



# The Sixth Annual HROA Awards Gala

## Awards Process & Criteria

### Overall Objectives

The HROA Awards Gala is the highlight of the year and an aspiration for those in the HRO industry. At the Gala, the HROA draws together the best in the industry to celebrate, have fun, and honor each other in an environment that brings repute to the HROA, its members, and its mission.

Each year the HROA selects a theme and the awards criteria revolve around that theme. This year's theme is "Be Energized," honoring individuals and organizations who have exhibited a commitment to helping energize the HRO industry. All nominations are required to exhibit how the awards nominees have exhibited energizing characteristics and practices within the awards year.

### Awards Process

#### Awards Committee

The HROA convenes an Awards Committee to manage a transparent and unbiased process. The Committee is responsible for reviewing and approving the criteria for each award prior to its publication and for qualifying all nominees. This involves verifying the completeness of all nominations (e.g., testimonials, logos, photos) and the eligibility of all nominees (e.g., do they meet the award criteria?).

#### Eligibility

Nominations are open to all new contracts, relationships, and/or projects with start dates in 2009 as well as any existing contracts, relationships, and/or projects with start dates prior to 2009. Therefore, for the awards presented in October 2010, the award year would be January 1 to December 31, 2009.

#### Nominations & Voting

Once the awards categories are approved by the Awards Committee, they are posted to the HROA website and the nomination process is kicked-off with a communication to all HROA members. Anyone may submit a nomination for consideration. Nominations should be sure to include the following:

- A written nomination using the form provided by the HROA (available on [www.hroa.org](http://www.hroa.org)) with two to three sentences addressing each criterion;
- A high resolution picture (for individual nominees); and
- The nominee's company logo.

Nominations should emphasize excellence in service delivery and innovation in alignment with the award year theme (Be Energized).

Nominations are open for approximately four weeks and upon close of the nominations process, all nominations are reviewed by the Awards Committee to ensure at least two qualifying nominees exist in each category.

Once nominations are approved by the Awards Committee, the nominations are published on the HROA website. Final award winners are selected by an open vote of HRO buyers with membership in the HROA. The voting process is open for approximately three weeks.

## Awards Timeline

Following is the timeline for the 2010 awards:

- May 10: Approval by the HROA Executive Committee
- May 17: Communicate process and criteria to the HROA Global Board of Trustees
- May 22: Publish and begin promotion of the Awards

HROA Trustee and North America Chapter Awards:

- July 1 – August 31: Nominations open
- September 1 – 10: Awards taskforce review award nominees
- September 13 – 24: Buyer voting
- October 1: Winner details submitted for awards processing
- October 20: Awards presented at HROA Awards Gala (see next section for details)
- December 7: RPO awards presented at RPO Summit (see next section for details)

European Chapter Awards:

- July 1 – September 27: European Chapter nominations open
- September 28 – October 6: Awards taskforce review award nominees
- October 7 – 20: Buyer voting
- October 21: Winner details submitted for awards processing
- November 17: Awards presented at HRO Summit Europe

## HROA Awards Gala

The HROA is comprised of three regional chapters: North America, Europe, and Asia/Pacific. Each year, the HROA will announce regional chapter award winners at each of the respective regional HRO Summits. The HROA also holds an annual HROA Awards Gala at which the HROA Trustee Awards will be announced. The HROA Trustee Awards recognize those individuals and organizations that have made significant contributions to the HRO industry on a broader scale.

## HROA Trustee Award Categories & Criteria

Thought Leader of the Year

Open to any individual who has demonstrated substantive intellectual rigor and creative insight that has directly contributed to the advancement of the practice of HR transformation and/or HRO within the award year. Please specify:

- At least three major contributions the nominee has made and the specific impacts they had on the practice or state of HR transformation and/or the HRO industry as a whole;
- At least three approaches and/or programs initiated by the nominee and how the results were measured;
- At least one article, whitepaper, speech, or other published material or content available to the general public authored by the nominee. If possible, provide the full text, name of periodical or forum, and date of publication or presentation;
- How the nominee has contributed to advancing the practice of HR transformation and/or the HRO industry as a whole; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.

#### Buyer Executive of the Year

Open to any individual with executive decision-making authority concerning their organization's HR Transformation and/or HRO contract(s). The deal must either have existed or come into existence within the award year. Please specify:

- A major problem or issue the nominee managed and overcame;
- The approaches initiated by the nominee and how results were measured;
- How the nominee made has contributed to advancing the practice of HR transformation and/or HRO; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.

#### Provider Executive of the Year

Open to any chief executive or business unit executive with decision-making authority concerning HR Transformation and/or HRO contract(s). The deal must either have existed or come into existence within the award year. Please specify:

- A major problem or issue the nominee managed and overcame;
- The approaches initiated by the nominee and how results were measured;
- How the nominee has contributed to advancing the practice of HR transformation and/or HRO; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.

#### Customer Relationship of the Year – Large Market

Open to any relationship between a company that purchased HR transformation and/or outsourcing services **and** a provider of those services. The deal must either have existed or come into existence within the award year and should cover more than 15,000 employees. The nomination must name the company purchasing the services as well as the company providing those services. Preference will be given to relationships that have existed for a time period sufficient to have demonstrable results. Please specify:

- At least three significant problems or issues that the buyer and provider together overcame in the course of delivering service and the methods or practices used;
- The approaches and/or programs initiated through the relationship and how results were measured;

- How the relationship has contributed to advancing the practice of HR transformation and/or HRO; and
- One or more testimonials from the purchaser of services and/or a third party (e.g., external to either nominated organization) providing evidentiary confirmation of the nomination.

#### Customer Relationship of the Year – Mid Market

Open to any relationship between a company that purchased HR transformation and/or outsourcing services **and** a provider of those services. The deal must either have existed or come into existence within the award year and should meet the criteria of a mid-market relationship (e.g., uses standardized technology; covers 3,000 to 15,000 employees). The nomination must name the company purchasing the services as well as the company providing those services. Preference will be given to relationships that have existed for a time period sufficient to have demonstrable results. Please specify:

- At least three significant problems or issues that the buyer and provider together overcame in the course of delivering service and the innovative methods or practices used;
- The approaches and/or programs initiated through the relationship and how results were measured;
- How the relationship has contributed to advancing the practice of HR transformation and/or HRO; and
- One or more testimonials from the purchaser of services and/or a third party (e.g., external to either nominated organization) providing evidentiary confirmation of the nomination.

## Regional Chapter Award Categories & Criteria

Note: RPO specific awards to be awarded at RPO Summit.

#### Thought Leader of the Year

Open to any individual who has demonstrated substantive intellectual rigor and creative insight that has directly contributed to the advancement of the practice of HR transformation and/or HRO within the award year. Please specify:

- At least three major contributions the nominee has made and the specific impacts they had on the practice or state of HR transformation and/or the HRO industry as a whole;
- At least three approaches and/or programs initiated by the nominee and how the results were measured;
- At least one article, whitepaper, speech, or other published material or content available to the general public authored by the nominee. If possible, provide the full text, name of periodical or forum, and date of publication or presentation;
- How the nominee has contributed to advancing the practice of HR transformation and/or the HRO industry as a whole; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.

#### Customer Relationship of the Year – Multi-Process

Open to any relationship between a company that purchased HR transformation and/or outsourcing services **and** a provider of those services. The deal must either have existed or come into

existence within the award year and should cover multiple HR processes. The nomination must name the company purchasing the services as well as the company providing those services. Preference will be given to relationships that have existed for a time period sufficient to have demonstrable results. Please specify:

- At least three significant problems or issues that the buyer and provider together overcame in the course of delivering service and the methods or practices used;
- The approaches and/or programs initiated through the relationship and how results were measured;
- How the relationship has contributed to advancing the practice of HR transformation and/or HRO; and
- One or more testimonials from the purchaser of services and/or a third party (e.g., external to either nominated organization) providing evidentiary confirmation of the nomination.

#### Customer Relationship of the Year – Single Process

Open to any relationship between a company that purchased HR transformation and/or outsourcing services **and** a provider of those services. The deal must either have existed or come into existence within the award year and should cover a single outsourced process. The nomination must name the company purchasing the services as well as the company providing those services. Preference will be given to relationships that have existed for a time period sufficient to have demonstrable results. Please specify:

- At least three significant problems or issues that the buyer and provider together overcame in the course of delivering service and the methods or practices used;
- The approaches and/or programs initiated through the relationship and how results were measured;
- How the relationship has contributed to advancing the practice of HR transformation and/or HRO; and
- One or more testimonials from the purchaser of services and/or a third party (e.g., external to either nominated organization) providing evidentiary confirmation of the nomination.

#### RPO Service of the Year

Open to any provider or advisor organization that has demonstrated superior RPO services to its customers within the award year. Please specify:

- At least three major contributions the nominee organization has made and the specific impacts they had on the practice or state of the RPO industry as a whole;
- At least three approaches and/or programs initiated by the nominee organization and how the results were measured;
- How the nominee organization has contributed to advancing the practice of the RPO industry as a whole; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.

#### RPO Innovation of the Year

Open to any provider or advisor organization that has demonstrated innovative RPO services to its customers within the award year. Please specify:

- At least three major contributions the nominee organization has made and the specific impacts they had on the practice or state of the RPO industry as a whole;
- At least three approaches and/or programs initiated by the nominee organization and how the results were measured;
- How the nominee organization has contributed to advancing the practice of the RPO industry as a whole; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.

#### RPO Technology of the Year

Open to any technology organization that has demonstrated superior RPO services to its customers within the award year. Please specify:

- At least three major contributions the nominee organization has made and the specific impacts they had on the practice or state of the RPO industry as a whole;
- At least three approaches and/or programs initiated by the nominee organization and how the results were measured;
- How the nominee organization has contributed to advancing the practice of the RPO industry as a whole; and
- One or more testimonials from a third party (e.g., external to the nominee's own organization) providing evidentiary confirmation of the nomination.