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YEARS 1998-2018

# The Service Provider Award

Sponsored by Moore Stephens South Australia  
for businesses with more than 15FTEs

**MOORE STEPHENS**

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## Aim

To recognise a business providing services to the food and beverage industry that contributes to development activity and industry growth.

## Part A Business Excellence

*Note: Completing this section of your application will automatically enter your business in the Business Excellence Award category for businesses with more than 15 FTEs.*

### 1 Background (200 words maximum)

- 1.1 Please provide a brief summary of your business (history, nature of your business, products, markets and number of full time equivalent employees).
- 1.2 Please describe your formal and informal management systems.

### 2 Leadership (500 words maximum)

- 2.1 Describe how leadership has defined the way forward and engaged your business stakeholders in your vision.
- 2.2 Describe your business culture, outlining key business values and related day-to-day behaviours.
- 2.3 Describe your approach to developing relationships and/or linkages across the value chain.

### 3 Planning (500 words maximum)

- 3.1 Describe your approach to developing your business plan (eg your vision, strategies, goals, resource allocation etc).
- 3.2 Describe your key measures of success and relevant trends (eg growth, productivity, profitability etc).
- 3.3 Describe how your strategies have led your business achievements over the last 12 months.

### 4 Customer/Consumer Focus (500 words maximum)

- 4.1 Describe your approach to understanding your markets, customers and consumers.
- 4.2 Describe the distinguishing features of your customer/consumer relationships.
- 4.3 Provide examples of success in getting your pricing, promotion, distribution and product/service mix right.

## 5 Business Improvement (500 words maximum)

- 5.1 Describe how your business maintains and improves its processes, products, services and people.
- 5.2 Describe the systems you have in place to encourage and maintain a continuous improvement approach to all aspects of your business including safety and productivity.
- 5.3 Provide examples of specific improvement projects completed over the last 12 months and describe the resulting impact to your business.

## 6 Financial Stability

Please provide a *written statement* from your accountant indicating your financial stability (a template for this letter is available on the website at [safoodawards.com.au](http://safoodawards.com.au)). Note that you may still be required to provide financial details for the judges if you are shortlisted for a site visit.

## Part B Service Provider Award Questions

*Note: Completing these questions will enter your business in the Service Provider category for businesses with more than 15 FTEs.*

Please start your answers to this section on a new page. Maximum of 500 words per question.

- 1 Describe the services your business provides and the approach you have taken to evolve/improve these services.
- 2 Describe your approach to the initiation, development and building of your relationship with your food and beverage industry clients in South Australia over the past 12 months. Please include examples of how you have undertaken this and the results achieved for your clients' businesses and for your own business.
- 3 Describe how your business has contributed to the overall growth of the food and beverage industry in South Australia.

# How to enter the Awards

## Formatting your entry

- Entries must be formatted as a Word document using Times New Roman 12 point font, double spaced, with 5cm margins.
- Please include each question, followed by your answer. Please start a new page to answer Part B questions.
- Entries must comply with word limits as shown for each question. The use of dot point lists is accepted in answers.
- Do not include images, audio or video files, or attachments (other than the statement of financial stability) with your application.
- Save your completed entry as a pdf file and email it to [apply@safodawards.com.au](mailto:apply@safodawards.com.au) with 2018 SA FOOD INDUSTRY AWARDS APPLICATION in the subject line of your email, and include your name, your company's name and address, and your contact email and phone number in the body of the email. Don't forget to also attach your financial statement.

## Conditions of entry

- Entries open 9am Friday 4 May 2018 and close at 5pm Monday 9 July 2018. Late entries will not be accepted.
- You can enter any award category (excepting industry nominated categories) providing you did not win in that category in 2017.
- Entry in any open category automatically enters your business in the Business Excellence Award category. You may enter up to two open categories in addition to the Business Excellence Award category.
- Entries must be submitted according to the instructions below. Entries exceeding the word limit or not submitted using the formatting guidelines will not be accepted.
- Entries must be submitted by email to [apply@safodawards.com.au](mailto:apply@safodawards.com.au).
- Applicants must meet all criteria as defined below and on the South Australian Food Industry Awards website at [www.safodawards.com.au](http://www.safodawards.com.au).
- Applicants who are shortlisted must agree to host the judging panel at an on-site tour and/ or attend an interview. You may be required to provide further documentation for site visits or interviews.

- Award applications are confidential however Food South Australia reserves the right to use non-confidential information, images and video for promotional purposes associated with the South Australian Food Industry Awards Program and may provide contact information to Award Program sponsors.

## Who can enter

Entry in business award categories in the South Australian Food Industry Awards is open to any business which is a food or beverage producer, manufacturer or franchisor, or which provides goods or services to the food and beverage industry, provided that:

- The head office or principal place of business for that business is in South Australia (and if the business is operated by a franchisee, the head office or principal place of business of the franchisor is in South Australia); and
- At least half the expenses of the business are incurred in South Australia.

*Please note: Restaurants, cafes, food service and wine businesses are not eligible for these awards.*

Entry for individual awards is open to individuals living in South Australia and currently working in the South Australian food and beverage sector.

## Definitions

**FTE** Full time equivalent staff involved in production and manufacturing processes (excludes retail sales representatives).

**HACCP** Hazard analysis and critical control points

**QMS** Quality management system

**EMS** Environmental management system

**OH&S** Occupational health and safety

## Don't miss these dates!

<b>MAY 03</b> South Australian Food Industry Awards Launch Event	<b>MAY 04</b> Applications open Consumer Award Top 20 nominations open	<b>JUNE 05</b> Award application workshop <i>Find out from the judges how to prepare a winning application</i>	<b>JUNE 29</b> Consumer Award Top 20 nominations close
<b>JULY 02</b> Consumer Award voting opens	<b>JULY 09</b> Award applications close 5pm	<b>JULY 16</b> Gala Dinner tickets on sale!	<b>JULY 30</b> Judging commences <i>(Judges site visits will commence 1 September)</i>
<b>SEPTEMBER 28</b> Consumer Award voting close 5pm	<b>OCTOBER 17</b> Finalists announced	<b>NOVEMBER 23</b> Winners announced at Gala Dinner at the Adelaide Convention Centre. Time to celebrate!	

## Contact

Kathryn Pullman  
South Australian Food Industry Awards  
Program Manager  
Food South Australia Inc  
08 8303 9627  
[kathryn@foodsa.com.au](mailto:kathryn@foodsa.com.au)

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