

Food Safety Culture: A Behavioural-Based Approach

70% of the top retailers require Food Production companies to be certified with the BRCGS Food Safety Culture standard (Now at Issue 9)

This standard is used in over 30,000 food production organisations globally to show that they meet the highest standards.

THE PROBLEM

Food Production companies must provide evidence of how they approach things like culture, employee engagement and employee listening and how their employees feel about these items.

This is difficult to do with a classic “Engagement Survey” as it misses out on some of the key elements that would focus on Food Safety behaviours and practices.

This tends to be because there are multiple stakeholders: food technology teams, safety teams, and HR/people teams use multiple systems to capture feedback with different goals.

In Issue 9 of the standards, there is a clear focus on culture and employee feedback that wasn't as explicit as in Issue 8 of the standards. (Seen in clause 1.1 Management Commitment)

Organisations must have a Food Safety Culture Plan that requires, at a minimum:

- Clear and open communication on product safety
- Feedback from employees
- Behaviour changes to deliver and sustain safety processes
- Training



From a cost perspective, using multiple solutions increases overall spending, which could be invested elsewhere if there was a better solution to meet the needs of all stakeholders.

Summary

The current solutions do not meet the needs of multiple stakeholders, create additional workload and increase costs.

PEOPLE EXPERIENCE HUB ONE STOP SOLUTION

We have been working with some of the biggest food brands and production and manufacturing companies. Our platform includes Food Safety Culture surveys, backed by organisational psychology, to allow food production companies to capture employee feedback that meets all stakeholders' needs.

We are proud to have worked with so many awesome organisations in the food production and manufacturing industry:



RICH DATA FROM EMPLOYEE FEEDBACK

Using our Px3™ model for measuring outcomes and our dashboards, organisations get the following:

1. Data to support Food Safety Audits, to take action against and deliver to the needs of the Food Tech, Health and Safety, and People teams.
2. Drivers of outcomes data-By combining Px3™ with Food Safety, we can show the drivers of behaviours that allow organisations to know where to target their efforts to make the biggest impact.

One of our clients who had the new Food Standard Issue 9 audit came away with an AA+ grade. We are proud to say that the auditor's comments about our survey and how it supported the standard were fantastic!

EASY AND ACCESSIBLE

We can get organisations up and running in no time. We have built the platform with our audience in mind, making it simple to use and easy to start taking action.

We think that our employee feedback platform is the most accessible on the market right now:

- Supporting multiple languages
- Fonts for people with dyslexia
- Meeting Level AA of the Web Content Accessibility Guidelines
- Colourblind Support
- Tools to help people who are visually impaired

On top of this, we specialise in reaching your deskless employees; we know that not everyone has an email address, so we have multiple channels for people to take part and give feedback.

Find out more in our case study here:

[Reaching Deskless Workers](#)



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