

SINGLETON BUSINESS AWARDS

2023 Awards Entry Information
Terms & Conditions

Delivered by

**BUSINESS
SINGLETON**

SINGLETON BUSINESS AWARDS

CONTENTS

A Word from our President	2
What are the Singleton Business Awards?	3
Who can enter?	3
2023 Key Dates	3
How to enter?	4
Aligned Categories	7
1. Young Business Leader of the year	7
2. Business Leader of the year	8
3. Excellence in Micro Business.....	9
4. Excellence in Small Business	10
5. Excellence in Large Business	11
6. Outstanding Start-Up	12
7. Excellence in Innovation	13
8. Excellence in Sustainability.....	14
9. Outstanding community organisation	15
10. Excellence in diversity and inclusion	16
11. Excellence in manufacturing	17
12. Employee of the year	18
Singleton Only Categories	19
13. Excellence in Retail	19
14. Excellence in Health, Wellbeing and lifestyle	20
15. Excellence in Professional Services.....	21
16. Excellence in Hospitality and Tourism.....	22
17. Excellence in Agriculture.....	23
18. Business of the year	24
19. President's Award.....	24
20. People's Choice Awards	24
Terms and Conditions	25
Definitions	27

SINGLETON BUSINESS AWARDS

A WORD FROM OUR PRESIDENT

Business Singleton has honoured local businesses through our annual **Singleton Business Awards** for the last 32 years and this year it is bigger and brighter than ever.

While the local business sector contributes significantly to the economic and social wellbeing of our community, the *Singleton Business Awards* exist to recognise organisations and celebrate individuals who have achieved excellence in the Singleton business community throughout the past 12 months.

Our Awards sub-committee has maintained a consistent approach and in 2023 we have increased the formal categories aligning with the Business Hunter Awards from 7 to 12 categories. What does this mean? The respective winner of each category will automatically advance to the Business Hunter Awards and onto the Business NSW Awards.

This year we have also added a category aligning with the Hunter Manufacturing Awards for the first time ever. Similar to the Hunter Business Awards, the winner for the “Excellence in Manufacturing” Award will advance onto the Hunter Manufacturing Awards for 2023

This year we have also added an additional Singleton Only category, now including an “Excellence in Agriculture” Award. Once again we have the inclusion of the popular ‘People’s Choice Awards’ where our community will vote for their Favourite Businesses and Organisations.

The final update is to our Terms & Conditions with the introduction of the Hall of Fame for those businesses or individuals who successfully win their category for three consecutive years.

I know that’s a lot of info to take in, so to assist you complete a successful entry please ensure you read through the eligibility criteria and this document before completing your submission via the online portal.

If you have any questions, please contact Laura Kelly our Business Development Coordinator on 0493 229 828. Or Kelsie McKenzie our Office Administrator on 0400 460 412. Who are more than happy to answer any of your questions.

In closing, I thank you for helping us to recognise and reward those local businesses who have excelled during the past 12-months and hope to see you at the Gala Event on **Saturday, 1st July 2023**.

Best regards and Good Luck!

Danny Eather

President | Business Singleton

SINGLETON BUSINESS AWARDS

WHAT ARE THE SINGLETON BUSINESS AWARDS?

The Singleton Business Awards has operated in one form or another for 32 years. The Awards recognise and reward excellence, achievement and leadership by businesses and individuals in the Singleton Local Government Area.

The Singleton Business Awards is about more than just winning. They provide businesses with many valuable opportunities.

- Gain recognition for your business at a local and regional level.
- Build a reputation for excellence within your industry and the community.
- Benchmark your business against the best in your field.
- Boost staff morale by publicly acknowledging their contributions.

WHO CAN ENTER?

The Singleton Business Awards are open to both **members and non-members** who are currently operating a business within the Singleton Local Government Area.

Only members of the Business Singleton (Chamber) can progress to the Business Hunter Awards.

Not a member? Call or email Laura Kelly. 0493 229 828 or members@businesssingleton.com.au

Staff or Board Members of Business Hunter or Business NSW are not eligible to enter the Awards.

2023 KEY DATES

23 February	Nominations
1 March	Award Submissions Open
27 March	Nominations Close
14 April	Award Submissions Close
15 May	Judging Commences Gala Tickets go on sale!
29 May	Judging Closes
31 May	Finalists Announced
1 July	Gala Presentation Dinner, Singleton Civic Centre

SINGLETON BUSINESS AWARDS

HOW TO ENTER?

1. Visit <https://businesssingleton.awardsplatform.com/>

2. Register for an account – Password must be at least 12 Characters.

You will be sent a verification email and you will need to click on the link provided and log in again before you can proceed. You may need to update your Password if you entered in 2022.

3. Once logged in your first screen will look like this:

The screenshot shows the user interface of the Singleton Business Awards platform. At the top, there is a black banner with the 'SINGLETON BUSINESS AWARDS' logo in white. Below the banner, there is a navigation menu with 'Important Awards Information' selected. The main content area is divided into three sections: 'KEY DATES', 'SUPPORT', and 'My entries'. The 'KEY DATES' section lists the entry submission period (24 February 2022 at 9:00AM to 8 April 2022 at 5:00 PM), the final deadline, the finalists/nominees announcement date (16 May 2022), and the gala presentation dinner date (17 June 2022). The 'SUPPORT' section provides contact information for the organisers (awards@singletonchamber.org.au or 0400 460 412) and lists four key points: users can edit entries until the deadline, must enter accurate personal details, are eligible for multiple categories, and can use a 'copy' feature. The 'My entries' section shows a user profile with the text 'Hello, [blacked out]', 'You have no entries yet. What are you waiting for?', and a prominent purple 'Start new entry' button.

Please take note of the important awards information at the top of the page.

4. Click on **Start New Entry**

5. Complete First Tab – Business Details

SINGLETON BUSINESS AWARDS

6. Choose Your Category from the Drop-Down Menu
7. Complete all fields, unless marked optional – do not use autofill, as this may cause field not to be accepted.
8. Entrant Name – This is the name of the person completing the entry.
9. Complete Second Tab – Criteria
10. Check your entry meets the Award Eligibility Criteria and tick confirmation box.
11. Answer all questions (unless marked optional). The word count cannot be exceeded. You can choose to save and close and return to your entry later if necessary.
12. Preview your entry.
13. Click “Submit Entry” when ready.
14. Once your entry has been submitted, you will receive an email notification.

SINGLETON BUSINESS AWARDS

Award Categories

In 2023 Business Singleton has identified 17 Formal categories, 11 of which are aligned with Business Hunter Awards and for the first time this year, 1 aligned with Hunter Manufacturing Awards. The People's Choice Awards, Business of the Year and The President's Award. Entrants and members of the public can nominate themselves or their favourite business in these categories.

Aligned Categories

1. Young Business Leader of the Year (18-35 years)
2. Business Leader of the Year (36+ years)
3. Excellence in Micro Business (<5 employees)
4. Excellence in Small Business (5-20 employees)
5. Excellence in Large Business (21+ employees)
6. Outstanding Start Up
7. Excellence in Innovation
8. Excellence in Sustainability
9. Outstanding Community Organisation
10. Excellence in Diversity and Inclusion
11. Excellence in Manufacturing
12. Employee of the Year

Singleton Only Categories

13. Excellence in Retail
14. Excellence in Health, Wellbeing and Lifestyle
15. Excellence in Professional Services
16. Excellence in Hospitality and Tourism
17. Excellence in Agriculture
18. Business of the Year
19. President's Award

People's Choice Awards

20. Best Customer service
21. Awesome Tradie

ALIGNED CATEGORIES

1. YOUNG BUSINESS LEADER OF THE YEAR

The Outstanding Young Business Leader Award recognises an inspirational business leader aged 35 or under who has demonstrated a commitment to their workplace, industry and the community through leadership.

Entrants are required to demonstrate their commitment over the past 12 months to creating a smarter and more inclusive future and to being an outstanding business leader.

To be eligible to enter this category, the individual must have held a management position within their organisation for a minimum of 18 months at the time of entry.

Award eligibility check box

- I am aged 35 years or under at the time of entry.
- I am not an employee, Regional President, State Councillor or Board Member of NSW Business Chamber Limited.
- I have not been a judge in this category in 2022.
- I am not a judge in the 2023 Business Awards program.

Questions

Entrants full name:

Current job title:

Date of birth:

Name of your organisation or business:

1. Provide a brief profile, including your current role and scope of responsibilities. *Maximum word count: 200*
2. Detail the specific activities and initiatives you have undertaken to reshape your workplace, industry or the community to create a smarter and more inclusive future, with examples of how you have used your leadership skills. *Maximum word count: 400*
3. Describe the key challenges you have faced as a young business leader and how you overcame them. *Maximum word count: 300*
4. Provide an overview of your five-year goals and strategies for future business growth, detailing how you are working towards achieving them. *Maximum word count: 300*
5. Outline the reasons why you are an outstanding young business leader. *Maximum word count: 400*

2. BUSINESS LEADER OF THE YEAR

The Outstanding Business Leader Award recognises an inspirational business leader aged 36 years or over who has demonstrated a commitment to their workplace, industry and the community through leadership, whilst providing mentorship to others.

Entrants are required to demonstrate their commitment over the past 12 months to creating a smarter and more inclusive future and to being an outstanding mentor and business leader.

To be eligible to enter this category, the individual must have held a senior management or executive level position within their organisation for a minimum of 18 months at the time of entry.

Award eligibility check box

- I am aged 36 or over years at the time of entry.
- I am not an employee, Regional President, State Councillor or Board Member of NSW Business Chamber Limited.
- I have not been a judge in this category in 2022.
- I am not a judge in the 2023 Business Awards program.

Questions

Entrants full name:

Current job title:

Date of birth:

Name of your organisation or business:

1. Provide a brief profile, including your current role and scope of responsibilities. Maximum word count: 200
2. Detail the specific activities and initiatives you have undertaken to reshape your workplace, industry, or the community to create a smarter and more inclusive future, with examples of how you have used your leadership skills. Maximum word count: 400
3. Describe the key challenges you have faced as a business leader and how you overcame them. Maximum word count: 300
4. Provide an overview of your five-year goals and strategies for future business growth, detailing how you are working towards achieving them. Maximum word count: 300
5. Outline the reasons why you are an outstanding business leader, including the ways in which you provide mentorship to others. Maximum word count: 400

3. EXCELLENCE IN MICRO BUSINESS

The Excellence in Micro Business Award recognises a business that has effectively driven growth and is able to demonstrate the specific strategies implemented to achieve business success and/or resilience.

Entrants are required to demonstrate their achievements over the past 12 months across the key area of business excellence. This category is open to businesses with less than 5 employees at the time of entry, who have been trading for a period of over 24 months.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has less than 5 employees on the payroll in Australia at the time of entry.
- This business has not entered the categories of Outstanding Community Organisation, Outstanding Start-up, Excellence in Small Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Detail what your business goals and key milestones were for the previous 12 months and how you achieved all or part of them. *Maximum word count: 300*
2. Provide an overview of the key features of your business plan including goals, innovations, strategies, projected outcomes for the future. *Maximum word count: 400*
3. Describe why your product or service offering is unique within your industry and how it differentiates your business from its competitors. *Maximum word count: 400*
4. Demonstrate how your business contributes to the local economy in your region. *Maximum word count: 400*
5. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and external stakeholders, as well as the impact they have had on your strategic direction. *Maximum word count: 400*

4. EXCELLENCE IN SMALL BUSINESS

The Excellence in Small Business Award recognises a business that has effectively driven growth and is able to demonstrate the specific strategies implemented to achieve business success and/or resilience.

Entrants are required to demonstrate their achievements over the past 12-months across the key area of business excellence.

This category is open to businesses with 5 to 20 employees at the time of entry, who have been trading for a continuous period of two years or more.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has 5 to 20 employees on the payroll in Australia at the time of entry.
- This business has not entered the categories of Outstanding Community Organisation, Outstanding Start-up, Excellence in Micro Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Detail what your business goals and key milestones were for the previous 12 months and how you achieved all or part of them. *Maximum word count: 300*
2. Provide an overview of the key features of your business plan including goals, innovations, strategies, projected outcomes for the future. *Maximum word count: 400*
3. Describe why your product or service offering is unique within your industry and differentiates your business from competitors. *Maximum word count: 400*
4. Demonstrate how your business contributes to the local economy in your region. *Maximum word count: 400*
5. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and external stakeholders, as well as the impact they have had on your strategic direction. *Maximum word count: 400*

5. EXCELLENCE IN LARGE BUSINESS

The Excellence in Large Business Award recognises a business that has effectively driven growth and is able to demonstrate the specific strategies implemented to achieve business success and/or resilience.

Entrants are required to demonstrate their achievements over the past 12 months across the key areas of business excellence.

This category is open to businesses with over 21 or more employees at the time of entry, who have been trading for a continuous period of two years or more.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has 21 or more employees on the payroll in Australia.
- This business has not entered the categories of Outstanding Community Organisation, Outstanding Start-up, Excellence in Micro Business or Excellence in Small Business.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Detail what your business goals and key milestones were for the previous 12 months and how you achieved all or part of them. *Maximum word count: 300*
2. Provide an overview of the key features of your business plan including goals, innovations, strategies, projected outcomes for the future. *Maximum word count: 400*
3. Describe why your product or service offering is unique within your industry and differentiates your business from competitors. *Maximum word count: 400*
4. Demonstrate how your business contributes to the local economy in your region. *Maximum word count: 400*
5. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and external stakeholders, as well as the impact they have had on your strategic direction. *Maximum word count: 400*

6. OUTSTANDING START-UP

The Outstanding Start-up Award recognises a start-up business that has effectively driven growth and is able to demonstrate the potential to achieve future success.

Entrants are required to demonstrate their commitment over the past 12 months to being an outstanding start-up and describe why your product or service offering is unique within your industry and differentiates your business from competitors.

The category is open to new businesses trading for a period less than 24 months.

Award eligibility check box

- The business has been trading for a period less than two years and is not bankrupt or trading insolvent at the time of entry.
- This business has not been purchased or acquired and is not part of a franchise.
- This business has not entered the categories of Excellence in Micro Business, Excellence in Small Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Provide an overview of your start-up business including the product or service delivered to market, how you identified it as a market need and who your target customer is. *Maximum word count: 200*
2. Provide an overview of the key features of your business development strategy and projected outcomes for the future. *Maximum word count: 300*
3. Describe why your project or service offering is unique within your industry and differentiates your business from competitors. *Maximum word count: 300*
4. Detail the measurable growth and key milestones you have achieved since launching your business. *Maximum word count: 400*
5. Describe the key challenges your business has faced as a start-up and how you overcame them. *Maximum word count: 400*

7. EXCELLENCE IN INNOVATION

The Excellence in Innovation Award recognises a business that has implemented innovative solutions for new and existing needs through the introduction or improvement of a **product**, technology, or application that impacts the wider community.

Entrants are required to demonstrate their achievements over the past 12 months across the key area of innovation.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Outline the innovation implemented and how it has addressed a new or existing need. *Maximum word count: 400*
2. Describe why the innovation is unique within your industry and how it differentiates your business from its competitors. *Maximum word count: 300*
3. Describe how the innovation was received by the market and external stakeholders. *Maximum word count: 300*
4. Demonstrate how the innovation has or is likely to have a positive impact on the community. *Maximum word count: 400*
5. Provide measurable evidence of how the innovation has improved the identified need, driven growth and contributed to the success of your business. *Maximum word count: 400*

8. EXCELLENCE IN SUSTAINABILITY

The Excellence in Sustainability Award recognises a business that has demonstrated its commitment to sustainable business practices and is working to reduce the impact of its operations on the environment.

Entrants are required to demonstrate their achievements over the past 12 months across the key area of environmental sustainability. Category criteria are based on initiatives and projects executed within the business not related to its core offering.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Outline your business sustainability goals and objectives including measurable targets. *Maximum word count: 300*
2. Outline the initiatives you have implemented to achieve sustainable practices within your business. *Maximum word count: 300*
3. Describe your sustainability achievements over the past 12 months including environmental outcomes. *Maximum word count: 300*
4. Describe how you involve your workforce and external stakeholders in your sustainability initiatives. *Maximum word count: 400*
5. Detail measurable evidence explaining how your business sustainability practices have improved business operations, driven growth and contributed to the success of your business. *Maximum word count: 400*

9. OUTSTANDING COMMUNITY ORGANISATION

The Outstanding Community Organisation Award recognises an organisation that works to improve the social, cultural, or environmental wellbeing of the community.

Entrants are required to demonstrate their commitment over the past 12 months to being an outstanding community organisation. This category is open to social enterprises and not-for-profit organisations that have been trading for a period of over 24 months.

Award eligibility check box

- The organisation has been trading for a continuous period of two or more years and is not bankrupt or trading insolvent at the time of entry.
- The organisation has not entered the categories of Outstanding Start-up, Excellence in Micro Business, Excellence in Small Business or Excellence in Business.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Explain the social purpose of your organisation and how it contributes to the social, cultural, or environmental wellbeing of the community. *Maximum word count: 300*
2. Provide an overview of your organisation, including the product or service you deliver within the community. *Maximum word count: 200*
3. Provide an overview of the key features of your business development strategy and projected outcomes for the future. *Maximum word count: 300*
4. Demonstrate how your organisation contributes to the local economy in your region. *Maximum word count: 400*
5. Outline the key challenges your organisation has faced over the past 12 months and explain how you have managed the impact of these challenges. *Maximum word count: 400*

10. EXCELLENCE IN DIVERSITY AND INCLUSION

This Excellence in Diversity and Inclusion Award recognises businesses that address the needs of a diverse community, including seniors, people from Culturally and Linguistically Diverse (CALD) backgrounds, and people with disability. An inclusive business facilitates the needs of all its employees and customers.

Entrants are required to demonstrate their commitment over the past 12 months to address the needs of a diverse community. This category is open to businesses that have been trading for a continuous period of two or more years.

Award eligibility check box

- The organisation has been trading for a continuous period of two or more years and is not bankrupt or trading insolvent at the time of entry.
- A representative of this business has not been a judge in this category in 2022.
- A representative of this business is not a judge in the 2023 Business Awards program.

Questions

1. Outline your current staff level and diversity – including employees with disability, older people (over 55), women, young people (18-24 years), Aboriginal and Torres Strait Islander people and people from CALD backgrounds. *Maximum word count: 200*
2. Identify and describe your positive and/or proactive inclusive practices within the business that go beyond regulatory compliance. *Maximum word count: 350*
3. Describe your HR and employment hiring practices that demonstrate your commitment to being an inclusive employer. *Maximum word count: 350*
4. Identify and describe how your business has created an accessible and inclusive environment that is welcoming for customers with a disability, seniors, and people from CALD backgrounds. *Maximum word count: 400*
5. Explain why your business embarked on being more accessible and inclusive and describe what further actions you will take in the future to become more accessible and inclusive to employees and customers. *Maximum word count: 400*

11. EXCELLENCE IN MANUFACTURING

This category recognises outstanding overall performance for a firm in the manufacturing sector. They will have a clear, focused strategy and an offer to the market that is recognised for its consistent high quality and sensitivity to customer needs. They will have strong systems across the board, from production to safety, the environment and marketing. Their people will be motivated, skilled and highly productive and will be recognised and rewarded for their efforts. The winner will be an active participant in both the manufacturing sector and the broader community.

Entrants are required to demonstrate their achievements over the past 12 months across the key area of Manufacturing.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.

Questions

1. Provide details of any export sales you have achieved. *Maximum word count: 200*
2. Describe your approach to establishing and sustaining a culture of innovation in your business that is able to consistently generate and develop new ideas into increased value for the business. *Maximum word count: 300*
3. Describe the framework you use to maintain your company's values. Do you have a values statement? Do you have a Code of Conduct? What is expected of leaders in creating a positive culture? *Maximum word count: 300*
4. Describe initiatives in place that aim to protect or improve an aspect of the local environment. *Maximum word count: 400*
5. Describe initiatives that you have undertaken to strengthen your manufacturing capability. *Maximum word count: 400*

12. EMPLOYEE OF THE YEAR

The Outstanding Employee Award recognises an inspirational employee who has demonstrated a passion for their role and a commitment to their workplace and the community.

Entrants are required to demonstrate their commitment over the past 12 months to their workplace, the community and to be an outstanding employee. To be eligible to enter this category, the individual must have been employed by their current employer for a minimum of 18 months.

Additional T&C's

In addition to the general T&Cs, the following apply to this category:

- Should the entrant leave the organisation before the Regional or State Gala event, they will not be eligible to receive an award.

Award eligibility check box

- I have been employed by my current employer for at least 18 months at the time of entry.
- I am not an employee, Regional President, State Councillor or Board Member of NSW Business Chamber Limited.
- I have not been a judge in this category in 2022.
- I am not a judge in the 2023 Business Awards program.

Questions

Entrants' full name:

Current job title:

Name of the organisation or business you work for:

Commencement of employment date:

1. Provide a brief profile, including your current role and scope of responsibilities. *Maximum word count: 200*
2. Outline your employment background, including measurable career achievements and key milestones. *Maximum word count: 300*
3. Provide an overview of your five-year goals and how you are working towards achieving them. *Maximum word count: 300*
4. Detail the specific activities and initiatives you have undertaken that have demonstrated a passion for your role and a commitment to your workplace and the community. *Maximum word count: 400*
5. Outline the reasons why you are an outstanding employee. *Maximum word count: 400*

SINGLETON ONLY CATEGORIES

These Awards recognise local excellence and have equal significance; however, they do not align to the Business Hunter Awards.

13. EXCELLENCE IN RETAIL

The Excellence in Retail Award recognises a business where the core activity is retail or retail-based and has demonstrated a high level of success and achievement, despite a tumultuous year, via the adoption of sound business principles and practices particularly relating to customer satisfaction, social media outreach, online initiatives, staff wellbeing and sustainability.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.

Questions

1. Outline the key challenges your business has faced over the last 12 months and explain how you managed the impact of these challenges on your workforce and customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
2. Describe your unique offering within your industry and why it differentiates your business from competitors. *Maximum word count: 400*
3. Share details of your most successful marketing campaign or new initiative which helped to drive growth and build a sustainable business. *Maximum word count: 400*
4. Demonstrate how your business contributes to the local economy in your region. For example, employing local people, local purchasing. *Maximum word count: 300*

14. EXCELLENCE IN HEALTH, WELLBEING AND LIFESTYLE

The Excellence in Health, Wellbeing and Lifestyle Award recognises a business where the core activities are focussed on services and products relating to the lifestyle, wellbeing, and health & lifestyle market, such as (but not limited to) Fitness centres, Hair and Beauty Industry, Travel & Leisure services.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, not bankrupt or trading insolvent at the time of entry.

Questions

1. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
2. Detail an initiative that you or your business has implemented to increase the lifestyle and wellbeing benefits within our community, or sectors thereof, over the last 12 months. *Maximum word count: 300*
3. How did you measure the success of this initiative and the level of customer satisfaction? *Maximum word count: 400*
4. Describe who is your target market and what differentiates your offering from your competitors? *Maximum word count: 400*

SINGLETON BUSINESS AWARDS

15. EXCELLENCE IN PROFESSIONAL SERVICES

The Excellence in Professional Services Award recognises a business where the core activities include the provision of professional services such as (but not limited to) legal services, real estate, human resources, accounting and bookkeeping, banking and financial, consulting, counselling, and similar services.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.

Questions

1. How have you improved your business in the past 12 months? What systems, procedures or processes did you use to achieve these improvements? *Maximum word count: 400*
2. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
3. Describe how your business is ethically responsible? *Maximum 200 words.*
4. Detail how you foster and measure client satisfaction. Provide an example if possible. *Maximum word count: 300*
5. Describe how your business has helped your clients navigate their way through the current challenges and meet their business objectives. *Maximum word count: 400*

16. EXCELLENCE IN HOSPITALITY AND TOURISM

The Excellence in Hospitality and Tourism Award recognises a business where the core activities are focussed on the hospitality and/or tourism sectors and has demonstrated a consistent and high-quality service to guests.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.

Questions

1. How have you improved your business in the past 12 months? What systems, procedures or processes did you use to achieve these improvements? *Maximum word count: 400*
2. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
3. Describe how your business is socially responsible? *Maximum 200 words.*
4. Detail who is your target market and what makes your offering unique to your competitors? *Maximum word count: 400*

17. EXCELLENCE IN AGRICULTURE

The Excellence in Agriculture Award recognises a business where the core activities are focussed on the agriculture sectors and has demonstrated a consistent and high-quality service to the industry, its customers, and clients.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.

Questions

1. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
2. How have you improved your business in the past 12 months? What systems, procedures or processes did you use to achieve these improvements? *Maximum word count: 400*
3. Detail how you foster and measure customer satisfaction. Provide an example if possible. *Maximum word count: 300*
4. Detail who is your target market and what makes your offering unique to your competitors? *Maximum word count: 400*

SINGLETON BUSINESS AWARDS

18. BUSINESS THE OF YEAR

The Business of the Year Award recognises the business who receives the highest overall weighted score as judged by the Independent Judging Panel.

All businesses who enter the Singleton Business Awards are eligible for this category.

19. PRESIDENT'S AWARD

Each year the President of Business Singleton will focus on an emerging program, initiative, individual or business which is a benefit to the community.

20. PEOPLE'S CHOICE AWARDS

This year we are asking our community to vote for the business that has provided them with the **Best Customer Service Experience** and **2023 Most Awesome Tradie**.

Voting will be via the Business Singleton website or by scanning a QR code. Members and non-members are eligible.

SINGLETON BUSINESS AWARDS

TERMS AND CONDITIONS

By entering the 2023 Singleton Business Awards, all entrants accept the following terms and conditions:

1. Entry is Free.
2. All Applicants must read and understand the terms and conditions set out in this document (Terms and Conditions) and complete the online entry form for your chosen category.
3. Business Singleton reserves the right to alter or change these Terms and Conditions at any time at its discretion.
4. Business Singleton is an entity of Business NSW.
5. All Entrants will be notified of any change to these Terms and Conditions that has taken place before their entry is judged and will be provided with a reasonable opportunity to amend or alter their entry (should they wish to do so).
6. All entries are to be lodged via the Business Singleton website <https://businesssingleton.awardsplatform.com/>
7. By lodging your entry, you agree to be bound by these Terms and Conditions.
8. Your entry must be submitted by **5pm Friday, 14 April 2023 AEST**. Business Singleton reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
9. Businesses **must have been** operating for a **minimum 2 years** at time of entry.
10. Only businesses **currently operating** in the Singleton Local Government Area are eligible to enter.
11. The Singleton Business Awards are open to members and non-members of Business Singleton (Chamber).
12. By entering into the Business Awards program, you are confirming that you are not a NSW Business Chamber Staff Member, Regional Advisory Councillor, State Councillor or Board.
13. Only members of Business Singleton or another Local Chamber can progress to the aligned categories in the Business Hunter Awards.
14. Upon their submission pursuant to these Terms and Conditions, entries become the property of Business Singleton. All information provided in the entry form will be used for the purpose of judging only and will be treated as commercial-in-confidence by Business Singleton.
15. In accordance with the Privacy Act 1988 (Cth) the Australian Privacy Principals (APP's), Business NSW and its related or controlled entities may collect, use and disclose personal information in accordance with its Privacy Policy which can be viewed online at: www.businessaustralia.com/privacy-policy or by contacting the Privacy Manager via privacy.manager@businessaustralia.com
16. The Privacy Policy is deemed to be incorporated into these Terms and Conditions and by entering the Business Singleton (in accordance with Business NSW), you are taken to consent to the Privacy Policy.
17. **PUBLICITY** - Entrants must be willing to participate in Awards-related publicity organised by Business Singleton. As this may involve contact from some of our media partners, you agree to have your contact details provided to our media partners for the purpose of contacting you with potential advertising opportunities (this does not oblige Entrants to advertise their business or organisation).
18. **JUDGING** is by a panel of independent, subject matter experts selected by Business Singleton.
 - a) Judges will allocate scores to each question asked, and these scores will be multiplied by the weighting to reach an overall score for each entry.
 - b) There will be only one winner per category.

SINGLETON BUSINESS AWARDS

- c) Where there are two or more entries with the same highest score a count back will be conducted to determine which entrant scored higher.
 - d) If the count back does not result in a winner, the judging panel will reconvene to determine the winner.
 - e) Judges and Members of the sub-committee are required to sign a confidentiality agreement and disclose any conflict of interest.
 - f) In situations where there is only one Entrant in a category and the entry does not meet the minimum judging criteria, the Judging Coordinator will contact the Entrant to discuss.
 - g) The Judging Coordinator will be assigned by the Awards sub-committee and will work in collaboration with the Member Services Coordinator.
 - h) There may be a visit to your business by the Judges. Judges may or may not make themselves known to you during their visit. Either an appointment will be made, or part of the judging will be done by the “*secret shopper*” method (in which case judges will be observing various aspects of your business such as customer service, presentation, and work safety).
 - i) The Judging Panel's decision is final, and no further correspondence will be entered into.
19. **HALL OF FAME.** Category winners are eligible to enter the same category in the subsequent year that they have won, up to a maximum of three consecutive years.
- a) If the same organisation or person wins the same category three years in a row, they will be placed in the “Hall of Fame’ for that category.
 - b) The business or person who is placed in the “Hall of Fame’ shall then be excluded from entry into that category for the next two consecutive years.
 - c) Subject to clause 18.b winners, including members of the “Hall of Fame” may enter any other category in the subsequent year of their announced win.
20. **PEOPLE’S CHOICE AWARDS.** The winner of these categories will be based on the community’s nomination and vote. Voting will be informal via the Business Singleton website or by scanning a QR code. Members and non-members are eligible.
21. **PRESIDENT’S AWARD.** Each year the President of Business Singleton will focus on an emerging program initiative, individual or business which provides a tangible benefit to the community. The data and methodology used to determine the winner will be disclosed when the People’s Choice Awards go live on 24 April 2023.

DEFINITIONS

Operating for at least 2 Years

Your business must have been fully operational for a minimum of 2 years at the time of entering the 2023 Singleton Business Awards. (or 1 year for Start-up Superstar)

Operating in the Singleton LGA

Whilst you do not have to have a “bricks and mortar” place of business within the Singleton Local Government Area to enter, you must have an established customer base in the Singleton LGA with which you currently conduct business.

Date Business Commenced

The date your business commenced operating means the date that the business commenced trading (not necessarily the date of business registration) and was ready to accept customers.

FTE

Full Time Equivalent (employee)

Business

An entity or sole trader registered with ASIC with a current Australian Business Number (ABN) listed on the Australian Business Register.