



2019 Lake Macquarie Business Excellence Awards
Entry Information



BUSINESS EXCELLENCE AWARDS 2019

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BUSINESS EXCELLENCE AWARDS 2019

What are the Lake Macquarie Business Excellence Awards?

The Lake Macquarie Business Excellence Awards are Lake Macquarie's most prestigious Business Awards.

They acknowledge and promote the role of member businesses in the Lake Macquarie Regions.

The Lake Macquarie Business Excellence Awards are about more than just winning and are provided with the opportunity to;

- Gain recognition at a local, regional and state level
- Build a reputation for excellence within their industry and the wider community
- Set the yearly benchmark for their business and their industry within their local community
- Improve employee engagement in the business through involving employees in the entry process
- Boost staff morale and teamwork through recognizing and recounting the success of their business

Lake Macquarie Business Excellence Awards has joined forces with many of the region's leading businesses to present these prestigious annual awards in 14 categories.

This is the first year that Lake Macquarie Business Excellence Awards has aligned its program and now includes Hunter aligned categories with the Hunter Business Chamber. Entries will be made via the Lake Macquarie awards online portal. If you need assistance with using the portal, please call (02) 4921 0346 or email epmorris@lakemac.nsw.gov.au for assistance. If you wish to submit supporting documentation please email all information to communications@lakemac.nsw.gov.au

The Lake Macquarie Business Excellence Awards acknowledges our valued new and returning sponsors and supporters without whom the 2019 Lake Macquarie Business Excellence Awards would not be possible.

Special thanks to our major sponsors Dantia, Newcastle Herald and Service NSW.

2019 Key Lake Macquarie Business Excellence Award dates

Entries close 11.59pm Tuesday 4 June 2019

Judging will take place during a two week period following the closing date

Finalists of the 2019 Hunter Business Awards will be announced on Wednesday 26 June 2019

RSVPs will close on Friday 28 June 2019



BUSINESS EXCELLENCE AWARDS 2019

Lake Macquarie Business Excellence Awards Dinner

Friday 12 July 2019, Belmont 16s

6.15pm for pre-dinner drinks and canapes

Cocktail, two course dinner and drinks

Limited tickets are available so get in early to secure your seats. Registrations are now open.

For enquiries contact Ellen Morris on 02 4921 0346 or epmorris@lakemac.nsw.gov.au

2019 Lake Macquarie Business Excellence Award

The Lake Macquarie Business Excellence Awards provides an exceptional opportunity to recognise and reward amazing businesses whose passion, determination and success inspire other businesses and business people. They are the perfect opportunity for entrants to take a fresh look at their business model and have it assessed by experts.

There are 14 award categories;

- Outstanding Young Employee (18-30 years)
- Outstanding Young Entrepreneur (18-30 years)
- Outstanding Business Leader (31 years and over)
- Excellence in Social Enterprise
- Start Up Superstar
- Excellence in Innovation
- Excellence in Sustainability
- Excellence in Micro Business (less than 5 employees)
- Excellence in Small Business (5-20 employees)
- Excellence in Business (21 or more employees)
- Outstanding Employer of Choice
- Excellence in Export
- Excellence in Retail, Hospitality and Tourism
- Contribution to the City

Business & Contact Detail tabs

All entrants into the Lake Macquarie Business Excellence Awards will need to complete all fields in tab one and tab two. Business Performance details in tab 3 are not compulsory but completion is strongly recommended.

TAB ONE: Business Details

1. Trading name:

2. Registered ABN:

3. How is your business structured (drop down box)
 - Sole Trader
 - Partnership
 - Trust
 - Company

4. Is your business classified as a not for profit? (drop down box)
 - Yes
 - No

5. Main office address:

6. Business trading commencement date:

7. What is the main industry your business operates in (drop down box)
 - Agriculture, Forestry and Fishing
 - Mining
 - Manufacturing
 - Electricity, Gas, Water and Waste Services
 - Construction
 - Wholesale Trade
 - Retail Trade
 - Transport, Postal and Warehousing
 - Information, Media and Telecommunications
 - Financial and Insurance Services
 - Rental, Hiring and Real Estate Services
 - Professional, Scientific and Technical Services
 - Administrative and Support Services
 - Public Administration and Safety
 - Health Care and Social Assistance
 - Arts and Recreation Services
 - Marketing



BUSINESS EXCELLENCE AWARDS 2019

8. Number of employees on the payroll in Australia.

(drop down box)

1. 1 to 4
2. 5 to 19
3. 20 to 49
4. 50 to 99
5. 100 to 199
6. 200+

9. Is your business primarily business to business or business to consumer. (drop down box)

- Business to Business
- Business to Consumer

10. Please provide a 100 word biography for your business to be used for promotional purposes.

11. Please indicate the main reason/s you are entering into the Business Awards.

- To raise the profile of my business
- To recognise my staff and our achievements
- To build business networks
- To reflect on the goals, strategies and vision that led to the success of your business and to use those insights to drive even greater success in the future.

12. Website:

13. Twitter:

14. Instagram:

15. LinkedIn:

16. Facebook:



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TAB TWO: Contact Details

Entry Contact details:

First Name:

Surname:

Position:

Email:

Phone:

Mobile:

Media Contact Details:
(Tick box if same as above)

First Name:

Position:

Email:

Phone:

Mobile:

TAB THREE: Business Performance

It is optional that this is completed by all entrants. For those businesses entering into the Start Up Superstar category you are only required to provide 12 months of financial data. This section will assist the judges in determining and benchmarking your business. The information provided remains confidential and will not be used for any other purpose than judging these business awards and the awards program itself.

1. State your current assets and liabilities:**Current Assets**

(Cash and other assets that are expected to be converted to cash within the next financial year)

Current Liabilities

(Amounts due to be paid to creditors within the next financial year)

2. Please provide the following figures for the last financial year and previous financial year.

Net Sales after the deduction of returns, allowance for damaged and missing goods and discounts for the current financial year. Operating Expenses incurred through normal business operations, excluding interest expenses.

3. Net Profit After Tax and Interest Expenses

1. Outstanding Young Employee

The Outstanding Young Employee award recognises an inspirational young executive aged between 18-30 years. To enter into this award the individual must have been employed by their current employer for a minimum of 18 months at the time of entry.

Award eligibility check box

- I am aged between 18-30 years at the time of entry.
- I have been employed by my current employer for at least 18 months on or prior to this entry submission.
- I am not a NSW Business Chamber Staff Member, Regional Advisory Councillor, State Councillor or Board Member.

Questions

1. Entrants first name:
2. Entrants surname:
3. Date of birth:
4. Current job title:
5. Name of the business/organisation you work for:
6. Commencement of employment date:
7. Outline your employment background including previous roles and responsibilities.
Maximum word count: 300
8. Provide a current profile of yourself including current job role and scope of responsibilities including details of the role, any direct reports, budget, your financial and organisational reporting line. Maximum word count: 400
9. Detail your measurable career achievements including key milestones. Maximum word count: 400
10. Provide an overview of your five year goals/milestones and how you are working towards each of these. Maximum word count: 300
11. Describe the key challenges you have faced as a young employee and how you have dealt with each of these challenges, including examples. Maximum word count: 300
12. What do you believe makes you an outstanding young employee, including examples of where you have had to use your leadership skills? Maximum word count: 450

Additional T&C's

In addition to the general T&C's the following apply to this category:-

- Should the entrant leave the organisation before the Regional or State Gala event, their entry is ineligible.

2. Outstanding Young Entrepreneur

The Outstanding Young Entrepreneur award recognises an inspirational young person aged between 18-30 years who, through their own commitment and passion, owns or part owns a successful business. This award recognises young business people who demonstrate outstanding entrepreneurial spirit, strategic direction and innovative ideas whilst providing inspiration to a new generation of upcoming young business people.

Award eligibility check box

- I am aged between 18-30 years at the time of entry.
- I am a current owner or part owner of a business.
- I am not a NSW Business Chamber Staff Member, Regional Advisory Councillor, State Councillor or Board Member.

Questions

1. Entrants first name:
2. Entrants surname:
3. Date of birth:
4. Current Job title:
5. Name of business organisation you own or part own:
6. Date in which you established or took ownership of the business organisation:
7. Number of other owners:
8. Percentage of ownership held by you:
9. What problem have you solved? How did you identify it as a market need and what is your target market? Maximum word count: 300
10. Describe your business's innovative competitive advantage.
Maximum word count: 300
11. Describe how you funded your business. Maximum word count: 300
12. Provide an overview of your five year strategies for future growth and key milestones detailing how you are currently working towards achieving these. Maximum word count: 450
13. Detail the measurable growth and key achievements in your business over the past 24 months.
Maximum word count: 450
14. Describe the key challenges you have faced as a young entrepreneur and how you deal with these challenges. Maximum word count: 300

3. Business Leader of the Year

The Outstanding Business Leader award recognises the positive contribution made to business by business people and professionals. The award recognises those who demonstrate outstanding entrepreneurial spirit, strategic business direction and innovative ideas, whilst providing inspiration to a new generation of upcoming business leaders. Individuals entering into this category can be self-employed or employed by a business.

Award eligibility check box

- I am aged 31 years and over at the time of entry.
- I am not a NSW Business Chamber Staff Member, Regional Advisory Councillor, State Councillor or Board Member.

Questions

1. Entrants first name:
2. Entrants surname:
3. Date of birth:
4. Current job title:
5. Name of your organisation or business:
6. Provide a current profile of yourself including your scope of responsibilities, details of your role, any direct reports, your budget, your financial and organisation reporting line. Maximum word count:300
7. Detail your achievements in business with clear measurable examples. Maximum word count: 400
8. Outline how you have reshaped your business, organisation or industry to create a smarter and more inclusive future with examples of how you have used your leadership skills? Maximum word count: 400
9. Provide an overview of your five year strategies for future growth and key milestones, detailing how you are working towards achieving each of them. Maximum word count: 400
10. Describe the key challenges you have faced as a business leader and how you overcame each of them. Maximum word count: 400
11. Describe the activities and initiatives you have undertaken to help the community (and or the business community). Maximum word count: 400

4. Contribution to the City

The Contribution to the City award recognises an organisation that has made a significant contribution to the ongoing prosperity and growth of the Lake Macquarie Region outside its core business activity.

Award eligibility check box

- The organisation has been trading for a continuous period of two years or more, not bankrupt or trading insolvent at the time of entry.

Questions

1. Please demonstrate how your organisation makes a special contribution to the Lake Macquarie Region, be it in business or to the community. Word count: Max 400
2. Provide evidence of how this contribution has benefited people and/or organisations outside the core business activities of your client/customer base. Word count: Max 400
3. Outline all or some past, present and future challenges you have dealt with and the ways in which these have been, or will be addressed. Word count: Max 400

5. Excellence in Micro Business

The Excellence in Micro Business award recognises a business with less than 5 employees that has achieved significant growth (market share, sales volume, turnover, profitability) and is able to demonstrate the specific strategies and plans implemented to achieve sustainable growth in the previous financial year.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has less than 5 employees on the payroll in Australia.
- This business has not entered into the Excellence in Social Enterprise category, Excellence in Small Business or Excellence in Business category.

Questions

1. Provide an overview of the key features of your business plan including goals, strategies and outcomes.

Maximum word count: 400

2. Define your businesses product and/or service offering/s. Maximum word count: 400

3. Define your target market/s? Maximum word count: 300

4. What is unique about your business i.e what makes it stand out from your competitors?

Maximum word count: 300

5. Do you have monthly reporting of financial performance (profit and loss, cash flow and other key performance indicators)? Specify reports. Maximum word count: 300

6. Detail your business goals and key milestones achieved in the previous financial year.

Maximum word count: 450

7. What were the strategies and plans you initiated to achieve your business growth over the previous financial year? Maximum word count: 300

8. Detail the key challenges and opportunities your business and industry face in the future.

Maximum word count: 300

9. What strategies or plans do you have in place to address these challenges and/or opportunities?

Maximum word count: 450

10. Demonstrate how your business contributes to the local economy in your region.

For example employing local people, local purchasing etc) Maximum word count: 250

6. Excellence in Small Business

The Excellence in Small Business award recognises a business with five to twenty employees that has achieved significant growth (market share, sales volume, turnover, profitability) and is able to demonstrate the specific strategies and plans implemented to achieve sustainable growth in the previous financial year.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has 5 to 20 employees on the payroll in Australia.
- This business has not entered into the Excellence in Social Enterprise, Excellence in Micro Business or Excellence in Business category.

Questions

1. Provide an overview of the key features of your business plan including goals, strategies and outcomes.

Maximum word count: 400

2. Define your businesses product and/or service offering/s. Maximum word count: 400

3. Define your target market/s. Maximum word count: 300

4. What is unique about your business i.e what makes it stand out from your competitors?

Maximum word count: 300

5. Do you have monthly reporting of financial performance (profit and loss, cash flow and other key performance indicators)? Specify reports. Maximum word count: 300

6. Detail your business goals and key milestones achieved in the previous financial year.

Maximum word count: 450

7. What were the strategies and plans you initiated to achieve your business growth over the previous financial year? Maximum word count: 300

8. Detail the key challenges and opportunities your business and industry face in the future.

Maximum word count: 300

9. What strategies or plans do you have in place to address these challenges and/or opportunities?

Maximum word count: 450

10. Demonstrate how your business contributes to the local economy in your region.

For example employing local people, local purchasing etc). Maximum word count: 250

7. Excellence in Business

The Excellence in Business award recognises a business with 21 or more employees that has achieved significant growth and is able to demonstrate the specific strategies and processes implemented to achieve sustainable growth in the previous financial year.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has 21 or more employees on the payroll in Australia.
- This business has not entered into the Excellence in Social Enterprise category, Excellence in Micro Business or Excellence in Small Business category.

Questions

1. Provide an overview of the key features of your business plan including goals, strategies and outcomes.
Maximum word count: 400
2. Define your businesses product and/or service offering/s. Maximum word count: 400
3. Define your target market/s. Maximum word count: 300
4. What is unique about your business i.e what makes it stand out from your competitors?
Maximum word count: 300
5. Do you have monthly reporting of financial performance (profit and loss, cash flow and other key performance indicators)? Specify reports. Maximum word count: 300
6. Detail your business goals and key milestones achieved in the previous financial year.
Maximum word count: 450
7. What were the strategies and plans you initiated to achieve your business growth over the previous financial year? Maximum word count: 300
8. Detail the key challenges and opportunities your business and industry face in the future.
Maximum word count: 300
9. What strategies or plans do you have in place to address these challenges and/or opportunities?
Maximum word count: 450
10. Demonstrate how your business contributes to the local economy in your region. For example employing local people, local purchasing etc). Maximum word count: 250

8. Excellence in Social Enterprise

The Excellence in Social Enterprise Award recognises an organisation that trades to tackle social problems, be it social, environmental cultural or economic.

Award eligibility check box

- The majority (at least 50%) of profits are used to work towards your social mission.
- The majority of the organisation's income is from trade, NOT donations or grants.
- The organisation has not entered into the categories of Excellence in Micro Business, Excellence in Small Business and Excellence in Business category.

Questions

1. Explain the social purpose of your organisation. Maximum word count: 300

2. Explain how your purpose contributes to the community, cultural and/or environment.

Maximum word count: 400

3. Outline the product/s and/or services you trade to fund your organisation's social purpose.

Maximum word count: 400

4. Detail each of the strategies and actions undertaken to achieve your organisation's social purpose.

Maximum word count: 400

5. Detail measurable evidence of how each of these strategies and actions is contributing to the achievement of the social purpose goals for your organisation. Maximum word count: 400

6. Provide an overview of your five year strategy for future growth, sustainability and key milestones detailing how you are working towards achieving them. Maximum word count: 400

9. Start Up Superstar

The Start Up Superstar award recognises a business that has been trading for at LEAST 12 months and less than 24 months. This business delivers a product/service/idea/invention with credible potential and strongly displays an entrepreneurial spirit.

Award eligibility check box

- The business has been trading for a continuous period of 12 months and less than 24 months, not bankrupt or trading insolvent at the time of entry.
- This business has not been purchased or acquired.
- This business is not part of a franchise.
- This business is not a new product or service line.

Questions

1. Is this your first start up? (If no please specify other business ventures and their degree of success).
Maximum word count: 300
2. Date when you commenced trading.
3. Number of owners.
4. What problem (or need) has your business solved? Maximum word count: 250
5. How did you identify the market need? Maximum word count: 400
6. Describe your product service or offering. Maximum word count: 400
7. Who is your target market? Maximum word count: 250
8. Describe your business's innovative competitive advantage. Maximum word count: 400
9. Outline your business success since its inception. Maximum word count: 400
10. Detail and include your current research, customer marketing strategy, logistics and service delivery.
Maximum word count: 350
11. Describe how you funded your business. Maximum word count: 200
12. Detail how your business has the potential to scale and achieve financial sustainability.
Maximum word count: 400
13. Provide commercial and technical evidence your team has the ability and competencies to achieve success and detail strategy and timeframe involved. Maximum word count: 500

10. Excellence in Innovation

The Excellence in Innovation award recognises businesses that have made significant contributions to their industry through the introduction or improvement of an idea, method, technology, process or application.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, not bankrupt or trading insolvent at the time of entry.

Questions

1. Provide details of the innovation or innovative approach in your business. Maximum word count: 300
2. Explain how your business monitors and reacts to changes in the market including how your business acquires an understanding of emerging customer needs and market developments. Maximum word count: 300
3. How well has the innovation been received by the marketplace? Provide details of the cost effectiveness, integration, risk minimisation and commercialisation. Maximum word count: 300
4. How has innovative activity in your business helped grow or improve your business such as increased size, greater scope, productivity improvements, higher revenue, and lower cost?
Maximum word count: 400
5. Demonstrate how the innovation has or is likely to have a positive impact beyond your business (i.e. to your industry, to the community). Maximum word count: 400
6. How did this innovation achieve its objectives and goals? Maximum word count: 400

11. Excellence in Sustainability

(This category is based on sustainable initiatives and projects within your business, not related to your core offering).

The Excellence in Sustainability award recognises businesses that are working to reduce the impact of their operations on the environment and/or provide products and services that have positive environmental outcomes.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, not bankrupt or trading insolvent at the time of entry.

Questions

1. Describe your business environmental sustainability goals. Note that these must be quantifiable targets.
Maximum word count: 300
2. Describe the initiatives/actions your organisation has undertaken to achieve its sustainability objectives in the previous 12- 24 months within the region you are entering the awards. Maximum word count: 400
3. Describe your sustainability achievements over the last 12 – 24 months. Maximum word count: 300
4. Describe how you involve staff in your environmental initiatives. Maximum word count: 300
5. Provide measurable evidence of how your sustainability objectives have achieved and contributed to the business, customers, staff and suppliers such as financial outcomes, staff engagement, marketing benefits, supplier/customer loyalty. Maximum word count: 400

12. Excellence in Export

The Excellence in Export award recognises leading examples of businesses that are exporting their products internationally and are forging a strong reputation for Australian products and services in international markets. This applies to businesses that are exporting directly or through a third party.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, not bankrupt or trading insolvent at the time of entry.
- The business has been exporting for two years or more.

Questions

1. Summarise your measurable export success/es in the past 24 months. Maximum word count: 350
2. What is the competitive edge of your product/service in each of your export markets? ie how does your business differentiate its product/service from the competition and how are you maintaining/improving this advantage? Maximum word count: 400
3. Outline the key points of your international marketing strategy over the past 12- 24 months and what role it played in your company's success. Maximum word count: 400
4. What strategies (communication/advertising/promotional/partnerships etc.) have you implemented to promote and sustain awareness of your brand/s in overseas markets in the past 12-24 months?
Maximum word count: 400
5. Please state your total export earnings in each of your major overseas markets.
Maximum word count: 200
6. What are your export earnings as a proportion of total sales revenue? Maximum word count: 200

13. Employer of Choice

The Employer of Choice award recognises organisations that put in place strategies and initiatives to create stimulating and supportive workplace environments for their employees. These strategies or initiatives must have a positive impact on both employees and the organisation as a whole.

Award eligibility check box

- The business has been trading for a continuous period of two years or more, not bankrupt or trading insolvent at the time of entry.

Questions

1. What is your employee value proposition? Why would someone want to work for your business?

Maximum word count: 300

2. Describe your workplace culture. Maximum word count: 250

3. How do you attract and retain the best talent? Maximum word count: 250

4. Excluding business growth or expansion, what percentage of staff turnover has there been in your business in the previous financial year? Maximum word count: 200

5. Have you had any employment related claims over the past 24 months? (YES/NO)

6. What plans or processes do you have in place to manage employment related claims?

Maximum word count: 250

7. What percentage of your staff have attended at least one business, technical, personal or professional development training in the last financial year? Maximum word count: 200

8. How has investment in training and development improved the performance of your business?

Maximum word count: 300

9. How would you describe an Employer of Choice? Maximum word count: 300

10. How does your business adopt inclusive practices and recognise the needs of a diverse community (including gender equality, people with intellectual and physical disability and seniors)?

Maximum word count: 300

11. Outline your current staff level and diversity – include employees with disability, seniors (over 55) and people from culturally and linguistically diverse backgrounds. Maximum word count: 250

12. Identify and describe your positive and/ or proactive inclusive practices within the business that go beyond regulatory compliance. Maximum word count: 300

14. Excellence in Retail, Tourism and Hospitality

The Excellence in Retail, Tourism & Hospitality award recognises a business that has achieved significant growth (market share, sales volume, turnover, profitability) and is able to demonstrate the specific strategies and plans implemented to achieve sustainable growth in the previous financial year.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business is in the Retail and Hospitality Industry.

Questions

1. Provide an overview of the key features of your business plan including goals, strategies and outcomes.
Maximum word count: 400
2. Define your businesses product and/or service offering/s. Maximum word count: 400
3. Define your target market/s. Maximum word count: 300
4. What is unique about your business i.e what makes it stand out from your competitors?
Maximum word count: 300
5. Do you have monthly reporting of financial performance (profit and loss, cash flow and other key performance indicators)? Specify reports. Maximum word count: 300
6. Detail your business goals and key milestones achieved in the previous financial year.
Maximum word count: 450
7. What were the strategies and plans you initiated to achieve your business growth over the previous financial year? Maximum word count: 300
8. Detail the key challenges and opportunities your business and industry face in the future.
Maximum word count: 300
9. What strategies or plans do you have in place to address these challenges and/or opportunities?
Maximum word count: 450
10. Demonstrate how your business contributes to the local economy in your region. For example employing local people, local purchasing etc). Maximum word count: 250

2019 Lake Macquarie Business Excellence Awards Program Terms & Conditions of Entry

1. How to Enter

1.1 Entry is free.

1.2 To enter the Lake Macquarie Business Excellence Awards all applicants must read and understand the terms and conditions set out in this document (Terms and Conditions) and complete the on-line entry form for your chosen category.

1.3 Lake Macquarie Business Excellence Awards reserves the right to alter or change these Terms and Conditions at any time at its discretion.

1.4 All entrants will be notified of any change to these Terms and Conditions that has taken place before their entry is judged and will be provided with a reasonable opportunity to amend or alter their entry (should they wish to do so).

1.5 All submissions are to be lodged through the www.lakemac.com.au/business-awards (Website).

1.6 By lodging your entry you agree to be bound by these Terms and Conditions.

1.7 Your entry must be submitted by 11.59pm Australian Eastern Standard time on the relevant close date for your region, as published in the Key Award Dates section on www.lakemac.com.au/business-awards. Lake Macquarie Business Excellence Awards reserves the right to extend or vary the entry period if required, before or after the award entry period commences.

2. ENTRY ELIGIBILITY

2.1 To enter the Lake Macquarie Business Excellence Awards, Businesses or individuals must be located and or operating in the Lake Macquarie region. If the winner wishes to proceed to the Hunter Business Awards they must be a member of the NSW Business Chamber, the Hunter Business Chamber, an alliance Local Chamber of Commerce (LCC) partner or client of Australian Business Solutions Group (ABSG) to enter the Regional Business Awards.

2.2 All businesses that submit an entry must hold a current Australian Business Number (ABN). This clause 2.1 does not apply to individual entrants into the individual award categories of Young Business Employee, Young Entrepreneur or Business Leader categories.

2.3 Entries can be submitted by any business that has been continuously operating in NSW for a minimum period of two years at the time of entry as published in the Key Award Dates section on the Website. This clause 2.2 does not apply to entries into the Start Up Superstar category where entries can be made by any business that has been operating less than a period of two years at the time of entry.

2.4 Entry into the Lake Macquarie Business Excellence Awards Program is not open to Board Members of the NSW Business Chamber or Hunter Business Chamber.

2.5 Entry into the Young Business Employee, Young Entrepreneur or Business Leader categories is not open to NSW Business Chamber Regional Advisory Councillors. NSW Business Chamber Regional Advisory Councillors CAN enter their business into other business award categories.

2.6 Staff members of NSW Business Chamber or Hunter Business Chamber or any of its related or controlled entities are not eligible to enter the Awards Program.

2.7 An entry into the individual award categories (Young Business Employee, Young Entrepreneur or Business Leader) shall be automatically disqualified if:

2.7.1 the entrant becomes bankrupt or insolvent; or

2.7.2 the entrant becomes disqualified from holding office as a director of any organisation or company.

2.8 Entrants into the Outstanding Young Entrepreneur Award category must:

2.8.1 be an owner, CEO or director of the relevant business; or

2.8.2 hold a majority shareholding or have a controlling interest in the business.

2.9 The Lake Macquarie Business Excellence Awards reserves the right in their sole discretion to disqualify any individual or business entry who the Lake Macquarie Business Excellence Awards has reason to believe has breached any of these Terms and Conditions, or engaged in any unlawful, fraudulent, misleading, deceptive or other improper misconduct that may jeopardise the fair and proper conduct of the Awards Program or otherwise bring the Awards into disrepute or damage the goodwill or reputation of the Lake Macquarie Business Excellence Awards.

2.10 Lake Macquarie Business Excellence Awards accepts no responsibility for any entries lost in transit or not received by the closing time due to technical disruptions or any other reason beyond the control of the Lake Macquarie Business Excellence Awards.

3. Previous Year Winners

3.1 Winners are eligible to enter the same category in the subsequent year that they have won, up to a maximum of three consecutive years.

3.5 To progress as a Hunter Finalist, winners must be either:

3.5.1 a current financial member of the NSW Business Chamber or Hunter Business Chamber or any of its related or controlled entities by 30th September in the relevant year;

3.5.2 a Local Business Chamber member that has opted in to become a member of the NSW Business Chamber by 30th September in the relevant year;

3.5.3 a client of the Australian Business Solutions Group of the NSW Business Chamber with an ABN registered in NSW.

4. Entry requirements

4.1 All entries for consideration must be lodged online and include the required information.

4.2 Lake Macquarie Business Excellence Awards, Hunter and NSW Business Chamber reserves the right to declare any entry ineligible, if at any time during or after the term of the award process your entry form is found to be incomplete, deficient, false or misleading in any way.

4.3 Your entry will be allocated to a NSW Business Chamber regional awards program, based on the street address, location and postcode of your business' premises and at Lake Macquarie Business Excellence Awards discretion

5. Opening Dates

5.1 Refer to the Key Award Dates page on the Website for entry opening dates.

5.2 Lake Macquarie Business Excellence Awards reserves the right to extend or vary the entry period if required, before or after the Awards entry period commences.

6. Closing Dates

6.1 Refer to the Key Award Dates page on the website for entry closing dates.

6.2 Lake Macquarie Business Excellence Awards reserves the right to extend or vary the entry period if required, before or after the Awards entry period commences.

7. Confidentiality

7.1 Upon their submission pursuant to these Terms and Conditions, entries become the property of Lake Macquarie Business Excellence Awards. All information provided in the entry form will be used for the purpose of judging only and will be treated as commercial-in-confidence by Lake Macquarie Business Excellence Awards, Hunter & NSW Business Chamber and any of its related or controlled entities, unless otherwise specified.

7.2 If you are selected as a finalist in the Awards program, information provided in your entry (excluding financial information) will be used for the purpose of promoting the Awards and your business.

www.lakemac.com.au/business-awards

7.3 Contact information provided in your entry form will be disclosed to sponsors for the purpose of direct opportunities for promotion through sponsor partners. You can refuse the disclosure of contact information to sponsors by advising 13 26 96 or navigation@nswbc.com.au in writing.

7.4 Lake Macquarie Business Excellence Awards, Hunter and NSW Business Chamber, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) may collect, use and disclose personal information in accordance with its Privacy Policy which can be viewed online at:

<https://www.nswbusinesschamber.com.au/About/Privacy-Policy> or by contacting the company secretary via the following:

NSW Business Chamber

Locked Back 938

North Sydney NSW 2059

Australia

P: 02 9458 7481

E: company.secretary@nswbc.com.au

7.5 Lake Macquarie Business Excellence Awards, Hunter and NSW Business Chamber's Privacy Policy is deemed to be incorporated into these Terms and Conditions and by entering the Awards, you are taken to consent to Lake Macquarie Business Excellence Awards, Hunter and NSW Business Chamber's Privacy Policy. The Privacy Policy may be replaced or varied at the discretion of Hunter and NSW Business Chamber from time to time, and as replaced or varied it is incorporated into these Terms and Conditions.

8. Judging

8.1 All entries are judged by a panel of subject matter experts, selected by the Lake Macquarie Business Excellence Awards from business and community leaders. These judges may be drawn from current employees of the Local, Hunter and NSW Business Chamber or any of its related or controlled entities.

8.2 Judges will allocate scores to each question asked, and these scores will be multiplied by a weighting to reach an overall score for each entry.

8.3 There will only be one winner per category.

8.4 Where there are two or more entries with the same highest score a count back will be conducted to determine which entrant scored higher on the most category questions.

8.5 If after the count back there is still two or more entries with the same highest score, the judging panel will be reconvened for determination of the winner.

8.6 State Category Winners may be eligible to form part of the immediate subsequent year's Regional Awards Judging Panel for their winning category, if they are not entering that category in the year they are judging or the year immediately following their role as a judge.

8.7 Judges are required to sign a confidentiality agreement and disclose any conflict of interest.

communications@lakemac.nsw.gov.au

8.8 The Judging Panel's decision is final and no further correspondence will be entered into.

8.9 In situations where there is only one entrant for a category in a Local Award, this entry will be judged. Subject to meeting a gateway score, the entry will become an automatic Regional Finalist and will be awarded a Regional Finalist certificate and represent their region in that category at the Regional Gala event.

8.10 A representative of the Lake Macquarie Business Excellence Awards, Hunter or NSW Business Chamber or the Judging Panel may contact any entrant via telephone interview or email for further information or to verify their entry prior to selecting the final preferred winner. Conducting such interviews does not create any obligation on the Lake Macquarie Business Excellence Awards or the Judging Panel to select the interviewed entrant as a winner.

9. Awards

9.1 The Lake Macquarie Business Excellence Awards comprise of the following categories:

9.1.1 Excellence in Micro Business (for businesses employing less than 5 FTE employees*);

*This includes all employees on payroll in Australia such as contractors, casuals and labour hire staff.

9.1.2 Small Business (for businesses employing between 5 and 20 FTE employees*);

*This includes all employees on payroll in Australia such as contractors, casuals and labour hire staff.

9.1.3 Excellence in Business (for businesses employing 21 FTE or more employees*);

* This includes all employees on payroll in Australia such as contractors, casual and labour hire staff.

9.1.4 Young Business Employee (Aged 18-30);

9.1.5 Outstanding Young Entrepreneur (Aged 18-30);

9.1.6 Business Leader of the Year (Aged 31+);

9.1.7 Outstanding Employer of Choice;

9.1.8 Excellence in Social Enterprise;

9.1.9 Excellence in Innovation;

9.1.10 Excellence in Sustainability;

9.1.11 Excellence in Export;

9.1.12 Start Up Superstar;

9.1.13 Contribution to the City (Lake Macquarie only)

9.1.14 Excellence in Retail & Hospitality (Hunter only)

9.2 Lake Macquarie Business Excellence Awards, Hunter and NSWBC may, in its sole discretion (without prior notice) add or vary these award categories of both State and Regional level from time to time.

9.3 Winners of the aligned categories listed in clause 9.1 from each Lake Macquarie Business Excellence Awards program will progress to the Hunter Business Awards as a Regional Category Finalist subject to satisfying these Terms and Conditions.

9.4 Lake Macquarie Business Excellence Awards may have additional award categories relevant to each region. Please note these additional Regional award categories do not progress to the Hunter Business Chamber Regional Business Awards.

10. Geographic coverage

10.1 Lake Macquarie Business Excellence Awards provides the online entry and judging engine for other Local Business Chamber and Regional awards which are aligned with the NSWBC Awards program. Those Local and Regional awards may have different terms and conditions.

11. Announcing the finalists and winners

11.1 All Finalists will be notified by phone and email, and published on the Lake Macquarie Business Excellence Awards Website.

11.2 Winners will be announced at the gala event in each Region, with the State Category Winners announced at the State Gala Event. In a Region where there is no gala event, winners will be notified and awarded their Regional Winner trophy in person.

11.3 It is a condition of entry that, if requested by the Lake Macquarie Business Excellence Awards, NSW Business Chamber, the Regional and State

Winners agree to participate in media requests, social media and other publicity requests (such as NSW Business Chamber and Regional Chamber events) conducted by and for use by the NSW Business Chamber and any of their related or controlled entities.

12. Lake Macquarie Business Excellence Awards and Regional Business Chamber Awards programs

12.1 These Terms and Conditions apply to entrants into all NSW Business Chamber Regional Business Awards, including entrants of Lake Macquarie Business Excellence Awards which are aligned with the NSWBC Awards, unless otherwise agreed.

12.2 Please note that additional terms and conditions may also be applied by the Lake Macquarie Business Excellence Awards or Regional Business Chamber running such awards. Please check the relevant website for their terms and conditions.

13. Lake Macquarie Business Excellence Awards entrants and winners

13.1 Where the Lake Macquarie Business Excellence Awards program exists and that Local Business Chamber aligns all or some of their categories and criteria with the Hunter and NSW Business Chamber Awards Program, Local Chamber Alliance members can only enter those aligned categories via the Lake Macquarie Business Excellence Awards program. Where a Lake Macquarie Business Excellence Awards program exists but they have not chosen to align with some of the Hunter and NSW Business Chamber State Business Award Categories, Local Chamber Alliance members may directly enter those categories at a Regional level.

13.2 A business or individual is eligible to enter into multiple Local Business Chamber Awards within a Region, subject to those Chambers' applicable terms and conditions of entry. You will be required to enter a new username per entry submission if you use the NSW Business Chamber portal.

Where a Local Business Chamber Awards program does not exist, a Local Chamber Alliance member can enter directly into the NSWBC Awards at the Regional level.

13.3 Local Business Chamber Award winners are eligible to progress to the NSW Business Chamber Regional Awards program as a Regional entrant subject to:

13.3.1 complying with the Lake Macquarie Business Excellence Awards, Hunter and NSWBC Awards Terms and Conditions;

13.3.2 the Lake Macquarie Business Excellence Awards category winner's entry being submitted via the www.lakemac.com.au/business-awards online entry system for the purpose of judging.

13.4 Category winners at a Lake Macquarie Business Excellence Awards and Regional level must satisfy a gateway score that the NSW Business Chamber will set at the start of every awards program. This score will be awarded by the NSW Business Chamber State Business Awards Judging Panel.

Postcodes eligible to enter the Lake Macquarie Business Excellence Awards

The below regions are the postcodes that qualify for the Lake Macquarie Business Excellence Awards.

Business Region Postcodes Included in Lake Macquarie Region;

2259 | 2264 | 2265 | 2267 | 2278 | 2280 | 2281 | 2282 | 2283

2284 | 2285 | 2286 | 2287 | 2289 | 2290 | 2305 | 2306 | 2323

Entry Checklist

Have you read the entry information pack with terms and conditions?

Have you used the correct category online to submit your entry?

Have you answered all questions in the Business Details, Contact Details, Business Performance and the award category you are entering?

If you have any questions please contact the Lake Macquarie Business Excellence Awards on 4921 0346 or email epmorris@lakemac.nsw.gov.au

Thank you for taking the time to enter the Lake Macquarie Business Excellence Awards for 2019.

We wish you the very best of luck.