



HUME BUSINESS AWARDS 2019 – ELIGIBILITY & CATEGORY DESCRIPTIONS

ELIGIBILITY

To be eligible to enter the 2019 Hume Business Awards, the business must:

- be a registered business located within Hume City
- be the holder of a registered ABN.

CATEGORY ELIGIBILITY

The information below provides a brief outline of each category's eligibility criteria.

If you require additional information about any category, please contact Kelly Court on 9205 2835 or

kellyc@hume.vic.gov.au

Category	Details
Cafes & Restaurants	Open to all businesses that offer food and beverage services - for example, restaurants, cafes, hotels and clubs. This award will recognise a business that: <ul style="list-style-type: none"> ▪ Consistently delivers high quality food and beverage services, customer service and maintain a consistent quality and standard in food service in an enjoyable, clean and comfortable atmosphere.
Customer Service	Recognises the importance of customer service in all industries Demonstrated Success <ul style="list-style-type: none"> ▪ Quality control processes ▪ Focus on customer service ▪ Awarded to the business that has proven to provide consistent exceptional service and professionalism and can demonstrate how it measures, monitors and manages customer expectations, satisfaction and retention.
Diversity	Recognise an organisation that empowers women, CALD community members, people with a disability, Aboriginal and Torres Strait Islander community members and LGBTIQ people within their workplace, through incentives and hiring practices which encourage hiring and retaining people from these communities. Implement programs within their workplaces to eliminate discrimination and bias against people from these backgrounds/communities.
Education & Workplace Learning	Recognises businesses that excel in the area of education and workplace learning. Demonstrated Success <ul style="list-style-type: none"> ▪ Company's support for education and / or workplace learning ▪ Systems in place to accelerate learning i.e. in house training, staff rewards and recognition, programs undertaking with TAFE and other educational institutions, schools etc. ▪ Training and Development opportunities for staff i.e. learn on the job, in house training, eLearning, opportunities to increase qualifications of staff.
Export	Recognises success in entering or developing an export market with a new or existing product.

	<p>Demonstrated Success:</p> <ul style="list-style-type: none"> ▪ Increase in exports or the capture of a market for previously imported product ▪ Awarded to the business proven to deliver the best performance in export activity over the past 12 months, including businesses exporting from the region, and those providing assistance and/or services to the Hume export industry.
Food Manufacturing	<p>Recognises businesses that are leaders and excel in the area of food manufacturing.</p> <p>Demonstrated Success:</p> <ul style="list-style-type: none"> ▪ New processes, products, equipment or markets the business has developed ▪ Produce and promote high quality product ▪ Develop and expand distribution channels
Human Resources	<p>Recognises the significant connection between excellence and a proactive approach to achieving a harmonious work environment</p> <p>Demonstrated Success:</p> <ul style="list-style-type: none"> ▪ Company's approach to training and staff development ▪ Number and skills of employees ▪ Participatory/employee empowering processes embedded ▪ Flexibility offered to Employees ▪ Quality of Employee relations ▪ Recognises outstanding people management initiatives that incorporate progressive leadership and a responsible approach to organisational design and development. ▪ invest effectively in the development of their people across an entire organisation
Innovation	<p>Recognises significant innovation initiatives which have been implemented</p> <p>Demonstrated Success:</p> <p>Our original text:</p> <ul style="list-style-type: none"> ▪ New processes, products, equipment or markets the business has developed ▪ Commitment to investment in research and development Business leadership in its field ▪ Uses technology to their advantage in achieving success or has adopted innovative methods or systems in their business, which has provided a competitive advantage through their application. ▪ Awarded to the business that has excelled in implementing new processes, or improving on old ones; creating a new market or new products; and/or demonstrating an innovative approach to developing or marketing their business.
Manufacturing Large (more than 20 employees)	<p>Demonstrated success</p> <ul style="list-style-type: none"> ▪ export record ▪ enabling technologies used ▪ innovation in manufacturing ▪ quality management ▪ sustainable practices
Manufacturing Small (less than 20 employees)	<p>Demonstrated success</p> <ul style="list-style-type: none"> ▪ export record ▪ enabling technologies used ▪ innovation in manufacturing ▪ quality management ▪ sustainable practices
New and Emerging Business	<ul style="list-style-type: none"> ▪ Open to any (for-profit) business operating in Hume City ▪ Must be financially stable and operational for a minimum of 12 months and no longer than three years. ▪ Employs less than 20 employees

Professional Services	<p>This category is open to businesses providing professional or commercial services to individuals or businesses including:</p> <ul style="list-style-type: none"> ▪ Legal services ▪ Consultants ▪ Business and personal development services ▪ Architectural services ▪ Marketing/Advertising agencies <p>Awarded to a business that has shown outstanding service in their particular profession.</p>
Retail	<p>Recognises and rewards successful retail businesses which make a real impact on their community and stand out in their retail category.</p> <p>Demonstrated success</p> <ul style="list-style-type: none"> ▪ Use business nous and community relationships to thrive among big players in a highly competitive environment. ▪ Provide excellent and consistent customer service ▪ Leadership and adoption of the use of new and emerging marketing strategies i.e. social media ▪ Have implemented a multi-channel retail strategy to grow and develop the business
Small Business (less than 20 employees)	<p>Recognises and rewards small businesses that deliver across a range of criteria</p> <p>Demonstrated success:</p> <ul style="list-style-type: none"> ▪ Creation of new job opportunities ▪ Deliver excellent customer service ▪ Have made significant contributions to their industry through the introduction or improvement of an idea, method, technology, process or application resulting in an economic, environmental, educational and/or social benefit
Sustainability	<p>Recognises businesses that are leaders in sustainable and environmentally friendly practices</p> <p>Demonstrated Success:</p> <ul style="list-style-type: none"> ▪ Success of sustainability management strategies ▪ Success of environmental management strategies ▪ Awarded to a business contributing lasting benefits to society through the consideration of social, environmental, ethical and economic aspects.
Tourism & Hospitality (incl Accommodation)	<p>Recognises businesses that contribute to the tourism and hospitality industry and economy of the region.</p> <p>Demonstrated success</p> <ul style="list-style-type: none"> ▪ significantly contribute to the tourism and hospitality experience within the municipality ▪ create substantial economic impact within the community by publicity for the region ▪ attract local, interstate and overseas visitors

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