



Supplier Food Safety and Quality Expectations Manual

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I. Introduction

Supplier collaboration and partnership is critical to the success of the Gordon Food Service food safety and quality systems that ensures safe, wholesome foods are shipped to our customers. This document contains a summary of the expectations that Gordon Food Service has of our suppliers to ensure our food safety and quality standards are being met.

GFS North American Food Safety & Quality Assurance Team Mission

Our mission is to assure that the quality and safety of the products distributed by Gordon Food Service meet or exceed our customers' expectations. We achieve this through a team approach, enforcing GFS' quality standards and implementing continuous improvements for food safety and consistency.

II. General Requirements

All suppliers are required to meet all applicable federal, state, provincial, local and foreign laws, regulations, standards and orders. These requirements include, but are not limited to the FDA - Food Safety Modernization Act, FDA - Seafood HACCP Regulations, US Department of Agriculture (USDA) Regulations, and the CFIA - Safe Food for Canadians Regulations.

III. Recalls, Withdrawals and Holds

Gordon Food Service defines a recall as a situation where a product could cause illness, injury, or does not comply with relevant regulation. It is imperative that we are notified immediately when a recall has been identified so that we can stop shipments to customers and notify those customers who may be impacted by the recall. It is critical that the recall information that is provided includes the Gordon Food Service purchase order numbers for any affected product.

Withdrawals and holds are classified as events where there is not a product safety or regulatory issue with the product but there is an issue with the quality of the product, or it does not meet the appropriate specifications.

- For **Gordon Food Service U.S.**, [SOP0202 "Vendor Recall and Withdrawal Policy and Procedure"](#) should be followed for any recall, withdrawal or hold event. Click [here](#) for an Excel template of the recall/withdrawal/hold form.
- For **Gordon Food Service Canada**, [CSOP0202 "Vendor Recall and Withdrawal Policy and Procedure"](#) should be followed for any recall, withdrawal, or hold event. The French

language version is [CSOP0202 “Politique et procédures de rappel et de retrait de produits pour les fournisseurs”](#). Click [here](#) for an Excel template of the recall/withdrawal/hold form.

IV. Complaint Management Process

The product complaint process at Gordon Food Service allows us to track quality concerns and address issues with timely response and follow up. Supplier participation, collaboration and communication with both customers and GFS employees is critical for the appropriate resolution of customer product complaints.

- The complaint process is handled centrally by the Home Office Food Safety & Quality Assurance team under [SOP0250 Product Complaint Handling](#) - click [here](#) to review the process and expectations for vendors

V. Gordon Food Service Third Party Audit Policy

All Gordon Food Service distribution centers undergo an annual food safety third-party audit and we have the same expectation for our suppliers of both Gordon Food Service private-branded and national branded items. These expectations are outlined in our [Gordon Food Service Purchase Order Terms & Conditions](#).

The following table can be used as a resource for companies that want to do business with GFS, but that do not have a third-party audit yet.

AUDIT TYPE ¹	SOURCES	CONTENT
GMP	AIB INTERNATIONAL https://www.aibinternational.com	Food Safety & Quality or Food & Non-Food Packaging
GMP	NSF International https://www.nsf.org	Food Safety & Quality or Food & Non-Food Packaging
GMP	SILLIKER – Merieux NutriSciences https://www.merieuxnutrisciences.com	Food Safety & Quality or Food & Non-Food Packaging
GFSI	GLOBAL FOOD SAFETY INITIATIVE https://mygfsi.com	BRC, SQF, PrimusGFS, Canada GAP and other GFSI formats

¹There are different standards per audit type. Companies should work directly with the selected audit firm to identify which audit standard is most relevant to their operations.

Exception to this requirement is for food packaging vendors who are allowed to have an ISO audit and Pest Management survey on file, in lieu of the GMP or GFSI audit.

VI. Foreign Supplier Expectations

**This section is for all suppliers that sell and supply products to GFS US or GFS Canada from a foreign country.*

All foreign suppliers are responsible for providing products that are in compliance with all applicable federal, state, provincial, local and foreign laws, regulations, standards and orders. In other words, if you are a foreign supplier that sells products to GFS US (or GFS Canada), you must comply with all US (or Canada) laws and regulations in addition to the laws and regulations of the country of origin.

Also, as a foreign supplier you will be required to provide evidence that you meet these expectations. Documentation such as HACCP flow charts, hazard analysis and food safety third party audits might be requested during the approval process and at any time.

VII. Supplier Corrective Action and Probation Guidelines

Gordon Food Service expects suppliers to address non-conforming situations by investigating the issue and documenting actions and timeframes for implementing corrective and preventative actions. If a supplier is unable to resolve non-conforming issues, Gordon Food Service may put the supplier on formal probation and or deactivate the supplier completely. Gordon Food Service North American [POL0305 "Supplier Corrective Action and Probation Guidelines"](#) outlines this process and can be found in French: [NAPOL0305.05 Directives relatives aux mesures correctives et à la probation des fournisseurs.](#)

VIII. General Receiving Guidelines

It is our expectation that all product is delivered to Gordon Food Service in compliance with the following general guidelines.

- Product must be transported at the appropriate temperature range and with temperature recording devices, when appropriate (e.g., Seafood HACCP items)
- Produce is in compliance with the USDA/CFIA Good Arrival Guidelines and grade standards
- The trailer condition must be clean, sound (no holes or structural damage), without offensive odor, pest infestation or exposed glass
- Product and its packaging must be in good condition, without any signs of leaking, damage or cross-contamination
- Product and its packaging must be able to withstand the rigors of foodservice distribution
- Only items that are ordered and represented on a Gordon Food Service purchase order will be accepted into inventory

A complete list of requirements are documented in the Standard Operating Procedures for GFS US ([SOP0500 “GFS Receiving Requirements”](#)) and GFS Canada ([CSOP0500 “GFS Receiving Requirements”](#)) respectively.

IX. Internal Supplier Validation Requirements

All suppliers are required to maintain an internal supplier validation process for all their direct suppliers and/or any direct supplier facility that manufactures, processes, packs, or holds product destined for GFS. GFS is committed to sourcing wholesome product from our direct suppliers, and it is our expectation that our suppliers maintain a suitable direct supplier validation program in turn.

X. Private Brand Specific Supplier Expectations

In addition to all the requirements stated in this document, Gordon Food Service Private Brand Suppliers must comply with the following expectations:

Private Brand Suppliers Third Party Audit Requirements

Suppliers who manufacture Gordon Food Service private-branded products are expected to follow the expectations laid out in the [North American SOP0302 “Supplier Third Party Audit Policy”](#) and provide our Quality Assurance team with a copy of the audit report and appropriate corrective actions.

Changes to Private Brand Products

Gordon Food Service private-branded suppliers must ensure that Gordon Food Service Quality Assurance is notified before any formula or production site changes occur. Please contact the QA Product Specialist for your category for specific direction.

Disposition of Gordon Food Service Branded Products

To protect the Gordon Food Service brands, it is critical that any non-conforming product that is to be resold, salvaged, donated or disposed must be appropriately defaced or stripped of any packaging that may display the Gordon Food Service private brand. Specific instructions and expectations are outlined in the Gordon Food Service North American [POL0110 “Disposition of Gordon Food Service Private Brand Product”](#) document. Please engage your Gordon Food Service Quality Assurance Product Specialist if you have a situation where the brand cannot be removed from the packaging for further instruction

XI. Additional Expectations Based on Food Category

Produce

In the past few years, the FDA, CFIA and state and local officials have investigated several multi state outbreaks involving produce. In response to these events, Gordon Food Service has in place special food safety requirements for all produce in its raw state OR in its raw, but simple processed state such as cut, diced, or sliced. All these requirements are outlined in [NASOP0304 “Gordon Food Service Regional Produce Supplier Expectations”](#).

Meat

As stated previously, all suppliers are required to meet all applicable federal, state, provincial, local and foreign laws, regulations, standards and orders. Regarding meat, these requirements include, but are not limited to the US Department of Agriculture (USDA) Regulations and the CFIA - Safe Food for Canadians Regulations.

In this section, Gordon Food Service US wants to highlight that all suppliers must comply with:

- **Country of Origin Labeling Requirements**

Gordon Food Service US is considered a “Retail Establishment” under 7 CFR 46 - Perishable Agricultural Commodities Act of 1930 due to the existence of Gordon Food Service Stores and as such, is required to be in compliance with all regulations applicable.

 - All muscle cuts of lamb, chicken and goat, and all ground lamb, chicken and goat (7 CFR 65.135) as defined in 7 CFR 65.100-265 are required to be labeled with Country of Origin.
 - In accordance with 7 CFR 65.300(d)-(g), country of origin designation for muscle cut covered commodities shall include all of the production steps (i.e., “Born, Raised, and Slaughtered in the United States”, “Born and Raised in Country X, Slaughtered in the United States”, “Born in Country X, Raised and Slaughtered in the United States” or “Born and Raised in Country X, Raised in Country Y, Raised and Slaughtered in the United States”).
- **USDA Establishment Registration**

All US meat facilities are required to be USDA registered establishments and pack under USDA inspection. If Gordon Food Service's immediate supplier is not the manufacturer, the immediate supplier must ensure that the product is coming from a facility that complies with this requirement.

XII. Questions

*For questions regarding the Gordon Food Service food safety and quality systems or to obtain copies of documents referenced on this page, please contact us at **quality_assurance@gfs.com***