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**Food safety
is our number
one priority...
it is something
that requires
all of us to
stay focused
24/7/365.**



The Why

McDonald's is the world's leading global food-service company with over 38,000 restaurants in 120 countries. More than 80% of McDonald's restaurants worldwide are owned and operated by local business men and women. At McDonald's, we are proud of creating memorable experiences by reaching customers, wherever they are, and innovating new tastes and choices, while staying true to traditional customer favorites. Food safety is our number 1 priority. McDonald's recognises that food safety should not be a competitive advantage within the food industry. We are committed to harmonising food safety standards and sharing best practices globally. Additionally, Cindy Jiang, our Senior Director of Global Food Safety (Food and Packaging) has been an active member of the GFSI Board since 2008. McDonald's understands the potential benefits for the food industry to harmonise food safety audit standards and practices at food manufacturing sites globally. We are proactively working with the GFSI community to develop efficient processes and tools to make "once certified, recognised everywhere" a reality for food manufacturer plant audits. With fewer redundant food manufacturer plant audits, plant personnel can focus more on managing food production facilities and improving the food safety practices, such as cleaning, sanitation, maintenance, HACCP implementation, prevention of food fraud, etc. The GFSI Benchmarking Requirements has served as a guide for all the recognised food safety audit standards. It has played a significant role to reduce the number of food safety audit standards and redundant food safety audits globally. As a result, McDonald's requires suppliers to be certified to any of the GFSI-benchmarked food safety certification programmes.

The How

McDonald's commitment to product safety and quality at our restaurants starts with an expectation of supplier excellence. A strong supplier commitment to food safety and quality is important to ensure that McDonald's restaurants can consistently deliver safe, high-quality



ity, great tasting products to our customers every day. Our Supplier Quality Management System (SQMS) is an expectation document which outlines the McDonald's requirements with respect to suppliers' food safety and quality management systems. Subsequently, supplier compliance to SQMS requirements are verified through audits by recognised 3rd party audit firms. McDonald's approach to supplier expectation management is to identify gaps between SQMS and the GFSI benchmark certification programmes, such as BRC, IFS, SQF, FSSC 22000 and GlobalGAP etc. Collaboration between the GFSI benchmarked Certification Programme Owners (CPOs), suppliers and certification bodies (CBs) allows us to map these gaps and subsequently identify the

additional McDonald's specific requirements. An output of this exercise is an auditable addendum checklist. Suppliers simply have to add on the addendum to their GFSI audit to be fully compliant with McDonald's expectations. Engaging auditing firms and other stakeholders in the process means that mapping tools and audit reports are practical in nature. Finally, an update to the auditing standards by CPOs, may trigger a review and revision to our addendum. The success of keeping these documents current is the on-going relationships we have with suppliers, CPOs and auditing firms. Collaboration is key for all stakeholders to continue the journey with us to ensure that high quality of food safety audits remain meaningful.

The Benefits

Having consolidated a number of food safety auditing standards and programmes for the food industry globally helps the food industry to reduce redundant audits and allocate more resources on improving food safety practices. Many people were questioning how GFSI would make it work in terms of reducing the number of food safety standards in early 2000, and now people can see the results. With collective efforts from the food manufacturers, food service companies, and food retailers, we have made huge progress on reducing the number of food safety audit standards and elevating food safety practices along the supply

chain. At McDonald's, we have seen overall improvement on food safety practices at food manufacturer level globally while reducing the number of redundant audits by multiple parties/customers. However, there are issues with auditor performances from time to time — on occasion, we've had experiences where a food plant received high audit scores that our internal staff would not agree with. This is an opportunity to train and calibrate with auditors and also have food production facility to maintaining strong food safety culture and deliver high performance every day.

Figures

Collaboration is key to the success of using GFSI-benchmarked food safety audits. All stakeholders must be engaged and committed. This is a journey, and it takes time to achieve better results. When people experience issues

with auditor consistency, we should follow the established processes to inform CB/auditing firms so that they can address the issue. Let's continue to work to make the GFSI food safety certification programme better together!

Collaborate with suppliers, auditing firms to strengthen the quality of food safety verification

