

Facilities Management Department Policy Statement # 5

FACILITIES MANAGEMENT AWARDS PROGRAM

Purpose

The Facilities Management Employee Recognition Program is designed to encourage and recognize excellent performance among individual and team members. It was developed to recognize employees as they demonstrate excellence in our vision to become a campus of distinction as. The Awards Program is not meant to take the place of informal recognition of department employees by their supervisors and co-workers, but to give everyone an extra incentive to excel at what they do. The Awards Program is another way to say to our team members, "Thank You," "Job Well Done," "We Value You."

Recognition Types

Recognition Method	Timeframe
Applause Card	At Any Time
Award for Excellence (Individual & Team)	Quarterly
Supervisor of the Quarter	Quarterly
Safe Team of the Quarter	Quarterly
Idea of the Year	Annual
Attendance Award	Annual
Unsung Hero	Annual
Twenty-Year Club	Annual

The Awards Program Committee

Committee Membership

- The Awards Committee shall consist of one representative from each area/zone within Facilities Management. The Directors of the Business Office and Facilities Operations will serve as advisors with the FM-HR Manager serving as chairperson.
- Each unit will select its own representative for the committee. Area/zone representatives serve two-year terms, with no more than 50% of the committee rotating during a calendar year
- A majority (50% + 1) of seated committee members will constitute a quorum for voting purposes. Proxies are permitted when a committee member cannot be present.

Committee Responsibilities

- Attendance at all committee meetings
- Review and vote on quarterly employee award recommendations
- Review recommendations for program revisions
- Committee members are eligible for award consideration. They are, however, excused from the nomination discussions in which they are named.
- Act as program advocates and make recommendations program changes.

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

A full explanation of Awards and selection process may be found in the FM Employee Award Definitions document. These guidelines may be revised on an as-needed basis.

FM Employee Award Definitions

Acknowledgements

Award	Criteria	Nomination	Amenities
Applause Card This acknowledgement is given to individuals who have been identified for service above and beyond the call.	FM employees	Acknowledgements accepted from all on-campus customers (staff, faculty, students and campus contractors).	Employee acknowledged receives an applause card from the AVC

Quarterly Awards

Award	Criteria	Nomination	Amenities
Award for Excellence <ul style="list-style-type: none"> • Individual • Team <p>This award is presented quarterly to an individual and/or a team, chosen by the Awards Program Committee from employee acknowledgements received in the quarter.</p>	Permanent and temporary Facilities Management employees; Completion of six-month employee probationary review; Must be in good standing in accordance with FM Policy Statement #9 – Performance Dependability; Supervisor’s approval and no disciplinary action recorded within the last six month; Nomination may not be solicited. <u>Innovation</u> Did the event or activity generate a novel, creative or valuable idea used to develop new or improved processes, methods, systems, products, or made Facilities Management or UNC Charlotte a better place to work. <u>Customer Service</u> Did the staff member(s) provide customers with service or assistance far beyond what is normally expected or required of the job? <u>Collaboration</u> Did the individual or team exhibit outstanding effort, initiative or creativity that involved reaching across unit or department lines to fellow FM team members or other UNC Charlotte staff to produce positive change?	Open Nomination: Nominations accepted from all on-campus customers (staff, faculty, students and campus contractors) via web submission only. Awards committee determines eligibility based on criteria.	See individual categories for list of amenities

FM Employee Award Definitions (cont.)

<p>Employee of The Quarter</p> <p>This award is presented to an individual who goes beyond expected duties, consistently maintains a high level of work, exhibits outstanding customer service and/or demonstrates creativity, safety, and noteworthy behavior over the course of the quarter.</p>	<p>See Criteria under Award for Excellence above;</p> <p>No disciplinary action recorded within the last six months</p>	<p>Open Nomination:</p> <p>Nominations accepted from all on-campus customers (staff, faculty, students and campus contractors).</p> <p>Awards committee determines eligibility based on criteria.</p>	<ol style="list-style-type: none"> 1. 16 Hours of comp time 2. Name added to recognition plaque 3. Letter of Commendation from AVCFM 4. Certificate 5. Employee parking space in Lot 26 6. FM Staff Meeting recognition 7. FM Newsletter notation 8. Annual evaluation notation
<p>Team of the Quarter</p> <p>This award is given to a team that goes beyond expected duties and/or demonstrates creativity, initiative, heroic action, and /or emergency responsiveness over the course of a quarter.</p>	<p>See Criteria under Award for Excellence above</p> <p>No disciplinary action recorded within the last six months</p>	<p>Open Nomination:</p> <p>Nominations accepted from all on-campus customers (staff, faculty, students and campus contractors).</p> <p>Awards committee determines eligibility based on criteria.</p>	<ol style="list-style-type: none"> 1. 4 Hours of comp time 2. Roving Plaque in team area 3. Certificate 4. FM Staff Meeting recognition 5. FM Newsletter notation 6. Annual evaluation notation
<p>Supervisor of the Quarter</p> <p>This award is presented to a supervisor who demonstrates excellence in leadership; leads their section/zone in accomplishing extraordinary tasks; creates a pleasant and productive work environment for his/her staff and encourages departmental support toward FM's strategic goals and organization values.</p>	<p>Permanent, full-time Facilities Management employee in supervisory role</p> <p>Completion of six month employee probationary review</p> <p>Must be in good standing in accordance with FM Policy Statement #9 – Performance Dependability</p> <p>No disciplinary action recorded within the last six months</p>	<p>Internal Nominations by Facilities Management employees only</p>	<ol style="list-style-type: none"> 1. Certificate 2. Name added to recognition plaque 3. FM Newsletter notation 4. FM Staff Meeting recognition 5. Annual Evaluation notation
<p>Safe Team of the Quarter</p> <p>This award is presented to personnel, excluding shop 10, with zero accidents during the quarter.</p>	<p>Must have no accidents (with the exception of band-aid cases) recorded during quarter. No disciplinary action recorded within the last six months</p>	<p>Based on statistics provided by UNC Charlotte EH&S Office</p>	<ol style="list-style-type: none"> 1. 1 Hour comp time 2. FM Newsletter notation 3. FM Staff Meeting recognition 4. Annual evaluation notation.

FM Employee Award Definitions (cont.)

Annual Awards			
Award	Criteria	Nomination	Amenities
<p>Idea of the Year Award</p> <p>This award is presented to an individual or group of individuals who reflect thinking “Out Of The Box”. The idea should be reasonable and provide FM cost savings and /or improve overall FM productivity in support of FM’s strategic goals and the University’s mission.</p>	<p>This award is opened to all Facilities Management employees</p>	<p>No nominations are accepted.</p> <p>Ideas are received via the FM/Suggestion Box or webpage and maintained by the AVCFM Office.</p> <p>Ideas/suggestions are reviewed by managers directly or indirectly impacted by the idea to determine feasibility, viability, etc</p> <p>At the end of each fiscal year, the Awards Committee will review and rank the approved ideas and present their recommendation to the AVCFM for approval.</p>	<ol style="list-style-type: none"> 1. “Thinking Out of the Box” statue 2. Nomination for UNC Charlotte Employee of the Year 3. Recognition during FM Quarterly Staff meeting 4. Notation in the Facilities Focus Newsletter 5. Supervisor notation in annual performance review
<p>Perfect and Excellent Attendance Awards</p> <p>Perfect Attendance: This award is given to individuals who have zero time off during the calendar year, not including comp time, annual leave or bonus leave.</p> <p>Excellent Attendance: This award is given to individuals who have 16 hours or less of sick leave used during the calendar year.</p>	<p>Permanent (full-or part-time) Facilities Management employees who have been on staff the entire award period.</p> <p>Must be in good standing in accordance to the FM Policy Statement #9 – Performance Dependability</p>	<p>Nominations are accepted from Facilities Management supervisors, manager, and AVCFM only</p> <p>Names are submitted to the office of the Director of Facilities Operations.</p> <p>Director of Facilities Operations informs the AVCFM</p>	<ol style="list-style-type: none"> 1. Invitation to Annual Award Breakfast sponsored by Vice Chancellor of Business Affairs 2. Notation in employee’s annual performance review 3. Recognition during FM Quarterly Staff meeting 4. Notation in Facilities Focus Newsletter
<p>Five Consecutive Years of Perfect Attendance Award</p> <p>This award is presented to individuals who have zero sick time off during five consecutive calendar years. Time off does not include compensatory time, annual leave, bonus leave, etc. Once an individual receives this award, they are eligible again after obtaining five more consecutive years of perfect attendance.</p>	<p>Permanent (full time or part time) Facilities Management employees</p> <p>Must be in good standing in accordance to the FM Policy State #9 – Performance Dependability</p>	<p>Nominations are accepted from Facilities Management supervisors and AVCFM only</p> <p>Names are submitted to the office of the Director of Facilities Operations.</p> <p>Director of Facilities Operations informs the AVCFM</p>	<ol style="list-style-type: none"> 1. 16 Hours of comp time 2. Invitation to Annual Award Breakfast 3. Notation in employees annual performance review 4. Recognition during FM Quarterly Staff meeting 5. Notation in Facilities Focus Newsletter

FM Employee Award Definitions (cont.)

<p>Safety Award</p> <p>This award is given to personnel, excluding shop 10, who have obtained zero accidents during a calendar year or consecutive five years period.</p>	<p>Must have no accident recorded during the period with the exception of minor incidents.</p>	<p>Based on statistical information provided by UNC Charlotte EH&S Office</p> <p>Facilities Business Office Safety Training Coordinator reviews and submits to the AVCFM to validate</p>	<ol style="list-style-type: none"> 1. Safety pin 2. Notation in annual performance review 3. Supervisor and M & O Director recognition at shop level 4. Notation in Facilities Focus News letter 5. Recognition during FM Quarterly Staff meeting
<p>Safe Team(s) of the Year</p> <p>This award is given to the team(s) with zero accidents during a given calendar year.</p>	<p>Must be in good standing in accordance to the FM Policy Statement #9 – Performance Dependability.</p> <p>No disciplinary action recorded within the last six months</p>	<p>Based on statistical information provided by UNC Charlotte Safety Office. Safety records are measured by the least number of accidents reported in the UNC Charlotte Safety Office, excluding first aid reports, per employee for the year</p> <p>The Director of Facilities Operations reviews and submits to the AVCFM to validate</p> <p>Facilities Business Office and Facilities Operations Administration execute the nomination and inform the AVCFM</p>	<ol style="list-style-type: none"> 1. 8 Hours of comp time earned 2. Recognition during FM Quarterly Staff meeting 3. Notation in employees annual performance review 4. Notation in Facilities Focus Newsletter
<p>Unsung Hero Award (Peer Recognition)</p> <p>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 boundaries of their job. This employee will have the reputation of being at work (excluding vacation), does not use excessive sick leave, always performs his/her duties exceptionally well, and is a trusted team player.</p>	<p>This award is open to all non-managerial and non-supervisory Facilities Management employees not awarded the previous year.</p> <p>Must be in good standing in accordance to the FM Policy Statement #9 – Performance Dependability</p> <p>No disciplinary action recorded within the last six months</p>	<p>Nominations are solicited from each FM employee within a particular unit</p> <p>Employees within each unit/zone will select an employee in their area only</p> <p>Supervisors are not eligible to vote</p>	<ol style="list-style-type: none"> 1. Unsung Hero lapel pin 2. 4 Hours of comp time 3. Supervisor notation in annual performance review 4. Recognition during FM Quarterly Staff meeting 5. Notation in the Facilities Focus Newsletter

FM Employee Award Definitions (cont.)

<p>Twenty Year Club Award</p> <p>This award is presented to individuals employed with Facilities Management Department at UNC Charlotte for 20 years.</p>	<p>Employed in Facilities Management Department for 20 years</p>	<p>Facilities Business Office unit selects names based on hire date of employees between January 1 and December 31 of the previous year</p>	<ol style="list-style-type: none">1. A 20 year plaque2. Notation in employees annual performance review3. Recognition during FM Staff meeting4. Notation in the Facilities Focus Newsletter
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