



Franchise Council of Australia Media Release

Business success recognised at 2019 Excellence in Franchising Awards

The Franchise Council of Australia has honoured some of the nation's best and brightest in business at the MYOB FCA Excellence in Franchising Awards.

This year's winner of Australian Established Franchisor of the Year is the national chocolate store franchise San Churro.

"It (winning this award) means more for our franchise partners and all the hard work and millions of hours that's gone into the concept over the last 13 years, and we stand on the shoulders of that," said Giro Maurici, CEO and Founder of San Churro.

Bubble tea franchise, Chatime, was named International Franchisor of the Year for 2019. Celebrating 10 years of Australian operations this year, Chatime is one of the fastest growing iced tea franchises in Australia.

"As a foreign brand in a Western market, to achieve recognition as a well-known brand in the Australian community, that's a really great achievement," said Charley Zhao, Managing Director of Chatime Australia.

The Australian Emerging Franchisor of the Year Award was taken home by Express Retail Group, the franchisor of the Salon Express and Barbershop Express brands, which currently has 41 salons and barbershops operating across Western Australia and Queensland with a strong focus on expansion.

Laser Clinics Australia took home Awards for both Excellence in International Franchising and Franchise Innovation.

The laser hair removal, skin treatments and cosmetic injectables franchise first opened in Australia in 2018 and began its international expansion to New Zealand in 2018.

"It's very exciting to win these awards. It means a lot to show all the work we've put in both the support office and the franchise partners to bring these initiatives to life. It will benefit our business because franchisees have a lot of choice out there and they will hopefully see that we're innovative, expanding internationally and we're a great success story," said Anthea Muir, CEO of Laser Clinics Australia.



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Courier and freight reseller PACK & SEND won the Excellence in Marketing Award, while commercial equipment finance company Cashflow It Group was named Supplier of the Year.

Outstanding franchisees recognised at the MYOB FCA Excellence in Franchising Awards included Warren D'cruz of Automasters, who was named Multi-Unit Franchisee of the Year for 2019.

Quest Bundoora's Mark and Ky O'Shea took home the Single Unit Franchisee, two or more staff Award while EFM Health Club's Noosaville franchisee Kate Davidson was named Single Unit Franchisee of the Year, less than two staff for 2019.

Field Manager of the Year was Awarded to Shingle Inn's Melinda Bowles, while Xtend Barre franchisee Liz Nable was named Franchise Woman of the Year.

The important role franchises play in contributing to the community was recognised in the Franchisor Social Responsibility Award, taken home by Muffin Break, and the Franchisee Community Responsibility and Contribution Award, which was won by Bakers Delight Burleigh Heads franchisee Joanne Heike.

"Winning this award is an opportunity to say how important it is that we get involved with our community, bring people into our stores and tell them how important it is that we bring each other together," said Joanne.

The awards also included the induction of a new member into the Franchise Hall of Fame Ron Pedder, Chairman of Pedders Suspension and Brakes. In more than 50 years of business, Ron has made an indelible impact on franchising, overseeing the expansion of a family business that is now in its third generation.

A total of 14 Excellence in Franchising Awards, plus the 2019 Hall of Fame inductee were presented on the evening, which was proudly sponsored by MYOB.

Note: Full list of winners attached.

For more information, please contact:

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The Franchise Council of Australia is the peak industry body for the \$182 Billion Australian franchise sector representing franchisors, franchisees and suppliers/advisors. www.franchise.org.au



FRANCHISE COUNCIL OF AUSTRALIA

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2019 Excellence in Franchising Award Winners

Australian Established Franchisor of the Year - San Churro

Australian Emerging Franchisor of the Year - Express Retail Group

International Franchisor of the Year - Chatime

Multi-Unit Franchisee of the Year - Warren D'cruz, Auto Masters

Single Unit Franchisee of the Year, two or more staff - Mark and Ky O'Shea, Quest Apartment Hotels

Single Unit Franchisee of the Year, less than two staff - Kate Davidson, EFM Health Clubs

Franchise Woman of the Year - Liz Nable, Xtend Barre

Field Manager of the Year - Melinda Bowles, Shingle Inn

Supplier of the Year - Cashflow It Group

Excellence in Marketing - PACK & SEND

Excellence in International Franchising - Laser Clinics Australia & New Zealand

Franchise Innovation - Laser Clinics Australia

Franchisor Social Responsibility - Muffin Break

Franchisee Community Responsibility and Contribution - Joanne Heidke, Bakers Delight

Franchise Hall of Fame Inductee 2019 - Ron Pedder