STEP 1 - KNOW
This resource is designed to help food businesses shape and improve their food safety culture. It has been developed by Food Standards Australia New Zealand (FSANZ) as a national resource for industry and food regulators.

FSANZ welcomes your feedback on this resource (email us at foodsafetyculture@foodstandards.gov.au).

FOOD SAFETY QUESTIONNAIRE
This short questionnaire will help you do a quick ‘health check’ of your business’s food safety culture. You’ll get a picture of how your decision makers and team members rank the business’s overall approach to food safety- from the general philosophy in the workplace, to training and monitoring arrangements, to the relationship with food regulators.

The questions have been designed as simple rankings (with space for optional comments) to give you a quick overview of how different groups rank key food safety areas. Each question has a scale where you can indicate where your business fits and a section where you can add additional comments.

Date: _______________________

First, are you a manager or general staff of this business? (please circle)

LEADERSHIP/VISION
1. How important do you think food safety is in the business? (e.g compared to profits, brand recognition, etc.)

<table>
<thead>
<tr>
<th>Scale</th>
<th>It’s not thought about much</th>
<th>It becomes important when something goes wrong</th>
<th>Ensuring food is safe is always a top priority</th>
</tr>
</thead>
</table>

Comments:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

2. Who is responsible for making sure the food is safe?

<table>
<thead>
<tr>
<th>Scale</th>
<th>The owner</th>
<th>Specific people (e.g. quality assurance officer, managers and the owner)</th>
<th>Everyone at all levels</th>
</tr>
</thead>
</table>

Comments:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
### FOOD SAFETY QUESTIONNAIRE

3. How committed are managers (including the owner or other senior staff) to food safety?

<p>| | | |</p>
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<tr>
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<tbody>
<tr>
<td>not committed, e.g. they don’t do or say anything much about food safety</td>
<td>somewhat committed, e.g. they talk about it sometimes at meetings or inspections and audits</td>
<td>very committed, e.g. they often talk with all staff about it, it’s in our procedures, on notice boards, workplace posters, etc</td>
</tr>
</tbody>
</table>

Comments:

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### WORKPLACE

4. What’s the general situation like in the workplace, especially in terms of staff reporting problems, questioning procedures or suggesting improvements?

<p>| | | | |</p>
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<tbody>
<tr>
<td>Minimal engagement, e.g. generally don’t need or get much input from general staff; staff are not encouraged to speak to managers about food safety</td>
<td>Fair but formal, e.g. staff know they can talk with managers during meetings or inspections and audits</td>
<td>Pretty strong and flexible, e.g. staff are encouraged to bring up problems or suggestions any time and there are meetings, suggestion boxes, email contacts, surveys, etc. to do this in different ways</td>
<td>Very strong and supportive, e.g. we all communicate openly, often and in both directions (from management and from general team members upwards) — and we do have a range of ways to do this any time</td>
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Comments:

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5. How are food safety problems or complaints addressed?

| Negative response, e.g. nothing is changed or person is blamed | Minimal response, e.g. just fixed enough to pass inspection | Strong response, e.g. issues identified, fixed and tested to confirm no upstream or downstream effects | Strategic and proactive, e.g. continuously monitoring, thinking ahead and implementing preventative actions before issues arise |

Comments:


6. How much training on food safety is available for staff?

| E.g. No food safety training is offered – if I want to learn I have to do it myself | E.g. induction training for new staff and sometimes some extra training if it’s needed | E.g. induction training plus regular refresher training, extra courses and on-the-job mentoring |

Comments:


7. Do the staff show an awareness of food safety in their daily jobs, every time? That is, do they always put their knowledge and training into practice?

| Probably not - especially if they’re really busy or no-one is watching | I assume they do | Their supervisors or peers make sure they do | Everyone has food safety as their top priority and does things properly everytime |
DATA COLLECTION & ASSESSMENT

8. Is food safety information checked and used to make improvements?

| No/not really, e.g. it’s filed in case someone asks for it later | Yes - sometimes, e.g. food safety supervisors/managers check it, and report if there are any problems | Yes - quite a lot, e.g. it’s included in regular updates to the boss/board, and in discussions about preventing future problems | Yes - all the times, e.g. it’s continually collected and assessed to check what’s going on, identify food safety risks and make plans for improvements into the future |

Comments:

RELATIONSHIPS WITH REGULATORS

9. What’s the business’s relationship with food regulators like?

| Minimal, e.g. we only see regulators when there’s an audit/inspection; they tell us what they think we have to do | Fair, e.g. we make sure we meet food safety obligations, and our managers get involved in audits/inspections and other discussions with regulators | Close collaboration, e.g. our managers and other staff are in regular contact with regulators and often discuss food safety matters with them to ask their advice or see what can be improved |

Comments: