

RECOGNITION AND REWARD POLICY

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NORFOLK
CONSTABULARY



SUFFOLK
CONSTABULARY

RECOGNITION AND REWARD

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Legal Basis

Legislation specific to the subject of this policy document:

- None identified

Other relevant legislation which you must check this document against (required by law)

- [Human Rights Act 1998 \(in particular A.14 – Prohibition of discrimination\)](#)
- [Equality Act 2010](#)
- [Health and Safety at Work etc. Act 1974 and associated Regulations](#)
- UK General Data Protection Regulation (UKGDPR) and Data Protection Act 2018
- [Freedom Of Information Act 2000](#)

Other documentation which you must check this document against:

- [College of Policing – Code of Ethics](#)
- [Norfolk and Suffolk Constabularies' Standards of Professional Behaviour](#)
- [College of Policing – Authorised Professional Practice](#)
- Norfolk Awards Policy
- Suffolk Awards Policy

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1. Statement of Policy

- 1.1 The purpose of this policy is to provide a framework for recognising and rewarding the exceptional contributions of police officers, police staff and the extended police family, and to ensure that the principles are applied fairly, consistently and in a transparent way.
- 1.2 Norfolk and Suffolk Constabularies (together “the Constabularies”) are committed to ensuring this policy complies with relevant legislation and that consultation has been undertaken with all relevant staff groups. Unless we have expressly stated that a policy is contractual (police staff), all our policies and procedures are non-contractual. We can change them at any time and will consult with UNISON and/or Federation as applicable. Our policies may also be periodically updated to reflect changes in legislation and police regulations.
- 1.3 The Constabularies will review this policy periodically to ensure that it reflects appropriate standards and continues to meet our needs.
- 1.4 The policy is intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.
- 1.5 Managers have a specific responsibility to ensure the fair application of this policy and all officers and staff are responsible for supporting colleagues and ensuring its success.
- 1.6 The Director of People has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. Day-to-day responsibility for operating the policy and ensuring its maintenance and review has been delegated to the HR Managers, HR Delivery.

2. Applicability

- 2.1 This policy applies to:
 - Police Officers
 - Police Staff
 - Special Constables
 - Police Support Volunteers
- 2.2 It should be read in conjunction with the Norfolk Awards and Suffolk Awards policies, which are managed by the Executive Services teams.

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3. Recognition principles

- 3.1 The Constabularies are committed to recognising and encouraging exemplary work, acts of bravery, excellence in performance and public assistance in the execution of duty.
- 3.2 The framework outlined in this policy is based on the principles that all our recognition schemes are:
- **Inclusive** – any individual (or team) can be recognised.
 - **Specific** – an individual's actions are clearly detailed and linked to Joint Force Values.
 - **Timely** – recognition occurs as soon after the action as possible.
 - **Frequent** – encouraging people to recognise the good work of others on a regular basis.
 - **Public** – an individual's good work is put under the spotlight and we celebrate their achievements.

4. Joint Force Values

- 4.1 The Constabularies are 'values based' organisations, where the way we speak, act and conduct ourselves is measured against a clear set of values.
- 4.2 Our joint Force values are the Ethical Policing Principles as set by the College of Policing and represent the standards we will hold ourselves against, both individually and collectively, to be an ethical and principled force:
- **Courage** – making, communicating and being accountable for decisions, and standing against anything that could bring our profession into disrepute.
 - **Respect and empathy** – encouraging, listening to and understanding the views of others, and seeking to recognise and respond to the physical, mental and emotional challenges that we and other people may face.
 - **Public Service** – working in the public interest, fostering public trust and confidence, and taking pride in providing an excellent service to the public.
- 4.3 All recognition and reward processes should be underpinned by, and clearly evidence, the Joint Force Values.

RECOGNITION FRAMEWORK

5. Recognition overview

- 5.1 The diagram below gives an overview of the recognition tools available across Norfolk and Suffolk Constabularies.

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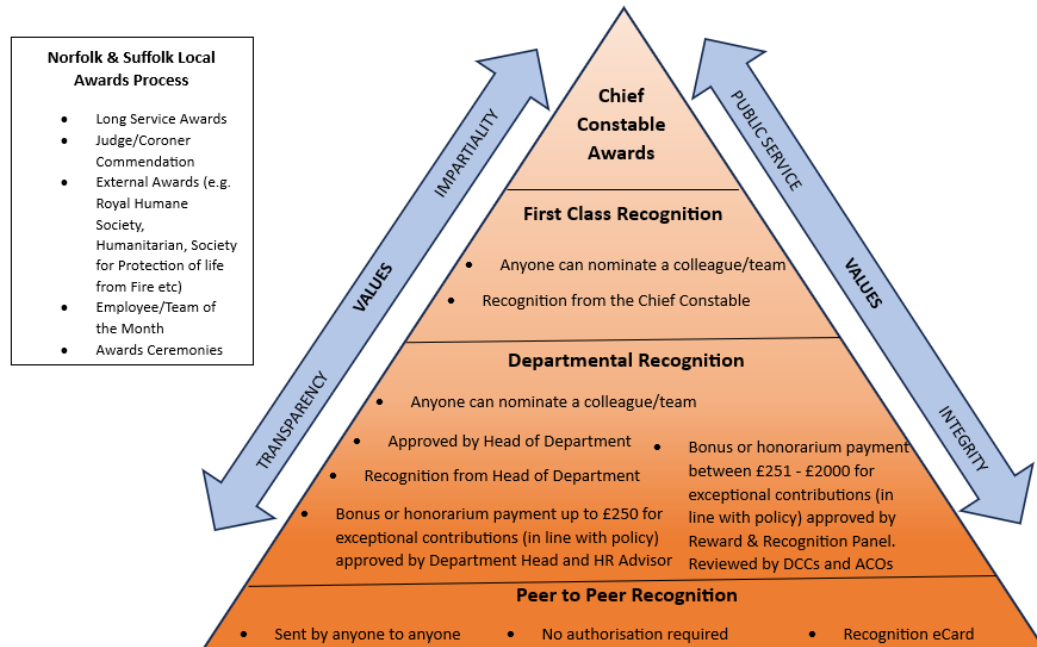
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- 5.2 The Recognition & Reward intranet pages have information on each of the recognition award levels including guidance criteria and details of how to nominate.



6. Peer to peer recognition

- 6.1 Peer to peer recognition is a tool that enables you to show appreciation and gratitude for your colleagues' work and to highlight efforts and success.
- 6.2 It provides a consistent method for you to recognise achievements for a one-off action or send a message of thanks for their ongoing efforts.
- 6.3 Peer to peer recognition makes celebrating success more frequent, makes people feel valued and helps to build a culture of continuous recognition.
- 6.4 You can use peer to peer recognition to:
- say thank you to an individual or team that have gone out of their way to help.
 - recognise when someone has been doing their usual role under extraordinary circumstances.
 - congratulate the successful completion of a project, case or for gaining promotion / passing a professional exam.
- 6.5 The Recognition & Reward section on the intranet has a selection of electronic card (eCard) templates that can be downloaded and edited to include your message and then emailed to colleagues.

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- 6.6 The eCard will not require authorisation from Line Manager/senior staff and there will be no limit on how many times you send one or for what reason.
- 6.7 You can use the recognition you receive to demonstrate your achievements and positive feedback in your PDR conversations.
- 6.8 Line Managers should make time in team meetings to highlight the recognition received across their team.
- 6.9 Line Managers can choose to put the nomination forward for a higher level of recognition if they think it has had a wider impact.
- 6.10 Appendix 1 provides guidance for when to use peer to peer recognition.

7. Departmental recognition

- 7.1 Departmental Recognition Schemes are intended to recognise outstanding one-off or short-term contributions which have helped to progress the department's objectives.
- 7.2 Department Heads are encouraged to set up a tailored recognition scheme for their department, using the guidelines outlined in this policy and associated documents. This will provide a method of recognising officers and staff that is most suitable for their specific needs.
- 7.3 Department Heads should engage with HR Delivery in the development and review of their recognition schemes to ensure fairness, consistency, and alignment with organisational values. HR Advisors will provide advice, guidance and support to departments, including on equality of access across roles and grades, where required.
- 7.4 Guidance for establishing a Departmental Recognition Scheme is detailed in the Departmental Recognition Scheme Design template. Each Departmental Recognition Scheme will be administered within the individual department to enable review and issuing of awards in a timely manner and in line with department priorities.
- 7.5 Departments should develop decision-making processes that are suitable for them, ensuring they operate with consistency, fairness and transparency. Nominators and nominees should not be involved in the decision-making process for their own nomination, and a minimum of two people should be involved in decision-making for every case.
- 7.6 Nominations should be accepted from anyone within the department who would like to recognise a colleague or team of people, in line with the scheme guidance. Appendix 1 gives details of the types of action and level of impact that would be considered for departmental recognition.
- 7.7 In the majority of cases, non-monetary awards will be used to recognise:
 - actions that are within the role of the individual but at a level demonstrably greater than would normally be expected.

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- an outstanding contribution or piece of work which has had an impact on the team, department, member of the public or external community group.
- 7.8 In exceptional cases, a bonus or honorarium payment up to the value of £250 can be considered, alongside the departmental awards process, where the individual has taken on short-term responsibilities or a one-off task that is:
- outside of their role and not reflected in normal pay; or
 - of an outstandingly demanding, unpleasant or important nature.
- 7.9 Further details of the criteria for bonus and honorarium payments can be found in the Monetary Awards section of this policy.

8. First Class recognition

- 8.1 First Class recognition is intended to recognise exceptional actions and achievements which have an impact across multiple teams, departments, force wide or which have enhanced the perception of policing externally.
- 8.2 It is likely that the individual's or team's actions will have been over a sustained period of time and assist progress towards achieving the objectives of the Joint Vision Mission and Values.
- 8.3 Anyone can nominate a colleague or a team for a First Class recognition award, giving details of the actions, impact and Force values they have demonstrated.
- 8.4 Line Managers can 'upgrade' a nomination received through the peer to peer or Departmental Recognition Schemes if it meets the First Class Recognition criteria as listed at 8.8 below.
- 8.5 Nominations for First Class Recognition in Suffolk can be made by completing the First Class Lunch Recognition Nomination Form and sent to the Suffolk Force Executive.
- 8.6 Nominations for First Class Recognition in Norfolk can be made by completing the Good Work Recognition Form and sending to the Norfolk Force Executive.
- 8.7 Appendix 1 gives details of the types of action and level of impact that would be considered for First Class Recognition.
- 8.8 In the majority of cases, non-monetary awards will be used to recognise:
- performance that is significantly above what is reasonably expected within the role.
 - actions performed in an exceptionally challenging situation or over a sustained period of time.

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- where the individual/team have demonstrated skills beyond their level of responsibility or training.
 - where an individual has been nominated for a Departmental Recognition Scheme award on more than one occasion, and particularly where they have been successful more than once.
 - if the individual's actions had a wider impact across multiple teams, Force wide or a wider police or community impact.
- 8.9 The form of non-monetary awards will vary depending on the department's own scheme.

9. Chief Constable's Awards

- 9.1 All police officers, police staff, special constables and volunteers are eligible to be nominated for recognition from the Chief Constable. Awards include:
- **Chief Constable's Commendation** – awarded to any individual who has performed an outstanding act in the highest tradition of the service of the respective Constabulary.
 - **Chief Constable's Certificate of Merit** – awarded for demonstrating particular skills, for example, initiative, enthusiasm, observation and challenging inappropriate behaviour beyond the standard that would be expected as part of routine work for the Constabularies.
 - **Employee of the month/Team of the month (Suffolk)** – Colleagues can nominate an employee and/or team of the month who have gone above and beyond in their work. Nominations are sent to employeeofthemonth@suffolk.police.uk for final decision by the Chief Constable.
- 9.2 Nominations can be made by completing the Good Work Recognition Form (GWR1) nomination form or the Suffolk Chief Constable's Award nomination form. Authorisation will be required from a Chief Inspector/Line Manager.
- 9.3 Nominations will be reviewed by the Recognition & Reward panel, and then passed to the Chief Constable for final decision.
- 9.4 The individual will receive notification of the outcome of the nomination in writing. If successful, they will receive a certificate at one of the Constabulary's Award Ceremonies.
- 9.5 Details of the award will be published via internal communication channels and entered on the individual's personal file.

Suffolk only

- 9.6 A Recognition Coin may be awarded by the Chief Constable to any police officer, member of police staff, member of the Special Constabulary and

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volunteer on the occasion of their nomination for a national police related award.

MONETARY AWARDS

10. Bonus/honorarium awards

10.1 Police officers are eligible to be considered for a bonus payment in accordance with the Police Regulations 2003.

10.2 Police staff are eligible to be considered for an honorarium payment to recognise factors that are not reflected in the normal pay of their role.

11. Eligibility criteria

11.1 Bonus/honorarium payments can be considered where the individual or team has shown exceptional performance when taking on short-term responsibilities or a one-off task which was:

- outside of their role and not reflected in normal pay; or
- of an outstandingly demanding, unpleasant or important nature.

11.2 Bonus and honorarium payments will be considered for exceptional actions only and will not be approved where payment through another means has already occurred.

11.3 The following eligibility criteria will be applied to all monetary awards:

- Officers and staff are eligible to be nominated either individually or as a team.
- Payments are not dependent on length of service and can be made to an individual within their probationary period.
- Individuals are not eligible for a monetary award if they are subject to current formal disciplinary/misconduct warnings/procedures or unsatisfactory performance procedures.
- Individual bonus and honorarium payments must not exceed £2,000.
- No individual is to receive monetary awards which total more than 10% of their salary within one financial year.

11.4 Monetary awards are not to be used as a substitute for:

- Overtime payments.
- Acting up payments – where an individual has taken on the majority of the duties of a higher rank or band for less than three months.
- Temporary salary/role review – where an individual has taken on the majority of the responsibilities of a higher ranked role or band for a period of more than three months. Discussions should take

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place with the HR Advisor about whether to consider temporary promotion or permanent role review.

12. Nomination process

12.1 Nominations for bonus and honorarium payments can be made in line with the Departmental recognition schemes and can be awarded as follows:

- Bronze award - £50
- Silver award - £150
- Gold award - £250
- Platinum award - £500 to £2,000

12.2 Department Heads can award Bronze, Silver and Gold Awards (up to a value of £250), through an approved Departmental Recognition Scheme.

12.3 The Recognition & Reward panel can award Platinum Awards (up to a value of £2000).

12.4 Appendix 2 provides examples to help Line Managers/Department Heads decide the appropriate recognition level and payment amount.

12.5 All bonus and honorarium payments are subject to income tax and national insurance deductions and will be processed by Payroll.

12.6 There is no central funding for monetary awards through the recognition framework, so departments should build the cost of bonus/honorarium awards into their departmental staffing budget.

12.7 Requests for honorarium or bonus payments should be raised via an APEX form.

13. Decision making process – Recognition & Reward panel

13.1 All nominations for bonus and honorarium payments exceeding £250 will be considered by the Recognition & Reward panel on a monthly basis.

13.2 The Recognition & Reward panel is a sub-committee of the Pay & Allowances board. It consists of representatives from, HR Reward and Finance.

13.3 The Recognition & Reward panel will review the information provided in each nomination and will decide whether to approve, decline or modify the award. This could result in a different monetary amount being awarded or a level of non-monetary recognition, using the recognition framework and associated guidance.

13.4 If the bonus/honorarium nomination is approved, the APEX form will be progressed accordingly, automatically notifying the individual and the line manager.

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13.5 DCCs will review all bonus and honorarium decisions once per quarter at the Pay and Allowances board meeting.

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Appendix 1 – Non-monetary recognition guidance

Peer to peer recognition	
Actions: To celebrate success To show appreciation for your colleague's efforts. Impact level: Individuals or teams	• Demonstrated actions or behaviours that are part of the role but have been particularly well executed. • Suggested an improvement to a process or task that positively impacts local processes. • Diligence and problem solving which led to a positive outcome. • Managing a heavy workload whilst juggling conflicting demands. • De-escalating a difficult situation. • Showing flexibility on a specific task or assignment. • Successful completion of a case or project. • Proactively giving support to a colleague or team. • Completion of an accredited training course or being successful in a promotion process/professional exam. • Displaying a Force value that has made a difference to a colleague, professional associate or member of the public.
Departmental recognition	
Actions: For outstanding one-off or short-term contributions. For performance that is above what is reasonably expected within the role. Impact level: Team, department or community group.	• Exceptional performance in handling a crisis or a one-off event. • Proposed or implemented a solution or improvement that has an impact across the department. • Providing exceptional support to a victim or member of public. • Took the initiative on a project or responding to an urgent demand at short notice. • Creating a new process within a short timescale in response to fast-changing circumstances. • Responding to a challenging situation whilst off duty. • Outstanding example of community engagement. • Proactively providing support to a team within the same department or across teams. • Displaying a Force value that has made a difference across the team, department or community group.
First Class recognition	
Actions: For exceptional or sustained achievements. For performance that is significantly above what is reasonably expected within the role Impact level: Across multiple teams or departments, Force wide or enhanced the perception of Policing externally.	• Delivered exceptional performance in handling a crisis, life threatening situation or one-off event. • Implementing Force wide improvements that enables enhanced ways of working or productivity. • Outstanding level of community engagement in extreme circumstances. • Exceptional handling of a safeguarding situation. • Developed an innovative new process or service improvement that has an impact across the multiple departments, the respective Constabulary as a whole or an external community. • Provided inspirational leadership, mentoring or training. • Received exceptional feedback from a member of the public, senior ranked officer or department head.

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Appendix 2 – Monetary payment guidance

A bonus or honorarium payment can be considered where the individual or team has shown exceptional performance when taking on short-term responsibilities or a one-off task which were:

- outside of their role and not reflected in normal pay; or
- of an outstandingly demanding, unpleasant or important nature.

Examples of the type of action and level of payments that will be considered are shown in the table below. This list is not exhaustive and applications will be considered on a case-by-case basis.

Recognition scheme	Award level and value	Examples
Departmental recognition	Bronze award £50	Dealt with a one-off situation in an unpleasant environment, for example: • Handling of a badly decomposed body. • Dealing with an extremely difficult fatal road accident. • Dealing with an extremely unpleasant offence or incident. Carrying out work outside of the scope of a role or at a level substantially higher than would be expected, for example: • Completing a task of a complicated and involved nature, which has an impact across a team or wider. • Providing exceptional victim support or community reassurance. • Providing a rapid response to a developing situation.
Departmental recognition	Silver award £150	Taking a key role in a high pressured or dangerous environment, for example: • Going above and beyond when utilising specialist skills or training. • Courage in the face of extreme actions or violence. • Sensitive management and handling of an extremely vulnerable individual or situation. Taking a key role in achieving departmental objectives, for example:

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Recognition scheme	Award level and value	Examples
		• Developing a new policy or working practice which has substantial impact and required considerable extra work. • Carrying out significant additional duties in extreme circumstances or to meet an urgent demand. • Creating a new process within a short timescale in response to fast-changing circumstances. • Representing the Force in an outstanding way in a high publicity situation.
Departmental recognition	Gold award £250	Showing exceptional actions above what would be expected of the role, for example: • Demonstrating leadership in a situation involving the use or threat of lethal force. • Taking key actions in a preservation of life situation. • Exceptional handling of an extremely vulnerable individual or situation. Taking a lead role in developing departmental processes, for example: • Developing or improving a new working practice with an impact across the whole department.
First Class recognition	Platinum award £500 to £2,000	Demonstrating significant and tangible outcomes in an incident, case, project or piece of work, for example: • Developing a new process with cost and efficiency savings. • Taking a strategic lead or extra responsibility above what would be expected for the role or level of training. • Taking on a significant project or piece of work outside of role requirements.

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