

FOOD SAFETY QUESTIONNAIRE

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

not committed, e.g. they don't do or say anything much about food safety	somewhat committed, e.g. they talk about it sometimes at meetings or inspections and audits	very committed, e.g. they often talk with all staff about it, it's in our procedures, on notice boards, workplace posters, etc	

Comments:

WORKPLACE

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

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	Fair but formal, e.g. staff know they can talk with managers during meetings or inspections and audits	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	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

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:

STAFF KNOWLEDGE AND ACTIONS

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

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Comments:

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
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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
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Comments:
