



World Workplace Asia-Pacific Awards

World Workplace Asia Pacific FM Awards 2022

Organised By: IFMA Singapore Chapter

International Facility Management Association (IFMA)

Founded in 1980, IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 23,000 members in over 100 countries. The association's members, represented in 142 chapters and 16 councils worldwide, manage more than 78 billion square feet of property and annually purchase more than US\$526 billion in products and services. Its mission is to advance the professional discipline of facility management worldwide.

IFMA Singapore was formed in 2001.

About World Workplace Asia Pacific FM Awards 2022

The inaugural **WWA FM Awards 2022** recognizes those at the forefront and have made positive contributions to the knowledge, practical applications and communication of strategies to improve sustainable performance within the Facility Management sector.

Benchmarked as the industry leading awards for Asia, the awards seek to develop excellence across the FM sectors and beyond.

The 8 Awards Categories:

- FM Service Provider of the Year
- FM Building Owner/Facility Occupier Award
- FM Training Institution of the Year
- FM Technology Provider of the Year
- FM Environment, Health & Safety Award
- FM Professional of the Year
- Emerging Professional of the Year
- Best FM Covid – 19 Response Award 2022

Benefits of Participation

Why should you participate in the awards?

- **International Recognition**
The FM Awards is an exclusive platform that brings you recognition on a national scale for your achievements in Asia and beyond.
- **Industry Recognition & Endorsement**
Receive a winner's plaque and industry endorsement by IFMA Singapore Chapter as a leader of the FM industry in Asia.
- **Benchmarking**
Entering the awards will allow you to see how you rank against your peers and competitors.
- **Media Coverage & Publicity**
Access unrivalled media coverage and promotion as the winner of Asia Most Prestigious FM Awards.
- **Customers Approval & Acknowledgment**
Drive businesses to further heights and catch the attention of potential clients as a winner of the awards. Use the **Winner's Award Logo** for your future publicity and marketing materials.
- **Networking**
Attendees of our awards programmes are industry leaders. This is an excellent opportunity to meet clients and potential clients.
- **Entry-Based Judging**
Your submissions will be assessed and judged against the judging criteria by an independent panel of industry experts. All categories are judged entry-by-entry basis. These levels the playing field as each category is judged on the entries rather than the size of the company. Smaller companies have a real chance of competing with industry giants.

Judging Process

An independent panel of judges who are prominent industry experts, representing the facility management industry, will determine the winners through a balanced judging assessment. The judges will bring their extensive knowledge and expertise to the judging process to ensure that the winning entries are truly outstanding and worthy of receiving the prestigious WWA FM Award.

The panel is carefully selected to ensure the awards judging process is fair and objective. We recognize and respect the sensitive nature of the information submitted in the entries. Submissions are all confidential and not disclosed outside the judging process.

The judge's decision is final and no correspondence, telephone, email or communication of any kind will be entered into in relation to decisions reached. After the closing date for receiving submissions, all entries will be sent for the first round of review. Entries will be carefully scrutinised with the best selected to go forward to the shortlist for each category.

The shortlist of finalists will be published on the awards' website. The judges will score each of the entries allocated to them against a predetermined set of scores. Scores are then collected and collated, with the entrant receiving the highest overall score being declared the winner of that category.

The winners will be announced at the awards ceremony at the gala dinner.

FM Service Provider of the Year

This award recognizes that customer service experience needs to be paramount in the FM vision, mission and strategy of delivering exceptional services. In a very demanding market competitive edge is gained by those companies who truly understand their customers' needs and plan proactively not only to meet the expectations of their customers but to continually exceed them. Understanding the critical factors that drive service excellence is a given if any organisation that wants to be successful in retaining and attracting new customers.

Eligibility

Entries are open to all third party or "external" FM service providers in Asia. Prospective entrants must demonstrate clearly how the needs of their customers are met through objective performance indicators, customer testimonies and industry benchmarks.

Entrants need to:

1. Choose a specific or unique need or problem of a customer and describe in details what the underlying issue(s) are.
2. Describe in details the process you have taken to analyse the issue, explore various solution options, deriving relevant performance indicators and finally developing an action plan. Describe also in details the implementation of the solution: list the challenges faced and how they were overcome, actual amount of time and resources utilized etc. Explain also how the performance indicators were measured.
3. Explain if all desired outcomes or planned objectives were achieved. Quantify the benefits enjoyed by the customer. Provide evidence of customer's acknowledgement and appreciation.
4. Review on hindsight if the solution can be further refined or improved based on the experience learned.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Problem identification	20
2	Analytics & implementation capabilities	30
3	Results or outcome	20
4	Review	10
5	Video	20
	TOTAL	100

FM Building Owner/Facility Occupier Award

This award recognizes that the success of a facility or a building depends greatly on the FM programme developed and implemented by the FM team. We are looking for a FM team that execute superior FM strategies and bring values to its tenants, users and occupants.

Eligibility

All in-house FM teams employed directly by the building owners or facility occupiers in Asia are eligible to submit their entries.

Entrants need to:

1. Describe the design or intended functionalities of the building or facility. State when, what and how the FM team contributed to the said design.
2. Describe in details the FM strategies and programme for the building or facility. Describe also in details the implementation of the strategies and programme: list the challenges faced and how they were overcome, actual amount of time and resources utilized etc. Explain also how the performance indicators were measured.
3. Explain if all desired outcomes or planned objectives were achieved. Quantify the benefits enjoyed by the tenants/users. Provide evidence of tenants' or users' acknowledgement and appreciation.
4. Review on hindsight if the FM programme can be further refined or improved based on the experience learned.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Facility design or intended functionalities	20
2	FM strategies & implementation	30
3	Results or outcome	20
4	Review	10
5	Video	20
	TOTAL	100

FM Training Institution of the Year

This award recognizes the training institutions in the FM sector that have given their students a firm foundation in the fundamental skills and knowledge in FM as well as being in the forefront of the latest innovations in FM. We are looking for a winner who shows long-term commitment to training and development that go well beyond the bare minimum and contributes to the persons' or trainees' career development.

Eligibility

This award is open to all FM training providers who have formal/structured training and development programmes which are designed to impart specific technical, operation and/or management knowledge to the students, trainees or participants. The training providers can be private institutions or academies, polytechnics or universities in Asia.

Entrants will need to:

1. Describe in adequate details their training and development programme. For examples, subject matter, curriculum, training duration, training and exam formats etc.
2. Demonstrate the relevance of the programmes to the FM industry. If there were changes and improvements made to the programmes over the years, state the changes and explain why these are made.
3. Highlight key innovations that make your programmes different or special. These could be innovative training methods, collaboration with industry partners etc.
4. Provide details of the number and profile of students in the past 3 years. Name at least 3 outstanding "graduates" who are positively contributing to the organizations they are currently working for. Describe how they are contributing and quantify, if possible, the significance of their contributions to their organisations. Written testimonials from these people are required. The judges reserve the right to interview them if necessary.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Description of training programme	20
2	Relevance to FM industry	20
3	Innovations	30
4	Students & their contributions	10
5	Video	20
	TOTAL	100

FM Technology Provider of the Year

This award recognizes the outstanding FM technology partner that provides the most innovative technologies to the FM industry to improve, enhance or differentiate the users and/or the customers in their service delivery, use of space, resource management etc.

Eligibility

This award is open to all FM technology companies or providers operating in Asia.

Entrants need to:

1. Describe the technology and explain why it is innovative.
2. List and explain the benefits of this innovative technology and its relevance and applications in the FM industry. Illustrate this with a case study on how this technology is being implemented and demonstrate the specific benefits (other than financial benefits) enjoyed by the users and/or customers.
3. Demonstrate the return of investments or the financial benefits of this technology using a real case.
4. Provide a glimpse into the future how this technology will evolve.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Description of technology	20
2	Benefits & Case study	30
3	Financial benefits	20
4	Glimpse into the future	10
5	Video	20
	TOTAL	100

FM Environment, Health & Safety Award

This award recognizes FM companies that have performed exceptionally well in environmental, safety and health (EHS) aspects. We are looking for a FM team that implements superior FM EHS strategies and ensures the smooth execution of reliable environmental, safety and health management systems.

Eligibility

This award is open to all FM companies or in-house FM teams in Asia.

Entrants need to:

1. State and articulate the company's vision, mission and policy, if any, on environmental, safety and health.
2. Describe in details the specific FM programmes in your organization with regards to the aforementioned vision, mission and policy. List the challenges faced and how they are overcome, efforts in terms of time and resources etc.
3. What are the performance indicators used? Explain if all desired outcomes or planned objectives are achieved.
4. Review on hindsight if the FM programme can be further refined or improved based on the experience learned.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Vision, mission and policy	20
2	Specific FM programmes	30
3	Performance indicators & outcome	20
4	Review	10
5	Video	20
	TOTAL	100

FM Professional of the Year

This award recognizes the most outstanding FM Professional in Asia. The outstanding FM Professional is highly committed to, shows great enthusiasm in his/her work and carry the attitude of a true FM professional. He/she is also highly competent and actively contributes to the industry. His/her industry peers look up to him/her as a role model and a leader.

Eligibility

Only IFMA members working in Asia with over 10 years of relevant work experience are eligible for this prestigious award.

Entrants need to:

1. Submit a full CV detailing his/her current role and all the past positions. Describe in details all the relevant FM roles, duties and responsibilities, scope of work, qualifications, awards, achievements etc.
2. In no more than 500 words, describe the journey of his/her FM career. Highlight and explain the most memorable experience as a Facility Manager. Also, articulate what drive the motivation and continuous desire to be better, or the best.
3. Obtain at least 3 testimonials from reputable referees.
4. Describe how he/she has contributed to the FM industry and further future plan.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Detailed CV	20
2	The FM journey	20
3	Testimonials	20
4	Contributions to the industry	20
5	Video	20
	TOTAL	100

Emerging Professional of the Year

This award recognizes up and coming and outstanding FM Professional in Asia. The emerging FM Professional is highly committed to, shows great enthusiasm in his/her work and carry the attitude of a true FM professional. He/she is competent, yet continually seeks to improve and better him/herself. At his/her own free time, he/she actively contributes to the industry. His/her industry peers speak highly of him/her and see him/her as a potential role model and future leader.

Eligibility

Only IFMA members under 35 years old working in Asia with over 3 years of relevant work experience are eligible for this prestigious award.

Entrants need to:

1. Submit a full CV detailing his/her current role and all the past positions. Describe in details all the relevant FM roles, duties and responsibilities, scope of work, qualifications, awards, achievements etc.
2. In no more than 500 words, describe the journey of his/her FM career. Explain why he/she has chosen FM as a career of choice. Highlight any memorable experience as a Facility Manager. Also, describe what plan he/she has to further improve and enhance his/her career in FM.
3. Obtain at least 3 testimonials from reputable referees.
4. Describe how he/she is contributing to the FM industry and further future plan.

Judging Criteria & Scoring:

The judging criteria will be based on both written and video submissions. The written submission will be assessed on its clarity and quality of the information. The video shall not be longer than 5 minutes and can be either presentation and/or illustration. The scores are as shown below.

	Criteria	Score
1	Detailed CV	20
2	The FM journey	20
3	Testimonials	20
4	Contributions to the industry	20
5	Video	20
	TOTAL	100

Best FM COVID-19 Response Award

This new award will recognize FM companies with innovative strategies and processes implemented in response to the challenges created by COVID-19. It will pay tribute to the resilience, resourcefulness, and tenacity their organisation has exemplified today and throughout the pandemic to go beyond the new normal. Whether you are a company that has had to re-invent from the ground-up or has re-engineered select systems or processes, this award acknowledges the efforts put in by your teams to achieve the previously unthinkable.

Eligibility

This award is open to all FM companies or in-house FM teams in Asia.

Entrants need to:

1. Describe in detail the organisations' strategies and process in response to the COVID-19 pandemic.
2. Highlight key innovations that have made your strategies unique or stand out among other processes.
3. What are the performance indicators used? Explain if all desired outcomes or planned objectives are achieved.
4. Review on hindsight if the strategies and processes can be further refined or improved based on the experience learned.

Judging Criteria & Scoring:

The judging criteria will be based on the both written and video submissions. Assessment will be made based on the clarity and quality of the written information and video illustration. The video shall not be longer than 5 minutes. The scores are as shown below. Shortlisting for presentation will be based on the scores of first 4 criteria.

	Criteria	Score
1	Performance Indicators	20
2	Innovations & Strategy	30
3	Outcomes	20
4	Video	20
5	Review	10
	TOTAL	100