



**Excellence in Facility Management Award (EFMA) 2021**  
**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)	Built assets outside Hong Kong in Asia Pacific Region
B.	Excellence in Facility Management Award (Built Heritage)	Monuments declared under the Antiquities and Monuments Ordinance of Hong Kong
C.	Excellence in Facility Management Award (Corporate Real Estate)	Self-owned built assets with at least 50% of the premises occupied by respective organizations
D.	Excellence in Facility Management Award (Hotel & Serviced Apartment)	Hotels, holiday resorts or serviced apartments
E.	Excellence in Facility Management Award (Industrial)	Industrial buildings accommodated logistics facilities / factory premises
F.	Excellence in Facility Management Award (Institutional & Government Properties)	Public facilities and government owned properties
G.	Excellence in Facility Management Award (Office Building)	Office buildings / skyscrapers
H.	Excellence in Facility Management Award (Large-scale Residential)	Private residential properties with units of 2,001 nos. or above
I.	Excellence in Facility Management Award (Medium-scale Residential)	Private residential properties with units ranged from 501 nos. to 2,000 nos.
J.	Excellence in Facility Management Award (Small-scale Residential)	Private residential properties with units of 500 nos. or below
K.	Excellence in Facility Management Award (Public Rental & Subsidized Purchase Housing)	Public Rental Housing (PRH), Tenant Purchase Scheme (TPS), Home Owner Scheme (HOS), Private Sector Participation Scheme (PSPS) or Sandwich Class Housing Scheme (SCHS) Estates
L.	Excellence in Facility Management Award (Retail)	Retail facilities including shopping arcades and shopping malls

### **Innovative Technology Award**

The “Innovative Technology Award” is to be presented to organizations which are able to demonstrate effective utilization of innovative technologies for service enhancement and management of nominated facilities.

### **Theme Award**

As the “Theme Award” focuses on “Facility Hygiene” this year, a separate Panel of Judges with specialists from the respective field, would evaluate nominated facilities’ achievement in this specified aspect of facility management, particularly measures taken and efforts made to combat COVID-19.

“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 (Optional)**

For FM profession, “People” is defined as one of the major elements which organizations should integrate with work process and physical assets to serve their strategic objectives. As such, the “FM People Award” is introduced to recognize professionals / practitioners with commendable achievements and performance in FM service sectors.

Application(s) / Nomination(s) for this Award being **OPTIONAL** as the result will not have any impacts on EFMA 2021 and “Theme Award” assessments.

### **Professional Integrity Award (Optional)**

On-site management teams are required to demonstrate their professional ethical practice in daily management operations, with actual experience cited for reference, when taking part in the “Professional Integrity Award” assessment process.

### **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 will be uploaded to the website of EFMA 2021 at HKIFM web page to facilitate the general public’s polling through electronic devices.

**Application / Nomination Due Date**

27 April 2021 (Tuesday) at 5:00 p.m.

**Document Submission Due Date**

11 May 2021 (Tuesday) at 12:00 noon

**FM People Award Assessment**

1 – 30 June 2021

**Professional Integrity Award Assessment**

1 – 31 July 2021

**“Grand Award” Finalist Presentation cum Sharing Session**

14 August 2021(Saturday) a.m. session *(subject to public health condition)*

**“Theme Award” Finalist Presentation cum Sharing Session**

14 August 2021(Saturday) p.m. session *(subject to public health condition)*

**Most Popular Facility Award Online Polling**

1 – 15 September 2021 at 11:59 p.m.

**HKIFM Annual Dinner cum EFMA 2021 Presentation Ceremony**

November 2021 *(subject to public health condition)*

**Administration Fee (non-refundable)**

HK\$2,800 per entry for Early Bird (from 26 March to 13 April 2021)

HK\$3,200 per entry after Early Bird (from 14 April to 27 April 2021)

## 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 organizations. 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 for at least seven (7) areas of the above-listed core competency. Though performance of the nominated facilities will be assessed at both Corporate Level and Site Level, more weighting is set to appraise achievements of on-site management teams accordingly.

### Criteria and Weighting

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

	Criteria	Weighting
	<b>Part I - EFMA</b>	
<b>A</b>	<b>CORPORATE LEVEL</b>	
	1. Organization Structure & Governance / Certification & Accreditation	<b>10</b>
	2. Human Resources Management / Work-life Balance	<b>10</b>
	3. Legal Compliance / Finance & Accounting Management	<b>10</b>
	4. Corporate Social Responsibility	<b>10</b>
<b>B</b>	<b>SITE LEVEL</b>	
	1. Performance Award & Recognition	<b>10</b>
	2. Leadership / Teambuilding	<b>10</b>
	3. Maintenance & Renovation / Fitting-out Works	<b>20</b>
	4. Occupational Safety and Health / Risk Management	<b>20</b>
	5. Facility Management Practice / Logistic Management	<b>20</b>
	<b>Part II – Innovative Technology</b>	
<b>A</b>	<b>CORPORATE LEVEL</b> – Policy and Guideline	<b>10</b>
<b>B</b>	<b>SITE LEVEL</b> – Implementation and Subsequent Review	<b>20</b>
	<b>Part III – Theme Award of “Facility Hygiene”</b>	
<b>A</b>	<b>CORPORATE LEVEL</b> – Environmental / Health & Hygiene Management Policy, System and Guideline	<b>15</b>
<b>B</b>	<b>SITE LEVEL</b> – Environmental / Health & Hygiene Management Operation Plan and Manual	<b>35</b>
	<b>Total</b>	<b>200</b>

## Submission Format

An online portal will be provided for submission of documents from Part I to Part VI. 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 separately:

Part I - **NO more than 20 pages** of A4 text

Part II - **NO more than 5 pages** of A4 text

Part III - **NO more than 8 pages** of A4 text

The written submission should be presented in the following format:

### Part I Excellence in Facility Management Award

Covering Criteria listed below, with a total of **NO more than 20 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**

#### **CORPORATE LEVEL**

##### 4.1 **Criteria A1: Organization Structure & Governance / Certification & Accreditation**

A review of overall corporate governance including:

- background and business objective(s)
- management structure and headquarters organization chart
- vision, mission and core values
- business focus and scope of service
- key client / customer group
- workforce profile including average number of staff employed during the past 12 months, their attained academic level(s) / qualification(s), with the corresponding number of employees indicated
- number of staff with HKIFM membership and other professional qualification(s) (with details provided)
- contribution to FM profession

To provide proven records indicating:

- certification of management systems adopted for service provision
- international / local accreditation of management system(s), with work processes identified, documented and examined

**4.2 Criteria A2: Human Resources Management / Work-life Balance**

- compliance with Employment Ordinance
- staff recruitment and dismissal
- staff welfare and benefits
- job deployment and rotation
- staff training
- reward and recognition
- penalty and disciplinary action
- occupational safety and health
- work-life balance
- staff satisfaction survey

**4.3 Criteria A3: Legal Compliance / Financial Management**

- compliance with FM related statutory requirements
- insurance coverage
- tendering and procurement policy
- internal audit on quality assurance and control
- external audit on legal compliance
- professional responsibility / indemnity for FM service provision
- financial management and accounting policy
- cash flow management
- building fund / management account auditing
- legal retainer service

**4.4 Criteria A4: Corporate Social Responsibility**

- formulation of respective strategy and policy
- promotion among stakeholders, including staff, client groups and contractors
- participation in territory-wide events / functions of community building / civic education
- Implementation of tailor-made caring program to meet special needs of socially disadvantaged group, such as disabled and elderly
- guidance for implementation and subsequent review at site level

**SITE LEVEL****4.5 Criteria B1: Performance Award & Recognition**

- external award attainment
- public recognition from mass media
- internal recognition from headquarters
- customer satisfaction survey
- commendation from clients

**4.6 Criteria B2: Leadership / Teambuilding**

- manpower set-up of the nominated facility's management office
- teamwork in daily operation routines
- supervision of on-site team's performance / service standard
- staff motivation
- mentorship and coaching
- staff performance appraisal / evaluation
- staff caring / team gathering
- joyful workplace / happy workforce

- 4.7 Criteria B3: Maintenance & Renovation / Fitting-out Works**
- preventative maintenance & renovation approach
  - routine maintenance schedule for facilities and installations
  - handling of minor repairs / fitting-out works
  - space planning / design management in fitting-out works
  - compliance with design and safety needs as well as statutory requirements
  - tendering for contracts of maintenance works & renovation projects
  - handling of contractor list
  - contract award procedure
  - project supervision and contract management
  - contractor performance assessment with appropriate penalty system
- 4.8 Criteria B4: Occupational Safety and Health / Risk Management**
- implementation of occupational safety and health (OSAH) program
  - effectiveness evaluation on OSAH management practice
  - risk identification and assessment
  - planning and preparation for risk handling
  - effectiveness evaluation on risk management practice
- 4.9 Criteria B5: Facility Management Practice / Logistic Management**
- budget preparation for daily operation expenses
  - cost control with budget variance analysis
  - credit control and handling of accounts in arrears
  - accounting document handling
  - cost effectiveness in service provision
  - security service and related installations
  - management of associated facilities
  - office administration and record keeping
  - client relationship management
  - regular review for continuous enhancement in service quality

Sample format for Part I can be downloaded for reference or use in the submission from:  
[www.hkifm.org.hk/award2021/2021\\_SampleFormat.doc](http://www.hkifm.org.hk/award2021/2021_SampleFormat.doc)



## Part II Innovative Technology Award

A total of **NO more than 5 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 CORPORATE LEVEL

- overall planning for application of “innovation technologies” in the managed portfolio
- keeping stakeholders, i.e. staff, clients and contractors updated about the positive impact on service quality upgrading
- arranging staff training session on adoption of “innovative” approach in service provision
- progress monitoring with regard to feasible / appropriate application of innovative technologies in daily operation
- periodical assessment of cost effectiveness after application / adoption of “innovation technologies” in management routines

#### 4.2 SITE LEVEL

- introduction of on-site application in daily operation
- utilization of innovative technologies, installations, devices and FM software, including but not limited to:
  - Building Information Modelling (BIM) for FM
  - automated facility maintenance software (AFMS)
  - Building Automation System (BAS)
  - Unmanned Aerial Vehicles (UAV)
  - Apps
  - 5G
  - Internet of Things (IoT)
  - Virtual Reality (VR)
  - Augmented Reality (AR)
  - Artificial Intelligence (AI)
  - chatbot service
  - robotic process automation (RPA)
  - electronic / on-line payment
  - block chain
  - others
- solutions for difficulties / obstacles encountered, if any
- assessment of overall operation efficiency subsequent to respective application
- regular review to keep track with advancement of innovative technology application

Sample format for Part II can be downloaded for reference or use in the submission from:  
[www.hkifm.org.hk/award2021/2021\\_SampleFormat.doc](http://www.hkifm.org.hk/award2021/2021_SampleFormat.doc).

**Part III Theme Award - Facility Hygiene**

A total of **NO 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 CORPORATE LEVEL**

- formulation of environment / health & hygiene management strategy, system and guidelines
- overall planning for implementation at site level
- communication with stakeholders, including staff, clients and contractors about the adopted system and daily practice
- sourcing and procurement of appropriate technology, machinery and equipment
- monitoring of on-site application of respective technology, machinery and equipment to maintain the hygiene of managed facilities, especially at the outbreak of epidemics
- progress evaluation at implementation stage
- subsequent assessment of effectiveness on regular basis
- review of enhancement measures to be initiated

**4.2 SITE LEVEL**

- overall assessment of hygienic condition of public areas prior to application of appropriate technologies, machinery, equipment, tools and materials
- design information or measured data showing indoor air quality (IAQ)
- measures taken daily to keep the environment clean and disinfected, especially at the outbreak of epidemics
- frequency of cleansing and disinfection of touched facilities and installations
- frequency of cleaning and sanitizing washrooms / toilets
- use of innovative technologies, modern machinery and equipment in areas with anticipated high population density / pedestrian flow
- proper record for maintenance of cleaning and sanitizing equipment and machinery, including filters, diffusers or louvers, etc.
- verification of effectiveness after application of the respective technology and equipment
- constant review for necessity of replacing equipment and machinery, if required, to assure operation efficiency
- cost effectiveness of applied technology, machinery, equipment and tools
- regular process review to evaluation overall achievement after implementation
- continuous enhancement of adopted facility hygiene management system and practice

Sample format for Part III can be downloaded for reference or use in the submission from:  
[www.hkifm.org.hk/award2021/2021\\_SampleFormat.doc](http://www.hkifm.org.hk/award2021/2021_SampleFormat.doc).

**Part IV 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) of **either ONE (1) category or MORE categories** for the “FM People Award”.

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 35 or below)

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

**1. Nomination from Proposer**

The Nomination Form should be signed by the Proposer. Details such as names, post titles, contact email addresses and phone numbers of both Proposer and Nominee must be provided. The Proposer should comment 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 Nominee**

A Summary prepared by the Nominee in **NO more than 1,000 words (either in English or Chinese)** explaining why he / she is nominated. The coverage may include personal proven record of experience 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.; as well as any other supporting details. The Nominee’s membership of HKIFM would be an advantage in the assessment.

**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.

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

Sample format for Part IV can be downloaded for reference or use in the submission from:  
[www.hkifm.org.hk/award2021/2021\\_SampleFormat.doc](http://www.hkifm.org.hk/award2021/2021_SampleFormat.doc).

## Part V Professional Integrity Award

Participation is **OPTIONAL** as organizations may choose to submit Application(s) / Nomination(s) or not.

The written submission is to be prepared in **NO more than 1,000 words** (excluding Cover Page, Content Page, Summary and Appendices). This part, together with the Appendices as supporting materials, if any, should be submitted **SEPARATELY** from Part I, II, III and IV. Format for the written submission is as follows:

- 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. Summary**

A Summary (**either in English or Chinese**) explaining why the nominated facility eligible for the Award is to be submitted. The content should cover details of actual occurrence(s) / incident(s) demonstrating the management team's professional ethical practice / experience in daily FM operations, with reference to the Code of Conduct extracted from the website of Property Management Service Authority (PMSA) as follows:

- handling of clients' money
- handling instrument of appointing a proxy for owners' / management committee's meeting
- provision of prescribed information and financial documents to clients
- procurement procedures
- anti-corruption practice
- personal data protection

Apart from the scopes listed above, any additional supporting information, if appropriate, is to be included to facilitate the Judging Panel's assessment for the Award.

Sample format for Part V can be downloaded for reference or use in the submission from:  
[www.hkifm.org.hk/award2021/2021\\_SampleFormat.doc](http://www.hkifm.org.hk/award2021/2021_SampleFormat.doc).

**Part VI Most Popular Facility Award**

Upon **COMPULSORY** written submission for Part I, Part II and Part III, each Applicant / Nominee is required to provide **ONE (1)** photo of the respective nominated facility in JPG format, with resolution of 720 pixels x 480 pixels or above, for post-up on HKIFM's web page during on-line polling period.

1. The nominated facility with the highest number of votes will be granted the "Most Popular Facility Award".
2. On-line polling will start from 1 September till 15 September 2021.
3. The polling result for this Award will be entirely independent, which is **NOT** to be counted in the total score obtained by each nominated facility, i.e. **NO** impact on the List of Awardees for EFMA 2021, Innovation Technology Award and Theme Award.
4. All rules, results and prizes of this Award are subject to final decision of HKIFM, without prior notice of any changes.
5. Prize(s) will be presented at "HKIFM Annual Dinner cum EFMA 2021 Presentation Ceremony" in November 2021.

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

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

The audience on the floor will have rights to vote for their favourable Finalists. The polling results will be taken into account for deciding the list of Finalists for "Grand Award" and "Theme Award".

After the Finalist Presentation, site visits, if necessary, would be conducted by the Judging Panel to complete the assessment procedures.

Finalists not taking part in the aforesaid selection process will be disqualified.

**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 EFMA 2021.
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 12 months before document submission NO later than 11 May 2021.
3. HKIFM reserves the right to supplement information contained in the Application / Nomination Guidelines. For any discrepancies of any published information including any previous published materials, the details 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 Year 2020 are NOT eligible for submitting Application(s) / Nomination(s) to the same Category again this year.
7. Personal data collected from Application / Nomination Forms will be used in the assessment process of EFMA 2021 ONLY. All personal data will be handled in strict compliance with the Personal Data (Privacy) Ordinance.