

Title: Employee Appreciation and Recognition		
Category: Human Resources		
Reference Number: HR 5	Initial Effective Date: 10/01/2021	Last Revision Date:

1) SCOPE

This administrative directive provides guidelines for employee appreciation and recognition events to promote the City's Core Values and encourage efforts to improve City operations and customer service.

2) DEFINITIONS

Regular Full-time employee – As defined by Section 2.04 in the Personnel Policies & Procedures Manual

Retirement – A person is considered to be retiring from employment if, as a result of age or disability, he or she will promptly begin receiving retirement benefits from the Texas Municipal Retirement System (TMRS).

3) TYPES OF RECOGNITION AND AWARDS

The following are ways in which employees may be recognized and awarded for their contributions:

1. Service Awards

Regular full-time employees become eligible for a service award in the year in which they complete 5, 10, 15, 20, 25, 30, 35 and 40 years of service as regular full-time employees with the City of Andrews.

Human Resources (HR) will coordinate with external vendors to allow employees to select from an array of gifts in recognition of their tenure or retirement. Funds for the gifts will be budgeted for the program on an annual basis.

Service Awards will be presented at a City Council meeting and/or at a city-wide or departmental meeting. The names of service award winners will be included on a plaque prominently displayed in City Hall.

2. Departmental & Interdepartmental Employee Appreciation Events

Departments are encouraged to host team building appreciation events for employees within their department(s) and for employees in other departments. These events may include, but are not limited to, holiday and summer events. Retirements, birthdays, baby showers, and other personal celebrations are not considered employee appreciation events under this policy. Departments may use budgeted funds to provide food and non-alcoholic beverages.

Departmental Events – Up to \$25 of City funds per budgeted departmental headcount per fiscal year can be spent on appreciation events as described in this policy and shall be paid from each department's existing budget.

Interdepartmental Events – Funds from the General Operations department budget may be utilized to build camaraderie with employees in other departments. To request these funds, the hosting Director shall email the City Manager the departments involved and the estimated cost of the event to ensure adequate funds are available. Once the approved event has taken place, the hosting Director shall email the City Manager the number of employees participating from each department and the amount spent.

3. Annual Employee Appreciation Picnic

The City employee family picnic takes place once a year to honor and thank our hard-working city employees. The picnic typically takes place in the summer months and includes a meal, games, prizes, and free access to the City's swimming pool. The picnic provides an opportunity for employees to take a break, visit with colleagues in a casual atmosphere, and for officials to share their thanks and appreciation to City employees for their dedication and hard work. All expenditures for the employee picnic shall be paid from the General Operations department's existing budget.

4. Core Values Awards

A Core Values Award is a quarterly award given to employees who have received written recognition from coworkers, citizens, and supervisors for exhibiting excellence in one of the City's four Core Values:

- Excellence
- Engaged & Empowered
- Family / Team Oriented
- Integrity

Nominations may be submitted by a citizen or coworker electronically by using one of the following links:

- <https://www.surveymonkey.com/r/coarecognition>
- City Website link under "How do I"

At the end of each quarter, a committee selected by the City Manager will review the nominations and will award a winner for each Core Value area for which there was a nomination. All nominees will be recognized in the City Manager's Monthly Update and winners will receive a \$25 gift card.

All full-time and part-time employees are eligible for this program if they exhibit the minimum criteria specified for each award.

- **The Excellence Award** is given to those employees who pursue excellence in the workplace and have outstanding practices in managing and achieving results. They put the needs of others before self. They deliver exceptional service to internal and external customers by exceeding expectations. They encourage continuous improvement and innovation. They effectively manage the public's resources.

Must exhibit at least 7 of the 9 following criteria to be eligible:

- Always looking for new and improved ways of providing valuable service to the community
 - Highly adaptable when dealing with diverse people and situations
 - Exhibits patience and kindness when dealing with difficult people
 - Goes the extra-mile, knows when to ask for additional expertise, and always follows-through
 - Challenge the "way it has always been done" and transforms the organization by adding value through new solutions
 - Demonstrates mastery in subject matter
 - Meets deadlines regardless of time allotted or existing workload
 - Always gives 100%, continually striving for the highest standards of excellence
 - Shows a willingness to learn, grow and accept constructive criticism
- **The Engaged & Empowered Award** is given to those employees who connect their work to a greater cause and purpose. They provide and/or participate in activities which provide the opportunity to learn and grow. They practice open communication. They accept job autonomy (the ability to direct their own work).

Must exhibit at least 5 of the 7 following criteria to be eligible:

- Takes initiative and displays a can-do attitude
- Ability to keep things in perspective
- Ability to dig deeper when faced with setbacks and significant challenges
- Has a desire to venture outside comfort zones, challenge obstacles, take chances, and persevere until they achieve their goals

- Willingness to try different approaches to what might seem an obvious solution
- Focuses on the future, sees the bigger picture, mobilizes and/or aligns resources behind their overarching vision
- Ability and willingness to communicate issues clearly and precisely
- **The Family / Team Oriented Award** is given to those employees who work together with camaraderie, respect, accountability, and unity. They participate in other's lives – the struggles, joys, sorrows, and goals. They enable other employees to spend quality time with their families. They ensure everyone around them goes home in the same shape they came to work.

Must exhibit at least 5 of the 7 following criteria to be eligible:

- Always ready to help a co-worker, without hesitation, regardless of existing workload
- Is a mentor to others and is honest, open, and willing to share knowledge and skills
- Positively impacts morale in the workplace and does not contribute to workplace drama
- Consistently displays a helpful, cooperative, and positive attitude toward co-workers at all levels
- Is working towards the “good of the group”, not strictly their own goals and objectives
- Offers unsolicited encouragement and support to co-workers
- Treats all persons with dignity, fairness, and respect
- **The Integrity Award** is given to those employees who always demonstrate integrity and in all circumstances. They consistently act in a moral and ethical manner regardless of the situation. They strive to keep all promises and commitments. They insist on honesty and transparency in all dealings. They take responsibility for their individual actions.

Must exhibit at least 7 of the 9 following criteria to be eligible:

- The ability to think quickly and demonstrate grace under pressure while maintaining situational awareness
- Controls high stress situations tactfully and calmly
- Is open to, and receptive of, suggestions and feedback
- Models standards and behavior – has distinguished themselves in such a way that others admire and want to emulate them
- Exemplifies integrity and commitment in all situations

- Demonstrates the courage to be honest and vulnerable, learning from past experiences
- Keeps promises, works hard, and shows diligence and perseverance
- Has a desire to be their own person and not just follow the crowd, no matter how comfortable or easy it may be to conform

5. Quality Step Increase (QSI)

A Quality Step Increase provides recognition to those employees whose performance substantially exceeds an acceptable level of competence and has sustained this level of performance over a period of time. Non-exempt employees are eligible for no more than a one-step increase, and exempt employees are eligible for not more than the average merit increase that non-exempt employees receive. Ideally, Quality Step Increases should be discussed during the annual budgeting process.

6. Retirement

Full-time employees retiring after 5 years of uninterrupted service will be offered a retirement reception at a City facility. If the employee so chooses, the retirement reception will be open to all City of Andrews employees and guests of the recipient.

The Human Resource department will coordinate and announce the reception. The City will provide a cake, drinks, paper goods, announcements, and a plaque recognizing the employee's length of service. The employee's supervisor or director will prepare a brief bio for the City Manager to read during the presentation.

Additional gifts, luncheons, and parties given in honor of the retiree on an individual or departmental basis will not be paid for by the department or City.