

Glasgow Life

Long Service Recognition- guidelines

**May 2025
Version 3**

Introduction

We want to support our colleagues in doing their best work. Following a series of colleague-led listening groups, we have created these guidelines. They provide details of our long-service recognition programme, which is part of a broader colleague recognition framework.

Why celebrate long service?

Acknowledging long service is important to celebrating our colleagues' commitment and loyalty. It's a personal recognition of their years of service.

By celebrating long service, we aim to:

- Build motivation and engagement
- Improve colleague retention
- Help promote Glasgow Life to potential new colleagues

Recognition

Each January, the Glasgow Life HR team will issue to each department the list of those who qualify for a long service award. This list will be of colleagues who have reached a milestone anniversary as of 31 December the previous year. The awards will be issued for the following:

- 10 years' service
- 20 years' service
- 30 years' service
- 40 years' service
- 50 years' service

and will consist of the following:

- 10 years' service - a PIN badge and certificate recognising 10 years' service
- 20 years' service - a PIN badge and certificate recognising 20 years' service
- 30 years' service - a PIN badge and certificate recognising 30 years' service
- 40 years' service - a PIN badge and certificate recognising 40 years' service
- 50 years' service - a PIN badge and certificate recognising 50 years' service

Full-time employees who reach 20 years of service - and at every subsequent 10-year milestone - will receive a one-off award of 7 hours of leave. This leave must be taken within the year it is awarded and cannot be carried over to the following leave year.

Part-time employees will receive a pro-rata amount of this leave based on their contracted hours.

This leave will not be paid out upon leaving the organisation and is not part of any leaver's entitlement.

Managers will manage leave given as a one-off to acknowledge service offline and will not be recorded in MyPortal. Records must be kept and a template for this will be published on the Glasgow Life intranet. Heads of Service will be responsible for keeping records on an annual basis for audit purposes.

The additional leave is not contractual and the decision to acknowledge service in this way may be withdrawn at any point.

Eligibility

All Glasgow Life employees will be entitled to a long service award providing they meet the following criteria:

- They have service, reflected in their employee record on SAP, when reaching the milestones outlined in these guidelines.
- They have not received any other service award in the previous 10 years from us or any other organisation whose service Glasgow Life would recognise.
- Colleagues who leave their Glasgow Life employment before the leave is distributed will not be eligible for an award.
- Leavers are not entitled to participate in any long service recognition.

Tax and National Insurance Implications

As an employer providing long-service awards to employees, we have tax, NI and reporting obligations and details of these can be found here - <https://www.gov.uk/expenses-and-benefits-long-service-awards>.

Roles and responsibilities

Colleagues

- are responsible for providing evidence of service where the HR system does not hold accurate records.

- Should notify their manager if they choose not to participate in colleague recognition activity.

HR

- will share an annual report each January to highlight those eligible for service recognition and will share this detail with managers.

Heads of Service

- will lead the recognition activity within their service areas and ensure individual colleagues receive their service recognition.
- Will ensure records of distribution and annual leave are kept within their area of responsibility

Managers

- will distribute long service recognition and keep appropriate records of awards and leave.

Previous Long Service Recognition

Glasgow Life previously acknowledged long service via awards given at different intervals. As a one-off activity, Glasgow Life will undertake a mid-year review of service and issue service information to capture those who would have received acknowledgment, should the updated criteria have been introduced as a follow on since the awards were last issued.

As a one-off piece of work, a list of currently employed colleagues who have reached a 10, 20, 30, 40 or 50 year milestone between 1 January 2019 and 31 December 2024 will be distributed to Heads of Service and each colleague will receive the revised recognition award, should they meet the criteria. All leave hours should be taken within the current leave year and may not be carried over into any additional leave years.

FAQs

We will develop a set of FAQs and publish these on our Colleague Information pages – please contact your manager if you have any questions.