

The World's Leading Taste and Nutrition Company

Our Purpose: Inspiring Food, Nourishing Life

Our Vision: To be our customers' most valued partner, creating a world of sustainable nutrition

Our Mission: Co-creating with customers to sustainably shape the future, our consumer-led approach means we predict growth opportunities earlier to innovate faster. Powered by an extensive technology portfolio, grounded in world class science, driven by the passion and diversity of our people and digitally enabled, we deliver inspiring ways to nourish life at pace and at scale.

Guided by Our Values **Enterprising Spirit** Open-mindedness Inclusiveness Ownership Underpinned by our Operating Model Principles ... Driven By Industry Customer and Differentiated First Choice For Globally Performance Leverage Skill Agile and Reference and Consumer Integrated **Best Talent** Resource Measurement and Scale Responsive Customer Focused Allocation Business and Results Preference **Focus**

Enabled by our People

Audits: Customers, Regulators, GFSI & Internal

Global EHS & FSQ Strategy



Vision	To Protect our People and Environment and Consistently Exceed our Customer's Expectations through World Class EHS and FSQ Systems				
Customer	Customer Engagement, Root Cause Analysis, Culture and Safety by Design				
Mission	Leading our Culture of 'Safety First, Quality Always' using Preventative Processes and Talent to Enable Sustainable Growth				
Purpose	Drive a proactive EHS & FSQ culture across the organisation to ensure we are the employer and partner of choice				
Imperatives	Capabilities & Digitalization	Safety by Design	Manufacturing Fundamentals		External Engagement
Focus	Safety, Foreign Material, Allergens, Sanitation, Micro, People, Customer Engagement and Resources				
KPI's	Customer Complaints Foreign Material	Total Recordable Incidents LIFE Programme ProSafe	Micro Environmental Monitoring	Plant Risk Heath Map (Food and Employee Safety	(Golden and
Values	A – Courage B – Ownership C – Open mindedness D – Inclusiveness E – Enterprising Spirit				

Digitalization Journey



Up to 2022 2023 - 2024 2024 and beyond

Standardize & Digitize

- SAP
- Integrated QHSE
 Management System
- Enterprise Performance Management Systems
- Environmental Monitoring Program
- Golden 6

Extend, & Automate, Enable our People

- Simplified User Experience
- Connected Systems
- Automated Test Data
- Digitized Sanitation Program
- Master Data Enrichment

Transform & Leverage Real time Information

- Automated process data
- Deeper and Instant insights from data
- Inline quality testing
- Predictive & Proactive
 Systems

Reduce Risk | Easier for our people | Deliver Efficiency | Drive preventive & proactive | Culture

Digitalization of Food Safety



Product release is achieved in SAP through logging of test results



Swabbing is scheduled, recorded, & trended in SAP



Audits & Inspections

Internal & external assessments are processed through standard workflow



Golden 6

Empowering production teams to own food safety in their direct areas



Reporting & Dashboards

Interactive data for real time reporting and trending in EPM and Intelex



Master Sanitation Schedule

Completion rates of scheduled sanitation activity is recorded each month in Intelex

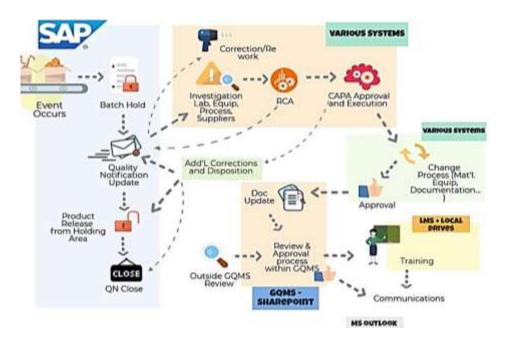
Root Cause & Corrective Action

Standard processes to identify root causes and take action to prevent recurrence

Integrated QHSE Management System - Why We Made the Change

Objective: An easier, faster and better way to ensure the quality and safety of our people and our products

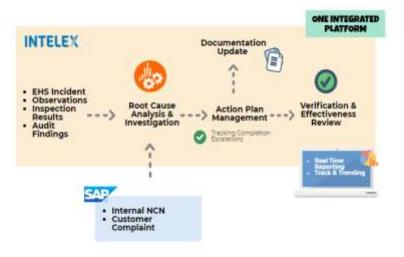
From



Disparate QHSE Systems

- High level of administrative work
- Lack of automated and consistent Analytics and Reporting
- Manual governance





Integrated Enterprise QHSE Management System

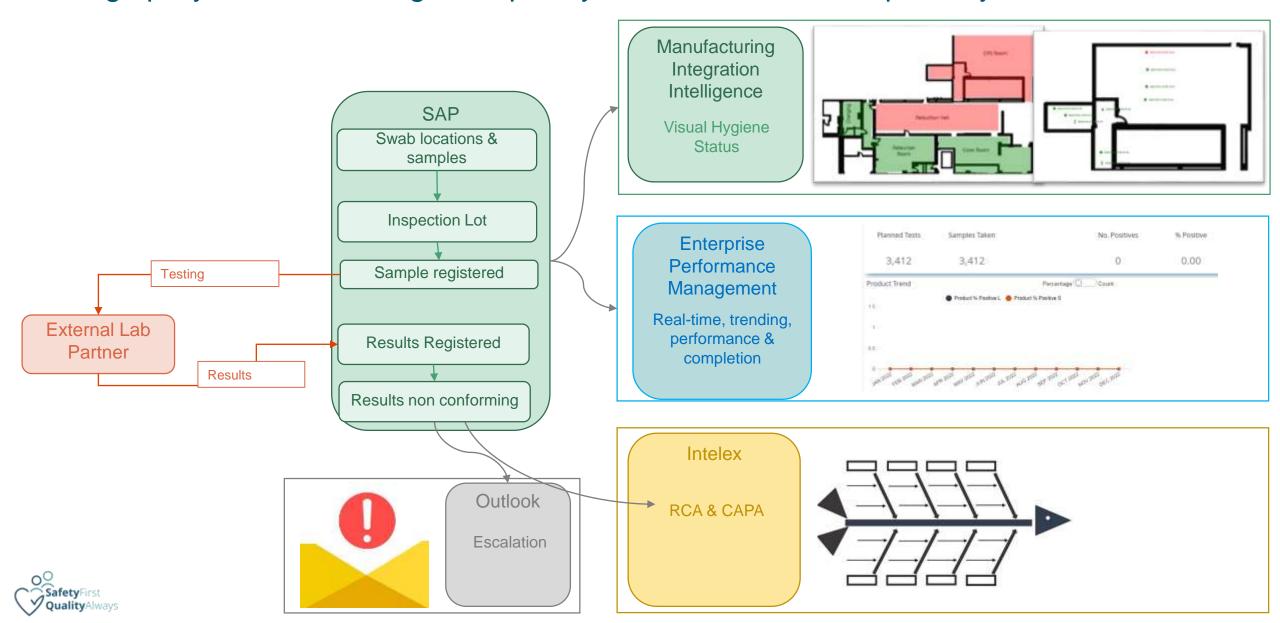
- Better: world-class capability to consistently collect, manage and visualize real-time operational data
- Faster: Provide real-time data to track the effectiveness of corrective actions, KPI's, etc.
- Simplify Stimulate a proactive culture with tools that evaluate the effectiveness of corrective actions
- Easier: Improve operational efficiency and remove redundancies with a globallymanaged, locally relevant system





Environmental Monitoring Program Digitalization

Joining up Systems to manage complexity & deliver faster transparency





Food Safety Digitization:

Stepping into the Future

Presented by:

Traci Slowinski, REHS, CP-FS
McDonald's Restaurant Food Safety Manager



For over **65 years**, our customers have held a high level **of TRUST** in our Brand. The McDonald's U.S. Food Safety & Quality Systems team pledges to maintain that standard by **ensuring our restaurants serve safe, consistent, high-quality food**.





How We Operate – A selection of our partnerships





























Company





Asian McDonald's Operator Association

NFLA











• Menu Development

U.S. Operations

U.S. Equipment

Field Offices

Marketing

Legal

Treasury

McDonald's Food Safety Commitment



Food safety is paramount at McDonald's, and it has always been a top priority for us. It's also a competitive advantage and trust builder with our customers. For nearly seven decades, our approach to quality and food safety has helped make McDonald's a trusted brand around the world. It's one of the reasons we continually hear from customers that they will stop at a McDonald's no matter where they are in the world because they can count on us for quality food and a safe, predictable, consistent visit. Since the ordet of DOVID-19, our customers' needs and expectations for safety have taken precedence.

There is no margin for error with food safety. We have to get it right. When I think about my role and the roles of all of us who work with the restaurants, our priority is to earn customer trust, and help each other continuously improve.



















President McDonald's USA









At McDonald's, food safety is a top priority. In serving more than 38,000 communities around the world, I understand the responsibility that my leadership team and I have in upholding rigorous standards. From our trusted suppliers, farmers and ranchers, to our innovative teams leading. operations, menu development, packaging and distribution, and of course our Owner/Operators who implement food quality and safety best practices. in their restaurants- by working together, we're building trust in our Brand. It's central to our purpose and our values, to the way in which we run our restaurants - and it takes all three legs of the stool to make it happen.

Ray Kroc once said, "If you look after the customer, the business will take care of itself." Sixty-five years later, we're still operating with that mindset. It speaks to the great customer service we provide, our affordability, convenience and ingenuity. But at the end of the day, we are a food business, and it's the quality and safety of the food we serve that keeps our customers coming back for more.











Part of living our values is a strong Food Safety Culture from the farm to the final

Having a robust Food Safety Management System with high standards and policies, as well as verification and measurement tools, is a foundation but the most important part is; everyone takes responsibility.

The intent of a yearly Food Safety week is to take everybody with us on our Food

My personal role is to empower all of us, whether you are working on a farm, at a supplier, in a distribution center, at one of our over 39,000 restaurants, in a local or Corporate office to do the right thing and be ambassadors for Food Safety. I would like to drive a Food Safety Culture of openness where people speak up when they see mistakes happen, where we elevate training and communication but also recognize and reward success and best practices.

















Problem Solving with Digital Food Safety (DFS)

Modernize

Simplify

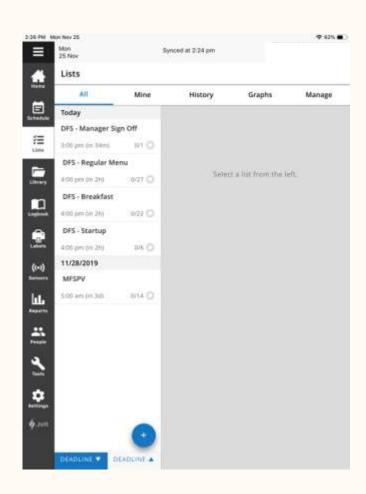
Flexibility

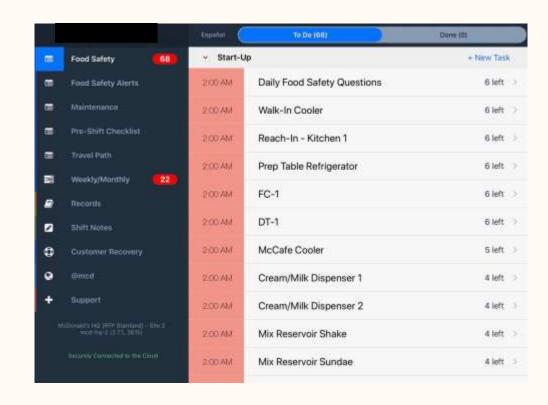
Continuous Improvement



Digital Food Safety (DFS)

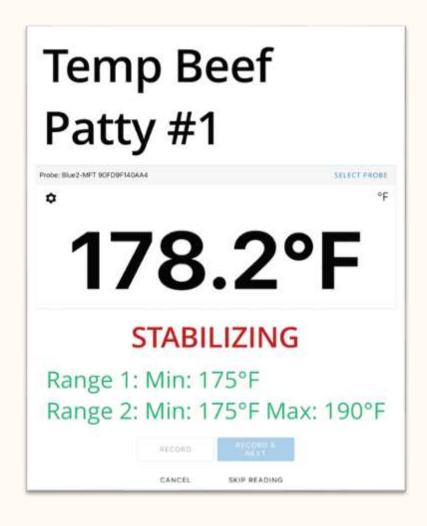


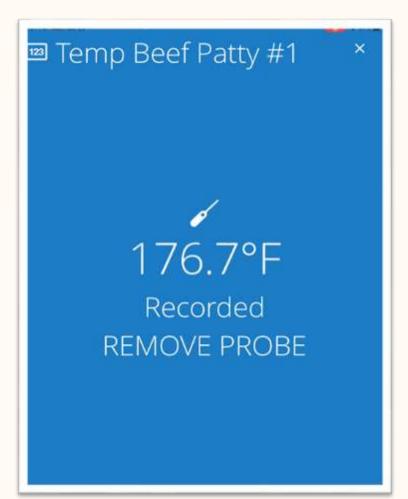


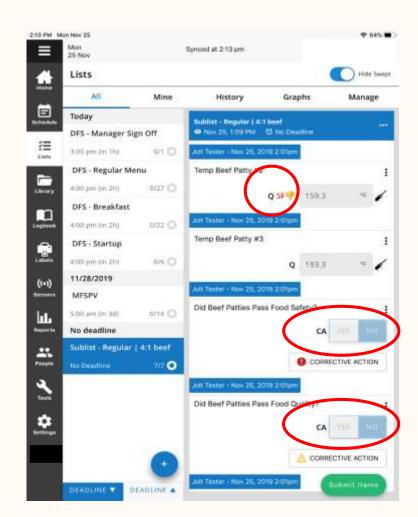




DFS in Action







Benefits of DFS



Integrity



Continuous Improvement



Simplification



Celebration



Active Managerial Control

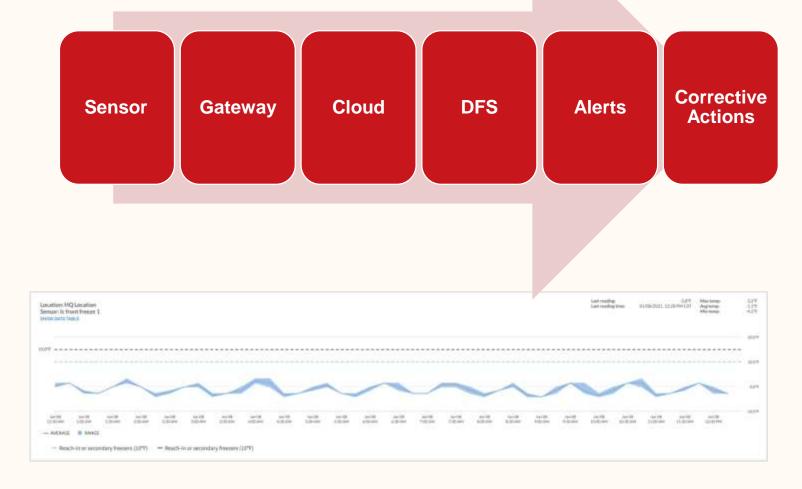


Time Savings



Remote Temperature System (RTS) Solution





Benefits of RTS







Labor/Time Savings

Peace of Mind/Continuous Monitoring

Inventory Insurance





Energy Savings

Maintenance and Repair Decisions



What's Next

Checklist Management (CM)

Remote Temperature System (RTS)

Smart Equipment

- Grills
- Fryers
- Frozen Dessert Machine
- Handwashing

Inventory Management (EDSC)

- RFID
- Main delivery
- Store transfer

The Initiative to modernize through Innovation made real in the restaurants

Evolution of the McD Food Safety Scorecard

