



City Manager's Approval:

**THE CITY OF
POMONA**

ADMINISTRATIVE POLICIES AND PROCEDURES

EMPLOYEE RECOGNITION AWARD POLICY

I. PURPOSE

To recognize employees or volunteers who, in the opinion of the Selection Committee, have exhibited exceptional customer care and performance in a given quarter.

II. APPLICABILITY

This Policy applies to all full-time and hourly/part-time employees, and volunteers who have offered their services for three (3) accumulative years or more.

III. POLICY

To recognize and reward two (2) employees or volunteers, on a quarterly basis, who have demonstrated outstanding service in various areas such as customer care, quality of work, efficiency/productivity, and teamwork. All award recipients will be recognized at the Annual City Hall Holiday Event in December.

IV. PROCEDURE

A. Award Criteria:

Each nomination will be considered on its own merit. Nominees who have shown excellence in the following areas will be recognized:

1. *Customer Care* - nominee demonstrates an outstanding attitude in assisting or serving the public, as well as fellow co-workers. Nominee goes above and beyond what is expected of him/her when assisting the public or fellow co-workers.
2. *Quality/Efficiency/Productivity* - nominee demonstrates outstanding job performance in one or more job skills or duties and demonstrates a commitment to performing their duties and accomplishing the job tasks and

EMPLOYEE RECOGNITION AWARD POLICY (Continued)

assigned, while maintaining a high quality of workmanship. Nominee has a history of outstanding job performance, thinking outside the box, performing above and beyond their assigned duties and responsibilities.

3. *Teamwork* - nominee demonstrates an unselfish willingness to work with fellow co-workers in completing a project, or in all aspect of the person's job duties.
4. *Eligibility* – multiple nominations are acceptable; however, nominees may only receive one award per year.
5. *Nominations* - any City employee, resident, and external customer may nominate a City employee or volunteer by completing a nomination form.

B. Process:

1. The City has established an Awards Review Committee (ARC) which shall be responsible for reviewing the nominations and selecting the award recipients.
 - a. The ARC shall be comprised of City employees representing a cross-section of the City at-large, with a minimum of one (1) representative per department and chaired by the Human Resources Manager.
 - b. Annually, each Department Director shall designate one (1) employee per department to participate on the ARC for one (1) year.
 - c. The ARC shall review the nominations and select two (2) award recipients on a quarterly basis.
 - d. The ARC shall submit the names of the selected nominees to the Human Resources Department to obtain City Manager approval and coordination of the award presentation.
2. The quarterly periods shall be established as follows:
 - a. First Quarter: December, January, and February
 - b. Second Quarter: March, April, and May
 - c. Third Quarter: June, July, and August
 - d. Fourth Quarter: September, October, and November
3. Nomination forms shall be submitted to the Human Resources Manager, via the email system, interoffice mail, or US mail. Nomination forms may be obtained from the Human Resources Department or from the City's website.
4. The Human Resources Department shall review the nominee's personnel file to ensure that the nominee has no pending disciplinary actions and had no disciplinary actions sustained within the past year.

EMPLOYEE RECOGNITION AWARD POLICY (Continued)

5. Quarterly Recognition Nominations:

- a. Nomination forms shall be submitted by the last day of each month for the appropriate quarter to be considered for that quarter.
- b. The ARC shall have reviewed the nominations no later than the 15th of the month following the end of each quarter.

C. Award:

Selected recipients for the quarterly Recognition Award shall receive a Certificate of Commendation, a gift certificate for \$100.00, a reserved parking space in the West Lot or parking lot closest to the recipient's work site for one (1) quarter, and their name shall be listed on a perpetual plaque.

D. Presentation:

The selected recipient for the quarterly Recognition Award shall be recognized at their place of work by the City Manager, or designee and the recipient's Department Director, Division Manager and/or their Supervisor and at a City Council meeting (the latter if so desire by the recipient). The recipient's name and picture shall be published in the Employee's Intranet, and the recipient's name placed on the Recognition Award plaque. In addition, all quarterly award recipients shall be recognized at the City's Annual City Hall Holiday Event.

V. ACTION

This Policy is effective November 9, 2009.