

# Information Pack

## Dairysafe Food Safety Culture Award

This Award recognises businesses with a positive food safety culture. Food safety culture is defined as, “shared values, beliefs, and norms that affect mindset and behaviour toward food safety in, across, and throughout an organization” – Global Food Safety Initiative (GFSI) Technical Working Group, 2018.

What this means is that everyone in the business from the production floor to the boardroom understands why following food safety protocols are important to the business and they are committed to ensuring the business produces high-quality and safe food.

A strong culture is key to food safety and quality, which are key parameters for business growth.

**The 2023 AWARD recognises an exceptional ‘culture journey’** – how the process commenced, taking everyone in the business along the culture journey, successes, and challenges along the way, the rewards, and the focus and plans going forward for your business.

The Award carries a \$5,000 education, training, and development grant.

**How to nominate for the AWARD** – complete the details in the accompanying nomination form. You will need evidence to support your nomination should your business be short-listed for an interview.

**Food Safety Culture Model** – the 2023 Award nomination form is aligned with the GFSI Food Safety Culture Model - <https://mygfsi.com/wp-content/uploads/2019/09/GFSI-Food-Safety-Culture-Full.pdf>.

**Support** – Dairysafe is able to assist nominees by:

- offering you the opportunity to be briefed on how best to present your case in a nomination
- supplying instructions that provide clarity on what is required in a nomination
- offering you the opportunity to discuss your nomination with past winners
- providing examples of what has worked for previous winners in terms of their culture journey, eg tools, concepts, and processes
- briefing short-listed nominees on the expectations of the interview process, eg available evidence, demonstrating the company’s approach to culture, walking the floor

**Judging AWARD nominations** – Nominations will be assessed by a judging panel consisting of representatives from the Dairy Industry Association of Australia (SA Branch), SA Health, and the Dairysafe Board. Judging will include a visit to your business and an interview with your team.

**AWARD nomination timelines** – Nominations for the Award close at 5pm on Friday, May 12. Short-listed businesses will be interviewed between late May to July, with 3 finalists announced on Tuesday, August 1. The winner will be announced at the 2023 SA Dairy Industry Awards Gala Dinner.



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## Describing your food safety culture journey

The judging panel is keen to hear your story about the culture journey at your business.

The following dot points may help when describing how food safety culture has evolved at your business:

- Culture is like the personality of your business. You could describe it by considering what impression you think your business gives when someone experiences it for the first time.
- The culture of a business is made up of the values, ethics, attitudes, behaviours, and beliefs that define day-to-day operations and how people within the business work, think, and relate.

Other key elements can include:

- the mission – what your business wants to accomplish
  - employee engagement and alignment with the objectives of the business
  - communication – informing, encouraging feedback, and utilising listening tools
  - working environment – the facilities and resources
  - how people interact as a team, use initiative and lead by example
  - motivation and trust
  - appreciation, acknowledgment, and reward
  - performance measurement
  - innovation
  - a focus on learning and development
- Culture starts from the leaders within the business, but everyone within the business is involved and plays their part in determining that personality.
  - In terms of food safety culture, this is the commitment shown by the company to its food safety management system, continuous improvement, and how the business makes safe food every time. Each of the elements above is an important component of a successful food safety culture.
  - So how did the personality at your business change or evolve into a successful food safety culture?
  - How did it start and progress? What particular tools were used for communicating, reporting, acknowledging, motivating, and developing?
  - Businesses with successful cultures are using many different tools and methods to support culture development, such as:

**Examples:** IT reporting systems, toolbox meetings, staff surveys, digital learning systems, utilising data analytics, staff incentives, feedback loops, performance measurement, strategy, innovative training opportunities, issues notification process, a food safety culture index, company newsletter, training goals, a food safety culture roadmap, cross-functional GMP audits, measuring & mapping progress, real-time reporting systems, learnings from other organisations.

## Completing your nomination

The nomination form consists of an overview of your business, 3 preliminary questions and 5 main questions.

**Preliminary questions** – the preliminary questions are seeking an overview of food safety culture and the observed benefits for your business.

**Main questions** – the main questions are aligned with the 5 dimensions of the GFSI Food Safety Culture Model and intend to obtain a full appreciation of how food safety culture exists within your business. Each question consists of a brief definition, a context statement, key aspects to consider in your response and then the specific question.

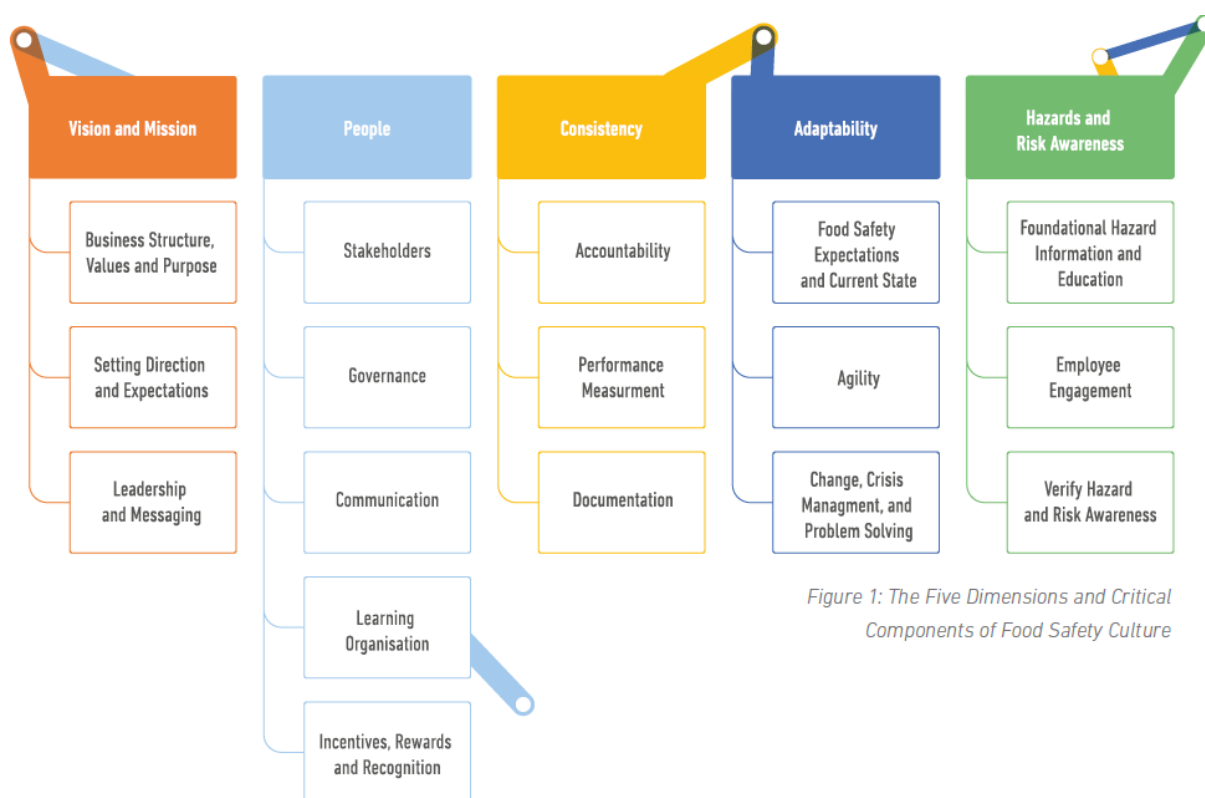


Figure 1: The Five Dimensions and Critical Components of Food Safety Culture

GFSI Food Safety Culture Model, A CULTURE OF FOOD SAFETY A POSITION PAPER FROM THE GLOBAL FOOD SAFETY INITIATIVE (GFSI) V1.0 - 4/11/18 <https://mygfsi.com/wp-content/uploads/2019/09/GFSI-Food-Safety-Culture-Full.pdf>

Please provide your response to each of the preliminary and main questions in the nomination form.

In your responses, you can reference and include photos, testimonials, and other documentation as evidence.

Please don't forget to read and sign the terms & conditions on the last page of the nomination form.