



GAS INDUSTRY AWARDS 2019

ENTRY GUIDE

Organised by:





ABOUT THE GAS INDUSTRY AWARDS

Introduced in 1998 the Gas Industry Awards, organised by the **Institution of Gas Engineers & Managers (IGEM)** and the **Energy & Utilities Alliance (EUA)**, have been recognising and rewarding the outstanding achievements of individuals and organisations working in the gas sector for over 20 years.

They have built up a strong reputation for uncovering highly innovative work and exceptional talent.

The winner of each award is announced and celebrated at a prestigious awards ceremony and gala lunch held in the spectacular surroundings of the Hilton Hotel, Park Lane, London.

A flagship event for both IGEM and EUA the awards lunch is highly regarded by the sector and consistently attracts over 600 gas professionals making it a fantastic networking opportunity.



AWARD CATEGORIES

- | | |
|---------------------------|--------------------------------------|
| 1. COMPANY OF THE YEAR | 6. MANAGER OF THE YEAR |
| 2. CUSTOMER SERVICE AWARD | 7. PRODUCT OF THE YEAR |
| 3. ENGINEER OF THE YEAR | 8. PROJECT OF THE YEAR |
| 4. INNOVATION AWARD | 9. SAFETY AWARD |
| 5. LEADERSHIP AWARD | 10. YOUNG PERSON'S ACHIEVEMENT AWARD |

HOW TO NOMINATE

Follow these 5 simple steps to submit a nomination:

1. Review the list of the award categories
2. Decide which category you'd like to make a nomination for
3. Read the award criteria¹ for your chosen category and prepare a 200 word submission²
4. Visit our dedicated awards site
<https://gasindustryawards.awardsplatform.com>³
to create an account
5. Complete and submit the relevant nomination form

The deadline for nominations is Friday 1 March 2019 (5pm) and it's FREE to nominate.

¹The award criteria for all categories have been updated for 2019. We strongly recommend that you read the new criteria before preparing your submission.

²You may submit additional information along with the nomination form. There is no limit to the amount of additional information you can provide, however successful nominations are those that clearly and concisely describe how the individual or organisation(s) nominated meet the criteria for the relevant award.

³Hard copy nomination forms are available on request email gasawards@igem.org.uk.

AWARDS TIMELINE

1 OCT

Nominations open
Monday 1 October 2018

1 MAR

Nominations close
Friday 1 March 2019

20 MAR

Awards judging
Wednesday 20 March 2019

25 MAR

Shortlisted nominations announced
Monday 25 March 2019

15 MAY

Awards lunch
Wednesday 15 May 2019

Each nomination is reviewed by our panel of industry representatives and scored against the relevant award criteria. The judges meet to discuss the highest scoring nominations in each category, to select the shortlist and agree the winner.

Details of what the judges said about each of the winning nominations is captured for use during the awards ceremony and is published in the Winners' Brochure.

MEET THE JUDGES



Steve Edwards

IGEM President
2018-2019



Stewart Clements

EUA Director of the
Heating and Hot Water
Industry Council (HHIC)



Elaine Lancaster

EUA President
2018-2019



Chris Gorman

IGEM Chair of
the Technical
Coordinating
Committee



Tony Green

IGEM President
2019-2020



Chris Bielby

Chair of the Gas
Industry Safety
Group (GISG)



Helen Bray

EUA President
2019-2020

AWARD CRITERIA

COMPANY OF THE YEAR

The title of Company of the Year will be awarded to an organisation that has achieved sustained periods of growth and continued excellence.

The judges are looking for:

- Details of what makes the organisation stand out from the competition.
- Demonstrable commitment to continuous improvement.
- Strong business performance, e.g. sustained periods of growth and profitability.
- Strong leadership and entrepreneurial flair.
- An organisation that invests in its people, encouraging them to achieve and maintain the highest standards of professional excellence.
- A clear focus on safety in order to safeguard employees, gas users and the general public.
- A commitment to corporate social responsibility including the decarbonisation of a gas network in order to reduce the environmental impact of activities.

Nominations will be accepted for any organisation operating in the gas sector between January 2018 and January 2019.

The judges will be looking for evidence that the company has been successful in the endeavours that it has undertaken over a number of years. They are however, particularly interested in results that have come to fruition during the set time period.

CUSTOMER SERVICE AWARD

The Customer Service Award is presented to an individual or an organisation that can demonstrate excellent customer service.

The judges are looking for:

- Individuals that go above and beyond in order to deliver excellent customer service and take every opportunity to promote the importance of good customer service to their colleagues.
- Organisations that place customers at the heart of everything they do.
- Innovative ways to monitor customer satisfaction and to motivate employees to provide a positive customer experience.
- Strategies and training designed to enhance customer satisfaction levels.
- Tools and techniques to deal with complaints and provide out-of-hours support.
- Emergency procedures and initiatives that safeguard vulnerable customers.

Nominations will be accepted for any individual or organisation that has been engaged in an initiative(s) between January 2018 and January 2019 designed to improve customer service.

Submissions should highlight improvements that have been made during this time period.

AWARD CRITERIA

ENGINEER OF THE YEAR

The title of Engineer of the Year will be awarded to an individual who has made a positive contribution to the safe, efficient and cost effective running of a gas network.

The judges are looking for:

- Someone committed to ensuring the continued safety of those working in the gas sector, its customers and the general public.
- A resourceful engineer who embraces the use of new technology, materials and ways of working in order to maximise the efficiency of a gas network.
- An individual who considers sustainability (social, environmental and economic) when undertaking engineering work.
- Evidence that the individual's efforts have improved business performance.

Nominations will be accepted for individuals who have been working in an engineering role associated with the design, planning, construction, operation, maintenance and repair of a gas network between January 2018 and January 2019.

Submissions should highlight the contribution that the nominee has made during this time period.

INNOVATION AWARD

The Innovation Award will be presented to an organisation that demonstrates an ongoing commitment to the research, development and use of new technologies and ways of working in order to address one or more of the challenges facing a gas network.

The judges are looking for:

- Evidence of the organisations commitment to supporting the research, development and testing of new technologies and ways of working.
- Examples of where new technology and/or products have been tested and/or adopted.
- Details of projects that involve the use of new or improved processes or ways of working.
- Measurable results and/or outputs.
- A contribution to the decarbonisation of a gas network by reducing the environmental impact of activities.

Nominations will be accepted for organisations that have been engaged in innovation projects between January 2018 and January 2019.

They don't have to have been completed within this time period however they must have delivered measurable outputs within it.

AWARD CRITERIA

LEADERSHIP AWARD

The Leadership Award will be presented to a Chief Executive Officer (CEO) or Director who has made a positive impact on their team, the culture of their organisation, business performance and/or advancing the gas sector.

The judges are looking for:

- An individual with a proven ability to set and follow a clear direction for their organisation.
- Demonstrable ability to build strong working relationships with a range of stakeholders.
- Someone who leads by example and inspires others to strive for excellence and who can be relied upon to provide advice and guidance.
- Someone who embraces new ideas, is open to change and considers new ways of working.
- Evidence that the individual's efforts have improved team and/or business performance.

Nominations will be accepted for individuals who have been working in a CEO or Director role within an organisation connected with gas between January 2018 and January 2019.

Submissions should highlight the contribution that the nominee has made during this time period.

MANAGER OF THE YEAR

The title of Manager of the Year will be awarded to a manager, supervisor or team leader who has made a positive impact on their team, the culture of their organisation and business performance.

The judges are looking for:

- An excellent communicator with outstanding people management skills who is approachable and responsive to the needs of their team and their organisation.
- Someone who is committed to and proactive in delivering continuous improvement.
- An individual who encourages staff to reach their full potential and can be relied upon to provide advice and support.
- Evidence that the individual's efforts have improved team and/or business performance.

Nominations will be accepted for individuals who have been working in a managerial capacity within an organisation connected with gas between January 2018 and January 2019.

Submissions should highlight the contribution that the nominee has made during this time period.

AWARD CRITERIA

PRODUCT OF THE YEAR

The Product of the Year award will be presented to the manufacturer and/or supplier of an innovative new product designed for use in the gas industry.

The judges are looking for a product that:

- Is well designed, easy to use and of genuine benefit to those planning, constructing, operating or maintaining a gas network.
- Improves efficiency by saving time and/or reducing cost.
- Reduces risk and/or contributes to the continued safety of those working in the gas sector, its customers and the general public.
- Reduces the disruption associated with maintenance and repair activities.
- Contributes to the decarbonisation of a gas network by reducing the environmental impact of activities.

Nominations will be accepted for products that have been brought to market between January 2018 and January 2019.

If the nomination is for a new version of a previously available product, the entry must represent a major modification or redesign of the product.

Products must be for sale in the UK.

PROJECT OF THE YEAR

The Project of the Year award will be presented to an organisation or group of organisations who have undertaken a programme of work (collaboratively) to address one or more of the challenges currently facing our industry.

The judges are looking for:

- Evidence that the project addresses a genuine challenge associated with the planning, construction, operation and maintenance of gas works now and/or in the future.
- A proposed solution that is possible and scalable at reasonable cost.
- Adoption and use of innovative new technology and/or ways of working.
- Measurable results and/or outputs.
- A contribution to the decarbonisation of a gas network by reducing the environmental impact of activities.

Nominations will be accepted for projects that have been in progress between January 2018 and January 2019.

They don't have to have been completed within this time period however they must have delivered measurable outputs within it.

AWARD CRITERIA

SAFETY AWARD

The Safety Award is presented to an individual or an organisation that can demonstrate a continued commitment to maintaining and improving the safety of gas network operations in order to safeguard employees, customers and the general public.

The judges are looking for:

- Details of initiatives designed specifically to maintain or improve the safety of gas operations.
- Evidence of a continually improving safety record.
- Strategies and training designed to enhance safety of employees, contractors, customers and the general public.
- Tools and techniques to deal with accidents and injuries and to safeguard against the same happening again.

Nominations will be accepted for any individual or organisation that has been engaged in an initiative(s) between January 2017 and January 2018 designed to improve the safety of employees, contractors, customers and/or the general public.

YOUNG PERSON'S ACHIEVEMENT AWARD

The Young Person's Achievement Award recognises the efforts of a young professional at the early stages of their career who has made a positive contribution to the success of their organisation.

The judges are looking for:

- An individual who has made a positive contribution to their organisation and is an advocate of continuous improvement.
- A resourceful individual who embraces the use of new technology, materials and ways of working in order to maximise efficiency and reduce costs.
- Someone who is committed to their continuing professional development, always strives for excellence and has exceeded expectations in terms of the work that they have completed on behalf of their employer.
- Evidence that the individual's efforts have improved business performance.

Nominations will be accepted for individuals aged 36 and under (on 1st March 2019), who have been working within an organisation connected with gas between January 2018 and January 2019.

Submissions should highlight the contribution that the nominee has made during this time period.

TERMS AND CONDITIONS

WHO CAN NOMINATE?

Anyone can nominate an individual, organisation or group of organisations for an award. However, a single organisation may only submit 5 nominations in total across all categories.

WHO CAN BE NOMINATED?

Some categories of award are presented to individuals and others to organisations. The Customer Service and Safety Awards can be presented to either.

There are two separate nomination forms, one for individuals and the other for organisations. Please make sure you complete the correct nomination form.

HOW TO NOMINATE?

The quickest and easiest way to submit a nomination is on our dedicated awards website <https://gasindustryawards.awardsplatform.com> simply select your chosen category of award and you'll automatically be shown the correct nomination form.

Hard copy nomination forms are available on request. Email gasawards@igem.org.uk stating which category/categories you'd like to nominate for.



Wednesday 15th May 2019
Hilton Hotel, Park Lane, London

Tickets available from Monday 1 October.

Visit <https://eua.org.uk/eua-igem-gas-industry-awards-2019/> to book.

For more information about the Awards Ceremony and Gala Lunch email natalie@eua.org.uk or call +44 (0)1926 513 741

Individual tickets **£140 +VAT**

Table of 10 tickets **£1,200 +VAT**



SPONSORSHIP OPPORTUNITIES

Raise the profile of your organisation and align your brand with the best of the gas sector. Visit bit.ly/awardssponsorship for details of sponsorship opportunities or email gasawards@igem.org.uk for a sponsorship brochure.



**SPECIAL
OFFER**

Book your sponsorship package by **Friday 30 November 2018** and receive

**20%
OFF**

the price of a table of 10 tickets.*

*Full price £1,200 +VAT

