



**BLUE DIAMOND**  
**PROUD**

# **Administration Guide**

## BD Proud Contacts

General Questions and Assistance:

OC Tanner Customer Support

[www.octanner.com/customersupport](http://www.octanner.com/customersupport)

Order Questions, Assistance and Tracking:

OC Tanner Order Support

[orders@octanner.com](mailto:orders@octanner.com)

Tina Machado, Senior Benefits Analyst

[tmachado@bdgrowers.com](mailto:tmachado@bdgrowers.com)

(916) 849-6430

Wendy Alvares, Sr. Manager – Total Rewards

[walvares@bdgrowers.com](mailto:walvares@bdgrowers.com)

(279) 386-9466

## Award Levels

- Greetings eCard = \$0
- Thank You eCard 100 points = \$10
- On The Spot Reward Cards 50 points = \$5
- G.E.M. Blue 100 points = \$10
- G.E.M. Bronze 250 points = \$25
- G.E.M. Silver 500 points = \$50
- G.E.M. Gold 1000 points = \$100

## Award Levels Nominator & Nominee Process

Award Level	Award Value	Who Can Give (Nominator)	Who Can Receive (Nominee)	First Approver	Final Approver	Presenter
Greetings eCard	0	All	All	N/A	N/A	Nominator
Thank You eCard	\$10 / 100 Points	People Managers	All	N/A	N/A	Nominator
On-the-Spot Reward	\$5 / 50 Points	People Managers	All	N/A	N/A	Nominator
G.E.M. Blue	\$10 / 100 Points	All	All	N/A	Nominee's Manager Hierarchy	Nominator
G.E.M. Bronze	\$25 / 250 Points	People Managers	All	N/A	Nominee's Manager Hierarchy	Nominator
G.E.M. Silver	\$50 / 500 Points	People Managers	All	N/A	Nominee's Manager Hierarchy	Nominator
G.E.M. Gold	\$100 / 1,000 Points	People Managers	All	N/A	Nominee's Manager Hierarchy	Nominator

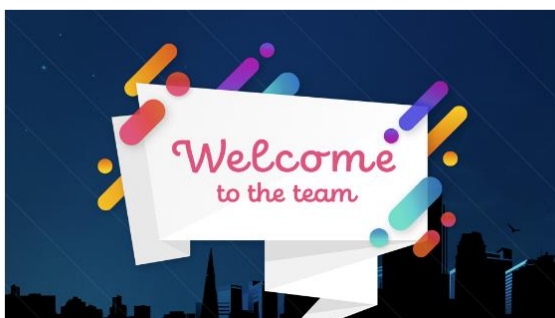
## BD Proud eCards

Greetings eCard - 0 points (\$0)
<i>All may immediately issue this recognition</i>
A Greetings eCard is designed to immediately send a team member a greeting - for any reason. Send an eCard to wish someone luck, to thank them for helping with a task, to brighten someone's day or to simply say hello.
<i>This award is to communicate:</i>
Thank You I Value You Good Luck Just Because Welcome A Team Member

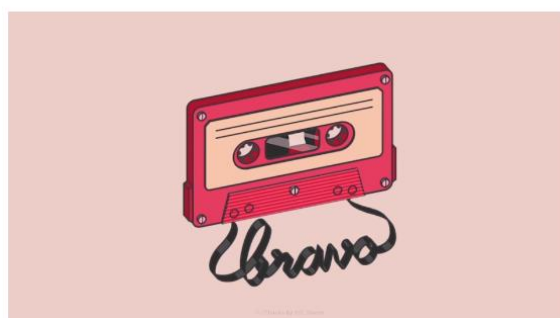
Thank You eCard - 100 points (\$10)
<i>Managers may immediately issue and no additional approval is required</i>
A Thank You 100 Point eCard is designed for managers to immediately acknowledge a team member's additional effort in adding value or directly contributing to a successful result.
<i>This award is to recognize:</i>
Successful Completion of an Assigned Task Extra Effort Being A Team Player Boosting Morale Reliable & Resilient

***There are LOTS of options to customize BD Proud eCards.***

Customize eCard



Customize eCard



# On The Spot Reward Cards

On The Spot Reward Cards 50 Points (\$5)
<i>Managers may immediately issue this award</i>
On The Spot Reward Cards are designed to immediately recognize additional effort within the recipient's role. Someone who receives this award displayed initiative in adding value or directly contributed in a successful result.
<i>This award is to communicate:</i>
Thank You Good Job I appreciate You Nice Attitude Team Player

On The Spot Reward Cards Issuing Guidelines
<i>When to issue an On-The-Spot Reward Card...</i>
Did you witness a team member's positive attitude today? Did a team member go out of their way to handle a task? Is your team working exceptionally well together today?
<i>Reward that behavior with an On The Spot Reward Card.</i>
Be sure to recognize each team member at least once per quarter. Although Team Leaders are encouraged to issue On The Spot Rewards frequently, they <u>may not</u> be issued to a recipient more than one at a time nor more than one per day.



**WOW,**

what you just accomplished  
makes us Blue Diamond Proud!  
Thank you for demonstrating  
how we:

- ☐ Act with Integrity
- ☐ Work as Partners
- ☐ Deliver Quality Everyday
- ☐ Innovate!
- ☐ Play to Win

## G.E.M. Award Levels Criteria & Examples

<b>G.E.M. Blue 100 points (\$10)</b>
<i>All may nominate and requires nominee manager's approval</i>
A G.E.M. Blue is designed to recognize work that although is considered within the recipient's role, acknowledges additional effort or impact. Someone who receives this award displayed initiative in adding value or directly contributed in a successful result.
<i>This award is to recognize:</i>
An Assigned Task Well Completed Extra Initiative Cooperating Well With The Team Welcoming New Ideas or Processes Dependability & Flexibility
<i>Award Examples:</i>
"Thank you for volunteering on the Pedestrian Forklift Safety Survey. Your ideas are very important to the team. Keep up the good work!"  "Thank you for providing shift coverage and preventing lines from shutting down."

<b>G.E.M. Bronze 250 points (\$25)</b>
<i>All People Managers may nominate, requires nominee manager's approval</i>
A G.E.M. Bronze is designed to recognize work that has a meaningful one-time or short-term benefit to a team, our grower-owners, customers, business partners or communities. Someone who receives this award stepped up or volunteered to contribute, utilized their own expertise and experience to add value, or directly took part in a successful result.
<i>This award is to recognize:</i>
Extra Productivity Taking Initiative To Guide The Team Display Willingness To Learn and Improve Proactive Problem Solving Creativity
<i>Award Examples:</i>
"Thank you for taking part in the safety ice burg activity for MFG. Due to your honest feedback, we were able to identify actions that can truly help improve the culture. Thank you for having the courage to speak up and make a positive difference!"  "You proactively addressed a safety issue/gap, which will have a lasting effect on the department. Good job!"

<b>G.E.M. Silver 500 points (\$50)</b>
<i>All People Managers may nominate, requires nominee manager's approval</i>
A G.E.M. Silver honors accomplishments that require recipients to work outside their roles or usual scope of work. It acknowledges a higher level of effort, impact, or results, and often involves personal proactivity and determination in the face of challenge. Through their work, G.E.M. Silver recipients exemplify our values of integrity, partnership, innovation, winning spirit and quality in inspiring ways.
<i>This award is to recognize:</i>
Effective Decision Making Cooperating & Collaborating With Other Teams Accountability & Responsibility Positive Impact On Morale Taking Pride In The Outcome
<i>Award Examples:</i>
"Thanks for volunteering to work on a cross-functional team to support another department."  "You identified staffing needs and quickly worked with the team to support them in filling open roles. Your action has led to changes that will lead to sustainable success."

<b>G.E.M. Gold 1,000 points (\$100)</b>
<i>All People Managers may nominate, requires nominee manager's approval</i>
A G.E.M. Gold is appropriate for a teammate who identified an opportunity for impact and worked across teams or departments to make an impressive contribution. Their work shows innovative thinking, requires integrity and partnership, and leads to unmatched value for our customers and consumers. G.E.M. Gold work may take weeks or months to complete, requiring focus and follow-through. G.E.M. Gold recipients are consistently seen as role models for our values.
<i>This award is to recognize:</i>
Championing BDG Values Innovative Leadership Global Thinking Continuous Improvement Exceptional Integrity
<i>Award Examples:</i>
"You identified high risk areas, as well as solutions, and worked with contractors to develop quotes to resolve the risks. You truly care about safety. Thank you for your leadership!"  "You recognized an issue, provided suggestions for improvement and then followed through to implement the improvements. Thank you!"

# Recognition Wizard

Award Level Scoring Questions
<b>Describe the work result or achievement in relation to this individual's role?</b>
<ul style="list-style-type: none"> <li>*Within Role (5)</li> <li>*Outside of typical role (10)</li> <li>*Significantly beyond normal role expectations (15)</li> </ul>
<b>How did this individual initiate this work?</b>
<ul style="list-style-type: none"> <li>*Was assigned the task (5)</li> <li>*Volunteered (10)</li> <li>*Proactively identified opportunity and initiated effort without being asked (15)</li> </ul>
<b>How long do you estimate that this work will have impact?</b>
<ul style="list-style-type: none"> <li>*One-time, immediate (5)</li> <li>*Longer-term (10)</li> <li>*Lasting, repeated impact (15)</li> </ul>
<b>Who is impacted by this work?</b>
<ul style="list-style-type: none"> <li>*An individual or a few individuals (5)</li> <li>*An entire team or department (10)</li> <li>*Multiple teams or departments (15)</li> </ul>
<b>Which of the following Fiscal 2023 Key Objectives outlined in our Blueprint for Success did this work reinforce?</b>
<ul style="list-style-type: none"> <li>*Grow Our Brands (5)</li> <li>*Delight Our Customers (5)</li> <li>*Build for Success (5)</li> <li>*Win As A Team (5)</li> <li>*The work aligned to a Performance Goal (5)</li> <li>*The work was great, but didn't specifically impact an objective (0)</li> </ul>
<b><i>After completing the Recognition Wizard, the system will display an award appropriate for the information entered.</i></b>
<b>Award Level Scoring</b>
G.E.M Blue 100 Point = <34
G.E.M Bronze 250 Point = 35
G.E.M Silver 500 Point = 45
G.E.M Gold 1000 Point = 55+



# BD Proud FAQ's

## **So, what exactly is BD Proud and what is the purpose?**

*Simply put, BD Proud is a system to recognize excellence that is everywhere at Blue Diamond Growers and the purpose is to reward that excellence.*

## **Where do I go to use BD Proud?**

*Log on the BD Proud at [www.appreciatehub.com/bdq](http://www.appreciatehub.com/bdq) or use the Great Work app.*

## **How do I use BD Proud to recognize coworkers?**

*There are lots of options!*

*Non-people managers may immediately send a BD Proud Greetings eCard for a quick way to thank or acknowledge a teammate – or – if saying “thank you” doesn’t seem to be enough, they may nominate a teammate for a G.E.M. award.*

*People managers may immediately send BD Proud Greetings eCards and 100 point Thank You eCards, as well as nominate for G.E.M. awards.*

## **What is a BD Proud eCard?**

*There are two types of BD Proud eCards, Greetings and Thank you. Greetings eCards have a zero point value and may be immediately issued by all team members. Thank You eCards have a 100 points value and may be immediately issued by people managers only. There are LOTS of custom eCard options available in the BD Proud eCard library – so there’s a card for every occasion!*

## **What is the G.E.M. Awards Recognition Wizard?**

*The Recognition Wizard is a system in BD Proud to recommend appropriate award levels. You will be prompted through a series of questions regarding your nominee's achievement and evaluating its impact. After completing the questions, you'll receive an award level score indicating the appropriate award level.*

**I saw one of my team members offer to help another team member with a difficult task and I would like to acknowledge that behavior. Should that be rewarded? What award level would be appropriate?**

*Yes, an On The Spot award would be an appropriate, immediate recognition.*

**Can I offer my coworker a BD Proud award to cover my shift?**

*No, BD Proud Awards are not to be utilized in a quid-pro-quo (this for that) manner.*

**I don't manage anyone, but I'd like to nominate a coworker for an award. Am I allowed to do that? If so, what awards are available?**

*Yes, non-people manager employees may nominate coworkers for a G.E.M. Blue Award (100 points). If a non-people manager employee would like to nominate a coworker for a larger G.E.M. award, such as Bronze (250 points), Silver (500 points) or Gold (1000 points), they would need to request their supervisor issue the nomination.*

**As a people manager, how do I request On The Spot Reward cards so I can issue them to my team members?**

*On The Spot Reward cards are issued in bulk to site HR Operations. Contact your site HR office to request cards.*

**Instead of nominating someone for a Bronze award, can I just give them five On-The-Spot rewards?**

*No, that's not the purpose of On The Spot rewards and they may only be issued to a recipient one at a time and not more than one per shift.*

**Instead of nominating someone for a Gold award, can I just give them five 100 point Thank You eCards?**

*No, since Thank You eCards are issued immediately like On The Spot rewards, they may only be issued to a recipient one at a time and not more than one per shift.*

**I think I nominated a team member for an award, but I can't find it in the system. What do I do?**

*Contact OC Tanner Customer Support at [www.octanner.com/customer support](http://www.octanner.com/customer support) for assistance with and/or questions about the system.*

**A team member used their BD Proud points to order a gift and they want to know when it will arrive. How can they track the shipment?**

*Contact OC Tanner Order Support at [orders@octanner.com](mailto:orders@octanner.com) with the order number and they will be able to provide tracking information.*