

SHOUT OUT!

REWARD & RECOGNITION PROGRAM

Public Service Commission of SC

2011

The **Shout Out** Reward & Recognition Program will help the Commission to continuously improve by providing a means of motivating employees to use their knowledge, talents, and abilities to excel in their jobs. We are striving to ensure that an equitable system of recognition is in place to recognize and reward employees for doing high quality work. A second goal of Shout Out is to spread the good news about our employees and to let others know the great things employees are doing at the Commission and in their communities.

Program Goals

The reward and recognition program focuses on acknowledging those accomplishments and behaviors that contribute specifically to the Commission's mission and, more importantly, demonstrate organizational values. Program goals are:

- To honor long-term employment and exemplary attendance
- To recognize creativity that results in new and innovative procedures
- To recognize excellent customer service
- To acknowledge positive attitudes and initiative to get the job done
- To honor highly skilled employees
- To recognize team players
- To recognize community volunteers
- To recognize productivity and superior performance, and
- Other specific contributions to the success of the agency.

General Criteria:

All nominees should demonstrate above average performance in their positions and above average behavior and performance in the following areas:

- **Professionalism:** Employee conducts himself or herself in a manner consistent with the values and goals of the Commission. Employee demonstrates an above average knowledge of their job responsibilities and delivers high quality job performance and service.
- **Customer Focus:** Employee consistently recognizes and meets the needs and requirements of internal/external (where applicable) consumers. Employee demonstrates compassion in dealing with the public, being mindful of how his or her attitude and actions are perceived.

Employee uses problem-solving techniques, when necessary, to satisfy the public's needs and reflects a positive image of the agency.

- **Quality:** Employee consistently uses a systematic approach to accomplishing his/her responsibilities, taking care to minimize errors. Employee acknowledges and takes pride in ownership of the day-to-day processes for which he/she is responsible and utilizes initiative where necessary to meet overall goals.
- **Teamwork:** Employee consistently demonstrates the spirit of teamwork by offering support to fellow employees whenever a need arises for a collective effort in accomplishing a task or goal. Employee takes a positive approach in interacting with fellow employees. Has developed or coordinated collaborative partnerships across departments and external agencies that benefit or have the potential to benefit the Commission.
- **Innovation:** Employee has developed an original idea or suggestion that has a positive effect on the operations, policy and/or procedure of the Commission. The end result of the idea or suggestion is a reduction in cost(s) to the operation or increased efficiency or accountability.

Eligibility

All permanent employees in full-time positions are eligible to receive an award under these provisions. Eligibility for awards varies with the type of award. Awards may be given to individual employees or groups of employees who make significant contributions or accomplishment that is within or outside of an employee's job responsibilities, as well as toward achieving PSC mission or goals. Nominees should:

- ✓ Have been employed for at least one year.
- ✓ Have no active disciplinary action pending.
- ✓ Be dependable and punctual in reporting for work.
- ✓ Complete assignments on time and fulfill additional responsibilities as needed.
- ✓ Demonstrate a positive attitude toward work responsibilities, co-workers and the public and serve as a role model to others.
- ✓ Show a commitment to quality in carrying out job responsibilities and be an asset to the Commission.
- ✓ Provide leadership through service to others, as well as taking initiative and accepting and carrying out additional responsibilities beyond regular job assignments for the good of the Commission.

Nominations

Any member of the public, State employee, appointed or elected official can make a nomination.

Nomination periods are: 1st Quarter (January 1 March 31), 2nd Quarter (April 1 to June 30), 3rd Quarter (July 1 to September 30), and 4th Quarter (October 1 to December 31). Deadline for submission is the last working day of each quarter. Nominee's action must have occurred within a reasonable period of time.

- ✓ Nominators should be someone who has worked closely with the nominee, has an in-depth knowledge of the nominee's contributions in the area for which they are being nominated and who is willing to be contacted by the Shout Out Committee for verification.
- ✓ Recipients must be nominated for an award. No anonymous or unsigned submissions will be accepted.
- ✓ The nominator and nominee shall not be the same individual in any category.
- ✓ An employee for the award must be an individual, not a department. If an entire department is nominated as a team, the department must be nominated for work on a specific project, which is above and beyond the normal duties of the department.
- ✓ Nominators are not limited in the number of nominations they can make in any nominating period.
- ✓ Non-winning nominees or any nominations received after the deadline will not be automatically carried over to the next quarter.
- ✓ Nominees who do not receive the award for the quarter in which they have been nominated may be nominated again, but there will be no ongoing nomination pool.
- ✓ No retroactive nominations will be accepted unless the actions for which an employee is to be nominated fall toward the end of the time period listed. In these cases, nominations should be submitted to the committee during the next quarter with an explanation of why the nomination is late. The committee has sole discretion to determine if it will accept the nomination.
- ✓ The nomination of an immediate family member in any category is prohibited. Immediate family member is defined as follows: an individual who is the spouse, parent, brother, sister, child, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandparent, or grandchild or a member of the individual's immediate family. (The definition of immediate family does not include step relatives, but does include half relatives).
- ✓ Falsifying nominations in any category will be subject to disciplinary action, up to and including disqualification from participation in the Shout Out Program.
- ✓ Nominations and consideration for recognition should be made without regard to race, color, religion, sex, national origin, age (if 40 or over), disability, reprisal, political affiliation, labor organization affiliation or no affiliation, sexual orientation, marital status, parental status or genetic information.

Nomination Process

Any individual may nominate any employee or group of employees for recognition of their contribution for an award; however, managers and supervisors are strongly urged to make nominations. The nominator does not have to be a PSC employee, but must be someone who has worked closely with the nominee, has an in-depth knowledge of the nominee's contributions in the area for which they are being nominated, and who is willing to be contacted by the Committee for verification.

Nomination(s) must be submitted on the nomination form and must be typed (12 point type) on one side of no more than two additional sheets of 8 1/2 by 11 inch paper. Information other than the nomination form and the two additional pages will not be considered. All information on the nomination form must be complete, including signatures. Nomination forms that do not comply with the rules or missing any of the required signatures will be returned to the nominator. If this delay causes a nomination to miss the deadline, it will be disqualified. Each nomination will be given the same consideration regardless of the number of nominator's signatures or supporting signatures.

On the nomination form, give detailed, factual information and be specific about what makes your nominee(s) outstanding. The person making the nomination must provide a written description of the action or contribution of the employee and its benefit to the Commission. Be specific as to why their performance, initiative or work product is exceptional and beyond what one would expect from performing normal job duties (if appropriate for award).

The Committee members vote on each individual nomination received. Their votes are based on the content of the nomination form, not on the number of nominations one employee may receive. Therefore, the more information you include in your nomination stating the reason for the nomination will assist the Committee in their voting process.

Nomination forms will be available on the Intranet. Although an online version of the form is available and may be used, but if used, it must be printed and signed by the nominating person prior to being submitted. Forms must be delivered or mailed to the Human Resource Office in a sealed envelope.

Nominations are kept confidential throughout the process. Deadline for submission is the last working day of each quarter.

Shout Out! Committee

The Shout Out! Committee will be comprised of three members who will meet on an ad hoc Basis and rotate each fiscal year. Additionally, one member from the Commissioners may also sit on the committee.

The HR Manager serves as staff to the Committee. The authority for interpretation of this policy rests with the manager of human resources whose role on the committee is to ensure that Commission policies are being followed. This member will not vote on the selection

of a award recipient unless the committee vote is tied or a Committee member is a nominee.

The committee's responsibilities include: selection of a Chairperson; reviewing the criteria, procedures, timelines, and forms and make recommendations for changes, if any, distribute to Chief Clerk for review and/or approval; announce the nomination procedure and timelines; convene to review nominations and select award winners; committee may also conduct an interview of all nominees per award; submit selections for Chief Clerk's approval; and prepare an annual report at the end of fiscal year for the Chief Clerk.

In the event a member of the Committee is nominated for an award, he/she will not participate in the review of nominations and selection of the recipient for that particular award. That employee's manager or the HR Manager will be asked to serve in the employee's place during the selection process.

Please note that members of the committee are not eligible to participate in the discussion of a nomination or in the final vote for the award winner when a nominee is a relative.

The Committee may conduct informal interviews with the nominators to gather information on the nature of the nomination.

Nominations are kept confidential throughout the process. Any and all statements made by members of the Committee about nominees, nominators, or achievements are not be discussed or repeated outside Committee meetings.

The Committee will select, by majority, the recipient.

Selection Process

Nominations may be made by any member of the public, employee, governmental agency, appointed or elected official on the nomination form, for any employee except themselves.

The HR Manager receives the nomination forms; reviews the information for completeness; ensures it is not a substitute for other personnel actions (such as promotions or pay increases, or duplication); and determines if the nomination meet requisite selection criteria. If it does, the nomination(s) will be sent to the Committee for review, selection and approval of the value of the contribution.

One or more recipient may be selected each quarter by the Committee. The Chief Clerk or her designee will notify recipient(s) of their award.

For voting purposes multiple nominations will be combined into one by the Committee.

Nominees remain confidential in categories where no award is given. No announcement of individual nominees is made at the presentation.

Recommendations should be prepared and acted upon as soon as possible, normally within 60 days, after it is determined that the contribution warrants recognition.

The human resources office is responsible for identifying eligible employees for service award eligibility.

Awards will be presented each quarter in which eligible candidates are nominated. The Chief Clerk or her designee will make presentations at a regular Commission meeting.

Award Schedule

Quarter	Period	Nominations Due	Award Presentation
1st	January 1 - March 31	March 31	April 13, 2011
2nd	April 1 - June 30	June 30	July 13, 2011
3rd	July 1 - September 30	September 30	October 12, 2011
4th	October 1 - December 31	December 30	January 12, 2012

Rewards & Recognition

Monetary Awards – recognition granted for a particular one-time accomplishment, such as a superior contribution on a short-term assignment or project, an act of heroism, a major discovery, or significant cost savings suggestion. Dollar amounts are determined by the value of benefit and application of the contribution to the Commission’s missions or goals. An award for a suggestion is based on the net savings or benefits for the first full year of operating following adoption of the suggestion. Monetary recognition can be given in conjunction with nonmonetary recognition. There is a \$50 limit on the amount that can be spent on each employee per award. Monetary awards are subject to taxes in accordance with IRS tax regulations.

Nonmonetary Award - may be granted to recognize employees for contributions which are above and beyond normal job requirements but do not meet the requirements for cash awards. An award item can be Shout Out cards, certificates of appreciation or commendation, letters of appreciation or commendation, pins, plaques, etc.

Employee Bonuses - are monetary recognition given to an employee for having performed well their normal day-to-day duties. Employees can demonstrate this in many ways (i.e., regularly contributes to increased organizational productivity, development and/or implementation of improved work processes, provides exceptionally prompt and courteous service to consumers, clients, and co-workers, realized cost savings, or other specific contributions to the success of the organization).

Employee bonuses are intended to recognize superior or outstanding performance. An employee may receive more than one bonus in a fiscal year; however, the total amount of the bonuses received for the fiscal year may not exceed \$3,000. Commissioners, Chief Clerk or employees earning \$100,000 or more are not eligible to receive bonuses otherwise all employees in full time positions are eligible to receive bonuses.

The Referral Bonus Program is operated under the authority of the Budget and Control Board's Employee Bonus Guidelines. The goal of the referral program is to reward employees for referring qualified candidates who are seeking a career with the Commission. Under these guidelines, an employee may receive multiple bonuses, the total of which may not exceed \$2,000 in any fiscal year for candidates who are subsequently hired and remain employed for a designated period of time.

Referral bonus payments may be paid in a lump sum or in periodic payments until the new employee has completed his or her probationary period. Payments cannot be made until the referred candidate has been employed for a minimum of one month.

Group Productivity Incentive Award - is recognition granted to a team of at least three people. Two persons are not considered a team but would jointly share awards. Individuals outside the Commission may be included if prior approval is obtained from all agencies or entities involved. 25% of identified savings resulting from reduced operational costs; up to a maximum of \$2,000 per employee in a fiscal year; shared equally among team members.

National Public Employee Recognition Week - a week is annually proclaimed "State Employee Recognition Week" by the Governor of South Carolina in which State agencies recognize their employee contributions to the agency, as well as the State of South Carolina on State Employee Recognition Day. State Employee Recognition Week is planned in the spring to coordinate with the national Public Service Recognition Week, a time set aside to educate Americans about the broad variety of services provided by government. The week is also an opportunity to show appreciation to public employees at the federal, state, and local levels that ensure that our government is the best in the world. A variety of activities determined by each individual agency occur during this week.

SHOUT OUTS!

Award Categories

To achieve the program's purpose of motivating, recognizing, and rewarding outstanding employee performance, the program is designed to be as inclusive as possible in identifying employees who merit recognition. Equally important is that recognition is given to employees in all areas of the Commission. In addition to the General Criteria noted above the nominee must also have demonstrated the award objectives in a category described below:

CAUGHT IN THE ACT

This **Shout Out** is designed to recognize fellow employees in an easy and convenient manner. Employees maybe recognized by other state employees including their supervisors, co-workers and subordinates. It provides immediate recognition with minimal documentation. It comes with no monetary award. Any employee can send a Shout Out to another employee or manager to convey thanks or complement anyone who has a positive attitude toward work duties, co-workers, and the

public, serves as a model for others, is productive, exhibits commitment to quality carrying out job responsibilities, and is an asset to other employees. Once a quarter, an employee may redeem a Caught in the Act note for a ticket in a drawing for one winner to receive special recognition.

BEHIND THE SCENES AWARD

This **Shout Out** is unlimited in number and is intended to give managers a discretionary tool to promptly recognize employees for special day-to-day efforts which contribute in a special way to getting the job done. It serves as a means of giving employees immediate recognition for nonrecurring special contributions and to convey thanks or complement anyone who has given exemplary performance or service.

Behind the Scenes awards are granted by managers to recognize accomplishments or efforts toward achieving agency goals for which higher level recognition is not appropriate or which may otherwise be unrecognized. Supervisors are responsible for being alert to instances for which awards may be warranted and taking appropriate action in such instances.

This award may not be used to make team or group awards. If more than one person deserves recognition for an accomplishment, separate documentation should be prepared for each employee.

THINKING OUTSIDE THE BOX AWARD

Thinking Outside the Box Shout Out recognizes an employee or team of employees whose ideas or suggestions have significantly improved or solved a problem which could not have been solved through established procedures, policies or practices. Development of a procedure or process which has effectively increased efficiency in work operations or public service, improved cost savings or resolved a long standing problem.

This award will be based on creative solutions that have been implemented or approved for implementation and which correct problems, eliminate roadblocks, improve productivity, affect changes, etc. The decision for this award may be based on whether or not the idea or suggestion is beyond the nominee's normal job duties. Recognition will depend on the magnitude of the suggestion, the degree of creativity involved, whether or not the solution has limited or general applicability, and the overall impact.

A similar suggestion received will be returned to the nominator as a duplicate. If variations in the later suggestion make it worthwhile as an alternative and action on the first suggestion has not been completed, each will be evaluated on the basis of its contribution to total benefits and the award divided proportionately. If the second suggestion containing useful variations is received after action on the first is complete, it will be considered a separate suggestion.

INSPIRE SERVICE AWARD

This annual award recognizes a single employee who has consistently, and over long periods of time based their every action on the PSC's core values, "Integrity, Nurture, Service, Pride, Intellect, Respect, and Excellence". The INSPIRE Award recognizes an employee who has demonstrated excellent or exceptional customer service to individuals within and/or outside the Commission.

During Public Service Week this Shout Out will be presented by the Chairman of the Commission to an employee who through his/her positive nature and consistent and conscientious performance, was an inspiration to all who had the pleasure to work with him/her. Customers can be company representatives, individuals, public interest groups, legislators or any others who are serviced by any employee. Their action shows exemplary customer service because he/she demonstrate diligence at resolving consumer concerns; enhanced relationships between the Commission, other State agencies and its customers; or received recognition from the public or an outside agency for quality customer service.

EXTRA MILE AWARD

The Extra Mile Shout Out is the highest honor an employee may receive. It is monetary recognition given to an employee who regularly contributes high productivity; consistently completes work products of high quality; and provides exceptionally prompt and courteous service to other agencies, the public, and co-workers.

This award will be based on an employee's job performance, devotion to duty, and cooperation. The employee must also consistently and clearly surpass performance requirements of his/her position; make significant contributions toward reaching the Commission's goals and objectives; demonstrate dedication to the Commission and the State, and exhibit a high level of leadership and cooperation in working with Commissioners, other employees, and the general public. This award will be based on an employee who

- ✓ Demonstrates a high level of service to the public. For example, continuously displays tact and diplomacy in dealing with difficult situations or takes the extra step to achieve customer satisfaction.
- ✓ Exhibits a leadership role. For example, takes on additional duties when necessary so work will be completed in a timely, efficient manner.
- ✓ Demonstrates a high level of service to the staff. For example, willingness to work responsively with other employees, volunteers, appointed or elected official, or members of the community; looks for solutions to problems that help other employees do their jobs more efficiently.
- ✓ Acts to improve relations... Between the public, employees, departments, other agencies, governmental bodies, or community groups. For example, shares information, ideas and resources with fellow employees.
- ✓ Makes a substantial contribution to the Commission that enhances the image of the State. For example, performs significant volunteer service in the community.
- ✓ Demonstrates creativity and inventiveness. For example, explores alternative solutions to problems and comes up with answers that work; or looks at existing processes and devises ways to make them better.

- ✓ Performs in an outstanding and courageous manner during an emergency situation. Consideration should be given to the consequences that would have resulted if the act had not been performed.
- ✓ Exceptional performance in a one-time specific project or situation. Task was completed in a timely and thorough manner and the work was of superior quality.

YOU MADE A DIFFERENCE AWARD

This Shout Out may be made to any employee or group of employees who saved the life of or prevented serious injury to a co-worker, customer or citizen; an act of bravery or sacrifice during an emergency or crisis situation; made a significant contribution to the community through volunteering their time to worthy causes; served as an active member of an organization that gives Commission employees opportunities to become active in community service; or volunteers time or resources to help with events outside his/her normal job duties; or volunteer for projects that will enhance a specific competency or skill.

CAREER SERVICE AWARD

The Commission recognizes full-time and part-time employees by granting ten year incremental service awards based on total service to the State of South Carolina. Employees with 28 years of service or 62 years of age are recognized upon retirement. A nomination is not required for this recognition and all employees are eligible.

CLASS ACT AWARD

Professional development and continuous learning are imperative in our business and we are committed to expanding our employees' knowledge in all areas of our expertise as we continue to build a collective reputation for excellence. This Shout Out recognizes academic and scholarly achievements of staff including receipt of degrees, professional certification, long-term personal/professional training, etc.

- ✓ Seek coaching / mentoring: identify a senior employee or someone you view as a role model, and seek that person's advice on progressing in current or desired field.
- ✓ Engage in on-the-job training, including cross training, shadow assignments or job rotation.
- ✓ Access classroom training via seminars, workshops, conferences or classes.
- ✓ Pursue self-instruction: read books and other publications, computer-based training, instructional CDs, DVDs or video courses.
- ✓ Conduct networking: find specific people who can serve as a resource for development; or participate in professional societies, civic activities, or advisory boards.

Any employee is eligible; however, the achievement must at least meet the following criteria: be from an accredited institution in South Carolina, not be required by the agency, and not be part of the minimum qualification requirements for the job.

TEAMPLAYER AWARD

A "team" may be employees from one department, or a project team from various departments, who work together on a project or assignment with a specific purpose for a limited time period. A department working on on-going assignments that constitute their primary functions would not be considered a team for this purpose. A team consists of a minimum of three individuals working on a project. For the purposes of this award the size of teams would typically range from three to six members. One team will receive the award each year.

The majority of the individual team members must meet the qualifications for individual eligibility. Teams may be represented by one or more departments.

The project for which the team is being nominated should have a finite beginning and ending. Teams must have completed their work on the specific project for which they are nominated during a current award cycle. The results of the project must be identified in the nomination process. A team that is working on a project, which spans multiple years, is only eligible to receive the award once that project is completed.

During the nomination period, eligible teams may be nominated for their contributions through such demonstrations as:

- ✓ *Collaboration*: Ability to work with others in another department toward a shared goal and outcome that benefit a major sector of the Commission.
- ✓ *Innovation*: Exceptional efforts to enhance the Commission's operational effectiveness through enhanced systems/processes and continuous improvement.
- ✓ *Responsiveness*: Behaviors/actions demonstrated to an unforeseen circumstance or extraordinary situation.
- ✓ *Service*: Exceptional efforts to enhance service to the consumer in support of the Commission's mission.
- ✓ *Teamwork*: Capability to comprehend and recognize the diverse strengths and abilities in a group setting and then applying them to one final solution; behaviors/actions demonstrated that embrace and support the Commission's commitment to promoting, enhancing, and sustaining diversity awareness and impact.

Employee Referral Bonus

The Employee Referral Bonus Program provides an incentive award to a current employee who brings new talent to the Commission by referring applicants who are subsequently selected and successfully employed in a hard-to-fill position. Applicants are persons not currently employed with the Commission.

All full time employees are eligible to receive a referral bonus with the exception of at least the following: Chief Clerk/Administrator, employees whose regular, recurring, jobs include the recruitment of employees, hiring manager/supervisor or other persons associated with the selection of the candidate, HR Manager, or family members as defined by current nepotism guidelines.

Positions eligible for this program must be determined by the agency to be “hard-to-fill” positions. A nomination is not required for this recognition and all employees are eligible.

Awards/Recognition

Service Pins - Retirement plaques - Announcement via electronic mail - Gift Certificates
Letters of Appreciation - Certificates of Appreciation - Letters of Commendation - Employee
Bonuses - Write-up in the PSC Wellness & Agency News newsletter - Web page

Commission employees have got it going on and we want others to hear about it! We look forward to receiving a Shout Out nomination from you!

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