

PLEASE READ THE NOTES BELOW BEFORE COMPLETING THE PARTICIPATION FORM

1. Please refer to the Entry Criteria at the back of the Participation Form to ensure that you fulfil the Entry Criteria to participate in the Awards before submission.
2. All Award Submissions must reach the Awards Secretariat by **Tuesday, 31 July 2018**.
3. Please send the completed Participation Form and supporting documents to:

AWARDS SECRETARIAT
Franchising and Licensing Association (Singapore)
 9 Jurong Town Hall Road
 #03-16, Trade Association Hub
 Singapore 609431

For more information, please contact the Awards Secretariat at:
 Tel: 6333 0292 / 3093
 Email: awards@flasingapore.org

SECTION 1: AWARD CATEGORIES

Please tick one – participation in an additional category should be submitted in a separate form

- | | |
|---|--|
| <input type="checkbox"/> Promising Franchisor of the Year | <input type="checkbox"/> Promising Licensor of the Year |
| <input type="checkbox"/> Franchisor of the Year | <input type="checkbox"/> Licensor of the Year |
| <input type="checkbox"/> International Franchisor of the Year | <input type="checkbox"/> Franchisee of the Year |
| <input type="checkbox"/> Established Franchisor Award | <input type="checkbox"/> Franchise Community Involvement Award |
| <input type="checkbox"/> Franchise Executive of the Year | <input type="checkbox"/> Customer Service Excellence Award |

SECTION 2: FRANCHISE/LICENSE INFORMATION

Please ensure accurate spelling of the Franchise/License name as these will be used in all publicity materials.

Name of Franchise/ License _____

Start of Franchise/ License System _____ (dd/mm/yy)

Presence in Overseas Markets: Y / N

Please specify _____

Please specify any certificates
 or awards attained (if any) _____

Please specify any
 trademarks, patents or
 licenses attained (if any) _____

Outlet information (if applicable)	Self-owned	Franchised/ Licensed
Total no. of outlets in Singapore		
Total no. of outlets overseas*		

*The outlets must be reporting back to Singapore office

SECTION 3: CORPORATE INFORMATION

Please ensure accurate spelling of the Organisation name as these will be used in all publicity materials.

Name of Organisation	_____	
Address	_____	
	Postal Code	_____
Tel	Fax	_____
Year of Incorporation	Country of Incorporation	_____
Business Registration No	Website	_____
Type of Industry	No. of Employees	_____
Nature of Business	_____	

SECTION 4: INFORMATION OF THE MANAGEMENT TEAM

Please ensure accurate spelling of the names as these will be used in all publicity materials.

CEO or Equivalent

Salutation	Dr / Mr / Ms / Mrs / Mdm / Others	_____
Name	_____	Designation _____
DID	_____	Mobile _____
Email Address	_____	

Team Member (Main Contact)

Salutation	Dr / Mr / Ms / Mrs / Mdm / Others	_____
Name	_____	Designation _____
DID	_____	Mobile _____
Email Address	_____	

Team Member (2nd Contact)

Salutation	Dr / Mr / Ms / Mrs / Mdm / Others	_____
Name	_____	Designation _____
DID	_____	Mobile _____
Email Address	_____	

*SECTION 5: DETAILS OF *ORGANISATION / GROUP'S FINANCIALS (FINANCIAL YEAR ENDED _____ (Date/Month)) (Please delete accordingly)

	FY2015	FY2016	FY2017
Revenue <i>(Gross income – shown on the first line of the financial statements)</i>			
Profits after Tax <i>(Profits after the payment of income tax – measures expenses deductions from revenue including interest expenses, operating expenses and payment of tax)</i>			

*Not required for Franchise Executive of the Year and Customer Service Excellence Award Categories

SECTION 6: SUBMISSION CHECKLIST

Please ensure all documents listed below are included in the Award Submission.

1. In Print (Hard Copy)

- I. A completed and signed copy of the FLA Awards Participation Form
- II. BizFile Form[#]
- III. Five (5) copies of the Award Proposal*, in accordance to the Judging Guidelines, in A4 size
- IV. A brief write-up of the Organisation and Franchise/License in **no more than 200 words****, which should include the Organisation history, nature of business, background of Franchise/License and the products and/or services provided[^]
- V. One (1) copy of Year 2015 – 2017 Audited Financial Statements (Full set of Accounts – Original copies or Auditor Certified True Copies). If the financial statements for Year 2017 has yet to be audited, please submit the most recent management accounts⁺
- VI. One (1) copy of the Franchise/License Agreement, Operations Manual and listing of outlets (if any), and other supporting materials⁺

2. In USB drive/CD-ROM (Softcopy)

- I. Award Proposal*, in accordance to the Judging Guidelines, in Microsoft Word format
- II. Brief write-up of the Organisation and Franchise in **no more than 200 words****, in Microsoft Word format[^]
- III. The Organisation and/or Brand logo to be used on publicity materials in the following formats:
 - a. JPEG, min. 1200 x 1500 pixels, full colour, high resolution, 300 dpi
 - b. EPS/AI format, full colour
- IV. Photos/images showcasing the products and/or services of the Organisation and Franchise/License** (min. 5 pictures, JPEG, high resolution, 300dpi)
- V. Photos of the Individual/Outlet to be used on publicity materials (min. 2 pictures, JPEG, high resolution, 300 dpi)⁺⁺

[#]Not required for International Franchisor of the Year, Franchise Executive of the Year & Established Franchisor Award Categories

^{*}Award Proposal template will be provided by FLA; Established Franchisor Award & Customer Service Excellence Award participants will not be required to submit this

^{**}Note that these will be adopted and used in the Awards marketing collaterals if the Participant emerges as one of the Winners

[^]

Franchisee of the Year Award Category	Provide a brief write-up of the Franchising journey and description of achievement as a Franchisee
Franchise Executive of the Year Award Category	Provide a brief write-up of the journey as a Franchise Executive and the achievements attained thus far
Customer Service Excellence Award Category	Provide at least 5 customer testimonials or supporting documents from internal customer feedback results on the exceptional customer service provided by the participating outlet

⁺Not required for Franchise Executive of the Year and Customer Service Excellence Award Categories

⁺⁺For Franchise Executive of the Year and Customer Service Excellence Award Categories only

SECTION 7: DECLARATION

To be completed by the CEO or equivalent

I declare that all information provided is true and complete to the best of my knowledge. I understand that the information provided in relation to this participation will be used by FLA (Singapore) and the Judging Panel as part of the judging process.

I further authorise the use and public release, in connection with the FLA Awards, of my name, my Organisation's name, non-financial information, photographs, video and audio recordings from any source. I agree that no compensation shall be due to me or my Organisation for such usage.

I also acknowledge that a penalty fee of **SG\$1,000** will be imposed for withdrawal once this Form has been received by the Awards Secretariat. I am aware that if I am selected as an Award Winner, I will be required to take up the Award Package of the respective Award Category I participated in and will be entitled to all benefits stated in the Participation Brochure under Award Package. I am also aware that once I have been notified of my win, the fee is chargeable even if I decide to withdraw from the Awards.

Name of Signatory

Signature

Designation

NRIC / Passport Number

Organisation Stamp & Date

ENTRY CRITERIA

To qualify for entry into the FLA Awards 2018, the participating Organisation or Individual (called the 'Participant' henceforth) must fulfil the following criteria:

1. The Participant must be a FLA member.
For non-FLA members who wish to participate in the Awards, a participation fee of **S\$500** or **S\$1,000** (depending on the eligibility for the respective FLA membership categories) will be required[^].

[^]Not applicable to Franchise Executive of the Year and Customer Service Excellence Award Categories

2. The Participant must meet the entry criteria for the respective Award Category:

I. FRANCHISOR CATEGORY (S\$7,000)

The Participant must have:

- Incorporated and registered the organisation in Singapore/home country*
- Engaged in franchising as a:
 - i. Franchisor with **at least 1** franchisee or
 - ii. Master Franchisee that has appointed **at least 1** franchisee

a. PROMISING FRANCHISOR OF THE YEAR

- Possess a track record of **not more than 3** years in franchising

b. FRANCHISOR OF THE YEAR

- Possess a track record of **at least 3** years in franchising

c. INTERNATIONAL FRANCHISOR OF THE YEAR

- Possess a track record of **at least 3** years in franchising
- Have a presence in **at least 3** foreign markets
- Have direct or indirect presence in Singapore

**Applies only to the International Franchisor of the Year Award*

II. LICENSOR CATEGORY (S\$7,000)

The Participant must have:

- Incorporated and registered the organisation in Singapore
- Engaged in licensing as a:
 - i. Licensor with **at least 1** licensee or
 - ii. Master Licensee that has appointed **at least 1** licensee

a. PROMISING LICENSOR OF THE YEAR

- Possess a track record of **not more than 3** years in licensing

b. LICENSOR OF THE YEAR

- Possess a track record of **at least 3** years in licensing

III. FRANCHISEE OF THE YEAR (S\$5,000)

The Participant must have:

- Incorporated and registered the organisation in Singapore
- Engage in franchising as Franchisee with **at least 1** outlet
- Have **at least 1** year of franchise experience

IV. ESTABLISHED FRANCHISOR AWARD (S\$7,000)

The Participant must have:

- Incorporated and registered the organisation or based its headquarter in its home country
- Engaged in franchising as Franchisor or Master Franchisee with at least **2** markets
- More than **15** years of franchising experience
- Not less than **30** operating outlets (self-owned & franchised) globally at the time of application
- An established franchise model by proof of franchise contract, manual and related documents

V. FRANCHISE COMMUNITY INVOLVEMENT AWARD (S\$5,000)

The Participant must have:

- Incorporated and registered the organisation or based its headquarter in Singapore
- Engaged in franchising as Franchisor with at least **1** franchisee or Master Franchisee with at least **1** sub-franchisee
- Contributed to the community in one way or another over the past **12** months

VI. FRANCHISE EXECUTIVE OF THE YEAR (S\$1,000)

The Participant must:

- Be an employee of an organisation incorporated and registered in Singapore
- Be involved in the franchise operations of the organisation
- Produce a summary of achievement and initiatives implemented during his/her employment with the organisation

VII. CUSTOMER SERVICE EXCELLENCE AWARD (S\$1,000)

The Participant must have:

- Incorporated and registered the company in Singapore
- At least **5** customer testimonials or supporting documents of its internal customer feedback results on the exceptional customer service provided by the outlet.

3. The Participant must not be in receivership.

4. Award Proposals must be submitted in accordance to the Judging Criteria for the respective Award Categories.

The final eligibility of the Participant will be subject to the discretion and approval of the FLA Awards 2018 Committee.