

Shannex Employee Recognition Program

Guide



Shannex is committed to recognizing the dedication and outstanding contributions of employees and volunteers.

At Shannex, we recognize that the employees are the foundation for our success. Dedicated, caring, attentive staff who have committed themselves to providing excellent service to our clients deserve to be recognized and rewarded for their contributions.

Shannex's Employee Recognition Program, which is outlined in detail in this program guide, provides several ways to recognize and celebrate our great people for their exceptional work and commitment to Shannex. Read on to learn more about the different elements included in the program.

A Few Kind Words

A Few Kind Words is a quick and easy way for employees to say thanks or give a pat on the back to your colleagues by using the ballots in the staff room at every site. Saying A Few Kind Words doesn't have to be reserved for "above and beyond" moments. You can use it to brighten someone's day by letting them know you appreciate the work they do.

All materials related to A Few Kind Words, including extra ballots, can be found in the Employee Recognition section on ShanNet.

Caught you being Great

Caught You Being Great awards recognize exceptional behaviours by employees who are clearly living and delivering on one of our organizational values: Clients First; Trusted Partnerships; Improving Quality; or Being Accountable.

For each nomination and approved award, the employee will receive a certificate in the mail at their home. It will highlight which organizational value they were caught demonstrating. For their first nomination, employees will also receive a button so their colleagues will know they were caught being great. These pins should be presented at TeamTalk or Speakeasy.

Each Caught You Being Great Award is worth 25 points, which can be redeemed at the Great People store. The items in the store are only available by redeeming Caught you being Great points. Employees can cash in a maximum of 200 points per year and may only purchase prizes twice in a year. The Caught You Being Great Award replaces the Caught You Being Great ballot.

All nomination forms and supporting materials are located in the Employee Recognition section on the Employee Access Portal or on ShanNet.

Great People Store

The Great People Store contains branded items that are only available by redeeming Caught you being Great points. There will be prize options for every point value.

Employees can only cash in their points twice per year (CRA rules!) and they can only earn 200 points per year. Each Caught you being Great Award earns 25 points, so if you earn more than 8 awards in one year, that is commendable, but you will not earn any additional points.

Years of Service Awards

The Years of Service award recognizes employees who have worked with Shannex for one year, five years and every five-year anniversary that follows.

After their first year of service, every employee will receive a one-year anniversary card that is signed by the employee's manager and mailed to their home. At every five-year interval, employees will receive a certificate and pin, which will be presented to the employee at their site. This could take place at Speakeasy or any other significant staff gathering.

Long Service Awards

For every employee celebrating twenty-five years of service, and every five-year anniversary after that, they will be invited to the Annual Awards Gala and President's Reception, with the option to bring a guest. During the award ceremony, they will be presented with their certificate and pin.

Retirement Awards

Employees who are retiring with 10 (or more) years of service will receive a letter from the President thanking them for their service.

Employees who are retiring with 25 years (or more) of service will be invited to the Annual Awards Gala and President's Reception, along with a guest, where they will be presented with a commemorative gift.

Annual Awards Gala

An awards gala will be held annually to recognize employees throughout the organization. Attendees will include: the Senior Leadership Team; the Senior Management Team; any employee who retired with more than 25 years of service or celebrated a Long Service milestone within the previous calendar year; winners of the Shannex Excellence Awards; and managers who completed the Striving for Greatness portion of the Shannex Leadership Program.

Every employees being recognized will be invited to the gala. Employees being recognized for Retirement and Long Service awards are permitted to invite a guest.

Prior to the gala, a Presidents Reception will take place where employees celebrating long service milestones and retiring with more than 25 years of service will be invited to mingle with the President and members of the Senior Leadership and Senior Management Teams.

Shannex Excellence Awards

The Shannex Excellence Awards have been designed to formally recognize and celebrate the outstanding contributions of Shannex employees. The awards program consists of six (6) award categories:

- Service Excellence Award
- Leadership Excellence Award
- Safety Excellence Award
- Volunteer Excellence Award
- Environmental Excellence Award
- Sales Excellence Award

These awards reinforce the importance of service, leadership, safety, environmentalism, sales achievement, and community.

The Shannex Excellence Awards provide opportunities for all employees and volunteers to be recognized for their outstanding service to the company. Being recognized and recognizing others builds a supportive and positive workplace and contributes to making Shannex the best place to work.

The following pages provide an overview of the awards criteria as well as the nomination and selection process. All nomination forms and materials are located in the Employee Recognition section of the Employee Access Portal or on ShanNet.

Service Excellence Award

Purpose:

The Service Excellence Award is awarded to individuals that provide extraordinary value to the organization by living our values through demonstrating the Eight to Be Great, demonstrating creativity and initiative in improving service excellence, influencing others in delivering service excellence, and exhibiting a desire to improve service by continuously expanding their knowledge and skills.

Twelve (12) awards will be given annually. All criteria must be met in order to be eligible for an award.

Criteria:

Lives the values by consistently demonstrating the Eight to be Great

- Provide specific examples of at least two of the Eight to be Great

Demonstrates creativity and initiative in improving service quality

- Provide examples and attach supporting documentation in the form of pictures, Caught you being Greats, Big Ideas, comments from clients and family or references

Has the ability to influence others in delivering service excellence

- Provide examples and attach supporting documentation in the form of pictures, Caught you being Greats, Big Ideas, comments from clients and family or references.

Exhibits a desire to improve service by continuously expanding their knowledge and skills

- Have completed in-services, reading material or taken extra courses.
 - Provide examples and attach supporting documentation in the form of pictures, Caught you being Greats, Big Ideas, comments from clients and family or references.
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Eligibility:

All Shannex employees

Leadership Excellence Award

Purpose:

The Shannex Excellence Leadership Award is awarded to an individual that demonstrates excellence in leadership through demonstrating all of our core values as well as leadership excellence involving people, events, programs, and/or projects.

One award will be given annually. All essential criteria must be met in order to be eligible for an award.

Essential Criteria:

Clients First

Demonstrates a strong commitment to providing service excellence to co-workers, clients and partners.

Trusted Partnerships

Builds strong relationships that support a high level of trust and credibility.

Promotes a work environment that is respectful and supportive.

Effectively persuades others using keen organizational awareness.

Improving Quality

Regularly looks for and acts upon opportunities to create positive change in process or service delivery.

Being Accountable

Acts as a role model by setting a high standard of integrity, leading by example, and maintaining a high personal standard.

Other Criteria:

People Leadership

- Mentors and encourages employees, creating a culture of respect that fosters an environment conducive to achievement.
- Inspires and promotes personal and professional development in others.
- Leads an effective team in achieving results.

Innovation (Program/Project/Event/Idea)

- Contributes to the success of an initiative that benefits those outside his/her department and/or places emphasis on collaboration.

Eligibility:

All Shannex employees

Safety Excellence Award

Purpose:

The Shannex Safety Excellence Award is awarded to an employee or group across the organization that demonstrates excellence in Health & Safety through education, working safely, emergency preparedness, service excellence, health promotion, safety innovation & leadership, mentorship, and Joint Occupational Health & Safety Committee involvement.

One (1) award will be given annually. All essential criteria must be met in order to be eligible for an award.

Essential Criteria:

Education • This group or individual is actively involved in providing/supporting Health Promotion and Safety related education on a regular basis.

Working Safely • This group or individual genuinely cares about working safely, they look out for their own safety and the safety of others, they are actively involved in reporting and controlling workplace hazards and they follow and promote Safe Work Practices and Procedures.

Emergency Preparedness • This group or individual is a model for emergency preparedness by supporting emergency exercises, participating in drills and being a recognized resource related to emergency response.

Safety Customer Service • This group or individual considers safety in all decisions associated with providing client care, including (but not limited to) supporting other employees who require assistance, addressing client needs in the safest possible manner and being an advocate for safe client care.

Health Promotion • This group or individual is recognized for actively supporting of wellness initiatives and their promotion of campaigns associated with health promotion in the workplace and/or the community.

Safety Innovation • This group or individual has been key in the development and implementation of a safety innovation which has significantly improved safety in the workplace related to a task, process or the work environment.

Safety Leadership • This group or individual is recognized for accepting the responsibility for safety (without reservation), and their willingness to step forward and accept the "leadership" position to ensure positive safety outcomes.

Mentorship • This group or individual regularly provides mentorship to new employees (or employees changing their roles), to ensure their competency.

Joint Occupational Health and Safety Committee • This group or individual is now or has been an active supporter/participant on the Joint Occupational Health and Safety Committee in the facility. As such, during their time on the JOHSC, they have promoted and been instrumental in ensuring the committees positive outcomes

Excelling Criteria:

Commentary

- Building on the Criteria identified above, provide some commentary about this individual or group which supports why they exemplify "Safety Excellence". The discussion must highlight their safety leadership through participation in health and safety initiatives, innovation, education, promotion etc.
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Eligibility:

All Shannex employees

Volunteer Excellence Award

Purpose:

The Shannex Volunteer Excellence Award is awarded to an individual and to a group of individuals (team) across the organization that demonstrates excellence in volunteering, through their passion, inspiration to others, connection with clients, and innovation.

Two (2) awards will be given annually; one (1) for an individual volunteer and one (1) for a team of volunteers. All essential criteria must be met in order to be eligible for an award.

Individual & Group Essential Criteria:

- Passion for volunteering
 - An inspiration to others
 - Creates connections with clients
 - Is making a difference in the lives of the clients
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Individual Excelling Criteria:

Has created an innovative program that:

- Provides a service to clients; &/or
- Provides new learning opportunities for clients.

Has developed a special relationship with a client that:

- Motivates and encourages clients to continue to participate in life-long hobbies/interests; &/or
 - Creates a sense of purpose and meaning for the client.
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Group Excelling Criteria:

Has created a unique opportunity for clients to continue to:

- Stay connected with their community; &/or
- Be involved with previous organizations or affiliations.

Has created an innovative program that:

- Provides intergenerational opportunities for clients;
 - Enables clients to give back to their community;
 - Enables clients to use their talents and skills; &/or
 - Creates a sense of purpose and meaning for the client.
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Eligibility:

- A current and active volunteer
- Has been a volunteer for the last 12 months
- Demonstrates commitment and reliability to the clients and the organization

Environmental Excellence Award

Purpose:

The Shannex Environmental Excellence Award recognizes an individual (or group of individuals) across the organization who demonstrates initiative in performance and process improvement that enhances Shannex's overall environmental sustainability.

One (1) award will be given annually. All essential criteria must be met in order to be eligible for an award.

Essential Criteria:

- Examples of exceeding current job description in support of environmental sustainability practices.
 - Examples of collaborating with internal and external stakeholders, demonstrating leadership in environmental process improvement.
 - Examples of performing as a role model in environmental sustainability practices.
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Excelling Criteria:

Testimonials

- Nominator must include colleague/peer testimonials illustrating how the nominee meets the awards criteria.
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Eligibility:

- All Shannex employees

Sales Excellence Award

Purpose:

The Shannex Sales Excellence Award is awarded to individuals who demonstrate excellence in sales, as determined by the highest sales achievement.

Two (2) awards will be given annually, one (1) for Nova Scotia and Ontario employees, and one (1) for New Brunswick employees.

Essential Criteria:

- Highest Sales Achievement (By Region)
 - As Sales Achievement Awards are awarded based solely on sales achievement, which is determined through facility and corporate reports, there is no nomination form for this award.
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Eligibility:

All Shannex Sales & Marketing employees

Shannex Excellence Awards

Nomination and Selection Process Overview

Nomination Process

- The nomination period will be open for approximately one month every winter. Keep watch for specific dates each year.
- Employees and volunteers may be nominated by any other employee or volunteer.
- An individual may be nominated for more than one (1) award.
- There are no restrictions on the number of nominations that can be submitted.
- Nominators may re-submit nominations from previous years that were not selected for an award.
- It is the responsibility of the nominator to complete online nomination forms. They can be accessed in the Employee Recognition Program section on the Employee Access Portal.
- All questions can be directed to: **greatpeople@shannex.com**.

Selection Process

- All nominees will receive notification of their nomination.
- All nominations will be reviewed by the applicable selection committee.
- Only fully completed nominations will be forwarded to the committee for review.
- Should a member of the committee be nominated for an award, that individual will step down from the review process to avoid conflict of interest.
- Should a member of the committee nominate an individual/team for an award, that individual will step down from the review process to avoid conflicts of interest.
- The committee may contact the nominator for clarification and/or additional information as required.
- The committee reserves the right to determine the eligibility of all nominations, including ensuring completeness of the nomination form and meeting of mandatory eligibility requirements.
- The committee will select the winner based on the established criteria, using a predetermined scale and review process.