

CITY OF GRAND PRAIRIE

HUMAN RESOURCES POLICIES AND PROCEDURES

Section F: **EMPLOYEE DEVELOPMENT**
No. 04 **Employee Recognition Program**
Revised and Approved: **04/08/22**

1.0 Purpose:

- 1.1 The City supports and encourages recognition of employees for their service and contributions. Guidelines regarding formal and informal recognition programs and processes are included herein.

2.0 Scope:

- 2.1 This policy applies to all full-time and regular part-time employees.

3.0 Policies:

- 3.1 Departments are encouraged to recognize employees within their department for a job well done.
- 3.2 The City's Raving Fans Recognition Program offers various recognition methods including, but not limited to:
 - a. **Raving Fans Card/Gift Card:**
 - 1) Raving Fans recognition request done online via the Raving Fans intranet (home page) for employees who created raving fans by delivering world-class service. Such requests should be not given freely and should have discretion, meaning and be well-deserved. Through the online submission, you nominate, and Marketing coordinates the recognition with the Department;
 - b. **Bi-Monthly Meetings** – (held every other month for the City Manager's Office, Directors and Division Managers) – Division/Department Managers should contact Marketing to coordinate recognition at one of these meetings;
 - c. **GP&Me** – recognition offering days off for exception work done. Nominations are made online through Raving Fans on the home page. Nominations made are pulled down by Human Resources and vetted with the City Manager's Office at least monthly prior to approval and issuance of the reward.
 - d. **City Council recognition** – Division/Department Manager may coordinate through the City Manager's Office for approval and to coordinate a council date for recognition;
 - e. **Annual Employee Awards Banquet:**
 - 1) Employees are recognized at the Employee Banquet for various award categories. Awards vary annually and a cash value is provided to each recipient that is taxable.
 - 2) Years-of-service: Employees who have reached years-of-service milestones in 5-year increments as of December 31st annually from their most recent hire date (5, 10, 15, 20, 25 and 30+) are recognized at the Employee Banquet. Gift certificate levels for each milestone are taxable to the employee, determined annually based on budget, and set by Human Resources with the City Manager's Office. Eligible employees shall be determined by Human Resources data, and with validation by the

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departments. There is a very small number of people with broken service prior to 2008 that have prior periods counted towards their service and are noted on prior worksheets in Human Resources as grandfathered. Once exhausted or if the employee leaves and then later returns, no further exceptions/grandfathering applies.

4.0 Retirement Celebrations:

- 4.1 Departments with notice of multiple individuals retiring in the same month shall hold one reception honoring the employees retiring.
- 4.2 Receptions may be held up to a 2-hour period over the lunch hour, or later in the day to limit business interruption for other city departments with employees desiring to attend. Typically, 3:00 p.m. or later is preferred to avoid disruption to city business.
- 4.3 Departments are limited to the cost chart below for reception costs which must be absorbed in the departmental budget. Exceptions may be granted by the City Manager's Office.

<5 YOS	5-9 YOS	10-14 YOS	15-19 YOS	20-24 YOS	25+ YOS
\$0	\$200	\$250	\$300	\$350	\$500

- a. Retirement Celebration costs for Executive staff are at the discretion of the City Manager's Office.
 - b. Expenses are charged to Raving Fans account code 61295. If your department does not have a Raving Fans account, contact Budget for assistance.
 - 1) For departments honoring multiple retirements at one reception, \$100 per additional employee retiring may be added for additional food and supply costs.
 - 2) Departments may collect from individuals as appropriate to supplement the reception budget.
- 4.4 Retirement Gifts:
- a. Departments may provide a departmental retirement gift from voluntary donations of co-workers within the department but may NOT solicit or circulate envelopes to others.
 - 1) The City, through Human Resources, provides a city-paid gift certificate for retiring employees with at least five (5) years of service and retiring in good standing. The gift certificate is equal to \$15/years of full-time service from most recent hire date. The gift is determined annually and may vary by length of service.
 - 2) Departments should contact Human Resources at least 3 weeks prior to the reception to provide Human Resources time to order the certificate.
 - 3) If the employee had received the gift certificate for the same years of service at the Employee Banquet, they may still also receive a gift certificate upon retirement.
 - 4) Human Resources notifies payroll as to the award amount so that payroll can process the tax on the gift certificate amount during the next payroll run.
 - 5) Employees with less than 5 Years of Grand Prairie Service are not eligible for city-funded retirement gifts or a reception.

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5.0 Employee Recognition Committee (ERC)

- 5.1 The ERC consists of full-time employee representatives from various departments across the city who coordinate city-wide employee recognition events.
 - a. Departments are only allowed one voting representative to serve on the Committee as recommended by their manager/director.
 - b. Representatives must have completed their introductory period, unless an exception is granted by the City Manager's Office.
 - c. Human Resources may have a representative serve on the Committee with voting privileges in addition to the Committee Chair (who is non-voting).
 - d. The ERC Committee tries to have as many departments represented as possible and diversity amongst the representatives.
 - e. Departmental Committee Representatives are expected to regularly attend scheduled meetings. Attendance or commitment issues will be discussed with the Committee Chair, the representative and/or their Director as needed.
 - f. If a committee member transfers to another department during their term, they will be replaced on the committee by someone from the now unrepresented department
- 5.2 The ERC Chair shall be a member of the Human Resources Department and has no voting privileges, except to break a tie.
 - a. Annually, the ERC Chair should:
 - 1) Review existing ERC members to determine if they remain available to serve or need/desire replacement.
- 5.3 The Committee shall meet on a regular basis during the year to ensure smooth event planning and coordination.
- 5.4 The ERC is responsible for coordinating (or finding a department to coordinate) city-wide employee events during the year, including but not limited to, the following:
 - a. Quarter-Century Club Luncheon
 - b. Spring Social/Equipment ROAD-eo
 - c. Summer Social
 - d. Fall Social and/or Costume Contest
 - e. Winter Event
- 5.5 Annual Awards Banquet: The ERC is fully responsible for all activities related to event management from start to finish including marketing materials, set-up/take-down, budget, sub-committee management, awards, food, venue, communication, and decorating.

6.0 Annual Award Nominations

- 6.1 Any employee may nominate another employee for one of the designated categories for the Annual Banquet as communicated annually so long as the published criteria and deadlines for submission are met.
- 6.2 The ERC Chair will get any required signatures. CMO may remove any nominee from the pool.
- 6.3 The ERC shall determine ticket sellers and administer an organized method to account for tickets provided per seller, track tickets sold and the amounts, and track

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tickets provided as complimentary to nominees or Years-of-Service Recipients. Ticket sellers shall:

- a. Ensure tickets sold/given are specifically tracked in a log for the number, who it was sold/given to, # sold/given, cost/ticket and total \$ collected by person.
 - b. Logs, remaining tickets, and cash/checks shall be taken from each ticket seller to Management Services for reconciliation after ticket sales close.
 - c. Management Services shall confirm and make deposit as appropriate once reconciliation is complete for each ticket seller.
 - d. Nominees/Recipients must still be employed at the City on the day of the award banquet to receive the corresponding gift certificate/award.
- 6.4 No employee or group may receive the same annual award more than once in a three-year period.
- 6.5 The ERC Chair will schedule a meeting with the ERC to consider all nominations by category, schedule speaker times for those interested, and to select a recipient.
- a. Only one speaker per nominee is allowed and must speak less than 5 minutes and presentations are not allowed due to time and number of nominees to be considered in one day.
 - b. The ERC shall vote by anonymous ballot on the nominee of their choice by category.
 - 1) Votes shall only be counted by the ERC Chair and one other member of the Committee.
 - 2) There must be a straight majority (51% or better) of the Committee votes cast to win. If there are numerous votes split amongst nominees, the top group receiving the highest number of votes shall be voted on and continue to be narrowed until such time a 51% majority of the Committee is received on a nominee.
 - 3) In the event of a tie, the Committee Chair shall cast the deciding vote.
 - 4) Selected recipients shall be disclosed to the City Manager's Office.
 - 5) The ERC Chair shall make every effort to confidentially ensure the selected winners plan to attend the banquet.
 - 6) The City Manager has the sole discretion to select City Manager Award recipients annually and in a process he/she defines.
 - 7) Recipients of the awards receive award pay in their paycheck. Amounts may vary based on each year's budget, but typically range between \$500-\$1,000. They are not grossed up, and subject to normal deductions/taxes.
 - 8) The ERC Chair shall coordinate with payroll to determine which pay period such awards will be processed in order to notify winners of what to expect.

7.0 Appendices: None