



ENTERPRISE
PERFORMANCE
SOLUTIONS

GENERIC REWARD & RECOGNITION POLICY

Objectives

This policy is designed to encourage employees to focus on positive behaviour change that results in an improvement in performance individually or collectively through teams.

The programme is designed to:

- Recognise and reward positive behaviors that support individual or team goals and objectives
- Provide timely recognition to employees either as planned or immediate recognition
- Provide multiple-levels of recognition based on the significance of the contribution
- Provide for both manager and employee-initiated recognition and rewards
- Improve employee productivity and quality of work
- Act as both a retention and attraction tool
- Improve customer service
- Be transparent to all employees at all levels
- Be fair and consistent

General

Your company's Recognition and Reward Programme will have its own name, logo and theme. All further communications will appear under the umbrella of the programme.

The programme will incorporate your company's:

- Vision and mission
- Values
- Goals and objectives
- Company culture

Recognition

While employees desire to receive a reward, it is the recognition itself that results in better performance, a more motivated staff base and a more engaged atmosphere.

Recognition will be given to individuals and teams who:

- Create an environment of shared success and commitment
- Exceed production, quality and sales targets
- Create a safe working environment
- Have excellent attendance records
- Are recognised by their peers
- Receive excellent customer service reviews
- Demonstrate exceptional overall performance



Recognition Principles

The following principles will be adhered to when recognition and reward is considered:

- Rewards should be given for significant outstanding performance that advances the internal objectives and should be tied to a specific rating or accomplishment.
- Care should be taken in communication and distribution of rewards so that they are not entitlements.
- Rewards should not be substituted for a competitive salary plan. For example, rewards should not be used as a long-term alternative to permanent salary adjustments when these adjustments are appropriate for consistently high performance, significant changes in responsibility, increased value of a position.
- Rewards are not adjustments to base salary, supplemental compensation or variable pay programs

Rewards

Your company may choose to recognise exceptional employees in a variety of ways including:

- Verbal recognition
- Cash on card
- Vouchers
- Merchandise / appliances
- Trips / Experiences
- Lunches and Dinners
- Additional time off
- Certificates
- Branded gifts

Communication

In order for your company's programme to be effective, employees need to be engaged and communicated with frequently, to be reminded about what they need to do to get recognised.

Communication will take place via:

- The programme website
- SMSes
- Email
- Monthly newsletter
- Posters
- Programme Ambassador visits

Conclusion

Your company recognises and promotes positive behaviour and supports its employees in creating a happy and healthy atmosphere that enables employee and company success.

