

## Retail and Foodservice PDG

**Attendees:** Briana Lorenzo (Chair), Sultan Al Taher, James Arbogast, Fernando Avelleyra, Jonathan Basha, Tejas Bhatt, Jared Bock, Jessica Brown, Janet Buffer, Jack Burnett, Allison Carter, Samantha Cooper, Betsy Craig, Sabahnur Demirci, James Doyle, Elizabeth Duffy, Clare Edgar, Elizabeth Epps, Tom Ford, Todd Frantz, Kristen Gibson, Tia Glave, Dayane Gossner, Leena Griffith, Diana Hao, Brittany Holmes, Allison Howell, Sharon Humphries, Minji Hur, Lone Jespersen, Chris Jordan, Pete Kennedy, Larry Kohl, Rob Kooijmans, Bala Kottapalli, Barbara Kowalczyk, William Lachowsky, Heath LaFevers, Glenda Lewis, Eric Martin, Rob Middendorf, Barakatullah Mohammadi, Eric Moore, Wayne Muraoka, Kathleen O'Donnell, Sokhom Panhavatey, Kellison Platero, Howard Popoola, Carolina Prates, Gale Prince, Carrie Rigdon, Lisa Robinson, Kristen Saniga, Dina Scott, Mandy Sedlak, Amarat (Amy) Simonne, Vianca Tashiguano, Pheara Tep, Akhila Vasani, Johnny Velasco, Craig Wilson, Amy Wise, Michael Wood, Sathish Yerrapati, Melissa Yost, Laís Zanin.

**Number of Attendees:** 65.

**Meeting Called to Order:** Sunday, July 14, 2024.

**Minutes Recording Secretary:** Minji Hur.

**Old Business:** The meeting commenced with introductions and a welcome to attendees. The group discussed the rapid growth of meal kit companies and the challenge of tracking customers within this industry. A primary goal for the group is to sponsor at least six webinars within the next year.

**New Business:** 2025 IAFP Proposal: a Google form will be circulated to gather input for the 2025 IAFP proposal. Attendee sharing (Integrating food safety into business). Chair: Introduced a representative from Italy specializing in cold meats. Starbucks: Represented the company, focusing on food allergens. Uber Eats: Shared experiences from the past two years in the industry. Wendy's: Focuses on training, monthly food safety snippets, and franchisee engagement. Compass USA: Utilizes a measurement tool from safe to assess food safety culture, emphasizing employee empowerment and information access. Celebrates successes to motivate employees.

**Food Code Adoption:** The new food code was released in 2022 and adoption rates vary widely by state. Encouraging organizations to adopt the latest food code as a best practice.

**Best Practices:** On-the-job training: Both Wendy's and Compass USA prioritize hands-on training over traditional classroom or computer-based methods. Employee turnover: Wendy's addresses high turnover by focusing on early employee indoctrination and creating a supportive environment. Compass USA highlights the challenge of turnover and the increasing reliance on technology and temporary labor. Leadership development: Both companies emphasize the importance of developing food safety leaders and fostering a culture of growth and empowerment. Supplier relationships: Both companies stress the importance of supplier partnerships and ensuring alignment with food safety standards.

**Challenges and Opportunities:** Talent retention: The industry faces challenges in retaining employees due to factors such as salary, career growth opportunities, and work-life balance. Both companies discussed strategies to address these issues, including competitive compensation, professional development programs, and employee recognition. Labor shortages: The industry is experiencing labor shortages, impacting training and operational efficiency. Temporary labor services and technology are being explored as potential solutions.

**Action Items:** Continue to monitor food code adoption rates. Share information about the safe assessment tool for measuring food safety culture. Explore opportunities for collaboration on talent retention and development initiatives.

**Breakout Session: Retail Brands**—The group divided into retail and food service breakout sessions. The retail

group discussed training effectiveness, sales-driven produce development, and the challenges posed by varying food codes across states.

**Recommendations to the Executive Board:**

1. The PDG recommends Sarah Kozak-Weaver as the incoming Vice Chair

**Next Meeting Date:** Sunday, July 27, 2025, Cleveland, Ohio.

**Chairperson Name:** Briana Lorenzo