

Nomination: 8705

Crisis and Emergency Management Project

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company DIMES [REDACTED] [REDACTED]
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Crisis and Emergency Management Project
Category B01 - B67 Achievement > B39 - Achievement in Workplace Safety & Compliance
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required <p>Founded in 1958 under leadership of Mustafa Vasfi Diren, DİMES is Turkey's first and largest fruit juice producer with domestic capital, operating in FMCG industry with production capacity of 100 thousand tons fruit processing, 300 thousand tons fruit juice, 100 thousand tons milk and dairy products. Since 2000, it exports to more than 100 countries as industry's export leader. With 99% overall brand awareness, DİMES' product portfolio includes 12 types of fruit juice, cool series, smoothie, lemonade, turnip juice, milkshake, cold coffee. DİMES has 900 employees and serves 78 countries. It leads market on global scale with innovative products and approaches based on agriculture.</p> <p>DİMES operates under Diren Holding Inc. Board of Directors. As per its mission and vision, DİMES works for sustainable ideals by protecting miracle of nature and always choosing the best in value chain established from soil to people. It creates permanent value models based on its love and respect for nature and people. Approach of love, respect, and trust DİMES adopts from its farmers to consumers led to creation of a sustainable value parameter. With excitement and determination of the first day, DİMES takes innovative steps towards future without breaking away from its roots and values.</p>

b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

DİMES carries out all its managerial and operational affairs through Management by Processes works. Until 2024, Occupational Health and Safety activities were outsourced. Due to emerging needs and changing structure, in 2024, Workplace Physician was permanently employed, and Occupational Health and Safety Department was established. Documentation of "Occupational Health and Safety Management Process" was completed, and all documents such as procedures, instructions, forms were re-edited and published.

After February 6, 2023 Kahramanmaraş earthquake, Turkey suffered many losses; DİMES learned from this disaster and implemented "Disaster and Emergency Management" project with "Disaster Risk Reduction Group" in 2024. Main objective of this Group is to understand disaster risks and spread the culture of preparedness to all locations of organization with an integrated disaster and emergency management approach based on integrity, professional expertise, and information sharing in all areas of organizational safety.

The deliverables of the project:

- Preparedness for disasters and emergencies and preparation of emergency plans,
- Preparation of drill plans,
- Identifying deficiencies in existing hazard and risk profiles and mitigating potential risks,
- Making location-based structural improvements and mitigating risks regarding disasters and emergencies for all factories and general management,
- Preparation of emergency response procedures/instructions/plans and raising employees' awareness,
- Ensuring emergency management organization and coordination,
- Determination of emergency/crisis communication,
- Planning of works for mutual assistance with local residents and organizations in case of emergency,
- Raising awareness by conducting trainings and drills for emergencies.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

KPIs for Occupational Health and Safety works are included in DİMES's Corporate Performance Management System, which leads to improvement.

Occupational Health and Safety awareness of all employees is raised through trainings, practices, and drills.

Compared to FMCG industry, DİMES's average annual accident frequency rate is "54.91".

The rate, which was well above industrial average in 2023, came close to average as a result of improvements in 2024. Through "Work Permit" system, including suppliers, it is ensured that Work Permit Form is completed before work, and approved by Occupational Health and Safety Specialist.

Number of occupational accidents is monitored on a monthly basis and reported annually, and improvement works are planned and implemented.

Number of occupational accidents decreased from 124 in 2023 to 86 in 2024.

As a result of taking a holistic approach to Occupational Health and Safety Management Process, designing a structure to be applied throughout DİMES, addressing many risks such as fire, flood, explosion, earthquake in factories and general management, and making improvements through Disaster and Emergency Management Project, a safer working environment is created, being one step ahead of classical Occupational Health and Safety practices in the industry.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Under Disaster and Emergency Management Project, measures are taken to ensure Occupational Health and Safety of all DİMES employees. Trainings delivered under the project:

- Basic Disaster Awareness Training for All Employees
- Fire Safety Awareness and Practice Training
- Search and Rescue Training
- Fire Extinguishing Training
- First Aid Training
- Protection and Security Training
- Planning and Logistics Training
- Chemicals Management Training

Trainings were provided with increased scope beyond standard Occupational Health and Safety Legislation with the aim of raising employees' awareness and ensuring Occupational Health and Safety. Some of these trainings and practices after trainings are presented supporting documents.

A step forward was taken in the new structure established to ensure Occupational Health and Safety of employees, and planning was made to cover many areas. Horizontal/vertical lifeline (rope system) was installed in working at height and vertical working areas. Thanks to these improvements, safety of workers was ensured. Uncontrolled passage was prevented in Automatic Robot working areas and entrances were blocked with safety barriers. Measures were increased in this area as it had the highest number of accidents; Labels were renewed to ensure Occupational Health and Safety. Visual awareness was created with warning signs at production area entrance. Barriers were installed in many areas to prevent forklift injuries and ensure safety of materials.

Webpage Link

Would you like to add an additional webpage link?

No

[REDACTED FOR PUBLICATION]

Would you like to add an additional supporting document?

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