



Culture in Hygiene

Webinar 1: Hygiene Team Engagement & Retention

The webinar will begin at 1:30pm.

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Culture in Hygiene

Webinar 1: Hygiene Team
Engagement & Retention

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Speakers



Phil May
TSM - Hygiene,
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Alex Carlyon
Director,
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Lars Turner
Food Industry Specialist,
FoodClean

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What is culture?

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Director,
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What is Culture?

Culture is a live organism.

- If you leave it, it will either die or go bad
- Nurtured correctly, it will become self-sustaining and can be the secret to your success
- Like the bloodstream – it affects every organ
- Actions, not just words
- Starts at the top

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What does good culture achieve?

Great culture equals great results.

- Team buy-in
- Passion
- Accountability
- Productivity
- Efficiency

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Why does culture 'go bad'?

- Neglect
- Poor working environment
- Low engagement
- Lack of training
- Breakdown in trust
- Putting self ahead of the team
- Bad-fit recruits

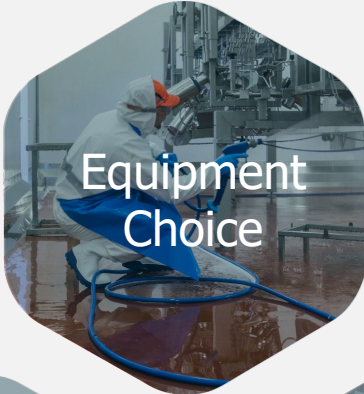


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Culture in Hygiene





Protecting Your Team

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Operator-First Approach

- Comfort is key
- Save in the long-run
- Misconception – Wetsuits vs. Chemical Suits



Wetsuits



Chemical Suits



Labour Retention

- A well-protected and comfortable team is a happy, effective & loyal team
- Poultry Site case study: Transforming team engagement

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Environmental & Financial Impact

- Disposable Vs. Re-usable Suits
- Meat Alternative Manufacturer Case Study:

Single use suit= £8.00

22 operators = 2,493 suits x £8.00 = £19,944

Re-usable Suit = £125

22 operators = 22 suits x £125 = £2,750

In a 4 month period

Savings = £17,194

Waste savings = 2,471 suits

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Equipment Choice

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Pride in Equipment



- 'Operator-owned' equipment
- Leads to higher motivation
- Increasing lifespan of equipment

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Retention through equipment



- Sense of being valued
- Higher comfort
- Reduction in injury

In 2019/2020, 480,000 workers suffered from work-related musculoskeletal disorders (new or longstanding), with 8.9 million working days lost.

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Right kit, Right place, Right time



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Induction & Training

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Induction & Training



- High staff turnover, including agency staff
- Look at the complete training process – engage with recruitment agencies where required
- Have a detailed training plan with timelines, and incorporate 'hands-on' training as well as the theory
- Be mindful of language barriers
- Training is never a finished article

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Making it Visual



- Clear identification of CCPs
- Area/line identification signage
- Colour coded equipment policy
- What does good look like?
- What does bad look like?

Put yourself in a new recruit's shoes – what questions would you have?

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Making it Visual



Making it Visual



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PURE SINCE 1763

USE OF CHEMICALS

Correct PPE dress

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JERSEY DAIRY

T-shirt and trousers colours and forms vary for each department

Now wash your hands

MALE CHANGING ROOM

START DRESS UP

Work t-shirt, trousers & boots

Helmet

Beard snood (if required)

Coat

Coat engineers (if required, in production)

PPE (if required, in production)

START DRESS DOWN

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JERSEY DAIRY

T-shirt and trousers colours and forms vary for each department

Now wash your hands

FEMALE CHANGING ROOM

START DRESS UP

Work t-shirt, trousers & boots

Helmet

Coat

PPE (if required, in production)

START DRESS DOWN

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Making it Visual



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Sustaining Good Practice

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Sustaining Good Practice



- Make it easy to do the right thing
- Ensure processes are adaptable should change be required
- Keep it fresh / up to date

Examples:

- Cleaning Instruction Cards (CIC)
- Visual approach – signage, shadow boards
- Magnetic options are often cheaper and more hygienic

Sustaining Good Practice



Sustaining Good Practice



TREWITHEN DAIRY GLYNN VALLEY · CORNWALL				Hygiene KPI Reports Board			
Week Commencing _____							
Full Site Completion Percentage		Full Site Tracker		Facilities 12 Week Tracker		Hygiene Projects & Information	
Process 12 Week Tracker		Bottling 12 Week Tracker		Creamery 12 Week Tracker			
Packaging Stores 12 Week Tracker		Despatch 12 Week Tracker		Laboratory 12 Week Tracker			

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Sustaining Good Practice



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Sustaining Good Practice



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Sustaining Good Practice



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Ongoing Process Refinement

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Ongoing Process Refinement



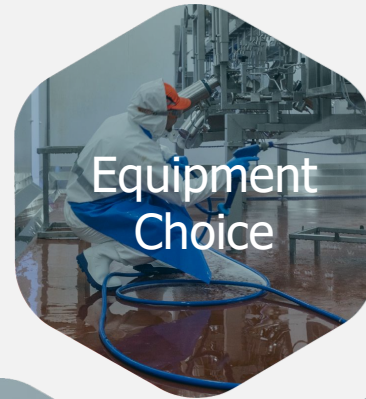
- Encourage challenging of the status quo
- Set up a structured review / CI schedule – put the dates in the diary
- Unannounced audits are powerful
- Always welcome feedback - often the best improvements come from unexpected sources!
- If something isn't working as it should, use Root Cause Analysis / 5-Whys to determine the issue
- Involve a cross-functional team who can truly implement change

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Live Q&A



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Upcoming Hygiene Webinars



Zone Segregation & Cleaning Efficiency
Thursday 20th October 2022, 3:30pm



Sustainable Cleaning Practice
Wednesday 23rd November 2022, 3:30pm

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Further information & support



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Thank You

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