The Facilities Management Employee Recognition Program’s intent is to recognize employees that strengthen the Facilities Management team through remarkable contributions and performance.
1. PURPOSE

The Facilities Management Employee Recognition Program’s intent is to recognize employees that strengthen the Facilities Management team through their remarkable contribution and performance. It includes the efforts of both individuals and small teams working toward fulfilling our mission and the mission of the University of North Carolina @ Greensboro.

The values our Facilities Management team holds in high esteem in developing a stronger work force and providing remarkable service to our customers are paramount in our continual overall development. These values are Customer Service, Safety, and Collaboration.

Daily recognition by co-workers, supervisors and managers continues to be highly encouraged. It is not the intention of this formal program to take place of informally recognizing our employees on a day-to-day basis.

This informal recognition provides a foundation for our more formal recognition and is extremely important to the well-being and morale of all employees throughout our organization.

2. THE EMPLOYEE AWARDS PROGRAM COMMITTEE (Selections Committee)

A. Nominations and Employee Awards Committee Membership

The committee shall consist of representatives from each area/shop within Facilities Management. The co-chairs of the Employee Recognition Program Planning committee shall have permanent membership on this committee and serve as co-chairpersons.

Each department shall select its own representative for the committee made up of volunteers and appointments totaling 9 people including Co-chairs. Area/Shop representatives shall serve 2 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.
Nine members (excluding co-chairs) 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:
   - Customer Service Award
   - Safety
   - Collaboration

(The Selection form would include only the comments/recommendation as written on the Nomination Forms. The nominee will only be identified by a number given by co-chairs.)

3. NOMINATIONS

Nominations for Customer Service Safety and Collaboration Awards – Individual nominations may be submitted by any UNC Greensboro faculty/staff/coworker or contractor. Exception: students may not submit nominations.

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

The Awards and Selection Process may be found in the document. These guidelines may be revised on an as-needed basis.

Note: All award categories are individual nominations. Team efforts will be recognized publicly at awards event per review of selection committee. Certificates wills be awarded.
TABLE OF CONTENTS

Biannual Recognition Categories

Customer Service Award..............................................................6

  Recognition Process

  Amenities

  Eligibility Criteria

Safety Award..................................................................................7

  Recognition Process

  Amenities

  Eligibility Criteria

Collaboration .................................................................8

  Recognition Process

  Amenities

  Eligibility Criteria

Nomination Form/Criteria attachment.................................10

Selection Process........................................................................13

Selection Voting Process..........................................................14

Committee Selection Form..........................................................15

Committee Nomination Selection Criteria ..........................16

~ 4 ~
University of North Carolina Greensboro
BIANNUAL RECOGNITION CATEGORIES

Customer Service Award

This award is presented to individuals who demonstrate remarkable positive and professional interaction with fellow employees as well as the university community.

Recognition Process

- Nominations are accepted from any UNC Greensboro employee or contractor.
- Nomination forms including a short narrative are submitted to the co-chairs via web or hard copy.
- Nominations are forwarded to immediate supervisor for review and signature.
- Nominations are compiled onto a ballot form by co-chairs.
- The Nominations Employee Awards Program Committee shall review and rank nominations.
- Committee co-chairpersons tally nominations and present committee recommendations to Director of Facilities Design and Construction and Acting Director of Facilities Operations.
- Director of Facilities Design and Construction and Acting Director of Facilities Operations reviews and approves recommended candidates.
- Nominations forms available online Facilities Operations and FDC website;
  - Facilities Operations – Sink Building Business Office
  - Facilities Operations Shops Business Office
  - Facility Services Office
  - Facilities Design and Construction Business Office

Amenities

Must adhere to state policy;

- Certificate of Recognition
- Notation in Campus Weekly and Facilities Operations newsletters
- $50.00 gift card and University logo polo shirt
- Eligible for grand prize

~ 6 ~
Eligibility Criteria

- Permanent or temporary Facilities Management employee
- No disciplinary action recorded within the last 6 months.
- Building Commitment- going the extra mile and demonstrating pride in work and/or demonstrating leadership and accountability
- Communicating Effectively – politely and diplomatically setting clear service expectations, providing consistent and accurate information to the client, volunteering value added services/information, and/or keeping clients apprised of waiting times for provision of service
- Demonstrates creativity or resourcefulness in assisting customers.

Safety Award

This award is to acknowledge outstanding contributions by University Facilities employees in establishing and maintaining high standards of occupational safety and health activities and achievements within the University.

Recognition Process

- Nominations are accepted from any UNC Greensboro employee or contractor.
- Nomination forms including a short narrative are submitted to the co-chairs via web or hard copy.
- Nominations are forwarded to immediate supervisor for review and signature.
- Nominations are compiled onto a ballot from by co-chairs.
- The Nominations Employee Awards Program Committee shall review and rank nominations.
- Committee co-chairpersons tally nominations and present committee recommendations to Director of Facilities Design and Construction and Acting Director of Facilities Operations.
- Director of Facilities Design and Construction and Acting Director of Facilities Operations reviews and approves recommended candidates.
- Nominations forms available online Facilities Operations and Facilities Design and Construction website.
  - Facilities Operations – Sink Building Business Office
  - Facilities Ops Shops Business Office
  - Facility Services Office
  - Facilities Design and Construction Business Office

~ 7 ~
Amenities

- Certificate of Recognition
- Must adhere to state policy
- Notation in Campus Weekly/Facilities Operations newsletter
- $50.00 gift card and University logo polo shirt
- Eligible for grand prize

Eligibility Criteria

- Permanent or temporary Facilities Management employee
- No disciplinary action recorded in the last six months
- Must have no accidents (with exception of band-aid cases) recorded during period
- Demonstrating significant improvement over previous conditions
- Making an extra effort to improve or correct a specific aspect of safety within the workplace
- Employee properly uses all personal protection and safety equipment
- An individual who keeps their work environment neat, clean and safe
- An individual who stands out and leads by example by practicing good safety techniques

Collaboration/Teamwork

This award is to acknowledge outstanding contributions by University Facilities employee who have worked together in an exceptional manner to perform an assigned task. This employee has performed beyond the scope of their regular day-to-day job duties and responsibilities.

Recognition Process

- Nominations are accepted from any UNC Greensboro employee or contractor.
- Nomination forms including a short narrative are submitted to the co-chairs via web or hard copy.
- Nominations are forwarded to immediate supervisor for review and signature.
- Nominations are compiled onto a ballot form by co-chairs.
- The Nominations Employee Awards Program Committee shall review and rank nominations.
- Committee co-chairpersons tally nominations and present committee recommendations to Director of Facilities Design and Construction and Acting Director of Facilities Operations.
• Director of Facilities Design and Construction and Acting Director of Facilities Operations reviews and approves recommended candidates.
• Nominations forms available online Facilities Operations and Facilities Design and Construction website;
  o Facilities Operations – Sink Building Business Office
  o Facilities Operations Shops Business Office
  o Facility Services Office
  o Facilities Design and Construction Business Office

Amenities
• Must adhere to state policy
• Certificate of Recognition
• Notation in Campus Weekly/Facilities Operations newsletter
• $50.00 gift card and University logo polo shirt
• Eligible for grand prize

Eligibility Criteria
• Permanent or temporary Facilities Management employee
• No disciplinary action recorded in the last six months

Demonstrated a combination of the following
• Solicited the input of others who are affected by plans or actions.
• Listened to all points of view.
• Found areas of agreement when working with conflicting individuals or groups.
• Built consensus.
• Identified and pursued solutions in which all parties benefited.
• Demonstrated concern for treating people fairly and equitably.
• Gave credit to and recognized others who contributed.
• Kept all relevant individuals and groups informed and up-to-date.
• Readily secured cooperation of others for whom he or she had no direct supervisory responsibility.
• Took into account the university as a whole when making or recommending decisions
EMPLOYEE RECOGNITION PROGRAM NOMINATION FORM

These awards are presented to individuals who demonstrate Remarkable performance above expected duties, maintain an above average, productive work environment, and/or demonstrate positive and professional interaction with fellow employees as well as the university community.

I would like to Nominate:

NAME AND AREA

Please keep in mind the following when preparing a nomination:
Evidence of applicable service needs to be for the current period. (December – May) Summer Award Month (June)

(June – November) Winter Award Month (January)

- Choose only one category for the nomination that best suits the individual.
- Any UNCG customer on campus may nominate a Facilities Operations, Facilities Design and Construction, Sustainability, and AVC office employees. (except students)
- A person can be nominated for more than one category but a separate form must be completed for each nomination.

Award Categories - Please select one (1) category per nomination form.

- “Yes I Can” Customer Service Award
- “Yes I Am” Safety Award
- “Yes We Can” Collaboration/Teamwork Award

Description of Specific Efforts or Service: Please be as clear as possible in your description (Attach additional sheets if necessary.)

____________________________________________

____________________________________________

____________________________________________

Nominator’s Name (Print) Nominator’s Signature and Date_____________________________________

Supervisor’s Signature

Director’s Signature

Program Co-chair’s Signature

*Please return the completed form to: Buddy Hale or Hoyte Phifer

~ 10 ~
Criteria

Customer Service Award

This award is presented to individuals who demonstrate positive and professional interaction with fellow employees as well as the university community.

Eligibility Criteria

- Permanent or temporary Facilities Management employee
- No disciplinary action recorded within the last 6 months
- Building Commitment- going the extra mile and demonstrating pride in work and/or demonstrating leadership and accountability
- Communicating Effectively – politely and diplomatically setting clear service expectations, providing consistent and accurate information to the client, volunteering value added services/information, and/or keeping clients apprised of waiting times for provision of service
- Demonstrates creativity or resourcefulness in assisting customers.

Safety Award

This award is to acknowledge outstanding contributions by University Facilities employees in establishing and maintaining high standards of occupational safety and health activities and achievements within the University.

Eligibility Criteria

- Permanent or temporary Facilities Management employee
- No disciplinary action recorded in the last six months
- Must have no accidents (with exception of band-aid cases) recorded during period
- Demonstrating significant improvement over previous conditions
- Making an extra effort to improve or correct a specific aspect of safety within the workplace
- Employee properly uses all personal protection and safety equipment.
- An individual who keeps their work environment neat, clean and safe
- An individual who stands out and leads by example by practicing good safety techniques
Collaboration/Teamwork

This award is to acknowledge outstanding contributions by University Facilities employees who have worked together in an exceptional manner to perform an assigned task. This employee has performed beyond the scope of their regular day-to-day job duties and responsibilities.

Eligibility Criteria

- Permanent or temporary Facilities Management employee
- No disciplinary action recorded in the last six months

Demonstrated a combination of the following

- Solicited the input of others who are affected by plans or actions
- Listened to all points of view
- Found areas of agreement when working with conflicting individuals or groups
- Built consensus
- Identified and pushed for solutions in which all parties benefited
- Demonstrated concern for treating people fairly and equitably
- Gave credit to and recognized others who contributed
- Kept all relevant individuals and groups informed and up-to-date
- Readily got cooperation of others for whom he or she had no direct supervisory responsibility
- Took into account the university as a whole when making or recommending decisions
Selection Process

The Selection committee members will be selected by the manager or supervisor for each area: Administration, OWRR, Buildings and Trades, Facility Services, FDC, Grounds, and Utilities. Each area must be represented.

The chair of the Selection Committee will convene the committee at the end of May for the (December – May) Summer Award Month June, and at the end of November (June – November) Winter Award Month January.

The committee members should be instructed on the following:

- All discussions of the committee are confidential
- The committee is not to accommodate conversations from the nominators or nominees unless they are in response to specific questions from the Selection Committee.
- Changes may not be made to nomination forms.
- Selection Committee members are not to be lobbyists for nominees from their particular area. The representation from different areas is intended to assure expertise for evaluating different work tasks, skills and knowledge.
- It is not mandated that the selection committee come up with a specific number of individuals for recognition.
- No more than three (3) awards will be given for a respective period of eligibility.
- The Selection Committee will make final decisions on all winners.
- The Selection form would include only the comments/recommendation as written on the Nomination Forms. The nominee will only be identified by a number given by co-chairs. This keeps everything fairly anonymous.

The selection committee is charged with the following duties and the Co-chairs will be responsible for working with the appropriate department/individuals to assure the following:

- Request funding from AVC of Facilities to cover the cost of the recognition awards
- Work with the appropriate personnel to make arrangements for the awards program
- Work with appropriate personnel to complete certificate
Selection Voting Process

Co-chairs will receive Nomination Forms from Nominator.

Co-chairs will look over all the original nomination forms submitted and, based on the program guides, decide which ones should be included on the final Selection Form that would be sent to the Selection Committee members.

Co-chairs would compile the Selection Form. The Selection form would include only the comments/recommendation as written on the Nomination Forms. The nominee will only be identified by a number given by co-chairs.

A copy of the Selection Form would be provided to each member of the Selection Committee. (Selection Committee member’s names will not be requested on the form.) This keeps everything fairly anonymous.

Each member of the Selection Committee will be given a specific number of days to review and fill out the form.

Directions for completing the Selection Form

1. Please read each of the recommendations listed below.
2. Choose your top three (3) recommendations.
3. Rate each of your top three (3) selections from one (1) through three (3) with (3) being the highest rating.
4. Return the completed form to co-chairs by ______________________ (date).

Once the Selection Committee members return their forms to the co-chairs, the co-chairs can tally the scores and determine which person has the highest score.
Committee Selection Form

Nominee Number ____

Award Category – Select one (1)
☐ Customer Service
☐ Safety
☐ Collaboration/Teamwork

1. Please read each recommendation listed below.
2. Choose your top 3 selections from 1 – 3 with 3 being the highest rating.
3. Return the completed form to Buddy Hale or Hoyte Phifer by ____________.

#1 ☐ ______________________________________________________________________
#2 ☐ ______________________________________________________________________
#3 ☐ ______________________________________________________________________
#4 ☐ ______________________________________________________________________
#5 ☐ ______________________________________________________________________
#6 ☐ ______________________________________________________________________
#7 ☐ ______________________________________________________________________
#8 ☐ ______________________________________________________________________

This form is used by the selection committee only.

~ 15 ~
Committee Nomination Selection Criteria

Customer Service

Did the staff member(s) provide customers with service or assistance far beyond what is normally expected or required of the job?

Safety

Did the staff member take an active role in being a strong advocate of safety and health in the workplace?
Did the staff member make an extra effort to improve or correct a specific aspect of safety within the workplace?
Has the staff member consistently maintained a good safety program over a number of years?

Collaboration

Did the individual exhibit outstanding performance effort, initiative or creativity that involved reaching across unit or department lines to fellow Facilities team members or other UNC Greensboro staff to produce positive change?

This sheet is used in the selection process by the Selection Committee
PROGRAM MODIFICATION

The UNCGreensboro Employee Recognition Program is intended to be an active and responsive process. As such it is intended that the program be evaluated on a regular and on-going basis for opportunities whereby it may be revised for improvement or to accommodate changes within the Facilities environment.

The selection committee will be charged with the evaluation and submission of requested modifications of the program to the program development committee. This group will review the request for modification and changes will be incorporated as deemed appropriate.

Requests for changes to the program may be submitted to the selection committee by all employees within Facilities. The submitter for the request must sign and date the suggestion.

Any changes to the program must also have the approval of the Associate Vice Chancellor of Business Affairs.