Global Food Safety Training Survey 2017

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Global Food Safety Training 2017

• Need for benchmark data: How does my training programme compare to others on a global scale?

• 5th Annual Global Survey by Campden BRI and Alchemy in partnership with BRC, GMA-SEF, NSF, SGS, SQF, TSI

• Sent to over 25,000 sites world-wide

• Food Manufacturers & Processors
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• Wide scope, including:
  – Business size, sector, region
  – Responsibility for training
  – Budget, amount of training (staff/senior staff)
  – Type of training, topics
  – Training activities audits, deficiencies
  – Ways of measuring competency/qualification
  – How document and manage training records
  – Training goals, needs and challenges
  – Benefits of training
  – Changes compared to last year
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Number of Full Time Equivalent staff

- Less than 100: 41%
- 100-250: 24%
- 251-500: 14%
- 501-1000: 8%
- 1001-5000: 7%
- Over 5001: 6%

¼ of total have responded on behalf of group
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Industry Sectors
- Cereal and bakery
- Ingredients Flavours Colours
- Processed meats fish poultry
- Processed fruits vegetables
- Warehouse Distribution
- Fruits and vegetables
- Meats fish poultry
- Packaging
- Beverages
- Dairy
- Snacks
- Sauces and dressings
- Ready Meals
- Catering Hospitality
- Retail
- Sugar confectionary
- Fats and oils
- Feed
- Sandwiches

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Which GFSI Scheme are you using?

- SQF: 35%
- BRC: 34%
- FSSC22000: 9%
- IFS: 10%
- Other: 8%
- Global GAP: 4%
Are you considering certification to a GFSI Scheme in next 12 months?

- Yes: 58%
- No: 42%
Responsibility for Food Safety Training function

- Quality Control/Assurance: 70%
- Human Resources: 6%
- Operations: 8%
- Technical: 8%
- Other: 5%
- Regulatory Affairs: 2%
- External Provider: 1%
Responsibility for Food Safety Training function

- Quality Control/Assurance: 70%
- Human Resources: 8%
- Operations: 8%
- Technical: 6%
- Other: 5%
- Regulatory Affairs: 2%
- External Provider: 1%

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How do companies plan the food safety training activities

- Formal annual training plan
- Regular employee development review
- Knowledge and skills matrices
- Continuing Professional Development
- Formal training needs analysis
- Just in time training
- Succession planning
- Other

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How do companies document and manage training records

- Paper-based documentation
- Excel Spreadsheet
- Commercial learning management system
- Internally developed software
- Other

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How Food Safety Training Budget compares to Previous Year Budget

- 71% Same
- 23% More
- 6% Less
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How is Food Safety Training Delivered

- On the Job
- Read & Understand policies etc.
- On-site classroom internal training
- Coaching
- Videos, webinars
- On-line/Computer-based/eLearning
- Off-site external training
- On-site classroom external trainer
- External consultants/experts
- Interactive technology
- Collaborative (Social Media)
- Other

0% 10% 20% 30% 40% 50% 60% 70% 80%
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How many hours of food safety training undertaken per year

Managers/Supervisors

Employees

< 4 hours
4-8 hours
9-15 hours
16-20 hours
21-30 hours
> 30 hours

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NEW Food Safety Topics Organisation Introduced This Year

- Food Safety Culture
- Environmental Monitoring
- Intentional Adulteration
- Horizon Scanning
- Risk Assessments
- Validation/Verification
- Supplier Audit/Quality Assurance
- Root Cause Analysis
- Contractors and Visitor Requirements
- Product Sampling Protocols
- Corrective Action Procedures
- Internal Auditing Program
- GFSI Program Overview
- Maintenance Staff Program
- Personal Hygiene
- Food Defense Program
- Allergen Program
- Traceability/Recall
- Food Quality Program
- Food Safety Program
- Good Manufacturing Practices/Pre...
- HACCP/Food Safety Plan
- Sanitation/Cleaning

Legend:
- Employee
- Manager
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How companies assess the understanding of training undertaken

- Quiz assessment/Examination
- Record of attendance
- On-the-job review/questioning
- Measure performance/behaviors
- Post course assignment
- No measurement currently utilized

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How sustained positive food safety behaviors is "measured"

- Internal audit program
- Tracking/trending of food safety objectives (eg. compliance to GMPs)
- Supervisor observations and measurement
- On-the-job review/assessment
- Food Safety Culture Audit
- Employee self measurement/group measurement of behaviors
- No measure currently utilized

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Types of training deficiencies noted during audit

- Lack of understanding by employee
- Lack of/Late refresher training
- Insufficient training of visitors/subcontractors
- Incomplete training records
- No training given in specific key areas
- Lack of training records
- Training is not current
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How the value of training is measured

- Product quality (complaints; internal quality metrics)
- Product Safety (recall, withdrawal)
- Employee performance/behaviour
- Manufacturing defects (holds or complaints)
- Production output (efficiency, defect free production, holds)
- Number of employees trained
- Level of food safety culture
- No measure
- Employee turnover
- Cost per employee

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Do you require your suppliers to train their staff on food safety issues:

**Raw Materials Suppliers**
- 18% Yes, mandatory
- 34% Yes, encourage
- 5% No
- 43% No but plan for future

**Services Suppliers**
- 14% Yes, mandatory
- 31% Yes, encourage
- 4% No
- 51% No but plan for future

**Equipment Suppliers**
- 4% Yes, mandatory
- 30% Yes, encourage
- 27% No
- 43% No but plan for future

**Agency and Temporary Staff**
- 17% Yes, mandatory
- 56% Yes, encourage
- 23% No
- 4% No but plan for future
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How communicate with/train suppliers on food safety

- Emails: 49%
- In person visits: 36%
- Supplier Training/Comms Platform: 12%
- Webinars: 3%
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Ways of keeping training ‘top of mind’ on a daily basis for hourly employee

- Supervisor communications
- Team meetings
- Bulletin boards
- Posters
- E-mail communication
- TV monitors for messages/images
- Newsletters
- Digital messaging
- Pay check stuffers

0% 10% 20% 30% 40% 50% 60%

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Biggest (top 3) challenge to developing a strong, positive food safety culture

- Negative employee attitudes
- High staff turnover
- Lack of effective communication
- Lack of resources
- Multi-cultural workforce
- Lack of prioritisation of culture
- Lack of awareness of culture
- Lack of co-ordination across company
- Inability to measure culture
- Negative management attitudes
- Lack of technology
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Why do employees not follow food safety program

- Bad habits: 62%
- Prefer doing things old way: 58%
- Followed other employees: 34%
- Not engaged: 31%
- Training not remembered: 27%
- Not sure why: 19%
- Did not understand training: 17%
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Level of Statement Agreement

- Clear vision for improving food safety in next 12 months
- Company is an industry leader in food safety standards
- Staff are highly motivated to do their job well
- Have effective user-friendly food safety systems in place
Agreement with the following statements:
• Our company could be more productive if our employees consistently adhered to our food safety programs
• Despite our efforts in employee food safety classroom training, we still have employees not following our food safety program on the plant floor.
• Based on current management support, I am able to provide the needed food safety training to drive appropriate, consistent food safety behaviours.
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• How do you compare to others?

• Annual survey

• Helpful tool to track developments and highlight trends

• Help to develop solutions
Great Training Quotes

• “The only thing worse than training good employees and losing them, is not training your employees and keeping them” Zig Ziglar

• “If you think training is expensive, try ignorance and stagnation” Peter Drucker
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