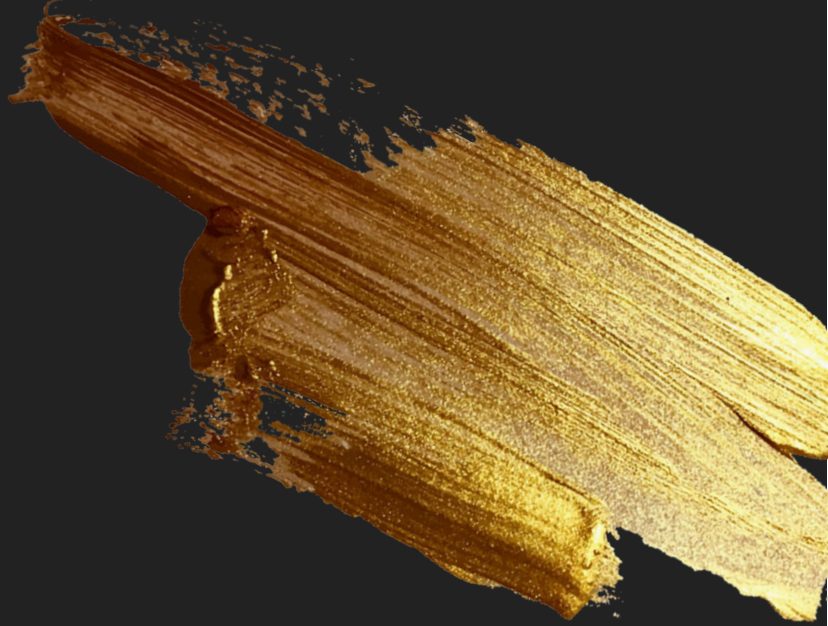


Master Painters Association of Queensland
PO Box 21 Salisbury QLD 4107



POLICIES & PROCEDURES

2025

MASTER PAINTERS AUSTRALIA EXCELLENCE AWARDS



MASTER
PAINTERS
AUSTRALIA
QUEENSLAND



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AWARDS FOR EXCELLENCE PROGRAM POLICIES & PROCEDURES

POLICIES ARE APPLICABLE TO THE FOLLOWING:

The following individuals are covered by this policy:

- Any person appointed by the Master Painters Association QLD to function as a Judge in the Awards for Excellence Program.
- Executive or Council of Management members of the Master Painters Association QLD directly involved in the Awards for Excellence Program process (COAM).
- Any employee, contractor, volunteer, or manager working on behalf of the Master Painters Association QLD involved in the Awards for Excellence Program process.
- Entrants, Finalists, and Winners in the Awards for Excellence Program.

All information and data collected throughout the Awards for Excellence Program process must remain private, secure, and confidential always. Individuals must act in good faith towards the Awards for Excellence Program and must prevent, or if impractical, report any unauthorized disclosure of confidential information or data. Failure to comply with these policies may result in the following:

- COAM will require individuals to show just cause as to why they should remain a Member of the Master Painters Association QLD under the provisions of the Master Painters Association QLD's Code of Ethics OR
- If the individual is an employee, contractor, or manager, this may result in performance improvement proceedings, including dismissal. If the individual is a volunteer, they may be asked to cease their involvement with the Association as a volunteer.

Any action taken by COAM will be dependent upon the considered severity and implications of the failure to preserve the privacy, security, and confidentiality of any information and data.

RECEIPT OF ENTRIES AND ENTRY FEES

Policy

Records will be maintained regarding the receipt of entries and the submission of entry fees as part of the Awards for Excellence Program process.

Procedure

Before the closing date of the Awards for Excellence Program, administrative personnel will electronically record the following data:

1. Receipt date of the entry
2. Entrants' company or business details, including any logo files in JPG / PNG format.
3. Property owner and/or any other relevant parties' contact details, and project approval

4. Category or categories entered and scores.
5. Project name and location
6. All supporting material provided (pictures, overviews of the project)
7. Entry fee, Tax Invoice, and payment receipt, which is automatically issued online.

In cases where project entries are in multiple categories, MPA administration will duplicate the entry form to assist in the judging process.

For all electronic files and digital media provided to support entries, MPA administration will rename and save the entrant's business name, category, file number, and the project name.

SECURITY OF ENTRIES AND DATA

Policy

All material submitted in relation to an entry in the Awards for Excellence Program will remain the property of the Master Painters Association QLD.

Notwithstanding the above, individuals involved in the Awards for Excellence Program process may require access to confidential information, data, and other business-related property/information in the performance of their duties. The confidentiality and security of any privileged information must be maintained, and it must only be used in the best interests of the Awards for Excellence Program.

Procedure

Individuals must refrain from:

1. Disclosing or using any part of private and confidential information, unless required in the performance of their duties and is in the interests of the Awards for Excellence Program.
2. Authorizing or being involved in the improper use or disclosure of private and confidential information during or after their involvement in the Awards program without the written consent of the COAM or the Master Painters Association QLD, other than required by law.

The term 'confidential information' encompasses any information in any form related to the Awards for Excellence Program, related bodies, clients, or businesses, which is not in the public domain. This material includes but is not limited to:

1. Data contained on entry forms and any other materials supplied.
2. Judging criteria, scoresheets, spreadsheets, and any other material used during the judging process.
3. Presentations or any other material associated with the Awards for Excellence Program Dinner and Presentation.

DETERMINATION OF ENTRY CATEGORY

Policy

The Awards for Excellence Program aims to recognize members and their employees for outstanding service and delivery in various aspects of the painting and decorating industry. We have designed categories to encompass the diversity of projects undertaken by our membership. Continuous review and updates of categories are crucial to maintaining industry relevance, inclusion, fairness, and ensuring the best possible outcomes for both the entrant and the awards program.

Upon receipt, we carefully review entries to ensure they are placed in the most appropriate category. Entries may qualify for multiple categories if the nominated project meets the definition(s) outlined in those additional categories (Category definitions are provided in the judging criteria section).

Please note that each entry in an additional category will incur prescribed entry fees.

Procedure

Entrants are responsible for nominating the category or categories for their projects. However, entries received without a category nomination may be assigned to a category by the judging panel.

During the initial review of entries, members of the judging panel may identify projects suitable for an alternate or multiple category entry. If the judges identify entries that qualify for additional categories and haven't been entered in those categories, prior approval must be obtained from the entrant. The entrant must agree to any additional entry fees prescribed under the rules of entry.

When the judging panel recommends entries for reallocation or additional categories, the decision is reached by a majority verdict of the panel. These decisions are based on the available information and supporting material received.

PROCESS FOR JUDGING AN ENTRY

Policy

The Awards for Excellence Program employs predetermined scoring criteria, focusing on professional and technical merits without personal or business prejudice, ensuring consistency and integrity in the judgment process. The judging panel considers entries only in the category or categories that:

1. Meet the defined category criteria.
2. Are allocated to a category or multiple categories based on the majority recommendation of the judging panel and in agreement with the entrant.
3. Have all prescribed entry fees, including any additional entry fees, paid and receipted.

The defined set of criteria measures all entries, as detailed in the judging criteria section. No judge is permitted to add or amend any additional criteria or existing criteria.

In the event of low levels of entries in a particular category, it is at the discretion of the judges and COAM to decide whether to consider the entry.

A judge must declare any conflict of interest in this process as defined in the conflict-of-interest policy and procedure.

Procedure

To participate, kindly submit your entries online through the Master Painters Association QLD website, specifically under the 'News & Events' tab before the designated closing date. Please be aware that late submissions may not be accepted.

A completed online Entry Form, along with the corresponding entry fee, must be received by the Master Painters Association QLD to process the submission.

Entrants must provide a minimum of 3 and a maximum of 6 digital pictures of their project. These images will aid the judging panel in determining whether an on-site inspection is necessary. It is crucial that digital pictures are submitted in a suitable file format such as JPG or PNG; otherwise, the online system will be unable to upload the images, leading to the exclusion of the project from the judging process. For complex projects, additional before and after pictures, along with a detailed explanation, may be required. In such cases, please email the necessary information directly to support@mpa.org.au or convert the information into a PDF.

Physical inspections may not be conducted for all entered projects. The judge holds the discretion to decide which projects will undergo inspection. If selected for inspection, a member or members of the judging panel will visit the chosen projects.

The Judges must adhere to the following procedure during deliberations for an Awards for Excellence

DETERMINATION OF PROJECTS FOR SITE INSPECTION

Policy

The Awards for Excellence Program is designed to recognize and celebrate the exceptional contributions of painting and decorating professionals in various aspects of the industry.

Projects that meet the criteria for the entered category may be subject to a site inspection. However, it's crucial to understand that not all entered projects will undergo a physical inspection. The decision to select projects for inspection rests at the discretion of the judges.

Procedure

The judging panel conducts a thorough evaluation of all entries in a category to identify those that most effectively meet the specified criteria. A shortlist is then created, and these selected entries become the finalists.

Projects chosen for inspection are those that best exemplify meeting the prescribed criteria for the category. A member or members of the judging panel will conduct a site inspection of the project, completing individual scoring during this process.

In some instances, the judges may decide not to select finalists for a particular category. In such cases, site inspections will not be conducted, and the Award for Excellence will not be presented in that category.

SETTING OF APPOINTMENTS FOR SITE INSPECTION BY THE JUDGE(S)

Policy

The Master Painters Association QLD sets high standards for administrative personnel, emphasizing professionalism and work ethic to uphold the quality reputation of the Awards for Excellence Program with entrants, industry stakeholders, customers, and suppliers.

Administrative personnel, alongside judges, serve as the public interface for the Awards for Excellence Program and the Master Painters Association QLD. Maintaining professional conduct during appointment setting is crucial for fostering a positive profile for the association.

Procedure

Administrative personnel and judges involved in appointment setting are required to:

1. Conduct themselves with clients, stakeholders, and entrants in a professional and courteous manner.
2. Assist the judges with the development of inspection 'runs,' whereby projects are grouped to be inspected according to a systematic geographical area.
3. Create and coordinate an appointment schedule for judges to visit finalist projects.
4. Confirm appointments with judges and/or clients through confirmation emails, and where practical, conduct follow-up reminders 24 hours prior.
5. Maintain an appointment register with dates, times, locations, and contact details for access by administrative and judging personnel.

CONDUCT OF SITE INSPECTIONS

Policy

The Master Painters Association QLD expects judges to uphold a high standard of professionalism and work ethic, ensuring the continued quality reputation of the Awards for Excellence Program with entrants, industry stakeholders, customers, and suppliers.

Judges serve as the public face for the Awards for Excellence Program and the Master Painters Association QLD. Maintaining positive personal conduct during site inspections is essential for contributing to the favourable profile of the Master Painters Association QLD.

Procedure

Judges participating in site inspections are required to:

1. Conduct site inspections in a safe and professional manner.
2. Adhere to all policies and procedures associated with the Awards for Excellence Program judging process.

3. Treat colleagues with courtesy and respect.
4. Interact with clients, stakeholders, and entrants in a professional and courteous manner.
5. Exercise discretion when discussing the project in the vicinity of property owners, managers, or other key stakeholders.
6. Independently record all results on the appropriate category Awards for Excellence Program judging forms.

DETERMINATION OF CATEGORY FINALISTS AND WINNERS

Policy

The Master Painters Association QLD mandates that administrative personnel uphold a high standard of professionalism and work ethic to safeguard the quality reputation of the Awards for Excellence Program among entrants, industry stakeholders, customers, and suppliers. Ensuring consistency in the judging process is of utmost importance.

Procedure – Determination of Finalists

The following procedure must be followed by judges during the deliberations of nominations for finalists in an Awards for Excellence Program category:

1. Judges will examine all entry submission materials received in that category.
2. Judges will discuss how each entry fits the prescribed criteria for that category.
3. Judges will then nominate entries that best fit the prescribed criteria for the category for a site inspection.

Once a project is nominated for inspection by the judges in the Awards for Excellence Program, the following procedure must be followed:

1. An appointment to conduct site inspections will be arranged by administrative personnel in conjunction with the individual judges at the same time.
2. A judge or judges will attend the nominated site and conduct the inspection against the prescribed criteria.
3. The judge or judges will record their scores against the prescribed criteria for that category.

Judging personnel must:

1. Observe all policies and procedures of the Awards for Excellence Program judging process.
2. Conduct themselves with clients, stakeholders, and entrants in a professional and courteous manner.
3. Be discreet with discussions concerning the project in the proximity of property owners, managers, or other key stakeholders.

4. Record the results on the appropriate category Awards for Excellence Program judgment forms.
5. Maintain the confidentiality of the Awards for Excellence Program and do not discuss or disclose information to third parties not directly involved in the Awards for Excellence Program process.
6. Not disclose any information, scores, or discussions associated with the judging process.
7. Not disclose the results prior to the announcements at the Awards for Excellence Program Dinner.

Procedure – Determination of Winners

Once the finalists of a category have been determined, and all scoring against the nominated category criteria has been completed, judging scoresheets can be compiled for the determination of winners.

NOTIFICATION OF FINALISTS

Policy

Attaining the status of a Finalist in the Awards for Excellence Program is not just an esteemed honour but also presents a notable marketing edge for members and their businesses. Finalists have the privilege of incorporating the Awards for Excellence Program Finalist logo into their advertising and promotional materials. Notification of finalists not only informs entrants of their success in the Awards for Excellence Program but also extends an invitation to attend the Awards for Excellence Program Dinner.

As a gesture of recognition for their accomplishments, all Finalists are awarded a commendatory framed Certificate.

Procedure

Notification of finalists cannot occur until the judges have determined which entries are finalists in a category. Once the judges have nominated the finalists, administrative personnel can then prepare and send an email to the entrants, informing them that they are a finalist and specifying the category.

The deliberation of judges, judging scoresheets, and any other material involved in the judging process must remain confidential.

Use of Pictures Received or Generated by the Awards for Excellence Program Process:

Finalists who have received recognition in the 'Awards for Excellence Program' may have their names and pictures published in MPA communications and on the MPA website. Additionally, photos and names may be provided to other media outlets for further publication. Pictures received with an entry in the Awards for Excellence Program or generated as part of the process may be utilized in the promotion of the Master Painters Association QLD or the Awards for Excellence Program. The use of pictures will be at the discretion of MPA.



ANNOUNCEMENT OF WINNERS

Use of the Awards for Excellence Program Finalist Logo:

Finalists are permitted to use the designated logo in their advertising and promotional material. The logo, customized with the inclusion of the year under the words 'Awards for Excellence Program,' will be provided in digital format by administrative staff at the conclusion of the Awards for Excellence Program process.

Finalists are only allowed to use the logo in relation to the nominated category and in material generated by the business that has received the Finalist nomination. Manipulation or enhancement of the image in any way, shape, or form by finalists or winners is strictly prohibited.

In the event of a finalist or winner doing so, it is at the discretion of the Master Painters Association QLD to disallow that person or company from utilizing the logo in any form in the future.

Policy

Emerging as a winner in the Awards for Excellence Program is not only prestigious but also signifies a substantial competitive advantage for businesses. Winners have the right to feature the Awards for Excellence Program Winner logo in their advertising and promotional materials.

In acknowledgment of their outstanding achievement, all winners are presented with a commendatory framed Certificate.

Procedure

The winner in each category is determined by the judges, and their decision is final. No discussion, communication, or correspondence will be entertained on the results. The judges' decisions are to remain confidential until the announcements at the Awards for Excellence Program Gala Dinner.

At the Gala dinner, the following procedure is to be followed:

1. Announcement of the category.
2. The finalists are announced through a short presentation of each project.
3. The winner of the category is announced.
4. The winner is invited to the stage.
5. The winner is presented with their award.

During the category awards, the Master of Ceremonies follows the same procedure to announce the major awards for Apprentice of the Year and, at the conclusion, Painter of the Year. Administrative personnel will prepare support resources such as PowerPoint presentations, programs, voiceovers, music, and presentation scripts to support the announcement process.



ANNOUNCEMENT OF WINNERS

Use of Pictures Received or Generated by the Awards for Excellence Program Process

Winners who have received an award in a category or categories of the 'Awards for Excellence Program' may have their names and pictures published in MPA communications and on the MPA website. Pictures and names may also be provided to other media outlets for additional publication. Pictures received with an entry in the Awards for Excellence Program or generated as part of the process may be used in the promotion of the Master Painters Association QLD or the Awards for Excellence Program. Use of pictures will be at the discretion of MPA.

Use of the Awards for Excellence Program Winner Logo

Winners are permitted to use the designated logo in their advertising and promotional material. The logo, customized with the inclusion of the year under the words 'Awards for Excellence Program,' will be provided by administrative staff in digital format at the conclusion of the Awards for Excellence Program process.

Winners are only allowed to use the logo in relation to the nominated category and in material generated by the business that has received the award. Finalists and winners are, under no circumstances, to manipulate or enhance the image in any way.

In the event of a finalist or winner doing so, it is at the discretion of the Master Painters Association QLD to disallow that person or company from utilizing the logo in any form in the future.

CONFLICT OF INTEREST

Policy

Conflict of interest arises when an individual's personal, professional, or business interests may potentially conflict with the best interests of the Awards for Excellence Program.

All individuals involved in the Awards for Excellence Program are obligated to act in good faith and be vigilant about the potential for conflicts of interest. Participants must be mindful of their private interests that could conflict with their role in the Awards for Excellence Program.

Individuals should try to avoid situations where there might be a conflict between the interests of the Awards for Excellence Program and their personal or professional interests, as well as those of their relatives or friends. In cases of conflict (or perceived conflict), the interests of the Awards for Excellence Program will generally be prioritized, unless exceptional circumstances dictate otherwise.

While it is challenging to outline all possible scenarios of conflict of interest, individuals uncertain about the existence of a conflict should bring the matter to the attention of their manager for resolution.

Procedure

Individuals involved in the Awards for Excellence Program must adhere to the following guidelines regarding conflicts of interest:

1. Declare any potential, actual, or perceived conflicts of interest upon becoming involved in the Awards for Excellence Program to the executive council of the Master Painters Association QLD.
2. Declare any potential, actual, or perceived conflicts of interest that arise or are likely to arise during the Awards for Excellence Program process to the executive council of the Master Painters Association QLD.
3. Avoid being placed in a situation where there is a potential, actual, or perceived conflict of interest if possible.
4. Sign a Conflict-of-Interest statement prior to judging.

If an individual declares such an interest, the executive council of the Master Painters Association QLD will review the potential areas of conflict with the individual and mutually agree on practical arrangements to resolve the situation.

Individuals are required to disclose any external involvements that might cause a conflict of interest with the Awards for Excellence Program process. External involvements that do not represent a conflict of interest must not affect performance or attendance while working on the Awards for Excellence Program process. If such involvement does impact performance or attendance, it will be considered a conflict of interest.

Individuals are prohibited from setting up or engaging in a private business or undertaking other employment in direct or indirect competition with the Awards for Excellence Program using knowledge and/or materials gained during involvement with the program.

Failure to declare a potential, actual, or perceived conflict of interest or to take remedial action agreed with COAM (Conflict of Interest and Appeals Management) in a timely manner may result in the following actions:

- Individuals may be asked to show just cause as to why they should remain a Member of the Master Painters Association QLD under the provisions of the Master Painters Association QLD's Code of Ethics.
- If the individual is an employee, contractor, or manager, failure to address conflicts may result in performance improvement proceedings, including dismissal.
- If the individual is a volunteer, they may be asked to cease their involvement with the Association as a volunteer.

Any action taken by COAM will be dependent upon the considered severity and implications of the failure to declare the potential, actual, or perceived conflict of interest.

STORING OF ENTRIES

Policy

As a not-for-profit organization within the industry, MPA (Master Painters Association) collects and holds personal information related to entrants and their entries in the Awards for Excellence Program.

Entrant and entry information may be stored in both paper and electronic formats. MPA is committed to taking all reasonable measures to ensure the secure storage of the collected information. Legal requirements determine the duration for which certain records must be retained, and MPA has established appropriate systems and policies to safeguard information against loss, unauthorized access, and misuse.

Throughout the Awards for Excellence Program process, the confidentiality of all entries, entrant details, judging materials, and scoresheets will be strictly maintained.

After the conclusion of the Awards for Excellence Program process, all entries, entrant details, project information, and supplied materials will be stored in compliance with statutory and legal requirements.

Procedure

Individuals participating in the Awards for Excellence Program process are obligated to take all necessary steps to maintain the confidentiality of materials involved in the process.

USE OF ENTRY MEDIA IN MASTER PAINTER PUBLICATIONS

Policy

The Master Painters Association QLD is dedicated to promoting, fostering, and acknowledging the utmost standards of trade craftsmanship and ethical business conduct. The Awards for Excellence Program serves as a means of recognizing and honouring these high standards, and being acknowledged as a Finalist or Winner in the Awards is a prestigious honour. MPA may fulfill its mission through the utilization of material submitted as part of an entry into the Awards for Excellence Program.

Hence, all material supplied with an entry to the Awards for Excellence Program remains the property of MPA, and the pictures provided may be utilized in various publications.

Procedure

All material provided with an entry to the Awards for Excellence Program is considered the property of MPA.

Pictures supplied may be utilized in various publications for the following purposes:

1. Promoting or advancing the Master Painters Association QLD.
2. Promoting or advancing the Awards for Excellence Program.
3. Promoting or advancing Members of the MPA.

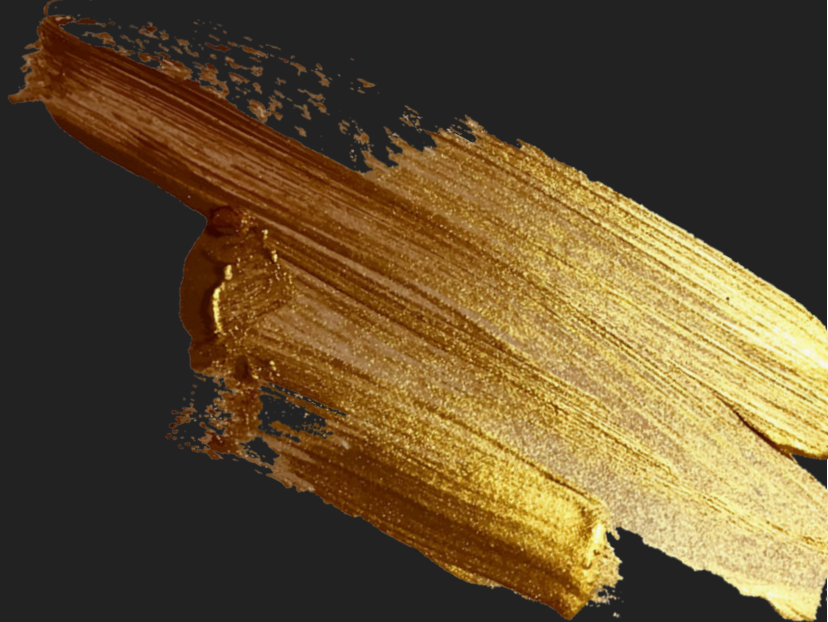
Entrants are required to ensure that permission has been granted, confirmed via email, by the property owner and any other relevant parties for the project to be:

1. Entered in the Awards.
2. Inspected by the judges.
3. Used for publication and publicity.

Use of Pictures Received or Generated by the Awards for Excellence Program Process:

Finalists and winners who have received a nomination or award in a category or categories of the 'Awards for Excellence Program' may have their names and pictures published in MPA social media communications and on the MPA website. Additionally, pictures and names may be provided to other media outlets for additional publication.

Pictures received with an entry in the Awards for Excellence Program or generated as part of the process may be employed in promoting the Master Painters Association QLD or the Awards for Excellence Program. The use of pictures will be at the discretion of MPA.



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