



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS
UNIT #15228
APO AP 96271-5228

AMIM-HMH (100)

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy # 29, IMCOM Recognition Program (IRP)

1. REFERENCES:

- a. AR 600-8-22, Military Awards, 19 January 2024.
- b. AR 600-20, Army Command Policy. 6 February 2025.
- c. AR 672- 20, Incentives Awards, 6 November 2024.
- d. AR 215-3, Non-Appropriated Funds Instrumentalities Personnel Policy, 7 May 2024.
- e. U.S. Army Materiel Command Civilian HR Delegation Authorities Matrix and Issuance of Civilian and Military Awards, Version 01-2022, 23 March 2022.
- f. IMCOM Campaign Plan 2025 and beyond, 25 March 2025.

2. PURPOSE: To implement IMCOM mandatory Policies and Procedures on IMCOM Recognition Program (IRP), a major component of the IMCOM Service Culture Initiative.

3. OBJECTIVE: The IMCOM Recognition Program (IRP) was developed to ensure all IMCOM professionals are recognized for behavior and performance that further the mission, goals, and values of the Army. The IRP provides leaders with the tools and ideas for a comprehensive awards program. It is designed to enhance, not replace our current recognition programs, but does further ensure that our systems are fair, equitable and applied at all echelons.

4. APPLICABILITY: This policy is applicable to all military and Civilian personnel, to include appropriated funded (AF), non-appropriated funded (NAF), and local national personnel, assigned to and/or under the operational control of USAG Humphreys. In some instances, as referenced in AR 672-20, contractors may be eligible for award recognition.

5. POLICY: This policy supports Installation Management Command Service Culture (ISC) and establishes responsibilities, guidelines, and procedures for the Civilian Employee IMCOM Service Culture Excellence in Customer Service Recognition

Program. This program recognizes and rewards team members for excellence in customer service. Award recommendations are entirely on merit and without regard to age, sex, race, color, religion, national origin, disability, or genetic information.

- a. USAG Humphreys ISC will be fair, credible, transparent, and achievable for all employees – not just senior leaders of the workforce employees. Directors and supervisors are empowered, within appropriate army regulations and policies, to select, nominate, and recognize their employees for their excellence in customer service (to include satisfactory ICE comments).
- b. Supervisors at all levels will familiarize themselves with listed references to ensure a well-managed program to recognize performance and/or contributions to the mission of the command. Recognizing and rewarding employees throughout the year to regularly acknowledge contributions, and not just at the end of a performance rating.
- c. Excellence in Customer Service recognition is not automatic and should be reserved for only those whose performance truly made a difference in providing outstanding customer service. Under no circumstances will nominations for awards be discussed with the nominee prior to award approval.

6. Civilian Employee ISC Excellence in Customer Service Recognition Program

- a. Established to recognize and reward Civilian employees who demonstrate exceptional customer service.
- b. Each directorate of staff agency attached to the garrison may recognize two - eight employees per month depending on the size of each directorate. The Directorate of Family and Morale, Welfare, and Recreation may nominate NAF and AF employees. The award period is monthly as determined by each Directorate with presentations by the DGC or Director during the Directorates monthly meetings. Each Directorate will board and select their employee(s) for recognition. Small Directorates and staff agencies will receive support from DHR for their evaluation boards if requested.
- c. Directors and supervisors are responsible for recognizing employees for their outstanding customer service and will adhere to garrison and Installation Management Command (IMCOM) awards guidance.
- d. USAG-H Directorates will determine their awardees based on Enclosure 1 criteria. Directorates will determine when they present the award to their employees monthly. Nominations, review of nomination packets, and selection of awardees IAW applicable

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policy is at the Directorate/ supporting office level based on the number of awards allocated as noted in section 5(b).

e. The Directorate of Human Resources will review all award packets to ensure that awards are IAW applicable regulations. The award recipients will be recognized at the corresponding garrison awards ceremony.

7. Responsibilities:

a. Directors/Staff Principals will communicate to their team that there are continuous opportunities for recognition in the course of day-to-day mission requirements, special events, activities and taskers. I do not want leaders to overlook accomplishments; no matter how great or small. Everyone in USAG-H plays a key role in our support that enables the "Fight Tonight" capabilities.

(1) I highly encourage not only recognition, but "immediate" recognition. Do not wait until you complete subordinate(s) performance evaluations/ appraisals to recognize something outsider of the norm. Personnel will also receive recognition at the Quarterly Workforce Town Halls.

(2) As the Garrison Commander, I fully support Monetary and Non-Monetary awards for our US and Local National Personnel. Military personnel are not eligible for monetary awards.

b. The directorate of Human Resources will process all civilian related awards, ICS and IRP, Monetary and Non-Monetary, for adjudication IAW the above references.

c. The Directorate of Human Resources will consult the Directorate of Resource Management to review all IRP and ICS Monetary Awards before adjudication.

d. Directorates/ Staff administrative support personnel, or designees will expeditiously process all approved awards and complete the Request for Personnel Action (RPA) in AUTONOA, <https://autonoa.army.mil> or DCPDS, <https://compo.dcpds.cmps.osd.mil>.

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8. POC for this policy is the Directorate of Human Resources, 757-2094.

Distribution:
USAG Humphreys Website

Kristin E. Steinbrecher
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