



## UBC Facilities Staff Excellence Awards

### ELIGIBILITY

- Staff with a minimum of one year of service who are actively working in UBC Facilities (Building Operations, Infrastructure Development, Energy & Water Services, and Customer Services & Informatics) at the time of the award presentation.
- Staff with a minimum of five years of continuous employment with UBC Facilities (Building Operations, Infrastructure Development, Energy & Water Services, and Customer Services & Informatics) are eligible for the Kim Nulty Award.
- Individuals may be nominated for all Staff Excellence Award categories.
- Nominations may be submitted by UBC faculty, staff or students

### AWARD CRITERIA

Through the Staff Excellence Award (SEA) Program, UBC Facilities provides recognition and rewards staff who have consistently demonstrated excellence in the performance of their work and service to the university. All UBC students, faculty, and staff are invited to nominate one (or more!) of their clients or colleagues who, in their view, have achieved excellence in **one of the following Award categories inspired by our [VPFO Strategic Plan](#)**.

### CATEGORIES

#### TEAMWORK

Awarded to a group or individual that has demonstrated several of the following:

- ❑ Exemplary collaboration, cooperation, reliability and flexibility within and between all levels of UBC Facilities, affiliated departments and the UBC community.
- ❑ A willingness to share task responsibilities, provide support and show respect for other team members.
- ❑ A high level of cohesion, participation and commitment to team and organizational objectives.
- ❑ Has overcome significant challenges or obstacles to achieve a goal through perseverance and hard work.

#### LEADERSHIP DEVELOPMENT

Awarded to an individual who has demonstrated several of the following:

- ❑ Exemplifies exceptional qualities of either a formal or informal leader or exhibits confident and empowered behaviour throughout their work and leadership. Includes; accountability, respect, inclusion and professional development.
- ❑ Leads by example; positively influenced/engaged others to contribute, to engage in equitable and inclusive practices and be respectful of others.
- ❑ A motivating presence that inspires the people around them to accomplish more.
- ❑ Actively shares responsibility, information and credit when working towards the achievement of a goal.
- ❑ Provides leadership, coaching, mentoring, guidance, tools and trust needed for all team members to achieve their goals.
- ❑ Exhibits outstanding abilities in planning, implementation, and impact evaluation.
- ❑ Fosters a culture of service excellence through positive attitude and performance in the workplace.
- ❑ Takes prompt action to resolve issues quickly and effectively.
- ❑ Communicates in a manner that is fair, straightforward, honourable and open.

## ASSET STEWARDSHIP

Awarded to an individual who has demonstrated several of the following:

- ❑ Makes significant contributions to maintaining and improving our assets and spaces in a sustainable manner.
- ❑ Is invested in ensuring our spaces are safe, efficient and effective.
- ❑ Makes contributions that have enhanced asset information, ensured safe maintenance & operations of our assets and increased asset sustainability.

## CREATIVITY AND INNOVATION

Awarded to an individual who has demonstrated several of the following:

- ❑ Contributes innovative ideas and/or facilitated an innovative environment where excellence and greatness have been enabled.
- ❑ Makes contributions, develops or improves methods, processes and/or procedures through original thinking and creativity, with significant positive impacts within UBC Facilities, or within the University
- ❑ Employs emerging technology and/or introduced new and meaningful ways to achieve new standards of efficiency and effectiveness in the workplace.
- ❑ Positively affects staff morale, productivity, budget, work quality, or customer service;
- ❑ Demonstrates a strong commitment to teamwork, respect, a positive work environment and the highest level of achievement
- ❑ Creates cost-effective, sustainable, inclusive and/or innovative work methods or practices that align with UBC VPFO's strategic plan in providing inspiring spaces.

## CUSTOMER SERVICE EXCELLENCE

Awarded to an individual having demonstrated several of the following:

- ❑ Provides a high level of customer service over and above their job description
- ❑ Maintains a consistently high quality of service to their clients with particular commitment to inclusive practices
- ❑ Exhibits strong leadership, cooperation and credibility with both internal and external UBC Facilities clients
- ❑ Anticipates clients' needs and potential problems, with an ability to pay attention to diversity and difference among clients, and deliver on-time and within budget
- ❑ Maintains an efficient, professional, respectful and positive manner;
- ❑ Consistently provides superior service and is willing to go the "extra mile" to find mutually satisfactory solutions.

## SAFETY AND WELLBEING

Awarded to a group or an individual that has demonstrated several of the following:

- ❑ Leads activities and initiatives that promote the social, physical, and/or mental health and wellbeing of staff
- ❑ Makes significant contributions to a safe, inclusive and healthy workplace where people feel respected, supported, valued and inspired. Includes; work environment, health & safety, well-being, values and culture
- ❑ Is dedicated to workplace health, safety and wellness and has contributed to tangible improvements in workplace environments, employee wellness, safe work procedures and practices, and accident prevention and reduction

## INSPIRATION; THE KIM NULTY AWARD

Awarded to an individual who has a minimum of 5 years of continuous employment with UBC Facilities and has demonstrated criteria from a minimum of 3 of the other award categories (*Teamwork, Leadership Development, Asset Stewardship, Creativity & Innovation, Customer Service Excellence and Safety & Wellbeing*) as well as:

- ❑ Commitment to continuous improvement and development
- ❑ Positively influencing others to build consensus around departmental and University initiatives
- ❑ Supports respectful environments to enhance equity, diversity and inclusion
- ❑ Leads by example to influence equity and diversity initiatives and the creation of a positive, inclusive, and respectful environments.

## **NOMINATION PROCEDURE**

Please fill out and submit an on-line nomination form to the Staff Excellence Award Committee, referring to the specific award criteria as listed above. While it is not mandatory, you may also include supporting material such as client survey results, productivity statistics, performance records, safety records, and/or additional letters of support. There is no limit on the number of nominations an employee may submit; however self-nominations will not be accepted. Although the nomination itself will remain confidential, the nominator will receive confirmation of receipt of submission via email.

## **COMPLETED NOMINATION FORMS**

- ❑ Please fill out the on-line staff recognition form on the Facilities website at <https://facilities.ubc.ca/staffrecognition>
- ❑ by email to [facilities.vpfo@ubc.ca](mailto:facilities.vpfo@ubc.ca)

## **SELECTION**

- ❑ The Committee will determine the award recipient(s) based on the submitted nomination package. Committee members will be representative of all UBC Facilities units and will be finalized shortly.
- ❑ Recipients will be announced in December 2021.
- ❑ Total value of gift certificate is \$200 for individual winners and \$100 each for team winners. Winner of the Kim Nulty Award receives a \$300 gift certificate. All award recipients will have their name engraved on a plaque, which will be displayed in the University Services Building lobby.



# UBC Facilities Staff Excellence Awards

## NOMINATION FORM

There are two pages to this nomination form. Please complete **both** pages and submit form to the Staff Excellence Award Committee via the methods listed below. ALL NOMINATIONS WILL REMAIN CONFIDENTIAL; however, nominators will be sent an email confirmation of receipt of submission. There is no limit to the number of nominations an employee may submit. Self-nominations will not be accepted.

Please check **ONE** box to indicate for which award category is this nomination:

(If you nominated a person for more than one category, please fill out a form for each category.)

- Teamwork
- Leadership Development
- Asset Stewardship
- Creativity & Innovation
- Customer Service Excellence
- Safety & Wellbeing

Provide the following information about the person or group who you are nominating for the award (the "Nominee"), and yourself (the "Nominator").

### MY NOMINEE FOR A STAFF EXCELLENCE AWARD IS...

Nominee Name \_\_\_\_\_

Position \_\_\_\_\_

Department \_\_\_\_\_ Tel \_\_\_\_\_

### NOMINATOR'S DECLARATION

Name \_\_\_\_\_

Position \_\_\_\_\_ Department \_\_\_\_\_

Tel. \_\_\_\_\_ Email: \_\_\_\_\_

PLEASE TELL US ABOUT THE NOMINEE ON THE SECOND PAGE. THIS INFORMATION WILL BE USED BY THE COMMITTEE TO DETERMINE AWARD RECIPIENTS, SO PLEASE GIVE AS SPECIFIC AND DETAILED EXAMPLES AS POSSIBLE, INCLUDING DATES. THIS IS YOUR CHANCE TO MAKE YOUR NOMINEE SHINE!

## COMPLETED NOMINATION FORMS

All nominations must be received by **December 3, 2021**. Please send both pages of the completed nomination forms to [facilities.vpfo@ubc.ca](mailto:facilities.vpfo@ubc.ca) or drop off the completed forms to USB Reception, 2<sup>nd</sup> Floor, University Services Building.

PLEASE REFER TO THE AWARD CRITERIA DOCUMENT WHEN FILLING OUT THE FORM BELOW.

1) Overall, how does this nominee fulfill the award criteria?

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2) What impact or benefit has the nominee's accomplishment had on UBC Facilities, or on the University Community in relation to the award area? Please provide specific examples.

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3) Please provide us with any other additional comments.

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**We encourage you to include additional letters of support for this nomination. Please attach them to this form.**