



Exceeding BRC Expectations: Addressing the Human Element of Food Safety

John Kukoly, BRC Americas | Laura Dunn Nelson, Alchemy Systems

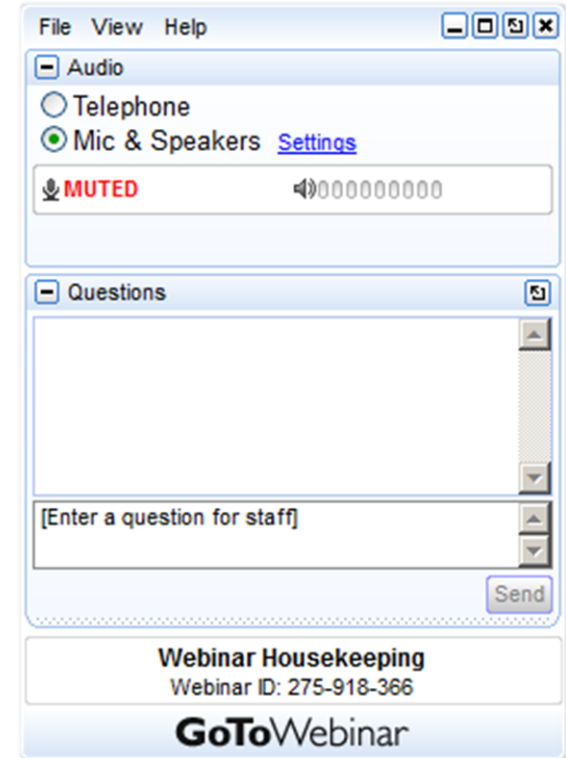
September 8, 2016

#alchemywebinar



Welcome!

- Audio Options:
 - Choose “Mic & Speakers” to use computer speakers
 - Choose “Telephone” to dial in using info provided
- All lines are in listen-only mode
- Please post your questions at any time
- A link to the recording will be emailed shortly after the event



Today's Speakers



John Kukoly
BRC Global Standards, Americas Director



Laura Dunn Nelson
VP of Business Development



Agenda

- Key insights from the 4th annual Global Food Safety Training Survey
- BRC perspective on food safety training
- Common BRC audit results
- Closing the gap between training and food safety culture
- Q & A

The Global Food Safety Training Survey



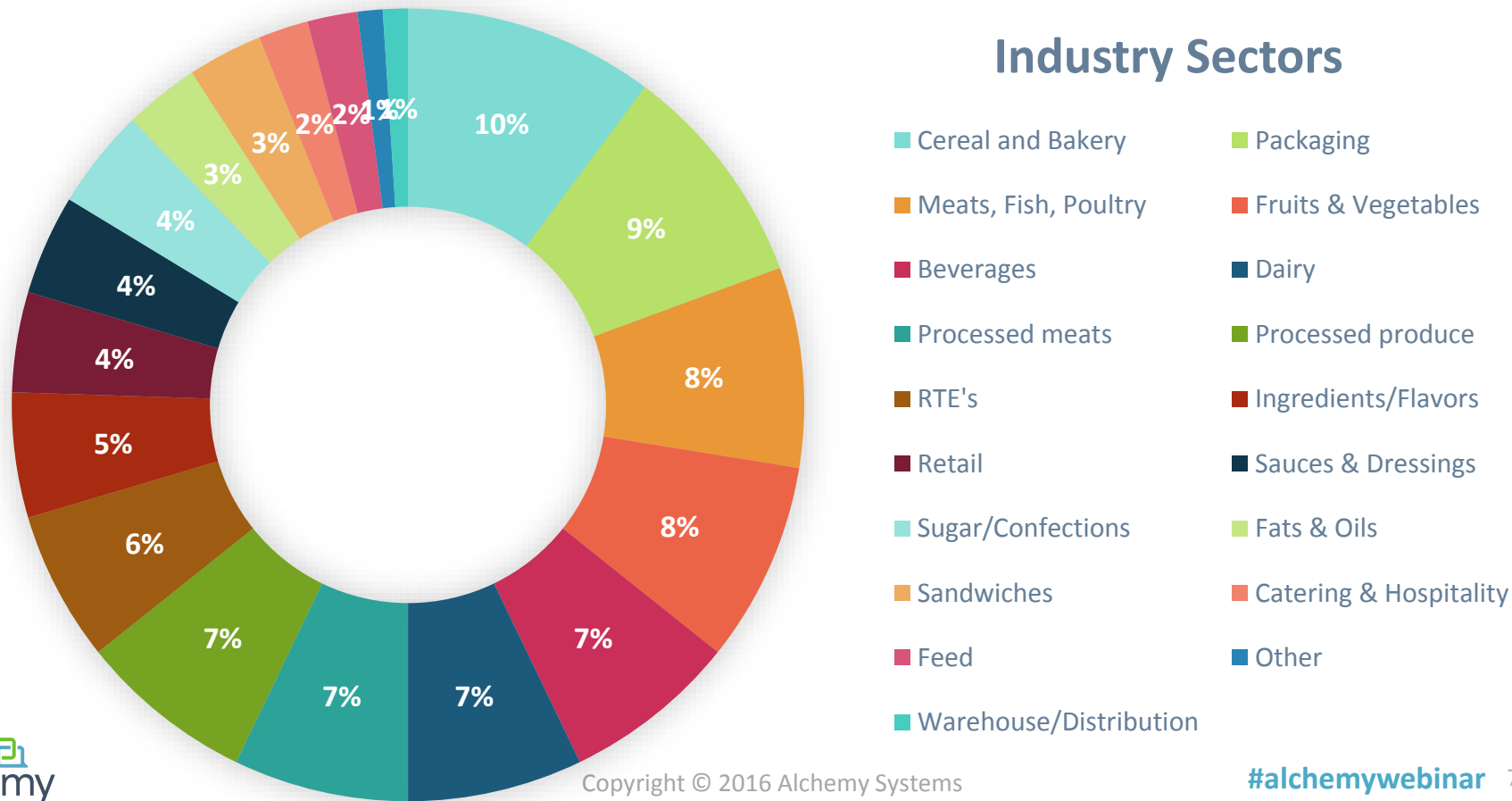
Key Insights

- Commitment to Food Safety
- The Gap: Behavior Change
- Closing the Gap

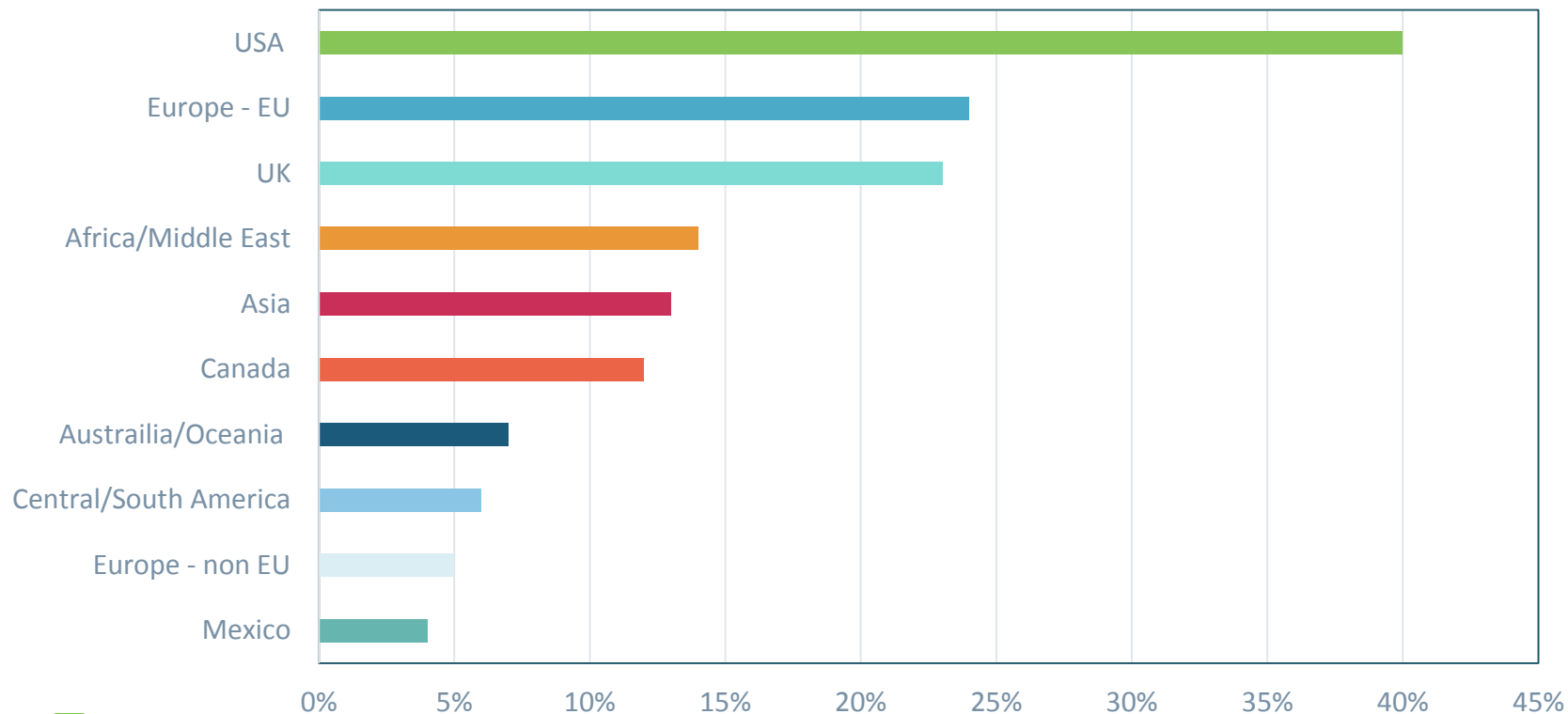


Global food safety training survey representation

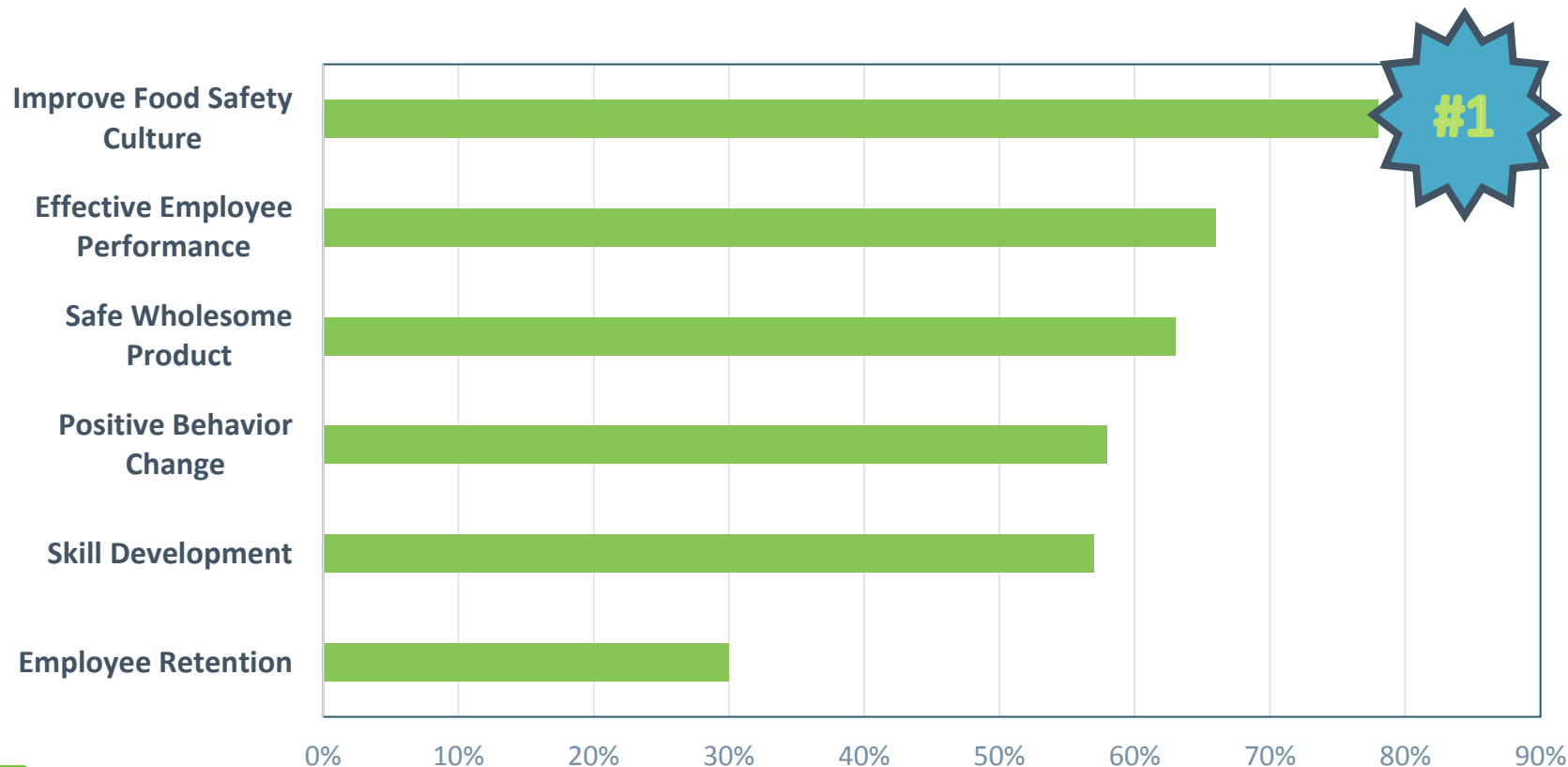
Industry Sectors



Geographic representation



Most important training goals



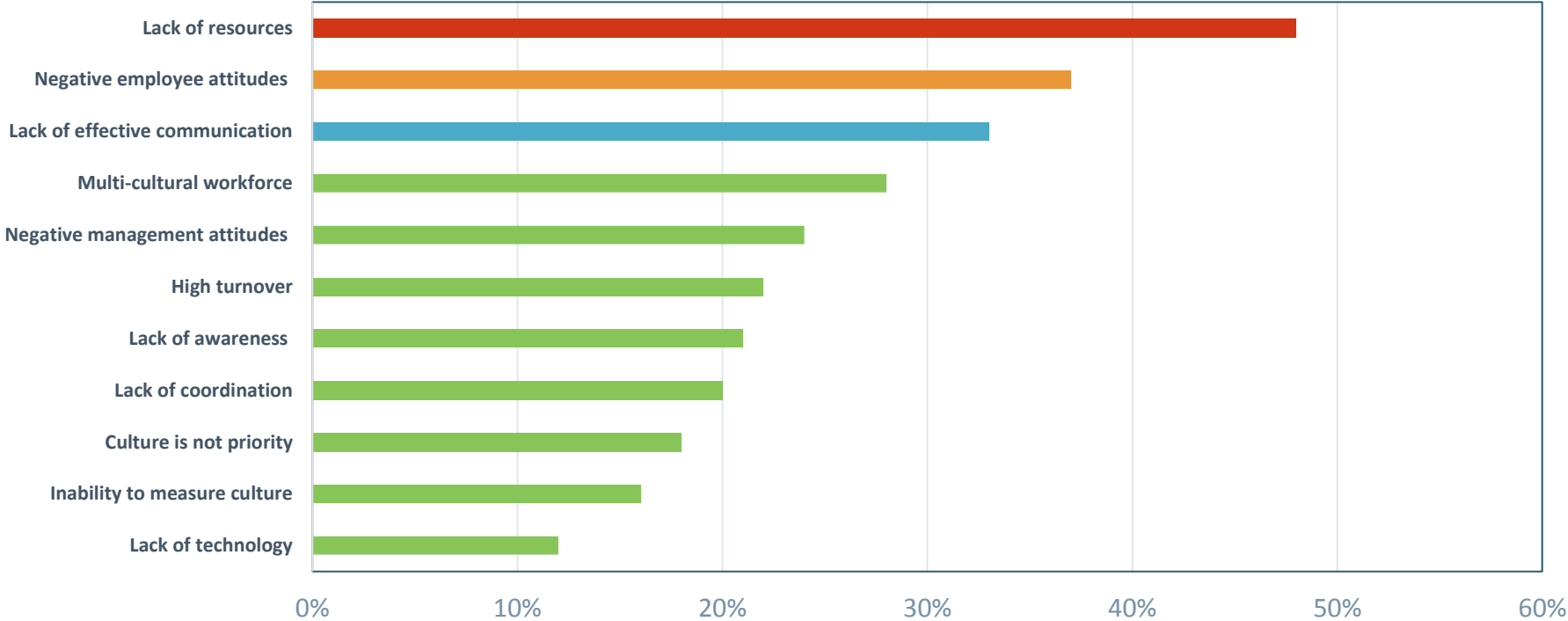


POLL

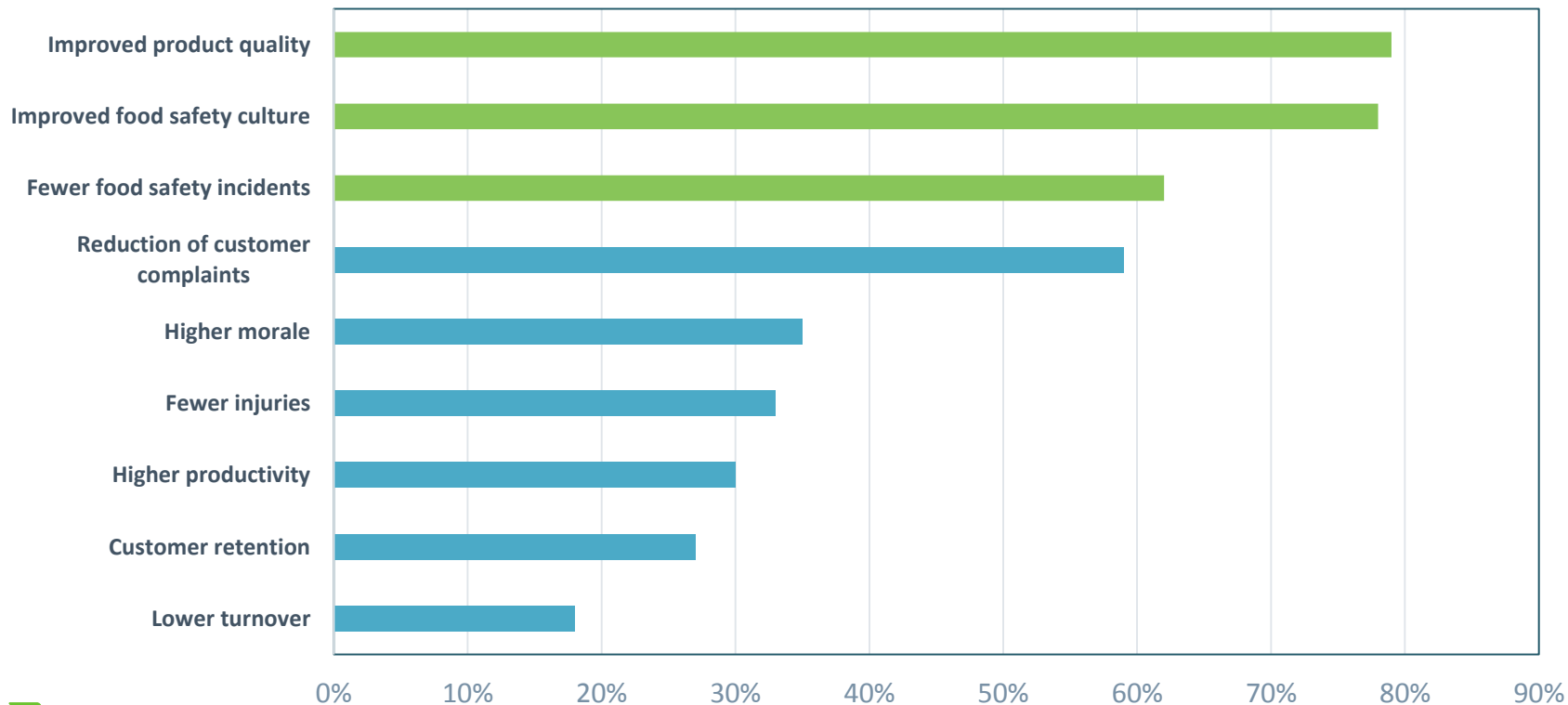
What is your biggest challenge to developing a food safety culture?

- High turnover
- Lack of understanding
- Lack of time and resources
- Negative employee attitudes

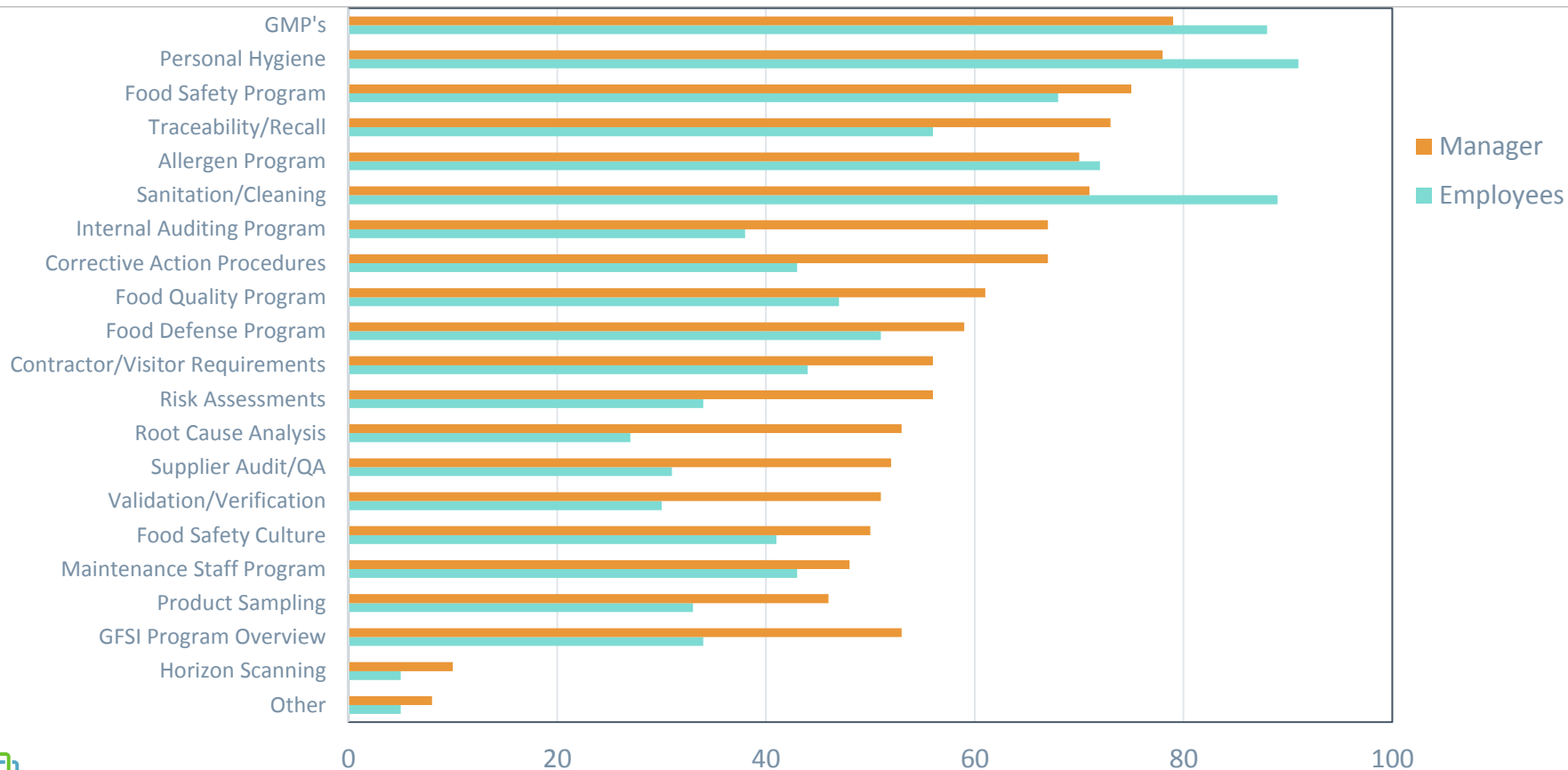
Biggest challenges to developing a strong food safety culture



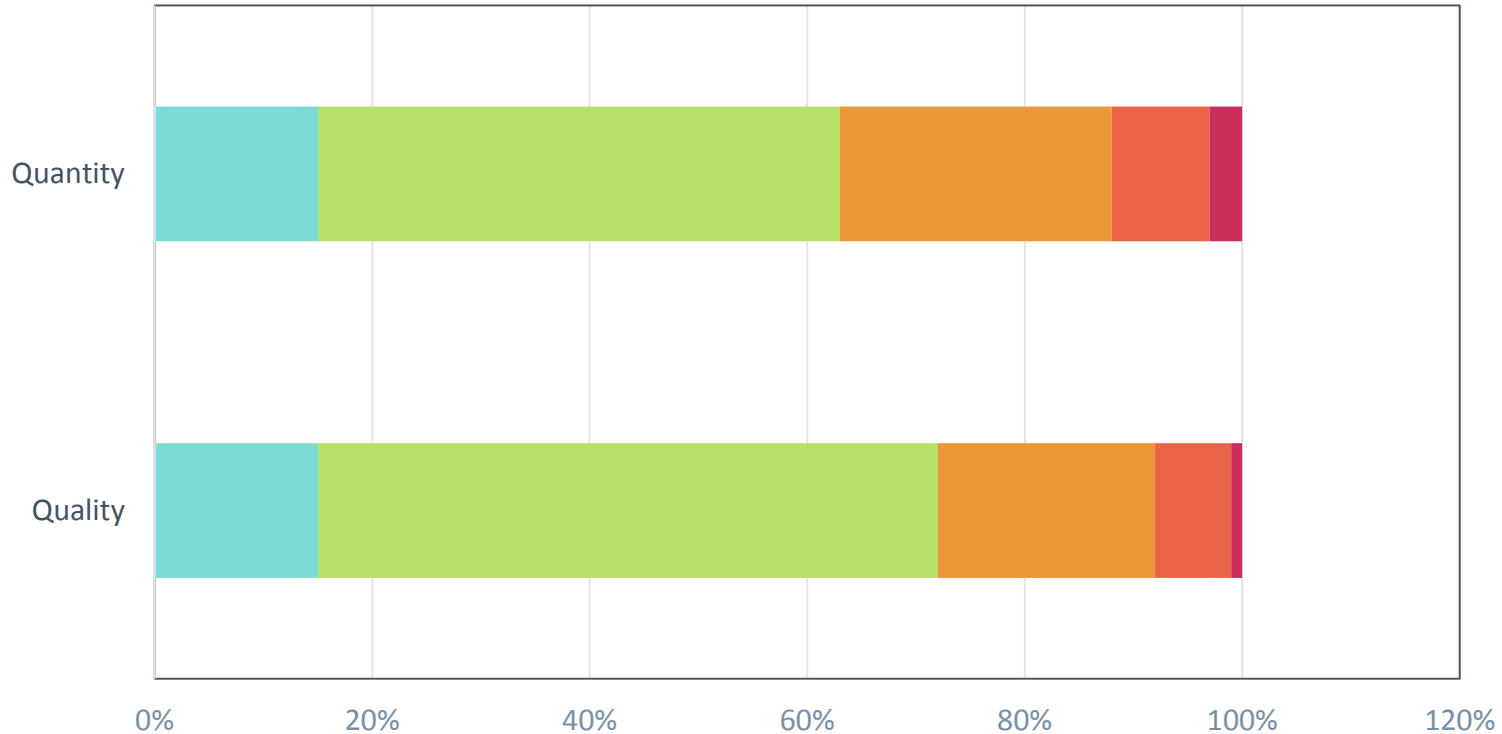
Benefits experienced from effective employee training



Training topics



Status Quo – Training Satisfaction



Very satisfied Satisfied Somewhat satisfied Dissatisfied Very dissatisfied

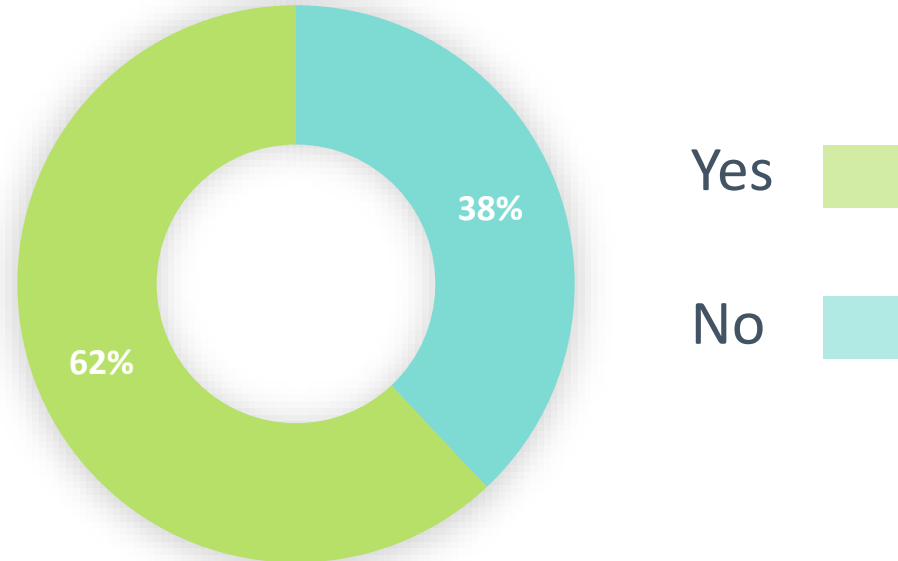
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Learning

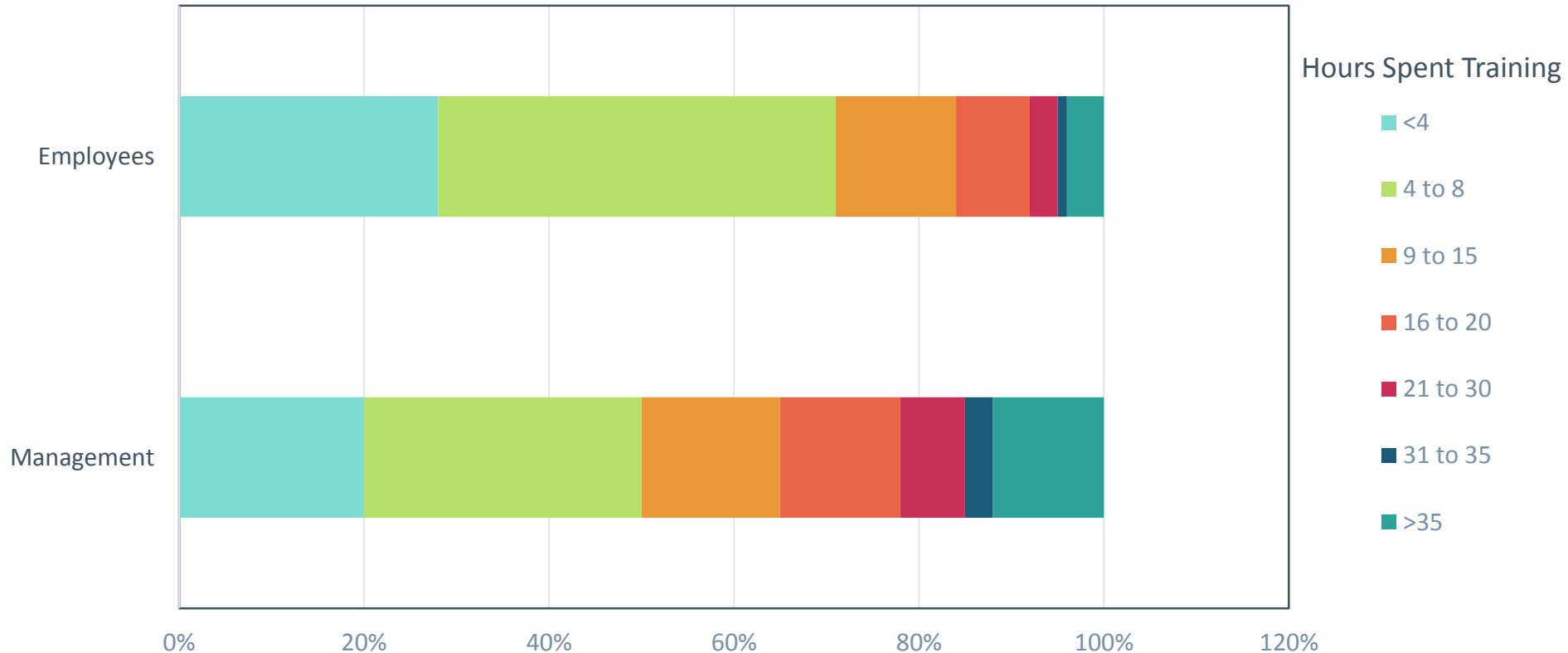


Doing

Despite our efforts we still have employees not following our food safety program on the plant floor.



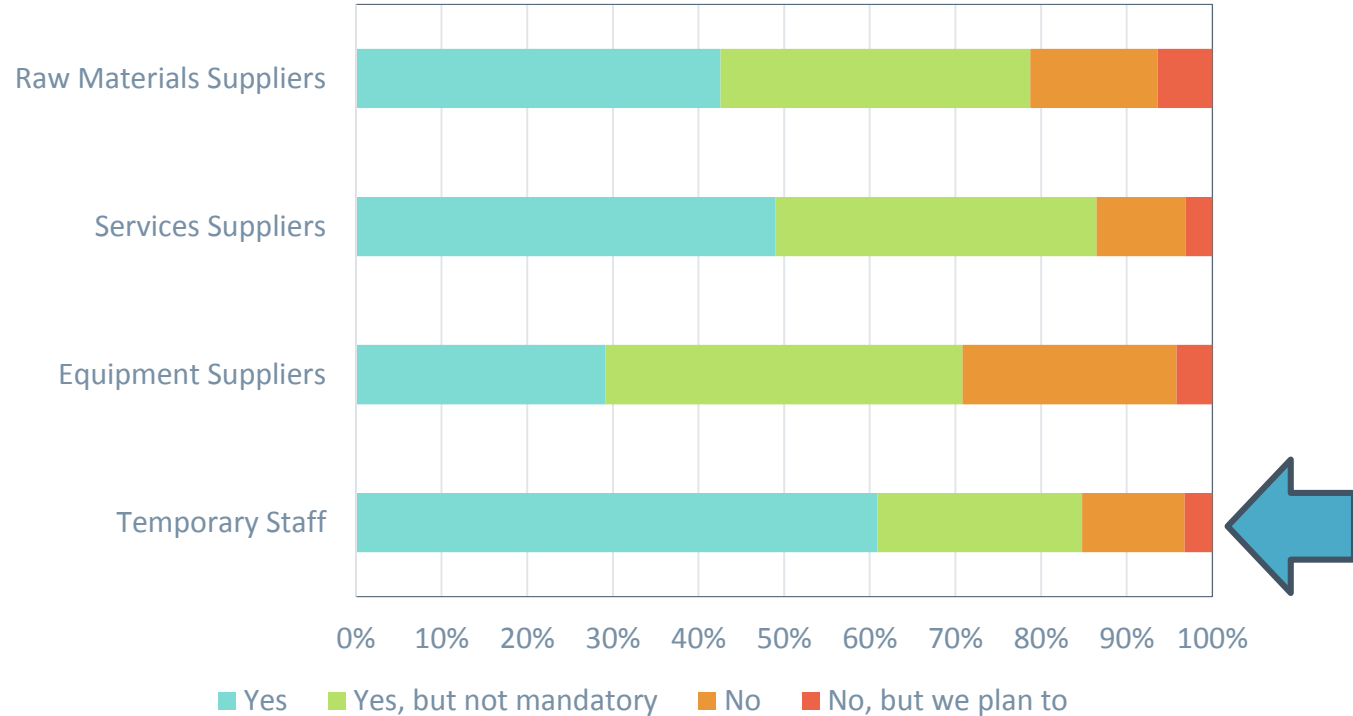
Disparity in training time



Temporary workers

- GMPS, Personal Hygiene,
 - Sanitation
 - Cleaning
- Food Safety Culture,
 - Recalls
 - Internal Auditing

Supply Chain Training Requirements



BRC perspective – food safety training



Agenda

- How culture fits
- How FSMA ties in
- BRC audit results around training
- What's new



Organizational Culture



- Various support, and reinforcement mechanisms needed
- All levels fully supportive and involved
- Driven by culture, and drives culture
- Poor culture lessens uptake

Relative to FSMA, and BRC

- **Consider PCQI, and QI**
 - Appropriately trained prior to work (evidence?)
 - Includes everyone, temps and agency staff
 - Balance between training and supervision
 - CCP QI's should have a competency assessment
 - Training effectiveness and competency assessment program
 - Records, and controls





POLL

What is the #1 training non-conformity observed by BRC auditors?

- Consistent application of training programs for temporary, contract, and agency employees
- Inadequate or incomplete documentation
- Unsatisfactory HACCP training
- Inadequate proficiency in food safety fundamentals



From BRC Audits...

- Individual training is generally well done
- Documentation gaps #1 training non-conformity
- Consistent application of programs for temps, agency and contractors second frequent non-conformity
- CCP training is generally well done, but ongoing assessment can be a challenge



Leading Edge...

- Multiple training mechanisms, adjusted to fit purpose, and provide variety
- Understanding workforce differences in uptake, and behavior
- Cross linkages via automation and *The Internet of Work*
- Training depth – inclusion of the *why* rather than just *what*



What's new at BRC?



How do you measure food safety culture?



Strategies for Closing the Gaps



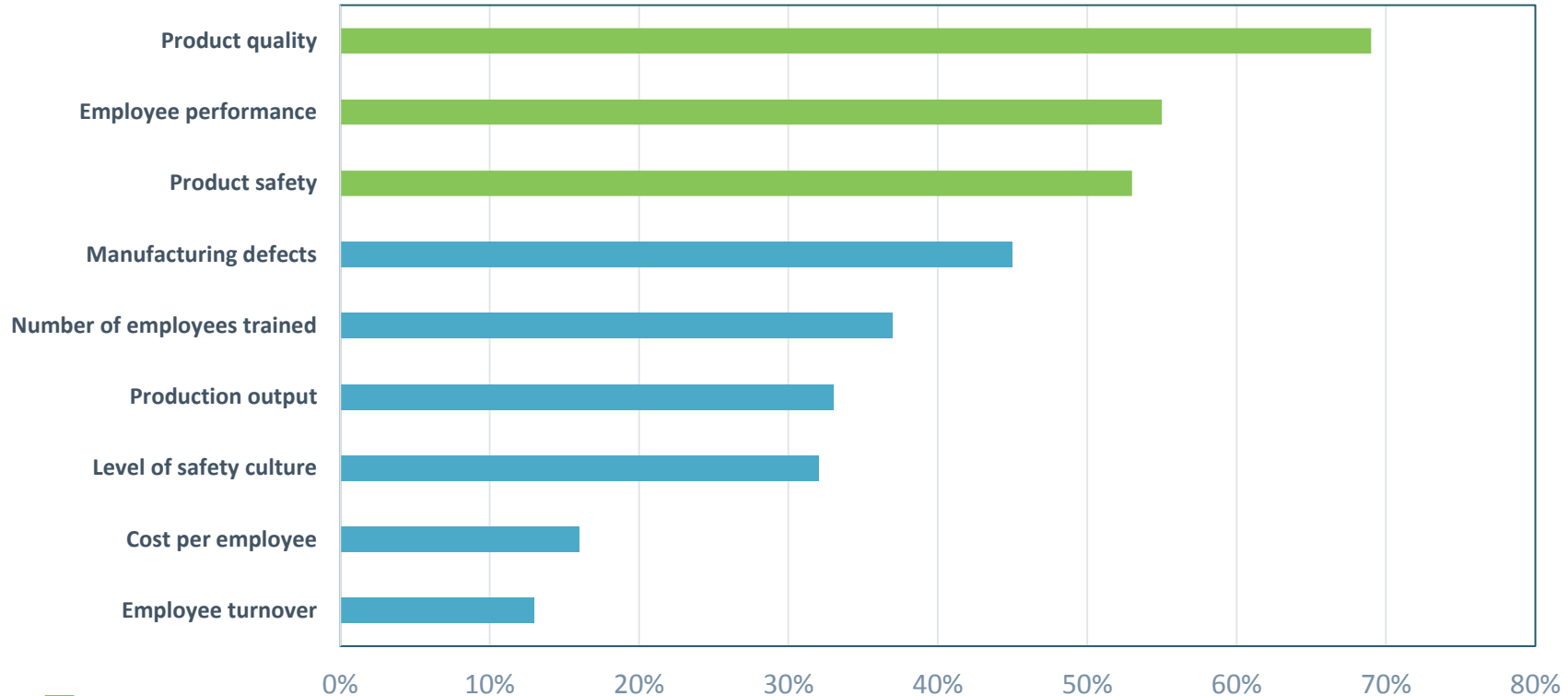
Reasons for the training gaps?

1. Training lacks the 'why' component
2. Training effectiveness is not measured
3. Food safety is not a shared responsibility
4. Food safety training is not reinforced
5. Employee behaviors are not assessed on the plant floor to verify knowledge and application

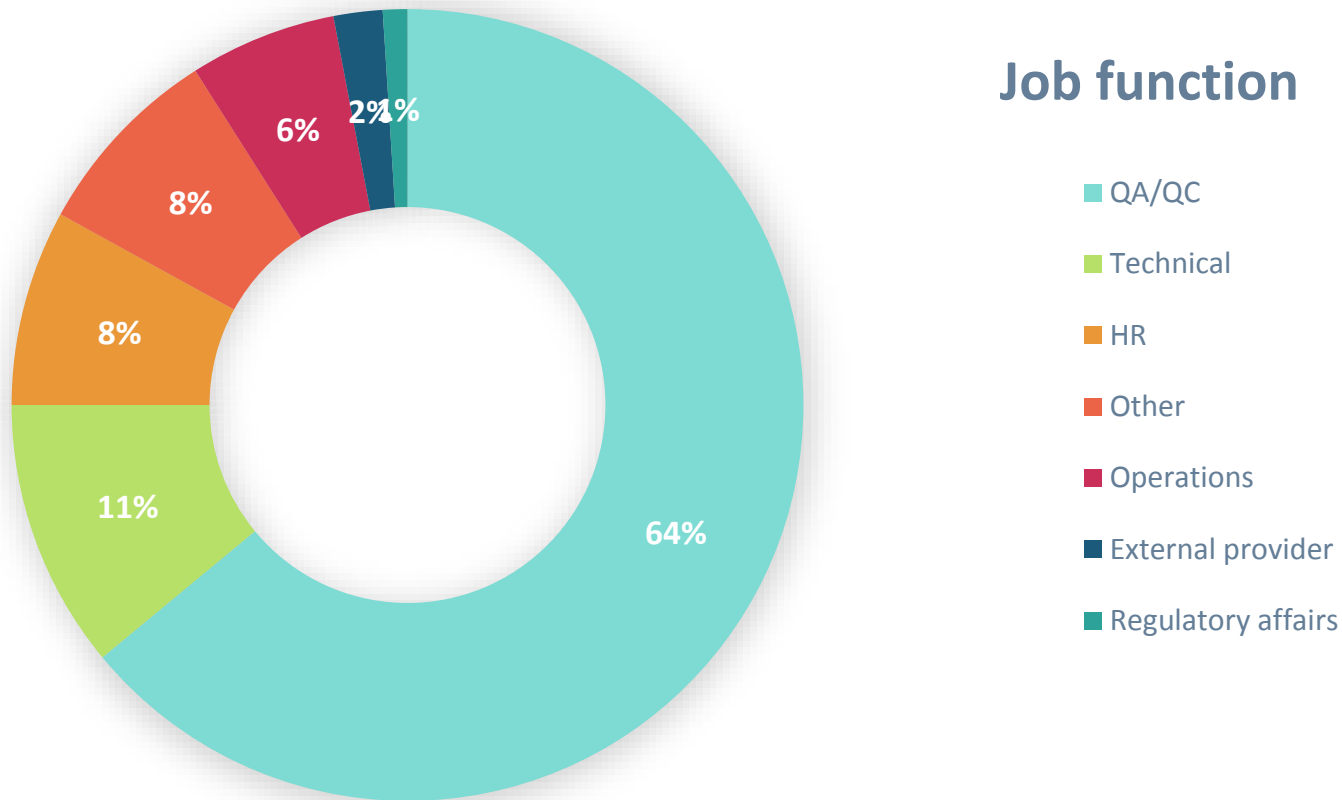
Sharing the 'Why'



Effective metrics – leading and lagging indicators



Who is responsible for training integration?



Expanding our “training” definition

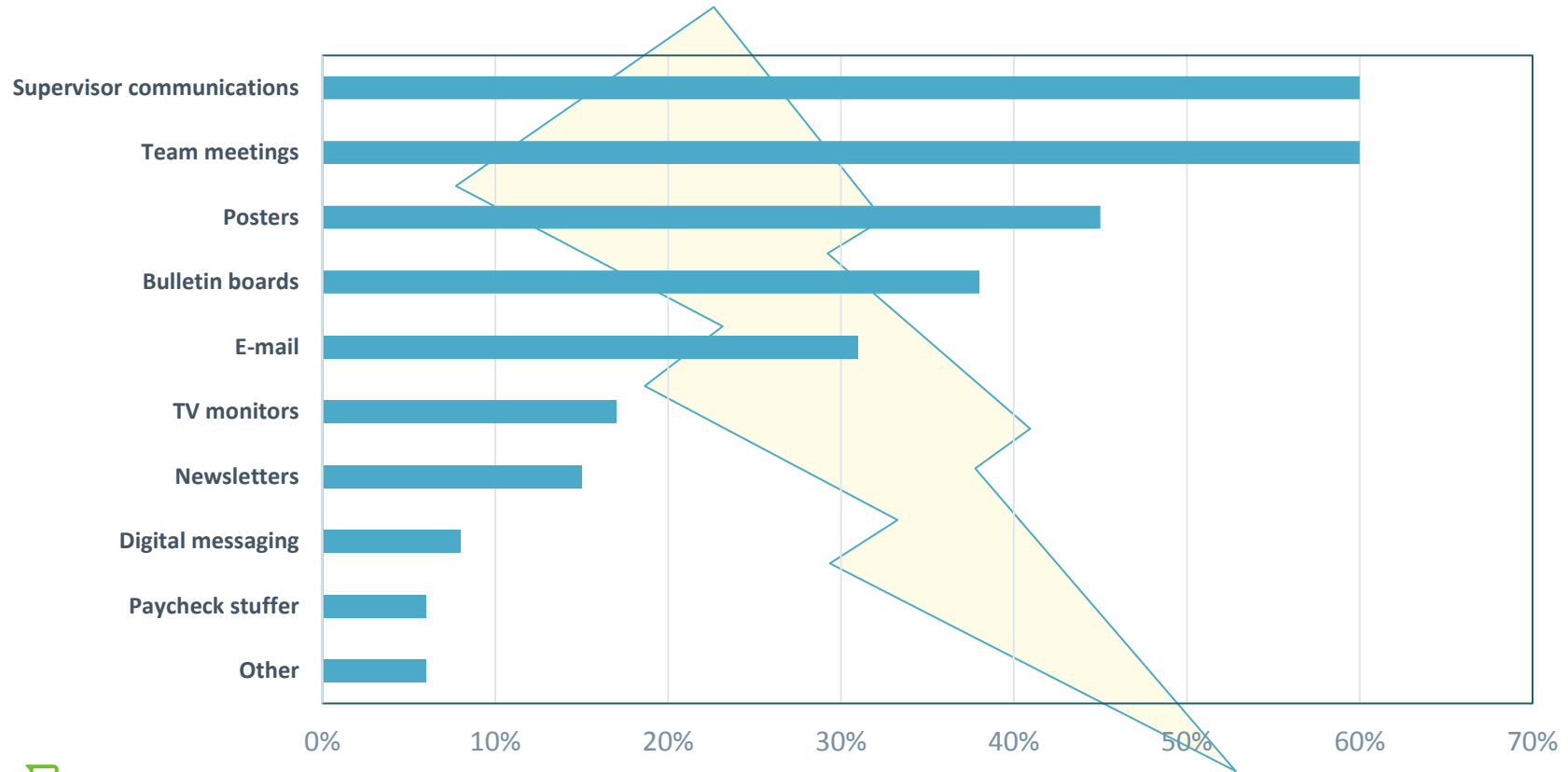
“If your goal is to produce long-term retention, and if your goal is to produce behavior change, then what you do after training is more important than what you do during training,”

- Dr. Art Kohn, Portland State University



80% of content is forgotten within 30 days

Rolling thunder – keeping training top of mind



Rolling thunder - keeping safety top of mind...



Huddle Guide



Poster



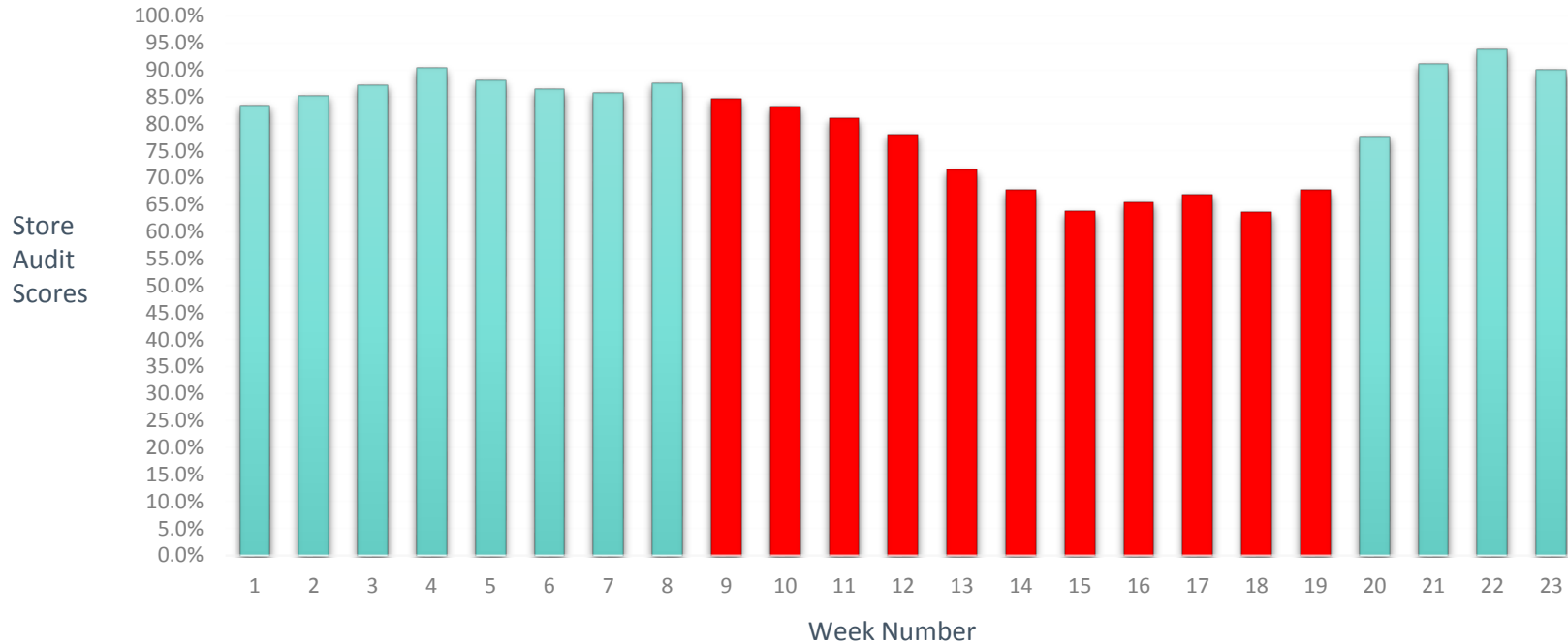
Digital Signage



Coach

Impact of 24/7 awareness on retail food chain

Effects of Reducing the Communications Program in Weeks 9 thru 19



Employees are your best line of defense



Learning

- Consistency



Communications

- Drive retention through reinforcement



Performance

- Coach and observe employee behavior on the production floor



Setting the stage for improvement

1. Insure training covers the 'why'
2. Measure training effectiveness with leading indicators
3. Integrate food safety training responsibility across departments
4. Train supervisors to be effective coaches
5. Create 'food safety campaigns' to drive behaviors



Webinar

Recordkeeping & Documentation: Best Practices for Compliance

Date: Wednesday, September 28th | 12:00-1:00 pm CT

Speakers: Holly Mockus (Alchemy) & Kristin Kastrup (Alchemy)

Compliance in the area of recordkeeping and documentation continues to be a top challenge facing food industry professionals. It can be daunting to stay on top of FSIS, FSMA, and all the other changing requirements surrounding it. However, proper recordkeeping and documentation is critical because it can prevent a recall and protect you and your company against regulatory enforcement actions. Join two food industry experts with real-world experience from companies including ConAgra, Kellogg, and Sara Lee, who have faced these challenges first hand. They will point you to some of the regulations requiring documentation, explain why airtight records matter, and share best practices to ensure compliance.

Learning Objectives:

- Discover why records matter
- Understand the latest recordkeeping requirements
- Determine the biggest risks of poor documentation
- Learn industry best practices to ensure compliance

Q&A



THANK YOU

Global Food Safety Training Survey available at:

www.alchemysystems.com

New BRC resources available at:

www.brcglobalstandards.com