



Golden Service Awards 2020



How To Enter

2020 Kimberly-Clark Professional Golden Service Awards

Golden Service Awards

0203 468 0923

gsa@suzannehowe.com

www.goldenserviceawards.co.uk

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Entries close on 27th September 2019

Welcome

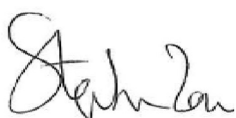
“ We are delighted to bring you the 2020 Kimberly-Clark Professional Golden Service Awards, providing the opportunity for facility management companies, contract cleaners and in-house cleaning teams to showcase exceptional standards of cleaning and innovation and celebrating the people that work within our industry.

At Kimberly-Clark Professional we are extremely passionate about creating Exceptional Workplaces and the Golden Service Awards is the number one event in the calendar. This special day gives us all the opportunity to celebrate the very best our industry has to offer and allows all companies the opportunity to showcase their latest talent, high standards and exciting innovations that set the benchmark for the future.

Recognising a changing industry and society, there are three new categories for 2020 – Best Small Business, Best Innovation and the Diversity Awareness Award, bringing the total number of awards to 17. Take a look at the new entry criteria.

We would also like to take this opportunity to thank our sponsors all of whom help us to make the Kimberly-Clark Professional Golden Service Awards such a great event. Thank you to The Cleaning and Hygiene Suppliers Association (CHSA) our Gold sponsor, Kärcher and Bunzl Cleaning and Hygiene Supplies as our silver sponsors, and Truvox International, InnuScience and the British Cleaning Council (BCC) as our bronze sponsors.

We look forward to receiving your entries and hope that this 'How to enter' document will be a useful tool when completing your entry. It contains important criteria information, useful hints and tips as well as FAQ's and details about the judging process.



Steve Jones

General Manager UK and Ireland, Kimberly-Clark Professional



Key Dates

Monday, 20th May 2019
Open for Entry

Friday, 27th September 2019
Entry deadline

October 2019
Paper Judging

November 2019
Site visits

Wednesday 4th March 2020
Awards Ceremony

The Judging Process

“ The British Institute of Cleaning Science (BICSc) is delighted to be judging the 2020 Kimberly-Clark Professional Golden Service Awards for the fifth time. We are very much looking forward to managing both the first and second stages of the judging process.

The first stage is a review of each entry where points are awarded based on the quality of the written evidence submitted. From this, a number of finalists are selected for each category. The finalists will be listed on the website www.goldenserviceawards.co.uk and featured in the media.

The second stage involves site visits for the majority of the awards which will take place in November 2019. BICSc has appointed a team of experienced judges who will visit each of the nominated premises. Only one judge is responsible for each category so that all entries are equally assessed.

The judges work to the BICSc Best Value document before they carry out their site visits. In addition, there will be a head judge and someone in charge of compliance. The BICSc Industry Training Award will be judged by a judge who will not be involved in judging any of the other categories in the interests of fairness.

The judges will be judging standards achieved and not just whether the specifications for the entry are followed. Innovation, staff training and client relationships are among the main criteria which will be assessed. It is not the size of your business that's important, but the quality of the service provided.

Stan Atkins, Chief Executive Officer
British Institute of Cleaning Science BICSc
Head of Judging



Introduction

This booklet has been designed to help guide you through the entry process for the 2020 Kimberly-Clark Professional Golden Service Awards from the judges' rules, hints and tips and frequently asked questions.

Each category is detailed in this document with the judge's specific criteria.

You do not have to be a customer of Kimberly-Clark Professional or registered with any trade association to enter the 2020 Kimberly-Clark Professional Golden Service Awards.

For further information contact:

Suzanne Howe
0203 468 0923
gsa@suzannehowe.com

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In partnership with:



Gold sponsor:



Silver sponsors:



Bronze sponsors:



Contents

Page

Hints and Tips 05

Entry Check List 05

FAQs 06 - 07

Awards 08 - 14

Conditions of entry 15

Judges' Rules 16

Hints and tips for entering the awards

- Read this document carefully. Marks are awarded for answers to every relevant question. It could make the difference between becoming a finalist or not.
- Keep your entry simple. There is no need to send certificates. However, please ensure copies of certificates are available to the judges if you are selected for a site visit.
- Use your written submission to show the judges what makes your contract, company, premises, nominated cleaning operative or site supervisor stand out.
- Be conscious of the award title and criteria when submitting your application, especially when submitting multiple entries for the same category and/or from the same company. Each application MUST be unique and clearly state why the judges should consider the entry.
- The judges will need a good understanding of the contract nominated in terms of site layout and difficulties faced as well as the effectiveness of staff and client communication. Explain how teamwork, good management and techniques are used to address your particular premises and cleaning needs.
- At the site visit, judges will be looking for the following attributes if cleaning operatives and site supervisors have been nominated such as dedication, good technique and certificated competence.
- If you are selected as a finalist, you will need to supply a high quality jpeg of your company logo and the site/s being entered. A request will be made once the finalists have been agreed.

Entry Check List

- ☐ Contact details for the person responsible for the application
- ☐ Marketing contact for logos, jpegs, etc.
- ☐ Client contact details
- ☐ A client testimonial (proving the submission is an accurate reflection of work undertaken)
- ☐ 1,000 words (maximum) submission
- ☐ Cleaning operative submission up to 500 words (optional for categories 1-10)
- ☐

Frequently Asked Questions

Q. Can I submit multiple entries for the Awards?

A. Yes, but each entry must be paid for separately and entered separately.

Q. Does everyone have to pay to enter?

A. Yes. All entries require payment. No cleaning sectors are exempt.

Q. Can both contract cleaning companies and in-house teams enter?

A. Yes

Q. My company is very small, can I still enter?

A. Yes, it is not the size of the business that is important but the quality of the service provided.

Q. What are the main criteria for the judges?

A. Cleaning Standards, training, staff management, innovation and client relationship are the main criteria which will be assessed.

Q. When is the closing date for entries?

A. Friday, 27th September 2019.

Q. Do I have to be a customer of Kimberly-Clark Professional or registered with any trade association to enter?

A. No, these aspects are not considered when judging an entry.

Q. What if I don't have any certificates?

A. If you cannot provide proof of certification at the site visit, you will lose points on your entry which could make the difference in becoming a winner or not.

Q. How much does it cost?

A. To enter the awards it costs £125 plus VAT (£150) and to buy a ticket for the awards ceremony it costs £195 plus VAT (£234). Credit cards not accepted.

Q. How do I pay for my entry and/or ticket and where do I send it to?

A. Please pay by BACS. Bank details are:

HSBC

Suzanne Howe Communications

Sort Code: 40-43-41

Account Number: 41501208

Alternatively a cheque can be sent to the address below, made payable to The Golden Service Awards for £150.00 (£125.00 plus VAT totalling £150) per entry, to:

Suzanne Howe Communications

PO Box 325

Kings Hill, West Malling

Kent ME19 4WW

Frequently Asked Questions Continued...

Q. How does the judging process work?

A. At the first stage, the judging panel will consider the application on the basis of written evidence submitted. Short-listed finalists will then be selected for a site visit.

Q. How will I know if I am short-listed as a finalist?

A. A member of the judging panel will contact you to arrange a site visit. There will also be a list on the website from late October 2019.

Q. When do site visits take place?

A. November 2019.

Q. Do my nominated cleaning operative and/or site supervisor have to be present during a site visit?

A. Yes or they will be disqualified from the application.

Q. Will I be informed if my application has been unsuccessful?

A. No. Finalists will be announced on the website in October 2019.

Q. When will I find out if I have won?

A. Winners will be announced at the 2020 Kimberly-Clark Professional Golden Service Awards ceremony at the London Hilton Hotel on Wednesday, 4th March 2020.

Q. Do I need to send anything with the application form?

A. Not at the initial entry stage.

Awards

1. **Healthcare Establishment with fewer than 250 beds:**

For hospitals and other healthcare establishments

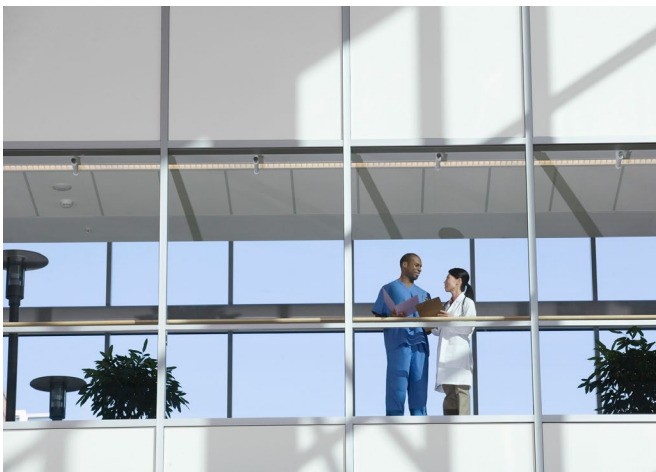


Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

2. **Healthcare Establishment with more than 250 beds:**

For hospitals and other healthcare establishments



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

Awards

3. Office areas below 250,000 sq. ft.:

For either all or part of a building



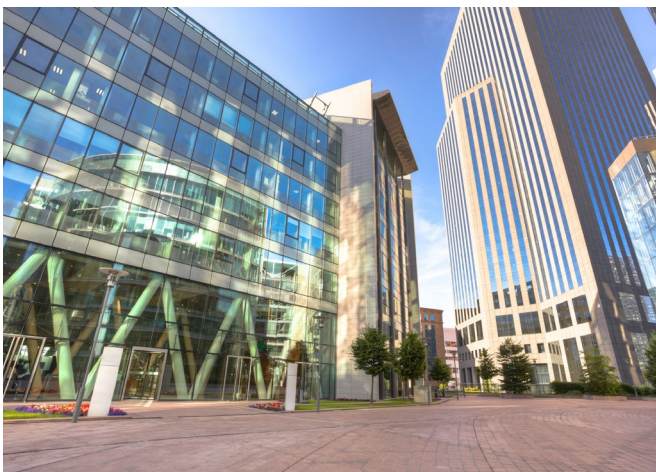
Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

4. Office areas above 250,000 sq. ft. sponsored by Tomorrow's Cleaning:

For either all or part of a building

**TOMORROW'S
CLEANING**



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

Awards

5. Large Education Establishment:

For schools, universities and colleges with more than 10 teaching areas



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

6. Small Education Establishment:

For schools and colleges with fewer than 10 teaching areas, ideal for primary schools



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients.

There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

Awards

7. Individual Retail Establishment: For department stores and supermarkets



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

8. Shopping Mall or areas with more than one shop or department store sponsored by Truvox:



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

Awards

9. **Manufacturing Facilities sponsored by Karcher:**
Factories – across all sectors including food, processing plants and power stations.



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

10. **Hospitality Award sponsored by the CHSA:**
For hotels, restaurants, catering and leisure outlets, venues and destinations



Criteria:

Judges will be looking for high standards of cleanliness, a good understanding of the site, teamwork, good management skills, difficulties faced and how they have been overcome, effectiveness of staff and good communication with clients. There will be a site visit from a BICSc auditor. A client testimonial is also required which should include the name of the company, director's name and title, and a sentence to say that he/she has read the entry and it complies with the work undertaken.

11. **Environmental Awareness Award sponsored by Facilities Management Journal :**

For companies that have taken significant steps in their responsibility of the environment



Criteria: Judges will be looking for a company with a suitable Environmental Management System in place that brings an obvious benefit to both the organisation and individuals involved.

The company must also be able to show results which can be quantified and linked to original objectives as well as training which has resulted in certification or accreditation.

Environmental records can include:

- Records of significant environmental aspects
- Records of environmental meetings
- Environmental performance information
- Legal compliance records
- Communication with interested parties
- Suitable Environmental Management Systems

This award will not require a site visit or a client testimonial

12. **Industry Training Award sponsored by BICSc:**

For cleaning service companies with excellent innovative training strategies that give consideration to national training policy



Criteria: Companies can enter specific projects or organisation-wide training for this category.

The judges will be looking for:

- Training which links clearly to the organisation's needs and helps to move the business forward
- Training which links to the industry's training and development strategies and brings an obvious benefit to both the organisation and individuals involved
- Results which can be quantified and linked to original objectives
- Training which has results in certification or accreditation

13. **NEW FOR 2020: Small cleaning company sponsored by Cleaning Matters**

For contract cleaning or FM companies with a turnover of £10m or under



Criteria: The judges will be looking for evidence of excellence in staff training, sustainable operations, and health and safety. The judges will also want to look at and discuss the company's current business plan as well as financial, sales, and marketing strategies. The evidence supplied should demonstrate that all clients benefit from the evidence put forward. Evidence of client surveys and action will strengthen an application.

- No site visit
- No client testimonial

14. **NEW FOR 2020: Best innovation sponsored by Innuscience:**



Criteria: The judges will be looking for significant changes in the structure or management of cleaning contracts as well as changes to the management of cleaning materials, machinery or equipment that have led to a considerable improvement in the quality of the cleaning Service delivered to the client, and/or a reduction in the costs and time required to deliver an excellent cleaning service.

- No site visit is required
- No client testimonial is required

Awards

15. *NEW FOR 2020:* Diversity Awareness Award :



Criteria: Diversity in the workplace promotes acceptance, respect and working together despite differences in race, gender, age, gender, religion and sexual orientation for example. The judges will be looking for the best initiative which demonstrates the company practices diversity and inclusion. Examples include:

- Cultural training
- Parental leave for men and women
- LGBT+ forums/groups
- A workplace that is comfortable for employees with mental or physical disabilities
- Language training
- Diversity awareness programmes
- No site visit
- No client testimonial

16. Site supervisor of the Year sponsored by the British Cleaning Council:

For excellent performance by a site supervisor. The candidate will be a site supervisor at a building nominated in Categories 1-10



Criteria: The judges will be looking for a site supervisor who has a thorough understanding and knowledge of the site, demonstrates exceptional leadership and management skills and shows outstanding dedication to the customer. They will also be looking for a site supervisor with clear communication skills who has ideally undertaken relevant training programmes.

Please note:

- If a supervisor is put forward for this award, they must be available for an interview at the site visit and they must attend the awards ceremony.
- If you are entering a supervisor for more than one award, please ensure they are nominated on each application form. Please note, the supervisor will only be interviewed once.
- If your application does not make it through to the next stage the supervisor will no longer be eligible.

17. **Cleaning operative of the year sponsored by Bunzl :**

For excellent performance by a cleaning operative. The candidate will be a cleaning operative at a building nominated in Categories 1-10



Criteria: The judges will be looking for a cleaning operative who has a thorough understanding and knowledge of the site and shows outstanding dedication to the customer. They will also be looking for a cleaning operative with clear communication skills who has ideally undertaken relevant training programmes.

Please note:

- If a cleaning operative is put forward for this award, they must be available for an interview at the site visit and they must attend the awards ceremony.
- If you are entering a cleaning operative for more than one award, please ensure they are nominated on each application form. Please note, the cleaning operative will only be interviewed once.
- If your application does not make it through to the next stage the cleaning operative will no longer be eligible.

Conditions of Entry

- Each entry will be subject to an application fee £125 + VAT (£150.00). A nominated cleaning operative and site supervisor from the entered premises may be put forward for an award (Categories 16 and 17) at no extra charge.
- Applicants may enter sites that have been submitted in previous years.
- If fewer than three entries in a category meet the criteria, the judging panel reserves the right to consolidate the entries into another category.
- Each finalist must be available to be visited by a site judge at a time convenient during November 2019, with consideration for school holiday periods. All applicants, including any nominated cleaning operatives and site supervisors **MUST** be present at the time of the site visit.
- Entries will become the property of the organisers and will not be returned.
- You must answer every relevant question in order to qualify.
- **Closing date for entries is Friday, 27th September 2019.**
- **The decision of the judging panel will be final, and no correspondence will be entered into.**
- Winners will be announced at an awards ceremony at The London Hilton Hotel on Park Lane on Wednesday, 4th March 2020.

Judges' Rules

- One judge shall be assigned for marking each category.
- If your application does not make it through to the next stage, the cleaning operative and supervisor will no longer be eligible.
- The judge will contact the principle person listed on the application form to arrange a convenient date for all parties to carry out the site survey. This must be someone specifically assigned to that site.
- Once a visit date has been confirmed any cancellations may result in the nomination being rejected.
- The nominated cleaning operative and/or supervisor should be available during the visit, otherwise, their nomination may be rejected. Every effort should be made for their attendance.
- The preliminary focus and consideration will be the cleaning process and cleaning standards on site. This will be covered in the judges' scoring process. They will also expect to see the following documents:
 1. COSHH assessments & SDS sheets
 2. Risk Assessments task related
 3. Method Statements/SSOW
 4. Portable Appliance Testing records
 5. Quality control records
 6. Training and development records
 7. Evidence of submitted company certifications & accreditations pertaining to the nominated site as per the application form
- Documents that do not relate to the nominated category will not be considered by the judges, unless specifically requested.
- Further evidence of such documentation/information may be requested on the day of the site visit.
- The author of the client testimonial may if they wish be available on the day of the site visit for a 10-15 minute meeting with the judge. However this is not a requirement. It should be noted that the judge meeting with the client will not accrue any points as these have already been accounted for during the stage one process.
- The judge will decide which areas are to be viewed rather than a pre-determined walk round. Ideally the judge will want to see the area(s) for which the nominated cleaning operative and/or supervisor has responsibility.
- Any meetings/presentations with operational departments should be outlined pre-visit to the judge, who may put a restriction on attendee numbers. We recommend a maximum of three.
- Invitations to lunch cannot be accepted, however light refreshments will be welcomed.
- Judges cannot enter into discussions with a nominee about comparisons with other sites/nominees.
- All judges' marking forms and company information gathered will remain confidential until the GSA agrees a date for its destruction. However, the judges will jointly discuss the supervisor and cleaning operative nominations.
- The judges will have the final decision as to whether each application is in the correct category. This will be carried out at the paper judging stage. The entry could be moved to a more relevant category. The company will be notified.

Golden Service Awards



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CLEANING MATTERS

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