

POLICY

INCENTIVES, MEDALS AND AWARDS FOR BRAVERY AND MERITORIOUS SERVICE FOR THE SAFETY AND SECURITY DIRECTORATE AND THE SECURITY SERVICES, CORPORATE SERVICES DIRECTORATE

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INCENTIVES, MEDALS AND AWARDS POLICY FOR BRAVERY AND MERITORIOUS SERVICE FOR THE SAFETY AND SECURITY DIRECTORATE AND THE SECURITY SERVICES, CORPORATE SERVICES DIRECTORATE

1. Aim of this Policy

The aim of this policy is to establish and regulate the incentive scheme of the Services and the conferment, issuing and forfeiture of decorations, medals, awards and rewards by the City.

2. Effect of the policy

- (a) To establish uniformly applied standards and criteria by which recognition can be afforded to the Metro Police, Traffic and Law Enforcement and other uniformed members for acts of valour, dedication, or long service to the City of Cape Town by means of awards or rewards,
- (b) The prescribed awards, as well as any accessory thereof, shall be awarded on recommendation or approval of the relevant Heads of Department
- (c) Such awards may also be cancelled, annulled, declared forfeit or restored by the Mayor on the recommendation of the relevant Heads of Department.

3. Definitions

In this policy, unless otherwise contextualized,-

- (a) “**Category**” means the group that an employee belongs to in accordance with paragraph (5)
- (b) “**Informal incentive**” means verbal or written recognition of an employee for noteworthy performance without payment of an amount of money
- (c) “**Excellence incentive**” means an amount of money paid to an employee or group of employees in recognition of his/her/their excellent performance.
- (d) “**Award**” means any non monetary recognition, such as a certificate or trophy awarded to an employee for his/her excellent performance
- (e) “**Reward**” means any monetary or other form of incentive awarded to an employee or group of employees in recognition of his/her/their exemplary performance and/or bravery

(f) “Duly appointed Head of Department” means Director, Chief or Manager or Head who reports directly to the Executive Director Safety and Security and whose functional responsibility is over the Metro Police, or Traffic Services, or Law Enforcement Services, Specialised Services, Training and Development, Metro Police or any other service deemed relevant.

(g) “Relevant Head of Support” Means any duly appointed Head of Support of a Department, or by lack thereof, the Head of Department to assist with the compilation, assessment and finalization of nominations relating to any provision of this policy.

(h) Annual determination of the amount of money for incentives/rewards

- (a) The Executive Director Safety and Security, in consultation with the Heads of Departments may on an annual basis, determine an amount of money from the budget of the services that will constitute the maximum amount that may be paid as a monetary incentive to any employee of the Services during that financial year.
- (b) The Executive Director Safety and Security is under no obligation to award a monetary incentive to any employee even though an amount of money has been determined as set out in paragraph 4 (1)

(i) Categories of Recognition

Incentives may be awarded in the following categories-

(a) Informal incentives: (For Good Work or Long Service)

- (i) The issue of long service bars to commemorate each 10 yrs of service by a member
- (ii) Apart from verbal communication, Managers of the Departments should confirm in writing, in a prescribed format, for filing in an individual’s service record, their recognition of noteworthy performance by an employee.
- (iii) The award of floating trophies to individuals, units or branches, based on documented proof of performance as prescribed by Departmental heads and approved by the Executive Director: Safety and Security

(b) Formal incentives: (For Exemplary Work)

Involves the award of tangible recognition by way of a framed certificate of commendation from the Executive Director: Safety and Security

- (c) ***Formal incentives (For Outstanding Results or Acts of Bravery)***
Involves the award by the Mayor of a medal and monetary award as determined elsewhere in the Policy

4 Evaluation Committees

- (a) The Heads of Department must nominate senior managers to a representative evaluation committee of no less than 5 senior managers.
At least one member of the committee must have relevant competence regarding the environment of the employees being assessed.
- (b) The committee must consider the nominations for incentives for employees on the basis of documented evidence submitted, but may call for clarification if considered necessary to arrive at an appropriate conclusion.
- (c) A member of a committee must, before any applications are considered by the committee, declare any interest he or she has that could reasonably be perceived to be an interest that may influence his or her assessment of any one of the candidates, in which case the chairperson must replace such member by another employee. If a member fails to disclose such an interest and the chairperson becomes aware of this during the evaluation process, his or her evaluation of the candidates may not be taken into consideration by the chairperson.
- (c) Confidential minutes of proceedings must be maintained to assist the evaluation committee during the evaluation process and during any appeal or dispute arising. No minutes or information relating to the evaluation or any recommendation of the committee may be disclosed to any other person not authorized in terms of the Policy .
- (d) Such confidential minutes must be retained as a reference for a minimum of 5 years after the evaluation.
- (e) The recommendations following an evaluation shall be submitted to the Executive Director: Safety and Security in writing for his approval, confirmation and authority to communicate the outcome.

5. Evaluation

- (a) The Executive Director Safety and Security shall approve for communication the criteria and evaluation procedure to be followed by evaluation committees.
- (b) An evaluation committee must conduct the evaluation of the applications of the employees referred in accordance with the criteria approved by the

Executive Director Safety and Security and recommend which employees qualify for any monetary reward in terms of the annual allocation approved by the Executive Director Safety and Security.

- (c) The fact that an applicant obtained the highest rating in his or her performance assessment or was recommended for an incentive by his or her supervisor or the evaluation committee, does not establish any right or legitimate expectation on the part of the applicant to receive an award or monetary reward.
- (d) An evaluation committee appointed by the Executive Director Safety and Security from the nominations of the Heads of Department must record its recommendations in writing and submit them in confidence to the Executive Director
- (e) The Executive Director Safety and Security may accept or reject the recommendations of an evaluation committee and may consult with the chairperson of the relevant evaluation committee before taking a decision on whether to approve or disapprove a recommendation of the committee.
- (f) If the Executive Director Safety and Security does not approve an incentive for an employee, he or she must record the reason for his or her decision in writing and may either award an incentive to an alternative employee whom the committee has not recommended, or direct that no other employee be awarded the incentive.
- (g) After taking all the relevant information into consideration, the Executive Director Safety and Security may approve the awarding of an incentive to an employee, if he or she is satisfied that the employee deserves an incentive and that awarding the incentive will be in accordance with the apportioned allocation of funds.
- (h) The list of names of employees, to whom incentives have been awarded, must be forwarded to the relevant Head of Support for implementation.
- (i) The Executive Director Safety and Security, having considered the individuals, teams, units and stations recommended by the evaluation committee in accordance with paragraph 8 shall approve individuals, teams, units or stations, if any, for the award of an incentive or trophy.

6. Processing the list of Approved Incentives

- (a) The relevant Heads of Department must ascertain that every list or nominations submitted by their respective services is in accordance with the apportioned allocation of funds or refer it back to the relevant management to bring it in line with the apportioned allocation.

- (b) If the relevant Head of Support is satisfied that a list of approved recipients of incentives in accordance with paragraph 8 (i) is in accordance with the apportioned allocation of funds, he/she must forward the name list to the Support HR for onward transmission to Corporate HR and Finance Services to effect payment of the monetary incentives.
- (c) An employee may, per year, only receive monetary reward as an incentive in one of the categories of incentives set out in paragraph 5
- (d) The relevant Head of Support must ensure that an employee who has not received an individual incentive, but who has been awarded more than one station, unit or team incentive in the same year, is only paid one such incentive.

7. Recordkeeping

The chairperson of an evaluation committee must ensure that all documents referred to the Committee, and all records of the proceedings of the committee are kept safe in the Support Registry for a period of at least 5 (five) years for audit purposes.

8. Decorations and Medals

The City Manager has approved the award of the following medals and awards, in order of precedence, to members, service dogs or horses, in accordance with the warrant issued in respect of each:

- a) Gold Cross for Bravery
- b) Mayoral Silver Cross for Bravery
- c) Mayoral Gold Medal for Outstanding Service
- d) Mayoral Silver Medal for Outstanding Service
- e) Safety and Security Executive Commendation
- f) Safety and Security Long Service Ribbon/Bar(10yrs 20yrs25yrs30yrs35yrs)
- g) Safety and Security Inauguration Medal
- h) Safety and Security Canine and Equine Star for Bravery (awarded to service dogs and horses with no order of precedence.)

9. Mayoral Gold or Silver Crosses for Bravery

The Safety and Security Service Gold Cross for Bravery may be awarded to a member of the service who complies with the conferment requirements of the relevant Warrant. In considering recommendations for the Cross for Bravery the following must be taken into account;

- (a) the background to the particular situation;
- (b) whether the deed was performed during the execution of active duty or not;
- (c) the degree of the dangerous circumstances and in the case of the
 - i. Gold Cross for Bravery whether it was an outstanding deed of bravery in extremely dangerous circumstances
 - ii. Silver Cross for Bravery whether it was an exceptional deed of bravery in dangerous circumstances;
- (d) whether the member imperiled his or her own life;
- (e) whether any lives were in danger, lost or saved;
- (f) what the consequences would have been had the deed of bravery not been performed
- (g) particulars of an eye witness or witnesses who observed the deed of bravery;
- (h) whether the deed can be aligned to policing priorities;
- (i) how the deed affected the image of the Service with reference to, inter alia the response from the community, publicity in the media, etc; and
- (j) whether the member has any pending investigations, criminal or disciplinary cases against him or her and if so, the merits of the investigations or cases.

10. The Mayoral Gold or Silver Medals for Outstanding Service

The Mayoral Medals for Outstanding Service may be awarded to a member of the Service who complies with the conferment requirements of the relevant Warrant. In considering whether to recommend the awarding of either of these medals, the following must be taken into account;

- (a) the background of the particular situation.
- (b) the particularly meritorious or exemplary nature of services rendered.
- (c) how the member distinguished himself or herself through outstanding resourcefulness, leadership and sense of duty; and
- (d) whether the member has any pending investigations, criminal or disciplinary cases against him or her and, if so, the merits of the investigation or cases.

11. Awarding a Safety and Security Executive Director's Commendation

An Executive Commendation may be awarded to a member of the Directorate who complies with the conferment requirements of the relevant Warrant. In considering the recommendations for such a Commendation, the following must be taken into account;

- (a) the background of the particular situation;
- (b) the particular meritorious or exemplary nature of the services rendered;
- (c) whether the member risked his or her life in protecting property or saving lives in dangerous circumstances
- (d) What would the consequences have been had the member not risked his or her life;
- (e) Whether the member distinguished himself or herself through outstanding resourcefulness and sense of duty, and whether the member has any pending investigations, criminal or disciplinary cases against him or her and, if so the merits of the investigations or cases.

12. Award of Long Service Ribbons/Bars

- (a) Long service Ribbons/Bars are awarded on the basis of the number of years served by a member at the end of the year in which such recognition is to be presented.
- (b) Heads of Departments must ensure that administrative records are checked to identify members who will qualify by the end of each financial year for 5yr, 10 yr, 20yr, 25 yr, 30yr or 35yr ribbons or bars, and prepare a list for submission to the Executive Director Safety and Security with a certification that the listed members have not been previously recognized and that they conform to the criteria in this Policy.
- (c) A member against whom an investigation (departmental or criminal) is pending, may only be considered for a long service medal once the investigation has been finalized and the relevant Head of Department has satisfied him/herself that it is appropriate to award the member a long service ribbon/bar. In the event of a member not being recommended for a long service ribbon/bar, the reasons shall be furnished to the member in writing.

13. Non Monetary Awards to employees of the Service or members of the public.

The following non-monetary awards may be awarded to the employees of the Services or members of the public;

- (a) a Certificate of Commendation from the Executive Director Safety and Security may be awarded to an employee of the Service who has rendered services of a particular meritorious nature to the Service if the circumstances do not justify a higher commendation.
- (b) a Certificate of Appreciation from the Executive Director Safety and Security, may be presented to a member of the public, if such member of the public has rendered service of a particularly meritorious nature to the Service and if the circumstances do not justify a higher award.

(c) Monetary Rewards

The Executive Director Safety and Security the City Manager may approve an annually determined cash amount as a reward to be paid to an employee of the Service or a member of the public together with the following awards from the Mayor;

- (i). Mayor's Gold or Silver Cross for Bravery to a member of the service or a member of the public

Non Monetary Awards

The Executive Director Safety and Security may approve the award of a Certificate of commendation on the recommendation of the designated Awards Committee.

(Certificates)

- (i) An Executive Certificate of Commendation to an employee of the Service;
- (ii).An Executive Certificate of Appreciation to a member of the public;

(Letters of recognition)

A Head of Department may approve the issue of a letter (in the approved format) recognizing good work on the recommendation of a member's Area Manager. Such letters will be filed in the service records of the members concerned and will reflect recognition exemplary work or discharge of duties to the credit of the member's unit and the Directorate

(Floating Trophies)

The Annual MAYCO Trophies for Station, Unit, Traffic Officer/Metro Police Constable/Law Enforcement Officer of the Year

Such floating trophies will recognize the performance of the top stations, units and/or individuals within the respective services honoring those who wear their uniform with pride, are passionate about their work, have a reputation beyond reproach, are results driven, work well in a team, motivate members or colleagues, remain positive, perform consistently, are an asset to their Service, interact with the community and win the confidence of peers, management, and related role-players.

At the end of the year under review, and in which a recipient has been initially honored, a smaller replica will be presented for permanent display by the recipient.

17. Process for Nomination

If a manager is satisfied that a service rendered or deed performed by an employee or by a unit or station was of such a particularly meritorious nature that it should be considered for one of the awards, rewards or medals referred to in the Policy, the following process must be followed;

Phase 1

The Manager must submit a full report via his line management to the relevant Head of Department, together with a recommendation of the award, reward or medal that should be awarded and if applicable, affidavits of persons who witnessed the rendering of the service or performance of the deed.

Phase 2

The Head of Department must consider the report and-

- If he/she supports the awarding of an award, reward or medal, make a quarterly recommendation to the Executive Director Safety and Security, concerning the awards, rewards or medals that should be awarded; or
- If he/she does not support the awarding of an award, reward or medal, recommend to the Executive Director in writing that a medal should not be awarded and supply the reasons for the recommendation.

Phase 3

The Executive Director, Safety and Security, must annually approve and appoint a committee representative of all Departments in the Directorate and of no less than 5 senior managers, to consider the report on a quarterly basis, and-

- If the committee supports the awarding of an award, reward or medal, make recommendations concerning the award, reward or medal that should be considered to the Executive Director Safety and Security for his approval and confirmation.
- If the committee does not support the awarding of an award or medal, recommend to the Executive Director Safety and Security that an award should not be awarded and supply written reasons for the recommendation..

Phase 4

If it is an award that may be presented by the Mayor, the City Manager shall be asked, after discussion with the Executive Director Safety and Security.

- To approve and support the award
- To supply the reasons why he does not support the award

Phase 5

Upon receipt of City Manager and/ or Mayoral approval, the Executive Director Safety and Security shall with regard to the final outcome of the evaluation process

- Inform the Department Heads of the awards or medals approved or rejected with reasons for any rejection;
- Instruct the procurement of the relevant decorations or trophies
- Instruct that arrangements be made for the payment of any cash amount that may have been approved in respect of any approved award or medal.

(d) Presentation of Decorations, Medals, Awards/ Rewards

- (a) The Mayor, Executive Director Safety and Security or any delegated person will present decorations, medals or awards to a person upon whom it was conferred or in the case of a posthumous conferment, to the next of kin, other relative or legal heir of the deceased person, during a suitable occasion and arrange for media coverage if the circumstances permit.
- (b) When an award, in respect of which a cash reward is approved, is presented to the recipient, the cash reward allocated and approved by the Executive Director will be paid to the relevant person
- (c) Any member of the Service who receives a decoration or medal, except in posthumous conferment, must give a written undertaking that he or she will-
 - (i).Not, at any time, give away, throw away, sell, pledge, barter or in any way other than by bequest, alienate such decoration, medal, bar, clasp including any miniature reproduction thereof or the certificate of award in respect thereof;
 - (ii).Immediately report the loss thereof to his Head of Department in writing; and
 - (iii).Immediately return to the Head of Department any such conferment, if cancelled, annulled or declared forfeited in terms of the Warrants.
- (c) The above shall not be interpreted as preventing the next of kin, other relative or legal heir possessing the decoration or medal after the death of the recipient of the decoration or medal.

- (d) If the Metro Police Service Canine and Equine Star for Bravery have been awarded to a dog or horse, the medal must be displayed and be safeguarded at the relevant unit.

(e) Wearing of decorations and medals

- (a) A decoration medal, bar, clasp and ribbon must be worn with due regard to the provisions of the Warrants in terms of which they were instituted and the Dress Code and in order of precedence determined by the President and from time to time published in the Gazette.
- (b) A decoration or medal, as well as the bar, clasp and ribbon in respect thereof, may be worn only by a member to whom such an award has been made.
- (c) An employee may not, without the prior authorization of the Executive Director Safety and Security, wear a decoration or medal, or a bar, clasp or ribbon in respect thereof, awarded by an institution other than the Service.

(f) Forfeiture of Decorations and Medals

The relevant Head of Department must within 30 days after a member, to whom a medal has been awarded, deserts from the Service, is discharged on account of misconduct or is convicted of a First Schedule Offence, submit a full report to the Executive Director Safety and Security who shall then submit the report and his recommendations for consideration to the Mayor.

(g) Formal Presentation

- (a) The Heads of Departments must annually, in congruence with paragraph 20 of this policy, plan a formal event with the aim of handing over the Medals, Awards, Rewards, and annual trophies and inform the Mayor, Executive Director, Heads of Departments and any other stakeholders or role-players of the date and venue where the event will be hosted.

Note: The Mayoral Gold and Silver Crosses for Bravery must be awarded at a full Council meeting.

- (b) The Heads of Departments must plan for the necessary funds and arrange all relevant projects relating to the event in order to stage an event that is appropriate and conducive to the dignity of this matter.
- (c) Funding must be provided for;
- An Appropriate Event
 - Medals
 - Certificates and framing

- Individual and Floating Trophies
 - Advertisement and publicity
 - Miscellaneous
- (d) The event must be held annually in the fourth quarter of each year and to ensure relevant evaluation and approval of nominations, these must be submitted timeously to the office of the Executive Director Safety and Security, in accordance with paragraph 17.
- (e) This event must be publicized in all major and community media as well as the City intranet/webpage and CONTACT (or other) in-house publications.
- (f) Each Department must indicate in its quarterly report to the Safety and Security Portfolio Committee details of rewards, incentives etc awarded during that particular quarter.