



**Purpose:**

City of Lakeway employees play a vital role in the City's success and commitment to serving residents. The Lakeway Employee Appreciation Program (LEAP) would like to dedicate time and effort in recognizing employees on a departmental level as well as an individual level for exemplifying the following:

- Positive attitude
- Teamwork
- Resident/customer care
- Representing the City of Lakeway's Vision and Mission

LEAP also strives to help departments feel connected with one another through City wide events.

**Scope:**

These guidelines will apply throughout the year and to all employees. We believe in recognizing each department as a whole throughout the year as well as recognizing employees on an individual basis.

**Recognition:**

Recognition is shown throughout the year through group events, special recognition days and individual recognition for going "Above and Beyond". A list of events and recognition days is included in this document. Events and special recognition days may be adjusted on a yearly basis based on employee interest and budget.

- Group Events: LEAP will coordinate group events on a quarterly/semi quarterly basis as an effort to increase employee engagement. Events will be fun, upbeat and will usually include food!
- Special Recognition Days: LEAP has created a list of recognition days to use throughout the year as a way to honor and recognize individual departments and staff. On these Special Recognition Days or weeks, departments should expect a visit from LEAP members to bring treats and words of appreciation! Each department adds a very important element to what makes the City of Lakeway so wonderful. Department Directors will guide LEAP in choosing appropriate awards/gifts for their department and are also encouraged to participate in the visit from LEAP.
- Above and Beyond Recognition (individual employees): City employees may receive Above and Beyond Recognition by receiving positive feedback from residents through our feedback forms or by being chosen by their Director/Supervisor. LEAP will present the individual with a gift, a certificate and a mention in the staff newsletter. LEAP will consult with the employee's department head/supervisor to find a recognition award/gift that best suits them.