



# FMA Industry Awards for Excellence 2018

## Nomination Information Pack



### AWARD PARTNERS



### CATERING PARTNER



### GALAXY PARTNERS





## About FMA

Established in 1988, the Facility Management Association of Australia is the peak national body for facilities management, representing and supporting professionals and organisations responsible for the management, operation and maintenance of buildings, precincts and community infrastructure.

With the support of State and Territory committees around Australia, the FMA provides a range of services including information and networking events, education, learning and professional development opportunities, industry research, professional standards development for skills and competency, and proactive partnering at all levels of government.

A primary focus of the FMA is to ensure that the needs of facilities managers are understood and considered in government and business policy formulation and decision making.

The FMA is a founding partner of Global FM, which enables the association to enjoy a productive relationship with its allied membership organisations from around the world and provides further access to international research and innovative practices.

The FMA believes governments at every level should seek to empower all Australians to reach their full potential through the provision of quality and sustainable built environments.

For more information visit [www.fma.com.au](http://www.fma.com.au)





## About the Awards

The FM Industry Awards for Excellence are presented by the Facility Management Association of Australia. Each year they recognise leadership and innovation in the management, operation and maintenance of Australia's built environment across 9 categories.

- **Facilities Manager of the Year**
- **Young Achiever of the Year**
- **Leadership in Gender Diversity in Industry**
- **Collaborative Partnerships**
- **People and Productivity**
- **Sustainability & Environmental Impact**
- **Occupant Safety and Wellbeing**
- **Industry Innovation**

And this year, we have introduced the **Excellence in Facilities Management (with 10 sub categories of Facility Type)**. This new category provides the opportunity to submit to one of the ten facility types below, allowing the potential for multiple winners, or a single winner, which will be dependent upon the quality of submissions when compared to a standard set of criteria.

- **Excellence in FM by Facility Type**
  - Tourist accommodation/Hotels
  - Residential
  - Corporate/Offices
  - Retail/ Restaurant/Food outlets
  - Education/Schools
  - Government/Special Purpose
  - Hospitals/ Healthcare/Aged Care
  - Industrial/Mining
  - Sports/Leisure
  - Transport/Infrastructure

**This Nomination Information Pack is intended to provide interested individuals and organisations with the information required to complete their Nomination Form and submit entries for consideration.**

## Eligibility

- All facilities management professionals and organisations working in Australia are eligible
- Award Partners and their employees are ineligible to enter their sponsored Award
- Nominated projects, or the nominated phase of an ongoing project, must have been undertaken over the past year (i.e. any 12 month period spanning 2017 and 2018)
- Individual nominees must be in a facilities management role, and past individual Award recipients will only be eligible for renomination after three years
- There is no limit on the number of nominations that can be submitted, but if a particular project or team is entered in multiple categories each entry **must** be tailored to the category
- An organisation or project nominated in multiple categories can only be recognised with one Award
- If shortlisted, you agree to send **at least one representative** to the Awards Gala Dinner. Those nominating and shortlisted for Collaborative Partnerships, must send **at least one representative from all partners**.

## Nominations

- Must be submitted by **COB Tuesday 1 August 2018**
- Must be submitted using the 2018 FM Industry Awards for Excellence Nomination online form at [www.fma.com.au](http://www.fma.com.au) – Be prepared, the form will not save partially completed nominations, so all criteria responses, case studies and supporting material must be uploaded at one time
- Must be no longer than 1000 words in length in total (as per word length against each criteria)
- Must be accompanied by the required documentation for eligibility
- If submitting a supporting video, it must not be over 1 minute in length/1MB in size
- Case studies must use, or adhere to, the Awards Case Study template (see attachment 1)
- Should include quantifiable evidence where relevant to support your nomination
- Should include at least one print quality image of the nominee/project

**Please note, your nomination will only be judged on the information that you provide against each criteria and only up to the specified word count. Additional information can be supplied as supporting documentation.**

If you have any difficulties submitting your nomination, please contact FMA on +61 3 8641 6666 or email [awards@fma.com.au](mailto:awards@fma.com.au)

## Confidentiality & intellectual property

The majority of information submitted as part of your nomination will remain confidential. Judges are required to declare any conflicts of interest and to keep all information they review confidential.

**The exceptions are:**

- **The 75 word 'Summary'** on the nomination form is for you to provide a brief overview of your nomination. **It is essential this information is correct**, as it will be used when announcing shortlisted nominees on the night and in printed materials relating to marketing of the Awards after the event.
- **The one page 'Case study'** is a public document to be shared by FMA to highlight innovation and development in the industry. **Do not include confidential information in this document.**

Please note, if you have confidential information, either include it in your responses to the Criteria OR as supporting information.

All other information will remain confidential and your intellectual property protected.

## Dates to remember

- Gala Dinner registrations open Thursday 1 March 2018
- Award nominations open Tuesday 1 May 2018
- Award nominations close Wednesday 1 August 2018
- Gala Dinner Early Bird registration closes Friday 31 August 2018
- Shortlisted entries notified Monday 1 October 2018
- Gala Dinner registrations close Friday 2 November 2018
- Gala Dinner Event, Grand Hyatt Melbourne Thursday 15 November 2018

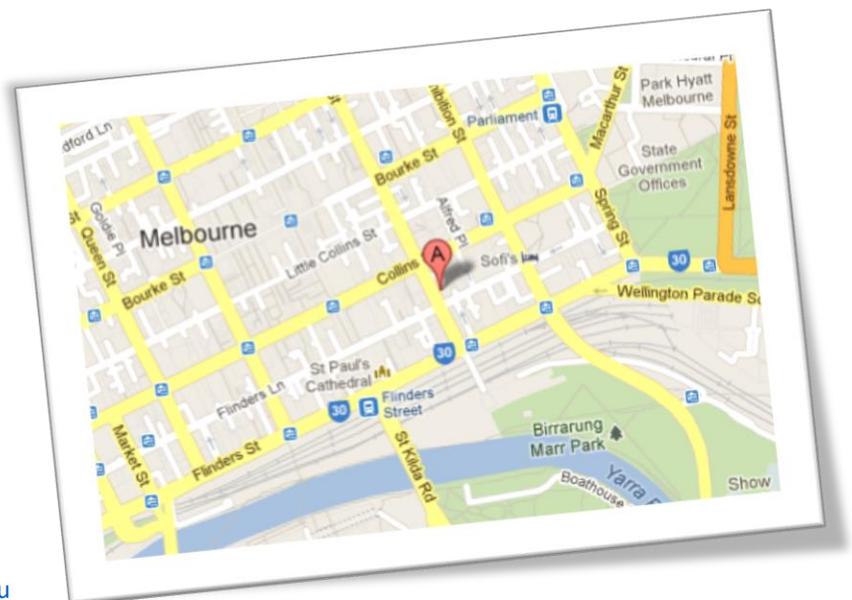
## Award Partnerships

Become an Award Partner in 2018 and take advantage of a unique opportunity to leverage your brand while connecting with a broad range of senior decision makers from across the industry. You'll also be actively supporting the ongoing growth and success of FM in Australia!

For more information contact FMA on 03 8641 6666 or email [awards@fma.com.au](mailto:awards@fma.com.au)

## Gala Dinner

- **Save the date**  
Thursday 15 November 2018
- **Time**  
From 6.30pm
- **Location**  
Grand Hyatt Melbourne
- **Dress code**  
Black tie
- **Tickets**  
Early birds can purchase tickets until Friday 31 August 2018 by visiting the Events & Bookings page [www.fma.com.au](http://www.fma.com.au)  
Standard pricing applies after that date



## Enquiries

- **Email**  
[awards@fma.com.au](mailto:awards@fma.com.au)
- **Phone**  
+61 3 8641 6666

# Make sure your nomination is the best it can be!

## 1. Is your nomination eligible?

- **Read the criteria carefully** and make sure you are nominating your person, project, team or organisation in the correct category and that they tick all the criteria boxes.
- **Does your organisation Partner an Award category?** If so, you can't enter that category – but there are eight others you potentially can. The only exception to this is the *Excellence in FM* award category.
- **One project may be eligible to enter a number of categories**, which is ok, but a one size does not fit all. Each category needs its own nomination tailored to suit the criteria.

## 2. Be prepared

Have you got all the information you need to address the criteria? A minimum amount of information is required before your nomination will be considered, so make sure you have it, including a print quality (hi-res) image. Clearly label each attachment as part of your nomination. All items must be uploaded to the FMA website together to ensure there is no confusion.

## 3. Answer the question... if you can say it in a sentence, don't use a paragraph

- Read the criteria carefully and **make sure your answers address the question**.
- Where possible, provide **information that can be quantified**.
- **Give as much information as you can in as few words as possible**, making sure you highlight points of difference, particularly where your nomination exemplifies excellence and innovation.

## 4. Do not assume knowledge and keep to the word count

The judges will only judge your nomination on the information you provide and only up to the specified word count – do not assume they have prior knowledge. It is important to prioritise what you say, ensure where possible it is quantifiable and to say it succinctly. You can say more in the supporting information.

## 5. Avoid jargon, get the spelling and grammar right and don't say it three times

Choose small words over big, bureaucratic ones. Do not repeat yourself and make sure there are no typos or grammatical errors.

## 6. Submit supporting information

- Information such as client references, third party verifiers, financial information supporting the economic viability of the project, survey findings, publications and independent research findings verifying outcomes are encouraged. This information will be kept confidential.
- If submitting survey findings, make sure you include the scope, methodology and volume of respondents. Any references should also speak to the outcomes achieved.
- If supplying a video, ensure the file is no longer than 1 minute and no bigger than 1MB.

## 7. Have someone else read your nomination before you submit it

Even if you think it's ok, it's probably not, so get someone else to read it. If they find it confusing or unclear or full of typos and repetitions, there's a good chance the Judges will as well, and it may not get the consideration it deserves.

## 2018 Award Categories

### Excellence in Facilities Management

*Awarded for market-leading and innovative provision of facilities management services by facility type.*

Nominated teams must demonstrate market-leading performance in the provision of facilities management services in Australia over the past year that have a positive impact on, and contribute to, the core business they support.

The nominations must show evidence of solutions that are strategically aligned and integrated with the clients' key strategies, meeting the needs of stakeholders through a motivated and high-performing team.

Ten facility types are available, with each application being able to nominate one facility type only.

#### Judging criteria

- Identify why the nominee should be recognised with the Excellence in Facilities Management (*facility type*) Award (200 words)
- Describe how the nominee identified and aligned services with client's needs to deliver an integrated and innovative solution (200 words)
- Illustrate how a value-for-money best practice initiative was delivered (200 words)
- Identify the innovative initiatives that have been applied, and the outcomes achieved (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. (200 words)

#### Documentation required for eligibility

- One page case study using or adhering to the Awards Case Study template
- Client verification of delivery outcomes and performance i.e. aligned and integrated solution, value creation, value-for-money, etc.
- Hi-res image

#### Optional supporting documentation

- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

## 2018 Award Categories



### Facilities Manager of the Year \*

*Awarded for outstanding personal performance by an individual facilities management practitioner*

Nominees must be a professional working in facilities management who:

Organises, controls and coordinates the strategic and operational management of buildings and facilities in public and private organisations to ensure the proper and efficient operation of all physical aspects, including creating and sustaining safe and productive environments for occupants.

Nominees should have applied their experience and knowledge to produce outstanding results within their facility and/or organisation, as well as demonstrating exceptional personal qualities.

Nominees may only apply for **Facilities Manager of the Year** OR **Young Achiever of the Year**. Nominations will not be accepted in both categories.

Past Award recipients are only eligible for renomination after three years.

### Judging criteria

- Description of the role of the nominee within their organisation and why they should be recognised as the Facilities Manager of the Year (200 words)
- Exhibited personal qualities that demonstrated their commitment to facilities management and service delivery (200 words)
- Key milestones achieved over the past year (200 words)
- Learning experiences and how these have been applied to improve the performance of their team and the wider organisation (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc.\*\* (200 words)

### Documentation required for eligibility

- References or referees from clients, suppliers, direct reports, and direct supervisors
- Hi-res image of nominee

### Optional supporting documentation

- Performance appraisals
- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

\*Nominees are not required to hold the position of 'Facilities Manager'

\*\*Claims of involvement with FMA will be verified for shortlisted nominees

## 2018 Award Categories



### Young Achiever of the Year

*Awarded for strong commitment to facilities management by a professional under 35*

Nominees must be a professional working in facilities management who has shown a strong and ongoing commitment to their further development and that of the wider industry.

Nominees should also exhibit exceptional personal qualities.

Nominees may only apply for Facilities Manager of the Year **OR** Young Achiever of the Year. Nominations will not be accepted in both categories.

Past Award recipients are only eligible for renomination after three years.

#### Judging criteria

- Description of the role of the nominee within their organisation and why they should be recognised as the Young Achiever of the Year  
(200 words)
- Exhibited personal qualities that demonstrated their commitment to facilities management and service delivery  
(200 words)
- Key milestones achieved over the past year  
(200 words)
- Learning experiences and how these have been applied to improve the performance of their team and the wider organisation  
(200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. \*  
(200 words)

#### Documentation required for eligibility

- References or referees from clients, suppliers, direct reports, and direct supervisors
- Hi-res image of nominee

#### Optional supporting documentation

- Performance appraisals
- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

\*Claims of involvement with FMA will be verified for shortlisted nominees

## 2018 Award Categories

### Leadership in Diversity in Industry

*The Facilities Management Association is actively involved in increasing awareness and supporting the facilities management industry to promote best practice and encourage innovation within the industry whilst respecting and appreciating differences in ethnicity, gender, age, national origin, disability, sexual orientation, education and religion.*

*Diversity has been recognised as an issue for the industry. This award category has been established to recognise a facilities management professional who provides leadership and action to improve diversity within the industry.*

Each year the Board will recognise an individual who is committed to the support of diversity within the industry.

Nominees must be a professional working in facilities management who has shown a strong and ongoing commitment to diversity in their organisation and that of the wider industry.

Nominees should also exhibit exceptional personal qualities.

Nominees may also apply for **Facilities Manager of the Year** OR **Young Achiever of the Year**.

#### Judging criteria

- Identify why the nominee should be recognised with the Award for contributions to diversity (200 words)
- Describe how they have exhibited leadership in their commitment to increasing and improving diversity within facilities management (200 words)
- Key milestones achieved over the past year (200 words)
- Learning experiences and how these have been applied to improve diversity within their team and the wider organisation (200 words)
- Identify how the knowledge and experience gained is shared and promoted either within the organisation and/or the wider facilities management Industry (200 words)

#### Documentation required for eligibility

- References or referees from clients, suppliers, direct reports, and direct supervisors
- Hi-res image of nominee

#### Optional supporting documentation

- Performance appraisals
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

### Collaborative Partnerships

*Awarded to a service provider and supplier that have collaboratively partnered to deliver innovative and integrated solutions for their client*

Nominees must be a consortium of two or more organisations that have entered into a strategic partnership for the delivery of FM services. Suppliers include consultancies and sub-contractors who deliver supporting services to the facilities management industry e.g. engineering services, security, business improvement, etc.

Nominees must exemplify how a collaborative partnership can deliver creative models or leading-edge facilities management solutions.

#### Judging criteria

- Describe the partnership structure and why the nominees should be recognised with the Collaborative Partnership Award (200 words)
- Describe how the nominees identified and aligned services with client needs to deliver an integrated and innovative solution (200 words)
- Illustrate how a value-for-money best practice solution was delivered (200 words)
- Identify the innovative initiatives that have been applied and the outcomes achieved (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. (200 words)

#### Documentation required for eligibility

- One page case study using or adhering to the Awards Case Study template
- Third party verification of delivery outcomes and performance i.e. aligned and integrated solution, value creation, value-for-money, etc.
- Name and contact details of all partners
- Hi-res image

#### Optional supporting documentation

- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

## 2018 Award Categories

### People and Productivity

*Awarded for leading practical implementation of projects and/or processes to enhance the experiences of occupants and improve productivity outcomes of the facility*

The nominee(s) may be a team or organisation that has implemented a project and/or processes that has enhanced the experiences of occupants and improved productivity of the facility over the past 12 months.

#### Judging criteria

Submissions should address the following criteria:

- Identify why the nominee should be recognised with the People and Productivity Award (200 words)
- Describe how the initiative was integrated into business practices of the organisation (200 words)
- Describe how success of the initiative is measured and the extent to which people and productivity goals were achieved (200 words)
- Identify how the knowledge and experience gained is shared and promoted (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. (200 words)

#### Documentation required for eligibility

- One page case study using or adhering to the Awards Case Study template
- Third party verification of delivery outcomes and performance
- A list of research and key stakeholders who assisted in the development of the project/processes
- Hi-res image

#### Optional supporting documentation

- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

## 2018 Award Categories



### Sustainability & Environmental Impact

*Awarded for leading practical implementation of innovative projects and/or processes to enhance the social, environmental and economic sustainability of facilities management operations*

The nominee(s) may be an individual, team, company or consortium that has implemented a project and/or processes over the past 12 months.

The nomination must identify what sustainability means to all stakeholders and to the facilities management team in particular, and must relate to a broader sustainability agenda and achievements.

#### Judging criteria

- Identify why the nominee should be recognised with the Sustainability and Environmental Impact Award (200 words)
- Describe how the initiative was integrated into business practices of the organisation (200 words)
- Describe how success of the initiative is measured and the extent to which sustainability and environmental goals were achieved (200 words)
- Identify how the knowledge and experience gained is shared and promoted (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. (200 words)

#### Documentation required for eligibility

- One page case study using or adhering to the Awards Case Study template
- Third party verification of delivery outcomes and performance
- A list of research and key stakeholders who assisted in the development of the project/processes
- Hi-res image

#### Optional supporting documentation

- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

### Occupant Safety and Wellbeing

*Awarded for leading practical implementation of practices and strategies aimed to enhance the safety and wellbeing of occupants*

Nominees may be an individual, team or organisation that provides essential services responsible for the implementation of a project, process or strategy that has addressed threat preparedness, enhanced the safety and wellbeing of occupants and improved productivity over the past 12 months. All three areas need to be addressed in the submission.

#### Judging criteria

- Identify why the nominee should be recognised with the Occupant Safety and Wellbeing Award, ensuring that the 3 abovementioned areas are adequately addressed (200 words)
- Describe how the initiative was integrated into business practices of the organisation (200 words)
- Describe how success of the initiative is measured and the extent to which Health, Safety and Well-being goals were achieved (200 words)
- Identify how the knowledge and experience gained is shared and promoted (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. (200 words)

#### Documentation required for eligibility

- One page case study using or adhering to the Awards Case Study template
- Third party verification of delivery outcomes and performance
- A list of research and key stakeholders who assisted in the development of the project/processes
- Hi-res image

#### Optional supporting documentation

- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

## 2018 Award Categories

### Industry Innovation

*Awarded for an innovative initiative that introduces new ideas to facilities management*

Awarded to an individual, team, company or consortium who has delivered an innovative initiative within Australia which has been fully operational for at least 12 months. An initiative may address facilities management technology, systems, practices, design, products, organisational structures, funding methods, training, planning and management techniques, or any other area which can be communicated in a clear and concise manner.

The primary measure of success will be the ability to demonstrate the way in which the initiative is innovative in comparison to current industry practice.

For the purposes of this award, innovation is defined as 'The collaborative development and implementation of new or significantly improved ideas, products, processes and methods which will likely change how the industry operates'.

#### Judging criteria

- Identify why the nominee should be recognised with the Industry Innovation Award (200 words)
- Describe the driver or catalyst for developing this initiative, and describe how the initiative was integrated into business practices of the organisation (200 words)
- Describe how the success of the initiative aligned with the intended aim, or desired outcome of the initiative (200 words)
- Identify how the knowledge and experience gained is shared and promoted (200 words)
- Commitment and contributions to the industry and other significant facilities management achievements i.e. mentoring, innovation, knowledge sharing, promotion of the profession, industry development, continual professional development etc. (200 words)

#### Documentation required for eligibility

- One page case study using or adhering to the Awards Case Study template
- Third party verification of delivery outcomes and performance
- A list of research and key stakeholders who assisted in the development of the project/processes
- Hi-res image

#### Optional supporting documentation

- Building performances
- Published statistics, graphs, etc. supporting delivery of outcomes
- Any other information to support judging against the above criteria

## Attachment 1

# FM Industry Awards case study template

## Name of case study

### 1. Case study

#### **Introduction:**

Introduce the project and project owners

#### **Description of challenge(s)/ issue(s)/ goal(s):**

What is the issue, problem or goal that is being addressed / achieved?

#### **Objectives of the case study project:**

What is the scope, objectives etc.?

#### **Brief description of methodology/approach:**

How did you go about achieving these objectives? Description of methodology, list of participants involved, etc.

#### **Findings/ outcomes:**

What did you find? What were the results? What outcomes were achieved?

#### **Role of facilities management:**

Specifically describe how facilities management or the facilities management professional contributed to the achievement of the objectives and outcomes

#### **Conclusions, recommendations & learnings:**

What are the implications? Where to from here? What is the take home message?

### 2. Contact details

Name

Title

Organisation

Phone

Email

#### **Note:**

The above can be used as a template, however, a nominee may present the case study in any way that they choose, but it must adhere to the following guidelines:

- Single A4 page
- Includes the content identified above
- Font is no smaller than size 8 Calibri

**Case studies are intended to be public documents. Do not include confidential information.**

Case studies must be submitted with the Nomination Form, images and other supporting material and uploaded at one time on the FMA website at [www.fma.com.au](http://www.fma.com.au) (follow the links)