



Excellence in Facility Management Award (EFMA) 2023/24

Application / Nomination Guidelines

Organised by:



The Hong Kong Institute of
Facility Management
香港設施管理學會

Introduction

With a view to promoting the facility management profession and recognising the excellence in performance of delivering quality service to local and overseas facilities, the Hong Kong Institute of Facility Management (HKIFM) is proud to present the **EXCELLENCE IN FACILITY MANAGEMENT AWARD (EFMA)** to individual organisations and service providers of specialised sectors with outstanding achievements.

This year's Award focus is “**Exceeding Stakeholder Aspiration | Enhancing Service Efficiency**”, which evaluates the strategies and action plans in enhancement of overall facility management services to capture the needs, priorities and expectations of stakeholders at nominated facility projects. A Theme Award on “Stakeholder Aspiration” would be granted to organisations / management teams with outstanding achievement in this specific area for Year 2023/24.

Award Group

1. Excellence in Facility Management Award* (Compulsory)

Categories	Details
A. Asia Pacific	Built assets outside Hong Kong in Asia Pacific Region
B. Built Heritage	Monuments declared under the Antiquities and Monuments Ordinance of Hong Kong
C. Corporate Real Estate	Self-owned built assets with at least 50% of the premises occupied by the respective organisations
D. Hotel & Serviced Apartment	Hotels, holiday resorts or serviced apartments
E. Industrial	Industrial buildings accommodated logistics facilities / factory premises
F. Institutional & Government Properties	Public facilities and Government-owned properties
G. Commercial Building	Office buildings / skyscrapers
H. Large-scale Residential	Private residential properties with units of 2,001 nos. or above
I. Medium-scale Residential	Private residential properties with units ranged from 501 nos. to 2,000 nos.
J. Small-scale Residential	Private residential properties with units of 500 nos. or below
K. Public Housing & Subsidized Purchase Housing	Hong Kong Housing Authority Residential Projects - Public Rental Housing (PRH) - Tenant Purchase Scheme (TPS) - Home Owner Scheme (HOS) - Private Sector Participation Scheme (PSPS) Hong Kong Housing Society Projects - Residential Estate - Senior Citizen Residences Scheme - Subsidized Sale Flats Project - Flat-For-Sale Scheme - Sandwich Class Housing Scheme - Urban Improvement Scheme - Urban Renewal Project Other Housing Organizations - Transitional Housing Project
L. Retail	Retail facilities including shopping arcades and malls

2. Theme Award (Compulsory)

Applicants / Nominees participating in “Excellence in Facility Management Award” are automatically to take part in the “Theme Award” which result will contribute to their overall performance in EFMA 2023/24 assessment process.

This year, the “Theme Award - Stakeholder Aspiration” is to evaluate nominated facility projects' provision of quality service and enhancement of service efficiency in attaining stakeholder expectation.

Each nominated facility project is categorized as follows:

Categories	Details
A. Residential	Nominated facility projects under the Categories of Large-scale Residential, Medium-scale Residential, Small-scale Residential as well as Public Rental and Subsidized Purchase Housing
B. Commercial	Nominated facility projects under the Categories of Office Building and Retail
C. Institutional & Others	Nominated facility projects under the Categories of Institutional & Government Properties, Asia Pacific, Built Heritage, Corporate Real Estate, Hotel & Serviced Apartment and Industrial

3. Most Popular Facility Award (Compulsory)

Applicants / Nominees of the “Excellence in Facility Management Award” will automatically take part in the “Most Popular Facility Award”, which aim at promoting public recognition of EFMA 2023 and encourage territory-wide participation. The “Most Popular Facility Award” will be conducted through online polling.

Photos of all nominated facility projects will be uploaded to the website of EFMA 2023 on the HKIFM web page to facilitate general public's viewing and polling through electronic devices.

The polling result for this Award will be entirely independent, which is **NOT** to be counted in the total score obtained for each nominated facility project, i.e. **NO** impact on the List of Awardees for “Excellence in Facility Management Award” and “Theme Award”.

4. FM People Award (Optional)

For FM profession, the “People” aspect is defined as one of major elements which organizations should value, with regards to its integration with work process and physical assets to serve particular strategic objectives. As such, the “FM People Award” is introduced to recognize practitioners with commendable achievements and performance in FM service sectors.

When Applicants / Nominees taking part in the “Excellence in Facility Management Award” under Categories 1A to 1L, they are welcome to recommend individual site staff to participate in the “FM People Award”. The result for this Award will not have any impact on the total score of both “Excellence in Facility Management Award” and “Theme Award”.

For each nominated facility project, only **ONE (1) Nominee** should be proposed for each of the following Categories:

Categories

- A. Managerial Grade
- B. Officer Grade
- C. Supervisory Grade
- D. Young Practitioner (aged 35 or below)

5. Outstanding Professional Integrity Award (Optional)

When Applicants / Nominees taking part in the “Excellence in Facility Management Award”, they are welcome to join the “Outstanding Professional Integrity Award”. The result for this Award will not have any impact on the total score of both “Excellence in Facility Management Award” and “Theme Award”.

Should on-site management teams decide to join this Award, they are required to demonstrate ethical practice in daily management operations at nominated facility projects, with actual experience cited for reference to demonstrate professional integrity, when submitting written documents for this Award.

6. Smart Technology Award (Optional)

When Applicants / Nominees taking part in the “Excellence in Facility Management Award”, they are welcome to enroll in the “Smart Technology Award”.

The “Smart Technology Award” is to be presented to organizations which are able to demonstrate effective utilization of innovative technologies for service enhancement and management of nominated facilities.

The result for this Award will not have any impact on the total score of both “Excellence in Facility Management Award” and “Theme Award”.

7. HKIFM 25th Anniversary Award

To celebrate the Institute’s 25th Anniversary and encourage the upkeep of professional practice, the Organizing Committee is going to present the “HKIFM 25th Anniversary Award” to the Grand Awardee which would have achieved the highest score in EFMA 2023/24.

Eligibility

Facility projects located outside Hong Kong but within Asia Pacific Region are welcome to join “Excellence in Facility Management Award” Category 1A (Asia Pacific); while those located in Hong Kong Special Administrative Region are eligible to join Award Categories from 1B to 1L.

1. The nominated facility project should be currently in operation. The assessment of on-site management team’s performance is based on records and data for the **past 12 months** before document submission **NO later than 18 December 2023, Monday at 5:00pm.**
2. HKIFM reserves the right to supplement information contained in the Application / Nomination Guidelines. For any discrepancies of any released information including any previous published materials, the details contained in the Application / Nomination Guidelines (English version) shall prevail.
3. All Finalists for both “Grand Award” and “Theme Award” will be invited to exhibit to the Panel of Judges their best practice adopted for the respective shortlisted facility projects at the Finalist Presentation Sessions. The audience on the floor will have rights to vote for their favourable Finalists. The polling results will be taken into account for deciding the lists of Finalists for “Grand Award” and “Theme Award”.
4. After the Finalist Presentation Sessions, Site Visits would be conducted by the Judging Panel to complete the assessment process. Finalists not taking part in the Presentation Sessions / Site Visits will be disqualified.
5. If any conflict of interests would be arising between the Judge / Judges and an Applicant / a Nominee, the said Judge / Judges will excuse himself / herself / themselves from the judging process accordingly.
6. All decisions made by HKIFM and Panel of Judges are final and binding. Any requests for appeal will not be entertained.
7. Facility projects accredited as Grand Awardees of any Categories in Year 2022 are **NOT** eligible for submitting Application(s) / Nomination(s) to the same Category under EFMA 2023/24.

Note:

Personal data collected from Application / Nomination Forms will be used in the assessment process of EFMA 2023/24 ONLY. All personal data will be handled in strict compliance with the Personal Data (Privacy) Ordinance.

Nomination Deadline & Submission Details

1. Application / Nomination Deadline

11 December 2023 at 5:00pm (Hong Kong Time / GMT +8)

(Late submission will NOT be considered.)

Note:

A PDF version of the submitted form will be sent to the designated email address upon successful submission. The PDF version of the submitted form should be printed, signed with company chop, and sent with the administration fee (non-refundable) to **“EFMA 2023/24 Secretariat – 3G, Wah Hing Industrial Mansions, 36 Tai Yau Street, San Po Kong, Hong Kong”** **by 18 December 2023 at 5:00 p.m.**

2. Administration Fee

- i. HK\$3,200 per entry for Early Bird (from 6 October to 17 November 2023)
- ii. HK\$3,800 per entry after Early Bird (from 18 November to 11 December 2023)
- iii. Administration Fee is non-refundable once submitted.
- iv. Administration Fee (non-refundable) must be sent by crossed cheque payable to **“The Hong Kong Institute of Facility Management Limited”**.

3. Document Submission Deadline

18 December 2023 at 5:00pm (Hong Kong Time / GMT +8).

(Late submission will NOT be considered.)

Note:

All documents / materials for each Application / Nomination **must be submitted ONLINE.**

Judging Criteria

FM performance is to assess how people, work process and physical assets are integrated to serve the strategic objectives of organizations. The Judging Criteria are based on the following areas of core competency:

- ☐ Real estate portfolio management
- ☐ Maintenance and operation management
- ☐ Space planning and design management
- ☐ Project and contract management
- ☐ Environmental management
- ☐ Health, safety and physical security management
- ☐ Human resources management
- ☐ Information technology management
- ☐ Law on local real estate
- ☐ Financial management
- ☐ Logistic management

Please visit <https://www.hkifm.org.hk> for details.

Assessment Criteria	Score Weighting
Part 1 Excellent Facility Management Award	
A CORPORATE LEVEL	
1. Organization Structure & Governance / Certification & Accreditation	10
2. Human Resources Management / Work-life Harmony	10
3. Legal Compliance / Financial Management	10
4. Environmental, Social and Governance	10
B SITE LEVEL	
1. Performance Award & Recognition	10
2. Leadership / Teambuilding	10
3. Maintenance & Renovation / Fitting-out Works	20
4. Occupational Safety and Health / Risk Management	20
5. Facility Management Practice / Logistic Management	20
Part 2 Theme Award – Stakeholder Aspiration	
A CORPORATE LEVEL	
Policy & Guideline	10
B SITE LEVEL	
Implementation & Subsequent Review	20
Total	150

Excellence in Facility Management Award (Compulsory)

The Judging Panel will base on following criteria to conduct assessment of Applications / Nominations.

Corporate Level	Score Weighting
1. Organization Structure & Governance / Certification & Accreditation	10
▪ A review of overall corporate governance including: ✓ background and business objective(s) ✓ management structure and headquarters organization chart ✓ vision, mission and core values ✓ business focus and scope of service ✓ key client / customer group ✓ workforce profile including average number of staff employed during the past 12 months, their attained academic level(s) / qualification(s), with the corresponding number of employees indicated ✓ number of staff with HKIFM membership and other professional qualification(s) (with details provided) ✓ contribution to FM profession ▪ To provide proven records indicating: ✓ certification of management systems adopted for service provision ✓ international / local accreditation of management system(s), with work processes identified, documented and examined	
2. Human Resources Management / Work-life Harmony	10
▪ compliance with Employment Ordinance ▪ staff recruitment and dismissal ▪ staff welfare and benefits ▪ job deployment and rotation ▪ staff training ▪ reward and recognition ▪ penalty and disciplinary action ▪ occupational safety and health ▪ work-life harmony ▪ staff satisfaction survey	
3. Legal Compliance / Financial Management	10
▪ compliance with FM related statutory requirements ▪ insurance coverage ▪ tendering and procurement policy ▪ internal audit on quality assurance and control ▪ external audit on legal compliance ▪ professional responsibility /indemnity for FM service provision ▪ financial management and accounting policy ▪ cash flow management ▪ building fund / management account auditing ▪ legal retainer service	

Corporate Level		Score Weighting
4. Environmental, Social and Governance	- participation in territory-wide events with formulation of appropriate strategy, policy and framework - promotion among stakeholders, including staff, clients and contractors - adoption of sustainable practice in response to business environment risks - coordination of community building / civic education functions - implementation of tailor-made caring programs to meet special needs of socially disadvantaged groups, including but not limited to the poverty, disabled and elderly	10
Site Level		Score Weighting
1. Performance Award & Recognition	- external award attainment - public recognition from mass media - internal recognition from the headquarters of organizations - customer satisfaction survey - commendation from clients	10
2. Leadership / Teambuilding	- manpower set-up of on-site management office - teamwork in daily operation routines - supervision of on-site team's performance / service standard - staff motivation - mentorship and coaching - staff performance appraisal / evaluation - staff caring / team gathering - joyful workplace / happy workforce - team morale - staff retention and succession plan	10
3. Maintenance & Renovation / Fitting-out Works	- preventative maintenance & renovation approach - routine maintenance schedule for facilities and installations - ad hoc minor repairs / fitting-out works - space planning / design management in fitting-out works - compliance with design and safety needs as well as statutory requirements - tendering for contracts of maintenance works & renovation projects - prequalified / approved contractor list - contract award procedures - project supervision and contract management - contractor performance assessment with appropriate penalty system	20

Site Level	Score Weighting
4. Occupational Safety and Health / Risk Management	20
▪ implementation of ISO 45001:2018 Occupational Health and Safety (OHS) Management System ▪ risk identification and assessment for daily routines ▪ planning for risk handling ▪ preparation of work instructions and operation manual for implementation ▪ effectiveness evaluation and appropriate enhancement in OHS / risk management practice	
5. Facility Management Practice / Logistic Management	20
▪ budget preparation for daily operation expenses ▪ cost control with budget variance analysis ▪ credit control and handling of accounts in arrears ▪ accounting document handling ▪ cost effectiveness in service provision ▪ security service and related installations ▪ management of associated facilities ▪ office administration and record keeping ▪ client relationship management ▪ regular review for continuous enhancement in service quality	

Theme Award – Stakeholder Aspiration (Compulsory)

The Judging Panel will base on following criteria to conduct assessment.

Corporate Level	Score Weighting
Policy & Guideline	10
▪ overall strategic planning for achieving stakeholder aspiration ▪ promoting the company culture of service quality enhancement to exceed stakeholders' aspirations ▪ adopting customer-focused management principle at headquarters level for supervision of daily operations on-site ▪ identifying and developing strategies and action plans for services delivery to satisfy current and future needs of stakeholders ▪ keeping stakeholders including staff, clients and contractors posted about the positive impacts on upgrading of service quality ▪ recognizing digital transformation as a journey of evolving knowledge, innovation and collaboration ▪ arranging staff training sessions on digital transformation in service provision ▪ periodically evaluating digital strategies and action plans to report progress against goals and new service delivery ▪ conducting "Stakeholder Satisfaction Survey" to facilitate effectiveness evaluation ▪ regularly reviewing significant work process to develop capabilities and future commitments of staff in realizing stakeholder aspirations	
Site Level	Score Weighting
Implementation & Subsequent Review	20
▪ deep understanding and engagement with stakeholders to capture their priorities and expectations ▪ identification of both current and future needs of stakeholders ▪ adoption of appropriate operation strategies in daily practice ▪ provision of tailor-made service in accordance with the nature of nominated facility ▪ development of goals, measurement tools and evaluation guidelines subsequent to the respective implementation ▪ execution of on-site management plans to work towards the long-term goal of partnership with stakeholders ▪ periodical assessment of digital strategies and action plans for reporting progress against pre-set goals ▪ adoption of new innovative technologies to keep pace with trade practice ▪ delivery of new service model, if appropriate, to exceed stakeholders' expectations ▪ monitoring of management team's overall service quality	

FM People Award (Optional)

The Judging Panel will base on the following criteria to conduct assessment.

Judging Criteria	Score Weighting
1. Professionalism - demonstrating facility management knowledge and / or well-rounded professional expertise related to HKIFM's Core Competency - practicing as a role model and exhibiting advancement potential in FM profession - serving clients with professional ethics in daily management routines	30
2. Collaboration & Teamwork - effective coordination of skill sets related to all stakeholders both internally and externally - ability to coordinate and lead teams during daily operations - demonstration of key roles of the corresponding positions to show the respective significance in the management team - adoption of management practice for being a good team leader or a good team member - motivation of subordinates to accomplish the goal of company and the tasks at site level	20
3. Personal Achievement & Contribution - recognizing outstanding performance and achievement, with contribution to the nominated facility project, company, FM profession and the community - showing drive to improving oneself continuously - demonstrating commitment to stakeholders - practicing professional ethics and taking up social responsibilities	40
4. Presentation Session - all finalists are required to attend a presentation session highlighting their personal achievements and address queries raised by the Judging Panel to demonstrate: ✓ ability to communicate in a clear, concise and organized manner ✓ presentation skills, such as intonation and body language	10

Outstanding Professional Integrity Award (Optional)

The Judging Panel will base on following criteria to conduct assessment.

Corporate Level		Score Weighting
Policy & Guideline	▪ emphasising Integrity, competence as well as professionalism at corporate level ▪ overall planning and implementing professional ethical practice in daily operations ▪ keeping stakeholders, i.e. staff, clients and contractors updated about market practice ▪ arranging staff training sessions on ethical practice in service provision ▪ reviewing corporate policy regularly ▪ creating synergy among stakeholders for continuous professional development, especially on ethical side	30
Site Level		Score Weighting
1. Implementation for Daily Practice	▪ demonstrating the management team's outstanding professional ethical practice / experience in compliance with Codes of Conduct presented by Property Management Service Authority (PMSA) : ✓ general code of conduct ✓ complaint handling mechanism of property management companies ✓ effective control over property management business by property management companies ✓ handling moneys received on behalf of clients ✓ obligations of property management companies regarding the ending of appointment ✓ prevention of corruption ✓ prescribed conditions on licences ✓ protection of personal data ✓ handling payment for or arranging payment to be made by clients ✓ provision of prescribed information and financial documents to clients ✓ carrying out procurement for clients and prevention of bid-rigging ✓ handling emergencies ✓ handling scaffolding works ✓ handling suspended working platforms works ✓ handling outsourced property management services ✓ prevention of corruption – staff recruitment & management ✓ distribution and display of promotional materials ✓ tree management work ✓ obligations of property management company under the Building Management Ordinance	40

Site Level		Score Weighting
2. Collaboration & Teamwork	▪ outlining team effort to overcome difficulties / challenges ▪ demonstrating commitment to continuous improvement ▪ illustrating team achievement with actual occurrences in daily operations ▪ evaluating effectiveness according to market reputation, cost impact and media feedback	20
3. Subsequent Review	▪ conducting periodical assessment of actual achievement after implementation ▪ strictly monitoring compliance with Cap. 626 in daily management routines to avoid defaulting practice ▪ analysing causes for non-compliance issues to prevent recurrence ▪ encouraging staff to share work experiences ▪ participating in CPD Scheme of PMSA to keep pace with trade practice	10

Smart Technology Award (Optional)

The Judging Panel will base on following criteria to conduct assessment.

Corporate Level		Score Weighting
Policy & Guideline	- overall planning for “smart technology” application in service provision - keeping stakeholders, i.e. staff, clients and contractors posted about the latest applications of technologies in the profession - arranging staff training sessions for adoption of innovative technologies in enhancement of service quality - monitoring the progress of feasible / appropriate application of smart technologies in daily operations - periodically evaluating cost effectiveness after the adoption of “smart technology”	30
Site Level		Score Weighting
1. Implementation	- introduction of on-site application in daily operation - utilization of smart technologies, installations, devices and FM software, including but not limited to: ✓ Building Information Modelling (BIM) for FM ✓ Automated Facility Maintenance Software (AFMS) ✓ Building Automation System (BAS) ✓ Unmanned Aerial Vehicles (UAV) ✓ Apps ✓ 5G ✓ Internet of Things (IoT) ✓ Virtual Reality (VR) ✓ Augmented Reality (AR) ✓ Artificial Intelligence (AI) ✓ Chatbot ✓ Robotic Process Automation (RPA) ✓ Electronic / On-line Payment ✓ Blockchain ✓ ChatGPT ✓ Others	40
2. Subsequent Review	- suggesting solutions for difficulties / obstacles, if any - assessing overall operation efficiency subsequent to the respective application(s) - keeping track with market practice in advancement of smart technology applications	30

Submission Format

An online portal will be provided for submission of documents. Applicants / Nominees are required to comply with the submission format and guidelines. All Application / Nomination Forms and written submissions should be type-written in either English or Chinese.

1. Excellence in Facility Management Award (Compulsory)

A full set of Application / Nomination Document must cover the Judging Criteria listed under “Excellence in Facility Management Award”. Otherwise, the Application / Nomination will not be proceeded.

Application / Nomination Document Submission

- Covering Judging Criteria with a total of **NO more than 20 pages** A4 text (excluding Cover Page, Content Page, Executive Summary and Appendices).
- Supporting materials, such as photos, charts and diagrams should be provided in the Appendices.
 - Cover Page -
Name & address of the nominated facility project, contact person(s) of the facility management office and date of Application / Nomination
 - Content Page
 - Executive Summary
 - **NO more than 20 pages** A4 text to be submitted

2. Theme Award – Stakeholder Aspiration (Compulsory)

A full set of Application / Nomination Document must cover the Judging Criteria listed under “Theme Award”. Otherwise, the Application / Nomination will not be proceeded.

Application / Nomination Document Submission

- A total of **NO more than 8 pages** A4 text (excluding Cover Page, Content Page, Executive Summary and Appendices).
- This part, together with the Appendices for supporting materials, if any, should be submitted **SEPARATELY** from the Application / Nomination Documents for “Excellence in Facility Management Award”.
 - Cover Page -
Name & address of the nominated facility project, contact person(s) of the facility management office and date of Application / Nomination
 - Content Page
 - Executive Summary
 - **NO more than 8 pages** A4 text to be submitted

3. Most Popular Facility Award (Compulsory)

The polling result will be entirely independent, with **NO** impact on the List of Awardees for “Excellence in Facility Management Award” and “Theme Award”.

Photo Submission

- Together with **COMPULSORY** written submission, each Applicant / Nominee is required to provide **ONE (1)** photo of the respective nominated facility project in JPG format, with resolution of 720 pixels x 480 pixels or above, for post-up on HKIFM's webpage during on-line polling period.

4. FM People Award (Optional)

Organizations may choose to submit Application(s) / Nomination(s) or not.

- If participated, there should only be **ONE (1) Proposer** for each nominated facility project.
- The Proposer may nominate Candidate(s) of **either ONE (1) Category or MORE Categories** for the Award.
- The Proposer and the Nominee must be managing / serving in the same nominated facility project.
- For each nominated facility project, only **ONE (1) Nominee** should be proposed for each of the following Categories:
 - i. **Managerial Grade**
 - ii. **Officer Grade**
 - iii. **Supervisory Grade**
 - iv. **Young Practitioner (aged 35 or below)**

The written document(s) should be submitted **SEPARATELY**. Format is as follows:

Nomination from the Proposer

- The Nomination Form should be signed by the Proposer.
- Details such as names, post titles, contact email addresses and phone numbers of both Proposer and Nominee must be provided.
- The Proposer should comment the Nominee's work performance **(with NO more than 700 words, either in English or Chinese)** at the nominated facility project:
 - daily work performance
 - knowledge of current FM practice
 - teambuilding involvement
 - drive for continuous professional development (CPD)
 - contribution to the profession
 - any other supporting details demonstrating his / her eligibility

Summary from the Nominee

- A Summary prepared by the Nominee **(with NO more than 1,000 words, either in English or Chinese)** explaining why he / she is nominated. The coverage may include:
 - membership of HKIFM, if any
 - relevant professional knowledge
 - commitment to stakeholders
 - personal proven record of experience related to HKIFM's Core Competency
 - initiatives for career development
 - contribution to FM profession
 - any other supporting details

Supporting Documents

- Resume / Curriculum Vitae of the Nominee should be attached for reference, including:
 - the list of relevant academic and professional qualification(s)
 - previous employment record(s) / current appointment
 - continuous professional development (CPD) record(s)
 - public award(s) / recognition from employer(s) / client(s)

Individual assessment interviews with the Finalists will be conducted by the Panel of Judges.

5. Smart Technology Award (Optional)

Organizations may choose to submit Application(s) / Nomination(s) or not.

If participated, a total of **NO more than 5 pages** of A4 text (excluding Cover Page, Content Page, Executive Summary and Appendices) should be prepared. This part, together with the Appendices for supporting materials, if any, should be submitted **SEPARATELY**. Format for the written submission is as follows:

i. Cover Page

Name & address of the nominated facility, contact person(s) of the facility management office and date of Application / Nomination

ii. Content Page**iii. Executive Summary**

Apart from the listed items under “Judging Criteria” Section, additional supporting information, if appropriate, is to be included to facilitate the Judging Panel’s assessment for the Award.

6. Outstanding Professional Integrity Award (Optional)

Organizations may choose to submit Application(s) / Nomination(s) or not.

If participated, the written submission is to be prepared in **NO more than 5 pages** of A4 text (excluding Cover Page, Content Page, Summary and Appendices). This part, together with the Appendices as supporting materials, if any, should be submitted **SEPARATELY** from written documents of “Excellence in Facility Management Award” & “Theme Award”. Format for the written submission is as follows:

i. Cover Page

Name & address of the nominated facility, contact person(s) of the facility management office and date of Application / Nomination

ii. Content Page**iii. Executive Summary**

Apart from the listed items under “Judging Criteria” Section, additional supporting information, if appropriate, is to be included to facilitate the Judging Panel’s assessment for the Award.

Award Type**Excellence in Facility Management Award**

Award Type	Description
HKIFM 25 th Anniversary Award	This is to be presented to the Grand Awardee that would have achieved the highest score in EFMA 2023/24.
Grand Award	The Award will be presented to the best-performing facility project(s) during Finalist Presentation Session and Judging Panel's Site Walk.
Distinction Award	Applicants / Nominees have attained an outstanding result in the written submission and Finalist Presentation Session.
Excellence Award	Applicants / Nominees have attained excellent result in written submission.
Merit Award	Applicants / Nominees have attained satisfactory result in written submission.

* EFMA 2023/24 Organizing Committee reserves the right not to bestow an Award if the Judging Panel deems that no Finalist(s) would deserve receiving such honour. The decision of the Jury Panel shall be final.

Theme Award & FM People Award

Award Type	Description
Gold Award	Gold Award(s) will be presented to the best-performing Finalist(s) during the respective Presentation Session and Judging Panel's Site Walk (for Theme Award only).
Silver Award	Silver Award(s) will be presented to Finalist(s) with outstanding performance at the respective Presentation Session.
Bronze Award	Bronze Award(s) will be presented to Finalist(s) with excellent performance at the respective Presentation Session.

* EFMA 2023/24 Organizing Committee reserves the right not to bestow an Award if the Judging Panel deems that no Finalist(s) would deserve receiving such honour. The decision of the Jury Panel shall be final.

Most Popular Facility Award

Award Type	Description
Gold Award	Gold Award will be presented to the nominated facility project with the highest number of votes through online polling.
Silver Award	Silver Award will be presented to the nominated facility project with the second highest number of votes through online polling.
Bronze Award	Bronze Award will be presented to the nominated facility project with the third highest number of votes through online polling.

* EFMA 2023/24 Organizing Committee reserves the right not to bestow an Award. The decision of the Organizing Committee shall be final.

Outstanding Professional Integrity Award / Smart Technology Award

The Award will be presented to Applicants / Nominees with the best assessment results. The decision of the Judging Panel shall be final.

Schedule

Date	Key Milestone
11 December 2023 (Monday) at 5:00pm	Application / Nomination Due Date
18 December 2023 (Monday) at 5:00pm	Document Submission Due Date
March 2024 (Saturday)	“FM People Award” Finalist Presentation Session
8 June / 15 June 2024 (Saturday)	“Excellence Facility Management Award” & “Theme Award” Finalist Presentation Sessions
22 June / 29 June 2024 (Saturday)	Site Visits after Finalist Presentation Sessions
Late August – Early September 2024	“Most Popular Facility Award” Online Polling
October 2024	HKIFM 25 th Anniversary Annual Dinner cum EFMA 2023/24 Presentation Ceremony