

Westpac

AUCKLAND
SOUTH
BUSINESS
AWARDS
2011



Official Entry Pack

**Auckland
Tourism, Events
and Economic
Development Ltd**
An Auckland Council Organisation

Category Sponsors

The New Zealand Herald



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intro

Welcome to the 2011 Westpac Auckland South Business Awards.

This prestigious annual event recognises and celebrates business excellence, playing an important role in promoting and strengthening economic development in the region.

This year's Awards are bigger and better than ever. Whether you are an emerging business or large, established company, there is an Award category for you.

The Awards celebrate excellence among local companies - your people and your extraordinary business achievements.

You'll find everything you need to enter in this pack - tips to enter, categories, ideas for maximising your entry, key dates and deadlines and the entry questions.

We will honour the best of the best at a stunning gala dinner on Friday 12th August. We hope to see you there.

Get started today! If you have any questions email or call Claudine Murray, Business Events Advisor, on 09 262 2244.

Westpac Auckland South Business Awards team



key dates

24 February

2011 Westpac Auckland South Business Awards

Officially Open

Register on-line www.em.org.nz
(Download the Registration of Interest form and Entry Pack) or for more information email awards@em.org.nz

30 June

Awards Finalists

Cocktail Function

– Finalists Announced

Villa Maria Estate, Mangere. 6.00pm

10 June

Entries Close at 5pm

4 – 20 July

Judge Site Visits

to Finalists

10 June – 24 June

Judging Process

12 August

2011 Westpac Auckland South Business Awards Gala Dinner

TelstraClear Pacific Events Centre, Manukau. 6.00pm



why enter?

Entering the Awards is much easier than you may think, and the rewards of participating more than you may realise.

- It is an opportunity to focus on your business in a structured way and identify core strengths and competitive advantages as well as areas that may benefit from more focus in the future.
- Participation in the awards provides networking opportunities with other business leaders and professionals.
- Award winners receive public recognition of their business excellence.
- Award winners receive extensive regional and sometimes also national media coverage.
- Entrants receive an assessment and feedback report from experienced judges.
- The award process is an opportunity to acknowledge your employees and the role they play in your organisation's success.
- Award participation showcases your services and products to a wider audience.

entry tips

- Read this entry pack a few times and familiarise yourself with the process and questions.
- Consider forming a 'Business Awards team'. It's motivating for staff to be involved and helps to have broader input into your application.
- Type your entry form so it is clear and easy to read.
- Remember, quality is more important than quantity. A well-presented content rich document is the key to a winning score.
- Your answers must be within the specified page limit.
- Use tables, graphs and charts in the results section to demonstrate performance levels and to reinforce your written content.
- Avoid narrative as a substitute for hard facts.
- Appendices are allowed but should be kept to a minimum and will not attract any points.
- Non completion of any section in your entry will lessen the overall scoring potential of your submission and therefore the chances of making it through to be a finalist.
- Ensure you have checked every item on the Checklist (see page 32) before sending your entry.
- Let your passion for your business come through in your entry.



assistance with your entry

We're here to help you with your entry.

- Get ahead by attending one of the free workshops - see the schedule below.
- If you require any further information regarding entering the awards, please contact Claudine Murray, Business Events Advisor, Auckland Tourism Events and Economic Development (formerly Enterprising Manukau), Phone: 09 262 2244.

- No time to complete the form or want it 'polished up'? Writers are available to assist with the writing of your entry. A writer's fee applies. For more information contact Claudine Murray
Phone: 09 262 2244.

workshops

Businesses are invited to attend a free workshop to fast track your entry process. An expert presenter in business excellence evaluation and judging will facilitate the workshops. You'll get assistance writing your entry and network with other businesses.

A choice of three workshops will be held at Auckland Tourism, Events and Economic Development (formerly

Enterprising Manukau), and one workshop will be held at the Franklin office of ATEED. Register today for any one of the following sessions:

- 22 March** Awards Workshops 5.30 – 8.00pm, Manukau
- 29 March** Awards Workshops 5.30 – 8.00pm, Franklin
- 12 April** Awards Workshops 5.30 – 8.00pm, Manukau
- 03 May** Awards Workshops 5.30 – 8.00pm, Manukau

judging

The Westpac Auckland South Business Awards aim to increase the skills of businesses, benchmarking against national and international standards and to reward entrants that demonstrate outstanding levels of business excellence and quality.

The 2011 Westpac Auckland South Business Awards judging panel are experienced in the judging process.

Entries will be scored in accordance with the Baldrige Quality Model that align our awards with the global quality award system.

All judges sign a confidentiality agreement prior to judging. Judges' decisions are final on all matters relating to the Awards and no correspondence will be entered into.



conditions of entry & eligibility

- Any registered business of any size with its premises (place of business) located within Auckland South boundaries (see below), is eligible to enter the awards if you have been established and trading for at least 12 months.
- If your organisation is part of a larger organisation you must be able to demonstrate that you function as a separate business unit in Auckland South.
- If your entry relates to a specific project, it must have been completed and fully implemented during the year ending 31 March 2011, the organisation is a legal entity, with either the project or entity based in Auckland South.
- If you have won a Westpac Auckland South Business Award (Westpac Manukau Business Excellence Awards) before, you need to show that your organisation has significantly improved its performance.
- If you have been a Supreme Winner of these awards, you are not eligible to enter for 3 years from the year in which you won.
- The judges' decision is final and no correspondence will be entered into.
- The Awards are not open to employees of Auckland Tourism Events and Economic Development or Auckland Council.
- Each business may enter up to 3 categories plus ACC and nominated categories.
- All entries must be received by 5pm on 10 June 2011. Send your entries to the Business Events Advisor at ATEED.

AUCKLAND SOUTH BOUNDARIES:

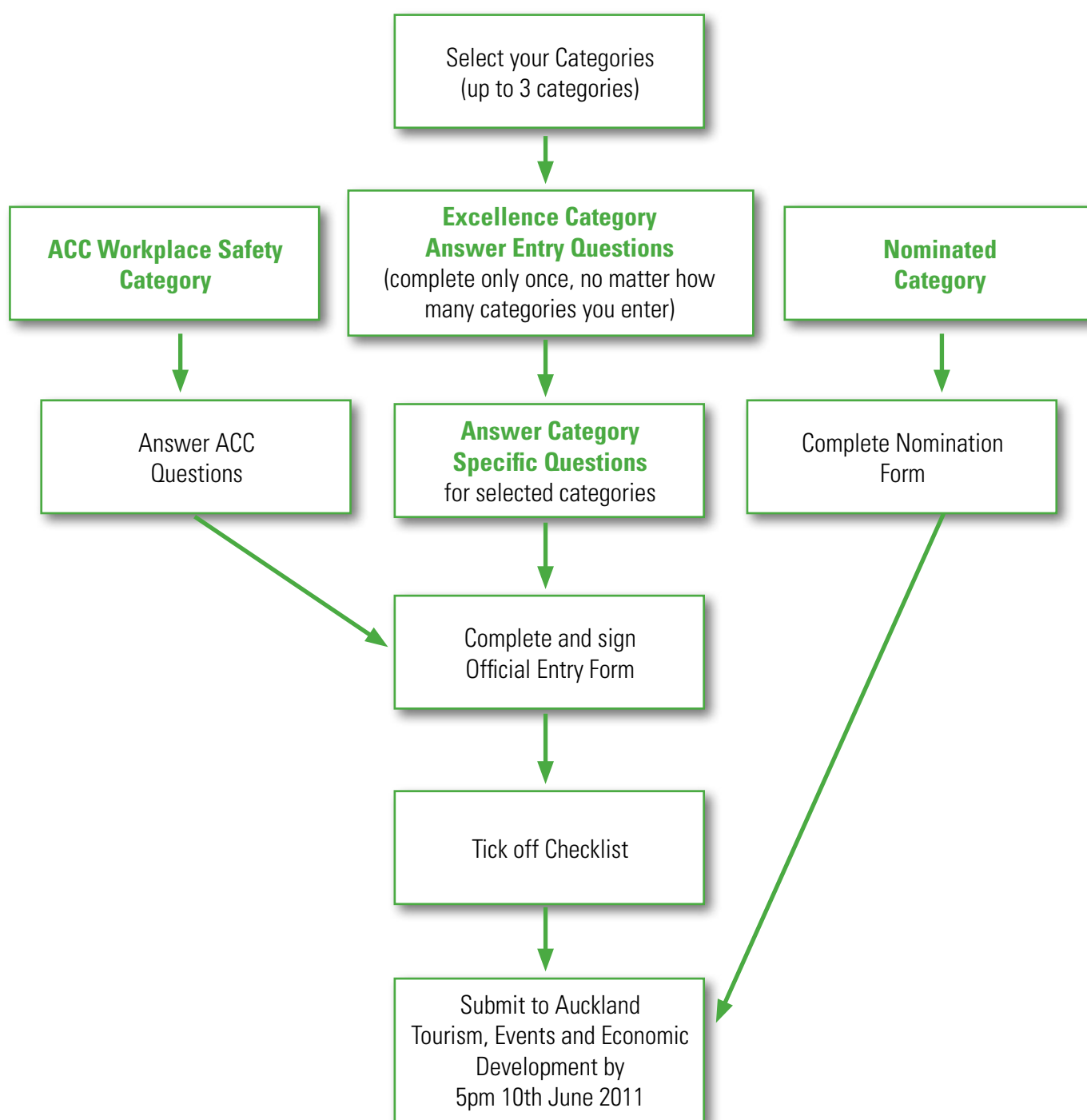
Manukau Ward includes Manukau, Mangere, Otahuhu, Favona, Papatoetoe and Otara also parts of East Tamaki.

Manurewa-Papakura Ward includes Manurewa, Papakura, Drury, Weymouth, Takanini and Wiri.

Howick Ward includes Pakuranga, Bucklands Beach, Cockle Bay, Howick, Botany, Highland Park and East Tamaki Heights.

Franklin Ward includes Karaka, Opaheke, Happy Valley, Pukekohe, Hunua, Brookby, Clevedon, Maraetai, Kawakawa Bay and Awhitu Central, Waiuku and Wairoa.

how to enter





categories

You may select up to 3 of the following categories plus ACC and any Nominated categories.

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Employer of Choice Award

This category recognises the organisation that best demonstrates how it has applied its human and supporting resources to achieve commercial success. The judges will be looking at how you have adopted company values, provided a stimulating and supportive workplace, and the actively developed employees.

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Excellence in Exporting Award

This category is for the business that can best demonstrate a history of continuous profitable export success with a growing percentage of its revenue and profit now coming from sales to overseas markets.

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Excellence in Manufacturing Award

Relates to the organisation that best demonstrates adoption of continuous improvement tools/practice in their business, with a particular focus on the development and manufacture of a product, and the successful transition from product development to market.

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Excellence in Innovation & Strategy Award

For a business that best demonstrates how the implementation of creative, new and innovative practices and strategies has made a significant contribution to the success of their organisation.

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Excellence in Service Delivery Award

Recognising a business that shows consistent dedication to exceptional service and actively demonstrates its commitment through its service policy, staff training and/or other service related strategies. Ideal category for service related companies with particular focus on clever delivery mechanisms, e.g. accountants, architects, lawyers, health care, consultants, home based businesses, real estate, the retail sector etc.

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Excellence in Emerging Business Award

Open to organisations in their most recent financial year and have been in business for 3 years or less, this award will go to the company that best demonstrates leadership, innovative practices, growth and positive return on investment. This business is going places!

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Excellence in Environmental Management Award

Recognising a business that demonstrates the highest level of commitment to compliance and continuous improvement in environmental management. This award will recognise a business whose approach to environmental management is a role-model for others in ensuring it does not impact the environment in an unsustainable way. **NB: Your organisation will have been actively implementing sustainability policies and actions for at least two (2) years.**

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Excellence in Tourism & Hospitality Award

Recognising a customer focussed organisation that best demonstrates an ability to meet the needs of its customers by providing quality, sustainable growth and results success within the Tourism & Hospitality Industry.

The category is broken into two divisions:

- Small business with 10 or less full-time equivalent employees
- Medium to large business with 11 or more full-time equivalent employees

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Excellence in Marketing

Recognises a business that shows a thorough understanding and commitment to marketing in a way that makes it a clear leader in the field.

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ACC Excellence in Workplace Safety Award

Relates to the organisation that successfully demonstrates how health and safety has been integrated into its business operations. Managers and Employees who are proactive in dealing with hazards or potential hazards that arise from work carried out. **Eligibility: Your business must NOT be participating in the ACC Employer Early Intervention Programme or the ACC Workplace Safety Evaluation Scheme.**



nominated categories

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Business Contribution to the Community

The judges for this award will be looking for the organisation that can best demonstrate a company-wide commitment to Business Social Responsibility. The judges will look for evidence of a clearly articulated and widely communicated Business Social Responsibility strategy embedded in the company's business strategy, together with examples of policies or projects that positively impact on the local community in terms of the environment, local employment, local education, or charitable work.

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Young Business Person of the Year

This award is open to young entrepreneurs/business persons aged 35 years or under (as at 10 June 2011) who are successfully building and managing their own business, or to those entrepreneurs/business persons in a CEO/General Manager/Managerial position that are making day to day decisions and are fully responsible for the results achieved by the business.

NB: Candidates for the Business Contribution to the Community Award and Young Business Person of the Year Award are nominated and therefore are not eligible for the Business of the Year Supreme Award or Small Business of the Year Award and do not receive a written feedback report.



major awards

All judged category winners will be eligible for the following two prestigious awards which are presented at the Gala Dinner, attended by 800 business people and dignitaries, on Friday 12 August 2011 at the TelstraClear Pacific Events Centre, Manukau.

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Small Business of the Year

The Small Business of the Year Award will go to the outstanding small business (with less than 10 employees in their most recent financial year and chosen from the finalists) that has best demonstrated exceptional financial returns, strong growth, innovation and strategies, plus market leadership in its sector. This Award will be awarded at the judges' discretion.

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Westpac

Business of the Year Supreme Award

Open to all companies and chosen from the category winners, this award will go to the outstanding organisation that has best demonstrated exceptional financial returns, strong growth, innovation and strategies, plus market leadership in its sector.



entry questions

This is the framework of your entry, which only needs to be completed once, no matter how many categories you enter (pages 6–8). Once the framework of your entry has been completed, please answer the category specific questions on pages 18–21 (select up to 3 categories). NB: This section does not need to be completed if only entering the ACC Excellence in Workplace Safety Category (page 22) or Nominated categories (page 26).

Your Organisation's Business Profile

0 points

Limit: 2 pages of text and supporting information.

Organisational Description

General

- Where is your business located?
- How long has the business been operating?
- What is the ownership structure (private or public, franchise, etc)?
- How is the business structured?

Business Environment

- How do you provide/deliver your products and services to your customers?
- How would you describe your vision for the business?
- How would you describe the behaviours/values that you wish your business to demonstrate?
- What equipment, facilities and technology do you use?
- What key regulations relate to your business? Please include as appropriate: OSH regulations; Health & Safety; accreditation requirements; certification requirements; registration

requirements; environmental regulations; financial regulations; product regulations etc.

Organisational Relationships

- Suppliers, Partners and Distributors

- What are your most important types of suppliers, partners and distributors?
- What part do the suppliers, partners and distributors play in your business?
- How do you communicate with your key suppliers, partners and distributors?
- List any other key relationships and how they contribute to your business.

Organisational Challenges

- Competitive Environment

- What is your competitive position in your industry/sector?
- What are the principal factors that determine your success relative to your competitors?
- What are the key challenges facing your business?

What the Judges are looking for:

- A better understanding of your business and its environment
- How you operate
- The key challenges that you face

1. Leadership

120 points

The leaders are the people in your business that are responsible for guiding and managing the business. This section asks you to describe how the leaders set business direction, performance expectations, and behaviours and how they monitor the performance of the business. It also asks you to describe how the business ensures compliance with legal and regulatory requirements, public responsibility and how ethical behaviour is encouraged.

Limit: 2 pages of text and supporting information.

a) Setting Direction and Behaviours

- How do you create a vision for the business, identify business opportunities and set overall business direction?
- How do you communicate and reinforce the vision/future direction and business objectives with everyone?
- What are the key behaviours / values for the business that everyone is expected to exhibit?

b) Establishing Performance Expectations

- How do you communicate and reinforce performance expectations with all employees?
- How do you encourage innovation?
- How do you encourage responsiveness to customer requirements in the business?
- How do you encourage continuous improvement and learning?

c) Monitoring Performance

- How do you monitor overall business performance?
- How do you take action to improve performance?

d) Public, Ethical, Regulatory and Legal Responsibilities

- How do you ensure the business meets its key legal and regulatory requirements?
- How do you ensure that all employees follow ethical business practices?
- How do you demonstrate a commitment to sustainable development (social, economic and environmental responsibility)?

What the Judges are looking for:

- How effective leadership and business direction is provided despite demands on time
- How business performance is monitored
- How ethics, legal and regulatory requirements are addressed

Suggestions for Supporting Information:

- Vision and mission statement
- Details of business 'values'

2. Strategy and Planning

85 points

Strategy and Planning is the process by which the future direction of the business is determined i.e. strategy. Planning involves determining the actions, responsibilities and resources that will ensure the business achieves its short - and long - term strategies. In this section you are asked to describe how you establish strategy and plans, communicate these and monitor your performance to plan.

Limit: 2 pages of text and supporting information.

a) Developing Future Directions

- How do you establish your business objectives and what are they?
- How do you conduct your business planning in order to meet your objectives?
- How do you take account of the needs of your customers and other stakeholders in your planning process?
- How do you take account of your competitors and their capabilities in your planning process?
- How do you take account of risks to your business including business strengths, weaknesses, opportunities and threats?

b) Communicating the Plans

- How you communicate your business plans to all relevant stakeholders of the business?
- How do you ensure that all employees understand and are committed to achieving these plans?

c) Monitoring Performance to Plan

- How do you monitor progress in achieving the plan and the business objectives?
- How do you ensure everyone is accountable for the results?

What the Judges are looking for:

- How your organisation understands its business environment
- How you establish strategy and plans, communicate these and monitor your performance to plan

Suggestions for Supporting Information:

- A flowchart detailing your planning processes

3. Customer and Market

85 points

Customer and market focus asks you to describe how you determine the market requirements and expectations, determine the requirements and expectations of your customers, acquire new customers, build relationships with your customers, monitor customer perception of your success and develop future opportunities.

Limit: 2 pages of text and supporting information.

a) Customer and Market Knowledge

- How do you determine key customer and market requirements?
- How do you ensure that your products and/or services meet key customer requirements?

b) Customer Relationships

- How do you seek and obtain new customers?
- How do you satisfy existing customers and ensure that you retain loyal customers?
- How do you increase repeat business and positive referrals?
- How do you collect, manage and respond to customer complaints and feedback?

c) Customer Satisfaction

- How do you determine whether or not your customers are satisfied?
- Do you have a complaints process and how do you use this process and the information it provides?

What the Judges are looking for:

- A thorough understanding of your customers, their preferences, and the market or sector you operate in
- How you approach, listen and learn from customers
- What compelling reasons are there for your customers to do business with you?

Suggestions for Supporting Information:

- Details of key customers and their requirements



4. Information and Analysis

90 points

Information and analysis of this information is the foundation of a performance-oriented business. It means having a fact based measurement system with the use of information and data (knowledge) to support key business activities, to make decisions based on fact, as well as analyse the performance of the business. In this section you are asked to define the key information and data used by the business, how this is analysed and made available to others both inside and outside the business.

Limit: 2 pages of text and supporting information.

a) Key Information and Data

- What key business information and data do you use to manage and track the performance of the business?
- How do you use this information and data to support daily operations and make business decisions?

b) Managing and Using Information

- How do you ensure that information and data is reliable, accurate and made available in a timely fashion?
- How do you ensure that the systems used to store and manage information and data are reliable, user friendly and kept current with business needs and directions?
- How is information and data made available to customers, suppliers and partners, as appropriate?
- How is information and data made available to employees for decision making in their daily activities?

What the Judges are looking for:

- a fact based measurement system with the use of information and data (knowledge) to support key business activities

Suggestion for Supporting Information (one page):

- A flow chart of all the information you collect and how you use it.

5. Workforce

85 points

Excellent businesses encourage their people to develop and use their full potential while contributing to the achievement of the business' short and long term goals. In this section you are asked to describe how the work and jobs are organised, how training and education provides the skills and knowledge required and how the employee work environment is measured and improved to ensure satisfied committed employees.

Limit: 2 pages of text and supporting information.

a) Organising Work and Jobs

- How do you structure work and jobs in the business?
- How do you recruit, hire and induct new employees?
- How do you motivate your employees and develop a culture that promotes customer focus, high performance and innovation?
- How do you manage and monitor employee performance?

b) Training and Education

- How do your training and development activities both of employees and leaders support the achievement of the business' plans and objectives?
- How does training and development support and enable employees to develop their full potential?
- How do you motivate and develop your workforce to become involved in social, economic and/or environmental responsibility activity?

c) Work Environment

- How do you establish and maintain a safe and healthy work environment and provide support for all employees?
- How do you monitor the level of well being, satisfaction and engagement of all employees?

What the Judges are looking for:

- How the work and jobs are organised
- How training and education provides the skills and knowledge required
- How the employee work environment is measured and improved to ensure satisfied committed employees

Suggestions for supporting information (one page):

- Details of staff demographics, eg, gender, age, full or part-time etc
- Details of training provided



6. Processes

85 points

Processes are the way things are done to carry out the business. Key Processes are those processes that “touch” the customer and may include the design, development, manufacture and delivery of products and/or services to customers or suppliers.

Limit: 2 pages of text and supporting information.

a) Work System Design

- What are your key processes that enable you to provide products and/or services to your customers?
- Describe how you determine the key customer’s requirements for these key processes.
- How do you manage your internal support processes, (eg, HR, Finance, IT etc) to ensure they meet your business needs and allow you to meet your customers’ needs?

b) Work Process Management & Improvement

- Do you have specific measures to monitor the performance of the key processes and to ensure that they meet the key requirements?
- How do you identify improvement opportunities and find ways to increase the efficiency and effectiveness of your key processes?

What the Judges are looking for:

- The effective design, implementation and management of business processes
- How business improvement is addressed

Suggestion for supporting information:

- Photographs of your equipment and plant
- Flow chart of your key business processes

7. Results

450 points

The results are the outputs from the business activities. In this section you are asked to describe the business' performance and improvement in five key areas – products and services, customer, financial and market, workforce and business effectiveness. You are asked to provide the actual results and where possible the trends (performance over time).

Limit: 8 pages of information including graphs and tables

a) Products and Services

- Describe your current performance levels and trends, for areas of product and/or service performance that are important to your customers.

b) Customer

- Describe your current levels and trends for customer growth and retention.
- Describe your current levels and trends for customer satisfaction

c) Workforce

- Describe your current levels and trends for workforce satisfaction.
- Show any other relevant results for measures/indicators relating to your workforce.

d) Business Effectiveness

- Describe your current performance levels and trends for key business processes.
- Describe your current performance levels and trends related to business efficiency and effectiveness.

e) Financial and Market

- Describe your current levels and trends of relevant financial performance.
- Show any other relevant results for measures/indicators of financial and market performance.

IMPORTANT NOTE: The Financial Data must be presented on the Results spreadsheet – which can be downloaded on www.em.org.nz/awards under “Preparing Your Entry”.

What the Judges are looking for:

- The actual results and where possible trends (performance overtime)
- Rates of improvement in the previous two to three years, and the degree to which results show continuous improvement and high performance levels
- The absence of negative trends (where negative trends occur please advise reasons and what steps are or have been taken)



category specific questions

You may select up to 3 of the following categories.

This information is to be attached to the front of your Entry Questions.

1. Excellence in Emerging Business Award **250 points**

Limit: 1 page of text and 2 pages of supporting information.

- Describe how your emerging business positions itself against its competitors, other larger businesses and how it introduces and maintains a culture of excellence in all it does, including its care of customers.
- Describe what your business does differently and how it gives you an advantage as an SME (Small to Medium Enterprise) i.e. demonstration of an in-depth understanding of the sector in which the company operates.
- Demonstrate growth and results that the company has achieved i.e. evidence of significant growth and/or good business performance.
- Identify the business' unique point of difference in your market sector and what innovation and strategies have been introduced.

2. Excellence in Service Delivery Award **250 points**

Limit: 1 page of text and 2 pages of supporting information.

- Describe the area of your organisation's service delivery.
 - Describe how your organisation shows dedication to company-wide philosophy, culture and commitment to the customer.
 - Describe the development of your service policy and what training is given to your staff to achieve a high standard of service.
 - Describe how you measure your quality of service quality, performance standards, and customer feedback.
 - Describe how your commitment to service delivery contributes to business success.
-

3. Excellence in Manufacturing Award

250 points

Limit: 1 page of text and 2 pages of supporting information.

- Describe how the organisation has demonstrated innovation and flair in manufacturing.
- How does the company develop new or improve current manufacturing processes? eg quality systems, in-house quality programmes, client feedback (formal and informal).
- What key processes are involved and how are these designed and implemented?
- What technology has been developed by the company to assist in these processes?
- What benefits has the company experienced?
- Demonstrate the way the business identifies and responds to customers and market needs.

4. Employer of Choice Award

250 points

Limit: 1 page of text and 2 pages of supporting information.

- Describe how management of the organisation has set and communicated the values of the organisation and continues to ensure that employees are developed, encouraged and supported to achieve.
- Describe your approach to adopting and communicating values to employees.
- Demonstrate your understanding of the value of being a good employer, and what motivates and brings out the best in your employees.
- Why are you different or better than others?
- Demonstrate competitive advantage that these values have given the organisation and the commercial success that can be attributed directly to being a good employer.

5. Excellence in Tourism & Hospitality Award - Hospitality

250 points

Limit: 1 page of text and 2 pages of supporting information.

- How many full time equivalent employees in your business?
- Describe how your hospitality business focuses on providing a quality service, meets the needs of its customers, achieves sustainable growth, and is rewarded with strong financial results.
- What does this business do differently to provide a quality service?
- What strategies and marketing innovations position your business for growth and strong results?
- What is the unique selling point that this business uses to position itself as offering an outstanding hospitality service?



6. Excellence in Tourism & Hospitality Award - Tourism

250 points

Limit: 1 page of text and 2 pages of supporting information.

- How many full time equivalent employees in your business?
- Describe how your tourism visitor attraction/activity or business has made a significant contribution to tourism overall and particularly in Auckland South.
- What creative, innovative and customer focused attractions/activities and/or service brought satisfied customers and success in financial terms?
- What has this business identified as its unique selling point for visitor attractions and/or activities?
- How have creative and innovative strategies positioned your tourism business for sustainable growth?
- How do you establish the level of satisfaction of your customers?

7. Excellence in Marketing

250 points

Limit: 1 page of text and 2 pages of supporting information.

- Describe your target market/customers. Who are they? How do you identify them? What need of theirs do you satisfy?
- Tell us about your competitive situation. (How competitive is your market? Who are your main competitors? How do you know about them? What is it that makes you unique?)
- Describe how you market your business. (This could include your market research approach and an outline of your approach, how you ensure your product/service gets to customers, how you decide on promotion, pricing).
- Demonstrate what your marketing achieves for your business. (You could include the short and long term objectives, achievements or successes, how you measure effectiveness, feedback you receive and how it is gathered).

8. Excellence in Exporting Award

250 points

Limit: 1 page of text and 2 pages of supporting information.

- Describe how the organisation has developed its export capability and markets and the results that have been secured for the company.
- Describe your approach to the planning and marketing strategy development of your exporting programme.
- How do you create and maintain your competitive advantage? eg; steps and personnel involved

- What are your long term exporting goals? Are you on target? What monitoring and review mechanisms are in place?
- What successes are being experienced from your involvement with exporting?

9. Excellence in Innovation & Strategy Award 250 points

Limit: 1 page of text and 2 pages of supporting information.

- Describe how the organisation has developed and nurtured its creative and innovative practices and strategies and how these activities have brought success to the company. What benefits have been gained through this?
- How was the innovation/strategy identified and introduced?
- What new ideas/products/services/strategies have come through this creative process?
- How has the company managed this? What benefits has the company experienced i.e. how the company gained an advantage from this and what opportunities were identified?
- What growth potential has been realised from the new strategies and/or innovation?

10. Excellence in Environmental Management Award 250 points

Limit: no more than half a page for each category specific question.

- Describe how your organisational culture demonstrates exceptional commitment to environmental management issues and the responsibility the business accepts in ensuring ongoing compliance and protecting the environment, directly and indirectly.
- Describe the involvement of management and all employees in environmental management initiatives and systems.
- A demonstrable measured improvement in the performance of environmental management over the past twelve (12) months.
- Demonstration of a holistic approach to assessing and reducing the organisation's impact on the environment (this also looks at the supply chain in an integrated way, taking account of total emissions of suppliers as well as the overall bottom line of the environmental balance sheet).

Appendices could include (no more than 12 appendices):-

- Commentary on legislative awareness such as the Kyoto Protocol, the legislative framework for the Emissions Trading Scheme and the Climate Change (Emissions Trading and Renewable Preference) Bill.
- Compliance records, independent environmental audit, procurement policies and supplier manifestos, emissions audits, environmental balance sheet reports and Triple Bottom Line reports etc.



ACC entry questions

ACC Excellence in Workplace Safety Award

The judges of this award will look for the organisation that successfully demonstrates how health and safety have been integrated into its business operations. Eligibility: Your business must NOT be participating in the ACC Employer Early Intervention Programme or the ACC Workplace Safety Evaluation Scheme.

Requirements for the ACC Excellence in Workplace Safety Award include:

- Identifying and understanding the risks and hazards that are created in your workplace when you and your employees go about normal business.
- Knowing how to eliminate or manage the hazards in your workplace.
- Having established practices and procedures in place, which involve employees helping to keep your workplace safe. For example, your management team may set up safety teams or committees so employees are involved in decision making and communicating on safety issues.
- Having a safety plan for your workplace based on continuous improvement so that existing and new hazards are dealt with effectively.
- Maintaining records about injuries, hazards, first aid and emergency investigations.

Part 1:

Please demonstrate how health & safety is successfully integrated into business operations by:

1. Management Commitment

- A statement that emphasises management commitment to effective health and safety management, and there is evidence this happens in practice.
- Management meetings are held at least quarterly to address health and safety performance .

What the Judges are looking for:

- A clear statement of policy as well as evidence that safety is an agenda item at regular management meetings.
- Where a policy is not available, or appropriate, a business should be able to demonstrate practical application of hazard management.

2. Employee Participation

- There is a policy, and demonstrated examples of employee representation supported by the selection of representatives, who actively support the implementation of sound health and safety practices. This includes regular meetings and discussion of safety issues with managers and supervisors.
- Regular team meetings are held where safety is an item on the agenda.
- There is documented evidence demonstrating actions taken to control identified hazards.

What the Judges are looking for:

- Employees are actively involved in the management of Safety. This can be demonstrated by having employee representatives, and holding team / group meetings, where there is regular discussion of safety matters.

3. Management Participation

- Training in each element of the programme is provided together with annual general refresher training.

What the Judges are looking for:

- A health and safety training programme for managers, including the opportunity for regular refresher training, with managers being held accountable for the safety performance of their teams.

4. Planning & Control

- Plans should be revised annually, monitored throughout the year and be part of the managers annual appraisal.

What the Judges are looking for:

- How the business demonstrates commitment to continuous improvement and this is reflected in their health and safety management plans.

Part 2:

Please demonstrate how managers and employees understand and are able to identify the risks and hazards that exist in the workplace by:

5. Training

- Employees undergo induction training, formal training and their competence is assessed at least annually.

What the Judges are looking for:

- Employees have been made aware of the potential risks and hazards associated with particular tasks and are trained in how to report and deal with hazards.

6. Hazard Register

- A hazard register has been prepared and correctly identifies significant hazards. These are either eliminated, isolated or minimised. Where isolated or minimised there is a timetable for regular monitoring.

What the Judges are looking for:

- That the business has a current hazard register.

7. Hazard Control

- Managers, supervisors and employees have attended training in identifying and managing workplace hazards. Documents demonstrate that the knowledge acquired is being used in practice.

What the Judges are looking for:

- How the business demonstrates hazard management controls (eliminate, isolate or minimise), for all significant hazards in the workplace.

8. Incident Reporting and Investigation

- Recommendations in the reports are sound and practical and have been implemented.
- Where hazards have been identified they appear in the hazard register with details of controls.
- Where necessary the incident is reported to the appropriate authority.

What the Judges are looking for:

- The incident register is current.
- Recorded incidents are followed up by investigation reports.

9. Emergency Preparedness

- All anticipated emergencies have been documented and there is an appropriate action plan in place.
- There are regular emergency drills for all identified emergencies.

What the Judges are looking for:

- The business has appropriate procedures in place to respond to emergencies.

10. Contractor Management

- There is evidence of regular communications between contractor and business regarding health and safety issues.
- There is evidence of post contract evaluation regarding health and safety.

What the Judges are looking for:

- There is evidence of appropriate induction of contractors.
- The Business has a procedure in place to approve the contractors own hazard management.

11. Return to Work

- All employees have access to an individual rehabilitation plan that ensures their prompt return to the workplace.
- There is evidence of an appropriate return to work programme for all non-work related injuries/absence.

What the Judges are looking for:

- A return to work programme is in place.



nominated categories

Business Contribution to the Community Award (nominated by the community)

The judges for this award will be looking for the organisation that can best demonstrate a company-wide commitment to Business Social Responsibility. The judges will look for evidence of a clearly articulated and widely communicated Business Social Responsibility strategy embedded in the company's business strategy, together with examples of policies or projects that positively impact on the local community in terms of the environment, local employment, local education, or charitable work.

Note: Candidates for the Business Contribution to the Community Award are nominated and therefore not eligible for the Business of the Year Supreme Award or the Small Business of the Year Award. A written feedback report from the judges is not provided for this nominated award.

Auckland Communities Foundation is the sponsor of the Business Contribution to the Community Award in the 2011 Westpac Auckland South Business Awards.

The purpose of this award is to acknowledge a business or business person who, through their for profit activity, has made a significant contribution to the well-being of the community by:

- their financial support for community projects and causes, or
- good corporate citizenship through the development of mutually beneficial partnerships with local community stakeholders, or
- their business and employment practices which

support people who have had difficulty gaining employment.

Nominations are invited from individuals, businesses, community organisations, service clubs, business groups. Nominations must be made on the nomination form. All nominees will be contacted and invited to provide additional information that will be used by the judges to evaluate each nomination.

Judges will assess all nominations received for this award against the following criteria:

- The level of financial contribution involved
- The length of time the nominee has been involved in this type of activity, project or practice
- If a business, how widespread is the involvement of staff and directors of the company in this activity, project or practice
- The impact that this activity, project or practice has had on the people who were intended to benefit from it

To be eligible, nominated businesses or business people must be based in Auckland South.

Please complete this form and return to:

Business Events Advisor

Auckland Tourism Events and Economic Development

PO Box 76565, Manukau

Fax: 262 2285 Ph: 262 2244 Email: awards@em.org.nz

Nominations close 5:00 pm Friday 10 June 2011

www.em.org.nz

www.aucklandcf.org.nz



Business Contribution to the Community Award Nomination Form

Nominee for the Award: _____
BUSINESS OR BUSINESS PERSON (PLEASE SPECIFY)

Contact Details for Nominee: _____

Name: _____

Address: _____

Telephone: _____ Email: _____

Signature of nominee or authorised representative of the business

Nominated by: _____

Name: _____

Organisation: _____

Telephone: _____ Email: _____

Signature of person making nomination

PLEASE STATE WHY THIS BUSINESS/BUSINESS PERSON SHOULD RECEIVE THE MANUKAU COMMUNITY FOUNDATION BUSINESS CONTRIBUTION TO THE COMMUNITY AWARD:



Young Business Person of the Year Award

Please state why this Entrepreneur /Business Person (aged 35 or under as at 30 June 2011) should receive the Young Business Person of the Year Award by answering the category criteria (no more than one page) and completing the nomination form.

The individual or their nominee must be able to:

- Outline the position held in the business and describe how the person has impacted on the business.
- Outline how this person made an outstanding and sustained contribution to the business.

Give details/examples of how the nominated person has:-

- contributed to an improvement in business performance

- adapted to the changing business environment and demands
- shown an innovative approach to the business, and won the respect of management, peers and subordinates.

This form should be completed by yourself or a nominator to enter the Young Business Person of the Year Award. The information you provide is a key component of the application and judging process.

NB: If you are completing this form yourself, you will need to provide a referee (CEO or similar of the company you are working for).



Young Business Person of the Year Award Nomination Form

Nominee for the Award: _____ Date of Birth: _____
Organisation: _____
Address: _____
Telephone: _____ Email: _____

Nominated by: _____
Name: _____
Organisation: _____
Telephone: _____ Email: _____

Declaration

As a winner, I agree to comply with the conditions associated with being a Westpac Auckland South Business Award winner, and the use of the Awards logo and involvement in promotional activities.

As an entrant in the Westpac Auckland South Business Awards, I certify that the answers provided are true and accurate and my entry document is a true reflection of my business at the time of entry.

Are there any issues that may cause your business to discontinue in the next year? Yes No

(This includes law changes, lack/loss of funding, legal action or other issues/risks).

If you answered yes to the above, please briefly state the details and what impact this will have on your business.

Signature of nominee: _____

Signature of nominator: _____

Please return this form to: Business Events Advisor, Auckland Tourism Events and Economic Development, 8th Floor, Cogita House, 20 Amersham Way, PO Box 76-565, Manukau City Fax: 262 2285, Phone: 262 2244, Email: awards@em.org.nz



2011 Westpac Auckland South Business Awards Official Entry Form

(Please complete this form and attach to your entry)

Company Name: _____

(this is the name that will be used in any official citation, publicity, etc)

Name of Primary Contact Person: _____

Email: _____

Postal Address: _____

Street Address: _____

Phone: _____ Mobile: _____ Website: _____

Please indicate the categories you are entering: *NB: You may select up to 3 categories plus ACC plus Nominated Categories*

Categories

- | | |
|--|---|
| <input type="checkbox"/> Employer of Choice | <input type="checkbox"/> Excellence in Innovation & Strategy |
| <input type="checkbox"/> Excellence in Exporting | <input type="checkbox"/> Excellence in Service Delivery |
| <input type="checkbox"/> Excellence in Manufacturing | <input type="checkbox"/> Excellence in Environmental Management |
| <input type="checkbox"/> Excellence in Emerging Business | <input type="checkbox"/> Excellence in Tourism & Hospitality |
| <input type="checkbox"/> Excellence in Marketing | <input type="checkbox"/> ACC Excellence in Workplace Safety |

Nominated Categories

- | | |
|---|--|
| <input type="checkbox"/> Business Contribution to the Community | <input type="checkbox"/> Young Business Person of the Year |
|---|--|

Please complete the following information:

Revenue for the past 12 months:

- <\$100,000
- \$100,000-\$250,000
- \$250,000-\$500,000
- \$500,000-\$1m
- \$1m-\$5m
- \$5m+

Anticipated Revenue for the next 12 months:

- <\$100,000
- \$100,000-\$250,000
- \$250,000-\$500,000
- \$500,000-\$1m
- \$1m-\$5m
- \$5m+



Declaration

As a finalist or winner, we agree to comply with the conditions associated with being a Westpac Auckland South Business Award winner, and the use of the Awards logo and involvement in promotional activities.

As an entrant in the Westpac Auckland South Business Awards, I/we certify that the following answers are true and accurate and my/our entry document is a true reflection of my/our business at the time of entry.

After the Awards, I wish to have my material: Returned Destroyed

Are there any issues that may cause your business to discontinue in the next year? Yes No

(This includes law changes, lack/loss of income, legal action or other issues/risks).

If you answered yes to the above, please briefly state the details and what impact this may have on your business.

Director/Owner

Name: _____

Position: _____

Signature: _____

Date: _____



checklist

Check that you've included with your entry:

- Official entry form completed in full and signed (pages 30-31)
- Entry Questions (pages 10-17)
 - Your Organisation's Business Profile
 - The 7 sections (from Leadership to Results) in order
 - Results spreadsheet (download from www.em.org.nz)
- Category specific questions relevant to your entry (pages 18-25)
- Four copies of your entry for each category that you are entering. Please ensure that each category entered is clearly written on the front cover
- Four copies of supporting information for each entry e.g. brochures, website printout, video footage, press clippings, letters of commendation

Entry Closing Date:

Friday 10 June 2011 at 5.00pm.

(No late entries can be accepted)

Send four copies of your Awards Entry (4 copies for each category you are entering) to:

Deliver/Courier: Westpac Auckland
South Business Awards
Attention: Business Events Advisor
Auckland Tourism Events and
Economic Development
Cogita House, Level 8
20 Amersham Way, Manukau

Mail to: Westpac Auckland
South Business Awards
Attention: Business Events Advisor
Auckland Tourism Events and
Economic Development
P O Box 76565, Manukau

testimonials

“Entering the business excellence awards provided us great opportunity to measure the effectiveness of our total business transformation following the purchase of Bluebird Foods by PepsiCo in 2007.

Measuring ourselves against internationally recognised standards and the best of Manukau’s leading businesses was a challenging process. However, the rewards of measuring and reviewing the robustness of our business processes and results have continued well beyond the awards program timeline. Through our participation in the program, we have identified further opportunities to improve as a business and engage more effectively with our people.

Achieving the success we did was outstanding recognition for our people of the journey they have all embraced and excelled in. I thoroughly recommend businesses seize the opportunity that entering these awards represents and enjoy the journey.”

*Gerard Smith, General Manager – Bluebird Foods
Supreme Winner 2010*

“The awards program was an opportunity for us to measure the progress we have made in rebuilding our business. It brought our people together with enthusiasm, commitment but some trepidation to open ourselves up for scrutiny under an internationally recognised standard and against Manukau’s best businesses. To achieve the success we did was a major milestone for our business and most importantly, our people. I would encourage those thinking about it to put yourself out there, involve your people.”

*Ron Holden – NALCO
Supreme Winner 2009*

“Manukau, you have just propelled a small company into dizzy heights”

*John Beck – Styrobeck Plastics Ltd
Westpac Supreme Award Winner 2006*

“These awards have supercharged our whole company, it made everybody more determined and passionate about further achieving and moving the goalposts.”

*Clark Proctor – Metalman NZ Ltd
Supreme Winner 2008*

“This Award is actually an objective, a destination and to me it is secondary –the primary value is in the journey, looking at every part of your business, lifting up every rock, seeing what crawls out from underneath and dealing to it and sorting it out. Participation in these awards is the best gift you could ever give your business. It has been a fabulous journey.”

*Barry Gillingwater – DSS Animal Management
ACC Workplace Safety Category Winner 2008*

“This award acknowledges the work and commitment of our team”

*Jonathan Engle – IBEX Group Ltd
Excellence in Exporting Winner 2007*



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