

SAFESTART HUMAN FACTORS



CONFERENCE

2022

Orlando, FL

February 8 & 9

SET YOUR MIND AT CHEESE

Sarah Morris

AGENDA

Introduction

Glanbia Nutritionals - Who we are?

How cheese is made

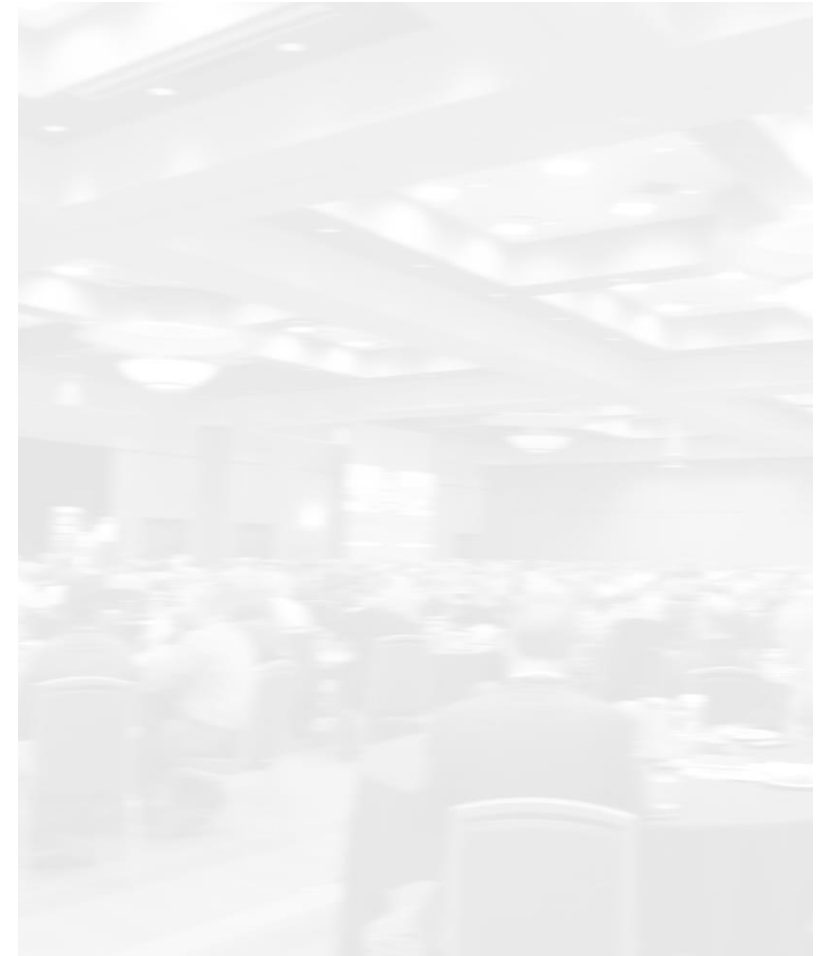
Challenges with 1M pound per day facility

Why I got involved

How we reduced injuries by 50%

Summary

Questions





GLANBIA - WHO ARE WE?



Our Brands



SAFESTART HUMAN FACTORS

HOW IS CHEESE MADE?

1) RAW MILK

Cow's, goat's, and sheep's milk is most commonly used to make cheese

10 lbs of milk makes **1 lb** of cheese on average



2) HOMOGENIZATION/ STANDARDIZATION/ PASTEURIZATION



Three long words that basically mean:

- The milk is mixed up
- The fat content is standardized
- It is heat-treated anywhere from **145°-300° F** to kill any unwanted bacteria

In traditional and artisanal cheese-making, this step is often skipped

3) COAGULATION AND CURD SEPARATION

The milk is acidified by:

- Heating it up
- Adding an enzyme called Rennet
- Adding good bacteria



These actions cause the milk to coagulate

The pudding-like milk is then cut and drained of the liquid whey



4) SALTING

Salt is added to:

- Give flavor
- Suppress bad bacteria growth
- Draw out additional whey

Many fresh, soft cheeses like Ricotta and queso blanco are done after this stage



5) PRESSING

Harder, drier cheeses need to be squeezed to expel more whey

This is accomplished by placing the curds in a mold and using a press



Usually the mold is cylindrical; this is what gives wheels of cheese their shape

6) AGING

Three things are carefully controlled to develop flavor and texture:

- Time
- Temperature
- Humidity



Cheese can be aged anywhere from **a week** to **several years**

SAVORY
SavoryAndSour.com

Largest barrel cheese plant in the world



360,000 COWS





4.5 million pounds of milk









600 lbs





Cheese
Warehouse

glanbia

glanbia
nutritionals
TWIN FALLS, ID

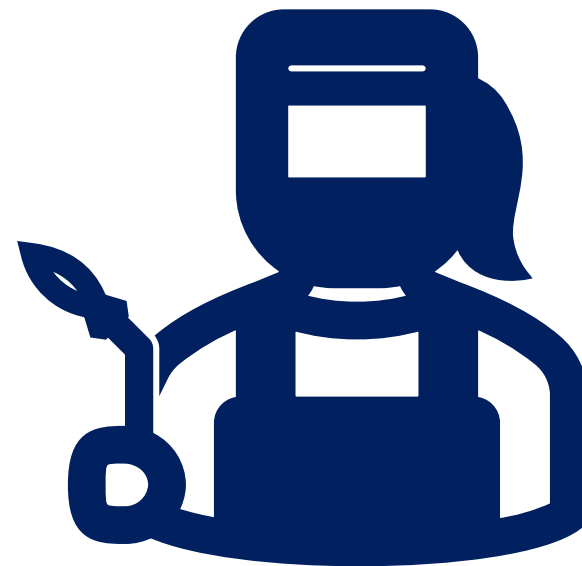
197

IDAHO
AN 4635
TWIN FALLS, ID

FEEDING AMERICA



CHALLENGES WITH A MILLION-POUND FACILITY



CHALLENGES WITH A MILLION-POUND FACILITY

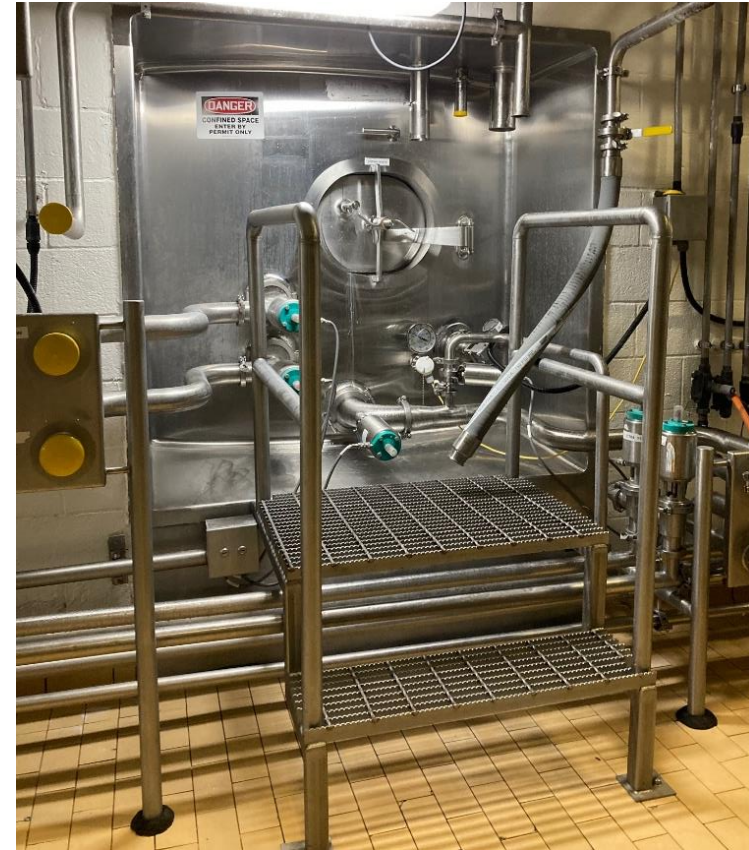


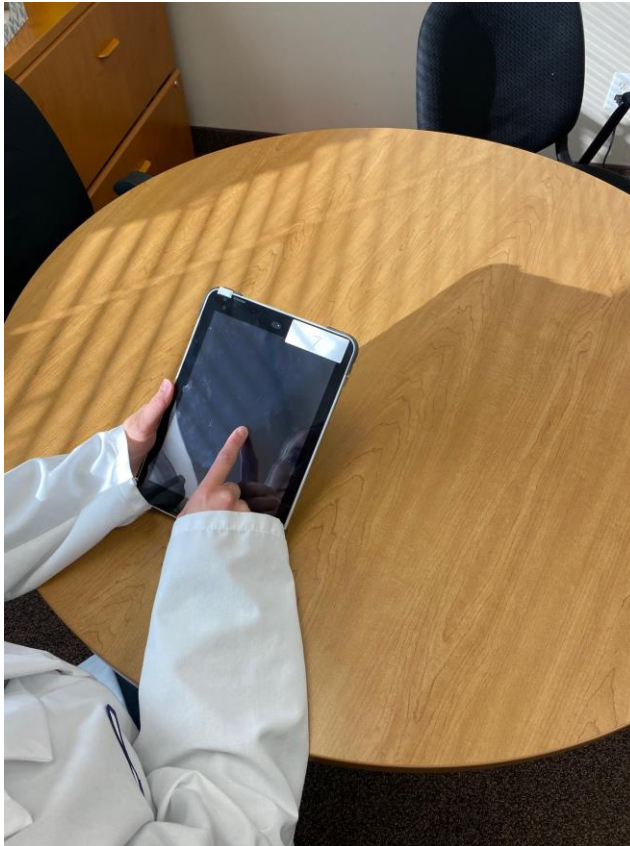
THE WHY



SAFESTART HUMAN FACTORS

PHYSICAL SAFETY IMPROVEMENTS



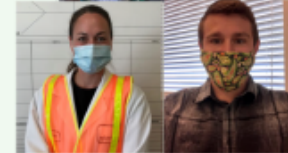


Gooding Safety Culture Survey

WE WANT TO
HEAR FROM YOU!



*



The Gooding Leadership Team have partnered with SafeStart to conduct a Safety Culture Survey. We are hoping you will take the time to fill out this anonymous survey to help us understand what we need to focus on to improve our safety culture at our site.

**The survey will be live from
October 12th to October 26th.**

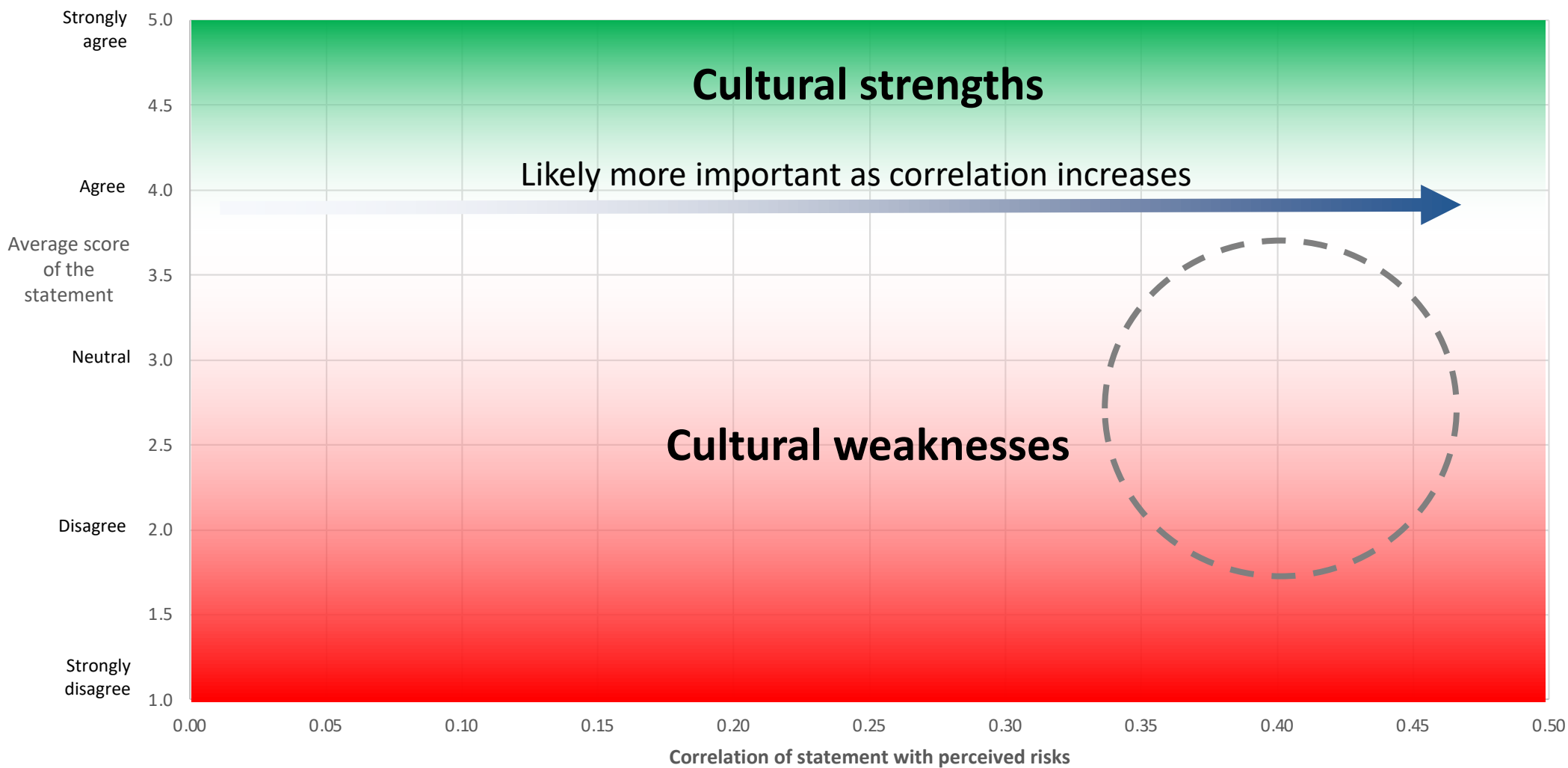
Use this link on your personal phone or computer, breakroom kiosk computer or iPad. Or the QR code on a phone or iPad.



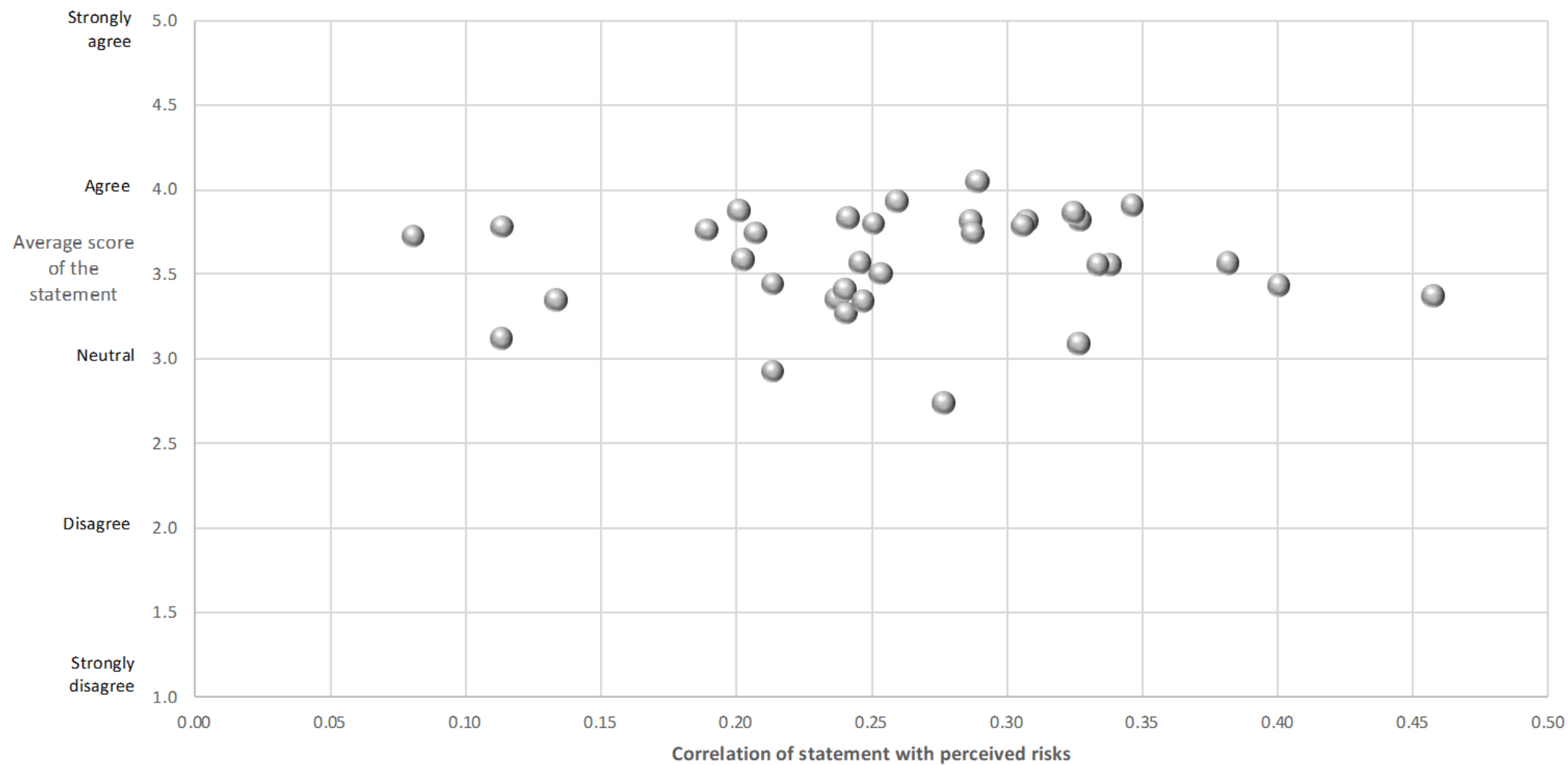


Gooding Safety Culture Survey

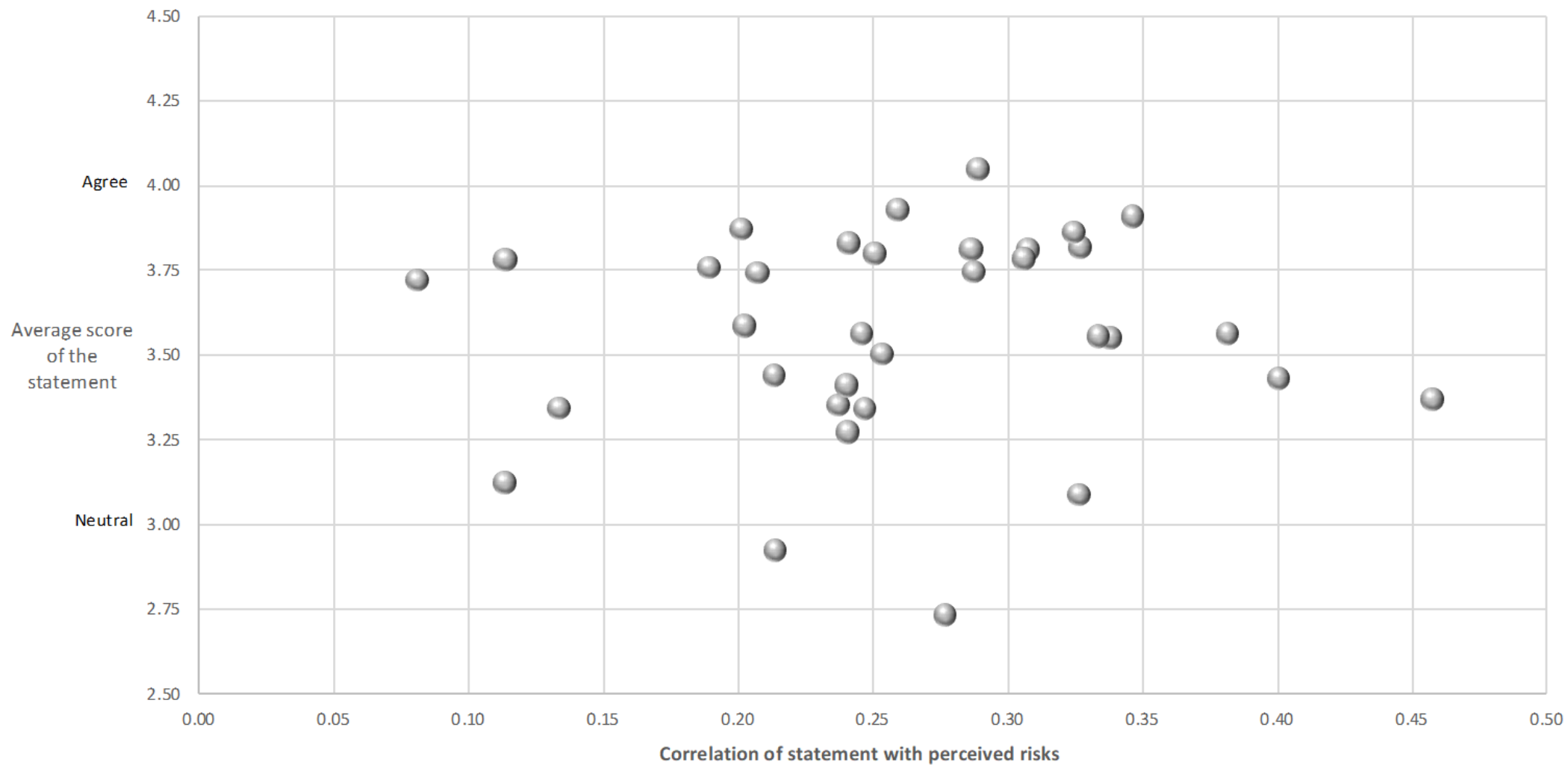
GLANBIA GOODING'S SAFETY CULTURE RADAR SCREEN



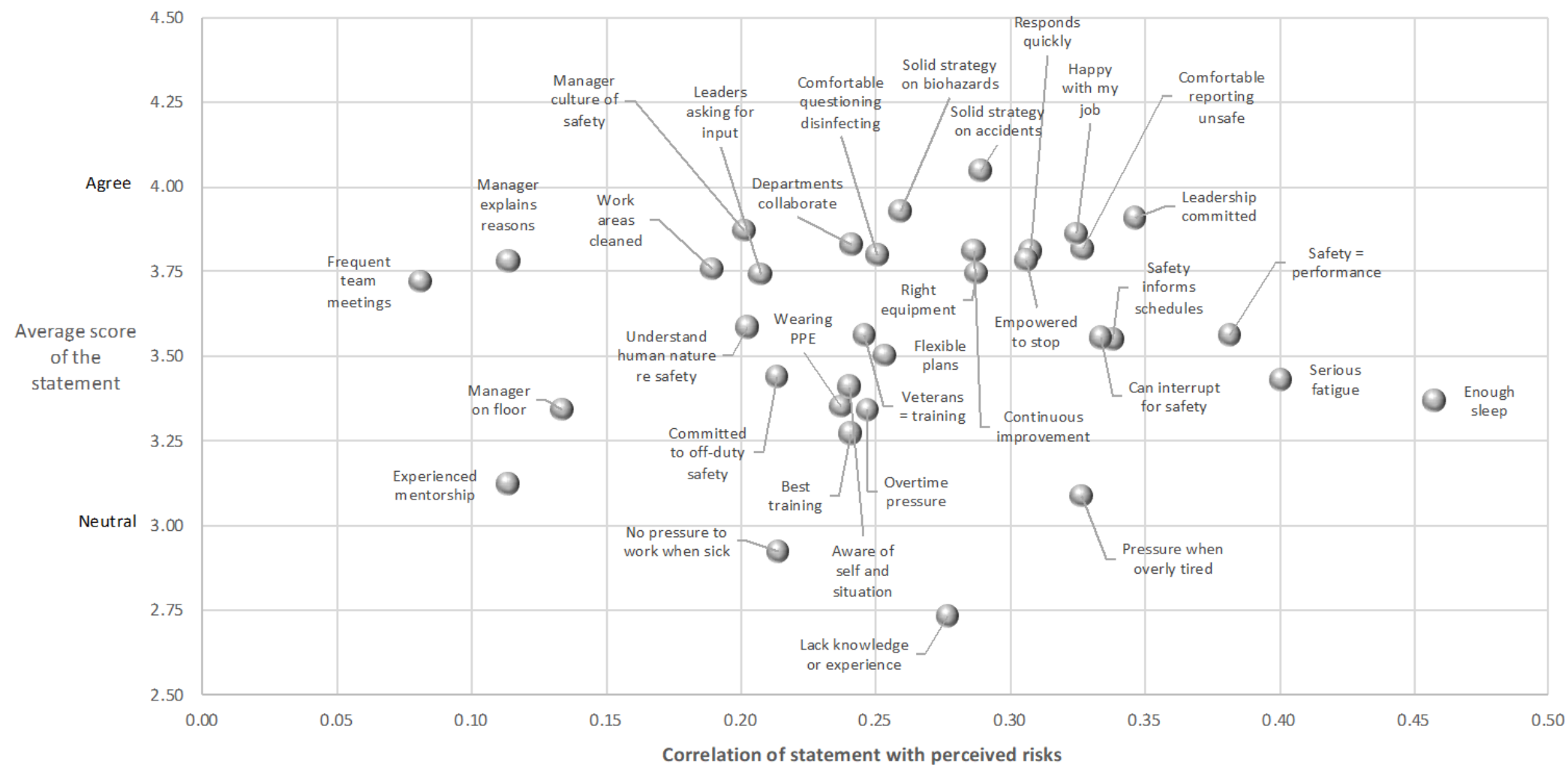
GLANBIA GOODING'S SAFETY CULTURE RADAR SCREEN



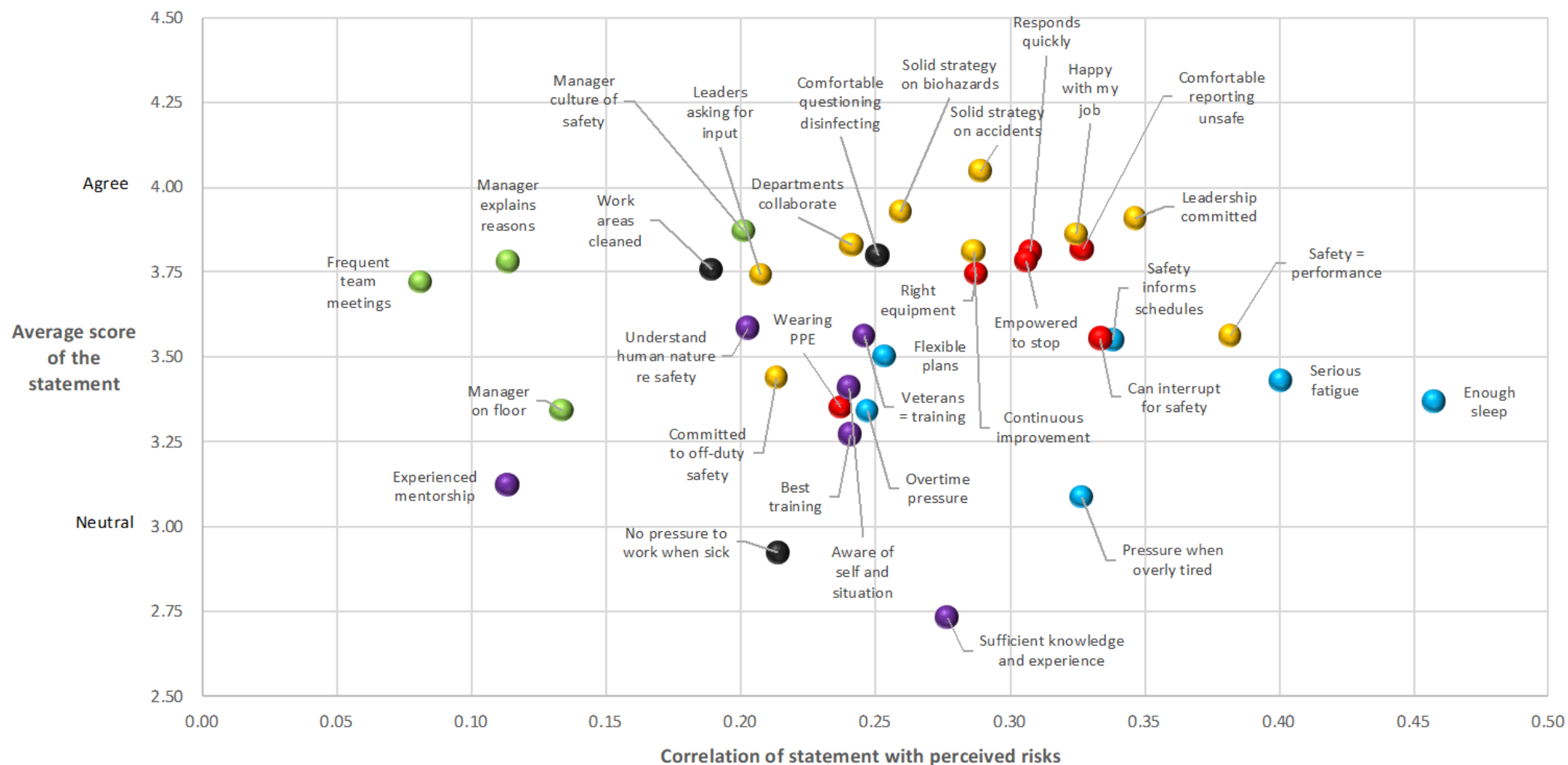
GLANBIA GOODING'S SAFETY CULTURE RADAR SCREEN



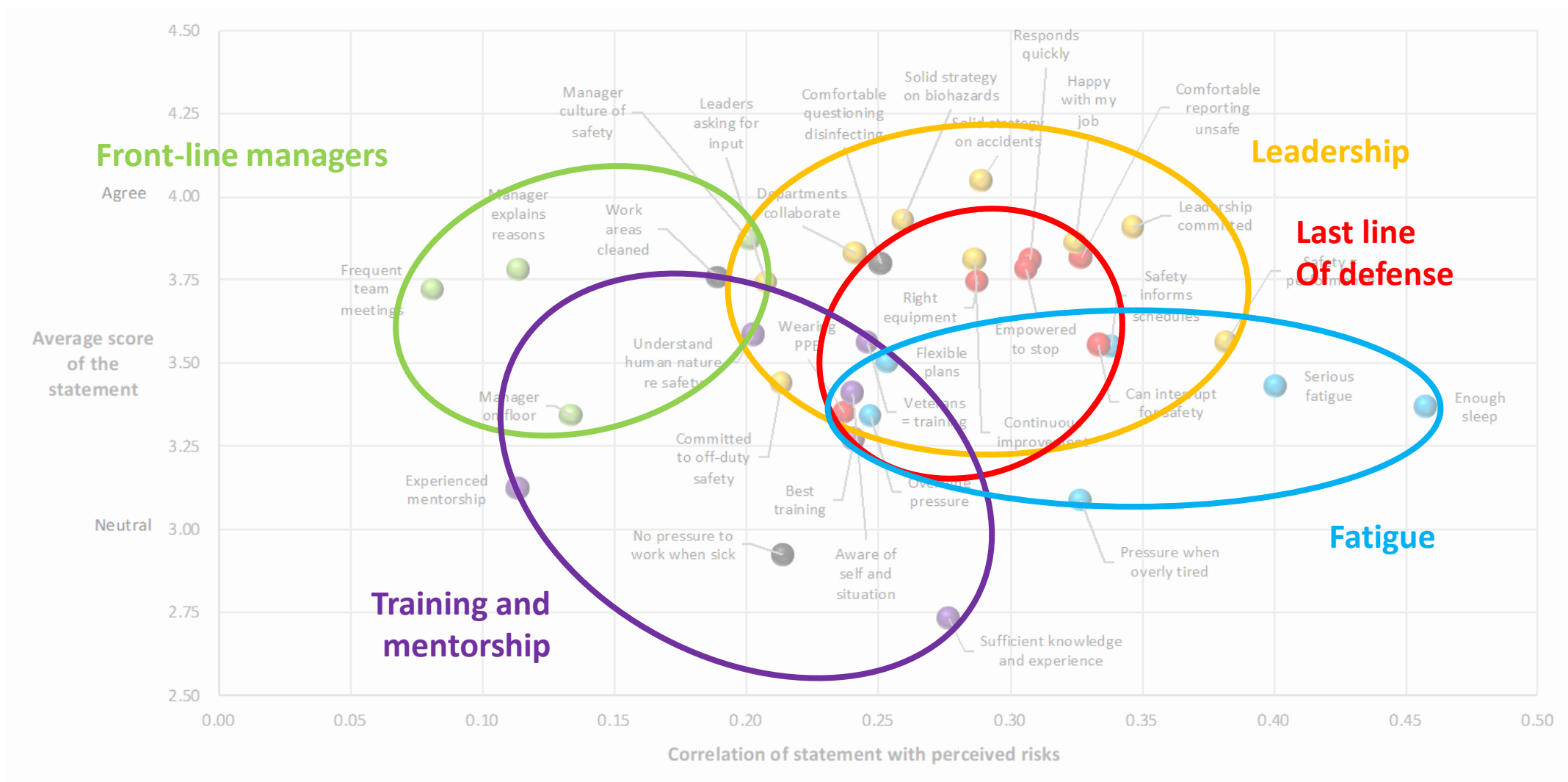
GLANBIA GOODING'S SAFETY CULTURE RADAR SCREEN



GLANBIA GOODING'S SAFETY CULTURE RADAR SCREEN



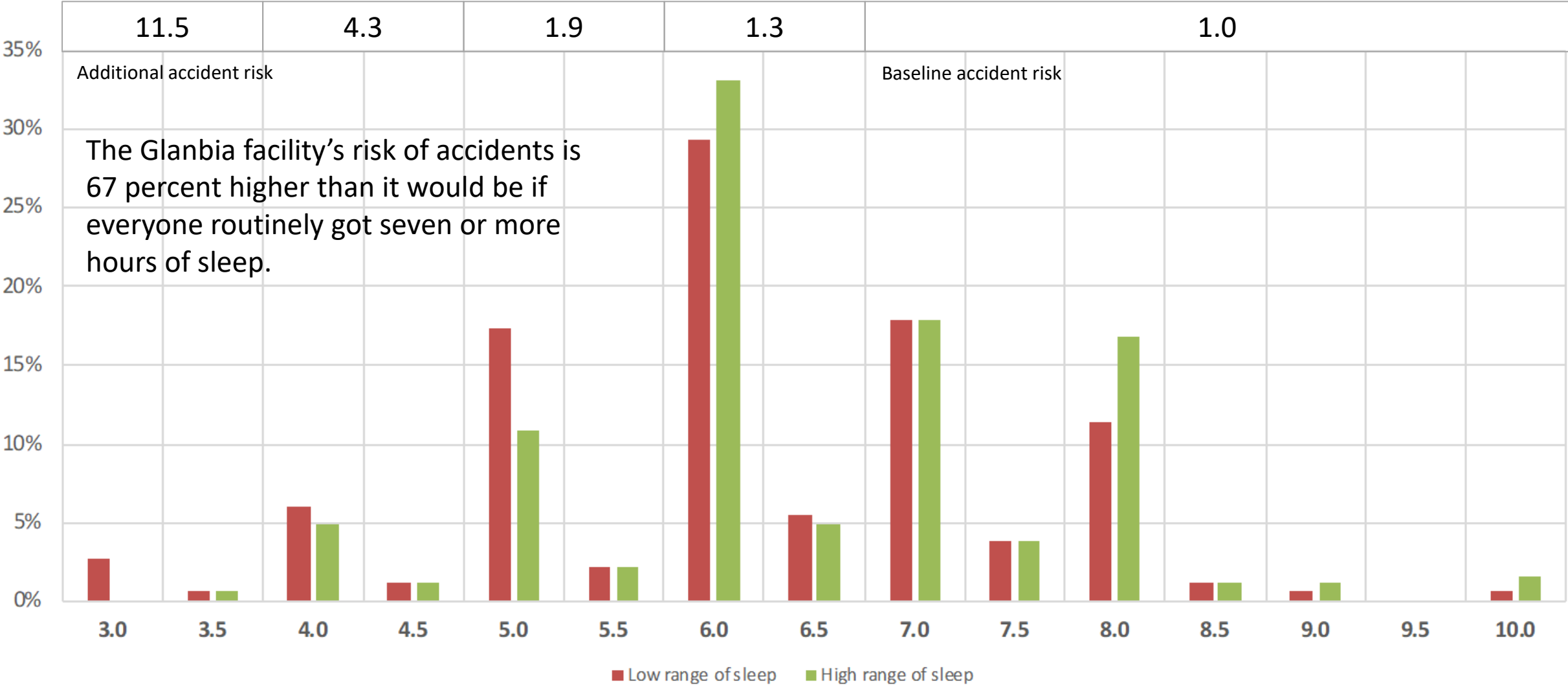
GLANBIA GOODING'S SAFETY CULTURE RADAR SCREEN



FATIGUE AND WORK-LIFE BALANCE AT GOODING

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q20. Work-life balance here allows me to get enough sleep.	6%	15%	29%	38%	13%
Q21. The management team sometimes lets people work so long they become seriously fatigued.	10%	42%	29%	16%	2%
Q6. The plant leaders or managers often fail to consider safety issues when setting schedules.	14%	46%	25%	13%	3%
Q15. I often feel pressure to complete a job when I am overly tired.	7%	34%	29%	21%	9%
Q14. I am given the flexibility to change plans or deadlines to ensure the work is done safely.	4%	10%	33%	40%	13%
Q31. I often feel pressure from the company to work overtime.	12%	40%	24%	18%	6%

REPORTED SLEEP LEVELS AT GOODING

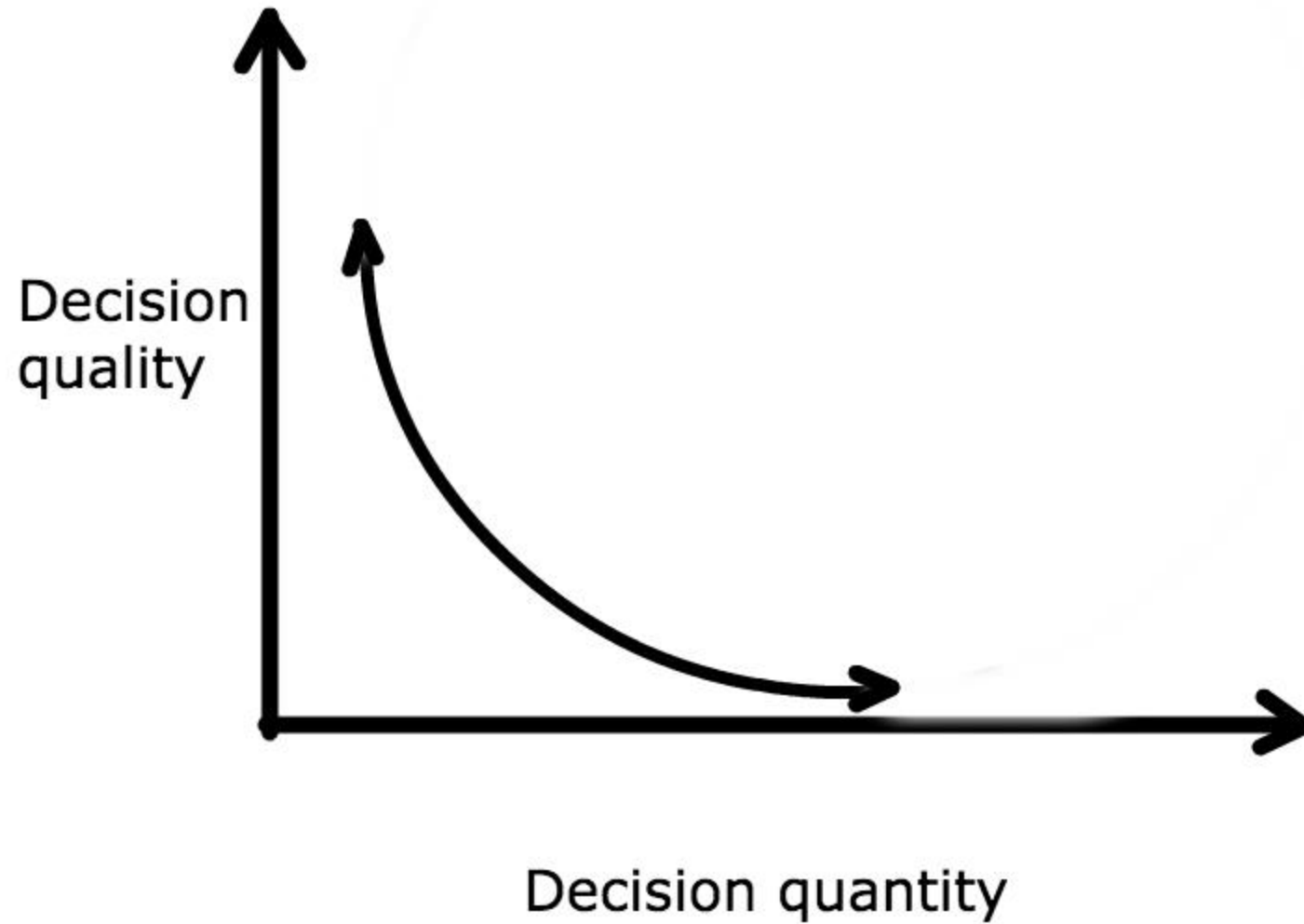


The Glanbia facility's risk of accidents is 67 percent higher than it would be if everyone routinely got seven or more hours of sleep.

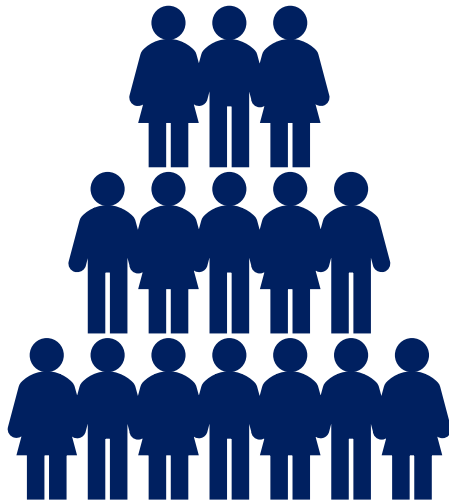
FATIGUE



DECISION FATIGUE



LEVEL OF CHEESE PRODUCED = LEVEL OF STAFFING



12 HOUR SHIFTS



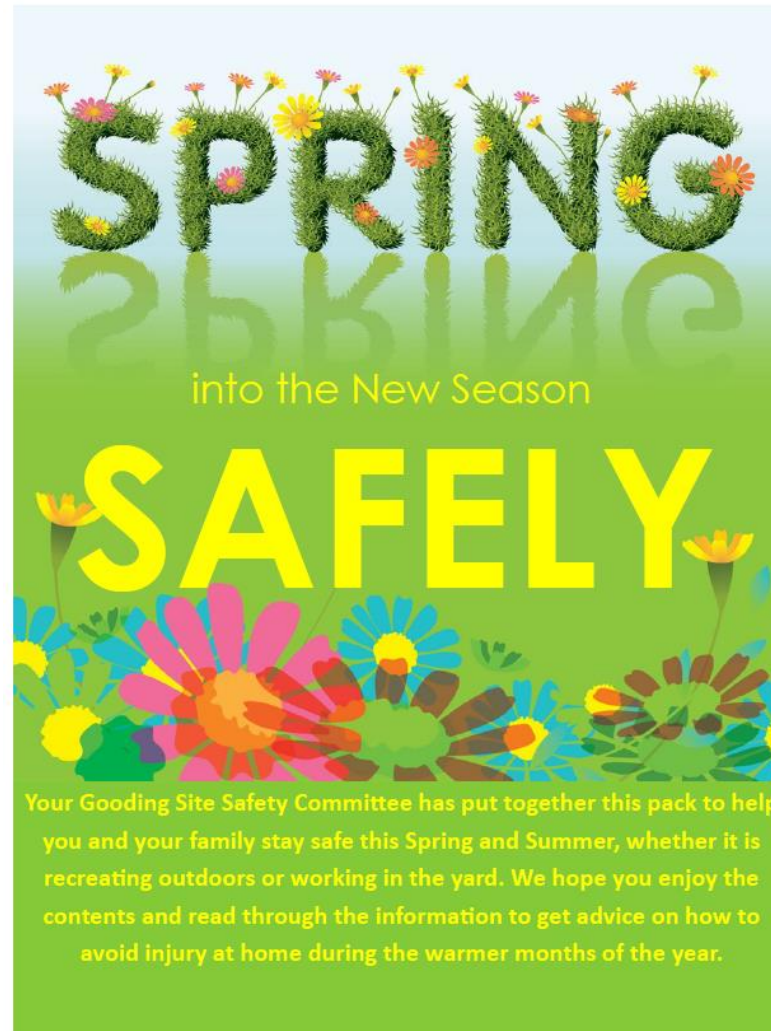
WORK-LIFE BALANCE CONTRACT WITH EMPLOYEES



WORK-LIFE BALANCE CONTRACT WITH EMPLOYEES



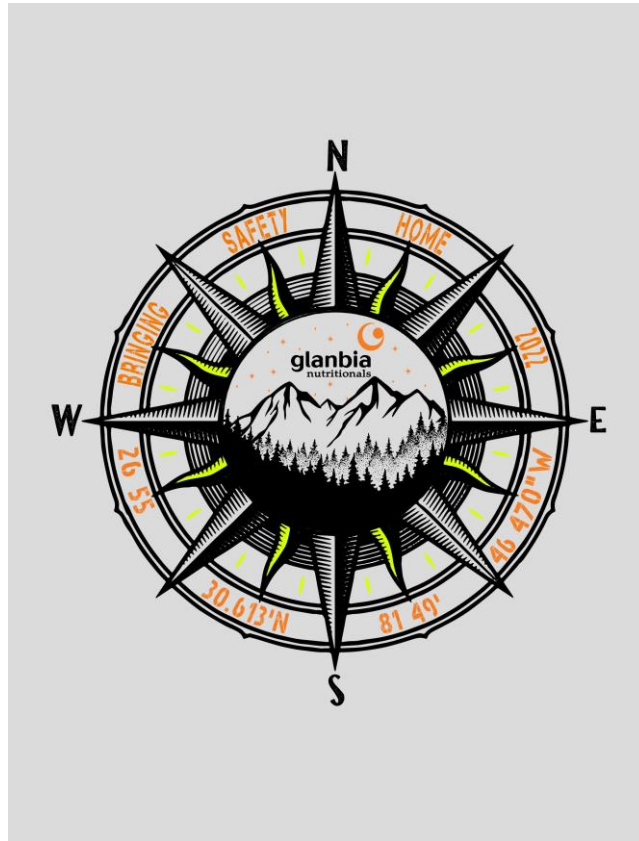
BUILDING ON THE WORK LIFE BALANCE CONTRACT



BUILDING ON THE WORK LIFE BALANCE CONTRACT



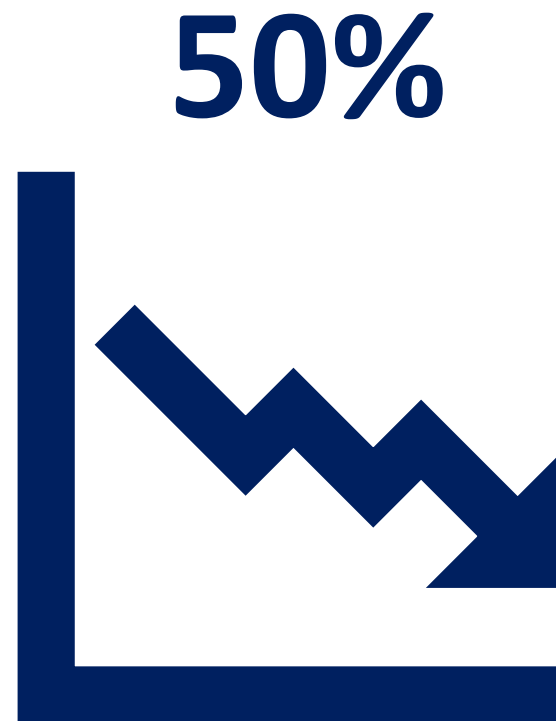
BUILDING ON THE WORK LIFE BALANCE CONTRACT



IMPLEMENTED SAFESTART NOW

- 8 Trainers – plant leadership
- 25 Event days
- 66 Training sessions
- 232 People certified through module 4

RESULTS



SUMMARY

- Physical safety improvements - not getting the results we needed
- Safety culture survey
- Sleep deprivation and fatigue - not the same thing
- Running at the correct rate for the staffing level
- Leaning in to the work life balance contract
- 50% reduction in injury rate



Any Questions?

SAFESTART HUMAN FACTORS



CONFERENCE

2022

Orlando, FL

February 8 & 9

THANK YOU FOR ATTENDING!