



**MASTER BUILDERS**  
A U S T R A L I A

# **2025 National Business Excellence Awards Guideline Document**

## About

Master Builders Australia prioritises best business practice among its members, aiming to establish sustainable supply chain structures and foster profitability. In line with this vision, the National Business Excellence Awards recognize outstanding business acumen, improvements, innovation, and corporate responsibility within the building and construction industry. These awards highlight and celebrate businesses that excel in best practices, inspiring others to integrate excellence into their long-term strategies.

The 2025 National Business Awards will culminate in a prestigious Gala Dinner scheduled for 28<sup>th</sup> November 2025 in Adelaide.

### Who should enter?

Small, medium, and large businesses in the residential, commercial, and civil/engineering sectors are encouraged to share their success stories.

### Why should you enter?

Gain industry recognition as a leading business, enhancing credibility and opening doors to new opportunities.

### Key Information

**Nominations Open:** 10<sup>th</sup> June 2025

**Nominations Close:** 15<sup>th</sup> September 2025

**Gala Awards Dinner:** 28<sup>th</sup> November 2025, 6:00 pm – 10:00 pm

# AWARD CATEGORIES

## Commercial Construction

- National Business Excellence Award for Small Commercial Construction Company – Annual Turnover under \$25M
- National Business Excellence Award for Medium Commercial Construction Company– Annual Turnover between \$25M–\$60M
- National Business Excellence Award for Large Commercial Construction Company– Annual Turnover over \$60M

## Residential

- National Business Excellence Award for Small Residential Building Company – Annual Turnover under \$6M
- National Business Excellence Award for Medium Residential Building Company – Annual Turnover between \$6M–\$23M
- National Business Excellence Award for Large Residential Building Company – Annual Turnover over \$23M

## 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 Monday, 15<sup>th</sup> September 2025 to: [events@masterbuilders.com.au](mailto:events@masterbuilders.com.au)

# SUBMISSIONS GUIDELINES

To ensure a fair and thorough evaluation process, submissions will undergo two stages of judging:

## Stage 1

### Submission Requirements

- Applicants must pass a credit check.
- Provide a comprehensive entry document addressing the six mandatory criteria.
- Sub-contractor & client references check need to be satisfactorily met.

Meeting these requirements will qualify the entry for consideration in the second stage and to be deemed a finalist for the awards.

## Stage 2

Judging Criteria: Our panel of judges will evaluate entries based on the following five criteria, both individually and collectively:

- Financial Management
- Operations Management
- Customer Service
- Business Resilience and Improvement Initiatives
- Corporate Social Responsibility
- The Why

Applicants are encouraged to address all key performance indicators relevant to each criterion in their submissions.

# ENTRY GUIDELINES

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

## Section 1 – Financial Management

1. Provide evidence of your company's financial stability, supported by an accountant statement.
2. Offer a written overview detailing how your company effectively manages cash flow, including the utilisation of sound financial management practices and systems for monitoring invoicing progress payments, contractor, and supplier payments.
3. Describe initiatives in place for financial accountability within the business.
4. Illustrate an example of the company's process in making financially sound and responsible decisions.

## Section 2 – Operations

1. Offer a brief overview of your company's operations, covering the entire process from sales/tendering to onsite project management.
2. Describe your best practice processes and how you manage suppliers, subcontractors, and the integration of off-site processes such as workflow, estimating, permits, contract administration, and internal office administration support.
3. Provide an overview of your HR management practices,
  - a. encompassing recruitment, promotional development, general health and wellbeing initiatives, social interaction programs, and diversity programs.
  - b. safety management systems, attest that no serious injuries or deaths have occurred within the last 10 years.
4. Detail how your company identifies, manages, and mitigates risk within its operations.
5. Explain how your company evaluates and continuously improves its business practices.
6. Provide contact details of two sub-contractors who can act as referees. The sub-contractors will be contacted by MBA.

## Section 3 – Customer Service

1. Detail how your company interacts with clients throughout the entire project lifecycle, from project commencement to completion.
2. Discuss the systems in place for client interaction, how you evaluate customer service, whether you have a formal customer service strategy, and the methods employed to ensure exceptional service delivery.
3. Offer a written example illustrating a customer service best practice within your business.
4. Describe a specific instance where your company went above and beyond to satisfy a client's needs or expectations.

5. Provide two client referee testimonies who can be contacted by judges. These testimonials should highlight positive experiences with your company's customer service and support the claims made in your submission.
6. Provide contact details of two clients who can act as referees. The clients will be contacted by MBA.

#### **Section 4 – Business Resilience and Improvement Initiatives**

1. Provide comprehensive details regarding the measures your company has implemented to enhance business resilience and foster continuous improvement.
2. Discuss specific strategies, initiatives, or processes that have been put in place to withstand challenges and drive positive change within the organisation.

#### **Section 5 – Corporate Social Responsibility**

1. Offer detailed information regarding your company's Corporate Social Responsibility (CSR) activities.
2. Describe business practice initiatives, staff participation, and company support for community causes.
3. Explain how these activities make a measurable impact on the community, whether through social, environmental, or economic contributions.

#### **Section 6 – The Why**

1. Offer a compelling explanation for why your company has made the effort to instil business excellence throughout its operations.
2. Utilise examples to illustrate the motivations behind your commitment to excellence, highlighting the benefits it brings to your company, employees, clients, and the broader community.

# ENTRY CHECKLIST

To submit your entry, complete and submit the following to [events@masterbuilders.com.au](mailto:events@masterbuilders.com.au) by COB Monday 15<sup>th</sup> September 2025:

- Entry Form
- Agreement to Terms of Entry

More information can be sought by emailing [events@masterbuilders.com.au](mailto:events@masterbuilders.com.au)

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**