

# ISIA Client Service Award 2019

## NOMINATION FORM

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### ISIA MEMBER COMPANY NOMINEE DETAILS:

Company Name: \_\_\_\_\_

Name of Official within the company submitting the nomination:

\_\_\_\_\_ Position: \_\_\_\_\_

Company address: \_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

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### CLIENT COMPANY DETAILS:

Company name: \_\_\_\_\_

Company Representative Name:

\_\_\_\_\_ Position: \_\_\_\_\_

Company address: \_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

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### CONFIRMATION DETAILS:

How long has the company held a contract with the provider: \_\_\_\_\_

Can Company or Individuals be named for publicity purposes: Yes/No

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### CRITERIA FOR NOMINATION

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This award enables the Security Industry to recognise those security companies who are delivering exceptional service to their client base. The award is intended to foster and encourage client focus and high standards in the delivery of security services.

ISIA members are invited to submit up to one nomination which serves as an exceptional example of delivery of their security service to the client. The submission should highlight the delivery of their service to the client outlining their strengths in the following areas which will be weighted as indicated below.

- Client Focus (50%)
- Planning & Organisation (20%)
- Our People – (20%)
- Innovation & Added Value (10%)

A statement of support must be included from a client or clients (as applicable). The ISIA is happy to not name specific clients if requested and all details of submissions will be held in strict confidence.

#### **Submission Guidelines**

Please ensure you have provided adequate detail to allow the judges to score your company against each of the outlined criteria for assessment. When outlining your service delivery in the above areas, approximately 100-200 words would be a good indication of a minimum word count for each assessment criteria. Therefore, as a guide 500 – 1000 words per company submission would allow for an outline of each area to be addressed.

The client support letter or letters (as applicable) should also outline their evaluation of the security company against the criteria outlined above and as a guide should be no less than 200 words.

We have not set a minimum or maximum word count for submissions. The information above has been provided as a guide to assist ISIA member companies with preparing their submissions. The assessment and judging will be carried out based on the submission, Therefore, please ensure all relevant information is contained in the submission.

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### The Award

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The Client Service Award will be presented at the ISIA Awards on the 23<sup>rd</sup> November 2019 at Powerscourt Hotel and the winner will be announced on the night. The event is formal and dress code is black tie.

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The ISIA member should detail why they feel that they deserve an award in the relevant category, considering the criteria for nominations and the terms and conditions outlined below. The nomination details should be attached with this document and submitted to [awards@isia.ie](mailto:awards@isia.ie).

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### TERMS AND CONDITIONS

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1. Nomination forms must be completed legibly and in full to be eligible for judging purposes.
2. Entries must be received by 11<sup>th</sup> **October 2019**.
3. ISIA member companies providing security services are eligible for this award.
4. The Awards Judges or Awards Secretary will reserve the right to contact member companies and customers for further information regarding the nomination.
5. The Awards Judges may request to contact representatives from the nominated company.
6. Members may submit one nomination per year.
7. All entries must be on the official entry form with a separate document including the nomination details and client support statement.
8. The ISIA cannot take responsibility for nominations mislaid or lost and all entries will receive an official acknowledgement.
9. One nomination will be chosen as the overall winner for the ISIA Client Service Award.
10. The Judges' decision is final.

I confirm that the above information is correct and accurate and accept that I may be contacted for further details during the adjudication of this nomination.

Member company official signature: \_\_\_\_\_

Date: \_\_\_\_\_/2019

**ALL ENTRIES MUST BE RETURNED BY 11<sup>th</sup> October. Submissions will be reviewed by a judging team and finalists will be notified in advance of the awards being held on the 23<sup>rd</sup> November.**

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