

Number: **BP 012**

Authority: Board of Directors  
Adopted: January 16, 2018  
Revised: March 17, 2026  
Dept./Div.: Administration



## **BOARD POLICY**

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### **STAFF AND VOLUNTEER RECOGNITION POLICY**

#### **ARTICLE 1      PURPOSE**

To recognize employees or volunteers who, in the opinion of Ironhouse Sanitary District ("District") Management, have exhibited exceptional customer care and performance.

#### **ARTICLE 2      SCOPE OF APPLICATION / APPLICABILITY**

This Policy applies to all full-time District employees, all hourly/part-time District employees, and all District volunteers.

#### **ARTICLE 3      POLICY**

##### **3.1 Board Recognition of Staff/Volunteers**

The Board of Directors is encouraged to recognize staff and volunteers for their service to the District. To ensure that recognition activities are applied consistently and appropriately, it shall be the policy of the Board to coordinate all recognition efforts through the General Manager.

##### **3.2 Department Recognition/Appreciation Events**

Departments may host employee and/or volunteer recognition/appreciation events, which may include, but are not limited to, holiday and summer events. Staff shall include funds within the adopted budget for recognition events.

##### **3.3 Recognition of District Employees for Years of Service**

3.3.1 Departments will oversee recognition awards for years of service. Awards may include, but are not limited to, service pins, trophies, medals and plaques. Departments are responsible for continued funding, ordering, and management of their respective staff and recognition awards.

3.3.2 At five-year service intervals, employees will receive Board recognition for their continued service. This Board recognition will include a certificate of recognition signed by the Board President and General Manager, as well as a non-cash service award with a value determined appropriate by the General Manager based on the employee's years of service at the District. Staff will consider equity and value when determining the award.

### 3.4 **Nominations and Award Criteria.**

In addition to recognition for years of service, any District employee, resident, or external customer may nominate a District employee or volunteer for a Recognition Award. Each nomination will be considered by the General Manager, with input from the employee's supervisor, on its own merit. Nominees who have shown excellence in the following areas will be recognized:

1. *Customer Care* – nominee demonstrates an outstanding attitude in assisting or serving the public, as well as fellow co-workers. Nominee goes above and beyond what is expected of him/her when assisting the public or fellow co-workers.
2. *Quality Efficiency/Productivity* – nominee demonstrates outstanding job performance in one or more job skills or duties and demonstrates a commitment to performing their duties and accomplishing the job tasks and assigned, while maintaining a high quality of workmanship. Nominee has a history of outstanding job performance, thinking outside the box, performing above and beyond their assigned duties and responsibilities.
3. *Teamwork* – nominee demonstrates an unselfish willingness to work with fellow co-workers in completing a project, or in all aspect of the person's job duties.

### 3.5 **Non-Cash Recognition Awards**

Non-cash awards, such as gift cards and non-personalized consumer merchandise (merchandise without a District or Department logo), may be provided to employees or volunteers as part of either the years of service or recognition awards outlined in Sections 3.3 and 3.4 herein. Such purchases will be made at the discretion of the General Manager/Designee. Purchases of non-cash awards shall be paid from funds within the adopted budget.

- 3.5.1 **Taxability of Recognition Awards.** The District shall comply with all applicable requirements related to the taxation of non-cash awards and prizes. Non-cash awards and prizes will be tracked and reported to the Finance Department for tax reporting.