

How Do You Rank?

Benchmarking your Food Safety Training Program

February 28, 2018



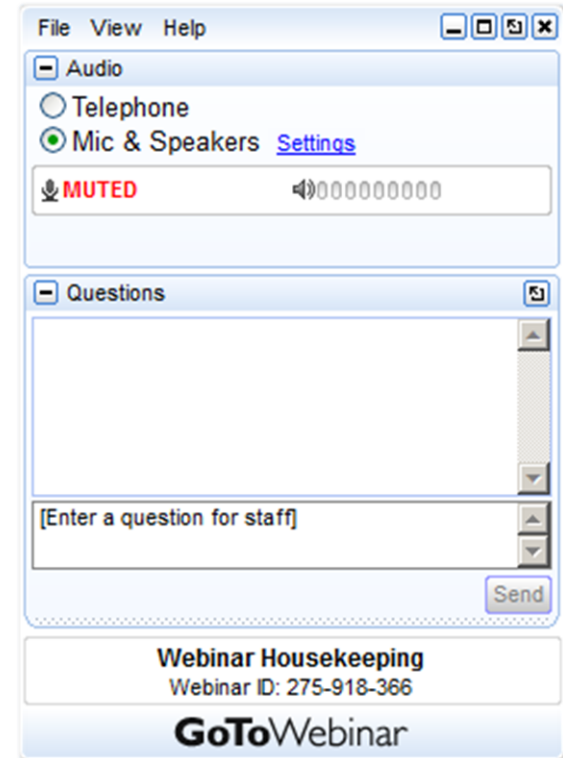
Laura Nelson, VP of Food Safety & Global Alliances

Raj Shah, Chief Strategy Officer



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



Laura Nelson
VP of Food Safety & Global Alliances



Raj Shah
Chief Strategy Officer

Why are we here?

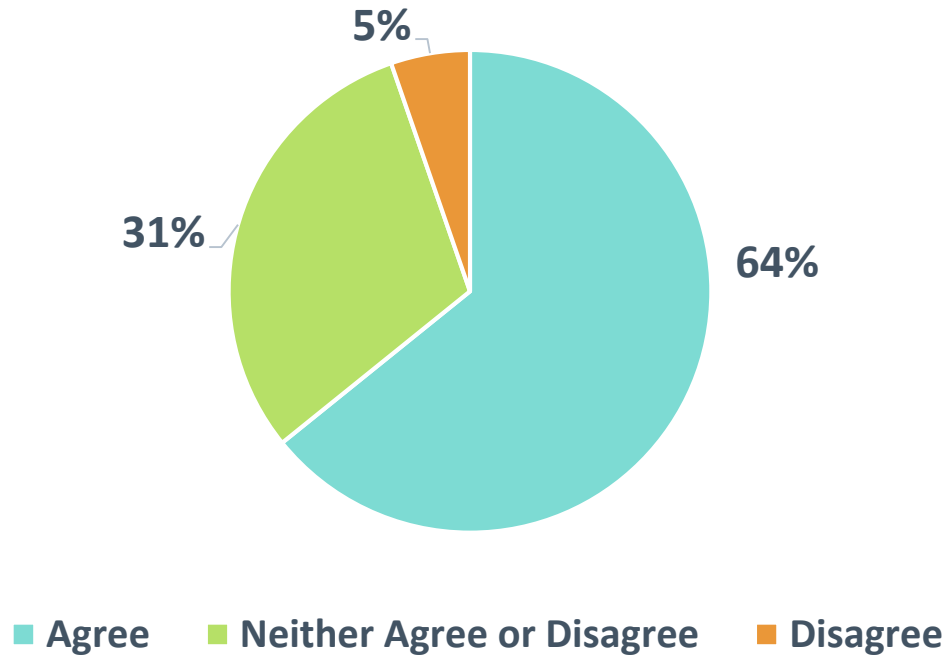


Frontline Workforce Reality

- Lack of labor resources
- High turnover
- Challenging work environment
- Overwhelmed Supervisors
- Demanding Operations

The Good News...

“I am motivated to do my job well”



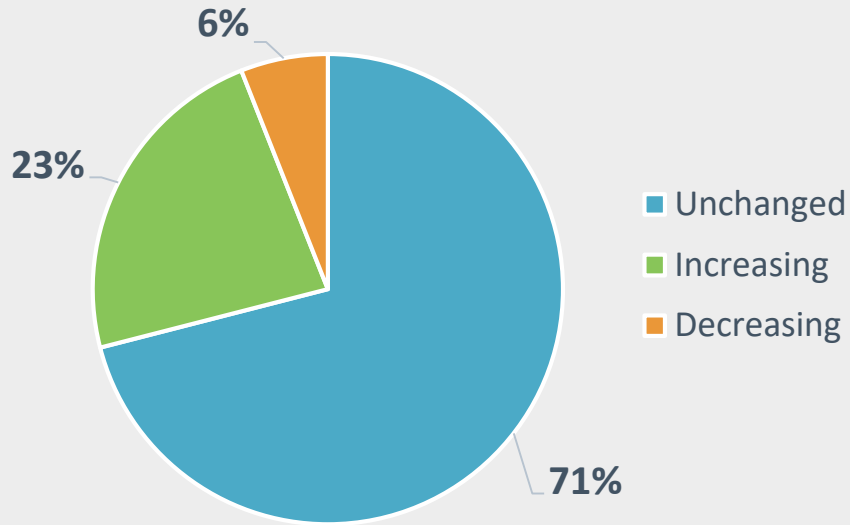
5th Annual Global Food Safety Training Survey Partners



1,400 survey responses
from
20 food industry sectors

Budgets Steady or Rising

Q: How does your food safety budget compare to the previous year?

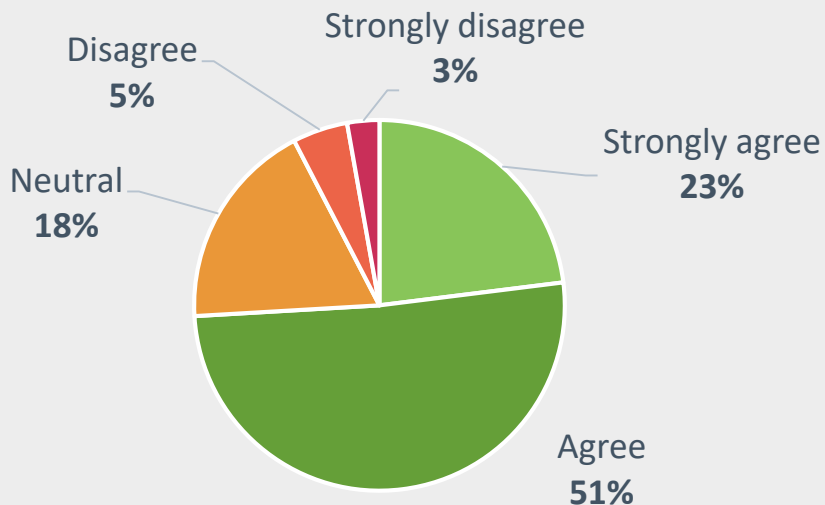


94% of budgets
steady or increasing

4x more
increasing than decreasing

Strong Commitment to Food Safety

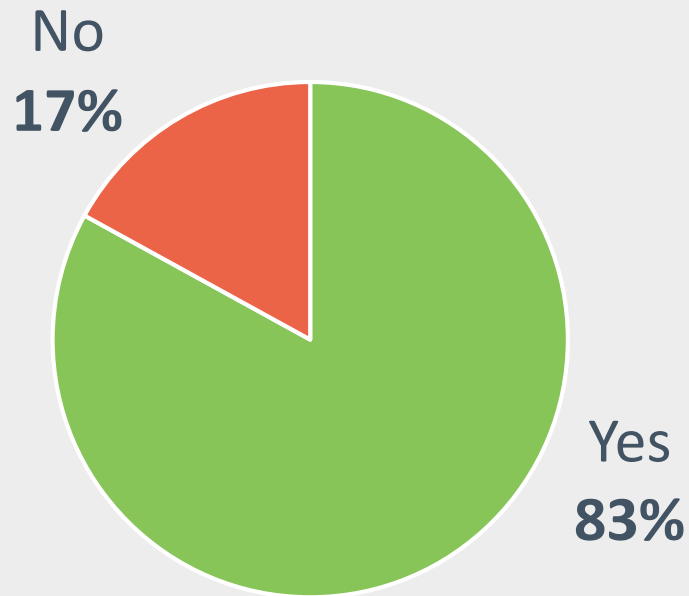
Q: Does your company have a clear vision for improving food safety in the next 12 months?



74% of respondents believe their company has a clear vision for strengthening food safety

Confident in Ability to Drive Consistent Behaviors

Q: Are you able to provide the needed food safety training to drive appropriate, consistent food safety behaviors?





POLL

Despite our best efforts in food safety training, we still have employees not following our food safety program on the plant floor?

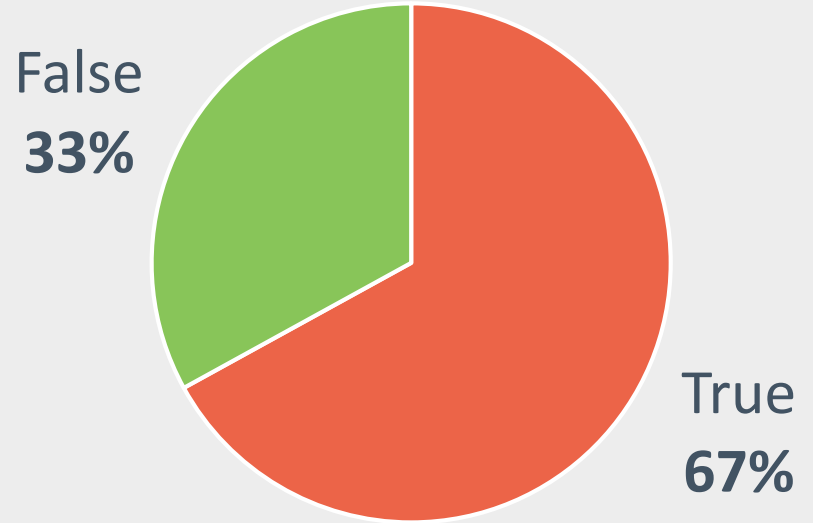
- True
- False



Employees Not Always Following Safety Program on the Floor

Global Food Safety Training Survey Responses

Q: Despite your efforts in employee food safety training, do you still have employees not following your food safety program on the plant floor?



The Big Disconnect...

- ✓ Employees motivated to do job well
- ✓ Have budget (money & people)
- ✓ Confidence in driving safety behaviors

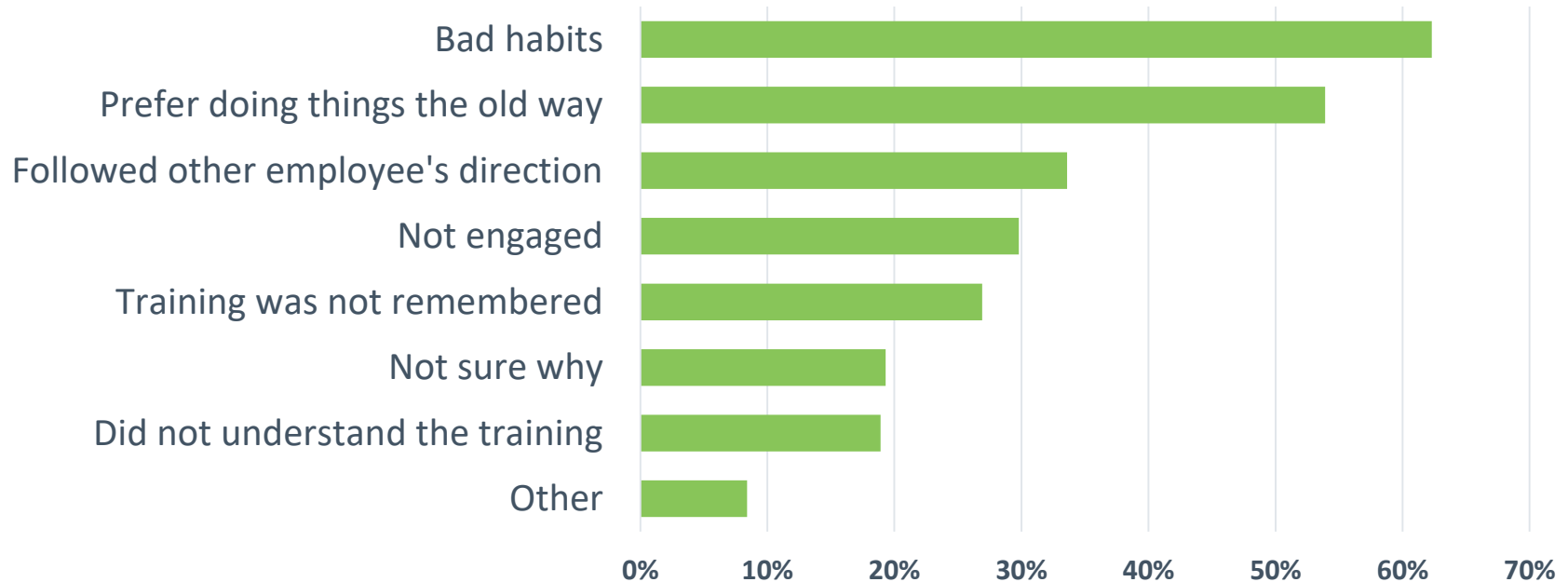
Yet....

67% don't follow
food safety program
consistently

What's going on?

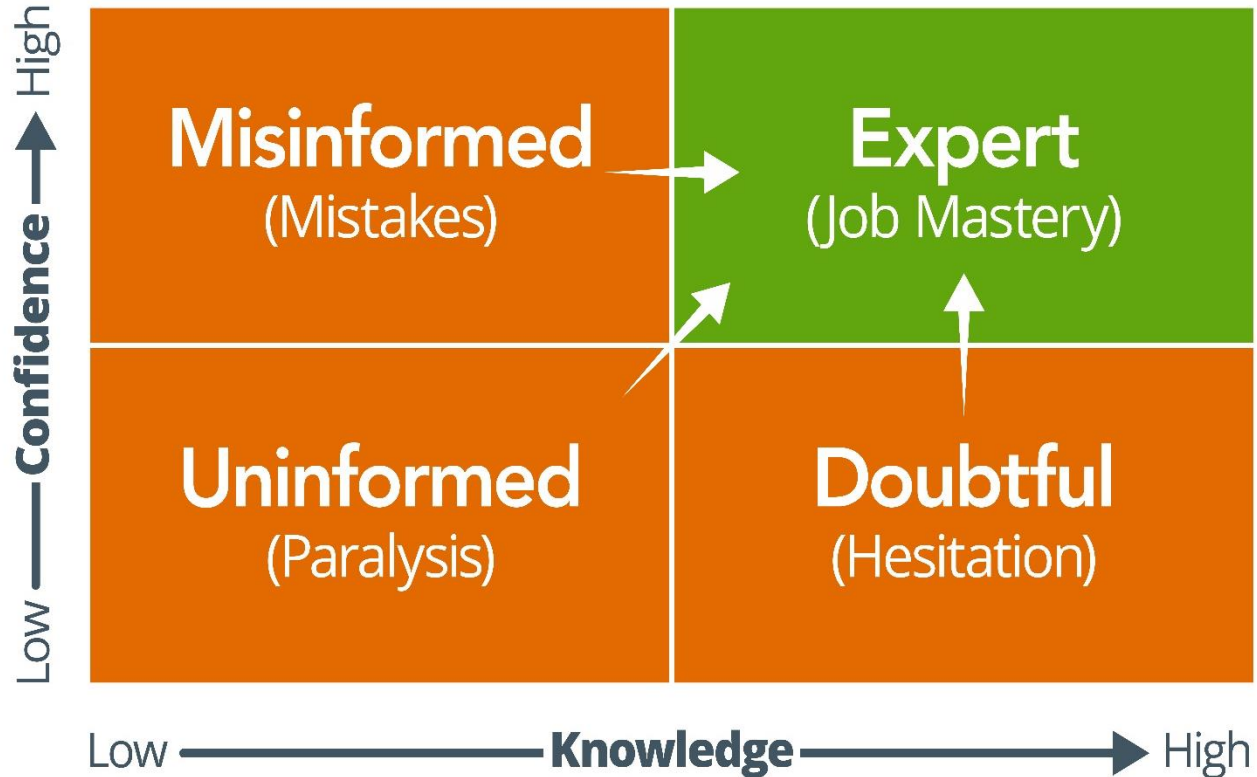
Why Employees Don't Consistently Follow the Program

Q: Why do employees **not** follow your food safety program consistently?



A Model for Employee Safety Training

100% Knowledge + 100% Confidence = 100 % Smart Safety Decisions





POLL

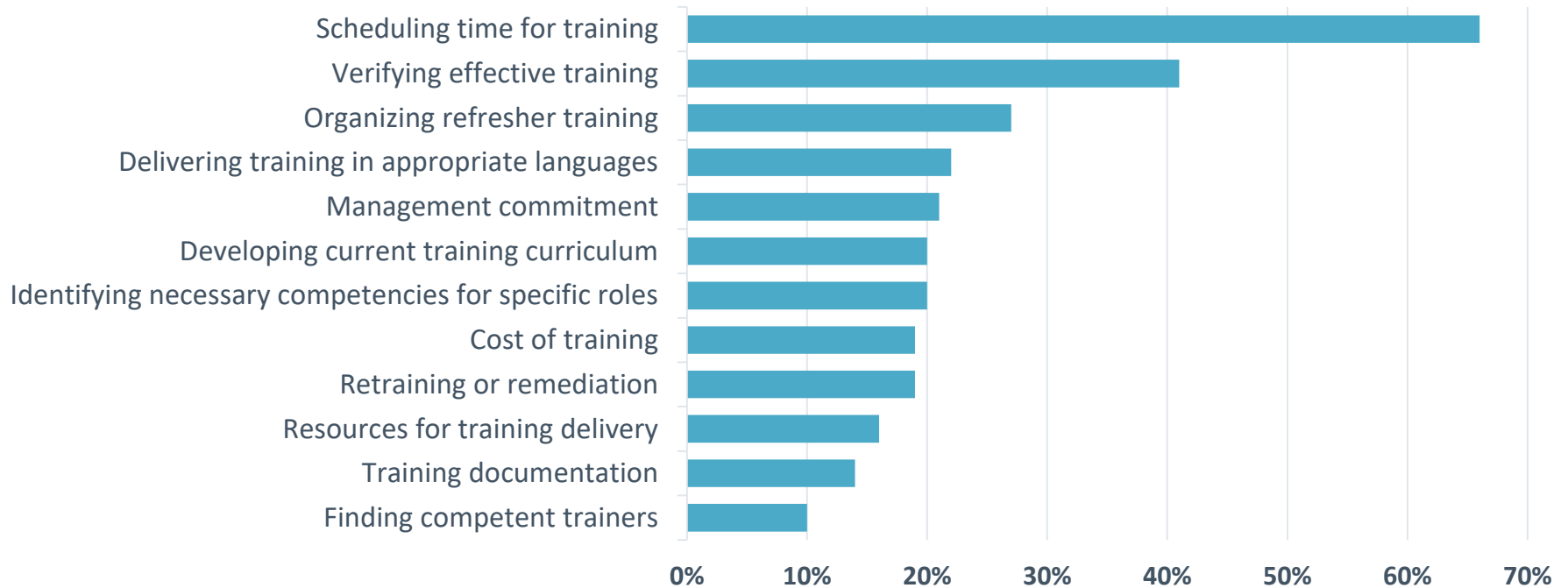
What is your organization's biggest food safety training challenge?

- Scheduling time for training
- Verifying effective training
- Organizing refresher training
- Delivering training in appropriate languages
- Management commitment



Food Safety Training Challenges

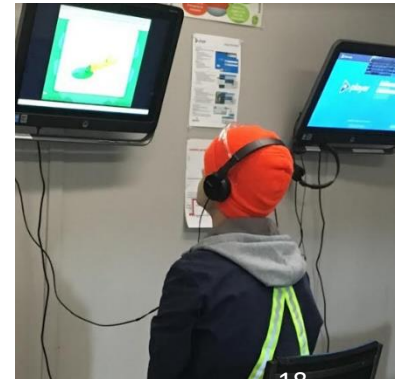
Q: What are your organization's biggest food safety training challenges?



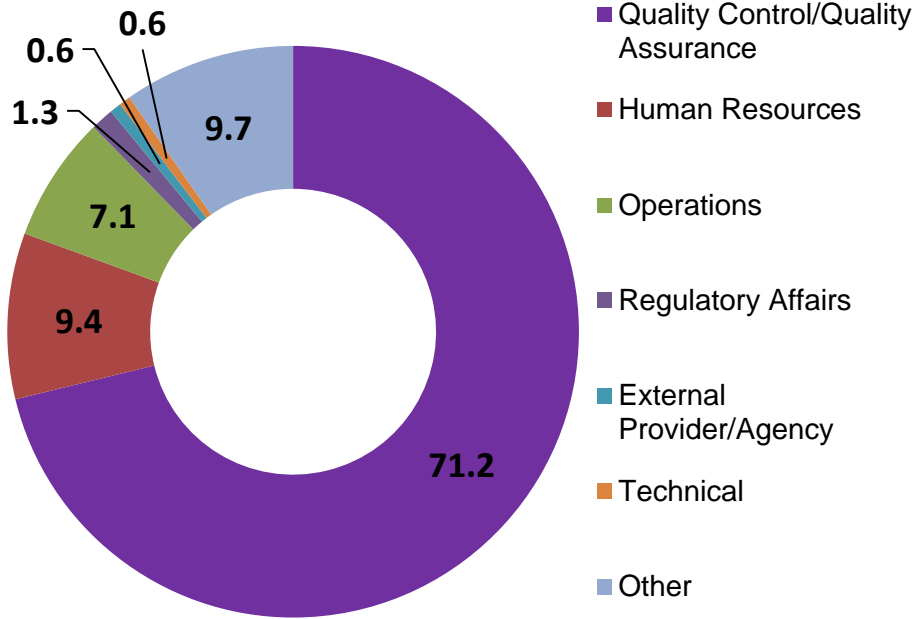
#1 Challenge: Scheduling Time for Training

Best Practices:

- **Rethink 1-2 days of “drink from the firehose” onboarding**
 - New hires don’t have enough context of the operation to really “get” the training
 - Better to provide the basics and come back in a week for a second round
 - Requires more coordination with Operations, which can often be difficult
- **Condense training content down to as short as possible**
 - Attention spans keep declining
 - “15 minutes is the new 1 hour”
- **Use training kiosks for on-demand training**



Who is Responsible for Food Safety Training?



EXPLORE THE POWER OF
COLLABORATION VS.
INDEPENDENT SILOS

EXAMPLE: CONAGRA



Answer: EVERYONE!

Case Study: ConAgra Brands

Continuous Skills Development (CSD) Process Enterprise Mission

The expected outcome is a culture where **expectations are clear**, the path to attain new skills is **defined**, and **metrics** are in place to **continuously identify** development opportunities for our team members.



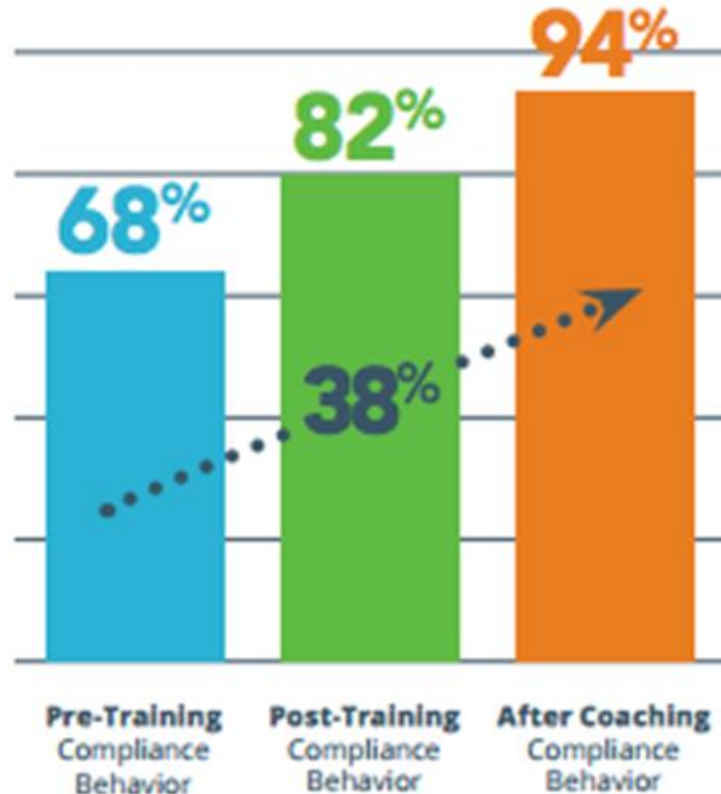
“Every day, every shift, every job role, we have a validated person in the job role”

-- Dale Greenbank, Conagra Brands

Continuous Improvement Manager, Rensselaer, IN

Challenge #2: Verifying Effective Training

Compliance goes to 94% after 3 on-the-floor coaching observations by a supervisor



What is the Consequence for Undesired Behavior?

Training is a
key
Antecedent





POLL

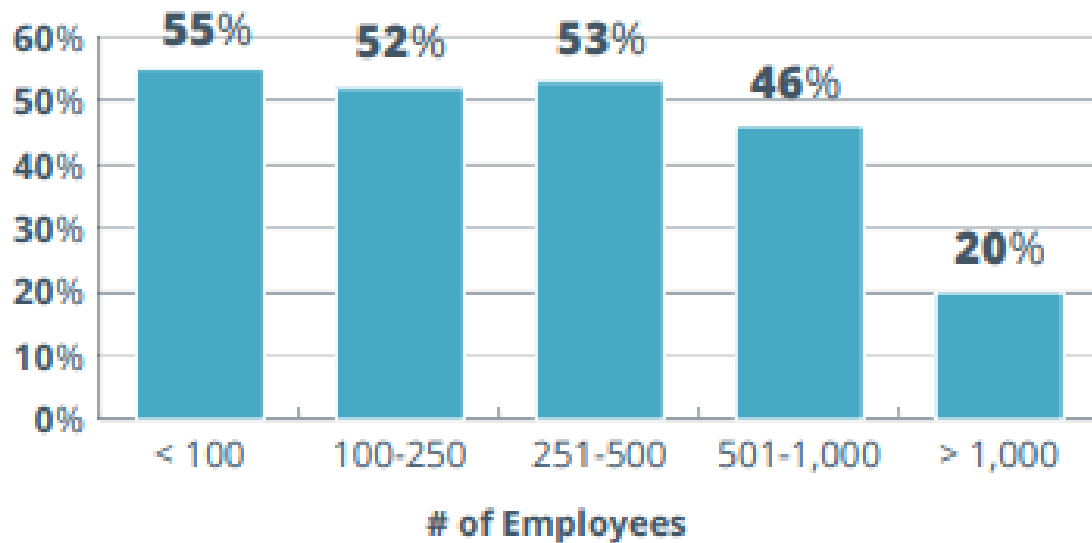
Do you have a formal supervisor-employee observation program?

- Yes
- No



Supervisor Observations Lower at Larger Companies

**% of Companies Using Supervisor Observations
to Measure Food Safety Behaviors**



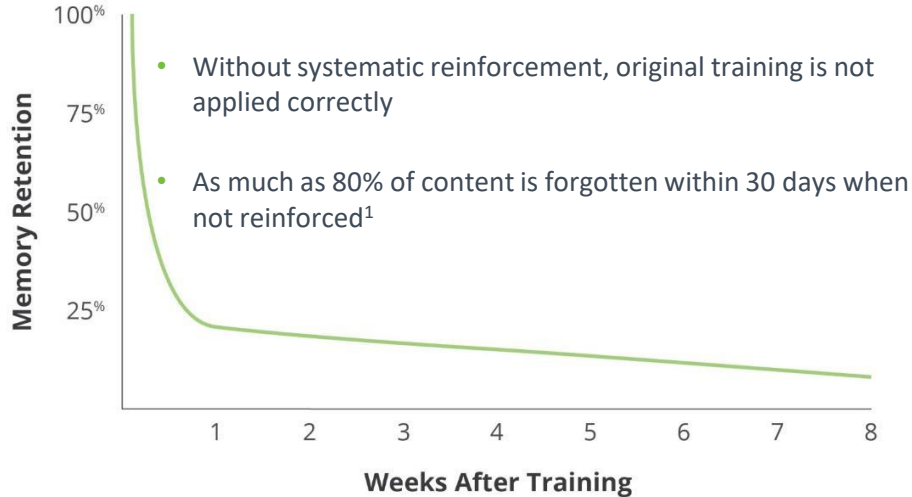
Verifying Effective Training Best Practices

Formal Supervisor/Employee Observation & Coaching Program

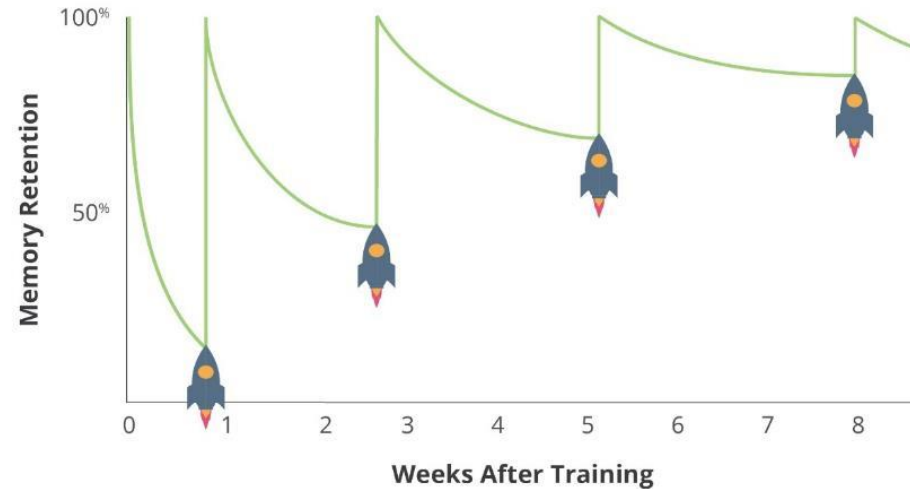
1. Confirm what is learned in the training room is applied on the floor
2. Ensure consistency across shifts/lines/plants
3. Provide employees opportunity to engage and give feedback
4. Shows the company takes safety seriously
5. Document the observation for remediation, audits, & records

Challenge #3: Refresher Training

The Forgetting Curve

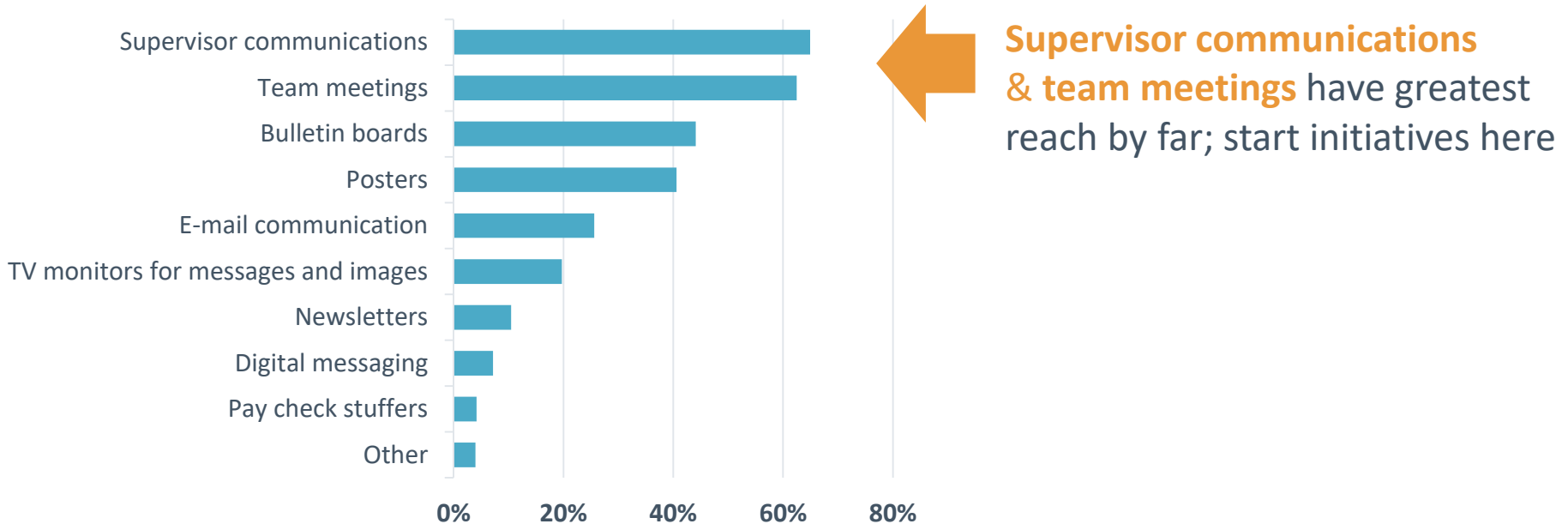


Reversing the Forgetting Curve



Use Reinforcement Training with Most Impact

Q: How does your organization keep training “top of mind” on a daily basis for hourly employees?



Best Practice: Give Supervisors the Right Communications Tools

- Simple tools like Safety Huddle guides to drive team discussions
- Ensure consistency across supervisors
- Minimize team lead/new supervisor anxiety around presenting



Best Practices: Keep Safety Messages Top of Mind

Posters



Digital Signage



Internal or Public Social Media



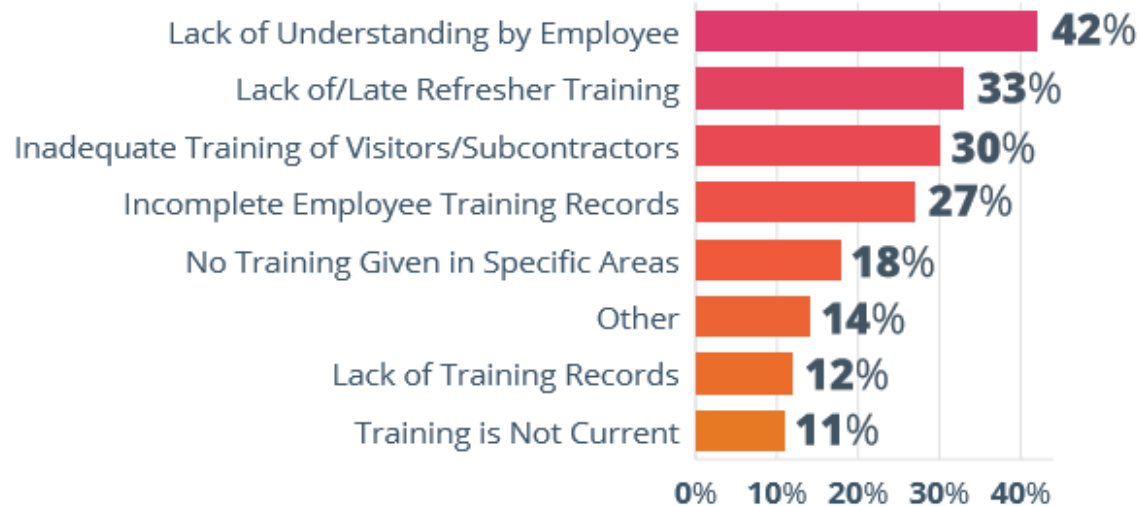
Increased **knowledge retention**

- **17% increase** across all workers
- **36% increase** among workers needing it most



Additional Challenge: Auditor Identified Deficiencies

Deficiencies Identified by Auditors



How Is Food Safety Training Delivered?



It all comes down to...



Available Resources



Resource: Global Food Safety Training Survey Report

Download full report from Alchemy's website:

<https://www.alchemysystems.com/food-production/resources/research/>

Building Strong Food Safety Cultures with Effective Training Programs

Results from the 2017 Global Food Safety Training Survey

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Resource: Benchmark Your Own Company

Request a copy in the post webinar survey:



Upcoming Webinar



Upcoming Webinars



Wednesday, March 7, 2018
10am PT | 12pm CT | 1pm ET

Join this webinar to learn:

- The 14 key elements of HACCP Development and Implementation
- Maintaining effective monitoring, corrective action and verification procedures
- Performing HACCP Reassessments properly
- How to measure the success and effectiveness of a HACCP program



Wednesday, March 14, 2018
10am PT | 12pm CT | 1pm ET

Join this 30 minute webinar to learn:

- How to integrate the Alchemy Coach app into your safety culture
- The benefits of a continuous learning environment
- Upcoming enhancements to coach to further expand your communications

Register on Alchemy's website under ***Upcoming Webinars!***

THANK YOU

