



From food safety to workplace safety

Navigating risks in the food service industry

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Introduction



In the food service industry, **food safety and workplace safety are fundamental to protecting consumers and employees, ensuring operational resilience, and safeguarding brand reputation.**

From food hygiene and contamination risks to occupational health, workplace hazards, statutory compliance, and emergency preparedness, organisation must manage a complex range of risks across **kitchens, restaurants and outlets, warehouses, distribution networks, and the broader supply chain.** A robust, integrated safety guidance is therefore essential to provide **safe operations, regulatory compliance, business continuity, and stakeholder confidence.**



Where do the requirements apply?

Food and workplace safety are relevant across the entire value chain.



Compliance requirements

The compliance landscape in the food service industry is **complex and continuously evolving**, encompassing **food safety, occupational health and workplace safety, fire and emergency management, employee welfare, statutory requirements, and operational controls** across the value chain.

Licensing, governance and Food Safety Management System (FSMS)

- Food Safety and Standards Authority of India (FSSAI) licence/registration
- FSMS
- Hazard Analysis and Critical Control Points (HACCP)
- Good Manufacturing Practices (GMP) / Good Hygiene Practices (GHP)
- Food safety plans and reviews
- Food safety supervisors
- Documentation

Workplace safety, health and welfare

- Equipment and electrical safety
- Contractor and employee safety
- Ergonomics
- Occupational health
- Slips, trips and falls
- Chemical safety
- Worker hygiene
- Warehouse and supply chain safety

Food safety, quality and supply chain controls

- Supplier controls
- Raw materials, processing
- Hygiene
- Additives
- Contaminants
- Testing and packaging, storage, transportation, cold chain and imports

Fire, emergency and hazard management

- Fire safety
- LPG/gas safety
- Emergency preparedness
- Hazardous materials
- Incident management

Consumer protection, traceability and response

- Labelling
- Allergens
- Nutrition
- Claims
- Consumer information
- Traceability
- Complaints
- Product withdrawal/recall and corrective actions



Why food safety and workplace safety matters

What begins as a compliance gap can quickly lead to penalties, business disruption, reputational damage, and regulatory action.

The cost of non-compliance extends beyond financial penalties



Production / food establishment stoppages and disruption to business continuity



Product / F&B outlet seizure, recalls, or destruction orders



Reputational damage can impact customer acquisition, retention, and long-term brand equity



Higher incidence of employee injuries



Regulatory inspections and increased scrutiny



Marketplace delisting and sales restrictions

How can we help?

Our **expert-led, technology-enabled solutions** help organisation strengthen **food and workplace safety**, proactively identify and mitigate risks, facilitate effective corrective actions, and provide **end-to-end oversight** across the food service value chain.

Gap assessment (Advisory services)

- Assess **policies, roles, responsibilities, governance mechanisms and compliance against food safety, Occupational Health and Safety (OHS), and regulatory guidelines applicable as per company requirements.**
- **Assess food handling, storage, preparation,** hygiene, sanitation, pest control, allergen management, temperature controls and contamination prevention, etc.
- **Assess labels, packaging, claims, and marketing content** against applicable regulatory requirements.
- Review digital shelf content, product claims, disclosures, and consumer-facing communications.
- **Review fire prevention and protection systems,** emergency preparedness, evacuation arrangements, first aid and occupational health practices.

Compliance monitoring through Deloitte Compliance Monitor (DCM)

- **Map applicable regulatory requirements** to specific compliance activities, owners, frequencies and evidence requirements.
- **Automate tracking of compliance tasks,** due dates, approvals and supporting documentation.
- **Record exceptions, gaps and corrective actions** directly within the platform.
- **Real-time dashboards and management reports** providing visibility into overdue actions, recurring non-compliances, high-risk areas and location-wise performance.

Tech Operate

- **Identify key food safety, occupational safety, statutory and operational compliance requirements** and define appropriate monitoring frequencies.
- **Leverage field teams and digital tools** to perform periodic inspections, compliance checks, observations and evidence-based assessments.
- **Assist in prioritising exceptions based on risk severity and business impact,** with clear ownership, timelines and escalation mechanisms for corrective action.
- **Provide real-time visibility into compliance performance,** recurring issues, overdue actions and high-risk locations through management reporting dashboards.



Anthony Crasto

President, Assurance
Deloitte South Asia
acrasto@deloitte.com



Peeyush Vaish

Partner, Assurance
Deloitte India
peeyushvaish@deloitte.com



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