Maintaining food safety during a global pandemic
Perspectives working for a consumer facing, global, food and beverage manufacturer

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As the Pandemic unfolded… few examples from the front lines

Contingency plans

• Pre- pandemic

Is it for real?

• Dec 19- March 20

Phase 1

• Lockdown- pre vaccine

Phase 2

• Managed operations – post vaccine

Current

• “New normal”?… So what are the lessons learned?

• Lack of “Pandemic” prepared-ness in business contingency plans!

• White papers on – food borne risks
• “Unusual” risk assessments
• Staggered emergency declarations

• 10 x time sanitizer review
• Unforeseen absenteeism- maintaining quality protocols
• COVID protocols on the manufacturing floors and labs
• Paused “non-regulatory” audits

• Continued supply challenges and agility- impact on FS
• Vaccine hesitancy and continued labor challenges- maintaining FS culture!
• Audits limitations globally- need for new ways of thinking
Lessons learned……

Maintaining consumer confidence – is a team sport

The VUCA (volatile, uncertain, complex and ambiguous) world is here to stay

A digital native organization – is a key enabler

- Essential status
- Potential to food-borne transmission risks
- Safety practices in the supply chain
- Clarity on food-borne transmission risks

Supply chain disruptions

Channel and mix disruptions

Workforce disruptions

Lighthouse - internal performance reporting

Digitized hazard assessments

Digital enabled process validations

Remote site assessments and issue resolution
Our challenge is our opportunity to step change food safety culture in the industry

VUCA

Volatile - Vision
Uncertain - Understanding
Complex - Clarity
Ambiguous - Agility