



CTSI Hero Award 2024 - nomination categories

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 delighted to include 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, to a Trading Standards officer who has demonstrated exceptional dedication to consumer protection, leaving a significant impact on the profession. 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.

CTSI Megan Lee Hero Award

This award is in memory of Megan Lee, who sadly lost her life after suffering a severe allergic reaction to nuts contained in a takeaway meal in 2016. We are inviting nominations for individuals or teams that showcase projects or initiatives that recognise those that strive to make food safety a key priority. This could be someone from Trading Standards, Environmental Health, someone working at a food charity or perhaps the Food Standards Agency.

Intellectual Property Award

We are looking for nominations for individuals or groups of people that have worked on a project to combat intellectual property crime. The nominations could be to recognise the great work of a Trading Standards or law enforcement officer or team, the Police, a stakeholder or a brand holder that works in the field of intellectual property to stop counterfeit 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.

Product Safety Initiative

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.

The Institute's Hero 2024

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 although this category is not open to nominations, we are very happy to receive recommendations.

The Motor Ombudsman (TMO) Star Award

The TMO Star Award recognises individual team members and businesses accredited to one or more of the four Motor Industry Codes of Practice, that have gone the extra mile in the eyes of consumers. This could be for example, during the repair or purchase of a new or used vehicle, or when submitting a warranty claim or enquiry. The TMO will be presenting the Star Award winner at the 2024 CTSI Hero Award event. This is included here for reference only.

Supporters

The Chartered Trading Standards Institute would like to thank the following organisations for making the 2024 Hero Awards possible.

