

**BPIF EXCELLENCE
AWARDS 2012**

CALL FOR ENTRIES



Deadline for Entries: 18 May 2012

BPIF

bpif insurance services

Welcome



The BPIF are pleased to announce the 2012 launch of the Excellence Awards, which reward and showcase the most innovative and creative companies across the print media spectrum.

With a reputation as the benchmark for business acumen in the print sector, the Excellence Awards are a golden opportunity for your company to showcase your hard work, talent and experience.

Any activities taking place in 2011 and up to the closing date of 18 May 2012 are eligible, and we are now open for entries.

The Excellence Awards will be presented at a glittering event on the evening of Thursday 13 September 2012 at The Tower - A Guoman Hotel on the River Thames with panoramic views over Tower Bridge, The Thames and St Katharine Docks.

With a Latin Fever/Cuban theme, the event promises to be as hot and sizzling as last year's festivities at the Café de Paris. Whether you salsa or not, you're guaranteed an exciting evening of celebration and networking with the movers and shakers of the industry.

The Excellence Awards are open to both BPIF members and non-members, except for the Company of the Year Award, which is open to BPIF members exclusively.

Details of the award categories and an application form can be found in the following pages.

For all other details of the event, and for the ticket application form, please visit: www.bpifexcellenceawards.com

Category descriptions and criteria

You will find the following descriptions and criteria useful in helping you to assemble your entry.

Health and Safety (over £5m annual turnover)

Designed to recognise and reward health and safety performance within the industry, this award examines a company's current health and safety policies, procedures and performance. The judging criteria consider the organisation's health and safety strategy, internal communications, risk assessment and continuous improvement measures.

Any company engaged in printing or associated work with the industry is eligible to enter the competition. If a company has a number of plants, any or all of these plants may enter. However, each entry must be on a separate form and must represent a different site or operation. The judges may require additional documentation. The panel of judges must be permitted to visit the premises, should they wish to make their observation of the works to gain assurance on the information submitted by the employer. This would consist of a site tour and interview employees at various levels. Following the judging process entrants will be contacted to discuss their entry and provided with feedback.

Entries should address the following points:

Policy

- 👑 What changes have you made in 2011 to your health and safety policy and general arrangements, if any, and why? Please attach a copy of your Health and Safety Policy/arrangements document highlighting where changes were made

Risk Management

- 👑 What procedures do you have in place to ensure that safe intervention risk assessments are undertaken prior to the task being carried out?
- 👑 Please provide copies of your risk assessments for the following areas:
 1. Removal of misfeeds
 2. Machine blockages
 3. Machine breakdowns
- 👑 How do you communicate risk assessment findings and the required control measures to the relevant staff or others identified within the risk assessment? Please provide examples of how this requirement is communicated (local policy, photographs to demonstrate this achievement)

Occupational Road Risk

- 👑 What arrangements do you have in place to lower the risk to high mileage drivers for the organisation (sales reps, delivery drivers etc). Please provide copies of relevant documents for example, risk assessments for different categories of drivers, policy/procedures, evidence of driver training
- 👑 If applicable, what systems do you have in place to ensure drivers of commercial vehicles of 3.5 tonnes and above, access their CPC driver training? Please provide details of training plan

Workplace Transport

- 👑 Explain the arrangements you have in place for the safe unloading and loading of commercial vehicles such as, HGVs (curtain sided) and transit vans. Please provide copies of the relevant documents (risk assessments and supporting safe systems of work)

Fire

- 👑 How do you ensure the organisation has carried out a 'suitable and sufficient' fire risk assessment? Please attach a copy of your fire risk assessment, or one covering a zoned area of the organisation
- 👑 Fire marshals are key to a successful fire evacuation. What arrangements do you have to ensure a suitable number of fire marshals are present, in relation to the workforce, and are appropriately trained? Please provide details of numbers of fire marshals against total employee numbers and training details (training slides, certificates etc)

COSHH

- 👑 What amendments, if any, have you made to the organisation's COSHH risk assessments during 2011?
- 👑 How do you ensure that your COSHH risk assessment tool meets the statutory minimum requirement, as defined within the COSHH regulations?
- 👑 Please provide 2 examples of COSHH risk assessments highlighting where changes were made

Training

- 👑 What systems do you have to ensure that the relevant staff who have been provided with Personal Protective Equipment (PPE) are suitably trained in its correct use, storage and defect reporting? Please provide an example of documentation relevant to the management and training of PPE issued to staff

Working at Height

- 👑 What control measures have you put in place to control working at height tasks and to reduce the risk of falls for both authorised employees and potential contractors? Please provide copies of the relevant documents (policy and procedures, risk assessments and photographs demonstrating local arrangements)

All entrants

- 👑 Briefly explain how you have improved your health and safety management over the past 12 months and where applicable highlight any target areas and how you have overcome their problems. (Maximum 300 words)

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All entrants

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Environment

(over £5m annual turnover)

Recognising environmental best practice in the workplace, with particular focus on pro-active management, judges will consider the planning and implementation of environmental policies and the effectiveness of day-to-day controls.

The judges scores will take into account the nature and size of each company entering the awards. A panel of judges - experts in the environmental field will review the questionnaires.

If a company has a number of plants, any or all of these plants may enter. However, each entry must be on a separate form and must represent a different site or operation. The judges may require additional documentation. The panel of judges must be allowed to visit the premises, should they wish to make their observation of the works to gain assurance on the information submitted by the employer. This would consist of a site tour and interview employees at various levels. Following the judging process entrants will be contacted to discuss their entry and provided with feedback.

Entries should address the following points:

Policy

- 👑 Outline any significant changes made to your policy during the last twelve months. For example: Compliance with new legislation, new procedures or methods of communication
- 👑 Please attach to the entry form a copy of your Environmental Policy and any environmental accreditations achieved to date
- 👑 How have the employees been informed of the changes? (Please provide hard copy evidence for example of emails, posters, letters, toolbox training session etc)

Environmental legislation

- 👑 How do you keep up to date on environmental legislation and changes that may affect your operations?

Planning

- 👑 What systems do you employ to enable you to identify the environmental aspects that apply to your organisation's undertaking? Please provide any additional information that supports your answer
- 👑 What are your current top 3 environmental objectives and targets? Please put them in priority order and explain reason why

Duty of Care

- 👑 How do you ensure that your hazardous waste is being removed from site and treated correctly? Please provide information on how you discharge your duty of care
- 👑 Describe the methods used on your site to prevent waste from escaping its designated external waste bin/skip for example, general waste for land fill or paper waste for recycling etc? Please provide information on how this is achieved, supported with the relevant photographic evidence
- 👑 What systems do you have in place to deal with the correct disposal of Waste, Electrical and Electronic, Equipment (WEEE)? Please provide information on how you comply with WEEE legislation
- 👑 What new methods for recycling have you introduced over the last 12 months?

Measuring Performance

- 👑 Provide details of the systems you have in place for the ongoing monitoring of your organisation's environmental performance, on a monthly and annually basis?
- 👑 How are environmental issues reviewed by your board members?

Resource Procurement and Utilisation

- 👑 What were your energy efficiency objectives for 2011 and were they achieved?
- 👑 What energy efficiency measures have you put into place during 2011? (ie Power Perfector, PIR lighting systems etc)
- 👑 Please provide evidence for the above questions

All entrants

- 👑 Please provide an example of a new environmental initiative in the last twelve months? (Maximum 300 words)

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Human Resources

(over £5m annual turnover)

The judges will be looking for evidence that you have improved your business through engaging your staff and how your organisation benefited from developing and engaging them. Entries are particularly welcomed from small firms without specialist HR departments who can demonstrate that they have actively managed staff and implemented HR policies & procedures to maximise business performance. The scope of the award covers both single projects with a specific aim and ongoing strategies and people policies. Please provide details of the company culture and the processes taken to attract, develop and retain staff.

Entries should address the following points:

Managing people

- 👑 How does the company ensure that its recruitment processes are fair and effective?
- 👑 What steps does the company take to ensure that its personnel are suitably trained to meet the company's skill requirements?
- 👑 How does the company ensure it meets its obligations under employment legislation?

Planning

- 👑 Describe a recent people management initiative that you want considered for entry
- 👑 What were the key objectives of this initiative?
- 👑 What was the challenge you faced and how was it identified?
- 👑 What factors were considered in developing the initiative?

Implementation

- 👑 Did you engage your staff in this initiative and if so, how?
- 👑 What business tools did you use to implement this initiative?

Outcome

- 👑 What was the outcome? (Please provide examples, facts and any statistics to quantify your outcome)
- 👑 How did you measure the outcome and what was the result? (Please give examples)
- 👑 Are there any other aspects of people management within your company you wish to bring to the judges attention?
- 👑 What plans do you have to use the knowledge you have gained from this initiative to further develop excellence in managing people in your company?

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Marketing

Conveying the competitive advantage working with your company can bring to clients is crucial for success. This award celebrates the implementation of successful innovative marketing strategies and one-off marketing campaigns. The judges will be looking for evidence of the success of your marketing activities and the return on your investment, and of the efforts to develop marketing expertise within the business.

This Award will be made for a specific innovative marketing campaign that can show the campaign achieved success to meet the objectives. The campaign should have been planned and executed to promote the products & services within your own company, or one that you have been involved in on behalf of a customer (your organisations involvement must be verified by your customer). The judges will look for innovation in a clearly articulated objective led campaign, the selection and effective use of appropriate media and distribution channels and creative materials execution.

Campaign entries must have been produced between 1 May 2011 and 30 April 2012.

Entries should address the following points:

Personnel

- 👑 Who inputs to the marketing activity within the company?
- 👑 Which employees have marketing related qualifications? (Please state which qualifications)
- 👑 Is there any form of training/personal development that the company invests in to improve its marketing activity? (Please describe)
- 👑 What marketing resources are available within the company?

Planning

- 👑 Describe/attach a recent marketing strategy/campaign that you wish to be considered for entry
- 👑 What were the key objectives of the strategy/campaign?
- 👑 What factors were considered in creating the strategy/campaign?
- 👑 What resources were utilised?
- 👑 Who was the target market and how were they identified?
- 👑 How did you assess the requirements of the target market when creating the strategy/campaign?
- 👑 What promotional methods and techniques were deployed?
- 👑 What was the budget and how was it determined?

Implementation

- 👑 What was the implementation timescale?
- 👑 How did you position your organisation?
- 👑 What was the marketing budget in relation to the strategy/campaign?
- 👑 What tools did you use to implement the strategy/campaign?
- 👑 How long did the strategy/campaign take to complete?

Outcome

- 👑 What was the outcome? Please make sure you provide examples, facts and statistics (including response rates and conversion rates where available) to quantify your outcome
- 👑 How did you measure the outcomes (including financial results)? Please give examples
- 👑 How do you gather feedback from the target audience?
- 👑 Are there any other aspects you wish to draw to the attention of the judges?
- 👑 What plans do you have to use the knowledge gained from your strategy/campaign in future marketing activity?
- 👑 Describe what is particularly innovative about this marketing campaign

Lean Manufacturing

The judges will be looking for evidence that the company and its customers have benefited through the reduction of waste and effort using lean techniques. Your submission should include examples of lean production projects implemented in your business that show the involvement of staff at all levels. Supported with key measures to show improvements and benefits gained in line with the lean project. There should also be evidence of a culture of continuous improvement.

Entries should address the following points:

Objectives

👑 How are the company's business objectives cascaded throughout the organisation and when and how they are reviewed?

Key performance indicators (KPIs)

👑 Describe the main operational measures that exist in the organisation. Please provide examples

👑 How are these measures shared amongst management and amongst the workforce?

👑 How does your company use KPIs to support review of performance against plan? Please provide evidence

Customer satisfaction

👑 What does your company do to capture customer complaints?

👑 How have your systems and processes developed since initiation? Please provide specific examples

👑 How is other customer feedback sought? What mechanisms do you deploy to manage and respond to any customer feedback? Please describe in detail how these processes work and provide appropriate examples

Communications

👑 How does management communicate with the workforce; describe both the formal and informal processes used?

👑 Is local area news and information displayed in the plant and regularly updated for the workforce? Describe how, when and where this works in your company

Work flow

👑 Are there designated and labelled inventory locations (including work in progress)? Describe how status is shown and how next processes are defined?

👑 What visual management systems are used in different parts of the company and what benefits arise from their use?

Process & equipment control

👑 How are make-ready times measured and reviewed?

👑 Where standard operating procedures have been developed, please describe what form they take and how are they displayed at point of use?

👑 How are breakdowns recorded and analysed? Please include detail on any systems in place relating to requests for maintenance

Production planning & cost control

👑 What performance measures exist for on-time and in full delivery? Describe how these are monitored and controlled

Waste levels and reduction

👑 Describe in detail any waste reduction initiatives undertaken, how they were done and what results were achieved

Workplace organisation

👑 What processes and procedures are in place to sustain and improve workplace organisation?

👑 How do the workforce contribute and improve the working environment?

Material flow

👑 In conjunction with production planning are the constraints of the manufacturing process understood and how are they managed or controlled? How does this effect Work in Progress and how do downstream operations react?
(Maximum 250 words)

Customer Service

Show how your dedication to meeting customers' requirements has benefited your own business. The judges will be looking for evidence of how your customer service activities have enhanced client relationships and the impact that has had on your business through measures such as customer satisfaction surveys, customer retention figures and if applicable increased sales and profitability through customer service activities.

Entries should address the following points:

Personnel

- 👑 Who inputs to customer service activity within the company?
- 👑 Which employees have customer service related qualifications or experience? (Please state which qualifications)
- 👑 Is there any form of training in which the company invests to improve its customer service activity? (Please describe)
- 👑 What resources are available within the company to maintain and improve customer service activities?

Planning

- 👑 Describe/attach a recent customer strategy/initiative that you wish to be considered for entry
- 👑 What were the key objectives of the strategy/initiative?
- 👑 What was the challenge faced and how was it identified?
- 👑 What factors were considered in developing the strategy/initiative?
- 👑 How did you assess the resources required when creating the strategy/initiative?

Implementation

- 👑 What processes were adopted (include information on the extent to which use was made of CRM and account management)?
- 👑 What systems were utilised to assess levels of customer satisfaction?
- 👑 What communication methods were used?
- 👑 How was data on service levels gathered?
- 👑 What was the customer service budget in relation to the strategy/initiative?
- 👑 What tools did you use to implement the strategy/initiative?
- 👑 How long did the strategy/initiative take to complete?

Outcome

- 👑 What was the outcome? Please make sure you provide examples, facts and statistics to quantify your outcome
- 👑 How did you measure the outcome? Please give examples
- 👑 Are there any other aspects you wish to draw to the attention of the judges?
- 👑 What plans do you have to use the knowledge gained from your strategy/initiative in future customer service activity?

Innovation

The Innovation Award is for companies that have developed and implemented products, technologies and processes that lead the way in printing innovation. Companies will need to demonstrate that they have developed unique solutions to specific client needs which are both pioneering and original. The innovation may be the product itself or a specific feature of the very product centric.

Judges will be looking for solutions that demonstrate some or all of the following characteristics:

- 👑 Development of high level technical skills
- 👑 Collaborative partnerships
- 👑 Knowledge transfer
- 👑 Entrepreneurship and enterprise
- 👑 Differentiated products and services
- 👑 Sustainable manufacturing (if applicable)
- 👑 Demonstrable ROI for clients (if applicable)

Training and Development

The judges will be looking for exceptional examples of company training schemes and the benefits that they brought to the organisation. Your submission should include details of the situation before training began, the desired outcomes, how the training was designed and implemented and what the results were.

Please note: Winners of a DfES National Training Award in previous years must enter for a different training programme or one they have substantially developed or improved from the year in which they won the National Training Award. Entrants to the 2012 DIUS National Training Award competition may submit the same entry. Entries must be for training and/or development programmes for employees, or employees of their parent group. You are eligible if you are an employer in the printing and graphic communications industry. Any UK-based organisation may apply for an Award, and the training must have taken place in the United Kingdom, the Channel Islands or the Isle of Man. Organisations can put in more than one entry, but each entry must describe a different training programme or initiative.

Entries should address the following points:

- 👑 What is the total number of employees?
- 👑 What were the benefits from the training? Were there clear links between the different stages of the training?
- 👑 How did the delivery match the training design?
- 👑 How did the outcomes match your objectives?
- 👑 How effectively did the training meet the organisations needs?

Ensure you can provide dates, examples, facts and statistics to quantify each stage of the cycle by answering the following questions:

- 👑 What was the situation before you started training?
- 👑 What did you hope to achieve?
- 👑 What did you intend to do?
- 👑 What was learnt, by whom and when?
- 👑 How did you measure the outcomes?
- 👑 How did you measure the benefits?

Apprentice of the Year

The Apprentice of the Year will have demonstrated outstanding achievement within an Apprenticeship programme. Judges will be looking at the development of the Apprentices skills, progress towards a qualification, their contribution to the business and their personal development. The apprentice must have studied for at least 12 months within a programme provided by a recognised UK training provider.

In order to qualify for entry to the award, individuals must have studied for at least 12 months within the programme provided by the BPIF or another recognised UK training provider. The entry must be supported by the trainee, the company representative, and the training co-ordinator.

Skills development, progress towards qualification, business contribution and personal development will all be considered in the judging process. In addition to a trophy, the winner will receive £500, with each highly commended runner up collecting £250. There will also be a special award to an Apprentice who has overcome exceptional challenges to achieve their qualifications.

A panel will consider the entry and a shortlist of six individuals will be selected to attend the finals in London during June 2012. The finals will consist of a discussion with the trainee about the information and evidence contained in their NVQ workbooks, plus a panel interview.

Entries should address the following points:

- 👑 Describe the trainees progress through in-company training towards achieving requirements of their Individual Training Plan and completion of competencies within workbooks - please detail any NVQ units achieved
- 👑 How was the trainees knowledge underpinned? (City and Guilds 5261, Short Courses, etc)
- 👑 Describe progress towards achieving any of the key skills units included in the modern apprenticeship framework
- 👑 Provide information about communication skills, personal effectiveness, team working and contribution to the company's business objectives. Please highlight any exceptional challenges that have been faced
- 👑 Why is your company submitting this application? Please include details of any personal qualities and the contribution the trainee has made to your business objectives, the impact of this on the organisation and the benefits gained
- 👑 Why is the training co-ordinator supporting this application? Please provide relevant commentary
- 👑 How have you, as the trainee nominated in this entry, benefited from the programme in terms of career, personal life, confidence, etc?
- 👑 Please set out your career ambitions and outline how you intend

Company of the Year

(over £5m annual turnover)

Entry for this Award is only open to BPIF Members.

This Award is about all-round performance. The judges will be looking at the firms business performance and profitability. While the facts and figures in the report & accounts are important, an explanation of the story behind the numbers and the challenges faced and opportunities exploited will show what makes the winner stand out. The Company of the Year winner will also get the opportunity to be filmed in one of the BPIF's Invision, online videos.

The judges will need evidence of:

- 👑 Leadership and vision
- 👑 Culture of excellence
- 👑 Training & development
- 👑 Market leadership and sector profile
- 👑 Customer satisfaction
- 👑 Operational efficiency
- 👑 Financial performance
- 👑 Innovation
- 👑 Attention to quality, safety, environmental and community responsibilities

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APPLICATION FORM **Deadline for Entries is 18 May 2012**

COMPANY NAME
COMPANY ADDRESS
POSTCODE
CONTACT NAME
EMAIL ADDRESS
TELEPHONE
FAX

ENTRY CHARGE

BPIF Members

£50+VAT for first category entry

£25 +VAT for all other entries from the same applicant

Non Members

£75+VAT for first category entry

£35+VAT for all other entries from the same applicant

Please enclose remittance in full as no entries can be accepted without payment. Please make cheques payable to BPIF or complete credit card details below.

Cheque enclosed for
(payable to BPIF)

Please charge my credit card for
(please fill out details below)

CARD TYPE VISA MASTERCARD

AWARD CATEGORY

Health and Safety Award

- Over £5m annual turnover
 Up to £5m annual turnover

Environment Award

- Over £5m annual turnover
 Up to £5m annual turnover

Human Resources Award

- Over £5m annual turnover
 Up to £5m annual turnover

Marketing Award

Lean Manufacturing Award

Customer Service Award

Innovation Award

Training and Development Award

Apprentice of the Year Award*

Company of the Year Award

- Over £5m annual turnover
 Up to £5m annual turnover

*There is no entry fee for these Awards

Please submit the form for each category you enter and send three copies of your entry together with your supporting evidence by post or email to:

**Heena Bulsara, BPIF Excellence Awards,
19 Hooper Street, London E1 8BU**

Email: heena.bulsara@bpif.org.uk

Fax: 020 7915 8414

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