

## 5<sup>th</sup> Edition of CCIFG AWARDS

### RULES OF NOMINATION

Call for Nominations for Projects, Activities and Services in the 2023-2024 Calendar Year

#### A. THE AWARDS

- Product/ Service of the year
- Innovation Excellence Award
- Community Impact Award
- Customer Service Excellence Award
- CCIFG Company of the Year

#### B. GENERAL REQUIREMENTS

- All nominated businesses must be registered in Ghana.
- All businesses nominated must be members of CCIFG and be a **member in good standing**.
- Nominated member companies should have renewed their membership status with the CCIFG.
- Businesses may be nominated for and accept the nominations for multiple awards, however, may only win one award.
- Nominations may be made by owners or employees of the business or by other companies.
- Nominations open on **Friday, April 5th, 2024**.
- Nominations close on **Friday, May 10th, 2024**.
- All businesses must meet the award criteria, rules and regulations & are subject to review by the Jury and CCIFG. All decisions are final.

#### C. AWARD DESCRIPTIONS

##### *Product/Service of the year*

***Companies that have developed or continue to develop a notable innovative and successful product or service in Ghana in 2022 and/or 2023***

- This category can be awarded for a range of consumer-based products and services across sectors executed and sustained in 2022/23.
- Superior product labeling/packaging as well as finishing if applicable will be considered for physical products.
- Product/service competitiveness on the local market must have been demonstrated in 2022/23.
- Companies with product standard certification are eligible to be nominated for this category.

##### *Innovation Excellence Award*

***Companies that have developed or continue to develop a notable innovative and successful digital service/innovation in Ghana***

- A digital project that contributes to community development, supports digital skills enhancement, employment, and entrepreneurship.

CCIFG - Chamber of Commerce and Industry France Ghana

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- An innovative project which has a unique feature differentiating it from other comparable projects.
- Demonstrated impact on users, number of users, and impact on organisations of a project.
- Possibility of the project to be potentially implemented by other member organisations for their own benefit.

### **Community Impact Award**

***Companies that have demonstrated commitment to a process to integrate social, environmental, ethical human rights and consumer concerns into their business operations and core strategy.***

- A company that has successfully implemented a major project or programme in areas such as Energy Efficiency, Waste Reduction, or Water Conservation among others.
- A company that has successfully implemented a community project resulting in positive change such as poverty alienation, better education, business growth or community engagement.
- A company that has integrated environmental performance into its sustainable development strategy and has delivered proven business benefits.
- Monetary donations to various CSR projects in the country in areas such as health institutions or the physically challenged among others.

### **Customer Service Excellence Award**

***Companies that have achieved outstanding results through key initiatives that demonstrate leadership and commitment to excellence in customer service.***

- A company that represents leadership excellence in customer service and positively impacts its stakeholders.
- A company that goes above and beyond expectations with respect and conscientiousness
- A company that demonstrates timeliness when responding to clients and solves problems with confidence and tact.
- A company that has achieved valuable recognition for their achievements in customer experience

### **CCIFG Company of the year**

***Companies that have shown excellence and outstanding achievements in all aspects of their organization in 2023 and/or 2024***

- Meets criteria in all four award categories.
- Outstanding dedication to customer service
- Outstanding business accomplishments
- Active involvement in CCIFG activities

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### D. SUBMISSIONS

- Submissions for awards nominations will only be accepted by filling the form. The form can be downloaded → [here](#).  
Completed form can be submitted by emailing filled form to [events@ccifranceghana.com](mailto:events@ccifranceghana.com)
- To nominate, provide the name of the company, the category and the MD/business owner's contact & email.
- Nominations will be deemed ineligible if nominated company does not meet the general requirements.
- Companies who are not members of CCIFG and would want the opportunity to be nominated must have paid annual CCIFG membership.

### E. ACCEPTANCE CRITERIA

- All businesses are provided the opportunity to accept their vetted nominations.
- Acceptances will be emailed to heads of companies and business owners as they were supplied via the nomination forms.
- CCIFG holds no responsibility for incorrect emails submitted via the nomination form.
- CCIFG cannot change or edit nominations once they have been submitted.
- Once nominations close on Friday, May 12th, 2023, all nominations are submitted to vetting as-is. There will be no exceptions for late acceptances.

### F. JURY

- The Jury shall be composed of a panel of individuals from diverse sectors in the Ghanaian Business community and a representative of the French government.
- Names of members of the jury will not be disclosed to ensure none are approached to influence their choices.

### G. AWARD CEREMONY

- The Annual Awards Ceremony will be held on **May 30th 2024** during the 6<sup>th</sup> Edition of the CCIFG Gala and 5<sup>th</sup> Edition of the CCIFG Awards at which time all awards will be presented.

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