

hire excellence

Hire Industry Awards



Hire Industry Association of New Zealand (Inc.)

www.hianz.net.nz

Hire Excellence Awards 2017

The Hire Excellence Awards provide a platform for assessing, recognising and rewarding excellence within hire companies who operate within various industry sectors.

Areas of focus include presentation of premises & staff, security, product & services, marketing, customer service, adherence to industry best practices, H&SE, policies, compliance and overall operational efficiencies. Judging includes onsite visits and mystery shopper.

There are many benefits for companies and teams who take part in the Awards:

- The application process will help you realise your achievements to date and objectives for the future.
- Accolades will give your customers extra confidence in your products and services, and will also help you attract new customers.
- Hire Excellence Awards recipients have exclusive use of Awards Logos to display on websites, email signatures and company stationary.
- Award recipients gain useful media interest and publicity, raising their profile among some of the most influential people in your communities and the public as well as private and voluntary sectors.
- When the efforts of a businesses teams are recognised and applauded, it has a positive effect on staff morale and employee development. It gives the business the opportunity to reflect back and consider what and who contributed to its success and how this may be built upon in the future.
- Let your business stand as a shining example of what can be achieved. Fly the flag for both your business and this great Industry!

If you believe your team has what it takes, give it a go!



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What the judges are looking for:

Every hire company is different! The judges will assess each business according to what product groups are within the business, what is practically possible in terms of the site and its location, and other factors they may consider relevant.

Judging will focus on the following areas, however, not all may be applicable depending on the nature of the applicants business:

- **Hire Excellence Application & Supporting Documentation**
Assessment of the application with a focus on the essential and supporting evidence.
- **Mystery Shopper** - customer service, staff knowledge, questioning & advice given, sales opportunity, upsell and add-on, closing sale or outcome.
- **Desktop Audit** - Looks for good policy and procedures in areas such as organisational management, document & data security, environmental management, financial controls, insurances, occupational health, quality management, risk management, employee training & assessment.
- **Health, Safety & Wellbeing** - Assesses how well the business manages health and safety, the wellbeing of employees and those who enter the premises. Also looks at areas such as site directions, contractors & visitors, compliance with HSWA, emergency management, hazards, SOP's, Incident/ Injury/ Illness, health monitoring, hazardous substances & chemicals
- **Site Inspection**
Outdoor inspection - includes H&S, security, lighting, yard, controls, work vehicles, workflow & operational procedures, waste management, DG regs, hazards.
Buildings & Indoors – includes presentation, H&S, racking & storage, controls, workshop, workflow & operational procedures, compliance with HSWA/ fire/ haz subs regs.
Hire Plant – includes assessment of servicing, readiness, tagging, compliance, organisation and safety. Quality, age and presentation of fleet.
Branch Equipment – includes assessment of items such as hoists, forklifts, air compressors, electrical equipment, safety devices, welding bays, spray booths, wash-down areas, compliance with HSWA and other relevant regs.
Employees – Observed team presentation, knowledge, customer service and interaction.
Hire Contracts – includes point of sale process eg at the counter, issuing contracts, ID and payment.



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How to enter

To enter the awards, a business must complete the application form and email this to the Association. The applicant must put together a bound application that presents the business to the judges, and includes the essential evidence detailed below. It is highly recommended that you supply as much supporting evidence as is possible. Judges review all applications and select a maximum of six finalists, and arrangements are then made to conduct site visits.

Essential evidence

As a minimum, applications must include evidence of the following:

- A letter stating why your company or branch is worthy of an Award of Excellence. (max 600 words)
- Client Testimonial letters (if available, from the last 12 months)
- Customer service policy, Health & Safety Policy
- Your hire catalogue, or reference to online catalogue
- Employee training & assessment, staff qualifications

Supporting evidence

Examples of supporting evidence that could be included in addition to the above if available:

- Your service commitment: after hours number, hours of operation
- Employee image programme (e.g. uniforms)
- Evidence of any certifications / accreditation gained
- Evidence of customer safety information/ training
- Evidence of environmental management, insurances, risk management.
- Community involvement
- Outcomes— (eg: demonstrable growth, be it financial, staff skills, etc)

The Awards

Participating companies are assessed against a set of criteria to determine their level of operational excellence. Points are awarded by the judges and combines to give a total score. The score is then converted to a percentage of the total points possible. The following Hire Excellence Awards categories apply:

- | | | |
|---|-----------------------------|--------------|
| ⇒ | Gold Award for Excellence | 85.01% - 99% |
| ⇒ | Silver Award for Excellence | 75.01% - 85% |
| ⇒ | Bronze Award for Excellence | 60% - 75% |



Entry Form



The rules:

1. Companies must apply and may only enter one branch/ location.
2. Companies must be HIANZ financial members to be eligible for awards.
3. Applications close and must be received by 5pm, **Friday 28 April 2017.**
4. All applications and materials submitted are non-returnable and treated as confidential.
5. The judges' decision is final and no correspondence will be entered into.
6. Awards will be announced at the Hire Excellence Awards Dinner to be held during the HIANZ Conference in Blenheim in July 2017.
7. Finalists must be present at the Hire Excellence Awards Dinner to be eligible.

Application:

I _____ of (company) _____ wish

to make an application for the following branch/ store:

Company/ Branch name:.....

Location

Manager:.....

Contact:

Your Industry Sector: (please tick core nature of business)

- General Hire
- Specialist Hire Company Eg: Access Only, Portaloo, Scaffolding ...)
- Party & Event Hire Eg: Party equipment, Sound & Lighting, Marquee ...)
- Other—please specify _____

Important:

Please scan this completed form to office@hianz.net.nz. You will receive a reply to confirm receipt of your application. If you do not receive this confirmation within 48 hours, please ensure you contact HIANZ.

All supporting material and a copy of your completed entry should be submitted to the Awards Administrators **by Friday 28 April 2017.**

Please courier to:

HIANZ Awards Administrators
C/o 561 Gloucester Road,
Papamoa, 3118