



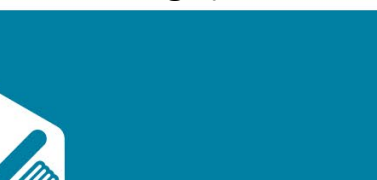
Top 2024 Insights: Food Safety, Culture and Training Trends

Gary Wills, Global Director – Consumer, Retail & Food, BSI Group

Miles Agatha-Currier, Education Coordinator, IDDBA

IDDBA Member exclusive access!

Download the recording and slide deck at iddba.org. (Available in 24-48 hours)





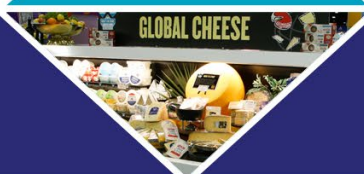
Building Trust Through Food Safety: Understanding the Impact and Safeguarding Your Business



Neil Coole
BSI Americas
Food & Retail Director

IDDBA Member exclusive access!

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IDDBA industry risks



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™



Recent recalls

Product	Reason	Illness	States Affected	
Carrots	E. Coli	1 death, 15 hospitalizations	18	
Ground Beef	E. Coli	15 cases identified in MN	Distribution restaurants nationwide	Recalled 167,000#
Frozen Waffles	Listeria		Major retailers	Included pancakes
RTE meat & poultry products	Listeria	Whole genome sequencing is underway to determine if these samples match the outbreak strain.	CA, IL, NY, NJ	Recalled 4,589# and increased the weight to 72,240#
Deli meats	Listeria	9 deaths 57 hospitalized	18	
Onions	E-coli	104 – 34 hospitalized	Distribution 22 states	



Building trust through food safety

- Use food safety certifications
- Educate your clients what it means
- Be transparent about the organization's commitment to food safety
- Share information about audits, inspections, and quality control measures undertaken regularly.
- Consider sharing behind-the-scenes content, such as videos or photos
- Leverage social media platforms to share positive messages about food safety
- Collect and showcase testimonials from satisfied customers
- Encourage customers to share their positive experiences on social media
- Emphasize a commitment to continuous improvement in food safety practices
- Share your food safety culture story..!!





Embedding a learning culture for food safety

Alison Cousins
Global Consumer Retail & Food Training Director
27 August 2024



Top Non-Conformances—SQFI

Minor	Major	Critical
11.1.7.2 Equipment & Utensils	2.5.4.1 Internal Audits & Inspections	11.2.4.3 Pest Prevention
11.2.5.1 Cleaning & Sanitation	11.2.5.1 Cleaning & Sanitation	2.4.3.1 Food Safety Plan
11.1.2.4 Building Materials	11.2.4.3 Pest Prevention	11.2.4.4 Pest Prevention
2.1.2.1 Management Review	11.2.4.1 Pest Prevention	2.4.3.10 Food Safety Plan
11.4.1.1 Staff Engaged in Food Handling & Processing Ops	2.1.1.2 Management Responsibility	2.4.3.15 Food Safety Plan

What common factor features in every food safety non conformance, risk, incident, or recall..?

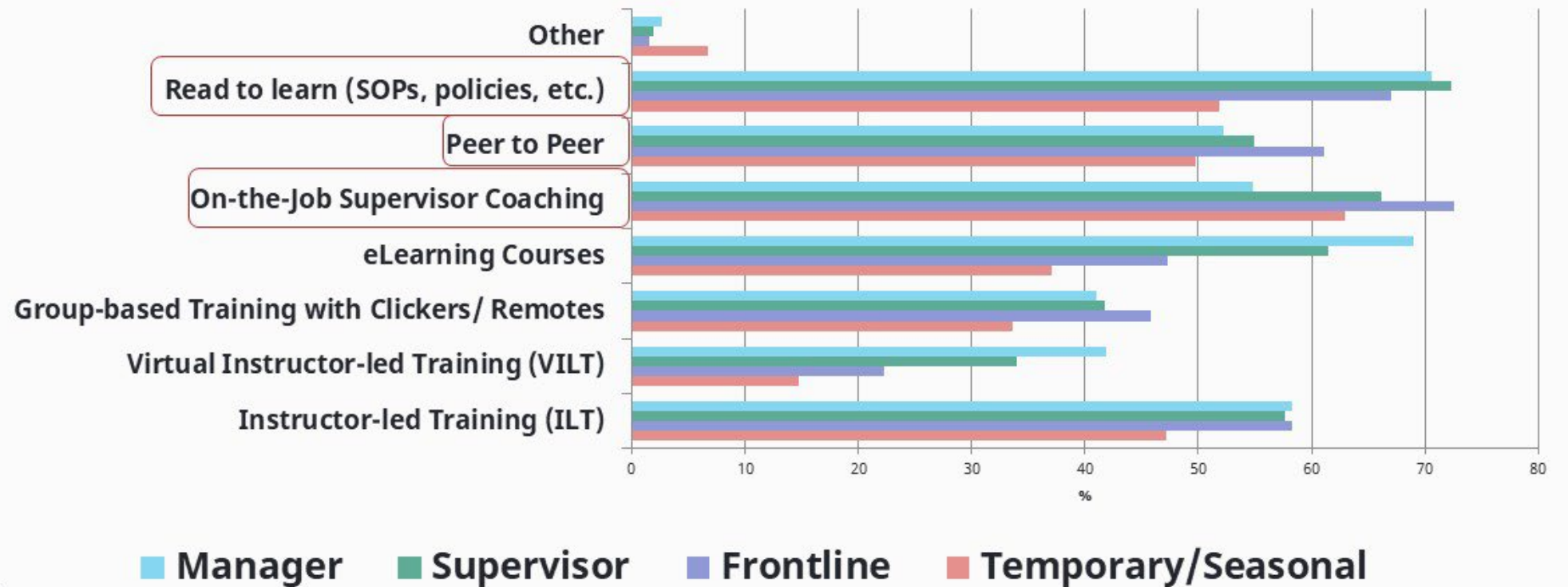


Why do employees not follow your training program consistently?

73% agreed that they still have employees NOT following what was trained



How do you deliver training to your employees?



What is a learning culture?

“To support learning at an individual and organisational level, organisations need to create an environment that embeds learning into the way they do things. This is often referred to as **learning culture**.”

CIPD. (2020) Creating learning cultures: assessing the evidence. London: Chartered Institute of Personnel and Development.

Elements include:

- Individual learning
- Teams learning
- Organizational learning

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The benefits of a strong learning culture

The LinkedIn 2024 Workplace Learning Report reveals that companies with a robust learning culture see:

- 7% higher rate of promotions to management
- 23% higher internal mobility rate
- 57% higher retention rate than those where learning is less robust

Creating a culture of learning is one of the top focus areas for L&D in 2024

<https://learning.linkedin.com/resources/workplace-learning-report#>

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Use data to guide continuous improvement

- Only **52% of companies** rely on continuous and updated **analytical data** to assess their **training effectiveness** and guide **continuous improvement** in training content





Training solutions

- An instructor-led course
- Virtual webinars
- eLearning
- Microlearning
- Augmented or virtual reality
- AI to personalize learning programmes

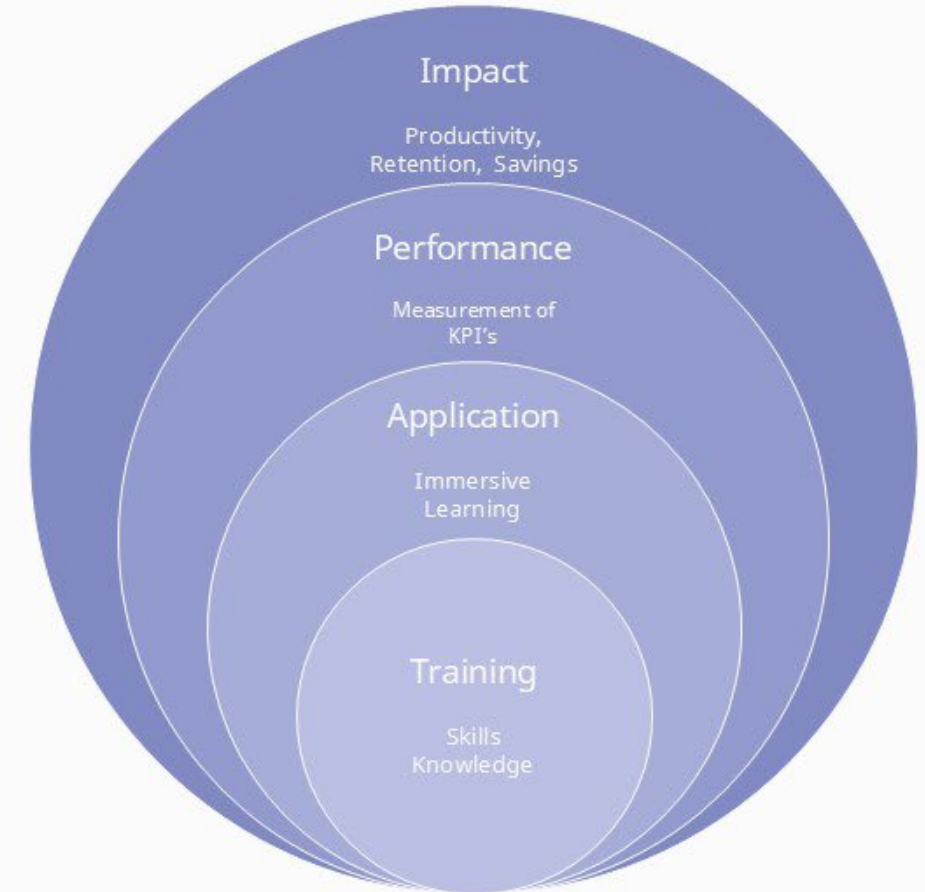
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Creating a pathway of continuous learning

- Thorough needs analysis at the start of the journey, to better understand your business priorities, KPI's, objectives, long-term goals, etc.
- Provide the best training solutions to address the requirements, ensuring that your team gains the necessary skills and knowledge
- Continue the use of the needs analysis information to align a pathway of continuous improvement using immersive learning solutions
- Sustaining performance improvements against business priorities, KPI's and objectives
- Measure the positive impact on the client's business





Developing a mature food safety culture

Your steps to success

Alison Cousins
Global Consumer Retail & Food Training Director
30 July 2024



What is food safety culture?

Food safety culture is
**'shared values, beliefs
and norms that affect
mindset and behaviour
toward food safety in,
across and throughout
an organization'**

Food safety and
quality standards
rely on the way
people **think and
act** in relation to
keeping food safe

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Food safety culture gaps

- Poor communication (or miscommunication)
- Lack of empowerment (or a fear-based culture)
- Ineffective or outdated training
- Poor motivation of people (lack of reward)
- Toxic or dysfunctional working environment
- Unsafe working environment
- Lack of career progression opportunities
- The topic of 'culture' is often misunderstood



The steps toward maturing your food safety culture

Plan

Design a strategic change plan to achieve the desired food safety culture

Prepare the key functions towards the desired food safety culture



The steps toward maturing your food safety culture

Do

Embed the change plan of the organization's food safety culture into the existing food safety management system

Check

Evaluate the performance of the organization's food safety culture

Act

Sustain the continual improvement of the organization's food safety culture



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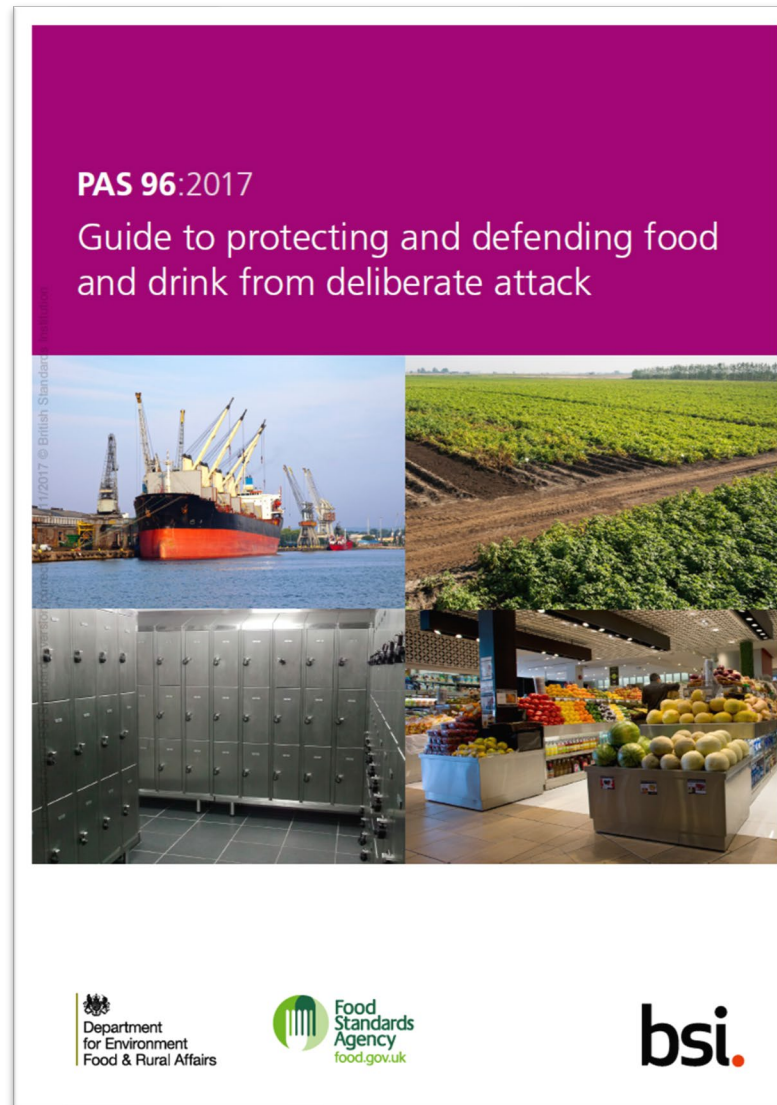
Resources – PAS 320 guide



Resources



Download a free copy of PAS 96
Food Defense Guide



Questions?