

# Food Safety & Security

## A Foodservice Distributor's Perspective

Cary Baird  
U.S. Foodservice, Inc.  
Greenville, SC Corporate Office



## U.S. Foodservice

- Locations & who are our customers?
  - Foodservice: restaurants, hotels
  - Institutional: Schools, Healthcare, Correctional
  - Will Call: Off-the-street business
- Roll of a foodservice distributor
  - Takes products that other companies make and redistribute to customers
- Private Brands and National Brands



## U.S. Foodservice cont.

- We've undergone major consolidation
  - USF - 30 divisions
  - PYA/Monarch - 14 branches
  - Alliant Foodservice - 40 units
  - Several Independent Distributors
- Owned by Royal Ahold
  - Sharing ideas with Retail sector
- Bio-security perspective
  - Intentional vs. Non-intentional



## Food Safety vs. Security

- Food Safety programs in place for many years
  - Product Recall Program
  - Food Storage temperatures
  - Receiving procedures
  - Vendor Guarantees and Indemnity



## Food Safety

- More Food Safety programs
  - Supplier Food Safety Audit Program
    - Yearly GMP/Food Safety Audits
    - New Suppliers
  - HACCP
    - Seafood
    - Perishable products
  - Sanitation Standard Operating Procedures (SSOPs)



## Food Security

- Food Security
  - Increased over past several years
- In the past, primarily used to be related to theft protection and personal safety
- Now same & new procedures used to further protect the general public



## Food Security cont.

- Partnership with suppliers
  - To include Transporters
- Partnership with customers
- Food safety & food security are tightly interwoven for foodservice



## Operational Practices Personnel

- Pre-Employment
  - Background checks
  - Drug, felony, credit checks
- On-Going Training
  - Safety and Security
  - Food Safety, Sanitation, Serv Safe
- Contract Help
  - Go through reputable services
  - Use the same people repeatedly



## Operational Practices Facility Security

- Gates and fences around facilities
- Security Guards
- Security Badges
- Security Passes / Codes for entering facilities
- Cameras
- Door Locks





Facility Security:  
Employee entrance



Facility Security:  
Fence around whole perimeter

Facility Security:  
Guard Gates



Facility Security:  
Parking Lot Entryway



Facility Security:  
Security Badges









Monitoring Security Cameras



Computerized Magnetic Door Locks



## Operational Practices Receiving Products

- Trained personnel
- Check loads for tampering
- Check loads for damage
- Check product temperatures
- Check loads for evidence of pests



## Checking Incoming Loads



## Operational Practices Warehouse Procedures

- SSOPs
- Product storage temperatures
- Refrigerated docks and length of time product can sit on the dock
- Limiting access to the warehouse/dock
- Security inspections
- Cross contamination prevention



## Operational Practices Shipping Procedures

- Drivers are responsible for their loads
- Trailer seals
- Trailers locked





## Operational Practices Shipping Procedures

- Product placement
  - Cross contamination prevention
  - State regulations vary
  - Temperature maintenance
- Strict procedures on product returns





## Operational Practices Visitors

- Visitors to facility have a specific place where they must sign-in
- Visitors are always escorted





## Operational Practices Visitors

- Drivers and Lumpers have restricted access to facilities
  - Wear uniforms or special vests
  - Special Driver's Lounge



## Operational Practices Other

- ASI audits of warehouse
  - Added security questions
- Few customers have requested additional security procedures
- Product Recall Program
- Crisis Management Program
  - Teams: Corporate and Divisional
  - Procedures in place to deal with crisis situations





U.S. Foodservice is committed to providing safe high quality products at a good value to our customers

