**[organization name] Employee Recognition Program** Effective Date: [date]

**Purpose of Program**

* To recognize and reward excellent performance
* To incentivize great customer service and animal care

**Eligibility**

* All non-executive management staff members
* In good standing: no corrective action in 90 days

**Awards**

* Customer Service
* Animal Service

**Criteria for Awards**

* **Customer Service Awards**  relate to the public and may also include service to the internal team (internal customers).
* **Animal Service Awards** relate to direct animal care and may also include outstanding service to the animals in other ways.

Awards will be made based on the following criteria. Every item may not apply to a given candidate, however, three or more points should apply.

* Impact – a truly substantial impact has been made.
* Exceeds expectations – excellence above and beyond the norm of good performance.
* Improved a process – recommendation of a new or improved process that is implemented and makes a substantial improvement.
* Consistency and/or frequency – excellent performance that is part of an ongoing pattern of positive actions and behaviors.
* Positive feedback – from the public and/or co-workers (letters, emails, verbal comments, etc.).
* Turning a negative situation into something positive – used outstanding problem solving, creative solutions, quick action and/or interpersonal skills to fix a problem or resolve an issue in a positive and effective way.

**Nomination Process & Selection Committee**

Any employee may nominate another employee for an award. There are two ways to nominate someone:

* Complete the yellow nomination forms available at the [reception desk, adoption desk, or other locations of forms]. Put the form into the nomination box in the administrative office OR
* Send an email to [ designated email]. Please include the information requested on the nomination form in your email.

Nominations are due by the 20th of each month. The committee will meet within the last ten days of each month to consider the nominations.

The HR Manager will preview the applications to ensure that the candidates meet general requirements of being an employee of good standing. All nominations that meet this qualification will be presented to the selection committee.

The selection committee will be composed of:

* Two executive management staffers
* HR manager
* One staff representative of community programs and services
* Two staff representatives of animal care (adoptions, dogs, cats, small animals, or clinic)

Representatives will serve a three-month term on the selection committee and will be selected by the manager or director for the area.

The full selection committee will consider, discuss, and vote on each of the nominations based on the above criteria. The majority vote will carry and votes will be conducted using Martha’s Polling. There is no maximum number of awards—everyone that qualifies receives an award.

When a manager has been nominated for an award, the executive management and the HR manager selection committee members will consider these nominations after the close of the standard meeting… The HR manager will maintain a list of all award recipients.

Award recipients will:

* Receive the designated prize within the category.
* Receive a personalized letter from the executive director or CEO and the recipient’s supervisor.
* Receive acknowledgement in a staff meeting.
* Have a record of the award placed into their personnel file.

**Prizes**

In each of the two award categories, recipients will receive:

* First award—pin – (different pin for each category)\_
* Second award—$5 coffee gift card
* Third & fourth award—$10 gift card
* Fifth award—personal parking space in prime location for one month
* Sixth award—a day off with pay
* Seventh award—photo plaque hung in the facility and framed certificate to keep