



# FACILITIES MANAGEMENT AWARDS 2021

## ENTRY GUIDE

**All available categories for the awards  
are listed in this Entry Guide\***

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# Facilities Management Awards

Launched in 2014, the Facilities Management Awards recognise and celebrate excellence and innovation in the facilities and property management sectors in Ireland.

The Facilities Management Awards recognise efforts by the individuals, teams and organisations within Ireland's Facility and Property Management sectors who strive for excellence while adding to the core value of their clients business.

This is a unique event that showcases on a national scale the efforts made by those within these sectors that have made a positive contribution to the knowledge, practical application and communication of strategies to improve the sustainable performance of their premises and estates, while adding to the core value of their client's business.

Shortlisted entrants and winners will have their national profiles raised just by making the final.

And of course, there's the beautiful trophy which the successful entrants will take away on the night.

There is **no charge to enter** the Facilities Management Awards so get your thinking cap on and start putting your entries together!

**We wish all our entrants the best of luck and we look forward to receiving your entries.**

## Entering

Entries must be made online at [www.fmawards.ie](http://www.fmawards.ie).

**There are 18 Categories to enter:\***

- Total FM Service Provider of the Year
- Specialist FM Service Provider of the Year
- Cleaning Service Provider of the Year
- Client and Service Provider Partnership of the Year
- Property Management Company of the Year
- Property Management Team of the Year
- FM Team of the Year - Service Provider
- FM Team of the Year - In-house
- FM Professional of the Year
- FM Project of the Year – Private Sector
- FM Project of the Year – Public Sector
- Facilities Management CSR Initiative of the Year
- Excellence in Sustainability
- Excellence in Health & Safety
- Best People Development in Facilities Management
- Innovation in Technology & Systems - Providers
- Innovation in Technology & Systems - End Users
- COVID-19 Crisis Response Award

*\*The categories listed in this Entry Guide for the FM Awards 2021 are subject to change at the organiser's discretion.*

## How to Enter

It is **free** to enter the Facilities Management Awards.

**When completing your entry, please follow these rules:**

- All activities cited in support of your entries must have been ongoing **within the past 12 months** from the closing date of these awards.
- Please ensure your submission fits onto **no more than 5 A4 pages** in portrait PDF format, including all supporting materials such as pictures, graphs, tables etc. within the PDF.
- Please **answer each of the key criteria points** allocated to the category that you are entering. This is what the judges base their scores on. Back up your key points with other information such as tables, graphics, figures, pictures etc.
- You may enter as many categories as are relevant, however each entry must be **tailored to meet the category criteria.**
- The entering party must have some entity in the ROI or NI, and the projects that support their entry **must have taken place** in these areas unless stated otherwise in the category criteria.

**You will need the following to complete your entry:**

- Your **5 A4 page PDF** entry document.
- A **50 word summary** of your entry. This may be used in full in our Awards booklet or in our script. It must be relevant to the category you are entering: so, if you are entering a project, the summary must be about the project; if you are entering a person, it must be about that person.
- **2 high resolution landscape photos** (300 dpi) relevant to your entry and the category you are entering: so, if you are entering a project, the photos must be about the project; if you are entering a person, it must be of that person. No graphics/collages/logos/watermarks. These will be used as part of the AV presentation on the night, so choose photos that you are proud to display.
- A **jpeg** version of your organisation **logo.**
- The **name** of the person who will **accept the trophy** on your behalf in the event you should win. This may be used in post Awards media coverage.
- **Please note:** All of the above items will be required in order to submit your entry, and **you will not be able to modify your entry once uploaded.**

# Tips for Entering



**1. Read the criteria and make sure you answer each point.** The judges use the criteria points as a basis for their scores, so make sure you touch on each criteria point. You can use additional facts, figures and information to back up or add to these points. By following the criteria you stand a better chance of scoring highly and make the judge's job easier!

**2. Enter the right categories.** Some companies seem to enter certain categories, and then ignore the one that they would stand a much better chance of winning. To start, look through the categories carefully and choose the most relevant to you. This will give you a better chance of winning.

**3. Facts are very powerful;** and waffle or generalities cut very little ice with the judges. There are lots of ways of presenting data, and one may look a lot stronger than the others. For example, your sales figures may not be great, but your new enquiry levels could be through the roof, focus on these. We're not advocating you twist the truth; but we do feel it's within the rules for you to make the strongest possible case for your company.

**4. Don't write more than you've been asked to supply.** There is a limit on the number of pages you can submit (5 A4 Pages). Don't go above this as the judges won't read reams of supporting information. In the same way don't do ultra-minimal entries and simply rely on your profile to get yourself noticed.

**5. Put yourself in the judges' shoes.** Think about what would really impress them. What makes you special and distinctive? Our judges are all senior people and you need to think about your entry from their perspective. In many cases we see entries prepared by junior members of the team who can miss key selling points. The best entries have input from someone at Board level.

**6. Check everything carefully.** Many entries include fundamental errors – mainly spelling or grammatical errors.

**7. Phone a friend.** The events team working on the awards are happy to talk through draft entries and are always willing to give guidance. So if you want to try something a bit different, and would like our thoughts on that before you submit your entry give us a call – we'll do our best to give you a sensible steer.

**8. Good presentation pays dividends.** You are not judged on how pretty your entry looks, but busy judges are inevitably attracted to easy-to-read, neatly laid out entries. Some of the better submissions include simple, summary bullet points. The best presented entries often incorporate a range of small photographs, clever charts or graphs and other visual material that make it very easy to absorb and digest.

**9. Boast - don't be modest!** Your positive opening words are crucial - so begin with the end! This is the hook which will encourage those judging to delve deeper. Don't ramble; get to the point, every word should count. Be proud of what you have done, this is one time when it is absolutely right to boast. Testimonials are very powerful too!

**10. Promote your business** It is not often you are given the chance to generate free publicity; so encourage and praise your team and you might be surprised to discover that you can win one of the most prestigious awards in the sector. And if you win, think of the huge marketing advantage that will give you.

## Judges & Judging Process

A distinguished panel of practitioners, academic and business leaders will be drawn to co-ordinate the Facilities Management Awards judging.

To view who will be judging this year's Awards, visit [www.fmawards.ie](http://www.fmawards.ie).

### Shortlisting

- Once the entry deadline is reached all entries will be carefully examined and scored using the criteria by the shortlisting panel of experts.
- The highest scoring submissions will be selected to go forward to the shortlist for each category.
- You will receive an email from the Event Team letting you know if your entry was successful or not.
- The shortlist of finalists will be published on the Awards' website, [www.fmawards.ie](http://www.fmawards.ie).

### Judging

- Judges are divided into panels, based on their expertise, to ensure any possible conflict is avoided.
- All judges score the finalists based on the relevant category criteria.
- Scores are then collected by the event team and collated.
- Scores are sent to the shortlisting panel who checks and verifies all scores.
- The highest scoring entrant is declared the winner of that category.



# Categories & Criteria



The award recognises the most outstanding Total Facilities Management (TFM) service provider in Ireland over the past 12 months. This award is open to any service provider offering multiple FM services or a total facilities management package to an organisation.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Organisation background: Please provide a brief description of the organisation such as the services provided, when it was established, number of employees and key skills within your team. Please also provide an indication of your turnover over the past three years, and how your staffing levels have evolved.*
- *Highlights: Explain why the last twelve months have been so good for your organisation. What has been the real stand-out highlight?*
- *Key Projects & Initiatives: Please provide a brief description of significant projects or initiatives that have been undertaken over the past 12 months, indicating exactly what you did, budgets, timelines and why you feel the end result was so exceptional.*
- *Innovation: Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the client.*
- *Customer Satisfaction: How has your organisation promoted excellence in customer service and support? Describe how you have reached beyond what was expected to provide the best service to your clients and boosted their own success.*
- *Please include any other statements or facts that support your entry, including testimonials from satisfied clients where possible.*



The award recognises the most outstanding Specialist Facilities Management service provider in Ireland over the past 12 months. Examples of service providers that may enter include, but are not limited to, those involved in Catering, Security, Vehicle Hiring, Building Maintenance, Landscaping, Waste Management or Mechanical & Electrical services.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Organisation background: Please provide a brief description of the organisation such as the service provided, when it was established, number of employees and key skills within your team. Please also provide an indication of your turnover over the past three years, and how your staffing levels have evolved.*
- *Highlights: Explain why the last twelve months have been so good for your organisation. What has been the real stand-out highlight?*
- *Key Projects & Initiatives: Please provide a brief description of significant projects or initiatives that have been undertaken over the past 12 months, indicating exactly what you did, budgets, timelines and why you feel the end result was so exceptional.*
- *Innovation: Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the client.*
- *Customer Satisfaction: How has your organisation promoted excellence in customer service and support? Describe how you have reached beyond what was expected to provide the best service to your clients and boosted their own success.*
- *Please include any other statements or facts that support your entry, including testimonials from satisfied clients where possible.*



This award is open to any company working in facilities support and cleaning industry that has excelled in providing or arranging cleaning services for a significant project and/or contract over the past 12 months. The overall solution or service provided will be in response to a specific need, showcasing innovation and a strong sense of bottom-line deliverables.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Organisation background: Please provide a brief description of the organisation such as the service provided, when it was established, number of employees and key skills within your team. Please also provide an indication of your turnover over the past three years, and how your staffing levels have evolved.*
- *Highlights: Explain why the last twelve months have been so good for your organisation. What has been the real stand-out highlight?*
- *Key Projects & Initiatives: Please provide a brief description of significant projects or initiatives that have been undertaken over the past 12 months, indicating exactly what you did, budgets, timelines and why you feel the end result was so exceptional.*
- *Innovation: Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the client.*
- *Sustainable Materials: Describe, if any, the efforts your organisation has taken to source and use sustainable cleaning products and services within the last 12 months.*
- *Client Satisfaction: How has your organisation promoted excellence in customer service and support? Describe how you have reached beyond what was expected to provide the best service to your clients and boosted their own success.*
- *Please include any other statements or facts that support your entry, including testimonials from satisfied clients where possible.*



This award recognises an outstanding collaboration between an FM Service Provider or Property Management Company and their client over the past 12 months. Submissions can be put forward by any of the involved parties; Client or Landlord, FM Service Provider, Property Management Company or In-house FM team.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Partnership background: Please provide a brief background of the client and partner involved as well as the nature of the partnership, including details of the services provided.*
- *Execution & Challenges: Describe how the brief was fulfilled, including any challenges faced and how the partners collaborated to overcome them.*
- *Innovation: Please include details of any unique efforts or processes that were employed.*
- *Client Satisfaction: How did the service provider promote excellence in customer service and support? Describe how they reached beyond what was expected to provide the best service to the client or landlord.*
- *Outcomes & Results: Summarise the outcomes of the partnership, detailing the benefits to both partners.*
- *Include any other facts or statements that you feel are relevant to support the entry, including a testimonial from the client where possible.*



The award recognises the most outstanding Property Management Company in Ireland over the past 12 months. This award is open to any organisation offering property management services in the Commercial and/or Residential sectors.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Organisation background: Please provide a brief description of the organisation such as the services provided, when it was established, number of employees and key skills within your team. Please also provide an indication of your turnover over the past three years, and how your staffing levels have evolved.*
- *Highlights: Explain why the last twelve months have been so good for your organisation. What has been the real stand-out highlight?*
- *Key Projects & Initiatives: Please provide a brief description of significant projects or initiatives that have been undertaken over the past 12 months, indicating exactly what you did and why you feel the end result was so exceptional.*
- *Innovation: Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the client or landlord.*
- *Client Satisfaction: How has your organisation promoted excellence in customer service and support? Describe how you have reached beyond what was expected to provide the best service to your client or landlord and boosted their own success.*
- *Please include any other statements or facts that support your entry, including testimonials from satisfied clients where possible.*



This award recognises the team working for a Property Management Company – either Commercial or Residential – that can demonstrate extraordinary teamwork and show examples of how they went the extra mile to deliver their objectives. If you think your team has something to shout about then tell our judges about it and you might just pick up a much deserved award for your excellence.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Team Background: Outline the members of your team, including examples of your collaborative efforts. Please also include information relating to definitions of roles, allocation of tasks, motivation, problem solving and communications within the team.*
- *Team Skills: Outline the key skills and expertise within your team.*
- *Projects & Initiatives: Summarise the projects your team have worked on in the past 12 months to include objectives, budgets, results, as well as comparisons with previous years where relevant.*
- *Contributions and Achievements: Describe the contributions and the impact of the team on your organisation and clients in this period including innovations introduced, outstanding achievements and benefits of the work carried out.*
- *Include any other facts or statements that you feel are relevant to support your entry.*



This award recognises the Facilities Management Team working for, or on behalf of, a Facilities Management Service Provider that can demonstrate extraordinary teamwork and show examples of how they went the extra mile to deliver their objectives. If you think your team has something to shout about then tell our judges about it and you might just pick up a much deserved award for your excellence.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Team Background: Outline the members of your team, including examples of your collaborative efforts. Please also include information relating to definitions of roles, allocation of tasks, motivation, problem solving and communications within the team.*
- *Team Skills: Outline the key skills and expertise within your team.*
- *Projects & Initiatives: Summarise the projects your team have worked on in the past 12 months to include objectives, budgets, results, as well as comparisons with previous years where relevant.*
- *Contributions and Achievements: Describe the contributions and the impact of the team on your organisation (and host organisation if applicable) in this period including innovations introduced, outstanding achievements and benefits of the work carried out.*
- *Include any other facts or statements that you feel are relevant to support your entry.*



This award recognises the In-house Facilities Management Team that can demonstrate extraordinary teamwork and show examples of how they went the extra mile to deliver their objectives. If you think your team has something to shout about then tell our judges about it and you might just pick up a much deserved award for your excellence.

**If your team works for, or on behalf of, an FM Service Provider, please enter 'FM Team of the Year—Service Provider'.**

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Team Background: Outline the members of your team, including examples of your collaborative efforts. Please also include information relating to definitions of roles, allocation of tasks, motivation, problem solving and communications within the team.*
- *Team Skills: Outline the key skills and expertise within your team.*
- *Projects & Initiatives: Summarise the projects your team have worked on in the past 12 months to include objectives, budgets, results, as well as comparisons with previous years where relevant.*
- *Contributions and Achievements: Describe the contributions and the impact of the team on your organisation in this period including innovations introduced, outstanding achievements and benefits of the work carried out.*
- *Include any other facts or statements that you feel are relevant to support your entry.*



Is there somebody in your company who makes a difference every day? We are looking for an FM professional who has demonstrated an exceptional contribution to the success of their company through their enthusiasm and effectiveness as an operative or supervisor in the past 12 months. We are looking for an FM professional that is employed directly by the organisation or employed by an FM Service Provider.

The winner can be nominated by themselves or anyone within their organisation that believes the individual concerned has made a significant contribution via their activities or influence. Please ensure that you have the permission of the nominee before making the submission.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Please provide a one page CV that describes the nominee's career to date, age and qualifications (as part of the 5 A4 page entry).*
- *Innovation: Have they undertaken work or used innovative skills that have successfully improved the performance of the organisation or enhanced the working experience in the building?*
- *Problem solving: Have they resolved a challenging FM problem? If so, outline how they have developed solutions.*
- *Communication: Outline how the individual has displayed excellent interpersonal and communication skills as well as commitment and enthusiasm for the role.*
- *Impact: Summarise the individual's contribution to the success of the organisation, quantifying where possible.*
- *Please include a testimonial from the individual's head of department or supervisor where possible.*



This award recognises an outstanding Facilities Management project undertaken in a Private Sector premises or facility over the past 12 months. The project can be related to any Facilities Management discipline or service and submissions can be put forward by any individual, team or organisation that played a leading role. This may include, but is not limited to, in-house FM teams or professionals, FM Service Providers, Estate, Premises or Operation Managers, Client or Landlords, Property Management Companies and Suppliers.

Private sector premises of all types are eligible for this category.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Project background: Please provide a brief description of the project, including objectives, timescales, project value and the teams involved i.e. client, service provider, contractors, key suppliers etc.*
- *Planning and execution: Why was this project commissioned? What strategy was undertaken to achieve the project's aims and objectives? Were there key sustainability strategies, initiatives and solutions for energy and waste management? Was the project delivered on time and within budget?*
- *Innovation: Please highlight any innovations introduced by any of the involved parties during the course of the project.*
- *Challenges: Outline any challenges that were experienced and how they were overcome.*
- *Project excellence: Explain why you feel this project deserves special recognition for this award, supported with facts and figures where possible.*
- *Please include any other statements or facts that support your entry, including client testimonials if possible.*



This award recognises an outstanding Facilities Management project undertaken in a Public Sector premises or facility over the past 12 months. The project can be related to any Facilities Management discipline or service and submissions can be put forward by any individual, team or organisation that played a leading role. This may include, but is not limited to, in-house FM teams or professionals, FM Service Providers, Estate, Premises or Operation Managers, Client or Landlords, Property Management Companies and Suppliers.

Public sector premises of all types are eligible for this category – whether they are offices, healthcare buildings, retail, leisure... or anything else delivered by any form of Government or public sector agency.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Project background: Please provide a brief description of the project, including objectives, timescales, project value and the teams involved i.e. client, service provider, contractors, key suppliers etc.*
- *Planning and execution: Why was this project commissioned? What strategy was undertaken to achieve the project's aims and objectives? Were there key sustainability strategies, initiatives and solutions for energy and waste management? Was the project delivered on time and within budget?*
- *Innovation: Please highlight any innovations introduced by any of the involved parties during the course of the project.*
- *Challenges: Outline any challenges that were experienced and how they were overcome.*
- *Project excellence: Explain why you feel this project deserves special recognition for this award, supported with facts and figures where possible.*
- *Please include any other statements or facts that support your entry, including client testimonials if possible.*



This Award recognises the way that excellent facilities management contributes to the fabric of society.

The award will recognise outstanding social, ethical, environmental and community-focused initiatives and judges will give praise to organisations that are using CSR to gain competitive advantage.

**If your entry relates to a sustainability initiative, please enter Excellence in Sustainability.**

**Entry is by a 5 A4 page submission;** the judges will be looking for a clear plan and evidence that it is delivering on core objectives, paying attention to the criteria listed below.

- *Planning and strategy: What is the CSR initiative? Why was this initiative started?*
- *Initiative implementation: What strategy was undertaken to achieve the project's aims and objectives?*
- *Project Excellence: Explain why you feel this project deserves special recognition for this award?*
- *Challenges: Explain challenges that were experienced and how they were overcome and the successes achieved. What lessons were learned?*
- *Benefit to the community: How has the project contributed to its surrounding environment or community? What will be the impact for the daily lives of the community?*
- *Personnel Development: How has the initiative contributed to the development of the company's employees and reputation?*



This award recognises an outstanding sustainability initiative executed by an FM professional, team or organisation over the past 12 months. The winning initiative will make a positive contribution to the advance of environmental considerations in FM, while also demonstrating clear practical applications.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Background: Please provide a background of the sustainability initiative including the key team members behind it, the level of senior management buy in and how it was rolled out across the organisation.*
- *Training: Describe any relevant training or employee initiatives offered through your organisation, including the levels of staff engagement.*
- *Execution & Challenges: Describe how the initiative was executed, including any challenges faced and how the team worked together to overcome them.*
- *Outcomes & Results: Summarise the practical benefits of the initiative, detailing benefits to the environment and the organisation in areas such as fuel and CO2 savings, waste minimisation and recycling and the use of sustainable products. Please include facts and figures to back this up, including any downward trends in annual figures.*
- *Include any other facts or statements that you feel are relevant to support the entry.*



This award recognises an outstanding health and safety initiative executed by an FM professional, team or organisation over the past 12 months. This award is an ideal way of showing commitment to improving its health and safety performance in FM, while also demonstrating clear practical applications and results.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Describe the Health and Safety initiative. What was the rationale and background to behind the Health and Safety initiative? Explain what aspects are new, better or significantly improved.*
- *Please provide evidence of results. How has the initiative contributed to the welfare of staff? How is the impact measured?*
- *What have been the practical benefits of the initiative? Show successful outcomes, such as improvements in performance, costs savings, reduced environmental impact or any other aspect that shows better or more effective processes, products, technologies or ideas.*
- *How will you use the initiative in the future? You can include any plans for alteration or expansion.*
- *Include any other facts or statements that you feel are relevant to support the entry.*



This award recognises the organisation that invests most effectively in the development of their people across facilities management, via coaching and mentoring.

**Entry is by a 5 A4 page submission;** the judges will be looking for a clear plan and evidence that it is delivering on core objectives, paying attention to the criteria listed below.

- *Background: Outline how the People development initiative was developed, the business needs that prompted it and Board level commitment.*
- *Implementation: Provide an overview of how the people development initiative was implemented and communicated to the business.*
- *Outcomes: Highlight the outcomes of the people development initiative including details of how it raised the skill levels of individuals and contributed to improvements in performance.*
- *Results: Provide evidence of how the success of the people development initiative was measured.*
- *Include any other facts or statements that you feel are relevant to support the entry.*



This award recognises the most effective use of a System or technology in Ireland's Facilities Management sector. This may be via the introduction of a new technological product or System or by using existing technology more efficiently.

Submissions must be made by the technology provider.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays attention to the criteria listed below.

- *Background: Please outline the technology/System nominated including a summary of its uses and benefits.*
- *Key Projects & Initiatives: Please provide a brief description of significant projects or initiatives that utilised the technology/System nominated, detailing how it was successfully integrated by the Organisation.*
- *Innovation: Please include details of any unique efforts or processes that have been employed, demonstrating how the technology/System Solution helped the outcome or was a positive force for change.*
- *Outcomes & Results: Summarise the outcomes of these efforts including the contribution to business growth and benefits to the end user.*
- *Include any other facts or statements that you feel are relevant to support the entry.*



This award recognises the most effective use of a System or technology in Ireland's Facilities Management sector. This may be via the introduction of a new technological product or System or by using existing technology more efficiently.

Submissions must be made by the end user, demonstrating how they used the nominated technology/system over the last year.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays attention to the criteria listed below.

- *Background: Please outline the technology/System nominated including a summary of its uses and benefits.*
- *Key Projects & Initiatives: Please provide a brief description of significant projects or initiatives that utilised the technology/System nominated, detailing how it was successfully integrated by the Organisation.*
- *Innovation: Please include details of any unique efforts or processes that have been employed, demonstrating how the technology/System Solution helped the outcome or was a positive force for change.*
- *Outcomes & Results: Summarise the outcomes of these efforts including the contribution to business growth and benefits to the end user.*
- *Include any other facts or statements that you feel are relevant to support the entry.*



During this unprecedented period, property and FM professionals have rapidly had to shift to build new capabilities and ways of working that deliver continued value to their clients and partners.

This one-off award will recognise and reward the most effective and outstanding initiative created/developed by an in-house FM team, FM service provider or property management company in response to the pressures of the COVID-19 pandemic. Judges would like to see clear examples of pragmatic steps being taken to respond effectively and innovatively to immediate and post-pandemic world challenges.

**Entry is by a 5 A4 page submission;** the judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- *Challenges faced: Please briefly outline the implications of COVID-19 on your business.*
- *Initiatives: Please describe the initiatives you have taken during this period to strengthen your value chain and health & safety systems, and why you think they were exceptional.*
- *Collaboration: Outline how collaboration was successfully embedded into the challenge, including details of initiative, leadership and creativity shown by team members.*
- *Innovation: Please include details of any unique efforts or processes arising out of the pandemic that have been deployed.*
- *Outcomes & Results: Summarise the outcomes of these efforts. Please also elaborate on how your efforts will help to future-proof your business.*
- *Corporate Social Responsibility: Please describe any initiatives you have taken to support your employees, communities, and stakeholders during this period. Highlight how sustainability and environmental factors were successfully factored into your planning.*
- *Include any other facts or statements that you feel are relevant to support the entry.*

# Sample Entry Template

## Introduction

Company Background  
Summary of Project Team  
Submission Overview — Aims & Objectives

## Main Body of Entry

Address the Category Criteria Points:

- *Point 1*
- *Point 2*
- *Point 3*
- *Point 4*
- *Point 5*

## Supporting Materials

Graphs, Tables, Pictures, Screenshots,  
Testimonials etc. that supports the entry

## Summary

Main Outcomes & Achievements of  
Submission

## Need Help?

If you need any further assistance, please contact us using the details below.

 [www.fmawards.ie](http://www.fmawards.ie)

 [team@fmawards.ie](mailto:team@fmawards.ie)

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