1.0 SCOPE
This policy applies solely to Police Mutual Group colleagues regardless of length of their contract.

2.0 PURPOSE
To outline the governance behind our colleague recognition scheme ‘Celebrating Success’

3.0 INTRODUCTION
Our recognition scheme, ‘Celebrating Success’, aims to support our culture and contributes to our goal of having highly engaged colleagues by creating personal and meaningful recognition experiences for everyone.
Recognition is a display of gratitude or acknowledgement of a colleague or teams desired behaviours that support Police Mutual Group’s strategic direction, goals and values.
The purpose of our scheme is to recognise where a colleague and/or teams have demonstrated our values to an exceptional level and celebrate the success they have achieved.

4.0 HIGH LEVEL POLICY STATEMENT
Our aim is to promote and embed our values, promote and enhance a strong culture of recognition, and to engage our colleagues by recognising contribution, showing gratitude and showing our colleagues that they are valued.
Recognition is an important part of our culture – consistent, sincere, individual and meaningful recognition is part of how we interact with one another and supports our values, in particular ‘All of us are better than one of us’:
- I recognise colleagues for their contribution and celebrate success
- I request and give feedback
- I share with and learn from colleagues across the business to improve the way we do things

We believe that for our colleagues to be highly engaged they need to experience purpose and meaning in their work and that all contributions, both big and small, are important.
Our Leaders and Managers will be provided with tools to support the importance of recognition and how to give appropriate recognition to our colleagues.
Both individual and team accomplishments will be recognised; individual recognition shows that contribution to the organisation is valued and team recognition encourages teamwork and cross functional collaboration.
Recognition should be given informally and formally and our scheme fulfils the need for both.
Everyone has a responsibility to recognise when others have gone above and beyond what is required of them, and demonstrated our values through their day to day behaviours and tasks.
The scheme will be straightforward and transparent in operation.
We believe that we should celebrate success openly and share success stories across the Group.

## 5.0 THE AWARDS

**Levels of recognition**

- Level 1 - ‘High Five’ awards
- Level 2 – ‘Round of Applause’ awards
- Level 3 – ‘Standing Ovation’ awards

<table>
<thead>
<tr>
<th></th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Five</strong></td>
<td>Local, day to day recognition from peers / colleagues / manager</td>
<td>Nominations made by peers to recognise colleagues who have gone above and beyond their day-to-day role</td>
<td>Formal recognition for exemplary performance which may have far reaching impact on the business, our members or colleagues</td>
</tr>
<tr>
<td><strong>Round of Applause</strong></td>
<td>£100 award for the winning nominations Internal recognition Automatic entry into the Standing Ovation awards</td>
<td>Attendance of our official celebration Prizes to be agreed before each event All awards will be paid via our Lifeworks platform</td>
<td>Internal recognition</td>
</tr>
<tr>
<td><strong>Standing Ovation</strong></td>
<td>£10 awards processed via our Lifeworks platform</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Anytime</td>
<td>Quarterly</td>
<td>No more than annually</td>
</tr>
<tr>
<td><strong>Awards</strong></td>
<td>£100 award for the winning nominations Internal recognition Automatic entry into the Standing Ovation awards</td>
<td>Attendance of our official celebration Prizes to be agreed before each event All awards will be paid via our Lifeworks platform</td>
<td>Internal recognition</td>
</tr>
</tbody>
</table>

**Eligibility**

All colleagues (Fixed term employees must be employed at the start of the nomination process and be still working for Police Mutual Group at the time of the annual awards ceremony)

**Eligibility exceptions**

- Any colleagues who are subject to disciplinary action, or under performance improvement measures (HR and the leadership team reserve the right to withdraw or refuse any nominations where an award for performance would be inappropriate based upon the performance of the individual)
- Self-employed, contractors and temporary staff

**Nomination process**

- Local nomination, no forms required
- Nomination form, endorsed by nominees line manager
- Nomination form during set nomination period
6.0 PROCEDURE

Recognition panel(s) are responsible for:

- Selection of quarterly ‘Round of Applause’ overall winners from the nominees.
- Selection of the level 3 ‘Standing Ovation’ awards winners from the nominees.

Recognition panel(s) are made up one member of the Executive team, one member of the Senior Management Team and one Voice Champion. Members of the panel agree to the following principles and scheme rules;

- Members of the Recognition panel will review nominations and select the appropriate winner/s for each award based upon the detail included in the nomination only. The panel will debate each nomination where appropriate to ensure that their decisions are unbiased and based upon an agreed rationale.
- Panel members can nominate individuals for awards, but this would exclude them from the judging process for the award category of their nominee.
- Panel members can be nominated by colleagues for a level 3 award, but this would also exclude them from the judging process for the award category for which they have been nominated.
- The sponsor will be the Head of HR.
- The Recognition panel(s) has full decision making rights and the decision of the panel is therefore final.
- Where a majority decision cannot be reached, a voting process should be implemented and if this fails to identify a winner, the sponsor will make the final decision.

7.0 GENERAL SCHEME RULES

- The colleague recognition scheme exists solely for colleagues of Police Mutual Group.
- Awards are non-negotiable and cash alternatives will not be offered for specified non-cash awards.
- Level 2 and 3 cash awards are paid via Lifeworks reward platform. All payments are net of income tax and national insurance contributions so recipients will not need to declare the gift to the Inland Revenue.
- HR and the senior management team reserve the right to withdraw or refuse any nominations where an award for performance would be inappropriate based upon the performance of the individual.
- The decision of the recognition panel is final and cannot be retracted unless significant opposing evidence is produced.
- Nominees and winners agree that their details and stories can be shared publically internally. Permission will be required for any external publicity (e.g. through Best Companies, social media).
8.0 POLICY RULES

This policy does not confer any contractual rights on anyone who works for Police Mutual Group in whatever capacity. We reserve the right to withdraw or amend the whole or part of this policy at any time. Where practicable, appropriate notice will be given.

The scheme and awards will be reviewed regularly to ensure that the scheme continues to operate in the spirit of our Values and guiding principles. The scheme may be withdrawn or amended at any time.

9.0 RELATED DOCUMENTS

This policy should be read in conjunction with our other Group Policies and Documents which can be found on the Intranet under People Policies.

Useful Resources

In addition, there may also be some relevant modules available on our Learn platform.

9.0 REVIEW

This policy will be reviewed by HR annually following the Standing Ovation awards or sooner where new developments in employment legislation or changes in the business necessitate such a review.

<table>
<thead>
<tr>
<th>Version</th>
<th>Review date</th>
<th>Who</th>
<th>Changes made</th>
<th>Next Review Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>14/01/2016</td>
<td>J Grady Group L&amp;D Manager</td>
<td>Launch of new scheme following revision of our values</td>
<td>28/02/2016</td>
</tr>
<tr>
<td>2.0</td>
<td>28/02/2018</td>
<td>N Smart Internal Communications Manager</td>
<td>Regular 2 year review</td>
<td>28/02/2020</td>
</tr>
<tr>
<td>3.0</td>
<td>03/07/2018</td>
<td>N Smart Internal Communications Manager</td>
<td>Revision of High Five process</td>
<td>28/02/2020</td>
</tr>
<tr>
<td>4.0</td>
<td>02/04/2019</td>
<td>F Hopkins HR Administrator</td>
<td>Revision of Round of Applause process</td>
<td>28/02/2020</td>
</tr>
<tr>
<td>5.0</td>
<td>07/02/2020</td>
<td>F Hopkins / E Thornley HR Advisor / HR Administrator</td>
<td>Regular 2 year review</td>
<td>07/02/2022</td>
</tr>
</tbody>
</table>