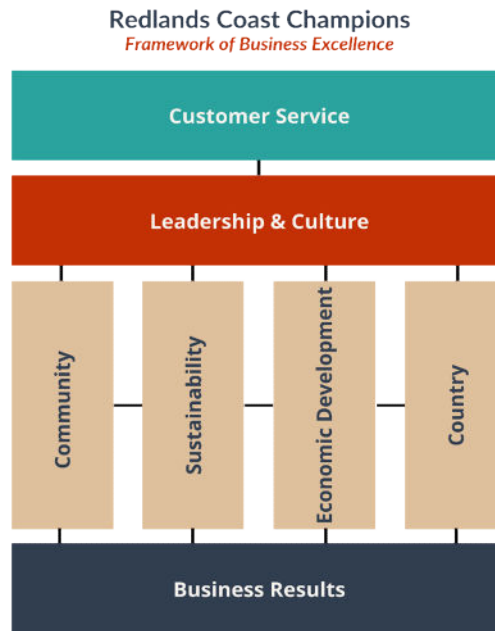


REDLANDS COAST BUSINESS EXCELLENCE AWARDS 2023

THE AWARDS FRAMEWORK

The new framework puts the spotlight on seven key factors that promote excellence in business:

- Customer Service
- Leadership & Culture
- Community
- Sustainability
- Economic Development
- Commitment to Country
- Business Results



THE AWARD OBJECTIVES

The objectives of the Redlands Coast Business Excellence Awards Program for 2021 and beyond are to:

- **Recognise** business excellence in line with the Redlands Coast Chamber of Commerce strategic vision and plan
- **Celebrate** the growth, improvement and innovation of local business and industry
- **Promote** excellence in business leadership, strategy and relationships to deliver results
- **Support** and celebrate a culture of community spirit and connection.

Award criteria and interview questions are aligned with the Awards Framework and Objectives to allow businesses across all sectors and industries to tell their story in a way that allows for consistent, fair and measurable merit-based judging.

AWARD CRITERIA AND GUIDANCE

Applicants can nominate themselves into **only ONE Category** (please find the category that is a “best fit” for your industry).

**This does not apply to applicants wishing to enter People’s Choice or Women in Business categories.*

These categories may be entered into as additional categories.

Applicants should frame their responses on the last 12-14 months of business activity.

Four award questions are judged to give a total score out of 100 points. Total scores will be used to determine the finalists and winners.

Responses can be submitted through:

- Written Response – (recommended max 500 words per question)
- Video Response – (recommended max. 2 minutes per question)

Additional collateral can be included with your submission. Suitable collateral includes:

- Photos (please be mindful of image size)
- Videos (please be mindful of file size)
- Testimonials (recommended max. 100 words)
- Website information
- Socials information

REDLANDS COAST BUSINESS EXCELLENCE AWARDS 2023

THE FOUR PILLARS

To highlight the local businesses displaying excellence in areas of good business practice and procurement, including Economical, Social and Governance; we have aligned these to our Business of the Month awards, with four key pillars;

- Champion of Community
- Champion of Sustainability
- Champion of Economic Development
- Champion of Country

	Businesses who involve themselves in supporting a social issue, or 'giving back' <i>eg: have created initiatives that address social issues such as homelessness, gender equality, domestic violence, etc.</i>
COMMUNITY	<p>Works collaboratively with community organisations or fellow Redlands businesses towards positive community outcomes <i>eg: create collaboration opportunities for a number of businesses to give to a cause/local charity</i></p> <p>Provide opportunities for disadvantaged/marginalised members of our community to engage with their business/employees <i>eg: give employees a day off each year to volunteer for a local charity, create ways to engage marginalised groups in employment</i></p>
SUSTAINABILITY	<p>Takes initiative in engaging in improving sustainability practices in their business <i>eg: has moved to zero waste, powers premises with solar, recycles or engages in circular economy practices.</i></p> <p>Practices 'procurement for good' by partnering with businesses who engage in sustainable business practices</p>
ECONOMIC DEVELOPMENT	<p>Takes initiative and demonstrates problem solving skills in attracting/retaining talent</p> <p>Demonstrates a commitment to employing Redlands Coast locals</p> <p>Contributes to the Champion Redlands Coast message by promoting the Redlands Coast as an attractive place to do business.</p>
COUNTRY	<p>Engages in indigenous procurement, specifically from the Quandamooka region if possible</p> <p>Actively looks to provide employment opportunities for the indigenous community</p> <p>Engages positively with and in collaboration with our indigenous community and key stakeholders of the Quandamooka region <i>eg: engages with local indigenous leaders when opening a business that has any impact on that community, consults with other agencies in supporting indigenous communities</i></p>

Redland Business Excellence Awards 2023 - MARKING CRITERIA															
QUESTION 1 Customer Service				QUESTION 2 Leadership & Culture				QUESTION 3 The 4 Pillars				QUESTION 4 Business Results			
QUESTION 1(a)		QUESTION 1(b)		QUESTION 2(a)		QUESTION 2(b)		QUESTION 3(a) COMMUNITY		QUESTION 3(b) SUSTAINABILITY		QUESTION 3(c) ECONOMIC DEVELOPMENT		QUESTION 3(d) COUNTRY	
SCORE	QUESTION 1(a)	SCORE	QUESTION 1(b)	SCORE	QUESTION 2(a)	SCORE	QUESTION 2(b)	SCORE	QUESTION 3(a) COMMUNITY	SCORE	QUESTION 3(b) SUSTAINABILITY	SCORE	QUESTION 3(c) ECONOMIC DEVELOPMENT	SCORE	QUESTION 3(d) COUNTRY
	How do you collect feedback (either positive or negative) from your customers? What is the process your business has in place for the review and improvement of service and processes? <i>Please attach/provide a recent testimonial from a customer that your business has received?</i>		What recognition (either through awards, public relations, or other ways) have you/your business/team received?		How does your business Champion the Redlands Coast as a region?		Outline the recent training you, or your team have undertaken for (or within) your business?		How has your business shown its dedication to business excellence in the following areas? What things do you/your business do, that make you a champion in these areas?		How has your business shown its dedication to business excellence in the following areas? What things do you/your business do, that make you a champion in these areas?		How has your business shown its dedication to business excellence in the following areas? What things do you/your business do, that make you a champion in these areas?		How has your business shown its dedication to business excellence in the following areas? What things do you/your business do, that make you a champion in these areas?
20		20		20		20		20		20		20		20	
19		19		19		19		19		19		19		19	
18		18		18		18		18		18		18		18	
17		17		17		17		17		17		17		17	
16		16		16		16		16		16		16		16	
15		15		15		15		15		15		15		15	
14		14		14		14		14		14		14		14	
13		13		13		13		13		13		13		13	
12		12		12		12		12		12		12		12	
11		11		11		11		11		11		11		11	
10	Process is exemplary and business shows an understanding and demonstration of process for review and improvement	10	Recognition has been vast and business shows exemplary performance and results of achievement.	10	Exemplary understanding and demonstration of practical and recognisable community connection and positive engagement with the Redlands Coast community	10	Training is regularly undertaken and business shows an understanding and demonstration of exemplary culture and leadership	10	Exemplary understanding and demonstration of business excellence in community connection; with obvious difference seen/shown within their business sector.	10	Exemplary understanding and demonstration of business excellence in sustainability by the organisation and within the workplace; with obvious difference seen/shown within their business sector.	10	Exemplary understanding and demonstration of business excellence focussed on economic development; with obvious difference seen/shown within their business sector.	10	Exemplary understanding and demonstration of business excellence in connection to country; with obvious difference seen/shown within their business sector.
9		9		9		9		9		9		9		9	
8	Process is very strong and business shows understanding and demonstration of process for review and improvement	8	Recognition has been significant and business shows very strong performance and results of achievement.	8	Very Strong understanding and demonstration of practical community connection and positive engagement with the Redlands Coast community	8	Training is regularly undertaken and business shows an understanding and demonstration of very strong culture and leadership	8	Very Strong understanding and demonstration of business excellence in community connection; with practical difference seen/shown within their business sector.	8	Very Strong understanding and demonstration of business excellence in sustainability by the organisation and within the workplace; with practical difference seen/shown within their business sector.	8	Very Strong understanding and demonstration of business excellence focussed on economic development; with practical difference seen/shown within their business sector.	8	Very Strong understanding and demonstration of business excellence in connection to country; with practical difference seen/shown within their business sector.
7		7		7		7		7		7		7		7	
6	Process is positive and business shows understanding and/or demonstration of process for review and improvement	6	Recognition has been moderate and business shows positive performance and results of achievement.	6	Positive understanding and/or demonstration of community connection and positive engagement with the Redlands Coast community	6	Training is sometimes undertaken and business shows an understanding and/or demonstration of positive culture and leadership	6	Positive understanding and/or demonstration of business excellence in community connection; with positive difference seen/shown within their business sector.	6	Positive understanding and/or demonstration of business excellence in sustainability by the organisation and within the workplace; with positive difference seen/shown within their business sector.	6	Positive understanding and/or demonstration of business excellence focussed on economic development; with positive difference seen/shown within their business sector.	6	Positive understanding and/or demonstration of business excellence in connection to country; with positive difference seen/shown within their business sector.
5		5		5		5		5		5		5		5	
4	Process is emerging and business shows some understanding or demonstration of process for review and improvement	4	Recognition has been minimal and business shows emerging performance and results of achievement.	4	Emerging understanding and/or demonstration of positive connections with the Redlands Coast community	4	Training is sometimes undertaken and business shows an emerging understanding and demonstration of culture and leadership	4	Emerging understanding and/or demonstration of business excellence in community connection; with some difference seen/shown within their business sector.	4	Emerging understanding and/or demonstration of business excellence in sustainability by the organisation and within the workplace; with some difference seen/shown within their business sector.	4	Emerging understanding and/or demonstration of business excellence focussed on economic development; with some difference seen/shown within their business sector.	4	Emerging understanding and/or demonstration of business excellence in connection to country; with some difference seen/shown within their business sector.
3		3		3		3		3		3		3		3	
2	Limited understanding and/or demonstration of connections with the Redlands Coast community	2	Recognition has not been identified in any way and business shows limited performance and results of achievement.	2	Limited understanding and/or demonstration of connections with the Redlands Coast community	2	Training is hardly undertaken and business shows a limited understanding and demonstration of culture and leadership	2	Limited understanding and/or demonstration of business excellence in community connection; with limited difference seen/shown within their business sector.	2	Limited understanding and/or demonstration of business excellence in sustainability by the organisation and within the workplace; with limited difference seen/shown within their business sector.	2	Limited understanding and/or demonstration of business excellence focussed on economic development; with limited difference seen/shown within their business sector.	2	Limited understanding and/or demonstration of business excellence in connection to country; with limited difference seen/shown within their business sector.
1		1		1		1		1		1		1		1	
SCORE _____ (out of 10)		SCORE _____ (out of 10)		SCORE _____ (out of 10)		SCORE _____ (out of 10)		SCORE _____ (out of 10)		SCORE _____ (out of 10)		SCORE _____ (out of 10)		SCORE _____ (out of 10)	

TOTAL (out of 100) 0