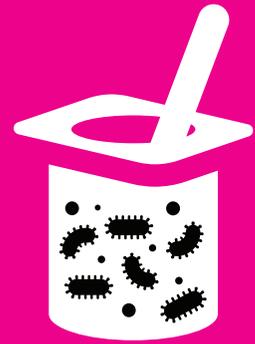


DAIRY FOOD

SAFETY CULTURE ACTION LIST

The Action List will take you through the key steps in developing a good dairy food safety culture, beginning with leadership and moving through to your workplace environment, staff knowledge, data collection and assessment and relationship with regulators. While the Action List is designed to help you change the culture in your business, it is not prescriptive and can be tailored to suit the individual needs of your business.



1. COMMIT TO FOOD SAFETY

CREATE THE CLIMATE FOR CHANGE

Clearly show that you believe food safety is a top priority. Show your commitment through your personal and business practices.

Leadership

- Develop a Food Safety Policy for your business and put it into action
- Have clear food safety procedures that are visible to staff and visitors
- Make food safety a priority of your business by featuring it on your website or social media page
- Report on food safety in the business and share with all team members together with actions to be taken on issues
- Show enthusiasm and interest in food safety
- Be ready to act on food safety issues when they are raised and explain your actions

Workplace environment

- Include your staff when planning ways to raise the importance of food safety in your business
- Understand the food safety risks in your business and explain them simply to staff
- Explain to staff and other why food safety is important to you and your business
- Walk around your business, talk to staff and find out what their food safety concerns or issues are
- Monitor customer/consumer feedback and share this with all team members

Data collection and assessment

- Document the food safety risks in your business and review your documents regularly
- Check that control measures are put in place and are working as planned

2. GET INVOLVED

START SHAPING THE CULTURE

When supervisors and managers are actively involved in food safety, workers are more likely to get on board. They will follow procedures willingly and be more confident to raise issues that could be important to food safety. You can help improve everyone's attitude by leading by example.

Leadership

- Lead by example! Show your team members how you expect them to behave.
 - If your workers are required to wear personal protective gear, you should too
 - Openly follow food safety procedures
 - Take part in food safety training
- Set goals for the food safety culture you want in your business (including attitudes and behaviours) and regularly check progress against these goals
- Formally communicate your focus on food safety to everyone involved in your business by regularly communicating with emails and team meetings.
- Make sure supervisors all use the same approach to food safety when working with their teams

Workplace environment

- Help with identifying hazards in the workplace and developing food safety procedures
- Put systems in place to communicate food safety (both upwards and downwards in the business). Remember listening is as important as talking
- Hold regular presentations (formal or informal) to talk about food safety
- Give regular feedback about the food safety practices in your workplace and help improve them

Staff knowledge

- Include information on ways to communicate with management about food safety issues and ideas (e.g. Plans and inductions)
- Communicate the importance of food safety in different ways so everyone can understand the message (e.g. Through talks, emails, posters, videos and practical demonstrations)

DAIRY FOOD SAFETY CULTURE ACTION LIST 2

Relationship with regulators

- Take advantage of your regulator's knowledge and experience when they interact with your business – ask for their advice on how best to make improvements

3. ENCOURAGE PARTICIPATION

BUILD THE CULTURE

You can improve the culture in your workplace by encouraging others to get on board with your approach towards food safety. This can include the way you speak about food safety, respond to issues and involve others in thinking about and acting on issues.

Workplace environment

- Promote an open, positive environment to dealing with concerns.
- Talk to your managers and staff about food safety practices
- Make time to attend meetings, site visits and training and actively contribute to your business's food safety management practices
- Walk around your business and speak to your staff about food safety
- Regularly reward your workers' contributions and give prompt feedback on safety issues
- Act on feedback, or give reasons why you didn't

Staff knowledge

- Schedule regular paid time for workers to talk about and act on food safety issues. This could include:
 - Developing food safety procedures
 - Maintaining tools and equipment
 - Making changes to the workplace that promote food safety
 - Refreshing their knowledge of good hygiene practices
- Inform new staff of the health and hygiene practices and procedures you have in place
- Have a formal way of quickly and easily raising and resolving potential food safety issues (eg. Verbally, or through a form/email template)
- Reward and recognise good food safety practices in a few different ways (eg. Spoken and written encouragement, awards and opportunities for promotion)

Relationship with Regulators

- Join your regulator or employer association's food safety network or leadership program and learn from others who are facing the same issues

4. REVIEW YOUR PERFORMANCE

BUILD THE CULTURE

Once you have set things in place to achieve a good food safety culture in your business, you will need to regularly check your systems and activities to make sure your improvements are working and are maintained.

Workplace environment

- Be aware of what's happening on the ground, including activities carried out internally or by contractors
- Encourage your workers to report food safety incidents – and learn from these
- Take a personal interest in staying up to date on food safety

Staff knowledge

- Encourage staff to seek advice as needed from experts (either within or outside the business) about how best to manage food safety risks to build their knowledge
- Encourage staff to provide feedback on food safety training they have received to identify any gaps or inconsistencies
- Appoint a food safety coach from within the business, for other team members to approach

Data collection and assessment

- Include food safety in your business planning and make sure you consider food safety during times of change
- Share testing data and analysis and other food safety-related information with your workers; for example, customer complaint trends, allergen testing (if applicable)
- Review your safety performance and issues reports, and act on any emerging trends before a problem comes up
- Address any problems when they are identified from reviewing performance

Relationship with regulators

- Review and act on feedback in your audits and consult with your regulator on anything that you're not clear on

PLAY YOUR PART