



Excellence in Facility Management Award (EFMA) 2020

Application / Nomination Guidelines

Organized by:



The Hong Kong Institute of
Facility Management
香港設施管理學會

Objective

With a view to promoting the facility management profession and recognizing the excellence in performance of delivering quality service to local and overseas facilities, The Hong Kong Institute of Facility Management (HKIFM) is proud to present the **EXCELLENCE IN FACILITY MANAGEMENT AWARD (EFMA)** to individual organizations and service providers of specialized sectors with outstanding achievements.

Application / Nomination Category

A.	Excellence in Facility Management Award (Asia Pacific)	This category is for built assets outside Hong Kong, e.g. Asia Pacific Region.
B.	Excellence in Facility Management Award (Built Heritage)	This category is for monuments declared under the Antiquities and Monuments Ordinance of Hong Kong.
C.	Excellence in Facility Management Award (Corporate Real Estate)	This category is for self-owned built assets with at least 50% of the premises being occupied by the respective organizations.
D.	Excellence in Facility Management Award (Hotel & Serviced Apartment)	This category is for hotels, holiday resorts or serviced apartments in Hong Kong.
E.	Excellence in Facility Management Award (Industrial)	This category is for industrial buildings in Hong Kong.
F.	Excellence in Facility Management Award (Institutional & Government Properties)	This category is for public facilities and government owned properties in Hong Kong.
G.	Excellence in Facility Management Award (Office Building)	This category is for office buildings in Hong Kong.
H.	Excellence in Facility Management Award (Large-scale Residential)	This category is for private residential properties in Hong Kong, with units of 2,001 nos. or above.
I.	Excellence in Facility Management Award (Medium-scale Residential)	This category is for private residential properties in Hong Kong, with units ranged from 501 nos. to 2,000 nos.
J.	Excellence in Facility Management Award (Small-scale Residential)	This category is for private residential properties in Hong Kong, with units of 500 nos. or below.
K.	Excellence in Facility Management Award (Public Rental & Subsidized Purchase Housing)	This category is for Public Rental Housing (PRH), Tenant Purchase Scheme (TPS), Home Owner Scheme (HOS), Private Sector Participation Scheme (PSPS) or Sandwich Class Housing Scheme (SCHS) Estates in Hong Kong.
L.	Excellence in Facility Management Award (Retail)	This category is for retail facilities or shopping arcades in Hong Kong.

Theme Award

Apart from the above award categories for assessment on overall FM performance of various areas of core competency, a "Theme Award" would be granted to organizations with outstanding achievements in a specific area. A separate Panel of Judges, comprising specialists from the respective field, would review and assess that part of submission with respect to the selected area of core competency.

As the "Theme Award" focuses on "**Sustainability**" this year, the Panel of Judges would evaluate nominated facilities' performance with reference to three scopes: i) Environmental Issue ii) Financial Management and iii) Corporate Social Responsibility.

"Theme Award" would be presented to individual categories as follows:

- 1) Residential: nominated facilities under the categories of Large-scale Residential, Medium-scale Residential, Small-scale Residential as well as Public Rental and Subsidized Purchase Housing
- 2) Commercial: nominated facilities under the categories of Office Building and Retail
- 3) Institutional & Others: nominated facilities under the categories of Institutional & Government Properties, Asia Pacific, Built Heritage, Corporate Real Estate, Hotel & Serviced Apartment and Industrial

FM People Award

For FM profession, "People" is defined as one of the major elements, by which, an organization should integrate with work process and physical assets to serve its strategic objectives. As such, the "FM People Award" is introduced to recognize professionals / practitioners with outstanding achievements and performance in FM service sectors.

Application(s) / Nomination(s) for this Award would be **OPTIONAL** as the result will not have any impacts on EFMA and Theme Award assessments.

Most Popular Facility Award

To promote public recognition of EFMA and encourage territory-wide participation, the Organizing Committee is to conduct "Most Popular Facility Award" through on-line polling.

Photos of all nominated facilities would be posted on the website of HKIFM to facilitate the general public's voting through electronic devices.

Innovative Technology Award

The Organizing Committee is going to present the "Innovative Technology Award" to awardees that would be able to demonstrate excellent utilization of innovative technologies for service enhancement and management of the nominated facilities. Assessment by judges would be based on content of Part I, Criteria 4 of the submitted document.

Application / Nomination Due Date

8 May 2020 (Friday) at 5:00 p.m.

Document Submission Due Date

1 June 2020 (Monday) at 12:00 noon

FM People Award Assessment

2-31 July 2020

“Grand Award” Finalist Presentation cum Sharing Session

29 August 2020 (Saturday) am session *(Subject to public health condition)*

“Theme Award” Finalist Presentation cum Sharing Session

29 August 2020 (Saturday) pm session *(Subject to public health condition)*

Most Popular Facility Award Online Voting

3-17 October 2020 at 11:59 p.m.

HKIFM Annual Dinner cum EFMA 2020 Presentation Ceremony

November 2020 *(Subject to public health condition)*

Administration Fee (non-refundable)

HK\$2,800 per entry for Early Bird (on or before 17 April 2020)

HK\$3,000 per entry after Early Bird (from 18 April to 8 May 2020)

Award Criteria

Facility Management (FM) Core Competency

FM performance is to assess how people, work process and physical assets are integrated to serve the strategic objectives of an organization. For the sake of like-with-like comparison, the total FM performance is measured by the following areas of core competency:

1. Real estate portfolio management
2. Maintenance and operation management
3. Space planning and design management
4. Project and contract management
5. Environmental management
6. Health, safety and physical security management
7. Human resources management
8. Information technology management
9. Law on local real estate
10. Financial management
11. Logistic management

Please visit <http://www.hkifm.org.hk> for details. The on-site management teams must be able to demonstrate that they can meet requirements of at least 7 numbers of areas for the above core competency.

Assessment Criteria

The Panel of Judges will base on the following criteria and weighting for shortlisting Finalists:

	Criteria	Weighting
1.	Organization Structure & Governance / Exemplary Record & Performance Award / Certification & Accreditation	30
2.	Leadership / Teambuilding / Work-life Balance	30
3.	Maintenance & Renovation	30
4.	Innovative Technology	10
5.	Occupational Safety and Health / Risk Management	20
6.	Facility Management Practice / Legal Compliance / Logistic Management	30
7.	Theme Award : Sustainability	
	i. Environmental Issue	25
	ii. Financial Management	15
	iii. Corporate Social Responsibility	10
	Total	200

Submission Format

An online portal will be provided to applicants / nominees to submit documents for Parts I to IV. Applicants / Nominees are required to comply with the submission format and guidelines. All Application / Nomination Forms and submissions should be type-written in **either English or Chinese**.

To support applications, Applicants / Nominees should provide **NOT more than 25 pages** of A4 text for Criteria 1 – 6 at Part I; and **NOT more than 8 pages** of A4 text for Criteria 7 - “Theme Award” at Part II separately.

The written submission should be presented in the following format:

Part I Excellence in Facility Management Award

Covering Criteria 1 to 6 as listed below, with a total of **NOT more than 25 pages** of A4 text (excluding Cover Page, Content Page, Executive Summary and Appendices). Supporting materials, such as photos, charts and diagrams should be provided in the Appendices.

- 1. Cover Page**
Name & address of the nominated facility, contact person(s) of the facility management office and date of application / nomination
- 2. Content Page**
- 3. Executive Summary**
- 4. Criteria**
 - 4.1 Criteria 1: Organization Structure & Governance / Exemplary Record & Performance Award / Certification & Accreditation**

A review of overall organization structure and governance, including:

- organization history
- organization mission, vision and core values
- organization objectives
- organization chart
- average number of employees within assessment period (past twelve months)
- the workforce profile of the organization, such as educational level, academic qualification(s) and number of employees by level(s)
- number of professional staff and / or HKIFM members (with details)
- key client / customer group
- primary service delivered to clients / customers
- primary facilities managed by the organization
- contribution to FM profession
- manpower set-up for management team of the nominated facility

To provide proven records indicating:

- the organization's success in adopting policies and systems for quality service provision with related awards obtained from FM profession
- the organization should work in accordance with accredited management system(s)
- the organization should demonstrate how work processes are identified, documented and examined

4.2 Criteria 2: Leadership / Teambuilding / Work-life Balance

Leadership is defined as what drives the organization and causes all related activities to happen. It is important for the nominated facility to demonstrate how the organization is competent in planning and leading skills. The organization should demonstrate how to deploy its strategies and assure such strategic directions to be in line with the organization's primary objectives. The following guidelines are not exhaustive as further details would help substantiate the content accordingly:

- how would the headquarters of organization support the management team of the nominated facility?
- how would the managers and supervisors motivate different levels of team members to work for long-term strategic directions of the organization?
- how would the leaders of the organization communicate the mission, vision and core values to employees of all levels?
- how would the leaders assess the organization's performance and enhance service standard productivity as a whole?
- how would leaders demonstrate their leading and teambuilding skill?
- how would work-life balance culture contribute to the success of the organization?

4.3 Criteria 3: Maintenance & Renovation

- how would the organization develop and promote the culture of "preventative maintenance & renovation", with policies devised correspondingly and systems implemented effectively at the nominated facility?
- how would the management team identify significant criteria for systematic implementation of proactive initiatives, with respect to maintenance & renovation for the nominated facility?
- how to adopt an innovative approach on management initiative / practice for maintenance works & renovation projects carried out at the nominated facility?
- has the organization implemented any promotion programs to arouse awareness amongst employees and other stakeholders of the nominated facility, including occupiers, tenants, visitors, suppliers and / or contractors, their caring of the nominated facility so as to encourage support for preventive maintenance & renovation?
- how to manage maintenance & renovation projects to assure compliance with designs and safety needs of the nominated facility, as well as statutory requirements?
- has the organization provided regular trainings for employees on supervision of maintenance works and renovation projects?

4.4 Criteria 4: Innovative Technology

To provide proven records indicating:

- how would the organization promote the concept of "innovation" amongst stakeholders of the nominated facility and develop the respective company culture?
- how would the organization utilize state-of-the-art innovative technologies in routine operations and management of the nominated facility?
- how would the application of innovative technologies enhance service quality for management of the nominated facility?
- how would the organization arrange staff training for adopting an "innovative" approach in service provision and making feasible proposals for daily operations accordingly?

4.5 Criteria 5: Occupational Safety and Health / Risk Management

To provide details for the following:

- how would the organization develop and implement the occupational safety and health program at the nominated facility?
- how would the organization monitor effectiveness of the adopted occupational safety and health program at the nominated facility?
- how would the organization identify risks for the nominated facility and plan in advance for emergency handling?
- how would the organization assess the effectiveness of risk management practice adopted for the nominated facility?

4.6 Criteria 6: Facility Management Practice / Legal Compliance / Logistic Management

To provide details for the following:

- how would space planning and design management contribute to physical security management in FM service provision?
- how to design and manage fitting-out projects for the nominated facility?
- how would the organization demonstrate its compliance with statutory requirements in managing the nominated facility?
- how would the organization handle the nominated facility's administrative work and outsourcing activities?

Sample format for Part I can be downloaded for reference or use in the submission from:

www.hkifm.org.hk/award2020/2020_SampleFormat.doc.

Part II Theme Award

Covering Criteria 7 for Theme Award submission, with a total of **NOT more than 8 pages** of A4 text (excluding Cover Page, Content Page, Executive Summary and Appendices). This part, together with the Appendices for supporting materials, if any, should be submitted **SEPARATELY**.

1. ▪ **Cover Page**
Name & address of the nominated facility, contact person(s) of the facility management office and date of Application / Nomination

2. ▪ **Content Page**

3. ▪ **Executive Summary**

4. ▪ **Criteria**

- 4.1 ▪ **Criteria 7: Sustainability**
 - i) **Environmental Issue**
 - how would the organization adopt management initiatives to assure green direction for FM practice and promote sustainable development?
 - how to implement a comprehensive energy management system which not only arouses awareness of staff, but also emphasizes the development and maintenance of a structured management system to monitor energy saving target(s)?
 - how would the organization implement "Waste Management Hierarchy" in terms of "prevention, reuse, recycling, recovery & disposal"; and prepare for implementation of "Municipal Solid Waste Charging"?
 - how would the organization drive "carbon reduction" practice; and how such dynamics in terms of key programs would steer carbon less FM momentum at the nominated facility?
 - how would the organization maintain good quality of "water" and "indoor air" for the nominated facility?

 - ii) **Financial Management**
 - how would the organization devise strategies for real estate portfolio management to facilitate sustainable development of the community?
 - how would the organization prepare management budget for the nominated facility and exercise budgetary control to avoid improper accounting management practice?
 - how would the organization handle the nominated facility's finance & accounting duties to enhance transparency and cost effectiveness of FM service?
 - how would the management team conduct project and contract management at the nominated facility to assure fair tendering practice?

 - iii) **Corporate Social Responsibility**
 - how to promote the concept of corporate social responsibility among stakeholders of the nominated facility, so as to encourage their participation in caring the community?
 - how to devise the organization's strategies for corporate social responsibility in daily management practice?
 - how to assure the management team in strict compliance with the respective statutory requirements for service provision?

Sample format for Part II can be downloaded for reference or use in the submission from:
www.hkifm.org.hk/award2020/2020_SampleFormat.doc.

Part III FM People Award

Submission is **OPTIONAL** as the organization may choose to submit Application(s) / Nomination(s) or not.

There should only be **ONE (1)** Proposer for each nominated facility. The Proposer may nominate Candidate(s) for **ANY ONE (1)** category or **MORE** categories for the “FM People Award”.

Both of the Proposer and the Nominee must be managing / serving in the same nominated facility covered in Part I. For the nominated facility, only **ONE (1)** Nominee should be proposed for each of the following Categories:

1. Managerial Grade
2. Officer Grade
3. Supervisory Grade
4. Young Practitioner (aged 30 or below)

The written submission(s) for Part III should be **SEPARATED** from Part I and Part II. Format for the submission is as follows:

1. Nomination from the Proposer

The Nomination Form should be signed by the Proposer. Details such as names, post titles, contact email addresses and phone numbers of both the Proposer and the Nominee must be provided. The Proposer should comment on the Nominee’s work performance at the nominated facility, teambuilding involvement, drive for continuous professional development (CPD), knowledge of current FM practice and contribution to the profession, etc.; and any other supporting details demonstrating his / her eligibility for the Award.

2. Summary from the Nominee

A Summary prepared by the Nominee of **NOT more than 1,000 words** (either in English or Chinese) explaining why he / she is deserved for being nominated. The coverage may include personal proven achievements related to HKIFM’s Core Competency at the nominated facility, commitment to stakeholders, relevant professional knowledge, initiatives for career development and contribution to FM profession, etc.; and any other supporting details demonstrating his / her own eligibility for the Award.

3. Supporting Documents

Resume / Curriculum Vitae of the Nominee, including the list of relevant academic and professional qualification(s), previous employment record(s) / current appointment; continuous professional development (CPD) and personal contribution to FM service sector, should be attached for reference.

4. Interview

Assessment Interviews with the shortlisted Nominees may be individually conducted by Panel of Judges, if necessary.

Sample format for Part III can be downloaded for reference or use in the submission from:
www.hkifm.org.hk/award2020/2020_SampleFormat.doc.

Part IV Most Popular Facility Award

Upon written submission of Part I & Part II, each applicant / nominee is required to provide **ONE (1)** photo of the respective facility in JPG format with resolution of 720 pixels x 480 pixels or above, for post-up on HKIFM's website during on-line polling period.

1. The nominated facility with the highest number of votes from on-line polling will be granted the "Most Popular Facility Award".
2. On-line polling will start from 3 October and end on 17 October 2020.
3. Polling results for this Award will be entirely independent which will **NOT** be counted in the total score. It will have **NO** impact on the final results of EFMA 2020 and "Theme Award".
4. All rules, results and prizes of this Award are subject to final decision of HKIFM, without prior notice for any changes.
5. Prize(s) will be presented at the "HKIFM Annual Dinner cum EFMA 2020 Presentation Ceremony" in November 2020.

Part V Innovative Technology Award

The nominated facility should be able to demonstrate excellent utilization of innovative technologies for service enhancement and smooth running of daily operations. Assessment would be based on the content of Part I, Criteria 4 of the submitted document.

"Grand Award" / "Theme Award" Finalist Presentation cum Sharing Session

All Finalists for both "Grand Award" and "Theme Award" will be invited to demonstrate to the Panel of Judges their best practice adopted for the respective shortlisted facilities at the respective Finalist Presentation cum Sharing Sessions scheduled by the Organizing Committee.

The audience on the floor will have voting rights to show their support for the well-presented Finalists, which will be counted for Grand Awardee and Theme Awardee assessment.

After the presentation, site visits would be conducted by the Panel of Judges to complete the assessment process. Finalists who are unable to comply with the aforesaid requirements will be disqualified automatically.

Important Notes

1. Facilities located within Asia Pacific Region (Category 1 only) and the territorial limits of the Hong Kong Special Administrative Region (Category 2 – Category 12) are welcome to be nominated for this year's EFMA.
2. The nominated facility should be currently in operation. The assessment of on-site management team's performance is based on records and data for the past twelve months before document submission due date.
3. HKIFM reserves the right to supplement information contained in the Application / Nomination Guidelines. For any discrepancies of any published information including any previous advertisements, the information contained in the Application / Nomination Guidelines (English version) shall prevail.
4. If any conflict of interests would be arising between the judge / judges and an applicant / nominee, the said judge / judges will excuse himself / herself / themselves from the judging process accordingly.
5. All decisions made by HKIFM and Panel of Judges are final and binding. Any requests for appeal will not be entertained.
6. Facilities accredited as Grand Awardees of any Categories in the previous year are NOT eligible for submitting applications / nominations to the same Category again this year.
7. Personal data collected from Application / Nomination Forms will be used in the assessment process of EFMA 2020 ONLY. All personal data will be handled in strict compliance with the Personal Data (Privacy) Ordinance.