



# Employee Recognition Program

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# Program Overview

The purpose of this program is to fairly recognize and reward the collective contributions of every employee. The program has been designed to encourage opportunities for these efforts to be recognized on a regular basis. The hard work and dedication of all NTPC's employees is greatly valued and should not go unnoticed. Our program allows for Managers to recognize their employees as well as allows employees to recognize each other.

The Formal Program consists of eight possible categories to be recognized for. They are the following:

- Special Occasions
- Volunteering and Community
- Teamwork
- Heavy Workload
- Positive Attitude
- Leading by Example
- Great Idea!
- Beyond Excellence

There is a nomination process for the Formal Program. Managers will submit a form for a nominee, which category they are nominating them for and the reason they should be recognized. The recipients will be decided by an Employee Recognition Committee. This is a peer based committee that will have someone representing each region. The Formal Program is based off our fiscal year.

The Informal Program is peer-to-peer recognition. This program is called Kudos, and it is a great tool for employees to show their appreciation to each other and communicate about all the great things you are doing. You will be able to give Kudos (Points) to fellow employees to show your appreciation and thank them for the awesome job they are doing. Employees will then be able to redeem their points for items of their choice.

# **Formal Recognition Program**

# Sample Submission Form



## Employee Nomination Form

Program:	
Date:	
Employee:	
Department:	
Manager:	

**Nominee's accomplishments and contributions (why you feel they should be honored):**

\_\_\_\_\_  
Manager/Director

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit nomination forms to Dara Hall, HR Coordinator at [dhall@ntpc.com](mailto:dhall@ntpc.com) or fax 867-874-5229.

# **Level 1 Programs**

<b>Program Name:</b>	<b>Special Occasions</b>
Program Duration:	On-going
Recognition Category:	Participation
Program Monitor:	Human Resources Department

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**Purpose:**

This category is to recognize individuals for special occasions.

**Who is eligible:**

All employees

**Recognition criteria:**

This is to recognize employee's birthdays, last days, engagements, weddings, births, certifications, etc.

**Level of award:**

Level 1

**How often the award is given:**

As needed

**Selection method:**

The Manager of the employee's department sees if the employee wants to be recognized for the special occasion publically or privately.

**Presentation:**

Private: Presented from the Manager to the employee in a private meeting.

Public: Employee can choose to keep it within their department or open it up for the entire location.

**Program cost per person:**

Level 1 Varies

# **Level 2 Programs**

<b>Program Name:</b>	<b>Volunteering/Community</b>
Program Duration:	On-going
Recognition Category:	Merit
Program Monitor:	Human Resources Department

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**Purpose:**

This category is to recognize individuals who have demonstrated excellence by giving back to their community via volunteer work or contributions to not-for-profit organization groups outside the work environment.

**Who is eligible:**

All employees

**Recognition criteria:**

This is to acknowledge an employee who is involved with the community or any not-for-profit organization group outside of work and is taking their personal time to help make a difference.

The following criteria must be met:

- Been active beyond simple membership in an organization that has been in existence for a minimum of three years
- Not received payment for their volunteer work
- Not performed the services as part of their regular business or professional duties
- Inspires others to get involved in volunteering
- Serves as a role model within the community
- Exemplifies the spirit of community service

**Level of award:**

Level 2

**How often the award is given:**

Can be awarded to three (3) employees every three (3) months up to twelve (12) employees a year.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Private: Presented from the Manager to the employee in a private meeting.

Public: Presented during a departmental meeting.

**Program cost per person:**

Level 2 \$50 per person

<b>Program Name:</b>	<b>Teamwork</b>
Program Duration:	On-going
Recognition Category:	Merit
Program Monitor:	Human Resources Department

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**Purpose:**

This category is to recognize teams who exemplify teamwork and cooperation with co-workers.

**Who is eligible:**

All employees

**Recognition criteria:**

- Works effectively as part of a team to successfully accomplish a task or meet a goal.
- Builds effective collaborative relationships across different groups or departments within the organization
- Define and solve problems on a course of action while considering multiple viewpoints.
- Creates a team setting that promotes communication, trust, cooperation and respect for differences.
- Develops a partnership that seeks input and involvement from the group
- Accepts responsibility and accountability in helping to advance the Company's mission or departmental goal.

**Level of award:**

Level 2

**How often the award is given:**

Can be awarded to one (1) team every four (4) months.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Since it is a team award then the presentation would be during a departmental meeting.

**Program cost per person:**

Level 2 \$50 per person

Varies depending on size of team

**Program Name:** Heavy Workload  
**Program Duration:** On-going  
**Recognition Category:** Merit  
**Program Monitor:** Human Resources Department

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**Purpose:**

This category is to recognize employees for persevering through extremely hectic times while maintaining high quality work and efficiency.

**Who is eligible:**

All employees

**Recognition criteria:**

To qualify an employee must match the following criteria:

- Produces high quality and quantity of work over a period of time
- Extra effort to complete or handle heavier workload (ex: working overtime)
- Volunteering for or working on special projects
- Serves as a role model within the community
- Completion of short term project ahead of time where there were difficulties to overcome

**Level of award:**

Level 2

**How often the award is given:**

Can be awarded to two (2) employees every month up to twenty-four (24) employees a year.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Private: Presented from the Manager to the employee in a private meeting.

Public: Presented during a departmental meeting.

**Program cost per person:**

Level 2 \$50 per person

**Program Name:** Positive Attitude  
**Program Duration:** On-going  
**Recognition Category:** Merit  
**Program Monitor:** Human Resources Department

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**Purpose:**

This category is to recognize individuals whose positive attitude and enthusiasm promotes a healthy and constructive work environment which spreads to others resulting in a pleasant environment.

**Who is eligible:**

All employees

**Recognition criteria:**

To qualify an employee must match the following criteria:

- Treats everyone with respect and values diversity by considering individual differences
- Shows genuine appreciation towards others
- Works to promote a positive atmosphere of trust and mutual respect
- Improves employee morale
- Takes time to help co-workers when needed, and helps the new employees adjust

**Level of award:**

Level 2

**How often the award is given:**

Can be awarded to three (3) employees every four (3) months, up to twelve (12) employees a year.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Private: Presented from the Manager to the employee in a private meeting.

Public: Presented during a departmental meeting.

**Program cost per person:**

Level 2 \$50 per person

# **Level 3 Programs**

**Program Name:** Leading by Example  
**Program Duration:** On-going  
**Recognition Category:** Merit  
**Program Monitor:** Human Resources Department

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**Purpose:**

This is designed to recognize and reward those employees and/or teams that produce such a high standard of excellence in their performance or in specific areas chosen by the department and set excellent examples for others in the department and company.

**Who is eligible:**

All employees

**Recognition Criteria:**

- *Flexibility:* Adjusting to work efficiently and effectively in light of new information, changing situations, and different environments
- *Integrity:* Taking personal accountability to uphold ethical standards, building trusting relationships through honesty, openness, fairness and keeping commitments
- *Respect:* Showing genuine appreciation for others, treating everyone with high regard as well as maintaining the highest level of professionalism when working with others through challenging issues
- *Teamwork:* Working successfully within and across departments, collaborating with others to achieve common goals, as well as listening and communicating to others

**Level of award:**

Level 3

**How often the award is given:**

Can be awarded to two (2) employees every six (6) months up to four (4) employees a year.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Private: Presented from the Manager to the employee in a private meeting.

Public: Presented during a location meeting.

**Program cost per person:**

Level 3 \$250 per person

**Program Name:** Great Idea!  
**Program Duration:** On-going  
**Recognition Category:** Merit  
**Program Monitor:** Human Resources Department

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**Purpose:**

This category is to recognize employees who provide a great idea/feedback that improves the quality, efficiency, or advances goals of their department to overall company success.

**Who is eligible:**

All employees

**Recognition criteria:**

The employee's idea must be adopted and implemented by the Management team with measurable improvement in all areas. The idea must be validated by answering these questions.

- What are the various risks associated with this idea?
- Is there a valid business case?
- What sort of investment will be needed to adopt the idea?
- Is it practical?
- Does it coincide with our Mission, Vision and Values?
- Cost Savings

**Level of award:**

Level 3

**How often the award is given:**

Can be awarded two (2) employees every six (6) months up to four (4) employees a year.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Private: Presented from the Manager to the employee in a private meeting.

Public: Presented during a location meeting.

**Program cost per person:**

Level 3 \$250 per person

# **Level 4 Programs**

**Program Name:** **Beyond Excellence**  
**Program Duration:** On-going  
**Recognition Category:** Merit  
**Program Monitor:** Human Resources Department

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**Purpose:**

This category is to recognize employees who not only perform their job with excellence but those who go above and beyond what is expected.

**Who is eligible:**

All employees

**Recognition criteria:**

They must exceed the expectations of the Manager and perform above the goals established in the performance review.

- *Performance:* Must perform above and beyond what is expected of the employee, excelling in their field
- *Creativity:* Recognizes individuals who shine in creative problem solving skills and lead in innovation
- *Inspiration:* Leads by example, with integrity, compassion and inspires others to work hard
- *Knowledge:* Continues to grow in their field by keeping up with current trends and education
- *Initiative:* Self-starting nature, proactive approach to work, achieves goals

**Level of award:**

Level 4

**How often the award is given:**

Can be awarded to four (4) employees once a year. This award is looked at over the course of the year.

**Selection method:**

Management submits their nominations to the selection committee and an employee is chosen based on the recognition criteria.

**Presentation:**

Public: Presented during the Long Service Awards and an e-mail sent out to all employees.

**Program cost per person:**

Level 4 \$450 per person

# **Rewards for Formal Recognition Program**

# Level 1: Rewards

The Level 1 rewards will vary depending on how and if you want to be recognized. Some examples would include, but are not limited to:

- Cup Cakes or Cake
- Fruit or Deli Trays
- Coffee and Doughnuts
- Lunch
- Going for coffee
- Muffins
- Flowers
- Etc.



# Level 2-3: Rewards

Level 2-3 Rewards are gift certificates to different retailers across Canada. Below is a list of some of the available gift certificates in Table 1.

Table 1

Active Stores	Health and Beauty
Arc'teryx	Bath and Body Works
Golf Town	MAC Cosmetics
Lululemon Athletica	The Body Shop
Mountain Equipment Co-op (MEC)	Home Stores
Sports Chek	Canadian Tire
The Running Room	Home Depot
Apparel	Home Hardware
Addition Elle	Hudson's Bay
American Eagle	Ikea
Banana Republic	Sears
Bebe	Outdoors/Sports
Call it Spring	Bass Pro Shops
Forever 21	Cabela's
GAP	Various
Hudson's Bay Company	Air Canada
Le Chateau	Amazon
Old Navy	Costco Membership
Roots	Esso Gas Card
Sears	Etsy
Winners	Walmart
Entertainment	
Apple Inc.	
Best Buy	
Chapters	
Cineplex	
iTunes	
The Source	
Food and Drink	
Boston Pizza	
David's Tea	
M&M Meats	
Starbucks	
The Keg	
Tim Hortons	

# Level 4: Rewards

Level 4 Rewards are slightly different because of the amount. You can choose any of the gift cards in *Table 1* on page 27 or choose from the various products below. (Depending on availability)



Apple iPad Air or iPad Mini 3 with retina display-16GB- in Space Grey and Silver (also Gold for iPad mini 3)



Breville 800ESXL Duo Temp Espresso Machine with accessories



Round trip airfare Yellowknife to Edmonton for 1 person, valued at \$450



Olympus TG-4 Waterproof/Shockproof 16MP 4x Optical Zoom Digital Camera - Black or Red



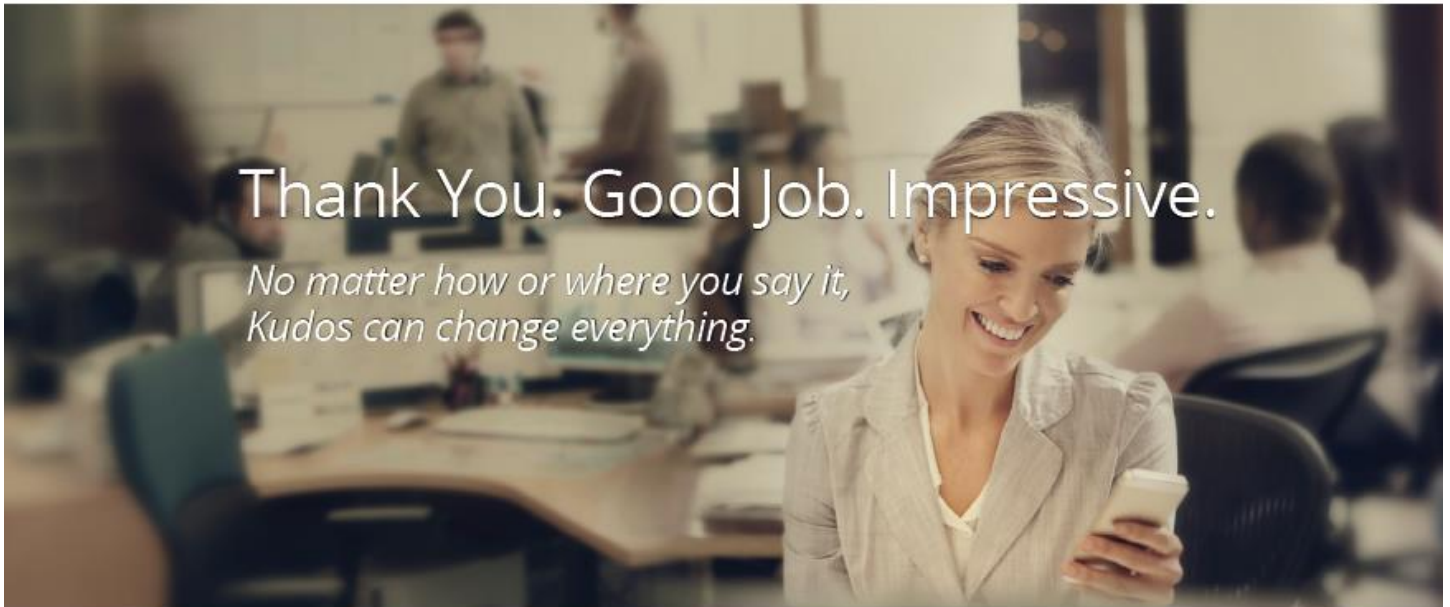
Five day plus, 62 litre volume trekking and backpacking pack constructed with the new C<sup>2</sup> Composite Construction suspension system.

Available in Women's and Men's



# **Informal Recognition Program**

# kudos®



- Kudos is our Peer-to-Peer Recognition Program
- It gives power to the employees to recognize their co-workers and managers
- You can access it anywhere you have cell service or internet access
- Apps are available for download for your smartphones
- There are tutorial videos on the website that help you navigate and get familiar with Kudos

# Kudos Rewards

The rewards for the Informal Recognition Program are Northwest Territories based and NTPC gear. In order to receive these rewards you have to cash in your points online. The reward you choose depends on the amount of points needed for each level. Below are some examples of rewards that will be available on the site. These rewards will change from time to time.

## Gift Cards/Certificates at various different reward levels (depends on availability)

Hay River		Smith	
She Takes the Cake		Anna's Home Cooking, Coffee and Juice Bar	
North Mart		Berro's Pizzeria	
Home Hardware		North Mart	
La Dee Dah		The Sweetest Grounds	
G&L Workwear			
Theatre			
Inuvik		Yellowknife	
Arctic Foods		CO-OP	
Café on Mackenzie		Gourmet Cup	
Midtown Market		Javaroma	
North Mart		M&M Meats	
RC Craft Shop		Mark's	
Rexall Drugs		Reitmans	
Shivers		Theatre (Capitol Theatre)	
Tonimoes		Tim Horton's	
Simpson		Walmart	
North Mart			
South Nahanni River inn and Coffee Shop			

NTPC Gear will vary depending on reward level. (No examples shown)

# Employee Recognition Committee



**The Employee Recognition Committee's role is to identify, develop, and implement recognition.**

- The committee will be made up of 5-7 employees who represent the Head Office, Thermal and Hydro Region.
- The committee will change members every year or as needed
- Meetings will be held monthly via conference calls

# Contact Information

For any questions regarding the Employee Recognition Program please contact:

**Dara Hall**

HR Coordinator

[dhall@ntpc.com](mailto:dhall@ntpc.com)

Phone: 867-874-5256

Fax: 867-874-5229

**Kudos Support:**

<http://success.kudosnow.com/en/user-guide>