



THE FSSC 22000 APPROACH TO FOOD SAFETY CULTURE

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PRACTICALITIES

- You're all muted, please use Q&A functionality for questions
- Please use the Q&A only for questions
- This webinar will be recorded
- Recording and presentation will be shared via e-mail





TODAY'S TOPICS

- Introducing Foundation FSSC
- The FSSC 22000 Approach to Food Safety Culture
- How Starbucks China implemented food safety culture
- Panel discussion

INTRODUCING FOUNDATION FSSC

ABOUT FOUNDATION FSSC

- ✓ The Foundation FSSC is the independent non-profit owner of the FSSC 22000 & FSSC 24000 Schemes, delivering trust and impact beyond certification.
- ✓ We support the consumer goods industry in protecting its brands and achieving its targets through the implementation of an effective ISO-based management system.
- ✓ We are a lean and collaborative Foundation with the goal of helping organizations contribute to the global SDGs and thus create a better world.



CREATING A BETTER WORLD

FSSC is a premium brand that provides trust and delivers impact to the consumer goods industry.

SCHEMES



ASSURANCE

Accreditation Bodies
Certification Bodies
Compliance Activities
Governance

IMPROVEMENT

Assurance Platform
Development Programs
Learning and Development

OUR VALUES:

Transparency, Integrity, Ambition, Engagement, Care

GLOBAL REPRESENTATION



Jacqueline Southee
North America Representative



A. Necat Kirkil
Turkey & The Middle East
Representative



Yu Li
China Liaison



Goichiro Yukawa
Japan Representative



Cor Groenveld
Market Development
Director



Adrian Casillas
Latin America Representative



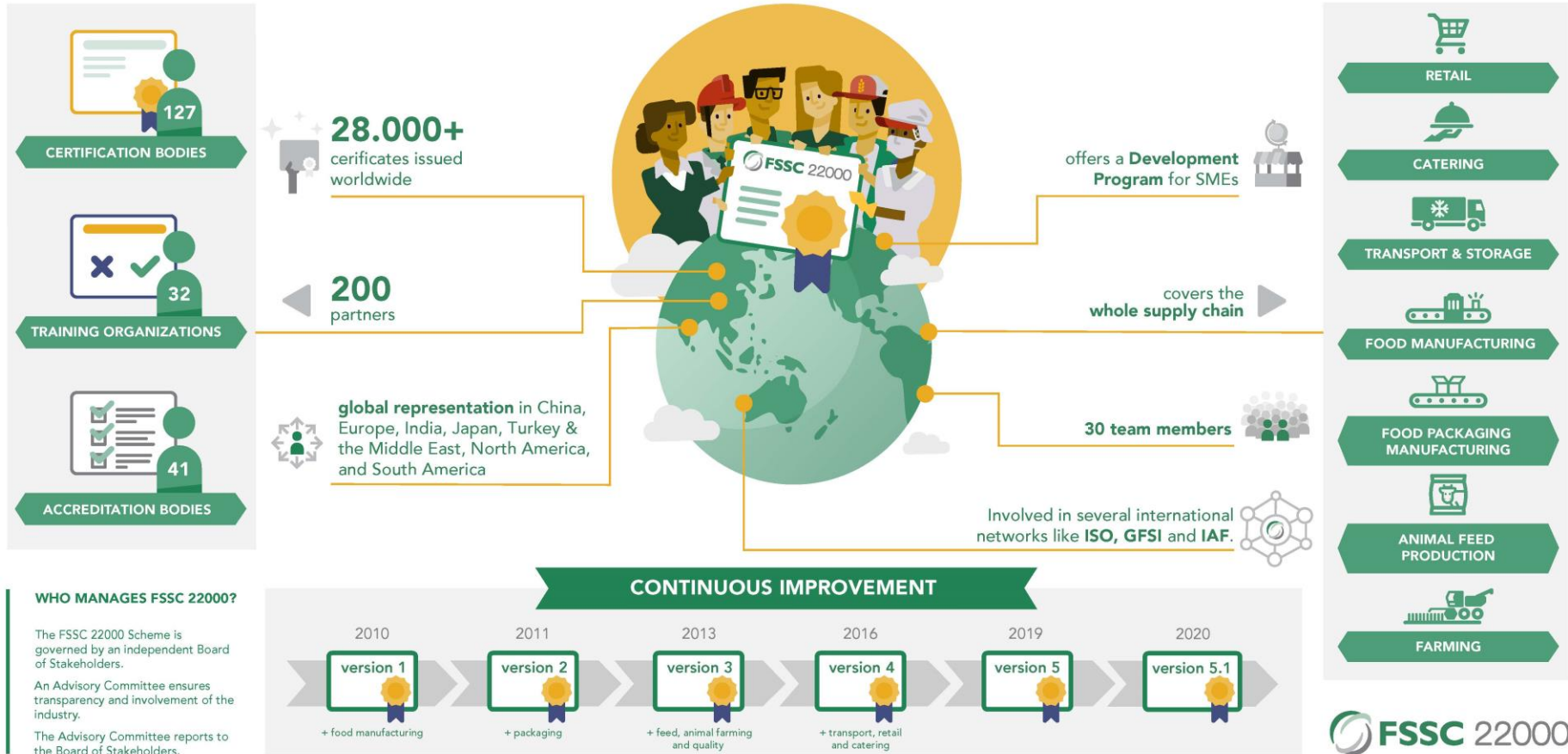
Smita Murthy
India Representative



D.V. Darshane
Sr. Advisor South Asia



OVERVIEW FSSC 22000



THE FSSC 22000 APPROACH TO FOOD SAFETY CULTURE

WHAT IS FOOD SAFETY CULTURE?

“Shared values, beliefs and norms that affect mindset and behaviour toward food safety in, across and throughout an organisation.”

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Definition from GFSI

KEY CHANGES V7 TO VERSION 2020

PART III: Requirements for the Content of Standards

CLAUSE NUMBER	CLAUSE NAME	REQUIREMENTS
FSM 2	Management commitment and food safety culture	Evidence of the senior management's commitment to establish, implement, maintain and continuously improve the Food Safety Management System shall be provided. This shall include elements of food safety culture, at a minimum consisting of: communication, training, feedback from employees and performance measurement on food safety related activities.

FSSC 22000 APPROACH

- ✓ GFSI Requirements: already covered in FSSC 22000

Guidance Document: Food Safety Culture

- Linked to FSSC 22000 Version 5.1

Describes:

1. How Food Safety Culture is covered by ISO 22000:2018
2. How Food Safety Culture can be assessed during an FSSC 22000 audit

Food Safety Culture: Responsibility of everyone!



FOOD SAFETY CULTURE IN ISO 22000

Communication

- 4. Context of the organization
- 5. Leadership
- 7. Support

Training

- 7.2 Competence
- 7.3 Awareness

Feedback from Employees

- 5.3 Organizational roles, responsibilities and authorities
- 5.3.2 Organizational roles, responsibilities and authorities
- 7.3 Awareness
- 7.5.1 Documented information

Measurement

- 4. Context of the organization
- 5. Leadership
- 7. Support

FORMAT OF GUIDANCE DOCUMENT

FOOD SAFETY CULTURE COMPONENT		
GFSI guiding question	ISO 22000:2018 clause	Guidance for auditors/expectations
<p>Listing of the guiding questions from the GFSI Position paper.</p> <p>e.g., How are your Company's vision and mission expressed so that it is understood?</p>	<p>Reference to the relevant clause from ISO 22000:2018.</p> <p>Clause 5.2.2. b) The food safety policy shall be communicated understood and applied at all levels within the organization.</p>	<p>Suggestions as to how to assess if the requirements are being met</p> <p>Assess that top management has verified that food safety expectations are understood by all staff</p>

KEY ELEMENTS

KEY ELEMENTS

1. Commitment
2. Communication
3. Training
4. Employee engagement and feedback
5. Performance measurement of FS-related elements

COMMITMENT

Practice what you preach

Food safety culture starts with top management.

The leadership team shall:

- Be responsible for the food safety culture
- Show responsible food safety culture behavior
- Implement the food safety policy

COMMITMENT

A commitment of management and all employees to the safe production and distribution of food.

- ISO 22000 section 5
- GFSI - Communication

What are the organization's food safety vision and mission and expectations?

COMMUNICATION

Communication is key:

- Frequent communication within the organization about food safety culture issues,
- Focus on priorities,
- Encouraging feedback from employees.

COMMUNICATION

Open and clear communication between all employees in the business, within an activity, and between consecutive activities, including communication of deviations and expectations.

- ISO 22000 sections 5 and 7
- GFSI - Communication

Are roles and accountability of employees clearly defined?

TRAINING

Training on food safety and on the importance of food safety and hygiene by all employees in the business:

- Increases awareness of food safety within the organization.

People are the organization's capital:

- Invest in training,
- Clearly define responsibilities and authorities,
- Show leadership interest in what happens on the shop floor,
- Celebrate success.

RESOURCES

Availability of sufficient resources to ensure the safe and hygienic handling of food:

- ISO 22000 section 7
- GFSI - Training

When was the last food safety training for employees?

Who participated?

What were the learning objectives?

How was the training evaluated?

FEEDBACK & ENGAGEMENT

Food safety culture is about awareness and mindset that is supported by the leadership team:

- Engage employees in the FSMS
- Encourage employees to report positive and negative issues
- Show that the leadership team takes the reports seriously
- Award positive behavior
- Address issues that threaten the food safety culture

GFSI – Communication and feedback from employees

*When was the last time that an employee reported a food safety issue?
What was the follow-up on the report?*

PERFORMANCE MEASUREMENT

Leadership from the management is key for implementing food safety culture mindset and behaviour.

- Analyse the current food safety culture
- Define the gaps
- Define an improvement strategy
- Monitor the improvement

PERFORMANCE MEASUREMENT

Leadership towards the production of safe food and engaging all employees in food safety practices.

- ISO 22000 section sections 5 and 9
- GFSI – Communication and Performance management

How is the performance on food safety measured?

CONCLUSION

Food Safety Culture is about:

- Behavior
- Mindset
- Expectations
- Leadership

Food Safety Culture is not a separate management system – should be integrated in the FSMS and adds the element of culture next to the existing focus on food safety.

Food safety cannot be achieved without a culture that encourages food safety behavior and mindset throughout the organization.

**THANK
YOU**



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