



# SYSCO

## Safety Steps



### A Message From Quality Assurance

It seems as if we're hearing about food safety issues all too frequently these days. It's a trend that can be unnerving for foodservice operators like you who rely on high-quality products to do business.

At SYSCO, controlling and ensuring quality is not simply part of our job. Our Quality Assurance program is central to what we offer to every customer. Our global team of 180 Quality Assurance professionals is the largest in the foodservice distribution business.

Before SYSCO will approve any supplier anywhere in the world to pack SYSCO Brand, we subject them to a rigorous series of reviews and audits. We inspect all of their facilities from top to bottom, looking at every aspect of the operation and identifying points that must be improved or enhanced. The process helps assure every aspect of the supplier's operation meets or exceeds our high standards for product quality and food safety. This thorough capability analysis is designed to ensure that we are doing everything possible to provide SYSCO Brand products that are food safe and the highest quality available in the industry.

Quality Assurance doesn't stop with qualifying potential suppliers. The team routinely visits production facilities around the world to monitor ongoing quality and food safety practices, ensuring that they provide only the freshest and most wholesome product. We also continually enforce SYSCO product standards and specifications, such as accurate portion control, net weights and piece counts, to assure value and customer satisfaction.

SYSCO's commitment to quality extends to our state-of-the-art distribution facilities and transportation services. Every SYSCO operating company maintains exacting conditions and employs rigorous procedures for receipt, storage and delivery of product. These conditions and procedures help assure the maintenance of the quality and safety of the products through our distribution chain to you, our valued customer.

And even when the product reaches your hands, our Quality Assurance efforts remain a top priority. For example, a Code Date on every SYSCO Brand product allows us to tell you about any problem quickly and efficiently. The SYSCO Quality Assurance Department's Regulatory and Technical Services Group works closely with our suppliers and our operating companies in the event of the need for product withdrawal from the marketplace. Our communication to you will include the code dating information essential to effective withdrawal. You can also use the Code Date if you need to bring an issue to our attention.

This partnership—between SYSCO and you, the customer—is a crucial one. We look to you for the insight and feedback we need to continuously improve our products and our process. At the end of the day, we hope that our hard work, and yours, translates to lasting safety and lasting benefit for your business.

Mark Mignogna  
Assistant Vice President, Quality Assurance  
SYSCO Corporation