




## Creating a Culture of Food Safety in Your Organization

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### Goals for Today

1. Define culture of food safety
2. Identify characteristics of a foodservice organization that embraces a culture of food safety
3. Develop strategies to enhance a culture of food safety



### What is culture?

- Cultivation of soil
- Breeding of animals or plants to improve production
- Growing microorganisms in a nutrient medium



## Successful Gardening



SafeBites 

## Keys to Successful Gardening

**Soil** **Fertilizer**  
**Location** **Water** **Weed Control**  
**Seeds**



SafeBites 

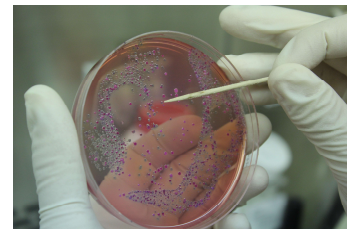
## Results



SafeBites 

## Growing Microorganisms

**Medium/  
Nutrients**



Temperature

**TIME**

SafeBites 

## What is culture?

Socially-transmitted behavior patterns, beliefs, and characteristics of a community or population



## Culture in a Social Organization

- Shared knowledge, beliefs, values, attitudes, meanings
- A way of life
- Patterns of behavior
- Learned behavior of a group of people
- Transmitted from generation to generation



## Characteristics of a Food Safety Culture

- Food safety policy covers all food served in facility
- Upper administration is committed to food safety.
- All staff are follow good food safety practices (teachers, nursing staff, etc.)



## Characteristics of a Food Safety Culture, cont.

- Food service program has a behavior-based food safety management program.
- Food safety is core consideration in:
  - Menu planning
  - Procurement
  - Service
  - Staffing and personnel decisions



### Characteristics of a Food Safety Culture, cont.

- Facilities and equipment support food safety
- Managers serve as role models
- Employees understand food safety and implement practices
- External constituencies recognize food safety



### Strategies to Enhance the Food Safety Culture



### Role of Supervisor

1. Establish policies, standards, and procedures
2. Expect accountability
3. Serve as a role model
4. Promote training
5. Control rewards and punishments
6. Provide resources

Arendt & Sneed, 2008, *Food Protection Trends*



### Core Elements

1. Leadership at the top
2. Confidence of all employees
3. Clear management and leadership
4. Accountability at all levels
5. Sharing knowledge and information

Yiannas, 2010



## Adage to Remember

Food safety must be a value, not a priority!



## Factors Contributing to a Food Safety Culture

- Management Commitment
- Worker Food Safety Behavior

Neal, Binkley, Henroid, 2012, *Food Protection Trends*



## Management Commitment

1. Management stresses FS even when restaurant is busy
2. Management shows leadership by keeping employees focused on FS
3. Management often checks to see that all employees are following FS rules
4. Management provides adequate tools for training and education for FS
5. Management visibly shows support for FS ("walk the talk")

Neal, Binkley, Henroid, 2012, *Food Protection Trends*



## Worker Food Safety Behavior

- I know why I should wash my hands to protect food from contamination
- I know why I should change my gloves to protect food from contamination
- I know when I should wash my hands
- I know when I should change my gloves
- I completely support our food safety program

Neal, Binkley, Henroid, 2012, *Food Protection Trends*



### Factors Related to a Food Safety Culture

1. Manager and co-worker support
2. Communication
3. Self-commitment
4. Environment support
5. Work pressure
6. Risk perceptions

Abidin, Strohbehn, & Arendt, 2014



### Manager and Co-Worker Support

- Management inspires me
- My manager is actively involved
- Good cooperation among departments
- Management enforces food safety
- Employees work as a team

Abidin, Strohbehn, & Arendt, 2014



### Communication

- Manager gives instructions
- Necessary information is available
- I can speak freely
- I am encouraged to make suggestions

Abidin, Strohbehn, & Arendt, 2014



### Self Commitment

- It is my responsibility
- Food safety is a high priority
- I think food safety rules are important
- I am committed to follow food safety rules

Abidin, Strohbehn, & Arendt, 2014



## Environment Support

- Facilities are adequate
- Equipment is readily available
- Supplies are readily available

Abidin, Strohbehn, & Arendt, 2014



## Work Pressure

- My work load does not interfere
- I have time to follow food safety procedures
- Adequate number of staff

Abidin, Strohbehn, & Arendt, 2014



## Risk Perceptions

- Written food safety policies are there if there is a law suit
- I am sometimes asked to cut corners to save costs
- When time is limited, managers tell us to work faster by taking shortcuts with food safety

Abidin, Strohbehn, & Arendt, 2014



## Food Safety Culture

What are the "ingredients" for a food safety culture?



## Food Safety Culture

- Committed Management
  - Policies and procedures
  - Role model
  - Resources
  - Accountability
  - Consistency
- Employee Commitment
- Communication



## Where do I go from here?

1. Evaluate your current situation



## Where do I go from here?

1. Evaluate your current situation
2. Identify areas needing improvement
3. Set goals
  - Specific
  - Measurable
  - Assignable
  - Realistic
  - Time-related



## Where do I go from here?

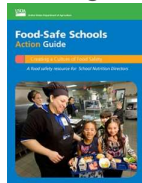
1. Evaluate your current situation
2. Identify areas needing improvement
3. Set goals
4. Develop an action plan
5. Implement your plan
6. Evaluate progress





## Resources

- [Foodsafetyculture.com](http://foodsafetyculture.com)—Frank Yiannas
- [Foodsafeschools.org](http://foodsafeschools.org)—USDA/K-State



## Questions?

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