



ESSEX Excellence Program



Program Policy for Managers

How does the program work?

Associates can earn rewards points through www.essexassociaterewards.com for excellence in their work. Managers will have the opportunity to offer instant recognition to associates with an ongoing opportunity to increase associate engagement.

When does the program begin?

The revised program will begin January 1, 2018

Who is eligible for the program?

All full-time Essex associates, including corporate and onsite, are eligible. Associates on a leave of absence will receive their award upon return from leave. Associates will not be eligible for their award after a letter of resignation has been submitted. Associates with a title of Director or Regional Portfolio Manager and above will not be eligible to receive points.

Who can give awards?

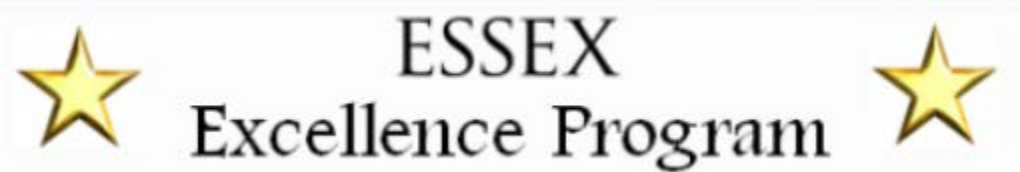
Managers (including Maintenance Supervisors, Community Managers, Regional Property Managers and any corporate manager) must submit an awards form to the Benefits Team to recognize an associate.

Can Regionals or Community Managers award an associate from another region or community?

Yes! The goal is to give spot rewards for exceptional work!

Where can I find the award form?

Forms are available on [BUZZ](#) and should be submitted as a ticket in [Service Now](#) to "Total Rewards/Benefits". You can also submit a copy of the excellence card presented to the associate and the reason for the award.



Does the associate have to sign the award form?

No, only the manager presenting the award needs to sign the form.

Is email approval allowed?

Yes, email approval is accepted but must include the type of award based on the 5 categories, as well as a detailed description of the award.

How do the points work?

Points can be accumulated and redeemed through www.essexassociaterewards.com. There are 5 categories for different types of awards. You can award for **Operational Excellence**, **Team Player Award**, **Customer Service Excellence**, **Community Super Star**, or **Corporate Super Star**. **Customer Service Excellence**, **Community Super Star**, and **Corporate Super Star** are each worth \$25 in excellence points. **Operational Excellence** and the **Team Player Award** are each worth \$50 in excellence points. Points are offered at a ratio of \$1 to 40 points, with an annual maximum of \$250.

What are some examples of awards per category?

IMPORTANT! *This list only includes examples of each award. There are many ways that associates may qualify for each category of award.*

Examples of qualifying awards and what category they are under can be found below:

- **Operational Excellence:** An award for the exceptional associate! Examples include proposing an idea to save the community money, discovering efficiencies, or finding a way to save the day!
- **Team Player Award:** Training and/or helping a fellow teammate, assisting a sister community, or covering during times of need
- **Customer Service Excellence:** Receiving 5 Star Yelp Reviews, excellent Kingsley Scores, direct resident feedback, or peer recommendation
- **Community Super Star:** For community associate recognition not otherwise falling into the categories above
- **Corporate Super Star:** For corporate associates helping at events or other recognitions not otherwise falling into categories above

When can I present the award to the recipient?



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Awards must first be approved by the Benefits Team before being presented to the associate.

Will the rewards program hit my department or community's budget?

No, there is a budget set aside in HR specifically for the program.

Are the awards taxable?

Yes, all awards will be taxed, but it is built into the cost of the program.

Is there a way to report on points?

Yes, Benefits can provide reporting information from the site by request. Managers can also inquire about specific associates and how much they have been awarded.

Is there a GL code that needs to be included on the awards form?

No, you do not need to include a GL code. HR will take care of all invoicing and expenses.

Who should I email if I need help with rewarding or guidance on what qualifies?

For more assistance, please submit a ticket in [Service Now](#) to "Total Rewards/Benefits".