

## **Rewarding Exceptional Performance Policy and Procedure**

### **1. Purpose**

- 1.1 It is the purpose of this policy to provide UMC Ltd (The Company) with a mechanism by which exceptional performance can be recognised and rewarded.

### **2. Scope**

- 2.1 This policy is applicable to all company employees and outlines the means by which exceptional performance and contribution can be rewarded in financial terms.

### **3. Application**

- 3.1 Payments for exceptional performance may be made for the following reasons:
- i. to reward an exceptional contribution in respect of a one-off task/project
  - ii. to reward sustained exceptional contribution in a role.

### **4. Exceptional contribution in respect of a one-off task or project work**

- 4.1 A one-off task or project is, by its nature, of finite duration and it is therefore appropriate to reward any such 'exceptional contribution' accordingly.
- 4.2 This will normally be calculated to the value of one week's pay of the nominated employee's salary (pro-rata for part time employees), and be awarded in a one-off lump sum payment, which is non-superannuable.
- 4.3 An appropriate payment may also be split between a team where there has been a collective contribution to the task or project.
- 4.4 Evidence of exceptional contribution may demonstrate excellence in performance of tasks/projects which are either outside or within the normal requirements of the role and may include but is not limited to:
- i. completing the task/project ahead of schedule and with exceptional effectiveness
  - ii. handling an unexpectedly complex task successfully and within agreed timescales

- iii. by exception, performing tasks or projects which are deemed above and beyond the normal, required remit of responsibilities within the role.

## **5. Sustained exceptional contribution in role**

- 5.1 Nominations should normally demonstrate that the exceptional contribution has been sustained for a period of at least 6 months and is expected to continue for the foreseeable future.
- 5.2 A 'sustained exceptional contribution' is therefore rewarded proportionately to that of an award for 'one off' contribution', which is described above (4.).
- 5.3 The sustained exceptional performance award will normally be calculated to the value of two week's pay of the nominated employee's salary (pro rata for part time staff), and will be awarded in a one-off lump sum payment which is non-superannuable.
- 5.4 Evidence of sustained exceptional contribution will usually be gathered through the Performance and Development Review (P&DR) process.
- 5.5 Evidence usually demonstrates excellent performance within the requirements of the employee's role, and may include, but is not limited to:
  - i. completion of agreed objectives to a consistently exceptional standard
  - ii. documented examples of providing customer service to an exceptional standard
  - iii. details of tasks/ projects completed to an exceptional level
  - iv. documented examples of exceptional achievements that have demonstrably resulted in an enhanced level of contribution within the existing grade.

## **6. Process and Procedure**

- 6.1 Managers have a responsibility to reflect on the performance of their teams and to put forward nominations for recognition of exceptional individual and/or team contributions where appropriate; a standard application form is provided for use (appendix 1).
- 6.2 The line manager should inform individuals for whom a nomination has been made.
- 6.3 An individual may also request that a line manager puts forward a case and/or may submit a personal nomination on the standard form, whereby the line manager

must declare, along with reasons, whether they do or do not support the nomination.

- 6.4 All decisions regarding nominations will be determined by a panel comprising of:
- i. the Head of Hospitality and Events (H&E)
  - ii. the senior manager for the area
  - iii. a University colleague who will be suitably experienced in participating within panel processes for assessment of 'rewarding exceptional performance' nominations
  - iv. UMC-designated HR Partner - to ensure consistent treatment of nominations in line with the policy.
- 6.5 The Head of H&E will confirm the decision in writing within 10 working days of the meeting to consider the nomination, including setting out the reasons for unsuccessful nominations; this will be passed confidentially via the line manager to issue the letter and discuss the outcome with the employee.
- 6.6 The grounds for an Appeal, which can be applied to either an exceptional contribution or a sustained exceptional contribution nomination, may be based on either:
- i. the failure to follow the process, or
  - ii. ...the failure to take some evidence into account which was available to the panel.
- 6.7 Appeals must be put in writing to designated HR Partner within 10 working days of receipt of the decision, clearly stating the grounds for the appeal.
- 6.8 The HR Partner will liaise with the UMC Board for two board members to undertake a meeting to consider the written Appeal; the HR Partner would also be consulted to ensure consistent treatment of nominations in line with the policy before a decision is finalised.
- 6.9 The Appeal Panel will confirm the decision in writing within 10 working days of the panel decision, whilst also setting out the reasons for the decision; the letter will be passed confidentially via the line manager to the appellant, at which point the line manager will also discuss the outcome with the employee.
- 6.10 The appeal panel decision will be final.

## 7. Payment of awards

- 7.1 Payments of awards will be made as soon as possible after panel approval and notification to the HR Services Pay team.
- 7.2 Awards, which are made via a one-off payment in respect of both exceptional contributions and sustained exceptional contributions, will not otherwise result in a change to the employee's normal salary.

## 8. Monitoring and Review

- 8.1 The Company will take steps to ensure that this policy is applied fairly, equitably and consistently across the organisation.
- 8.2 All awards, either for an 'exceptional contribution' or for a 'sustained exceptional contribution' will be reported on an annual basis to the UMC Board of Directors.
- 8.3 An analysis of the outcomes of nominations will be shared and discussed with UNISON, as the Company's recognised trade union.
- 8.4 The policy will be reviewed every two years in consultation with UNISON.

Document control box	
Policy / Procedure title:	Rewarding Exceptional Performance Policy and Procedure
Date approved:	
Approving body:	UMC Board
Version:	1
Supersedes:	
Previous review dates:	
Next review date:	
Equality impact outcome:	High
Related Statutes, Ordinances, General Regulations:	
Related policies:	
Related procedures:	Staff Recognition Thank You Scheme
Related guidance and or codes of practice:	
Related information:	
Policy owner & Lead Contact:	UMC-designated HR Partner

