

Frontline Heroes

Help us discover our true frontline heroes. Our profession directly and indirectly generates work for millions of individuals and is a great reflection of our diverse society. Many of us experience the contribution our frontline colleagues make to the success of our organisations; yet all too often recognition of their impact is limited to their immediate peers. Rewards don't usually cascade beyond management, if at all.

This award aims to change that by celebrating and showcasing this contribution: share the stories of your unsung heroes and heroines. Our winner will encapsulate the spirit and professionalism of workplace and facilities management at its best, demonstrating the hallmarks of service excellence from individuals and teams that provide an inspiration in and beyond the profession and who highlight the opportunities open to all in workplace and facilities and its great potential as a career of choice.

Entries will be shortlisted and judged by a panel comprised of judges, judge mentors and Awards Advisory Group members. The winner will be announced at the Awards ceremony on 14 October 2024.

Who should be nominated?

Individual or teams (existing or special taskforce) from any type of organisation who can show how they meet the criteria or those nominated by their employer, colleagues, clients, or peers.

Entries must be for a project, initiative or exceptional behaviours that have demonstrated a tangible and relevant impact and contribution in a workplace and facilities context in the entry criteria period of 1 April 2023 to 31 March 2024.

Entrant details

Full name

Job title

Organisation

Entry name (project team / individual name, plus job title or department name and organisation) as you would like the entry to be referred to in the Awards process (and as it would appear on a trophy)

Organisations involved

To help IWFM identify conflicts of interest in the judging process please list all organisations involved in this project or initiative, including agencies, suppliers or partners.

Entry summary

Please provide a 150-word executive summary of your entry to ensure that the judges or a person with no prior knowledge can quickly understand it and which (should you be named as a finalist) will be used at the Awards ceremony. Please write the summary in 3rd person and do not include any private or sensitive information as this may be available publicly.

What the judges are looking for

- Humanity and authenticity, equity, diversity and inclusion
- The spirit and professionalism of workplace and facilities management at its best.
- An inspiration within and beyond the sector.
- Showcasing how our profession and sector reflect the great diversity of our society.

How to create a winning submission

- This entry form is your opportunity to tell the judges why your team or initiative should be recognised and celebrated: be proud, be clear, show evidence, and sing your own praises!
Tip: Do consult the good practice guidance on the [IWFM website](#) for useful resources to help you focus on the key aspects of your entry.
- Judges are looking for clear, concise information, written in good English in each of the sections when assessing the entries.
- Read each question fully; the judges need to know you have understood the question and answered it directly. Incomplete questions will not attract a score.
- Please note, each section has a word limit specified next to the question. Stick to the word limit as any words beyond the limit will not be read.
- Documents, illustrations, photos and video can be used to make your entry come alive, these can be referenced and included in your supporting evidence document.
- Equity, diversity, inclusion, responsible business, and carbon reduction all underpin great workplaces and facilities, and every award entry should demonstrate these principles and their impact in the organisation and project, please be mindful that activity does not equal impact.

Essential information

Provide a video submission (three minutes maximum) summarising the responses to the entry questions below. Videos can be completed on a smart phone and should be in landscape format (Videos should be uploaded to the entry platform).

Entry questions

Produce a written summary of the work that has been carried out (or the behaviour demonstrated) during the entry criteria period (500 words maximum) addressing the following points:

- The individual or team involved
- The situation or circumstances being presented
- What was the task or challenge?
- What was the initiative, action or response?
- What happened as a result?
- Why should they win this award?