EMPLOYEE RECOGNITION AWARDS PROGRAM

PURPOSE: The Employee Recognition Program is designed to motivate, recognize, and reward outstanding employee performance and dedicated service to the Town of Greenwich and its residents. Town officials consider the recruitment and retention of high quality employees a top priority. The Awards Program seeks to support the Town’s recruitment and retention priority by formally recognizing outstanding employee performance and long term dedicated service.

ELIGIBILITY: All regular full time and regular part time employees from all Town departments are eligible to be nominated for recognition awards except Department Heads and the certified staff of the Board of Education. Eligibility to receive an award requires that you be a regular full time or regular part time employee with at least one year of service with the Town, have satisfactory performance reviews, and no disciplinary actions pending or having occurred for at least the past two years.

PROGRAM DESIGN: This year’s Employee Recognition Awards ceremony will be held on November 17, 2010. Nominations for Employee Recognition Awards must be fully completed, provide sufficient information in a legible format to be reviewed and evaluated by the Selection Committee, and submitted by the nominating individual to the nominated employee’s Department Head for endorsement. Only legible, fully completed nominations endorsed by the Department Head will be accepted.

Nominations for Team of the Year and Manager of the Year must be fully completed, provide sufficient information in a legible format to be reviewed and evaluated by the Selection Committee and submitted by an individual to the nominated teams’ or nominated managers’ Department Head for endorsement. Only legible, fully completed nominations endorsed by the Department Head will be accepted.

All properly completed nominations received and endorsed by a Department Head should be forwarded by September 27, 2010 to the Director of Human Resources. The Director of Human Resources shall forward all eligible nominations to the members of the Employee Recognition Awards Selection Committee. The Employee Recognition Awards Selection Committee shall consist of five (5) or seven (7) employees appointed by the First Selectman. The members of the Employee Recognition Awards Committee shall consist of a cross section of employees by department and shall include management, supervisory, and non-supervisory employees. The members of the Employee Recognition Awards Selection Committee shall serve for a one (1) year term.

During the month of October, the Employee Recognition Awards Selection Committee shall review the nominations and engage in a selection process to identify employees to receive the Employee Recognition Awards for Excellence, Customer Service, Team Player, Personal Achievement, Manager/Supervisor of the Year, and Team of the Year Award. The Employee of the Year will be selected from those employees who were nominated for individual recognition awards. A panel consisting of a Selectman, the Town Administrator, and a representative from Town HR and BOE HR will engage in selecting the Employee of the Year. Employees will be notified of their selection and the award conferred at the November ceremony.
Service Awards are based on years of full time and permanent part time service (including prior service) with the Town. Service Awards shall be conferred for five, ten, 15, 20, and in subsequent five-year intervals. Service Awards for 25 years and above will be conferred at the Employee Recognition Ceremony. Service Awards for 20 years and below shall be conferred within each department at an appropriate ceremony during a time period to be determined by the Department Head.

**EMPLOYEE RECOGNITION AWARDS CRITERIA:**

For the program to be a meaningful tool for motivating and rewarding employees, all nominations should be related to the employee’s job performance; should reflect an understanding of the employee’s role in their respective department or division over time; and be thoughtfully considered. Nominees should provide consistent good performance or service in their positions. All nominations must be supported by the supervisor of the division and endorsed by their Department Head. Nominator’s should have sufficient knowledge of the employee they are nominating, their job performance and workplace behavior to ensure the nominee meets the General Criteria outlined below and ensures the integrity of the program.

**General Criteria:** All nominees should demonstrate above average performance in their positions and above average behavior and performance in the following areas:

- Attendance and punctuality
- Attitude and cooperation
- Initiative and commitment
- Timely completion of duties
- Consistent application of Town rules and policies

To achieve the program’s purpose of motivating, recognizing, and rewarding outstanding employee performance, the program is designed to be as inclusive as possible in identifying employees who merit recognition. Equally important is that recognition is given to employees in all areas of town government. To accomplish these objectives recognition awards may be conferred for the following:

**Awards of Excellence:** In addition to the General Criteria noted above the Nominee for an Award of Excellence must have accomplished any of the following:

- Outstanding public service which is consistently high or which has dramatically improved
- Consistently superior work standards or work standards which have dramatically improved
- Outstanding participation in or development of a special program that has benefited the Town or the Community
- Development of a procedure or process which has effectively increased efficiency in work operations or public service, improved cost savings or resolved a long standing problem.
**Personal Achievement Award:** In addition to the General Criteria noted above the Nominee for Personal Achievement Award must have accomplished any of the following:

- Notable professional achievement
- Completion of long-term personal/professional training (college degree, professional certification program, etc.)

**Team Player Award:** In addition to the General Criteria noted above the Nominee must display the following behaviors or traits:

- A consistent spirit of teamwork and cooperation modeled by respectful treatment of others
- Willingness to make commitments and keep promises in pursuit of team goals
- Demonstrated interest and concern for other team members and team objectives

**Customer Service Award:** In addition to the General Criteria noted above the Nominee’s performance demonstrates on a consistent basis a commitment to customer service in any of the following:

- The employee demonstrates an understanding of the tasks of excellent customer service by consistently seeking information, supplying information, and extending him/herself when dealing with external customers (public) or internal customers (employees).
- The employee demonstrates an understanding of excellent customer service by advocating for the customer by identifying customer expectations and seeking to utilize and transform internal processes and resources to meet customer expectations.
- While working during a stressful period in the department/division, the nominee continued to exhibit performance above and beyond that generally expected in resolving customer issues setting an example for other employees.

**TOWN-WIDE AWARDS CRITERIA:**

**Employee of the Year Award:** In addition to the General Criteria noted above eligibility is limited to employees with at least three years of town service who display, on a consistent basis, above average performance. Do not nominate for the Employee of the Year Award. The Employee of the Year will be selected from the nominees for Excellence, Customer Service, and Teamwork. Examples of such an employee follows:

This would be an employee who

- Consistently goes “above and beyond” what is expected in his/her job; or
- Consistently works to meet the division or unit objectives by assisting peers or subordinates, sharing knowledge and stimulating collaboration and a positive work environment for accomplishing tasks; or
- Displays exceptional merit and accomplishment on a consistent, long-term basis in both attitude and performance.

Or, an employee who
• For a single project or act of exceptional performance which resulted in one of the following:
  • Increased department/division productivity or efficiency
  • Significant cost-savings
  • Resolving a significant problem
  • Increased morale and motivation of employees

Manager/Supervisor of the Year Award: In addition to the General Criteria noted above this award is given to the manager, superintendent or supervisor who has displayed overall outstanding performance during the year in one of the following areas:
• The completion (on time and within budget) of significant projects
• Displaying outstanding leadership abilities as assessed through the workmanship and morale of his/her employees
• Championed the concepts of teamwork and quality public service as assessed through his/her employees and departmental/divisional projects

Or
• In recognition of a specific incidence of outstanding performance or leadership during the year

Or
• To a manager/supervisor who has consistently, over a period of at least 5 years, presented outstanding service in support of many accomplishments, but has seldom received recognition.

Team of the Year Award: Given to the Department or Division who displays a consistent spirit of teamwork and cooperation modeled by collaboration and respectful treatment of others and who has throughout the year consistently:
• Displayed outstanding leadership qualities through teamwork, promoting employee morale and outstanding public service, and has consistently completed projects on time and within budget while promoting a productive, safe, and healthy work environment

Or
• To a Department/Division that, in a specific incidence, has made an outstanding contribution to the welfare of the Town.
**Service Awards:** Service Awards recognize employee service with the Town. This is an opportunity to thank employees for making a long-term commitment to serve the Town and its residents. The following Service Awards will be conferred:

<table>
<thead>
<tr>
<th>Service with the Town</th>
<th>Service Award</th>
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<tbody>
<tr>
<td>5 years</td>
<td>Service Pin</td>
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<tr>
<td>10 years</td>
<td>Service Pin</td>
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<td>15 years</td>
<td>Service Pin</td>
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<td>20 years</td>
<td>Service Pin</td>
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<td>25 years</td>
<td>Service Pin and Award</td>
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<td>30 years</td>
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<td>35 years</td>
<td>Service Pin and Award</td>
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<td>40 years</td>
<td>Service Pin and Award</td>
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<td>45 years</td>
<td>Service Pin and Award</td>
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<td>50 years</td>
<td>Service Pin and Award</td>
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Service Awards for 5 to 20 years shall be conferred within the department at an appropriate ceremony.

Please note, as the Town did not hold an Employee Recognition Awards Ceremony in 2009, Service Awards will also be conferred on those employees who celebrated 25 – 50+ years of service in 2009 at this year’s Awards Ceremony and within the employee’s department for those celebrating 5 – 20 years of service.
EMPLOYEE RECOGNITION 2010
AWARDS NOMINATION FORM

I HAVE SUFFICIENT KNOWLEDGE OF MY NOMINEE AND THEIR PERFORMANCE TO VERIFY THAT S/HE MEETS ALL THE CRITERIA OUTLINED IN THE RECOGNITION AWARDS PROGRAM PAGES 2, 3, 4, AND 5.

I hereby submit this nomination to the Employee Recognition Awards Selection Committee for the following employee to receive an Employee Recognition Award. I understand that only legible, complete nominations, endorsed by the Department Head will be forwarded to the Employee Recognition Awards Selection Committee for review, evaluation, and selection of employees to receive Recognition Awards. The Employee of the Year will be selected from the nominees for Excellence, Team Player, and Customer Service.

Name of Nominated Employee: ___________________________________ Title: __________________________

Department/Division of Nominated Employee: _______________________________________________________

Award Nominated for (check one):  Award of Excellence ___
Personal Achievement Award ___
Team Player Award ___
Customer Service Award ___

Describe how the employee has met the general Awards Criteria and why you believe the employee deserves the award.

Cite specific incidents that relate to the Awards Criteria.

(Attach additional sheets if necessary).

Name of Individual Submitting Nomination: ________________________  Title: __________________________

Department/Division of Individual Submitting Nomination: ______________________________________________

Signature of Individual Submitting the Nomination: __________________________________  Date: ___________

Nominating individual’s Department Head Endorsement:

_________________________________________________________  Date: __________

Department Head to forward the completed Nomination form to the Director of Human Resources by September 27, 2010.
I HAVE SUFFICIENT KNOWLEDGE OF MY NOMINEE AND THEIR PERFORMANCE TO VERIFY THAT S/HE MEETS ALL THE CRITERIA OUTLINED IN THE RECOGNITION AWARDS PROGRAM PAGES 2, 3, 4, AND 5.

I hereby submit this nomination to the Employee Recognition Awards Selection Committee for the following Department or Division to receive the Team of the Year Award. I understand that the Employee Recognition Awards Selection Committee shall select from among the Departments or Divisions nominated, the Department or Division to receive the Team of the Year Award.

Name of Department or Division Nominated: ____________________________________________________

Department/Division Supervisor: __________________________ Title: ____________________________

Describe how the department/division has met the Awards Criteria and why you believe the department/division deserves the award.

Cite specific incidents that relate to the Awards Criteria.

(Attach additional sheets if necessary).

Name of Individual Submitting Nomination: ___________________ Title: __________________________

Department/Division of Individual Submitting Nomination:

_____________________________________________________

Signature of Individual Submitting the Nomination: ______________________ Date: ________________

Department Head Endorsement: ____________________________ Date: ________________

Department Head to forward the completed Nomination Form to the Director of Human Resources by September 27, 2010.
MANAGER/SUPERVISOR OF THE YEAR 2010
AWARDS NOMINATION FORM

I HAVE SUFFICIENT KNOWLEDGE OF MY NOMINEE AND THEIR PERFORMANCE TO VERIFY THAT S/HE MEETS ALL THE CRITERIA OUTLINED IN THE RECOGNITION AWARDS PROGRAM PAGES 2, 3, 4, AND 5.

I hereby submit this nomination to the Employee Recognition Awards Selection Committee for the following Department or Division to receive the Manager/Supervisor of the Year Award. I understand that the Employee Recognition Awards Selection Committee shall select from among those employees nominated, the employee to receive the Manager/Supervisor of the Year Award.

Name of Department or Division Nominated: ______________________________________________________

Department/Division Supervisor: ______________________________ Title: _____________________________

Describe how the employee has met the Awards Criteria and why you believe the employee deserves the award.

Cite specific incidents that relate to the Awards Criteria.

(Attach additional sheets if necessary).

Name of Individual Submitting Nomination: ________________________ Title: ___________________________

Department/Division of Individual Submitting Nomination: __________________________________________

Signature of Individual Submitting the Nomination: __________________________________ Date: __________

Department Head Endorsement: __________________________________ Date: __________
Department Head to forward the completed Nomination Form to the Director of Human Resources by September 27, 2010.