SCOTLAND AWARDS 2027

NOMINEE ENTRY GUIDELINES

The Scotland Awards recognise the people, teams and organisations making a positive difference across Scotland's property management and factoring sector.

The Scotland Awards are open to eligible individuals and companies, depending on the award category. There is no fee to enter.

Please read this document carefully to familiarise yourself with the eligibility requirements, award criteria and submission guidelines before submitting your nomination online.

KEY DATES AND ELIGIBILITY

Scotland Awards Ceremony and Dinner: 12 March 2027, Raddison Blu Glasgow

Entry Deadline: 18 January 2027 at 4pm.
All nominations and entries must be submitted by this deadline. Late submissions will not be accepted.

Individual Awards
These awards are open to TPI Scotland individual members and employees of organisations holding TPI Scotland Company membership. Self-nominations are welcome. All entries must be signed off by a member of the nominee's Senior Leadership Team or someone in a more senior position.

Company Awards
These awards are open to organisations holding TPI Scotland Company membership. Organisations may nominate themselves, and entries must be submitted on behalf of the company.

Service Provider of the Year
This award is open to TPI Partners and companies providing products or services to Scotland's factoring sector.

Please refer to the relevant award category for its specific criteria and requirements.

CONTENT
Please click on the heading below to go directly to the relevant section.

- Managing agent of the year — under 5,000 units
- Managing agent of the year — 5,001 units and above
- Rising Star Award
- Unsung Hero Award
- Support Staff Member of the Year
- Outstanding Customer Service — Company
- Outstanding Customer Service — Individual
- Property Manager of the Year
- Service Provider of the Year
- How entries Will Be Judged
- Scoring Guide
- Supporting Files and Documentation

CATEGORIES AND FULL CRITERIA

Please select the award that best reflects your achievements and respond to the four criteria listed for that category.

Each criterion has a weighting and a maximum word count. The weightings indicate the relative importance of each area when entries are assessed.

The prompts beneath each criterion are intended to help you prepare your response. You do not need to answer every prompt individually, and you may include other relevant examples that demonstrate the achievements.

When preparing your entry:

- Be specific about the actions and why it mattered.
- Include examples that demonstrate the contribution and difference it made.
- Explain the outcomes or benefits for customers, colleagues, clients, residents or the wider industry, as relevant.
- Use figures, feedback or other evidence where available. Formal statistics are not essential.
- Focus on the achievements and contribution, while recognising the work of the team where appropriate.

MANAGING AGENT OF THE YEAR (UNDER 5,000 UNITS)

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and customer-focused management practices within the residential property factoring sector.

The award celebrates companies that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both residents and tenants.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

WHO SHOULD ENTER

Open to TPI Scotland Company members managing up to 5,000 units who can demonstrated operational excellence, innovation, and leadership.

JUDGING CRITERIA

Leadership and Team Management
Weighting: 35% | Maximum: 350 words
Describe how your organisation provides effective leadership and supports its teams across a substantial property portfolio.

You could include examples of:

- Your leadership structure and approach to managing a large or complex operation.
- How you develop, support and retain employees.
- How you maintain consistent service standards across teams and locations.

- How you encourage accountability, collaboration and professional development.
- How leadership has contributed to organisational performance and consistent service delivery.

Customer Service and Communication
Weighting: 35% | Maximum: 350 words
Explain how your organisation delivers a consistent, high-quality customer experience across its portfolio.

You could include examples of:
- How you communicate effectively with a large and varied customer base.
- How you respond to enquiries, complaints and complex issues.
- How you maintain positive relationships with homeowners, residents and clients.
- How you monitor customer experience and respond to feedback.
- Evidence of improved satisfaction, stronger relationships or better service outcomes across your portfolio.

Operational Excellence and Innovation
Weighting: 20% | Maximum: 200 words
Describe how your organisation manages operational complexity and introduces improvements that benefit customers and colleagues.

You could include examples of:
- Systems and processes that support efficient portfolio management.
- Improvements to repairs, maintenance, contractor management or service delivery.
- Technology or innovation that has improved efficiency or communication.
- How you monitor performance and maintain standards across the business.
- Initiatives that have delivered measurable or clearly demonstrated benefits and improved the customer or employee experience.

Professionalism and Industry Contribution
Weighting: 10% | Maximum: 100 words
Explain how your organisation demonstrates professional leadership and contributes to raising standards across the sector.

You could include examples of:
- Promoting professional standards, integrity and accountability.
- Investing in training, qualifications and professional development.
- Supporting best practice and responsible property management.
- Contributing to industry initiatives, networks or knowledge-sharing.
- Demonstrating a commitment to continuous improvement and raising standards within the profession.

MANAGING AGENT OF THE YEAR (5,001+ UNITS)

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and customer-focused management practices within the residential property factoring sector.

The award celebrates companies that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both residents and tenants.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

WHO SHOULD ENTER

Open to TPI Scotland Company members managing over 5,001 units who can demonstrate operational excellence, innovation, and leadership.

JUDGING CRITERIA

Leadership and Team Management
Weighting: 35% | Maximum: 350 words
Describe how your organisation provides effective leadership and supports its teams across a substantial property portfolio.

You could include examples of:

- Your leadership structure and approach to managing a large or complex operation.
- How you develop, support and retain employees.
- How you maintain consistent service standards across teams and locations.
- How you encourage accountability, collaboration and professional development.
- How leadership has contributed to organisational performance and consistent service delivery.

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- Contributing to industry initiatives, networks or knowledge-sharing.
- Demonstrating a commitment to continuous improvement and raising standards within the profession.

RISING STAR AWARD

This award recognises an individual who is developing their career in property management and has already demonstrated outstanding potential, initiative and a positive contribution to their organisation. The award celebrates emerging talent who show enthusiasm, dedication and a commitment to learning, professional development and delivering excellent service.

Successful entrants will be those who can demonstrate their achievements, willingness to take on new challenges and the positive impact they have made on colleagues, clients and their wider team. This category celebrates the next generation of property professionals who are making their mark and showing potential to shape the future of the industry.

WHO SHOULD ENTER

Open to those new to the factoring industry (for a maximum of three years as at deadline of 01.03.2027) showing exceptional potential and initiative. They must be either a TPI Scotland Individual member or employee of a TPI Scotland Company member.

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

JUDGING CRITERIA

Achievement and Contribution
Weighting: 35% | Maximum: 350 words
Describe the nominee's achievements to date and the difference they have made in their role, taking into account their experience and stage of career.

You could include examples of:

- Significant achievements or responsibilities taken on.
- Challenges they have overcome.
- Improvements they have introduced or helped deliver.
- Positive feedback from customers, residents, colleagues or managers.
- How their contribution goes beyond what might normally be expected at their career stage.
- Examples of how they have made a positive impact despite being relatively new to the industry.

Initiative and Problem-Solving

Weighting: 25% | Maximum: 250 words
Explain how the nominee demonstrates initiative, takes responsibility and finds solutions to challenges, showing confidence and a willingness to step outside their comfort zone.

You could include examples of:
- Taking ownership of an issue or project.
- Identifying a problem and proposing a practical solution.
- Showing initiative without waiting to be asked.
- Adapting to changing circumstances or competing priorities.
- Demonstrating sound judgement and a willingness to learn.
- Taking on new challenges or responsibilities that demonstrate their growing confidence and capability.

Professional Development and Learning
Weighting: 25% | Maximum: 250 words
Describe how the nominee is developing their skills, knowledge and confidence, and how they actively apply their learning to improve their performance and contribution.

You could include examples of:
- Training, qualifications or professional development undertaken.
- Applying new knowledge to everyday work.
- Learning from feedback, mistakes or challenging situations.
- Seeking opportunities to broaden their experience.
- Demonstrating progress and readiness for future responsibilities.
- Showing enthusiasm, commitment and a proactive approach to their own development.
- How quickly they have developed their knowledge and understanding of the property management industry.

Future Potential and Industry Contribution
Weighting: 15% | Maximum: 150 words
Explain why the nominee has the potential to make a lasting contribution to the profession, and why they should be recognised as an emerging talent within the property management industry.

You could include examples of:
- Their ambition, attitude and commitment to the sector.
- The positive influence they have on colleagues or customers.
- Their willingness to share knowledge and support others.
- Their potential to take on greater responsibility.
- How they reflect the values and future direction of professional property management.
- The qualities they demonstrate that suggest they could become a future leader or influential professional within the sector.

UNSUNG HERO AWARD

This award recognises the unsung heroes who go above and beyond their day-to-day responsibilities to make a real difference to their organisation, residents, clients and colleagues.

These individuals show exceptional commitment, initiative and a willingness to step outside their roles to support others, overcome challenges and make things happen. Often working behind the scenes, they give their time and effort without expecting recognition.

The award celebrates those whose generosity, dedication and willingness to go the extra mile have a positive and lasting impact on those around them.

WHO SHOULD ENTER

This is an individual award for either a TPI Scotland Individual member, an employee of a TPI Scotland Company member or an employee of a TPI Partner and non-Partner who work for a TPI Scotland Company Member.

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

JUDGING CRITERIA

Going Above and Beyond
Weighting: 30% | Maximum: 300 words
Describe how the nominee goes beyond the normal expectations of their role to make a positive difference.

You could include examples of:
- Taking on tasks or responsibilities outside their usual duties.
- Giving additional time, effort or support without being asked.
- Stepping in to help when something needs doing, regardless of whose responsibility it is.
- Consistently doing more than would reasonably be expected of them.

Making a Difference to Others
Weighting: 25% | Maximum: 250 words
Explain how the nominee's actions have positively impacted residents, clients, colleagues or the wider organisation.

You could include examples of:
- Going out of their way to help someone or improve their experience.
- Providing support that makes a real difference to others.
- Making a positive contribution that may otherwise have gone unnoticed.
- Demonstrating kindness, generosity and consideration beyond their usual responsibilities.

Initiative and Taking Action
Weighting: 25% | Maximum: 250 words
Describe how the nominee identifies opportunities to help, takes ownership and makes things happen without needing to be asked.

You could include examples of:
- Spotting something that needs doing and taking the initiative.
- Quietly resolving issues or overcoming challenges outside their normal responsibilities.
- Finding practical solutions to help others or improve situations.
- Taking responsibility and following things through without seeking recognition.

Selflessness and Lasting Impact
Weighting: 20% | Maximum: 200 words
Explain how the nominee demonstrates a genuine commitment to others and why their contribution makes them deserving of recognition.

You could include examples of:
- Putting the needs of others or the organisation ahead of their own convenience.
- Volunteering their time, knowledge or skills beyond their role.
- Consistently supporting others without expecting anything in return.
- Making a lasting positive difference, often behind the scenes and without recognition.

SUPPORT STAFF MEMBER OF THE YEAR

This award recognises the vital contributions of support staff who form the backbone of their organisation. Often working behind the scenes in roles such as HR, finance, administration and wider organisational support, these individuals demonstrate exceptional skill, reliability and professionalism, ensuring smooth operations, high-quality service delivery and strong internal collaboration.

Successful entrants will be those who consistently enhance efficiency, provide outstanding support to colleagues and clients, and make a meaningful contribution to their team and wider organisation. This category celebrates the commitment, expertise and day-to-day dedication of those whose work has a significant and lasting impact, whether or not they are always in the spotlight.

WHO SHOULD ENTER

This is an individual award for either a TPI Scotland Individual member or employee of a TPI Scotland Company member. It is open to those working in support roles such as HR, finance, administration, operations, or similar, who demonstrate excellence in delivering essential organisational support.

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

JUDGING CRITERIA

Excellence in Role and Contribution
Weighting: 35% | Maximum: 350 words
Describe how the nominee performs their role and contributes to the effective running of the organisation and the difference their work makes beyond their day-to-day responsibilities.

You could include examples of:
- Consistently delivering accurate, reliable and high-quality work.
- Managing administrative, financial, operational or other support responsibilities.
- Helping colleagues meet deadlines and manage workloads.
- Taking ownership of tasks and ensuring they are completed effectively.
- The difference their work makes to the wider organisation.
- Providing support that enables teams and the wider organisation to operate successfully.

Teamwork and Support
Weighting: 30% | Maximum: 300 words
Explain how the nominee supports colleagues and helps create an effective team.

You could include examples of:

- Working collaboratively across teams or departments.
- Providing practical help, guidance or training to colleagues.
- Sharing information and knowledge.
- Helping the team manage busy periods or unexpected challenges.
- Contributing to a supportive and positive working environment.
- Going out of their way to help others, often without being asked.

Initiative and Process Improvement
Weighting: 25% | Maximum: 250 words
Describe how the nominee identifies opportunities to improve the way work is carried out.

You could include examples of:

- Introducing or suggesting more efficient processes.
- Identifying errors, risks or potential problems.
- Improving the accuracy or organisation of information.
- Using systems or technology effectively.
- Taking initiative to resolve issues and prevent them recurring.
- Taking responsibility or stepping outside their usual duties to make things happen.

Professionalism and Personal Qualities
Weighting: 10% | Maximum: 100 words
Explain the qualities that make the nominee an asset to the organisation.

You could include examples of:

- Reliability, accuracy and attention to detail.
- Discretion, integrity and responsibility.
- Clear and helpful communication.
- A positive attitude and willingness to learn.
- Consistently demonstrating professional standards.

OUTSTANDING CUSTOMER SERVICE — COMPANY

This award celebrates organisations that demonstrate an outstanding commitment to customer service, putting clients at the heart of their operations. It recognises companies that build strong, lasting relationships through a customer-focused approach and make service excellence a key part of their culture.

WHO SHOULD ENTER

This award is open to TPI Scotland Company Members who can demonstrate exceptional customer service through clear examples of positive client feedback, effective communication, responsiveness and initiatives that have improved the customer experience. Entrants should be able to showcase how their approach delivers measurable benefits and consistently meets or exceeds client expectations.

JUDGING CRITERIA

Customer Experience and Service Standards
Weighting: 30% | Maximum: 300 words
Describe how your company delivers a consistently positive experience for its customers.

You could include examples of:

- Your approach to understanding customer needs and expectations.
- Service standards, processes or commitments that guide your work.
- How you make your service accessible, responsive and helpful.
- How you maintain service quality across the organisation.
- Feedback or examples demonstrating the value of your approach.

Communication and Relationship Management
Weighting: 30% | Maximum: 300 words
Explain how your company builds trust and maintains effective relationships with customers through clear, proactive and consistent communication.

You could include examples of:

- Clear, timely and appropriate communication.
- Keeping customers informed about progress, decisions or problems.
- Managing complaints and difficult conversations constructively.
- Listening to customer feedback and responding appropriately.
- Building long-term relationships through consistency and reliability.

Problem-Solving and Service Improvement
Weighting: 20% | Maximum: 200 words
Describe how your company resolves issues and uses learning and feedback to improve the customer experience.

You could include examples of:

- Resolving complex or challenging customer issues.
- Introducing new systems, processes or communication methods.
- Learning from complaints and feedback.
- Identifying recurring problems and addressing their causes.
- Improvements that have made the service more efficient or effective.

Results and Positive Impact
Weighting: 20% | Maximum: 200 words
Explain the positive impact your company's approach has had on customers and how you demonstrate the effectiveness of your service.

You could include examples of:

- Customer feedback, testimonials or positive outcomes.
- Improvements in response times or service delivery.
- Stronger relationships and increased customer confidence.
- Successful resolution of difficult situations.
- Evidence of measurable improvements in customer satisfaction or experience.

OUTSTANDING CUSTOMER SERVICE — INDIVIDUAL

This award celebrates individuals who make a genuine difference to the customer experience through their commitment, professionalism and positive attitude. It recognises those who demonstrate empathy, excellent communication and a proactive approach to resolving challenges, setting an example of outstanding service within the profession.

WHO SHOULD ENTER

This is an individual award open to TPI Scotland Individual Members or employees of TPI Scotland Company Members who demonstrate excellence in customer service as part of their role. Nominations should highlight examples of going above and beyond for clients, making a positive impact on customer satisfaction and delivering memorable experiences.

Nominations must be submitted by a colleague and approved by a director or senior team lead.

JUDGING CRITERIA

Customer Care and Service Delivery
Weighting: 35% | Maximum: 350 words
Describe how the nominee delivers excellent customer service in their role and demonstrates a genuine commitment to meeting customer needs

You could include examples of:

- Going above and beyond to help a customer.
- Understanding individual needs and responding appropriately.
- Providing reliable, professional and timely support.
- Taking ownership of enquiries and following them through.
- Making customers feel listened to, respected and valued.

Communication and Relationship Building
Weighting: 25% | Maximum: 250 words
Explain how the nominee communicates effectively and builds positive relationships through their approach, attitude and interactions with customers.

You could include examples of:

- Communicating clearly and appropriately.
- Listening carefully and showing empathy.
- Managing difficult conversations calmly and professionally.
- Keeping customers informed and setting clear expectations.
- Building trust through consistency, honesty and follow-through.

Problem-Solving and Initiative
Weighting: 20% | Maximum: 200 words
Describe how the nominee resolves customer issues and takes initiative to improve outcomes.

You could include examples of:

- Handling complex or sensitive situations.
- Finding practical solutions to problems.
- Taking responsibility rather than passing issues on unnecessarily.
- Anticipating customer needs or identifying potential difficulties.
- Learning from experience and preventing similar issues where possible.

Positive Impact and Professionalism
Weighting: 20% | Maximum: 200 words
Explain the positive difference the nominee makes to customers and colleagues and why their approach makes them stand out.

You could include examples of:

- Positive customer feedback or testimonials.
- Their influence on customer confidence and satisfaction.
- Consistently demonstrating patience, fairness and professionalism.
- Supporting colleagues to deliver better customer service.
- Being a positive example of excellent customer care.
- Making a lasting or particularly meaningful difference to a customer's experience.

PROPERTY MANAGER OF THE YEAR

This award celebrates property managers who make an outstanding contribution to the profession through their expertise, professionalism and commitment to delivering effective property management. It recognises individuals who play a key role in maintaining high standards, ensuring compliance, building positive relationships and achieving successful outcomes for the properties and clients they support.

WHO SHOULD ENTER

This award is open to property managers who are TPI Scotland Individual Members or employees of TPI Scotland Company Members. Entrants should be able to demonstrate their impact through examples of effective property management, strong client relationships, leadership, organisational skills and proactive problem-solving.

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

JUDGING CRITERIA

Property Management Excellence
Weighting: 35% | Maximum: 350 words
Describe how the nominee manages their responsibilities and delivers a high standard of property management through their knowledge, organisation and professional judgement.

You could include examples of:

- Managing properties, maintenance and day-to-day responsibilities effectively.
- Demonstrating sound knowledge and professional judgement.
- Managing competing priorities and complex situations.
- Taking ownership of issues and seeing them through to resolution.
- Maintaining appropriate standards, records and processes.
- Delivering positive outcomes through effective and proactive property management.

Customer and Stakeholder Relationships
Weighting: 30% | Maximum: 300 words
Explain how the nominee builds and maintains effective relationships with customers and other stakeholders and contributes to a positive customer experience.

You could include examples of:

- Communicating clearly with homeowners, residents, clients and contractors.
- Managing expectations and keeping people informed.
- Resolving disagreements or challenging situations professionally.
- Building trust through fairness, reliability and transparency.

- Working collaboratively to achieve positive outcomes.
- Going above and beyond to support customers and build strong working relationships.

Problem-Solving and Continuous Improvement
Weighting: 25% | Maximum: 250 words
Describe how the nominee responds to challenges and improves their approach to property management.

You could include examples of:
- Resolving complex property or maintenance issues.
- Identifying risks and taking appropriate action.
- Improving processes, communication or service delivery.
- Using initiative and sound judgement.
- Applying lessons learned to improve future outcomes.
- Taking a proactive approach to preventing problems and identifying opportunities to improve the service provided.

Professionalism and Industry Contribution
Weighting: 10% | Maximum: 100 words
Explain how the nominee demonstrates professional standards and contributes positively to the sector.

You could include examples of:
- Acting with integrity, fairness and accountability.
- Keeping their knowledge and skills up to date.
- Supporting colleagues and sharing expertise.
- Demonstrating a commitment to high standards.
- Contributing to positive outcomes for the profession and its customers.

SERVICE PROVIDER OF THE YEAR

This award celebrates service providers who make a valuable contribution to the property sector through the quality, innovation and effectiveness of their services. It recognises those who build trusted client relationships and demonstrate a genuine commitment to supporting the success of the organisations they work with.

WHO SHOULD ENTER

This award is open to all service providers, including TPI Partners and non-Partners, who work with TPI Scotland Company Members. Entrants should be able to showcase their impact over the past year, with examples of service improvements, client benefits and contributions that have added value to their customers.

Service providers may self-nominate or be nominated by others. All applications must be supported or endorsed by at least one current TPI Scotland Company Member. Please include the supporting member company's name in one of the application write-up sections.

JUDGING CRITERIA

Quality and Reliability of Service
Weighting: 35% | Maximum: 350 words

Describe the quality and reliability of the services your organisation provides and how you consistently deliver on your commitments.

You could include examples of:

- Consistently delivering work to a high standard.
- Meeting agreed requirements, deadlines and expectations.
- Demonstrating technical knowledge and expertise.
- Managing work safely, professionally and responsibly.
- Taking ownership when issues arise and ensuring they are resolved.
- Demonstrating consistency and reliability across all aspects of service delivery.

Customer Relationships and Responsiveness
Weighting: 30% | Maximum: 300 words
Explain how your organisation builds strong working relationships and responds to customer needs as a trusted and supportive partner.

You could include examples of:

- Communicating clearly and responding promptly.
- Understanding the needs of property managers, clients and residents.
- Providing helpful advice and practical support.
- Managing concerns or complaints professionally.
- Building long-term relationships based on trust and reliability.
- Going beyond expectations to support customers and strengthen working relationships.

Value, Innovation and Problem-Solving
Weighting: 25% | Maximum: 250 words
Describe how your organisation provides value and helps customers overcome challenges through practical solutions, innovation and added value.

You could include examples of:

- Introducing new services, methods or technology.
- Finding practical solutions to complex problems.
- Improving efficiency, quality or service delivery.
- Helping customers manage costs, risks or operational challenges.
- Demonstrating added value beyond the basic service provided.
- Proactively identifying opportunities to improve outcomes for customers and their businesses.

Professionalism and Industry Contribution
Weighting: 10% | Maximum: 100 words
Explain how your organisation demonstrates professionalism and contributes positively to the property management sector.

You could include examples of:

- Acting with integrity and maintaining professional standards.
- Investing in staff training, knowledge and expertise.
- Supporting responsible and effective property management.
- Working collaboratively with clients and other professionals.
- Contributing to improvements in service quality or industry practice.

HOW ENTRIES WILL BE JUDGED

Entries will be assessed against the four criteria for the relevant award. Each criterion has a weighting that reflects its importance to the overall award.

Judges will consider:

- **Relevance:** How well the entry addresses the criterion.
- **Contribution:** What the nominee or organisation did.
- **Evidence:** The examples and information provided to support the entry.
- **Impact:** The difference the contribution made to customers, colleagues, the organisation or the wider industry.

Judges will consider the quality and significance of the achievements described, not simply the length or style of the entry. Clear, specific examples are encouraged, but formal statistics are not essential. Where figures are unavailable, explain what happened, what action was taken and why it mattered.

Please ensure each response relates to the criterion being addressed. You may refer to the same wider project in more than one response where relevant but explain a different aspect of the contribution each time.

The aim is to give every nominee a fair opportunity to demonstrate their achievements and the positive difference they make to property management in Scotland.

Before submitting, please check that each response is within the stated maximum word count.

SCORING GUIDE

Judges will score each of the four criteria independently on a scale of 1 to 10. The scoring spreadsheet will calculate the results automatically, so judges do not need to calculate weightings or averages themselves.

Score	Rating	What to consider
1–2	Limited	Little relevant evidence is provided, or the contribution and its significance are unclear.
3–4	Developing	The entry addresses the criterion but provides limited detail about the actions taken or the difference made.
5–6	Good	The entry provides clear, relevant examples and explains the contribution and its value.
7–8	Strong	The entry provides compelling examples of achievement, initiative or meaningful impact, with a clear explanation of why it matters.
9–10	Exceptional	The entry demonstrates an outstanding contribution, supported by particularly persuasive evidence of achievement, significance or impact.

SUPPORTING FILES AND DOCUMENTATION

- Where applicable, ensure nominations are approved by a senior team lead or a director before submission.
- Keep the submission concise, focused, and structured according to the judging criteria.
- Allow time to gather and verify supporting materials before submission.

Guidance for Supporting Documents

Our judges are busy people, and do not have time to wade through lots of extraneous material. So please help them by ensuring you only supply supporting documents that are relevant to your entry, and which back up evidence of the impact of the project outlined in the application itself. Do not rely on key data and information being buried in supporting documents; put this in the application itself. This includes any links that direct judges to external sources. Please ensure you choose your documents carefully.

Excessive amounts of supporting material beyond that strictly necessary for assessing the application will result in your entry being marked down. If a long document is uploaded, please explain, in the Additional Information section above, which pages need special attention from the judges.

Supporting Documents

Please upload a minimum of 1 supporting documents in PDF, PPT, .doc formats. Please do not send compilations of photos (instead attach these individually in images section), corporate branding guidelines, or large PDFs without suggesting pages for judges to read.

Logo / Headshots

Please upload a high-resolution logo or headshot of the applying organisation(s) or nominee in the where requested. It is important that we receive this file in order to use it within the ceremony programme / website, and for shortlisting comms purposes – it is very time consuming to collect them afterwards. We promise to only use it for the purposes of the Awards.

Video

Please only upload videos that directly relate to your entry. If they are longer than 60 secs, please highlight which section(s) to watch. Original files are preferred please, but if you only have a YouTube / Vimeo link, or embedded within your website, please paste the links in the relevant section. If the video is confidential, please ensure you inform us of this.

Examples of supporting documentation are outlined below and will vary depending on the category you are entering. Provide clear, specific examples that demonstrate impact and results.

- Links to Google reviews, Trustpilot reviews, or other verified review platforms
- Screenshots of positive emails or feedback received from happy customers/clients
- Local, regional, or trade press coverage featuring the firm
- Case studies or short project summaries demonstrating outcomes achieved for clients
- Before-and-after examples (where appropriate and anonymised)
- Testimonials or endorsements from partners, suppliers, or industry peers
- Evidence of business growth, such as increases in client numbers, revenue, or geographic reach

- Awards, accreditations, or professional certifications received
- Social media engagement metrics or campaign results showing audience reach or impact
- Evidence of staff development, training programmes, or internal initiatives
- Sustainability, CSR, or community involvement initiatives
- Examples of innovation, such as new services, systems, or processes introduced
- Client retention rates or repeat business metrics (high-level and non-confidential)
- A brief document outlining the company's progress, key achievements, and milestones (particularly relevant depending on the award category).
- Supporting short video evidence no more than 10mb:
    - a maximum of 30 to 60 seconds
    - resolution – standard definition (480p or lower)
    - compress it – use a video compressor tool or change phone camera settings before filming.