



Administrative Directive

Title: Citywide Employee Recognition		Index Number: AD 1.21
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1.0 **Purpose and Need**

To provide greater consistency and more closely align our organizational efforts and to set forth guidelines to be followed by all City departments when recognizing their employees' contributions to the City of Virginia Beach in order to be good stewards of City funds and:

- Demonstrate that we value our workforce
- Enhance employees' satisfaction and their commitment to the City
- Encourage consistent high performance and quality customer service
- Increase productivity
- Retain quality employees

2.0 **Administrative Directive**

- 2.1 **Eligibility:** All full-time and part-time City-paid City of Virginia Beach employees, as well as contractual staff and volunteers, are eligible to benefit from the types of recognition described herein.
- 2.2 Departments may recognize eligible individuals and/or teams for the following types of work:
- a. Consistently providing a high level of internal and/or external customer service;
 - b. Successfully completing a tough assignment;
 - c. Excelling at project management;
 - d. Departmental/Citywide process improvements;
 - e. Consistently helping to create a positive, productive work environment;
 - f. Consistently helping to create a diverse, inclusive work environment; and/or
 - g. Consistently accepting responsibility for individual performance.
- 2.3 Upon their retirement from the City, departments may also recognize employees with a standardized plaque (please see sections 3.0 and 5.0 for details).
- 2.4 Longevity and dedication with the City will also continue to be recognized with Service Awards and managed by Human Resources under a separate program/account in accordance with the Service Awards Policy (5.03). Performance Bonuses & Administrative Increases shall only be provided in accordance with the Bonus and Administrative Increase Policy (5.00).
- 2.5 All supervisors/managers are strongly encouraged to successfully complete the 'Giving Recognition' class offered by HR/Learning & Development (via instructor or online).

3.0 **Procedure to Accomplish Directive**

Departments shall have the discretion to determine the best manner in which to recognize eligible individuals and teams.

- 3.1 Acceptable Citywide recognition programs include:
- a. Non-monetary forms of appreciation (e.g. letters of appreciation, e-cards, saying thank you, etc.); face-to face recognition is highly encouraged
 - b. Certificates of appreciation/achievement
 - c. On-the-Spot Awards (similar to previous Class Act Awards) or other small tokens of appreciation (e.g. pen, mug, motivational note card, pin, etc.) On-the-Spot Awards can also be provided to all department staff as a form of recognition for the national celebration of Public Service Recognition Week.

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- d. City standardized retirement plaques (selected by Human Resources)
- e. Food/beverage (breakfast, luncheons, dessert, etc.) provided in conjunction with a recognition meeting/event. Food/beverage can also be provided in recognition of employees' years of service (not retirement) with the City when it is provided no more than quarterly and in conjunction with other forms of recognition as stated in 2.2 above.
- f. Tickets for an event, movie, meal, concert, etc. (tickets that cannot be turned into cash).

- 3.2 Money from unused salaries (or other budget accounts) in departmental operating budgets shall be used to implement these designated recognition programs. The total annual amount each department can spend shall be the monetary equivalent of \$25 per FTE in the department (this does not represent what can be spent on each employee but rather the total annual amount each department has to provide recognition). These funds can only be used for items listed in 3.1.
- 3.3 These are the only City/Enterprise funds permitted to be used for employee recognition listed in 3.1. Any and all applicable purchases must be in compliance with our purchasing regulations.
- 3.4 Volunteer foundations (e.g. Friends of the Library) that work with designated departments and offer to provide non-City funding for employee recognition (excluding salaries) are allowable.
- 3.5 Out-of-pocket (personal funds) or internal departmental fundraising can be used to provide other types of recognition not described herein. But this is not mandatory or expected.
- 3.6 Cash or cash equivalent gift cards/gift certificates are not permissible.

4.0 Responsibility and Authority

Department Directors are responsible for ensuring their employees adhere to this directive and abide by the funding stipulations, recordkeeping, reporting and inventory control, as applicable.

5.0 Specific Requirements

5.1 On-the-Spot Awards (similar to previous Class Act Awards) or other small tokens of appreciation – e.g. pen, mug, motivational note card, pin, etc. – must display the City of Virginia Beach seal, a City department name, or a recognition message. Retirement plaques will be standardized and made available through a vendor chosen by Human Resources. Each item mentioned in this section cannot exceed a nominal value (i.e. \$20-\$25 per item) and the item cannot have a resale value.

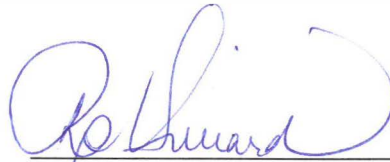
5.2 The collective monetary value for tickets to an event, movie, meal, concert, etc. cannot exceed \$50 per individual per fiscal year. Food does not count toward the \$50 as long as it is provided infrequently and in a recognition meeting/event (e.g. quarterly service award luncheons, public service recognition luncheons, etc.), but it does count toward the total annual amount allowed for recognition.

5.3 Record Retention

- a. Records of employee recognition provided through the purchase of tickets to an event, movie, meal, concert, etc., shall be retained per individual and annual reports shall be provided to Human Resources showing the individual and total number of employees recognized, the type of recognition provided, and the total cost per individual and overall. Departments shall provide inventory controls approved by the City Auditor's Office.
- b. Records of remaining forms of employee recognition shall be retained and annual reports shall be provided to Human Resources showing the total number of employees recognized, the type of recognition provided, and the total cost.

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Approved as
to Content:



Director, Department of Human Resources

7/13/2018
Date

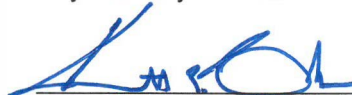
Approved as to
Legal Sufficiency:



City Attorney's Office

7/24/18
Date

Approved:



Deputy City Manager

7-25-18
Date

Approved:



City Manager

7-27-2018
Date