Organised by: Kimberly-Clark PROFESSIONAL*

In partnership with: CSSA CLEANING & SUPPORT SERVICES ASSOCIATION

Gold sponsor: Diversey for a cleaner, healthier future

Ambassador sponsors: BCC, C&M Cleaning and Maintenance, BICSc The British Institute of Cleaning Science

The KIMBERLY-CLARK PROFESSIONAL*
Golden Service Awards 2011
in partnership with the Cleaning and Support Services Association

APPLICATION FORM

The Golden Service Awards recognises excellence in the cleaning and support services industry. The Awards provide a benchmark for quality and a means of identifying your organisation as a leader in the field. Entries are welcome from any public or private sector organisation of any size based in the UK and Ireland.

The Golden Service Awards judging process takes place in two stages. Initial judging is based on the entry form submission with points awarded by a judging team based on the amount of relevant information supplied and the quality of the testimonials. From this, a number of finalists are selected for each category; the exact number depends on the number of entries per category and the quality of the submissions. The second part of the judging process is the site visit which will take place in June and July 2011. BICSc will appoint four experienced judges to visit each of the nominated premises and only one judge is responsible for each category so that all entries are equally assessed.

Innovation, staff management, training and client relationship are among the main criteria which will be assessed. Remember it is not the size of your business that is important, but the quality of the service provided.

The closing date for entries is **midday Friday 29 April 2011** so please complete and return this form as soon as possible, together with supporting material in accordance with Section 5 and the Entry Check List on this form.

You do not have to be a customer of KIMBERLY-CLARK PROFESSIONAL* or registered with any trade association to enter the KIMBERLY-CLARK PROFESSIONAL* Golden Service Awards 2011, in partnership with the CSSA.

The OVERALL Winner 2009
OCS Group UK Ltd for Gunwharf Quays at Portsmouth Harbour

The Golden Service Awards 2009

The KCP* Cleaner of the Year
Teresa Orozco Loaiza from CI Business Services Ltd

The KIMBERLY-CLARK PROFESSIONAL*
Golden Service Awards 2011 in partnership with the CSSA

Welcome to the Golden Service Awards 2011 – the cleaning industry's premier event. This is your opportunity to promote the excellent work carried out by your cleaning teams and to give them the recognition they deserve.

For your entry to be successful, it is vital that you read the advice notes and conditions of entry carefully before completing your application. It is important to remember that judges will be judging standards achieved, not simply whether the specification is followed.

HINTS ON PREPARING YOUR APPLICATION

- **Read the entry form carefully. Marks are awarded for answers to every question relevant to your application and could make the difference between becoming a finalist or not.**

- **Submit copies of certificates which are relevant in support of your application.** We request that you submit the documents on either a memory stick or a cd-rom. Please ensure that originals or certified copies of originals are available for the judges to review during a site visit. If not, marks will be deducted.

- Be conscious of the award title and objectives when submitting your application.

- The judges will need a good understanding of the contract nominated in terms of site layout, cleaning requirements and difficulties faced as well as the effectiveness of staff and client communication. Explain as simply and effectively as possible how teamwork, good management and any other techniques are used to address your particular premises and cleaning needs **and note that your written submission must not exceed 1,000 words.**

- **For cleaners and site supervisors,** the judges will be looking for dedication, good technique and certificated competence. The more responsibilities listed, the stronger the application and better the chance of becoming a finalist.

- **At the first stage, the judging panel will consider the application on the basis of the written evidence submitted.** Shortlisted applicants will then be selected for a site visit. **The nominated cleaner and/or supervisor must be available at this time.**

CRITERIA

- **For the Industry Training Award**, specific projects or organisation-wide training can be entered. The criteria of the award are as follows:

  – An obvious benefit for both the organisation and individuals involved.

  – Training which links clearly to organisational needs and moves the business forward.

  – Training which links into the industry's training and development strategies.

  – Training which has resulted in certification or accreditation.

  – Results which can be quantified and linked to original objectives.

- **For the Health & Safety and Environmental Awards**, specific projects can be entered. The criteria for the Awards are as follows:

  – Obvious benefits for both the organisation and individuals involved.

  – Suitable Health & Safety or Environmental management systems in place.

– Training which has resulted in certification or accreditation.

– Results which can be quantified and linked to original objectives.

- **For the Best Small Cleaning Business and Best Specialist Cleaning Company Awards, the judges are looking for:** The company that in the opinion of the judges has delivered the highest quality cleaning service to its client and where there is evidence of excellence in staff training, sustainable operations and health and safety.

- **For the Service Delivery Innovation of the Year Award, the judges are looking for:** significant adjustments which have been introduced in the structure and/or management of cleaning contracts or changes to the management of chemicals, machinery or other materials that have led to:

  a) a considerable improvement in the quality of cleaning services delivered to the client, and/or;
  b) a reduction in the costs and time required to deliver an excellent cleaning service.

CONDITIONS OF ENTRY

- **Please use one application form for each entry.**

- **All categories are open to both contract cleaners and in-house cleaning teams.**

- Entries must be signed and dated.

- Each entry will be subject to an application fee of **£100 + VAT (£120.00)**. A nominated cleaner and site supervisor from the entered premises may be put forward for an Award (Categories 18 and 19 - see page 8) at no extra charge. All cheques should be made payable to **The Golden Service Awards**.

- In-house cleaning team entries from buildings within the public sector, schools and the NHS healthcare are exempt from entry fees.

- Entries will not be accepted without supporting materials as detailed in the Entry Check List (see page 9).

- There is no restriction on entries provided the building in question is a place of work.

- Applicants may enter sites that have been submitted in previous years.

- Applicants may submit entries for more than one category/sector but each entry must be on a separate form.

- It is not possible to enter the awards online.

- Copies of certificates and supporting materials on either a memory stick or cd-rom with your application must be submitted.

- Each finalist must be available when visited by a site judge at a convenient time during June and July 2011 with consideration for school holiday periods. All applicants should be present at the time of the site visit.

- Entry forms and supporting material will become the property of the organisers and will not be returned.

- **Closing date for entries is midday Friday 29 April 2011.**

- The decision of the judging panel will be final and no correspondence will be entered into.

- Winners will be announced at an Awards Ceremony at The Lancaster London Hotel on Friday 4 November 2011.

NOTES

- Original copies of the form are available for download online at: **www.goldenserviceawards.co.uk**.
- Photocopies of the entry form are also acceptable.

DISCLAIMER

Entrants agree to materials prepared by the organisers and for entry photographs to be used for publicity purposes?

☐ Agree

☐ Do not agree

KIMBERLY-CLARK PROFESSIONAL* and the Gold sponsors of the GSA may wish to contact you about promotions, offers and other programmes. Please let us know if you agree by ticking the relevant box.

☐ Yes

☐ No

Section 1. The Entered Site Details

☐ **Number for which category you are entering (see page 8 for a full list of categories)**

Information in this section should relate only to the premises you are entering for an award:

Name of premises: _____

Client or building occupier: _____

Address of premises: _____

_____ Post code: _____

☐ Start date of contract

☐ Length of contract (must be a minimum of 6 months)

☐ Total area of premises cleaned in square feet

☐ Number of cleaners employed on site

☐ Number of supervisors employed on site

☐ % Percentage of cleaning staff retained for more than six months

Time of main cleaning: _____

Core opening times of the building: _____

Nominated site supervisor details (Category 18)

Details of the person that you are nominating for the BCC Site Supervisor of the Year Award from the building entered above. If selected as a finalist, please ensure that this person is available at the site on the final judging day. If not, your application will be disqualified.

Name: _____

Length of service: _____

Job responsibilities (list): _____

_____

_____

_____

Certificates of competence achieved (please attach copies with your entry):

_____

Nominated cleaner details (Category 19)

Details of the person that you are nominating for the KIMBERLY-CLARK PROFESSIONAL* Cleaner of the Year Award from the building entered above. If selected as a finalist, please ensure that this person is available at the site on the final judging day. If not, your application will be disqualified.

Name: _____

Length of service: _____

Job responsibilities (list): _____

_____

_____

_____

_____

_____

Certificates of competence achieved (please attach copies with your entry):

_____

_____

Section 2. Applicant details

Company/Organisation: _____

Contact Name: _____
(Person to be contacted by judges to arrange a site visit if a finalist)

Title: _____

Company/Organisation Address: _____

_____ Post code: _____

Tel: _____

Mob (Preferable): _____

E-mail: _____

You are a: (Please tick one box only)

- ☐ Contract cleaning company
- ☐ In-house cleaning team
- ☐ Municipal organisation (Public Sector body)
- ☐ Other

Please specify:

_____

List appropriate, certified accreditations and training programmes:

Y	N	Do you have ISO 14001 accreditation for the premises you are nominating?

Membership of relevant trade association(s)/professional bodies:

Demonstrate in 1,000 words or less why your nominated site/person/initiative deserves an award and stands out from the crowd in the category you have chosen. **(Please attach this document separately with this application).**

Section 3. Declaration:

Signature:_____ Date:_____

Section 4. Award Categories

Please only tick one category per application form.

Please enter the premises detailed in Section 1 in one of the following categories:

Best Cleaned Premises:

- ☐ 1. Educational Establishment (schools, colleges, universities)
- ☐ 2. Public Sector Buildings (excluding offices)
- ☐ 3. Healthcare Establishment (hospitals, care establishments)
- ☐ 4. New! Individual Retail Unit (up to 10,800 sq. ft.)
- ☐ 5. Large Retail Establishment (supermarkets, department stores, shopping malls)
- ☐ 6. Manufacturing (factories, processing plants, power generation stations)
- ☐ 7. Transport (airports, rail/bus stations, ferry terminals)
- ☐ 8. Hospitality (hotels, restaurants, catering, leisure)
- ☐ 9. Revised! **Offices below 50,000 sq. ft.** (either all or part of a building)
- ☐ 10. Revised! **Offices above 50,001 sq. ft.** (either all or part of a building)
- ☐ 11. Revised! **C&M Best Cleaned Premises** – Office buildings above 500,000 sq. ft.
- ☐ 12. New! **The CSSA's Award for Excellence in a Small Cleaning Business** (for companies with a turnover of under £3 million per year)
- ☐ 13. New! **The Best Specialist Cleaning Company Award** For companies who specialise in a particular cleaning field (windows, carpets, etc.)
- ☐ 14. **The Sypol Health & Safety Award** For companies who have taken significant steps to improve Health & Safety in the workplace
- ☐ 15. **The Diversey Environmental Awareness Award** For companies who have taken significant steps in its treatment of the environment
- ☐ 16. **The BICSc Industry Training Award** For cleaning service companies with excellent innovative training strategies that give consideration to national training policy and provide quantifiable benefits to both organisations and individuals
- ☐ 17. **Service Delivery Innovation Of The Year** For cleaning service companies that can demonstrate successful management innovation in the delivery of cleaning service leading to improved customer satisfaction
- ☐ 18. **The BCC Site Supervisor Of The Year** For excellent performance by a site supervisor (the candidate will be a site supervisor at the building nominated in Categories 1 – 11)
- ☐ 19. **The KIMBERLY-CLARK PROFESSIONAL* Cleaner of the Year** For excellent performance by a cleaning operative (the candidate will be a cleaner at the building nominated in Categories 1 – 11)

ENTRY CHECK LIST

Please ensure that you have included the following:
Without all of these items your entry will be invalid.

Please tick as appropriate:

- ☐ **A signed client testimonial** of up to 1,000 words on the premises entered, on client's headed stationery, giving their reasons for supporting this application. **Applications from in-house teams require a testimonial from a senior official responsible for the occupation and maintenance of the building.**
- ☐ **Evidence of certification** schemes in use at the premises as detailed in Section 2. Please submit these documents on either a memory stick or cd-rom.
- ☐ **1,000 words** (maximum) as outlined in Supporting Material (Section 5). This should describe why the nominated site/person/initiative deserves an Award and stands out from the crowd in the chosen category.
- ☐ **Photographs** of the **premises** (internal or external) and nominated **cleaner** or **site supervisor** entered (or give to the judge during a site visit if nominated as a finalist).
- ☐ Your **company logo** in colour.
- ☐ Your **entrance fee** (if applicable). Entries from private sector organisations are required to pay the entrance fee. Entries from the public sector, schools and the NHS Healthcare are exempt from entry fees. Correct entrance fee of **£100 + VAT = (£120.00)** per entry where applicable, payable to **The Golden Service Awards.**

Please read the entry form carefully, paying special attention to the information above.

The judging panel will be looking for unique qualities which make your entry stand out.

Good luck!

For more information about the
KIMBERLY-CLARK PROFESSIONAL*
Golden Service Awards 2011, in partnership with the CSSA, visit:

www.goldenserviceawards.co.uk

Please send all completed entries to:
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