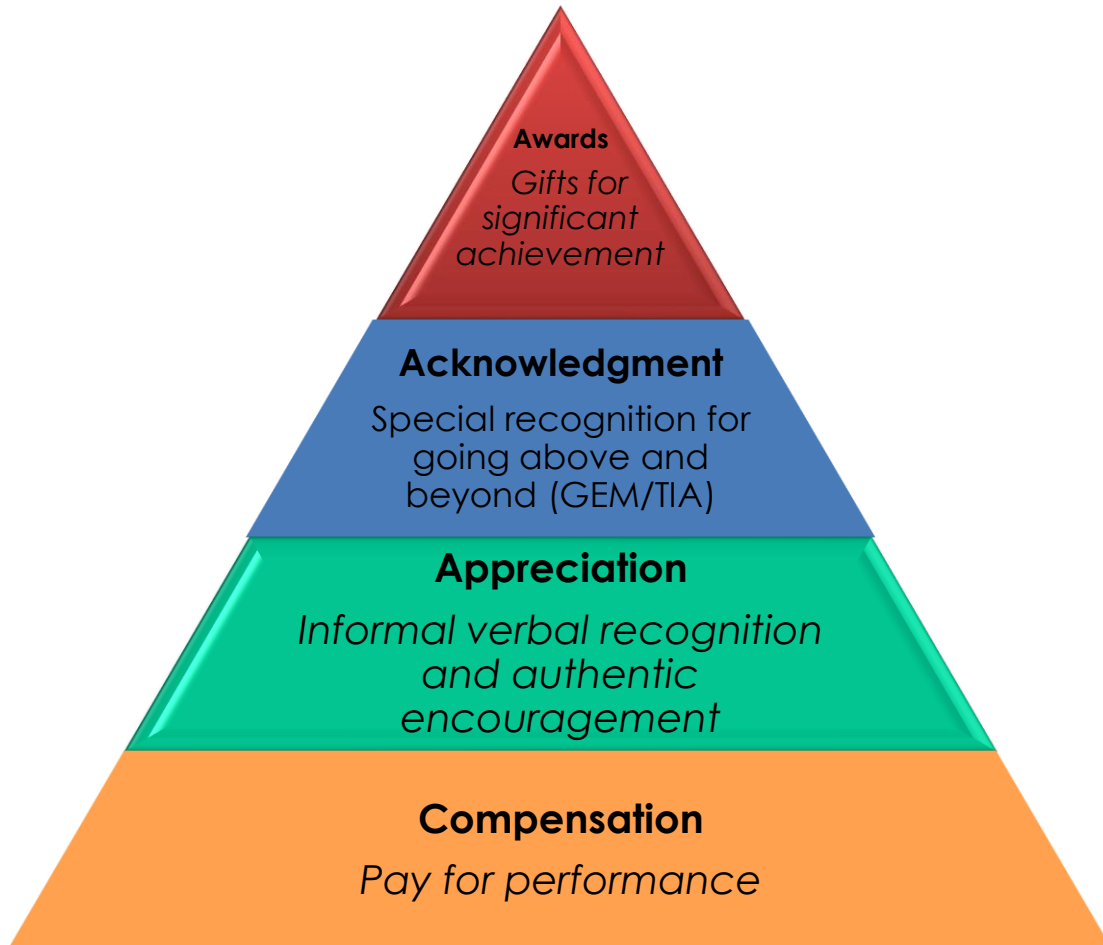




Exceptionally Evans Employee Recognition Program

*Compensation is earned for doing the job you were hired to do.
Recognition celebrates an effort beyond the call of duty.*



Purpose

The City of Evans recognizes the importance of motivating, compensating, and developing employees. As such, we encourage opportunities to recognize individual and team efforts. This program is intended to provide guidelines for recognizing and rewarding accomplishments that are congruent with our mission, vision, EDGE values, and objectives of City operations. The effectiveness of this program is rooted in our ability to provide recognition that is viewed by employees as valuable and meaningful.

Program

The Employee Recognition Program provides opportunities for employees and supervisors to recognize subordinates, supervisors, and coworkers for individual/team achievements in such areas as customer relations, service, suggestions, safety, special skills, task forces, projects, superior performance, and heroism.

Appreciation

Showing authentic appreciation is by far the most effective way to exhibit employee recognition with lasting significance. While money is important to all of us, what tends to motivate us more abundantly is the timely, thoughtful, personal kind of recognition that signifies true admiration for a job well done. There are many examples and opportunities for informal recognition and supervisors are encouraged to incorporate this type of recognition into daily interaction with employees and coworkers.

Awards

There are occasions when it is appropriate to award an individual employee or a team:

- Exceptional service to an employee, citizen, or other customer
- Efficiency, effectiveness, innovation, and productivity in job performance
- Outstanding demonstration of the City's values
- Commitment to safety
- Performance involving overcoming unusual difficulties
- Teamwork and cooperation in working with fellow employees to effectively attain project goals
- Effective demonstration/utilization of a special skill not included in the employee's regular duties
- Actions that help to significantly: (1) eliminate waste; or (2) conserve taxpayer dollars
- An idea or method that increases the operational efficiency of a process

As a caution, the purpose is **not** to reward:

- Employees for meeting job expectations
- Only highly visible activities
- Individuals when it took an entire team to achieve success or an entire team when only a few individuals were the key to success
- Employees due to your feelings of pressure or guilt
- Employees for effectively "fighting fires" due to lack of planning or poor execution

Acknowledgment

While appreciation is incredibly important in overall employee recognition, acknowledging a person's inherent value is equally esteemed. The point of acknowledgment may not point out a specific accomplishment, rather it recognizes their worth as a colleague and takes notice of adherence to our EDGE values.



Administrative Guidelines

Non-monetary awards will be presented and processed at the department level so employees may be recognized in accordance with the values and priorities of their respective work units. Some examples of non-monetary or *de minimis* (as outlined in Publication 15-B of the IRS Tax Code) awards include verbal appreciation/recognition; thank you notes; plaques; trophies; certificates; pen/pencil sets; desk items; mugs; caps, shirts/sweatshirts; occasional parties/picnics; food items; occasional theater or sporting event tickets. All monetary awards (cash and cash equivalents—i.e., gift cards/certificates) will result in tax liability for the employee. See the Finance Department for tax liability questions.

City Recognition Programs

Going the Extra Mile (GEM) Award: The purpose of this award is to recognize individual employees who epitomize our EDGE values consistently in their daily job functions and/or those who have contributed to the organization at a very high level in a meaningful way toward a coworker or community member. These nominees might also include part-time, seasonal, and temporary employees. This award will be presented in real time. All GEM recipients will be nominated for the Annual GEM Award(s). Employees must be employed at the time of the Annual GEM Award ceremony to be considered.

GEM Program Criteria

- Any City employee may submit a nomination
- Nomination forms are sent directly to the Employee Recognition Committee
- Recipients will be selected monthly based on GEM criteria
- Employees can be nominated more than once per year
- Annual GEM Awards will be given at the annual Holiday Luncheon
- Recipients will receive an Evan's EDGE coin to redeem at the EDGE store

Teams In Action (TIA) Award: This award is designed to recognize the accomplishments and efforts of various teams, task forces, or work groups that may operate intra or interdepartmentally. The TIA objective is to encourage teamwork in the areas of safety, work environment or procedural improvement, quality service delivery, enhanced productivity, special projects, employee focus, and community enrichment. Employees must be employed at the time of the Annual TIA Award ceremony to be considered.

"Teams" qualifying for this award can be of any size and duration. However, this program is generally intended to reward groups that demand individual contributions from every member of the team (e.g., an entire division should not be rewarded for the efforts of a fraction of its membership).

Examples of criteria for TIA Awards:

- Customer Service Improvement
- Exceptional Service Delivery
- Improved Efficiency
- Community Involvement
- Enhanced Work Environment
- Special Projects

TIA Program Criteria

- Any City employee may submit a nomination
- Nomination forms are sent directly to the Employee Recognition Committee
- Recipients will be selected annually based on TIA criteria
- TIA Awards will be given at the annual Holiday Luncheon
- Recipients will receive an Evan's EDGE coin to redeem at the EDGE store

Employee Appreciation Days: Employee Appreciation Days are designed to celebrate employees' ongoing commitment and effort to providing quality service in the community. The varied events throughout the year provide a platform to recognize the entire employee group. Increased morale, team spirit, and commitment to our EDGE values and goals are anticipated outcomes of the Employee Appreciation Days. Employee Appreciation Days will be planned and coordinated with significant organizational events or holidays by the Employee Recognition Committee, Employee Fun Team, or Employee Review Team.

Sample Employee Appreciation Days

Notes of Thanks: Annually notes of thanks will be given to employees by fellow employees, supervisors, managers, or Department Heads.

All Employee Gift/Surprise: All employees may receive a surprise gift in recognition of their hard work and dedication to the City throughout the year.

Employee Luncheon: A staff luncheon provided on behalf of City Leadership and City Council to say thank you to employees for a job well done and to acknowledge their value to the organization.

EDGE Days: Staff will be encouraged to wear EDGE apparel on specific days for citywide promotion of our values.

Miscellaneous Employee Recognition

Verbal Recognition: Verbally recognizing good employee performance and saying "thank you" is the most common form of recognition. Employees appreciate positive feedback and supervisors, managers, and department heads are encouraged to make frequent use of this technique.

Written Recognition: Good employee performance often justifies going beyond verbal recognition and typically involves one of the following techniques.

Written Commendations: A formal memorandum commending an employee for superior performance, directed to the employee by a supervisor, manager, or department head. A copy of this commendation should be forwarded to the employee's personnel file.

Theme Days: To boost morale and to celebrate such things as community events, holidays, etc. The City may coordinate all staff theme days and celebrations.

Choose Your Charity: Employees may be awarded time off (up to 8 hours) to volunteer at their favorite charity or departments may choose to volunteer together.

Performance Evaluations: Strong job performance should also be reflected in the employee's performance evaluation, completed by the employee's immediate supervisor.

Informal Notes: Informal notes to an employee are another appropriate and meaningful way to express appreciation on a day-to-day basis.

Training Opportunities: Another way of reinforcing strong performance is to send the deserving employee to a selected class, seminar, or school, wholly or partially at the City's expense. This form of recognition is especially significant in situations where the employee has expressed an interest in personal career development or job enrichment opportunities.

Just in Time Recognition: In some situations, it is appropriate to pick up the cost of such events, an "appreciation meal" or "ice cream for the team," to recognize a strong employee or group performance.

Special Awards for Heroism

Employee acts of heroism while working at their job may be recognized. In delivering the many services made available to our citizens, an employee may perform an act in the face of personal danger and/or save a citizen's life. Heroic acts such as these should be recognized by department heads, managers, and supervisors, with an appropriate acknowledgment to the employee's personnel file.

Outside Employee Recognition Programs

Very often, outside professional organizations, community service clubs, homeowners' associations, and other organizations recognize the valuable performance of City employees through letters, certificates, plaques, trophies, and other award mechanisms. Typically, such outside recognition should be documented, and the recognized employee's personnel file should be updated to reflect the award presented. Also, on a case-by-case basis, it is often desirable for the outside organization to make the award presentation before City Council. When appropriate, awards may be displayed at City facilities.

Length of Service Awards

The purpose of the program is to recognize City employees for their length of service and dedication to the City. Employees who have served the City for several years and who are knowledgeable in the policies, goals, and procedures of the City government are an extremely valuable asset to the organization. Employees who have completed five years of service or more in increments of five years with the City will be recognized at the Holiday Luncheon.

Retiring or Separating Employee Recognition: Separating employees who are leaving the organization in good standing may be recognized on a department level. Employees retiring with 20 or more years of service are recognized with a monetary award and an engraved clock or similar gift. This program cost will be absorbed by the individual's department. Activities or events related to retiring or separating employees such as private lunches for limited groups are not reimbursable.