



# Tackling the Top Non-Conformities from Food Safety Standards



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# What we will cover

- The importance of food safety for IDDBA members
- The most common non conformances in food safety
- Common recalls

# IDDBA industry risks



- Each year, an estimated 600 million people fall ill
- 420,000 people die from unsafe food, resulting in the loss of 33 million healthy life years (DALYs).
- Children under 5 years of age are at particularly high risk, with 125,000 children dying from foodborne diseases every year.

<https://www.who.int/data/gho/data/themes/who-estimates-of-the-global-burden-of-foodborne-diseases>



- Each year in the United States an estimated 9 million people get sick
- 56,000 are hospitalized
- 1,300 die of a foodborne disease caused by known pathogens.

<https://www.cdc.gov/ifsac/php/data-research/annual-report-2022.html>



# Top Non-Conformances

| SQF top non-conformances        |                      |
|---------------------------------|----------------------|
| Pest Prevention                 | Criticals and Majors |
| Food Safety Plan                | Criticals and Majors |
| Cleaning & Sanitation           | Majors and Minors    |
| FSSC top non-conformances       |                      |
| Physical Contamination          | Minor                |
| Food Safety and quality culture | Minor                |
| Internal Audits                 | Major                |



# Non-conformance definitions

- A **minor non-conformance** is evidence of a random or infrequent failure to maintain compliance with a requirement but does not indicate a breakdown in the food safety management system or that food safety is compromised. It is evidence of an incomplete or inappropriate implementation of SQF requirements, which, if not corrected, could lead to system element breakdown.
- A **major non-conformance** is a failure of a system element, a systemic breakdown in the food safety management system, a serious deviation from the requirements, and/or absence of evidence demonstrating compliance to an applicable system element or Good Manufacturing Practices. It is evidence of a food safety risk to products included in the scope of certification.
- A **critical non-conformance** is a breakdown of control(s) at a critical control point, a prerequisite program, or other process steps and judged likely to cause a significant public health risk and/or product contamination. A critical non-conformance is also raised if the certification body deems that there is systemic falsification of records relating to food safety controls and the SQF System. If the SQF food safety auditor considers that a critical non-conformance exists.



# Recalls

- **Market withdrawal:** a product has a minor violation that would not be subject to FDA legal action. The firm removes the product from the market or corrects the violation.
- **Class III recall:** product is not likely to cause adverse health consequences.
- **Class II recall:** product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote.
- **Class I recall:** product will cause serious adverse health consequences or death.



# Top Recalls

- Foodborne Illness
  - Listeria
  - Salmonella
  - E.coli
- Label declaration (Undeclared allergens/ingredients)
  - Milk
  - Wheat
  - Egg
  - Sulfites
  - Soy
  - Almonds, Peanuts, Treenuts

# Food Safety

What common factor features in every food safety non conformance, risk, incident, or recall..?

Looking at the top 10 non-conformities raised for the BRCGS Food Safety Standard across 22,000 audits



# Food Safety

The answer is people...

Someone somewhere got something wrong that has resulted in a food safety risk...

Why is this happening..?



# Food safety culture gaps

- Poor communication (or miscommunication)
- Lack of knowledge and competency
- Lack of empowerment (or a fear-based culture)
- Ineffective or outdated training
- Poor motivation of people (lack of reward)



# Bridging culture gaps

- Understanding the maturity level of your organization's food safety culture
- Preparing key functions towards your desired food safety culture
- Sustaining continuous improvements





# Building trust through food safety

- Invest in your food safety program
- Be transparent about your organization's commitment to food safety
  - Share information about audits, inspections, and quality control measures undertaken regularly.
  - Share behind-the-scenes content, such as videos or photos
  - Share positive messaging via social media platforms about food safety
  - Share testimonials from satisfied customers
- Share your food safety culture story..!!!



# Resources – PAS 320 guide





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