

HUMAN BEHAVIOR - 4TH HAZARD IN FOOD SAFETY

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Abstract

Food safety systems and standards are long ago known and applied in the food industry. And all food safety teams, consultants and others are looking after 3 well established hazards: (micro)biological, chemical and physical. However, we are all witnesses that even today, in the most developed countries there are food safety incidents resulting with food poisoning, sickness and even deaths, originating from the factories and operators who already have well established food safety system and/or standard. Main factor for these incidents is human behavior. The aim of this paper is to establish how human behavior affects food safety and is it necessary to be listed as a separate food hazard.

Within 10 years (2007 to 2016), the author visited 425 companies all over the world, trained over 700 people, had over 40 informative meetings with: food operators, governmental and consulting companies and countless face to face meetings with all of them. During this period, 1,500 questionnaires were distributed to food safety operators and food safety teams who were/are working in all food industry sectors, in companies had food safety issues and/or incidents. The questionnaire contained section on human relations according: workplace and responsibilities. All answers were analyzed and processed by mean arithmetical value.

Given answers and results showed that human behavior can be classified in 4 cases: 1. I didn't know; 2. I forgot; 3. I couldn't and 4. I choose not to (I didn't want to). Elaboration of these causes allowed us to establish reasons for these kinds of human behavior and to give possible solutions how they can be overcome.

Clear conclusion from this research is that food safety is not possible to be achieved only by following already established food safety procedures and buying hygienically designed equipment, and that human behavior have to be recognized as 4th food safety hazard, and included in all food safety procedures.

Key words: *Human behavior, Food Safety, Food safety hazards.*