AUBMC iREWARDS
Fostering a Culture of Employee Recognition
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What are iRewards?

iRewards is an initiative to continuously reward employees by their direct supervisors upon demonstrating behaviors aligned with AUBMC core values. It is a simple way to show appreciation. Managers and supervisors at all levels should reward their employees whenever they exhibit a behavior directly tied to any of AUBMC core values, usually once every week.

What is the Purpose for the iRewards Program?

iRewards involves the act of acknowledging an employee’s behavior and effort to support AUBMC goals and core values. The program ensures the appropriate documenting of an employee’s achievements and combining them with tangible rewards and gifts. The ultimate aim of iRewards is to help in:
• Promoting a sense of positive competition at AUBMC thus yielding a healthy work environment
• Enhancing employee engagement
• Improving leadership-management-employee relationship
• Encouraging and rewarding innovation, creativity and hard work
• Giving managers the opportunity to recognize and reward employees

Who is eligible for iRewards?

• All full time non-academic employees irrespective of their grades are eligible to be recognized.
• The performance appraisal score and the disciplinary history of the employee will not affect the act of rewarding.
• All employees whose contributions and achievements pertain to AUBMC core values are eligible to be recognized by their supervisor/supervisors.

How does it work?

• Since some departments may have more than one direct supervisor, each will be expected to recognize and reward team members based on the behaviors demonstrated.
• Each supervisor will receive a weekly supply of iRewards based on the number of employees in the department.
• The supervisor accesses the HRS portal and chooses the iReward form [https://his.aub.edu.lb/HRS.Portal/Rewards/MyAccount.aspx].
• The supervisor should fill the comments box in the iRewards form and identify the AUBMC core value this employee has exhibited to deserve the iRewards.
• Once submitted, an automatic email is sent to the recognized employee.
• Rewarded employees can accumulate iRewards into their account and can periodically check their balance online.
• To redeem points, employees can check the online store catalogue and choose a gift from the list available provided its price matches the balance collected.
• All rewards featured in the rewards catalogue are subject to availability and the merchants/suppliers’ restrictions; they are offered only while stock lasts.
How to Redeem iRewards?

• To redeem an award, the employee has to fill a form and check the catalogue online to choose a gift from the list available provided its price matches the balance collected.
• Once submitted, the redemption request cannot be cancelled or claimed in cash.
• AUBMC HR will then issue a corresponding voucher, and the employee will have to pass by the HR to pick the selected reward voucher.
• The employee collects the gift from the respective retail store specified on the voucher.
• Points are not transferrable to any other employee.
• In case of resignation, an employee can redeem points previously earned. Points cannot be redeemed in cash.

Below is a generic list of some possible behaviors that can be rewarded since they correspond to AUBMC core values.

1. Respect
   • Voluntarily adapts performance and finds compromises to accommodate others feelings, desires, and needs.
   • Commits to treating others the way you want to be treated.
   • Smiles and shows respect when addressing others.

2. Integrity
   • Admits personal mistakes.
   • Explicitly acts without considering personal gain, and stands strong when personal influence is applied.
   • Ensures that all actions and decisions are taken in the organization’s best interests, checking any potentially controversial issues with senior managers.

3. Accountability
   • Accepts full ownership and responsibility for issues, and admit to problems even before they emerge.
   • Continuously strives to raise quality standards in the work delivered.
   • Upholds all organizational rules and regulations to the letter and seeks to apply them at work.

4. Teamwork
   • Shares credit for good ideas with team members.
   • Shares information, ideas, and suggestions.
   • Consults, widely, seeking views from all interested parties within and outside the team and listens attentively to them.

5. Diversity
   • Works effectively and respectfully with people of different backgrounds.
   • Actively seeks out and attends to more diverse viewpoints.
   • Challenges and addresses bias when it is encountered, positively encouraging others to show respect for diversity.

6. Stewardship
   • Demonstrates good stewardship of AUBMC resources (people, time, money) by using an acceptable amount of resources to accomplish goals/tasks.
   • Recognizes when resources are being utilized in appropriately and takes steps to ensure others are practicing good stewardship across AUBMC.
   • Monitors and evaluates outcomes to assure the efficient use of resources.
STEPS FOR iREWARDS RECOGNITION