



31ST ANNUAL
Business Excellence
AWARDS 2018



Denim & Diamonds Gala Presented by TD Canada Trust

Saturday, October 13th, 2018 Penticton Lakeside Resort & Conference Centre East Ballroom

*Business Excellence Award recipients are **Leaders** in their industry with a commitment to **Customer Service**, a concern for the **Community**, and a passion for **Innovation***

NOMINATE A BUSINESS/ORGANIZATION/EMPLOYEE Nomination Deadline: **12pm – September 5th**

Visit www.penticton.org for more information or to complete an online nomination form

- We invite you to nominate any business, organization or individual.
- You do not have to be a Chamber member to be nominated.
- All nominees must be conducting business within Penticton with a valid business license.
- Nominee must have been in business for a minimum of two years, except for New Business Award.
- Award winners may not be nominated in the same category for three years following their win, but can be nominated and win in other categories.
- Separate Nomination Form required for each Nomination.

NOMINEE INFORMATION Nominee Deadline: **12pm – Wednesday, September 12th**

- Nominees will be notified by email or phone.
- All nominees will be required to complete a Nominee Award Application; a separate application must be submitted for each award, as this information is used by the judging panel.
- Please do not include materials that you would like returned.
- Finalists may receive only one award. The Chamber may request further information based on your submission.
- The award application requires the following information
 - Business Profile Include a short biography of your business to provide background information for the judging panel.
 - Statement of Nomination Indicate how you / your business meets the criteria for the award for which you have been nominated. Please also include other noteworthy contributions and accomplishments.
 - You may also include Letters of Support (maximum of three letters.)
 - Copy of business license



Tourism Excellence

Sponsored by Travel Penticton

The Tourism Excellence Award acknowledges exceptional contributions to Penticton's tourism sector. Award will highlight how service in Tourism & Hospitality Industry can create significant economic, environmental, social and cultural benefits. This business has demonstrated collaboration with other tourism industry partners to enhance a visitor's experience in a manner that strengthens the vision of Penticton as a destination. We welcome entries from all tourism businesses such as: restaurant, hotel, destinations or resorts that provide exemplary service, products, or attractions.



Service Excellence Award

Sponsored by Fortis BC

This Award will be presented to a business to recognize their outstanding dedication and achievement to exceptional service standards that consistently exceed customer/guest expectations.

- Commitment to exceptional service standards that consistently exceed customer/guest expectations
- Proficiency in meeting or exceeding the changing needs of customers/guests
- Preservation of high service standards through effective staff/team training and development
- An exceptional "wow factor" when dealing with customers/guests, partners and stakeholders
- Extends community support beyond their business or professional responsibilities



Most Valuable Employee Award

Sponsored by Downtown Penticton Association

This award recognizes an employee who demonstrates initiative and enthusiasm for the job. Performs their job beyond expectations, provides exemplary customer service, works with a team spirit and contributes to a positive work place. Must be nominated by a manager / co-worker and employed by their current employer for a minimum of one full year.



Non-Profit Organization of the Year Award

Sponsored by Total Restoration Services

This award is open to any club, society or association that is organized and operated without the purpose of making profit in the Penticton area. Aims to recognize non-profit organizations or service clubs (excluding governments) who have made exceptional contributions to improve the well-being of individuals, families and had a significant impact on building a stronger community. Presented to the organization that exemplifies excellence and innovation in their programs, projects, and partnerships.



Newsmaker of the Year

Sponsored by Penticton Toyota

The Penticton & Wine Country Chamber of Commerce is pleased to recognize excellence in media relations, digital engagement and communications strategy with the Newsmaker of the Year Award. Any business, /organization/team/individual in our community that through business, political or private initiatives or achievements has made newsworthy contributions in 2018

- Any business, groups or individuals are eligible
- News must have attracted positive media & extraordinary local and/or provincial attention
- Examples of Newsmaker: Sports, Entertainment, Literacy, Innovation, Arts, Politics, Environmental



Young Business Leader of the Year

Sponsored by JCI and the Fourth Media

A business leader aged 40 years or younger who is the founder, owner, CEO, President or Senior Executive of a company or companies.

This person has made an outstanding contribution to the business environment, shows excellence in their chosen field, overall business acumen, customer service, community involvement, leadership and employee relations.

They exemplify a civic community leadership role and demonstrate positive economic and /or social impact on the region.

They demonstrate leadership within their workplace and/or within the community through active participation in community initiatives.



Health & Wellness in the Workplace Award

Sponsored by BDO Canada LLP

The Health & Wellness Award recognizes employers who provide innovative programs for employee health and wellness.

The award recognizes employers that provide strategies, initiatives, policies and/or programs that promote, support and enhance a healthy workplace.

Wellness programs may include:

- Health risk assessments
- Support for physical activity and healthy eating programs
- On-site fitness facilities
- Healthy options at food facilities
- Employee access to nurses, coaches and other professionals
- Educational sessions on healthy lifestyle
- Incentives for participation in wellness program



Farm to Glass Award

Sponsored by Parker's Chrysler Dodge Jeep

Awarded to a business from one of the following: Craft Brewery| Distillery| Spirits| Winery| Farms| Orchards| and other Agricultural products.

Demonstrating innovation, leadership and outstanding achievement in their industry.

This business offers award winning products, exceptional service and has excellent customer and employee relationships.



Workplace Culture Excellence

Sponsored by South Okanagan Immigrant and Community Services

Awarded to a business/organization that embraces diversity in its workplace, encourages respect, inclusion, eliminates discrimination and helps to create a welcoming community. This organization/business demonstrates an exceptional commitment to its employees through competitive and equitable employment packages. It shows dedication to professional development and/or advancement opportunities with a focus on workplace culture and agility as well as employee recognition and reward programs. It celebrates diversity and welcomes contributions from all employees.



Community Impact Award

Sponsored by Grant Thornton LLP

A business / organization that voluntarily engages in activities that enhance the quality of life in the community and supports these endeavors through personal time and/or resources. They have a reputation for showing benefits of service to the community by creating a corporate culture of giving with an emphasis on community volunteerism unrelated to their core mandate.



Business of the Year

Sponsored by Minuteman Press

Business of the Year Award acknowledges and celebrates high achievement to a Penticton business that stands out among peers as a leading organization. This business exemplifies a civic community leadership role and demonstrates positive economic, and /or social impact on the region.

They show true business excellence in overall operations, innovations in service, product or technology. They are leaders in management/employee relations including employee training and development.

Non-profit organizations are not eligible for this award.



Business Leader of the Year

Sponsored by TD Canada Trust - Small Business Banking

A business/person who is the founder, owner, CEO, President or Senior Executive of a company or companies. Demonstrates leadership and inspires others to improve the services or quality of life in Penticton. This person has made an outstanding contribution to the business environment, shows excellence in their chosen field, overall business acumen, customer service, community involvement, leadership.



Sustainable Resource Industry Excellence Award

Sponsored by Greyback Construction

Recognize a business that demonstrates outstanding leadership in innovation, development, manufacturing, fabrication, environmental, safety and community engagement. A business that operates in an environmentally responsible manner and/or produces a product that reduces natural resource consumption, supports local community and supports the local economy. This award celebrates excellence in green practice, strategy and products; seeking out the most innovative, ambitious and effective initiatives by a Penticton business.

For example:

- Supply environmentally friendly products or services that replaces demand for non-green products and/or services
- More green than traditional competition
- Made a lasting commitment to environmental principles in its business operations
- Meets the needs of the present world without compromising the ability of the future generations to meet their own needs



A DIVISION OF FIRST WEST CREDIT UNION

New Business Award

Sponsored by Valley First Credit Union

A business that has demonstrated a commitment to Penticton as a place to do business. In their first year, they have already shown business excellence in overall operations, including customer service, employee development/relations, site aesthetics, marketing, innovation and community contribution. Must be in business for a least one year to a maximum of three years.



Community Volunteer of the Year

Sponsored by ABK Restoration Services

The recognition of an OUTSTANDING volunteer whose efforts have contributed to the well-being of their community and fellow community members. They have contributed or are still contributing to the development of their community by giving their volunteer time to an organization or multiple organizations, or groups. This volunteer has helped to improve lives, strengthen their community and truly exemplifies the spirit of volunteerism. The nomination notes should speak to the outstanding accomplishments and the volunteer service that the individual has contributed to their organization and/or the community.