FOOD SAFETY CULTURE

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CERTIFICATION AND TRAINING SERVICES

NQA specialises in management systems certification for:

Quality

Aerospace (Quality)

Automotive (Quality)

Environment

Energy

Health & Safety

Information Resilience

Food Safety

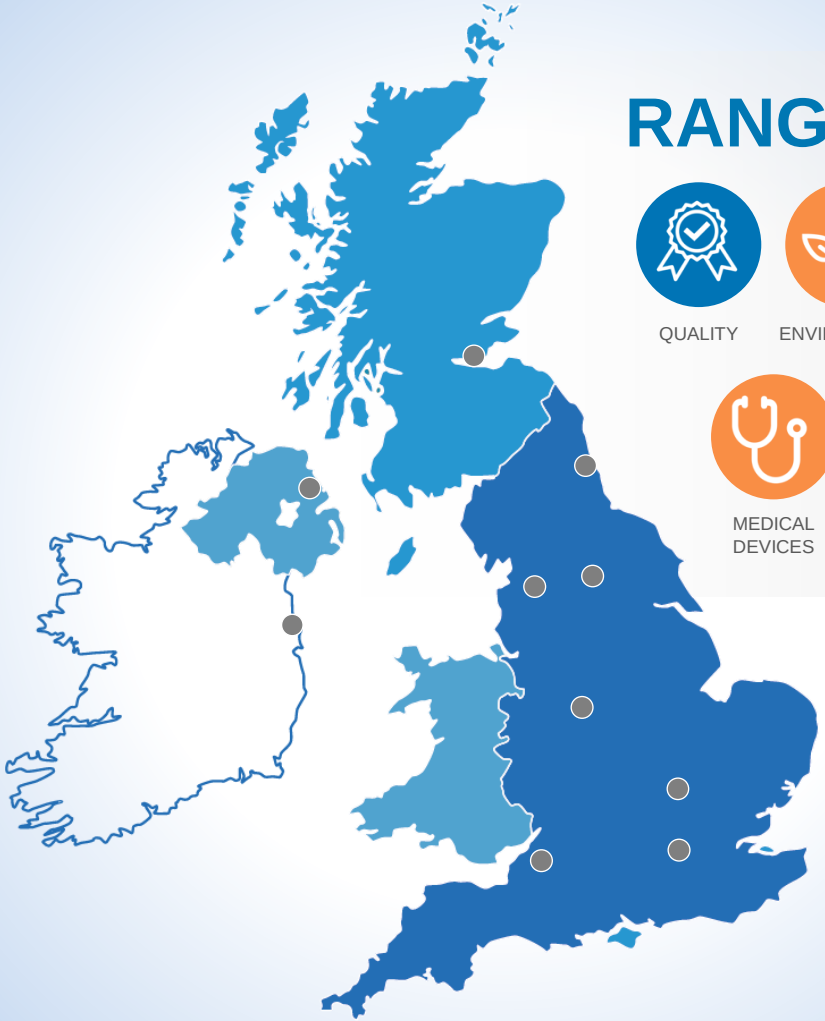
Risk Management

Medical Devices

NATIONWIDE TRAINING SERVICES

ACCREDITED COURSES

- Virtual Learning
- e-Learning / Live Webinars
- In-house Training
- Public Training Nationwide Locations



RANGE OF COURSES

- QUALITY
- ENVIRONMENT
- ENERGY
- HEALTH AND SAFETY
- INFORMATION SECURITY
- MEDICAL DEVICES
- BUSINESS CONTINUITY
- AEROSPACE
- INTEGRATED MANAGEMENT

- **e-Learning** Introduction
- **1 day** Introduction Courses
- **2 day** Implementation Courses
- **2 day** Internal Auditor – NQA or IRCA
- **5 day** Lead Auditor – NQA or IRCA

CQI | IRCA
APPROVED TRAINING PARTNER

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YOUR PRESENTER

KEY INFO

- 30-minute webinar
- Questions in the chat box
- Q&A at the end
- Recording of webinar circulated shortly after

WHAT WILL YOU LEARN?

Over the course of the webinar, you will…

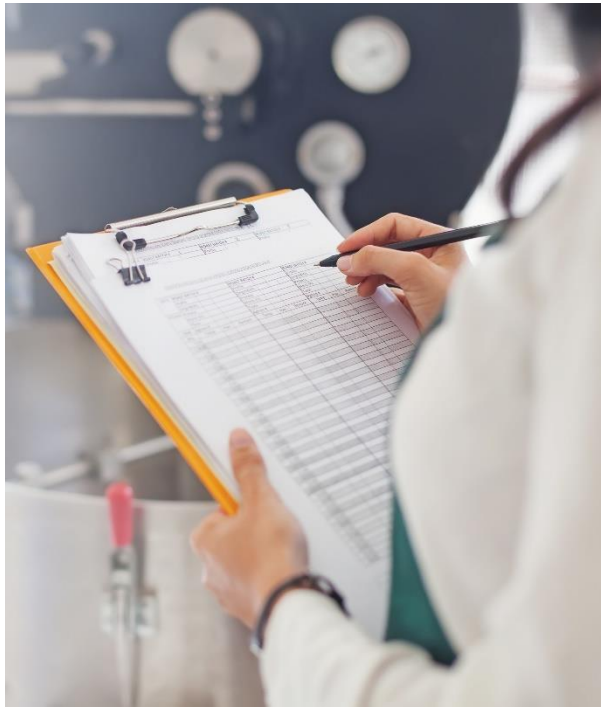
- Understand the **concept and importance** of food safety culture
- Discover how the **culture of an organisation** can affect product safety
- Learn **tips and techniques** to help create a healthy food safety culture

WHAT IS FOOD SAFETY CULTURE?

"Shared values, beliefs and norms that affect mind-set and behaviour toward food safety in, across and throughout an organisation"

(GFSI WORKING GROUP DEFINITION)

WHAT GOOD FOOD SAFETY CULTURE LOOKS LIKE



- **Full engagement** from the organisation's leadership
- **Leadership understands** their responsibilities of food safety
- **Employees understand** their responsibilities
- All employees understand how their responsibilities **affect the food safety management system**
- **Employees feel welcome and encouraged to feedback issues** – no matter the consequences
- **Issues are identified** inhouse and properly managed
- Good perception from both **internal and external parties**
- **Positive brand image**

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CONSEQUENCES OF POOR FOOD SAFETY CULTURE

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CONSEQUENCES OF GOOD FOOD SAFETY CULTURE

VULNERABILITIES

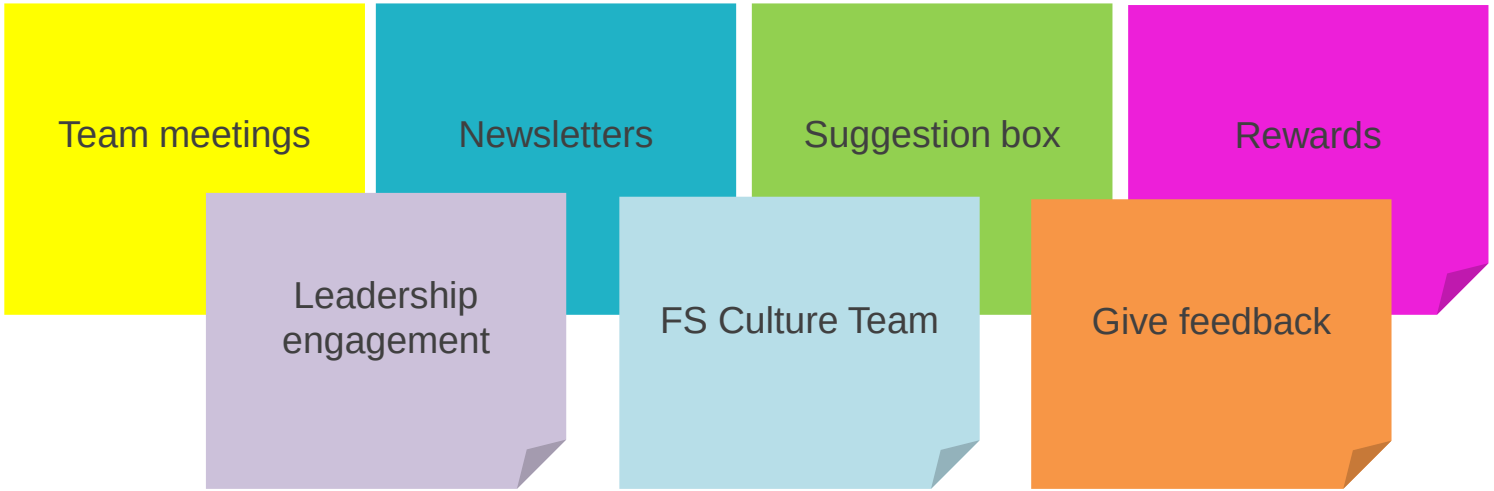
1. **Discuss** what or where your vulnerabilities are
2. Put **a process** in place to reduce vulnerabilities
3. **Communicate** with employees
4. Put **training programs** in place
5. **Invite feedback** from employees
6. Identify **measuring parameters and techniques**, and **review**
7. **Act** upon the results

ENGAGING EMPLOYEES

- Leadership needs to **initiate**
- To have better engagement, include **employees in the review and implementation**
- **Communicate positive** food safety culture
- **Invite feedback** – good or bad
- Communicate back to employees on **any actions taken**, or include them in **identifying and implementing actions**

REVIEW FEEDBACK & COMMUNICATE

- Leadership should be involved in the **review of results from feedback activities**
- **Identify any actions or processes** that could be **implemented** to increase positive food safety culture



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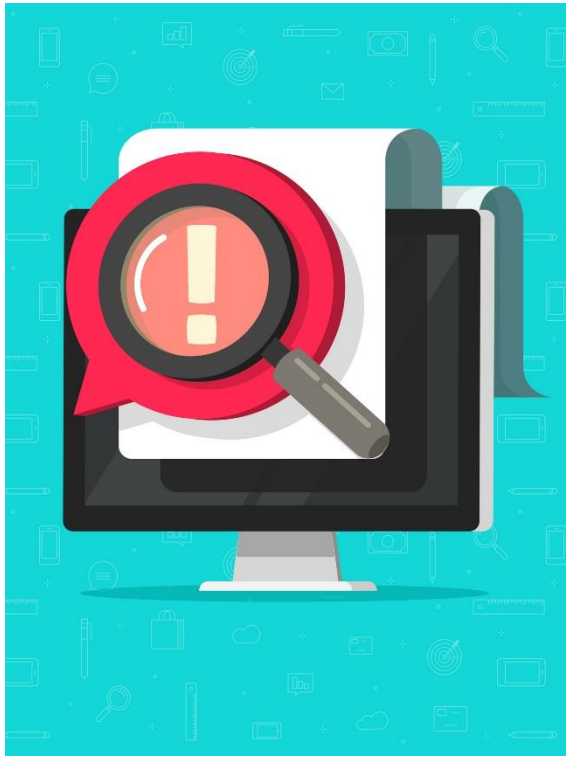
REVIEW COMPLAINTS AND NON-CONFORMITIES



Could any existing complaints or non-conformities have been avoided if the food safety culture within the organisation had been better?

Remember to consider food safety culture in your root cause analysis!

FOOD SAFETY TEAM MEETINGS

- Consider food safety culture in your **Food Safety or HACCP meetings**
- **Leadership should welcome** involvement or feedback
- **Errors are hazards**
- Errors due to **human error can be avoided**
- **Hazards and food safety culture are changeable**, so it's important to **review them regularly**
- Do you consider **employee changes as a hazard?**

MANAGEMENT REVIEW

Food safety culture **should be considered at management reviews** (ref ISO22000:2018 9.3)

- **Changes in internal and external issues** that are relevant to the FSMS
- Monitoring and measuring **results**
- **Nonconformities and corrective actions**
- Review of **risks and opportunities**
- **Adequacy of resources**
- **Emergency situations**, including recalls or withdrawals
- Relevant information obtained through **external or internal communication**
- Opportunities for **continual improvement**

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SUMMARY

EXTERNAL AUDITING

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Q&A

THANK YOU!

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