



# SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



## *Procedure 913 – Employee Recognition Programs*

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Office(s) with Secondary Responsibilities:	PSC, PNC, TEC, FCD, IDC, SSB	Number of Pages:	4
Forms Referenced in Procedure:	EnCORE Card; Form 53-FM	Related Procedures:	310, 913

### **.01 INTRODUCTION**

- A. This procedure establishes a process whereby all members of the Department, both sworn and non-sworn, are recognized for exemplary, meritorious, and exceptional service contributions that bring credit to the member and to the Department.

### **.02 POLICY**

- A. It is the policy of the Department to recognize and honor both sworn and non-sworn members who, through their daily activities, incorporate the City’s Core values of Teamwork, Integrity, Innovation, and Professionalism while performing exemplary, meritorious and exceptional service for the Community.
- B. The Department has the following programs dedicated to employee recognition:
  1. The **Creating Opportunities to Recognize Employees (C.O.R.E.)** program recognizes employees and teams for meaningful contributions of Teamwork, Integrity, Innovation, and Professionalism, observed by customers, peers, and the management team, that go above and beyond the normal job duties.
  2. The Merit Program allows Supervisors to recognize employees for excellence in the performance of job duties.
  3. Commendations are issued by the Chief of Police for exceptional job performance and service to the Community.

### **.03 C.O.R.E. PROGRAM**

- A. The **C.O.R.E.** Program was developed by the City to provide a vital resource for COSA Departments to promote, celebrate, reward, and recognize meaningful employee contributions.
- B. The overall goal is for the rewards to be **Sincere, Meaningful, Adaptable, Relevant, and Timely (SMART)**.
- C. The program includes four categories of awards modeled on the City’s Core Values to recognize employees whose actions embody the following values:
  1. **Teamwork:** We work together to make San Antonio better.
  2. **Integrity:** We model ethical behavior.
  3. **Innovation:** We are driven by continuous improvement.
  4. **Professionalism:** We are qualified, skilled and committed.

### **.04 LEVELS OF AWARDS AND RECOGNITIONS**

- A. The **C.O.R.E.** Program consists of three (3) levels of award and recognition:
  1. Instantaneous Peer-to-Peer and Customer Recognition – This recognition is intended to provide near instantaneous opportunities for top-down, bottom-up, peer-to-peer, and public-to-employee recognition through



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EnCORE cards. As a result, these award cards are provided directly to the employees, with a copy to the Department’s C.O.R.E. Ambassador, and not scored by the Selection Committee.

2. COREterly Award(s) – Department Director Recognition – Recognizes individuals or teams who over the respective quarter demonstrate outstanding commitment to the City’s Core Values. The Department can recognize employees or teams per quarter, in each of the C.O.R.E. award categories.
3. City of San Antonio Excellence Award – Presented yearly by the City Manager in front of City Council, this award recognizes employees and teams for exceptional contributions to City government and to public service. This award honors those who have reached the top level of performance.

### **.05 INSTANTANEOUS RECOGNITION**

- A. The EnCORE card is an easy to use peer-to-peer and customer-to-employee recognition card intended to provide immediate feedback to employees. EnCORE cards are available in both hard copy and electronic format (SAPD EnCORE Certificate in Forms Library).
  1. When using the hard copy EnCORE card, the top copy of the card is presented to the employee; the bottom copy must be routed through the Office of the Chief to the Department’s C.O.R.E. Ambassador.
  2. When using the electronic EnCORE card, the card shall be emailed to the employee who is being recognized and to the Department’s C.O.R.E. Ambassador at SAPD Recognition in Outlook.
- B. All sworn and non-sworn members of the Department are eligible for participation; non-employee volunteers and contractors are not eligible to receive EnCORE cards.
- C. The C.O.R.E. Department Ambassador will track the submitted EnCORE cards and coordinate the activities of the Selection Committee for the COREterly Department Director Recognition.

### **.06 CORETERLY AWARD(S) – DIRECTOR RECOGNITION**

- A. The COREterly Award, presented by the Department Director (Chief of Police), is based on nominations submitted through the EnCORE Card process. The Department Ambassador will lead the Selection Committee through a review of all EnCORE Cards for the quarter. The focus will be on selecting an employee or team whose accomplishments best represent the City’s Core Values of Teamwork, Integrity, Innovation, and Professionalism.
- B. Quarterly recognition awards will be announced in March, June, September and December. The Selection Committee will consider EnCORE cards received by the 15<sup>th</sup> of the above named months. Cards submitted beyond that date will be considered for the following quarter.
- C. The COREterly Award honoree(s) will be provided with a C.O.R.E. pin related to the category or recognition. Individuals receiving recognition in each of the four categories will be provided with an Elite C.O.R.E. pin.



### **.07 CITY OF SAN ANTONIO EXCELLENCE AWARD**

- A. The City of San Antonio Excellence Award, presented by the City Manager in front of City Council, recognizes employees and teams for exceptional contributions to city government and to public service, honoring those who have reached the top level of performance.



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- B. Eligibility** – All City of San Antonio full-time and part-time paid employees or teams can be nominated. A team can be a task force, crew, or any combination of people who worked together either within their department or among several departments. These members should have had a significant impact on the success of the team.

*NOTE: Employees who received the Elite C.O.R.E. pin are recommended to be nominated for this recognition/award.*

- C. Nominations** –Nominee accomplishments must embody at least one of the City’s Core Values of Teamwork, Integrity, Innovation and Professionalism. The outstanding act or accomplishment should take place in the 12 months prior to the nomination period. A Selection Committee of City Executives appointed by the City Manager will review nominations. Some examples of nomination categories include:

1. Successfully implemented an innovative idea, where outstanding results were achieved, or an efficiency that resulted in cost savings to the organization.
2. Solved an extraordinary problem or achieved a significantly difficult goal.
3. Demonstrated kindness to customers, working to provide the best possible service to residents and guests of the City.

Nomination forms are available in hard copy and electronically on the City’s website. Completed forms shall be submitted to the Department Ambassador.

- D.** The Selection Committee will only review nominations that meet the following qualifying criteria:
1. Nominations are limited to regular full-time or part-time paid staff employed by the City of San Antonio; non-employee volunteers and contractors are not eligible.
  2. The work for which the individual or team (no more than 20 members) is being nominated for must be directly related to the City of San Antonio.
  3. The entire work performance history of all nominated individual and team members will be considered.
- E. Nomination Deadline:** Nominations are due by March 31 of each year; nominations submitted after March 31 will not be accepted.
- F.** The Selection Committee will determine the winners. Final results will be announced through a letter to all nominees and nominators. Winners will be recognized in May of each year.

### **.08 DEPARTMENT CERTIFICATE OF MERIT**

- A.** A Certificate of Merit is presented to members who, by their exemplary actions, distinguish themselves at a particular incident. Examples of exemplary actions include judgment, initiative, courage, teamwork, investigative skills, and immediate recognition and response to law enforcement activity, all the while embodying the City’s Core Values of Teamwork, Integrity, Innovation and Professionalism.
- B.** Nominating supervisors who witness or otherwise learn of an exemplary act by a sworn member will draft a merit and submit it in Microsoft Word format, through their Chain of Command, into Blue Team under the category labeled “Merits and Commendations.” Merits shall be prepared on Form 53-FM, found in the Forms Library.
- C.** Nominating supervisors who witness or otherwise learn of an exemplary act by a non-sworn member will draft a merit and submit it, through their Chain of Command, to the Office of the Chief through SAPDRognition, a resource mailbox located in Outlook. Merits shall be prepared on Form 53-FM, found in the Forms Library.
- D.** The submitted merits will be proofread and edited, as needed, before being printed and presented to the appropriate Division Commander for signature. Printed merits will be returned to the nominating supervisor, through bin mail, who will then obtain the remaining signatures.
- E.** Once all required signatures have been collected, a color scan of the sworn member’s merit shall be uploaded into Blue Team by the nominating supervisor. The Blue Team entry will then be forwarded to Internal Affairs.



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- F. Requests for merits may be submitted at any time. However, nominating supervisors should make every effort to present this award to the recipient soon after the qualifying event or action, so that the award remains relevant.

### **.09 DEPARTMENT COMMENDATIONS**

- A. Department Commendations are issued by the Chief of Police to those members who exceed expectations while performing their duties. Examples of commendable performance include:
  1. Extreme actions of valor on-duty or off-duty;
  2. Exemplary law enforcement service;
  3. Community Service; and
  4. Distinguished service throughout career.
- B. Sworn member nominations shall be submitted in Microsoft Word format, through their Chain of Command, into Blue Team under the category labeled “Merits and Commendations.”
- C. Nominating supervisors who witness or otherwise learn of an exemplary act by a non-sworn member will draft a commendation and submit it, through their Chain of Command, to the Office of the Chief through SAPDRecognition, a resource mailbox located in Outlook. Merits shall be prepared on Form 53-FM, found in the Forms Library.
- D. The submitted commendations will be proofread and edited, as needed, before being printed and presented to the appropriate Division Commander for signature. Printed commendations will be returned to the nominating supervisor, through bin mail, who will then obtain the remaining signatures.
- E. Once all required signatures have been collected, a color scan of the sworn member’s commendation shall be uploaded into Blue Team by the nominating supervisor. The Blue Team entry will then be forwarded to Internal Affairs.
- F. Commendation award recipients will receive a certificate, along with eight (8) hours (five-day work week) or ten (10) hours (four-day work week) of Administrative Duty leave. The awarded leave must be used prior to the end of the fiscal year in which it was issued.
- G. Requests for commendations may be submitted at any time. However, nominating supervisors should make every effort to present this award to the recipient soon after the qualifying event or action, so that the award remains relevant.