

DRMS-KW

February 13, 2002

EMPLOYEE RECOGNITION PROGRAM

(This is a significant revision of this publication.
It must be reviewed in its entirety.)

A. REFERENCES

1. DRMS Directive 1432.4, Employee Recognition Program, **June 5, 1998**, (hereby superseded).
2. DLAI 1432.1, DLA Superior Accomplishment Awards Program, January 1998.

B. PURPOSE. This directive:

1. Supersedes reference A1.
2. Provides guidance for operating the DLA Superior Accomplishment and Performance Awards Programs.

C. APPLICABILITY AND SCOPE. To encourage the fullest participation of all personnel in improving operations. This directive applies to civilian and direct hire employees of the Defense Reutilization and Marketing Service (DRMS), and other organizations serviced by the DRMS Human Resources Office (HRO). Indirect hire foreign national employees observe local agreements instead of this directive; however they are eligible for Certificates of Achievement, Commendable Service Certificates, Letters of Appreciation, and other honorary DLA Commendations.

D. DEFINITIONS

1. Honorary Award. A medal, certificate, plaque, citation, or other item that is worn or displayed. Items of utilitarian nature are not considered an honorary award simply because they are displayed. "Other item" in this sense, should have an award or honor connotation and should not exceed the price range of a medal, certificate, or plaque normally used for honorary recognition.
2. Intangible Benefits. Benefits to the Government which are not measured in terms of dollar savings.
3. Performance Award. A performance-based cash payment to an employee based on the employee's rating of record.
4. Tangible Benefits. Benefits or savings to the Government that are measured in terms of dollars.

E. POLICY.

1. All employees of DRMS paid from appropriated funds are eligible to receive cash and honorary awards.
2. Former employees or the estates of deceased employees are eligible to receive awards for contributions made while employed in DRMS.
3. Private citizens are not eligible for awards under this program.

4. The DRMS Commander and the Commander, DRMS International (DRMS-I) Commander, DRMS National Commander, or their respective designees may approve awards up to:

- a. \$5,000 based on tangible benefits.
- b. \$2,500 based on intangible benefits.
- c. \$5,000 based on a combination of tangible and intangible benefits. The award portion based on intangible benefits cannot exceed \$2,500.
- d. When the award amount exceeds the above scale, the DRMS Commander must approve the award before its submission to HQ DLA. The HRO defers payment of any amount until HQ DLA audits and approves the total award.
- e. The DRMS Commander will approve high level awards as follows:
 - (1) DLA Distinguished Career Service Award;
 - (2) Meritorious Civilian Service Award;
 - (3) Certificate of Achievement;
 - (4) Quality Step Increases (QSIs).
- f. The Commander endorses any award (honorary or monetary) requiring higher HQ DLA approval.

5. **All awards require two levels of approval. Heads of headquarters (HQ) directorates and DRMS Zone Managers** have authority to approve the following awards. However, the approving official must be at a level higher than the recommending official.

- a. Cash Awards of **\$2,750** or less.
- b. Time-Off Awards.
- c. Commendable Service Certificates.

6. DRMO Chiefs have authority to approve the following awards. However, the approving official must be at a level higher than the recommending official.

- a. On-the-Spot Awards.
- b. Time-Off Awards of up to 8 hours.

7. Awards for individuals outside the nominator's directorate/office are coordinated with the nominee's organization for information purposes.

8. Approving officials will ensure that awards are granted fairly on the basis of merit, and that information is made available concerning reasons for granting awards.

9. The agency may reimburse travel expenses for one guest to accompany an award winner to a major award ceremony (for example, Presidential award, DLA annual award, or prestigious honorary award). The Commander, DRMS is the approving official.

10. **All monetary and time off awards must be submitted to the HRO via Request for Personnel Action (RPA)** within 60 days of the period of service covered. **Supervisors are responsible for retaining all supporting documentation for awards submitted to the HRO.** Enclosure 1 contains additional information on criteria and nomination procedures. Nomination packages consist of a narrative justification. Some awards differ from the above procedures as stated below.

a. Quality Step Increases (QSIs). **Prepare a narrative justification showing how employee performance exceeds the fully successful level.** This justification must be by critical element and all elements must be documented. Submit QSIs no later than February 15 of each year.

b. Sustained Superior Performance (SSP) Awards. **Prepare a narrative justification showing how employee performance exceeds the fully successful level.** This justification must be by critical element, and more than one-half of the elements must be documented. Submit SSPs no later than February 15 of each year.

c. Special Achievement Award Based on Special Act or Service. Nominations based on tangible benefits will calculate the benefits in detail. Nominations based on intangible benefits will identify the value and extent of application. Use the awards scale at enclosure 2 to determine award amounts.

d. On-the-Spot (OTS) Cash Award. **Prepare a narrative justification emphasizing the employee's accomplishment.**

e. Time-Off Award. **Prepare a narrative justification emphasizing the employee's accomplishment.**

F. RESPONSIBILITIES.

1. The HRO will:

a. Administer an effective program responsive to the needs of the DRMS Commander.

b. Assure coordination of program activities and publicity.

c. Provide feedback to serviced organizations concerning program accomplishments and needs.

d. Monitor award actions for adherence to policy standards and criteria.

e. Maintain appropriate records and submit required reports.

f. Conduct training for supervisors.

g. Maintain this directive in a current status and review it **biennially**.

2. Heads of HQ DRMS Offices/Directorates, DRMO Chiefs and Zone Managers will:

a. Approve or disapprove awards for employees under their supervision.

b. Be sure award decisions take into consideration the type of award (whether it is appropriate for the level/extent of contribution); fairness among employees (equal awards for equal levels of accomplishment); pending or recent promotion or recognition; EEO goals; and availability of funds.

c. Conditionally approve all cash awards and honorary awards requiring approval by higher authority.

3. Supervisors will:

a. Recognize superior performance and special achievements, when warranted.

b. Prepare appropriate award nomination(s) and sign as recommending official.

c. Submit award nominations to the HRO within 60 calendar days after the period of service covered.

d. Keep the nomination confidential until the HRO approves the award.

4. The Special Assistant for Public Affairs, Personnel Staff, will arrange for internal and external publicity related to the program.

5. The Office of the Comptroller, Budget Division, will validate dollar savings of Special Act or Service Awards over \$500 based on tangible savings.

G. EFFECTIVE DATE AND IMPLEMENTATION. **This directive is effective and shall be implemented upon signature by the DRMS Executive Assistant.**

H. INFORMATION REQUIREMENTS.

This directive prescribes the following forms for use:

- a. DLA Form 30, Certificate of Achievement.
- b. DLA Form 31, Certificate for Performance Award.
- c. DLA Form 32, Certificate for Suggestion Award.
- d. DLA Form 38, Incentive Award Nomination and Approval.
- e. DLA Form 310, Certificate for Quality Increase.
- f. DLA Form 639, Certificate for Commendable Service.
- g. DRMS Form 1967, On-the-Spot Award Nomination and Approval.
- h. DRMS Form 1979, Time-Off Award Nomination and Approval.
- i. WPS Form 102, Career Service Certificate, 10 years.
- j. WPS Form 104, Career Service Certificate, 20 years.
- k. WPS Form 105, Career Service Certificate, 25 years.
- l. WPS Form 106, Career Service Certificate, 30 years.
- m. WPS Form 107, Career Service Certificate, 35 years.
- n. WPS Form 108, Career Service Certificate, 40 years.
- o. WPS Form 109, Career Service Certificate, 45 years.
- p. WPS Form 110, Career Service Certificate, 50 years.
- q. WPS Form 111-A, Retirement Certificate.

BY ORDER OF THE COMMANDER

/s/
JANINE DES VOIGNES
Executive Assistant

- 2 Encl.
- 1. Criteria for Recommending Incentive Awards.
 - 2. Awards Scale.

CRITERIA FOR RECOMMENDING INCENTIVE AWARDS

A. Monetary Awards

1. Quality Step Increases (QSIs)

a. Use QSIs to recognize GS/GM employees whose high level of performance is significantly above ordinary, and sustained over a period of time sufficient to conclude that the level is characteristic of the employee's performance. It is expected that this high quality performance will continue. All critical elements must be documented as exceeding the fully successful level on the justification for this award.

b. QSIs are granted no more than once every 2 years. Granting of a QSI 2 years in a row will require **substantial** justification. The justification must identify how the employee's performance significantly exceeded that used to support the prior QSI.

c. QSIs cover 12 months of performance. If a shorter period is used (6 months minimum), retain detailed justification stating the reasons how the employee's performance substantiates the QSI.

d. QSIs are inappropriate when the employee occupies a position with known promotion potential, or is on a temporary promotion.

2. Sustained Superior Performance (SSP) Awards

a. SSPs recognize employees for overall high level performance. The high-level performance must cover a period of not less than 90 days at the end of the rating period. The justification for a SSP must reflect more than one-half of the critical elements above the fully successful level. Only one such award is granted to an employee during a 12 month period.

b. An SSP award and a QSI award may not overlap. Use the period of service covered by the SSP award when considering prior recognition.

c. Use the SSP in conjunction with the appraisal cycle so that current documentation of performance supports the award. The nominee must have been in the same series/related series and the same grade during the timeframe.

d. SSPs are not appropriate when:

(1) The nominee received previous recognition in whole or in part, for the contribution being recognized.

(2) The nominee is in a position with known promotion potential.

e. The following scale shows the maximum amount granted for an SSP. Supervisors may recommend lesser amounts, taking into account such factors as previous awards, budget limitations, and equity within the organization.

<u>GRADE</u>	<u>MAXIMUM</u>
GS and WG 1-6	\$1,400
GS and WG 7-9, WL 5-6	1,900
GS-11, WS 5-6	2,300
GS-12, WS 9-10	2,750
GS/GM-13	3,250
GS/GM-14	3,850
GS/GM-15	4,500

f. Be sure statements of justification are factual, concise, specify results achieved and identify benefits. For example, identify benefits such as cost reduction, man-hours reduced, increased productivity, etc.

3. Special Achievement Award Based on Special Act or Service

a. A special act or service is a nonrecurring contribution or accomplishment in the public interest which is within or outside assigned job responsibilities. The act or service must be connected with official DRMS employment and contribute to the efficiency, economy or other improvement of Government operations.

b. The award may recognize an individual or group. The total amount of a group award may not exceed the amount authorized if an individual performed the contribution. The total award is divided in proportion to individual contributions. List nominees for group awards by name, title, grade and portion of award.

c. The granting of a special act or service award normally does not affect an employee's eligibility for a performance award. The contributions used to support a special act award will not be used either wholly, or in part, as a basis for a performance award.

d. Write justifications in a simple, narrative format. Be brief, factual, emphasize results achieved, and identify benefits (i.e., cost reduction, man-hours reduced, increased productivity, etc.).

4. On-the-Spot (OTS) Cash Award

a. The OTS Award is a small cash special act or service award within a range of \$25-\$475. It recognizes exceptional day-to-day accomplishments.

b. Examples of accomplishments which warrant an OTS award include, but are not limited to, the following:

(1) Begin or develop work methods or procedures that produce improved efficiency rates or lower unit costs.

(2) Show sensitivity and responsive performance that improve relationships or services with clients or the public.

(3) Enable the successful accomplishment of a mission of a unit during difficult periods through personal dedication. Applies solutions to day-to-day operational problems.

5. Time-Off Award (TOA)

a. The TOA recognizes superior accomplishment without loss of pay or charge to leave.

b. Examples of accomplishments for which time-off is granted include, but are not limited to, the following:

(1) Successful team contributions. All members of the team are granted time off of the same duration.

(2) Making a high quality contribution involving a difficult or important project or assignment.

(3) Displaying special initiative and skill in completing an assignment or project before the deadline.

(4) Using initiative and creativity in making improvements in a product, activity, or service.

(5) Ensuring the mission of the unit is accomplished during a difficult period by successfully completing additional work or a project assignment while maintaining the employee's own workload.

(6) One-time achievements, or special assignments that resulted in the organization receiving recognition or positive feedback.

(7) Submitting a suggestion that has been adopted, but because the suggestion is considered to be within job responsibilities, the nominee is not eligible for a cash award.

c. The following limitations apply:

(1) The total amount of time off granted to an employee during a leave year is 80 hours. The maximum time off granted for any single contribution is 40 hours. The minimum TOA is 1/2 workday.

(2) A TOA does not convert to cash under any circumstances.

(3) Time off granted cannot be transferred if an employee transfers to another activity.

(4) TOAs do not replace performance awards.

B. Honorary Awards

1. Honorary Awards fall into two groups: Federal honorary awards and awards given by non-federal organizations. Candidates for non-federal awards are solicited by announcement from the host agency. The HRO includes specific nomination instructions with each announcement.

2. DLA Awards recognize high-level performance. They include the Ten Outstanding DLA/DRMS Personnel of the Year Award, and the following awards. Specific procedures are in DLAI 1432.1, Superior Accomplishment Awards Program. The awards require approval of the DRMS Commander.

a. Commendable Service Certificate recognizes significant contributions to the efficiency, effectiveness or economy of the immediate function assigned.

b. Certificate of Achievement recognizes significant contributions which warrant official recognition not broad enough in scope to merit granting the DLA Meritorious Civilian Service Award. It recognizes sustained high quality performance or special acts or achievements.

c. DLA Superior Civilian Service Award recognizes significant contributions through consistent high quality performance or special acts or achievements of a PLFA-wide impact. The candidate will have a record of sustained superior performance that has had an impact on mission goals.

d. DLA Meritorious Civilian Service Award is the second highest DLA award. It recognizes exemplary service or outstanding achievements of an Agency-wide impact. Candidates should have received some type of recognition for their performance. The narrative is written in the third person. It will consist of the candidates exemplary performance, other awards received, and their impact on the mission.

e. DLA Exceptional Civilian Service Award is the highest honorary award. It is granted for exceptional service or contributions of the broadest scope to DLA or DoD as a whole. The employee is normally granted the DLA Meritorious Civilian Service Award prior to being recommended for the Exceptional award.

3. Informal Recognition. Letters of Appreciation express appreciation to an employee for work performance or an act or service performed better than normally expected. Supervisors may use them to recognize performance while on special assignments or during short periods where an unusual work situation or other emergency exists.

4. Retirement Recognition.

a. A Retirement Plaque is given to an employee upon retirement. Notify the HRO at least 30 days before the planned presentation date. The HRO coordinates with contractors to have the plaque prepared.

- b. DLA Distinguished Career Service Award recognizes the employee's career service at retirement. DRMS Commander approves this award. The award may cover military as well as civilian service. The candidate should have a record of sustained superior performance that has had an impact on mission goals. The candidate should have also received some type of recognition for their performance. This award will not replace the retirement certificate. The narrative is written in the third person. Allow 30 days for processing the award and preparation of the plaque, plus mailing time for employees outside of Battle Creek.

SCALE OF AWARDS BASED ON INTANGIBLE BENEFITS

EXTENT OF APPLICATION				
Value of Benefit	LIMITED	EXTENDED	BROAD	GENERAL
MODERATE	\$25 - 100	\$100 - 250	\$250 - 500	\$500 - 1000
SUBSTANTIAL	\$100 - 250	\$250 - 500	\$500 - 1000	\$1000 - 2500
HIGH	\$250 - 500	\$500 - 1000	\$1000 - 2500	\$2500 - 5000
EXCEPTIONAL	\$500 - 1000	\$1000 - 2500	\$2500 - 5000	\$5000 - 10000

DEFINITIONS

LIMITED - Affects functions, mission, or personnel of one office, facility, installation, or an organizational element of a headquarters. Affects a small area of science or technology.

EXTENDED - Affects functions, mission, or personnel of several offices, facilities, or installations. Affects an important area of science or technology.

BROAD - Affects functions, mission, or personnel or an entire regional area of command. May be applicable to all of an independent agency or a large bureau. Affects a broad area of science or technology.

GENERAL - Affects functions, mission, or personnel of several regional areas or commands, or an entire department or large independent agency, or is in the public interest throughout the Nation or beyond.

MODERATE VALUE - Change or modification of an operating principle or procedure which has moderate value sufficient to meet the minimum standard for a cash award: an improvement of rather limited value of a product, activity, program, or service to the public.

SUBSTANTIAL VALUE - Substantial change or modification of an operating principle or procedure: an important improvement to the value of a product, activity, program, or service to the public.

HIGH VALUE - Complete revision of a basic principle or procedure: a highly significant improvement to the value of a product, major activity, or program, or service to the public.

EXCEPTIONAL VALUE - Initiation of a new principle or major procedure: a superior improvement to the quality of a critical product, activity, program, or service to the public.

SCALE OF AWARDS BASED ON TANGIBLE BENEFITS

ESTIMATED FIRST YEAR BENEFITS	AMOUNT OF AWARD
Up to \$10,000	10% of Benefits
\$10,001 - \$100,000	10% for First \$10,000 PLUS 3% of Benefits over \$10,000 (\$3,700 Total)
\$100,001 or more	\$3,700 for First \$100,000 PLUS .5% of Benefits over \$100,000