



**Βασιλόπουλος**

...και του πουλιού το γάλα!

# AB Quality Cycle

EFET-Listeria workshop

14-15 February 2019



- **AB at a glance**
- **AB Quality Cycle**
  - **Suppliers**
  - **Stores & DCs**
  - **After sale services**
- **Product Integrity**



# Proud Company of Ahold Delhaize



# Ahold Delhaize



Countries



More than  
**6,500**  
stores



Leading  
in online  
businesses



Strong financial  
profile



Leading in  
sustainable retailing:  
Proud member of DJSI



Serving more than  
**50 million**  
customers  
every week



**375,000**  
associates



Shopping  
anytime  
anywhere



**top 10**  
International  
food retailer

Proud heritage:

**150** years  
experience  
in food  
retailing

FOOD LION

StopsShop



GIANT

MARTIN'S

Giant

Peapod

bfresh

Albert Heijn



Etos

Gall-Gell

bol.com

albert

MAXI

Tempo

Βασίλειος

ENA FOOD



pingo doce



Proud company of  
**Ahold  
Delhaize**



## HISTORY OF





## AB in numbers

# 414

Stores



# 14.092

Associates



# 2,2 million+

Customers



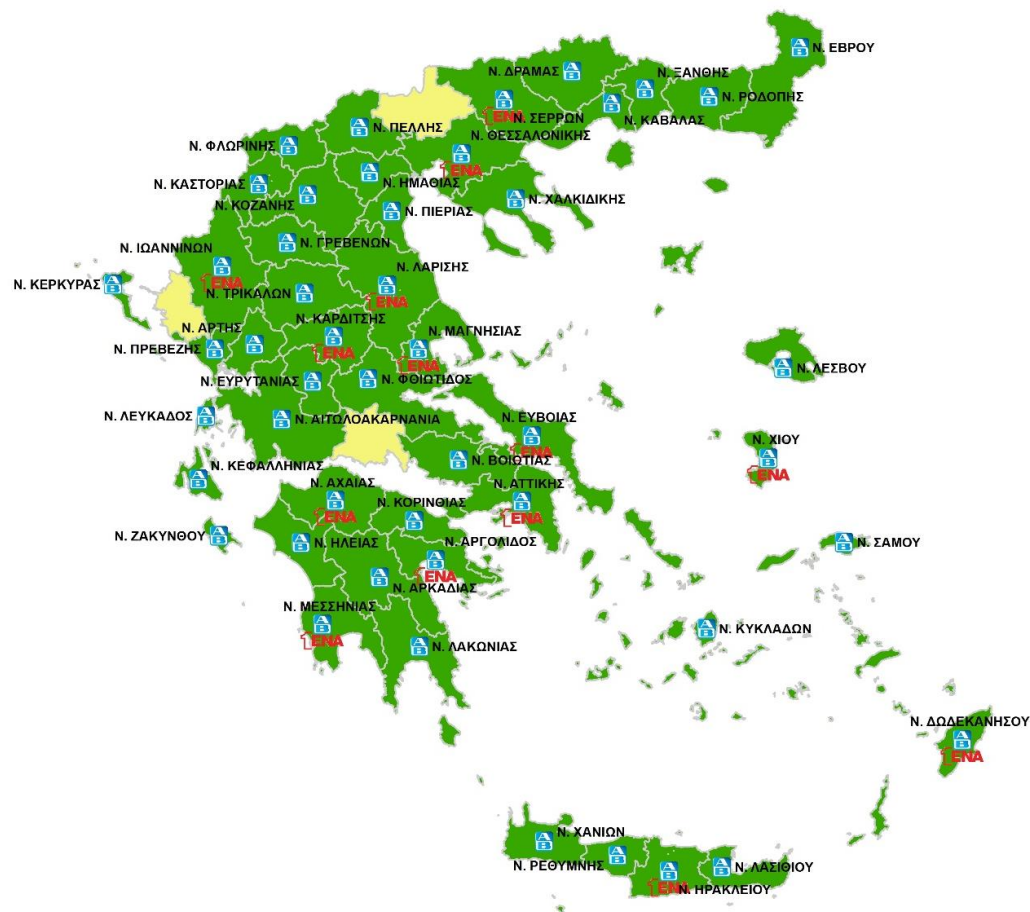
# 2,5 million+

In donation





# AB Stores



277



21



16



26\*



74



# AB Quality Cycle

## Food Safety – Our Responsibility

7





## Sourcing approach

- GFSI Certification for all OB food products
- Vendors' audits
- Development and implementation of policies and requirements to our vendors and products
- Building capacity of buyers and vendors
- Monitoring of vendors and products (specs-lab tests)
- Organic and PDO/PGI certification

## Information hub

- Authorities reports / Customers (openline-red bag) / Lab tests / Colleagues / Stores / DC's / External associates
- Investigation and management of quality and safety issues
- Corrective actions
- Withdrawals and Recalls





# Suppliers - Monitoring

## Lab testing in OB food products:

- Microbiological
- Physicochemical
- Pesticides residues
- Sensory evaluation

## Microbiological tests

- Safety criteria (EU 1441/2007): *Salmonella* spp., *Listeria monocytogenes*, *Enterobacteriaceae*
- Quality criteria: TVC, Coliforms, *Lactobacillus*, *E. Coli*



## Suppliers - Lab tests

### Listeria monocytogenes in Product Categories:

#### Ready to eat products

- CHEESE
- PROCESSED VEGETABLES (RTE SALADS)
- PROCESSED MEAT (COLD CUT)
- PREPARED MEALS & FRESH PASTA:
  - RTE COLD: MEALS & SALADS
  - RTE HOT
- PROCESSED SMOKED FISH
- OLIVES (PACKED & BULK)-SHELF STABLE VEGETABLES
- HALVAS (PACKED & BULK)-SESAME SEEDS PULP
- DESSERT - SWEETS (with cream)
- SAUCES (mayonnaise)
- CULINARY ASSISTANCES
- DRIED FRUITS & NUTS
- PROCESSED FRUITS

#### Raw & Semi ready to eat products

- MEAT & POULTRY
- CHICKEN with spices (FOR GRILL)
- SEMI READY TO EAT MEALS & FRESH PASTA



## FS at DC's (Certified against ISO 22000)

Receiving Point



Storage



Distribution

### Actions

Personnel  
Training

Audits

Certification

Set & Update  
Requirements

Leading of the FSS  
Team

### Monitoring

Lab Tests

Equipment &  
Infrastructure maintenance

Personnel Hygiene

Pest Control

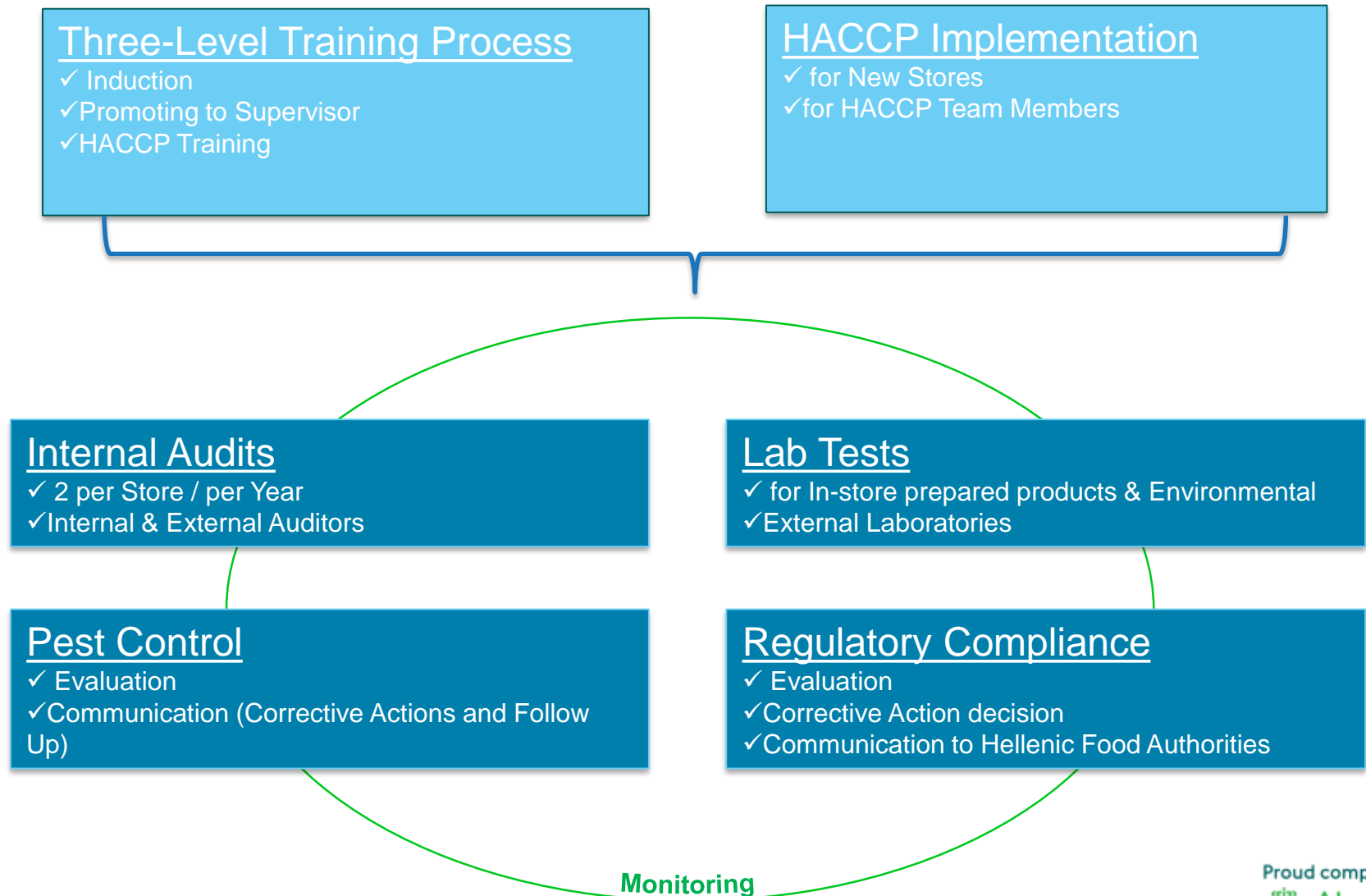
Cleaning &  
Sanitation

Specifications

Prerequisite program  
Monitoring



# FS at Stores





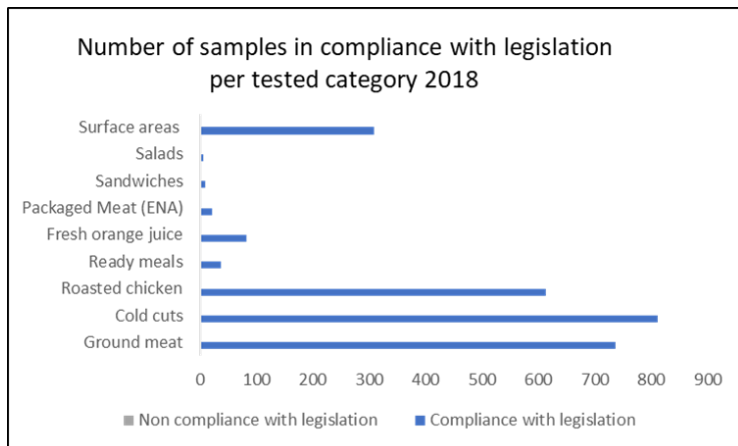


## Lab Tests (Stores) – Listeria spp.

Microbiological lab tests are being conducted to monitor the compliance level of:

- In store prepared food products:
  - a. Minced meat
  - b. Cold cuts
  - c. Grilled chicken
  - d. Ready-to-eat meals\* → Listeria spp detection for in-store prepared products
  - e. Fresh orange juice
  - f. Sandwiches / Salads\* → Listeria spp detection for in-store prepared products
  
- Surfaces (after cleaning and sanitation):
  - a. Meat cutting surfaces
  - b. Cheese and cold cuts cutting surfaces
  - c. Meat cutting knives
  - d. Cheese and cold cuts cutting knives
  - e. Cheese and cold cuts slicing machines
  - f. Other utensils / Containers

Listeria spp detection



- In store prepared food products: 100% in compliance with legislation
- Surfaces: 100% in absence of Listeria spp



## After sale services

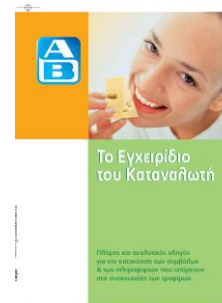
### Customers requests – SOP's

- Open line
- Red bag



### Informing the customer

- [www.ab.gr](http://www.ab.gr)
- Leaflets at stores





Product Integrity ensures that all Own Brand products are legal, safe and sustainably produced.

Food Safety & Quality Assurance



PI policies – New requirements

Food safety  
Non food safety  
Social compliance  
Critical commodities: Palm oil, Coffee, Tea, Cocoa, Soy, Seafood, Wood fiber  
Animal Welfare  
4R Packaging guidelines

# Thank you



**Βασιλόπουλος**  
...και του πουλιού το γάλα!



**city**

SYNERGATHE



**Food Market**

SYNERGATHE



**shop&go**

**1 ENA** **FOOD**  
CASH & CARRY