

## 2019 Entry Guidelines

The Clarence Valley Business Excellence Awards aim to:

- Encourage professionalism, innovation and creativity
- Promote a climate of pride in the business community
- Recognise and reward outstanding levels of business excellence and customer service
- Provide a benchmark of best practice
- Be a platform for business promotion and networking

### **Benefits of Participation Review | Reward | Reputation**

The Awards entry process provides you with a valuable opportunity to review your business practices and processes, reflect on achievements and identify areas of potential improvement.

Award winners receive public recognition for a job well done. This includes excellent media exposure, plus tools to promote the recognition of your excellence such as a certificate, trophy, window sticker and logo for your website.

The Awards night provides a great opportunity to network with other local business people. People do business with people they know. The Awards night is the “night of nights” for the business community and it’s great fun.

The Awards builds team morale in your business. Use the entry process as a team building exercise to highlight achievements and clarify team goals. What better way to show pride in your staff than to enter them for an individual award?

### **Entry types**

There are two ways to enter the Clarence Valley Business Excellence Awards:

1. Business
2. Individual

**Business** – enter a category that is in line with your industry. Categories are judged by experienced business professionals selected for the job. It is necessary to complete the online entry form and a site visit will be arranged by our judges. A maximum of two (2) business categories can be entered, however, your entry will also be considered for the:

- Excellence in Accessibility,
- Excellence in Sustainability,
- Work Health Safety and,
- the coveted Clarence Valley Business of the Year Award.

**Individual** – Outstanding Young Employee is open to staff aged 18 to 30 years of age who has been employed by their current employer for at least 18 months prior to entry. Once the application form has been completed online, a site visit will be arranged by our judges.

Outstanding Young Entrepreneur is open to a current owner or part owner of a business aged between 18 and 30 years of age.

## **Important dates**

Entries open at 9:00am on Wednesday 1<sup>st</sup> May 2019 and close at 5:00pm on Friday 31<sup>st</sup> May 2019.

Presentation dinner will be held on Saturday 3<sup>rd</sup> August 2019 at the Clarence River Jockey Club in Grafton.

## **Judging**

The criteria and category guidelines for the Awards are set by a voluntary committee in conjunction with the Northern Rivers Business Chamber. They are reviewed annually to ensure they continue to reflect the nature and makeup of our commercial environment.

Clarence Valley Business Excellence Awards is a not-for-profit entity comprised of business community representatives with support from the local Clarence Valley Chambers of Commerce and many business operators.

A Judges Coordinator is appointed from within the Committee to oversee the judging process. Experienced business professionals are invited to become Judges for Award categories for which entries are invited. Each category is allocated to a team of two judges who assess the online entries using a standardised matrix.

A single site visit will be arranged by the Judges in order to conduct an interview with entrants in order to gain a better understanding of the business and verify claims made within the written submissions.

Winners are decided based on written answers and site visits with the highest overall score is 100 points. A business is required to score at least 70% in order to demonstrate excellence and become a finalist.

All information submitted is kept strictly confidential. All persons who may come into contact with your submission is required to sign a confidentiality agreement.

## **Entry Eligibility**

Any business (or branch of a business) that is located within the Clarence Valley Local Government Area is eligible to enter.

Unless otherwise specified, businesses must be trading for a continuous period of two years or more to be eligible to enter.

## **Category specific entry guidelines**

The following is a list of the 2019 entry categories along with some examples of the types of business which could be covered in each category.

Entrants are to use their discretion to select the appropriate category for their business, however, the Judging panel reserves the right to transfer an entry into another category if it is considered more appropriate, without notifying the applicant. If you are unsure, which category is the best fit for your business, please contact the Judges Coordinator by email at [Judges@valleyexcellence.org.au](mailto:Judges@valleyexcellence.org.au)

### **Excellence in Retail & Personal Services**

This category is to acknowledge businesses of excellence involved in the sale of products and services from a physical retail precinct building or a home-based business retailing products and services (with stock on premises, held or made, sold from the home or sold online).

Examples of businesses in this category: Sale of Fashion clothing, shoes, music, cafes, books, homewares, newsagency, jewellery, antiques, machinery, hardware etc. sale of beauty services, hairdressing, makeup, styling.

### **Excellence in Trade, Construction & Manufacturing**

This category is to acknowledge business excellence in the delivery of trade services, construction services and value add manufacturing.

Examples of businesses in this category: Delivery of electrical, plumbing, carpentry and repair services, building construction, engineering and transport, supply chain and logistics.

### **Excellence in Business & Professional Services**

This category is to acknowledge businesses for their excellence in the provision of services in the areas of law, accounting, Marketing, Media and IT as a firm or independent consultancy business.

Examples of businesses in this category: Legal, accounting, marketing, advertising, IT firms or independent consultants/sole traders.

### **Excellence in Health, Care & Wellness Industries**

This category is to acknowledge enterprises for excellence in the provision of high - quality care and customer service within the healthcare and wellness industries.

Examples of businesses in this category: Fitness centres, personal trainer consultancy, aged care.

### **Excellence in Agriculture & Primary Industries**

This category is to acknowledge excellence in agriculture and primary industries production.

Examples of businesses in this category: Growers and producers on farms, aquaculture and fishing.

### **Excellence in Tourism & Visitor Experience**

This category is to acknowledge businesses delivering services and experiences to tourism and visitor audiences locally and further afield.

Examples of businesses in this category: Accommodation, hospitality, events, arts, recreation, tour operators and activities.

### **Outstanding Young Employee**

The Outstanding Young Employee award recognises an inspirational young employee aged between 18-30 years. To enter into this award the individual must have been employed by their current employer for a minimum of 18 months at the time of entry.

### **Outstanding Young Entrepreneur**

The Outstanding Young Entrepreneur award recognises an inspirational young person aged between 18-30 years who, through their own commitment and passion, owns or part owns a successful business. This award recognises young business people who demonstrate outstanding entrepreneurial spirit, strategic direction and innovative ideas whilst providing inspiration to a new generation of upcoming young business people.

### **Excellence in Social Enterprise**

The Excellence in Social Enterprise Award recognises an organisation that *trades* to tackle social problems, be it social, environmental cultural or economic. The majority (at least 50%) of profits are used to work towards your social mission and the majority of the organisation's income is from trade, NOT donations or grants.

### **Start Up Superstar**

The Start Up Superstar Award recognises a business that has been trading for AT LEAST 12 months and less than 24 months. This business delivers a product / service / idea / invention with credible potential and strongly displays an entrepreneurial spirit.

### **Excellence in Sustainability**

The Excellence in Sustainability award recognises businesses that are working to reduce the impact of their operations on the environment and/or provide products and services that have positive environmental outcomes.

### **Excellence in Export**

The Excellence in Export award recognises leading examples of businesses that are exporting their products internationally and are forging a strong reputation for Australian products and services in international markets. This applies to businesses that are exporting directly or through a third party.

### **Excellence in Work Health & Safety**

All business entries will be assessed in this category by the representative and from Safework NSW conjunction with the Judges and the winner chosen by the Judging Panel.

### **Excellence in Accessibility**

All business entries will be assessed in this category and the winner chosen by the Judging Panel.

### **Business of the Year**

All business entries will be assessed in this category and the winner chosen by the Judging Panel.

## 2019 Categories and Potential End Points

This year, our categories are aligned with Regional award categories making it easier than ever for the winners of our Awards program to progress to the Regional and in some categories, on to State level without having to reapply or change their applications.

Category Name	Potential End Point
Excellence in Retail and Personal Services	Regional Awards Winner
Excellence in Trade, Construction and Manufacturing	Regional Awards Winner
Excellence in Business and Professional Services	Regional Awards Winner
Excellence in Health, Care and Wellness Industries	Regional Awards Winner
Excellence in Agriculture and Primary Industries	Regional Awards Winner
Excellence in Tourism and Visitor Experience	Regional Awards Winner
Outstanding Young Employee	State Awards Winner
Outstanding Young Entrepreneur	State Awards Winner
Excellence in Social Enterprise	State Awards Winner
Start Up Superstar	State Awards Winner
Excellence in Sustainability	State Awards Winner
Excellence in Export	State Awards Winner

## Daily Examiner People's Choice

There are two (2) Daily Examiner People's Choice Awards – Favourite Business of the Year and Favourite Employee of the Year. There are two (2) stages to the process; nominations and voting. Businesses or individuals can be nominated by anyone, including themselves. Voting follows the nomination stage where the business and employee with the most votes wins.

Nominations are via the webpage only and voting can be by the webpage or by text. A person can vote for as many business or employees as they like, however, are only allowed to vote once irrespective of voting method.

## Terms and Conditions

1. Businesses self-nominate for the Clarence Valley Business Excellence Awards by completing a submission online, as outlined in the Guidelines and Checklist. The Judging Panel reserves the right to transfer an entry into another category if it is considered more appropriate without notifying the applicant.
2. Each question response should be between 200-500 words typed into the space provided.
3. Not answering any question will result in points being deducted for an incomplete entry and/or the entry being disqualified.
4. Use concise, plain language, avoiding jargon, to make your entry easy to understand and evaluate.

5. At least one representative from each entrant must attend the Awards Dinner at the entrant's cost.
6. All entry documents, including copies of certificates, will remain the property of the Clarence Valley Business Excellence Awards and will not be returned
7. The Judging Panel's decisions are final and no discussions or correspondence will be entered into.
8. Any entrant whose application is judged to be ineligible will be notified prior to the presentation of the Awards.
9. All Award winners will be announced at the Presentation Dinner on 3<sup>rd</sup> August 2019 and not prior.
10. People's Choice Top 10 as voted, will be announced on 1<sup>st</sup> June 2019 by way of Social Media and in the Daily Examiner
11. All Business Category Finalists will be eligible to win "Business of the Year".
12. All Business Category Finalists will be eligible to win the Excellence in Accessibility, and Work Health and Safety Awards.
13. Entries close at 5:00pm on 31<sup>st</sup> May 2019. No late entries will be accepted.
14. Sponsors, Committee Members, Judges and/or their various businesses, divisions or departments may not enter any category of the Awards.
15. The Judges, Organisers and Sponsors will not be held liable for any actions or losses incurred by businesses or individual entrants as a result of entering, judging or participating in the Awards.
16. Entry fee of \$50.00 for each category and at least one dinner ticket at \$90.00 for each business must be paid prior to your entry being considered.
17. Each business can enter a maximum of two (2) categories.

### **Disclaimer**

Clarence Valley Business Excellence Awards, Organising Committee, or the Judges, sponsors and the like cannot be held responsible for any damages and/or loss of materials that are submitted as an entry. Slides, photos, CD's, USB's and videos must be first copies/duplicates and not originals. By entering the Clarence Valley Business Excellence Awards, you authorise the use and/or reproduction of images, the 20 word description or 100 word marketing summary provided, in relation to any editorial / advertising purposes initiated in conjunction with the Clarence Valley Business Excellence Awards. Your contact details may also be supplied to agencies engaged on behalf of the award committee or sponsors. Under no circumstances will judges be held responsible for any comment, viewpoint or expression, whether expressed or implied, concerning the standard or quality of an entrant's submission. By completing the online entry form you agree not to bring a claim against any Judge or the Clarence Valley Business Excellence Awards in relation to feedback on your submission.

### **Confidentiality**

All information provided by entrants is confidential and will not be divulged to any person not directly involved in the Awards Committee or Judging Panel. All members of the Awards Committee and Judging Panel are bound by confidentiality agreements. Contact details only are provided to major sponsors, media sponsors and major supporters. All entries, including copies of certificates, will remain the property of the Clarence Valley Business Excellence Awards.