

FM EMPLOYEE RECOGNITION PROGRAM

Attachment A

Facilities Management Values

- ✓ **S**afety
- ✓ **H**onesty and Integrity
- ✓ **A**ccountability
- ✓ **R**espect for Others
- ✓ **E**xcellence



Through Remarkable Contribution and Performance...

We **S. H. A. R. E.** Success

Recognition			
Award	Eligibility Criteria	Nomination	Amenities
<p>Applause Card</p> <p>This acknowledgement is given to individuals and teams who have been identified for extraordinary performance or service.</p>	FM employees.	Acknowledgements accepted from all on-campus customers (staff, faculty, students) and campus contractors.	<ul style="list-style-type: none"> Employee(s) acknowledged receives an applause card from the AVC. Notation at quarterly All Employees Meeting (AEM).
Award	Eligibility Criteria (Employee & Team)	Nomination (Employee & Team)	Amenities
<p>Award for Excellence – Individual</p> <p>This award is presented quarterly to individuals chosen by the Recognition Program Committee from eligible employees nominated during the quarter.</p> <p>Award for Excellence - Team</p> <p>This award is presented quarterly to teams chosen by the Recognition Program Committee from eligible teams nominated during the quarter.</p>	<p>Permanent and *Temporary Facilities Management employees.</p> <p>Must be in good standing in accordance with FM Policy Statement #9 - Performance Dependability.</p> <p>Supervisor’s approval on team only nominations and no disciplinary action recorded within the last 18 months.</p> <p>Nomination may not be solicited.</p> <p>Ranking Criteria</p> <ul style="list-style-type: none"> INNOVATION CUSTOMER SERVICE COLLABORATION 	<p>Open Nomination.</p> <p>Nominations accepted from all on-campus customers (staff, faculty, students) and campus contractors.</p> <p>Recognition Program Committee determines eligibility based on criteria.</p> <p>*Temporary employees are not eligible for monetary or compensatory time.</p>	<ul style="list-style-type: none"> Certificate awarded. Acknowledgement at quarterly All Employees Meeting. Facilities Focus Newsletter notation.
Quarterly Recognition			
Recognition	Eligibility Criteria	Eligibility Process	Amenities
<p>Employee of the Quarter</p> <p>This award is presented to an individual who goes beyond expected duties, consistently maintains a high level of work, exhibits outstanding customer service and/or demonstrates creativity, safety, and noteworthy behavior over the course of the quarter.</p>	See Criteria under Award for Excellence above.	Individuals receiving an Award for Excellence are eligible for this award.	<ul style="list-style-type: none"> 4 Hours of comp time. (Comp time must be used within 90 days of receipt) \$50 gift card. Name added to recognition plaque. Letter of Commendation from FM-AVC. Certificate. Employee parking space. FM Staff Meeting recognition. Facilities Focus Newsletter notation. Annual evaluation notation.

<p>Team of the Quarter</p> <p>This award is given to a team that goes beyond expected duties and/or demonstrates creativity, initiative, heroic action, and/or emergency responsiveness over the course of a quarter.</p>	<p>See Criteria under Award for Excellence above.</p>	<p>Teams receiving an award for excellence are eligible for this award.</p>	<ul style="list-style-type: none"> • 4 Hours of comp time. (Comp time must be used within 90 days of receipt) • Roving Plaque in team area. • Certificate. • FM Staff Meeting recognition. • Facilities Focus Newsletter notation. • Annual evaluation notation.
<p>Safe Team(s) of the Quarter</p> <p>This award is presented to units that have maintained a zero accident rate for the quarter.</p>	<p>Must not have any accidents recorded during the period, with the exception of minor incidents.</p>	<p>Based on statistics provided by FM-HR Office.</p>	<ul style="list-style-type: none"> • 1 Hour comp time. (Comp time must be used within 90 days of receipt) • Facilities Focus Newsletter notation. • FM Quarterly All Employees meeting recognition. • Annual evaluation notation.

Annual Recognition

Recognition	Eligibility Criteria	Eligibility Process	Amenities
<p>Excellent Attendance Recognition Breakfast</p> <p>This recognition is given to individuals who use limited sick leave (16 hours or less) during the year.</p>	<p>Permanent (full-or part-time) FM employees who have been on staff the entire recognition period.</p> <p>Must be in good standing in accordance with FM Policy Statement #9 - Performance Dependability as it relates to use of leave and tardiness.</p> <p>No more than 16 hours of sick leave may be used.</p>	<p>Each department will provide a list of potential candidates to FM-HR.</p> <p>FM-HR will review and submit eligible candidates to FM-AVC.</p>	<ul style="list-style-type: none"> • Invitation to Annual Award Breakfast sponsored by Vice Chancellor of Business Affairs. • Annual evaluation notation. • Recognition during January (2nd quarter) All Employees Meeting. • Facilities Focus Newsletter notation.
<p>Safe Team(s) of the Year</p> <p>This recognition is given to the team(s) with a "zero accident" rate for a given calendar year.</p>	<p>Must be in good standing in accordance with the FM Policy Statement #9 – Performance Dependability.</p> <p>Accident free for the year.</p> <p>Can be multiple teams.</p> <p>Must be awarded Safe Team of the Quarter to be eligible</p>	<p>Based on accident data provided by FM-HR Office (excludes First Aid reports).</p>	<ul style="list-style-type: none"> • 8 Hours of comp time. (Comp time must be used within 90 days of receipt) • Recognition during January (2nd quarter) All Employees meeting. • Annual evaluation notation • Facilities Focus Newsletter notation.

Recognition	Eligibility Criteria	Eligibility Process	Amenities
<p>FM Twenty Year Club</p> <p>This recognition is presented to individuals with 20 years of Facilities Management service.</p>	<p>Employed in Facilities Management Department for 20 years.</p>	<p>FM-HR determines eligibility based on hire date of FM employees between January 1 and December 31 of the previous year.</p>	<ul style="list-style-type: none"> • A 20 year plaque. • Recognition during January (2nd quarter) All Employees Meeting. • Annual evaluation notation. • Facilities Focus Newsletter notation.
Recognition	Eligibility Criteria	Eligibility Process	Amenities
<p>Employee of the Year</p> <p>This award is presented to an employee selected by the Recognition Program Committee. The winner consistently maintains a high level of work, exhibits outstanding customer service and/or demonstrates creativity, safety and noteworthy behavior.</p>	<p>Must be in good standing in accordance with FM Policy Statement #9 - Performance Dependability.</p> <p>Employees that have received the Employee of the Quarter recognition/award during the past four quarters (July – June) are eligible.</p>	<p>Nominations are voted on by Recognition Program Committee, approved by FM-AVC;</p> <p>Recognition for FY “Employee of the Year” will be announced in the October All Employees Meeting.</p>	<ul style="list-style-type: none"> • Monetary award \$200 gift card. • Certificate of recognition. • Letter of commendation from FM-AVC. • Facilities Focus Newsletter notation.
Special Recognition			
Recognition	Eligibility Criteria	Eligibility Process	Amenities
<p>The Directors’ Coin Award</p> <p>This coin is presented to FM employees that embrace the SHARE values of FM.</p> <p>NOTE: This coin may also be given to external service providers, sponsors, supporters, etc. that exemplify FM values.</p>	<p>The Directors’ Coin Award can be awarded to any internal or external constituent at any time.</p> <p>Employees can be awarded more than one coin per year</p>	<p>FM-AVC and Directors will award coins based on actions by FM employees that embrace FM’s S.H.A.R.E. values.</p> <p>FM-AVC and Director will receive an annual allocation of coins distributed by the Facilities Business Office.</p> <p>FM-AVC and Directors will complete and email the distribution notification form to the FM-HR Learning and Development Coordinator each time a coin is awarded.</p>	<ul style="list-style-type: none"> • Annual recognition given to recipients during July (4th quarter) All Employees Meeting. • Facilities Focus Newsletter notation.

Facilities Management Contests

Contest	Eligibility Criteria	Eligibility Process	Amenities
<p>FM “Safety Slogan” Contest</p> <p>Annual contest to maintain and promote a continuous safety mindset.</p>	<p>Contest for FM employees only.</p> <p>Directors and FM-AVC are not eligible.</p>	<p><i>This process is managed by the FM Learning and Development Specialist.</i></p> <p>There is no limit to the number of entries an employee may submit.</p> <p>Each slogan entry is submitted on a separate entry form.</p> <p>Winning slogan is determined in a 3-step ranking process by FM Directors.</p> <p>Directors’ determination is submitted to FM-AVC for review and approval.</p>	<ul style="list-style-type: none"> • Winning safety slogan contributor is presented with a sponsor-donated prize. • Recognition during “All Employees Meeting”. • Facilities Focus Newsletter notation.
<p>FM “Idea of the Year” Contest</p> <p>Annual contest to promote innovation, creativity and thinking outside of the box.</p>	<p>Contest for FM employees only (individual and/or group).</p> <p>Idea submissions should be reasonable and provide FM cost savings and/or improve overall FM productivity.</p> <p>Ideas should support FM’s strategic goals and the University’s mission.</p>	<p><i>This process is managed by FM-AVC’s Executive Assistant.</i></p> <p>There is no limit to the number of “ideas” an employee may submit.</p> <p>Ideas are submitted via the FM webpage entry or in writing to the FM-AVC Office;</p> <p>Ideas are reviewed by the Director impacted by an idea, whether directly or indirectly, to determine its feasibility, viability, etc. for implementation.</p> <p>Winning idea is determined through ranking process by FM Directors. <u>Only implemented</u> ideas will be ranked at the end of each fiscal year.</p> <p>Directors’ determination is submitted to FM-AVC for review and final winner approval.</p>	<ul style="list-style-type: none"> • Winning idea contributor is presented with a “Thinking Out of the Box” statue. • Nomination for UNC Charlotte Employee of the Year. • Recognition during July (4th Quarter) All Employee’s Meeting. • Facilities Focus Newsletter notation.