

Employee Recognition and Reward Policy

POLICY STATEMENT

The City of El Mirage values its employees and recognizes employees for a job well done, performance that results in an important accomplishment, the completion of significant events, and for their years of dedicated service to the City.

PROCEDURES

- I. On-the-Spot Award
 - a. The On-the-Spot Award recognizes employees for a job well done. Examples can include, but are not limited to:
 - i. Job Well Done
 - ii. Demonstrating Teamwork
 - iii. Exceptional Customer Service
 - iv. Demonstrates Organizational Values
 - b. Human Resources provides each Department Director with a stock of award cards.
 - c. Anyone can request to give an On-the-Spot award; however, the award must be signed by the Department Director, or designee.
 - d. Department Director, or designee, sends Human Resources a copy of each On-the-Spot award given.
 - e. Department Director, or designee, recognizes employees who received an award during departmental staff meeting.
 - f. City Manager recognizes employees who received an award in the City Manager's update to staff and Council.
- II. Above and Beyond Award
 - a. The Above and Beyond Award recognizes employees for an additional level of performance. This category is intended to recognize things such as:
 - i. Initiative in improving a process
 - ii. Going above and beyond what is expected in one's job
 - iii. Creative solutions to ongoing issues
 - iv. Effective problem solving
 - b. Award:
 - i. Maximum of two awards per year.
 - ii. Regular full time employees receive five hours of personal leave, pro rata for regular part-time employees, granted as a form of recognition.
 - iii. Hours must be used on or before June 30 each year and cannot be carried

over to a subsequent year.

iv. There is no payout value for unused personal leave hours.

c. Process:

i. Award forms are available on the Human Resources Intranet.

ii. The person recommending the award completes the award form where he/she provides a description of the demonstrated action.

iii. Department Director, or designee, is responsible for ensuring that the level of recognition requested corresponds to the level of accomplishment, as well as to administer the recognition in a consistent manner.

iv. Award forms must be authorized by the Department Director, submitted to Human Resources, and authorized by the City Manager prior to issuance to the employee.

v. Authorized award forms become part of the employee's personnel file and may be considered during the employee's evaluation.

vi. Department Director, or designee, recognizes employees who received an award during departmental staff meeting.

vii. City Manager recognizes employees who received an award in the City Manager's update to staff and Council.

III. Outstanding Performance Award

a. The Outstanding Performance Award recognizes individual employees and/or work teams who demonstrate creativity and innovation, and/or for the completion of a significant event. Examples of outstanding performance can include, but are not limited to:

i. Accomplishment and/or completion of a significant event

ii. Development and implementation of an innovative idea which demonstrates a measurable improvement and/or cost savings

iii. Safety related improvements

b. Award:

i. Maximum of one award per year.

ii. Regular full-time employees receive ten hours of personal leave, pro rata for regular part-time employees, granted as a form of recognition.

iii. Hours must be used on or before June 30 each year and cannot be carried over to a subsequent year.

iv. There is no payout value for unused personal leave hours.

c. Process:

i. Award forms are available on the Human Resources Intranet.

ii. The person recommending the award completes the award form where

he/she provides a description of the demonstrated action.

- iii. Department Director, or designee, is responsible for ensuring that the level of recognition requested corresponds to the level of accomplishment as well as to administer the recognition in a consistent manner.
- iv. Award forms must be authorized by the Department Director, submitted to Human Resources, and authorized by the City Manager prior to issuance to the employee.
- v. Authorized award forms become part of the employee’s personnel file and may be considered during the employee’s evaluation.
- vi. Department Director, or designee, recognizes employees who received an award during departmental staff meeting.
- vii. City Manager recognizes employees who received an award in the City Manager’s update to staff and Council.ⁱ

IV. Service Award

- a. Service awards are presented to employees celebrating years of service with the City of El Mirage, beginning in the third and fifth year, and every five years thereafter.
- b. Human Resources maintains service records, and orders and prepares award materials.
- c. Recipients receive a certificate or other similar item.
- d. Awards are distributed during an annual employee appreciation meeting.
- e. Department Directors attend award meetings honoring employees.
- f. Employees receive Service Award Leave – Personal Hours according to the table below.
 - i. Service Award Leave - Personal Hours

Service Award Leave - Personal Hours in the chart below encompass the Personal Day(s) identified in the Personnel Manual, Police MOU, and Fire MOU. Regular part-time employees receive pro-rated Service Award Leave – Personal Hours. Temporary employees are not eligible for Service Award Leave – Personal hours.

Years of Service	Hours: (Per Year) As Per Police/Fire MOU but not less than amounts identified in this chart.
Fewer than 3 years	10 hours
3 years but fewer than 5 years	15 hours
5 years but fewer than 10 years	20 hours
10 years but fewer than 15 years	30 hours
15 or more years	40 hours

- i. Service Award Leave - Personal Hours based on service as of June 30.
- ii. Service Award Leave – Personal Hours are generally posted on or about July 1.

- iii. Hours must be used on or before June 30 of each year and cannot be carried over to a subsequent year.
 - iv. There is no payout value for unused Service Award Leave – Personal Hours.
 - v. Years of service must be continuous. If an employee leaves the City for any period of time and is then rehired, the prior years worked are not calculated into the service award leave – personal hours.
 - g. Employees also receive an increase in vacation accrual rates as stated in the Personnel Policy Manual, Police MOU, or Fire MOU, as applicable.
- V. Retirement Recognition
- a. Retirement recognition commemorates the time when an employee retires.
 - i. Human Resources orders and prepares award materials.
 - ii. Recipients receive an achievement award, such as a plaque or similar item with retiree’s name and years of service.
 - iii. Awards are distributed by the Department Director.
 - iv. Employees have the option of appearing at a City Council meeting to receive their retirement award.
 - v. Department Director may hold an optional celebratory department gathering.

For questions concerning the administration of this policy, please contact the Human Resources Department. This policy may be amended from time to time as the City deems appropriate.

APPROVED:


Crystal Dyches, City Manager

APPROVED AS TO FORM:


Justin Pierce, City Attorney

Employee Recognition and Reward Request and Authorization Form

Nominee's Name: _____

Employee's Job Title: _____

Department: _____

Nominator's Name: _____

Award Category: Mark the appropriate box.

The **Above and Beyond Award** recognizes employees for an additional level of performance. This category is intended to recognize things such as: initiative in improving a process, going above and beyond what is expected in one's job, creative solutions to ongoing issues, and/or effective problem solving.

The **Outstanding Performance Award** recognizes individual employees and/or work teams who demonstrate creativity and innovation, and/or for the completion of a significant event. Examples of outstanding performance can include but are not limited to: accomplishment and/or completion of a significant event, development and implementation of an innovative idea which demonstrates a measurable improvement and/or cost savings, and/or safety related improvements or acknowledgement.

Demonstrated Action: Provide a description of the demonstrated action.

Department Director's Signature/Date: _____

Completed by Human Resources:

Eligible for Award: Yes No **Award:** Leave hours awarded _____

City Manager's Signature/Date: _____