INADEQUATE REWARD AND RECOGNITION

CONTROL MEASURES

Control measures are specific actions or procedures that are put in place to manage or mitigate identified risks. They are reactive measures that are implemented after risks have been identified and assessed as part of the risk management process. Control measures are designed to reduce the likelihood or impact of risks, and they can take many forms, including administrative controls, engineering controls, and personal protective equipment.

- **Conduct regular assessments:** Regularly assess the effectiveness of reward and recognition practices within the organization. This can be done through surveys, feedback sessions, or focus groups to gather insights from employees regarding their satisfaction levels, perceived fairness, and suggestions for improvement.

- **Set clear expectations:** Establish clear and transparent criteria for reward and recognition. Clearly communicate the expectations, performance standards, and criteria for eligibility. This ensures employees understand what is required to be recognized and rewarded, reducing the risk of confusion or perceived bias.

- **Implement fair and consistent systems:** Develop fair and consistent systems for reward and recognition that are based on objective criteria. Avoid favouritism or subjective decision-making processes that may lead to perceptions of unfairness. Consider implementing performance-based incentive programs, peer recognition initiatives, or structured nomination processes. Provide timely and specific feedback: Regularly provide employees with timely and constructive feedback on their performance. Recognize their achievements promptly and specifically, highlighting the impact of their contributions. This helps employees understand their value and motivates them to continue excelling.

- **Offer a variety of rewards:** Consider diversifying the types of rewards and recognition offered to employees. Monetary incentives, public recognition, career development opportunities, flexible work arrangements, or additional responsibilities can all be effective means of recognizing and rewarding employees. Tailor the rewards to individual preferences and consider a mix of intrinsic and extrinsic motivators.

- **Foster a culture of appreciation:** Create a culture where appreciation and recognition are encouraged and valued. Promote a positive work environment where colleagues and managers regularly acknowledge and appreciate one another's efforts. Encourage peer-to-peer recognition, team celebrations, and public appreciation channels to reinforce a culture of appreciation.

- **Train managers and supervisors**: Provide training to managers and supervisors on effective reward and recognition practices. Ensure they understand the importance of acknowledging and

appreciating their team members. Equip them with the skills to provide meaningful feedback, identify and recognize exceptional performance, and handle reward-related discussions.

- **Monitor and adjust strategies:** Continuously monitor the effectiveness of the reward and recognition strategies implemented. Gather feedback, track employee satisfaction levels, and measure the impact on key performance indicators. Make adjustments as needed to address any gaps or concerns that arise.

DO	DO NOT
recognise individual and team contributions and achievements	show favouritism to a worker or group of worker; praise some workers or groups while ignoring the achievements of others
ensure recognition and rewards are appropriate and relevant for the worker or team	provide rewards that are disproportionate to the achievement
acknowledge and utilise employees skills	provide no rewards or recognition at all
fully understand the roles of your team members so their impact can be understood and appreciated	be inconsistent with approaches (for example, providing team member awards some months but no others)
	be disingenuous (for example, giving an award to a team member simply because someone had to win it, rather than because they were the best person)