# Abstract

Reward and Recognition program is designed to provide framework and guidance on recognizing and rewarding exceptional achievements / performance of employees and teams that contribute to the business or company culture.

# Application

This is applicable to all regular full-time employees in Ericsson Malaysia governed by the Terms of Employment.

# Purpose

This program is designed to recognize and promote positive behaviors and to reward and recognize individuals and teams that exhibit exceptional contributions towards the organization. Each employee is capable to contribute significantly to the organization and the management encourages such contribution by acknowledging and rewarding appropriately.

As individual and manager, we need to ensure, where appropriate, we:

* **Acknowledge** good performance and right behaviours;
* **Reward** outstanding achievements and role models of our wanted behaviors;
* **Recognize** high performing individuals and those in the organization that consistently exhibit the wanted behaviors and values.

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# Instruction

Reward & Recognition and Alignment to Remuneration

Although reward and recognition are closely link to remuneration however, these components are not the same. Reward and recognition are used to reinforce exceptional achievements when an individual or team has exceeded expectations and exhibited Ericsson values and behaviours above what would otherwise be expected of them.

# Reward & Recognition Categories

## MOAI Encore

*(applicable to MOAI organizations)*

A digital platform which enables more frequent and timely recognition. This platform provides a common framework across MOAI.

MOAI Encore offers an online, points-based system where you can reward others, and be rewarded, for living our company values and delivering our purpose. The accumulated points can be redeemed for a variety of options available in the catalogue.

In addition to the rewards, the platform allows us to provide well-deserved public recognition, gratitude and encouragement.

## Long Year Service Award

This award is granted to employees governed by the Terms & Conditions of Employment for Executives and Managers Only.

April 2020 onwards, effective retrospectively from 1st January 2020, the Company will be using Encore as a platform to recognize & confer Long Service Awards to employees attaining 5, 10, 15, 20, 25, and 30 years of uninterrupted service in Ericsson across GOAI.

Long Service Awards will be in the form of reward points added directly to the employee’s account on Encore platform. Line manager intervention will not be required on allocation of points to the employee. The Long Service Awards matrix has been optimally standardized across the GOAI countries.

# Responsibility

## Manager

* To recognize and reward individuals for their exceptional performance and contribution towards the business in a timely manner.
* To provide facts and justification for the recognition.
* To ensure equity in distribution.
* To be responsible to keep a record of all rewards made in their unit.

## People Function

Provide the right of interpretation of this directive.

# Contacts of this Instruction

MOAI People MYBDSL & GCU Axiata

# Change Information

Revision G: revive the local instruction from old template format

Revision H: minor amendment according to EGMS rules

Revision PJ1: minor amendment and re-route for approval