



Corporation of the Town of Cobourg

Policy Title: Employee and Service Recognition

Division: General Administration

Effective Date: January 1, 2013

Approval Level:

Section Number: 2-20

Department: Human Resources

Revision Date: October 4, 2021

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Policy Number: HR-4.20.19

Purpose

The purpose of the Employee and Service Recognition Policy is to outline the Town of Cobourg's commitment to providing a supportive work environment that values and appreciates the work performed by employees, as well as their commitment to the organization.

Policy

Acknowledging and appreciating employees enhances communication, improves retention, and builds a culture of positive recognition in the workplace.

Employee service recognition shall be recognized from continuous date of hire and shall include:

- Full time employees
- Part time employees
- Volunteer Fire Fighters
- Crossing Guards

This policy is effective on a go-forward basis and no retroactivity will be recognized.

Staff Recognition Event

Recognition for staff achieving a service milestone or receiving a Performance Award within the specified year will be done annually at an event hosted by the Town of Cobourg during the regular workday. Those attending the Staff Recognition Event will be invited to bring a guest.

Retirement Recognition

Recognition of those retiring within the specified year will be invited to the Staff Recognition Event. Those attending will be invited to bring up to three (3) guests.

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Performance Awards

Performance Awards are our chance to acknowledge and celebrate the contributions of fellow employees who go above and beyond expectations for the organization and our community.

Nominations for the awards listed below will be linked to the Town of Cobourg's Strategic Plan by supporting its defined goals and values. Nominations will be accepted on an annual basis for the following awards:

- **Innovation Award:** Presented to an employee or team who demonstrates innovation by using data/information to improve service delivery or to achieve savings or efficiencies. The recipient is committed to achieving the best project outcome possible by gathering and analyzing data and summarizing it into useful information that leads to clear measurable goals and solutions.
- **Equity, Diversity and Inclusion Award:** Presented to an employee who commits themselves to fostering a community of equity, diversity, inclusion and social justice both inside our workplace and in our greater community.
- **Excellence in Customer Service Award:** Presented to an employee or team who continually provides exceptional service over and above their normal job responsibilities. The recipient goes the extra mile to meet both internal and external customer needs.
- **Employee Excellence Award:** Presented to an employee who strives for excellence in their daily work and interactions with colleagues and customers.

A cross-functional committee will be formed to administer and execute the program. Representatives will be appointed from each division within the organization.

Recognition for recipients of awards will be acknowledged through individualized gifts as well as recognition through a letter from the Mayor and Chief Administrative Officer (CAO). Recognition of those receiving a Performance Award will be invited to the Staff Recognition Event. Those attending will be invited to bring up to three (3) guests.

Staff Appreciation

The Town of Cobourg recognizes the continuous efforts of all staff to provide a workplace that demonstrates excellence in itself and in the community. Staff are appreciated for their hard work, dedication and commitment to the Town of Cobourg.

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Informal Recognition

Acknowledgement of day-to-day accomplishments in the workplace through gestures of appreciation, communication and/or feedback will be provided to staff. Management will be encouraged to implement recognition procedures that may include:

- Spirit award program
- Peer-to-peer program
- Staff appreciation program
- Thank you cards and/or emails
- Team lunches and/or activities

Service Recognition

Employees will be recognized in the following increments:

<u>Years of Service</u>	<u>Recognition Values</u>
1 Year	Recognition Pin
5 Years	\$50
10 Years	\$100
15 Years	\$100
20 Years	\$100
25 Years	\$100
30 Years	\$200
35 Years	\$200
40 Years	\$200

Guidelines for Years of Service Recognition

1. The Town of Cobourg shall recognize staff at one (1) year of service, and after one (1) year of service milestone in increments of five (5) years of service, or at retirement.
2. Recognition values outlined above will be acknowledged with individualized items, while supporting our local businesses.
3. A Certificate of Recognition will be given to each staff member at the annual Staff Recognition Event.

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4. Recognition will be given annually at a Council Meeting. Names and years of service will be read by the Mayor.
5. An employee may request that in lieu of an individualized item, that a donation is made to a local charity of their choice in the amount of the recognition value.

Definitions

Years of service to be calculated from continuous date of hire, regardless of their employment status, with the exception of students, casual or contract employees who are excluded from this policy.

Scope

This policy shall apply to all Town of Cobourg staff, including Council.

Administration

The Chief Administrative Officer shall implement and administer the terms of this policy and shall establish operating procedures as required.