

PRESIDENT'S AWARDS FOR OUTSTANDING SERVICE

Policy Number (if applicable):

Approved by: President and Vice-Chancellor

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Position Responsible for Developing and Maintaining the Policy: Chief Human Resources Officer, Human Resources Services

Contact Department: Human Resources Services

I. PURPOSE

The purpose of these awards is to provide an annual recognition for employees or groups of employees who have made an outstanding contribution beyond that normally expected for their positions to the mission of the University through:

- the provision of exceptional service to staff, faculty, students, alumni, donors or visitors;
- the identification of measures which contribute to the efficiency and effectiveness of University operations;
- a direct or indirect contribution to the community or the University which impacts the reputation of McMaster.

II. THE AWARDS

A maximum of eight (8) individual awards in the amount of \$1,500, gross, and a plaque naming the recipient and the contribution for which they are receiving the award. In addition, each year, the recipients will have their names added to a permanent Roll of Honour which will be maintained in a prominent area.

A maximum of two (2) team awards will be made to a group of employees, and for such group awards, the size of the award will be determined as part of the review procedure but in any case will not total less than \$2,500, to be shared equally amongst the group. In addition each group member will receive a plaque, naming their group, and their group name will be added to the permanent Roll of Honour mentioned above.

III. ELIGIBILITY

The awards are open to all full-time or part-time employees from operations, research and ancillary departments or units of McMaster University who are employed on a continuing basis or for a term or contract of one or more year's duration. Employees at TMG Band 0 or higher are not eligible for the awards. Nominators of the awards must be a third party - i.e. there are no self-nominations allowed, in either the individual or team categories.

IV. PROCEDURES

- 1) The President will appoint an Advisory Committee from among those ineligible for the award, to be drawn from amongst the categories alumni, students, faculty and ineligible employees. The Committee shall have no less than 3, and no more than 7 members. The Chair of the Committee will be the Chief Human Resources Officer, Human Resources Services and the Secretariat to the Committee will be Human Resources Services. A quorum for a committee meeting shall be 3 members in attendance in addition to the Chair.
- 2) The period of the award is a calendar year. In the months following the end of the calendar year there will be a call for nominations through the 'all-use' distribution list and publicity in the Daily News.
- 3) Nominations
 - Nominations must be submitted no later than the deadline set out in the call for nominations – typically in March following the applicable year.
 - The nominator must indicate whether the nomination is for an individual or a team, and must submit information in a question-based format. The nominator should make every attempt to enter data into each entry field. The total length of the nomination should not exceed 1350 words. A few graphics or pictures – not of the nominee – to illustrate the contribution are allowable in the attachment.
 - Nominators must also submit a recent work history outlining the individual or team nominee's achievements at McMaster.
 - Hard copy nominations will not be accepted. The process outlined in the program description must be followed. In addition, all media in support of the nomination must be provided in digital form (e.g., video, audio, photographs, etc.).
 - Each nomination must be supported by a minimum of 2, and not more than 4 references who must submit their references electronically. References should strive to limit their submission to 250 words.
 - Position and contact information for the nominator and all references must be clearly indicated and must reference the name of the individual or group being nominated.
 - The nominators are **encouraged to have their package peer-reviewed** in advance of submission, in order to ensure the best possible case is built for each nominee.

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- 4) The Advisory Committee and the Evaluation Process
 - 4a) The Committee will review the nominations. Some of the factors considered by the Committee will be:
 - enhancement of the reputation of McMaster University – a direct or indirect contribution to the community or the University which impacts the reputation of McMaster
 - provision of excellent service - the effort directed to produce or accomplish a product which provides an outstanding quality or superior merit
 - demonstrated innovation - the introduction of new ideas or methods or making changes to established practices
 - breadth and depth of impact – the extent and quality of the influence on the University
 - the enhancement of student success – the provision of opportunities for students to discover, learn and grow
 - the ability to establish and maintain effective and harmonious working relationships – contributing to a feeling of mutual connection that exists between two parties
 - demonstrated volunteerism within the University community - volunteering one's time for charitable, educational or other worthwhile activities, within McMaster University
 - evident acceptance of diversity and inclusivity at McMaster – efforts which ensure individuality of community members are encouraged or celebrated
 - strength and diversity of supporting references will also be factored into the evaluation process – the quality of the information contained within references along with the ability to provide varied references (faculty, staff, student, management, colleague, external agencies, etc) will be reviewed
 - 4b) The Committee will develop a short list consisting of no more than 20 nominees whose contributions were, in the committee's view, the most significant.
 - 4c) When evaluating the nominations, the committee will allow for practical weighting of the criteria in circumstances where they cannot be easily demonstrated.
 - 4d) Special Achievement Award - In addition to award winners, a provision has been made for a "Special Achievement Award" to recognize an individual or team who was not selected as an Award recipient, but whose exemplary contribution to McMaster deserves to be recognized. There is no cash value attached to this award. Recommendations for this special recognition are provided by the Advisory Committee and are awarded at the sole discretion of the President.
- 5) The Committee will meet with the President to review the nominees and identify the award winners.

V. AWARDS AND CEREMONY

All eligible nominees will be invited to a private celebration with the President prior to the public awards ceremony.

The employees and teams selected to receive the awards will be invited to attend a special reception and will be presented with their awards at that time. Pictures of the recipients and a brief summary of the rationale for their awards will be published.

Each eligible employee who was nominated for an award will be invited to attend the awards ceremony and will also receive a letter of commendation from the President. The awards ceremony will also be open to the McMaster community to celebrate the achievements of all nominees and recipients.

For further information about this policy, contact presidentsaward@mcmaster.ca or ext 24556.