

## CTSI Hero Award 2022 - nomination categories

### **Trading Standards Hero**

The Trading Standards Hero is a trading standards officer who has demonstrated exceptional dedication to consumer protection, leaving a significant impact on the profession. We're looking for a trading standards person who has gone above and beyond their duty, whose commitment has ensured vital work has been completed or whose perseverance has served their community.

### **Diversity and Inclusion**

Some of our most at risk communities (and businesses) are those that often find themselves excluded from accessing the protections that are available to others. Trading Standards can play a critical role in breaking down these barriers both in terms of embracing diversity and inclusion through the provision of inclusive services. CTSI is introducing a Hero Award that recognises individuals or teams who have done something positive around inclusivity and diversity, either within their organisation, in the community or across the profession. This may include projects or initiatives, involving engagement with all the communities/businesses we serve, by going above and beyond.

### **Outstanding Trading Standards Project**

From collaborative raids between multiple authorities, to joint-enforcement action on a particularly high-priority area, the award for Outstanding Trading Standards Project recognises fine examples or effective and well-executed initiatives and projects led by or involving trading standards. Please note, the winner will feature in press material, so ensure any ongoing projects nominated are not confidential.

### **CTSI Brian Smith Hero Award**

In honour of the late Brian Smith, we would like to recognise the bravery of scam victims and the officers that work on these difficult cases. Falling victim to a scam can devastate someone's life, and it happens to even the sharpest of us. The Individual Heroes award is given to those who look out for vulnerable neighbours, volunteer within their communities, and those who may be a victim, but refuse to be defined by it. From mail marshals and friendly faces, to those affected by scams, the Individual Hero Award is your chance to recognise members of their public for the vital role they play.

### **Financial Institution Award**

The Financial Institution award recognises the outstanding contributions to consumer protection that banks, building societies and other financial institutions offer. From diligent staff looking out for warning signs in vulnerable customers, to extensive training on the latest scams and frauds, to joint projects with local authorities, we're looking for the Institution or branch that has shown how far it's willing to go to serve its community.

### **Intellectual Property Award**

We are looking for nominations for individuals or groups of people that have worked on a project to combat intellectual property. The nominations could be a trading standards or law enforcement officer working in this important area to stop these products entering into the UK marketplace.

## Business Award

The Business Award recognises businesses, or individuals within a business, or outstanding projects and initiatives that have demonstrated their commitment to consumer protection, going beyond regulatory duties to make sure products are safe and customers are satisfied. We're looking for nominees that have either worked closely with trading standards, or have made significant contributions to the field of consumer protection.

## Best Consumer Protection Campaign or Journalist

From scams awareness to illicit tobacco products, awareness campaigns and media stories are a vital tool in the consumer protection arsenal. Whether working independently or in partnership with multiple agencies or individuals, we're looking for campaigns which demonstrated originality and variety, or journalists who have worked hard to ensure consumer protection is the story on everyone's lips.

## Product Safety Initiative

Supported by the Office for Product Safety and Standards, the Product Safety Award celebrates individuals, projects or initiatives that demonstrate commitment to ensure products in the marketplace are safe. From electrical product safety to dangerous chemicals, we're looking for nominations that put the safety of consumers above all else.

## Political Award

The work of local authority trading standards services is tied intricately to both local and central government. The Political Award recognises politicians and political operatives of all persuasions, from local councillors to Lords, who are champions of consumer protection and trading standards.

## The Institute's Hero 2022

The Institute's Hero is a special award given by the Institute to the individual we believe has made an unrivalled impression on consumer protection in the UK. This award is chosen by CTSI staff directly, will not necessarily be awarded every year, and is not open to nominations. It is included here for reference.

## Supporters

The Chartered Trading Standards Institute would like to thank the following organisations for making the 2022 Hero Awards possible.

