

best practices

INDUSTRY AWARDS

Institute of Retirement Funds Africa



A trusted and established awards programme

A seamless entry and judging process

for leading-edge Retirement Funds and Service Providers

Your Guide to Preparing a Winning Entry

It is time again to showcase your achievements and obtain valuable feedback from industry and subject-matter experts and thought leaders. 2021 is the year to test your strategy and programmes against acknowledged best practices and be recognized in the industry and by your peers.

IRFA's Best Practices Industry Awards programme has evolved considerably since starting out as an incentive for recognizing Fund communication practices 33 years ago. It now is expanded to include 6 areas of excellence as well as an award for entrants who meet the criteria in all categories. The programme ranks against local and international benchmarks and is endorsed and supported by the retirement sector in South Africa as well as north of our borders. Our aim in presenting the programme has always remained consistent - to surface and share industry best practices for the benefit of members of retirement funds, trustees and management boards. The programme is underpinned by benchmarking and research, which determines awards categories, judging processes and criteria.

This guide has been put together, not just to encourage your entry, but to take you through the entry process as you contribute to the body of knowledge and share excellence.

Areas of excellence which you can enter in 2021

Best practice certificates will be awarded for entrants meeting the judging criteria in the following categories:

- Governance
- Transformation
- Stakeholder Engagement and Education
- Investment Practices
- Trustee Development
- Financial Management and Reporting
- **The Gold Standard, the ultimate accolade**

In addition to recognising Best Practices in the six categories mentioned above, there is an overall Gold Standard Trophy for entries which display best practices across all areas.

Funds who believe they meet the criteria for all six of the above areas of excellence may submit an entry for a Gold Standard Award.

What you will receive if you submit a winning entry

- Best Practice **certificates** will be awarded in EACH of the 6 areas of excellence for scores of 75% and above.
- Best Practice Gold Standard **trophies** will be awarded for scores of 75% and above for Funds who comply with Best Practices in ALL of the above categories.
- Finally, and at the judge's discretion, **merit certificates** will be issued for particular achievement in implementing one or more practices which are innovative and leading edge.

How do you submit your entry?

As in prior years, all entrants should submit their entries online, using an internationally recognised online awards platform.

This platform allows electronic submission of your required Work Plan as well as supporting video's, links and PDF material. The online platform allows you to change and edit your entry as you compile your information and is very user-friendly. It also contains detailed instructions on how to compile your Work Plan and submission.

The URL for entry submission is:

<https://irfa.awardsplatform.com/>

What do you need to submit?

As an entrant you are required to submit both a Work Plan and a Work Sample (supporting evidence of the strategy or programme entered.)

The Work Plan will constitute 50% of the overall score with the Work Sample constituting the remaining 50%.

Your online entry form will require the following detail:

SECTION ONE: THE ENTRY FORM

- **Entrant's Name**

- This should be the project leader or person who was responsible for the majority of the development, management and execution of the entry. Please note: This person will be the contact person for the IRFA regarding this submission. If this is a winning entry, the entrant will have the opportunity to verify which names should appear on the award. If more than one name is included, a detailed description of the role of each person must be included.
- **In addition we require that each entry be accompanied by a letter acknowledging the entry by the Principal Officer of the fund.**

- **Organization**

The name of the organisation the entrant represented while the project was implemented. If a consultant is submitting the entry, a signature from the client organisation is required to indicate permission to enter:

- **Category**

Please indicate which area of excellence and/or Gold Standard category you are entering

- Governance
- Transformation

- Stakeholder Engagement and Education
- Investment Practices
- Trustee Development
- Financial Management and Reporting

AND/OR

- The Gold Standard Award

- **Title of Entry:**

Please indicate an appropriate title for your entry

- **Time Period of Project:**

Month and year the project was initiated and month and year in which it was completed and evaluated.

SECTION TWO: HOW DO YOU SUBMIT YOUR ENTRY?

Please go to the following link and follow the detailed instructions. Should you have any queries please contact Khuliso Ratshili on 011- 450-1670.

<https://irfa.awardsplatform.com/>

SECTION THREE: THE WORK PLAN (PLEASE LIMIT TO FOUR PAGES)

Please include a Work Plan with your entry. This Work Plan should be no more than 4 pages long and contain the following:

- **Business Need/Opportunity:**

What need or opportunity did the entry address? How did it affect the organization and its stakeholders?

- **Stakeholders:**

Who are the stakeholders in the strategy/project/programme? Provide demographics and psychographics if relevant. Consider the environment and the impact it could have on your stakeholders.

- **Goals and Objectives:**

In responding to the need described above, what goals and objectives were articulated and how did they relate to the business objectives or strategies?

- **Solution Overview:**

The solution should demonstrate thought process, imagination and approach to problem solving. How effective was the strategy/project/programme in meeting the stated objectives?

- **Implementation and Challenges:**

What challenges were faced? The entrant should describe how the strategy/project/programme was rolled out/implemented (including budget, time, technical equipment and other resources).

- **Measurement/Evaluation:**

How were results measured? Every result should be linked to one or more objectives. Measurements should be quantifiable and linked back to the objectives.

SECTION FOUR: THE WORK SAMPLE

The work sample supports the work plan by providing evidence of the strategy, approach and results. All items you select in your work sample must be submitted online.

The work sample includes the supporting materials illustrating your strategy or campaign/project. It must include the actual materials identified in the work plan. Your work sample should represent the scope of your work. Be selective with your sample. Does your work sample portray the solution described in the work plan? Pick examples that best represent your entry rather than sending every item.

Electronic and interactive work samples should be able to be viewed on Windows or Macintosh equipment and/or software. For website, provide the URL or IP address of the site in your entry. For intranets or “limited, secured access” sites, provide instructions on how to register for the site, along with an account name and/or password.

WHAT CAN DISQUALIFY YOUR ENTRY?

- **Instructions outlined are not followed accurately**
- **Entry deadline is missed**
- **Entry is incomplete or inaccurate**
- **Work Plan is not clear or does not follow the sub-headings in the submission guidelines**
- **Work Plan or Work Sample missing or incomplete**
- **Entry has been submitted in the wrong category**
- **The work submitted is not your own**
- **No acknowledgement of entry from the Principal Officer of your Fund included in the Work Sample**

Closing date for entries: 8th February, 2021

Email or telephonic enquiries:

- Khuliso Ratshili
- Tel: 011 450 1670 or khuliso@irf.org.za
- Fax to Mail: 086 765 0171