

CHANGING EMPLOYEE BEHAVIOUR: FACING THE CHALLENGE



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HOW DOES BEHAVIOUR FIT WITH THE CULTURE OF FOOD SAFETY?

FOOD HANDLERS

- Education
- Morale
- JOB not CAREER
- Attitude – UNAWARE of risks

MANAGEMENT

- Role



EMPLOYEE RESPONSIBILITY



- Serve public safely
- Hold key to reducing foodborne illness
- Using preventive techniques is important in reducing risks.

EXAMPLES



- * TRAINING
- * INCENTIVES
- * POSITIVE FEEDBACK

THRIFTY FOODS



- One-on-one training plan
- Employee discounts
- Flexible scheduling accommodating students

STARBUCKS



- Employee Incentive Program
- Coffee - one pound per week + free beverages
- Advancement potential
- Partners, not employees, treated as business owners
- Community Outreach - eg. Walk for Cancer

CAPILANO SUSPENSION BRIDGE



- One of the top tourist attractions in Vancouver
- Offers substantial scholarships to student employees plus other incentives

CHALLENGES



- Employees need to understand the importance of serving food to the public in a sanitary manner
- Sloppy techniques, poor morale, high turnover and lack of incentives will not help the food establishment
- Employee's home food preparation needs to be safe as well

WHAT CAN EMPLOYERS DO?

- From the business profiles, it is possible to change employee behaviour through:



- EDUCATION
- INCENTIVES
- MEETING THEIR NEEDS eg. Scholarships for students

