



NSF INTERNATIONAL

THE MOST TRUSTED NAME IN FOOD SAFETY™





Increasingly complex supply chains, new food laws and the proliferation of food and ingredient sources present significant challenges to the food industry today. Successful food businesses know that their brand reputation, and ultimately their profitability, rests on their ability to ensure that their customers are confident of the safety, legality and quality of their products.

NSF International helps companies in the global food supply chain to navigate this complex business and regulatory environment with a comprehensive range of services – helping safeguard your products, supply, people and premises through our risk management solutions, supported by extensive laboratory and testing facilities and powerful data management systems.





GLOBAL REACH AND RESOURCES

The NSF Global Food Division operates in over 150 countries, with an office network, laboratories and auditors in the field in all the major and developing food supply regions of the world. In the rapidly developing Asian and Latin American markets, we serve both international brands developing their presence in the region and local suppliers and exporters.

Our farm to fork consulting, training, technical, auditing, certification and testing services operate throughout the supply chain and across all industry sectors.

NSF provides world class services through its local hubs, ensuring the integrity of our local service delivery through rigorous quality management and training systems, and a continuous process of calibration. Our experienced auditors are widely recognized for their competence, integrity and consistency.

WHAT PUTS NSF AHEAD OF THE COMPETITION?

Why do the world's leading brands choose to work with NSF?

- **Our experience and expertise** as food safety and quality specialists.
- **Our ability to keep pace** with new markets and changing market requirements.
- **Design of innovative solutions** - to solve long-standing and new industry challenges.
- **Our influential relationships with government and industry bodies** – helping to ensure regulatory practices are healthily balanced with industry interests.

NSF: MISSION-FOCUSED FROM FARM TO FORK

What differentiates NSF International from other food safety service providers? Our public health and safety mission and comprehensive farm to fork services.

MISSION

NSF is the only food safety solutions provider whose mission is protecting public health. In 1944, NSF developed the first American National Standard for foodservice equipment, addressing public health issues for soda fountains. Seven decades later, our public health and safety mission remains the cornerstone of all we do. We know that food businesses flourish when consumers and retailers are confident in the safety of food supplies, and NSF is the trusted name to deliver that confidence.

COMPREHENSIVE FARM TO FORK SERVICES

The NSF International Global Food Division provides experienced and accredited services to each supply chain sector including agriculture, fresh produce, livestock, poultry, processed foods, seafood, dairy, organic and specialty foods, packaging and distribution, restaurants, retail and foodservice equipment. Our sector-specific experts possess the experience and competency to assist food companies in meeting today's demanding challenges and managing risks.

NSF provides the best brand protection through its public health mission and the most comprehensive solutions across the total supply chain. This is why NSF is **The Most Trusted Name in Food Safety™**.





OUR APPROACH TO BRAND PROTECTION

Food safety and brand reputation in the food industry relies on a complex interaction of legal, safety and quality issues in your products, supply chain, premises and people. NSF uses its technical expertise and commercial understanding to provide services which identify and minimize risks to protect consumer safety and brand reputation, in ways that can help you to compete effectively and profitably in the marketplace.

Our services are delivered through dedicated account management teams working with sector-based business units with in-depth knowledge of the area. We provide integrated service packages tailored to your company's specific requirements:

- Agriculture
- Organic, specialty food and label claim verification
- Processing, packaging and storage and distribution
- Consulting and technical services
- Training and education
- Food equipment
- Retail services
- Industry-sector expertise (e.g. seafood, bottled water and beverages)
- Nonfood compounds and consumer products
- Laboratory testing
- Data management

TRAINING AND EDUCATION

With our team of practicing food safety and public health professionals, NSF and its Canadian branch NSF-GFTC develop and maintain educational materials to ensure your staff keeps pace with the most relevant industry practices and trends, delivering training which ranges from a one-off public HACCP training course to a full series covering the Food Safety Modernization Act (FSMA) and its compliance requirements.

We host a range of over 150 open and customized training courses throughout the world with the ability to customize our training programs to meet client-specific needs on and off site. We also deliver virtual training via live and on demand eLearning.

NSF is a highly respected food safety and quality training center with the following Accreditations and Awards:

- ANSI-Accredited Food Safety Certificate Program
- SQFI Training Center of the Year (2010 & 2012)
- International HACCP Alliance Accredited:
HACCP Manager and Advanced HACCP
- Authorized Training Enterprise (ATE) for the
British Retail Consortium
- NSF HealthGuard™ Professional Food Manager
Certification Training

Visit www.nsf.org/info/training for a current list of courses and webinars.

NSF has provided excellent food safety training to the Wisconsin dairy industry for the last four years. We've found each trainer to be a technically proficient, highly skilled communicator who understand the industry and the needs of their audience. I would recommend NSF to anyone looking for high quality training at a great value.

*Matt Mathison, Vice President,
Wisconsin Milk Marketing Board*



Sodexo's long standing relationship with NSF allows us to verify compliance to our rigorous company standards. NSF's audits provide us a thorough, systematic evaluation of food safety/ sanitation-related aspects of the operation, to ensure of our food safety management systems are being met.

*John Zimmermann
Sodexo North America*

AUDITING

In today's food safety environment, audits play a major role in ensuring brand protection. At NSF, we offer a wide range of second and third-party auditing services to support your desired objectives.

NSF has worked diligently to build the highest qualified and best calibrated auditor network in the food industry, with sector-specific expertise, capable of supporting your global food safety program. With many having 20 or more years of food industry experience, NSF auditors bring a wealth of expertise supporting clients in all key industry sectors, from restaurants, supermarkets and foodservice outlets to agriculture and processing plants, to storage and seafood sites, and more.

To help you manage your cost and your global programs, NSF employs multi-lingual local auditors in countries around the world. Using strong internal systems, technology, and oversight, we ensure competency, consistency, and quality of our auditors. Auditor training and calibration is not a single event but rather a continuous process, which NSF takes very seriously.

NSF's Supplier Assurance Audit is an industry recognized food safety audit, often specified for non-GFSI certified food processors looking to supply food to major retailers. This one-day audit focuses on the areas of greatest food safety criticality, including Good Manufacturing Practices (GMPs), HACCP, and supplier approval. It is the ideal precursor to Global Food Safety Initiative (GFSI) certification, and helps processors prepare for FSMA compliance.

Whether we are auditing food systems or products, NSF provides consistently high quality inspections, designed to add immediate value and improve your operational excellence.



CERTIFICATION

NSF Certification for food and beverage, food safety systems and equipment is widely recognized and readily accepted by food businesses and consumers worldwide.

FOOD SAFETY SYSTEMS CERTIFICATION

NSF International provides more certifications to Global Food Safety Standards than any other certifier. With more than 75,000 certifications performed annually in over 70 countries worldwide, NSF enables companies around the globe to demonstrate compliance to the highest food safety standards in the world.

Our certification is widely recognized for the technical understanding, consistency and integrity of auditors and for our globally harmonized technical and quality management structure.

In addition, we have extensive experience developing and implementing custom assurance standards and certification schemes for multi-national companies and industry bodies.

GFSI CERTIFICATION

Global Food Safety Initiative (GFSI)

As the largest global certifier for GFSI, NSF holds accreditations by the United Kingdom Accreditation Service (UKAS), the American National Standards Institute (ANSI) and ANSI-ASQ National Accreditation Board (ANAB) to certify to the following schemes benchmarked to the Global Food Safety Initiative:



PRODUCT TESTING AND CERTIFICATION

NSF tests and certifies a wide range of products used across the food processing and foodservice industries, including:

- Commercial foodservice equipment certification for sanitation, performance, electrical safety and ENERGY STAR® qualification
- Consumer and home appliances
- Nonfood compounds used in food processing for compliance with US FDA 21 CFR
- Bottled water, ice and flavored beverages for compliance with US FDA 21 CFR and various country regulations
- Gluten-free and other specialty diet foods
- Organic certification by NSF company Quality Assurance International (QAI)



The NSF Certification Mark is found on hundreds of thousands of products around the world and is the trusted sign of quality and safety.

To view listings certified products, visit www.nsf.org/info/listings and www.qai-inc.org/info/listings.



RETAIL SERVICES

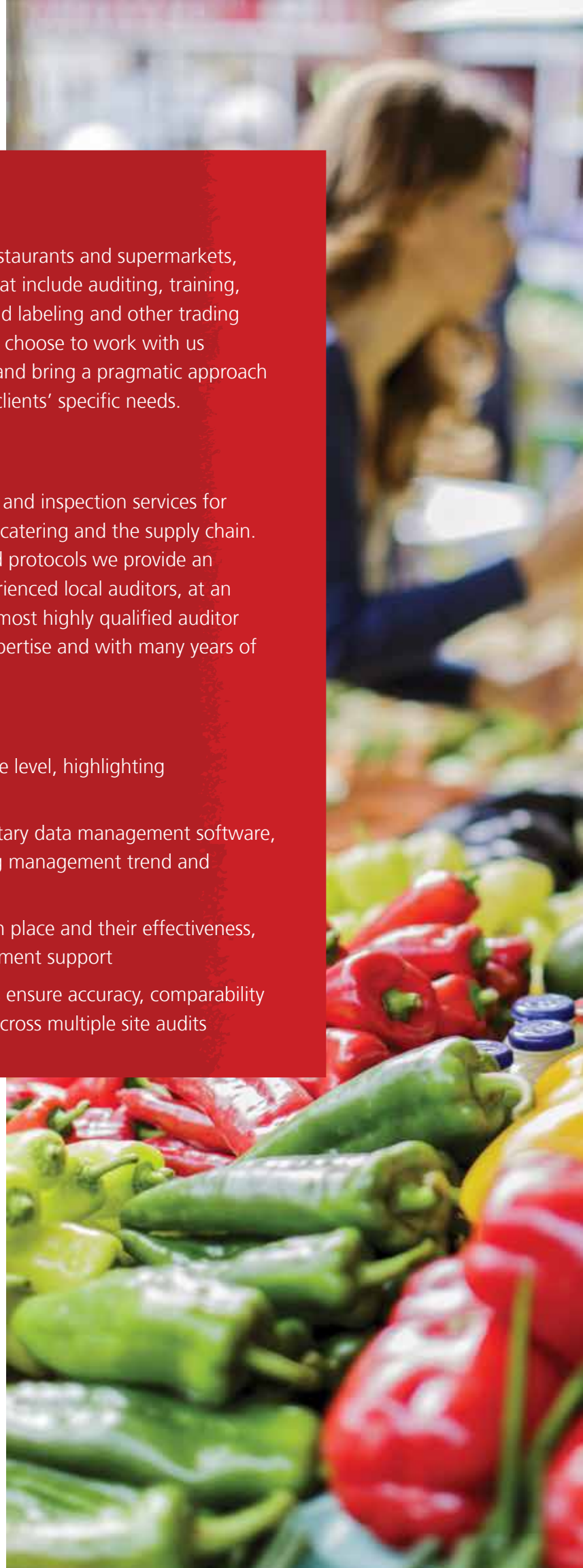
NSF works with many of the world's leading restaurants and supermarkets, providing a comprehensive range of services that include auditing, training, supplier management, product specification and labeling and other trading law and advisory services and helplines. Clients choose to work with us because we have an unrivaled success record, and bring a pragmatic approach to safety, designing tailored solutions to meet clients' specific needs.


AUDITS AND INSPECTIONS

NSF offers comprehensive customized auditing and inspection services for multi-site operations in retail, food service and catering and the supply chain. Working to clients' own policies, standards and protocols we provide an efficient, high quality service through our experienced local auditors, at an effective cost of inspection. We have built the most highly qualified auditor network in the industry, with sector specific expertise and with many years of food industry experience.

NSF audits provide:

- Supportive and coaching feedback at site level, highlighting high risk issues
- Real-time reporting through our proprietary data management software, providing web-enabled systems showing management trend and performance information
- Assessment of the risk control systems in place and their effectiveness, through our dedicated account management support
- Rigorous internal quality control systems ensure accuracy, comparability and consistency between auditors and across multiple site audits





The quality and expertise of NSF's food safety audits is unparalleled. Their auditors carefully analyze the issue at hand, identify its cause, and help us address and fix it. Since working with NSF, I am confident that our operations now provide safer food to travelers, a direct result of NSF's educational-based audits.

Sheila Bliss, Director, Quality Assurance, HMSHost

CONSULTATIVE AND TECHNICAL SERVICES

NSF provides practical technical support services to meet the needs for compliance, product development and supplier performance management. These include:

- Consulting – coaching at technical, tactical and strategic levels with solutions ranging from the production floor to corporate food safety and quality culture
- Technical services – in-sourced and out-sourced resources, preparation for regulatory compliance, supply chain management, customized internal audit programs
- Coaching and mentoring
- Crisis management, recall challenges testing and traceability capabilities
- Supply chain assurance – to assure that the supply of all products is safe and legal, applicable to food and drink suppliers, wholesalers and distributors
- Data management
- Product specification management
- Product and process development
- Product assurance testing
- Packaging assessments and testing
- Nutrition and allergy data management
- Food labeling and trading law advice
- Legislative interpretation and enforcement challenge support
- Helplines and advisory services, including accident reporting, complaints management, recall assistance, and up-to-the-minute advice on food hygiene, health and safety and related issues

NSF PORTICO

Developed in partnership with MICROS, the global leader in retail and supply chain software solutions, NSF Portico is a complete end-to-end service to help clients protect brands, manage supply chains and ensure they have robust, integrated product lifecycle management processes in place.

TESTING

NSF's food safety programs are supported by our ISO 17025 accredited laboratories in the U.S., Asia, Latin America and Europe. Our highly qualified microbiologists, toxicologists, chemists and engineers who ensure testing is performed accurately, quickly and consistently.

Our world-class laboratories can deliver on nearly any food industry request. Our food safety testing capabilities include:

MICROBIOLOGICAL

- Spoilage and indicator organisms
- Bacterial and other pathogens
- Shelf-life
- Microbial contamination
- Speciation and histamine for seafood
- Organism identification
- Bovine DNA

CHEMICAL

- Allergen
- Water contaminants including pharmaceuticals, perchlorate, metals, phthalates, PCBs, dioxins
- Water disinfection by-products testing
- Taste and odor
- Radiological
- Pesticides/herbicides

PHYSICAL

- Food contact coating evaluations
- Commercial and residential food equipment sanitation and performance
- ENERGY STAR® qualification
- Commercial and residential dishwasher evaluation





DATA MANAGEMENT

Audit findings and test reports are only as valuable as your ability to access and manage the information from a secure system. NSF understands the competitive advantage that comes with effective data management, and we built our proprietary data management system with this in mind. This web-based IT system provides a wealth of intelligence upon which you can confidently make data-driven business decisions.

Our data management software allows you to:

- Access test, audit and certification reports
- Track/trend audit findings in your entire network of units
- Manage supplier certifications and audits
- View a customized dashboard with the highest priority tasks
- Obtain details on non-compliance findings
- Review corrective action findings, and submit and view corrective action plans
- View and pay invoices electronically
- Manage users and access by others



This screenshot shows a form for creating a corrective action plan. The form includes fields for 'Finding ID', 'Description', 'Status', and 'Priority'. It also has a 'Submit' button and a 'Cancel' button. The form is designed to allow users to document the steps taken to address a finding and ensure compliance with NSF standards.



INDUSTRY DEVELOPMENT

NSF has built its reputation for quality, integrity and innovation on its technical expertise, commercial understanding and ability to think creatively in search of solutions for our clients. NSF has always worked closely with global retailers, manufacturers and the agriculture industry, as well as with government and influential public and trade bodies. We have used this unparalleled experience to develop new models and tools to drive standards forward and provide safety and brand protection.

NSF STRATEGIC CONSULTING GROUP

The NSF Strategic Consulting Group has been designed to meet emerging needs in food safety. As challenges such as food fraud and other serious supply chain risks manifest themselves on a global scale, the requirement is for a strategic global overview that also has the ability to pinpoint and remove risk in the supply chain at the most local level.

NSF has attracted talented independent practitioners, regulators, scientists and academics already working to improve food safety around the world, and created a powerful platform of expertise that is underpinned by the global resources and capabilities of NSF International.

Our consultants provide world-class solutions as a high quality, flexible resource, operating in the most cost-efficient manner and guaranteed by the integrity and service of NSF International.

The Group will be addressing the most significant and emerging themes of today, focusing amongst others on:

- Quantifying risks to create brand protection
- Organizational culture
- Behavioral food safety
- Supply chain food fraud
- Crisis management and planning
- Emergency exercise delivery



COMPLEMENTARY SERVICES

NSF INSIGHT – NSF International, in partnership with Cognisco, a specialist in assessing and developing workforce competence, has combined leading research on human behavior with their expertise in food safety to design NSF Insight, an intelligent behavior-based food safety assessment model that helps companies build a culture of continuous food safety.

NSF MATURITY MODEL – NSF provides an in-depth assessment that goes beyond the typical quality and technical assessments, characterizing an organization against 4 generations. The output provides a clear gap analysis and road-map of actions which can be customized to meet a business' specific requirements or objectives.

NSF SUSTAINABILITY – NSF Sustainability provides environmental measurement, management and reporting services, including carbon traceability, environmental footprinting, supply chain analysis and global benchmarking. Our product claims verification, standards development, systems assurance and advisory services can all help you to establish and demonstrate your company's sustainability credentials.

ISO/SYSTEMS REGISTRATION – Looking for a trusted registrar to validate your quality, environmental or health and safety management system to ISO standards? NSF-ISR, an NSF International company, can help and may be able to reduce costs through combined food safety and management systems audits.

STANDARD/PROTOCOL DEVELOPMENT – Need to develop an industry guideline by which to measure a product type or attribute? Look to NSF's standard or protocol development services. Having developed over 100 standards and protocols, we know how to bring together the right stakeholders and relevant test methods to provide the right solution to address industry concerns.

NSF offers a multitude of services that can help your business be more efficient and more profitable. Bring us your challenge and we'll work together to find the best solution.

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NSF HISTORY

For seven decades, the NSF name has been synonymous with quality, integrity, and expertise in the food industry. Our roots are in food safety, dating back to our founding in 1944 when NSF was developed as part of the University of Michigan's School of Public Health to facilitate public health standards for the foodservice industry. Today, protecting and improving public health and safety remains our mission and at the core of everything we do.

Through the years, NSF has been a leader in developing new standards and technologies that support public health safety and food quality. NSF holds steadfast ties to regulatory agencies such as the USDA, the FDA and EPA, who often look to us for guidance in their food safety advancements. NSF International is a Pan American Health Organization/World Health Organization Collaborating Center on Food Safety, Water Quality and Indoor Environment.

NSF's commitment to public health, integrity and expertise are reasons why NSF is **The Most Trusted Name in Food Safety™**, and why NSF is the right choice as your one-stop food industry solutions provider. We have the knowledge, expertise, people and technology to bring practical and timely solutions to your complex food safety challenges.

