

	Who?	What?	How? (examples)
<p>Strong leadership</p> 	<p>Business owners, board members, general managers, site managers</p>	<p>Senior leaders show the way, openly commit to making safe food the top priority throughout your business</p>	<p><i>I make sure there is a regular meeting or get-together where we report and discuss our food safety performance</i></p> <p><i>I personally follow up on things we decided need to be done (e.g. assign time, people or money to specific tasks, make sure corrective actions are done).</i></p> <p><i>I review our food safety performance and budget with my team as part of our overall business performance at least once month.</i></p>
<p>Committed managers</p> 	<p>Production managers, field supervisors, store supervisors, maintenance managers</p>	<p>Managers show their commitment to food safety through dedicating time and effort</p>	<p><i>I communicate and follow up on my expectation that all staff spend 10 minutes each week in team meetings discussing and solving our food safety challenges.</i></p> <p><i>I schedule and lead a regular event (e.g. team meeting, webinar, safety demonstration) where I personally speak to my teams about food safety.</i></p> <p><i>I make sure my leadership team discusses and acts on suggestions about improving food safety at least monthly.</i></p>
<p>Everyone contributes</p> 	<p>Produce pickers, truck drivers, factory workers, shop assistants, restaurant waiters, as well as managers and senior leaders</p>	<p>Everyone in the business believes making safe food is important and everyone plays a part</p>	<p><i>I speak up and correct anyone's behaviour if I see something wrong (if it goes against our food safety practices or principles).</i></p> <p><i>I offer suggestions I think could improve the business's food safety performance.</i></p> <p><i>I ask questions if I don't understand why food safety practices are changed.</i></p>
<p>Everyone's accountable</p> 	<p>All people at all levels in the business</p>	<p>Everyone understands that they are held responsible for ensuring food is safe</p>	<p><i>I understand my role and responsibilities in food safety and that if I do not take them seriously consumers could become ill or die and the business could be harmed.</i></p> <p><i>I help new colleagues and share my pride in what our business expects and achieves when it comes to food safety.</i></p>
<p>Knowing and acting</p> 	<p>All people at all levels in the business</p>	<p>More than training people – making sure they know the risks and do the right thing, every time</p>	<p><i>I assign time and budget for staff to receive food safety training, as well as regular updates or refresher sessions.</i></p> <p><i>I make sure there is a plan for everybody to be involved in food safety observations (e.g. food temperature, equipment sanitation), so we are all checking that we know and do what is expected.</i></p> <p><i>I actively encourage and reward people/ teams who have shown a strong commitment to food safety.</i></p> <p><i>I always speak up and/or take action if I see something (e.g. a food safety observation) is wrong.</i></p>
<p>Continual improvement</p> 	<p>All people at all levels in the business</p>	<p>Be proactive – monitor what goes on, look for ways to improve, prevent problems happening in the future</p>	<p><i>I discuss findings from food safety observations with my team at a pre-set and regular time so we can find better ways to do things and remove obstacles.</i></p> <p><i>I am encouraged to bring ideas about improving food safety to my supervisor and often do this.</i></p> <p><i>I see my supervisor and the business as a whole taking my comments and suggestions seriously. This makes me feel proud and valued.</i></p>