



Consulting™



# Empower Your Food Safety Culture

Diversey Consulting has always been a strong believer that food Safety culture and the human factor are prerequisites for effective Food Safety management.

Discover our behavior-Based Food Safety Management System services and let's start our journey together to empower the food safety culture in your organization.

# About Diversey Consulting

Diversey Consulting is the independent service and consulting group of Diversey, specializing in solutions for food safety, risk management, operational efficiency, compliance management and brand protection. We deliver effective, timely and practical solutions to over 1,000 clients in food retail, food service and hospitality in more than 47 countries worldwide. We work closely with our clients to carefully define their needs, identify the best solutions and add to their internal resources and capabilities.



*Empower your food safety culture and brand protection with our global food safety & risk management services group*

# Food Safety Management Solutions

Thanks to broad expertise and industry experience, we can provide comprehensive solutions from building a robust food safety infrastructure, through training, to verifying the effectiveness of your Food Safety Management System.



## Food Safety Advisory Services

- Advise to develop, update or define your Corporate Food Safety Management System
- Preparation for certification
- Food Safety Culture Matrix Mapping
- Trend analysis of your food safety data, corrective action plans etc..



## Training Solutions

- Training, e-learning, on-site coaching, webinars



## Verification & Monitoring Solutions

- Consultative auditing
- Microbiological testing
- On-line solutions for auditing and data management

## Assessment & Design

A Food Safety Management System is a holistic system that branches out into legislation, prerequisite programs (PRPs), HACCP plan, company policies and brand standards. From risk assessment, regulatory compliance, food safety culture assessment to preparation for certification, our experts deliver customized food safety solutions for specific challenges and needs.

- Advise on new legislation
- Updating your FSMS
- Trend analysis of your food safety data
- Crisis management
- Food safety culture matrix mapping

## Food Safety Culture Matrix Mapping

Advancing Food Safety culture by establishing well-defined protocols and procedures, coaching employees through hands-on and customized training, and conducting consultative verification have always been the core DNA of the Diversey Consulting approach.

We help establish and maintain evidence of an appropriate food safety culture and keep up with new trends and legislations.

- Next-level in-depth analysis of your current food safety programs and communication
- Staff interviews, documentation evaluation and in-depth site verification

Expert assessments use a Five-Generation Mapping Model representing company performance from a reactive to a mastered status:

<b>1</b> <b>Reactive:</b> Mostly disengaged workforce	<b>2</b> <b>Responsive:</b> Inconsistent leadership and resistance	<b>3</b> <b>Reinforced:</b> Positive encouragement but no proactivity	<b>4</b> <b>Proactive:</b> Full awareness and consistent behavior	<b>5</b> <b>Mastered:</b> Full responsible and accountable committed workforce
---	--	---	---	--

## Benefits:

- Comply with the latest GFSI and legislative requirements
- Instill business-wide best practices for both employees and management by leveraging the power of peer involvement
- Create a landscape where employees learn to autonomously and continuously improve food safety systems
- Adapt training for learned behavior consistency and a mindset of food safety culture
- Set the basis for strategic decisions and future investments in food safety
- To provide a status of maturity and a clear picture of your organization's strengths and weaknesses
- Recognize and reward your team's efforts

## Training Solutions



### Train your staff

All personnel undertaking or supervising food handling operations effectively manage food safety risk – up to date knowledge of the FSMS program as well as their individual responsibilities for food safety commensurate with their work activities. All training can be provided by Diversey Consulting Certified Trainers.

### Classroom training

Onsite coaching is the DNA of our services – a diverse portfolio of instructor-led classroom training range from introductory courses to highly technical, hands-on programs. Training programs are tailored to your needs.

### E-learning

- Get qualified at your own pace with our eLearning modules for all levels and audiences
- Multiple languages available
- Friendly and flexible interface – easy individualized sign-in, interactive quizzes, print and save certificates of completion, customer branding option
- Perfect for employees working from home

### Live virtual training and webinars

Webinars have a variety of benefits from cost and time savings to enriching your team's knowledge in an easy and efficient way. Our local teams can host customized webinars and live virtual trainings on demand to ensure that your team's knowledge is up to date.

## Our Verification and Monitoring Solutions

# Using modern technology to create visibility of your food safety data

### Consultative verification

Advancing Food Safety culture through hands-on and customized training and conducting consultative verification are the standard Diversey Consulting approach.

Diversey Consulting provides expertise and monitors the compliance of your Food Safety Management System.

### Food Safety Auditing

#### External Audit

An external audit of your operation against your code of practice

#### Suppliers Auditing

Food supplier audit program to independently assess compliance across the supply chain.

#### Preparation for certification

Pre-audit to assess the level of compliance against standards such as BRC, ISO 22.000, IFS

## Laboratory sampling

### Microbiological testing

Diversey consulting offers a sampling plan to help you monitor parameters. Micro sampling is carried out in accordance with the standard operating procedures for food and surface control, based on ISO 17025. We can provide complete testing programs: food, water and surfaces for Microbiological Food Testing, Nutritional Analysis and Chemical Analysis.

- Partnership with over more than 30 accredited laboratories
- Qualified consultant supports the interpretation of the results and corrective actions when required
- Get ready for audits with a deep lab analysis: combine your audit with a sample taking plan
- Crisis management in case of incidents
- Personalized, timely, and error-free service

## Tailored Project Model

Diversey Consulting is specialized in Business to Consumer multi-site projects and has longstanding experience with international partners. Our customers are first-class food chains working in competitive environments and with specific and complex needs. The level of service you receive should be tailored to your business, not a one size fits all solution.

### A consistent service tailored to your business needs

#### Our unique working by projects model means:

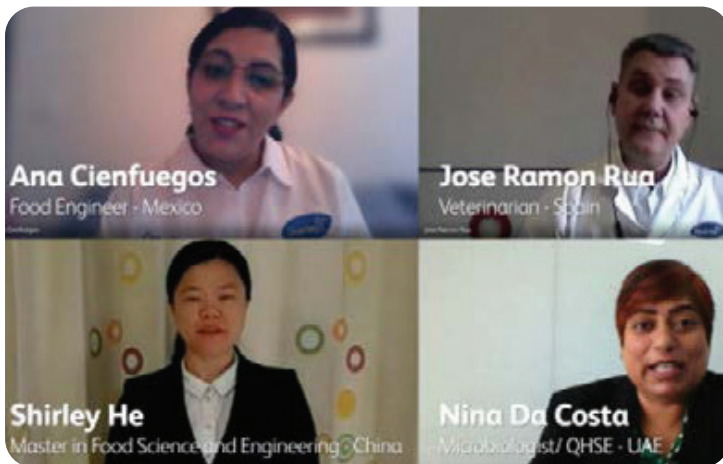
- We define a project scope together
- Designate the appropriate professionals for each project
- Determine a joint deployment plan and management protocol

#### The result is consistency and excellence in our delivery

Furthermore our teams are specifically calibrated and trained to deliver on our promises to regional and global retail, food service, hospitality and healthcare clients.



# Capabilities



Diversey Consulting has been a longtime believer that food safety culture and the human factor are vital for effective Food Safety management and we have been practicing this in the way we deliver services over the years.

## A highly qualified team of local experts

With dedicated consultants in every region, our qualified and integrated team of experts are professionally diverse: veterinarians, microbiologists and food technologists ensuring a strong background on food safety, microbiology and infection prevention with more than 5 years of field experience in food safety activities. Knowledge of FSMS, HACCP, ISO 22000, ISO 9001

- Personal skills are considered equally important such as ethical, diplomatic, decisive, critical thinking & communication skills and tech abilities
- Diversey Consulting provides proprietary training for each project as well as shadow audits for routine calibration

## Our coaching approach

We create a behavior-based Food Safety Management Culture, creating awareness and conditions to keep improving the results.

- Creating a Behavior-Based Food Safety Management System through customized training
- Forming awareness by coaching your employees on-site
- Consultative auditing creates conditions that result in improvement without compromise



*We don't just inspect,  
we coach*

## Our proprietary Audit Management tool



## Powerful technology that makes it transparent for you

Diversey Consulting verification audits will be conducted using our proprietary audit tool.

This system is available 24/7 and provides an in-depth analysis of data through the use of feedback reports and an interactive and flexible dashboard.

Robust filtering of data with tiered access allows for multiple data views to see trends. The application is cloud-based and reports and audit results are easily accessible. No additional software must be installed.



*Get clear insights of your food safety system management with state-of-the-art monitoring tools*

### Benefits

- Improved customer tools for data visibility and analysis
- Live dashboards for location and management
- Customizable checklist including waging factors and scoring system
- Pre-defined answers to standardize the reporting of the non-conformities
- Multiple languages
- Observation media - database of all photos/ documents captured in the reports
- Robust corrective action module
- Data Security and availability 24/7

### Individual site view

- Digital Audit reports and scorings
- Ability to fill in corrective actions
- Monitoring of corrective actions

### Manager's view dashboard

- Flexible reporting to fit the needs of your KPI's
- Helicopter view of audits statistics
- List of top non-conformities
- % of compliance etc.



# Food Safety Shield



## A beacon of trust

The Diversey Consulting Shields effectively communicate to your customers that Diversey Consulting provides the necessary verification for you to maintain the highest level of food safety.

To earn the Food Safety Shield, each site must complete successful FSMS program verification which ensures that a business has successfully managed food safety risks. The shields may be prominently displayed for guest viewing.



## Advantages

- Make a visible commitment to your customer that your facility is safe for shopping, eating and sleeping
- Demonstrate compliance to your local authorities, provide extra reassurance and trust
- Brand protection

*Demonstrate your food safety efforts with the Diversey Consulting Shield*

# Diversey Consulting Added Value

- Globally aligned with regional expertise. Native speaking consultants with local knowledge to coach your staff all over the globe
- Each project get its own focus and team to guarantee consistency and excellence in the delivery
- Capacity to support international chains and multi-site projects
- Sector expertise in your specific business requirements
- Food Safety Culture Approach: We believe food safety culture and the human factor are vital for effective Food Safety management
- Embracing modern technology for data management. Simplification, more accuracy and less paperwork



## Diversey Consulting unites science, expertise and technology

## Rely on us for your food safety challenges

### **Our project approach**

to guarantee consistency and excellence in the delivery.

### **Cloud-based technologies**

Providing you with ultimate technological advances for modern food safety data management.

### **Our large experience with international clients**

Proud to be the food safety partner for largest international food companies from all sectors.

### **Global coverage and local footprint**

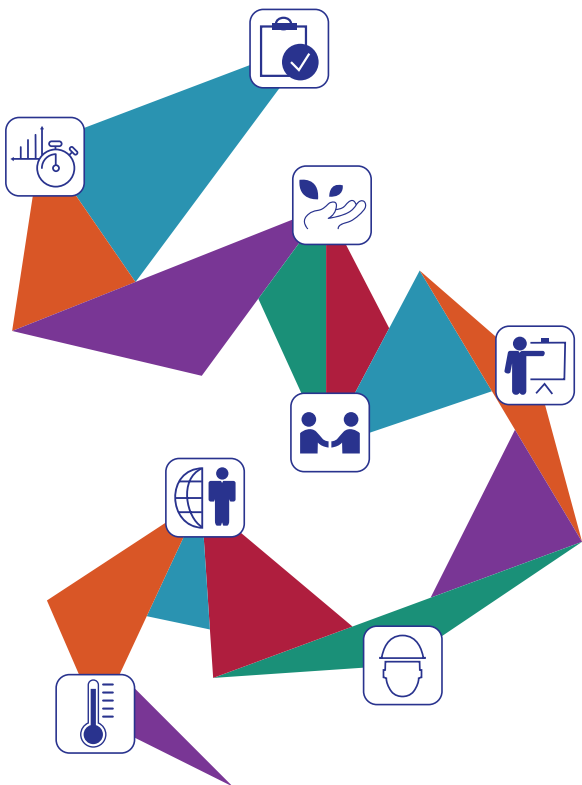
Native speaking consultants with local knowledge to coach your managers.

### **Food safety culture approach**

We believe in developing a food safety culture with team engagement.

### **Food safety expertise**

Fully trained and calibrated consultants according to each project specifics.





Taking care of  
what's precious™

Diversey's purpose is to go beyond clean to take care of what's precious through leading hygiene, infection prevention, and cleaning solutions. We develop and deliver innovative products, services, and technologies that save lives and protect our environment. For over a century, the Diversey brand has become synonymous with product quality, service, and innovation.

For more information, visit [www.diversey.com](http://www.diversey.com) or follow us on social media.

