

NORTH CAROLINA DEPARTMENT OF COMMERCE		POLICY # HR 33
Title: High Performance Award (Formerly, Employee Recognition Award)		
Effective Date: September 2008 Revisions: 4/09	Administering Authority: Human Resources Dir.	
Statutory Authority (if applicable):		

Purpose: To reward high performance in employees.

Policy:

Objective: The High Performance (HP) Award is designed to recognize employees whose unique accomplishments and professional services reflect the Department’s core values relating to high performance – customer service, excellence, innovation and teamwork. Based on these factors, the HP Award Committee will evaluate all nominations and through a competitive selection process will designate up to three winners each quarter.

Eligibility: Any permanent employee can be nominated by a peer or co-worker. Employees that are classified as Division Directors or higher are not eligible to nominate employees or be nominated for an award. Members of the HP Award Committee are also not eligible to receive any awards, while serving on the Committee.

Procedures:

Nomination Process: To submit a nomination, employees must complete the High Performance Award Nomination Form and be specific in detailing why the nominated individual or team meets the criteria and deserves this special recognition. Nominations may be submitted at any time; however the HP Award Committee will meet quarterly to review the applications and select up to three winners. The deadlines to submit the nominations are March 30, June 30, September 30 and December 30. Submit the completed Form to Commerce Human Resources Office.

Review Process and Recognition: The HP Award Committee will review each nomination and may contact the employee who made the nomination to illustrate why he/she nominated the individual or team. In addition, the appropriate Division/Commission head or supervisor and the Director of Human Resources will be contacted by the HP Award Committee to provide feedback.

Each nomination will be evaluated based on how well the individual or team demonstrates the Department’s core values relating to high performance:

- **Customer Service** – making a commitment to learning what our customer and client needs are and consistently exceeding customer and client expectations
- **Excellence** – getting results, driving high quality, exceeding expectations, inspiring action, and efficiently and effectively utilizing state resources
- **Innovation** – seeking information, managing complexity, generating ideas, developing new options and depth, and creativity of thought
- **Teamwork** – working in a coordinated effort with other team members by contributing to the shared goals and demonstrating effective collaboration and communication skills

All nominations will be kept confidential until announced. While all nominees should feel honored to have been nominated by their colleagues and co-workers, the HP Award Committee will only be

able to select up to four of the most highly qualified nominations each quarter. If a nomination is not selected as one that will receive an HP Award, the individual that made the nomination will be given the option to include his/her nomination again in the next quarter.

Every effort will be made by the HP Award Committee to find an appropriate event at which to maximize the number of people that are able to recognize the accomplishment of the HP Award winner. In addition, the winners will receive the following:

- A unique award from the Agency Head
- A photograph taken with the award winner and Agency Head
- A letter of commendation from the Agency Head to be placed in the winner's permanent personnel file

In addition, winners may receive additional awards deemed appropriate by the Agency Head and/or HP Award Committee.

High Performance Award Committee: The HP Award Committee is a representative panel of up to ten individuals, including one representative from the Human Resources Office that serves as an ex-officio member. The HP Award Committee will rotate its membership and shall elect a chair who will lead all Committee meetings. Members of the HP Award Committee are also not eligible to receive any awards, while serving on the Committee.

Members of the HP Award Committee are expected to: commit to meeting quarterly to select winners; encourage nominations by promoting the HP Award at staff meetings, via emails to colleagues, etc.; evaluate and provide suggestions for ongoing improvements to the HP Award program.

The HP Award Committee is always eager to hear suggestions and input regarding improvements that can be made to the program. Please email questions and suggestions to HPAward@ncommerce.com.

Nomination forms are located on the Commerce Intranet, in the forms directory under EEO/Employee Relations at <http://intranet.ncommerce.com/forms/>.