

Official Entry Pack



Manukau Business Excellence Awards 2010



Te Kaunihera o
MANUKAU
City Council

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Te Kaporeihana Āwhina Hunga Whara



WIRI TRUST
WIRI LICENSING TRUST



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conditions of entry & eligibility

- Any registered business of any size with its premises (place of business) located within Manukau boundaries, has been established and trading for at least 12 months, is eligible to enter the awards.
- If your organisation is part of a larger organisation you must be able to demonstrate that you function as a separate business unit, in Manukau.
- If your entry relates to a specific project, it must have been completed and fully implemented during the year ending 31 March 2010, the organisation is a legal entity, with either the project or entity based in Manukau.
- If you have won a Westpac Manukau Business Excellence Award 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.
- The judges' decision is final and no correspondence will be entered into.
- The Awards are not open to employees of Enterprising Manukau or Manukau City Council.
- Each business may enter up to 3 categories plus ACC plus nominated categories.
- All entries must be received by 5pm on 1st July 2010.
Send your entries to the Awards Coordinator (see page 30 for address).

why enter?

- 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 national media coverage.
- Entrants receive an assessment and feedback report from experienced judges (except nominated categories).
- The award process provides a platform on which to acknowledge the contributions made by employees to your organisation's success.
- Award participation provides a means of engendering pride in your organisation.
- Award participation provides another dimension for showcasing your services and products to a wider audience.

entry tips

- Please type your answers.
- Start a new page for each of the eight areas of focus.
- Use tables, graphs and charts wherever possible to reinforce your written content.
- Avoid narrative as a substitute for hard facts.
- Treat the writing of your entry like the preparation of your Business Plan which can be used as a plan of activities for the next 12 months.
- Allow your passion for your business to come through in your entry.
- Appendices are allowed but should be kept to a minimum and will not attract any points.
- Your answers should be within the specified page limit.
- Non completion of any section in your entry will lessen the overall scoring potential of your submission and therefore the chances of becoming a finalist.
- Remember, quality is more important than quantity. A well-presented content rich document is the key to a winning score.
- Ensure you have checked every item on the Checklist (see page 30 of this document) before sending your entry.

key dates

2 March 2010 Westpac Manukau Business Excellence Awards Officially Open

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

4 March Launch of the 2010 Awards
 Manukau City Council Gallery,
 6.00pm

1 July (5pm) Entries Close

8 July – 21 July Judging Process

28 July Awards Finalists Cocktail Function
 (Finalists Announced)
 Villa Maria Estate, 6.00pm

4 – 20 August Judges' Site Visits to Finalists
 & Filming

17 September Awards Gala Dinner
 (Winners Announced)
 TelstraClear Pacific Events Centre,
 6.00pm

workshops

Businesses are invited to attend free workshops where you will be assisted to write your entry. There will be full opportunity for questions and discussion. These workshops will be held at Enterprising Manukau, with light refreshments provided, and are scheduled for:

30 March Awards Workshops 5.30 – 8.00pm

28 April Awards Workshops 5.30 – 8.00pm

18 May Awards Workshops 5.30 – 8.00pm

An expert presenter in business excellence judging will facilitate these workshops.

14 April ACC Workshops 10.00 – 11.30am

12 May ACC Workshops 10.00 – 11.30am

2 June ACC Workshops 10.00 – 11.30am

Westpac Manukau Business Excellence Awards Project Management Team operate the Awards with the objective of increasing the skills of businesses, benchmarking against national and international standards and rewarding entrants that demonstrate outstanding levels of business excellence and quality.

judging

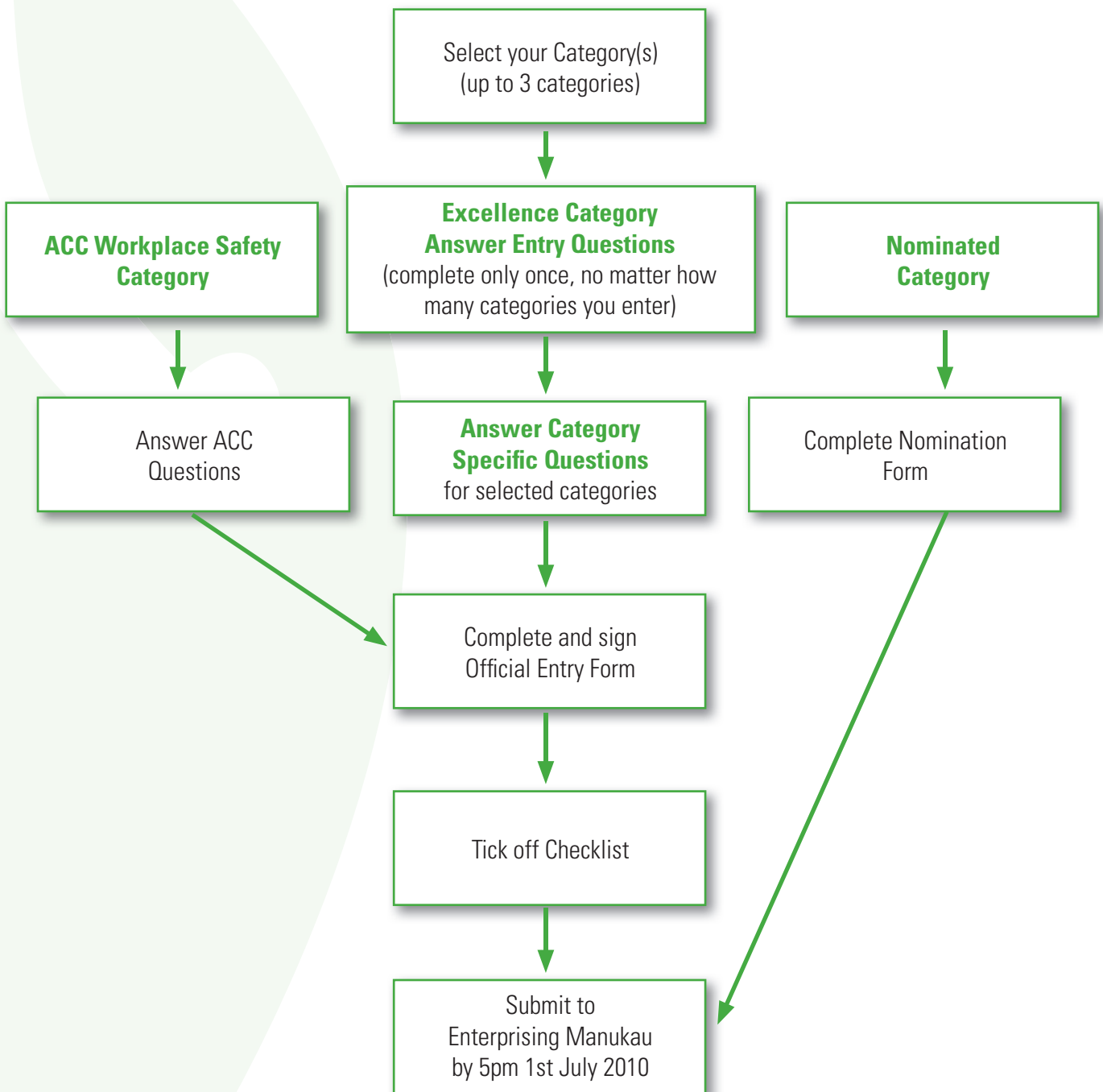
The judging panel for the 2010 Westpac Manukau Business Excellence Awards are experienced in the judging process. Entries will be scored in accordance with the Baldrige Quality Model that align our awards with the global quality award system.

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

assistance with your entry

- Free workshops have been scheduled.
- If you require any further information regarding entering the awards, please contact the Awards Coordinator, Enterprising Manukau, Phone: 262 2244.
- Writers are available to assist with the writing of your entry. A writer's fee applies. For more information contact the Awards Coordinator, Enterprising Manukau, Phone: 262 2244.

how to enter



categories

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

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Employer of Choice Award

Recognises the organisation that best demonstrates how, through well-adopted company values, the provision of stimulating and supportive workplaces, and the active development of all employees, it has applied its human and supporting resources to achieve commercial success.

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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

Recognises 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. A business that can best demonstrate, by data collection and measurement, that it has the customer at the heart of its business. 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.

categories

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

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Excellence in Emerging Business Award

Open to organisations with less than 10 employees in their most recent financial year, 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 Award

- **Visitor Services:** 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 industry.
- **Visitor Attractions and Activities:** Recognising an organisation that best demonstrates customer satisfaction, innovation, strategy and objectives and successful measurable results.

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ACC 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 Workplace Safety Evaluation Programme.**

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 30 June 2010) 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. The business must be based in Manukau.

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 up to 1,000 business people and dignitaries, on Friday 17 September 2010 at the TelstraClear Pacific Events Centre, Manukau.

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Business of the Year Supreme Award

Open to all businesses 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.

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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 category winners that meet the criteria) 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.

additional award for finalists

Sir Barry Curtis Governance Award

All finalists will be automatically eligible for the Sir Barry Curtis Excellence in Governance Award. This award is made to the business that best demonstrates quality corporate governance. Governance is about accountability, corporate control and transparency.

Good effective governance covers:

- Clarity of the roles of directors and management
- Directors and management taking responsibility
- Directors and management doing the right thing
- Stakeholders knowing what is going on
- The information needs of the stakeholders being met

entry questions

This is the framework of your entry, which only needs to be completed once, no matter how many categories you enter. Entries for categories will be judged against the criteria listed in this section. NB: This section does not need to be completed for the ACC Workplace Safety Category (page 21) or nominated categories (page 24 & 26).

Your Organisation's Business Profile

0 points

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

Organisational Description – 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
- the key influences of your business
- how you operate
- the key challenges that you face

Suggestions for supporting information (one page)

- Brochures, photographs of your products or premises, press releases, public relations material

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: 1 page of text and 1 page of 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 leadership is given attention despite demands on time

Suggestions for Supporting Information (one page):

- Vision and mission statement
- Short bio and photograph of top person/people

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: 1 page of text and 1 page of 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 will be enhanced over time
- how you establish strategy and plans, communicate these and monitor your performance to plan

Suggestions for Supporting Information (one page):

- Timeline (list years and key achievements each year)
- A flowchart detailing your planning processes, monitoring and feedback systems

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: 1 page of text and 1 page of supporting information.

a) Customer and Market Knowledge

- How do you segment your market and/or customer groups?
- How do you determine key customer requirements and their relative importance to customers?
- 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 ensure that everyone throughout the business understands and responds to customer needs?
- 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?
- How do you use/have you used customer feedback/customer satisfaction information to improve your business?

What the Judges are looking for?

- a thorough understanding of your customers, their preferences, and the market or sector
- how you approach, listen and learn from customers
- how your organisation will be enhanced over time
- what compelling reasons are there for your customers to stay with your organisation?

Suggestions for Supporting Information (one page):

- List your major customers/length of time/additions and losses
- Graph customer survey results
- Customer case study/studies

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: 1 page of text and 1 page of supporting information.

a) Key Information and Data

- How do you determine which key business information and data you will use to manage the business and to track performance?
- How do you collect, collate and analyse the information and data to 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: 1 page of text and 1 page of 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 involve employees in decisions relating to their work?
- 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):

- A graph showing the years of service of your team
- Results from a staff survey
- Team photograph
- Unsolicited comments from staff

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: 1 page of text and 1 page of supporting information.

a) Work System Design

- What are the core competencies of your business?
- What are your key processes that enable you to provide products and/or services to your customers?
- Describe how these key processes were designed and implemented.
- Describe how you determine the key customer 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?
- How prepared are you for a potential disaster or workplace emergency? Address how you would ensure continuity of operations.

What the Judges are looking for:

- design, implementation, management, and improvement processes, achieving better performance.

Suggestion for supporting information (one page):

- Photographs of your equipment and plant
- A flow chart of your 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
- Describe any other relevant customer measures / indicators that you use.

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.
- Describe your current levels and trends for measures / indicators of regulatory, legal, health & safety, compliance, etc.

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.bizawards.co.nz 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
- hard data with depth
- the absence of negative trends (where negative trends occur please validate reasons and what steps are being taken)

category specific questions

You may select up to 3 of the following categories.
The Category Specific Questions are 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.
- 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 - Visitor Services

250 points

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

- Describe how your tourism business focuses on providing a quality visitor 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 tourism visitor service?
- How does the company achieve sustainable growth?
- 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 tourism visitor service?

6. Excellence in Tourism & Hospitality Award - Visitor Attractions & Activities

250 points

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

- Describe how your tourism visitor attraction or activity has made a significant contribution to tourism overall and particularly in Manukau City.
- What creative, innovative and customer focused attractions and/or activities 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 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?

8. 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?

9. 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 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 Workplace Safety Evaluation Programme.

Requirements for the ACC 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.
- ACC Claims History and DOL employer record is to be considered.

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 address health and safety performance at least quarterly.

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

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 can be nominated or self-nominate. Winners are not eligible for the Business of the Year Supreme Award or the Small Business of the Year Award.

Manukau Community Foundation is the sponsor of the Business Contribution to the Community Award in the 2010 Westpac Manukau Business Excellence Awards.

The purpose of this award is to acknowledge a Manukau business or business person who, through their for profit activity, has made a significant contribution to the well-being of the Manukau 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 the business itself, individuals, businesses, community organisations, service clubs, business groups, Community Boards and Manukau City Councillors. Nominations must be made on the nomination form. The business and any nominees will be contacted and invited to provide additional information that will be used by the judges to evaluate each nomination. Letters of support are welcomed.

Judges will assess all applications 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 Manukau.

Please complete this form and return to:

Awards Coordinator

Enterprising Manukau, PO Box 76565, Manukau

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

Nominations close 5:00 pm 1 July 2010

www.bizawards.co.nz

www.manukaucommunityfoundation.org.nz

Young Business Person of the Year Award

Young Business Person of the Year

This award is open to young entrepreneurs/business persons aged 35 years or under (as at 30 June 2010) 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. The business must be based in Manukau.

Please state why this Entrepreneur /Business Person (aged 35 or under as at 30 June 2010) 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 (person who understands the business and your contribution). Candidates for the Young Business Person of the Year 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.

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 Manukau Business Excellence Award winner, and the use of the Awards logo and involvement in promotional activities.

As an entrant in the Westpac Manukau Business Excellence 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: Awards Coordinator, ENTERPRISING MANUKAU 8th Floor, Cogita House, 20 Amersham Way, PO Box 76-565, Manukau City Fax: 262 2285, Phone: 262 2244, Email: awards@em.org.nz

2010 Westpac Manukau Business Excellence 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"/> ACC 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 Manukau Business Excellence Award winner, and the use of the Awards logo and involvement in promotional activities.

As an entrant in the Westpac Manukau Business Excellence 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 potential 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 28-29)
- Entry Questions (pages 9-16)
 - Your Organisation's Business Profile
 - The 7 sections (from Leadership to Results) in order
 - Results spreadsheet (download from www.bizawards.co.nz)
- Category specific questions relevant to your entry (pages 17-20)
- Four copies of your entry for each category you are entering
- Four copies of supporting information for each entry e.g. brochures, website printout, video footage, press clippings, letters of commendation

Entry Closing Date:

Thursday 1 July 2010 at 5.00pm.
(No late entries can be accepted)

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

Deliver/Courier: Westpac Manukau Business
Excellence Awards
Attention: Awards Coordinator
Enterprising Manukau
Cogita House
Level 8, 20 Amersham Way
Manukau

Mail to: Westpac Manukau Business
Excellence Awards
Attention: Awards Coordinator
Enterprising Manukau
P O Box 76565
Manukau

testimonials

“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

“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*

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

John Beck - Styrobeck Plastics Ltd

Westpac Supreme Award Winner 2006

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

Jonathan Engle

IBEX Group Ltd

Excellence in Exporting Winner 2007

