



2023 NATIONAL BUSINESS EXCELLENCE AWARDS

INFORMATION GUIDE
& ENTRY FORM

MASTER BUILDERS AUSTRALIA SPONSORS

PLATINUM



MAJOR



CREATIVE & DIGITAL
PARTNER

SCREENCRAFT

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ABOUT

The 2023 National Business Excellence Awards recognise exceptional business acumen, business improvement and resilience initiatives, innovation, and corporate responsibilities, within a business.

The awards validate and celebrate the businesses which are leading the way in best practice, and which have genuinely instilled this objective into their long-term business strategy. The awards also aim to inspire all businesses in the building and construction industry, large and small, to make excellence in best practice the foundation of their mission and brand.

The awards will be presented at a Gala Dinner in Sydney on 6 September 2023.

WHO SHOULD ENTER

Small, medium, and large businesses in the residential, commercial, and civil/engineering sectors with a great story to tell about how they have built their business success.

WHY YOU SHOULD ENTER

Gain recognition as a leader in your industry and be recognised as one of Australia's best building and construction businesses. Boost your business success with more credibility to open new opportunities.

NOMINATIONS OPEN	Monday 6 March 2023
CLOSE	COB Friday 4 August 2023
GALA AWARDS DINNER	Wednesday 6 September 2023 6.00pm–10.00pm Hinchcliff House 5–7 Young Street Circular Quay Sydney NSW

AWARD CATEGORIES

Commercial Construction

- National Business Excellence Award for Small Commercial Construction Company
– Annual Turnover under \$20M
- National Business Excellence Award for Medium Commercial Construction Company
– Annual Turnover between \$20M–\$50M
- National Business Excellence Award for Large Commercial Construction Company
– Annual Turnover over \$50M

Residential

- National Business Excellence Award for Small Residential Building Company
– Annual Turnover under \$5M
- National Business Excellence Award for Medium Residential Building Company
– Annual Turnover between \$5M–\$20M
- National Business Excellence Award for Large Residential Building Company
– Annual Turnover over \$20M

Civil Construction

- National Business Excellence Award for Small Civil Construction Company
– Annual Turnover under \$20M
- National Business Excellence Award for Medium Civil Construction Company
– Annual Turnover between \$20M–\$50M
- National Business Excellence Award for Large Civil Construction Company
– Annual Turnover over \$50M

CONDITIONS OF ENTRY

1. An entrant ('entrant' includes a business and its directors/partners and/or, where appropriate, the named individual) must be a financial member of a Master Builders Association (or organisation) in Australia.
2. An entrant must have been operating for a minimum period of 3 years and have a registered Australian Business Number (ABN).
3. Eligibility is subject to the terms of entry as outlined in the Entry Form.
4. Master Builders Australia reserves the explicit right to exclude the nomination or withdraw/revoke an Award for any conduct that may adversely affect the reputation of or cause damage to the brand of Master Builders.
5. Master Builders Australia Ltd and the Master Builders State and Territory Associations guarantee total confidentiality of the entrant's submission and that the details contained within the submission are to be used solely for assessment and judging for the Master Builders Australia National Business Excellence Awards.
6. Applications must be received at the National Office by COB Friday, 4 August 2023 to:
events@masterbuilders.com.au

SUBMISSIONS

JUDGING CRITERIA

Our Judges will look at how you have applied **exceptional** business excellence, and you will be assessed on all 5 of the following areas, **individually and collectively**:

1. Financial Management
2. Operations Management
3. Customer Service
4. Business Resilience and Improvement Initiatives
5. Corporate Social Responsibility

Please ensure you have covered all key performance indicators when preparing your submission.

If judges are not satisfied that any entrant has met an exceptional standard, an award will not be conferred.

ENTRY GUIDELINES

There are six sections to be completed by all entrants, and each section should be limited to a maximum of 4 pages. Hyperlinks may be used within your submission to provide additional information, testimonials and images are also excepted within the submission document.

Section 1 – Financial Management

- Provide evidence of your company's financial stability. (Accountant statement)
- Provide a written overview of how your company effectively manages cash flow, engages in sound financial management practices/systems and monitoring with invoicing progress payments, contractor, and supplier payments.
- What initiatives are in place for financial accountability within the business?
- Describe an example of the company process in making financially sound and responsible decisions.

Section 2 – Operations

- Provide a brief overview of your company's operations from sales/tendering through to your onsite project management process, including best practice processes, management of suppliers, sub-contractors and how that links with the various off-site process with workflow, estimating, permits, contract administration and internal office administration support.
- Provide an overview of your HR management practices, including recruitment, promotional development, safety management, general health and wellbeing, social interaction, and diversity programs.
- Include how your company identifies, manages, and mitigates risk.
- Include how your company evaluates and improves the way business is done.

Section 3 – Customer Service

- Provide details of how you interact with your clients from the commencement of a project to completion. What systems do you have in place? How do you evaluate customer service? Do you have a customer service strategy? What methods do you have in place?
- Provide a written example of customer service best practice in your business.
- Provide two client referee testimonies who can be contacted by judges.

Section 4 – Business Resilience and Improvement Initiatives

- Provide details on what measures you have implemented to make your business more resilient and improve your business.

Section 5 – Corporate Social Responsibility

- Provide detailed information on your company's CSR activities, e.g. business practice initiatives, staff participation and company support and how your activities make a measurable impact on the community.

Section 6 – The Why

- Provide an explanation as to why you have gone to the effort of instilling business excellence throughout the business. Use examples to assist with this explanation.

ENTRY CHECKLIST

To submit your entry, complete and submit the following to events@masterbuilders.com.au by COB Friday 4 August 2023:

- Entry Form
- Agreement to Terms of Entry

More information can be sought by emailing events@masterbuilders.com.au or calling 02 6202 8888.

Note: all fields are mandatory, and submissions will not be accepted without completed forms.

ENTRY FORM

NAME OF BUSINESS

ADDRESS OF BUSINESS

ACN/ABN

CONTACT PERSON

PHONE

EMAIL

MASTER BUILDERS

(STATE/TERRITORY)

AWARD CATEGORY

Tick box applicable

COMMERCIAL CONSTRUCTION

- ☐ Small Commercial Construction Company – Annual Turnover under \$20M
- ☐ Medium Commercial Construction Company – Annual Turnover over \$20M but under \$50M
- ☐ Large Commercial Construction Company – Annual Turnover over \$50M

RESIDENTIAL

- ☐ Small Residential Building Company – Annual Turnover under \$5M
- ☐ Medium Residential Building Company – Annual Turnover over \$5M but under \$20M
- ☐ Large Residential Building Company – Annual Turnover over \$20M

CIVIL CONSTRUCTION

- ☐ Small Civil Construction Company – Annual Turnover under \$20M
- ☐ Medium Civil Construction Company – Annual Turnover over \$20M but under \$50M
- ☐ Large Civil Construction Company – Annual Turnover over \$50M

AGREEMENT TO TERMS OF ENTRY

I can confirm that the entrant:

- Is a financial member of a Master Builder Association in Australia.
- Has been operating for at least three years and has an ABN or ACN.
- Including its Owner/Directors/Partners; has not filed for Bankruptcy, been placed in receivership, committed any act of insolvency, been the subject of charges which have resulted in a disclosable criminal conviction or breach of relevant workplace and/or safety laws, or the subject of an adverse finding by a relevant Commonwealth/State/Territory regulatory body (e.g. Fair Trading, Building Commission) for a period of 10 years prior to the presentation of the Award.
- Has not been the subject of a court order for monies owed to a client or sub-contractor in the past ten years.
- Has disclosed to Master Builders Australia any and all current court proceedings to which it is a party for any action, such as alleged monies owed to a client or sub-contractor.
- Has not had any adverse finding made against it by any Commonwealth Government regulatory body – (e.g. Fair Work Ombudsman, Australian Tax Office) within the prior 10 years.

I acknowledge that:

- Master Builders Australia reserves the right to exclude the nomination for, or revoke or an Award for any conduct, event, finding or other matter however, so defined, that may adversely affect the reputation of or cause damage to the brand of Master Builders.
- Master Builders Australia will do any background check necessary to assess the bona fides of this application.

Documentation for each of the five sections with no more than four pages per criteria:

1. Financial Management _____ pages
2. Operations Management _____ pages
3. Customer Service _____ pages
4. Business Resilience and Improvement Initiatives _____ pages
5. Corporate Social Responsibility _____ pages

I AGREE TO THE CONDITIONS OF ENTRY

NAME OF BUSINESS

**DIRECTOR/PARTNER/
SOLE TRADER/OWNER**

SIGN

DATE



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A U S T R A L I A

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