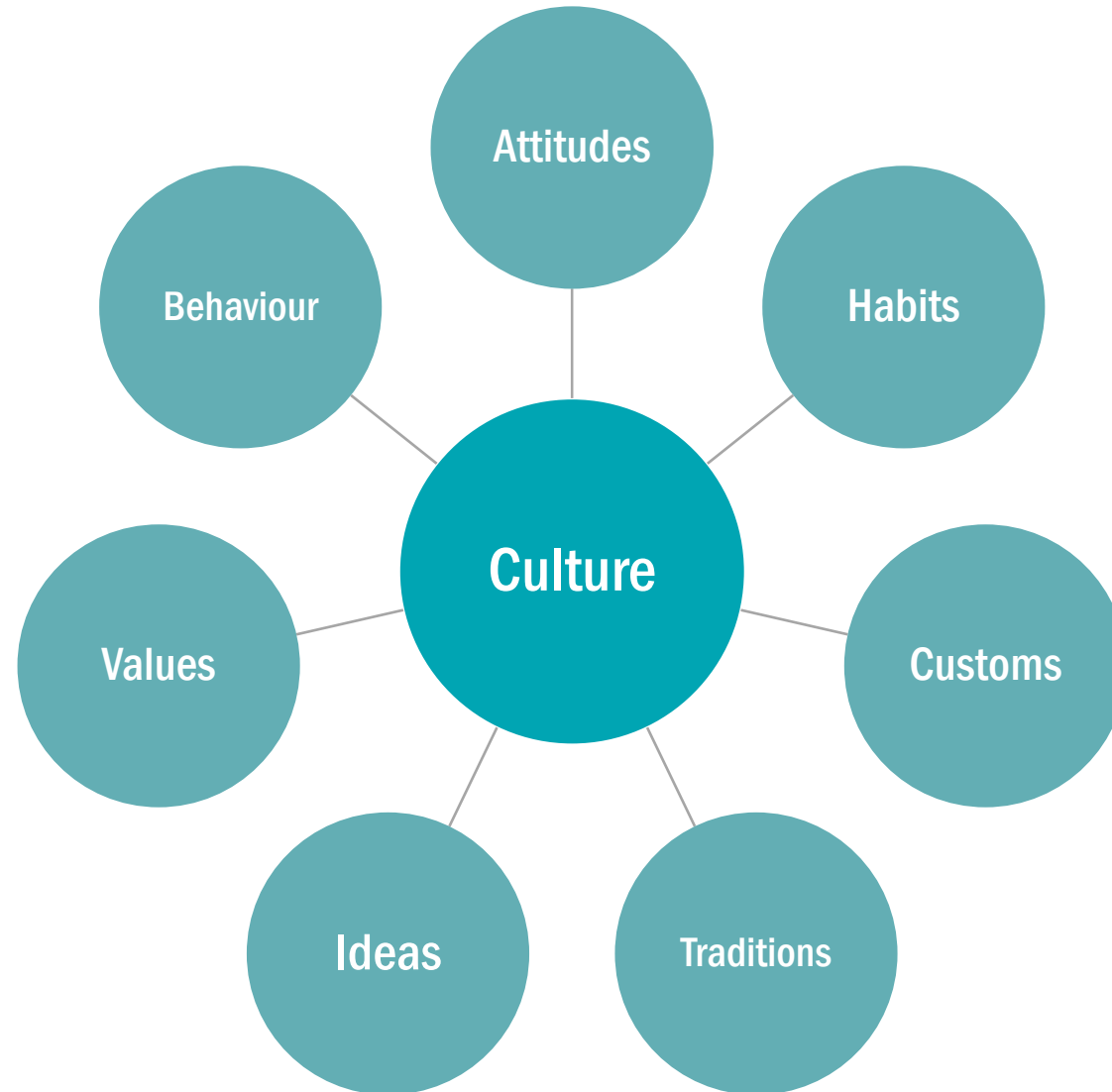




What is food safety culture?

Culture is 'the way we do things around here'





Food safety culture

How everyone (owners, managers and team members) **thinks and acts** in their **daily job** to make sure the food they make or serve is safe

More than training, programs and processes
→ **behaviour**

It's what happens when **no-one's watching** (good or bad!)



In other words...

- **Taking pride in food being safe every time**
- **A great product is a safe product**
- **The top priority is making sure food is safe**
- **Food safety is not a cost – it's an investment**

Why is it important?



Food safety is
everyone's
responsibility



Avoid illness
and other costs
of mistakes



A trustworthy
product &
brand



Safe behaviour
makes safe
food

Safe food, every time



What does a strong culture look like?

Strong leaders



Openly commit to making safe food the top priority

- Schedule and lead regular meetings to openly report and discuss food safety
- Regularly review FS performance & budget, follow up on identified issues
- Encourage input from everyone, take suggestions seriously
- Reward people that show strong commitment to FS

Committed managers



Dedicate time and effort

- Meet with team often (e.g. weekly) to talk about FS issues & challenges
- Encourage input from everyone, take suggestions seriously

Everyone contributes



Whole organisation believes safe food is important and everyone plays a part

- Speak up if you see something done wrongly
- Suggest things that could improve food safety
- Ask questions if unsure about practices

What does a strong culture look like?

Everyone's accountable



Everyone understands they are held responsible for ensuring food is safe

- Understand your role & responsibilities
- Understand that if things go wrong consumers can get ill or die and the business can be harmed

Knowing and doing things right



More than training – making sure people know the food safety risks and do the right thing, every time

- Assign time & money to FS training, refreshers and updates
- Put plans in place for everyone to be involved in FS observations, checking things are done correctly every time
- Reward people & teams who show a strong commitment to food safety

Continual improvement



Be proactive – monitor what goes on, look for ways to improve, prevent future problems

- Regularly review FS observations and overall performance
- Encourage suggestions for improvement
- Regularly & actively discuss these to find better ways to do things

A strong culture may take time to grow



Even small steps can make a big difference along the way



What role can regulators play?

Be food safety coaches

Encourage positive and proactive changes in behaviour

Share stories and lessons learnt

The more you educate, the less you regulate



Where to start

1

Know your company's starting point –

Do a 'health check' of your food safety culture

2

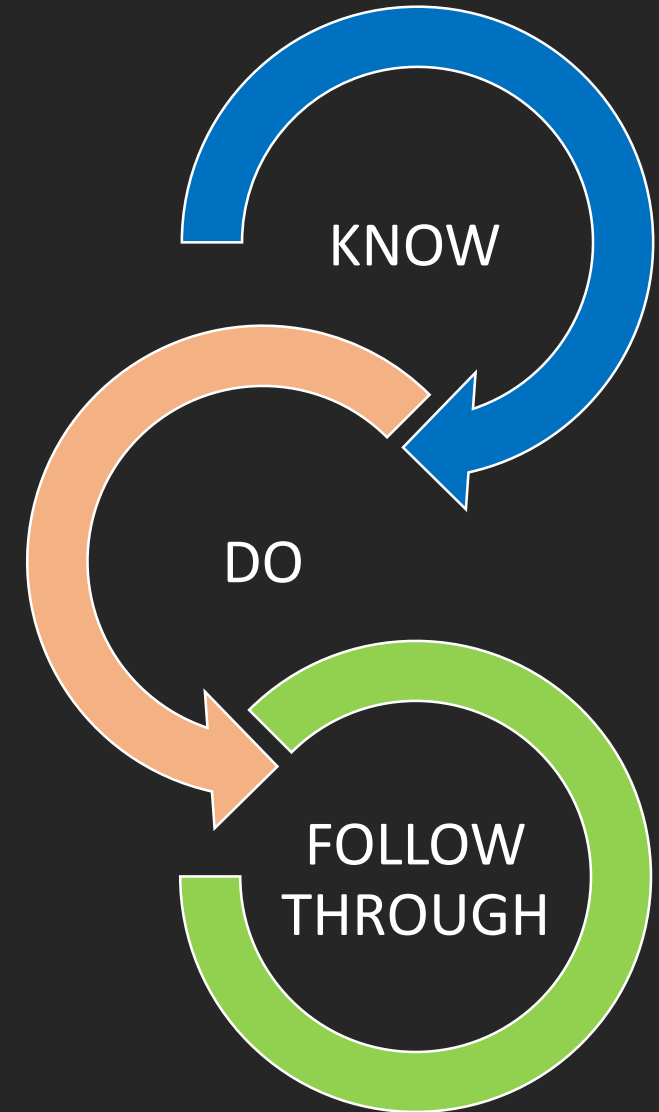
Do something to make a difference –

Shape and strengthen your food safety culture

3

Follow through for a long-lasting impact –

Track and improve your food safety culture



Where to find help

FSANZ has developed some easy-to-use resources



visit the FSANZ Food Safety Hub www.foodstandards.gov.au

email FSANZ at foodsafetyculture@foodstandards.gov.au

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