

Food Safety Culture PDG

Members Present: Karla Acosta, Christina Allingham, Angela Anandappa, Samir Assar, Brita Ball, Dr. Al Baroudi, Mark Beaumont, Jared Bock, John Boyce, Renee Boyer, Chris Boyles, Jeff Chilton, Andrew Clarke, Vanessa Coffman, Kim Cook, Alison Cousins, Dale Dexter, Kelli Dionne, Minh Duong, Ellen Evans, Melanie Firestone, Makenzie Flach, Tom Ford, Liane Ford, Elise Forward, Megan Francies, Donna Garren, Ariel Garsow, Binita Goshali, Stephen Grove, Sam Hadden, Roger Hancock, Maria Hansell, Eelco Heintz, Manki Ho, Brian Izdepski, Liesbeth Jacxsens, Lone Jespersen, Divya Joseph, Ahmed Al Kaabi, Andrew Karasick, Carl Katz, Amanda Kinchla, Stacey Klinzing, Amalia Ghaisani Komarudin, Bobby Krishna, Vijay Krishna, Maureen Kuboka, Kajam Kunarajasingam, Cornelia Aalders- Lankhorst, Quynh-Nhi Le, Girvin Liggans, Marisa Lown, Ryk Lues, Anne-Marie Masella, Anibal Concha- Meyer, Ben Miller, Sharon Nieves-Miranda, Sara Mortimore, Caroline Motzer, Arenis Piñón Muñiz, Laura Dunn Nelson, Ashley Nelson, Rocio Nunez, George-John Nychas, Rocio Ortega, Pranita Patil, Catalina Pelaez, Brian Perry, Rodrigo Portillo, Simone Potkamp, Carolina Prates, Robert Salter, Dina Scott, Natalie Seymour, Niraj Shrestha, Ellen Shumaker, malavika Sinha, Kris De Smet, Ana Souza, Pauline Spagnoli, Jill Stuber, Iryna Syb, Kentaro Takenaka, Chrysoula Tassou, Camilo Toro, Kelsey Trimble, Brian Turner, Carol Wallace, Austin Welch, Sally Wickramaratne, Jacqueline Wilhelmsen, Andrew Wilson, Sophie Tongyu Wu, Lily Yang, Pam Young, Laís Zanin, Bin Zhong.

Number of Attendees: 97.

Meeting Called to Order: Sunday, 1:00 p.m, July 16, 2023, Metro Toronto Convention Center.

Minutes Recording Secretary: Divya Joseph, Student Liaison.

Old Business: The food safety culture PDG activities for 2022-2023 were briefly discussed including highlights of accepted symposia for the conference and an overview of webinar series.

New Business: Talk by Lily Yang: Integrating DEI & Accessibility for Food Safety Culture, TAG, The Acheson Group. Lily Yang provided a talk on integrating DEI and accessibility for food safety culture. She started by putting forward questions like how we got there and where we are. The risk factors involved in our development were related to turnover, resources, commitment issues and buy-in, incorporation, cost-saving and bean-counting, optimism bias, and production focus where the tools for measurement are a continuum, maturity models, and assessment tools. Basic definitions of culture, diversity, equity and inclusion, and accessibility provided a strong base for further discussions. The major takeaways she proposed were based on understanding cultural contents and evolve, addressing biases, and having empathy.

Alison: PAS 320 Update by BSI. Neil gave an update on the progress of the PAS 320 guidance document for developing and sustaining a mature food safety culture. PAS 320 was published for free download on April 30, 2023, and it is the highest downloaded standard in May 2023. PAS 320 is considered as the reference guide by GFSI benchmarked standards owners and received highly positive industry feedback. Some sections discussed include sections 4, 5, 7, 8, 9, and 11 on understanding the fundamentals of food safety culture and the context of the organization, establishing the governance for a food safety culture, designing a strategic

change plan to achieve the desired food culture, preparing the key functions towards a food safety culture, embedding the change plan of the organization's food safety culture into the existing FSMS and sustaining the continual improvement of the organization's food safety culture respectively.

Dr. Carol Wallace: Salus – The Food Safety CultureScience Group

She started with the mission of the Salus group and elaborated on various activities done from 2009-2022.

Different research publications with their aim, methodologies, and conclusions were discussed, which included

1) The evolvement of food safety culture assessment: a mixed-methods systematic review, 2) Towards the food safety culture improvement roadmap: diagnosis and gap analysis through a conceptual framework as the first steps and 3) A roadmap for developing educational actions using food safety culture assessment – a case of institutional food service. She ended her speech by looking into future research literature being build at various institutions in food culture.

Breakout sessions

There were breakout sessions consisting of 5 different groups that discussed critical Food Safety Culture questions.

Group 1: Discussed various aspects to bring out different soft skills in corporate, academic, or government organizations by considering the differences that are not visible outside. For example, differences in languages can be reduced by using graphical representations like pictograms. Also, people sitting in top positions should maintain frequent conversations with all employees by taking care of the humane side of personal interactions rather than a serious tough conversation concentrated on the job. Distributing the job among fellow employees is important instead of taking the load by one person itself.

Group 2: Talked about making informal leaders apart from the formal leaders who might not have the soft skills to handle the people on floors due to lack of experience. Asking people to attend different pieces of training, not only the leaders but also the people from floors helps in maintaining a connection of cultures.

Group 3: They talked about being a good influencer. He/she should be someone with humility, courage, and authority, should be knowledgeable about the subject matter, and able to bring positive reinforcement, values, and principles. They also should have passion, and opinion seeking from all people working in the organization about a particular enforcement.

Group 4: Their tips started on assuring onboarding programs with a hearty welcome to newcomers. They also discussed frontline engagement and empowerment, including risk, awareness, and horizon scanning, the importance of a strong food safety management system and training, education, etc. They also discussed how the turnover of staff can have a huge impact on food safety culture and competing for priorities like food safety and workplace safety. Also, hazard and risk awareness are essential to differentiate food safety culture from organizational culture.

Group 5: Their question was "How do you assess your food safety culture in the plant in relation to the culture that they have in their beliefs?" "How you know there may be different plants and they all may have a different set of beliefs and different culture. So the roadmap might be hazy from a regulatory standpoint. It's basically an alignment of core assumptions from people working at the floor level and upper management understanding the cultural differences within the team.

Tips to consider from group discussion:

1. Use of graphical representations to communicate
2. Personal interactions from top-level leaders towards the staff
3. Distribution of heavy workload among the employers
4. Development of informal leaders
5. Frequent training should be given to all levels of employees
6. Building good influencers with positive traits
7. Welcoming onboarding programs
8. Strong food safety management systems
9. Considering workplace safety and hazard analysis
10. Core alignment of different food safety cultures within various groups

The meeting was wrapped up by Laura Nelson welcoming the new Chair Melody Ge and Vice-Chair Tia Glave along with the announcement for the monthly food safety webinar series.

Board Recommendations: Recommend the approval of Tia Glave to Vice-Chair of the PDG.

Next Meeting Date: July 14, Long Beach, California.

Meeting Adjourned: 3:00 p.m.

Chairperson: Laura Nelson.