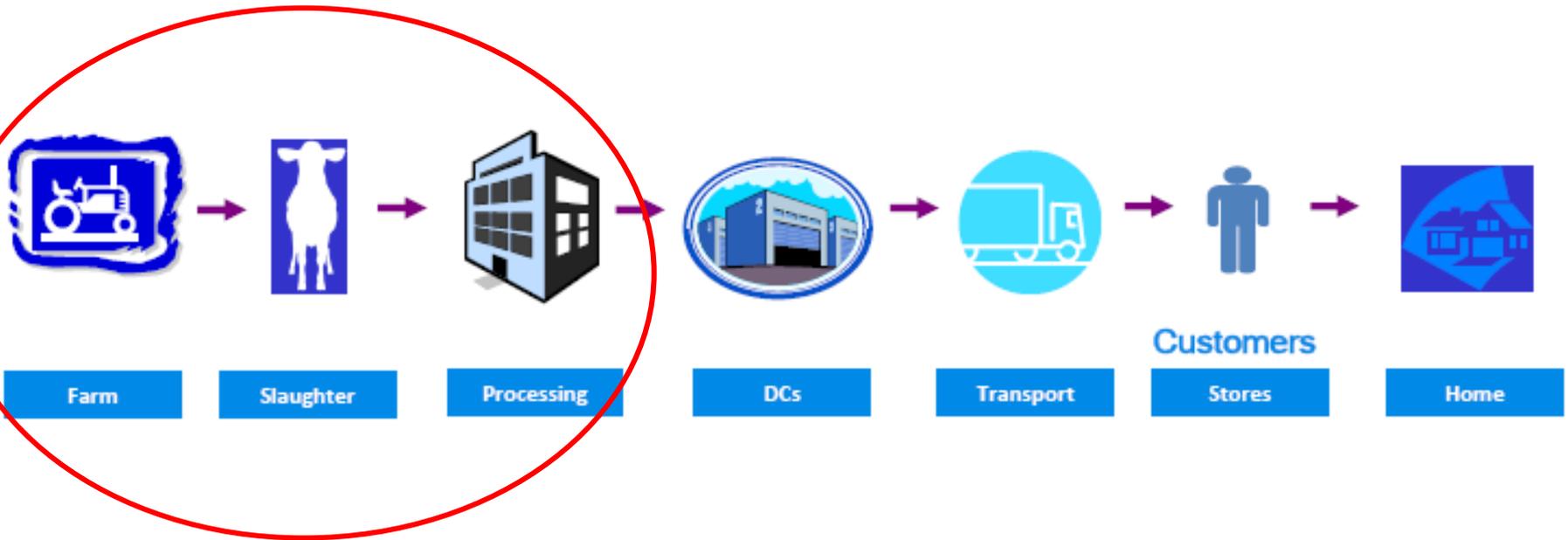


Strategic Approach



Food Safety Management System

“Farm to Table”



Supplier Certification Program



www.mygfsi.com



Supplier Certification Program...



Wal-Mart says food suppliers to meet GFSI standards

Mon Feb 4, 2008 3:11pm EST

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[\[-\] Text](#) [\[+\]](#)

1000%



NEW YORK (Reuters) - Wal-Mart Stores Inc (WMT.N) said on Monday that suppliers of its private label and certain other food items, like produce, meat and fish, must comply with Global Food Safety Initiative standards.

Wal-Mart, the world's largest retailer, said GFSI standards provide real-time details



Why did we launch GFSI?

BUYING COMPANIES

Retail A Food Safety Audit →

Retail B Food Safety Audit →

Food Service C Food Safety Audit →

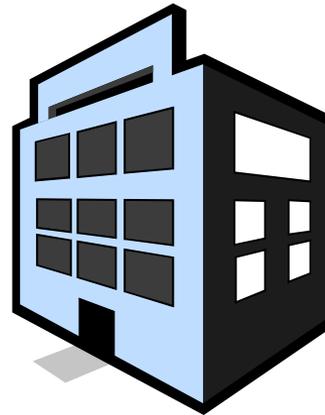
Retail D Food Safety Audit →

Retail E Food Safety Audit →

SHARED SUPPLIER BASE

Supplier A

5



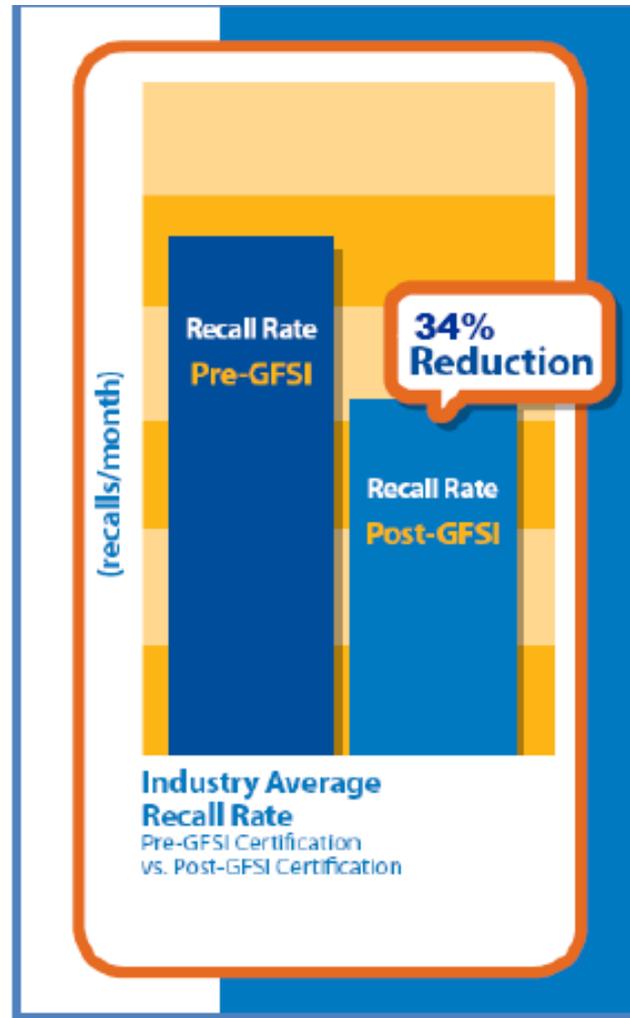
RESULTS

- Redundancy
- Confusion
- Inefficiency
- High Cost
- Verification vs. Validation

Benefits of GFSI

Buying Companies

- Retail A
 - Retail B
 - Food Service C
 - Retail D
 - Retail E
- Audits



Results

- Consistency
- Reduce cost
- Greater effectiveness
- Validate process
- Globally Accepted
- Recall Rate Reduction

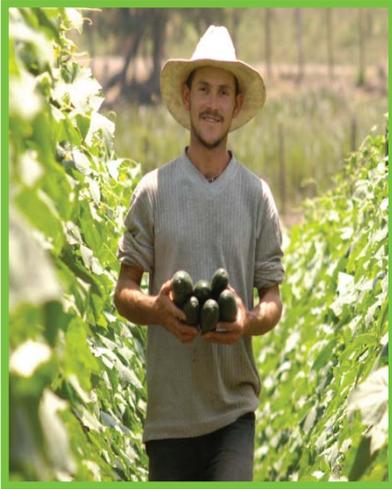
Commodity Specific Strategies



- **Bulk Deli Meat Safety Initiative**
- **Beef Safety Initiative**
- **Nuts & Seeds**
- **Sprouts**
- **Peanut Butter**



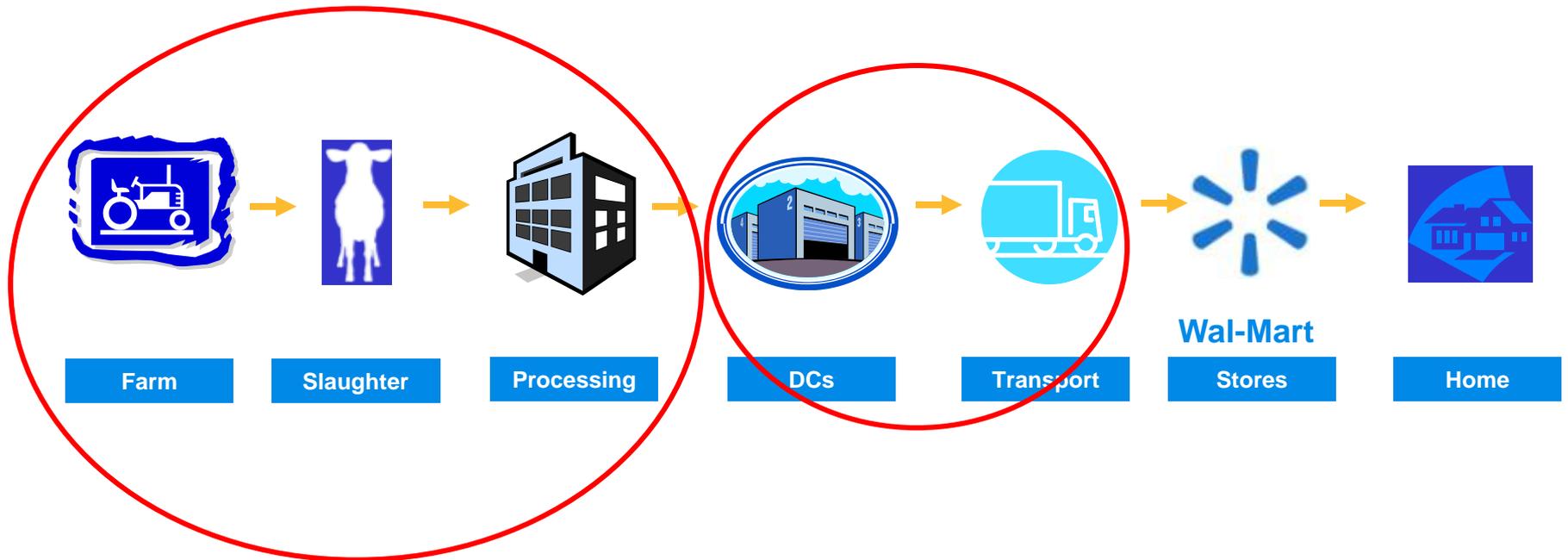
Supplier Development and Support



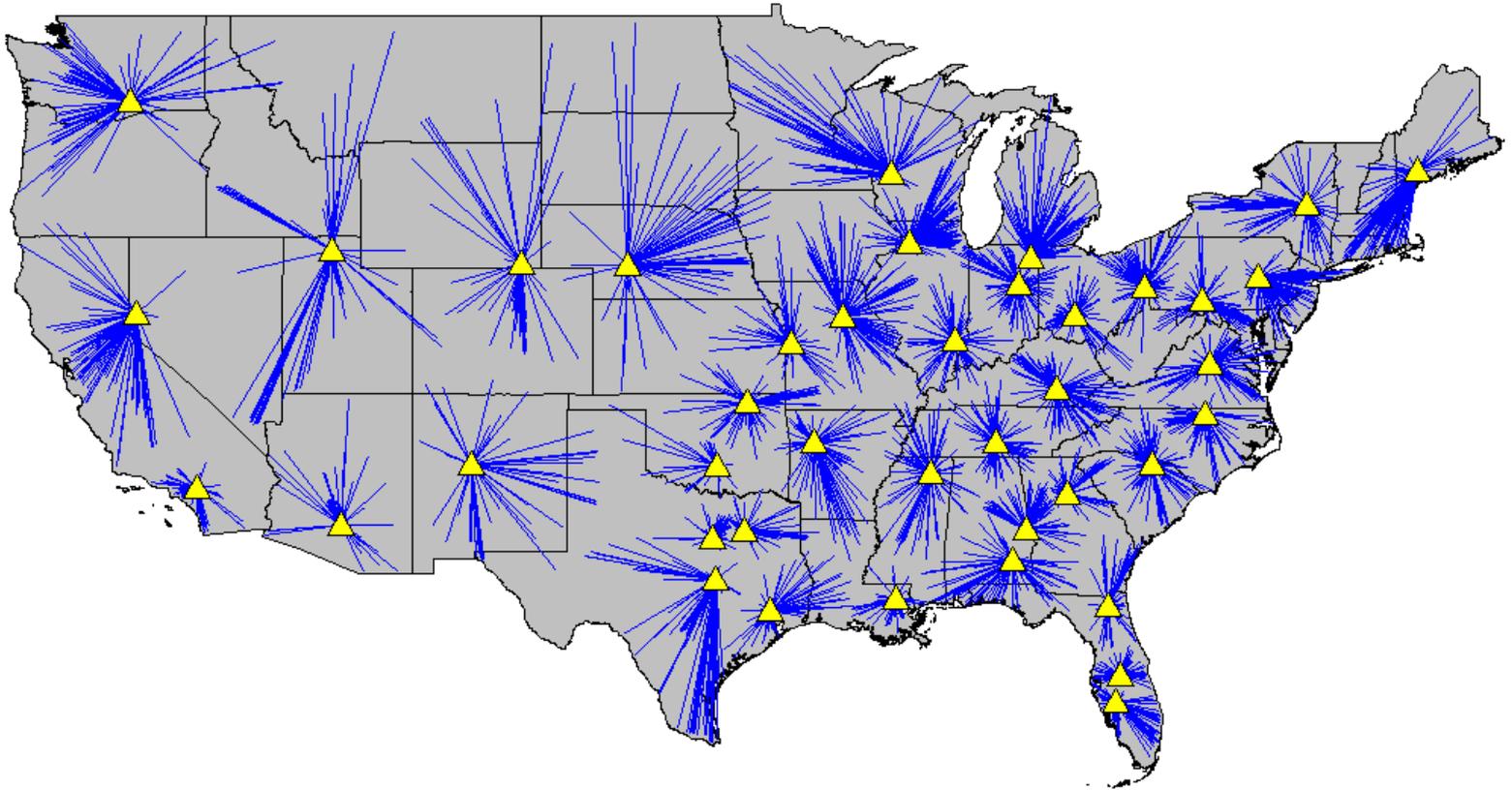
- Small and Developing Suppliers
 - Training and Education
- Customer Complaints

Food Safety Risks from Farm to Table

Food Safety Management System

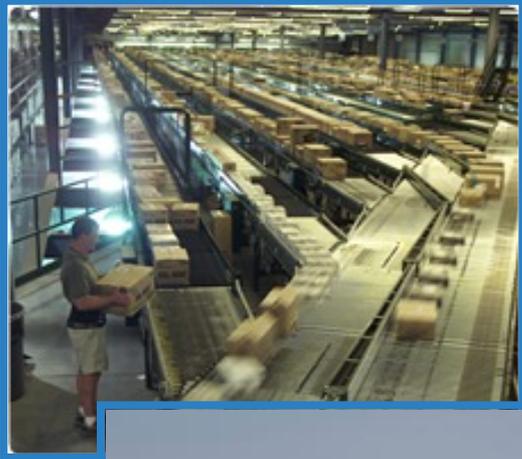


WALMART Grocery Network



- 8.5 million cases shipped daily
- 5,000 trailers per day

Storing & Transporting Foods Logistics



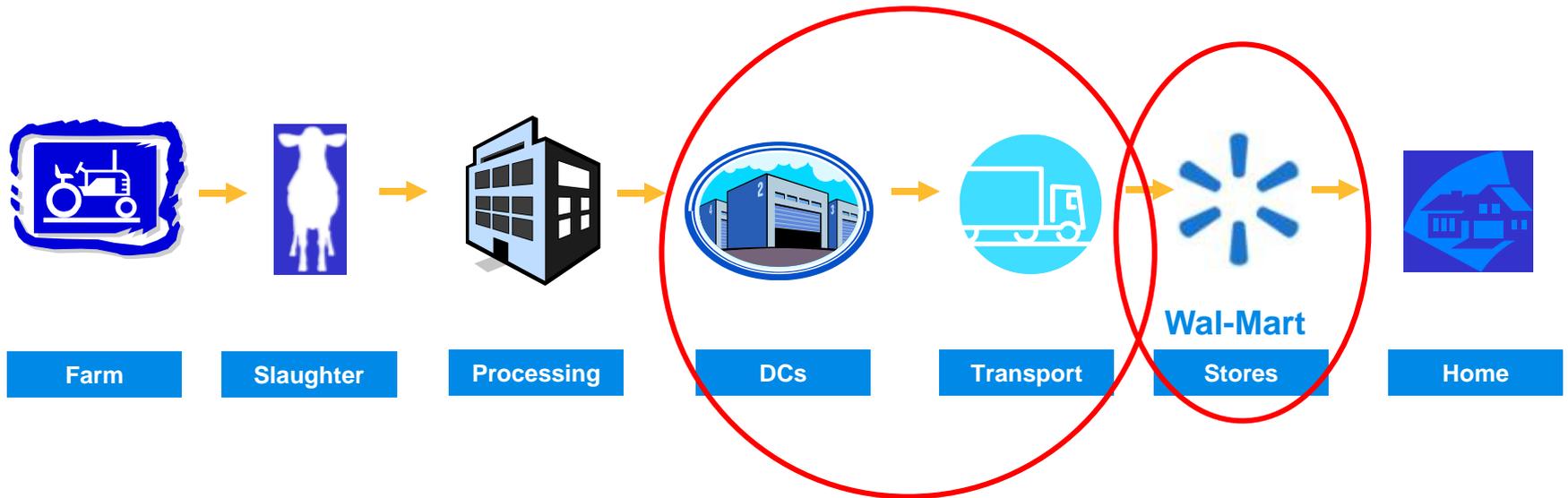
- NSF Annual 3rd Party Audit
- Food Defense Plans
- Seafood HACCP
- Food Safety Modernization Act Implications
- Trace backs & Traceability
- Pest Management

Five Strategic Initiatives

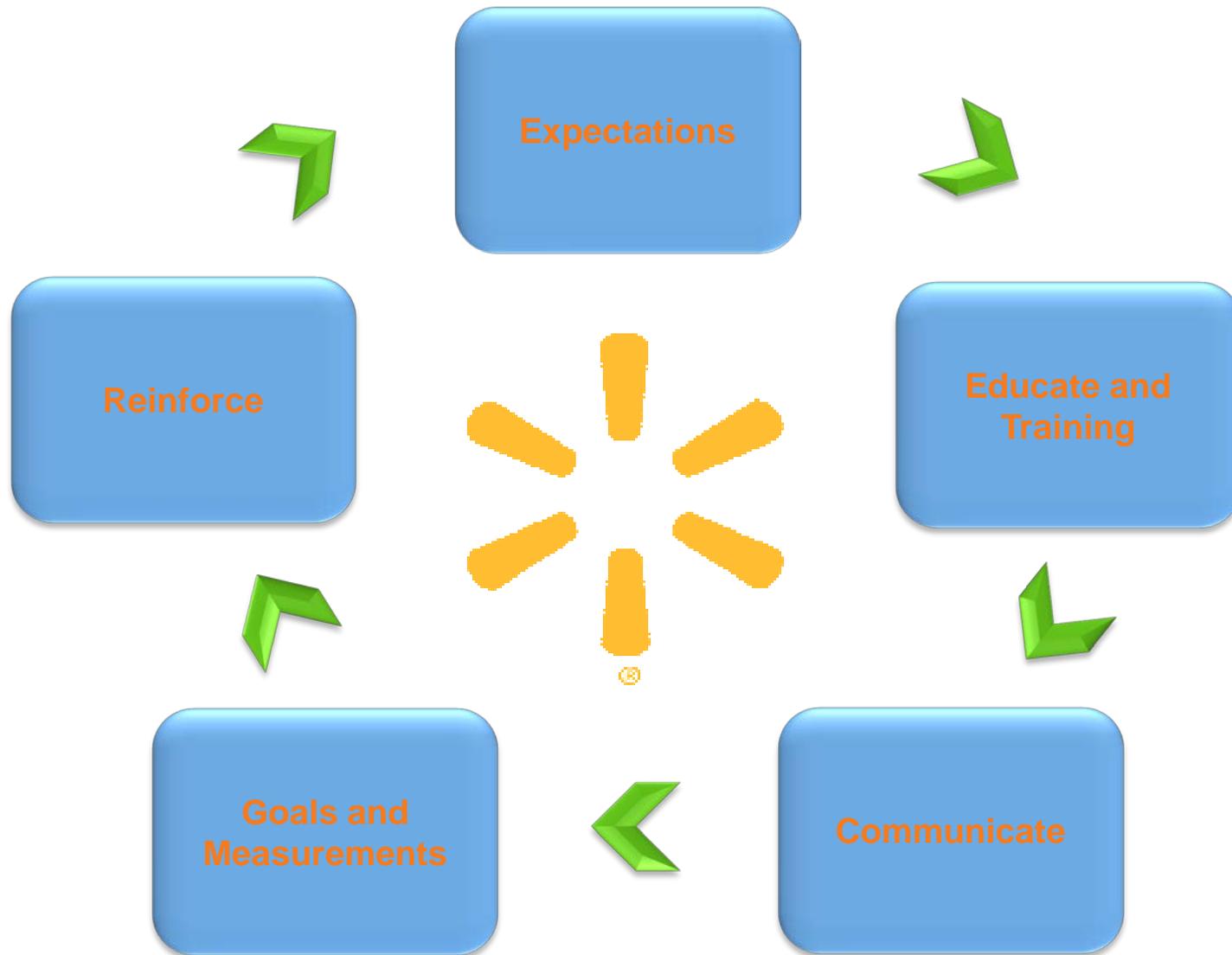


Food Safety Risks from Farm to Table

Food Safety Management System



Continuous Improvement Model



Food Code

U.S. Public Health Service



2009

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

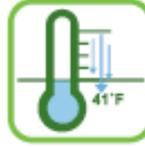
Public Health Service • Food and Drug Administration

College Park, MD 20740



Food Safety High Five

Know the High Five, and follow them while working with food.

1	<p>Be clean, be healthy</p> <ul style="list-style-type: none"> Wash hands when necessary Do not work with food if you are ill Never touch ready-to-eat food with bare hands 	  	<p>Sea Limpio, Sea Saludable</p> <ul style="list-style-type: none"> Lávate las manos cuando sea necesario No trabajes con alimentos si estás enfermo Nunca toques alimentos listos para comer con las manos desprotegidas
2	<p>Keep it cold, keep it hot</p> <ul style="list-style-type: none"> Keep cold foods at 41°F or below Keep hot foods at 140°F or above 	 	<p>Manténgalo Frío, Manténgalo Caliente</p> <ul style="list-style-type: none"> Mantenga los alimentos fríos a 41°F o menos Mantenga los alimentos calientes a 140°F o más
3	<p>Don't cross contaminate</p> <ul style="list-style-type: none"> Do not store raw foods over cooked or ready-to-eat foods Never prepare ready-to-eat foods on the same surface or with the same utensil used to prepare raw animal proteins 		<p>No Ocasione Contaminación Cruzada</p> <ul style="list-style-type: none"> No almacene alimentos crudos encima de alimentos cocidos o listos para comer Nunca prepare alimentos listos para comer en la misma superficie o con los mismos utensilios usados para preparar proteínas animales crudas
4	<p>Wash, rinse & sanitize</p> <ul style="list-style-type: none"> Properly wash, rinse and sanitize all food contact surfaces and equipment 		<p>Lavar, Enjuagar y Desinfectar</p> <ul style="list-style-type: none"> Lave, enjuague y desinfecte apropiadamente todos los utensilios y equipo que haga contacto con los alimentos
5	<p>Cook it & chill it</p> <ul style="list-style-type: none"> Cook food until it reaches a proper internal temperature Rapidly cool food to 41°F or below 	 	<p>Cocínalo y Enfríelo</p> <ul style="list-style-type: none"> Cocine los alimentos hasta que alcancen una temperatura interna apropiada Enfría rápidamente los alimentos a 41°F o menos

- Five basic principles of safe food handling – Created in 2010
- Most important practices or behaviors – IAFP symbols
- Risk base approach – CDC’s most common contributing factors – FDA Retail Risk Factors

Education and Training

Objectives

In this CBL, you will learn about food safety through the Food Safety High Five, five food safety concepts that, when followed properly and consistently, will help us provide safe, high quality food to our customers and members.

You will also learn how to deal with general food safety issues, such as:

- Inspections
- Recalls
- Member complaints and product sampling
- Pest management
- Emergency preparedness
- Product rotation

Food Safety High Five

1. Clean
2. Separate
3. Cook
4. Chill
5. Control

Page 1 of 54 | Food Safety Overview

Walmart Food Safety - Module 1: General Food Safety

Page 1: Module Introduction | Did You Know?

Walmart
Everyday. Low Prices.

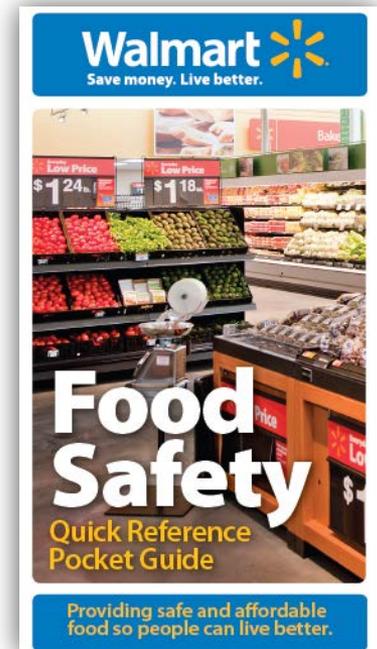
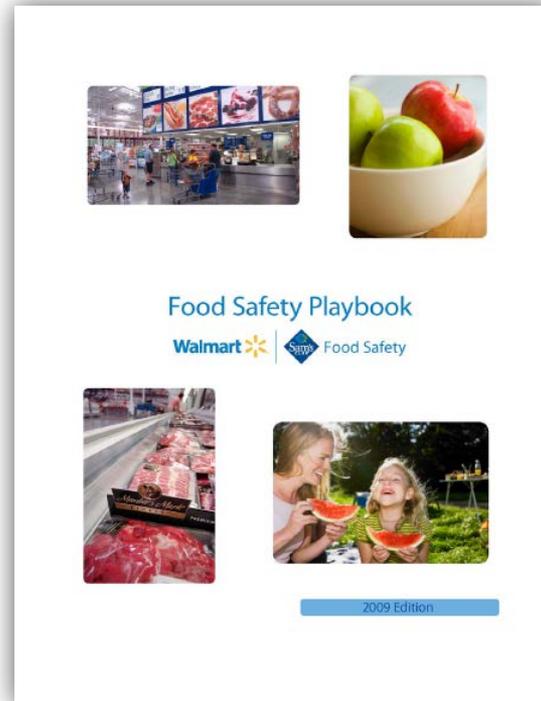
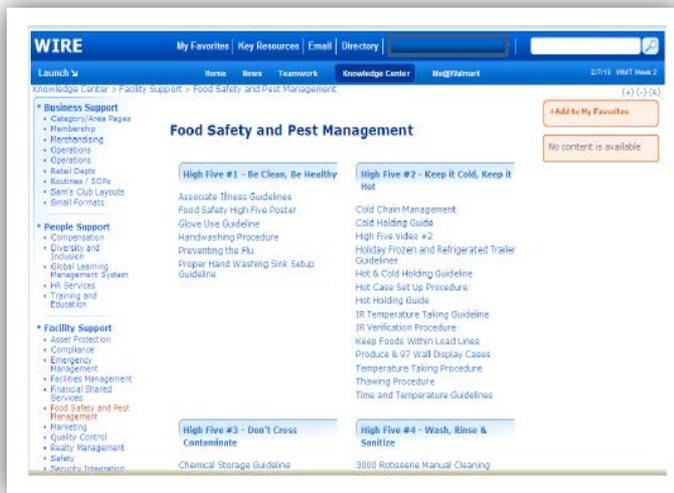
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Page 1 of 29 | 100%

- Leadership Commitment
- Long Distance Learning
- Food Manager Certification



Education and Training...



- Internal Web Site Resource
- Food Safety Playbook
- Food Safety Pocket Guide

Communication

*“If you had to
Mart system
would probab
because it is*



real keys to

- Sam Walton



Communication...

Food Safety High Five



Attention Associates Atención Asociados

Please wash your hands with warm water and soap before returning to work.

Por favor lávese las manos con agua tibia y jabón antes de regresar al trabajo.

© 2009 Wal-Mart Stores, Inc.

Hot Case Operational Quick Check



- ✓ Pre-heat case for one hour prior to filling
- ✓ Ensure all case bulbs and heating elements are functioning
- ✓ Keep doors closed when not in use
- ✓ Report any case maintenance issues to store management immediately

All hot food must be 140°F or above

COM Hot Holding Sign | 8"x4" | ©2011 Wal-Mart Stores, Inc. | 0000000

Slicer Sanitation Aseo de la rebanadora



- Clean slicer every 4 hours or as needed
- Unplug slicer, completely disassemble slicer
- Properly wash, rinse and sanitize all slicer parts
- Limpie la rebanadora cada 4 horas o conforme sea necesario
- Desconecte la rebanadora y desármela completamente
- Lave, enjuague y desinfecte adecuadamente todas las partes de la rebanadora

el modular.

3 Pull the product at 3 hours and verify the temperature is at or above 140°F. If not, mark down and discard. If it is, complete a CVP markdown and discard the label. Place product on wire rack with catch pan and pan on top rack to prevent contamination.

Saque el producto a las 3 horas y verifique que la temperatura sea de 140 °F o más. Si no, marque y deseche. Si tiene esa temperatura, marque CVP y deseche la etiqueta.

Ponga el producto en la rejilla con una bandeja para escurrir y una bandeja en la rejilla superior para evitar la contaminación.

4 Put the chickens in walk-in freezer for 4 hours with PLU label showing date and time.

Ponga los pollos en la cámara de congelación durante 4 horas con una etiqueta PLU que muestre la fecha y la hora.

5 Verify product reaches 41°F within 4 hours and then package / label correctly. If not, mark down and discard.

Verifique que el producto llegue a los 41 °F en 4 horas y luego empaque y etiquete correctamente. Si no, marque y deseche.

Goals & Measurements

Ecolab Activity Summary

Account: _____
Location Name: _____
Address: _____
Manager: _____
Ecolab Representative: _____
Date: _____ TIME OUT: _____

Audit Score: **High Five Score (Green)** **Meets Wal-Mart's standards**
Green Completion (Green) **Improvement needed to meet Wal-Mart's standards**
Sanitation Score (Green) **Does not meet Wal-Mart's standards**

**Attention: Store Manager
Requires Immediate Attention
The Following Exception(s) were found**

Final Report: This report has gone through a quality approval process; it may contain differences from the initial store report. An action plan is required for any exception(s). Follow Steps Outlined Below:

1. Review exception(s) listed below
2. Login to Ecolab website at www.myeocolab.com
3. Enter your userid and password
4. Select the audit date and enter an action plan for each exception using the form provided
5. Save your action plan by clicking the "Save Action Plan" button

Contact Food Safety and Health with any questions
Be Clean, Be Healthy

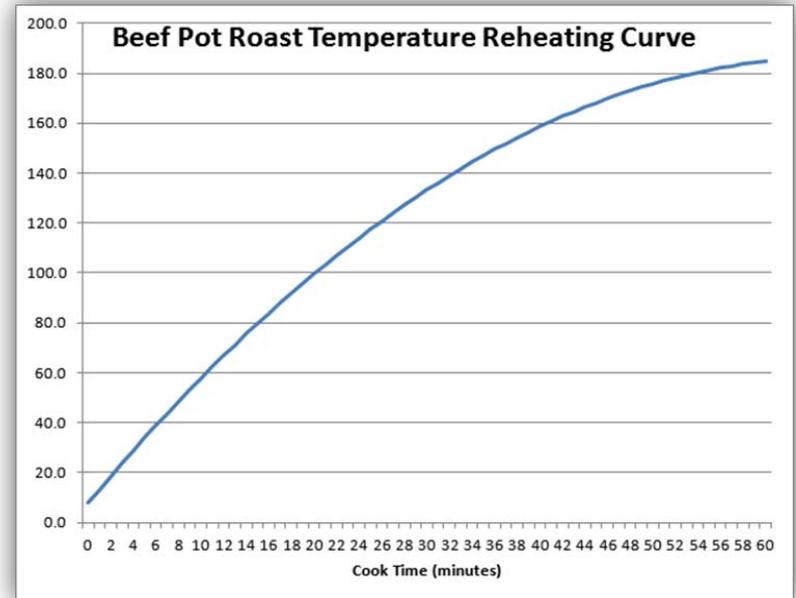
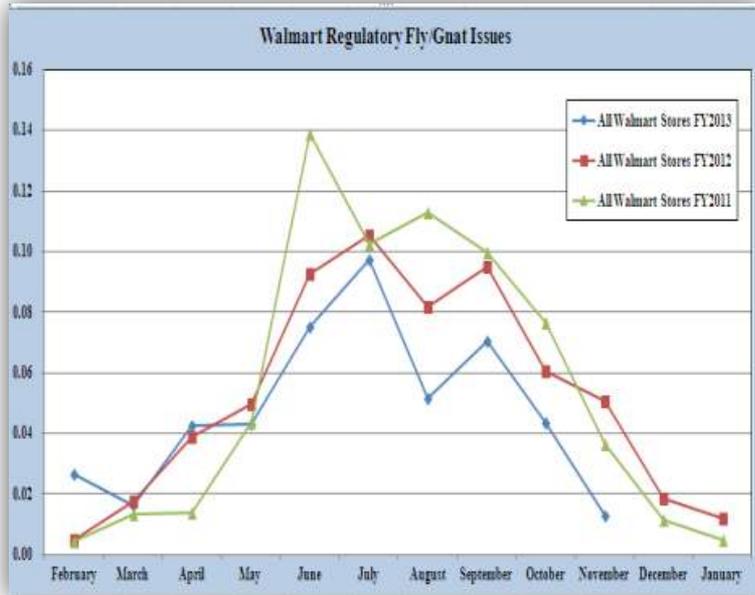
Keep It Cold, Keep It Hot

Don't Cross Contaminate

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- Performance Audit
- 3rd party supplier
- High Five logos
- Color based audit
- Corrective action plan
 - Review and Approval

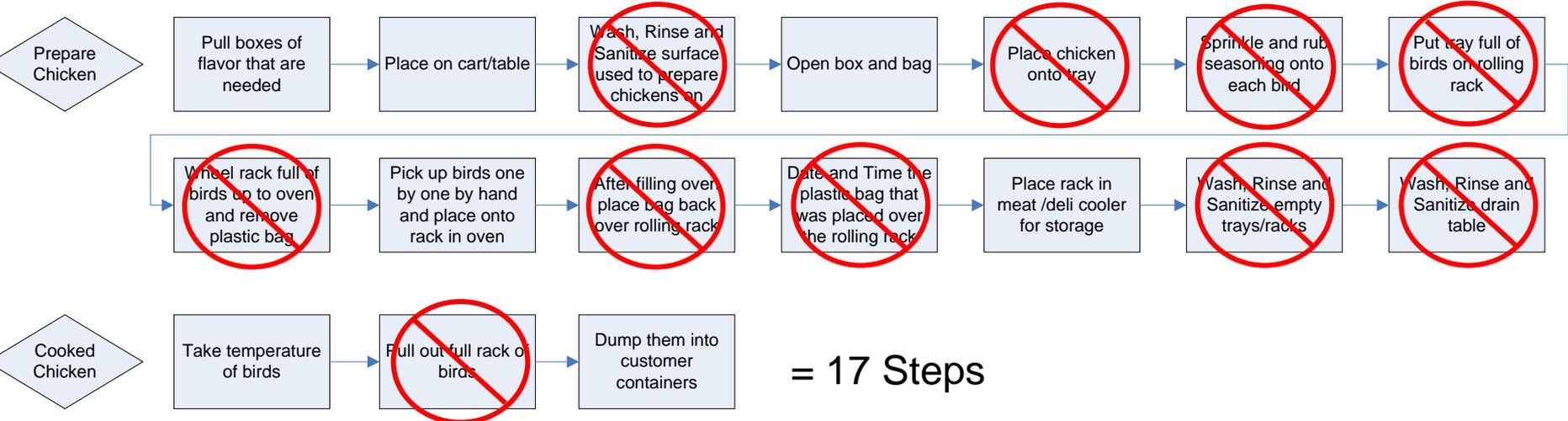
Goals and Measurements...



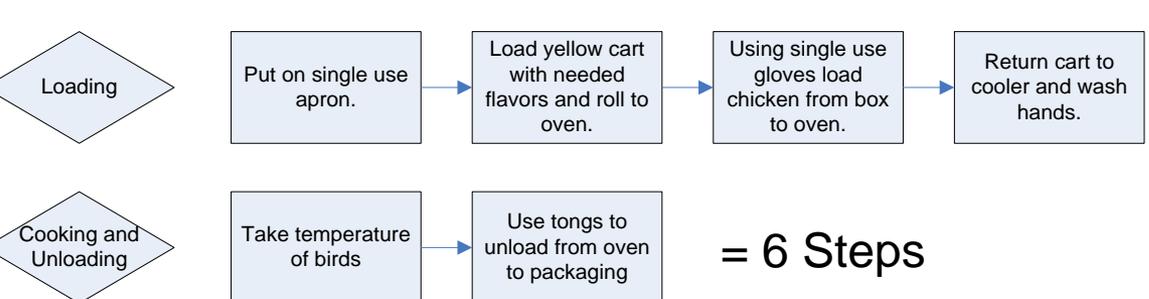
- Data is analyzed
- Hot /Cold Holding: 30,677/ month
- Proper Hand Washing: 7,407 / month
- Wash/Rinse/Sanitize: 5,340 / month
- Validation studies

Rotisserie Chicken Task Analysis

Old Process



New Simplified Process



Reduce Risk

SPARK — Sustainable Paperless Auditing and Recordkeeping System



- Web based automated system
- Preset Food Safety Tasks
- Bluetooth Technology
- TMD & PDA
- Website



How SPARK Works

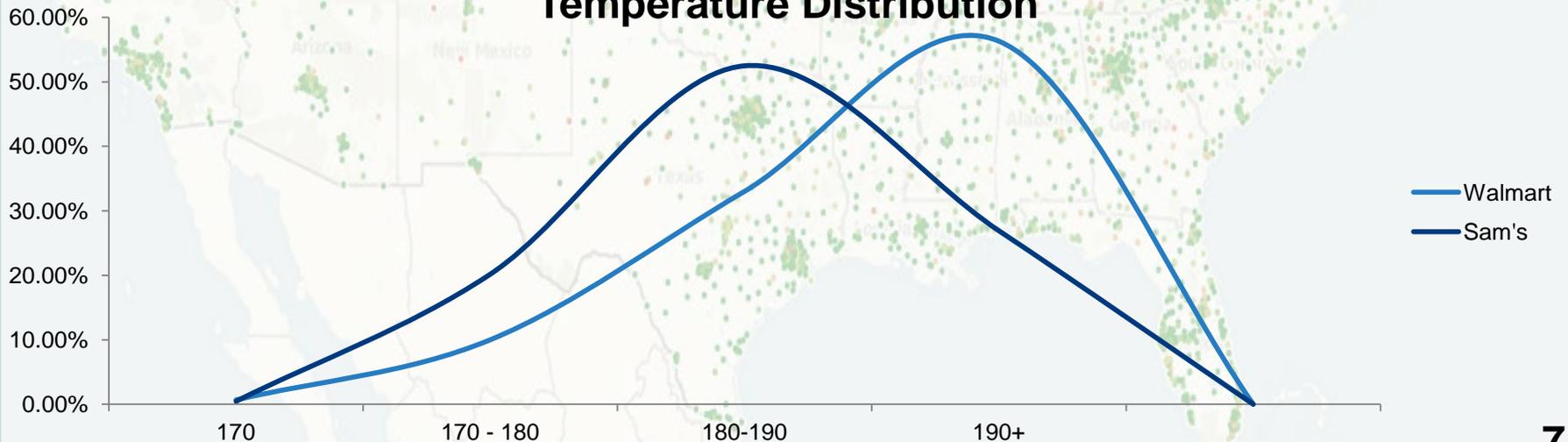


30,000 Foot View with Clarity & Granularity

WALMART			
August	OOC	TOTAL	%OC C
Rotisserie Chicken #1	4,778	468,546	1.02%
Rotisserie Chicken #2	3,576	468,308	0.76%
Rotisserie Chicken #3	3,221	467,482	0.69%
Total:	11,575	1,404,336	0.82%

Temp. Range	
<170	0.82%
170 - 180	10.00%
180 - 190	33.03%
190+	56.45%

Temperature Distribution



30,000 Foot View with Clarity & Granularity

New Store Opening

09/19/13	Time	Temp	userid
Rotisserie Chicken #1	09:57	171.4°F	nmdyens
Rotisserie Chicken #2	13:33	190.6°F	nmdyens
Rotisserie Chicken #3	16:08	196.3°F	arosad4



Paradigm Shift

This year:

8,000 regulatory inspections
40,000 3rd party food safety audits

60,000,000 SPARK food safety checks

n = All

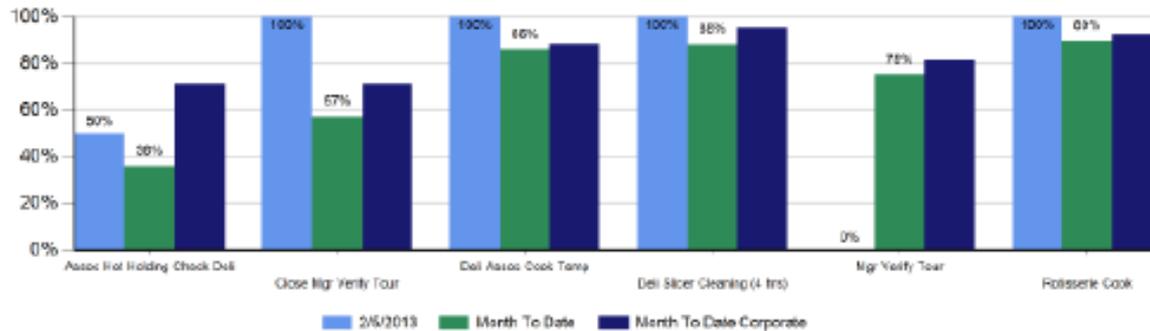
SPARK...

Store Manager Daily Summary

Location:



Checklist Completion Trend



Missed Checklists

Checklist	Schedule	Last Completed
Assoc Hot Holding Check Deli	11am to 2pm Daily	2/6/2013 2:36:44 PM
Mgr Verify Tour	8am to 4pm Daily	2/7/2013 12:29:33 PM

Exceptions

Checklist	Schedule	Question	Time	Corrective Action
Close Mgr Verify Tour	6am to 11:59 pm Daily	Closing Mgr Verification Del Dept	12:51:21 AM	Train Assoc. on 5 step cleaning process.

Food Safety Scorecard

Walmart Food Safety Scorecard

Total Company

Category	December FY 13	January FY 13	Comp	Target	Rating
Food Safety Audit	97.1%	97.7%	0.6%	95.0%	↑
Category	December FY 13	January FY 13	Comp	Target	Rating
SPARK	84.7%	85.7%	1.1%	80.0%	↑
Category	YTD FY 12	YTD FY 13	Comp	Target	Rating
Regulatory Critical	0.53	0.51	-0.02	≤ .55	↑
Category	December FY 13	January FY 13	Comp	Target	Rating
Pest Audit	98.1%	97.5%	-0.6%	95.0%	↓

- Monthly performance evaluation
- Provide visibility
- Summarizes goals and measurements

Reinforcement

“All of us profit from being corrected – if we’re corrected in a positive way. But there’s no better way to keep someone doing things the right way than letting him or her know how much you appreciate their performance.”

- Sam Walton

Annual Award

Zero Violation Certificate

The Food Safety & Quality Assurance Department
Recognizes
Store #1940
For receiving
Zero Violations
For **three** consecutive months
on the Food Safety Audit
Dated August 20, 2008

Neil R. Chelarski
Food Safety Director

Steven D. Helt
Food Safety Manager



On-the-Spot Recognition

Walmart  Food Safety 

TO: _____

FOR: _____

Thank You
For Being a Food Safety Champion!

DATE: _____

Five Strategic Initiatives



Regulatory Tracking

- WM/Regulatory Agency Partnership
- COOL Checks
- Plan Review



Regulatory Tracking



Department of Health Critical Violations SMART Plan of Action

Purpose: To resolve Health Department violations and protect public health

Directions: Using this form as a template, develop an action plan for each issue identified on your inspection report. Upon completion, your action plan should be emailed to your Food Safety Manager, MM, and Market Asset Protection Manager

Name:

Position:

Club #:

Violations/Issues:

Specific What was done to correct the exception at the time of the inspection? Be specific; keep the plan simple and precise.

Measurable What will be done to prevent the exception from re-occurring? To illustrate the desired success a quantitative number or measure should be attached to each Action Plan. Must answer what and when.

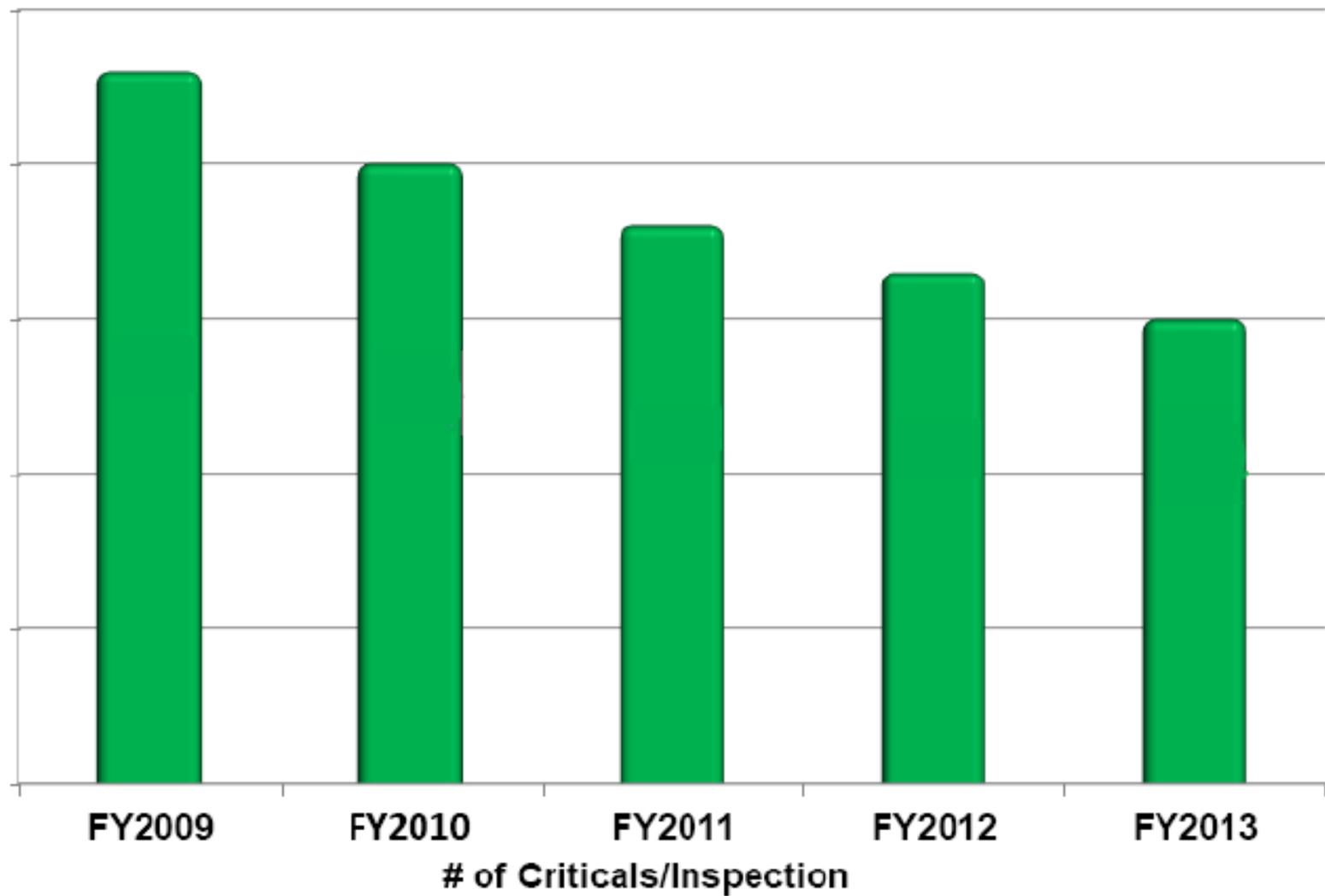
Attainable The plan should be attainable. The plan should answer how.

Responsibility is assigned Who will complete the action? The action must be assigned to a specific associate or associates.

Timeline When will it be done? There must be a specific timeline set for when this action plan will be executed.

- **Regulatory Contacts Documented**
 - Data base system
- **Corrective Action Plans**
 - Root cause
 - Long term
- **Review and Approval**

Walmart Critical Rate Trending



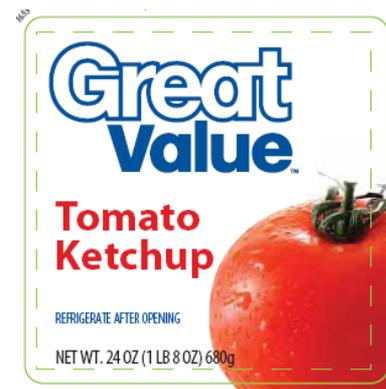
Food Label Compliance Review Program



Wal-Mart and Sam's Club proprietary brand food labels go through a comprehensive label compliance review process.

Private Brands Included:

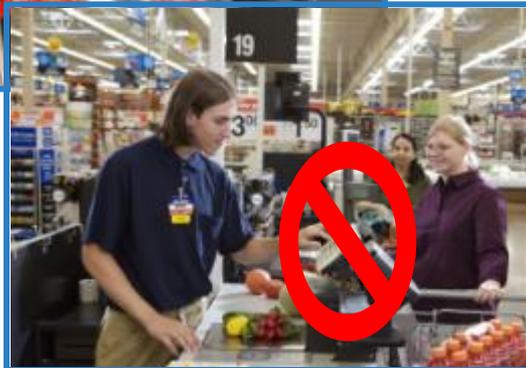
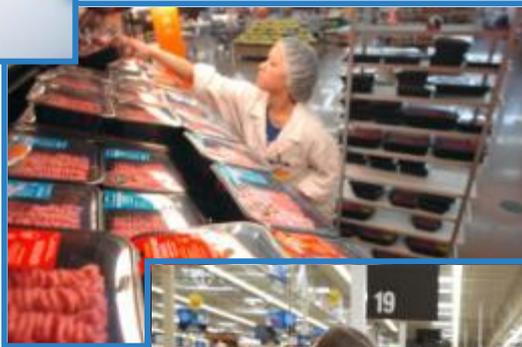
*Great Value,
Artisan Fresh,
Marketside,
In-Store Deli & Bakery PLU labels*



Engaged in this process are Private Brands, Food Safety, Merchandising, Suppliers, Legal and the 3rd party certifying lab.

Food Recall Program

Food Recall



- **Notification of Recall**
 - Supplier
 - Buyer
 - Regulatory
 - Media
- **Targeted recall message**
 - Stores/Clubs
- **Removal**
 - Stores/Clubs
 - Distribution Center
 - Verification
 - Sales Restriction

Five Strategic Initiatives



Managing Emerging Issues

My work

Food Fraud & The Chemistry of the Crime

The Emerging Food Safety Issues Series

HOW THE PUBLIC CAN BE DECEIVED



- MEAT**
 - Soaking sea-organics, even as organic.
 - Adding preservative water to avoid without dehydrating.
 - Soaking meat until fat has low concentration.
 - Adding beef and other meat to 100% pork sausage.
 - Soaking "lean" meat that contains as much fat as standard.
 - Substituting hormones with a cheaper product.
- FISH**
 - Soaking farmed fish in salt.
 - Mislabeling the geographic origin.
- FRUIT AND VEGETABLES**
 - Soaking conventional produce in organic.
 - Using the wrong geographic origin.
 - Soaking cheaper varieties of produce as an expensive variety such as King Edward.
 - Adding food color to conventional lemons, without delecting them.
- EGGS**
 - Soaking battery farm eggs as free range.
- CHEESE**
 - Using cow's milk curd that buffers milk to make mozzarella.
- OLIVE OIL**
 - Soaking E. coli grown with chlorophyll to make it look like olive virgin.
 - Soaking olive oil with cheaper hazelnut oil.
- ORANGE JUICE**
 - Soaking it with caffeine and its juice.
 - Adding beet sugar to American natural orange juice.
- COFFEE**
 - Adding fatting triglyceride after arabica beans with the appearance.
- ALCOHOL**
 - Soaking conventional varieties of big brands, which can include comparably high levels of methanol.
 - Watering down spirits.
 - Soaking up cheap varieties for expensive price and brands in bars.
 - Adding extra sugar during when making to increase alcohol content.
- RICE**
 - Using cheap varieties as high as expensive brown rice.

Dr. John Spink
Assistant Professor & Associate Director for the Anti-Counterfeit and Product Protection Program, Michigan State University

Date: **Friday, October 8, 2010**
Time: **3:00-4:00 p.m.**
Place: **Wayne Gretzky Conference Room**

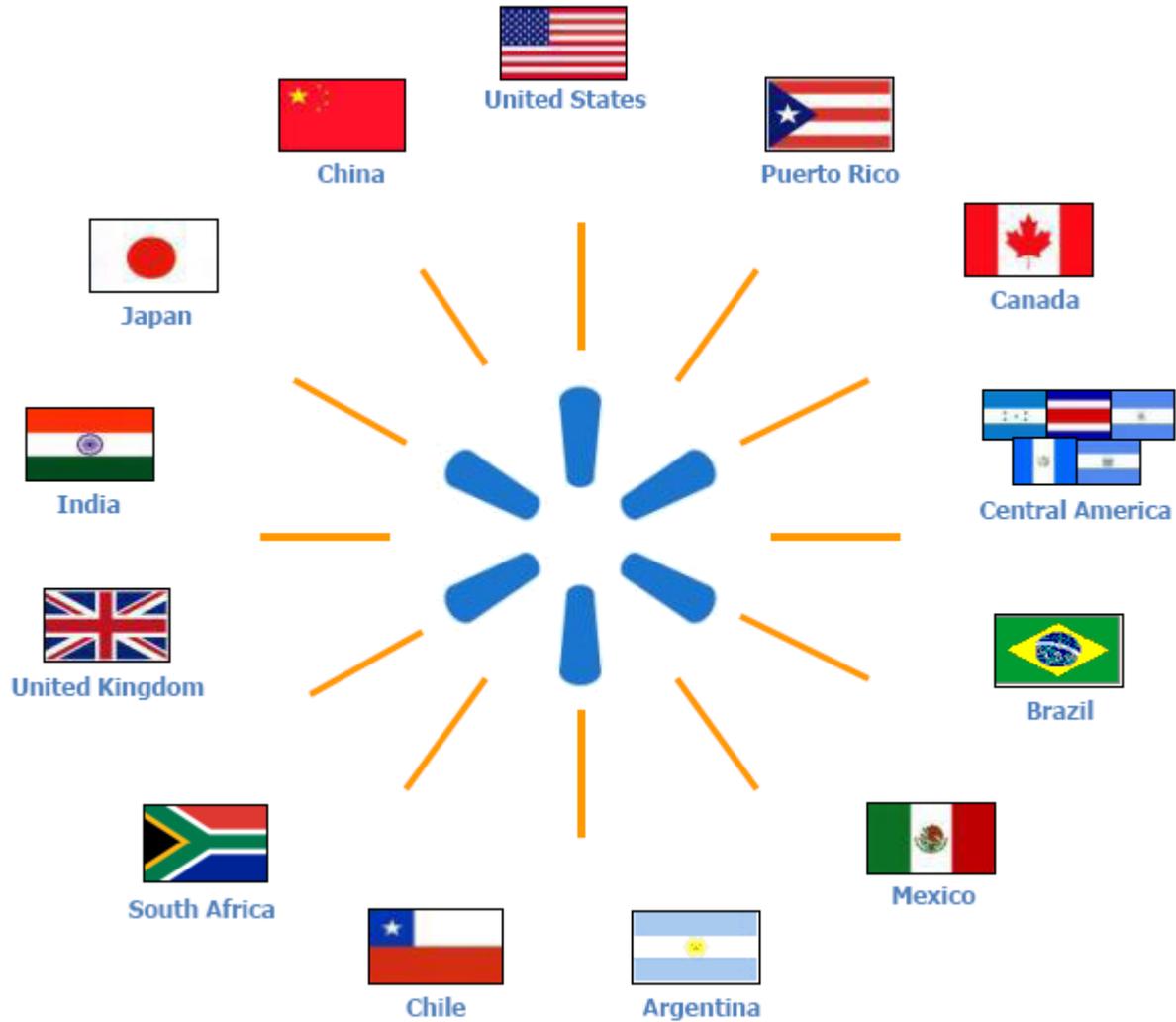
Walmart Food Safety

- Social Media (Evolve 24)
- Food Fraud
- Genetically Modified Foods
- Antibiotic Resistance
- Food Security

Five Strategic Initiatives



Driving Consistency



Driving Consistency...

Wal-Mart Food Safety High Five

My work

Food Safety High Five

Remember the High Five, and follow these steps while working with food.

- 1** **Do clean, Do healthy**
 - Wash hands often
 - Use hand sanitizer
 - Don't wear jewelry
 - Don't have cuts or sores
 - Don't have a cold
 - Don't have a fever
- 2** **Keep it cold, Keep it hot**
 - Keep cold foods at 41°F or below
 - Keep hot foods at 140°F or above
- 3** **Don't cross contaminants**
 - Don't use one knife to cut raw meat and then use it to cut bread
 - Don't use one cutting board to cut raw meat and then use it to cut bread
 - Don't use one cutting board to cut raw meat and then use it to cut produce
- 4** **Wash, rinse & sanitize**
 - Wash, rinse, and sanitize all food contact surfaces and equipment
- 5** **Cook it & hold it**
 - Cook food until it reaches the proper internal temperature
 - Hold hot food at 140°F or above
 - Hold cold food at 41°F or below

United States

食品安全五项行为准则

Food Safety High Five

- 1** **个人卫生与清洁**
 - 勤洗手
 - 勤洗手且常消毒
 - 不要佩戴首饰
 - 不要有伤口或疱疹
 - 不要感冒
 - 不要发烧
- 2** **正确的保持温度**
 - 保持食品在冷区
 - 保持食品在热区
 - 保持食品在冷区 41°F 以下
 - 保持食品在热区 140°F 以上
- 3** **严禁交叉污染**
 - 不要将生肉和熟食、生蔬菜和熟食、生水果和熟食混放
 - 不要将生肉和熟食、生蔬菜和熟食、生水果和熟食混用同一把刀
 - 不要将生肉和熟食、生蔬菜和熟食、生水果和熟食混用同一块砧板
- 4** **一洗二冲三消毒**
 - 清洗食品接触面
 - 冲洗食品接触面
 - 消毒食品接触面
- 5** **正确烹饪与存放**
 - 烹饪食品时达到内部温度
 - 烹饪食品时达到中心温度
 - 烹饪食品时达到 140°F 以上

China

MI trabajo

Cinco claves para el manejo seguro de alimentos

Conoce las cinco claves y cumplas mientras trabajas con alimentos.

- 1** **Mantén limpio, Mantente saludable**
 - Lávate las manos
 - Usa desinfectante
 - Evita joyas
 - No tengas heridas
 - No tengas resaca
 - No tengas gripe
 - No tengas fiebre
- 2** **Manténlos Fríos, Manténlos Calientes**
 - Mantén los alimentos fríos a 41°F o menos
 - Mantén los alimentos calientes a 140°F o más
- 3** **No cruzes contaminación**
 - No uses una cuchara para cortar carne cruda y luego para cortar panes
 - No uses una cuchara para cortar carne cruda y luego para cortar frutas
 - No uses una cuchara para cortar carne cruda y luego para cortar verduras
- 4** **Lava, enjuaga y desinfecta**
 - Lava, enjuaga y desinfecta todas las superficies que entren en contacto con los alimentos
- 5** **Cocínalos y súbelos**
 - Cocina los alimentos hasta que alcancen la temperatura adecuada
 - Mantén los alimentos calientes a 140°F o más
 - Mantén los alimentos fríos a 41°F o menos

Central & South America

Walmart Food Safety Management System



Key Element	AR	BZ	CA	Chile	Cen Am	China	India	Japan	Mex	PR	UK	USA	SA
Supplier Approval Process	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std
DC & Transportation	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq
Store Operations	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std
Influencing Behavior & Developing Culture	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std
Food Safety Measurements	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std
Reinforcement and Performance Management	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq
Product Recall	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std
Customer Complaints	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq
Regulatory Tracking	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std
Pest Management	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq
Emergency Preparedness	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq	Eq
Facility Design & Equipment Review	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std	Std

Std – Standardize
Eq – Equivalency

“Never before in history have we, as a profession, been so well suited to advance food safety through research, innovation, leadership, and change.”

Questions???