UK Pensions Awards 2017

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About the UK Pensions Awards

The UK Pensions Awards – now in their 20th year – remain the industry’s most prestigious accolades.

They shine the light on excellence and recognise the advisers, providers and investment managers that offer the highest level of innovation, performance and service to occupational pension schemes and their members, and have done the most to improve this over the past year (the 12 months to October 31 2016).

The awards look at advisers and providers across 36 different categories and are rigorously judged by a panel of senior scheme managers, trustees and advisers.

Highlights for the 2017 awards:

- **20th Anniversary Awards** – to mark the 20th UK Pensions Awards we have included three special anniversary awards to reflect excellence in consultancy, investment management and defined contribution over the past two decades

- **Finalist logo** - free to display on your marketing; show your existing and potential clients your achievement in being shortlisted

- **New categories** – including a new award for Educational Initiative of the Year
The Awards Process

This year there will be two stages in the awards process - the deadlines of which are as follows

1. **Registration**: Firms need to register for the awards and let us know what categories they plan to enter by Friday 25th November. To register for the awards, visit: [http://www.ukpensionsawards.com/static/enter-now](http://www.ukpensionsawards.com/static/enter-now)

How to register (step by step):

i) Visit our entry page: [http://www.ukpensionsawards.com/2017/static/enter-now](http://www.ukpensionsawards.com/2017/static/enter-now)

ii) Enter your email address to start the registration process then enter your details

iii) Click the ‘Enter This Category’ button next to any categories you wish to enter - this will take you through to the entry form page.

iv) You do not need to fill out any details on the form at this stage. Simply click ‘Save and go to awards summary’ to register for this category. A pop-up box will appear letting you know you need to fill in further information before submitting the award - this is normal, please click ‘OK’ to proceed back to the category list.

v) Should you wish to enter more than one category, please repeat the above process for each category you wish to enter.

To view our step-by-step guide on registration, please visit: [http://www.ukpensionsawards.com/static/how-to-enter](http://www.ukpensionsawards.com/static/how-to-enter)

Registration is hugely important. Registering to enter for the awards will mean we can send you essential updates about the UK Pensions Awards 2017 as soon as they are published.

Registration will also give you access to entry guidance and allow you to register for our live Q+A with judges at 2pm on 11th November.

2. **Entry submission**: Firms that register will then be required to submit an entry form for the categories they plan to enter. To begin your entry submission, visit: [http://www.ukpensionsawards.com/2017/static/enter-now](http://www.ukpensionsawards.com/2017/static/enter-now)

The judges will use this form to draw up the finalists list and decide on the final winners. The deadline for receipt of the entries is **Monday 16th January 2017**.

The entry forms and submissions will be considered by a panel of judges made up from professionals from across the occupational pensions industry. These judges will be announced in Professional Pensions over the coming weeks.

The finalists list will be published on **Friday 3rd March 2017** and the winners will be announced at a ceremony at London’s Grosvenor House Hotel on **Thursday 4th May 2017**.
Live Judges Q+A

We are holding a live judges’ Q+A on Friday 11 November at 2pm.

This live webinar will give you a chance to ask some of the judges of the UK Pensions Awards questions about what makes a good submission; what to include in your entry; and what to avoid in order to help you maximise your chances of success on the night.

It will also include downloadable submission guidance and top tips for writing submissions.

To listen to the judges Q+A on demand, please visit: http://www.workcast.com/register?pak=2043726713227674

Judges

The judging panel of senior scheme managers, trustees and advisers is entirely independent – making the UK Pensions Awards the most rigorous and prestigious in the industry.

The initial list of judges for the 2017 awards is below. The final list will be published shortly.

- Alex Koriath, head of European pensions, Cambridge Associates
- Amanda Willis, group head of reward, Peel Ports Group
- Andrew Evans, independent trustee
- Arthur Walford, chairman of trustees, Bupa Pension Scheme
- Bob Scott, chairman of the Association of Consulting Actuaries and partner at Lane Clark & Peacock
- Chris Curry, director, Pensions Policy Institute
- Chris Parrott, pensions manager, Heathrow Airport
- Darren Philp, director of policy and market engagement, B&CE, providers of the People's Pension
- David Weeks, member-nominated director, Lovell Pension Scheme Trustee Company
- Debra Soper, director, Civil Service Pensions
- Dermot Courtier, head of group pensions & secretary to trustee, Kingfisher
- Duncan Buchanan, pension partner Hogan Lovells and immediate past-president of the Society of Pension Professionals
- Hugh Nolan, president of the Society of Pension Professionals and director at Spence and Partners
- Jane Healy, pensions manager, DP World
- Jo Maguire, trustee of the DH&S Retirement and Death Benefits Plan and the PwC Pension Fund and director at PwC
- Joanna Matthews, independent trustee
- Julie Osman, director of pensions and benefits, Eli Lilly and Company
- Kevin LeGrand, president Pensions Management Institute
- Lesley Williams, chairman of the Pensions and Lifetime Savings Association chairman and group pensions director at Whitbread
Categories

We have made a number of changes to the category list for the 2017 awards in response to feedback and to mark the 20th anniversary of the UK Pensions Awards.

This year, we have included three 20th Anniversary Awards to reflect excellence in consultancy, investment management and defined contribution over the past two decades – and recognise those firms who have consistently outperformed their peers.

We have also added an award for the Greatest Single Contribution to Occupational Pensions 1998-2017 to recognise the individual who has done the most to advance the cause of occupational pensions over the past 20 years. This will replace the Pensions Personality of the Year Award for this year.

The changes also include the addition of an Educational Initiative of the Year accolade to reward the firm which has worked hardest to help trustees and employers understand the complex world of pensions and investments.

In addition to this, we have also changed the names of a number of categories. The Retirement Innovation of the Year category becomes the Retirement Income Provider of the Year; SRI / ESG Provider of the Year becomes the Environmental, Social and Governance (ESG) Manager of the Year category; and Communication Innovation of the Year becomes the Communication Initiative of the Year category.

In addition to this, we have removed the CEO of the Year award due to the low number of entries received last year.

The full list of categories for the 2017 awards is:

20th Anniversary Awards:

- 20 Years of Excellence in Consultancy
- 20 Years of Excellence in Investment Management

- 20 Years of Excellence in Defined Contribution

Advisory Categories:

- Actuarial/Pensions Consultancy of the Year
- Employee Benefits Consultancy of the Year
- DC Consultancy of the Year
- Investment Consultancy of the Year
- Pension Lawyers of the Year
- Risk Reduction Adviser of the Year

DC Categories:

- DC Pension Provider of the Year
- DC Investment Manager of the Year
- DC Multi-Asset Fund Manager of the Year
- DC Master Trust of the Year
- Retirement Income Provider of the Year *** RENAMED FOR 2017 ***

The Retirement Income Provider of the Year category is a wide-ranging category that rewards the firm that has excelled most in the retirement space in the 12 months to 31 October 2016. Areas this category covers include pre- and post-retirement investment funds, technology solutions / platforms, income drawdown and annuities. Judges will look at the extent to which your firm has developed its services, products and offerings for clients and the extent to which these services have helped pension schemes, employers, trustees and scheme members.

- DC Innovation of the Year

The DC Innovation of the Year category is a wide-ranging category that rewards the firm that has innovated most in the DC space in the 12 months to 31 October 2016. This could include the launch of new DC offerings, new consulting services, investment innovation, technology solutions and services, communication, guidance and advice offerings etc. Judges will look at the extent to which your firm has developed new services, products and offerings for clients and the extent to which these innovations helped pension schemes, sponsors, trustees and scheme members.

- DC Investment Innovation of the Year

The DC Investment Innovation of the Year category is a category that specifically focusses on DC investment innovation in the 12 months to 31 October 2016. Areas this category will cover include the launch of new investment funds for DC pension schemes such as multi-asset funds, funds that are designed to be used in the run-up to retirement or for those who remain invested and decide to use some form of drawdown.
Judges will look at the extent these new funds have helped pension schemes, sponsors, trustees and scheme members and solved particular challenges they are facing and will also look at the quality of communication and transparency of the fund.

Investment Categories:

- Investment Manager of the Year
- Fiduciary Manager of the Year
- Equity Manager of the Year
- Fixed Income Manager of the Year
- DB Multi-Asset Manager of the Year
- Emerging Markets Manager of the Year
- Alternative Investment Manager of the Year
- Property Manager of the Year
- Environmental, Social and Governance (ESG) Manager of the Year *** RENAMED FOR 2017 ***
- Liability-Driven Investment (LDI) Manager of the Year
- Risk Reduction Provider of the Year
- DB Investment Innovation of the Year
- Fixed Income Innovation of the Year

Other Categories:

- Independent Trustee of the Year
- Third-Party Administrator of the Year
- Technology Innovation of the Year
- Communication Initiative of the Year *** RENAMED FOR 2017 ***
- Educational Initiative of the Year *** NEW FOR 2017 ***

The Educational Initiative of the Year category specifically aims to reward the consultancy or provider which has worked hardest to help trustees and employers understand the complex world of pensions and investments over the 12 months to 31 October 2016.
Judges will look at the extent to which consultant and provider initiatives have helped trustees understand complex topics, make better decisions or look at things in a new way. Initiatives may include such things as thought leadership, articles, whitepapers, seminars, conferences, videos etc

- Sponsor Covenant Provider of the Year

**Entry Criteria**

In addition to completing the entry form, entrants will also have to write a submission and attach this to their online entry form which can be found here. This must be **no more than 4 pages (sides) of A4 long** and be attached to the online entry form in a Microsoft Word or PDF file format.

All parts of the submission must refer to specific developments during the 12 months to October 31, 2016, with the exception of the 20th Anniversary Awards, which should focus on achievements over at least five of the 20 years leading up to October 31, 2016.


This year, the Pensions Personality of the Year Award will be replaced by the Greatest Single Contribution to Occupational Pensions 1998-2017 accolade, which will recognise the individual who has done the most to advance the cause of occupational pensions over the past 20 years.

No submissions will be needed for this category and the shortlist will be decided by the Professional Pensions editorial team as well as an industry-wide vote. The final winner will be decided by the UK Pensions Awards judges.

There will be a three stage process for this category:

1. **Longlist**
   A longlist of contenders will be created by the Professional Pensions editorial team in consultation with a number of industry professionals.
   For further information of this stage of the process, please contact jonathan.stapleton@incisivemedia.com

2. **Industry-wide poll**
   After the nominations process has closed, we then conduct a poll among the Professional Pensions audience to decide on a shortlist.

3. **Choosing the winner**
   The winner of the Pensions Personality of the Year award will be decided by the judges of the UK Pensions Awards and the winner will be announced at the UK Pensions Awards dinner at London’s Grosvenor House Hotel on 4th May 2017.
20th Anniversary Awards

These special 20th anniversary awards will reflect excellence over the past two decades.

The three other 20th anniversary categories 20 Years of Excellence in Consultancy, 20 Years of Excellence in Investment Management and 20 Years of Excellence in Defined Contribution will recognise the consultants and providers that have offered the highest level of innovation, performance and service to occupational pension schemes and their members – and have done the most to improve this level of performance service and innovation over a longer time period.

The submission for these categories should be no more than 4 pages of A4 in length. All parts of the submission must refer to developments within the past 20 years.

Firms that enter these categories should be able to demonstrate at least five years of excellence leading up to 31st October 2016 – ideally for the longest period possible in the 20 years leading up to 31st October 2016.

In particular, judges will ask if your submission can answer most or all of the following questions:

- Has the firm been a success over the period? Can they describe and evidence their key successes?
- Has the entrant demonstrated how they have led the industry and how you they have managed to maintain this leadership position despite shifts in the industry?
- What are the key products and services they have developed? How have these helped pension scheme clients and members?
- Where has this entrant led where others have only followed?
- How does this entrant stand apart from its peers? What are the key differentiators?
- Has this firm delivered excellent long term performance for its clients?
- If this submission was an elevator pitch to a scheme trustee describe the entrant’s biggest achievements over the period, would they have been successful.
- How has this firm grown over the past 20 years? Does it now employ more people, have bigger turnover? Importantly, how was this growth driven by driving positive outcomes for schemes?
- What external accolades has this firm received over the past two decades?

Innovation Awards

For the five innovation awards, judges will measure the submissions solely on the basis of innovations made over the past year (the 12 months to October 31, 2016).
Judges will award up to 100 marks - looking at the extent to which your firm has developed new services, products and offerings for clients and the extent to which these innovations helped pension schemes, sponsors, trustees and scheme members.

The submission should also be no more than 4 pages of A4 in length. All parts of the submission must refer to specific developments during the past 12 months.

**Initiative Awards (Communication Initiative of the Year and Educational Initiative of the Year)**

For the Communication Initiative of the Year and Educational Initiative of the Year awards, judges will measure the submissions solely on the basis of an initiative launched or largely completed over the past year (the 12 months to October 31, 2016).

For the Educational Initiative of the Year award, judges will look at the extent to which consultant and provider initiatives have helped trustees understand complex topics, make better decisions or look at things in a new way. Initiatives may include such things as thought leadership, articles, whitepapers, seminars, conferences, videos etc.

For the Communication Initiative of the Year award, judges will look at the extent to which consultant and provider initiatives have helped scheme members understand their pension better. Initiatives should focus on the new innovations consultants or providers have launched during the 12 months to 31 October 2016 and could include the use of technology; financial education; or simply the revamp of existing scheme communications.

The submission should also be no more than 4 pages of A4 in length. All parts of the submission must refer to specific developments and initiatives during the past 12 months.

**For all other categories (those except the Innovation, Initiative, 20th Anniversary Awards and Greatest Single Contribution to Occupational Pensions 1998-2017)**

For all categories barring those above, judges will measure submissions against three set criteria - innovation, performance and service - in addition to looking at the entry forms submitted.

The overall aim of these awards is to recognise providers that offer the highest level of innovation, performance and service to occupational pension schemes and their
members - and have done the most to improve this level of performance, service and innovation over the past year (the 12 months to October 31, 2016).

Judges will award up to 100 marks on three set criteria - with up to 40 marks for innovation and up to 30 marks each on performance/benefit to clients and service standards.

The submission should be no more than 4 pages of A4 in length. All parts of the submission must refer to specific developments during the past 12 months. The set criteria for the main submission, along with some ideas and pointers for things to include under each heading, are:

**Innovation:**
What specific innovations or new services have you launched over the 12 months to 31 October, 2016? What is available in addition to the basic core and value added services that are provided? How do you liaise with clients to ensure developments continue to meet their needs? Which new services have been introduced over the past year and how successful have they proved? How quickly can products and processes be adapted to meet market changes or to meet an individual client's needs?

**Performance:**
What has your performance been over the 12 months to 31 October, 2016 and how does this compare to your peers? Do you benchmark your services to clients and, if so, how do you compare against your peers? How do you measure how well you are performing for clients and how do you monitor performance or service standards and act on the results? How frequently do account managers discuss performance and operational and service levels with clients on a face-to-face basis? How frequently are factual/statistical reports produced?

**Service:**
In what ways have you improved your service to clients over the 12 months to 31 October 2016? Have you provided any extra value services, such as training courses, seminars or education to trustees to clients over the period? Do you carry out formal research with clients to measure how effectively you meet or exceed their expectations? How often do senior managers review operational standards against the service standards agreed with each client? How do you report to clients and how do you ensure they receive up-to-date and meaningful information in a format that meets their requirements?
FAQs on Entering the Awards

Please read the below information and FAQs carefully

Q: Tell me more about this Live Judges’ Q+A

A: We are holding a live judges’ Q+A on Friday 11 November at 2pm.

This live webinar will give you a chance to ask some of the judges of the UK Pensions Awards questions about what makes a good submission; what to include in your entry; and what to avoid in order to help you maximise your chances of success on the night.

It will also include downloadable submission guidance and top tips for writing submissions.

To find out more about the Q+A, register for the awards as per the instructions on page 4.

Q: What should I do with my completed submission and entry form?

A: These will need to be uploaded onto our dedicated website at www.ukpensionsawards.com.

Q: Is the length / file size of the submission set in stone?

A: The submission must be no more than 4 pages (sides) of A4 long and be attached to the online entry form in a Microsoft Word or PDF file format. Our judges are incredibly busy people who will become quickly frustrated at submissions that are too long. Submissions which are over four pages long may be rejected and judges have full discretion to deduct marks from submissions which are more than four pages (sides) long.

Q: Can I add logos, graphs, graphics and images to my submission?

A: Yes but the final submission must be submitted in a Microsoft Word or PDF file format.

Q: Can I include supporting documentation or information alongside the submission?

A: Web links to any supporting documentation or websites can be included in the submission as part of the overall four page limit but these should not be sent separately to judges. Should judges need a password and username to access this documentation, please provide it within the submission.

Judges will exercise their discretion whether to look at other supporting documentation / websites. Firms will not be penalised for failure to provide additional information.
Q: Can I submit the submission in a different file format?

A: No. We can only accept Microsoft Word or PDF files. Please can you include the category and name of your company in the document title.

Q: What exactly are we looking for?

A: The overall aim of the awards remains the same: to recognise providers that offer the highest level of innovation, performance and service to occupational pension schemes and their members – and have done the most to improve this level of performance and service over the past year (the 12 months to October 31, 2016).

In the case of the innovation awards, judges will measure the submissions solely on the basis of innovations made over the past year (the 12 months to October 31, 2016).

Q: What makes a winning submission?

A: Different judges look for different things. However you stand a much improved chance of winning the award if you focus on how you have innovated, performed and improved the service you provide clients over the 12 months to October 31, 2016.

One of the big bugbears for judges is that, while a particular firm may have launched an amazing service or product for clients two years ago, or is the biggest firm in a particular area, the submission does not adequately demonstrate what changes and improvements it has made over the period of assessment in question.

Q: We only completed a big deal / launched our product in November 2016 – does this still count?

A: If you have done the majority of the work for a big deal, product innovation or launch within the timeframe of the award, then it should be included in the submission, with explanation of the work completed during the award period. Judges will use a common sense approach to this.

Q: Should I include client quotes / testimonials in my submission?

A: You are not required to provide client testimonials but judges sometimes find them useful.

Q: How should performance figures be represented?
A: Please provide both net and gross figures should be provided. Please also state exactly what these figures relate to and why they are relevant (eg: figures relate to our flagship UK equity fund, a fund on which our segregated mandates are based etc).

Q: What is the deadline for receipt of submissions?

A: The deadline for the final submissions is **Monday 16th January 2017**.

Q: Is all the information contained within the submissions treated as confidential?

A: Yes. Only the judges will see the submissions. None of the information within the submissions will be published by *PP* without express written permission.

Q: I have submitted my entry form and submission – what happens next?

A: Judges will assess these submissions and come up with a finalists list, which will be announced on **Friday 3rd March 2017**.

All finalists will receive finalists’ certificates and logos free of charge and the winners will be announced at a ceremony at London’s Grosvenor House Hotel on **Thursday 4th May 2017**.

Q: How do I buy a table at the awards?

A: For further information about table bookings, please contact Orhan Toprakci at 020 7316 9973 or by e-mail at orhan.toprakci@incisivemedia.com.

Q: Can I sponsor the awards?

A: Yes! Last year’s UK Pensions Awards were sponsored by a host of leading companies, which, through their involvement with the event, achieved considerable exposure to the distinguished audience and the *Professional Pensions*’ readership.

For further information about sponsorship opportunities, please contact Liam Barrett at 020 7316 9277 or by e-mail at liam.barrett@incisivemedia.com.

Q: What should I do if I have read the above FAQs and still have further questions?

A: Please could you double-check your query is not answered in any of the information above. Should you have any further queries about the awards process, please contact Joshua Wrazen at Joshua.Wrazen@incisivemedia.com or via telephone at 0207 316 9295.

Top 7 tips for UK Pensions Awards success...

1. **Read this entry guidance** – it is there to help you! Also listen to the **Live Judges’ Q+A being broadcast on Thursday 11 November** at 2pm.

2. **Focus on achievements you have made over the time period over which the awards are being judged.** You stand a much improved chance of winning the award if you focus on how you have innovated, performed and improved the service you provide clients over the 12 months to October 31, 2016.

3. Clearly **state how your innovations and successes during the year have helped pension scheme clients.** The overall aim of the awards remains the same: to recognise providers that offer the highest level of innovation, performance and service to occupational pension schemes and their members – and have done the most to improve this level of performance and service over the time period in question.

4. Make sure that you **present your information in a clear, engaging and entertaining way.** Short sentences and simple words are always best.

5. **Think more about what the judges need to see to decide your firm is best in category** rather than just giving them the information you want to tell them. Once you’ve determined what the judges need to read, keep that as the main focus.

6. The competition is particularly fierce this year so make sure you **think laterally and think of ways to make your submission stand out from the crowd** while ensuring that you meet all our requirements for length and size of submission.

7. **Do not over-write your submission.** The size limit is 4 sides of A4 paper. Judges do not appreciate submissions that are longer than specified (or ones which require going to dozens of external sites to get additional information).
Sponsorship and Table Bookings

The UK Pensions Awards are the single largest gathering of the corporate pensions industry in the UK.

The 2016 awards dinner – which was hosted by top by comedian Rich Hall – was attended by more than 1,000 guests, a veritable ‘who’s who’ of the occupational pensions industry.

The awards were sponsored by a host of leading companies, which, through their involvement with the event, achieved considerable exposure to the distinguished audience and the Professional Pensions’ readership.

For further information about table bookings, please contact Orhan Toprakci at 020 7316 9973 or by e-mail at orhan.toprakci@incisivemedia.com.

For further information about sponsorship opportunities, please contact Liam Barrett at 020 7316 9277 or by e-mail at liam.barrett@incisivemedia.com.

Contact Details

For queries about the entry and submission process, please contact Joshua Wrazen at Joshua.Wrazen@incisivemedia.com or via telephone at 0207 316 9295.

For information about table bookings, please contact Orhan Toprakci at 020 7316 9973 or by e-mail at orhan.toprakci@incisivemedia.com.

For information about sponsorship opportunities, please contact Liam Barrett at 020 7316 9277 or by e-mail at liam.barrett@incisivemedia.com.