



2016
TORCH
AWARDS

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Better Business Bureau® of
Fort Worth and Tarrant County, Inc.

Torch Award Application

Deadline for Application: *Must be received at BBB by November 12, 2015.*

The Torch Awards is an annual ceremony that honors companies and charities who excel at ethical business practices, community involvement and excellent customer service. These recognized attributes generate trust within our community. The companies and charities who receive this honor maintain business practices and activities that exemplify BBB's mission and principles.

To be considered:

- A business must be accredited with the BBB® for a minimum of three years and maintain a B rating.
- A charity must be accredited with the BBB®.

The 2016 Torch Awards judging committee will select one business or charity from each of Better Business Bureau® of Fort Worth and Tarrant County, Inc.'s eight service-area counties who demonstrate success in the criteria categories to be recognized as an award winner. Each winner will be honored with a ceremony at their office or community building and will receive recognition from the local media.

Award Criteria Categories

- Exceptional Ethics
- Community Involvement
- Customer Service

From these eight selected recipients, the committee will select a top winner for each criteria category who will be honored at the Awards Gala, scheduled for February 20, 2016 at the Fort Worth Zoo.

All Torch Award recipients will receive recognition at the Annual Awards Gala. If you are a county award recipient, you are required to attend the gala, or send a representative on your behalf to accept an additional award.

To submit your application, please complete the following form.

Please select:

Type of business

For profit accredited business Nonprofit accredited charity

County your business has headquarters:

Tarrant	Hood	Wise	Erath
Johnson	Somervell	Parker	Palo Pinto

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Please email applications to communications@fwbbb.org or mail to Tara Stephens, 1300 Summit Ave. Suite 700, Fort Worth, Texas, 76102.

Business Name: _____

Physical Address: _____

Mailing Address: _____

Owner/President's Name: _____

Business Description: _____

Years in Business: _____ **No. of Employees** _____

Phone: _____ **Fax:** _____

E-mail: _____ **Website:** _____

For the following questions, please complete responses on a separate sheet of paper and attach to this application before sending in. If documentation takes the place of a written answer or completes an answer, please note which document references that question.

Exceptional Ethics & Training: Provide a brief statement regarding your business's position on business integrity and ethical practices. List specific ethics or business integrity training programs attended within the last 2 years, and include course titles, event dates, provider name and attach a copy of a certificate of completion (if available).

Customer Service: Describe the methods or processes your company uses to ensure customer service. List complimentary feedback from customers, vendors or suppliers. List company policies and practices that assure excellence in services or products and demonstrate accountability to customers.

Community Involvement & Charitable Giving: List activities or programs that your business has been involved with in the past year. Provide dates and activities: volunteer activities, charitable or community efforts. If possible, include articles in industry publications or news media that reflect your commitment to the community.

Legal Actions: Please attach a separate sheet of paper summarizing any lawsuits or government actions of which you or your business have been a party. There are many types of lawsuits and government actions. Please focus upon those that contain allegations that adversely reflect upon business integrity and ethics, such as criminal actions, civil actions involving such things as consumer complaints or deceptive trade practices, and enforcement actions regarding civil fines and penalties.

I, an authorized representative of this business, understand that my signature on this application certifies our compliance with all federal, state and local laws and regulations governing our business or industry. I also acknowledge that as an applicant for this award, my business will be re-evaluated against BBB® standards.

Completed by (print): _____ **Date:** _____

Signature: _____ **Title:** _____