

# STAFF RECOGNITION SCHEME

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## 1. Purpose and scope of Scheme

The scheme provides a framework to recognise staff for a particular staff suggestion or customer service excellence. All core EONI employees 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 Scheme

Any EONI employee may submit a suggestion which will be considered for a reward. Making suggestions for improving services must be outside the scope of the employee's normal job remit/duties and must not be made at a meeting held for the purpose of proposing suggestions. The suggestion should result in improvements to EONI service and/or cost savings or some other substantial efficiency measure or innovative idea.

### Customer Service Excellence

The aim of this method of recognition is to reward those individuals, or teams, who demonstrate exceptional customer service behaviour which is beyond the normal call of duty. Evidence must be submitted to support the nomination.

## 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 customer service 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. A member of the public may nominate a staff member for customer service excellence. Casual staff are not eligible for nomination.
- The form will be submitted to the panel for consideration. One AO grade and SO grade will be selected randomly by the HR Officer together with the CEO to act as panel members. The panel will consider the customer service nomination against the evidence provided and will consider a staff suggestion against the following criteria:
  - Cost saving and/or benefit generated
  - Originality of suggestion
  - Degree of impact upon EONI service
- The staff member will be advised of the outcome by the HR Officer.

#### **5. Monitoring**

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**

**PLEASE TICK NOMINATION TO BE CONSIDERED:**

- Staff Suggestion Scheme
- Customer Service Excellence

**NAME AND ADDRESS OF PERSON COMPLETING THIS FORM:**

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**Tel:**

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**To Be Completed for Customer Service Excellence Nominations:**

**DETAILS OF PERSON YOU WOULD LIKE TO NOMINATE:**

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**RELATIONSHIP TO NOMINEE** eg, colleague, customer \_\_\_\_\_

**PLEASE NOW OUTLINE YOUR STAFF SUGGESTION OR THE REASON  
FOR YOUR CUSTOMER SERVICE EXCELLENCE NOMINATION:**

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 form to:  
HR Officer  
Electoral Office for NI  
St Anne's House  
15 Church Street  
Belfast BT1 1ER**