



FOOD SAFETY CULTURE



NEVER STOP IMPROVING



50,000
CERTIFICATES
GLOBALLY



100%
ALL INCLUSIVE
— FEES —



1000+
EMPLOYEES
WORLDWIDE



**AVERAGE
CUSTOMER
PARTNERSHIP**



**OPERATING
COUNTRIES**

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



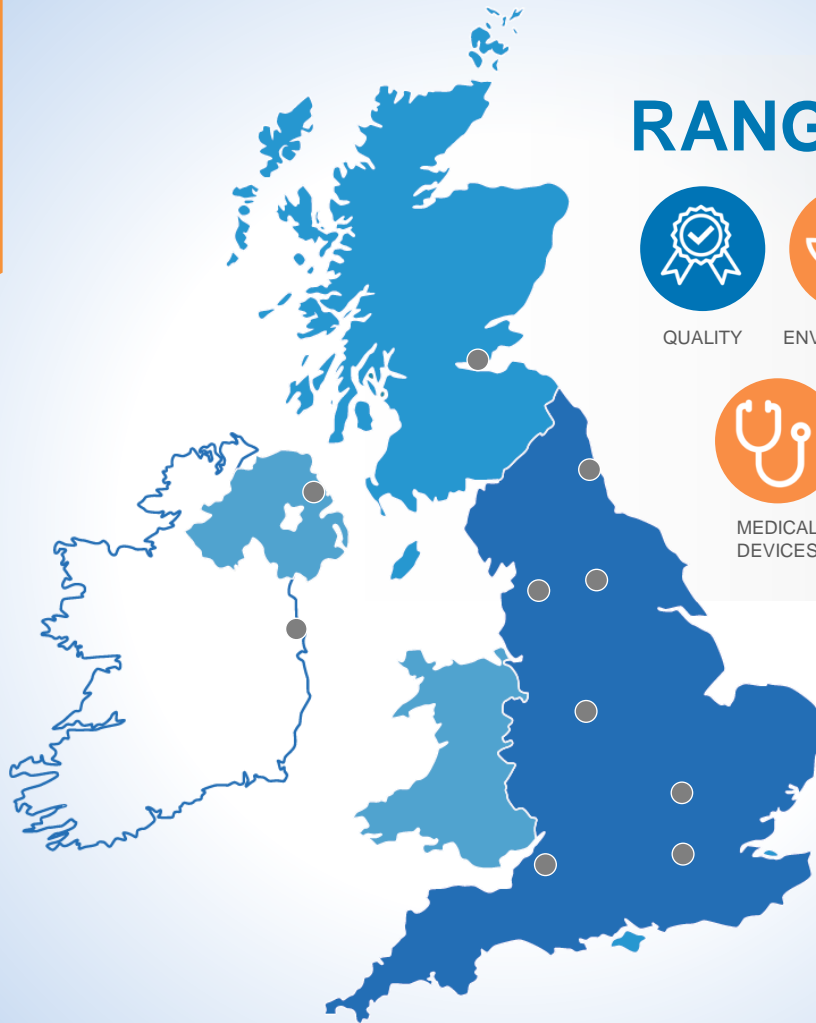
e-Learning / Live Webinars



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





NEVER STOP IMPROVING

KEY INFO

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

YOUR PRESENTER



Maria Constable

ISO 22000, FSSC 22000

Food Certification Manager



Maria has worked in the certification industry for 15+ years, specialising in food safety for the food chain from farm to fork and worked with many different Standard owners, clients and stakeholders. Her role as Food Certification Manager is to oversee the accreditation and certification of NQA's Food Safety Management Systems Standards globally whilst ensuring technical knowledge and changes within the industry are cascaded accordingly to clients, stakeholders and NQA's auditors.

WHAT WILL YOU LEARN?

Over the course of the webinar, you will...

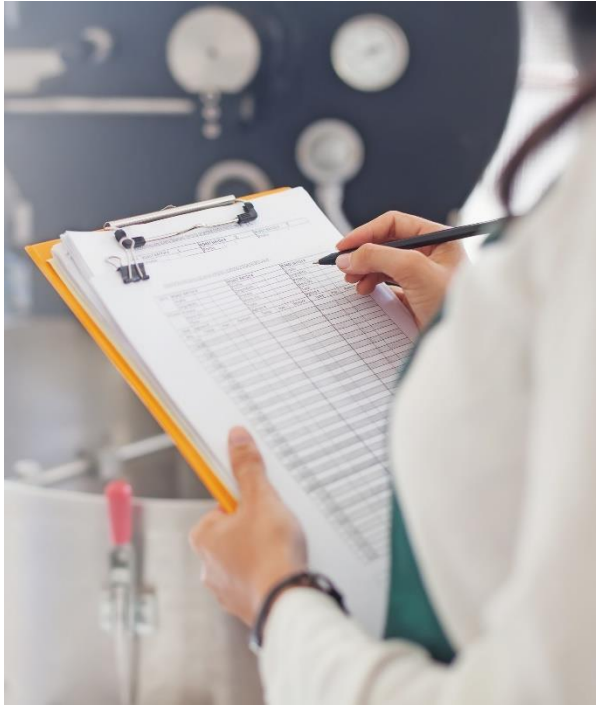
- Understand the **concept and importance** of food safety culture
 - Discover how the **culture of an organisation** can affect product safety
 - Learn **tips and techniques** to help create a healthy food safety culture
-

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**

CONSEQUENCES OF POOR FOOD SAFETY CULTURE

Non-conforming product

Customer complaints

Brand damaging media

Product recalls

Food fraud incidents

Food defense incidents

Inefficiency

Loss of certifications

High staff turnover

Loss of knowledge and expertise

Employee lack of responsibility

Profit Loss

CONSEQUENCES OF GOOD FOOD SAFETY CULTURE

Consistent
efficiency

Customer
satisfaction

Consumer
Satisfaction

Successful
certification
audits

Happy
employees

Less
downtime

Good brand
reputation

Successful
organisation

Customer
trust

Increase in
sales

Engaged
employees

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



FOOD
FRAUD?



BAD
BEHAVIOUR?



HONEST
MISTAKES?



FOOD
DEFENSE?

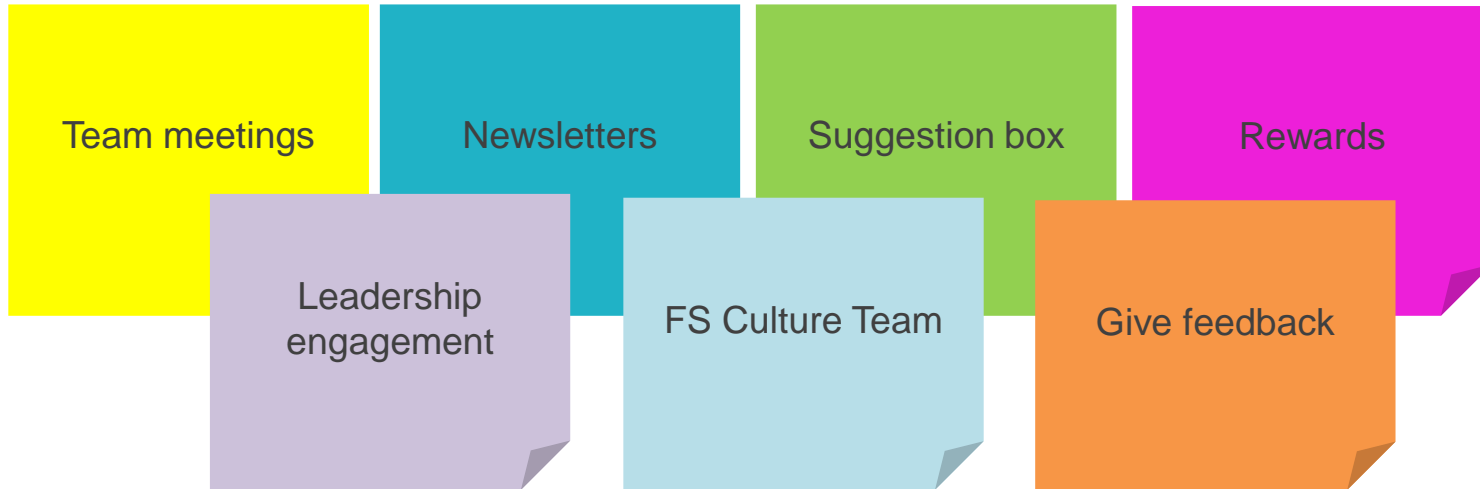
ENGAGING EMPLOYEES

- 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



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?**
-

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**
-



NEVER STOP IMPROVING

SUMMARY



EXTERNAL AUDITING





NEVER STOP IMPROVING

Q&A



THANK YOU!

Warwick House | Houghton Hall Park | Houghton Regis | Dunstable | LU5 5ZX | United Kingdom
0800 052 2424 | info@nqa.com | www.nqa.com

 [nqa.com/signup](https://www.nqa.com/signup) |  youtube.com/nqamovies |  twitter.com/NQAGlobal |  linkedin.com/company/nqa-global