GENERAL INFORMATION

1. Information on how to enter the Better Business Bureau Northwest and Pacific (BBB NW+P) 2020 Torch Awards. Business of the Year (the “Competition”) and the award details form part of these terms and conditions of entry (the “Terms and Conditions”). Entry into the Competition is deemed acceptance of these Terms and Conditions. Entries not in accordance with these Terms and Conditions are deemed ineligible.

2. In addition to the specific requirements set out in these Terms and Conditions, the Competition is comprised of two parts:
   a. The Initial Application Process (see part A below); and
   b. The Competition (see part B below).

Entrants must comply with each part of the Competition and the Terms and Conditions to be eligible to receive the award referred to in the Terms and Conditions.

3. The Competition is only open to eligible Entrants in the following states: Alaska, Hawaii, Idaho, Montana, Oregon, Washington and Western Wyoming. Only businesses located in Lincoln, Teton, and Uinta counties are eligible for Western Wyoming.

4. The Competition is divided by the following regions (the “Regions”) based on BBB NW+P states set out above.
   a. Alaska
   b. Eastern Washington and Northern Idaho
   c. Hawaii
   d. Montana
   e. Oregon
   f. Southern Idaho and Western Wyoming
   g. Western Washington

5. Three Torch Awards will be given in each region. See part A below for category details and eligibility.

6. BBB Accreditation is not a requirement.

7. BBB Non-Accredited Businesses must provide the following information: business start date, description of business operations, and a list of all business licenses or registration numbers. BBB NW+P will conduct a review to verify eligibility and certify all required business licenses are acquired. Entries with insufficient general business requirements are deemed ineligible. BBB Non-Accredited Businesses also may require a $50
non-refundable application fee to BBB Foundation.

8. The Competition is an exclusively application-based competition without any element of chance.

9. No purchase necessary to enter or win.

PART A

Eligibility of Entry and the Initial Registration Process

10. Entry is open only to businesses (the "Entrants" and each an "Entrant") that apply during the eligibility period (from 9 a.m. (PST) on Wednesday, July 1, 2020, to 11:59 p.m. (PST) on Monday, August 24, 2020. For the purposes of this Competition, a “business” is a fully registered and licensed entity that aims to meet a marketplace need by developing or offering product, process, service or solution. To be eligible for entry into this Competition, a business must carry and maintain all licensing necessary for their industry for the state(s) in which they operate. BBB NW+P reserves the right to reject any application that does not meet the above criteria in its sole discretion.

11. Entrants may only apply to the Competition once and must select their category Tier based on employee count. Business of the Year categories and eligibility are as follows:
   a. Tier 1
   1. 1-10 number of employees including office and all branch locations. One count per one full-time employee and half count per one part-time or seasonal employee.
   2. Has been in business for at least 6 months (see below for Time of Business Substantiation list).
   3. Does not have any government actions.
   4. Has earned at least a “B” rating and holds a satisfactory record with BBB.
   5. The applying entity must be physically located in BBB Northwest + Pacific’s service area.
   6. Must not have received a BBB Award in the past three consecutive years.
   b. Tier 2
   1. 11 or more number of employees including office and all branch locations. One count per one full-time employee and half count per one part-time or seasonal employee.
   2. Has been in business for at least 6 months (see below for Time of Business Substantiation list).
   3. Does not have any government actions.
   4. Has earned at least a “B” rating and holds a satisfactory record with BBB.
   5. The applying entity must be physically located in
6. Must not have received a BBB Award in the past three consecutive years.

12. Spark Awards for New Businesses are only open to eligible Entrants that have been in business for at least 6 months but less than five years by Monday, August 24, 2020. There are no limitations on company size and number of employees. Entrants must indicate interest for consideration in the online application form. Entrants should not have any government actions, has earned at least a “B” rating and holds a satisfactory record with BBB, physically located in BBB NW+P’s service area, and must have not received a BBB Award in the past three consecutive years. There is no separate Submission or application required for the Spark Awards for New Businesses.

13. BBB Accredited Businesses have already received business substantiation through the accreditation process and do not need to provide business substantiation. Non-accredited business and Spark Award entrants must provide two of the following accepted documents for time of business substantiation: Business Documents: state/county/city business license documents, state incorporation documents, Internal Revenue Service documents, specialty licensing documents, workers comp documents or news articles with dates referencing the business past activity.

14. BBB NW+P reserves the right to adjust the category sizes based on the pool of candidates.

15. To enter the Competition, Entrants must register their interest for the Competition by:

   Providing their contact information on https://trust-bbb.org/torch-awards/ ("Competition Website").

   Completing and submitting an online form on the Competition Website (the “Online Form”) from (from 9 a.m. (PST) on Wednesday, July 1, 2020, to 11:59 p.m. (PST) on Monday, August 24, 2020).

   Reviewing these Terms and Conditions. Entry into the Competition is deemed acceptance of these Terms and Conditions.

   Submissions submitted in any way other than through the online form will not be accepted.

16. Entrants are responsible for ensuring that their contact details submitted to BBB NW+P are accurate. Entrants forfeit their right to be 2020 Torch Award Finalists (the "Finalists") or Recipients (the "Recipients") if contact details are inaccurate or incomplete, or if they fail to respond by the given deadlines.

17. Entrants must ensure given preferred method of contact will be accessible and will permit contact from BBB NW+P. BBB NW+P will not be
PART B

Selection Process

18. BBB NW+P will do a preliminary evaluation of all submissions received and shortlist up to 5 Finalists per category, per region. There will be up to 105 Finalists in total. The Finalists will be announced on the Competition Website in October 2020. Finalists will also be notified via preferred method of contact indicated in the online application form.

19. A panel of independent judges (the "Jury") will be asked to evaluate all Finalist submissions received and will determine one Recipient per region, per category. There will be 21 Recipients in total. The Recipients will be announced on the Competition Website in November 2020. Recipients will also be notified via preferred method of contact indicated in the online application form.

20. Finalists and Recipients are encouraged to regularly check the Competition website for important announcements.

21. The Jury will consist of independent, voluntary industry experts, and business and charity leaders. Names and affiliations will not be published on the Competition Website.

Selection Criteria

22. Entrants must address all questions in concise narrative that explain how their business exemplifies the given criteria in daily operations. Submissions should provide a robust and accurate description of general business operations and culture.

23. Responses must not exceed the maximum word count indicated in the online application form.

24. The Jury will be asked to evaluate the submissions that best meet the scope. Submissions will be judged using the following criteria:

1. Eligibility of the Application
2. Business Background
3. BBB Standards for Trust
4. Customer Reviews

These criteria are explained in more detail below:

1. Eligibility of the Application
The submission has been submitted on time with the required documentation, using the online form and complying with the Terms and Conditions.

2. Business Background

The background should accurately articulate a robust description and approaches on the following sub-categories:

   a. Background
   b. Operations
   c. Achievements
   d. Employees
   e. Community Support
   f. Why Does Your Business Merit the Award?

3. BBB Standards for Trust

The implementation of the standards should be illustrated with clear milestones and deliverables. Applications will be ranked based on how well a business exemplifies and demonstrates commitment to the BBB Standards for Trust. Prompts and guide questions are provided in the application.

BBB Standards for Trust are grouped as follows:

   a. Build Trust
   b. Advertise Honestly, Tell the Truth, and Be Transparent
   c. Honor Promises and Be Responsive
   d. Safeguard Privacy
   e. Embody Integrity

4. Customer Reviews

Submissions must contain at least three but no more than five customer reviews. BBB NW+P reviews are not a requirement.

5. Social Media: Photo and Quote

Entrants must submit the following:

   a. 1-2 promotional photos
   b. One 2-3 sentence quote addressing why Entrant applied for the Business of the Year award

Note: Photos will only be used for promotional efforts if selected as a finalist. Photos and quotes will have no bearing on evaluations or overall scores.
Award

25. The Competition offers the following to all Finalists:
   a. 2020 Torch Awards Finalist certificate
   b. Social media photo feature
   c. Inclusion on Competition website

26. In addition, the Competition offers the use of the Torch Awards logo to all Finalists. Guidelines as follows:
   a. Use the approved Torch Awards for Ethics Finalist logo for one year from the date of announcement provided the graphic standards indicated below are followed.
   b. In the second and subsequent years you may continue to promote the achievement, with the exception Revocation Policy, in text as follows: 2020 Finalist Better Business Bureau serving the Northwest and Pacific Torch Award for Ethics – Business of the Year Finalist.
   c. Promote the achievement on company website and in social media.
   d. Promote your award within BBB’s service area using these methods: newspapers, periodicals, directories, direct mail, billboards, company vehicles, annual reports, posters, fliers, interviews, and television and radio spots.
   e. Graphic Standards for the BBB Torch Awards logo use:
      1. The logo may be resized as needed but must retain all proportions. Do not skew, stretch or distort the logo in any way. Elements of the logo may not be rearranged, added to or taken away from.
      2. The logo may only be used in the original formats provided (full color, single color, black and white). Do not change the colors of the logo.
      3. There should be sufficient clear space around the entire logo.
      4. Solid background colors should be used when necessary. Do not use a textured or similar colored background behind the logo.
      5. The BBB logo is federally trademarked property of BBB. This
2020 Torch Awards for Business of the Year and Spark Awards
Terms and Conditions

policy is an extension of the BBB’s Agreement for
BBB Accreditation and Participation in BBB Advertising Programs.

27. The Competition offers the following to all Recipients:
   a. 2020 Torch Awards Recipient media kit
   b. 2020 Torch Awards Recipient plaque
   c. 2020 Torch Awards Recipient certificate
   d. Presentation video
   e. Inclusion in BBB NW+P online and printed magazine article
   f. Social media photo feature
   g. Press release
   h. Inclusion in Competition website

28. In addition, the Competition offers the Recipient the use of the Torch Awards logo. Guidelines as follows:
   a. Use the approved Torch Awards for Ethics Recipient logo for one year from the date of announcement provided the graphic standards indicated below are followed.
   b. In the second and subsequent years you may continue to promote the achievement, with the exception Revocation Policy, in text as follows: 2020 Recipient Better Business Bureau serving the Northwest and Pacific Torch Award for Ethics – Business of the Year Recipient.
   c. Promote the achievement on company website and in social media.
   d. Promote your award within BBB’s service area using these methods: newspapers, periodicals, directories, direct mail, billboards, company vehicles, annual reports, posters, fliers, interviews, and television and radio spots.
   e. Graphic Standards for the BBB Torch Awards logo use:
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      3. There should be sufficient clear space around the entire logo.
4. Solid background colors should be used when necessary. Do not use a textured or similar colored background behind the logo.

5. The BBB logo is federally trademarked property of BBB. This policy is an extension of the BBB’s Agreement for BBB Accreditation and Participation in BBB Advertising Programs.

General

29. BBB NW+P reserves the right to verify the validity of entries and to disqualify any Entrant that submits an entry not in accordance with the Terms and Conditions. BBB NW+P will not accept any late or misdirected entries.

30. The Entrants retain all rights, title and interest to their submission, including all accompanying documentation (together, the “Submission”), submitted to BBB NW+P in the context of this Competition. For further clarity, BBB NW+P does not own the Submission. Each Entrant, however, allows BBB NW+P to reproduce and distribute the Submission among the relevant members of the Jury, for the sole purpose of reviewing the Submission and designation of the Competition Recipients. The Jury shall not disclose or distribute the Submission other than as explicitly permitted under these Terms and Conditions and shall not appropriate or use in any manner the business and other ideas, or content found in the Submission.

31. Any photo or video submitted in this application grants BBB NW+P permission to use in future promotions.

32. To protect the integrity of BBB NW+P, the award itself, and all past, present and future awardees; this award, by board action, may be removed unilaterally by BBB NW+P without notice, for any cause at any time.

33. BBB NW+P’s decision in relation to any and all aspects of the Competition is final and binding on every Entrant and no correspondence will be entered.

34. Disqualification of any Entrant or individual who BBB NW+P has reason to believe has breached any of these Terms and Conditions, or engaged in any unlawful or other improper misconduct calculated to jeopardize the fair and proper conduct of the Competition, is at BBB NW+P’s sole discretion.

35. BBB NW+P is not responsible for any problems or technical malfunction of any telephone network or lines, computer or online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the Internet or on any website, delay or error in postal service or any damage to Entrants’ or any other person's computer systems related to, or resulting from, participation in this Competition, or
the downloading of, any materials as part thereof. BBB NW+P is not responsible for any incorrect or inaccurate information, either caused by any of the equipment or programming associated with, or utilized in, this Competition, or for any technical error, that may occur in the course of this Competition, including any omission, interruption, deletion, defect, delay in operation or transmission, failure of a communications line, telephone or mobile or satellite network, theft or destruction or unauthorized access to, or alteration of, entries.

36. If for any reason this Competition is not capable of running as planned, including but not limited to, due to infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failures or any other causes beyond the control of BBB NW+P, which corrupt or affect the administration, security, fairness, integrity or proper conduct of the Competition, BBB NW+P reserves the right in its sole discretion, subject to any written directions given under applicable law, to disqualify any Entrant or individual who tampers with the entry process, and to cancel, terminate, modify or suspend the Competition. BBB NW+P reserves all rights to recover damages and/or other compensation as may be deemed appropriate from such an offender.

37. In the event of war, terrorism, a state of emergency, a disaster or force majeure, BBB NW+P reserves the right (subject to any written directions under applicable law) to cancel, terminate, modify or suspend the Competition. BBB NW+P may also refuse entry into the competition any individual or company subject to economic sanctions which would violate BBB NW+P's legal obligations.

38. Limitation of Liability: BBB NW+P, its affiliates, subsidiaries, advertising and promotional agencies, any Internet or online access providers or any of their employees, officers, directors, and agents shall have no liability and shall be held harmless by entrant for any damage, loss or liability to person or property, due in whole or in part, directly or indirectly, by reason of entering the competition, the acceptance, possession, use or misuse of any prize, or while preparing for, or participating in any prize-related activity. Any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with entering this Competition, but in no event, attorneys' fees. BBB NW+P and its promotion and advertising agencies are not responsible for technical, hardware, software or telephone failures of any kind, lost or unavailable network connections, fraud, incomplete, garbled or delayed computer transmissions, whether caused by BBB NW+P, users or by any of the equipment or programming associated with, or utilized in, the Competition, or by any technical or human error which may occur in the processing of submissions which may damage a user's system or limit a participant's ability to participate in the Competition.