



2024 CHANGE MAKER AWARDS OPERATOR AWARDS AND CRITERIA

2024 Operator Award Categories

1. Small Operator of the Year
2. Medium Operator of the Year
3. Large Operator of the Year
4. Refund Point Employee of the Year

Awards 1 – 4 | Refund Point Awards

Small, Medium and Large Operator of the Year Awards

COEX will award one small, one medium and one large sized business as 'Operator of the Year'. We will use collection volumes to determine the size of all operators and allocate them to the appropriate category. **If your organisation has multiple sites, please ensure you are specifying a particular site or your business as a whole.*

COEX's vision is that no container goes to waste. As we work to achieve this vision, we do so valuing safety, our people and increasing the flow of environmental, social and economic benefits of Containers for Change to Queenslanders. Our Operators play an important part in the achievement of this goal and we want to reward and recognise those who share our vision and values as they deliver Containers for Change across the state.

The following criteria will be used to assess operators who are submitting an entry in the 2024 Change Maker Awards Operator of the Year category.

- **Introduction** (100 words max)

Provide the history of your involvement with Containers for Change, details of your refund point/s, locations you service etc.

- **Safety** (pass/fail)

Scores from your most recent safety audits will be used to assess this section. Sites that receive a high-risk rating in the audits and have outstanding safety compliance actions to close out will be excluded from entry.

- **Business growth and alignment to COEX vision** (10 points; 100 words minimum)

How are you working to achieve our vision that "No container goes to Waste"?

Explain how you have grown your business year on year including your approach to business development and how you partner with stakeholders to increase your volumes.

Have you introduced any technologies or innovations to improve the performance of your refund point?

Tell us about any awards or recognition your business has accomplished. This may include financial achievements, community awards, media coverage etc.

- **Customer and community** (10 points; 100 words minimum)

Tell us about your service offering to customers including initiatives that have improved the experience of your customers and increased accessibility to container recycling in your community. Include how you have used the Containers for Change brand to grow awareness and enhance your interactions with customers.

How has your business delivered any or all of the following benefits to your local community?

How has your business delivered any or all of the following benefits to your local community?

- Environmental (e.g. support for other environmental outcomes in addition to container recycling)
- Social (e.g. jobs provided, sponsorships, support for community events, supporting access to First Nations communities)
- Economic – (e.g. growth in refunds paid out to customers, charities and community groups)

- **Education and engagement** (10 points; 100 words minimum)

How have you leveraged Containers for Change branded assets in your business operations?

How are you educating the next generation of change makers?

How are you helping share our story of circularity i.e. what happens to containers when they're returned through Containers for Change?

- **People** (10 points; 100 words minimum)

Tell us how you have invested in and engaged team members at your refund point?

Describe the initiatives you have in place for team member engagement, retention and people development. Include training and professional development opportunities.

- **Supporting documentation**

Entrants must upload at least one high-res JPEG photograph of the Refund Point. Other documentation to support your application may also be uploaded.

Photos may include:

- Use of the Containers for Change brand at your sites,
- Team members
- Customers returning their containers
- Technology or equipment used
- Charity or business partners
- Marketing materials

Please ensure photographs are high-res JPEG files and that permission has been granted for their use by any individuals featured.

Refund Point Employee of the Year

Tell us in 250 words or less how the nominated employee has contributed to the success of their business and Containers for Change.

You may like to consider the following in your response:

- Has the employee suggested new ways to improve your services or operations?
- Have they had a significant positive impact on customers or the rest of your team?
- How has the employee gone above and beyond for your business?
- Has the employee overcome any barriers to employment or education that should be considered?
- The Refund Point Employee must be over 18 years of age

Entrants must upload at least one high-res JPEG photograph of the Refund Point Employee. Other documentation to support your application may also be uploaded with your entry including media clippings, references, awards or certificates awarded to the employee etc.