



## **ADMINISTRATION POLICY:**

### **Corporate Recognition Policy**

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**Policy number:** HR-035 (B)  
**ALT report:** N/A  
**Approved by:** Administrative Leadership Team (ALT)  
**Effective date:** 2018 / 02 / 06  
**Next revision due:** 2023 / 02 / 06  
**Department/BU:** Chief Financial Office / Human Resources

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#### **BACKGROUND**

The Corporate Recognition Policy is intended to provide employees with guidance on the Corporate Recognition Program. Questions regarding this policy may be directed to Human Resources (HR) at The Corporation of The City of Calgary (The City).

#### **PURPOSE**

The purpose of this policy is to support the consistent application and utilization of the Corporate Recognition Program.

#### **DEFINITIONS**

Recognition: Acknowledgement or appreciation for employee achievements, behaviours or tenure

Rewards: Something given to recognize employee achievements, behaviours or tenure

Monetary recognition: Recognition that focuses on cash or near-cash rewards

Non-monetary recognition: Recognition that focuses on non-cash rewards, but may have monetary value e.g. professional development

Employee Value Proposition (EVP): Incentives an organization offers to attract and retain employees in return for their skills, capabilities and experiences. The City's EVP can be viewed on [calgary.ca](http://calgary.ca).

## **PROGRAM OVERVIEW**

The Corporate Recognition Program is based on The City's commitment to recognize employee achievements, exemplary behaviours and continuing service. The intent of the program is to highlight the importance of employee recognition in supporting our business goals, organizational culture and a healthy workplace. The program is designed to be flexible, informal and easy to use, with consistent principles across The Corporation.

Employee recognition at The City focuses on three main objectives:

- Performance in relation to business goals and objectives
- Behaviours in alignment with culture, core values and competencies
- Tenure in terms of service length

Employee recognition at The City aims to achieve the following benefits:

- Accelerate business goals by increasing employee engagement, satisfaction and retention
- Contribute to organizational culture by reinforcing specific behaviours and outcomes
- Cultivate a healthy workplace by promoting employee appreciation and well-being

## **PHILOSOPHY**

The Corporate Recognition Program is premised on a recognition philosophy that complements our employee value proposition, supports The City as an employer of choice, and enhances our ability to attract and retain a talented workforce.

In summary, the recognition philosophy strives to:

- Be flexible, direct and timely
- Provide regular, meaningful recognition that reflects employees' preferences
- Promote a city-wide informal approach for giving day-to-day recognition
- Celebrate our collective and individual successes in making life better every day for Calgarians

## **PRINCIPLES**

The City's desired future state outlines our recognition principles. Primarily, recognition needs to be aligned with organizational culture, values and goals, and integrated with other corporate programs and processes.

In general, the recognition principles emphasize:

- A **multifaceted approach** to recognition that combines day-to-day, informal and formal initiatives at both the corporate and business unit levels
- **Fairness, consistency and transparency** that enables employees to know what they have to do to be recognized and leaders to hold themselves accountable for their recognition practices
- Recognition that is **inclusive and attainable** for employees regardless of their roles e.g. consistent and high performers, individuals and teams
- Recognition that occurs **often** in a **variety of ways** and **offers choices** that are **meaningful** to the employee
- **Peer-to-peer** and 360-degree recognition to foster a culture of appreciation where employees doing the right things will be noticed, honoured and appreciated
- A **focus on non-monetary recognition** e.g. personal thanks, public acknowledgement, opportunities for flexibility, new challenges and professional development
- Programs that are **fiscally responsible and sustainable**
- **Committed leadership and informed employees** who are empowered to practice recognition

## **ROLES AND RESPONSIBILITIES**

The Corporate Recognition Program is centrally administered by Human Resources with implementation support by business unit representatives across The Corporation. The program is universally accessible to all employees; therefore, the summary of roles and responsibilities will include key participants as well as other employees since everyone is responsible for building and sustaining a culture of recognition.

### **KEY PARTICIPANTS**

Human Resources, Consultant

- Plan recognition strategically to ensure it can be measured objectively
- Oversee program operations, integration and quality assurance
- Manage coordination of all corporate recognition events
- Provide senior level policy advice, development and decision making
- Monitor and report on the corporate recognition budget
- Negotiate and administer related external service provider contracts

Human Resources, Recognition Program Administrator

- Lead administration for the Corporate Recognition Program
- Coordinate and support corporate recognition events
- Track program costs, usage and participation at the corporate level
- Act as program liaison with Business Unit Recognition Ambassadors

Business Unit Recognition Ambassadors

- Promote and administer recognition initiatives within business units
- Provide input, feedback and support for the Corporate Recognition Program
- Coordinate the distribution and tracking of monetary recognition where applicable
- Contribute as business unit representatives to the Recognition Ambassador Network

### **OTHER EMPLOYEES**

Leaders

- Make recognition a priority and lead by example
- Be inclusive and consider all employees for recognition regardless of their roles
- Be respectful and ask employees how they would like to be recognized

## All Employees

- Acknowledge the contributions of peers and leaders
- Find and share opportunities for individual and team development as a form of recognition
- Celebrate day-to-day contributions, professional achievements and personal milestones

## PROGRAM DESCRIPTION

The Corporate Recognition Program has three categories for recognition.

**Everyday efforts** – showing appreciation for day-to-day contributions in a spontaneous or informal manner. Recognition in this category is mainly non-monetary.

**Service milestones** – celebrating years of service in a private or public acknowledgement. Recognition in this category includes some monetary rewards.

### Five-year service increments

At five years of service and every five years thereafter, employees will receive a certificate, optional pin and financial award. Business units are encouraged to honour their employees with individual or group presentations.

### 25-year service milestone

At 25 years of service, employees will receive a certificate, optional pin and financial award or gift of their choice for the same value. They will also be invited to an annual corporate event to celebrate their milestone.

### Retirement

Retirees with 10 or more years of service can receive a certificate and gift of their choice at a designated value. They will also be invited to an annual corporate event to celebrate their retirement.

**One City Awards** – nominating individuals and/or teams for a formal corporate award. Recognition in this category is mainly non-monetary.

In addition, business units may develop their own programs and practices to complement the corporate program. These will need to be self-funded, and aligned with the corporate recognition philosophy and principles. The HR Consultant can provide strategic consult to ensure corporate-wide consistency.

## SUPPORTING REFERENCES AND RESOURCES

Please note that some of the items listed below may not be publicly available.

References to related corporate-wide procedures, forms and resources

- [My HR](#) intranet website
- [Corporate Recognition Program](#) intranet website

References to related [Council policies](#), bylaws and [administration policies](#)

- [Exempt Staff Policy](#) (Administration Policy HR-LR-006)

## REVISION HISTORY

Review Date	Description
2005 08 08	Revision
2004 09 21	New policy
2018 02 06	Policy update