THE BRITISH HEALTHCARE TRADES INDUSTRY AWARDS 2025

Retailer of the Year

The award

The Retailer of the Year Award recognises and celebrates outstanding achievements within the healthcare and assistive technology retail sector in the UK. This award is designed to showcase and applaud companies with retailer operations that have demonstrated exceptional performance and excellence over the past 12 months.

The Retailer of the Year Award encompasses a broad spectrum of accomplishments, acknowledging those who have not only met but exceeded expectations in various facets of their operations. Whether through achieving remarkable sales targets, driving substantial business growth, implementing transformative policies and procedures, or maintaining an unwavering commitment to customer service excellence, this award seeks to highlight and honour the healthcare and assistive technology retail companies that have truly stood out in the competitive marketplace.

We invite nominations from retailers of all sizes, recognising that excellence knows no bounds. This award serves as a platform for retailers to showcase their resilience, innovation, and dedication to providing exceptional products and services to their customers. Whether you are a well-established retail giant, an emerging player, or a family owned and run business, we encourage all eligible companies to participate and share their success stories.

Award criteria

This award is open to all types and sizes of retailer companies, but Entrants should have retail operations in the UK. Entrants should be able to provide specific examples, metrics, and data supporting their accomplishments over the last 12 months (Apri 2024 - April 2025).

BHTA
British Healthcare Trades Association

Terms & conditions

By submitting the below form, you agree to abide by the following rules for the BHTA Industry Awards:

- All decisions of the independent and neutral Judging Panel are final and there is no right of appeal.
- BHTA and the Judging Panel are not obliged to make an award.
- The organisation submitting the entry must be a UK organisation (must be registered in the UK, Isle of Man, or Channel Islands).
- The ownership of the intellectual property must not be the subject of any dispute.
- BHTA retains the right to publicise all awards including winner, runner-up, and any commended entries, and all photographs taken on the evening to promote the award winners in whatsoever media it deem fit for the purpose.

Other information

- Any sensitive information that you DO NOT want to be shared MUST be designated as such in the entry eg. 'not for publication' . This includes exact budget figures etc.
- You must complete this entry form, in full, and return it with your completed submission. Incomplete entries or entries not received by the closing date will not be considered.
- Please return your submission as a word or .pdf document only.
- Entry submissions should be a maximum of 1000 words, in total. Entry submissions over 1000 words may not be considered by the judges. On top of your 1000-word entry you are asked to provide a 100-word company and a 100 word product description.
- You can apply for more than one award category, but you must complete an entry form for each category you enter and send them as two separate submissions.
- Only relevant supplementary information will be considered, which is in context with the submission. No marketing material should be used.
- Winning individuals, products, or projects are not eligible in consecutive years (if you or your product won this category last year, the same entry may not enter again).

Please Note: Descriptions of submissions (other than commercially sensitive data previously notified) from winners and runner-ups may be used in publicity linked to the awards.

The deadline for nominations is 4 July 2025. All materials must be received by 5pm on the day to be considered. All applications should be made by organisations/individuals/companies involved in and supporting the ultimate care of society. Nominated entities must be working within the industry that BHTA supports.

Entry Form
Retailer of the Year

Please complete all aspects of this form and return it via email to info@bhta.com with the subject line: NOMINATION - Retailer of the Year

Full name

Job title

Company name

Address
(incl. Postcode)

Email

Telephone

Date of submission

Is the company a member of the BHTA? ☐ YES ☐ NO

Award engraving
Should your submission be the category winner, please detail below the company name/s to be engraved on the award:

There is a £180 + VAT non-refundable entry fee for non-members. Please include details and BHTA will forward an invoice. Nominations will not be considered until payment is received.

Would you like to be contacted about becoming a BHTA Member? If yes, please tick here: ☐

Award submission

Your entry must be complete and no more than 1000 words. Please return your submission as a word or .pdf document only.

Answer the below questions in your submission:

1) Name of the retailer

2) Is the retailer a chain, franchise, or independent?

3) How many employees does the company have?

4) How long has the retailer been operating?

5) What makes this retailer special? Consider including:
   - Links to online customer reviews or testimonials
   - Sales & growth figures **(please mark confidential as appropriate)**
   - Description of the market they are in and the impact the retailer has
   - Additional services that make the retailer stand out from competitors
   - Technological or sustainable innovations adopted by the retailer
   - Diversity & Inclusion policies

Supplementary evidence

You are able to submit additional supplementary evidence to support your submission. Supplementary evidence must be no longer than 2 pages of A4. Please submit your supplementary evidence along with your submission.

Supplementary evidence may include: case studies, original research, survey results, testimonials and info-graphics.

Our judges will also consider evidence that the retailer is pursuing professional development and is active in the industry, value added to the local community, and dedication to the key values of BHTA (-- -- --). The best entries will address these in their responses above.

Please also include:

- A high-resolution company logo
- A brief (100 words or less) description of the company, to be used in posts regarding nominations.