

# PTIN Food Safety Incident Management Workshop

Big Sky, Montana, USA  
14-15 May 2011

Asia-Pacific Economic Cooperation (APEC)  
Food Safety Cooperation Forum (FSCF)  
Partnership Training Institute Network (PTIN)



Asia-Pacific  
Economic Cooperation



**FSCF** Food Safety  
Cooperation Forum  
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Institute Network



**FOOD** STANDARDS  
Australia New Zealand  
Te Mana Kounga Kai - Ahitereiria me Aotearoa



# **Achieving Safety in the Global Food Supply Chain**

*Incident Management and Prevention*

*Rapid Outbreak Response*

*A Retail Perspective*

***APEC FOOD SAFETY COOPERATION FORUM***

***Big Sky, MT 4-27-11***





# Guiding Food Safety Premise Prevention--- Is much easier than any of the alternatives !!!



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Photo 10



# Purchase Specifications

- Purchase Specifications—The Key
  - All of your quality specifications must be included.
    - Taste, color, packaging, sizing, import requirements, organic.
  - All of your food safety requirements must be included.
    - Microbial testing requirements including an appropriate test and hold program.
    - Required audit evaluations. Traceback requirements.
    - Costco Vendor Ingredient Responsibility Program.



# Food Safety Audits at Costco

- **Inspect what you expect !!!**
- Food Safety Certifications “Benchmarked”?
  - GFSI “Once certified, accepted everywhere”?? No
    - BRC
    - Primus
    - ISO-22000
    - SQF
    - And many more.
  - Who provides them? Who does the work?



# Food Safety Audits at Costco

- Very good training component for the vendor.
- Costco requirements—The Addendum
- Who reviews them?
- Is there any type of guarantee provided?
- Keep it simple !!

• **Inspect what you expect !!!**



# Item Traceback---Working Together Go Beyond Regulation !!

- Follow the money. Vendor distribution information.
  - Purchase Specifications.
- Costco Vendor Ingredient Validation Program
  - Where do they come from? Purchase Specifications.
- All items are scanned multiple times (Vendors must comply with Costco standards)---both in and out of our system.
- Electronic data storage and mining (real time)
- No paper records !!!!!
- Share records with all regulatory groups as appropriate.
- EPI---Work with the States and FDA/CDC.
  - What did the member really buy & when?

# Recall Response at Costco

- **Always protect the Costco Member. Focus on what matters.**
- **One step back---For each supplier in the chain.**
- **One step forward----Retail---Costco members.**
- **Block & pull the item---Quickly---Before the announcement---Keep it simple.**
- **Member Notification--Who? Why?**
- **Phone calls?? 1,450,000 per hour on the day of the recall or incident. Class 1/Quality**
- **Letters to explain details.**
- **Never Ever Wait !!!**







# **Recall Support in the US**

- **National**
  - **USDA/FSIS - Any meat or poultry items**
  - **FDA - Everything Else!!!**
- **State**
  - **State Environmental Health Departments**
  - **County Health and Food Inspection**
  - **City Health Departments**
- **On any given regulatory recall there can be up to 23 different agencies involved needing the same information.**

# What Information Is Needed?

- **Is anyone Sick? Suspected reason for the recall,**
- **Product Identity**
  - **Item Number, Name, Flavor, Size, UPC**
  - **Codes, Lot Number, Sell By / Use By**
- **Vendor/Manufacturer Contacts**
  - **Recall Coordinator**
  - **Media /Member Contact Numbers**
  - **All item distribution information**
  - **Item disposition plan**





# **Keep it Simple & Quick !!!**

- **Communications to the Costco Buildings**
  - **Short, concise, item removal and disposition instructions to the building manager**
  - **Simple recall explanation with vendor contact numbers for the membership desk.**
- **Call Center**
  - **Recall explanation/member instructions with vendor contact numbers.**



# **Keep Excellent Records**

- **How much did we buy?**
- **Where did it go?**
- **How much did we sell?**
- **How much was pulled from sale?**
- **How much was returned from members?**
- **How much has been destroyed? How & Where?**
- **Has the building manager confirmed and signed off on each document?**
- **Each of the 23 agencies that we talked about earlier will do a recall effectiveness evaluation.**



# **Traceback and Recall Improvements**

- **A single traceback & recall information system.**
  - **Federal, state, local**
- **Quicker information flow. 2D item labeling**
- **Timely regulatory communications.**
- **Do it once. Don't wait until Friday evening.**
- **100% disclosure on all issues.**
- **Accurate media representation**



- **The Costco Member Drives Everything We Do.**



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