



DECA MANUAL 50-08.01

RECOGNITION AND INCENTIVE AWARDS PROGRAM

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Purpose: This manual provides procedures for carrying out the policy, assigns responsibilities, provides guidance and procedures for implementing the Defense Commissary Agency (DeCA) Recognition and Incentive Awards Program, pursuant to Department of Defense (DoD) Directive (DoDD) 1400.25 and Part 451 of Title 5, Code of Federal Regulations (CFR), which requires each

Agency to ensure the development, implementation, application, and evaluation of one or more awards programs for eligible employees.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This directive applies to all DeCA activities and all DeCA personnel in accordance with (IAW) DoDD 5105.55.

a. Eligibility.

(1) Unless otherwise specified in applicable sections of this manual, all permanent and temporary employees are eligible to receive awards under the provisions of Subpart (§) 451.101 of Title 5, CFR.

(2) Awards may only be granted to Federal employees or to a former Federal employee for contributions made while in Federal service. Awards may be made to a former Federal employee, including separated employees, as well as to the estate or legal heir of a deceased employee under the provisions of § 451.104(e) of Title 5, CFR for contribution(s) made while on active employment duty.

(3) A foreign national individual who meets the definition of “employee: in Section 2105 of Title 5, United States Code (U.S.C.) and is paid with United States (U.S.) funds (e.g., is a direct hire employee) is eligible to receive awards IAW this manual.

(4) A foreign national individual who is paid on a cost reimbursable basis by agreement with a foreign country (e.g., an indirect hire employee) is not eligible to receive monetary awards but may receive non-monetary awards IAW this manual.

(5) Administration of non-U.S. employees will be IAW applicable policies, regulations, and procedures of the local servicing activity, and applicable laws and practices of the host government.

b. Documentation. DeCA supervisors and managers are required to complete certain forms and/or to prepare written justifications to support recommended award nominations. Supervisors and managers are encouraged to become familiar with the provisions of this manual and the requirements for the awards for which employees are nominated. Supervisors and managers are encouraged to consult with the Employee and Labor Relations Division, if uncertain as to the requirements for individual awards.

1.2. POLICY. It is DeCA policy that:

a. Awards will be used as tools to recognize, motivate, and reward significant individual, team, and organizational achievements or contributions.

b. Awards under this manual must be consistent with Equal Employment Opportunity (EEO) and Affirmative Action Program (AEP) policies and shall be free from discrimination regardless of race, color, religion, age, sex, national origin, or disability.

c. The policies and standards governing awards for which all DeCA employees are eligible shall be applied equitably to the extent consistent with applicable laws regulations and the provisions of this manual.

d. The preservation and integrity of the DeCA honorary awards program acknowledge only those employees exhibiting the highest standards of excellence and are recognized through the DeCA Recognition and Incentive Awards Program.

e. The type and amount of recognition granted to an employee will be commensurate with the value of the employee's contribution.

f. Awards will be granted to recognize the achievement of organizational goals.

(1) When awards are granted to recognize the achievement of organizational goals, it is signaling that those goals are important.

(2) Such awards will focus on employees' efforts and communicate what is important to accomplish.

g. Awards granted under this manual shall be subject to applicable tax rules.

h. Awards granted under this manual shall be given due weight in other personnel decisions to ensure that employees are recognized appropriately commensurate with their achievements. This includes qualifying and selecting an employee for promotion as required by §3362 of Title 5, U.S.C.

i. Awards granted on the basis of a rating of record at the fully successful (or equivalent) or above, must make meaningful distinction based on levels of performance.

j. Awards are used to motivate, recognize, and reward eligible employees as individuals or groups for contributions to the efficiency, economy, or other improvements in Government operations and/or contributions to the accomplishment of organizational strategic plan goals and objectives.

k. The provision of this program does not conflict with or violate any other law or Government-wide regulation.

l. Agencies may grant time-off awards, along with other forms of awards, as long as the total value of the awards given is commensurate with the contribution being recognized.

m. Cash and Time-Off Awards (TOAs) will be documented and reported IAW the requirements of Section 451.106(e) and (g) of Title 5, CFR, and other applicable DeCA or DoD policies.

n. Quality Step Increases (QSIs) will be granted consistent with the provisions of Subpart E of Section 531 of Title 5, CFR.

1.3. AWARD RESTRICTIONS. Section 451.105 of Title 5, CFR places limitations on awards during a Presidential election year and prohibits cash awards to:

a. Non-monetary awards such as certificates, plaques, and items of similar nature are permitted provided the form of non-monetary award avoids the appearance of replacing a bonus.

b. As non-monetary awards may take a wide variety of forms both in terms of direct costs and appearance of value, recognition by non-monetary awards should be a symbolic value (i.e., an honor being bestowed) rather than monetary worth.

SECTION 2: RESPONSIBILITIES

2.1. DeCA DIRECTOR. The DeCA Director:

- a. Ensures the development, implementation, application, and evaluation of the DeCA Recognition and Incentive Awards Program.
- b. Certifies funds are obligated consistent with applicable DoD component financial management controls and delegations of authority.
- c. Confirms that the recognition and incentive awards program is operated IAW, and in support of, merit system principles, as well as other applicable Federal and agency regulations.
- d. Confirms that criteria for recognition and awards do not discriminate against individuals on the basis of race, color, religion, age, sex, national origin, or disability.
- e. Safeguards that employees have confidence that awards are distributed fairly without regard to race, national origin, sex, or other non-merit factors.
- f. Encourages supervisors to identify employees or groups of employees deserving award consideration and request that award recommendations be submitted expeditiously.

2.2. EXECUTIVE DIRECTORS. The Executive Directors:

- a. Ensures that all managers and supervisors within their areas of responsibility (AOR) adhere to the program requirements throughout each stage of the awards and recognition process.
- b. Encourages managers and supervisors to identify employees or groups of employees deserving award consideration and requests that award recommendations be submitted expeditiously.
- c. Approves or disapproves, within the awards budget allocation, nominations for monetary and all recognition as required by Office of Personnel Management (OPM)/Office of Management and Budget (OMB) requirements, and in this manual.
- d. Confirms that criteria for recognition and awards do not discriminate against individuals on the basis of race, color, religion, age, sex, national origin, or disability within their AOR.
- e. Safeguards that employees within their organization(s) have confidence that awards are distributed fairly without regard to race, national origin, sex, or other non-merit factors.
- f. Promotes an environment that fosters a culture of innovation and process improvement.

g. Ensures employees assigned to their AOR read and adhere to DeCA's innovation policy and procedures.

2.3. HUMAN RESOURCES (HR) DIRECTOR. The HR Director:

a. Develops, directs, administers, and provides guidance and technical assistance on the DeCA-wide Recognition and Incentive Awards Program.

b. Performs periodic evaluations of the effectiveness of DeCA's Recognition and Incentive Awards Program to determine if:

(1) The program supports organizational goals and is administered IAW the procedures prescribed in this manual.

(2) The program provides variety and flexibility to supervisors to appropriately recognize deserving employees.

(3) Employees understand the award criteria and feel, to the greatest extent possible, that deserving employees are being recognized.

(4) Performance-based awards are based on meaningful distinctions of levels of performance.

(5) Awards are used to motivate, recognize, and reward eligible employees.

(6) Awards are granted commensurate with the value of the employee's contribution or accomplishment.

c. Reviews and presents award nominations from within DeCA requiring approval of the DeCA Director, or from agencies outside of DeCA to the Director for consideration.

d. Submits new award instructions or changes to OPM not later than (NLT) 30 calendar days prior to the proposed effective date.

e. Ensures that nominations for honorary and monetary awards are processed expeditiously.

f. Ensures that honorary and monetary awards meet eligibility criteria and are IAW applicable laws, rules, regulations, policies, and the provisions in this manual.

g. Oversees that the relevant parts of this manual are communicated to DeCA managers, supervisors, and employees through orientation and formal training.

h. Ensures that consultation and negotiation obligations are accomplished with applicable recognized labor organizations IAW applicable provisions of Title VII of the Civil Service Reform Act of 1978, with regard to the implementation of this manual.

- i. Ensures that DeCA supervisors and management officials are properly trained in the effective use of awards covered in this manual.
- j. Ensures appropriate directorate submits timely and accurate award data as required by OPM.
- k. Ensures that supervisors are aware of award nomination requirements and deadlines.

2.4. RESOURCE MANAGEMENT (RM) DIRECTOR. The RM Director:

- a. Develops the percentages and dollar amounts for awards budgets, annually IAW OPM/OMB requirements.
- b. Communicates the dollar amounts for awards budgets to the Director, Deputy Director, Executive Directors, staff offices, directorates, area directors, and zone managers.

2.5. HUMAN CAPITAL MANAGEMENT BOARD (HCMB). The HCMB:

- a. Provides support for and review of applicable nominations and make recommendation for the approval/disapproval of various identified honorary and informal recognition awards.
- b. Enforces criteria for selecting awardees.

2.6. CHANGE AND STRATEGIC MANAGEMENT OFFICE. The Change and Strategic Management Office:

- a. Administers the Improve DeCA's Efficiency and Service (IDEAS) Program.
- b. Manages the Director's Innovation Challenges.
- c. Sets policy (within managed awards), procedures, promotes, and publicizes the program and ensures uniform application. Please refer to DeCAD 60-1, for detailed program guidance for the IDEAS program.
- d. Maintains the IDEAS program interface with other DoD programs: fraud, waste and abuse (FWA), Information Management, Quality Improvement Efficiency Reviews, DoD Value Engineering Suggestion Program, and other process improvement activities (such as Lean Six Sigma) designated to increase productivity or cost savings.

2.7. SUPERVISORS. Supervisors:

- a. Provide support for and participate in the Recognition and Incentive Awards Program.

- b. Identify the employees whose performance, achievements, and accomplishments deserve recognition.
- c. Determine the type of recognition that most appropriately recognizes the performance, achievement, or accomplishment that deserves recognition.
- d. Determine the type of recognition that is most motivating to the employee.
- e. Determine which award is most appropriate with regard to available funds.
- f. Ensure that awards are granted equitably and on the basis of merit.
- g. Adhere to program requirements, including ensuring that performance-based cash awards are based on meaningful distinctions between levels of performance; i.e., that employees with higher ratings of record received larger performance based cash awards than employees with lower ratings of record.
- h. Exercise care in considering award recognition. Although there should be linkage between performance and recognition, this does not mean that awards will be automatic for an employee whose performance meets basic eligibility for an award.
- i. Oversee that awards for special acts and service are recognized timely and that all award presentations are conducted in a timely manner.
- j. Ensure criteria for awards do not discriminate against individuals on the basis of race, color, religion, age, sex, national origin, or disability.
- k. Are aware of and demonstrate support for the Agency's Innovation Program through personal work behavior (see Chapter 11 for more information).
- l. Direct employees to read and be fully informed of the Innovation Program procedures and encourage workforce participation.
- m. Vigorously manage organization awards budget by monitoring the Monthly Financial Execution Report (MFER) received from RM.
- n. Properly execute awards budget to ensure there are monies expended at the end of the appraisal period in addition to recognizing employees for the remainder of the fiscal year (FY). By proper management and oversight of the organization's budget, it ensures awards budgets are processed in a fair and equitable manner to deserving employees.

2.8. EMPLOYEES. Employees:

- a. Read, understand, and adhere to the policies and procedures set forth in this manual and supporting manuals.

b. Continually look for new or better ways to do things in order to provide better service to our patrons and recommend such innovations through the avenues of DeCA's Innovation Program.

SECTION 3: GENERAL PROVISIONS

3.1. PURPOSE. The purpose of incentive awards in the Federal Government is to improve Government services and operations by motivating employees to increase productivity and creativity. This is accomplished by rewarding those employees whose performance is substantially above normal expectations and/or requirements, and by recognizing employees whose accomplishments benefit the Government. More details on information below are continued in succeeding chapters.

a. Eligibility.

(1) Unless otherwise specified in applicable sections of this manual, all permanent and temporary employees are eligible to receive awards under the provisions of § 451.101 of Title 5, CFR.

(2) Awards may only be granted to Federal employees or to a former Federal employee for contributions made while in Federal service. Awards may be made to a former Federal employee, including separated employees, as well as to the estate or legal heir of a deceased employee under the provisions of § 451.104(e) of Title 5, CFR, for contribution(s) made while on active employment duty.

b. Documentation. DeCA supervisors and managers are required to complete certain forms and/or prepare written justifications to support award nominations. Supervisors and managers are encouraged to become familiar with the provisions of this manual and the requirements for the awards for which employees are nominated. Supervisors and managers are encouraged to consult with the Employee and Labor Relations Division, if uncertain as to the requirements for individual awards.

3.2. AWARD RESTRICTIONS.

a. Limitations on awards during a presidential election year. DeCA will not grant monetary and time-off awards under the restrictions set forth in § 451.105 of Title 5, CFR.

(1). Non-monetary awards such as certificates, plaques, and items of a similar nature are permitted provided the form of the non-monetary award avoids the appearance of replacing a bonus.

(2) As non-monetary awards may take a wider variety of forms both in terms of direct costs and the appearance of value, recognition by non-monetary awards should be of symbolic values (i.e., an honor being bestowed) rather than monetary worth.

b. Prohibition of Cash Awards to Certain Employees. DeCA will not grant cash awards under the restrictions in § 451.105 of Title 5, CFR, such as employees appointed by the President with Senate confirmation who serve in an Executive Schedule position.

3.3. AWARD CEREMONIES.

a. Supervisors should learn and respect the desires of an employee with regard to being publicly recognized for an achievement as some employees would rather receive no award than stand in front of a group of peers for recognition.

b. If an award ceremony is held:

(1) The award should be presented by the award-approving official or other appropriate management official(s).

(2) The ceremony may include supervisors, associates, families, and friends of the recognized employee when it is deemed appropriate.

(3) It is preferable that the ceremony be held at the worksite or as close thereto as possible.

c. Annual Awards Ceremonies.

(1) In addition to timely award presentations, annual award ceremonies are encouraged.

(2) Annual award ceremonies may be attended by families and friends of award recipients, as well as management officials, fellow employees and members of the community, if appropriate, in order to enhance employee-management and community relations.

3.4. RESOURCES. Adequate staffing and support services will be provided, and funds allocated within DeCA to assure prompt action on all employee performance award recommendations, and other expenses deemed necessary for honorary recognition, career service emblems, and educational and promotional materials.

3.5. CONFIDENTIALITY OF AWARD NOMINATIONS.

a. Performance award nominations may contain Personally Identifiable Information (PII) that should be protected and made available only to those individuals involved in the decision process and other officials on a need-to-know basis. When a nomination for an external (non-DoD) award requires PII (e.g., social security number (SSN), date of birth, home address, employment history, etc.) be furnished, permission must first be obtained from the nominee before such information can be furnished to a private sponsor, IAW applicable laws on PII and the Privacy Act, § 552a of Title 5, U.S.C.

b. Nominating officials will not discuss award recommendations with nominees until the award has been approved within DeCA, or in the case of external award nominations (i.e., awards sponsored by private organizations), until the nominee has been selected by DeCA as its candidate for that award.

3.6. LINKAGE TO ACHIEVEMENT OF ORGANIZATIONAL GOALS AND OBJECTIVES.

a. General. The act of recognizing and rewarding employees communicates what an organization values. When an award is granted to recognize an employee's contributions to the achievement of DeCA's organizational goals and objectives, it signals to other employees that such contributions to the achievement of organizational goals and objectives are valued.

b. Policy. To the greatest extent possible, supervisors and managers should recognize and reward contributions made by individual employees and groups toward the achievement of DeCA's organizational goals and objectives.

3.7. DOCUMENTATION AND REPORTING.

a. DeCA will ensure that cash and TOAs are documented and reported IAW the requirements of Subpart 451.106(e) and (g) of Title 5, CFR.

b. DeCA will ensure that awards data is reported to the Central Personnel Data File (CPDF), in compliance with § 451.106 (e) and (g) of Title 5, CFR, and to OPM, on an as needed basis.

3.8. TRAINING. An effective training program for DeCA personnel is critical to the success of the DeCA Recognition and Incentive Awards Program and to ensure equity within the program. Training should be provided as follows:

a. Entrance on Duty (EOD): New employees, at all levels, should receive orientation on the DeCA Recognition and Incentive Awards Program which includes, at a minimum, an explanation of DeCA policies on granting awards; the purpose of the program.

b. Supervisors and Managers: Supervisors and managers should receive additional periodic training that explains their roles as catalysts in linking recognition to the accomplishment of DeCA's strategic goals and objectives, in achieving maximum individual and organizational productivity; e.g., encouraging more effective performance; rewarding superior achievement promptly; and being fair and objective in nominating employees for awards.

c. Supervisors and managers should orient new employees on the DeCA Recognition and Incentive Awards Program during their period of in-processing within the organization assigned. The orientation should include, as a minimum, an explanation of DeCA policies on granting awards; the purpose of the program and to ensure equal opportunity within the program using this manual as the primary source.

SECTION 4: MONETARY AWARDS

4.1. PURPOSE. The purpose of monetary awards in the Federal Government is to recognize employees and/or group performance for the achievement of pre-established goals for specific, relatively narrow, purposes and provide recognition for those who achieve organizational results outside of the scope of what is required for their position.

4.2. POLICY.

a. Relationship to Granting Other Awards.

(1) Agencies may grant a TOA, along with other forms of awards, as long as the total value of the awards given is commensurate with the contribution being recognized.

(2) The fact that an employee has received a performance award or monetary award for an achievement or accomplishment does not preclude the employee from receiving an additional cash award provided the contribution previously awarded is not used to support the receipt of the new monetary award.

(3) In addition to any award granted based upon the application of an employee's accomplishment at a local level, a further or additional award may be granted if it is later determined that the employee's accomplishment has greater or wider application than determined in the original award nomination (a Presidential Award may be granted in addition to a DeCA Award, § 451.202(b) of Title 5, CFR).

b. The Effect of Grade Level on Receipt of Cash Awards.

(1) Employees at all grade levels should be given the same encouragement to make outstanding contributions, and all employees whose contributions to the Government substantially exceed job standards should be considered for appropriate recognition.

(2) Awards should be granted without regard to the employee's grade level or type of responsibility.

c. Former civilian employees are eligible to receive awards for contributions made by such persons while employed by DeCA.

4.3. BUDGETARY CONSIDERATIONS. Supervisors should be aware of any budgetary restraints when granting monetary awards. In addition, supervisors should ensure that they are aware of the total amount of money available for awards and should take care to ensure that sufficient money is available to recognize all deserving employees throughout the year. It is the responsibility of the management official initiating the award action to confirm the availability of the funds for the award amount with their organization's budget point of contact (POC).

4.4. SPECIAL PROVISIONS FOR MONETARY AWARDS.

a. Employee Agreement. Acceptance of a monetary award constitutes an agreement that the use by the Government of an idea, method, or device, for which the award is made, does not form the basis for a further claim of any nature against DeCA or the Government by the employee, their heirs, or assignees.

b. Transfer of Funds. Payment of awards approved for an employee who worked for one organization within DeCA but assigned to another organization within DeCA, or to another agency must be coordinated by the supervisor. When an award is approved, the previous DeCA organization or outside agency submitting the award will make arrangements to transfer funds to the current DeCA organization or agency to cover the award. If the administrative costs of transferring funds exceed the intended amount of the award, the awarding agency should absorb the costs and also pay the award.

c. Deduction from Award Amounts.

(1) Awards are in addition to the regular pay of the recipient, §4502(c) of Title 5, U.S.C., and are subject to the withholding of income taxes, § 451.104(c) of Title 5, CFR. The tax must be deducted from the award. The award may not be adjusted upward by a sum sufficient to cover the withholding tax, except in a limited case applicable only to On-the-Spot Awards. However, the Agency must ensure this practice and provision does not conflict or violate with any other law or Government-wide regulation, § 451.106(a) of Title 5, CFR.

(2) Monetary awards are not subject to deductions for retirement.

d. Salary Differentials. A monetary award does not affect the computation of salary differentials.

4.5. AWARD TYPES. The monetary awards are:

a. Special Act Awards.

(1) General. This type of award is for one-time achievements of a nonrecurring nature, by a group of employees, or an employee connected with or related to official employment. This recognition is appropriate when a group of employees or an employee perform(s) substantially beyond expectations on a specific assignment or aspect of an assignment or job function, or a single scientific achievement, act of heroism, or similar one-time special act, service, or achievement of a nonrecurring nature. An award in this category may be granted to a group of employees, or an employee, whose disclosure of FWA in the Federal Government results in intangible benefits to the Government (See Section 17).

(2) Appropriate Use of the Award. Greatest motivational impact (and, therefore, greatest effectiveness) is achieved when the award is recommended, approved, and presented promptly following the contribution. Awards for contributions of this nature are not based upon the annual

rating of record and should not be withheld pending such rating. A brief specific statement of achievement and the tangible and/or intangible benefits to the Government which provide the basis for the amount of award granted is required. There is no limit to the number of Special Act Awards an employee may receive in any given period, either as an individual or as a member of a group. Receipt of an award in this category does not preclude the same employee(s) from receiving honorary recognition, a performance award, or QSI, when criteria for such recognition otherwise are met.

(3) Preparation. Recommendations for Special Act Awards will be initiated by the employee's supervisor on DeCA Form (DeCAF) 50-7, "Recognition/Award Nomination and Approval."

(4) Justification. Cash award recommendations will include a narrative justification which describes the unique and special contributions the employee made, how it/they exceeded normal job requirements, and their significance to DeCA or the Federal Government. Justification should also include the appropriateness and amount of the award recommended, and the tangible and/or intangible benefits.

(5) Documentation. Cash awards will be documented on a Standard Form (SF) 50, "Notification of Personnel Action," and filed in the employee's Electronic Official Personnel Folder (EOPF).

(6) Review Process and Presentation. Review of the award recommendation will be accomplished through the chain of command up to the appropriate approving official. If the official concurs with the appropriateness of the award, they will sign and date the DeCAF 50-7, Part II, Section 14. Once approved, that office will prepare a Request for Personnel Action (RPA) for a One Time Award, attach the DeCAF 50-7, the narrative justification, and forward it to the HR Service provider for processing the personnel action, and maintain on file the signed DeCAF 50-7 with justification for the record. The award will be presented IAW locally established procedures.

b. DeCA On-the-Spot Awards.

(1) General Information and Criteria. The purpose of this award is to recognize and promptly reward individuals, who have performed beyond expectations in an assignment of short duration, (e.g., overnight, weekend, holiday, etc.). These assignments or projects would normally result from crisis situations or important mission requirements demanding quick action. This award is closely related to the Special Act Award. However, unlike the Special Act Award, which requires that an employee accomplish a one-time, nonrecurring achievement normally involving a period of several weeks or more, the On-the-Spot Award is appropriate for assignments involving a much briefer period and is not limited to one-time, nonrecurring assignments. There is no limit to the number of On-the-Spot Awards an employee may receive in any given period. Receipt of this award does not preclude the same employee from receiving honorary recognition, another cash award, or performance based award when criteria for such recognition are otherwise met. Since the greatest motivational impact (and therefore greatest effectiveness) of this award is achieved when it is presented promptly following the

achievement, the documentation, approval requirements, and processing procedures will be minimal.

(2) **Award Amount and Documentation.** The On-the-Spot Award, as well as the amount of benefit to the Government resulting from the achievement, will be documented on the DeCAF 50-7. A brief, specific statement of achievement, (i.e., one paragraph), will be prepared and attached to the DeCAF 50-7. The amount of the award will range from \$50.00 to \$250.00. The award amount will be based on the complexity of assignment, quality of accomplishment, timing, and additional compensation (overtime pay) already received, if any.

(3) **Approval Authority Processing and Presentation.** Review of the award recommendation will be accomplished through the chain of command to the appropriate approving official. If the official concurs with the appropriateness of the award, they will sign and date the DeCAF 50-7, Part II, Section 14. Once approved, that office will prepare an RPA for One Time Award (family type), and forward to the HR service provider for processing. Supervisors will maintain on file the signed DeCAF 50-7 with justification for the record. The award will be presented IAW locally established procedures.

SECTION 5: PERFORMANCE-BASED MONETARY AWARDS

5.1. PURPOSE. Performance-based awards are lump-sum monetary awards based on the employee's rating of record. The rating of record can be used as the sole basis for performance-based awards. A performance award does not increase the base pay of an employee.

5.2. POLICY.

a. Awards are an integral part of performance management within DeCA.

b. The granting of performance awards within DeCA will be based on meaningful distinctions based on levels of performance; i.e., that employees with higher ratings of record will receive larger ratings-based cash awards than employees with lower ratings of records. Meaningful distinctions based on levels of performance must be made at the level award decisions are made.

c. Substantiated adverse action(s), based upon employee performance, conduct, or EEO investigations may affect a supervisor or manager being nominated or receiving a cash performance-based award. If a supervisor or manager is considered for a performance-based cash award, and an issue arises that could result in adverse action based upon the supervisor's or manager's performance, conduct, or EEO investigation, action on the award will be held in abeyance until a final EEO determination or resolution of a possible adverse action is reached, and a determination is made that granting the award to the supervisor or manager would not jeopardize the merits of the proposed action or have a negative impact on the Merit System principles.

d. An award granted under this chapter may not exceed 10 percent of the employee's annual rate of basic pay, unless a determination is made by the Director (or designee) that exceptional performance by the employee justifies an award exceeding 10 percent, in which case the Director (or designee) may authorized an award up to 20 percent of the employee's annual rate of basic pay § 4505(a) (2) of Title 5, U.S.C..

e. When granting an award under this section, based on a rating of record that is paid as a percentage of basic pay, the rate of basic pay will be determined without taking into account any locality-based comparability, special law enforcement adjustment or interim geographic adjustment (Title 5 CFR, 451.104(g)).

f. Recognition, in any form, serves as a management tool to assist the supervisor in fostering and strengthening a high performance culture and influencing employee engagement. Supervisors are encouraged to issue recognition throughout the performance appraisal cycle to highlight solid contributions and noteworthy accomplishments. The full range of all monetary and non-monetary awards identified in this manual, may be used to motivate, recognize and reward eligible personnel.

5.3. RESPONSIBILITIES. In addition to the responsibilities identified in Section 2 of this manual for other cash awards, all supervisors and managers who have a role in recommending or approving performance-based cash awards, shall ensure that the awards are based on meaningful distinctions between levels of performance; i.e., that employees with higher ratings of record receive larger performance-based cash awards than employees with lower ratings of record. Supervisors will manage awards budgets for performance management. Budgets are established on the FY and the appraisal cycle ends at the midpoint of the FY.

5.4. ELIGIBILITY.

a. All General Schedule (GS) and Federal Wage Service (FWS) employees who are not otherwise covered by a statute separate from Chapter 45, subchapter 1 of Title 5, U.S.C., and whose most recent rating of record is at least Fully Successful (Level 3), are eligible to receive a monetary or non-monetary award for their performance and individual contributions.

b. Employees who are eligible for a ratings-based award under other performance-based systems under Chapter 45, Subchapter 1 of Title 5, U.S.C., are not eligible for a ratings-based award under this manual.

c. Since the rating of record is the written justification for a performance-based award, an employee is not eligible for a performance award if they do not have an established rating of record.

d. Performance-based awards may only be granted to an individual employee. Teams and groups of employees are not eligible for performance-based awards.

e. Employees of the Senior Executive Service (SES) are not eligible for performance-based awards under Chapter 45, subchapter 1 of Title 5, U.S.C..

f. Employees serving at the will of the Agency (e.g., temporary NTE one year, and re-employed annuitants), who are not placed on a performance plan, are ineligible for a performance-based award.

5.5. NOMINATION AND REVIEW/APPROVAL PROCEDURES. Reminder, under DoD Performance Management and Appraisal Program (DPMAP) supervisors are highly encouraged to recognize and reward employees throughout the appraisal cycle and not wait to the end of the appraisal cycle to recognize and reward employees. When completing annual performance appraisals, while not mandatory, the use of employee self-assessments should be encouraged and considered when determining the rating as they relate to each element; review supervisor's assessment made during the progress reviews as a reminder to help determine the appropriate ratings for each employee; and ensure that any narrative statement from the previous supervisor is considered in your assessment of the employee's performance, if applicable.

a. Annual performance appraisal and end of cycle performance awards guidance will be sent to supervisors and managers on the process to submit performance based awards to their servicing personnel office. Supervisors can contact their Human Resources Customer Accounts Manager (CAM) with questions on submitting performance based awards at the end of the appraisal cycle to their servicing personnel office.

b. Payment of performance-based cash awards for DeCA employees will conform to dollar amounts established by the rating official, and approved by the appropriate higher level reviewer.

c. All employees who are performing at the fully successful level are eligible to receive a monetary or non-monetary award for their performance and individual contributions. These recognitions may be in the form of end-of-appraisal cycle monetary awards for performance, special act or on-the-spot monetary awards; time off awards; or nonmonetary awards such as honorary awards, certificates of appreciation, etc.

SECTION 6: QUALITY STEP INCREASE

6.1. PURPOSE. The purpose of a QSI is to provide appropriate incentives and recognition for excellence in performance by granting faster than normal step increases.

6.2. GENERAL.

a. QSIs may be granted consistent with the provisions of § 531, Subpart E of Title 5, CFR, DoD Instructions 1400.25-M, Vol 451, and §5336 of Title 5, U.S.C. Under these references, a QSI is in addition to a periodic step increase under §5335 of Title 5, U.S.C. It provides an incentive and recognition of high quality performance above that ordinarily found in the type of position concerned by granting faster than normal step increases. An employee is eligible for only one QSI within any 52-week period.

b. A QSI does not affect the timing of an employee's next regular within-grade-increase (WIGI), unless the employee is placed in step 4 or step 7 of his or her grade, as a result of receiving the QSI. In these cases, the employee becomes subject to the full waiting period for the new step; i.e., 104 weeks or 156 weeks, respectively, and the time the employee has already waited counts towards the next increase. The employee receives the full benefit of receiving a WIGI at an earlier date and has not lost any time creditable towards his or her next WIGI.

c. Because a QSI is a continuing benefit, rating and reviewing officials should carefully consider the cost to the Government versus the motivational value to the employees. As QSIs become part of an employee's base pay, the granting of a QSI should be based on performance that is characteristic of the employee's overall high quality performance and the expectation that this high quality performance will continue in the future.

6.3. ELIGIBILITY.

a. A QSI can only be granted to GS employees.

b. To be eligible for a QSI, employees must:

- (1) Be below step 10 of their grade level;
- (2) Have demonstrated overall high quality performance documented by a performance top rating of "Outstanding" (Level 5) on the employee's most recent performance appraisal; and
- (3) Have not received a QSI within the preceding 52 consecutive calendar weeks.

6.4. NOMINATION AND REVIEW PROCESS. All QSIs will require written justification and approval through the supervisory chain of command up to the appropriate Executive Director prior to forwarding to personnel service providers for processing and prior to issuing to the employee.

6.5. DOCUMENTATION. Use of the DeCAF 50-7 is not required for performance based QSI awards. However, written approval from the appropriate approving authority must be attached to the RPA.

SECTION 7: TIME OFF AWARDS

7.1. PURPOSE. TOAs are an alternate means of recognizing the superior accomplishments of employees with other than monetary or non-monetary awards. Decisions to grant TOAs shall be based upon the same criteria or circumstances as for any other incentive award. Additionally, TOAs may be granted as performance-based awards and for PASSION certificates.

7.2. GENERAL.

a. TOAs will be based on achievements by employees that support DeCA's mission and the achievement of organizational goals. The extent of the contribution will be considered when determining the amount of TOA that will be approved.

b. Use of TOAs during premium pay work periods, such as while receiving night differential or holiday pay, is discouraged. An exception to this policy will be made when the employee's regular work schedule or work site is covered by premium pay.

c. TOAs cannot be substituted for compensatory time. Compensatory time is authorized in exchange for hours worked in excess of an employee's regular work schedule. Awarding time off instead of compensatory time violates the incentive awards concept of recognizing exceptional performance, as opposed to compensating an employee for extended work schedules.

d. Employees will not be given the choice between a TOA and another type of award. Employee choice usually involves the concept of constructive receipt and could have significant tax consequences.

7.3. ELIGIBILITY.

a. TOAs may be granted to most Federal civilian employees, either as an individual or a member of a group, who meets the definition of employee in § 2105 of Title 5, U.S.C. This definition includes appointed individuals in the Civil Service. Employees on an intermittent work schedule, active duty military, contractors, volunteers, and employees of non-appropriated fund instrumentalities are not eligible to receive TOAs.

b. Certain employees, such as non-career SES employees or appointees in confidential or policy determining positions (Schedule C), are prohibited from receiving certain awards, such as TOAs, during Presidential election periods IAW § 4508 of Title 5, U.S.C.

7.4. ADVANTAGES AND DISADVANTAGES.

a. Advantages:

(1) Employees generally perceive TOAs to be more equitable than other types of awards. This is largely based on the fact that employees in different grades can be awarded the same number of hours for the same, or comparable, achievements, thus eliminating any perceived inequity associated with grade differences.

(2) TOAs do not require additional funding or cash disbursement.

(3) TOAs do not have explicit cash value and do not change the employee's income. As a result, unlike cash awards, TOAs are not subject to additional tax withholdings.

(4) TOAs can be closely linked to the time and place of the accomplishment.

(5) Some employees may value paid time off more than a cash award. For example, new employees traditionally have lower leave balances and may prefer additional paid time off.

b. Disadvantages:

(1) Managers need to take into consideration the "hidden costs" of TOAs, especially in terms of productivity time lost.

(2) Employees with "use or lose" leave may not appreciate a TOA since additional time off may not be something they need.

(3) Unlike other forms of pay for time not worked (e.g., annual and sick leave), employees are not entitled to a TOA. Therefore, unused TOAs are not transferable. If an employee is transferring to another DoD activity or to an activity outside of DoD, the employee should be allowed to use the TOA prior to the effective date of the transfer.

7.5. NOMINATION AND APPROVAL PROCEDURES. Employees may be nominated for a TOA at the end of a performance rating period to recognize performance accomplishments or throughout the performance rating cycle to recognize day-to-day achievements or special accomplishments. The authority to approve TOAs is dependent on the number of hours of the award; i.e., nominations for TOAs of more than 8 hours require approval by a higher level management official.

a. Nomination Procedures - TOAs for day-to-day achievements and accomplishments may be nominated at any time during the performance appraisal period by submitting a completed DeCAF 50-7 and a brief, specific statement of achievement, (i.e. one paragraph), which will be attached to the DeCAF 50-7. The number of hours to be awarded must be specified in Part I, Item 8 of the DeCAF 50-7.

b. Nomination Procedures for TOAs submitted to recognize employee performance at the end of the performance appraisal cycle.

(1) A TOA may be granted to an employee to recognize achieved levels of performance at the end of the performance appraisal period. In order to be nominated for a TOA, as part of the performance appraisal process, the performance of the employee must be “Fully Successful” or higher. No additional justification is required.

(2) The award-approving official will annotate approval of the TOA in the appropriate tool as listed in the annual end of year appraisal guidance.

7.6. LIMITATIONS.

a. IAW DoDI 1400.25, Volume 451: Awards, no more than 80 hours may be awarded to an employee during the leave year. Additionally, TOAs may be only be awarded in amounts of up to 40 hours for a single contribution. For these purposes, a performance rating for a single rating period is identified as a single contribution and is limited to a maximum 40 hour TOA.

b. For part-time employees, or those with an uncommon tour of duty, the maximum award time that may be approved during any leave year is the average number of hours of work generally worked during a 2-week period. The maximum amount of time off that may be granted for a single contribution to a part-time employee, or those with an uncommon tour of duty, is one-half the amount of time that would be granted during the year.

c. All TOAs must be scheduled and used within one year after the effective date of the award or it will be automatically forfeited.

d. TOAs shall not be granted to create the effect of a holiday or treated as administrative excusals; i.e., they shall not be granted in conjunction with a military “down” or “training day,” or the like, which would grant the entire civilian employee population, or a majority of the civilian population, a TOA to be used on a specific day.

e. Though TOAs may not have an immediate budget consequence, supervisors and managers shall consider wage costs and productivity loss when granting TOAs and shall ensure that the amount of time-off granted as an award is commensurate with the individual’s contribution or accomplishment.

f. Prohibition to the Conversion of TOAs to Cash and Transferring Outside of DoD.

(1) A TOA may not be converted to cash under any circumstance.

(2) A TOA cannot be transferred between DoD Components or outside of DoD. Managers and supervisors should make every effort to ensure that the employee is able to use the TOA before he or she leaves DeCA.

7.7. APPROVAL AND REVIEW.

- a. TOAs of up to eight hours may be approved by the employee's immediate supervisor.
- b. TOAs of more than eight hours must be recommended by the immediate supervisor, and then reviewed and approved by a higher level supervisor.

SECTION 8: LENGTH OF SERVICE RECOGNITION

8.1. PURPOSE. The purpose of this award is to recognize civilian employees for satisfactory completion of civilian Federal service.

8.2. GENERAL. Eligible civilian employees will be recognized for satisfactory completion of their years of civilian Federal service in 10 year increments, beginning with 10 years of service for U.S. citizens. For the purpose of this award, total civilian service in departments/agencies of the Federal Government is applicable. Creditable service shall be figured from the Service Computation Date (SCD) established for each employee. The employee's SCD - leave will be used to determine eligibility.

8.3. ELIGIBILITY. Length of service recognition is based solely on satisfactory completion of civilian years of service.

8.4. PROCEDURES.

a. Creditable service shall be computed from the SCD , using the employee's SCD - leave date to determine eligibility. Lists of eligible employees will be retrieved by the Agency personnel service providers monthly.

b. U.S. civilian employees will receive a Federal Career Service pin and a certificate of recognition at 10-year intervals to recognize longevity milestones in their Federal careers.

c. Prepared certificates and corresponding pins will be sent by HR Directorate to the office of the individual who will sign the certificate.

d. Certificates will be signed as follows:

(1) 20 or more years are signed by Agency Director or Designee

(2) 15 years and below are signed by the appropriate Executive Director

e. Signed certificates with correlating pins will be mailed by the Administrative POC directly to the employee's work location. Certificates and pins will be appropriately packaged to ensure certificates do not get bent or damaged during shipment. Administrative POCs will be responsible for maintaining a log of certificates and pins being mailed to the appropriate locations in geographically dispersed areas outside of the Headquarters, Fort Lee, VA (i.e., stores, Central Distribution Centers (CDC), area offices or overseas locations in the Pacific area). All certificates for locations in the European Area will be mailed to the HR Office in the European Area Office at:

Defense Commissary Agency, Europe Area
ATTN: HR Office
Gebaeude 2786, Kapaun AS
67661 Kaiserslautern, Germany

f. An employee who believes that they are past due for length of service recognition should contact their Store Point of Contact (SPOC)/Administrative Office POC to request a certificate. The SPOC/Administrative Office POC will forward the request to the DeCA HR Secretary for review and resolution.

8.5. SIGNATURE AND PRESENTATION OF LENGTH OF SERVICE RECOGNITION.
Presentations of length of service recognition should be held as close to the anniversary date of the employee's eligibility as possible.

SECTION 9: HONORARY AWARDS AND INFORMAL RECOGNITION

9.1. PURPOSE.

a. Honorary awards are generally symbolic and usually do not include monetary recognition. They are a gesture of respect given to an employee to recognize their performance and value to the organization.

b. Informal recognition is a type of award that may be given to reward performance that otherwise might not merit an award, such as cash, time-off, or an honorary award. Informal recognition may be used to provide more frequent and timely informal recognition to employees.

9.2. POLICY.

a. A wide variety of honorary awards are available to recognize the achievements and contributions of DeCA employees. They may be granted independently of, or in addition to, cash awards. Honorary awards are not, however, intended to serve as substitutes for deserved cash awards. Appropriate recognition will be considered for supervisors for their success in motivating their employees' productivity and creativity through the use of incentive awards.

b. With the exception of the certain DoD-level honorary awards, the President's Award for Distinguished Federal Civilian Service, and Civilian Career Service Awards, only one honorary award may be granted for a single act, achievement, or period of service.

9.3. ELIGIBILITY.

a. To be eligible for award consideration, nominations for non-competitive type DeCA awards must be submitted within 90 days of the act, achievement, or period of service for which the nomination is based.

b. A recipient of a DoD/DeCA honorary award does not automatically become ineligible for future granting of the same award, provided any subsequent consideration is based on a different achievement or service performed during a different period.

9.4. NOMINATION AND REVIEW PROCESS.

a. DeCA Distinguished Civilian Service Award.

(1) This is the highest honorary award that DeCA can bestow upon a DeCA civilian employee. It is only granted by the Agency Director and only to those civilians who have distinguished themselves by exceptional service or contributions of the broadest scope to DeCA

and DoD as a whole. The award consists of a gold medal and a citation/certificate. It may be awarded for contributions such as but not limited to the following:

(a) Accomplishment of assigned duties in such a manner as to have been clearly exceptional among all who have performed like or similar duties.

(b) Development or improvement of methods and procedures which have resulted in extraordinary results for DeCA, DoD, or the Federal Government, contributing directly and significantly to DeCA or DoD mission accomplishment and/or national goals.

(c) Exhibition of great courage and voluntary risk of personal safety in the face of danger, over and beyond the call of duty, related to or in the performance of assigned duties which resulted in direct benefit to the Government or its personnel.

(d) Other exemplary performance related to official employment, comparable to that above, deemed by the Director, DeCA, to warrant the highest honorary civilian recognition.

(2) Recommendations for the DeCA Distinguished Civilian Service Award may be made at any time. Normally, recommendations are initiated by the employee's immediate supervisor with approval through the chain of command. The nomination will consist of the DeCAF 50-7 and at least a one page narrative justification, including the following:

(a) Specific justification, citing examples and details in support of the recommendation.

(b) Description of present duties.

(c) Draft of proposed citation, written in the third person, not to exceed 90 words in length.

(d) Chronology of previous awards and other significant recognitions such as outstanding performance appraisals, QSIs, other honorary recognitions, etc.

(3) When this award is granted for a heroic act, a cash award not to exceed \$1,000 may be granted to recover loss of personal property from the heroic act. Should the act be related to the employee's own assigned duties, it must, for purposes of cash award eligibility, manifest great courage and voluntary risk of personal safety over and beyond the call of duty.

(4) The award nomination package must be submitted to the Labor & Employee Relations Division (LMER), Human Resources Directorate (HR), for review.

(5) Once the nomination package is approved and signed, LMER will provide the applicable office with the certificate and medal set. LMER will receive a copy of the package and ensure the approved DeCA Form 50-7 and narrative justification are submitted to the servicing personnel office for inclusion in the employee's Official Personnel File (OPF).

b. DeCA Meritorious Civilian Service Award.

(1) The DeCA Meritorious Civilian Service Award, the second highest DeCA honorary recognition for civilian employees, is approved by the Deputy Director. It is presented by the Director, DeCA, or a designated official, as appropriate. The award consists of a silver medal and a citation/certificate. It may be awarded for services such as the following, which are not as broad in scope to warrant the DeCA Distinguished Civilian Service Award.

(a) Accomplishment of assigned duties in an exemplary manner, setting a record of individual achievement and inspiring others to improve the quality and quantity of their work performance.

(b) Exercised unusual initiative in devising new or improved work methods and procedures that result in substantial savings in manpower, time, space, materials, or other items of expense, improving safety of health of employees, other significant contributions to DeCA or DoD mission accomplishment, or national incentives or goals.

(c) Attained superior achievement in improving the morale of workers in an organizational unit with the consequent improvement in work performance and esprit de corps.

(d) Demonstrated unusual courage or competence in an emergency while performing assigned duties.

(e) Rendered other outstanding performance related to official employment, comparable to that above, deemed to be worthy of recognition.

(2) Recommendations for the DeCA Meritorious Civilian Service Award may be made at any time. Normally, recommendations are initiated by the employee's immediate supervisor with approval through the chain of command. The nomination will consist of the DeCAF 50-7 and at least a one page narrative justification, including the following:

(a) Specific justification, of one-page in length, citing examples and details in support of the recommendation.

(b) Description of present duties.

(c) Draft of proposed citation, written in the third person, not to exceed 90 words in length.

(3) When this award is granted for a heroic act, a cash award not to exceed \$750 may be granted to recover loss of personal property resulting from the heroic act. Should the act be related to the employee's own assigned duties, it must, for the purpose of cash award eligibility, manifest great courage and voluntary risk of personal safety over and beyond the call of duty.

(4) The award nomination package must be submitted to the LMER, HR, for review.

(5) Once the nomination package is approved and signed, LMER will provide the applicable office with the certificate and medal set. LMER will also receive a copy of the package and ensure the approved DeCA Form 50-7 and narrative justification are submitted to the servicing personnel office for inclusion in the employee's OPF.

c. DeCA Superior Civilian Service Award.

(1) This award provides for recognition of civilian employees of DeCA and approved by the Executive Director in the chain of command of the employee. It may be awarded for significant contributions which warrant official recognition but not broad enough in scope to merit the granting of the DeCA Meritorious Civilian Service Award. It may be used to recognize sustained high quality performance over a period of time or special acts or achievements. The award consists of a pewter medal and citation/certificate.

(2) Submission of nominations for this award will be initiated by the employee's supervisor using the DeCAF 50-7 with a one page narrative justification attached. DeCA Executive Directors will approve this award for employees in their respective chain of command.

(3) The award nomination package must be submitted to LMER for review. LMER will prepare the certificate and return to the first line supervisor, along with corresponding medal set, for appropriate presentation. LMER will submit to the servicing personnel office for inclusion in the employee's OPF.

d. DeCA Civilian Career Service Award.

(1) This is the appropriate honorary award to be initiated upon retirement as this recognition covers the span of an individual's civilian Federal career. The award consists of a bronze medal and a citation/certificate signed by the Agency Director.

(2) To be eligible for this award, the employee should have:

(a) A record of sustained superior performance that has had impact on the effective accomplishment of mission objectives.

(b) The individual may have received previous recognition for superior performance or special achievement; however, prior receipt of top level honorary recognition is not a prerequisite for eligibility.

(3) This award is not to be used as a replacement for the Retirement Certificate. It will not be granted in conjunction with the DeCA Distinguished, Meritorious, Superior Civilian Service Award, or the DeCA Certificate of Achievement.

(4) Nominations will be initiated by the employee's immediate supervisor, using the DeCAF 50-7, with a one page narrative justification and proposed citation. The Agency Director will approve and sign this award for all retiring employees.

(5) The package will be forwarded to LMER for review and preparation of the certificate. The certificate, along with the medal set, will be forwarded to the Administration Division. A copy of the package will be forwarded to LMER in order to ensure inclusion in the OPF.

(6) This award does not require HCMB review.

e. DeCA Awards for Achievement in EEO.

(1) The DeCA Awards for Achievement in EEO are presented by the Director, DeCA, or their designee to employees, supervisors, and managers who have made a significant contribution to the accomplishments of EEO program goals.

(2) Nominations will be considered IAW procedures and criteria established by HQ DeCA/EEO. Normally this will include initiation of the nomination by the employee's immediate supervisor using the DeCAF 50-7, with a citation of not more than 100 words, highlighting the significance of the nominee's achievements, and a summary of achievements that impacts on DeCA's EEO program, to include other awards or honors received. The summary must be specific in substantiating actions or projects that are the basis for the nomination and based on actions accomplished during the previous rating period.

(3) Announcement will be made annually with respect to format and content of nominations. All DeCA Functional Process Owner's (FPO) are encouraged to submit a nomination. All nominations will have the approval of the appropriate supervisory official prior to referral to HQ DeCA for consideration.

(4) The award nomination package must be submitted to the EEO Office for review. Upon completion of the review, the package will be forwarded to the HCMB for its recommendation for approval/disapproval. The approval authority for this award is the Agency Director.

f. DeCA Disabled Employee of the Year.

(1) The award recognizes individual achievements and increases awareness of the contributions being made by DeCA's employees with disabilities. This award will be presented by the Agency Director or their designee.

(2) Criteria. All DeCA employees with a disability are eligible for this award. To be considered, nominees' job performance must have exceeded requirements in spite of their documented disabilities, and employees must have exhibited courage and initiative in overcoming their disability.

(3) Nomination Procedures. Each area will board their nominations and submit their selection to HQ DeCA using the DeCAF 50-7. Announcement will be made annually with respect to format and specific content of the nomination process. The period to be covered is July 1 to June 30.

*NOTE: The following additional information is to be provided in an attached Word document:

- (a) Title and Grade.
 - (b) Organization Unit.
 - (c) Total Years of Federal Service.
 - (d) Length of Service with Current Organization.
 - (e) Work Experience other than Federal Employment.
 - (f) Educational Background.
 - (g) Description of Disability.
 - (h) Any other pertinent biographical data (i.e., Military Service, etc.)
- (4) Narrative Justification. Provide narrative justification covering job performance and examples of demonstrated courage and initiative which served as an inspiration to others. Justification should not exceed two single spaced typewritten pages.
- (5) Citation. The citation should consist of a concise summary of the individual's achievements of approximately 75 - 99 words in length.
- (6) The award nomination package must be submitted to the EEO Office for review. When the review is completed, the package will be forwarded to the HCMB for its recommended approval/disapproval. The Agency Director is the approving official.
- g. Memorandum of Commendation. These awards are used to commend an employee for unusual work performance or for an act or service that clearly exceeds that which is normally expected in the performance of duties. These certificates may be awarded to DeCA, as well as non-DeCA civilian employees. The certificate may be awarded for any unusual achievement, performance, or contribution which does not meet the criteria for a cash award. Certificate of commendation will:
- (1) Contain a complete and concise description of the employee's work performance, act, improvement, or service, and dates of such acts, and identifying information such as position title, grade, and office symbol.
 - (2) Bear the signature of the supervisory official.
 - (3) Be given to the employee through supervisory channels.
 - (4) Be used in partial support of recommendations for performance awards during performance appraisal.

(5) Be filed in the employee's EOPF.

h. Certificate of Appreciation. This award may be used at any time to express appreciation to a DeCA or a non-DeCA civilian employee for work performance, act, or service that is better than normally expected. The memorandum may be used for recognizing employee contributions to civic or professional activities normally expected in the performance of the job, such as speaking, participating in conferences, or other leadership activities. Certificates of appreciation will:

(1) Contain a complete and concise description of the employee's work performance, act, improvement, or service, and dates of such acts, and identifying information such as position title, grade and office symbol.

(2) Bear the signature of the immediate supervisor, higher-level supervisor, or any person having knowledge of the service rendered.

(3) Be given to the employee through supervisory channels.

(4) Not be placed in employee's EOPF.

(5) The certificate may be used in partial support of recommendations for performance awards during performance appraisal.

i. The Chief Master Sergeant (CMSgt) Michael W. Blackwell Leadership Award.

(1) This award is established in honor of the late CMSgt Michael W. Blackwell, former DeCA Senior Enlisted Advisor, to recognize a civilian or military employee of DeCA who has demonstrated the highest level of leadership qualities in the performance of his or her duties. CMSgt Blackwell served as DeCA's Senior Enlisted Advisor from March 1994 to March 1995, culminating a distinguished commissary career which began in July 1974. His tenure in the commissary system personified total commitment to excellence, unswerving dedication, and superior technical acumen. Sensitive, optimistic, and cheerful, he inspired all he met. He provided sound, insightful guidance and direction during difficult times, overcoming many adversities which helped establish DeCA as one of the most efficiently run retail grocery chains in the world. His personal contributions significantly improved the quality of service and benefits to Service members, retirees, and their families worldwide. This award will be made annually to the DeCA employee (civilian or military) who demonstrated the exceptional leadership qualities exemplified by CMSgt Blackwell.

(2) DeCA employees (civilian or military), in grades GS-14 and below, who demonstrated exceptional leadership, courage, and integrity, in the performance of their duties may be nominated for this award. Additionally, nominees must have demonstrated: excellence in providing customer service; meeting customer needs; customer interaction; and Agency Values – "Pursue Excellence, Accountable and Fiscally Responsible, Sense of Urgency, Set High Standards, Innovation, Ownership of Our Performance, Necessary (PASSION)" while engaged in performing their duties. The period of service for the award is July 1 through June

30. There will be two awards given annually: one for Headquarters level employees and one for Store, Central Distribution Center (CDC) and Central Meat Processing Plant (CMPP) level.

(3) Nominations will be submitted using DeCAF 50-7 Recognition Award Nominations and Approval Form. Nominations will be forwarded to arrive at the Labor and Employee Relations Division, Directorate of Human Resources, HQ DeCA, no later than August 31 each year. Nominations for Headquarters level will be limited to one submission from each executive group. Nominations for Store, CDC and CMPP level will be limited one from each of the Store Operations areas as appropriate (East, Europe, Central, West, and ,e Executive Director of the appropriate group, or their designee. Nominations from store level will be forwarded to the appropriate Area Director who will make a determination which one nomination from their respective area will be sent forward for consideration. The nominations from the CDC and CMPP will be signed by the appropriate facility manager and forwarded to the Chief, Logistics Division (MPL) who will make a determination which one nomination from their respective area will be sent forward for consideration. The narrative justification in support of the nomination should not exceed two single-spaced typewritten pages. Nominations will be submitted in the following format:

(a) Name, civilian grade or military rank, position title, duty location, and a brief description of the current duties.

(b) Description of exceptional leadership exhibited which contributed to mission accomplishment, overcoming problems, or emergencies.

(c) Specific examples of results or accomplishments directly attributable to the nominee's leadership efforts and the impact(s) on DeCA.

(d) Biography (not to exceed one page).

(e) Previous awards received.

(4) The HCMB will evaluate the nominations and recommend a winner to the DeCA Director. If a member of the HCMB nominated an individual, they will recuse themselves from the review process. The Director will make the final selections.

(5) The award will consist of an engraved plaque and certificate signed by the DeCA Director. The award will be presented in conjunction with a suitable function commensurate with the importance of the award, by the DeCA Director. Travel and per diem to the award site will be funded by DeCA for the recipient, as funding permits.

j. DeCA Civilian of the Year Award.

(1) The DeCA Civilian of the Year Award is designed to recognize outstanding efforts in duty performance, customer relations, and community involvement.

(2) Nominations will be initiated by the employee's supervisor using the DeCAF 50-7, with a narrative justification attached. Justification should cover areas such as job accomplishment, improvement efforts, personal qualities, other accomplishments (e.g., a contribution made which was outside the area of nominee's responsibility), or other recognition.

(3) Nominations (limited to one per directorate, staff office, area, CDC, or Central Meat Processing Plant (CMPP)) must be submitted not later than January 20 of the following year to cover the period of January 1 to December 31 of the preceding year. Submit nominations to HQ DeCA. All nominations will have the approval of the appropriate Agency official prior to referral to the HQ DeCA for consideration by the HCMB.

(4) Quarterly recognition may be established at the directorate, staff office, area, CDC or CMPP level. However, a decision must be made within the organization as to which of the quarterly winners will be submitted to compete for the Civilian of the Year Award.

(5) The form of this award is a suitably engraved plaque.

SECTION 10: DEPARTMENT OF DEFENSE AWARDS

10.1. GENERAL.

- a. The information contained in DoD 1400.25-M, Subchapter 451, “Awards,” and Administrative Instruction No. 29, “Incentive and Honorary Awards Programs,” are the official source of responsibilities, procedures, and requirements pertaining to awards. This guidance supplements those official publications.
- b. The nominating authority for these awards is the Service Secretary, Defense Agency Director, or an Office of the Secretary of Defense (OSD) Principal Staff Assistant (PSA).
- c. Nominees must have received or be nominated concurrently for the DeCA Distinguished Civilian Service Award.
- d. The HCMB reviews and makes a recommendation for the honorary DoD-level awards.
- e. The grade/level of a nominee should not be a primary factor when making a recommendation; it is the scope of the contributions and the impact to the Department that is important.
- f. Other than the competitive awards, it is the responsibility of the nominating organization to arrange presentation.
- g. Contributions that do not reach DoD-wide impact should not be recommended for these types of recognition.
- h. Contractors are not eligible for a DoD-level award.
- i. All awards that are approved or submitted by the Under Secretary of Defense, or higher, require coordination through the organization’s chain of command, with HR review, and into the DeCA Director’s office.

10.2. MANPOWER & RESERVE AFFAIRS (M&RA) AWARD – ABOVE AND BEYOND. The purpose of this award is for that office to recognize the accomplishment of Headquarters employees.

- a. This recognition is for all civilian and military Headquarters employees and may be given throughout the year.
- b. This recognition is to be prepared and submitted by supervisors any time an employee exhibits high standards of performance, conduct, character, commitment or consideration of others in an official duty capacity.

c. Civilian employees and Military members at DeCA Headquarters and assigned or detailed to DoD Components, agencies, or activities that support OASD(M&RA) are eligible to be nominated for this award..

d. Nominations may be made by email and must contain the following information:

(1) The name of the nominee and the organization in which the nominee works.

(2) A brief description (no more than 500 words) of the action or event meriting recognition by the “Above and Beyond” (i.e., who, what, when, where, and why).

(3) The name and contact information of the individual submitting the nomination. Anonymous nominations will be excluded from consideration. Nominations will not be released publicly.

e. Supervisors will submit an email that includes the information listed in the paragraph above, through their chain of command up to the Executive Director. Executive Directors will submit the nomination e-mail to the Directorate of HR for review. HR will submit the package to the Administration Division for final Agency review/approval and will forward to OASD M&RA at osd.mra-awards@mail.mil.

f. Conditions and limitations for the award are listed below:

(1) Nominations received in one month that do not result in receipt of the award will not be carried over to the next monthly nomination period.

(2) Nominees may not receive more than one “Above and Beyond” Award for the same action or event. However, at the discretion of the winner’s supervisor, the act or event on which an “Above and Beyond” Award nomination is based may be cited as partial justification for a higher-level award and/or referenced in the winner’s performance appraisal.

(3) All personnel are encouraged to submit nominations timely- as soon as possible after the action or event on which the nomination is based. Nominations deemed to be too remote in time from the date of the action or event at issue may be eliminated from consideration for the award.

(4) There is no limitation on the number of nominations that may be submitted by a single person or on the number of awards that may be won by a single person (provided that each award is for a different action or event).

g. The intent is to award at least one award each month. Nominations for the monthly award may be submitted at any time from 7:30 a.m. on the first day of the month, through and including 5:00 p.m. on the last day of the month.

h. The name of the monthly winner will be disseminated across OASD(M&RA) by email and shared with the Under Secretary of Defense (Personnel & Readiness). The winner will receive a signed award certificate.

SECTION 11: DIRECTOR'S AWARDS AND INITIATIVES

11.1. PURPOSE. To recognize employees who exercise creative ideas and approaches to promote and introduce meaningful changes to assist the Agency in its effort to adjust to the cultural and economic changes that impact our current and future operations and viability. This chapter prescribes the procedures governing DeCA's Innovation Program, which consists of the IDEAS program, and the Director's Innovation Challenge program. Additional program guidance may be found in DeCAD 60-1. Other awards include the Customer Service Award, the Team Award, and the Directors Award for Volunteer Service. This outlines the rules and procedures of each award and how they will be managed, provides standardized methods for employees to submit entries to each program, and outlines the evaluation and disposition procedures. These programs are designed to improve morale and facilitate innovation by providing an opportunity for employees to take part voluntarily in the improvement of operations within the Agency.

11.2. INNOVATION PROGRAM AND DIRECTOR'S AWARDS.

a. Innovation Program will consist of three separate entities:

(1) The IDEAS Program. The IDEAS program recognizes and rewards individuals' IDEAS, inventions, patents, and scientific achievements that enhance the efficiency, economy, and effectiveness of DeCA and DoD. Recognition for resulting improvements and benefits may be a cash award, a noncash award, or an honorary award. The IDEAS program, when managed effectively and endorsed as a voluntary program with vigorous support at all levels on a continuing basis, contributes significantly to improving government productivity and services. All eligible IDEAS submitted are evaluated and all awards are based on the merits of the contribution and the benefits that accrue without regard to race, color, religion, sex, marital status, national origin, physical handicap, age, political affiliation, or participation. Recognition has a genuine and positive effect in continuing an employee's contributions that provide productivity excellence.

(2) The Director's Innovation Challenge. The Director's Innovation Challenge was developed as a result of the 2010 Organizational Assessment Survey results and the working groups formed to address the issue of improving innovation within the Agency. The challenges run as a contest and are open to all DeCA civilian employees, with a goal to leverage their innovative thoughts and ideas. Each challenge will be topic specific and will run for a specified period of time at the discretion of the DeCA Director. The generation of ideas from across the workforce is needed to help tap into the talent and knowledge that exists within the organization.

*NOTE: Innovation Program Awards are covered under DeCAD 60-1.

b. Director's Awards are:

(1) The Director's Customer Service Award recognizes an employee who has gone "above and beyond" their normal job responsibilities in helping customers (internal and external) and consistently promoted customer service excellence.

(2) Winners of the Director's Customer Service Award will receive a monetary award based on the recognition status, 1st place winner is considered as the "Gold" recipient and will receive \$1500.00, 2nd place winner is considered as the "Silver" receives \$1000.00, and 3rd place winner is considered the "Bronze" recipient receives \$500.00. Additionally, all winners will receive a signed certificate from the DeCA Director. Non-U.S. citizen employees may only receive awards in accordance with applicable procedures of the local servicing activity and laws and practices of the host government. Contract employees are not eligible.

(3) The Director's Team Award recognizes a group or team of employees who exemplify cooperation, collaboration and open communication while working together on a project beneficial to the Agency. The completed project must have had an impact on the Agency financially, or via a process improvement, or other means of success. The group receiving the award must be composed of supportive team members who worked in partnership on a project that significantly advanced store/departmental goals and/or the Agency's mission to "Deliver a vital benefit of the military pay system that sells grocery items at cost while enhancing quality of life and readiness." All nominations must be verified by a sponsor or supervisor in the employees' chain of command.

(4) Winners of the Director's Team Award will receive signed certificate and monetary award (based on funding availability). The amount of the award is based on recognition placement. First place winners receive \$600 to each team member, 2nd place winners receive \$400 to each team member, and 3rd place winners receive \$200 to each team member recognized for the award. There may be an Honorable Mention category which will recognize certain nominations, but will not afford a cash award and will be recognized with a certificate signed by the DeCA Director. Non-U.S. citizen employees may only receive awards IAW applicable procedures of the local servicing activity and laws and practices of the host government. Contract employees are not eligible.

*NOTE: Nomination procedures for the Director's Customer Service Award and the Director's Team Award, to include the time frame for accepting nominations, the nomination form, and specific information relative to criteria for selection for these awards will be provided by HR, on an annual basis. Selectees will receive either monetary or non-monetary recognition at the discretion of the DeCA Director.

(5) The PASSION Award is designed to ensure that all DeCA employees demonstrate through their personal examples, work behaviors that reflect our collective values. The attachment explains each element of PASSION, and reflects how and what we must do on a daily basis. This program allows managers and supervisors to recognize employees or teams that have demonstrated one or more of our values captured in the acronym, "PASSION" and should act as our guiding principles and inspire us to take ownership of our performance, help us to make the right decisions, and ultimately define our culture.

*NOTE: To assist all DeCA executives, senior leaders, and managers/supervisors in recognizing our employees, a certificate may be used at manager or supervisor's discretion to recognize DeCA employees who have demonstrated DeCA's values. Supervisors will prepare a personnel action and a DeCAF 50-7 for TOA in the amount of one (1) hour (See Section 7 of this manual for information on processing a TOA). Once approved the supervisor will prepare the PASSION certificate and present the certificate to the employee.

c. DeCA Director's Award for Volunteer Service. This award provides recognition and encouragement to employees' off-duty volunteer efforts that benefit their home communities, State, or the Nation. The criteria for this award are as follows:

(1) A minimum of 1 year of continuous voluntary service in a DeCA sponsored or sanctioned program that takes direct and consequential action to solve serious social problems in the community; or

(2) A minimum of 1 year of continuous voluntary service in a non-DeCA sponsored or sanctioned program that takes direct and consequential action to solve serious social problems in the community; or

(3) Demonstrated leadership in organizing, implementing and/or administering a continuing voluntary service program or activity.

(4) The award nomination package must be submitted to LMER for review. Upon the completion of the review, the package will be forwarded to the HCMB for approval/disapproval. The award will be presented by the DeCA Director.

SECTION 12: STORE OPERATIONS AWARDS

12.1. PURPOSE. Commissaries are encouraged to achieve outstanding performance in store operations. Through the awards discussed in this chapter, DeCA annually recognizes and rewards stores demonstrating exceptional achievement in accountability, customer service, sales, fiscal responsibility, safety, and innovation.

12.2. APPLICABILITY. Policies and procedures described in this chapter apply to all DeCA elements that have responsibilities under, or that participate in, the DeCA Store Operations Awards.

12.3. BEST COMMISSARY AWARDS.

a. General. Each year, DeCA presents its Best Commissary awards to select commissaries recognized for their exceptional service and dedication in delivering the commissary benefit. The winners of the Best Commissary Awards will be announced in the spring of each year.

(1) There are three Best Commissary Awards for U.S. commissaries:

(a) U.S. Best Super Commissary, Director's Award, sales band 9-14

(b) U.S. Best Large Commissary, Bill Nichols Award, sales band 5-8

(c) U.S. Best Small Commissary, Richard M. Page Award, sales band 1-4

(2) There are two Best Commissary Awards for overseas commissaries:

(a) Overseas Best Large Commissary, Dan Daniel Award, sales bands 5-14

(b) Overseas Best Small Commissary, L. Mendel Rivers Award, sales bands 1-4

b. The Best Commissary Awards Program Manager resides in the Store Operations Group and is responsible for providing guidance, supplementing this guidance, establishing the metrics for the program, conducting the analysis to determine the winners, purchasing trophies, and managing the overall Best Commissary Awards program.

(1) The Store Operations Group (SO) is responsible for implementing program guidance, nominating the "best" stores from each area, collecting and submitting photo portfolios from each nominated store, and to carry out the program.

(2) The Corporate Communications Office is responsible for publicizing the names of the winners through news releases and media publications.

c. Procedures.

(1) Each zone manager will have the opportunity to nominate up to one store per award category from their zone for consideration. Nominations should be the “best” based on intangible qualities (i.e. a friendly environment, a “well run” store, good work ethic, sense of a cohesive team) as well as the selection criteria identified below. Area Directors will review the submissions from his or her respective area and select up to three stores per award category as the final nominees to represent the area in the competition.

(2) SO will require the final nominated stores provide a collection of quality store photos on a CD. A reference sheet is to be included that clearly identifies each photo.

(a) Use a digital camera, set to the highest resolution (i.e. 300 dpi).

(b) Photos must be taken in landscape orientation.

(c) Submit the following photos.

1 Up to 15 photos that demonstrate creativity and generate excitement through participation in and winning merchandising contests in the year being evaluated.

2 Up to 10 photos that demonstrate community involvement through special events that occurred in the year being evaluated.

3 Up to 20 photos that illustrate the general organization, cleanliness, and visual appeal within the facility. Photos should include:

a The first thing the patron sees stepping through the front door

b View from the check-out queuing area facing into the store.

c View from the meat case facing into the store.

d Several grocery aisles.

- Canned goods
- Paper goods
- Health and beauty care
- Frozen foods
- Cheese
- Dairy

e The grocery warehouse area.

- Receiving/staging/breakdown area
- Overflow and vendor stocker area

- Salvage room
- Overall warehouse area
 - The dairy storage cooler.
 - The grocery walk-in freezer.
 - The meat display case.
 - The meat storage cooler.
 - The produce sales area.
 - The produce storage cooler.
 - The deli/bakery area, if applicable.
 - The patron restrooms.
 - Front of the commissary (exterior) without people.

f Two photos in front of the commissary (interior or exterior) with as many employees and managers as possible. Take the photos from an elevated position with the people looking up at the camera. This allows all individuals to be visible in the photo. Situate management at the forefront.

(3) The list of final nominees and supporting photo collections will be consolidated by SO and submitted to the Program Manager by last Monday in March of each year.

(4) The Program Manager will gather and analyze criteria data to rank each store by award category. *NOTE: Adjustments may be made based on input from SO for deployments, major renovations, new construction, political downsizing, or a revised staffing standard.

(5) Selection Criteria. Stores will be ranked based on the following elements:

(a) Accountability - All departments must be in tolerance for FY. If an accountable inventory was not taken in the FY, accountable inventory results from the last formal inventory will be carried forward.

(b) Commissary Customer Service Survey (CCSS)

(c) Recycling and Solid Waste Diversion – efficiency rate meets or exceeds award category average.

(d) Safety – accident rate per 100 employees does not exceed the award category average for the year.

(e) Sales – store must have an increase in sales from the average sales of the previous Photo Portfolio

1 Display contests

2 Special events

3 Organization, Cleanliness, and Visual Appeal

(6) The list of recommended winners will then be cleared through the offices of EEO, Investigations Division, and General Counsel (GC) to ensure there are no significant issues that would impact a store's eligibility.

(7) The list of winners will be sent to the DeCA Director and Deputy Director for final approval by May and will be provided to the Executive Director, Store Operations prior to release.

(8) The Best Commissary Awards first place winner in each category will be the store that meets all criteria listed above and then has the highest score in the Agency according to the scoring procedures. Winners from each category will receive a trophy that will be permanently maintained and displayed in a prominent location on the commissary sales floor.

(9) The second place award in each category will go to the store that meets all criteria listed above and then has the second highest score. Second place winners from each category will receive a trophy that will be permanently maintained and displayed in a prominent location on the commissary sales floor.

d. Award designations must be consistent with Section 17 of this manual and are subject to funding availability.

12.4. INVENTORY EXCELLENCE AWARDS.

a. The Inventory Excellence Awards will be presented at the end of each FY using the Gain and Loss Statement received from the Resale Accounting Branch.

b. Store Operations will select the winners for Inventory Excellence.

c. Criteria:

(1) Store Director Award. Award will be given in two categories: U.S. and overseas stores. All grocery, meat, and produce departments must be in tolerance in order to be eligible to compete. Awards will be given to the 10 overseas and 25 U.S. stores with the lowest percent gain/loss in the grocery department. The store directors will receive a monetary award in the amount of \$1,000, when funding permits.

(2) Zone Manager Award: Award will be given in two categories: U.S. and overseas stores. All grocery, meat, and produce departments must be in tolerance in order to be eligible to compete. Awards will be given to the zone with the lowest percent gain/loss in the grocery department. The zone managers will receive a monetary award in the amount of \$500, when funding permits.

(3) Area Director Award: Award will be given in two categories: U.S. and overseas stores. All grocery, meat, and produce departments must be in tolerance in order to be eligible to compete. Award will be given to the area with the lowest percent gain/loss in the grocery department. The area director will receive a monetary award in the amount of \$500, when funding permits.

12.5. COMMUNITIES OF PRACTICE AWARDS.

a. The Communities of Practice Awards will be presented each FY using the Communities of Practice Forum.

b. SO will select the winners for Communities of Practice (CoP) award, complete the DeCAF 50-7, create the RPA, and forward it to the servicing personnel office or service provider for processing and payment. The award will be presented IAW locally established procedures, and a copy of the SF-50, Notice of Personnel Action will be placed in the employee's Official Personnel File (OPF) or EOPF.

c. Employees will be recognized based on forum postings which led to implementing efficiencies to continue as a Best in Class Government Agency.

d. Winners will be selected from a panel consisting of one representative from each of the Store Operations six areas (Management/Admin, Grocery/Deli/Bakery, Meat/Produce, Training/Administration, Operational Systems, and Operational Support). A panel will review recommendations received from the SO staff as a result of CoP Forum postings. Awards will be approved by the Principal Deputy Director, SO. Award recipients will receive a monetary award in the amount of \$300 for quarterly approved winners and \$1000 for annual winners, when funding permits.

12.6. SALES INCENTIVE AWARDS PROGRAM. Store operations is responsible for calculating quarterly and annual award recipients. With the large emphasis on increasing sales in the commissaries; an incentive awards program was developed for FY 2018, to award areas, zones, and stores based on positive sales growth from previous year. A program review was accomplished after the first year; which resulted in changes to the program.

a. Quarterly, FY, and annual sales awards will be given in 18 categories: 16 store groups (CONUS 11 and OCONUS 5), one zone, and one area.

b. Previous year COMS sales will be used to determine store group winners. A new group listing will be provided to area directors, zone managers, and store directors each FY. A listing will be disseminated upon receiving new sales band classifications from MPSA.

c. Quarterly and annual awards will be given to the area, zone, and store with the highest percent positive sales growth (increase) compared to previous year. In the event of a tie; budget

permitting, all those who tied will receive a monetary award. If monies are not available the award amounts identified below will be evenly awarded to applicable winners.

d. Quarterly awards are not FY-to-date. Each quarter will be calculated separately. The annual award will be calculated for the entire FY.

(1) Store Award - CONUS and OCONUS Groups:

(a) One award will be given each quarter and annually in each of the store categories according to the group listing provided each FY.

(b) Award will be given to the store with highest percent positive sales growth.

(c) Store director, or if supported store, on-site ranking manager will receive monetary award as noted below.

- Group C-1 CONUS store award-average annual sales \$64M - 7 stores; store director will receive a \$4,000 quarterly, and \$5,000 annual award.
- Group C-2 CONUS store award - average annual sales \$49M - 9 stores; store director will receive a \$3,500 quarterly, and \$4,500 annual award.
- Group C-3 CONUS store award - average annual sales \$43M - 13 stores; store director will receive a \$3,000 quarterly, and \$4,000 annual award.
- Group C-4 CONUS store award-average annual sales \$33M - 16 stores; store director will receive a \$2,500 quarterly, and \$3,500 annual award.
- Group C-5 CONUS store award-average annual sales \$26M - 21 stores; store director will receive a \$2,500 quarterly, and \$3,500 annual award.
- Group C-6 CONUS store award-average annual sales \$19M - 20 stores; store director will receive a \$2,000 quarterly, and \$3,000 annual award.
- Group C-7 CONUS store award-average annual sales \$15M - 19 stores; store director will receive a \$2,000 quarterly, and \$3,000 annual award.
- Group C-8 CONUS store award-average annual sales \$11M - 18 stores; store director will receive a \$1,500 quarterly, and \$2,500 annual award.
- Group C-9 CONUS store award - average annual sales \$7M - 17 stores; store director will receive a \$1,500 quarterly, and \$2,500 annual award.
- Group C-10 CONUS store award-average annual sales \$3M - 19 stores; store director will receive a \$1,000 quarterly, and \$2,000 annual award.

- Group C-11 CONUS store award - average annual sales \$.8M - 9 stores; store director will receive a \$1,000 quarterly, and \$2,000 for annual award.
- Group 0-1 OCONUS store award-average annual sales \$55M - 7 stores; store director will receive a \$4,000 quarterly, and \$5,000 annual award.
- Group 0-2 OCONUS store award - average annual sales \$26M - 14 stores; store director will receive a \$2,500 quarterly, and \$3,500 annual award.
- Group 0-3 OCONUS store award - average annual sales \$11M - 19 stores; store director will receive a \$1,500 quarterly, and \$2,500 annual award.
- Group 0-4 OCONUS store award-average annual sales \$4M - 19 stores; store director will receive a \$1,000 quarterly, and \$2,000 annual award.
- Group 0-5 OCON US store award - average annual sales \$1M - 9 stores; store director will receive a \$1,000 quarterly, and \$2,000 annual award.

(2) Zone Award:

- One award will be given each quarter and annually.
- Award will be given to the zone with highest percent positive sales growth.
- All stores within the zone are not required to have positive sales growth.
- Zone manager will receive a \$4,000 quarterly, and \$5,000 annual award.

(3) Area Award:

- One award will be given each quarter and one annually.
- Award will be given to the area with highest percent positive sales growth.
- All zones and stores within the area are not required to have positive sales growth.
- Area director will receive a \$4,000 quarterly, and \$5,000 annual award.

e. There will be no change to allow for adjustments due to weather, troop movement, or other unusual circumstances. It will possibly give an advantage/disadvantage in one year, and the opposite in the following year. The only exception will be; a store will not be allowed to compete for one year if they had a new store or major renovation expansion.

f. The number of quarters a store is allowed to win will be limited to two.

g. Award amount may be reduced based on the aggregate limitation on pay established annually. Recipients would be notified by SO if this is necessary.

SECTION 13: RECYCLING EFFICIENCY AWARDS

13.1. PURPOSE. The Recycling Efficiency Awards helps DeCA recognize outstanding achievements in recycling and waste reduction by deserving stores, people and their programs. Awards are given annually based upon the information input to the Agency's Waste Management Reporting website, maintained by the Recycling, Environmental & Distributor Discrepancy Rate (DDR) Division, which is responsible for tracking and monitoring the Agency's progress toward meeting its recycling goals and DoD diversions mandates.

13.2. GENERAL. The Environmental and Planning Division is responsible for compiling and analyzing data which is ultimately evaluated against the criteria for winner selection. The Logistics Directorate is responsible for setting the criteria and the overall management of the award. SO is responsible for providing means or funds for any form of recognition awards.

13.3. ELIGIBILITY. All entities, DeCA HQ, areas, zones, and stores within DeCA are eligible for consideration. To be eligible for the DeCA Annual Recycling Awards:

- a. No formal nomination is required. A thorough review and assessment of the information contained in the Waste Management Reporting Program will determine the award recipients using the criteria described in paragraph 4 of this section.
- b. Programs must have been in existence and active within DeCA for at least one year

13.4. AWARD CRITERIA.

a. The first round of judging will be point based. The review committee will judge applications based on:

(1) Improvement - Points awarded for being on the cutting edge, tackling a barrier, providing education beyond the norm, and contributing to waste reduction in unique ways; based primarily on the narrative (max. 10 points).

(2) Reuse - Points awarded for reuse at OCONUS stores only; percentage based on weight diverted compared to total trash (max. 5 points).

(3) Recycle - Points awarded for recycling; percentage based on weight diverted compared to total trash (max. 5 points).

(4) Organics - Points awarded at OCONUS stores only for managing organics by composting or other methods; percentage based on weight diverted compared to total trash (max. 5 points).

b. Nominations may be divided into subcategories based on store size: Best Super Commissary (CONUS Only), Best Large Commissary, Best Medium Commissary, and Best Small Commissary. There will be a total of seven awards given annually.

c. Once the top nominees in each category are identified by the point system, finalists will be invited to interview with the committee to corroborate the findings and get a better sense of the intricacies of the nominee's activities. Final rankings will be assigned by the review committee following the second round.

d. A CDC Recycling Award will also be given based upon recycling efficiencies or items diverted from the waste stream.

SECTION 14: SAFETY AWARDS

14.1. PURPOSE. It is DeCA policy to recognize outstanding efforts and significant achievements by DeCA's activities and individuals in accident prevention. Recognition of safety accomplishments promotes pride and stimulates greater DeCA organizational and personal effort to improve safety performance.

14.2. ELIGIBILITY. All commissaries, CDCs, and CMPP are eligible and have the opportunity to compete for both Zero Accidents and Most Improved Safety Awards.

14.3. PROCEDURES. The Safety and Health Directorate will provide the Store Operations Group with accident statistical data generated from Occupational Safety and Health Administration (OSHA) Form 300 logs submitted by store level facilities. This statistical data is captured on a calendar year (CY) schedule and includes both U.S. and Local National (LN) employees. The Store Operations Group / Sales, Marketing and Logistics Group will select recipients and will present the appropriate award benefit (e.g., recognition, time off, monetary).

14.4. AWARD TYPES.

a. Zero Accidents. As named, this award goes to any facility (commissary, CDC, or CMPP) that experienced ZERO "total accidents" for the CY period.

b. Most Improved Total Accident Rate. Awarded to one store per size category (Super, Large and Small) and to one CDC facility (includes the CMPP) for most improved in reducing total accident rate from the previous year.

c. Store Level Personal Safety Awards. Personal safety awards, at store level, may be given for initiatives or selfless acts that prevent serious job related injury, illness, or property damage; or for sustained superior duty performance that makes a significant contribution to the activity's overall accident prevention program.

d. HQ DeCA/Area Staff Activity Awards. Area directors, and FPOs are also encouraged to recognize and reward individuals, above store level, for noteworthy efforts to prevent accidents. Just as for store level personal awards, these may be given for initiatives or selfless acts that prevent serious job related injury, illness, or property damage; or sustained superior job performance that makes a significant contribution to the Agency or HQ operations overall accident prevention program. The approving official has the option of providing recognition at that level or requesting recognition at a higher management level.

14.5. BUDGETING FOR AWARDS. The Executive Directors for Store Operations Group / Sales, Marketing and Logistics Group, area directors, and FPOs will ensure their budget includes

sufficient monetary resources that provide an appropriate level of recognition consistent with preceding requirements. Commissaries/CDCs, etc., should ensure budgeting of monetary resources for appropriate award elements presented at that level. All safety awards will be approved by the Executive Directors for Store Operations Group / Sales, Marketing and Logistics Group. All monetary awards are subject to the availability of funds.

SECTION 15: NON-MONETARY AWARDS

15.1. PURPOSE. The purpose of non-monetary awards in DeCA is to recognize employees for contributions of a lesser scope that might otherwise go unrecognized while limiting the spending of public money, and to set pre-established goals for relatively broader organizational short-term results while promoting good performance and teamwork.

15.2. ELIGIBILITY.

- a. All DeCA employees are eligible to receive Non-Monetary Awards (NMA)
- b. Foreign nationals, employed under indirect-hire labor agreements with foreign governments, are eligible for NMAs authorized by this regulation as long as it does not conflict with local national laws.
- c. Former civilian employees are eligible to receive awards for contributions made by such persons while employed by DeCA.

15.3. SPECIAL PROVISIONS FOR NON-MONETARY AWARDS. IAW § 451.104(a) of Title 5, CFR, informal recognition awards are a type of recognition that may be given in recognition for performance that, taken alone, do not qualify under the formal awards program. Nonmonetary awards must meet all of the following criteria:

- a. Be something the recipient could reasonably be expected to value, but not something that conveys a sense of monetary value;
- b. Have a lasting value;
- c. Clearly symbolize the employer/employee relationship in some fashion; and
- d. Take an appropriate form to be used in the public sector and to be purchased with public funds.
- e. The Agency must also ensure this practice and provision does not conflict or violate with any other law or Government wide regulation, § 451.106(a) of Title 5, CFR.

15.4. AWARD TYPES. The non-monetary awards are:

- a. Reserved Parking Space Award.

(1) General. This type of award may be presented by the store director in conjunction with existing employee recognition programs including, but not limited to, Employee of the Month/Quarter.

(2) Appropriate Use of the Award. Greatest motivational impact (and, therefore, greatest effectiveness) is achieved when the award is recommended, approved, and presented promptly following the contribution. Awards for contributions of this nature are not based upon the annual rating of record and should not be withheld pending such rating. There is no limit to the number of Reserved Parking Space awards an employee may receive in any given period, either as an individual or as a member of a group. Receipt of an award in this category does not preclude the same employee(s) from receiving honorary recognition, or a performance award when criteria for such recognition otherwise are met. This award will be implemented at the discretion of the store director, based upon availability of a designated reserved parking space and in cooperation with the installation's coordination/approval process.

(3) Preparation. Depending on the installation, there may be minimal cost associated with the purchasing a sign and identifying a reserved parking space. Each store director will be responsible for contacting the appropriate base/installation representative having authority over parking to determine what steps/processes they must follow and any associated costs to secure a space designated for an employee. SO should ensure budgeting of monetary resources for appropriate award is available. Store directors always have the choice of giving up their parking space for an employee for a certain length of time.

(4) Presentation. DeCA managers are encouraged to provide for celebratory surprises in formal or informal acknowledgement forms.

b. Loud Speaker Announcement Award

(1) General. The store director may recognize the actions of store employees via announcements over the store's public address system. This type of action may include, but is not limited to, positive comments by customers on an employee or employees, length of service recognitions, and the selection of employee(s) under other award programs. Therefore, this type of award may be presented in conjunction with existing employee recognition programs.

(2) Appropriate Use of the Award. Greatest motivational impact (and, therefore, greatest effectiveness) is achieved when the award is recommended, approved, and presented promptly following positive actions. Awards of this nature are not based upon the annual rating of record and should not be withheld pending such rating. There is no limit to the number of recognitions of this type an employee may receive in any given period, either as an individual or as a member of a group. Receipt of an award in this category does not preclude the same employee(s) from receiving honorary recognition, or a performance award, when criteria for such recognition otherwise are met. This award will be implemented at the discretion of the store director; frequency will fluctuate with the size of the store.

c. Wall of Fame Award.

(1) General. The store director may publicly recognize the positive achievements of employees by establishing a Wall of Fame near the entrance to the commissary. This type of award may announce employees' selection under other award programs.

(2) Appropriate Use of the Award. Greatest motivational impact (and, therefore, greatest effectiveness) is achieved when the award is recommended, approved, and presented promptly following positive actions. Awards of this nature are not based upon the annual rating of record and should not be withheld pending such rating. There is no limit to the number of Wall of Fame awards an employee may receive in any given period, either as an individual or as a member of a group. Receipt of an award in this category does not preclude the same employee(s) from receiving honorary recognition, or a performance award when criteria for such recognition otherwise are met. This award will be implemented at the discretion of the store director; frequency and size will fluctuate with the size of the store.

(3) Preparation. The Wall of Fame may consist of pictures of employee(s) who have been selected for awards under different programs. Managers should be aware that although some employees enjoy public recognition, others may not. Personal consent may be required.

d. Personal Communications from DeCA Director.

(1) General. The DeCA Director may call a store employee or briefly meet with a Headquarters employee to express his personal thanks and appreciation for their professional achievements.

(2) Appropriate Use of the Award. Greatest motivational impact (and, therefore, greatest effectiveness) is achieved when the award is recommended, approved, and presented promptly following an achievement by an individual or a group of employees. Awards of this nature are not based upon the annual rating of record and should not be withheld pending such rating. There is no limit to the number of these types of awards an employee may receive in any given period, either as an individual or as a member of a group. Receipt of an award in this category does not preclude the same employee(s) from receiving honorary recognition, or a performance award when criteria for such recognition otherwise are met. This award will be implemented at the discretion of the DeCA Director.

(3) Preparation: Supervisors will work through their chain of command, via memorandum, noting the accomplishment/achievement of the employee(s) and that they wish for the DeCA Director to call the employee to say “thank you.” SO will coordinate with the Command Group to work out schedules to ensure the employee is available to receive the call.

15.5. DEFENSE COMMISSARY AGENCY (DeCA) IMPACT AWARD

a. To recognize and express appreciation for demonstrated exceptional performance, conduct, character, commitment, or consideration of other employees as part of our DeCA team.

b. Eligibility for the “DeCA Impact Award” extends to all employees. Administration of non-U.S. citizen employees will be IAW applicable policies and procedures of the local servicing activity and applicable laws and practices of the host government, as specified in the servicing agreements between DeCA and the Military Departments.

c. Procedures:

(1) Nominations will be submitted on a quarterly basis. Any civilian employee or military member assigned to DeCA may submit a nomination.

(2) Nominations will be accepted during the last month of each quarter; i.e., December, March, June, and September.

(3) The nomination must be submitted via official e-mail to their respective area director or FPO. The nomination form must include all of the below information and be submitted on the DeCAF 50-97, Impact Award Nomination:

(a) The name of the nominee and the organization/store in which the employee works;

(b) The name of the individual submitting the nomination. *NOTE: Anonymous nominations will be excluded from consideration; and

(c) A brief description (500 words maximum) of the action or event meriting recognition by the DeCA Impact Award (i.e., who, what, when, where, and why).

d. Award Approval Process: The area director or FPO will screen for eligibility, review the nominations, select a winner and issue the award item. Subject to the limitations below, the winner(s) of the DeCA Impact Award will be selected from all qualifying nominations submitted during the nomination timeframe. Late nominations will not be considered.

(1) Nominations for this award must be based on official duty or mission-related action or events that exhibit the high standards of performance, conduct, character, commitment, or consideration of others as part of our DeCA team. There is no act too small to be considered for recognition, as direct involvement with our military/patrons is always a significant accomplishment.

(2) Nominees may not receive more than one “DeCA Impact Award” for the same action or event.

(3) All personnel are encouraged to submit nominations timely, and all nominations must be based on actions or events that occurred during the quarter in which the employee will be recognized.

(4) There is NO limitation on the number of nominations that may be submitted by a single person or on the number of awards that may be won by a single person (provided that each award is for a different action or event).

(5) Area directors may select up to four (4) winners per quarter from their area; Logistics Directorate may select up to three (3) winners per quarter, two (2) winners from CDC and CMPP

nominees, and one winner for HQ personnel, and all other FPOs may select one (1) winner per quarter.

e. Name(s) of the quarterly award winner(s) will be announced on OneNet. Winners will receive one of the non-monetary awards listed below, as designated by their area director or FPO.

- (1) DeCA Polo Shirt;
- (2) DeCA Travel Mug; or
- (3) DeCA Insulated Tumbler

f. Area directors and FPOs will submit a list of names with the type of award items distributed each quarter to HR at AwardsPOC@deca.mil for OneNet recognition of the winners and to ensure inventory replenishment.

15.6. RETIREMENT RECOGNITION

a. Retirement is a very important personal and professional milestone, and it is a time when employees may be recognized for their achievements throughout their Federal career. The following guidance is issued to assist supervisors and managers in handling the myriad of options available. If an employee wishes to not be recognized the recognition options suggested in this guidance are optional and not mandatory.

b. As soon as management becomes aware of an employee's retirement date, management must verify years of service of the employee, in order to consider any of the honorary awards mentioned in this guidance. To verify the years of Federal service, management in U.S. and territory locations must send an email to their HR service provider, requesting the required information, the employee's exact number of years of Federal service, verifying the employee's full name and retirement date. Management in overseas locations may use the automated system or contact overseas service providers to verify the required information. Once the verified information is obtained, it must be submitted with the request for the certificates and any honorary awards the employee may be eligible for mentioned in this guidance.

c. Retirement Certificate: Once the date is determined and above retiree's information is verified, management in U.S. and U.S. territories must contact the Defense Logistics Agency (DLA) service provider and request a retirement certificate. Management in overseas locations must send the verified information to AwardsPOC@deca.mil to request a retirement certificate. The date of the appropriate ceremony/presentation and the mailing address must be provided to ensure the certificate is received on time for presentation. The certificates are signed by the Deputy Director.

d. Spouse Certificates: As with the retirement certificate, management must request this certificate at the time the request for the retirement certificate is made. Those serviced by DLA,

will forward that request to them. Overseas will forward the request to AwardsPOC@deca.mil. Management must provide the employee's spouse's full name that is to be typed on the certificate and the date of the presentation/ceremony.

e. DeCA Civilian Career Service Award (see Section 9 of this manual).

f. U.S. Flag. The retiring employee may receive a flag that is flown over the Capitol of the U.S. To place an order for a flag, you must visit the website of the local Representative in your area and select Request a Flag. Complete the flag request form per instructions provided. You will have to pay for this from personal funds. You cannot use your Government Purchase Card (GPC) for this purpose. It can take from 4-6 weeks to receive a flag. Fort Lee civilian retirees with 40 or more years of Federal service are eligible for a flag from the Fort Lee Civilian Welfare Fund Council (CWFC). This should be requested on the form when requesting the Fort Lee CWFC gift request.

g. Letter from the President of the U.S.: The retiring employee must have at least 30 years of Federal service in order to receive a Presidential letter. The template for this letter is posted in SharePoint, DeCA's Public Documents, Administration Division, Retirement Info. This template must be followed exactly and once completed, forwarded to the Administration Division for signature of appropriate Agency official (SES) and then forwarded to the DeCA Washington Office for further processing. This process can take up to 90 days to receive the signed letter. When sending requests via email ensure that the email is encrypted as it contains PII data.

h. Letters and Coins from Agency SES: For the Director, send an email to CommandTaskerBox@deca.mil, with the retiree's full name, date of retirement, and directorate where assigned. You must include the official retirement date, number of years of Federal service, official job title, and organization. Follow the same process to request a letter/coin from the Executive Directors, providing the information to the respective Executive Officer. This should be provided as soon as you are aware of the retirement date, but not later than two weeks prior to presentation.

SECTION 16: DELEGATION OF AUTHORITY

Table 1. Delegation of Authority

Cash Awards	<ul style="list-style-type: none"> • Up to \$2,500 • \$2,501 to \$5,000 • \$5,001 to \$10,000 • \$10,001 to \$25,000 • \$25,000 and normally not exceeding \$50,000 	<p>Store Directors, Zone Managers, Area Director, FPO, Executive Directors, Deputy Director or Director</p> <p>Area Director, FPO, Exec Directors, Deputy Director or Director</p> <p>Director</p> <p>OPM through the Under Secretary of Defense for Personnel and Readiness</p> <p>President through OPM and the Under Secretary of Defense for Personnel and Readiness</p>
Time Off Awards (TOA)	ALL TIME OFF AWARDS	Recommended by 1st line supervisor (can approve up to 8 hours). Approved by: Store Directors, Zone Managers, Area Director, FPO, Exec Directors, Deputy Director or Director
Length of Service Awards	<ul style="list-style-type: none"> • 10 & 20 years (U.S. Personnel) • 30 years (U.S. Personnel) • 40 or more years (All Personnel) 	<p>Executive Directors</p> <p>Agency Deputy Director</p> <p>Agency Director or Designee</p>
Safety Awards	<p>Zero Accidents \$750 for Super Store \$500 for Large Store \$250 for Small Store</p> <p>Most Improved \$750 for Super Store \$500 for Large Store \$250 for Small Store</p>	

SECTION 17 TANGIBLE AND INTANGIBLE BENEFITS

Table 2. Tangible and Intangible Benefits

VALUE OF BENEFIT	LIMITED Affects functions, mission of personnel of one facility, area or HQ organization. Affects small areas of business or technology.	EXTENDED Affects functions, mission or personnel of all areas, or groups within the Agency. Affects an important area of business or technology.	BROAD Affects functions, mission or personnel of the entire Agency. Affects an extensive area of business or technology.	GENERAL Affects functions, mission or personnel of the Department, or is in the public interest throughout the Nation and beyond.
MODERATE Change or modification of an operating principle or procedures with limited use or impact.	\$25 - \$125	\$126 - \$325	\$326 - \$650	\$651 - \$1,300
SUBSTANTIAL Substantial change or modification of procedures. An important improvement to the value of a product, activity, program, or service to the public.	\$125 - \$325	\$326 - \$650	\$651 - \$1,300	\$1,301 - \$3,150
HIGH Complete revision of a basic principle or procedure; a highly significant improvement to the value of a product or service.	\$325 - \$650	\$651 - \$1,300	\$1,301 - \$3,150	\$3,151 - \$6,300
EXCEPTIONAL 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.	\$650 - \$1,300	\$1,301 - \$3,150	\$3,151 - \$6,300	\$6,301 - \$10,000

GLOSSARY

G.1. ACRONYMS.

AEP	Affirmative Employment Program
AOR	Area of Responsibility
CAM	Customer Accounts Manager
CCC	Change and Strategic Planning
CCSS	Commissary Customer Service Survey
CDC	Central Distribution Center
CFR	Code of Federal Regulation
CMPP	Central Meat Processing Plant
CPDF	Central Personnel Data File
CMSgt	Chief Master Sergeant
CONUS	Within the Continental United States
CoP	Community of Practice
CPOL	Civilian Personnel On Line
CWFC	Civilian Welfare Fund Council
CY	Calendar Year
DDR	Distributor Discrepancy Rate
DeCA	Defense Commissary Agency
DeCAF	Defense Commissary Agency Form
DLA	Defense Logistics Agency
DoD	Department of Defense
DoDD	Department of Defense Directive
DPMAP	DoD Performance Management and Appraisal Program
EEO	Equal Employment Opportunity
EOD	Entrance on Duty
EOPF	Electronic Official Personnel Folder
ESD	Executive Services Division
FEPCA	Federal Employees Pay Comparability Act
FPO	Functional Process Owner
FWA	Fraud, Waste, and Abuse
FWS	Federal Wage Service
FY	Fiscal Year
GC	General Counsel
GPC	Government Purchase Card
GS	General Schedule

HCMB	Human Capital Management Board
HR	Human Resources
HQ	Headquarters
IAW	In Accordance With
IDEAS	Improve DeCA's Efficiency and Service
LMER	Labor and Management Employee Relations
LN	Local National employees
M&RA	Manpower and Reserve Affairs
MFER	Monthly Financial Execution Report
NLT	Not Later Than
NMA	Non-Monetary Award
NPA	Notice of Personnel Action
NTE	Not to Exceed
OASD	Office of Assistant Secretary of Defense
OCONUS	Outside of the Continental United States
OMB	Office of Management and Budget
OPF	Official Personnel File
OPM	Office of Personnel Management
OSD	Office of Secretary of Defense
OSHA	Occupational Safety and Health Administration
PASSION	Pursue Accountable Sense Set Innovation Ownership Necessary
PII	Personally Identifiable Information
POC	Point of contact
PSA	Principal Staff Assistant
QSI	Quality Step Increase
RM	Resource Management
RPA	Request for Personnel Action
SCD	Service Computation Date
SES	Senior Executive Service
SF	Standard Form
SO	Store Operations
SPOC	Store Point of Contact
SSN	Social Security Number

TOA	Time-Off Award
U.S.	United States
U.S.C.	United States Code
VGRC	Voucher Register and General Control Report
WIGI	Within-Grade Increase

G.2. DEFINITIONS.

Award. Something bestowed or an action taken to recognize and reward individual or team achievement that contributes to meeting organizational goals or improving the efficiency, effectiveness, and economy of the Government or is otherwise in the public interest. Such awards include, but are not limited to, employee incentives which are based on predetermined criteria such as productivity standards, performance goals, measurement systems, award formulas, or payout schedules.

Awards Program. The specific procedures and requirements established by an agency or a component of an agency for granting awards under Chapter 43, Subchapter 1 of Title 5, U.S.C., and Chapter 45, Subchapter 1 of Title 5, U.S.C.

Compensatory Time Off. Time off with pay in lieu of overtime pay for irregular or occasional overtime work, or when permitted under agency flexible work schedule programs, time off with pay in lieu of overtime pay for regularly scheduled or irregular or occasional overtime work.

Federal Wage System. A pay system developed to make the pay of workers comparable to the prevailing private sector rate in each local wage area. Under the FWS, the agency bases Federal employee pay on what private industry is paying for comparable levels of work in the local wage area.

General Schedule. The pay scale, comprised of 15 grades, for professional or “white collar” Federal employees. Employees move to higher steps within their grade level based on the length of their tenure and acceptable job performance. Employee advance from one grade to another as they are promoted and their responsibilities increase.

Honorary Awards. Awards that are generally symbolic and usually do not involve monetary recognition. Honorary awards are a gesture of respect given to employees to recognize their performance and value to the organization.

Incentive. A device that focuses employee efforts on organizational goals, and often promise specific rewards to those employees who help significantly to achieve them.

Informal Recognition. A type of award that may be given to reward performance that otherwise might not merit an award such as, cash, time-off, or an honorary award. These can be

used to provide more frequent and timely informal recognition to employees. Informal recognition includes certificates of appreciation, certificates of achievement and other similar items. Informal recognition can be granted at any level of DeCA.

Meaningful distinctions based on levels of performance. Employees with higher ratings of record receive larger ratings-based cash awards than those with lower ratings of records.

Monetary Award. An award in which the recognition device is a cash payment that does not increase the employee's rate of basic pay.

Non-Monetary Award. An award in which the recognition device is not a cash payment or time-off award but rather an award of a honorific value; e.g., a letter, certificate, medal, plaque or item of nominal value.

Performance-based cash award. Sometimes known as a ratings-based award, a performance-based award is a lump-sum cash payment authorized by §45051 of Title 5, U.S.C. and § 451.104(e) of Title 5, CFR, that requires only the most recent rating of record as the sole justification for the award.

Personally Identifiable Information. PII is information that can be used to distinguish or trace someone's identity. It includes information such as a social security number, age, military rank or civilian grade. More examples of PII include home and office phone numbers, birthdays, and spouse names.

QSI. An additional within-grade increase granted to GS employees in recognition of "Outstanding" performance.

Rating of Record. The summary rating required at the end of the performance rating period or at other times specified in applicable performance management regulations.

Recognition. After-the-fact reinforcement for specific types of performance or accomplishments. Recognition signals to employees what the organization values.

Time-Off Award. An award in which time-off from duty is granted without loss of pay or charge to leave and for which the number of hours granted is commensurate with the employee's contribution or accomplishment.

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- Title VII of the Civil Service Reform Act of 1978, October 13, 1978
- United States Code, Title 5, Chapter 45
- United States Code, Title 5, Section 3362
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- United States Code, Title 5, Section 5336