

Food Services

**Intertek**

Valued Quality. Delivered.

Retail solutions





## Local presence with a global reach

### One-stop-shop for your needs

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In recent years, retailers have been liberating themselves from the traditional definition of private label as being the poor relative of national brands, and, in doing so, opening up huge opportunities for private label branding. These opportunities require the adoption of a different set of brand care measures and branding protection to support and propel the retailer's business for its private label brands.

The market demands not only "safe" products – consumers are becoming increasingly aware of the importance of ingredients, nutritional value, origin, traceability, sustainability, environmental impact and quality requirements.

How can you, as a retailer, ensure that your food products meet these increasing expectations?

#### Food retail solutions by Intertek

At Intertek we have a wealth of experience serving the food and agricultural industries, and a world-class reputation for delivering quality and value. With our global expertise in testing, inspection, auditing, training and consulting, you can rely on our support whenever and wherever you need it. Our global experts work with you guiding you through the things that matter to your business.

#### Your Suppliers: Our global solution

We offer a **Global Supplier Management** platform to manage and support your supply chain, focusing on four core stages:

- Collection and cleansing of supplier information
- Business profile completion
- Risk-based analysis and reporting
- Verification services: Identity and credential verification; Onsite verification; Audit services (social, environmental, quality and security)

As a result, verified supplier profiles are created, including financial information, company profiles, product quality and safety, security, sustainability and social responsibility.

This gives you the ability to evaluate and improve your supplier performance in these areas.

#### Auditing & Certification Services

We have the expertise, experience and global presence to support and guide you through the entire auditing and certification process, helping you to meet the challenges and maximise the benefits.

- **Product Certification:** The programme you choose will depend on the market you serve and your role within the supply chain - International Featured Standards (IFS), British Retail Consortium (BRC) and Safe Quality Foods (SQF).
- **System Certification:** We're accredited to award certification for a broad range of standards considered worldwide benchmarks for best practice in the food industry. Our programmes include Global Food Safety Initiative (GFSI) – FSSC 22000; ISO 9001; HACCP; Good Catering Practice (GCP) and Good Manufacturing Practice programmes (GMP).
- **Social & Environmental:** We offer internationally recognised certifications for sustainability including GLOBALG.A.P; Marine Stewardship Council (MSC) Chain of Custody (CoC); Workplace Conditions Assessment (WCA).
- **Second Party Auditing:** Evaluating your suppliers or facilities against your own quality, safety, or security requirements will bring your entire supply chain to a higher level of reliability. Bespoke 2nd party auditing programmes allow you to assess the supply chain to your own specific standards.

#### Inspection Services

As a trusted third-party inspector, we identify issues at their source before they become a problem, conduct pre-shipment inspections, and supervise cargo loading, discharging, weighing and screening.

# Solutions where it matters

## Your products: Our testing solutions

Intertek uses the latest methods and technology to identify risk factors, improve quality, efficiency, and add value to the market. As your testing partner, you can be sure of fast turnaround times and accurate test results demonstrating compliance with statutory requirements.

- **Microbiological testing:** Our team of world-class microbiologists uses cutting-edge technology to test for the full range of pathogens and non-pathogens, and determine shelf lives using a variety of methods to suit your needs, ranging from cultural to ELISA methodology depending on turnaround time requirements. Microbiology laboratories operate 24 hours per day, 364 days per year. Refrigerated sample collection is inclusive where we will collect products from your stores or from your suppliers worldwide.
- **Nutritional testing:** Greater consumer demand for product information means that food labelling requirements are becoming increasingly stringent around the globe. Our industry leading 3-day service gives our clients more choice in dealing with NPD labelling targets to meet the demands of the retailers.
- **Contaminants testing:** We provide expert trace residue analysis services with fast and accurate screening to detect, identify and quantify the presence of Aflatoxins, Mycotoxins, Pesticides in animal feed. We can help you with a range of needs including meat species testing, meat contamination, GMO testing and detection in foods and allergen testing.
- **Species testing:** The adulteration of food products with unauthorised meat content, including horsemeat and pig DNA, have triggered the recall of products from supermarket shelves and challenged consumer confidence in the reputation of well-known brands. Our state-of-the-art laboratory facilities are staffed by world-class experts and equipment to perform Real Time PCR or ELISA testing.
- **Environmental testing:** We provide a comprehensive service from swabbing regimes to personnel monitoring and equipment hygiene surveys. We also provide water testing for drinking water and sanitary water for the control of Legionella.

Protecting  
your brand's  
reputation



## Stores audits

Expert auditing can also be used as a tool to strengthen your business, providing you with the validated information necessary to make informed business decisions on everything from product quality to business security. With Intertek providing validation of your products, processes, and operations, you can be assured that your reputation is in safe hands. Our global network of more than 1,000 expert auditors deliver innovative, customised auditing solutions everywhere you do business, and wherever your business may take you.

## Your label: Our validation service

Our label validation services and nutritional labelling cover aspects such as a complete analysis from nutritional claim to layout, language and updates on regulatory changes, to preparing you for trouble-free expansion into international markets. Intertek's experts have completed numerous food product label reviews for various jurisdictions. Our services include:

- Assessment of your product and review of the regulatory requirements for your existing label (e.g., product name, ingredient list, formatting, etc.)
- Support in building new labels according to the legislation of the relevant destination countries, with the mentions in local language.
- FDA nutritional value analysis
- Food Health Claims Submissions and Substantiation Services

## Your staff: Intertek Academy

Intertek training programmes address a broad range of subjects, are customised, and can be delivered online, on-site, or at an Intertek office around the world. Operating at the forefront of international and local regulatory developments, customer and legal compliance requirements, as well as good manufacturing and compliance practices, our experts have the experience to ensure that your key staff and management will be up-to-date on key compliance issues, technical expertise, and more.

## Food Contact Materials and Equipment Testing

To help you achieve the highest levels of safety and quality, we test more than food products. We offer complete contact materials testing services for packaging, utensils, food processing equipment, and any materials intended for contact with food. We also test commercial and industrial food equipment, and can be on site anywhere in the world to provide safety testing and certification to regional and national standards.

With over 1000 laboratories and offices in over 100 countries worldwide, we offer genuinely global supply chain solutions. Our leading inspection, supervision, testing and auditing services can be integrated to guarantee the safety, quality and integrity of production and distribution methods. Our experts on the ground give you the benefit of local knowledge, while our global coordination team can monitor services along your entire supply chain, anywhere in the world.



For more information on **Food Services** contact one of our regional customer service centres:

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