

Information Pack

Dairysafe Food Safety Culture Award



This Award recognises businesses that are embracing a food safety culture and carries with it a \$5,000 education, training, and development grant.

Creating and fostering a positive food safety culture is vital for ensuring the safety of our food, reducing expenses, and increasing business efficiency. Dairysafe places significant emphasis on food safety culture because it's good for business and delivers positive food safety outcomes.

Food safety culture refers to the shared values, beliefs, and behaviours among people within an organisation that impact how they manage food safety, which is critical to the health, reputation, and financial success of a business.

Through the Dairysafe Food Safety Culture Award, outstanding dairy processors are acknowledged for their remarkable progress in developing and improving food safety culture within their organisation.

The 2024 Dairysafe Food Safety Culture Award seeks to acknowledge **a business that has made remarkable progress in improving its culture**, from the starting point of the culture journey, the participation of everyone in the business, the successes and challenges the business has faced, the benefits gained, the plans, and the continuing improvement.

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 2024 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>.

ASSISTANCE WITH YOUR NOMINATION

Support available to nominees:

- A webinar to provide helpful guidance on how to complete the nomination form.
- Instructions offer clarity on what we're looking for in a nomination, plus useful resources.
- Discuss your nomination with past winners.
- Be briefed on the expectations of the interview process (for shortlisted nominees), e.g., evidence required, site visits, etc.

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 10. Short-listed businesses will be interviewed between late May to July, with 3 finalists announced on Friday, August 2. The winner will be announced at the 2024 SA Dairy Industry Awards Gala Dinner.



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Dairy Authority of South Australia (ABN 36 767 901 242)

What is the significance of food safety culture – what advantages does it offer your business?

Business risk

A robust food safety culture reduces the risk of product failure, harmful contaminants, and foodborne illness. By prioritising awareness, accountability, and responsibility, an organisation can easily identify, control, and monitor food safety hazards, encouraging employees to report and resolve issues, follow protocols and standards, and pursue continuous improvement.

Customer trust and loyalty

A positive food safety culture is crucial for enhancing customer satisfaction and loyalty. Customers prioritise safe and high-quality food products and trust businesses that prioritise food safety. Transparency, communication, and feedback can establish trust and credibility with customers and stakeholders, differentiating a business from competitors and increasing its market share.

Legal responsibilities

A strong food safety culture is crucial for businesses. It goes beyond legal compliance and aims for excellence. Establishing systems, practices, and behaviours that promote food safety is essential. This can help businesses obtain certifications, enhance their reputation and compliance status, and increase competitiveness.

Operational efficiencies and profitability

Improving food safety culture can positively impact a business's profitability and efficiency. A strong culture encourages teamwork, innovation, and collaboration, leading to better performance and processes. It can also increase productivity, quality, and profitability through waste reduction and fewer errors. Additionally, such a culture can enhance employees' skills and knowledge, creating a positive work environment that helps retain staff.

Adapt to changing needs and expectations

A strong food safety culture is essential for businesses to adapt to changing customer expectations, regulations, and the market. Prioritising safety and quality helps businesses meet new requirements and maintain customer satisfaction. Being adaptable enhances food safety and strengthens the ability to meet market demands, fostering trust and loyalty among customers. Keeping up with trends, technologies, and best practices helps businesses anticipate and respond to emerging risks, preferences, and demands.

Business outcomes

A positive food safety culture requires engagement from leaders and everyone in the business, leading to better employee retention, commitment, engagement, job satisfaction, and business performance.

Strategies for establishing food safety culture in your business

- 1.** Provide comprehensive training and certification programs for employees to ensure they have the necessary knowledge and skills to maintain and improve food safety standards.
- 2.** Prioritise food safety outcomes over financial considerations. Cutting corners when it comes to food safety can have serious consequences for your business and your customers.
- 3.** Acknowledge and reward employees who consistently implement food safety best practices. This will help create a positive culture around food safety and encourage others to follow suit.

4. Encourage employees to report any concerns or issues related to food safety and empower them to take action when necessary. This will help you address potential problems before they become larger issues and demonstrate your commitment to keeping your customers safe.

5. Effective and open communication is not only important but also crucial in creating a robust food safety culture within any business. To achieve this, it is imperative to ensure the workforce is informed, included, and engaged. Ways to promote food safety culture can be in policy statements, newsletters, and displaying information and promotional signage throughout the business. This can inspire and motivate employees to prioritise and maintain a food safety focus.

Moreover, it is essential to establish multiple communication channels within and between teams and vertically up and down through the business. Encouraging staff to openly communicate their concerns is essential in identifying potential gaps in food safety and addressing them effectively.

To ensure that food safety culture remains a priority, it must be included in regular staff meetings and management meetings. This will help gauge the effectiveness of the food safety measures and identify areas for improvement. Ultimately, promoting open communication and prioritising a food safety culture will help build success, minimise costs, and deliver positive food safety outcomes.

Using this Information Pack

The Information Pack is in 2 parts, the first part guides you on how to best describe food safety culture in your business, and the exceptional strides your business has undertaken to enhance food safety culture. The second part of the Pack explains how to complete your nomination.

Part 1 – Describing how your business has made remarkable progress in enhancing food safety culture

The 2024 Dairysafe Food Safety Culture Award seeks to acknowledge a company that has made remarkable progress in improving its culture. The award will consider the starting point of the culture journey, the participation of everyone in the business, the successes and challenges faced during the process, the benefits gained, the plans, and continuing improvement.

The panel of judges is interested in hearing about the remarkable progress in food safety culture at your business. This will form an important part of your nomination, as the introduction.

We understand that it can be challenging to tell your story, so we have provided some prompts to assist you. Please refer to the following bullet points to describe how food safety culture has progressed and developed in your organisation:

- 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
- The company's culture is defined by everyone within it, not just the leaders. Use the perspectives of others in the company to tell your story.
- Include in your story what happened to improve culture, gain small wins, and keep progressing through continuing improvement.
- How did your business personality evolve into a successful food safety culture? What was your journey towards it? Describe what is remarkable about the progress your business has made in terms of culture and food safety.
- What specific tools and methods were used within the business for communicating, reporting, acknowledging, motivating, and developing staff and culture?
- Successful businesses use a variety of tools and strategies to foster a strong culture, including IT reporting systems, toolbox meetings, staff surveys, digital learning platforms, data analytics, staff incentives, feedback loops, performance measurement, innovative

training opportunities, issues notification processes, food safety culture indices, company newsletters, training goals, food safety culture roadmaps, cross-functional GMP audits, progress tracking, and real-time reporting systems. Insights gained from other companies can also be helpful. Your story should describe what was useful in your business.

Part 2 – Completing your nomination

The nomination form consists of an introduction to the food safety culture at your business and 5 main questions.

Introduction – this seeks an overview of the food safety culture journey within your business. This is where you tell the judges your ‘story’, about the remarkable progress your business has made in enhancing food safety culture.

Main questions – the 5 main questions are aligned with each of 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 is accompanied by a description of the ‘dimension’, a context statement’, and key aspects to consider in your response. You should consider these in providing your response to the question. You should consider how the details in the context statement play out in your business and explain and describe this in your response. There’s also a link to more information in a GFSI paper.

Please answer the questions using as many words as you like, and providing relevant information and supporting materials, such as photographs, testimonials, or by referring other evidence. **Don’t forget to utilise others within the business for their input and to pull the nomination together.**

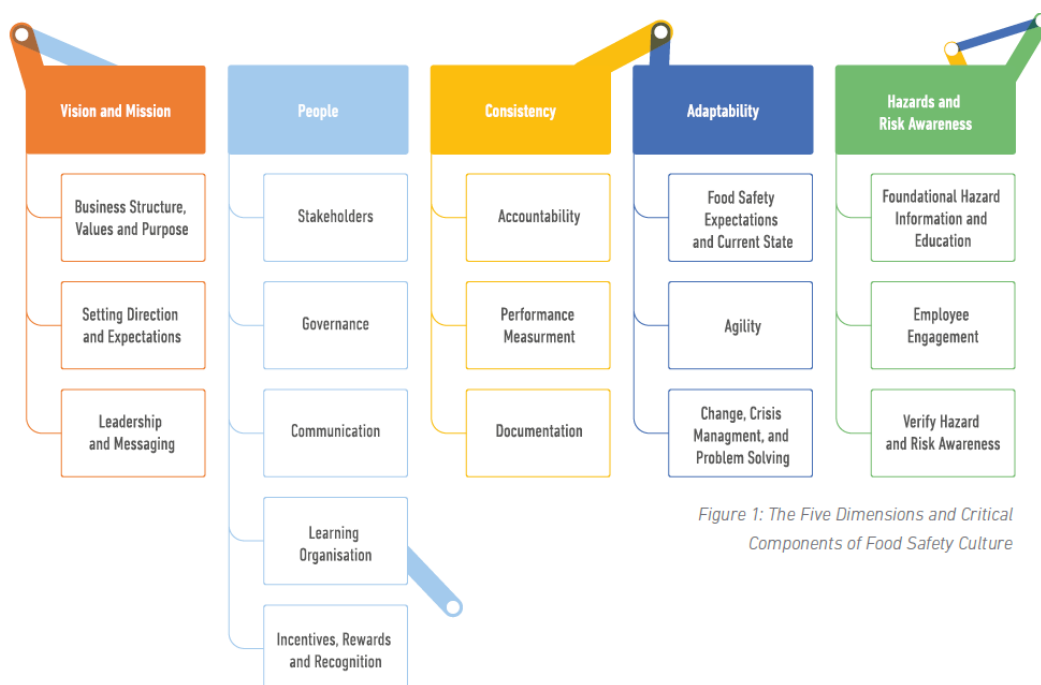


Figure 1: The Five Dimensions and Critical Components of Food Safety Culture

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>

Additionally, kindly review and sign the terms & conditions located at the end of the nomination form.

Submit your nomination to: admin@dairy-safe.com.au by 5pm, Friday, May 10, 2024.