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## **Facilities Management Department Policy Statement # 5**

### **FACILITIES MANAGEMENT AWARDS PROGRAM**

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#### **1. PURPOSE**

The Facilities Management Awards Program is designed to recognize excellence of individual members of the Facilities Management staff as well as Facilities Management teams. Staff members are to be recognized for performance in specified award categories. With the exception of annual awards, the basis for nomination should have occurred during the preceding quarter. Quarterly awards will be presented during the months of April, July, October, and January. Annual awards will be presented during the month of January.

#### **2. THE EMPLOYEE AWARDS PROGRAM COMMITTEE**

##### **a. Committee Membership**

The Awards Committee shall consist of one representative from each area/shop within Facilities Management. The FM Business Officer and the Director of Maintenance and Operations shall have permanent membership on this committee and serve as co-chairpersons.

Each department shall select its own representative for the committee. Area/Shop representatives shall serve two-year terms, with no more than 50% of the committee rotating during a calendar year. New terms shall be consistent with the beginning of the calendar year.

Seven members (excluding the FM Business Officer and M & O Director) constitute a quorum. Proxies are permitted when a committee member cannot be present.

Nomination for an award shall not preclude a committee member from participation in the selection process.

##### **b. Committee Responsibilities**

1. The Committee shall review and rank nominations for the following awards:

- **Award for Excellence/Customer Service Award**
- **Employee of the Quarter**
- **Team of the Quarter**
- **Supervisor of the Quarter**

### 3. NOMINATIONS

- A. Nominations for a **Customer Service Award – Individual or Team** may be submitted by any UNC Charlotte employee, student, or contractor;
- B. Nominations for an **Award for Excellence – Individual or Team and Supervisor of the Quarter** may be submitted by Facilities Management employees only;
- C. The **Perfect/Excellent Attendance Award** is based on recommendations submitted by the Facilities Management supervisors, managers, and/or the Associate Vice Chancellor. Time records are verified by the Facilities Business Office.
- D. The **Unsung Hero Award** is based on “winners” submitted by Facilities Management non-managerial, non-supervisory employees on a per department basis.
- E. The following awards are based on statistical information provided by the UNC Charlotte Safety Office:
  - **Safe Team of the Quarter**
  - **Safe Team of the Year**
  - **Individual Safety Award**

4. The Summary of Awards and Selection Process may be found in Schedule A. These guidelines may be revised on an as-needed basis.

It is the responsibility of Facilities Management managers, supervisors, and the Award Committee members to promote the Employee Awards Program throughout Facilities Management and the campus community.

Philip Jones  
Associate Vice Chancellor for Facilities Management

Schedule A



## FACILITIES MANAGEMENT EMPLOYEE AWARDS PROGRAM

**Philip M. Jones, P. E.**  
**Associate Vice Chancellor for Facilities Management**

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# QUARTERLY RECOGNITION CATEGORIES

## Award for Excellence

This award is presented to individuals or teams who demonstrate superior performance above expected duties, and who maintain an above average, productive work environment. Recipients of the Award for Excellence will automatically be considered for the AVCFM Employee of the Quarter or Team of the Quarter Award as applicable.

## Recognition Process

- Nominations are accepted from Facilities Management employees only;
- Nomination forms including a short narrative are submitted to the FM Business Officer via web or hard copy;
- Nominations are forwarded to immediate supervisor for review and signature;
- Nominations are compiled onto a ballot form by the Facilities Business Office;
- The Employee Awards Program Committee shall review and rank nominations;
- Committee co-chairpersons tally nominations and present committee recommendations to AVCFM for validation;
- AVCFM reviews and approves recommended candidates.

## Amenities

- Notation in employee's annual performance review;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in *Campus News* and the *Facilities Management Newsletter*.

## Eligibility Criteria

- Permanent and temporary Facilities Management employee;
- Completion of six-month employee probationary review;
- Must be in good standing in accordance with FM Policy Statement #9 –Performance Dependability;
- No disciplinary action recorded within the last six months.

## **Customer Service Award**

This award is presented to individuals or teams who demonstrate positive and professional interaction with fellow employees as well as the university community. Recipients of the Customer Service Award will automatically be considered for the AVC Employee of the Quarter or Team of the Quarter Award as applicable.

## **Recognition Process**

- Nominations are accepted from any UNC Charlotte employee, student or contractor;
- Nomination forms including a short narrative are submitted to the FM Business Officer via web or hard copy;
- Nominations are forwarded to immediate supervisor for review and signature;
- Nominations are compiled onto a ballot form by the Facilities Business Office;
- The Employee Awards Program Committee shall review and rank nominations;
- Committee co-chairpersons tally nominations and present committee recommendations to AVCFM for validation;
- AVCFM reviews and approves recommended candidates.

## **Amenities**

- Notation in employee's annual performance review;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in *Campus News* and the *Facilities Management* Newsletter.

## **Eligibility Criteria**

- Permanent or temporary Facilities Management employee;
- Completion of six month employee probationary review;
- Must be in good standing in accordance with FM Policy Statement #9 –Performance Dependability;
- No disciplinary action recorded within the last six months.

## **Supervisor of the Quarter Award**

This award is presented to a supervisor who demonstrates excellence in the leadership; leads their section/shop in accomplishing extra ordinary tasks; creates a pleasant and productive work environment for his/her staff, and encourages departmental support toward FM's strategic goals and organizational values.

### **Recognition Process**

- Nominations are accepted from Facilities Management employees only;
- Nomination forms including a short narrative are submitted to the FM Business Officer via web or hard copy;
- Nominations are forwarded to immediate supervisor for review and signature;
- Nominations are compiled onto a ballot form by the Facilities Business Office;
- The Employee Awards Program Committee shall review and rank nominations;
- Committee co-chairpersons tally nominations and present committee recommendations to AVCFM for validation;
- AVCFM reviews and approves recommended candidates.

### **Amenities**

- Notation in employee's annual performance review;
- Name added to FM "Supervisor of the Quarter" plaque;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in *Campus News* and the *Facilities Management Newsletter*;

### **Eligibility Criteria**

- Permanent, full-time Facilities Management employee in supervisory, non-managerial position;
- Completion of six month employee probationary review;
- Must be in good standing in accordance with FM Policy Statement #9 –Performance Dependability;
- No disciplinary action recorded within the last six months.

## **Associate Vice Chancellor of Facilities Management Employee of the Quarter Award**

This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative that results in outstanding measurable outcomes. Recipients for this award will be submitted for recognition under the Governor's Award for Excellence Program.

### **Recognition Process**

- Nominations of individual recipients of the Award for Excellence and Customer Service are automatically eligible for this award;
- Nominations are compiled onto a ballot form by the Facilities Business Office;
- The Employee Awards Program Committee shall review and rank nominations;
- Committee co-chairpersons tally nominations;
- The nominee with the lowest recorded ballot score is presented on behalf of the committee as the recommended winner of the award;
- AVCFM reviews and approves recommended candidate.

### **Amenities**

- 16 hours of compensation earned\*;
- 3 month parking expense reimbursement;
- Park in "Employee of the Quarter" space for the quarter;
- Name added to FM Recognition Plaque for Employee of the Quarter;
- Article in *Campus News* and the *Facilities Management Newsletter*;
- Notation in employee's annual performance review;
- AVCFM Letter of Commendation;
- Recognition during FM Quarterly All Employees Meeting.

\*Compensation earned should be used within 90 days of receipt, in increments of 4 or 8 hours.

### **Eligibility Criteria**

- Recipient of an Individual Award for Excellence or Individual Customer Service Award;
- Completion of six-month employee probationary review;
- Must be in good standing in accordance with FM Policy Statement #9 –Performance Dependability;
- No disciplinary action recorded within the last six months.

## **Associate Vice Chancellor of Facilities Management Team of the Quarter Award**

This award is presented to a team with exceptional performance above and beyond expected duties, exhibits outstanding customer service with fellow workers and the university staff and demonstrates creativity and initiative that results in outstanding measurable outcomes.

### **Recognition Process**

- Nominations of individual recipients of the Award for Excellence and Customer Service are automatically eligible for this award;
- Nominations are compiled onto a ballot form by the Facilities Business Office;
- The Employee Awards Program Committee shall review and rank nominations;
- Committee co-chairpersons tally nominations;
- The nominee with the lowest recorded ballot score is presented on behalf of the committee as the recommended winner of the award;
- AVCFM reviews and approves recommended candidate.

### **Amenities**

- 4 hours of compensation earned\*;
- Plaque located in the applicable area during the quarter;
- Article in *Campus News* and *FM Newsletter*;
- Notation in employee's annual performance review;
- Recognition during FM Quarterly All Employees Meeting.

\*Compensation earned will be awarded to those individuals who have had no disciplinary actions recorded within the last six months. Time earned should be used within 90 days of receipt.

### **Eligibility Criteria**

- Recipient of the Team Award for Excellence or Team Customer Service Award;
- Must be in good standing in accordance with FM Policy Statement #9 –Performance Dependability.

## **Safe Team(s) of the Quarter**

This award is presented to field personnel, excluding shop 10, with the best safety record during the quarter.

### **Recognition Process**

- Based on statistical information provided by UNC Charlotte Safety Office. Safety records are measured on a quarterly basis, by the least number of reportable accidents per employee.
- The Director of M&O reviews and submits to the AVCFM to validate.
- FM Personnel Office executes the nomination and informs the appropriate department and campus staff.

### **Amenities**

- One (1) hour of compensation earned\*;
- Notation in employee's annual performance review;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in *Campus News* and the *Facilities Management* Newsletter.

\*Compensation earned will be awarded to those individuals who have had no disciplinary actions recorded within the last six months. Time earned should be used within 90 days of receipt.

### **Eligibility Criteria**

- Must have no accidents (with exception of band-aid cases) recorded during period

## ANNUAL RECOGNITION CATEGORIES

### **Associate Vice Chancellor for Facilities Management Idea of the Year Award**

This award is presented to an individual or group of individuals who reflects thinking “out of the box”. The idea should be reasonable and provide FM cost-savings and/or improve overall FM productivity; in support with FM’s strategic management goals and the University’s mission.

#### **Recognition Process**

- No nominations are submitted;
- Ideas are received via the FM Idea/Suggestion Box and maintained by the Administrative Secretary, AVCFM Office;
- Ideas/suggestions are reviewed by those department managers directly or indirectly impacted by the idea to determine feasibility, viability, etc.;
- At the end of each fiscal year, the AVCFM will review the submitted ideas and select the winner.

#### **Amenities**

- Supervisor notation in annual performance review;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in the *Facilities Management* Newsletter;
- “Thinking Out the Box” award.

#### **Eligibility Criteria**

- This award is open to all Facilities Management employees

## **Perfect/Excellent Attendance Award**

This award is given to individuals who have zero time off during the year, not including comp time, annual leave or bonus leave, (Perfect Attendance) or have 16 hours or less of sick leave used during the calendar year (Excellent Attendance).

### **Recognition Process**

- Nominations are accepted from Facilities Management supervisors, managers and AVCFM only;
- Names are submitted to the Director of M&O;
- Director of M&O informs the appropriate department/campus staff.

### **Amenities**

- Invitation to Annual Award Breakfast;
- Notation in employee's annual performance review;
- Recognition during FM Quarterly All Employees Meeting.

### **Eligibility Criteria**

- Permanent (full-or part-time) Facilities Management employee;
- Must be in good standing in accordance to the FM Policy Statement #9 –Performance Dependability.

## **Safety Award**

This award is given to field personnel, excluding shop 10, who have obtained zero accidents during a calendar year or consecutive five year period.

### **Recognition Process**

- Based on statistical information provided by UNC Charlotte Safety Office;
- The Director of M&O reviews and submits to the AVCFM to validate;
- FM Personnel executes the nomination and informs the appropriate department and campus staff.

### **Amenities**

- Safety pin;
- Notation in annual performance review;
- Supervisor and M&O Director recognition at shop level;
- Notation in *Facilities Management* Newsletter;
- Recognition during FM Quarterly All Employees Meeting.

### **Eligibility Criteria**

- Must have no accidents (with exception of band-aid cases) recorded during period

## **Safe Team(s) of the Year**

This award is given to the team(s) with the best safety record during a given calendar year.

### **Recognition Process**

- Based on statistical information provided by UNC Charlotte Safety Office. Safety records are measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee for the year;
- The Director of M&O reviews and submits to the AVCFM to validate;
- FM Personnel executes the nomination and informs the appropriate department and campus staff.

### **Amenities**

- 8 hours of compensation time earned\*;
- Notation in employee's annual performance review;
- Notation in *Campus News* and the *Facilities Management* Newsletter;
- Recognition during FM Quarterly All Employees Meeting.

\* Compensation earned will be awarded to those individuals who have had no disciplinary actions recorded within the last six months. Time earned should be used within 90 days of receipt.

### **Eligibility Criteria**

- Must be in good standing in accordance to the FM Policy Statement #9 –Performance Dependability

## **Unsung Hero Award (Peer Recognition)**

This award is presented to non-managerial and non-supervisory employees who, throughout the year, have been someone who could truly be depended upon in every aspect of the job, but may not have done anything out of the ordinary boundaries of the job. This employee will have the reputation of being at work everyday (excluding vacation), doesn't use excessive sick leave, always perform his/her duties exceptionally well, and is a trusted team player.

### **Recognition Process**

- Nominations are solicited from each FM employee within a particular department or shop\*;
- Employees within each shop will select winner by secret ballot;
- AVCFM will validate

\*Shop 10 will recognize one (1) employee per unit (FBO, Capital, Design Services, FIS, Planning for a total of five (5) winners); Shop 13 – Housekeeping will recognize one (1) employee per shift/per zone (for a total of nine (9) winners); M&O will recognize one (1) employee per shop (for a total of eight (8) winners).

### **Amenities**

- Unsung Hero lapel pin;
- Four (4) hours of compensation earned\*;
- Supervisor notation in annual performance review;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in the *Facilities Management* Newsletter;

\*Compensation earned will be awarded to those individuals who have had no disciplinary actions recorded within the last six months. Time earned should be used within 90 days of receipt.

### **Eligibility Criteria**

- This award is open to all non-managerial and non-supervisory Facilities Management employees;
- Must be in good standing in accordance to the FM Policy Statement #9 – Performance Dependability.