

Applies to: All Employees in the Operations & Facilities Management Department

**GUIDELINES:**

Issued: April 2014  
Revised: August 2019

---

**PURPOSE:**

To establish and implement a formal department wide recognition program with established written guidelines and processes that recognize employees, encourage, and reinforce actions and behaviors that create a better working environment. The Operations & Facilities Management Department (OFMD) recognition program acknowledges the staff members (individual and team) who have shown meritorious service, dedication and contributions to OFMD and to the School of Medicine beyond the requirements and expectations of the job; and who have gone above and beyond their duties by exhibiting the department's PRIDE core values and providing quality customer service.

**Goals of Program:**

- Team-based
- Promote the point-of-service model
- Touch more employees
- Promote excellence in performance
- Enhance the service aspect of the program
- Exhibit OFMD Core Values

**DEFINITIONS:**

- **Eligible Employees:** All exempt and non-exempt regular employees are eligible to participate in this employee recognition program.
- **Ineligible Employees:** Employees who are on leave without pay or have disciplinary actions within the last twelve (12) months are not eligible for recognition under this policy. Employees from the Division of Comparative Medicine and OFMD leadership (director level and above) are eligible; however, in both cases, the award recipient cannot receive the cash award but will be recognized.

**GUIDELINES:**

---

**A. Responsibilities**

The Operations & Facilities Management Senior Leadership Team is responsible for ensuring the level of recognition requested and awarded corresponds to the level of accomplishment, as well as to administer recognition in a consistent manner.

**B. Employee Recognition Awards**

- **Team Award** - To recognize a group of people with a full set of complementary skills used to complete a task, job, or project.
- **Community Service Award** - To recognize and honor persons who are making significant contributions to their community through their time, actions, talents and dedication within or outside of WUSM.

- **Innovation Award** - To recognize and honor persons who develop a new idea or practice which improves department processes, services, technologies, etc. resulting in increased productivity, better customer service, etc.
- **PRIDE Core Values Award** - For consistently demonstrating OFMD's core values of (PRIDE) Professionalism, Respect, Integrity, Dedication and Excellence.
- **Leadership Award** - For consistently serving as a role model who inspires others to be innovative and to achieve common goals while building and improving the knowledge and capabilities of the workforce.
- **Kudos Award** - For positive feedback, praise received and acknowledgement of customer service.

**C. Compliance:**

This employee recognition program will follow all University tax policies and procedures.

All cash awards are considered supplemental wages and must be processed through the payroll system with appropriate federal, state, county and FICA/Medicare taxes withheld and is then included in the recipient's Form W-2 Wage and Tax Statement.

**PROCESS:**

---

- The nominator will complete the Employee Recognition Nomination Form and identify the justification for the award. If the nomination is a result of a customer accolade, the customer's memo or email should be attached to the nomination form and no further explanation is needed.
- The Program Manager will forward the form to the employee's immediate supervisor and HR to validate eligibility. The employee should not be under a Performance Improvement Plan (PIP).
- On a bi-monthly basis, the Program Manager, Executive Director and Employee Program Planner will review and confirm eligibility for the award and determine the amount of the cash award (typically \$25, \$50, \$75 or \$100). For the Annual Recognition Event, each award is worth \$250.00. The cash award shall be added to the employee's paycheck and be grossed to cover the tax amount.
- The Program Manager will provide the HR Payroll Associate with the employee's name and the gift amount. The cash gift will appear on the employee's next available paycheck. The HR Payroll Associate will forward the information to Shared Services Payroll Office for tax reporting.
- An award certificate shall be given to the employee. The members of the Senior Leadership Team, employee's Supervisor and the Nominator will present the awards every two months.
- The Program Manager will communicate the awards to the department via email and during town hall meetings as introduction slides. The Program Manager will enter data and track recognition awards to provide reports on utilization of this Employee Recognition Program.