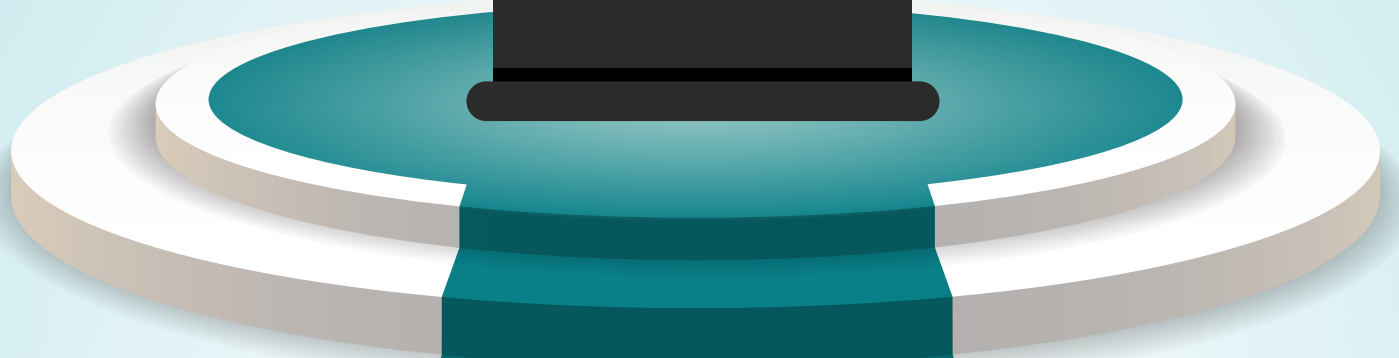
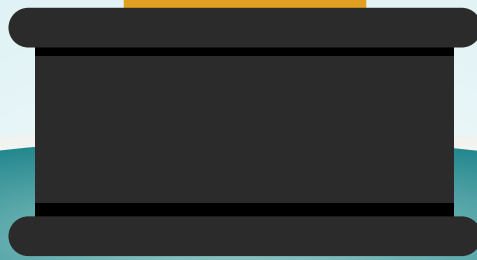


AdvantageClub

**ON-THE-SPOT AWARDS 101**



**A COMPLETE  
GUIDE**

# INTRODUCTION

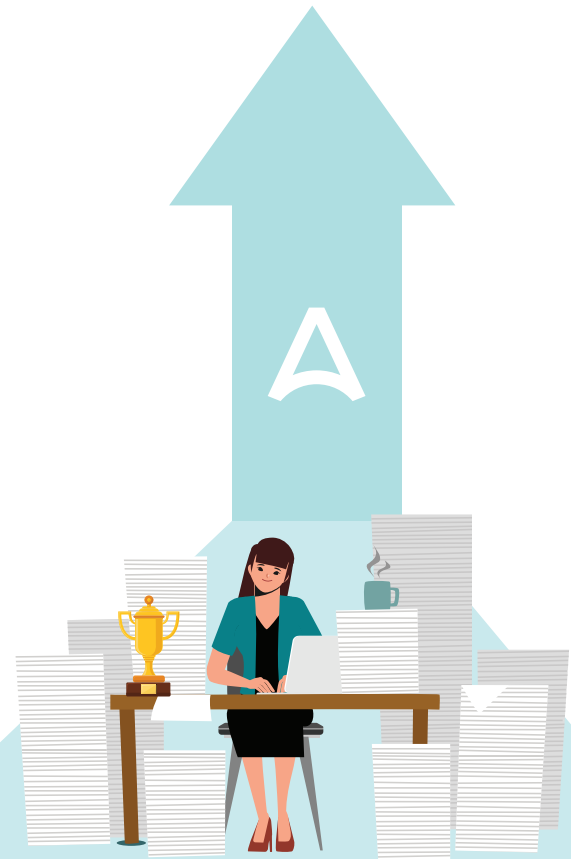
The document entails all the relevant details about corporate On-The-Spot Awards. It aims to act as a reference for HR professionals across organizations looking to implement recognition systems for their employees as a part of their Rewards & Recognition program. On-The-Spot Award is one such well-proven R&R technique that both employees and management highly appreciate. The policies and procedures to successfully implement an OTS awards program are described in this guide.



# ABOUT ON-THE-SPOT AWARDS

The purpose of On-The-Spot Awards is to acknowledge employees for their daily contributions that significantly aid in accomplishing routine tasks. This can be in both monetary and non-monetary terms. The initiative enables managers to instantly recognize and reward exceptional employee performance.

It is mainly given to employees who go the extra mile in order to accomplish their job goals. It gives managers the edge to quickly recognize an employee's special efforts with minimal paperwork and formal procedures.



## ELIGIBILITY



All full-time and part-time employees who have completed their probation period or have been with the organization for more than six months are eligible for On-The-Spot Awards.



Generally, consultants, contractors, and vendors are not eligible for OTS awards. You may customize the mentioned eligibility criteria as per your company's requirements.



# ON-THE-SPOT AWARDS POLICY

Managers have the discretion to use or give an On-The-Spot Award to acknowledge accomplishments of an individual that demonstrate progress towards achieving organizational objectives but are not suitable for higher-level recognition such as performance awards or other superior

accomplishment awards. It is important to note that an OTS is NOT a replacement for overtime pay, compensatory time, or other conventional recognition methods. Rather, it is intended to offer managers additional choices to recognize and reinforce exceptional employee performance.



The OTS is granted for one or more specific instances of outstanding performance rather than recognizing overall performance. Receiving an OTS does not disqualify an employee from receiving other performance-based recognitions, provided they meet the criteria for such recognition.

**Some examples of contributions that are best suited for an On-The-Spot Award are:**

	<p>Completing a short-term project in less time than anticipated</p>
	<p>Successfully overcoming unusual difficulties in completing a short-term project</p>
	<p>Organizing a special event that is particularly successful due to the employee's personal/individual efforts</p>
	<p>Managing an exceptionally heavy workload, such as covering for absent colleagues or filling vacant positions</p>
	<p>Developing new or revised procedures that improve the office's productivity or contribute to its enhancement</p>
	<p>Accomplishing a significant special assignment that falls outside the scope of one's own job responsibilities</p>
	<p>Making contributions that enable your company to utilize its resources more effectively</p>
	<p>Assisting a co-worker who is overloaded with work or handling an urgent project</p>
	<p>Volunteering to support initiatives related to the mission or social responsibility of the organization</p>

# ON-THE-SPOT AWARDS: NOMINATION AND APPROVAL



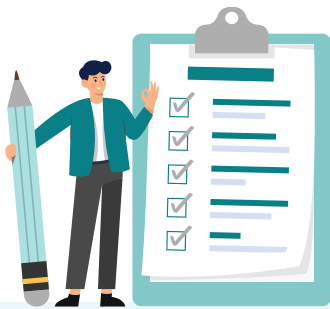
Anyone at the executive level and above is eligible to nominate a colleague for an OTS award. The nominated person's immediate manager/ HOD has the ultimate approval authority.

**Senior-level employees and directors are not eligible for OTS awards**



# THE OTS AWARDS ARE CLASSIFIED INTO THREE LEVELS:

## Level A



### Award value between **\$10–\$50**

At level A, the manager acknowledges instances in which an employee has exertion surpassed the expectations of their job by developing a novel approach to a task or putting forth additional effort resulting in the early completion of a project.

## Level B



### Award value between **\$50–\$100**

Level B is effective when an employee's endeavors, such as proactively completing a challenging task not mandated but resulting in an immediate benefit to the work unit or executing an essential and particularly difficult assignment in a commendable manner. Level B is suitable for recognizing employees who have gone the extra mile to resolve a troublesome situation or provided extraordinary benefits to the team.

## Level C

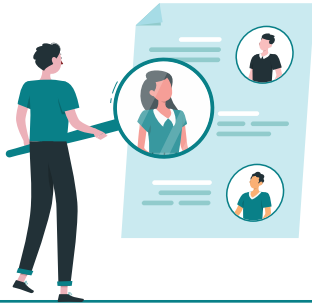


### Award value between **\$100–\$200**

Level C honors extraordinary contributions made by employees, such as applying original concepts to an unstructured, non-routine task or performing outstandingly in a crisis situation. Level C is appropriate for recognizing employees whose effort undoubtedly exceeds the call of duty.

# THE STEPS OF GRANTING AN ON-THE-SPOT RECOGNITION ARE:

## Step 01



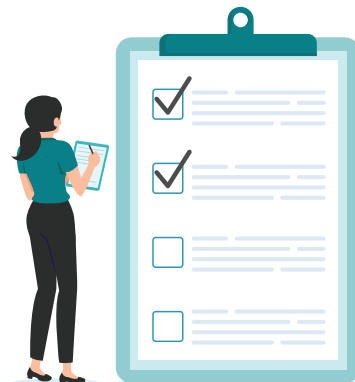
The individual/manager/head responsible for overseeing the recognition program should assess the worthiness of the contribution and determine the award level (A, B, or C).

## Step 02

The person responsible for awarding should fill out the nomination form and choose the appropriate award item and amount.

Gifts and awards from the employer are taxable as per prevailing Government laws.

As an organization, you may customize the award amount and limits as per the company's policies.



## Step 03



The nomination form should be submitted to HR, who will then forward it to the approving official or authority.

After approval, HR should inform the employee of the OTS award and allow them to redeem the award certificate.

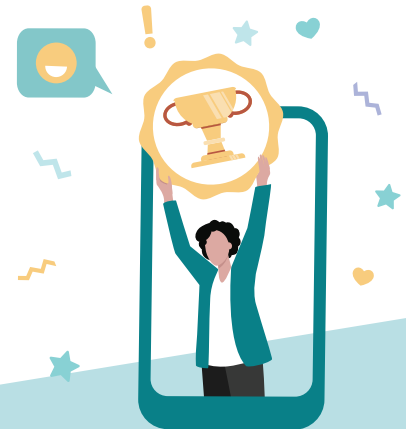


## Step 04



# HOW TO REDEEM AN ON-THE-SPOT AWARD

An OTS award can be redeemed on the organization's online Rewards and Recognition application like Advantage Club.



In order to successfully execute the OTS program for your organization, you need to ensure that the award amount reflects on the awardee employee's dashboard. Each employee has a personal profile on the R&R platform from where they can convert the digital points into desired purchases from their wallet.

A partner like Advantage Club offers a wide range of gift options for employees as a global marketplace. It enables a smooth flow of transactions between the employee and the chosen purchase platform. Advantage Club provides 24\*7 customer support to all employees to clear their doubts.



It is crucial to remember that you must have your Rewards and Redemption partner established before implementing any awards system in your organization.

# MEASURING THE EFFECTIVENESS OF THE ON-THE-SPOT PROGRAM

Assessing the efficacy of an On-The-Spot Awards initiative is crucial in deciding whether the policy is accomplishing its primary objectives and making data-driven choices to enhance them. Below are some key metrics to monitor when evaluating the effectiveness of an OTS award program:



## Participation Rate

The participation rate of an OTS awards program indicates the percentage of eligible employees who receive an award. If participation rates are low, it may imply that employees do not fully understand or appreciate the program or that the criteria for receiving an award are too strict. To increase participation rates, organizations can enhance communication and training on the program's benefits and standards or adjust the award levels to better align with employee expectations and motivations.



### **Award Redemption Rate**

The award redemption rate represents the probability of employees who really redeem their OTS awards. If redemption rates are low, it may suggest that the rewards offered are not appealing or relevant to employees or that the redemption process is overly complicated. To boost redemption rates, organizations can offer more customized rewards, such as unique experiences or professional development opportunities, or simplify the redemption process through digital tools or platforms like Advantage Club.

### **Employee Feedback**

Employee feedback is a metric that evaluates the subjective perception of employees regarding the OTS awards program. Gathering feedback through polls, surveys and focus groups can help organizations understand how employees perceive the program's fairness, transparency, and impact on their motivation and engagement. Negative feedback signals that the OTS policy is not in line with employees' expectations or that the award criteria are ambiguous or inconsistent. To address these issues, companies must involve employees in the design of the program.



# ABOUT US

Established in 2016, Advantage Club is live in 100+ countries, with 1,000+ companies and providing redemption options across 10,000+ brand partners. We offer innovative programs and solutions for all your needs related to the Moments That Matter, i.e. rewards, recognitions, flexible benefits, wellness, onboarding, perks and communities, on a unified platform.

## Rewards & Recognition

Enhance engagement and recognize employees' hard work with awarding features.



### End-to-End Digital Recognition

Revolutionize rewards & recognition programs and acknowledge employees for their efforts, all with the click of a button! Give high-fives, likes, comments and more to show your appreciation for your fellow colleagues.



### Global Reward Redemption Marketplace

Improve retention by offering your employees the gift of choice! Let them pick the brands to redeem reward points on, from a gamut of 10,000+ global brands.

## Health & Wellness

Enhance workplace wellness to create happier, engaged, and more productive teams.



### Wellness Wallet

Exclusive wellness catalogue to drive employee health with a curated wellness wallet.



### Engaging Challenges

Unique team-based and individual challenges to make fitness fun.



### Supportive Community

Interactive buzz section lets employees connect and share wellness progress.

## Flexible Benefits & Awards

Empower choice, honor loyalty and performance with flexible benefits and awards.



### Choice of Redemption

Give employees the gift of choice and let them pick and choose redemption while being compliant.



### Long Service and Special Awards

Truly value and recognize the contribution of those who stood by you at all times. Send Automated Wishes, Gifts, Awards and Group Wishes.

## Perks & Privileges

Show employees that you care and add something special to their earnings.



### Savings

Perk up employee savings with special Corporate offers and perks across the country.



### Exclusive Deals

Enjoy exciting deals and benefits offered by no one else from over 10,000 brands around the world.

## Onboarding & Orientation

Create a positive and inclusive onboarding experience that promotes team bonding.



### Customized Onboarding Experience

Personalized onboarding experience with differentiated enrollments.



### Enhanced Employee Engagement

Digitally accessible onboarding kits with doorstep delivery through our company-branded merchandise catalog.



### Streamlined Compliance Process

All-in-one compliance platform to reduce paperwork and save time.

## Communities & Funzone

Bring fun at work and promote a sense of social belongingness within the organization.



### Hobby Clubs

Created for like-minded employees with common interests. Clubs ranging from photography, sports, cooking and many more.



### Fun Zone

Intra-corporate gaming module with live leaderboards, competitive games & PVP mode to charge up your employees.



### Classifieds

All-inclusive internal marketplace for your employees to buy, sell, and rent within your organization.