

Strengthening food safety culture through digitalisation

BRCS

| In
Partnership
with

Paperless Forms™

Speakers



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AGENDA

What we'll cover

01

**Food safety
culture**

02

Digitalisation

03

**Success
story**

04

**Common
challenges**

05

**Choosing a
digital solution**

06

Resources

What is food safety culture?



The way we do
things around here
(Bower 66)

You can have the best documented
standards in the world, but if they're
not consistently put into practice by
people, they're useless.
(Yiannas 09)

Culture matters Failure
to understand culture &
take it seriously can have
disastrous consequences
for an organisation.
(Schein 99)

Prevailing attitudes, values &
practices, taught directly &
indirectly, to new employees
(Taylor 11)

The attitudes, values and/or beliefs which are prevalent
at the site, relating to the importance of product safety
and the confidence in the product safety systems,
processes and procedures used by the site.
(BRCGS Food Safety Standard Issue 9 August 2022)

GFSI

Updated definition

Food safety culture:

a concept existing in all food businesses relating to the deeply rooted beliefs, behaviours, values and assumptions that are learned and shared by all employees, and which integrate to impact the food safety performance of the organisation.



FOOD SAFETY CULTURE

Requirements

01

**Documented
plan**

02

**Define
activities**

03

**Implement
activities**

04

Measure

05

Timescales

06

Review

Non-conformity trends

- Incomplete effectiveness reviews and staff feedback
- Action related to feedback
- Maintenance of the plan (e.g. annual review and updates)
- Ensuring activities are documented and cover all parts of the site
- Ensure complete documentation & communication

The importance of root cause analysis

- Knowledge/understanding
- Culture activities not embedded into existing site systems
- Clearly defined responsibilities
- Replication of weaknesses from previous plans

Duality



Certifying body

Manufacturers

**How does digitalisation strengthen
food safety culture?**



DIGITALISATION

Definition

The integration of digital technologies into economic and social activities, transforming how businesses operate and interact.



HOW?

Transparency & communication

- Real-time data available to everyone
- Deviations and trends are communicated immediately
- Anonymous feedback tools encourage feedback
- Reinforces trust & a no-blame culture

RESULT

Employees are more willing to raise concerns early, before issues escalate.



HOW?

Training effectiveness

- Reduce onboarding time
- Guides form completion
- Real-time coaching
- Highlights training gaps through data trending

RESULT

Training moves from “completed” to effective, supporting competency & engagement.



HOW?

Consistent behaviours

- Standardized processes reduce confusion and variability
- Increased accuracy and reduced errors in data collection
- Audit trails leads to accountability without blame
- Immediate feedback reinforces expected behaviours

RESULT

**Doing the right thing becomes the norm,
even when no one is watching.**



HOW?

Employee engagement

- Strengthens collaboration
- Employees see the impact of their work
- Provides a sense of ownership and autonomy
- Recognition becomes data-driven
- Expectations are visible and behaviours measurable

RESULT

Engaged employees are more proactive, more accountable, and more invested in food safety outcomes.



HOW?

Leadership engagement

- Leadership has immediate access to data
- Reviews are based on current evidence, not delayed data
- Allocate time, resources, and budget based on actual risk
- Leadership commitment becomes visible to employees & auditors

RESULT

Culture is led from the top down.



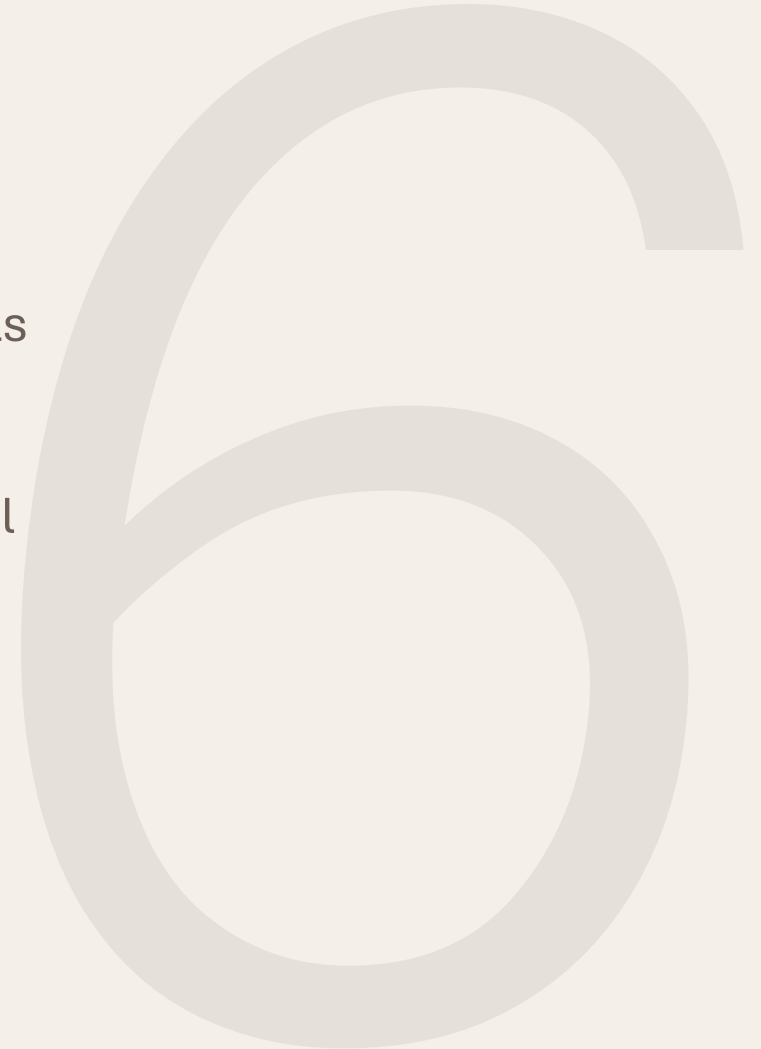
HOW?

Proactive risk management

- Improves risk awareness and proactive decision-making
- Trending helps identify issues before they become NCs or recalls
- Data remains accessible despite staff turnover
- A strong culture acts as the first line of defense against potential risks

RESULT

Risks are reduced continuously, protecting consumers, brand reputation, and business continuity.



HOW?

Continuous improvement

- Data-driven decisions
- Corrective actions tied directly to deviations & tracked
- Change management is properly documented
- Improvements are measurable, reviewable, and repeatable

RESULT

Continuous improvement becomes embedded in daily operations, not an annual exercise.

HOW?

Audit readiness

- Less resources required
- Records are easily accessible and centralized
- Easily comply with ever-changing requirements and growing scrutiny
- Auditors can clearly see culture in action

RESULT

Compliance becomes a byproduct of a strong culture, all year round, not just prior to audits.





72%

of food manufacturers have increased investment in digital transformation in the past year

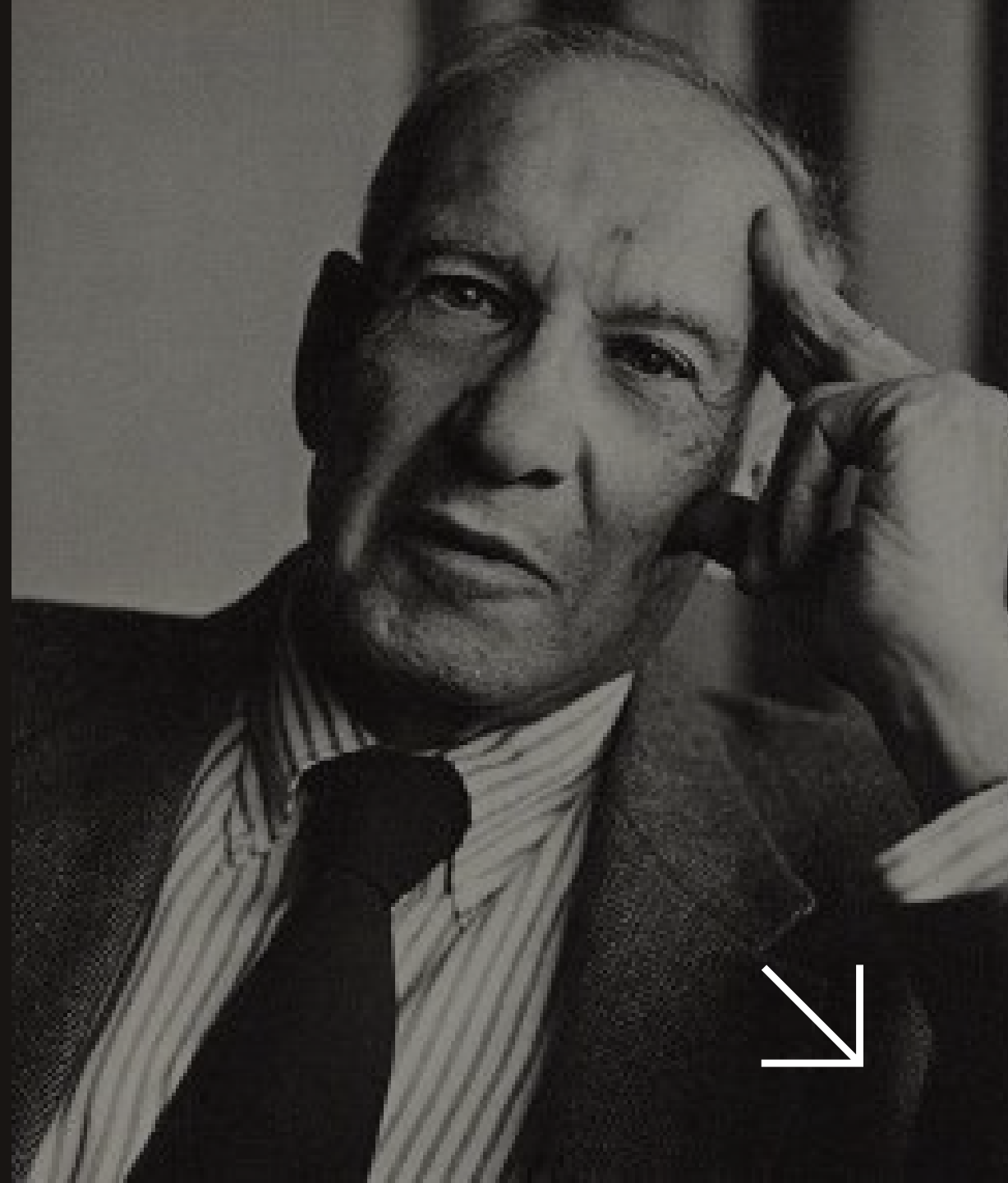


65%

of food companies report improved operational efficiency due to digital initiatives

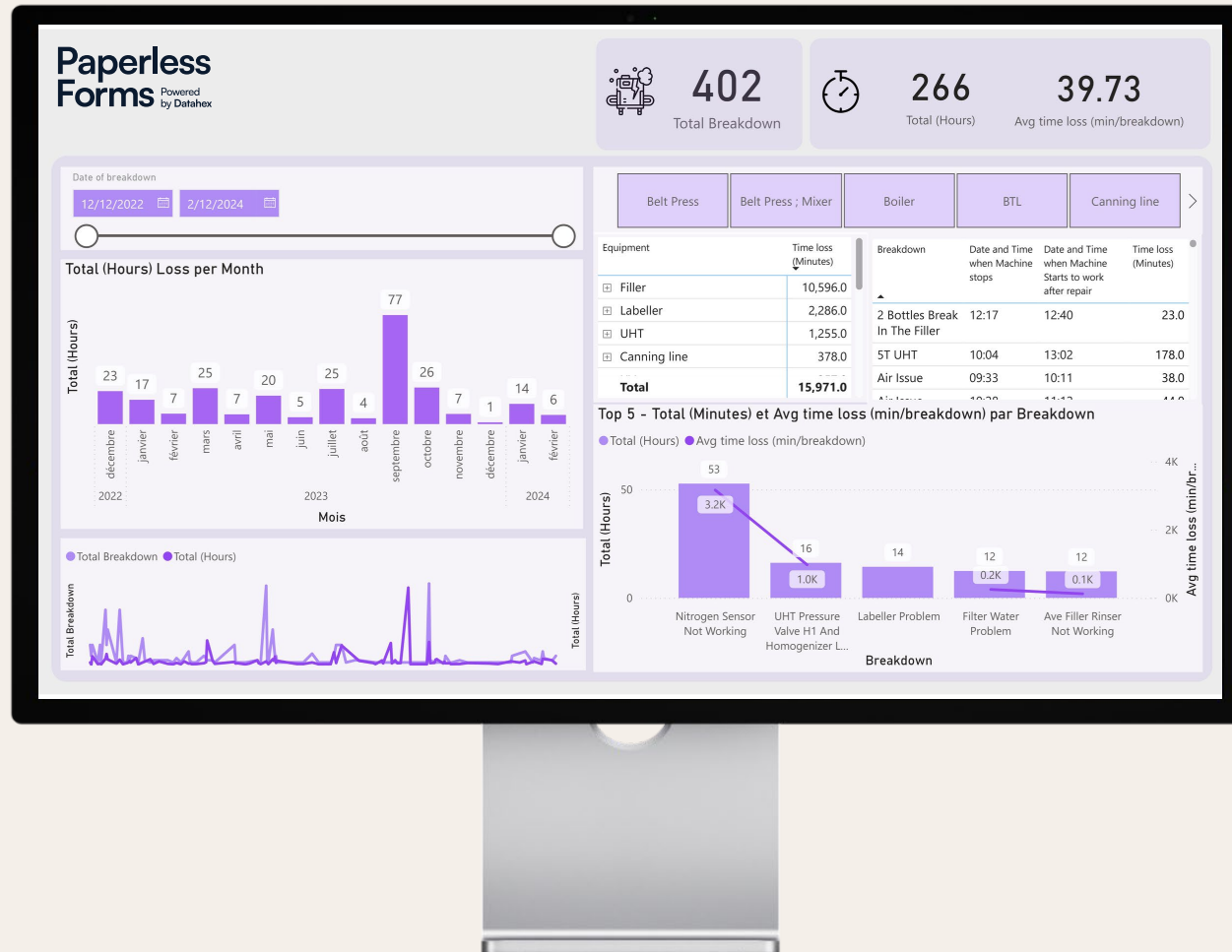
**You can't manage
what you can't
measure.**

- Peter Drucker (Father of management)



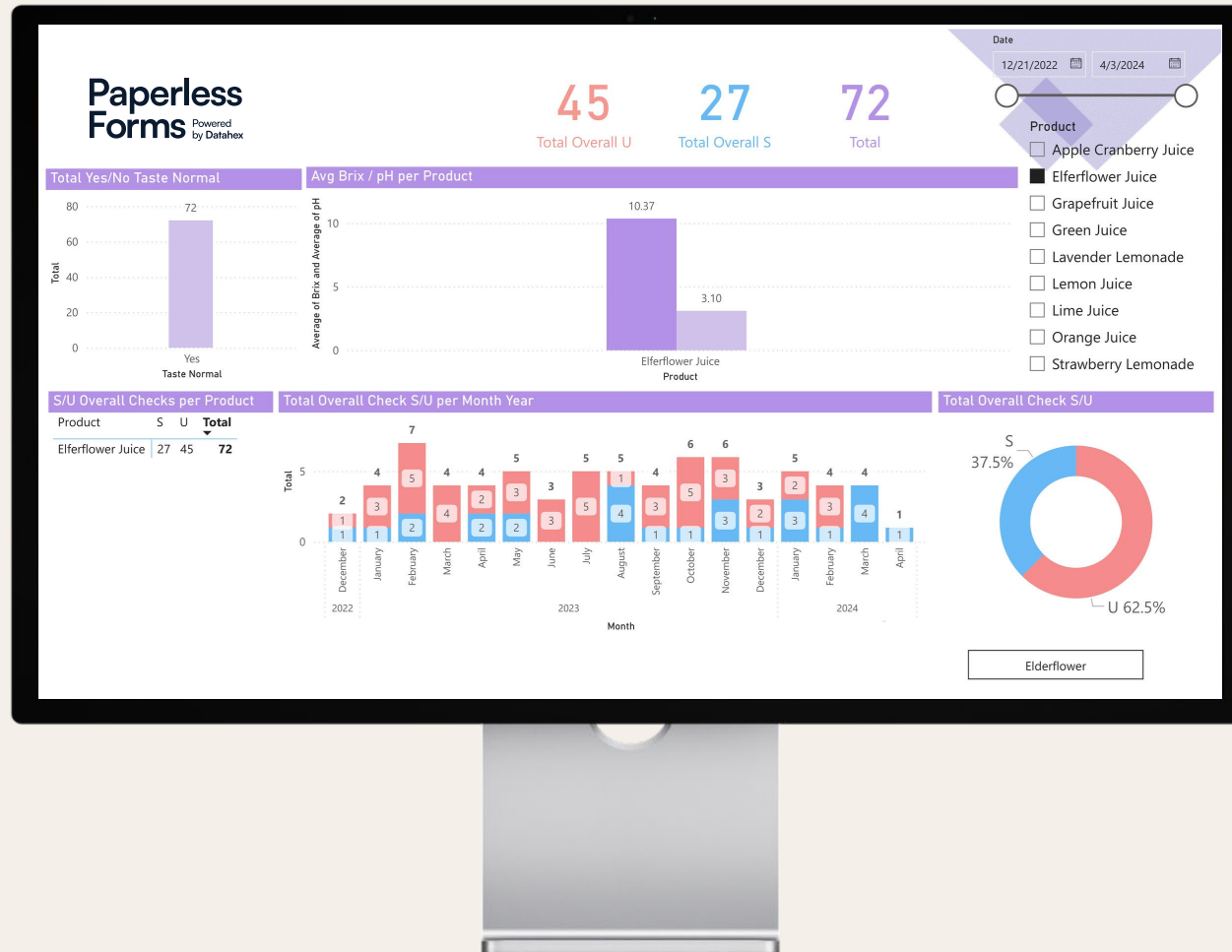
PAPERLESS FORMS

Analyze your data to make decisions



PAPERLESS FORMS

Analyze your data to make decisions



PAPERLESS FORMS

Tips for data trending

Collect a minimum of 3 months of digital data

Required for audit purposes + sufficient data for meaningful analysis

Tips for data trending

Ask the right questions

- What are the issues you're currently seeing?
 - Where are common NCs?
 - Which plant, department, or product?
- What variable could be causing discrepancies
- What variables could be costing the company?

CASE STUDY



towards a
paperless
transformation



SUCCESS STORY

Congebec

Challenge

Food safety was managed on paper, leading to inefficiencies, errors, and documentation overload.

Goal

Access data in real time

Solution

Congebec deployed Paperless Forms to digitize compliance with BRCGS & SQF standards.

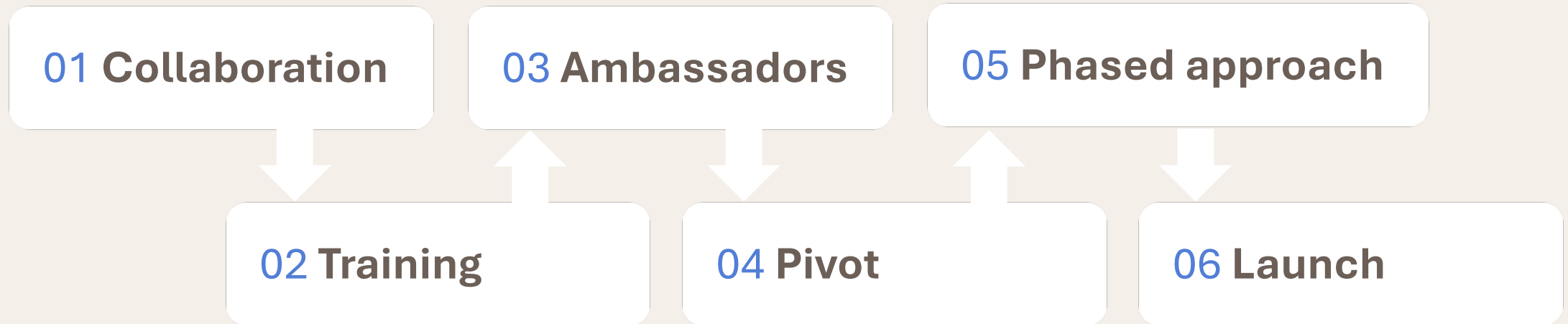


How did they achieve their goal?



SUCCESS STORY

How Congebec did it



What were the results?



SUCCESS STORY

Results

- ✓ **Standardization and audit readiness**
- ✓ **Improved traceability and responsiveness**
- ✓ **Increased efficiency across teams**
 - ✓ **Increased sustainability**

CASE STUDY

Client review

“ Our experience with Paperless Forms has been enriching. Not only do we feel confident that we can manage our documents efficiently as they should be, but we also enjoy working with a company that views innovation as an ongoing process rather than a once-and-done event. ”



- Carolina Téllez, Quality Assurance Director

What are the common challenges of digital implementation?



CHALLENGES

Initial investment

**Budget for software,
hardware, and resources**

- Test devices (laptops, mobile phones, tablets)
- Contract type
- Implementation time and resources required
- Calculate long-term ROI

CHALLENGES

Technical constraints

Connectivity issues or limited device access in facilities

- Test Wi-Fi availability
- Consider offline capabilities

CHALLENGES

Physical environment

Wet, cold, or harsh conditions

- Use waterproof, rugged cases for durability
- Configure forms for the most efficient/quick data input

CHALLENGES

Resistance to change

Staff may be hesitant to abandon familiar paper-based systems

- Involve team members early
- Opt for digital solutions that are user-friendly and scalable
- Start with small pilot projects
- Consider a phased implementation

CHALLENGES

Choosing the right one

Not all software is created for food manufacturing environments

- Look for vendors with experience in the industry (e.g. GFSI, FDA, HACCP)
- Test software in your production areas with your own forms during a pilot phase to avoid rollout surprises

**How do you choose
the right digital solution?**



HOW TO CHOOSE

Project assessment

- Gap analysis: What do you have and what are you lacking?
- Identify dealbreakers
- Determine budget allowance
- Evaluate staff readiness, resources, and ROI
- Change management

HOW TO CHOOSE

Vendor assessment

- Compare solutions based on gap analysis requirements
- Compare cost and pricing structure
- Compare implementation time and vendor support
- Internal approvals (Senior leadership, IT)

HOW TO CHOOSE

Pilot

- Test software with a simple form that touches on multiple departments
- Get feedback from multiple stakeholders

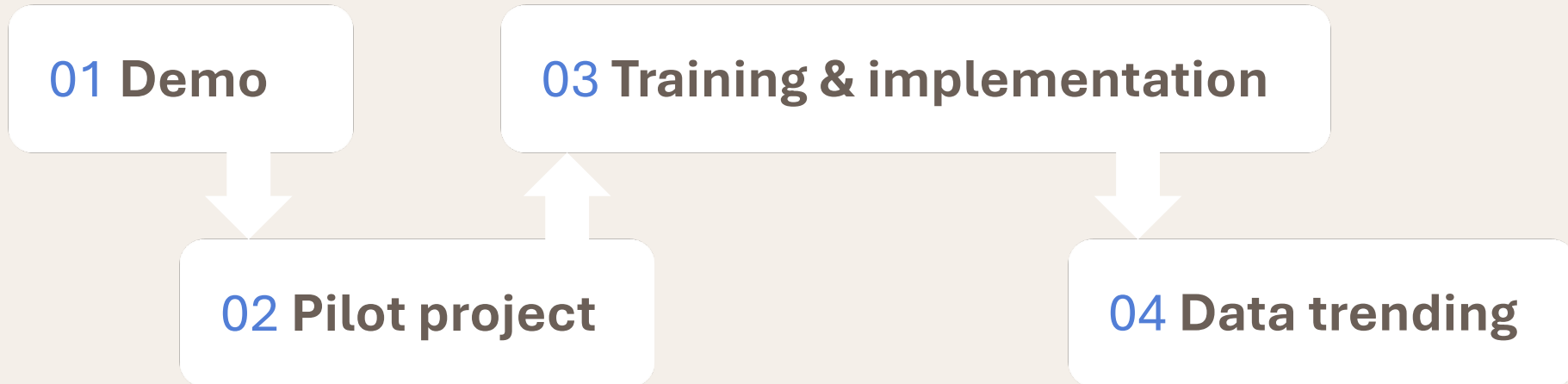
HOW TO CHOOSE

Training & implementation

- Select ambassadors to train and support their teams
- Phased implementation
- Prioritize critical forms/processes first
- Ensure audit readiness

THE RIGHT SOLUTION

Steps with Paperless Forms



DATAHEX

Resources

- **Case studies**

<https://www.datahex.com/food-safety-case-studies>

- **Industry insights**

<https://www.datahex.com/insight>

- **Book a free demo:**

<https://www.datahex.com/call-request>

BRCGS Resources

- **Ask the Experts webinar**

<https://www.brcgs.com/resources/webinars/>

- **Training course** (details available in the course catalogue)

<https://www.brcgs.com/media/ox2dbtyf/brcgs-a4trainingcoursecat-digital-dec25.pdf>

- **Food Safety Culture Excellence module**

<https://www.brcgs.com/digital-solutions/food-safety-culture-excellence/>

Key takeaways

- **Digitalisation** is not a requirement for food safety or regulatory compliance – but it can significantly strengthen food safety culture
- Employees who **understand the “why”** behind food safety expectations are more engaged and invested in outcomes.
- Under **BRCGS Issue 9**, food safety culture is no longer viewed as an abstract concept — it must be visible, measurable, and actively demonstrated throughout the organization, with an emphasis that food safety culture is everyone’s responsibility, from senior leadership to frontline employees.
- A strong **food safety culture** protects consumers, brands, employees, and business continuity.
- **Digital systems** improve visibility, consistency, and confidence in decision-making.

Questions



Kalena Carpentier

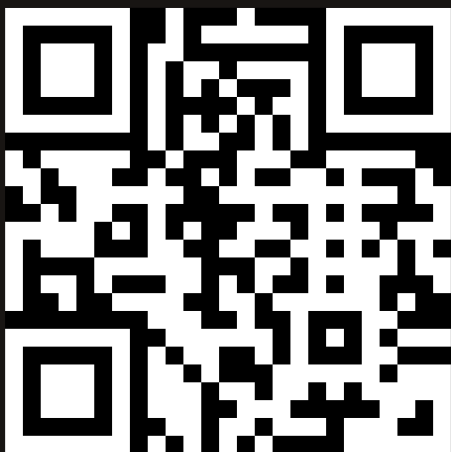
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Thank you



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