



2017

RECOGNITION AND MERITORIOUS AWARD POLICY FOR THE BELIZE PUBLIC SERVICE



Recognition and Meritorious Awards Policy
for
The Belize Public Service

FOREWORD

Sustainable economic development and a better quality of life for our citizens hinges on the effective implementation of local, regional and international agendas. This requires the provision of quality services through bold and innovative efforts from public institutions and public officers. In that regard and amid continuous challenges, establishing a well-structured system of recognition and merit award that will contribute to high staff morale and increased outflow of improvements and productivity, it is important to ensure that our public officers are well-resourced and empowered to best serve the poorest and most vulnerable of citizens.



This Recognition and Meritorious Awards Policy is a primary framework that will facilitate the effective implementation of the overarching vision of outstanding service for all: The policy:

- focuses on people (human resources), performance and results in the realization of the Government's modernization and service excellence goals. It provides ministries and departments with strategies that will encourage the transformation in fundamental ways, the processes, systems, attitudes and habits that pervade the public service;
- provides ministries and departments with clear and timely guidance on the principles, mechanisms and institutions required to build staff morale, promote and challenge public officers to strive for the highest standards and overall service excellence;

At the Ministry of the Public Service, it is not only our mission, but our unified philosophy that our human resources are our most valued resource. As such, and in accordance with Public Service Regulation 2014, care and investment are necessary to maintain the added value of our human resources. The need for such care has become even more evident, as public officers are required to be professional and courteous, even as they provide the basic services to our citizens that are of a modern society that is increasingly more complex.

The development of this policy therefore reinforces the commitment of the Ministry of the Public Service to its mission of promoting sound human resource management practices. It tells to all, the important role of public officers in the nation's development, while promoting and encouraging the continuous efforts towards outstanding performance.

Public officers are therefore encouraged to work hard, be consistent and continue endeavoring for excellence in service to people and country.

A handwritten signature in blue ink, appearing to read 'F. Mena', written over the printed name.

Hon. Frank Mena

Minister of State in the Ministry of the Public Service, Energy and Public Utilities

ACKNOWLEDGEMENT

Thanks to all stakeholders for their invaluable contributions to the development of the Recognition and Meritorious Award Policy and complimenting guidelines for the Belize Public Service. The Ministry would like to say a special thank you to the members of the Committee and uses this opportunity to express the hopes and sentiments of the members, that Managers will maximize the use of this policy to engage employees who will in turn have a sense of appreciation and be more motivated in their commitment to SERVE.

ACRONYMS

| | |
|-------|--------------------------------|
| AO | Administrative Officer |
| CEO | Chief Executive Officer |
| HOD/U | Head of Department/Unit |
| KRA | Key Result Areas |
| M&E | Monitoring and Evaluation |
| MPS | Ministry of the Public Service |
| PSU | Public Service Union |
| QA | Quality Assurance |
| SP | Strategic Plan |
| UN | United Nations |

KEY TERMS

RECOGNITION - Any word or deed that contributes to someone feeling appreciated and/or recognized for what they do. Recognition covers a range of formal and informal practices in the workplace that support ministry and departmental values; and, ultimately, the Government of Belize's developmental goals, objectives and priorities.

FORMAL RECOGNITION - Structured, scheduled activities or events with specific criteria, which are used to recognize employee contributions and achievements.

INFORMAL RECOGNITION - Acknowledgment of day-to-day accomplishments in the workplace through gestures of appreciation, communication and/or feedback.

VALUES - Respect, integrity, equity, accountability, efficiency and effectiveness, professionalism, transparency, and other values as defined in ministry and department plans.

AWARD - Cash or near-cash items such as bonuses, gift cards, and gift certificates.

NON-CASH GIFT/AWARD Plaques, certificates, greeting cards, coupons, or merchandise.

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Approved by: **CABINET on 13 June, 2017**

Effective date: This policy takes effect on 13 June, 2017

It institutes and strengthens the stand alone Long Service Award Programme and other recognition programmes within the Public Service.

| Version | Date | Description of changes |
|---------|-----------|------------------------|
| 0.1 | 13-JUN-17 | Initial Policy Release |
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INTRODUCTION

The Government of Belize is committed to the transformation of systems for improved standards of living for all Belizeans, and therefore understands the importance of putting in place schemes and structures that will support the realization of this unified goal. The Government acknowledges that each day, public officers are called upon to assume responsibilities including saving lives, extinguishing fires, protecting our borders and fuelling the many engines which significantly contribute to improved quality of life for all Belizeans.

Studies have shown that well-structured systems of recognition and appreciation enhance a positive workplace culture and supportive environments for employees. The Government of Belize supports and endorses a policy which will not only benefit its most valuable resources, its employees, but creates an environment conducive to the delivery of innovative, high quality, solution-oriented and citizen-focused service.

The Ministry of the Public Service's Strategic Plan 2014-2017, outlines key results areas (KRAs), among which is the development and implementation of a Recognition and Meritorious Award Policy for the Belize Public Service.

The Public Service has been striving, throughout its existence, to establish and maintain a meritocracy system that recognises and awards outstanding performance by public officers. An opportunity to change the status quo presented itself in 2005 when Belize joined with countries around the world to celebrate Public Service Day annually on the 23rd of June. The employee recognition component of this programme acknowledges public officers who have served the government, continuously, for twenty-five (25) years.

While this programme has generally been met with some degree of appreciation by public officers, it must be buttressed by a more comprehensive and all-embracing programme whose impact will be further-reaching – one that will create a positive workplace culture and supportive environment for employees.

In April 2014, the Ministry of the Public Service established a multi-sectoral Merit Award Committee to develop the Recognition and Meritorious Award Policy with the objectives as outlined in the policy framework component of this document.

Partnership

This Recognition and Meritorious Award Policy is a joint venture of the Belize Public Service, the Public Service Union of Belize and the Association of Public Service Senior Managers. The partners believe that the policy supports transformation of the culture of the Belize Public Service. This effort was further supported in the Partial Scope Agreement that was signed between the Government of Belize and the Unions on October 8, 2013.

Legal Framework

Statutory Instrument No. 59 of 2014, Belize Constitution (Public Service) Regulation 2014, Sub-regulation (4) and (72), provides for the administration of public service through the development of adequate policies and programs, inclusive of merit awards to be granted to public officers in accordance with ‘the approved policy’.

POLICY FRAMEWORK

Policy Statement

The Government of Belize upholds that its employees are its most valuable resources and is committed to recognizing them for their performance and contributions that are made in support of business objectives, high-quality customer service and dedication to public service. Recognizing the accomplishments of employees contributes to a supportive work environment and the attraction and retention of committed and engaged employees. This Policy provides the foundation for recognition and merit awards throughout the Public Service including ministry and department specific recognition programmes.

Purpose and Objectives:

This Recognition and Meritorious Award Policy aims to reward in-service public officers for their commitment to the achievement of quality public services, thus building employee morale and contributing to a positive organizational culture which by extension will have a positive impact on productivity, results and ultimately improved service to citizens and customers.

The recognition and awards aim to:

- celebrate and give recognition to the work and worth of the public service and of public officers
- encourage and reward service excellence and commitment to the Public Service
- promote and instil the cultural values and principles of the Public Service;
- motivate public officers to modernize and innovate;

By 2020:

1. Have an uptake of innovative approaches to Public Service delivery
2. Positive cultural shift with documented evidence of impact on customer satisfaction
3. Uptake of departmental programme for appreciation which results in heightened employee morale

General Provisions

- (a) Nothing in this policy shall be taken to weaken or otherwise affect:
 - i. authority granted by law to a ministry or department, or the head thereof; or
 - ii. functions of the Financial Secretary relating to budgetary matters and to the Financial Orders.
- (b) This policy shall be implemented consistent with applicable laws and regulations and subject to the availability of resources.
- (c) This policy is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable by law or in equity by any employee against the Government of Belize.

Nothing in this policy shall compel or authorize the disclosure of privileged information.

Scope

This policy applies to all public officers whose terms and conditions are set out in accordance with the Belize Constitution (Public Service) Regulations, 2014 and the Government Worker Regulations; and in the case of the long service award only, will also include public officers employed through contract as the terms may be.

Policy Directives

1. All eligible public officers who have reached service milestones as outlined below are to be recognized under the Formal Long Service Award Programme
 - a. 10 years
 - b. 15 years
 - c. 20 years
 - d. 25 years
 - e. 30 years
 - f. 35+ years

2. CEOs and HODs are to develop, implement and maintain ministry/department-specific employee recognition plans and programmes. (For specific guidelines related to ministry/department please see [Appendix III](#).)
3. The MPS will administer an annual competition for Outstanding Honours and Awards (based on priorities of the Government and People of Belize) that will run in conjunction with the Long Service Awards
4. Time taken from regular work hours to travel to and attend a recognition event is treated as time worked. Award recipients who travel to attend a recognition event will be reimbursed for travel expenses in accordance with government's travel policy.
5. Gifts / Recognition for service milestones are to be provided through the Public Service Long Service Award Programme **ONLY**.

For further details please see [Appendix I](#) for the Belize Public Service Outstanding Honours and Awards Guidelines and [Appendix II](#) for the Long Service Award Programme Guidelines.

Policy Core Values and Guiding Principles

To ensure employee recognition programmes and activities are genuine, meaningful and successful, ministries and departments should be guided by the following values and principles:

❖ CORE VALUES:

| | | | |
|------------------|-----------------------------|-----------------|---------------|
| *Integrity | *Equity / Impartiality | *Accountability | *Transparency |
| *Professionalism | *Efficiency & Effectiveness | * Trust | *Inclusive |

❖ GUIDING PRINCIPLES:

- Recognition should contain both formal and informal components;
- Recognition should be appropriate to the contribution that was made;
- Recognition should be meaningful and where possible, reflect the preferences of the recipient;
- Employees at all levels should be involved in the development, implementation and review of recognition programmes and practices;
- When recognition results from a group or team effort, all contributing members of the group or team should be acknowledged.
- Recognition activities should be communicated and promoted to foster a culture of meritocracy and pride among employees.

Responsibility

Ministry of the Public Service is responsible for:

- establishing an implementation plan to ensure roll out by 2017
- oversight, continuous updates and improvements to the policy and overarching programme
- providing advice and assistance to ministries and departments on the application of this policy;
- providing tools to ministries and departments to support their recognition activities;
- providing leadership with respect to networking and information sharing;
- coordinating the overarching awards, namely the Belize Public Service Honours and Awards of Excellence, Long Service Awards, Belize Public Service Information Day and Public Service Day and week of activities;
- maintaining an inventory of ministry / department formal recognition activities and awards.

- Establishing a framework for the review of this policy and ensuring that a review is initiated within five years of the effective date of this policy.

CEOs /HODs are responsible for:

- integrating the elements of this policy within their ministry / department-specific recognition programmes, and complying with its directives;
- communicating public service and ministry/departmental values, goals and objectives when engaging in recognition activities;
- budget / allocate and manage expenditures related to recognition activities;
- maintaining an inventory of formal recognition activities;
- providing a supportive work environment through the consistent practice of informal, day-to-day recognition;
- ensuring that officers become familiar with this policy.

Monitoring and Evaluation

To ensure that the policy is sustainable and remains effective, proper and consistent monitoring and evaluation is important. Monitoring and evaluation will assist the Ministry of the Public Service and the Merit Award Committee in tracking the performance of the programme and effecting constructive changes and improvements throughout its implementation.

All changes and improvements effected will result in revised versions of the policy from time to time.

References

Belize Constitution (Public Service) Regulations, 2014
Ministry of the Public Service Strategic Plan 2014-2017
Customer Service Policy for the Belize Public Service, 2016

Enquiries

Customer Service Quality Assurance Unit
Ministry of the Public Service
(501)822-2204, 2205, 3765

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Appendix I: Outstanding Honours & Awards Guidelines

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Purpose

The Belize Public Service Outstanding Honours and Awards showcases and celebrates outstanding contributions where public officers' professionalism, dedication and innovation have made a difference for the Government and People of Belize.

Overview

The Belize Public Service Outstanding Honours and Awards encourages excellence by recognizing individuals and teams for outstanding contributions and achievements which support the goals of government and impact the lives of Belizeans.

The Ministry of the Public Service (MPS) is responsible for coordinating the Public Service Outstanding Honours and Awards on an annual basis.

The Public Service Outstanding Honours and Awards will be granted annually in June to coincide with the United Nations Public Service Day. There will be a call for nominations in November of each year. The following are current categories of recognition:

- 1) Governor General Legacy Award (individual)
- 2) Prime Minister's Leadership Award (individual)
- 3) Award of Innovation (individual/team)
- 4) Distinguished Public Service Career Award (individual)
- 5) Outstanding Rookie Award (individual)
- 6) Outstanding Achiever Award (individual / team)
- 7) Excellence in Customer-focused Service Delivery Award (individual / team)
- 8) Heroic Act Award (individual/ team)

1) Governor General Legacy Award

This award recognizes individuals who have made extraordinary and lasting contributions in the Belize Public Service and the country of Belize. The award is in honour of the Governor General, whose office is of prominence and a legacy to Belize. The criteria for the Governor General Award are:

- Documented / visible evidence of character traits / work output as a legacy that has been adopted and is being followed
- Impactful

2) Prime Minister's Leadership Award

This award recognizes individuals for demonstrating superior leadership through a significant contribution to the public service and by extension the government and people that exemplifies vision and strategy, confidence, commitment, creativity, inclusion and results.

The criteria for the Prime Minister's Leadership Award are:

- Demonstrated evidence of a project/major initiative that was successfully lead by the individual
- Demonstrated evidence of ability to influence others to buy into and participate in the planning and execution of a project/initiative
- values and respects the well-being of people in achieving large-scale goals, and
- exhibits openness to new ideas and partnerships.

The award is in honour of the Prime Minister, whose office is of the highest leadership in Public Service. The Prime Minister's Leadership award may be given to a public officer only once during his/her career in the Public Service

3) Award for Innovation

This award recognizes individuals or teams for having led or is leading a promising discovery, breakthrough technology or innovative approach that has impacted or has potential to address a significant challenge facing our country or create new opportunities for the Government and People of Belize.

Innovations may streamline business processes, leverage technology, establish new partnerships or pursue creative solutions to fulfill organizational mandates.

Innovations can be new or something added to an existing innovation and must meet one of the following:

- Developed trend-setting initiatives or transformations that improve efficiency in operations or services or result in savings or benefits (internal or external) in areas such as, but not limited to, science, technology, health, the environment, resources management, finances, learning, program design /delivery, policy etc.;
- Created an original idea or uniquely adapted an existing program, process or concept which resulted in long-term benefits to the government and citizens;
- Developed and implemented an innovative idea that resulted in measurable savings validated or
- Implemented a significant organizational change or management practice that increased productivity and has the potential to be replicated or adapted in other ministries /department or jurisdictions.

4) Distinguished Public Service Career Award

This award recognizes individuals who have made significant accomplishments throughout a lifetime of achievement in public service while being committed in the mission of service to people and country.

- must have served for at least 15 years in the Public Service
- shown outstanding dedication to their work while maintaining a high level of commitment to public service values and ethics (e.g., respect for self, others, professionalism, integrity, etc.);
- been a model and inspiration for other employees in their dedication to excellence;

- advised, trained or coached others which motivates colleagues to excel
- evidence of

5) Outstanding Rookie Award

This award is being established to encourage and recognize individuals who are new to the Public Service and are making impressionable impact in the service. Performance is characterized as being a source of inspiration, is creative, show initiative and generally stands out as a promising leader in public service.

The individual should not have exceeded more than 2 years of service, have received a cumulative grade of “Outstanding” on his/her annual Performance Appraisals for the year in review and received no disciplinary action during the year in review.

6) Outstanding Achiever

This award is presented to individuals and/or teams for exceptional and significant performance during the years in review, and where performance is characterized by results which have caused the individual / team to stand out as go-getters, making a difference and having successful results. The criteria for the Outstanding Achiever Award are:

- In the case of an individual
 - received grade of “Outstanding” on annual performance appraisals and has no disciplinary action during the year in review
 - documented achievement, perceived as outstanding or significant by peers and/or impacted target groups;
- In the case of a team
 - They are strategic, produce and uses a strategic plan outlining the goals
 - Produce report with demonstrated results in keeping with plan
 - Collaborative and partner with other ministries / departments and other organizations as well as serving on boards and committees in an effort to achieving goals and objectives.
 - Result are impactful and attaining the targeted goal

7) Excellence in Citizen / Customer-focused Service Delivery

This award is being established to recognize individuals or teams that have developed and implemented strategies that are focused on customers and have made doing business easier for citizens. The criteria for this award are:

- Developed, managed and sustained strategic partnerships with other government, private sector, volunteer or non-profit organizations that integrate both policy and service delivery, with a view to better serving Belizeans;
- Has established service charter, inclusive of an effective customer feedback system
- Developed new tools and implemented innovative solutions in order to improve access to, as well as the delivery of, programmes and services to Belizeans; or
- Applied new business models and skills to the delivery of services online.

8) Heroic Act

This award is being established to recognize and reward individuals or teams that have responded to situations where actions of great personal risk have defended national interest, public property, stopped civil disturbance, saved life or yielded other similar results.

Who is eligible to receive awards?

All Public Officers that are paid by the Government of Belize, with the exception of teachers.

Teams are eligible to receive the Outstanding Honours and Awards if they are established Ministries, Departments or Units of the Belize Public Service.

Nomination process

- The MPS makes call for nominations and circulate, via different mediums, the programme materials and communicating the programme details;
- Nominations may be made by anyone for an eligible individual or team;

- Employees may nominate themselves, however, in this case, the second nominator shall not be a nominee and letters of support may not be submitted by the nominee;
- Only one nomination in any one category may be submitted by a nominator in any given year.
- Nominees must acknowledge the nomination by signing the nomination form, agreeing to allow his/her name to go forward for this public form of recognition;
- Persons may submit nominations to the MPS for review and validation by the deadline and with the specifications as outlined in the programme materials;
- The MPS, through its Merit Award Committee will vet all nominations and forward those meeting the criteria and having been short listed to the selection panel for final decision;

Selection overview

- First round judging will be done by the Recognition and Merit Award Committee
- Where a member of the Recognition and Merit Award Committee is nominated, the member is required to withdraw from the committee for that award cycle;
- Final judging will be done by the Public Service Award Selection Panel, composed of leaders from government, business, civil society and winners from the previous award cycle;
- The composition of the selection panel will also support government's value of inclusion and diversity, and will have no less than five members. The Chairman of the Public Services Commission will sit on the selection panel as a non-voting member;
- The selection panel will review and evaluate nominations that have been vetted and short listed and will submit final decision to the Chief Executive Officer of the Ministry of the Public Service.
- Expenses incurred by panel members while performing their required duties will be paid by the MPS in accordance with government's travel and subsistence policy;

Results

- The MPS will communicate the results of the selection process to all nominees.
- The MPS will send to CEOs / HoDs a list of all employees that have been nominated from their respective departments.
- Short listed nominees who are not selected for the Outstanding Honours and Awards are to be acknowledged by letter/in writing for their contribution and/or achievement through the ministry/department recognition process.
- The MPS will advise each recipient, by invitation, on the details of the Awards Ceremony and event.

Event

- Recipients will receive a framed certificate, plaque at the Public Service Honours and Awards Ceremony and Luncheon / Dinner hosted by the MPS in June.

- Each department will be responsible for the cost of travel and accommodation for one night and meals of the recipient and one guest where applicable and in accordance with government's travel policy. The cost of an additional night accommodation may be approved by the CEO/HoD.
- The MPS will communicate recipient names and contributions both internally and publicly.
- The MPS will maintain a record of activity related to the Outstanding Honours and Awards.

Enquiries

Ministry of the Public Service
(501)822-2204

Appendix II: Long Service Awards Guidelines

Purpose

The Belize Public Service Longevity Award is to standardize the recognition of public officers for their commitment and dedication to the Government and People of Belize.

Overview

The programme recognizes all eligible public officers who have reached service milestones of 10, 15, 20, 25, 30 and 35+ years. At each milestone, employees receive a certificate of service and an award gift.

Level of Recognition:

Employees are presented with items of recognition as follows:

| Years of Service | Gift(s) |
|------------------|--|
| 10, 15, 20 years | -Pin, -Certificate of Service presented by CEO of the Ministry in which the officer is attached. |
| 25 years | -Pin -Certificate of Service presented by the Governor General and the CEO of the Public Service at the annual Public Service Awards Gala Event, -Crystal Plaque |
| 30 years | -Pin -Certificate of Service presented by the Governor General and the Minister of the Public Service at the annual Public Service Awards Gala Event, |

| | |
|-----------|--|
| | -Gold his/her engraved watch or digital frame with clock |
| 35+ Years | -Pin -Certificate of Service presented by the Governor General and the Minister of the Public Service at the annual Public Service Award Gala Event, -Vacation package for 2 |

Date for Service Recognition:

- The date upon which a public officer will have accumulated the required number of years of service in order to be eligible for recognition under this policy.
- Service is to be calculated to the year, month and day, without rounding up eligible service beyond the anniversary date.
- Service recognition event is held in June. June 20 is the cut-off date in calculating length of service; e.g. Officers who reach anniversary dates from June 21, 2015 to June 20, 2016 will be recognized in June 2016.

Who is Eligible to receive awards?

- Public Officers do not have to make application for the award
- This award includes all officers that have accumulated years of service with the Belize Public Service and have not had any break in service.
- Employees who retire or resign in the fiscal year that they would attain relevant number of years of service will be eligible for recognition. Employees who are terminated will not be eligible.
- All time on definite leave is counted as service when the employee returns to work. Time spent on indefinite leave will be credited as service for employee recognition when the employee returns to work as follows:

- if performing work on secondment with no break in service, all time is counted;
- if the leave is for approved study leave with or without pay
- Time spent under the governance of any quasi-government or any service with statutory boards, Teaching Services Commission, the University of Belize is not counted towards long service except in circumstances where services are amalgamated.

Event Attendance:

- The Long Service Award event is held annually in June to coincide with the United Nations Public Service Day.
- The Ministry of the Public Service recognizes that some employees will need to travel in order to participate in the Employee Recognition Event. In order to ensure that all honourees can fully and safely participate, eligible employees, upon advising their supervisors of their attendance, shall receive from their respective Ministry / Department:
 - Reasonable time off with pay in order to attend the Employee Recognition Event;
 - Payment for travel, meal and hotel accommodations where applicable and in accordance to approved government rates, for employees (plus one guest per employee) who are headquartered in a location other than the municipality in which the event is to be held.
- Public Officers may submit claim form to their ministry for payment following the event.
- MPS Award Contact will make arrangements for the employee to receive his/her gift and pin if the employee is unable to attend the event.

Roles and Responsibilities:

Employees reaching service milestones of 10, 15 and 20 years will be recognized by the CEO or designate of the Ministry in which the officer is attached, while employees reaching service milestones of 25, 30 and 35 years will be recognized at a ceremony and event, co-hosted by the MPS and Unions. The Award Contact in MPS will send a listing of those staff members that show an upcoming milestone anniversary in our database and will work with AOs of each Ministry/Department to confirm the list of eligible public officers. While the information in our database derives directly from the HRMIS data, omissions can occur.

MPS is responsible to

- Prior to Public Service Day, confirm with ministries/departments all recipients for long service awards
- Acquire and forward to ministries/departments, certificates and pins for all award recipients receiving 10, 15 and 20 years' service award.
- Budget for and coordinate annual Public Service Award Event, including the acquisition of gifts, certificates, organizing venue etc.

Ministry and Department:

- Confirm the list (sent by MPS) of officers in your ministry/department who will reach eligible service anniversary during the upcoming fiscal year.
- Ensure that public officers are notified of their upcoming milestone service award.
- Verify receipt and present award packages for officers reaching service milestones of 10, 15 and 20 years.
- Cover the cost of travel and accommodation for one night and meals as is necessary for 25, 30 and 35+ years award recipients and one guest, in

accordance with government's travel policy. The cost of an additional night accommodation may be approved by the CEO /HOD.

NOTE: For those employees who decline both the gift and the recognition event, at minimum, they will be honoured with a Certificate of Service and a long service pin. Ministries may wish to request written confirmation from those employees who choose not to be honoured. Employees declining this opportunity will not be given another opportunity should they change their mind.

Names or photos of awardees may be subject to being publicized

Appendix III: Ministry/Department Recognition Guidelines

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CEOs/HODs are to ensure the development and implementation of a recognition programme in their ministry/department.

Purpose

To provide ministries/departments with guidance and the flexibility to develop and implement recognition programmes that support ministry/department specific goals and objectives and that reflect the department's mission, individual needs and work environment.

Guidelines

- Recognition is not only something top management should do – it should take place throughout the organization, to encourage a culture that gives recognition to peers and the people you work with every day.
- To ensure recognition is meaningful, consult with staff and assess their needs and preferences in order to provide a form of recognition that is suitable and appropriate.
- Recognition events may be formal (ceremony, presentation) or informal (social gathering, potluck) in nature.
- Formal and informal recognition activities must recognize, reinforce or promote positive behaviour and performance by individuals / teams that support the values, goals and objectives of the ministry/department.
- Ministries/Departments may choose to host recognition events. A recognition event is one where staff contributions and accomplishments, and/or milestones of service are recognized.
- Events that do not have a recognition component and are solely social in nature are not considered to be recognition events.

- Costs related to ministry/department-specific recognition are to be managed from within ministry/department budgets and be compliant with the Financial Orders. .

Formal recognition

Separate guidelines exist for Public Service-wide recognition events such as the Belize Public Service Honours and Awards and Long Service Awards. (for details see Appendix I and II of the Recognition and Meritorious Award Policy)

At a minimum, ministry/department-specific employee recognition programmes will recognise officers for demonstration of:

- departmental values,
- customer-focused character and service
- Performing extra duties beyond those normally assigned.
- Performing other roles when the min./dept./unit is short-staffed.
- Volunteering for and working on special projects.
- Volunteering to serve on committees and contributing to their success.
- Developing new work methods that reduce waste or stretch resources.
- Making creative suggestions that save the department time/money.
- Providing services to others that are beyond assigned responsibilities.
- Perform normally assigned responsibilities at an exceptional level (must be identified by Supervisor.)
- other categories are also recommended as ministry/department see fit

Recipients of the ministry/department-specific outstanding awards will be automatic nominees for the Outstanding Achiever category in the overarching Public Service Outstanding Honours and Awards.

The establishment of a formal awards programme must be endorsed by the CEO/HOD and should:

- ensure that needs, culture and work environment are considered
- clearly communicate criteria and time-lines
- clearly define eligibility requirements
- ensure that any nomination process includes a fair evaluation of submissions against established criteria
- ensure inclusion of employees in all recognition activities, for example, when establishing committees and/or selection panels
- make programme materials accessible in different formats to meet the needs of employees (e.g., hardcopy and online)
- consider internal and public promotion of recipient achievements

Informal recognition

Informal recognition is encouraged as a means of providing a supportive work environment where employees feel valued. The acknowledgment of day-to-day accomplishments in the workplace is essential to building a recognition culture within government.

Informal recognition can be used every day to acknowledge contributions of individuals, teams and work groups. As with all recognition, it should be tied to a specific behaviour or activity that you want to reinforce.

What does your ministry/department value? The types of contributions that might be recognized are:

- staying late to help someone prepare a presentation for the next day
- volunteering to cover for a co-worker who is out sick
- going out of your way to help boost morale or create a positive, inclusive work environment

- exceeding expectations for a goal or milestone in a long-term collaborative project, etc.

Service milestones

The MPS will recognise all public officers reaching service milestones, of 10, 15, 20 25, 30 and 35+ years with a gift and framed certificate.

Ministries/Departments are responsible for presenting the long service award certificates and pins to their respective 10, 15 and 20 year recipients at an event of choice (e.g., luncheon, breakfast).

Recognition for long service should be done during the week of activities associated with Public Service Day. (for details of the Long Service Award Programme see [Appendix II](#)).

Employee recognition can be given in many informal ways—through saying thank you, giving praise or providing opportunity. Being recognized for achievements and having employees know that their contributions matter to the organization is what is really important and will have considerable impact on employee satisfaction and commitment.

Recognition tips:

- **Display of photo (wall/website)**
- **A Simple ‘Thank You’**

It only takes a moment (less than 60 seconds) to recognize the efforts of a co-worker or a staff member.

- **Pay Attention**

Noticing when people are doing the right thing increases the probability they will repeat it.

- **Personalized Approach**

One size does not fit all. Public officers are individuals and respond differently to the same strategy. You may wish to ask staff how they want to be recognized.

- **Inspire Effort**

People who feel appreciated give more to the job than what is merely required. They are ready to give the "discretionary effort" that is necessary for a healthy organizational culture.

- **Reward the right things**

Results are higher in what you pay attention to. If you positively comment on how an effort helps maintain our core values, or facilitates customer service, or helps new staff orient, or cross-trains staff, or builds teamwork, etc. staff will know what is important around here.

- **Equal Opportunity**

There should be opportunity for all staff to receive recognition--whether for improving performance, for extra effort, for creativity, or for reliably doing their job each day.

- **Keep it Positive**

To have the greatest impact, the recognition message needs to be completely positive (coach later!), specific, sincere, and given soon after the effort.

- **Recognize Leadership**

Give recognition to staff that support a "recognition culture" with their actions and words by publicly noting their contribution, including it in their performance appraisal, inviting them to recognition celebrations, etc.

- **Recognize Teamwork**

When the relationship among co-workers is good, recognition enhances work performance. When the relationship is troubled, it usually doesn't matter how you reward or recognize people.

- **Enjoy!**

"Fun, joy and sharing go hand-in glove with world class quality."- Tom Peters. Celebrate individual and unit accomplishments- planned or spontaneously! Note however that how recognition is done or made can be more important and meaningful than the award itself, therefore be sure to consider the following:

- Make recognition eventful
- Highlight employee contributions

- Explain the award's significance
- Involve peers in the presentation
- Relate accomplishments to the Ministry/Department/Unit

Event organizing TIPS

| Before The Presentation | During The Presentation | After The Presentation |
|--|---|---|
| <ul style="list-style-type: none"> • Decide when and where to hold the event. • Obtain the award or gift. Double-check to ensure that the award is correct and in good condition. • Obtain a card to accompany the gift. • Plan for refreshments. • Invite others to attend. • Identify co-workers who will speak. • Complete the "Presentation Facts List" <ul style="list-style-type: none"> ○ Recipient's name, job title, responsibilities and date of hire ○ Specific contributions to unit/department ○ Anecdotes, humorous stories and personal information ○ Activities away from work | <ul style="list-style-type: none"> • Follow a planned presentation format. • Call upon those who are prepared to speak. • Describe specific accomplishments. • Have fun | <ul style="list-style-type: none"> • Talk with the recipient to see how he or she felt about the presentation. • Send a letter to acknowledge the anniversary and/or the individual's accomplishments. • Create additional recognition moments by displaying your own award and commenting on others' awards. • Continue to reinforce employee contributions. |



GOVERNMENT OF BELIZE

MINISTRY OF THE PUBLIC SERVICE

GROUND FLOOR, SIR EDNEY CAIN BUILDING, CITY OF BELMOPAN

PHONE NO: (501) 822-2204

customer.service@mps.gov.bz

www.publicservice.gov.bz/

