



Application Form

FAIR TRADING AWARD

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The Hertfordshire
BUSINESS
independent

ARCHANT } HERTS & CAMBS

Category: **Fair Trading Award**

Hertfordshire County Council works with local organisations and central government to deliver a range of local services to over a million people, who live, work and travel in Hertfordshire.

Among those services is Trading Standards, which safeguards the interests of consumers and the county's business community of over 30,000 firms including the national and international headquarters of many companies.

Hertfordshire County Council was the first local authority to launch the TrustMark good trader scheme, which supplies consumers with a list of reliable, honest traders who have been fully checked for issues such as competence and quality of work, qualifications, insurances and financial probity.

What the judges need to know

Question 1-3 **About you and your business**

Question 4 **Compliance with legislation**

How does your business ensure compliance with the wide range of Consumer Protection legislation that exists?

Question 5 **Customer Service**

A user-friendly complaints procedure that deals effectively and fairly with consumers

Question 6 **Staff Development**

What training/development do staff receive in order to ensure legal compliance and that customer service is maintained

Question 7 **Membership of other organisations**

Does your business belong to any organisation which offers enhanced customer service such as codes of practice and conciliation or arbitration (e.g. Trustmark, Glass and Glazing Federation, The Furniture Ombudsman)?

Please Note

Supporting marketing material is welcome.

1 About your business

Business Name	
Type of Business	
Business Address	
Postcode	
Contact for these Awards	
Telephone	
Email	
Website	

What is the trading style of this business? (Please indicate with an 'x' where applicable)

Sole Trader
 Partnership
 Private Limited Company
 Public Limited Company

Other (please specify)

From where do you run your business? (Please indicate with an 'x' where applicable)

Home
 Premises

Other (please specify)

How many people are employed in your business including the business owners?

Full Time
 Part Time
 Temporary

Other (please specify)

In which month and year did you start your business?

Month

Year

Annual turnover in 2011

Projected annual turnover in 2012

Are you currently a member of any of the following business organisations (tick all that apply)?

FSB
 Chamber of Commerce
 IOD
 BNI

Other (please specify)

Signed (Business Owner)	
Date	
Name (CAPITALS)	
Business Name	

Please return this signed form by **4th May** 2012 with any supporting material to: -

Damian Cummins
 FSB Hertfordshire Business Awards
Events and PR
 15 Deanshanger Road
 Wicken
 MK19 6BS

e-mail: damian@eventsandpr.co.uk

Terms and Conditions

- 1 The competition is open to **ALL** businesses based in Hertfordshire that commenced after January 2009; you do not have to be a member of the FSB to enter
- 2 For the purpose of these awards a small business is a sole trader or up to 200 employees
- 3 Sponsors cannot enter the category they sponsor
- 4 The comments made on your application form and any supporting evidence should be accurate to the best of your knowledge
- 5 The Judges' panel will be made up of representatives from each of the sponsors
- 6 Each entry will be seen by at least 4 judges
- 7 The Judges' decision is final
- 8 The Judges reserve the right to enter your application into another category
- 9 By entering these awards you agree to our business partners and sponsors having access to your contact details
- 10 Entrants must be available for consultation with the judges should the need arise
- 11 By entering the awards you agree to participate in publicity for the awards including the use of any images taken
- 12 Supporting marketing material and evidence is welcome**
- 13 Should a category not receive sufficient entries, it will be withdrawn from the awards ceremony
- 14 You may enter up to three categories. Each entry must be submitted on a separate entry form
- 15 If you are chosen as a finalist you will be required to attend the Grand Final on Thursday 21st June 2012 at the Shendish Manor Hotel, London Road, Hertfordshire HP3 0AA.

Please note

Any financial information provided will be treated in the strictest confidence and will not be disclosed to anyone other than the panel of judges and its advisors.