




PORT OF GUAM
ATURIDAT / PUETTON GUAHAN
Jose D. Leon Guerrero Commercial Port
1026 Cabras Highway, Suite 201, Piti, Guam 96925
Telephone: 671-477-5931/35 Facsimile: 671-477-2689/4445
Website: www.portguam.com



Lourdes A. Leon Guerrero
Governor of Guam
Joshua F. Tenorio
Lieutenant Governor

POLICY MEMORANDUM NO. 2020-GM06

To: All Port Employees	Subject: Guidelines for Outstanding Work Center of the Quarter Award
Effective Date: October 7, 2020	Revision Date:
Approved By:  RORY J. RESPICIO, General Manager	

I. PURPOSE

The Outstanding Work Center of the Quarter Award is designed to recognize competent, efficient, dedicated and innovated employees whose performances of their assigned duties have resulted in significant increases in productivity or highly desirable benefits to the Authority.

Additionally, the program is to be used as a tool for leaders, supervisors and division heads to stimulate interest and participation from other work centers for such recognition.

For the purpose of this award, a work center is defined as two or more employees assigned in performing like or similar functions.

II. ELIGIBILITY

Employees at all levels of the Authority, whether permanent or temporary are eligible for award. The award shall be given on a quarterly basis.

III. NATURE OF AWARD

This recognition is granted to work center whose employees:

- A. Exceeded the workload tasks within the assigned hours of duty;
- B. Created a harmonious working relationship and enhanced work attitude of the employees;
- C. Minimized controllable costs and effectively used resources on the job;

D. Improved all safety standards and minimized or prevented any safety hazards or accidents; or

E. Improved the work center's housekeeping practices.

IV. **AWARD AND RECOGNITION BENEFITS**

A. Employees of the work center selected for the award shall be eligible for the following:

1. A certificate of achievement and a letter of commendation signed by the General Manager, of which copies will be included as part of the employee's personnel jacket.
2. Each participant will be granted four (4) hours of administrative leave. The leave hours must be taken, as a whole and not in segments, within the fiscal year. For payroll purposes, the Human Resources Office will provide the names of the recipients to the Finance Division.
3. A press release in the Authority's newsletter.

B. Work centers nominated, but not selected for the award shall be eligible for an appreciation letter signed by the General Manager. A copy of the letter will be made part of the employee's personnel jackets.

V. **APPROVING AUTHORITY**

The General Manager is delegated with the authority to approve the granting of such award to the nomination of the Division Head and prior review and recommendation by the Outstanding Work Center of the Quarter Selection Board.

VI. **NOMINATION PROCEDURES**

A. Nomination Responsibility

The supervisor of each work center, having a detailed working knowledge of the job requirements and work performance, shall be responsible for identifying and nominating employees to his Division Head.

The supervisor must prepare his recommendation on the form required for the award, making brief, specific and factual statements to record the work center's accomplishment(s). The nomination should also meet the criteria established in

Section III of this policy. A list of employees recommended for the award should be attached to the nomination.

In the event that more than one work center is nominated in a division, it is the responsibility of the Division Head to review the nominations and submit the nomination of the most outstanding work center from his division to compete for the award.

The nomination shall be for the accomplishments during the previous quarter and must be based on merit without regard to race, color, creed, national origin, age, sex, disability, marital, religion or political affiliation.

Whenever a Division Head fails to nominate a work center, he must submit a memorandum to the Human Resources Division indicating reasons for non-submittal.

B. Nomination Deadline

Written nominations are to be submitted to the Outstanding Work Center of the Quarter Selection Board via the Human Resources Division no later than the first working day of the nomination period.

The Human Resources Division will review the nomination to ensure the award guidelines have been complied with.

C. Nomination Factors

The following factors shall be applied and considered by the supervisors when nominating work centers for the award:

1. Performance of assigned duties;
2. Accomplishments throughout the nomination period;
3. Quality of work accomplished during the entire nomination period; and
4. Quantity of work accomplished throughout the entire nomination period.

VII. **OUTSTANDING WORK CENTER OF THE QUARTER SELECTION BOARD**

A. Purpose

The purpose of the Selection Board is to review all written nominations submitted for the Outstanding Work Center of the Quarter Award and to recommend to the General Manager the most outstanding work center for Categories I and/or II.

B. Selection Board

The Selection Board shall consist of 7 employee members and a non-voting technical advisor from the Human Resources Division. The composition of the Board shall be comprised of the following.

1. One from Compliance/Control Department
2. One each from Corporate Services Department
3. Two each from Maintenance Department
4. Three from Operations Department

A minimum of 4 employees shall constitute a quorum for Board action. The term of office shall be for a period of two years.

C. Selection Procedures

The Board members shall be recommended by their Department Head and appointed by the General Manager.

Prior to its first meeting, Human Resources Division shall conduct a briefing with the members to explain their role and the Program's objectives and its importance.

The 7 members shall elect among themselves a Chairperson and Co-Chairperson.

Upon resignation, retirement, termination or other separation action of any of the Board members, the General Manager shall make an appointment to fill the vacant position for the remaining length of time.

The General Manager shall appoint a temporary replacement if:

- A. The employee is on extended leave status; or
- B. The employee's work center is nominated for the award, at which time the employee shall temporarily forfeit his seat on the Board.

VIII. **SELECTION CRITERIA**

A. Board Review

Each nomination will be closely reviewed by the Board members to ensure that the nomination meets:

1. The Program's purpose;
2. Section III. Nature of Award of the guidelines; and
3. Section VI. C. Nomination Factors

Particular emphasis will be placed on the extent of the accomplishments and its value to the Agency.

If necessary, the Board may call upon the Division Head for a personal interview to elaborate on the nominee's achievement or accomplishment.

B. Voting System

Each member will indicate the name of the work center to receive the award and reasons for his choice. Remarks on why other work centers were not chosen may also be made.

A majority of the vote of those present at the meeting shall be necessary in order for the work center to be recommended for the recipient of the award.

C. Board Findings

The Board's recommendation must state the reason for the work center's selection in writing to the General Manager for his approval.

D. General Manager's Approval

Upon review and approval of the Board's recommendation, the General Manager will notify the division heads of the Board's recommendation. The Human Resources Division shall prepare the notification for the General Manager's signature.

IX. **RESPONSIBILITIES**

A. Supervisors and Division heads are responsible for:

1. Familiarizing themselves with the program's purpose;
2. Encouraging maximum participation of the program;
3. Identifying employees whose accomplishments contributed to the effectiveness of the division or the Agency as a whole; and
4. Taking timely action in recommending deserving supervisors or leaders to compete for the award.

B. The Outstanding Work Center of the Quarter Selection Board is responsible for implementing a sound and viable program.

C. The Human Resources Division is responsible for:

1. Providing technical guidance in administering the program; and
2. maintaining the necessary records and preparing the required correspondence.

X. **DESIGNATED WORK CENTERS**

For the purpose of this award, the following are designated work centers.

A. Category I – Administration Offices

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|-----------------------------------|----------------------------------|
| 1. General Manager's Office | 11. Human Resources |
| 2. Deputy General Manager's (Ops) | 12. Information Technology |
| 3. Deputy General Manager's (A&F) | 13. Port Police |
| 4. Harbor Master's Office | 14. Engineering/CIP |
| 5. Strategic Planning Office | 15. Occupational Safety & Health |
| 6. Marketing/Public Relations | 16. Supply |
| 7. General Administration | 17. Corporate Services Office |
| 8. Procurement | 18. Payroll Office |
| 9. Finance | 19. Entry Office |
| 10. Commercial | 20. PCC Office |

B. Category II – Operations/Maintenance Offices/Shops

1. Offices

- a. Operations Manager's Office
- b. Assistant Operation Manager's Office
- c. Stevedoring Office
- d. Terminal Superintendent's Office
- e. Transportation Superintendent's Office
- f. Crane Operators/Equipment Operators
- g. Gate House/Checkpoint
- h. CFS Warehouse
- i. Lower Tower
- j. High Tower
- k. Maintenance Manager's Office

2. Shops

- a. Crane Maintenance
- b. Corrosion Control
- c. Fleet Maintenance
- d. Welding
- e. Building Maintenance
- f. Electrical/Refrigeration
- g. Maintenance Control
- h. Grounds Maintenance

XI. **ENTIRE POLICY**

All prior policies or memoranda in conflict with this policy are hereby rescinded.

<p style="text-align: center;">NOMINATION FORMAT FOR OUTSTANDING WORK CENTER OF THE QUARTER AWARD</p>
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Division/Section: _____

1. Type of performance/accomplishment:

2. How performance/accomplishment exceeded established goals or objectives:

3. How performance/accomplishment increased productivity, economy, efficiency, effectiveness of the Authority's operations (identify dollar benefits where possible.)

Division Head's Signature:	Date: