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Since 1901

**Awards for Excellence
2022.**

Awards for Excellence 2022

About the Awards

Our Awards for Excellence competition celebrates the highest levels of achievement and is the only one conducted by an industry body that represents licensed plumbing contractors in WA. After an absence due to reasons beyond our control, it is returning this year with a simplified entry process and an updated choice of categories to enter.

Why get involved

Entering the competition is an opportunity to showcase your achievements and discover how you measure up against your industry peers. Becoming an Award winner is proof you are the best of the best. It is a proud achievement that brings well-deserved prestige, recognition, publicity and marketing advantages.

Eligibility

The competition is open to:

- Any licensed plumbing contractor who is a member of The Master Plumbers and Gasfitters Association of WA
- Any fourth-year plumbing apprentice in WA who is currently employed by a licensed plumbing contractor

A plumbing apprentice does not have to be employed by an Association member to be eligible to enter the Geoffrey Arthur Smith Memorial - Apprentice of the Year award.

Categories

There are nine categories for Association members and one for apprentices. Eligible members can enter multiple categories.



Members-Only Categories

Business of the Year - Excellence in Maintenance Plumbing

Sponsored by simPRO



Criteria: This Award will go to the **Maintenance Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Business of the Year - Excellence in Housing Plumbing

Sponsored by Rinnai



Criteria: This Award will go to the **Housing Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Business of the Year - Excellence in Commercial Plumbing

Sponsored by Rheem



Criteria: This Award will go to the **Commercial Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Members-Only Categories

Business of the Year – Excellence in Sustainable Plumbing Practices

Sponsored by ATCO Australia



Criteria: This Award will go to the plumbing business that demonstrates the highest standards of sustainable plumbing practices across a broad range of solutions including rainwater, grey water, water and energy efficiency. Judges will want evidence that sustainable plumbing services are the primary focus of the business and the business is dedicated to being a leader in this field.

Employer of the Year

Sponsored by Reddifund



Criteria: This Award will go to the plumbing business that demonstrates the highest standards of established policies, systems and on-the-job practices designed to attract and retain a quality workforce and encourage every person to achieve their full potential. Judges will want evidence of excellence in employee recruitment, engagement and retention, including evidence that the business is a preferred employer for people seeking careers in the plumbing industry.

Customer Service Excellence

Sponsored by Galvins Plumbing Supplies



Criteria: This Award will go to the plumbing business that demonstrates the highest standards of service excellence. Judges will want evidence of established policies, systems and on-the-job practices that promote a customer service culture within the business. Judges will also want verifiable evidence that customers believe the business provides excellent customer service.

Members-Only Categories

Indigenous Employment and Innovation

Sponsored by ATCO Australia



Criteria: This Award will go to the plumbing business that demonstrates the highest standards of established policies, systems and on-the-job practices designed to attract and retain Indigenous workers, then mentor and encourage them to achieve their full potential. Judges will want evidence of excellence in Indigenous employee recruitment, engagement and retention, including evidence that Indigenous people believe the business engages with them in a manner that assists them.

Excellence in Mental Health and Wellbeing

Sponsored by Reece



Criteria: This Award will go to the plumbing business that demonstrates the highest standard of excellence or innovation in its approach to mental health and wellbeing. Judges will want evidence that the business actively promotes and encourages programs or initiatives designed to increase awareness of mental health issues in the workplace, reduce the stigma associated with mental illness and enhance the mental health of employees.

Excellence in Work Health and Safety

Sponsored by Galvin Engineering



Criteria: This Award will go to the plumbing business that demonstrates the highest standard in its approach to work health and safety. Judges will want evidence of excellence in health and safety policies, systems, on-the-job practices, solutions and innovation that reduce the risk of work-related injury and disease.

Apprentice Category

Apprentice of the Year - **Geoffrey Arthur Smith Memorial**

Sponsored by Caroma



Criteria: This Award will recognise a fourth-year apprentice, employed by a licensed plumbing contractor in WA, who continues to improve through hard work and dedication to the plumbing trade. Judges will want evidence of a strong work ethic, enthusiasm for learning and excellent practical plumbing skills. The judges may also take other personal attributes into consideration before deciding who will win this important Award.



Entry Rules

Entry Rules for the Members-Only Categories

1. You must complete all sections of the online entry form related to the category you have entered.
2. By entering, you agree that the judges can do all the following:
 - Openly assess customers, employees and business processes that relate to the category you have entered.
 - 'Mystery shop' your business to assess your entry.
 - Conduct compliance and audit checks on your business that relate to the category you have entered.
3. You must supply three customer references with contact details and confirm they are available to answer questions relating to the category you have entered.
4. We must receive your entry by close of business on Friday 7 October.
5. The decision of the judges will be final.

Entry Rules for the Apprentice of the Year Category

1. You must complete all sections of the online entry form including a detailed statement, limited to 500 words, related to your work as a plumbing apprentice.
2. You must agree to be interviewed.
3. You must provide three references with contact details.
4. We must receive your entry by close of business on Friday 7 October.
5. The decision of the judges will be final.

Judging Process

An industry panel will determine the best three entries in each category, then an impartial panel of independent judges will assess them to decide the winners. This judging panel will collectively have a wide range of technical plumbing knowledge and business expertise gained in plumbing and other industries, ensuring their assessments are thorough and well-rounded.

How to Enter

You may submit your entry by completing the online entry form that is on our website. Go to www.masterplumbers.asn.au select 'Events' and then select '2022 Awards for Excellence'.

Please note that we cannot accept entries submitted by email.

Entry Dates

Entries open on 1 July and close on 7 October.

Winners Celebration Event



Each category winner will receive four tickets to an invitation-only event at the prestigious Mansions, Crown Perth on Saturday 26 November. This 'night to remember' for winners, sponsors and invited guests will be a celebration of the industry's best and an opportunity to meet and mingle with leaders and influencers.

Event sponsors

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Construction Training Fund

Drinks sponsored by MPA Insurance