



**FSC.**  
**Awards**  
**2023**

**Awards Categories &  
Criteria Guide**

# FSC. Awards 2023

## WELCOME TO THE FINANCIAL SERVICES COUNCIL AWARDS 2023

We are delighted to announce that this year's awards will be presented at the FSC Conference Gala Dinner, on Wednesday 16 August.

This year sees the return of the annual celebration recognising the outstanding achievements and contributions of individuals, teams and businesses in the financial services industry and showcases the positive impact made across the sector and New Zealand at large.

We have introduced new categories to the Awards this year to include spotlights on contributions to the community (open to FSC-member organisations as well as non-Member not for profits and charities), environmentally friendly practices, and organisations that embrace diversity and inclusion.

Submissions close on Wednesday July 5th 2023. The finalists will be announced at the FSC Awards 2023 finalist evening on week commencing 17 July 2023.

The Awards are decided by an independent panel of industry judges who review and assess each nomination individually.

This guide outlines each award category and the criteria required for submission and includes tips for writing an award-winning submission.

Once again, we invite you to participate in this wonderful celebration of our industry. If you have any questions regarding the Awards, please contact Rebecca Baily on 09 985 5762 or [events@fsc.org.nz](mailto:events@fsc.org.nz).

We look forward to receiving your submissions and seeing you at the Gala Awards Dinner at the Cordis Hotel, Auckland on Wednesday 16 August.

And, of course, best of luck.

*The Conference Organising Committee  
Financial Services Council*

# FSC. Awards 2023

## FSC AWARDS 2023 TIMELINE

**Wednesday 17 May 2023**  
Awards open for  
nomination



**Wednesday 5 July 2023**  
Awards nominations close



**Monday 17 July 2023**  
Finalists announcement  
evening



**Wednesday 16 August  
2023**  
Winners announced at the  
FSC Awards 2023 Dinner

# FSC. Awards 2023

## SUBMISSION GUIDELINES AND TIPS

Entering the annual Financial Services Council Awards is a great way to showcase outstanding achievements, gain recognition for successes and promote awareness of excellence within the industry. We appreciate the effort and time required to make a submission, (whether self-nominated or nominating another) so we have created these guidelines to help you through the process.

### 1. Eligibility to enter awards

The company in which the product, service or individual works must be a member of the Financial Services Council in order to enter. To find out more about membership, please contact [fsc@fsc.org.nz](mailto:fsc@fsc.org.nz). Non-member not for profits, charities or community groups are also eligible to enter the Contribution to Community Award.

Organisations sponsoring an award category are not eligible to enter their sponsored category.

### 2. Judging

Judges are respected, senior professionals selected from across New Zealand. They volunteer their time to participate in the judging process. Judges are bound by confidentiality and will remove themselves from the process in the event of any potential conflict of interest.

Each judge will independently read, review and mark every submission, and will then submit these marking sheets and scores to the Financial Services Council.

These scores are then collated to establish a list of finalists.

Judging criteria does not consider the size or market share of the nominating organisation.

### 3. Addressing the criteria

Judges base their decisions on the information you provide in your submission, so make sure that you answer each part of each question thoroughly. Again, check the weighting of different criteria to determine which questions require the most effort.

### 4. Providing evidence

Please avoid making vague or unsupported claims. There is no need to be concerned about the confidentiality of your information when providing evidence, as all judges sign confidentiality agreements and are excluded from reviewing or participating in categories in which they may have a conflict of interest.

# FSC. Awards 2023

## 5. Right not to award a category

The Financial Services Council Awards celebrate excellence. The judging panel have the right not to award a category if they do not believe the submissions received meet this standard. In this event, entrants will be notified that the category will not be awarded.

## 6. Right to revoke an award

The presiding judge has the right to revoke an award made to an individual or organisation should that individual or organisation act in a manner that brings the intention of the award into disrepute.

## 7. Varying deadline

In exceptional circumstances, the deadline for submission may be extended by a maximum of three working days. A request for an extension must include an explanation as to why it is being sought and must be made in writing to Rebecca Baily at [events@fsc.org.nz](mailto:events@fsc.org.nz). Please allow one working day for a written response, which will include any conditions associated with the change in deadline.

## 8. Submitting

Submissions can be made via the online form at [www.fsc.org.nz/events/conference-2023-awards](http://www.fsc.org.nz/events/conference-2023-awards)

## 9. Notification of finalists

Announcement of finalists will be made at the FSC Awards finalist evening in July as well in communications online and via media releases.

## 10. Help and further information

If you have any questions or need help give the Financial Services Council a call. The team are well versed in the Awards criteria and can answer any questions you have about the criteria or the process. No question is a silly question. Asking us may help you to improve your submission. Please contact Rebecca Baily on 09 985 5762 or via email [events@fsc.org.nz](mailto:events@fsc.org.nz).

# FSC. Awards 2023

EMERGING  
TRAILBLAZER

WORKPLACE  
SAVINGS

TEAM  
OF THE  
YEAR

CONTRIBUTION  
TO COMMUNITY

EXCELLENCE  
IN  
GOVERNANCE

EXCELLENCE  
IN WELLBEING  
& INCLUSION

EXCELLENCE IN  
SUSTAINABILITY  
PRACTICES

CHAIRMAN'S  
AWARD FOR  
SERVICES  
TO THE  
INDUSTRY

## CONTRIBUTION TO COMMUNITY AWARD

This award celebrates an initiative, programme or campaign that has had an outstanding impact on the financial wellbeing of New Zealanders and the community.

### Criteria

- Open to non-member not-for-profit charities or community groups and FSC-member organisations.
- This award is for an FSC-member organisation, or not-for-profit group that have demonstrated excellence through an outstanding contribution to their community. This can be, for example, addressing industry social issues such as diversity and inclusion, financial capability or education initiatives, community or regional initiatives, retirement and savings adequacy or under-insurance. The initiative or programme must have been running for at least 12 months.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide an outline of the community initiative, programme or campaign. Include why it was created, the length of time the initiative has been running, targets or goals associated to the initiative and any third parties or partners involved. (Weighting: 25%)
2. How is success of the community initiative measured and how has the initiative impacted success measurements? Provide evidence of results from activities including positive impact on community. (Weighting: 50%)
3. Please supply a quote or supporting document from a participant/ participants that have benefitted from the programme or initiative. (Weighting: 5%)
4. Describe why winning this award is important to the organisation or group. (Weighting: 5%)
5. Evidence of words and actions aligned with the FSC vision of building the financial confidence of New Zealanders and the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 15%)

# EMERGING TRAILBLAZER AWARD

The Emerging Trailblazer Award recognises promising future leaders in the sector who have demonstrated outstanding commitment, achievement, and passion in the New Zealand financial services industry in the last 18 months.

## Criteria

- The nomination must be supported by the individual's manager.
- This award can be self-nominated or nominated by a third party.
- Open to employees of Financial Services Council member organisations only.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide a brief career synopsis. Include an overview of any formal qualifications and professional development in the last 3 years, the age at which you first joined the industry, what attracted you to it and outline the roles you have held. (Weighting: 10%)
2. Describe why you are passionate about working in the New Zealand financial services industry. (Weighting: 30%)
3. Provide an overview of what your top achievement in the 2022/23 financial year was and describe why. Include data or evidence to support this. (Weighting: 15%)
4. Provide evidence of your contribution to New Zealand's financial services industry. Examples may include: committee participation, writing industry papers, contribution to publications and speaking at conferences, in community groups or to schools. (Weighting: 5%)
5. Outline your career or industry and your plan to achieve your major milestones. (Weighting: 15%)
6. Describe why winning this award is important to you. (Weighting: 10%)
7. Evidence of tangible growth over the previous 12 months. For example: internal promotions, external feedback, leadership roles, etc. (Weighting: 10%)
8. Evidence of words and actions aligned with the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 5%)

# WORKPLACE SAVINGS AWARD

The Workplace Savings Award recognises excellence through an outstanding contribution to the New Zealand workplace savings community.

## Criteria

- The nominated individual or organisation must be a member of the Financial Services Council New Zealand.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide an overview of the contribution. (Weighting: 10%)
2. How did the contribution set out to improve the workplace savings community? (Weighting: 20%)
3. Show how the impact of the contribution has made a positive change to attitudes, behaviours or customer service. Include success measures and qualitative evidence. (Weighting: 65%)
4. Evidence of words and actions aligned with the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 5%)

# EXCELLENCE IN GOVERNANCE AWARD

This award recognises organisations or team that have gone above and beyond to practice and showcase the value of good governance in the Financial Services industry of New Zealand.

## Criteria

- The nominated individual or organisation must be a member of the Financial Services Council of New Zealand.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. List the organisation's values and demonstrate how the organisation have supported these through outstanding governance practices. (Weighting: 25%)
2. List the key achievements the organisation have made and demonstrate how good governance has driven these achievements for the organisation. (Weighting: 30%)
3. Give examples how good governance has been influenced to employees or stakeholders in the organisation. (Weighting: 30%)
4. Describe why winning this award is important to your organisation. (Weighting: 10%)
5. Evidence of words and actions aligned with the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 5%)

# TEAM OF THE YEAR AWARD

This award recognises a team that works inclusively and collaboratively to deliver success within their organisation and the wider New Zealand financial services industry.

## Criteria

- This award is open to any team operating in the financial services industry in New Zealand. This can be, for example, a Claims and Underwriting Team, Operational Teams, Marketing and Communication Teams.
- The nominated team must be a member of the Financial Services Council of New Zealand.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide an outline of the nominated team, including who they are and a description of the team's role within the organisation. (Weighting: 5%)
2. Demonstrate examples of how teamwork has led to the success and consistent high levels of customer care and service. (Weighting: 25%)
3. How does the team work towards the common goal of the company strategy, policies and performance? (Weighting: 15%)
4. How does the team deliver over and above expectations? Include targets met or achievements made. (Weighting: 10%)
5. How has the team contributed to making the life of New Zealanders better? (Weighting: 40%)
6. Evidence of words and actions aligned with the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 5%)

# EXCELLENCE IN WELLBEING AND INCLUSION AWARD

This award recognises an organisation that best promotes wellbeing, diversity and inclusion within their workforce.

## Criteria

- This award is open to providers, advisers and companies operating in the financial services industry in New Zealand.
- The nominated organisation must be a member of the Financial Services Council of New Zealand.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide an overview of the organisation's strategy and the innovative approaches or initiatives that showcase the wellbeing and inclusion of the organisation's workforce. (Weighting: 20%)
2. How is success of these initiatives measured and how have the initiatives impacted the success measurements? (Weighting: 10%)
3. How does the wellbeing and inclusion of staff enable business success? (Weighting: 20%)
4. How do the wellbeing and inclusion practices contribute to the organisation's talent development strategy? (Weighting: 20%)
5. What strategies are in place to manage and promote the recruitment and retention of a diverse workforce? (Weighting: 20%)
6. Evidence in words of actions aligned with the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 10%)

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## EXCELLENCE IN SUSTAINABILITY PRACTICES AWARD

The Excellence in Sustainability Practices Award celebrates an organisation that has demonstrated a forward-thinking approach in integrating sustainability through internal processes or financial services to consumers with the goal to decrease their global footprint or environmental impact.

### Criteria

- The judging panel are looking for organisations of any size that have implemented strategies, internal processes or through their services and/ or products to consumer with a goal to lower their environmental footprint. This could be through, for example, a recycling programme, subsidies, or offsetting carbon emissions through native reforestation projects.
- The nominated team must be a member of the Financial Services Council of New Zealand.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide an outline of the organisation's goals to decrease their global footprint or environmental impact. (Weighting: 10%)
2. Give examples of things that have been done to make the business more environmentally sustainable, and how do they contribute to these goals? These can include internal processes, or products/services to consumers. (Weighting 40%)
3. How is progress measured? (Weighting: 10%)
4. How does the workforce, consumers and stakeholder contribute to efforts of lowering the environmental impact, and how does the organisation ensure everyone is working towards the same goals? (Weighting: 10%)
5. List key achievements the organisation have made in the last 18 months and demonstrate how the implemented practices have driven these achievements for the organisation. (Weighting: 30%)

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## CHAIRMAN'S AWARD FOR SERVICE TO THE INDUSTRY

The Chairman's Award for Service to the Industry recognises an individual who has significantly contributed to the advancement, promotion and improvement of the financial services industry in New Zealand over the course of their career.

### Criteria

- Open to employees of Financial Services Council New Zealand member organisations.
- This award can be self-nominated or nominated by a third party.
- Nominations must be 1,750 words or less.
- Nominations must be submitted through the online form.

[Access online form here](#)

1. Provide a brief career synopsis (Weighting: 10%)
2. Provide examples of outstanding leadership displayed throughout your career, including major initiatives, improvements and successes in their business and the market. (Weighting: 30%)
3. Describe contributions to the development, advancement, promotion and improvement of the financial services industry. Examples may include: participation in committees, contribution to publications, white papers, conferences. (Weighting: 30%)
4. Describe the legacy have left through work in the industry. (Weighting: 25%)
5. Evidence of words and actions aligned with the FSC Code of Conduct ([www.fsc.org.nz/code-of-conduct](http://www.fsc.org.nz/code-of-conduct)). (Weighting: 5%)

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