

# SDG Staff Recognition Awards



Policy No. 1-21

For the United Counties of Stormont, Dundas & Glengarry

Subject: Staff Recognition Policy

Effective Date: November 1st, 2012

Department: All

The Counties recognizes that its employees are its greatest asset. Many of its employees often go above and beyond the regular expectations of their day-to-day responsibilities, and many of its employees have remained dedicated and loyal in serving the residents of Stormont, Dundas and Glengarry throughout their career.

This policy's intent is to provide a framework to pay tribute to these employees based on three pillars of staff recognition: Staff Recognition Awards for special contributions and achievements, years of service, and retirement. Recognition for each of these pillars will occur at a special staff recognition ceremony each spring. This policy will be managed and maintained by the Executive Management Team, except where otherwise stated herein.

## Staff Recognition Awards

Staff Recognition Awards provide an opportunity for employees to be duly recognized by their peers for any actions or undertakings that are above and beyond the expectations of their regular job responsibilities. Such contributions may occur in a variety of environments and circumstances that result in new ideas, work processes and/or standards, or policy initiatives that benefit the municipality and its taxpayers. As such, three award categories have been created to reflect this diversity. One award will be presented per category, per year. The categories are as follows:

- Customer Service Excellence
- Safety Smart
- Innovation, Sustainability, and Leadership

### Customer Service Excellence (\$100 value)

The intent of this award is to recognize that all County employees provide customer service to a wide range of clientele, whether it is an internal customer (council support, payroll and benefit support, etc), or external (the public or other stakeholders). The Customer Service Excellence award recognizes an employee who:

- Consistently displays high levels of expertise, enthusiasm, and initiative in dealing with internal or external customers;
- Is pro-active in taking action to ensure a customer or client is satisfied before there is a problem;
- Provides a service in which customers or clients express, or show, a high level of satisfaction; and/or
- Displays exceptional follow-through in the handling of requests and/or complaints.

### Safety Smart (\$100 value)

The Safety Smart award recognizes an employee who:

- Consistently exhibits safe work practices;
- Identifies and reports potential hazards which could affect an employee or group of employees; and/or
- Regularly goes above and beyond the expected safety standards.

### Innovation, Sustainability, and Leadership (\$100 value)

The Innovation, Sustainability, and Leadership award recognizes an employee who:

- Displays outstanding creativity and/or innovation;
- Volunteers their time for the benefit of the community, while portraying a positive image of the Counties;
- Has demonstrated superior leadership or mentoring skills with fellow employees; and/or
- Has provided a suggestion that results in increased productivity, reduced expenses, increased revenues or improved services.

Employees who are a recipient of a Staff Recognition Award will be invited to the spring staff recognition ceremony to be duly recognized for their contribution to the municipality.

# Staff Recognition Nomination Form

**Department**

**Award  
Category**

Customer Service

Safety Smart

Innovation, Sustainability, and Leadership

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**I would like to nominate:** \_\_\_\_\_

Please tell us  
why you think  
this person  
deserves to be  
nominated

**Nominated by**

**Date**

**Signature**

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**Seconded by**

**Date**

**Signature**

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