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**At Nestlé, our Quality policy encourages participation and promotion of quality responsibilities amongst all our employees and third parties through standards, education, training and coaching, supervision and effective communication.**



## The Why

Nestlé operates across supply chains whose complexity increases with the global sourcing of materials and the variety of distribution channels. In pursuing our company purpose of enhancing quality of life and contributing to a healthier future, we face a growing number of challenges in our supply chains, including emerging food safety risks.

Our consumers and customers demand greater transparency and reassurance as to the food products they choose to purchase, their ingredients, and origin. In order to protect the trust that consumers and customers place in our brands, we must strive to build absolute trust in our ingredient supply chains.

Ours is a complex, multi-layered upstream supply chain with tens of thousands of direct suppliers, and even greater numbers of indirect suppliers. With transparency remaining a great challenge for the whole industry, food safety risks may emerge virtually at any point of the food value chain.

In 2014, our supply chain of frozen berries was associated with cases of Hepatitis A. After conducting a thorough investigation, we launched a company-wide project to ensure that such incidents would not recur.

## The How

The project was the result of a multi-disciplinary collaboration between our Research Center, and our Business, Corporate Quality Management, and Corporate Agriculture Units. The objective was to develop and communicate the DOs and DON'Ts of hygiene and sanitation in the growing, harvesting, storage and transportation of berries.

At Nestlé, we believe that developing and sustaining food safety capacity across the entire value chain requires the engagement of all fields of competence, and all supply partners. To achieve our project

objective, we engaged actively with our Tier 1 & Tier 2 suppliers while leveraging support from trade associations such as PROFEL (European Association of Fruit & Vegetable Processors).

As a result, we completed a series of three projects in Morocco, Chile, and Serbia. Each of the projects provided a unique platform for the exchange of competence and the food safety assessment of different berry production systems. Through constant dialogue and especially, through field work directly with farmers (e.g. in Morocco) we identified the key risk factors and together, have developed best practices to manage food safety in agricultural production.

We developed a modular training booklet entitled 'Minimizing the risk of microbial contamination in primary production of berries' supplemented with visual tools (posters). In the spirit of the GFSI Global Markets

Programme, we crafted material that would be simple, informative and meaningful for farmers, including for the smaller and less developed structures.

In addition to specific guidance developed by the Nestlé Research Centre, the best practices are based on GFSI-recognised food safety certification programmes (e.g. GlobalGAP) making the training material a valuable tool to progress towards certification.

To allow the broadest possible reach and adoption, training booklet and posters were translated in five languages, including Spanish and Arabic.

Also, fulfilling our commitment to Creating Shared Value, we have disseminated all training material through external partners including PROFEL, the UK Food Standards Agency and local Authorities.

## The Benefits

This project provided a unique platform for the exchange of competence and continuous improvement of food safety in agricultural production, delivering

benefits for all stakeholders in the food value chain. More information: [www.nestle.com/aboutus/suppliers](http://www.nestle.com/aboutus/suppliers)

### Figures

**47** laboratory sites with ISO 17025 accreditation for food safety verification

**24** dedicated analytical facilities with ISO 17025 accreditation for food safety verification

**50** million analyses performed yearly on ingredients supplied to Nestlé factories

**3,000** audits performed yearly at Nestlé's direct suppliers' sites

**10,000** sites supplying ingredients and packaging materials to Nestlé factories

**78%** of our Tier 1 ingredient suppliers are certified against a GFSI-benchmarked certification programme. Our ambition is to reach 100% coverage for our direct suppliers, but also to ensure that suppliers in all tiers are on the GFSI food safety journey.

**363,000** farmers trained through Nestlé's capacity building programmes. Nestlé sources raw materials from almost a million farmers across the world. These farmers are critical to a long-term supply, and therefore to our success. By understanding and managing where and how our ingredients are produced, and the issues farmers and their communities face, we can help develop thriving communities and support better livelihoods for those with whom we live and work.

