



MASTER
PAINTERS
AUSTRALIA

NSW ASSOCIATION INC.

Awards for Excellence 2018



Introduction & Programming

Policies & Procedures

Judging Criteria

Standard Logos & Forms

Awards for Excellence



SECTION 1: INTRODUCTION & PROGRAMMING OF THE AWARDS

OVERVIEW 6

GENERAL AWARDS 6

PROJECT AWARDS..... 6

 New Projects 6

 Repaint Projects 6

 Heritage & Restoration Projects..... 6

 Decorative Finishes Projects..... 7

SPECIALIST AWARDS..... 7

MAJOR AWARDS..... 7

CONDITIONS OF ENTRY 7

JUDGING PROCESS 9

ANNOUNCEMENT OF FINALISTS AND WINNERS 9

PROGRAMMING OF THE AWARDS FOR EXCELLENCE 11

 The Event Programme 11

 The Gala Dinner Programme 12

SECTION 2: POLICIES AND PROCEDURES FOR ADMINISTRATION AND JUDGING OF THE AWARDS FOR EXCELLENCE

OVERVIEW 14

THE POLICIES AND PROCEDURES IN DETAIL

POLICY 1 - RECEIPT OF ENTRIES AND ENTRY FEES 15

POLICY 2 - SECURITY OF ENTRIES AND DATA 17

POLICY 3 - INDUCTION OF JUDGES	19
POLICY 4 - DETERMINATION OF ENTRY CATEGORY	20
POLICY 5 - PROCESS FOR JUDGING AN ENTRY	21
POLICY 6 - DETERMINATION OF PROJECTS FOR SITE INSPECTION.....	23
POLICY 7 - SETTING OF APPOINTMENTS FOR SITE INSPECTION BY THE JUDGE(S).....	24
POLICY 8 - CONDUCT OF SITE INSEPCIONS	25
POLICY 9 - DETERMINATION OF CATEGORY FINALISTS AND WINNERS	26
POLICY 10 - NOTIFICATION OF FINALISTS	28
POLICY 11 - ANNOUNCEMENT OF WINNERS.....	30
POLICY 12 - CONFLICT OF INTEREST	32
POLICY 13 - STORING OF ENTRIES.....	34
POLICY 14 - USE OF ENTRY MEDIA IN MASTER PAINTERS PUBLICATIONS	35

SECTION 3 - JUDGING CRITERIA

OVERVIEW	36
THE AWARDS CATEGORIES.....	36
CATEGORIES - GENERAL AWARDS	36
CATEGORIES - PROJECT AWARDS.....	37
New Projects	37
Repaint Projects.....	37
Heritage & Restoration Projects.....	37
DECORATIVE FINISHES PROJECTS.....	37
SPECIALIST AWARDS.....	38
MAJOR AWARDS.....	39
CONDITIONS OF ENTRY	39
JUDGING PANEL, PROCESS AND CRITERIA	40
Judging Panel	40
Judge's Code of Ethics	40
Conflicts Of Interest.....	40
Judging Process.....	40
Judging Criteria.....	41

THE CRITERIA IN DETAIL - GENERAL AWARDS

THE CRITERIA IN DETAIL - GENERAL AWARDS – CUSTOMER SERVICE 44
THE CRITERIA IN DETAIL - GENERAL AWARDS – ENVIRONMENTAL MANAGEMENT 46

THE CRITERIA IN DETAIL - GENERAL AWARDS

THE CRITERIA IN DETAIL - PROJECT AWARDS CATEGORIES	48
ADDITIONAL CRITERIA FOR HERITAGE & RESTOTARATION PROJECTS	49
THE CRITERIA IN DETAIL - DECORATIVE FINISHES PROJECTS	49
THE CRITERIA IN DETAIL - SPECIALIST AWARDS - TIMBER FINISHES, INDUSTRIAL FINISHES, TEXTURE COATING FINISHES, WALLCOVERINGS.....	50
ADDITIONAL CRITERIA FOR WALLCOVERINGS.....	51
THE CRITERIA IN DETAIL - SPECIALIST AWARDS – DIFFICULT ACCESS	53
THE CRITERIA IN DETAIL - SPECIALIST AWARDS – COLOUR DESIGN AWARD	54

Awards for Excellence



SECTION 1

INTRODUCTION & PROGRAMMING OF THE AWARDS

Version 5 January 2016

OVERVIEW

The 'Awards for Excellence' is the industry's night of nights and is an opportunity for painters to showcase their projects from the smallest decorative wall to multi storey projects. Culminating in the gala 'Awards for Excellence' dinner. The awards are open to both members and non-members of the Master Painters Australia NSW Association Inc.

The awards are administered by Master Painters Australia NSW Association Inc.

Awards are generally presented in the following categories, changes may occur in the values of the categories dependant on the entries received.

GENERAL AWARDS

- Customer Service
- Environmental Management
- Goodwill Community Projects

PROJECT AWARDS

New Projects

- Domestic (Single Dwelling) New Work
- Commercial New Work
- Multi-unit (Residential) New Work

Repaint Projects

- Domestic (Single Dwelling) Repaint
- Multi-unit (Residential) Repaint
- Commercial Repaint

Heritage & Restoration Projects

- Heritage and Restoration (Domestic)
- Heritage and Restoration (Commercial)

Decorative Finishes Projects

- Decorative Finishes (Domestic)
- Decorative Finishes (Commercial)

SPECIALIST AWARDS

- Timber Finishes
- Industrial Finishes
- Texture Coating Finishes
- Spray Painting
- Level 6 (Ultra High Gloss)
- Wallcoverings
- Intumescent coatings
- Difficult Access
- Colour Design Award – Residential & Commercial

MAJOR AWARDS

From the Project categories the judges then choose the following major Awards:

- 1. Project of the Year (Domestic)**
- 2. Project of the Year (Commercial)**
- 3. Regional Project of the Year (Domestic)**
- 4. Regional Project of the Year (Commercial)**
- 5. The Masters Award**
- 6. Host Trainer of the Year**

From the Apprentice categories, an apprentice is determined as the winner of the:

- 1. Presidents Cup**
- 2. Apprentice of the Year**

Full definitions of each category are contained in the Judging Criteria section.

CONDITIONS OF ENTRY

- The competition is open to:
 - All painting and decorating contractors engaged in commercial and industrial works in NSW and
 - Licensed painting and decorating contractors conducting domestic work
 - For entries received in the Colour Design Award - Colour Designers, Colour Consultants, Interior Designers and Interior Decorators whose projects are located in NSW
- Contractors may nominate their own projects or projects may be nominated by third parties such as project owners or suppliers of painting and decorating materials or services.
- An Entrant into the Awards for Excellence must not use their own home or property as an entry.
- The awards are for projects completed in a 12 month period from the final date of judging of the previous year's Awards for Excellence, ie June 2017.

NOTE

A contractor who is deemed eligible to enter the Awards for Excellence shall be the principal contractor and generally the one who assumes both the risk and liability for the works.

A subcontractor may enter the Awards for Excellence, with the express written permission of both the principal contractor and owner.

5. Entrants **must** provide at least 3 colour digital photographs of their project to enable the judging panel to determine whether the entry warrants on-site inspection. If photos are not supplied, the project will not be inspected. **Digital photographs are essential.** Photographs supplied for the awards competition cannot be returned. Finalists may be asked to provide further photographs of their project, suitable for publication.
6. Not all projects may be physically inspected. Selection of projects is at the judge's discretion. Projects selected for inspection will be visited by a member or members of the judging panel
7. Judging decisions will be entirely at the judge's discretion and no communication or correspondence will be entered into.
8. Entrants should ensure that permission is given by the property owner and any other relevant parties for the project to be:
 - a. Entered in the Awards
 - b. Inspected by the judges and
 - c. Allow images and the location of the property to be used for publication and publicity purposes.
9. The prescribed entry fee must accompany the entry. If the prescribed fee is not received, the entry will not be considered
10. Entries must be received on a completed entry form and received at the nominated office on or before the nominated closing date. Entry is also available through our website.
11. It is the sole responsibility of the entrant to ensure that all relevant details are provided **at the time of entry**, such as, but not limited to the following: specific information on areas to be judged and/or contact details of persons who will need to be contacted in order to view a project. Plans identifying any particular area to be judged and any other information to ensure correctness of location.
12. All entries remain the property of MPA and photographs supplied may be used in a variety of publications

Awards for Excellence

SECTION 2

POLICIES AND PROCEDURES FOR ADMINISTRATION AND JUDGING OF THE AWARDS FOR EXCELLENCE

OVERVIEW

The 'Awards for Excellence' is the industry's night of nights and is an opportunity for painters to showcase their projects from the smallest decorative wall to multistorey projects. Culminating in the gala 'Awards for Excellence' dinner, the awards are open to both members and non-members of Master Painters Australia NSW Association Inc.

The awards are administered by Master Painters Australia NSW Association Inc.

The section covers the policies and procedures surrounding the Awards for Excellence process. It contains policy statements and procedures for the following:

POLICY NO	TITLE
1.	Receipt of Entries and Entry Fees
2.	Security of Entries and Data
3.	Induction of Judges and Letters to Judges
4.	Determination of Entry Category
5.	Process for Judging an Entry
6.	Determination of Projects for Site Inspection
7.	Setting of Appointments for Site Inspection by the Judge(s)
8.	Conduct of Site Inspections
9.	Determination of Category Finalists and Winners
10.	Notification of Finalists
11.	Announcement of Winners
12.	Conflict of Interest
13.	Storing of Entries
14.	Use of Entry Media in Master Painters Publications

This list is not finite and there may be additional Policies and Procedures adopted by the Master Painter Association that are applicable to the Awards for Excellence process.

THE POLICIES AND PROCEDURES IN DETAIL

POLICY 1 RECEIPT OF ENTRIES AND ENTRY FEES

Application

This policy applies to:

- Staff and Management of the Master Painters Australia NSW Association Inc directly involved in the Awards for Excellence process and are also involved in the receipt of entries and/or entry fees
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process and are involved in the receipt of entries and/or entry fees
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process and are involved in the receipt of entries and/or entry fees.

Policy

Records will be kept with relation to the receipt of entries and entry fees submitted as part of the Awards for Excellence process. Entries received prior to the closing date of the Awards for Excellence will be recorded to ensure the following:

- Date of receipt of the entry
- Details of the entrant, category or categories entered and the project name
- A record of the supporting material provided with the entry
- The method of payment of the entry fee and the method it was paid

Procedure

Prior to the closing date of the Awards for Excellence, administrative personnel will set up a means of keeping records for the Awards for Excellence. This record will contain the following data:

- Date of receipt of the entry
- Method the entry was received (post or delivery – personal or courier)
- Details of the entrant (Business name and the location of the Business)
- The category or categories entered
- The project name and location of the project
- A record of the supporting material provided with the entry (e.g. photographs, overviews of project, supplied on disc, USB or as hard copies and the folder name (if applicable) of digital media). The preferred procedure for entries is via the Master Painters website.
- The amount received as the entry fee
- The method of payment of the entry fee (e.g. credit card, cheque or EFT)
- The approval from client that they are allowing the use of photos/images for promotional material.
- Contact details of person or persons who's permission is being sought for judging purposes.

Where a project has been entered in more than one category, a copy of the entry form will be made to enable the entry to be considered easily by the Judging panel over more than one category.

Where a project is being entered by a subcontractor, the express written permission from the principle contractor and owner with regards to the Painting and Decorating or access of that project is required.

Where digital media is supplied to support the entry, these files/folders should be examined for generic, device or camera generated names or other naming systems which will make ready identification of the entrant and project difficult. Files and folders containing generic or non-specific

names should be renamed to contain the entrant's business name and the name of the project. The format shall be *Entrant's Business Name – Project Name*

Administrative personnel will then create and issue a Purchase Order for the entry and forward a Tax Invoice and Receipt to the entrant as a record of their entry and entry monies being received. A copy of their original entry form is attached to the internal Purchase Order as a record.

POLICY 2 SECURITY OF ENTRIES AND DATA

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

The persons named above may at some or various times throughout the Awards for Excellence process be involved in maintaining the security of entries received, all data associated with the judging process and the results data until the announcements of the winners at the Awards for Excellence Dinner.

Policy

All material submitted in relation to entry in the Awards for Excellence will remain the property of the Master Painters Australia NSW Association Inc.

Notwithstanding the above, individuals involved in the Awards for Excellence process may be given access to confidential information, data, or other business related property/information in the performance of their duties. This must be protected and used only in the interests of the Awards for Excellence.

Procedure

Individuals must not:

- Disclose or use any part of any confidential information outside of the performance of their duties and be in the interests of the Awards for Excellence; and/or
- Authorise or be involved in the improper use or disclosure of confidential information during or after their involvement in the Awards for Excellence without the written consent of the Executive or Council of Management of the Master Painters Australia NSW Association Inc, other than as required by law.

'Confidential information' includes any information in any form relating to the Awards for Excellence and related bodies, clients or businesses, which is not in the public domain. This material includes, but is not limited to:

- Data contained on Entry forms and other materials supplied
- Judging criteria
- Judging scoresheets, spreadsheets and other material used during the judging process
- Presentations or other material to be used at the Awards for Excellence Gala Dinner and Presentation
- Any data contained in any of the above

Individuals must act in good faith towards the Awards for Excellence and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information.

Failure to comply with this policy may result in:

- The individual being required to show just cause as to why they should remain a Member of the Master Painters Australia NSW Association Inc under the provisions of the Master Painters Australia NSW Association Inc's Code of Ethics OR
- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the failure to preserve the security of entries or data.

POLICY 3 INDUCTION OF JUDGES

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

Policy

To maintain consistency in the judging process all Judges will undergo an induction process to ensure knowledge of:

- The standards of professional behaviour expected of Judges
- The confidentiality and security of entries and data expected with the Awards for Excellence process
- The processes, policies and procedures for the Awards for Excellence
- The Judging Criteria for entries
- Roles and responsibility of other personnel involved in the Awards for Excellence process

Procedure

All personnel appointed as a Judge in the Awards for Excellence process will be required to attend an Induction Meeting at a date and time as described by the Awards for Excellence administrator. During this meeting a short presentation will be given on:

- The standards of professional behaviour expected of Judges
- The confidentiality and security of entries and data expected with the Awards for Excellence process
- The processes, policies and procedures in place for the Awards for Excellence
- The Judging Criteria for entries
- The recording and reporting forms and their usage
- Roles and responsibility of other personnel involved in the Awards for Excellence process

Wherever possible, supporting personnel involved in the Awards for Excellence process should also attend this Induction meeting.

Time within the presentation will be allowed for questions and answers and clarification of any item or process that is not clear to any member present.

Copies of materials, policies and procedures and criteria used in the Awards for Excellence process will be made available for the Judges and others attending the meeting.

POLICY 4 DETERMINATION OF ENTRY CATEGORY

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

This policy is applicable to those individuals listed above who are involved in the determination of the entry category or categories of a particular entry.

Policy

The Awards for Excellence seeks to provide recognition to painting and decorating professionals of excellence in the many and varied aspects of the painting and decorating industry. To achieve this the Awards for Excellence has different entry categories that reflect the diversity of projects undertaken within the painting and decorating industry.

Ensuring that an entry received is considered in the most appropriate Awards for Excellence category or categories is paramount to ensure the best possible relevancy for the Award and to maintain fairness for the entrant.

Suitable projects may be entered in multiple categories if the project meets the definition(s) of each category. Definitions of each category are contained in the Judging Criteria section.

Each additional category entry must be accompanied by the prescribed entry fee.

Procedure

Entrants are required to nominate the category or categories for entry that they wish to be considered.

Entries that are received without a category nomination may be allocated to a category by the Judging Panel. This nomination must be by majority verdict and is considered on the information and supporting material received.

During the initial consideration of the entries members of the Judging Panel can identify projects that may be better entered into a different or multiple categories. Payment of additional entry fees may be required.

Where the Judges have identified that an entry may be better considered in more than one category, and the project has not been entered in that category, approval to submit must be obtained from the entrant. The entrant must agree to furnish additional entry fees prescribed under the rules of entry.

When considering reallocation or additional entry to categories, the action must be by majority verdict of the Judging Panel and is considered on the information and supporting material received.

POLICY 5 PROCESS FOR JUDGING AN ENTRY

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process

Policy

Entries received in the Awards for Excellence will be considered on their professional and technical merits and without personal or business prejudice. Entries will be considered only in the category or categories that they:

- Meet the definition of OR
- Have been allocated to by the majority recommendation of the Judges and with the agreement of the Entrant OR
- Have been nominated by the Judges as meeting the criteria of multiple categories and has been allocated to those categories with majority recommendation of the Judges, agreement of the Entrant and the receipt of any the additional entry fees prescribed

All entries will be judged by the defined set of criteria as laid out in the Judging Criteria section. No additional criteria can be added or existing criteria amended by any Judge.

In the event of there not being enough entries in a particular category, it is at the Judges and Associations discretion if the entry will be considered for judging.

An Entrant into the Awards for Excellence must not use their own home or property as an entry.

A Judge must declare any conflict of interest in this process as defined in the Conflict of Interest Policy and Procedure.

Procedure

Entries must be received at the nominated address before the nominated closing date and time for the Awards. Late submissions will not be accepted.

A completed official Entry Form must be received and monies representing the prescribed Entry Fee received by the Master Painters Australia NSW Association Inc.

Entrants must provide at least 3 colour digital photographs of their project to enable the judging panel to determine whether the entry warrants on-site inspection. If photos are not supplied, the project will not be considered in the Judging process.

Not all projects entered may be physically inspected. Selection of projects is at the judge's discretion. Projects selected for inspection will be visited by a member or members of the judging panel.

The following procedure may be followed by the Judges during deliberations for an Awards for Excellence category:

- The judges will consider the first round judging of the entries received in a category
- Judges will examine all entry submission material received in that category
- Judges will ensure the entry fits the deemed criteria for that category
- Following determination of the entries, appointments for conduct of Site Inspections will be arranged by the judging panel.
- A Judge or Judges will attend the nominated site and conduct judging against the deemed criteria
- The Judge or Judges will record their scores against the deemed criteria for the category
- Judges will then nominate entries that best fit the deemed criteria for the category to be determined as a Finalist for that category
- Following scoring by the Judges against the nominated criteria a winner of the category is determined by:
 - The highest score received in the category OR
 - In the case of a tied score, the Judges will determine through majority verdict and re-examination of the scores and entry material a winner by fine examination of the project against the deemed criteria.
 - The project may be re-viewed by another Judge in the event of a tied score.
 - In the event that it could not be determined that one project exceeds the other, then a joint winner may be announced.

It is at the Judge's discretion whether or not Finalists are chosen for each category.

Details of Judging Panel meetings and scoresheets and other judging material will not be disclosed.

Judging personnel must:

- Observe all policies and procedures associated with the Awards for Excellence Judging process
- Conduct all dealings with clients, stakeholders and entrants in a professional and courteous manner
- Be discreet with discussions concerning the project in front of property owners, managers or other key stakeholders
- Record their results on the Awards for Excellence judging forms
- Maintain the confidentiality of the Awards for Excellence and do not discuss or disclose information to third parties not directly involved in the Awards for Excellence process
- Not disclose any information, scores or discussion associated with the Judging process
- Not disclose the results prior to the announcements at the Awards for Excellence Gala Dinner

Judges shall endeavour to maintain consistency in their judging and set aside their personal or business opinions on the entry.

Failure to maintain confidentiality will result in the individual being asked to:

- Show just cause as to why they should remain a Member of the Master Painters Australia NSW Association Inc under the provisions of the Master Painters Australia NSW Association Inc's Code of Ethics OR
- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

The decision of the judges is final and no discussion, communication or correspondence will be entered into on the results.

POLICY 6

DETERMINATION OF PROJECTS FOR SITE INSPECTION

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process

Policy

The Awards for Excellence seeks to provide recognition to painting and decorating professionals of excellence in the many and varied aspects of the painting and decorating industry.

Entries considered as Finalists in a category have been already determined by the Judges as meeting the core criteria of the entered category of the Awards for Excellence.

Only projects selected as Finalists will be subject to a site inspection. Not all projects entered may be physically inspected. The selection of projects is at the Judge's discretion.

Procedure

The Judges will meet and examine all entries and supporting material for a particular category. The Judges will then discuss and determine which entries best reflect the deemed criteria for that category. These entries are Finalists in their category.

Projects chosen for inspection will be the projects that best reflect the deemed criteria of the entry category.

A member or members of the Judging Panel will then conduct a site inspection of the project where the final scoring can be determined.

The Judges may choose to not to select Finalists in a category. Where this situation exists, site inspections will not be conducted and the Award for Excellence will not be presented in that category.

POLICY 7

SETTING OF APPOINTMENTS FOR SITE INSPECTION BY THE JUDGE(S)

Application

This policy applies to:

- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in appointment setting as part of the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in appointment setting as part of the Awards for Excellence process
- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process

Policy

The Master Painters Association expects its Administrative Personnel to maintain a high standard of conduct and work performance to make sure the Awards for Excellence maintains its good reputation with entrants, industry stakeholders, customers and suppliers.

Administrative Personnel, along with the Judges are the public interface for the Awards for Excellence and the Master Painters Association. Professional conduct during appointment setting contributes to the maintenance of a positive profile for the Master Painters Association.

Administrative personnel must observe all policies and procedures relating to the Awards for Excellence process and treat clients in a professional manner at all times.

Procedure

Administrative personnel and Judges involved in appointment setting must:

- Conduct all dealings with clients, stakeholders and entrants in a professional and courteous manner
- Contact the client/owner of the project in writing thanking them and informing them that the judges will be in contact with regards to setting a time and date for judging.
- Assist the Judges with the development of Judging 'runs' whereby projects are grouped to be judged according to a systematic geographical approach, ie by postcode.
- It is the Judges responsibility to schedule appointments with the client to view projects.
- It may be applicable that the Administrative personnel confirm appointments with Judges and/or clients as appropriate
- Maintain an appointment register with dates, times, locations and contact details for access by Administrative and Judging personnel

POLICY 8

CONDUCT OF SITE INSEPCIONS

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process

Policy

The Master Painters Association expects its Judges to maintain a high standard of conduct and work performance to ensure the Awards for Excellence maintains its good reputation with entrants, industry stakeholders, customers and suppliers.

Judges are the public interface for the Awards for Excellence and the Master Painters Association. Good personal conduct during site inspections contributes to the maintenance of a positive profile for the Master Painters Association.

Procedure

Judging personnel involved in site inspections must:

- Conduct site inspections in a safe manner
- Observe all policies and procedures associated with the Awards for Excellence Judging process
- Treat colleagues with courtesy and respect
- Conduct all dealings with clients, stakeholders and entrants in a professional and courteous manner
- Be discreet with discussions concerning the project in front of property owners, managers or other key stakeholders
- Record their individual results independently from another Judge on the Awards for Excellence judging forms.
- In the event of their being 2 Judges on a particular project, once scores have been written, crosschecking between the 2 Judges is deemed acceptable wherein there are major discrepancies in Judging criteria scores.
- Maintain the confidentiality of the Awards for Excellence and do not discuss or disclose information to third parties not directly involved in the Awards for Excellence process
- Conduct the judging process without personal or business prejudice
- Not disclose any information, scores or discussion associated with the Judging process
- Not disclose the results prior to the announcements at the Awards for Excellence Gala Dinner

Failure to maintain confidentiality will result in the individual being asked to:

- If the individual is an Employee, Contractor or Manager this may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

Judges shall endeavour to maintain consistency in their judging and set aside their personal or business opinions on the entry.

Judges must endeavour to maintain consistency in their scoring by adhering to the Judging Criteria.

POLICY 9 DETERMINATION OF CATEGORY FINALISTS AND WINNERS

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

Policy

The Master Painters Association expects its Administrative and Judging Personnel to maintain a high standard of conduct and work performance to make sure the Awards for Excellence maintains its good reputation with entrants, industry stakeholders, customers and suppliers. The consistency of the Judging process is crucial to maintaining reliability of the results.

Procedure – Determination of Finalists

The following procedure must be followed by the Judges during deliberations for nominations for Finalists in an Awards for Excellence category:

- The judges will consider the first round judging of the entries received in a category
- Judges will examine all entry submission material received in that category
- Judges will consider how the entry fits the deemed criteria for that category
- Judges will then nominate entries that best fit the deemed criteria for the category to be determined as a Finalist for that category

Following a project being nominated as a Finalist in the Awards for Excellence the following procedure must be followed

- An appointment to conduct of Site Inspections will be arranged by the individual Judges.
- A Judge or Judges will attend the nominated site and conduct judging against the deemed criteria
- The Judge or Judges will record their scores against the deemed criteria for the category

Judging personnel must:

- Observe all policies and procedures associated with the Awards for Excellence Judging process
- Conduct all dealings with clients, stakeholders and entrants in a professional and courteous manner
- Be discreet with discussions concerning the project in front of property owners, managers or other key stakeholders
- Record their results on the Awards for Excellence judging forms
- Maintain the confidentiality of the Awards for Excellence and do not discuss or disclose information to third parties not directly involved in the Awards for Excellence process
- Not disclose any information, scores or discussion associated with the Judging process
- Not disclose the results prior to the announcements at the Awards for Excellence Gala Dinner

Judges shall endeavour to maintain consistency in their judging and set aside their personal or business opinions on the entry.

Failure to maintain confidentiality will result in the individual being asked to:

- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

Procedure – Determination of Winners

Once the Finalists of a category have been nominated, a site inspection has been conducted by a member or members of the Judging Panel and scoring by the Judges against the nominated criteria has been undertaken the Judging Scoresheets can be compiled for each category.

A winner of the category is determined by:

- The highest score received in the category OR
- In the case of a tied score, the Judges will determine through majority verdict and re-examination of the scores and entry material a winner by fine examination of the project against the deemed criteria.
- The project may be re-viewed by another Judge in the event of a tied score.

It is at the Judge's discretion whether or not Finalists and a Winner is chosen for each category.

The decision of the judges is final and no discussion, communication or correspondence will be entered into on the results.

The deliberation of Judges, Judging Score Sheets and any other material involved in the Judging process is to remain confidential. Details of Judging Panel meetings and scoresheets and other judging material will not be disclosed.

Failure to maintain confidentiality will result in the individual being asked to:

- Show just cause as to why they should remain a Member of the Master Painters Australia NSW Association Inc under the provisions of the Master Painters Australia NSW Association Inc's Code of Ethics OR
- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

POLICY 10 NOTIFICATION OF FINALISTS

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

Policy

Becoming a Finalist in the Awards for Excellence is prestigious. Finalists are entitled to use the Awards for Excellence Finalist logo in their advertising and promotional materials. The notification of Finalists provides the entrant with knowledge of their success to date in the Awards for Excellence process and gives them the opportunity to arrange to attend the Awards for Excellence Gala Dinner.

All Finalists receive an electronic commendatory Certificate in recognition of their achievement.

Procedure

Notification of Finalists cannot be undertaken until the Judges have determined which entries are Finalists in a category. Once the Judges have nominated which entries are Finalists then Administrative personnel can prepare and send a letter to the entrant informing them that they are a Finalist and in which category they are a Finalist in. A pro forma letter is located on the S:drive.

The deliberation of Judges, Judging Score Sheets and any other material involved in the Judging process is to remain confidential.

Failure to maintain confidentiality will result in the individual being asked to:

- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

Use of Photographs Received or Generated by the Awards for Excellence Process

Finalists having attained recognition in the 'Awards for Excellence' may have their names and photo's published in the MPA quarterly magazine 'The Master Painter', in the MPA E-bulletin, and on the MPA website

Photos and names may also be provided to other media outlets for additional publication.

Photographs received with an entry in the Awards for Excellence, or generated as part of the Awards for excellence process may be used in the promotion of the Master Painters Association or the Awards for Excellence. Use of photographs will be at the discretion of MPA

Use of the Awards for Excellence Finalist Logo

Finalists are permitted to use the following logo, including the year in their advertising and promotional material.



The logo is customised with the inclusion of the year under the words 'Awards for Excellence'. The logo will be forwarded by Administrative staff in digital format at the conclusion of the Awards for Excellence process and will be sent together with a congratulatory letter located on the S:drive.

Finalists are only permitted to use the logo in relation to the nominated category and in material generated by the business that has received the Finalist nomination.

Finalists and winners are, under no circumstances, to manipulate or enhance the image in any way, shape or form.

In the event of a Finalist or winner doing so, it is at the Master Painters Australia NSW Association Incorporations discretion to disallow that person or company to utilise the logo in any form in the future.

POLICY 11 ANNOUNCEMENT OF WINNERS

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- Master of Ceremonies and Presenters of the Awards at the Awards for Excellence Gala Dinner

Policy

Becoming a Winner in the Awards for Excellence is prestigious. Winners are entitled to use the Awards for Excellence Winner logo in their advertising and promotional materials.

All Winners receive a commendatory trophy in recognition of their achievement.

Procedure

The winner in each category is determined by the Judges. The decision of the Judges is final and no discussion, communication or correspondence will be entered into on the results.

The Judges decisions are to remain confidential until the announcements at the Awards for Excellence Gala Dinner.

Failure to maintain confidentiality will result in the individual being asked to:

- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

At the Gala Dinner the following procedure is to be followed:

- The Master of Ceremonies announces the category
- The Finalists are announced
- The Winner of the category is announced
- The Winner is invited to the stage
- The Winner is presented with their Award Trophy by a guest presenter ie sponsor or another nominated person.

At the conclusion of the category Awards the Master of Ceremonies follows the same procedure to announce the major Awards in the order of:

- President's Cup
- Apprentice of the Year

- Regional Project of the Year (DOMESTIC)
- Regional Project of the Year (COMMERCIAL)
- Project of the Year (COMMERCIAL)
- Project of the Year (DOMESTIC)

Administrative personnel will prepare support resources such as PowerPoint presentations, programmes, voiceovers, music such as stings and presentation scripts to support the announcement process. Information to be entered into the presentations can be taken from the comments made by the Judges from the Judges score sheets.

Use of Photographs Received or Generated by the Awards for Excellence Process

Winners having received an Award in a category or categories of the 'Awards for Excellence' may have their names and photo's published in the MPA quarterly magazine 'The Master Painter', in the MPA E-bulletin, on the MPA website and or any other social media platform which it deems relevant..

Photos and names may also be provided to other media outlets for additional publication.

Photographs received with an entry in the Awards for Excellence, or generated as part of the Awards for excellence process may be used in the promotion of the Master Painters Association or the Awards for Excellence. Use of photographs will be at the discretion of MPA.

Use of the Awards for Excellence Winner Logo

Winners are permitted to use the following logo in their advertising and promotional material.



The logo is customised with the inclusion of the year under the words 'Awards for Excellence'. The logo will be forwarded by Administrative staff in digital format at the conclusion of the Awards for Excellence process together with a congratulatory letter located on the S:drive.

Winners are only permitted to use the logo in relation to the nominated category and in material generated by the business that has received the Award.

Finalists and winners are, under no circumstances, to manipulate or enhance the image in any way, shape or form.

In the event of a Finalist or winner doing so, it is at the Master Painters Australia NSW Association Incorporations discretion to disallow that person or company to utilise the logo in any form in the future.

POLICY 12 CONFLICT OF INTEREST

Application

Individuals covered by this policy include:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- Members of the Executive or Council of Management of the Master Painters Australia NSW Association Inc directly involved in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

Policy

Conflict of interest arises whenever the personal, professional or business interests of an individual person are potentially at odds with the best interests of the Awards for Excellence.

All individuals are required to act in good faith towards the Awards for Excellence. Persons need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of the Awards for Excellence. As individuals, persons may have private interests that from time to time conflict, or appear to conflict, with their involvement with the Awards for Excellence.

Individuals should aim to avoid being put in a situation where there may be a conflict between the interests of the Awards for Excellence and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of the Awards for Excellence will be balanced against the interests of the individual and, unless exceptional circumstances exist, will be resolved in favour of the Awards for Excellence.

It is impossible to define all potential areas of conflict of interest. If an individual is in doubt if a conflict exists, they should raise the matter with the CEO.

Procedure

Individuals must:

- Declare any potential, actual or perceived conflicts of interest that exist on becoming involved in the Awards for Excellence to the MPA CEO
- Declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during the Awards for Excellence process to the MPA CEO
- Avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible
- Sign a Conflict of Interest statement prior to judging.

If an individual declares such an interest, the Executive Council of the Master Painters Australia NSW Association Inc will review the potential areas of conflict with the individual and mutually agree on practical arrangements to resolve the situation.

Individuals must disclose any external involvements that might cause a conflict of interest with the Awards for Excellence process. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working on the Awards for Excellence process. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Individuals must not set up or engage in private business or undertake other employment in direct or indirect competition with the Awards for Excellence using knowledge and/or materials gained during the course of involvement with the Awards for Excellence.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with the Executive Council of the Master Painters Australia NSW Association Inc in a timely manner, will result in the individual being asked to:

- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the failure to declare the potential, actual or perceived conflict of interest.

Administrative personal will ensure a copy of the Conflict of Interest policy is signed, scanned and saved into the S:drive under Awards.

POLICY 13 STORING OF ENTRIES

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- Members of the Executive or Council of Management of the Master Painters Australia NSW Association Inc directly involved in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process

Policy

As an industry based, not-for-profit organisation, MPA collects and holds personal information relating to the entrant and their entry in the Awards for Excellence.

Entry and entrant information may be held in paper and electronic files. MPA will take all reasonable steps to ensure that the information collected is stored securely. MPA is required by law to retain records for certain periods of time depending on the type of record. MPA has appropriate systems and policies in place to protect information from loss, unauthorised access and misuse.

During the Awards for Excellence process, confidentiality of all entries and Entrant details, judging materials and scoresheets will be maintained.

After the Awards for Excellence process all entries, Entrant details, project information and material supplied will be stored in accordance with statutory and legal requirements.

Procedure

Individuals involved in the Awards for Excellence process will take all necessary steps to ensure confidentiality of material during the Awards for Excellence process.

Failure to maintain confidentiality will result in the individual being asked to:

- If the individual is an Employee, Contractor or Manager may result in performance improvement proceedings including dismissal OR
- The individual may be asked to cease the individual's involvement with the Association as a volunteer

The action taken will be dependent on the status of the individual at the time that the breach of confidentiality was performed.

After the Awards for Excellence process, all materials will be stored in accordance with statutory and legal requirements.

POLICY 14 USE OF ENTRY MEDIA IN MASTER PAINTERS PUBLICATIONS

Application

This policy applies to:

- A person appointed by the Master Painters Australia NSW Association Inc to act as a Judge in the Awards for Excellence process
- Members of the Executive or Council of Management of the Master Painters Australia NSW Association Inc directly involved in the Awards for Excellence process
- An Employee, Contractor or Manager working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- A Volunteer working on behalf of the Master Painters Australia NSW Association Inc and involved in the Awards for Excellence process
- Entrants in the Awards for Excellence
- Finalists and Winners in a category or categories of the Awards for Excellence

Policy

The Master Painters Australia NSW Association Inc seeks to advance, encourage and recognise the highest standards of trade craftsmanship and ethical business practice. The Awards for Excellence recognises these high standards and acknowledgement as a Finalist or Winner in the Awards is an honour. MPA may achieve its charter through use of material supplied with an entry into the Awards for Excellence.

Therefore material supplied with an entry to the Awards for Excellence remains the property of MPA and photographs supplied may be used in a variety of publications.

Procedure

All material supplied with an entry to the Awards for Excellence remains the property of MPA and photographs supplied may be used in a variety of publications to:

- Promote or advance the Master Painters Australia NSW Association Inc
- Promote or advance the Awards for Excellence
- Promote or advance Members of the MPA

Entrants must ensure that permission is given by the property owner, principle contractor and/or any other relevant parties for the project to be:

- Entered in the Awards
- Inspected by the judges and
- That the project be used for publication and publicity

Use of Photographs Received or Generated by the Awards for Excellence Process

Finalists and Winners having received a nomination or Award in a category or categories of the 'Awards for Excellence' may have their names and photo's published in the MPA quarterly magazine 'The Master Painter', in the MPA E-bulletin, used in promotional material on the MPA website and/or any other social media platform it deems to be suitable..

Photos and names may also be provided to other media outlets for additional publication.

Photographs received with an entry in the Awards for Excellence, or generated as part of the Awards for excellence process may be used in the promotion of the Master Painters Association or the Awards for Excellence. Use of photographs will be at the discretion of MPA.

Awards for Excellence



SECTION 3 JUDGING CRITERIA

Version 4 – January 2013
Version 5 – December 2013

OVERVIEW

The 'Awards for Excellence' is the industry's night of nights and is an opportunity for painters to showcase their projects from the smallest decorative wall to multi storey projects. Culminating in the gala 'Awards for Excellence' dinner the awards are open to both members and non-members of the Master Painters Australia NSW Association Inc.

The awards are administered by the Master Painters Australia NSW Association Inc.

This section covers the Awards Categories and the Judging Criteria for each category.

THE AWARDS CATEGORIES

The following categories are available for painting and decorating contractors to enter their projects. The categories fall into three main areas:

- General Awards
- Project Categories and
- Specialist Awards.

The following section defines each of the Awards for Excellence categories.

In categories whereby major preparation works are undertaken, it is important that the entrant provide a detailed outline of the work undertaken prior to painting, before and after photos should be attached.

CATEGORIES - GENERAL AWARDS

CATEGORY	DEFINITION
1. Customer Service	Painting and decorating is not always only about painting; it is also about providing customers with excellent service and an ongoing commitment to quality. This Award recognises that excellence in Customer Service. You must read the criteria for this award prior to entering.
2. Environmental Management	This award recognises the systems and procedures put in place by a painting and decorating business in the area of environmental management and responsibility. You must read the criteria for this award prior to entering.

CATEGORIES - PROJECT AWARDS

NEW PROJECTS

CATEGORY	DEFINITION
3. Domestic (Single Dwelling) New Work	The award for excellence in painting and decorating work on a new domestic project.
4. Commercial New Work	The award for excellence in painting and decorating work on a new commercial project (shops, offices etc)
5. Multi-unit (Residential) New Work	The award for excellence in painting and decorating work on a new multi-unit residential project (flats, units, apartments, townhouses, villas)

REPAINT PROJECTS

CATEGORY	DEFINITION
6. Domestic (Single Dwelling) Repaint	The award for excellence in repainting work on an existing domestic project (house)
7. Multi-unit (Residential) Repaint	The award for excellence in repainting work on a multi-unit residential project (flats, units, apartments, townhouses, villas)
8. Commercial Repaint	The award for excellence in repainting work on a commercial project (shops, offices etc)

HERITAGE & RESTORATION PROJECTS

CATEGORY	DEFINITION
9. Heritage and Restoration (Domestic)	The award for excellence in painting and decorating work that depicts the form, features, and character of a domestic property in the character of a particular period of time (e.g. Victorian, Federation, Art Deco etc)
10. Heritage and Restoration (Commercial)	The award for excellence in painting and decorating work that depicts the form, features, and character of a commercial property (public buildings, schools, offices, retail etc) in the character of a particular period of time (e.g. Victorian, Federation, Art Deco etc)

DECORATIVE FINISHES PROJECTS

CATEGORY	DEFINITION
11. Decorative Finishes (Domestic)	The award given for excellence in decorative painting techniques (limewash, French wash, pearl, metallic, suede, marbling, graining, crackling, distemper, glaze

	etc) on a domestic project
12. Decorative Finishes (Commercial)	The award given for excellence in decorative painting techniques (limewash, French wash, pearl, metallic, suede, marbling, graining, crackling, distemper, glaze etc) on a commercial project (public buildings, schools, offices, retail etc)

SPECIALIST AWARDS

CATEGORY	DEFINITION
13. Timber Finishes	The award for excellence in application of finishes to timber surfaces. There are no limitations on the type of project or contract value with this category
14. Industrial Finishes	The award for excellence in the application of industrial finishes such as reflective coatings, protective coatings, epoxy, polyurethane, intumescent coatings etc. There are no limitations on the type of project or contract value with this category
15. Texture Coating Finishes	The award for excellence in the application of texture coating finishes. There are no limitations on the type of project or contract value with this category
16. Wallcoverings	The award for excellence in installation of wallcoverings (e.g. wallpaper) and other prefinished materials (glass cloth, fabric, photomurals etc) on a project. There are no limitations on the type of project or contract value with this category
17. Difficult Access	The award for excellence for access solutions to sites with difficult access to one or more areas. There are no limitations on the type of project or contract value with this category. You must read the criteria for this award prior to entering.
18. Colour Design Award Residential & Commercial	This award recognises excellence in the use of colour. The project description should provide the judges with a project rationale on the colours chosen, products used and distinguishing features. Entries are judged by the provision of an A2 presentation board, landscape in orientation on lightweight artboard. Included on the board are the title of project and address, 3 photos, paint colour swatches and any other finishes (such as wallpaper etc) relevant to the project. Entrant and painter's details are to be put on the back of the board. Projects can be interior and/or exterior residential or commercial colour schemes. Entry is open to NSW residents who are Colour Designers, Colour Consultants, Interior Designers and Interior Decorators. There are no limitations on the type of project or contract value with this category

MAJOR AWARDS

From the Project categories the judges then choose the following major Awards:

- Regional Project of the Year (COMMERCIAL)**
- Regional Project of the Year (DOMESTIC)**
- Project of the Year (COMMERCIAL)**
- Project of the Year (DOMESTIC)**

From the Apprentice categories, an apprentice is determined as the winner of the:

1. Presidents Cup
2. Apprentice of the Year

CONDITIONS OF ENTRY

13. The competition is open to:

- a. All painting and decorating contractors engaged in commercial and industrial works in NSW and
- b. Licenced painting and decorating contractors conducting domestic work in the NSW
- c. For entries received in the Colour Design Award - Colour Designers, Colour Consultants, Interior Designers and Interior Decorators whose projects are located in the NSW

A contractor who is deemed eligible to enter the Awards for Excellence shall be the principal contractor and generally the one who assumes both the risk and liability for the works.

A subcontractor may enter the Awards for Excellence, with the express written permission of both the principal contractor and owner.

14. Contractors may nominate their own projects or projects may be nominated by third parties such as project owners or suppliers of painting and decorating materials or services.
15. An Entrant into the Awards for Excellence must not use their own home or property as an entry.
16. The awards are for projects completed in a 12 month period from the final date of judging of the previous year's Awards for Excellence
17. Entrants must provide at least 3 colour photographs of their project to enable the judging panel to determine whether the entry warrants on-site inspection. If photos are not supplied, the project will not be inspected. Digital photographs are essential. Photographs supplied for the awards competition cannot be returned. Finalists may be asked to provide further photographs of their project, suitable for publication
18. Not all projects may be physically inspected. Selection of projects is at the judge's discretion. Projects selected for inspection will be visited by a member or members of the judging panel
19. Judging decisions will be entirely at the judge's discretion and no communication or correspondence will be entered into
20. Entrants should ensure that permission is given by the property owner and any other relevant parties for the project to be:
 - a. Entered in the Awards
 - b. Inspected by the judges and
 - c. That the project be used for publication and publicity
21. The prescribed entry fee must accompany the entry. If the prescribed fee is not received, the entry will not be considered

22. Entries must be received on a completed entry form and received at the nominated office on or before the nominated closing date
23. Finalists and winners are, under no circumstances, to manipulate or enhance the image in any way, shape or form.
24. In the event of a Finalist or winner doing so, it is at the Master Painters Australia NSW Association Incorporations discretion to disallow that person or company to utilise the logo in any form in the future.
25. All entries remain the property of MPA and photographs supplied may be used in a variety of publications

JUDGING PANEL, PROCESS AND CRITERIA

JUDGING PANEL

A panel of judges is chosen each year. Judges should be qualified painters and decorators or technical consultants with a minimum of 10 years relevant industry experience.

JUDGE'S CODE OF ETHICS

- To conduct the judging process to the highest professional standards
- To present a favourable image of our industry to the public
- To promote and support the Association objectives
- To establish and maintain the highest level of respect and goodwill with all segments of the industry and Association
- To avoid any action which will bring discredit to our Association or to the Awards for Excellence

CONFLICTS OF INTEREST

All Judges and individuals involved in the Awards for Excellence process will abide by the Master Painters Australia NSW Association's Awards for Excellence Conflict of Interest Policy detailed in the Policies and Procedures section.

JUDGING PROCESS

Entries must be received at the nominated address before the nominated closing date and time for the Awards. Late submissions will not be accepted.

A completed official Entry Form must be received and monies representing the prescribed Entry Fee received by the Master Painters Australia NSW Association Inc.

Entrants must provide at least 3 colour digital photographs of their project to enable the judging panel to determine whether the entry warrants on-site inspection. If photos are not supplied, the project will not be inspected.

Finalists in each category are chosen by the judges from the entries received. Site inspections are conducted by the members of the Judging Panel of the Finalist projects and then following scoring by the judges against the nominated criteria a winner of the category is determined. Not all projects entered may be physically inspected. Selection of projects is at the judge's discretion. Projects selected for inspection will be visited by a member or members of the judging panel.

It is at the Judge's discretion whether or not Finalists are chosen for each category.

Details of Judging Panel meetings and scoresheets and other judging material will not be disclosed.

The decision of the judges is final and no discussion, communication or correspondence will be entered into on the results.

Further information on the Policies and procedures surrounding the Awards for Excellence process is contained in the Policies and Procedures section.

JUDGING CRITERIA

Entries in the **Customer Service** category are judged on the evidence provided on the 10 Keys of Customer Service – entries into this category should be supported with the documentation used in your business that relate to the 10 Keys of Customer Service – each of these activities are explained in more detail below;

The 10 Key Service Activities are:

1. **Products & Services Information** – A clear explanation of what goods/services the business offers,
2. **Counter & Face to Face Service** – Evidence that the business had processes/systems in place to ensure that customers needs were met, including the application of professional knowledge to meet a customer's needs and demonstration of a good balance between commitment to the customer and to the organisation,
3. **Telephone Service** – Quick, accurate and polite service and ensuring that the customer speaks with the person who can handle their enquiry and a demonstration that professional knowledge is applied to assist with meeting the customer's needs. Evidence of service guarantees (i.e. return all calls/emails within specified timeframe),
4. **Taking Customer's Order** - Ensure that it is quick and easy for the customer to provide all necessary details for the order,
5. **Customer Follow-Up** – Relevant and timely follow-up ensuring that the customer is informed of what they are ordering, who it is for and when will be the start time of the works. Provision of contact information should the need arise for alterations to scheduled activities. Evidence that the customer is fully informed of the process and what is expected of them,
6. **Billing & Managing Payments** – Evidence that the customer has a contact number for any queries and any queries should be handled quickly and fairly. Evidence that any adjustments or corrections should be advised by phone before sending an amended bill. Evidence that the customers has a range of convenient payment options,
7. **Visiting the Customer** – Evidence of arrangement of an exact appointment times – not a range of times. Evidence of provision of the name/contact number of the person who will be in charge of the job in case the customer needs to contact them. If bookings are made in advance – evidence of confirmation of the appointment around 2 days in advance. If delayed for any appointment, evidence that the procedures are in place to confirm customer availability/suitability or arrangement of an alternative booking,
8. **Customer Complaints Management** – Evidence that the business will respond quickly and adopt a solution-focused approach to the problem. Evidence of commitment to fix the problem quickly and fully – first time and on time,
9. **Handling Complaints** – Evidence of complaints handling procedure or processes are in place. Evidence of commitment to fair treatment of customer complaints and that there are systems in place that enable the customer to raise issues quickly and easily,

10. Managing the Service Culture – Evidence of a customer service focus in the business. Evidence that the business actively encourages quality service by all staff members and continuous improvement in your business is achieved by integrating customer service into the overall business approach and plans. Evidence of recognition of the cyclical nature of customer service.

Customer Testimonials can also be included to support your entry. The entry must address each of the 10 Key Service Activities and examples of documents and processes should be included in your presentation.

The presentation of the entry can be a portfolio of your processes, documentation and testimonials from satisfied customers. It must address the 10 Key Service Activities outlined above.

Entries in the **Environmental Management** category are judged on the evidence provided on the steps taken to ensure the activities undertaken do not impact the environment and that there are processes in place to minimise any impact.

Entries in the **Environmental Management** category are judged on:

- Evidence of the promotion and use of sustainable painting products
- Evidence of the identification of work activities that pollute and that methods are in place to minimise or eliminate it
- Evidence of the implementation of recycling strategies to reduce the consumption of resources
- Evidence of the investment of new technology or tools to help minimise the consumption of resources
- Evidence of continued professional development programme for directors, managers, staff and sub-contractors
- Evidence of measurement and monitoring of work methods to help achieve industry best practice in Environmental Management

This category may also be judged for projects demonstrating excellence in the management of Lead Paint and Asbestos hazards. In this case the Judging Criteria are:

- Evidence of the promotion and use of safe practises when dealing with Lead Paint and Asbestos hazards
- Evidence of the identification of work activities that pollute and that methods are in place to minimise or eliminate it
- Evidence of the implementation of waste management strategies to reduce the consumption of resources
- Evidence of the investment of new technology or tools to help minimise the consumption of resources
- Evidence of continued professional development programme for directors, managers, staff and sub-contractors
- Evidence of measurement and monitoring of work methods to help achieve industry best practice in Environmental Management

Entries in the **Goodwill Community Projects** category are judged on:

- Members ongoing support of charity projects in conjunction with Master Painters.

Entries in the **Project Categories (New, Repaint and Heritage and Restoration)** are judged on the following criteria:

- Preparation
- Regular and blemish free surface
- Uniformity of colour and opacity
- Cleanliness of fittings and fixtures
- Evenness of finish
- Artistic skill and technical capability

- Cutting in between finishes and surfaces
- Access and degree of difficulty
- Overall effect and visual appeal

An additional criterion of appropriateness of colour scheme and finish application is required for **Heritage and Restoration** projects.

In categories whereby major preparation works are undertaken, it is important that the entrant provide a detailed outline of the work undertaken prior to painting, before and after photos should be attached.

Entries in the **Decorative Finishes** categories are judged on the following criteria:

- Preparation
- Cleanliness of fittings and fixtures
- Evenness of finish
- Artistic skill and technical capability
- Cutting in between finishes and surfaces
- Overall effect and visual appeal

Entries in the **Specialist Awards (Timber Finishes, Industrial Finishes, Texture Coatings, Wallcoverings)** sections are judged on the following criteria:

- Preparation
- Regular and blemish free surface
- Uniformity of colour and opacity
- Cleanliness of fittings and fixtures
- Evenness of finish
- Artistic skill and technical capability
- Cutting in between finishes and surfaces
- Access and degree of difficulty
- Overall effect and visual appeal

The following additional criteria are judges for a **Wallcoverings** entry in this category:

- Pattern matching
- Set Out/management of drops
- Adhesion of panels and edges

From the category winners the major awards of **Project of the Year (DOMESTIC AND COMMERCIAL)** and **Regional Project of the Year (DOMESTIC AND COMMERCIAL)** are selected.

The Awards of **Project of the Year Awards** embodies the pinnacle of the high standards of trade craftsmanship and professionalism shown by Members of the Master Painters Association. Trade craftsmanship is demonstrated by consistently high scores in the Project Category criteria.

The Awards of **Regional Project of the Year Awards** embodies the pinnacle of the high standards of trade craftsmanship and professionalism shown by Regional Members of the Master Painters Association. It is judged by the same criteria as **Project of the Year**.

To be considered for this Award the project must be located in a regional area and work must have been undertaken by a regionally located painting and decorating business.

The **President's Cup** is awarded in recognition of the outstanding work achievements by an Apprentice. This Award is presented on individual merit and after review of individual work performance.

THE CRITERIA IN DETAIL
GENERAL AWARDS – CUSTOMER SERVICE

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Recognition of Customer Service Focus to a Business		MPA 'Good Service is Good Business' Seminar	Painting and decorating is not always only about painting; it is also about providing customers with excellent service and an ongoing commitment to quality. This Award recognises that excellence in Customer Service by evidence of policies and procedures around the 10 Keys of Customer Service:
	/10		<ul style="list-style-type: none"> • PRODUCT AND SERVICES INFORMATION – Clear and concise explanation of the products and services offered
	/10		<ul style="list-style-type: none"> • TELEPHONE SERVICE – Quick, accurate service
	/10		<ul style="list-style-type: none"> • 'FACE TO FACE' SERVICE – Helping the customer meet their needs
	/10		<ul style="list-style-type: none"> • TAKING CUSTOMER'S BOOKINGS – Making it easy to purchase
	/10		<ul style="list-style-type: none"> • CUSTOMER FOLLOW UP – Relevant and timely follow up
	/10		<ul style="list-style-type: none"> • BILLING AND MANAGING PAYMENTS – Making it easy to pay
	/10		<ul style="list-style-type: none"> • VISITING THE CUSTOMER – Arriving on time
	/10		<ul style="list-style-type: none"> • CUSTOMER COMPLAINTS MANAGEMENT - Fixed first time, on time
	/10		<ul style="list-style-type: none"> • HANDLING COMPLAINTS – Turning complaints into compliments
1. Recognition of Customer Service	/10		<ul style="list-style-type: none"> • MANAGING THE SERVICE

Focus to a Business (cont)			CULTURE – Evidence of a customer-focused business
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THE CRITERIA IN DETAIL

GENERAL AWARDS – ENVIRONMENTAL MANAGEMENT

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Evidence of Sustainable Environmental Practises		22002VIC Course in Sustainable Painting Practises	This award recognises the systems and procedures put in place by a painting and decorating business in the area of environmental management and responsibility including:
	/20		<ul style="list-style-type: none"> PROMOTION AND USE OF SUSTAINABLE PAINTING PRODUCTS
	/20		<ul style="list-style-type: none"> IDENTIFICATION AREAS OF WORK ACTIVITIES that can cause pollution and how to minimise or eliminate it
	/15		<ul style="list-style-type: none"> IMPLEMENTATION OF RECYCLING STRATEGIES to reduce consumption of resources
	/10		<ul style="list-style-type: none"> INVESTMENT IN NEW TECHNOLOGY or tools to help minimise the consumption of resources
	/15		<ul style="list-style-type: none"> CONTINUED PROFESSIONAL DEVELOPMENT PROGRAMME for directors, managers, staff and sub-contractors
	/15		<ul style="list-style-type: none"> MEASUREMENT AND MONITORING OF WORK METHODS to help achieve industry best practise

NOTE: This Award may also be given for excellence in the management of Lead Paint and Asbestos hazards. Entries submitted under these criteria must demonstrate the following:

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Management of Lead Paint and Asbestos Hazards		Management of Lead Paint and Asbestos Course	This award recognises the systems and procedures put in place by a painting and decorating business in the area of the environmental management and responsibility relating to the management of Lead Paint and Asbestos hazards including:

1. Management of Lead Paint and Asbestos Hazards (cont)	/20		<ul style="list-style-type: none"> PROMOTION AND USE OF SAFE PRACTISES when dealing with Lead Paint and Asbestos Hazards
	/20		<ul style="list-style-type: none"> IDENTIFICATION OF AREAS OF WORK ACTIVITIES that can cause pollution and/or contamination and how to minimise or eliminate it
	/15		<ul style="list-style-type: none"> IMPLEMENTATION OF WASTE MANAGEMENT STRATEGIES to reduce contamination of the environment
	/10		<ul style="list-style-type: none"> INVESTMENT IN NEW TECHNOLOGY or tools to help minimise the contamination or pollution of the work area
	/15		<ul style="list-style-type: none"> CONTINUED PROFESSIONAL DEVELOPMENT PROGRAMME for directors, managers, staff and sub-contractors
	/15		<ul style="list-style-type: none"> MEASUREMENT AND MONITORING OF WORK METHODS to help achieve industry best practise

THE CRITERIA IN DETAIL
PROJECT AWARDS CATEGORIES

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Preparation	/20	AS/NZS 2311:2009 Sections 2, 3, 7, 8	Surfaces are prepared by removing any unwanted coatings or loose debris
			Surface is prepared in compliance with substrate requirements, specifications and relevant standards
			Surface imperfections are stopped, filled and sanded to a smooth finish ready for painting in accordance with manufacturer recommendations and job specifications
2. Regular and Blemish Free Surfaces	/10	AS/NZS 2311:2009 Sections 6, 8	Surfaces will have a consistent finish free from blemish or, as far as practicable, imperfections
3. Uniformity of Colour and Opacity	/10	AS/NZS 2311:2009 Sections 6, 8	Paint is applied to achieve required level of opacity, finish, texture and sheen
4. Cleanliness of Fittings and Fixtures	/10		Waste and unwanted materials are removed from site
			Work area is left clean and tidy
			Areas and fittings and fixtures adjacent to the painted areas are free from paint spots, drips and overspray
5. Evenness of Finish	/10	AS/NZS 2311:2009 Sections 6, 8	Painted finishes are applied in an even manner. Surfaces should be adequately covered with paint and not unduly brushed out too thin. Paint should not be applied in excessive quantities therefore avoiding sags, wrinkling and paint runs
			Topcoats should be free of foreign particles
6. Artistic Skill and Technical Capability Required	/10		Judges will take into account the technical capability required and the degree of artistic skill the painter needed to exhibit to complete the project in terms of 'street appeal' and the execution of the work
7. Cutting In Between Finishes and Surfaces	/10	AS/NZS 2311:2009 Sections 6, 8	Cut lines should be straight. Accumulation of paint at edges (fat edges) are avoided

7. Cutting In Between Finishes and Surfaces (continued)			Laying off should be thorough and complete. Laying-off on timber substrates should be in the direction of the grain. On large areas such as ceilings and walls, laying-off should be towards the source of light
8. Overall Effect and Visual Appeal	/15		The project should have good 'street appeal' and uphold the values and exhibit the professional result expected from a member of the Master Painters Association

ADDITIONAL CRITERIA FOR HERITAGE & RESTORATION PROJECTS

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Appropriateness of Colour Scheme and Finish Application			The painting and decorating work conducted depicts the form, features, application techniques and character of a domestic or commercial property in the character of a particular period of time being represented
2. Management of Lead Paint and Asbestos Hazards		Management of Lead Paint and Asbestos Course	<ul style="list-style-type: none"> • PROMOTION AND USE OF SAFE PRACTISES when dealing with Lead Paint and Asbestos Hazards • IDENTIFICATION OF AREAS OF WORK ACTIVITIES that can cause pollution and/or contamination and how to minimise or eliminate it • IMPLEMENTATION OF WASTE MANAGEMENT STRATEGIES to reduce contamination of the environment • INVESTMENT IN NEW TECHNOLOGY or tools to help minimise the contamination or pollution of the work area • CONTINUED PROFESSIONAL DEVELOPMENT PROGRAMME for directors, managers, staff and sub-contractors • MEASUREMENT AND MONITORING OF WORK METHODS to help achieve industry best practise

THE CRITERIA IN DETAIL DECORATIVE FINISHES PROJECTS

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Preparation	/20	AS/NZS 2311:2009 Sections 2, 3, 7, 8	Surfaces are prepared by removing any unwanted coatings or loose debris
			Surface is prepared in compliance with substrate requirements, specifications and relevant standards
			Surface imperfections are stopped, filled and sanded to a smooth finish ready for painting or application of finish in accordance with manufacturer recommendations and job specifications
1. Cleanliness of Fittings and Fixtures	/10		Waste and unwanted materials are removed from site
			Work area is left clean and tidy
			Areas and fittings and fixtures adjacent to the painted areas are free from paint spots, drips and overspray
2. Evenness of Finish	/20	AS/NZS 2311:2009 Sections 6, 8	Decorative finishes are applied in an even manner. Surfaces should be adequately covered
3. Artistic Skill and Technical Capability Required	/20		Judges will take into account the technical capability required and the degree of artistic skill the painter needed to exhibit to complete the project in terms of 'street' or 'decorative' appeal and the execution of the work
4. Cutting In Between Finishes and Surfaces	/10	AS/NZS 2311:2009 Sections 6, 8	Cut lines should be straight
5. Overall Effect and Visual Appeal	/20		The project should have good 'street' or 'decorative' appeal and uphold the values and exhibit the professional result expected from a member of the Master Painters Association

THE CRITERIA IN DETAIL

SPECIALIST AWARDS - TIMBER FINISHES, INDUSTRIAL FINISHES, TEXTURE COATING FINISHES, WALLCOVERINGS

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Preparation	/15	AS/NZS 2311:2009 Sections 2, 3, 7, 8	Surfaces are prepared by removing any unwanted coatings or loose debris
			Surface is prepared in compliance with substrate requirements, specifications and relevant standards

			Surface imperfections are stopped, filled and sanded to a smooth finish ready for painting in accordance with manufacturer recommendations and job specifications
1. Regular and Blemish Free Surfaces	/10	AS/NZS 2311:2009 Sections 6, 8	Surfaces will have a consistent finish free from blemish or, as far as practicable, imperfections
2. Uniformity of Colour and Opacity	/10	AS/NZS 2311:2009 Sections 6, 8	Paint or finish is applied to achieve required level of opacity, finish, texture and sheen
3. Cleanliness of Fittings and Fixtures	/10		Waste and unwanted materials are removed from site
			Work area is left clean and tidy
			Areas and fittings and fixtures adjacent to the painted areas are free from paint or finish spots, drips and overspray
4. Evenness of Finish	/10	AS/NZS 2311:2009 Sections 6, 8	Paints or finishes are applied in an even manner. Surfaces should be adequately covered with paint or finish
			Topcoats or finish should be free of foreign particles
5. Artistic Skill and Technical Capability Required	/10		Judges will take into account the technical capability required and the degree of artistic skill the painter needed to exhibit to complete the project in terms of 'street appeal' and the execution of the work
6. Cutting In Between Finishes and Surfaces	/10	AS/NZS 2311:2009 Sections 6, 8	Cut lines should be straight
7. Overall Effect and Visual Appeal	/15		The project should have good 'street appeal' and uphold the values and exhibit the professional result expected from a member of the Master Painters Association

ADDITIONAL CRITERIA FOR WALLCOVERINGS

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Pattern Matching			Patterns and textures are matched to eliminate as far as practical the appearance of the joints between the drops
2. Set Out/Management			Set out of the job and management of drops is achieved to provide a visually

of Drops			appealing and far as practical symmetrical arrangement
3. Adhesion of Panels and Edges			Full adhesion of panels and edges is achieved to provide a seamless surface and with edge visibility minimised as far as practical

THE CRITERIA IN DETAIL
SPECIALIST AWARDS – DIFFICULT ACCESS

CRITERIA	SCORE	REFERENCE	KEY POINTS
1. Difficult Access			The award for excellence for access solutions to sites with difficult access to one or more areas. Key areas to be examined include:
	/25		<ul style="list-style-type: none"> • THAT SAFETY is considered and maximised for workers and community during the undertaking of the works
	/25		<ul style="list-style-type: none"> • IMAGINATION OF THE ACCESS SOLUTION to enable workers to efficiently and comfortably undertake the works
	/25		<ul style="list-style-type: none"> • THE APPROPRIATE USE OF SPECIALISED EQUIPMENT was undertaken in the access solution
	/25		<ul style="list-style-type: none"> • THAT THE ACCESS SOLUTION WAS CONCEIVED and undertaken by the Contractor entering this Award category

THE CRITERIA IN DETAIL
SPECIALIST AWARDS – COLOUR DESIGN AWARD

CRITERIA	SCORE	REFERENCE	KEY POINTS
<p>1. Recognition of Excellence in the Use of Colour</p>			<p>This award recognises excellence in the use of colour by a NSW resident who is a Colour Designer, Colour Consultant, Interior Designer or Interior Decorators. Judged via a presentation board (A2 size) submitted by the entrant with project description, sample colours/finishes and 3 project photos. The project description should provide the judges with a project rationale on the colours chosen, products used and distinguishing features. Projects can be interior and/or exterior residential or commercial colour schemes. There are no limitations on the type of project or contract value with this category. All entrants details must only be displayed on the back of the board. There will be a maximum of 5 entries. Key areas to be examined include:</p>
	/50		<ul style="list-style-type: none"> • INNOVATION AND ORIGINALITY IN THE USE OF COLOUR OR FINISHES and the
	/50		<ul style="list-style-type: none"> • VISUAL IMPACT OF THE PROJECT