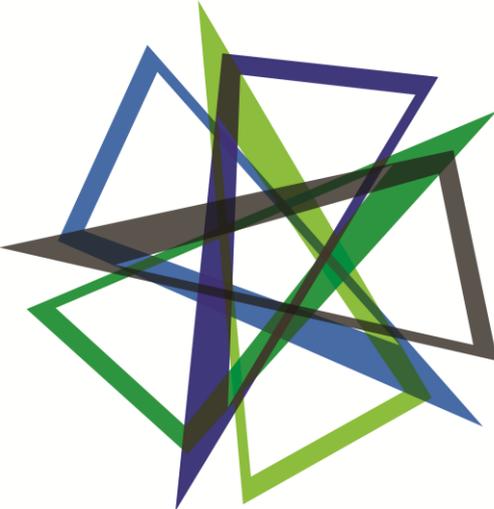


2022 Awards Nomination Pack



FM
Industry Awards
for Excellence
2022





About FMA

Established in 1988, the Facility Management Association of Australia (FMA) 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 industry research; information and networking events; education, learning and professional development opportunities; 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.



About the Awards

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

- 1. Facilities Manager of the Year**
- 2. Young Facilities Professional of the Year**
- 3. Industry Leader in Diversity**

(In 2022, the above three individual industry awards will be awarded at the State Level for each FMA State Branch first and then the National Award Winners will be selected from the State Branch Winners)

- 4. Collaborative Partnerships**
- 5. Sustainability & Resilience**
- 6. Impact on Human Experience**
- 7. Leadership in Industry Innovation**
- 8. Excellence in Facilities Management Practice**

(This category provides the opportunity to nominate under one of the 10 Facility Types listed below. In 2022 there will only be one overall winner presented with the Excellence in Facilities Management Practice Award, not individual winners per category.)

➤ **Nominations can come from the following FM Facility Types:**

- 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

Judging Process

This process involves an independent judging convenor and a panel of judges, who are all leading experts in their fields. Judges are chosen from a wide range of FM industry sectors across Australia and internationally, to ensure impartial appraisals of each submission. Each category is judged by a panel of a minimum of two judges, who are bound to declare if a conflict of interest occurs. To ensure transparency, the judging convenor oversees the entire process, in conjunction with the FMA.

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 2021 and 2022)
- 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

- Nominations must be submitted by **COB 12 August 2022 – strict deadline**
- **You must register to submit your nomination at www.fma.com.au**
- All nominations must be submitted using the **2022 FM Industry Awards for Excellence Nomination online forms**. As stated above, a link to this form will be provided once you have registered to nominate
- Forms can now be saved as you go, returning to complete, when you log into the Formsite platform
- Responses must be no longer than 200 words in length for each criterion or as indicated
- Nominations must be accompanied by the required documentation to be eligible
- If submitting a supporting video, it must not be over one minute in length and less than 10MB in size
- Case studies must use, or adhere to, the Awards Case Study template (*see Attachment 1*)
- Include quantifiable evidence where relevant to support your nomination
- Include at least **one print-quality image of the nominee or project**

Your nomination will only be judged on the information you provide for each criterion, and only up to the specified word count permitted. Additional information can be supplied as supporting documentation.

Nomination Form: Individual Award Categories: [Click HERE](#)

Nomination Form: Teams/Organisations Award Categories: [Click HERE](#)

If you have any difficulties or questions when submitting your nomination, please contact the FMA on +61 3 8641 6666 or email 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 that 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 the FMA to highlight innovation and development in the industry. **Do not include confidential information in this document.**

If you have confidential information, please include it in your responses to the criteria OR as supporting information. All other information will remain confidential, and your intellectual property will be protected.

Dates to Remember

- | | |
|--|----------------------------------|
| ○ Gala Dinner registrations open | Expressions of Interest now open |
| ○ Award nominations open | Now open |
| ○ Award nominations close | 12 August 2022 |
| ○ Gala Dinner Early-Bird registrations close | To be announced soon |
| ○ Shortlisted entries notified | Early October 2022 |
| ○ Gala Dinner registrations close | To be announced soon |
| ○ Gala Dinner Event | 17 November 2022 |

Award Partnerships

Become an Award Partner in 2022 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 facilities management in Australia!

For more information, contact the FMA on 03 8641 6666 or email nicolea@fma.com.au

Gala Dinner

- **Save The Date**
17 November 2022
- **Time**
From 6.30pm
- **Location**
Grand Hyatt Melbourne
Other locations TBA
- **Dress Code**
Black tie
- **To Register**
Visit the FMA Events & Bookings page for updates:
www.fma.com.au



Enquiries

- **Email** – 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 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. Understand the criteria and the weighting

Ensure you are aware of all the criteria applicable to the category you are responding to. Each category may have a slightly different criteria and the detail of these is important. Each of the criteria also holds a weighting, which provides you with some indication of the importance that the judges will place on that criterion and the effect that weighting will have on the score given for that criterion. As the award program aspires to encourage promulgation of knowledge new ideas and thought leadership, the criteria focused around impact on industry will be of particular importance, and therefore will be the most highly weighted this year in all categories. Consideration of whether a submission can demonstrate this should be given in deciding whether to apply for the award or not.

Criterion	Weighting
Criteria 1	10
Criteria 2	20
Criteria 3	20
Criteria 4	20
Criteria 5	30

5. 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, to ensure it is quantifiable (where possible), and to say it succinctly. You can say more in the supporting information.

6. 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, spell out acronyms for complete clarity, and make sure there are no typos or grammatical errors.

7. Submit supporting information

- You are encouraged to provide information such as client references, survey findings, third party verifiers, financial information supporting the economic viability of the project, and publications and independent research findings verifying outcomes. 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.

8. Have someone else read your nomination before you submit it

Even if you think it's OK, it's best to get someone else to read it. If they find it confusing, unclear or full of typos and repetitions, there's a good chance the judges will too – and your nomination may not get the consideration it deserves.

2022 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/or 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 Facilities Professional of the Year. Nominations will not be accepted in both categories.

Self-nomination is not permitted and 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 Facilities Manager of the Year (200 words)
- Exhibited personal qualities that demonstrate 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, e.g., mentoring, innovation, knowledge-sharing, promotion of the profession, industry development, continuing professional development, etc. ** comments in this criterion should be able to be demonstrated by independent evaluation (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

2022 Award Categories

Young Facilities Professional of the Year

Awarded for strong commitment to facilities management by a professional under 35 (month and year of birth to be supplied at time of submission).

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 be submitted for Facilities Manager of the Year **OR** Young Facilities Professional of the Year. Nominations will not be accepted in both categories.

Self-nomination is not permitted, and 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 Facilities Professional of the Year
(200 words)
- Exhibited personal qualities that demonstrate 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, e.g., mentoring, innovation, knowledge-sharing, promotion of the profession, industry development, continuing professional development, etc.* comments in this criterion should be able to be demonstrated by independent evaluation
(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

2022 Award Categories

Industry Leader in Diversity

The FMA 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 supporting diversity within the industry.

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

Nominees should also exhibit exceptional personal qualities.

Nominees **may** also be submitted for Facilities Manager of the Year **OR** Young Facilities Professional of the Year.

Self-nomination is not permitted, and past Award recipients are only eligible for renomination after three years.

Judging criteria

Submissions should address the following 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. The particular focus is to ensure the ability to demonstrate how others in the industry can benefit from understanding the experience of the industry leader in diversity (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

2022 Award Categories

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 **up to three organisations** (*more than three considered upon application*) that have entered a strategic partnership for the delivery of FM services and must include collaboration with a facilities management professional. 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 that impact facilities management practise.

Judging criteria

Submissions should address the following criteria:

- Describe the partnership structure and why the nominees should be recognised with the Collaborative Partnership Award, clearly stating a maximum of three partners, including the nominating party (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 contribution to the industry and other significant facilities management achievements, e.g., mentoring, innovation, knowledge-sharing, promotion of the profession, industry development, continuing 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, e.g., aligned and integrated solution, value creation, value for money, etc.
- Name and contact details of all partners
- Hi-res image of project or companies involved

Optional supporting documentation

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

2022 Award Categories



Sustainability & Resilience

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

Submissions should address the following criteria:

- Identify why the nominee should be recognised with the Sustainability & Resilience Award (200 words)
- Describe how the initiative was integrated into the business practices of the organisation (200 words)
- Describe how the success of the initiative was 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 to sharing the knowledge gained through the project demonstrating sustainability and resilience excellence and how the project the team were able to demonstrate the promotion of the contributions, including outcomes, this work has made to the industry and other significant facilities management achievements, e.g., mentoring, innovation, knowledge-sharing, promotion of the profession, industry development, continuing 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 of the project

Optional supporting documentation

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

2022 Award Categories

Impact on Human Experience

Awarded for leading the development of strategies and the practical implementation of professional practise that has achieved an enhanced outcome for the end users of a facility, providing them with a greater net benefit or quality of outcome than otherwise would have been derived. This includes better outcomes in user experience well-being quality of indoor environment health safety and well-being or productivity and efficiency

Nominees may be an individual, team or organisation that provides essential services responsible for the implementation of a project, process or strategy that has:

1. addressed threat preparedness
2. enhanced the safety, wellbeing and user experience of occupants
3. improved productivity over the past 12 months.

All three areas *must* be addressed in the submission.

Judging criteria

- Identify why the nominee should be recognised with the Impact on Human Experience Award, ensuring that the **three abovementioned areas are adequately addressed** (200 words)
- Describe how the initiative was integrated into the business practices of the organisation (200 words)
- Describe how the success of the initiative was measured and the extent to which health, safety, wellbeing, user experience and productivity goals were achieved (200 words)
- Identify how the knowledge and experience gained is shared and promoted (200 words)
- Commitment to sharing the knowledge gained through a project that impacted the human experience in a facility and can clearly demonstrate the broader industry promotion of the project and the quantification/qualifications of its outcomes. This will include, but not be limited to, end user feedback testimonials and independent verification of broad promotion. (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 of project

Optional supporting documentation

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

2022 Award Categories

Leadership in 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 that 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 that can be communicated in a clear and concise manner.

The primary measure of success will be the ability to demonstrate how 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 Leadership in Industry Innovation Award (200 words)
- Describe the driver or catalyst for developing this initiative, and how the initiative was integrated into the 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 to sharing the knowledge gained through the delivery and implementation of an initiative that demonstrates innovation in the facilities management industry and demonstrates the promotion of the contributions this work has made to the industry. This may be demonstrated by any independent source that is able to verify that such promotion or knowledge sharing has occurred and could include testimonials, knowledge recipients' statement of verification, conference papers presented and articles in professional journals published. (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 of project

Optional supporting documentation

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

2022 Award Categories

Excellence in Facilities Management Practice

Awarded for market-leading and innovative provision of facilities management services judged on facility type.

Nominated teams must demonstrate market-leading performance in the provision of facilities management services in Australia over the past year, which 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.

Nominations can be made under ten facility types; each application can only nominate one facility type. There will only be one overall winner.

- 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

Judging criteria

- Identify why the nominee should be recognised with the Excellence in Facilities Management Practice Award. (200 words)
- Describe how the nominee identified and aligned services with the 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 to sharing the knowledge gained through implementation of excellence in facilities management practise (within a specific facility type), outside your organisation and to the wider industry. This could be demonstrated through the submission of articles for publication conversations and discussions with peers' presentation of conference papers or other mechanisms for sharing knowledge within the industry across different organisations. (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

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 achieving 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 they choose, so long as it adheres 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 materials. All information must be uploaded at the same time to the FMA website: www.fma.com.au