



SCORING CRITERIA

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جائزة السعادة | HAPPINESS
في مكان العمل | @ WORK AWARD



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INTRODUCTION

The science of happiness is changing the way we work, think and live! Designed to celebrate happy workplaces over the world, this Award aims to identify these great, transformative and creative ideas that seek to create a happy workplace culture that nurtures, engages and reinforces employees' role in a sustainable future.

Happy and engaged workplaces have a positive impact on employees and the business. Engaging and empowering employees to help them achieve their sense of purpose, makes them happier, healthier and socially adept. Happy employees are more productive, creative and collaborative and have a positive impact on the organization. Forward-thinking businesses are increasingly recognizing that happiness translates into tangible business outcomes and has an impact on the bottom line.

The Happiness @ Work Award is managed by Sustainable Mindz, a pioneering strategic Corporate Sustainability and Responsibility (CSR) expertise Centre in the Gulf and MENA region. Sustainable Mindz believes that the conventional way of enabling companies to become more socially and environmentally responsible is not enough for creating change, and focuses on enabling organizational excellence that is fun, engaging and sustainable.

AWARD CATEGORIES

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The Happiness @ Work Award accepts entries in five different types of categories. We also have a sixth category "Happiest Workplace Award". The Jury will make a pick based on all submitted applications.

Best Workplace Wellness Program

This category is for organizations that show excellence in managing workplace wellness programs. A wellness program is any program implemented by an organization to improve the health of its employees. A wellness program that helps employees make smart and healthy choices and that helps them overcome specific health-related issues. This benefits organizations by reducing health care costs, increased vitality and reduced absenteeism.

Best Workers Welfare Program

This category is for organizations that show excellence in providing comfort and improvement, intellectual and social including services, facilities and amenities that may be established at the workplace or accommodation, in a healthy and congenial environment and to benefit from facilities that improve their health and bring high morale. Worker welfare provides social comfort to employees and builds a stable workforce.

Best Employee Engagement Program

This category is for organizations that show excellence in adopting an Employee engagement and inclusiveness program that is based on respect, trust, integrity, two-way commitment and communication between an organization and its employees. An organization that effectively capitalizes on the strengths of all employees and leverage their differences and unique values resulting in the right conditions for all employees to give their best each day, committed to their organization's goals and values, motivated to contribute to organizational success, with an enhanced sense of their own good.

Best Work-life Balance Program

This category is for organizations that show excellence in promoting work-life balance in the office without compromising productivity or efficiency. Organizations that support its employees to split their time and energy between work and the other important aspects of their lives. Work-life balance is a daily effort to make time for family, friends, community participation, spirituality, personal growth, self-care, and other personal activities, in addition to the demands of the workplace.

Best Workplace Sustainability Program

This category is for organizations that show excellence in sustaining a safe, healthy and functional workplace, an organization that puts in place practical and efficient work processes to minimize the impact of employee production on the environment and community. Maintaining a sustainable workplace means minimizing external environmental impact—for example, by purchasing repurposed and recycled materials, minimizing unnecessary employee travel, and reducing energy and water consumption.

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ASSESSMENT CRITERIA

We are looking for organizations that can demonstrate an organizational level commitment and a proven business case for a happy workforce. At the same time, we are looking out for the forward-thinking businesses are increasingly recognizing that happiness translates into tangible business outcomes and has an impact on the bottom line.

The Award Committee has drawn up some general and specific criteria for each award category. These criteria not only facilitate the evaluation work of the judges but also give applicants an insight into what the judges are looking for.

Each entry is judged on 7 equally weighted criteria like, Uniqueness of Initiative, Leadership Commitment, Planning and Implementation, Employee Engagement, Communication and Accountability, Performance Management and Impact and Continuity and Replication Potential.

The assessment will be scored from 1 to 5, with 5 being the maximum score with the strongest evidence provided.

The judging criteria are explained below and could vary from category to category:

1. **Uniqueness of Initiative:** Why is the initiative innovative and unique? What level of research was done to understand other existing initiatives around the same areas? Is the uniqueness in terms of the idea, planning, implementation, engagement etc. or all?
2. **Leadership Commitment:** Leadership is committed and involved. Their actions drive a positive workforce culture and sustain the organization. Leadership engages with the workforce and fosters an environment of happiness and positive reinforcement. Leadership extends full support and resources for the initiatives to go forward.
3. **Planning and Implementation:** Process for initiative development, employee involvement, long and short-term goals, critical success factors, key performance indicators etc. Business Case development to determine suitability of initiative and its compatibility to the vision, mission, business objectives and strategy. Cost benefit analysis and feasibility to ensure that resources required are available or can be developed or obtained. Approach to converting goals and targets into to actions.
4. **Employee Engagement:** Employees were closely involved and engaged. Employee suggestions and feedback has been included before starting the initiative and to measure impact. Evidence that the initiative engaged a significant number of people in the organization, including senior leaders.
5. **Communication and Accountability:** How was the initiative idea communicated to employees, how was communication done during the initiative to keep employees updated and motivated, how were the successes, failures and challenges communicated, how was communication used as a tool to encourage employees and celebrate successes.
6. **Performance Management and Impact:** Key Performance measures including short and long terms targets are in place to measure performance. These measures include qualitative and quantitative data and information to monitor and measure success. There is a process in place to reflect, review and evaluate the initiative successes, challenges and failures. How are data gathered, reviewed, analyzed and shared internally and/or externally?
7. **Continuity and Replication Potential:** There must be clear potential for the initiative to be continued and for good practice and innovation to be shared with other organizations

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SCORING GRID

The scoring grid is a guide and is intended to produce consistency of interpretation as well as to support you in your application:

SCORE	DESCRIPTION
1	<ul style="list-style-type: none"> • Below average initiative • No systemic approach is evident • Information is anecdotal • Little or no planning & deployment is evident • An improvement orientation is not evident • Improvement is achieved by reacting to problems • No organizational alignment is evident • Leadership commitment is not evident • No performance measures are in place • Employee engagement and communication is not evident • No replication potential
2	<ul style="list-style-type: none"> • Usual idea but with 1 unique element around planning, implementation, engagement or communication • The beginning of a systemic approach is evident. • The approach is in the early stages of deployment in most areas of the initiative. • Early stages of a transition from reacting to problems to a general improvement orientation are evident. • The approach is slightly aligned with organizational vision, mission, and strategy. • Leadership commitment is there but is low. • Few performance measures are in place. • Employee engagement and communication is minimal. • Low replication potential
3	<ul style="list-style-type: none"> • Usual idea but with 2 unique elements around planning, implementation, engagement or communication • An effective, systematic, approach, responsive to the basic requirements of the initiative is evident. • The approach is deployed, although it is in early stages of deployment. • The beginning of a systematic approach to evaluation and improvement of key processes is evident. • The approach is in the early stages of alignment with the organizational vision, mission, and strategy. Leadership commitment is evident but with low engagement levels. • Employee engagement is evident but there is no clear indication of how they are involved and communication while evident is not very clear or strong. • Has potential for replication but with major changes.

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- Unique idea with 3 plus unique elements around planning, implementation, engagement or communication
- An effective, systematic, approach, is evident and is quite strong.
- The approach is deployed, although not completely.
- A fact based systematic approach to evaluation and improvement of key processes is well evident though not very strong.
- The approach shows a strong alignment with the organizational vision, mission, and strategy.
- Leadership commitment is stronger but with low engagement levels.
- Employee engagement is evident but with weak evidence of engagement levels and feedback, communication is quite strong but random, but with some feedback systems in place.
- Possibility of replication with some changes build in.

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- A very unique idea with 5 plus unique elements around planning, implementation, engagement or communication
- An effective, systematic, approach, fully responsive to the requirements of the initiative is evident.
- The approach is fully deployed without significant weaknesses or gaps.
- Fact-based, systematic evaluation and improvement and organizational learning is in place, refinement and innovation, backed by analysis and sharing, are evident throughout the organization.
- The approach is well integrated with current and future organizational vision, mission, and strategy. Leadership commitment is very strong and looks at strongly engaging with employees and supports the initiative.
- Employees are completely engaged and fully involved in implementation and feedback.
- Strong planned communication with feedback systems in place.
- Strong replication potential with possibilities to share as best organization practice.

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PROCEDURE

Sustainable Mindz will give administrative support for both The Assessors Committee and esteemed Jury for shortlisting and communication. We have a two-stage process:

Stage One is an assessment process to select a short list of entries:

- The Assessors Committee will make a shortlist of 6 for each of the categories which then will be presented to the esteemed Jury.
- The assessor scoring sheet along with a summary of key highlights for each organization will be given to the judges for their scoring.

Stage Two is the judging process to select the final winning entries

- The jury will scrutinize the nominations on their significant contribution to create a Happy Workplace and make final decision on three winners for each category representing Public Sector, Private Sector and SMEs.
- Jury to pick three nominations for Happiest Workplace Category representing Public Sector, Private Sector and SMEs. The jury will justify its nomination of this applicant using the Criteria for the Jury.