

People Policies

Group Employee Recognition and Reward Employee of the Season



Our Commitment

Argyll Community Housing Association Group is committed to provide equal opportunities across all services and to avoid discrimination. This policy is intended to assist Argyll Community Housing Association (ACHA) and Argyll Homes for All (AHFA) to put this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination.

This policy can be made available in other formats, for example in large print, audio-format or Braille: the document may also be available in other languages, in full or summary form, as appropriate.

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Section 1 - Context

The objective of the "Employee of the Season" scheme is to give recognition and reward to employees who have performed particularly well each quarter.

The scheme is an essential part of the reward strategy of the organisation. It aims to motivate employees to achieve high standards, encourage innovation, promote high levels of customer service and celebrate success.

Section 2 – The law and good practice

The legislation which pertains to this policy is covered under the following Acts and Regulations.

1. Equality Act 2010
2. Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 (SI 2000/1551)

As with all schemes relating to reward, it is important to ensure that there are no discriminatory factors. It is particularly important to consider the following:

- Reasonable adjustments of the expectations must be made for disabled employees. For example, a disabled employee might have achieved the same as a non-disabled employee but had to put in a much higher level of effort.
- If an employee works part time, the achievements made in the time that the employee is at work must be considered, rather than a comparison being made with a full-time employee.

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Section 3 – Our policy objectives

The determination of the Employee of the Season award is based on a variety of factors. However, it is expected that any employee who achieves the award will have performed exceptionally well, and will have done more than is usually expected in their job.

In particular, it is likely that there will be an unusually high level of performance in one of the following areas:

- **Productivity:** exceeding output expectations.
- **Customer service:** going the "extra mile" for a customer.
- **Exceptional effort:** giving an exceptional level of support to the organisation.
- **Creativity:** being particularly innovative.
- **Being proactive:** taking charge of a situation or solving a difficult problem.

Overall, they will have achieved some of the **core values** associated with the Association.

Section 4 – Implementing our policy objectives

4.1 Nomination process

Any employee or group of employees can be nominated for the title of Employee of the Season.

Nominations can come from colleagues, management or customers. Customers can complete a nomination form which is available in any of the Group offices.

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External contractors and other people who are not employees of the Group cannot be nominated.

All nominations must be in writing. The nomination must clearly state:

- the name and department of the individual who is being nominated;
- the name and department of the individual who is making the nomination; and
- the reason(s) for the nomination.

All nominations must be sent to the HR department using the appropriate nomination form. All nominations will then be collated and forwarded to the relevant Area Committee for judging.

4.2 Nomination limitations

An employee or group of employees cannot receive the Employee of the Season award more than once a year. However, there is no limitation on the number of times that they can be nominated.

4.3 Selection process

The Employee of the Season judging will take place at an Area Committee on a rotational basis. Where there is no Area Committee operating, then the Board will cover on their behalf.

The committee members will be provided with the Nomination Form which gives details of the reason(s) why each person or Team has been nominated.

They will also receive a copy of the employee's job description and, where the employee is agreeable, their photo ID.

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The committee will discuss each nomination and decide on the most worthy. If no mutual decision can be reached, a vote will be held and the nomination receiving the most votes will be successful. If two nominations receive equal votes, the final decision will be made by the chair of the committee.

4.4 Timetable

Award due	Area Committee awarding and when
Employee of the Season Winter Award January – March Nominations close; 31 st March	Oban, Lorn & Isles April / May each year
Employee of the Season Spring Award April - June Nominations close; 30 th June	Board July / August each year
Employee of the Season Summer Award July - September Nominations close; 30 th September	Helensburgh & Lomond October / November each year
Employee of the Season Autumn Award October to December Nominations close; 31 st December	Mid Argyll & Kintyre January / February each year
Employee of the Year Award Judged from all employees nominated during the year	Chairs March of each year

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Note: Where there is no Area Committee operating, then the Board will cover on their behalf.

4.5 Announcement

The winner of Employee of the Season will be announced quarterly in May, August, November and February each year. The announcement will include:

- a list of all of the employees nominated that Season;
- a profile of the employee of the Season; and
- an explanation of what the individual did to achieve employee of the Season status.

The announcement will be e-mailed to all employees on the monthly Staff Update and be communicated at team briefings.

4.6 The nature of the award

The primary reward is the achievement of the accolade Employee of the Season. All successful winners will be profiled in the employee newsletter. In addition, the employee or group of employees will receive an award of £100 of gift vouchers of their choice.

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4.7 Presentation and recording of the award

The Employee of the Season will be presented with their vouchers at their team briefing. A photograph will be taken of the presentation and this will be placed in the next copy of the employee newsletter.

4.8 Employee of the Year

From all the nominations received during the year, an "Employee of the Year" will be chosen annually by the Area Committee Chairs, immediately following the March Board of Management meeting.

Any employee who has left Group employment since being nominated will not be eligible to be considered for this award.

The winner will receive £100 in gift vouchers and the Group's Employee of the Year trophy, which will be presented to them by the Chair of the Board of Management in April of each year.

The HR department retain a record of all employees who have been nominated, along with details of the winner each season. In addition, the gift vouchers presented to each winner will be recorded in the Gifts and Hospitality Given Register.

Section 5 – Performance management

5.1. Methods of performance management

We have established a system of monitoring appropriate employee rewards through our equality impact assessment process. This system assesses all documentation before it is released into the public domain.

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This is based on a standard template that uses the standards contained in our employee procedural guide. This guide explains what criteria for nomination and selection is appropriate and what is inappropriate.

The information that we gather will be quantitative or qualitative.

- **Quantitative monitoring**

A log of nominations received and who received the award will be kept.

- **Qualitative monitoring**

This type of monitoring is concerned with the quality of our services against equality standards concerning employee rewards. For example, this type of monitoring considers whether our reward strategy promotes good practice such as the social model of disability.

5.2. Using performance management information

In line with our legal duties under the Data Protection Act 1998, we gather performance information for specific purposes (see Section 10). These purposes are to:

- ensure that we identify any form of discrimination that is unlawful and unfair; and
- take steps to amend or alter policies or practices to remove any discriminatory practices, including addressing harassment that could arise through language use.

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5.3. Summary

Our performance management system provides an important organisational check on our practices and is also used to improve services on a continuous basis.

Section 6 - Development and training

6.1. Background

Development and training of employees and governing body members is critical to effective implementation of objectives relating to employee recognition and reward.

6.2. Specific development and training activities relating to using employee reward

Examples of the development and training activities that we use to promote employee recognition and reward include:

- induction training for new employee and Board members so they are aware of our organisational policy and commitments to promoting employee reward;
- law and good practice guidance training regarding appropriate employee recognition and reward, for example, to promote the social model of disability and other relevant approaches;
- training on our employee of the season policy and its related procedures; and
- training on judging nominations and performance information that is of particular relevance to Area Committee and Board members.

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6.3. Summary

Employee recognition and reward training is important if we are to implement effectively our equality objectives of treating people with respect. Training that we provide is aligned to the needs of individual employees and Board members.

Section 7 - Our positive action initiatives

In line with our equality policy, we develop initiatives that promote our equality commitments throughout organisational services and practices. In this connection, our major positive action initiative in respect of this policy is the development of a comprehensive employee recognition and reward policy; these procedures should also be used for employee training.

Section 8 – Dealing with complaints

All complaints are dealt with in line with our grievance procedure. In terms of this policy, complaints can be made if we fail to apply this policy properly, or don't meet our organisational standards.

We give employees a copy of our grievance procedure when they join the Group. Details of our grievance procedure are available from our HR office.

Section 9 – Consultation and review procedures

The HR department is responsible for carrying out an annual review of the effectiveness of this policy. It will do this by seeking the opinions of employees and management through the annual employee opinion survey.

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As part of the review, alterations to the scheme will be considered to ensure that it continues to be an effective motivational tool for employees and to ensure that it remains relevant to the organisation.

Section 10 – Confidentiality and data protection

Processing of information that is held manually or in electronic format is governed by the Data Protection Act 1998. Under this Act, we are permitted to gather equality related data that are necessary for monitoring purposes. Equality data are deemed to be sensitive data and access to this information is controlled strictly within the Association. This is covered under our separate data protection policy.

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