

STAFF RECOGNITION SCHEME



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 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. 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. Staff who have a particular suggestion implemented, or are deemed eligible under a nomination for their customer service, may receive a half days' leave or a full days' leave 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.

Signed: *Graham Shields*
Chief Electoral Officer

Signed: *Robin McClelland*
NIPSA

Dated: *7 April 2011*

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PLEASE TICK NOMINATION TO BE CONSIDERED:

- Staff Suggestion Scheme
- Customer Service Excellence

NAME AND ADDRESS OF PERSON COMPLETING THIS FORM:

Tel:

To Be Completed for Customer Service Excellence Nominations:

DETAILS OF PERSON YOU WOULD LIKE TO NOMINATE:

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**

HR USE/PANEL DECISION:

Date Received: _____ Signed: _____ (HR Officer)

Panel Decision:

Signed: _____ CEO Date: _____