



Winery Management



Sustainability Committee Newsletter

June 2012

Introduction

Each year when the sustainability self-assessments are reviewed, the most prevalent gap in performance is in the area of monitoring their activities. Even many of the wineries that show tremendous environmental leadership and stewardship do not fully measure their performance.

If a winery does not measure its performance it cannot identify and plan to correct inefficiencies. A more systematic approach, such as a management system, to managing sustainability will allow you to measure your performance and identify inefficiencies. In turn, you can proactively plan to improve your operations and provide tangible evidence of how your plan is making a difference.

Sustainability should be integrated into all of your planning. Management systems promote the involvement of all levels of your winery. It requires management buy-in so that you incorporate sustainability into your companies long term and short term goals. It also promotes employee involvement so that your plans get implemented and you meet these goals.

Remember, though, not all wineries with management systems perform well. It is more indicative of a facility that has another tool for success. Commitment is key to using this tool effectively so that you continually improve your operations and become stewards of your winery, your land and the environment.



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What's your story?

Help Ontario's wine industry become more 'green'. Share a story on how your company has benefited from applying the principles of sustainability in your facility. We are also interested in what specific topics you would like to see addressed in these newsletters.

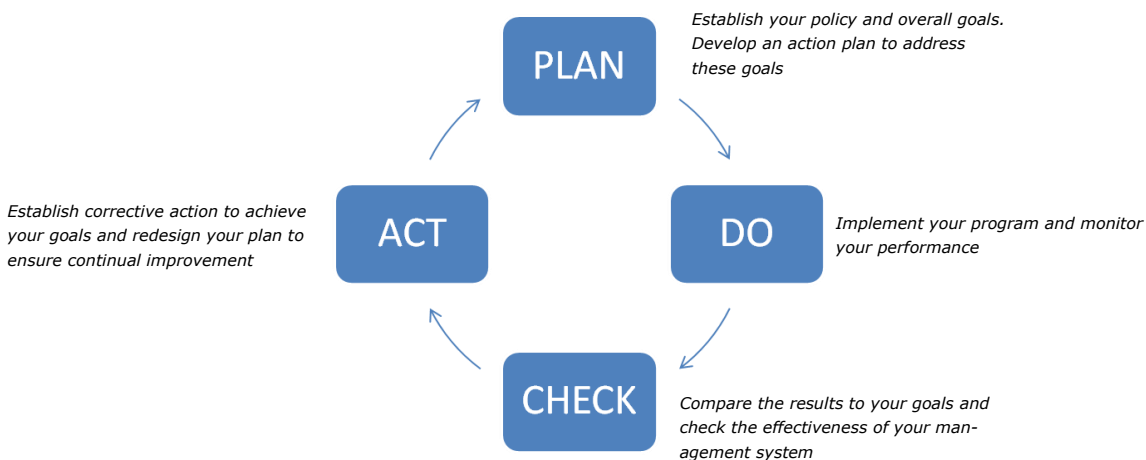
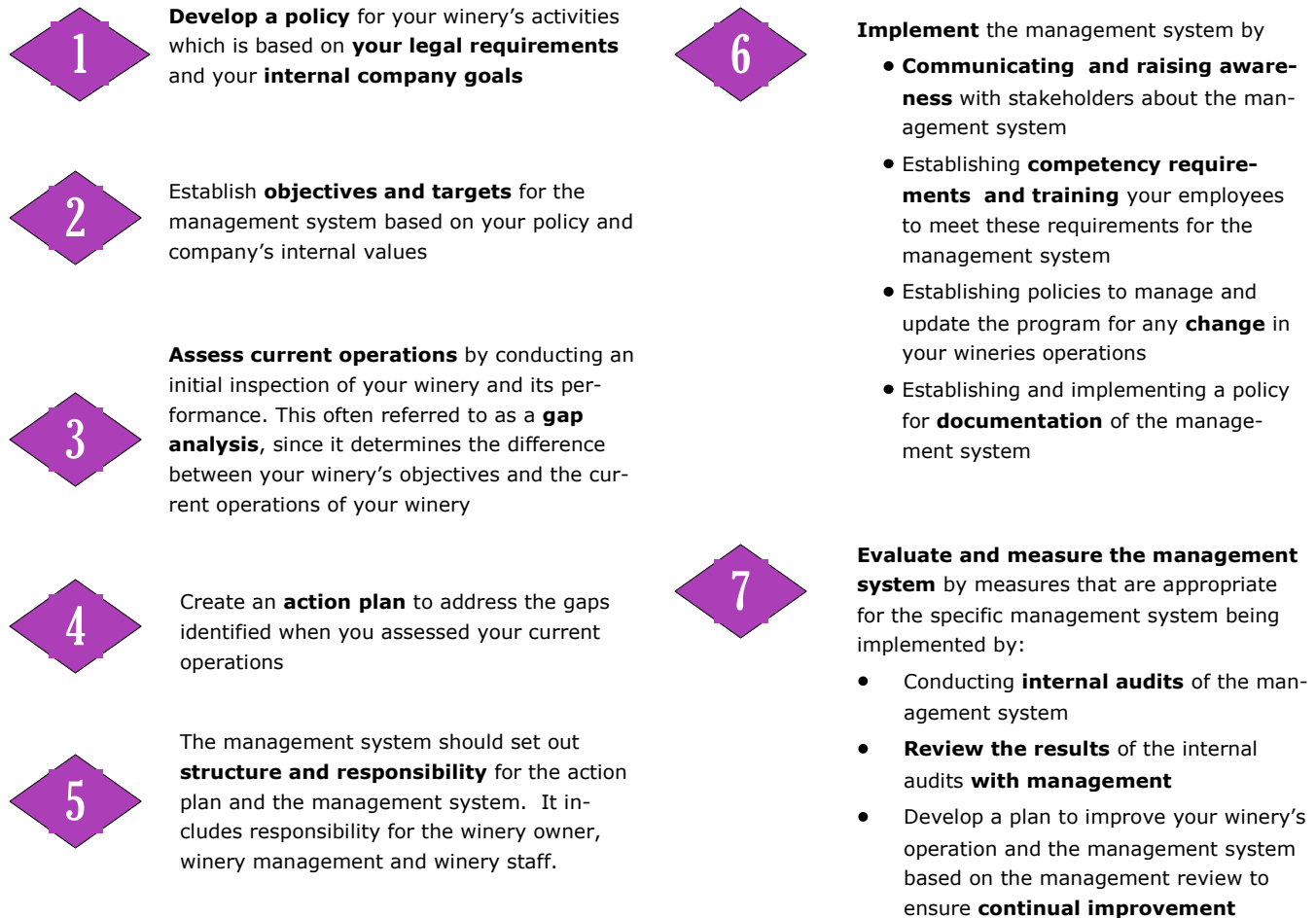
Please contact Regina Foisey with your stories or requests at:

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Management Systems Framework

While small to medium enterprises may not be able to afford the fees required to fully certify management systems. They shouldn't ignore the tremendous benefits that may be obtained by formally developing a strategic approach to managing various areas of winery operations. While there are many different forms of management systems, they do follow the same Plan, Do, Check Act framework. In general, management systems use the following framework.



Environmental Management

The complex array of environmental issues that may face a winery make it very difficult to manage without a formal strategic approach. The Wine Council of Ontario has partnered with Niagara College to develop a Sustainability Toolkit which includes a component called *Green Plan- How to Green your Winery*.

It provides an in depth assessment of developing an environmental plan for a winery by creating an Environmental Management System, which draws strongly from the ISO 14001 framework. If you are looking to manage your energy use more effectively you may also use the Energy Management Standard (ISO 50001) developed by the International Organization of Standardization.

Quality Management

Quality is important to your wine and the wine industry. Your wines should maintain a high quality from year to year. It strongly affects your sales. Further, if you wish to produce Vintner's Quality Association wines, you must meet quality standards for each variety of grape and the wine, through a taste panel and laboratory analysis.

Employing a Quality Management System, such as [ISO 9001](#), will help you achieve these goals. It uses the Plan, Do, Check, Act management system framework to ensure quality is incorporated into the business goals and operations of a winery. It is the most universally recognized and respected form of management system developed by the International Organization. The program is based on the following [8 quality management principles](#):

1. The goals and objectives of your quality management system must be **focused on your customer's requirements**
2. **Company leadership** must be committed to developing and implementing the system and create a unified purpose for the organization
3. You engage and **involve your people** to get the best out of their abilities
4. Your goals and objectives can be better achieved by **managing your activities as a process**
5. Understanding your winery has many interrelated components that need to be **managed as a complete system**
6. One objective of the program should be **continual improvement**

ISO CERTIFICATIONS PICK UP STEAM

An article in Wine Business monthly outlined how wineries around the world are becoming more interested in establishing management systems certified by the International Organization for Standardization (ISO).

The article lists several benefits of becoming certified by ISO, including becoming more profitable, easier evaluation, clarifying roles and responsibility, fostering teamwork, external recognition and respect and greater credibility.

More large wineries have sought certification under ISO. However, that shouldn't stop small and medium sized wineries from installing management systems such as ISO 9001 (quality) or ISO 14001 (environmental). The size and complexity of your winery will affect the pricing and timing of receiving certification. Also, even if your winery does not seek certification, there is nothing stopping your winery from implementing its own management system.

The article can be found on the [Wine Business Monthly](#) webpage. To view the full article you can register at no cost.

WINE BUSINESS.com
HOME PAGE FOR THE WINE INDUSTRY



7. There should be a **factual approach to effective decision making** based on the available qualitative or quantitative data
8. **Mutually beneficial supplier relationships** will improve the value provided by each

Food Safety

The Hazards Analysis and Critical Control Point (HACCP) program was developed as a preventive system to produce safe food by the [Codex Alimentarius Commission](#). It is recognized worldwide as an effective system of managing food safety.

The HACCP program is based around the belief that all biological, chemical and physical hazards in the manufacturing process can be prevented, removed or reduced to safe levels. While a small team may manage the HACCP program, developing and implementing the program requires the participation of everyone at your winery.

The Ontario Ministry of Agriculture Food and Rural Affairs has developed the [Advantage Series of Food Safety Programs](#), which includes [Advantage Good Manufacturing Practices](#), [Advantage HACCP](#) and [Advantage HACCP Plus](#). They list the following advantages to maintaining a formal food safety program:

- Improves your reputation and credibility with customers
- Keep customers and expand into new markets
- Helps you manage your business more efficiently
- Improves product quality
- Reduces operating costs
- Reduces wastes, returns and rework
- Increases employee satisfaction

The main components to [HACCP programs](#) are Good Manufacturing Practices and HACCP plans. The Advantage Good Manufacturing Practices program from OMAFRA covers the food safety hazards associated with; personnel, receiving and shipping, handling, sanitation, preventative maintenance and calibration, pest control, recall, water, and the environment. It also offers lists many of these practices in its [Risk Assessment Tool](#).

HACCP programs themselves operate in a similar manner to the other management systems with their 7 Principles of HACCP.

1. Conduct a hazard analysis which include identifying the hazards, collecting and evaluating these hazards and identify prevent measures to control these hazards
2. Determine critical control points (points in your process where a food safety hazard can be reduced to acceptable level or eliminated)
3. Establish critical limits
4. Establish monitoring procedures
5. Establish corrective actions
6. Establish verification procedures
7. Establish record keeping and documentation procedures

Wineries should work through the [Risk Assessment Tool](#) offered by [OMAFRA](#) to develop a food safety program. After complete, if you feel you may be able to obtain HACCP certification contact one of certification bodies listed at <http://www.omafra.gov.on.ca/english/food/>

ADVANTAGE HACCP PLUS CERTIFICATION

[Pillitteri Estates Winery](#) has always produced high quality wine. As it grew from a small family operation it recognized that it needed a more formal approach to managing the quality and safety of their wine. Implementing the [Advantage HACCP Plus](#) program helped Pillitteri improve upon their existing good management skills.

Going above and beyond the regular HACCP standards, Pillitteri chose the Advantage HACCP plus program, which is the highest level of HACCP certification attainable. The program was a useful tool to ensure they duly diligent in preventing food safety issues from happening and protecting themselves from liability. In the unlikely event of a food safety problem their wines are more traceable and secure. Meaning they can quickly and easily recall specific batches of wine before it becomes a health issue.

The program has had financial benefits. Restaurants are more likely to purchase wines that can demonstrate they have taken measures to protect their customers. It has also allowed Pillitteri greater access to the European and Japanese markets.

If you want to benefit the way Pillitteri has please contact the OMAFRA about the Advantage series of Food Safety Programs by telephone at 1 877 424 1300 or by e-mail at advantage@ontario.ca.



Labour Safety: Occupational Health and Safety

Along with being one of your greatest assets, your employees are also often family, friends and neighbours. Protecting their health and welfare is a critical component of a successful winery.

The [Farm Safety Association](#) was created to help create standards, procedures and regulations to improve health and safety in the agricultural sector. [Newsletters](#) on agricultural health and safety can be found at on the [Health and Safety Ontario website](#). It offers advice on issues ranging from workplace violence, to regulatory issues, to safely using farm equipment.

The level of care and diligence required by the [Occupational Health and Safety Act](#) lends itself to a more systematic approach to managing Health and Safety. Installing an Occupational Health and Safety Management System will drastically reduce accidents at your winery and go a long way towards displaying that your company took all reasonable precautions from having an accident occur. So, exactly how does the [Occupational Health and Safety Act](#) line up with the conventional management system approach?



Develop a policy	-Must write, post, manage and implement a policy according to Occupational Health and Safety Act -Due diligence requires that Health and Safety Reps and supervisors are up to date on the policy and legal requirements of the Occupational Health and Safety Act
Objectives and targets	- Workplace Safety and Insurance Board rates are highly dependent on sector injury rates and also the injury rates of your winery -Program improvement is measured against these objectives and targets
Assess current operations	-Joint Health and Safety Committees are required to identify hazards through a monthly inspection
Action plan	-To exhibit due diligence the Joint Health and Safety Committee must develop an action plan to address potential hazards -Work refusals, accidents or incidents require corrective action
Structure and responsibility	-The internal responsibility system assigns responsibility to all stakeholders -Joint Health and Safety Committee (JHSC) requires management and worker participation All reports must be obtained by the JHSC
Implement	-Employers are required to provide preventive protective equipment and safe work conditions for their employees - Training, review and evaluation is a key component of the internal responsibility system - Record-keeping since "if it is not recorded, it didn't happen". This documentation will be your legal best defense
Evaluate and measure	-Monthly Joint Health and Safety meetings are required to address any emerging health and safety issues - Internal audits ensure the program is working properly -JHSC can make recommendations to management to continually improve the system



FARM SAFETY ASSOCIATION EVENTS

The [Farm Safety Association](#) regularly updates it's members on upcoming events related to health and safety issues on the farm. They list several of these events on their website.

In particular [Health & Safety Ontario](#) is presenting [Partners in Prevention 2012 Conference Series](#). The regional conferences bring together health and safety experts to share best practices and advice on health and safety issues in the region. For more information please visit the [Health & Safety Ontario Website](#) and look for your [regional event](#) taking place in Fall 2012.

Labour Safety: Workplace Hazardous Material Information System

According to the Occupational Health and Safety Act, employees have the following 3 rights:

- The right to participate
- The right to refuse
- The right to know

The Workplace Hazardous Materials Information System addresses the worker's right to know about hazardous materials which they may be handling in

the workplace. The key duties of employers under the WHMIS program are to:

- Ensure controlled products are **labeled or identified**
- **Obtain material safety data sheets** for controlled substances
- **Educate** Workers



Ensure controlled products are labeled or identified

All controlled products purchased from a supplier must have **supplier label**, which may be replaced with a workplace label only if the supplier label is accidentally removed or destroyed.

Workplace labels are labels made by the employer for use with controlled products which are only used in the employer's workplace. The Ministry of Labour lists [several workplace situations where workplace labels can be used](#). A good rule of thumb is that supplier labels should be used when they are provided. They must contain the following information:

- Identity of the Product
- Information for the safe handling of the product (Using words or illustrations which are defined in worker training)
- Reference to the available Material Safety Data Sheets

Obtain material safety data sheets for controlled substances

Employers must obtain material safety data sheets from suppliers that have been date within the last 3 years. When the MSDS expires, the employer is responsible for obtaining an updated MSDS. If any controlled substances are generated in the workplace, the employer must produce an workplace material safety data sheet.

The [Canadian Centre for Occupational Health and Safety](#) provide guidance on [writing an MSDS](#). MSDS must contain the following information:

1. Hazardous ingredients
2. Preparation information
3. Production information
4. Physical data
5. Fire or explosion hazard
6. Reactivity data
7. Toxicological properties
8. Preventive measures
9. First aid measures.

These MSDS must be made available to workers, the joint health and safety committee and health and safety representatives.



Educate Workers

Every worker “exposed or likely to be exposed” to a controlled product or must receive generic training in the Workplace Hazardous Material Information System. However, if any product or procedure is unique or different from the generic training, the follow-up training must be completed for the hazards identified in that particular instance.

More information on the training requirements for workers exposed or likely exposed to a substance can be found in Chapter 4 in [WHMIS: A Guide to the Legislation](#). An online survey identified several organizations that can with WHMIS training. They offer online WHMIS training packages.

[Ontario WHMIS Training](#)

[WHMIS Training](#)

[BNR Online Training](#)

[Ontario Environmental & Safety Network](#)

[e-WHMIS](#)

[Online Learning Enterprises](#)

[Ontario WHMIS Safety Training](#)

[HR Proactive Inc.](#)



GRAPE TRACKER

Keeping track of pest control products can be difficult without a formal recording system. Fortunately, Grape Tracker is a simple online tool to track the chemicals a vineyard uses for its pest, disease and weed control. The safety of your workers will be enhanced since it will notify by e-mail about when it is safe to re-enter your vineyard after these chemicals have been applied.

It also provides you advice on the correct configuration of your sprayers. The Grape Growers of Ontario developed this tool with collaboration from the Government of Ontario, the Government of Canada and the Agricultural Adaptation Council

To sign up for this service please visit [Grape Tracker](#).



Grape Growers
of ONTARIO

Conclusion

The wine industry continues to evolve. Customers are more selective in what they eat and drink and who they purchase from. They are demanding high quality products that are healthy for themselves and the environment.

Governments are following suit by constantly introducing new and more stringent regulations on food safety, worker safety and environmental performance. By be-

coming aware how you operate and how you effect your environment, you can more effectively manage your winery and satisfy your customers and your other stakeholders. Many businesses have seen first hand that effective management, by using a management system, will often reduce problems at your winery and, in turn, make their business more profitable.

Stay tuned for our next newsletter on Balancing Economics with Environmental Performance