

Facilities Management Operating Policies and Procedures Manual

Effective Date: 7-1-2008

Policy Number: 07-50-005R1

Section: Facilities and Services

Subject: Employee Recognition Program

Purpose:

The Employee Recognition Program provides staff, administration and the university community a clear understanding of methods and techniques to recognize and acknowledge individual and team service and/or performance. Staff recognition is a motivating factor that provides employees with increased job satisfaction and encouragement to perform their jobs more effectively.

1. Kudos Cards

Purpose and Criteria:

Kudos Cards can be given to thank or congratulate a person for his or her efforts. This appreciation and/or acknowledgement can be presented for

- Service, performance, effort, courtesy, efficient or effective work
- Given to any FM staff employee (full time, part time, temporary or student).
- This method of appreciation can be presented to FM staff by any ASU faculty, staff, student, vendor or customer.

Eligibility:

There is no length of employment required.

Methods of Delivery:

a. Email

Send an email congratulating or acknowledging a FM staff member for his/her effort. The person sending the Kudos Card may wish to send a carbon copy to the staff member's supervisor, team leader and the Assistant Vice Chancellor of Facilities. See Organizational Chart on FM web site.

b. Present employee with Kudos Card

A variety of Kudos Cards can be located on the FM Web site. Personalized or purchased thank you cards may be presented as well. The person sending the recognition can either hand deliver the card directly to the recipient or mail to:

Facilities Management
Attention: <Recipient's name>
PO Box 250
State University, AR 72467

c. Posting Kudos Cards on ***FM Wall of Honor***

The Wall is located in the FM Meeting Room. The employee or person sending the card is encouraged to post the Card on the Wall of Honor. The QuIP team will laminate the Kudos Cards before they are placed on the Wall of Honor. Kudos Cards will remain posted for approximately 30 days and will be monitored by the QuIP secretary. The QuIP team will forward the card to the recipient.

2. EMPLOYEE OF THE QUARTER

Purpose and Criteria:

The purpose of the Employee of the Quarter Award is to recognize employees for an assortment of exceptional efforts and contributions to Facilities Management at Arkansas State University. Primarily, this award honors employees who display one or more of the following:

- Demonstrate dedication in achieving the mission of Arkansas State University and Facilities Management.
- Exhibit professionalism to influence and motivate those with whom they interact.
- Perform assigned tasks in an exemplary fashion and inspire other employees to improve.
- Exemplify outstanding conduct in the performance of duties over a period of time.
- Execute outstanding reliability and cooperation toward departmental goals and objectives.
- Display cooperation and flexibility toward team members and/or between departments.

Eligibility:

All regular full time employees must be in employment status for the entire quarter in which the award is being presented. Because the AVC Advisory Board is the body that determines the winner, board members are not eligible due to the inherent conflict of interest.

Award Schedule:

Jan – Mar 1st Quarter (to be awarded during April forum)
Apr – Jun 2nd Quarter (to be awarded during July forum)
Jul – Sep 3rd Quarter (to be awarded during October forum)
Oct – Dec 4th Quarter (to be awarded during January forum)

Deadline for submittals will be final day ending the quarter.

The number of **Quarterly Recipients** will be determined by the AVC Advisory Board based on the number of nominations received.

Employee's will receive a plaque as well as have their name placed on the perpetual plaque. Any further value added awards will be determined by the AVC Advisory Board.

Nominations

Nominations may be submitted by any Arkansas State University employee, student or individual.

Nominations will be submitted to the QuIP Administrative Specialist III via email or in writing or email.

Nominations shall state:

- Nominated employee's name
- Nominated employee's department
- Justification for nomination

Other Methods of Nomination:

- The AVC Advisory Board may brainstorm and nominate an employee they feel deserving of the award.
- Nominees from previous quarters who were not chosen for the award will be kept in a pool for a six month period for the AVC Advisory Board to choose from.

Person nominating can access the nominating form on the FM Home Page. Print form and submit in person, mail or send as an email attachment.

Mailing address:
Facilities Management Staff Recognition
P.O. Box 250
State University, AR 72467

http://facilities.astate.edu/FMForms/eoq_emp_rec_form.pdf

Selection of Award:

The AVC Board will review the nominations and determine recipients.

3. EMPLOYEE OF THE YEAR

Purpose and Criteria:

The purpose of the Employee of the Year Award is to recognize employees for an assortment of exceptional efforts and contributions to Facilities Management at Arkansas State University. Primarily, this award honors employees who display one or more of the following:

- Demonstrate dedication in achieving the mission of Arkansas State University and Facilities Management.
- Exhibit professionalism to influence and motivate those with whom they interact.
- Perform assigned tasks in an exemplary fashion and inspire other employees to improve.
- Exemplify outstanding conduct in the performance of duties over a period of time.
- Execute outstanding reliability and cooperation toward departmental goals and objectives.
- Display cooperation and flexibility toward team members and/or between departments.

Eligibility:

All regular full time employees must have been a quarterly award winner and be in employment status for the entire year in which the award is being presented.

Employees recognized for employee of the year awards are eligible once every (5) years.

Award Schedule:

January Open Forum

Employee will be issued a plaque and name will be placed on the perpetual plaque. Any further value added awards will be determined by the AVC Advisory Board.

Nominations:

AVC Board will review Quarterly Award Recipients and make the selection of the Employee of the Year.

4. SAFETY AWARD

Purpose and Criteria:

The purpose of the Safety Award is to recognize employees for exceptional behavior in Safety to Facilities Management at Arkansas State University. Primarily, this award honors employees who display one or more of the following:

- Employee properly uses all personal protection and safety equipment.
- Employee who makes an outstanding contribution to safety or health resulting in the prevention of workplace injuries, accidents, or illness.
- Employee points out and/or corrects safety hazards and notifies supervisors.
- An individual who stands out and leads by example by practicing good safety techniques.
- An individual who keeps their work environment neat, clean and safe.
- An individual who produces positive and motivating ideas geared toward providing a safer working environment.
- Employee attends elective safety training(s) when available

Eligibility:

Any FM employee employed at least three months (90 days) and has no documented safety discipline within the last year.

Award Schedule:

Safety Awards will be awarded randomly or as nominations are submitted.

Employees will be issued a certificate and names will be placed on the perpetual plaque. Any further value added awards will be determined by the AVC Advisory Board.

Nominations:

Nominations may be submitted by any Arkansas State University employee, student or individual.

Nominations will be submitted to the QuIP team in writing or by email.

The nomination will state:

- Nominated employee's name
- Nominated employee's department
- Justification for nomination

Person nominating can access the nominating form on the FM Home Page. Print form and submit in person, mail or send as an email attachment.

Mailing address:

Facilities Management Staff Recognition

P.O. Box 250

State University, AR 72467

http://facilities.astate.edu/FMForms/safety_emp_rec_form.pdf

Selection of Award:

Upon receiving safety nominations, the QuIP secretary will secure appropriate supervisor signatures to verify eligibility.

The AVC Board will review the nominations and determine recipients.