

Standard Operating Procedure

Employee Recognition and Rewards Program

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1. Purpose

This Standard Operating Procedure outlines the company's comprehensive recognition and rewards program designed to acknowledge employee contributions, celebrate milestones, and foster a culture of excellence and community engagement.

2. Program Philosophy

We believe that recognizing and rewarding our employees' achievements, dedication, and community involvement is essential to maintaining a motivated, engaged, and high-performing workforce. This program supports our core values of excellence, continuous learning, community service, and long-term commitment.

3. Length of Service Recognition

3.1 First Year Anniversary

- Recognition: Personalized anniversary card from supervisor
- Gift: Company-branded premium gift set (valued at \$50)
- Certificate of Appreciation
- Recognition in monthly company newsletter

3.2 Three Year Anniversary

- Recognition: Announcement at quarterly company meeting
- Gift: Choice of premium gift from catalog (valued at \$150)
- Engraved crystal award
- Extra personal day off
- Personalized letter from department head

3.3 Five Year Anniversary

- Recognition: Special recognition at annual company event
- Gift: Choice of gift from premium catalog (valued at \$300)
- \$500 cash bonus

- Engraved plaque with service years
- Two additional personal days off
- Letter of appreciation from company president
- Professional headshot and feature in company newsletter

3.4 Ten Year Anniversary

- Recognition: Presentation at annual awards ceremony
- Gift: Choice of high-end gift or experience (valued at \$750)
- \$1,500 cash bonus
- Premium engraved award for office display
- One full week additional paid time off
- Option to upgrade office furniture or equipment
- Reserved parking space for one year
- Feature article in company newsletter and social media
- Dinner for two at upscale restaurant (company expense)

3.5 Fifteen Year Anniversary

- Recognition: Special ceremony with executives
- Gift: Premium gift package or travel experience (valued at \$1,500)
- \$3,000 cash bonus
- Custom engraved commemorative piece
- Two weeks additional paid time off
- Reserved parking space (permanent)
- Professional development opportunity (conference, certification, or course up to \$2,500)

3.6 Twenty Year Anniversary and Beyond

- Recognition: Special ceremony with board members and executives
- Gift: Luxury gift or experience (valued at \$3,000)
- \$5,000 cash bonus
- Commissioned artwork or custom trophy
- Three weeks additional paid time off
- Executive parking space (permanent)
- Contribution to charity of choice (\$1,000)
- Option to work remotely one day per week
- Professional development or mentorship opportunity

4. Exceptional Performance Recognition

4.1 Monthly Star Performer Award

- Eligibility: All employees except executives
- Selection: Manager nominations reviewed by HR committee
- Recognition: Certificate and featured parking spot for the month
- Reward: \$200 gift card and recognition in company communications
- Criteria: Exceptional work quality, going above and beyond, innovative solutions

4.2 Quarterly Excellence Award

- Eligibility: All employees nominated by peers or managers
- Selection: Executive committee votes from finalists
- Categories: Innovation, Customer Service, Leadership, Team Collaboration
- Recognition: Presentation at quarterly meeting
- Reward: \$1,000 bonus, trophy, extra PTO day, and profile in newsletter

4.3 Annual Employee of the Year

- Eligibility: Employees with minimum one year service
- Selection: Company-wide vote from quarterly award winners
- Recognition: Special presentation at annual company celebration
- Reward Package:
 - \$5,000 cash bonus
 - Premium trophy for permanent display
 - One week additional paid vacation
 - Reserved parking space for one year
 - Professional development opportunity (up to \$3,000)
 - Feature article and photo in annual report

4.4 Spot Recognition Awards

Managers have discretionary authority to provide immediate recognition for outstanding contributions:

- On-the-Spot Certificates: Immediate recognition with \$25 gift card
- Team Lunch or Breakfast: Celebrate team achievements
- Early Release: Leave 2 hours early on Friday
- Casual Day Pass: Dress casual for one week

5. Community Engagement Recognition

5.1 Volunteer Time Off (VTO) Program

- All employees receive 16 hours paid volunteer time annually
- Must be used with approved non-profit or community organizations
- Requires advance supervisor approval and documentation
- Cannot be carried over to following year

5.2 Community Champion Award (Quarterly)

- Recognizes employees who demonstrate exceptional community involvement
- Eligible activities:
 - Volunteer work with community organizations
 - Board service for non-profits
 - Organizing company volunteer events
 - Mentoring or coaching youth programs
 - Environmental or sustainability initiatives
- Reward: \$500 donation to charity of choice plus \$300 gift card
- Recognition: Certificate and feature in company newsletter

5.3 Team Community Service Recognition

- Departments organizing team volunteer events receive:
 - Company-provided t-shirts for event
 - Lunch provided for team (up to \$25 per person)
 - Recognition at quarterly meeting
 - Photos featured in newsletter and social media
- Departments completing 3+ events annually receive special recognition and trophy

6. Professional Development Recognition

6.1 Educational Assistance Program

- Tuition Reimbursement: Up to \$5,000 per year for job-related degree programs
- Requirements:
 - Minimum one year employment
 - Pre-approval required
 - Maintain C grade or better
 - Two-year commitment to company after completion
- Reimbursement: 100% for A grade, 80% for B grade, 60% for C grade

6.2 Professional Certification Support

- Company pays for job-related professional certifications
- Coverage includes:
 - Exam fees
 - Study materials (up to \$500)
 - Prep courses (up to \$2,000)
 - Renewal fees for active certifications
- Upon certification achievement:
 - \$500 bonus payment
 - Framed certificate for office display
 - Recognition in company communications
 - Updated business cards and email signature

6.3 In-House Training Completion Recognition

- Learning Path Completion Awards:
 - Bronze Level (5 courses): Certificate and \$50 gift card
 - Silver Level (10 courses): Plaque and \$150 gift card
 - Gold Level (20 courses): Trophy and \$300 gift card
 - Platinum Level (30+ courses): Special award and \$500 bonus

6.4 Conference Attendance Program

- Employees may attend one industry conference annually (pre-approved)
- Company covers:
 - Registration fees
 - Travel and accommodation
 - Meals and incidentals (per diem)
- Requirement: Present learnings to team within two weeks of return
- Outstanding presentation earns recognition and first choice for next year

7. Nomination and Selection Process

7.1 Nomination Process

- Nominations submitted through HR portal
- Must include specific examples and measurable impact
- Self-nominations encouraged for applicable categories
- Nomination deadline: 10 days before award announcement

7.2 Selection Criteria

All performance-based awards evaluated on:

- Measurable results and impact on company goals
- Innovation and creative problem-solving
- Collaboration and teamwork
- Customer service excellence
- Demonstration of company values
- Consistency of performance

8. Program Administration

- HR coordinates all recognition programs and maintains records
- Service anniversaries automatically tracked and celebrated
- Award ceremonies scheduled quarterly and annually
- Budget allocated annually for recognition programs
- Program reviewed annually for effectiveness and employee feedback
- All employees eligible regardless of position (except where noted)
- Employees must be in good standing (no active disciplinary actions)

9. Tax Implications

Employees should be aware that cash bonuses and certain awards may be considered taxable income. The company will provide appropriate tax documentation and withhold required taxes on cash awards. Non-cash gifts valued over \$100 may also be reported as taxable income per IRS guidelines.