



# FOOD SAFETY CULTURE



## SAFE BEHAVIOUR = SAFE FOOD

The food safety culture of a business is how everyone (owners, managers, employees) thinks and acts in their daily job to make sure that the food they make is safe.

Food safety incidents in Australia and overseas can often be traced back to how people behave, and assumptions made within the food business.

Food safety is everyone's responsibility.

## BUSINESS BENEFITS OF A MATURE FOOD SAFETY CULTURE

Food safety culture is a powerful tool to improve business performance. The food safety culture of a business starts at the top but needs everyone's support across the business. It includes things you can see as well as the underlying values that are more difficult to assess.

LESS MATURE	→	MORE MATURE
Higher risk of food safety incidents: <ul style="list-style-type: none"> <li>• More mistakes, costing time and money</li> <li>• Higher risk to your brand's reputation</li> </ul>	➤	Greater protection from food safety incidents: <ul style="list-style-type: none"> <li>• Protects consumers from foodborne illness</li> <li>• Protects your brand's reputation</li> <li>• Protects your business from financial loss</li> </ul>
Ineffective leadership	➤	Leadership from top to bottom
Lack of food safety plans and systems	➤	Food safety plans and systems are built cooperatively and universally embraced
Poor employee engagement	➤	Employees are strongly engaged
Reactive	➤	Proactive
Reluctance to change	➤	Continuous improvement
Lack of accountability	➤	Everyone is accountable and there is greater trust.
Poor risk management	➤	Greater, better integrated risk management

Figure 1: Table showing business benefits of a mature food safety culture.

## A NEW APPROACH TO FOOD SAFETY CULTURE

*Dairy RegTech* is a different way for Dairy Food Safety Victoria (DFSV) to monitor food safety compliance, with a greater focus on people and behaviour to encourage improvement.

*Dairy RegTech* uses two powerful resources – information about food safety performance combined with food safety culture – to drive performance, help prevent food safety incidents and provide a framework to guide continuous improvement for businesses.

## HOW IS FOOD SAFETY CULTURE MEASURED?

*Dairy RegTech* uses a food safety culture maturity model that shows the relationship between behaviours that can be observed in food manufacturing and how these impact food safety.

*Dairy RegTech* assesses a manufacturing site's food safety culture through an employee survey, focus group discussions and leader interviews. The process is outlined in the diagram below. Businesses that go through this process get a report with a food safety culture score and insights.



Figure 2: A mature food safety culture sees more engaged staff working together to produce safe food.

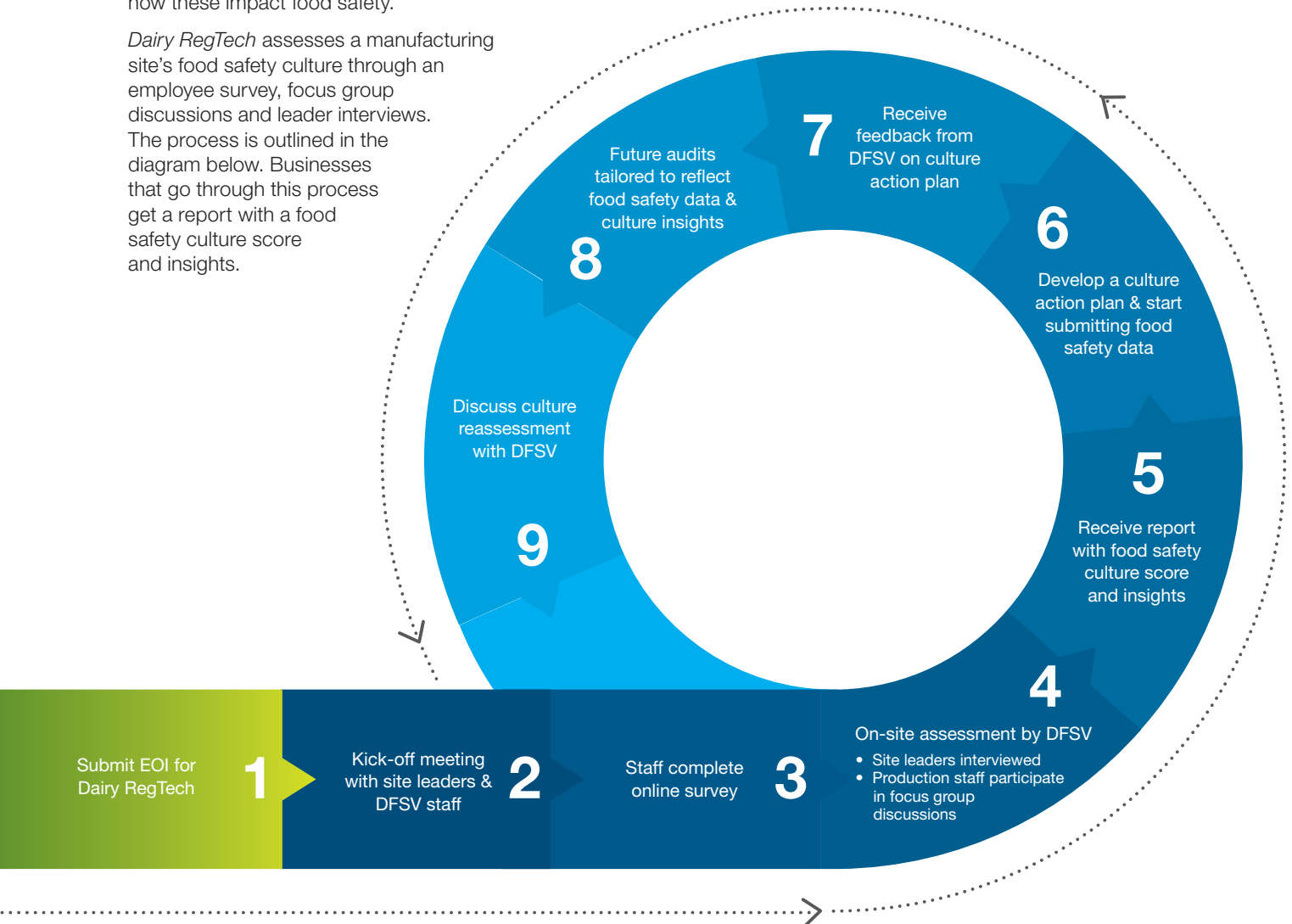


Figure 3: Dairy RegTech food safety culture assessment process.