

1. Purpose and scope of Scheme

The scheme provides a framework to recognise staff for a particular staff suggestion or customer service. All staff in any grade, with more than 12 months' service, are eligible for a reward under the scheme. The scheme is intended to assist progress on the annual staff survey action plan by motivating staff, and to reinforce the values of customer service excellence.

2. Methods of Recognition

Staff Suggestion

Any member of staff may submit a suggestion which will be considered for a reward. Making suggestions for improving services must not be part of the staff members' current job remit and normal duties. A panel will decide whether the suggestion will be implemented.

Staff Nomination – Rewarding Customer Service

The aim of this method of recognition is to reward those individuals, or teams, who demonstrate behaviour which is beyond normal customer service expectations of a qualitative nature, rather than a quantitative assessment. Evidence must be submitted to support the nomination.

Length of Service

Any permanent member of staff who has 15 years' service will be eligible to receive a loyalty reward voucher, sent directly by the HR Section to the member of staff concerned.

3. Methods of Reward

1. All suggestions submitted by staff will receive a letter of recognition and thanks from the Chief Electoral Officer
2. Implemented staff suggestions or successful staff nominations will receive either a half days' leave or a high street voucher up to the value of £50 (as determined by the CEO).
3. Featured articles and photograph on EONI website.

4. Nomination Process

- The nomination form at Annex A must be completed and submitted to the HR Officer.
- The form will be submitted to the panel for consideration. The panel will consist of an AO, SO (random selection) and the CEO.
- The staff member will be advised of the outcome by the HR Officer.

5. Monitoring

Staff who have received an award will not be eligible for nomination within the current year. The HR Section will provide the Board with an annual return of nominations and awards made during the year. The operation of the scheme will be reviewed on an annual basis.

STAFF RECOGNITION SCHEME

TO BE CONSIDERED FOR: (please tick whichever applicable):

Staff Suggestion

Staff Nomination

DETAILS OF PERSON MAKING STAFF SUGGESTION OR DETAILS OF PERSON YOU WOULD LIKE TO NOMINATE:

Name:

Position:

THE MORE INFORMATION YOU PROVIDE , THE EASIER IT IS FOR THE PANEL TO MAKE A DECISION (use additional sheet if necessary):

Please outline reason for nomination or details of your staff suggestion:

Signed:

Date:

PLEASE RETURN NOMINATION FORMS TO THE HR OFFICER