

ARBS INDUSTRY AWARDS 2020  
ENTRY CRITERIA

# Outstanding Service & Maintenance Award

Nominations are invited for outstanding service delivery and operation of a maintenance and facility contract within the HVAC&R sector. Evidence of excellence in managing resources, delivering and maintaining service initiatives, implementing innovative systems or processes or improving standards and performance of facilities and equipment is required, with a focus on energy efficiency, safety and sustainable innovation. Entrants must exhibit a continuing strategic commitment to their customer. Companies will be judged by their contribution to the HVAC&R industry, not by their size.

## ENTRY REQUIREMENTS

- Must hold an ACN and have acquired operation of the contract within the last 3 years.
- Services must be performed within Australia.

## OTHER REQUIREMENTS

- Full name, address and contact details of entrant.
- Contact details of at least 3 unrelated end user endorsements who have been using the nominee for a minimum of 6 months.

## ENTRY CRITERIA

- Provide a 200-word summary of what makes the operation and management of this Service and Maintenance contract outstanding and why, including the significance to the HVAC&R industry.
- Provide information on the strategic approach to this contract including such things as objectives, customer service strategy and key personnel.
- Provide details of operational achievements such as efficiency, safety, sustainability.
- Details of service initiatives, training programs or staff performance.
- Provide details of challenges and limitations that have been overcome during the tenure such as innovations and technical challenges.
- Must include evidence of how performance has been monitored and/or measured to verify the claims (e.g. before and after tenure figures/testimonials).
- Outline the impact and broader benefits to the Air Conditioning, Refrigeration and building services industry.



## ARBS Industry Awards Nomination Information

ARBS Industry Awards is a national collaborative effort by all major HVAC&R & building services associations to showcase excellence in the Australian Air Conditioning, Refrigeration and building services industry. Outstanding young achievers, products, projects, service and education programs will be determined by a panel of judges with extensive knowledge and expertise in the ARBS sector.

Awards will be presented at a gala dinner to be held on Wednesday 20 May 2020 at Crown Palladium, Melbourne.

The awards are open to any individual, private or public companies or organisations, who have contributed to the Australian HVAC&R and building services industry, for example via research, design, manufacture, supply, distribution, installation, implementation, maintenance, servicing, education and training. This includes multi-national and international subsidiaries, government departments, educators, agencies or bodies, franchisors and non-government organisations. Eligible entries must have proof of performance validation within Australia.

### Award Categories:

- Young Achiever Award
- Product Excellence Award
- Software/Digital Excellence Award
- Project Excellence Award
- Service and Maintenance Award
- Industry Education/Training Award

### How to Enter

1. Download the selection criteria and a nomination form from: [www.arbs.com.au](http://www.arbs.com.au)  
*It is not mandatory to answer all questions in the selection criteria if some are not relevant to your application however keep in mind they are designed to address the judging criteria.*
2. Entries must include a completed nomination form, a submission addressing the selection criteria and supporting documentation. Entrants may complete their submission using the submission template *OR* submit the application as a word document or pdf.
3. Email entry to [arbsawards@arbs.com.au](mailto:arbsawards@arbs.com.au) (electronic submissions only please)
4. Evidentiary and supporting materials must not exceed more than 5MB for electronic transmission.
5. Entrants may apply for multiple categories however separate nomination forms must be used. Previous entrants who did not receive an ARBS Industry Award are eligible to re-enter if the product or project is still relevant (conditions apply).
6. Receipt of all entries will be confirmed by email.

7. Nominations open on 1 July 2019 and close at 5pm on 15 November 2019.

#### **Application tips:**

1. The 200-word summary should provide a synopsis of all information in the submission and why it is deserving of the award. Explanations and evidence follow in the main body of text. Summary will also be used for publicity purposes.
2. Structure your submission around the key points in the selection criteria. Demonstrate what makes your entry outstanding, including proof and evidence of performance and/or outcomes. Refer to submission template for more information.
3. How is your entry excellent or innovative - a new way of thinking or doing something, setting new standards and/or overcoming challenges etc?
4. Be succinct. Judges prefer applications that are clear, concise and direct to the point.
5. Be enthusiastic about your entry. It is contagious.
6. Be neat. Presentation is taken into consideration.
7. Demonstrate or provide proof of key outcomes/results in your submission.
8. Attach supporting evidence, statistics, graphs, illustrations, videos and pictures to the entry. Reference all attachments so they are easily located.
9. Owner's consent needs to include authorisation to enter into the competition, for possible onsite visits, photographs and publicity.
10. Receipts and correspondence will be sent to the email address provided. It is your responsibility to ensure all contact details are correct.

#### **Terms and Conditions of Entry:**

##### **General**

1. The awards are open to any individual, private or public companies or organisations, who have contributed to the Australian Air Conditioning, Refrigeration and Building Services (ARBS) industry, for example via research, design, manufacture, supply, distribution, installation, implementation, maintenance and servicing. This includes multi-national and international subsidiaries, government departments, agencies or bodies, franchisors and non-government (private) organisations. Eligible entries must have proof of performance validation within Australia.
2. Nominated entries must have the consent of the nominee. All nominations submitted on behalf of a company or organisation must be provided by an authorised employee or member of the organisation entering the awards. If the nominations are on behalf of two or more organisations, the entry should be in joint names.
3. All entries must be submitted in English and include a completed nomination form and submission.
4. Applicants warrant that their entry into the competition will not infringe any national or international copyright, trademark or intellectual property laws.
5. ARBS Exhibitions Ltd and award sponsors are authorised to publish, display, broadcast, and use the entrant's name, media summary, images, trade names, trademarks and logos for purposes related to the awards freely, without royalties or payment.
6. Winners and short-listed entrants are entitled to use the ARBS Awards Industry logo, category and name for promotional purposes.

7. ARBS Exhibitions Ltd is not liable under any circumstance for any damage, infringement or violation affecting the property rights of the nominee, an organisation or an individual. ARBS Exhibitions Ltd is not liable for any errors/omissions during the publicity campaign.
8. Awards entrants and participants agree not to take any legal action before, during or after the awards program with respect to:
  - a. any decision of the ARBS Awards Committee, judges or ARBS Exhibitions Ltd
  - b. any of its members, representatives, judges or sponsors, in respect to:
    - i. entrants and entry selection
    - ii. submission assessment and evaluation
    - iii. the selection of applicants, judges, terms and conditions, sponsors or other decisions concerning the award/s
9. Completed submissions must be lodged with the ARBS Industry Awards Coordinators no later than **5pm on 15<sup>th</sup> November 2019**.

**Judging:**

1. ARBS Exhibitions Ltd will select a panel of judges with extensive knowledge and expertise in the HVAC&R and building services sector, who are bound by a strict code of conduct. ARBS Exhibitions Ltd does not have to disclose the judges' identities.
2. Members of ARBS Exhibitions Ltd, award judges and their immediate families may not directly enter into the competition. Members of the judging panel who are employed by an organisation that applies for an award will not evaluate or review said organisation's entry. Members of the judging panel who are employed by an organisation that sponsors the awards program will not evaluate or review said organisation's entry.
3. Judging is based on the information provided - how well the assessment criterion is met, not by comparison to competitors. In some instances, judges may request further substantiation from an applicant at any time. Misleading information will lead to automatic disqualification of a nominee.
4. The judges may merge or eliminate categories at their discretion should entries not reach the quality standard for the competition. They may also reclassify an entry. Entrants will be notified in this instance.
5. The judges' decision will be final and no correspondence will be entered into.
6. Applications will not be returned.