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)
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 !!!
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 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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