

2020
*Awards
OF
Excellence*



**STATE & NATIONAL AWARD JUDGING
PROCESS, CRITERIA & SCORING**

RETAILER VERSION

INTRODUCTION

Welcome to the 20th Year of IGA AOE - Awards of Excellence!

The IGA AOE - Awards of Excellence aim to recognise and reward stores for outstanding performance and commitment to the independent sector.

Process Outline:

Stores are nominated and then judged at state level. All stores nominated for an award must meet "Overall Award Criteria" (listed below)

OVERALL AWARD CRITERIA

ELIGIBILITY TO PARTICIPATE

For a store to be eligible to participate in the 2020 Awards of Excellence, the following criteria must be met:

1. Does the store being nominated for this award have a current signed Alliance Agreement.
 - a. Yes – They are trading under rules of the alliance (Franchise Agreement)
 - b. No – The store is not eligible to participate in the IGA Awards of Excellence.
2. The nominated store has been trading under the Supa IGA / IGA / IGA X-Press brand for the entire required trading period (being for the **12-month period from – 1st November 2018 to 31st October 2019**).
3. Only stores that have achieved **SILVER STATUS** or above in the Operational Excellence Program (OEP) will be accepted as a nominee. Status must be achieved in the **12-month period from – 1st November 2018 to 31st October 2019**.
4. Should the store's banner change in the nominated judging period (**12-month period from – 1st November 2018 to 31st October 2019**), then the store must be judged under the banner it was trading as for the largest part of this period. However, any store that has a full line store offer and runs a SUPA promotional program will be judged as a SUPA store in the judging process (even if they are branded IGA).

Awards Categories:

The awards categories and the store formats will be referred to throughout the document as one of the following;

- Channel 1, SUPA IGA, Large Store Format,
- Channel 2, IGA, Medium Store Format,
- Channel 3, IGA Xpress, Small Store Format

SCORING STRUCTURE FOR AWARDS

Stores will be judged on the following:

Sales Performance (Excluding Tobacco & Liquor) (State & National)

Scan Sales Information for all nominated awards. If the store chooses **Not** to provide sales information, they will not be eligible for an award. Area managers will be asking for this information from Nominated Stores.

Operational Excellence Program (OEP) Score (State & National)

Scores will be sourced from the Operational Excellence Program (OEP) platform and will make up relevant department or total store scoring.

Open Text (Provide reason why store been nominated)

How is this store putting the Heart & Soul back into grocery shopping, delivering our IGA Purpose & making them the "Best Store in Town", through using our 3 ingredients:

- Individual Character
- Service with Soul
- Heart of the Community

Metcash Member Store Visits (National Awards ONLY)

Metcash Member will visit stores nominated for an award in the National IGA Awards of Excellence.

They will judge the following areas;

- External Store Appearance
- Internal Store Appearance
- Brand Representation
- Merchandise Execution & Standards
- Team Engagement

Scoring is based on a mixture of weighted questions to provide an overall result out of 100%.

Mystery Shopper (National Awards ONLY)

An Independent Mystery Shopper will visit the nominated stores and complete a scorecard from a customer perspective.

The Independent Mystery Shopper will cover questions from a shopper's point of view, where they will look on the following areas;

- External Store Appearance
- Internal Store Appearance
- Welcome/Team Engagement
- Merchandise Execution & Standards
- Store Departure/Farewell

Scoring is based on a mixture of weighted questions to provide an overall result out of 100%.

Rising Star Awards

This award is to be offered at state level, with the winners becoming the nominees at national level.

May be awarded to a store manager or any store team member (non-owning).

Questions have been provided in the judging criteria that can be completed by the nominee, direct manager, store manager or Metcash state representative; the more detail that is provided the better.

Once the state judging has been completed and Rising Star awarded, a National Metcash representative will contact the winner, with a series of questions that will be required to be submitted in via video format and will form the basis for National judging along with the information provide from state judging.

NOTE: This process may include a one-on-one interview.

Tasmanian IGA Stores

General Information

The Tasmanian stores that have been nominated must achieve the silver status in the OEP Program and will be subject to the same checks done to the mainland IGA Stores

These awards will only be judged and awarded if suitable candidates are nominated through consultation with the Area Managers.

The process of checking stores will take place in accordance with the guidelines given to TIR, which are identical to the mainland guidelines.

Store and department sales are required and the Area managers will be around to ask for this information once the stores have been deemed eligible to continue in the process.

Award Categories for Tasmania.

- Channel 1, SUPA IGA, Large Store Format,
- Channel 2, IGA, Medium Store Format,
- Channel 3, IGA Xpress, Small Store Format

ELIGIBLE STATE & NATIONAL RETAILER AWARDS

The following Retailer awards are available at each level:

Retailer Awards			
No	Retail Award Name	State	National
1	SUPA IGA/ Foodland IGA Delicatessen Department of the Year Award	✓	✓
2	IGA Delicatessen Department of the Year Award	✓	✓
3	SUPA IGA/ Foodland IGA Meat Department of the Year Award	✓	✓
4	IGA Meat Department of the Year Award	✓	✓
5	SUPA IGA/ Foodland IGA Bakery Department of the Year Award	✓	✓
6	IGA Bakery Department of the Year Award		✓
7	SUPA IGA/ Foodland IGA Fresh Produce Department of the Year Award	✓	✓
8	IGA Fresh Produce Department of the Year Award	✓	✓
9	SUPA IGA/ Foodland IGA Grocery & GM Department of the Year Award	✓	✓
10	IGA Grocery & GM Department of the Year Award	✓	✓
11	SUPA IGA/ Foodland IGA Dairy - Freezer Department of the Year Award	✓	✓
12	IGA Dairy - Freezer Department of the Year Award	✓	✓
14	Retail Transformation & Innovation Award	✓	✓
15	IGA Xpress Store Fresh Award	✓	✓
17	Community Award *	✓	✓
18	Rising Star *	✓	✓
19	IGA Xpress Store of the Year ♦	✓	✓
20	IGA Store of the Year ♦	✓	✓
21	SUPA IGA/Foodland IGA Store of the Year ♦	✓	✓
22	National Retailer of the Year ♦		✓
23	Dr Thomas S Haggai IGA Hall of Fame ♦		✓

* Community Award - awarded, pending suitable candidate Nominated

* Rising Star - awarded, pending suitable candidate Nominated

IGA Bakery department will not be judged in 2020.