



INTEGRATED MANAGEMENT SYSTEMS

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PRACTICALITIES

- You're all muted, please use Q&A functionality for questions
- Please use the Q&A only for questions
- This webinar will be recorded
- Recording and presentations will be shared via e-mail





TODAY'S TOPICS

- 01.** Introducing Foundation FSSC
- 02.** ISO Standards
- 03.** What makes Management Systems effective?
- 04.** Integrated Management Systems
- 05.** Heineken: 'Quality and Food Safety management systems for Global governance'

INTRODUCING FOUNDATION FSSC

ABOUT FOUNDATION FSSC

- ✓ The Foundation FSSC is the independent non-profit owner of the FSSC 22000 & FSSC 24000 Schemes, delivering trust and impact beyond certification.
- ✓ We support the consumer goods industry in protecting its brands and achieving its targets through the implementation of an effective ISO-based management system.
- ✓ We are a lean and collaborative Foundation with the goal of helping organizations contribute to the global SDGs and thus create a better world.



CREATING A BETTER WORLD

FSSC is a premium brand that provides trust and delivers impact to the consumer goods industry

SCHEMES



ASSURANCE

Accreditation Bodies
Certification Bodies
Compliance Activities
Governance

IMPROVEMENT

Assurance Platform
Development Programs
Learning and Development

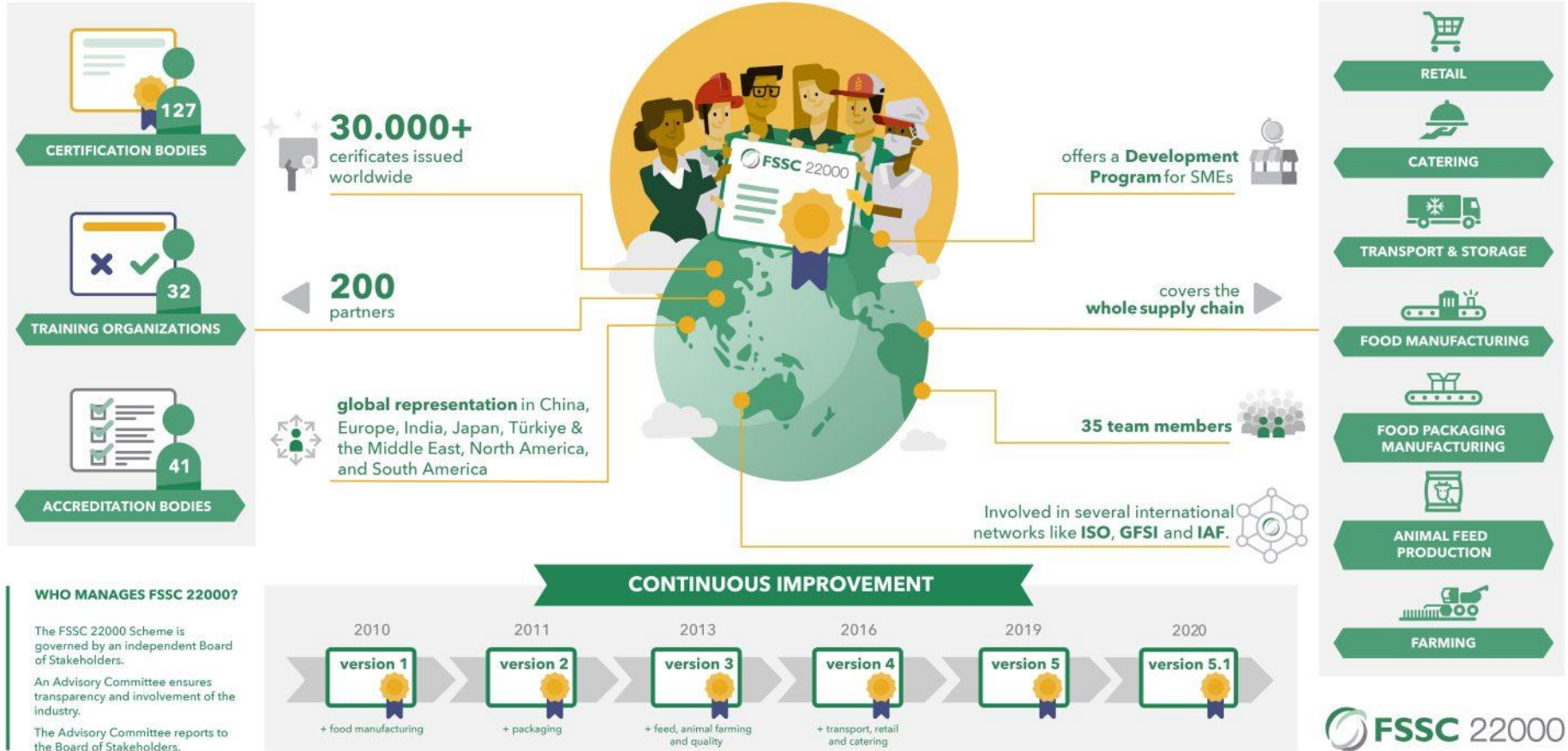
OUR VALUES

Transparency, Integrity, Ambition, Engagement, Care

GLOBAL REPRESENTATION



OVERVIEW FSSC 22000



RECENT DEVELOPMENTS

- ✓ FSSC On-Site
- ✓ FSSC 24000
- ✓ FSSC 22000 Version 6



**DISCOVER
FSSC ON-SITE**

OUR SOLUTION FOR REAL-TIME ACCESS TO FSSC 22000 CERTIFICATION STATUS

A promotional graphic for the FSSC On-Site software. It features a dark blue background. On the left, the text 'DISCOVER FSSC ON-SITE' is written in white and green. Below it, in smaller white text, is 'OUR SOLUTION FOR REAL-TIME ACCESS TO FSSC 22000 CERTIFICATION STATUS'. In the center, a silver Apple iMac monitor displays the software's user interface, which includes a table with green status indicators. In the foreground, there are two donuts and a small potted plant with pink flowers.

01. ISO STANDARDS

WHAT ARE ISO STANDARDS ?



- ISO is the International Organization for Standardization, founded in 1947 and headquartered in Geneva, that establishes standards for businesses and organizations in 163 countries worldwide.
- The international indication ISO is derived from the Greek word 'equal' and can be understood in all languages. ISO is a worldwide federation of national standards bodies.
- Internationally agreed by experts
- A formula that describes the best way of doing something
- It could be about making a product, managing a process, delivering a service, or supplying materials – standards cover a huge range of activities.

WHAT ARE ISO STANDARDS ?



➤ Examples

[Quality management standards](#) to help work more efficiently and reduce product failures.

[Environmental management standards](#) to help reduce environmental impacts, reduce waste and be more sustainable.

[Health and safety standards](#) to help reduce accidents in the workplace.

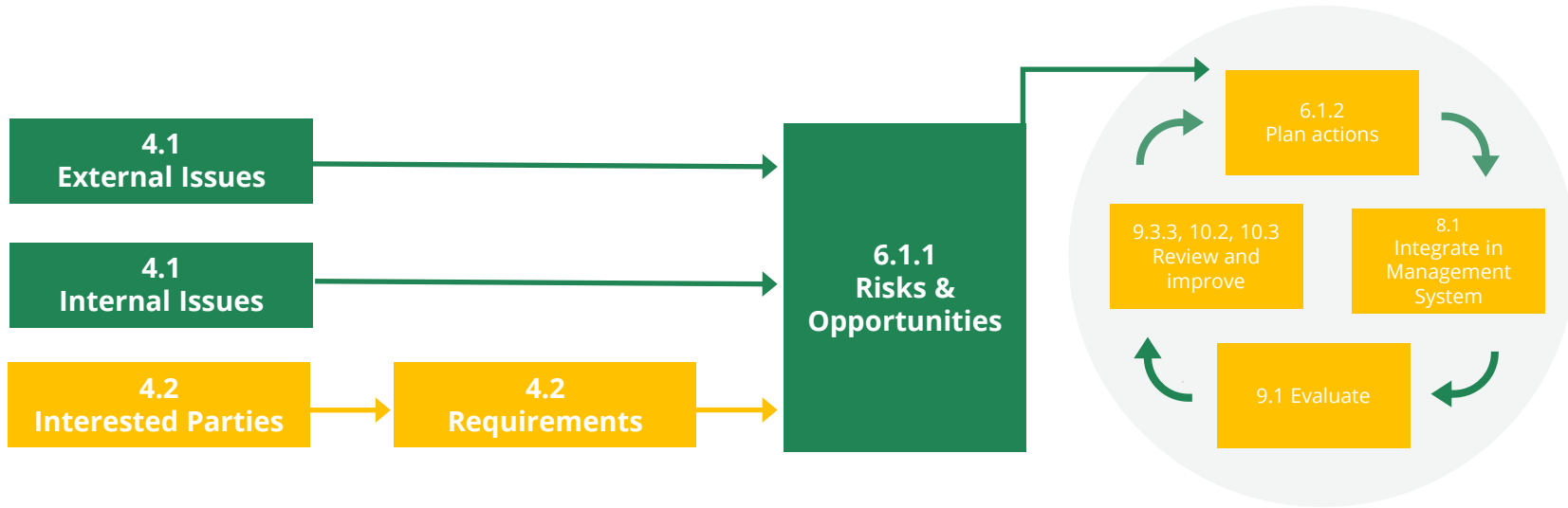
[Energy management standards](#) to help cut energy consumption.

[Food safety standards](#) to help prevent food from being contaminated.

[IT security standards](#) to help keep sensitive information secure.

02. WHAT MAKES MANAGEMENT SYSTEMS EFFECTIVE?

ORGANIZATIONAL RISK-BASED APPROACH (HS)



MANAGEMENT SYSTEMS



- Risk based
- Focus on continuous improvement: commitment to increased efficiency and effectiveness
- Enhanced understanding of the Management system approach – more than compliance
- Cross-functional learning
- Ensures supply chain focus and assurance
- FSSC 22000 fully covers ISO 22000
- FSSC 24000 fully covers PAS 24000 – written based on ISO HS

03. INTEGRATED MANAGEMENT SYSTEMS

INTEGRATED MANAGEMENT SYSTEMS

What does it mean for organizations?

Having one operating management system that covers more than one management system standard

INTEGRATED MANAGEMENT SYSTEMS



HARMONIZED STRUCTURE



- Common framework aligns across functions
- Use of a “common language and approach”
- Recognition of risks & opportunities
- Opportunities to integrate systems and processes
- Opportunities for integrated audits

ANNEX SL

- Defines a common structure
- Applies to ISO Management System Standards
- Applies PDCA across functions
- Offers benefits and efficiencies
- Focus on:
 - Risk and Opportunities
 - Leadership
 - Planning and Support



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EXAMPLE

INTEGRATED MANAGEMENT SYSTEMS

Benefits:

- Increased visibility from a system/management perspective
- Driving continuous improvement in a consolidated and harmonized manner
- Improved efficiency by removing duplications e.g. documentation, reviews and audits (internal and external)

THANK YOU



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HEINEKEN

Quality and Food Safety management systems for Global governance

Jeroen de Jong

9 March 2023

Beer portfolio

Building new categories



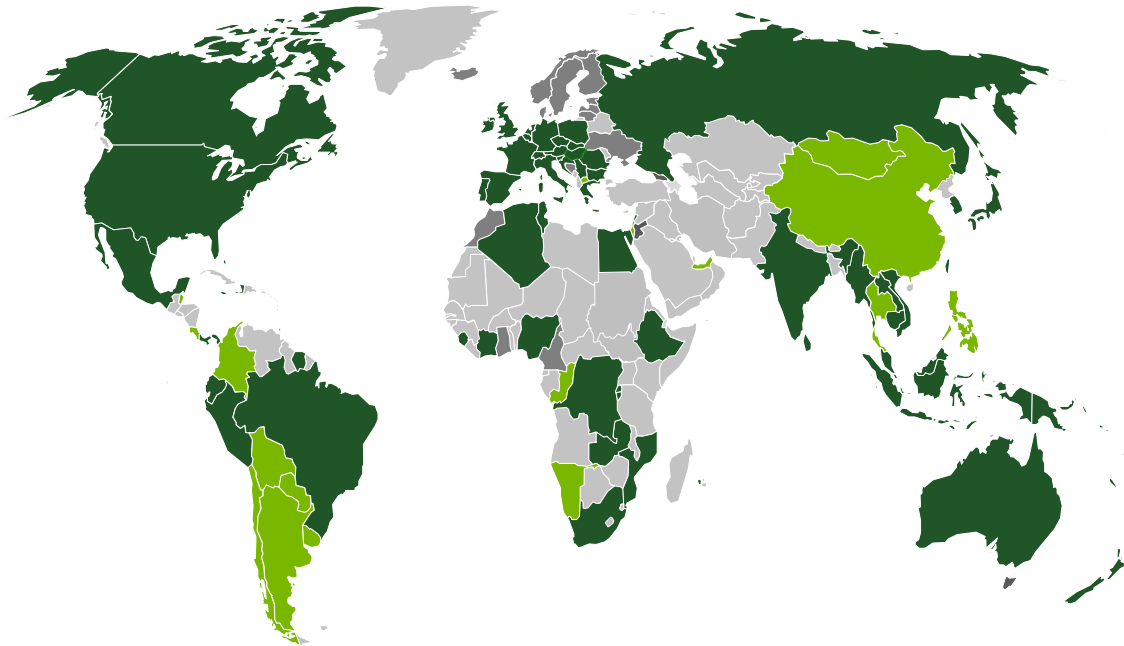
BEER PORTFOLIO

KEY FACTS

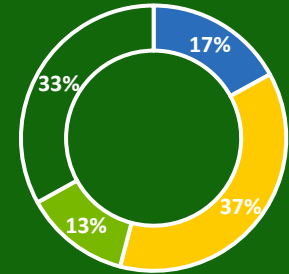
>300 Brands

- Beer
- Cider
- Low Alcoholic
- Non-Alcoholic

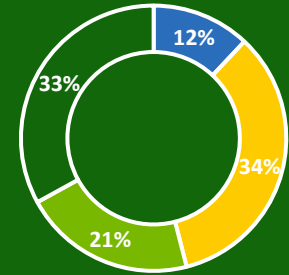
Diversified global footprint



OPERATING COMPANIES
 JOINT VENTURES / ASSOCIATES
 LICENCES
 EXPORT



CONSOLIDATED
BEER VOLUME(MHL)¹



OPERATING PROFIT
(BEIA: €M)¹

AMEE
 AMERICAS
 APAC
 EUROPA

¹Data refers to FY2021 results & excludes Head-Office and eliminations.

 **HEINEKEN**



PASSION

for consumers and customers

Our Values:

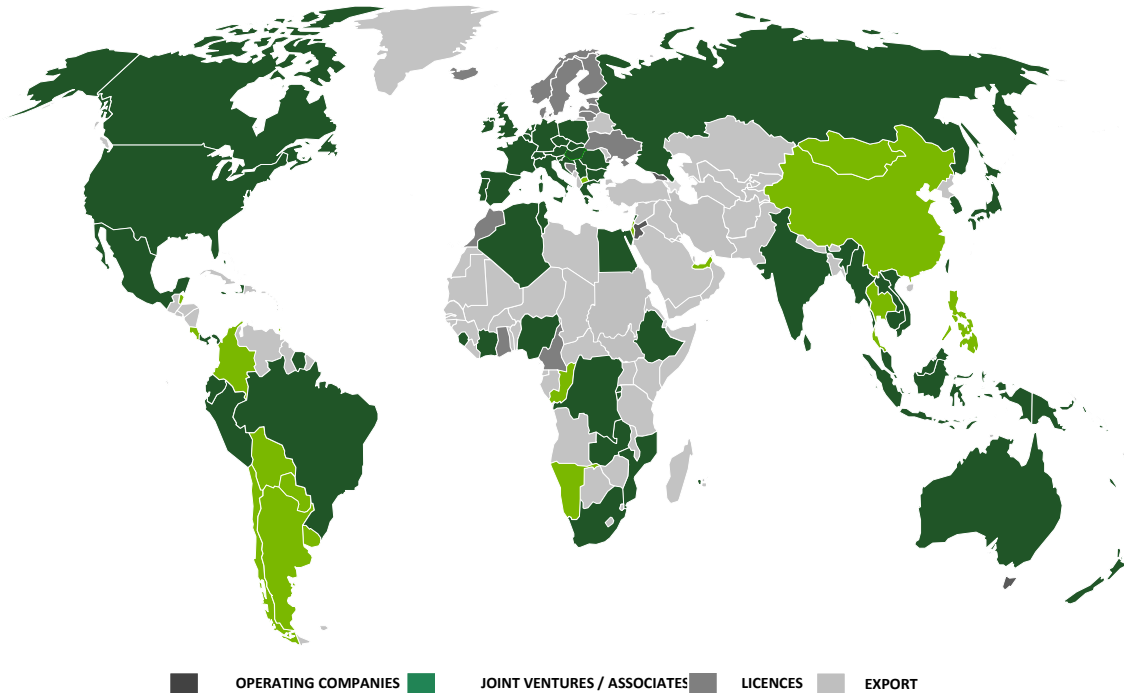
Care for People and Planet

Enjoyment of Life

Courage to dream & Pioneer

Passion for Consumers and customers

How to govern the footprint globally





**External
certifications are
the foundations
of quality
assurance**

Risk Mitigation

Mitigation by Regulatory Framework:

- Hei-Rules
- Standards & Procedures

Governed by Self assessments and audits

- Findings recorded
- Actions formulated and executed
- Validated by functional Owners to close the loop



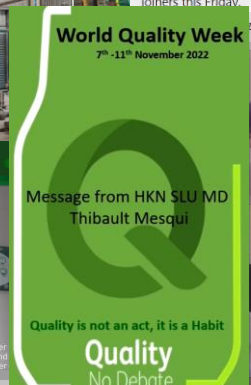
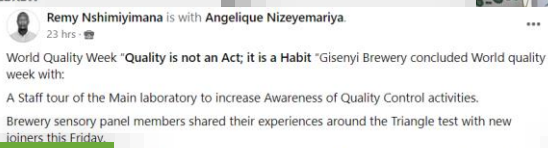
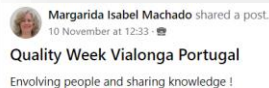
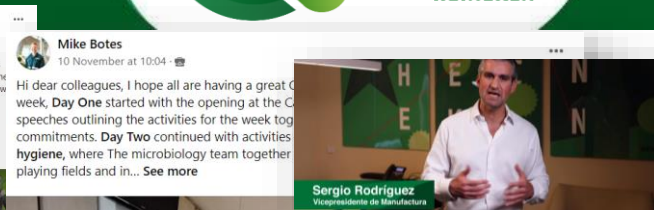
Risk Management

HeiQuest Compliance Report					
February 2023					
Non-Compliance Information					
OpCo	Brewery Unit	Total Non-Compliances	Total Non-compliances with actions	Total Non-compliances without actions	Total Actions On Overdue
Questionnaire Compliance					
Questionnaire	% Questionnaire Progress	% Questionnaire Compliance			
Brewing Process Standards	100%	91.0%			
Color Process Standards	100%	99.0%			
Environmental Sustainability	100%	92.4%			
Food Safety (QA standards)	100%	97.1%			
Food Safety	100%	92.8%			
Legal Compliance (procedures)	100%	98.1%			
Logistics - Material Handling Equipment	100%	85.0%			
Logistics - Plan	100%	91.0%			
Logistics - Return	100%	89.1%			
Logistics - Warehousing	100%	93.4%			
Maintenance (standards)	100%	94.4%			
Packaging Process Standards	100%	95.1%			
Packaging Standards for Draught keg	100%	96.0%			
Packaging Standards for PET	100%	98.1%			
Production Materials Procedures	100%	93.1%			
Quality Control (QA procedures)	100%	91.4%			
Quality Systems (QA procedures)	100%	96.7%			
Quality Systems (QA standards)	100%	90.1%			
Safety & Health	100%	94.0%			
Utility Process Equipment Standards	100%	92.1%			

HEINEKEN World Quality Week 2022

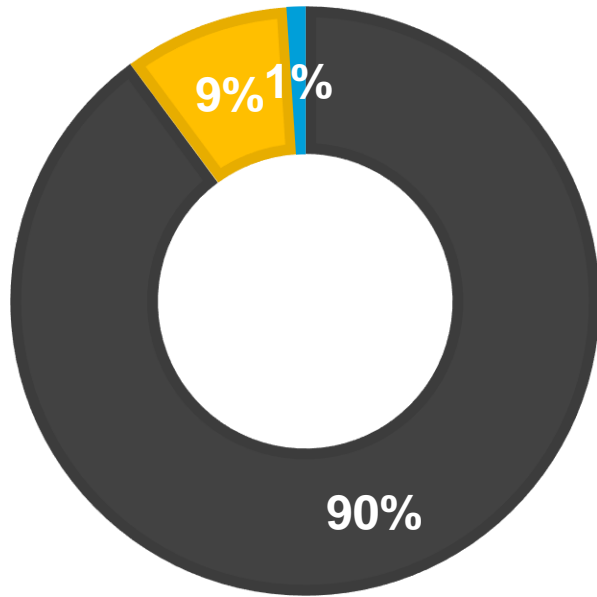


Quality Week around the World



Food Safety Management Systems used, Combination with ISO9001

#



■ FSSC22000/ISO22000

■ IFS

■ BRC



Wrap-up

- Effective Food safety and Quality management is essential to meet our consumer's and customer's needs
- Combining ISO9001 with (GFSI recognised) FSMS is a basis for an effective Global governance
- **Culture & People**



 **HEINEKEN**

