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US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, US ARMY GARRISON COMMAND, FORT KNOX  
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FORT KNOX, KENTUCKY 40121-5256

IMKN-HR

*4 January 2018*

MEMORANDUM FOR All Garrison Personnel

SUBJECT: United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

1. Mission. To establish responsibilities, policies, and procedures for the USAG Fort Knox Civilian Awards and Recognition Program (Recognition Program) in accordance with (IAW) the Installation Management Command (IMCOM) Service Culture Initiative (SCI). The goal of this program is to use the full range of awards available to acknowledge mission accomplishment by recognizing the excellence of civilian members and motivate them to high levels of performance and service. This program applies to all directorates and garrison staff offices that are part of the USAG Fort Knox standard garrison organization (SGO) structure. It also applies to all USAG Civilian appropriated fund (APF) and non-appropriated fund (NAF) employees.

2. References.

- a. Army Regulation (AR) 672-20, Incentive Awards, 1 April 2014.
- b. AR 215-3, Non-Appropriated Funds Instrumentalities Personnel Policy, 16 September 2015.
- c. Department of Defense (DoD) Instruction (DoDI) 1400.25, DoD Civilian Personnel Management System, Volume 451, Awards, 4 November 2013.
- d. IMCOM Regulation 672-10, Incentive Awards Program for Military and Civilian Personnel, 23 June 2009.
- e. IMCOM Policy Memorandum 5-2, IMCOM Service Culture Initiative, 21 April 2017.

3. Explanation of Abbreviations and Terms. Abbreviations and special terms used in this SOP are explained in the glossary at appendix 6.

4. Responsibilities.

- a. Garrison Commander (GC):

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- (1) Provide leadership and guidance for the Recognition Program.
- (2) Establish supplemental recognition devices adapted to IMCOM requirements.
- (3) Approve or recommend approval of awards as outlined in AR 672-20 and table 1, Civilian Award Submission Time line located at appendix 1.
- (4) Ensure awards are granted based on merit in an appropriate, effective, and consistent manner.
- (5) Ensure full consideration of eligible personnel for awards submitted for approval by the directors and Garrison staff office managers (GSOM).
- (6) Provide for the planning, execution, and evaluation of the Recognition Program.
- (7) Develop and conduct a Garrison Commander's On-the-Spot (OTS) informal recognition program.

b. Deputy Garrison Commander (DGC):

- (1) Review all award nominations and recommend approval/disapproval as outlined in table 1, Civilian Award Submission Timeline located at appendix 1.
- (2) Plan, coordinate, and chair the APF Garrison Awards Review Board (ARB).
- (3) Approve Quality Step Increase (QSI) for all employees below directors and GSOMs.

c. Garrison directors and Garrison staff office managers:

- (1) Ensure program requirements established by the Department of the Army and IMCOM are accomplished.
- (2) Provide leadership and direction for the Recognition Program.
  - (a) Manage their awards program to ensure employees receive prompt and fair recognition for their performance and contributions to the command and community.

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(b) Ensure subordinate supervisors are provided guidance and staff assistance so they are able to initiate appropriate recognition actions for employee achievements.

(c) Ensure subordinate supervisors are consistently promoting employee recognition.

(3) Review and recommend approval/disapproval for DA Form 1256, Incentive Award Nomination and Approval and/or DA Form 5167, Incentive Awards Nomination and Approval – NonAppropriated Funds.

(4) Review and sign [IMKN-HR Form 107](#), Fort Knox Garrison Award Nomination Support Form ensuring block 7, Nominee's Outstanding Achievements is specific and quantifiable as possible and block 9, Certificate Narrative is properly written to Army award and writing style standards.

(5) Ensure formal award nomination packets meet the requirements of this SOP.

(6) Ensure employees under investigation or pending disciplinary action are not considered for recognition unless authorized exceptions are allowed.

(7) Plan execution of programmed budget dollar amount for internal awards and Recognition Program needs. Ensure budget allocations do not result in the loss of employee's performance recognition.

(8) Establish written procedures for performance awards within their directorate or staff office prior to the start of the rating cycle and submit nominations for performance awards to the DGC within 30 days after approval of the rating of record.

(9) Provide timely and appropriate recognition based on applicable accomplishments for employees retiring from federal service or departing their directorate or staff office.

(10) Track award nomination requests until approved.

(11) Support the Garrison Level Special Awards program.

(a) Implement internal procedures to identify and recommend employees and teams for Garrison Level Special Awards to include the Garrison Service Culture Award,

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Garrison Employee of the Quarter, Garrison Leader of the Quarter, and Garrison Team of the Quarter.

(b) Review and sign [IMKN-HR Form 106](#), Fort Knox Garrison Special Award Nomination Request Form.

(c) Provide Garrison Level Special Awards Board member upon request.

(d) Prepare and submit timely award recommendations for winners of Garrison Level Special Awards.

d. Directorate of Human Resources (DHR):

(1) Serve as proponent for the Recognition Program and review this SOP annually for necessary revisions.

(2) Develop procedures that ensure equity and objectivity in the awards process and provide guidance for the program on behalf of the GC.

(3) Plan, coordinate, and chair the Garrison Level Special Awards boards.

(4) Submit Garrison Level Special Awards board minutes and winner recommendations to the DGC and GC for approval/disapproval.

(5) Provide Garrison Level Special Awards board recorder.

e. Directorate of Family, Morale, Welfare, and Recreation (DFMWR):

(1) Review and process award nominations for NAF employees ensuring compliance with AR 215-3.

(2) Ensure NAF performance awards are done on a cyclical rating in accordance with IMCOM G9 Fiscal Year Operating Guidance.

f. Resource Management Office (RMO):

(1) Provide command guidance on APF and non-DFMWR NAF monetary awards and establish funding limits per directorate or garrison staff office.

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(2) Receive DA Forms 1256 and [IMKN-HR Forms 107](#), initiate required staffing, and track nomination requests through completion.

(3) Validate availability of funds for all monetary awards prior to approval.

(4) Provide Garrison Administrative Officer (GAO) to print award certificates and process awards.

(5) Manage Career Service Recognition Awards.

(a) Maintain a tracking system to ensure Career Service Recognition Awards are prepared for garrison employees in a timely manner.

(b) Prepare Career Service Recognition Awards for GC's signature and provide completed award to appropriate director or GSOM.

(6) Process Standard Forms (SF) 52, Request for Personal Action for approved awards.

(7) Maintain supply of award certificates and medals for DA Civilian honorary awards and Career Service Recognition.

(8) Provide award statistical reports upon request by higher command.

g. Equal Employment Opportunity (EEO) Office:

(1) Review and sign DA Forms 1256 in block 7a, b and c in accordance with AR 672-20, as applicable.

(2) Monitor and observe all ARBs for fairness and equality, given the availability of staff members and mission requirements.

h. Civilian Personnel Advisory Center (CPAC) review and sign DA Forms 1256 in block 7d, e and f in accordance with AR 672-20, as applicable.

i. First line supervisors:

(1) Consistently promote employee recognition and ensure the recognition program is administered fairly and equitably in the workplace.

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(2) Ensure all nomination packets are accurately completed, to include the required forms for each award.

(3) Initiate DA Forms 1256 and Fort Knox IMKN-HR Form 1375, U.S. Army Garrison Routing and Transmittal Sheet.

(4) Receive [IMKN-HR Form 105](#), Fort Knox Garrison Informal Recognition Nomination Form and take appropriate action to recognize employees.

(5) Prepare, review and sign [IMKN-HR Forms 106](#) and [IMKN-HR Forms 107](#).

j. All employees:

(1) Review the policies and procedures for the Recognition Program and become familiar with the various awards available.

(2) Nominate employees who are appropriate candidates for recognition. Fully document accomplishments or performance achieved by a nominee and submit documentation to their supervisor in a timely manner.

## 5. Policies.

a. Leaders are responsible for creating a culture which promotes and celebrates employee and organizational recognition through commitment, involvement, and engagement at all levels of the Recognition Program.

b. Unless otherwise stated, anyone can nominate an employee for any award listed in this SOP. This includes peer-to-peer, upward, lower, or lateral recognition. Normally, award recommendations are submitted by the immediate supervisor. Award recommendations submitted by a manager or employee outside the nominated employee's chain of command must be coordinated with the employee's immediate supervisors prior to submission.

c. Tie employee and organizational recognition to the mission, goals, values, and principles of IMCOM and the USAG Fort Knox.

d. Make the Recognition Program as transparent as possible. Employees must know and understand the criteria and standards used for recognition within USAG Fort Knox.

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e. Include both formal and informal recognition.

(1) Use informal recognition to the maximum extent possible as an effective means to provide quick, easy, on-the-spot recognition for outstanding performance and service.

(2) Supplement formal recognition with informal, day-to-day recognition.

(3) Conduct both formal and informal recognition face to face with the employee to the maximum extent possible.

f. Administer the Recognition Program on the basis of merit without regard to age, sex, race, color, religion, national origin, marital status, or physical or mental disability.

g. Do not recommend or approve monetary and honorary awards for performance or achievement when an employee is under investigation, pending disciplinary or adverse action based on performance or conduct, or are the subject of disciplinary action within the preceding 120 days unless exceptions are allowed IAW AR 670-20 chapter 2, paragraph 2-1 for APF employees and AR 215-3 chapter 9, paragraph 9-1 for NAF employees.

h. Do not approve awards for a period of time in which the nominee was found to have personally acted in a discriminatory manner in violation of EEO guidelines or standards of conduct as outlined in AR 672-20 chapter 2, paragraph 2-2.

i. Honorary Awards, applicable to APF and NAF employees, may be given to civilian employees throughout their tenure, including occasions such as retirement, reassignment, transfer, or separation, provided the individual's accomplishments fully meet the criteria for the particular award. See AR 672-20, chapter 8, for criteria, types, eligibility, and approval level.

j. Honorary and monetary awards can be granted for the same act or achievement if criteria is met. The same act or achievement cannot be used for a second honorary award.

k. Recognition will be timely.

(1) Adhere to the award nomination timeliness standards established in table 1, Civilian Award Submission Timeline located at appendix 1.



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(2) Nominations submitted outside the specified timeline must be accompanied by a Letter of Lateness that clearly communicates the reason the request is late. See sample letter of lateness at appendix 2.

(3) Supervisors are responsible for initiating award nominations for deserving employees within 10 business days upon notification of approved retirement or departure of an employee from the organization to ensure adequate time for processing and presentation in an appropriate ceremony prior to the employee's last duty day.

l. Do not inform employees they are under consideration for or have been nominated for an award. Such action may create serious morale problems if the award is not approved.

m. Immediate supervisors are responsible for tracking award recommendations until final action is taken.

n. Award Career Service Emblems and Office of Personnel Management certificates in recognition of career federal service. See AR 672-20, chapter 10 for additional information.

o. Monetary awards.

(1) Approval of monetary awards is contingent upon availability of funds. RMO sets an APF awards target for each directorate and staff office at the start of the FY and communicates the final date for submitting monetary awards at the end of the FY. Directors and GSOMs may approve monetary awards for an employee as long as it does not exceed established funding threshold and it is submitted prior to the final date established by RMO.

(2) Special Act or Service Awards (SASA) given to recognize a meritorious personal effort, act, service, scientific, or other achievement can be either monetary or time off. See AR 672-20, chapter 4, paragraph 4-2 and AR 215-3 chapter 9, paragraph 9-4 for additional information.

(3) On-the-Spot (OTS) awards given in recognition for day to day accomplishments are limited to a maximum of \$250. See AR 672-20, chapter 4, paragraph 4-4 and AR 215-3 chapter 9, paragraph 9-4 for additional information.



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(4) Time off Awards (TOA) are given for achievement or performance which contributes to the accomplishment of the IMCOM mission. See AR 672-20, chapter 4, paragraph 4-5 and AR 215-3 chapter 9, paragraph 9-8 for additional information.

(a) TOAs are given in increments of no less than one hour and all requests are processed for approval on a DA Form 1256.

(b) Directors and GSOMs may approve up to 8 hours for APF employees and the GC will approve anything over 8 hours.

(c) The TOA may be used alone or in combination with monetary or non-monetary awards to recognize employee contributions.

(d) The TOA must be scheduled and used within one year of the approval date and will not convert to a cash payment under any circumstance.

p. Performance Awards.

(1) Appropriate Fund employees may receive a performance award in recognition of high-level performance for their most recent rating period. See AR 672-20, chapter 5 for additional information.

(a) Directors and GSOMs are responsible for establishing written procedures for performance awards within their directorate or staff office prior to the start of the rating cycle. Written procedures will ensure awards are truly based on performance, are fairly distributed within their perspective organizations, and are approved by EEO and CPAC. Procedures may include conducting an internal performance award review board if deemed appropriate by the director or GSOM. Submit performance award recommendations to the approving official within 30 days of the approved rating of record.

(b) Employees that receive an outstanding (4.3-5.0) or fully successful (3.0-4.2) final rating of record on their most recent DD Form 2906, Department of Defense Civilian Performance Plan, Progress Review, and Appraisal, are eligible for performance award consideration.

(c) Suspend all actions on performance awards when an employee is pending disciplinary action. Actions are suspended until a final determination is made.

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(d) Performance awards may include TOA or monetary awards, or a combination of both. Supervisors should know each employee's preference in reference to the different options available for performance awards and consider their desires when recommending awards that represent the employee's performance.

(2) Administer performance awards for NAF employees IAW with AR 215-3.

(3) Quality Step Increase (QSI) is authorized for general schedule (GS) APF employees. See AR 672-20, chapter 6 for additional information.

(a) QSIs are reserved for employees that receive an outstanding (4.3-5.0) final rating of record on their most recent DD Form 2906.

(b) To be eligible for a QSI, the employee must not have been granted a QSI in the previous 52-week period, not already at step 10 for their grade, and be expected to remain in the position at the same grade level that was the basis for the rating, or a similar position at that grade level for at least 60 days.

(c) An employee may not receive a QSI if they received a performance award based in whole or in part of the performance being recommended for recognition.

(d) The DGC is the QSI approval authority for all employees below directors and GSOMs.

(e) The GC is the QSI approval authority for the DGC, directors, and GSOMs.

q. Garrison Level Special Awards.

(1) Directors and GSOMs may recommend deserving individuals or teams for Garrison Level Special Awards. Garrison Level Special Awards include:

(a) Garrison Employee of the Quarter and Year. Any APF or NAF non-supervisory employee who demonstrates exceptional performance of duty that directly supports the Garrison mission, goals, or strategic plan initiatives. Employees of the Quarter receive the Achievement Medal for Civilian Service Award and a 16 hour TOA. Employees of the Year receive the Commander's Award for Civilian Service and a 40 hour TOA. Directors and GSOMs may approve monetary awards equal to the TOA value as an option for an employee as long as it does not exceed their established funding threshold.

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(b) Garrison Leader of the Quarter and Year. Any APF or NAF supervisor that demonstrates exceptional leadership and exemplifies the components and principles of the IMCOM Leadership Pledge. Leaders of the Quarter receive the Achievement Medal for Civilian Service Award and a 16 hour TOA. Leaders of the Year receive the Commander's Award for Civilian Service and a 40 hour TOA. Directors and GSOMs may approve monetary awards equal to the TOA value as an option for an employee as long as it does not exceed their established funding threshold.

(c) Garrison Team of the Quarter and Year. Any team (more than one individual) (APF and/or NAF employees) that demonstrate outstanding team effort while completing a specific task or project that directly supports the Garrison mission, goals, or strategic plan, either internal or external to the directorate, staff agency or garrison. Team of the Quarter receives the Achievement Medal for Civilian Service Award and a 16 hour TOA. Team of the Year receives the Commander's Award for Civilian Service and a 40 hour TOA. Directors and GSOMs may approve monetary awards equal to the TOA value as an option for an employee as long as it does not exceed their established funding threshold.

(d) Garrison Service Culture Award of the Quarter and Year. Any employee (APF or NAF) (supervisor or non-supervisor) that takes initiative to devise new or improve established SCI related procedures, programs, products, or services or an employee who exemplifies the components and principles of the IMCOM Customer Service Pledge. Employees selected for the Garrison Service Culture Award of the Quarter receive the Achievement Medal for Civilian Service Award and a 16 hour TOA. Employees selected for the Garrison Service Culture Award of the Year receive the Commander's Award for Civilian Service and a 40 hour TOA. Directors and GSOMs may approve monetary awards equal to the TOA value as an option for an employee as long as it does not exceed their established funding threshold.

(2) Directors and GSOMs are responsible for ensuring award nominations go to the most deserving individual or team. There is no limit to the number of times an individual or team can be nominated.

(3) A Garrison Level Special Awards board reviews and scores nominations for each award category and formally submits the recommended winner for each category to the DGC and GC for approval/disapproval.

(4) The intent of the Garrison Level Special Awards board is to select the most deserving candidate based on the outcome and/or impact of the individual or team

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achievement(s) or contribution(s) and not based on a nominator's writing skills; therefore, the board's score is the only data point used in the selection-making process.

(5) Directors and GSOMs select individual Garrison Level Special Awards board members upon request from the DHR. Board members may be any grade, cannot be in the supervisory chain of any recommended individual or team, and may only serve on one board each FY. Board members cannot be under any disciplinary action.

(6) Garrison Level Special Awards board members are required to sign a non-disclosure statement.

#### r. Informal recognition.

(1) Use IMKN-HR Form 105, Fort Knox Garrison Informal Recognition Nomination Form to document exceptional performance or achievement. Any employee may complete an IMKN-HR Form 105 to recognize any member of our organization and submit the form to the nominated individual's immediate supervisor for action. Immediate supervisors may also use the nomination as justification to move from informal recognition to formal.

(2) Leaders at all levels are responsible for establishing and executing their informal recognition program. Leaders may recognize employees/team members either verbally or in writing for being the "Gold Standard" and to reinforce SCI. Leaders should communicate how the act or achievement supports or furthers specific Garrison Strategic Plan lines of effort when possible.

(3) Leaders are empowered to be creative with their programs to ensure they are most meaningful to their teams and individual employees but must adhere to published policies for transparency. Leaders are encouraged to ask employees for their ideas and input when developing their program for informal recognition. The following are some examples of informal recognition that may be used:

(a) Peer-to-peer recognition which provides an opportunity for employees to nominate or recognize fellow employees and/or teams who demonstrate outstanding achievement or service. This recognition should be documented on [IMKN-HR Form 105](#), but may take place verbally.

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(b) ICE recognition for providing the "Gold Standard" customer service experience. To avoid any type of impropriety or misuse of the ICE system, only use comments with point of contact information for recognition.

(c) Create and maintain a board/display (Wall of Fame) in a predominate location which allows visitors and customers to see recognition in action and leadership commitment to its team.

(d) Leaders may create an organization "extra mile" type of award that might include a rotating trophy or other relative option. This might be the result of a competition or simply as a way of expressing gratitude for continued high levels of customer service and/or work.

(e) Birthday and anniversary cards, signed by the Director or all leadership staff possibly awarding a 59 minute time off, lunch, or other options.

(f) Organization day or spirit week which could be very creative or simply a team building time out of the workplace.

(g) Highlight outstanding professionals during meeting which brings notice of the employee's achievement up the chain and may lead to more formal recognition.

(h) Recognition for innovative ideas which could be used as a basis for the Army level recognition program.

(i) Organizational activity which may include ordering pizza, a group potluck, bowling party, or other fun activity as a way for the leadership to reward workers.

(j) A designated plaque with names of the employees who are recognized and place it in an optimal area of walk by traffic.

(k) Simple thank you which sincerely compliments an employee one-on-one and empowers a feeling of trust and respect between leaders and staff.

## 6. Procedures.

### a. Formal awards.

(1) Prepare DA Form 1256.

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(a) The immediate supervisor is responsible for preparing the DA Form 1256 if not completed by the nominating individual.

(b) Prepare the DA Form 1256 electronically, to include digital signatures of all required officials.

(c) If the request is for a TOA, include the total number of hours being awarded and the value of the benefits when the award exceeds one day. The value of benefits are determined by using payment of awards information in AR 672-20, chapter 7.

(2) Prepare [IMKN-HR Form 107](#), Fort Knox Garrison Award Nomination Support Form for all awards submitted on a DA Form 1256.

(a) The form is used to provide the facts that support the level of recognition and provide the proposed award citation, if applicable.

(b) The immediate supervisor is responsible for preparing the [IMKN-HR Form 107](#) if not completed by the nominating individual. Nominating individual must provide the facts to support the request for recognition.

(c) Prepare the [IMKN-HR Form 107](#) electronically, to include digital signatures of supervisor and director.

(d) Directors and GSOMs must ensure block 7, Nominee's Outstanding Achievements is specific and quantifiable as possible and block 9, Certificate Narrative is properly written to Army award and writing style standards. Forms not meeting the standards will be returned by the GAO for correction.

(3) The immediate supervisor is responsible for preparing a formal award nomination packet and ensuring required documentation for each type of award outlined in table 2, Award Nomination Documentation is included.

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Type of Award Nomination	Required Documentation					
	DA Form 1256 or DA Form 5167	IMKN-HR Form 1375	Award Justification on IMKN-HR Form 107	Recommended Award Citation on IMKN-HR Form 107	Completed Performance Appraisal	List of Previous Awards
Honorary Award	Yes	Yes	Yes	Yes	No	Yes
Career Service Recognition	No	No	No	No	No	No
Special Act or Service Award	Yes	Yes	Yes	No	No	Yes
On-the-Spot Cash Award	Yes	Yes	Yes	No	No	Yes
Time-Off Award	Yes	Yes	Yes	No	Only required if TOA is for performance.	Yes
Performance Award	Yes	No	No	No	Yes	No
Quality Step Increase	Yes	Yes	No	No	Yes	Yes

Table 2, Award Nomination Documentation

- (4) Formal award nomination packets include:
  - (a) IMKN-HR Form 1375 containing the directors or GSOMs endorsement, telephone number, and proposed presentation date.
  - (b) Completed DA Form 1256.
  - (c) Completed DA Form 5167 (for NAF only) that is prepared and processed electronically, to include digital signatures of all required officials.
  - (d) [IMKN-HR Form 107](#), if applicable.
  - (e) Additional documents as required.
- (5) Immediate supervisors electronically forward the complete formal awards nomination packet to their director or GSOM for review IAW the timelines established in table 1, Civilian Award Submission Timeline (see appendix 1).
- (6) Directors and GSOMs recommend approval or disapproval and electronically forward the complete nomination packet to the GAO for staffing through the DGC to the GC.
- (7) GAO obtains the appropriate decision and signature(s) on required forms, including EEO and CPAC, if required.



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(8) Award nominations requiring approval by higher headquarters are processed through the Garrison ARB. The GAO coordinates all actions for the Garrison ARB.

(a) A formal Garrison ARB meets monthly and/or when deemed appropriate by the GC to review and assess award nominations for approval above the Garrison level. The ARB may be conducted electronically through email.

(b) The Garrison ARB is chaired by the DGC. Membership is comprised of the following directorates: Directorate of Emergency Services (DES), DFMWR, DHR, Directorate of Plans, Training, Mobilization and Security (DPTMS), Directorate of Public Works (DPW) and include a representative from EEO.

(c) Fairness and confidentiality are principal drivers in the review process. Board members cannot participate in the review of their personal awards.

(d) ARB members evaluate formal award nomination packets and make a written recommendation, based on a consensus, to the final approving authority for approval, disapproval, upgrade, or downgrade of an award.

(e) The DGC forwards the final recommendation to the GC for approval/disapproval.

(f) GAO prepares a memorandum for the GC's signature and forwards the nomination packet to IMCOM Directorate-Training.

(g) GAO tracks the award request until final disposition is received.

(9) GAO prepares the appropriate garrison level award certificates, prepare SF52 and enters the award into the CPAC personnel system for the employee upon approval.

(10) GAO provides the director or GSOM completed award recommendation packets, signed award certificates, and medal sets as applicable.

(11) GAO notifies the director or GSOM of disapproved award recommendations.

b. Garrison Level Special Awards.

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(1) Nominations.

(a) Directorates and staff offices may nominate one individual or team for the appropriate Garrison Level Special Award each quarter using [IMKN-HR Form 106](#), Fort Knox Garrison Special Award Nomination Request Form. If nominating a team, complete a separate form for each team member.

(b) Recommending individual types and digitally signs the IMKN-HR Form 106. The form may be typed in bullet or paragraph format. Recommendations must clearly and concisely communicate the facts to support the nomination request. Emphasis must be placed on communicating the **outcome** and/or **impact** of the individual or team achievement(s) or contribution(s).

(c) Submit IMCOM Form 106 to the DHR NLT the last business day of the following months: December (for 1<sup>st</sup> Quarter FY), March (for 2<sup>nd</sup> Quarter FY), June (for 3<sup>rd</sup> Quarter FY), and September (for 4<sup>th</sup> Quarter FY). The DHR will notify directors and GSOMs of the suspense date in advance.

(d) Quarterly award winners compete for the annual garrison level awards and are automatically nominated for the IMCOM level awards. Supervisors are responsible for completing nomination requests IAW IMCOM guidance for each type of award.

(e) Directors and GSOM must submit a new [IMKN-HR Form 106](#) NLT the last business day of October for annual nominations.

(2) Garrison Level Special Awards board composition.

(a) DHR. The DHR chairs the board and schedules, coordinates the board members.

(b) Scoring board members. Six garrison APF and/or NAF team members (3 supervisors and 3 non-supervisors) score each nomination request based on merit. The DHR requests board members from directors and GSOMs.

(c) EEO. A representative from the EEO office provides advisory oversight for the board, given the availability of the staff members and mission requirements.

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(d) Recorder. The DHR provides a recorder to collect nominations, collate results, and prepare the board minutes. The recorder will not score nomination requests.

(3) Garrison Level Special Awards boards schedule:

(a) Quarterly boards convene NLT the 15<sup>th</sup> day of the following months: January (for 1<sup>st</sup> Quarter FY), April (for 2<sup>nd</sup> Quarter FY), July (for 3<sup>rd</sup> Quarter FY), and October (for 4<sup>th</sup> Quarter FY).

(b) Annual boards convene NLT 15 November.

(4) Garrison Level Special Awards board convenes in the DHR conference room, building 1378, Graham Hall.

(5) The board recorder prepares board minutes and submits them to the DGC NLT three business days following each board.

(6) The DGC or GC approves/disapproves the board recommendation NLT three business days after receipt.

(7) Supervisors of employees or teams selected for Garrison Level Special Awards are responsible for preparing and submitting formal awards IAW paragraph 6a above within 5 business days of selection and coordinate the appropriate recognition ceremony.

c. Career service recognition. The GAO will –

(1) Maintain a tracking tool to determine when length of service certificates need prepared for all garrison employees.

(2) Prepare and obtain the GC's signature on 5, 10, 15, 20, 25, 30, and 35 year certificates. Certificates for 40+ years are submitted to IMCOM Commanding General for signature.

(3) Obtain the appropriate lapel pin.

(4) Notify the director or GSOM when the career service recognition award and lapel pins are ready for pick-up.

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d. Performance awards (APF employees). Directors and GSOMs will –

(1) Develop written procedures for performance awards within their directorate or staff office prior to the start of each rating period and include procedures for conducting an internal performance ARB, if deemed necessary.

(2) Staff written procedures through EEO and CPAC for approval.

(3) Communicate approved procedures to each employee during initial performance plan discussions.

(4) Execute approved performance award procedures, to include internal performance ARB if appropriate, for all eligible employees within 30 days of approval of the rating of record. Ensure a representative from EEO provides oversight for internal performance ARB, given the availability of the staff members and mission requirements.

(5) Prepare and submit DA Form 1256 for monetary or TOA IAW the procedures outlined in paragraph 6a above.

e. Performance awards (NAF employees). Performance award nominations for NAF employees are submitted in accordance with AR 215-3.

f. Informal recognition.

(1) Any employee may nominate and recommend another employee for recognition using [IMKN-HR Form 105](#). Completed forms are submitted to the employee's immediate supervisor or director.

(2) Peer-to-peer informal recognition may be done in person, electronically through email or telephonically. If an agency has comment cards they may also provide written recognition but must provide point of contact (POC) information for authentication and verification of source.

(3) ICE comments may be used as a basis for informal recognition. Only those comments with POC information verified by the leader should qualify.

g. Award presentations and ceremonies.

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SUBJECT: United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

(1) Directors and GSOMs are responsible for coordinating appropriate award ceremonies. Recognition in any form should be done publicly to maximize awareness of outstanding performance and significant contributions.

(2) Directors and GSOMs are encouraged to use Town Hall meetings as a platform to present awards in public. Submit awards presented during a Town Hall to the DHR IAW the timeline established in the Town Hall playbook matrix.

(3) The GC is available to support any directorate or staff office awards ceremony upon request.

(4) Personnel retiring from civilian service should receive their awards prior to departure whenever possible; preferably during a Garrison retirement ceremony or during their official farewell.

(5) Personnel departing USAG-Knox should receive their award prior to their departure and at an appropriate public forum such as a farewell event.

## 7. Figures.

- a. Figure 1, Sample Award Letter of Lateness (see appendix 2).
- b. Figure 2, [IMKN-HR Form 105](#), Fort Knox Garrison Informal Recognition Nomination Form (see appendix 3).
- c. Figure 3, [IMKN-HR Form 106](#), Fort Knox Garrison Special Award Nomination Request Form (see appendix 4).
- d. Figure 4, [IMKN-HR Form 107](#), Fort Knox Garrison Award Nomination Support Form (see appendix 5).

## 8. Tables.

- a. Table 1, Civilian Award Submission Timeline (see appendix 1).
- b. Table 2, Award Nomination Documentation.

## 9. Forms.

IMKN-HR

SUBJECT: United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

- a. DA Form 1256, Incentive Award Nomination and Approval.
  - b. DA Form 5167, Incentive Awards Nomination and Approval – NonAppropriated Funds.
  - c. DD Form 2906, Department of Defense Civilian Performance Plan, Progress Review, and Appraisal.
  - d. SF 52, Request for Personal Action.
  - e. [IMKN-HR Form 105](#), Fort Knox Garrison Informal Recognition Nomination Form.
  - f. [IMKN-HR Form 106](#), Fort Knox Garrison Special Awards Nomination Request Form.
  - g. [IMKN-HR Form 107](#), Fort Knox Garrison Award Nomination Support Form.
10. Checklists. N/A
11. Point of Contact. The point of contact for this SOP is the Director, Human Resources at 502-624-4162.



PATRICK N. KAUNE  
COL, MI  
Garrison Commander

6 Encls

- 1. Appendix 1, Civilian Award Submission Timelines
- 2. Appendix 2, Sample Letter of Lateness
- 3. Appendix 3, IMKN-HR Form 105, Fort Knox Garrison Informal Recognition Nomination Form
- 4. Appendix 4, IMKN-HR Form 106, Fort Knox Garrison Special Awards Nomination Request Form
- 5. Appendix 5, IMKN-HR Form 107, Fort Knox Garrison Award Nomination Support Form
- 6. Appendix 6, Glossary

Appendix 1 (Civilian Award Submission Timeline) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

AWARD	ELIGIBILITY	REFERENCE	APPROVAL AUTHORITY	SUSPENSE DATE
Meritorious Civilian Service Award	APF/NAF	AR 672-20, paragraph 8-3	IMCOM Commander	90 days prior to requested presentation date.
Superior Civilian Service Award	APF/NAF	AR 672-20, paragraph 8-4	IMCOM Commander	60 days prior to requested presentation date.
Commander's Award for Civilian Service	APF/NAF	AR 672-20, paragraph 8-5	Garrison Commander	30 days after the act or achievement or within 10 business days of approved retirement or notification of departure from the organization.
Achievement Medal for Civilian Service	APF/NAF	AR 672-20, paragraph 8-6	Garrison Commander	30 days after the act or achievement or within 10 business days of approved retirement or notification of departure from the organization.
Certificate of Appreciation for Patriotic Civilian Service	APF/NAF	AR 672-20, paragraph 8-7	Garrison Commander	Within 30 days after the act or service.
Civilian Award for Humanitarian Service	APF/NAF	AR 672-20, paragraph 8-8	IMCOM Commander	Within 30 days after the act or service.
Certificate of Achievement	APF/NAF	AR 672-20, paragraph 8-9	Garrison Commander	Within 30 days after the act or achievement.
Certificate of Appreciation	APF/NAF	AR 672-20, paragraph 8-11	Garrison Commander	Within 30 days after the act or service.
Special Act of Service Award	APF	AR 672-20, paragraph 4-2	Garrison Commander up to \$5,000	Within 30 days after the act or service.
Special Act of Service Award	NAF	AR 215-3, paragraph 9-4	Director, DFMWR up to \$5,000	Within 30 days after the act or service.
On the Spot Cash Awards	APF	AR 672-20, paragraph 4-4	Director or Staff Agency Chief up to \$250	Within 15 days of achievement.
On the Spot Cash Awards	NAF	AR 215-3, paragraph 9-4	Director, DFMWR up to \$500 per accomplishment.	Within 15 days of achievement.
Time Off Award	APF	AR 672-20, paragraph 4-5	Director or Staff Agency Chief up to eight hours; GC for anything over eight hours.	Within 30 days after the act or service. If based on performance award, within 30 days of approved rating of record.
Time Off Award	NAF	AR 215-3, paragraph 9-8	Director, DFMWR	Within 30 days after the act or service.
Performance Awards	APF	AR 672-20, chapter 5	Garrison Commander	Within 30 days of approved rating of record.
Performance Awards	NAF	AR 215-3, paragraph 9-8	Director, DFMWR	Within 30 days of approved rating of record.
Quality Step Increase	APF(GS)	AR 672-20, chapter 6	Garrison Commander and Deputy Garrison Commander	Within 30 days of approved rating of record.

Table 1, Civilian Award Submission Timeline



Appendix 2 (Sample Letter of Lateness) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, US ARMY GARRISON COMMAND, FORT KNOX  
70 PERSHING DRIVE  
FORT KNOX, KENTUCKY 40121-4215

IMKN-HR

20 September 2017

MEMORANDUM FOR Commander, United States Army Garrison Command, Fort Knox, Fort Knox, KY 40121-4215

SUBJECT: Award Letter of Lateness

1. Nominated employee: Mrs. Jane Doe, GS05, Administrative Assistant, Directorate of Human Resources.
2. Type of award: Commanders Award for Civilian Service.
3. Reason for lateness: Mrs. Doe was selected for another position in Human Resources Command and will depart the organization on short notice.
4. The point of contact for this action is Mr. John Smith, at (502) 624-1111 or john.smith.civ@mail.mil.

SHAWN L. POLLACK  
Director, Human Resources

Figure 1, Sample Award Letter of Lateness

Appendix 3 ([IMKN-HR Form 105](#), Fort Knox Garrison Informal Recognition Nomination Form) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

FORT KNOX GARRISON INFORMAL RECOGNITION NOMINATION FORM			
The purpose of this form is to nominate an individual for informal recognition based on outstanding performance and/or achievement in accordance with the Fort Knox Garrison Awards and Recognition Program Standard Operating Procedures. This form may also serve as justification for a more formal method of recognition, if warranted.			
PART I - NOMINEE INFORMATION			
1. NAME:		2. DIRECTORATE OR STAFF OFFICE:	
PART II - NOMINATION JUSTIFICATION			
3. Describe specific details of the accomplishment, outstanding customer service, or achievement being recognized.			
<h1>SAMPLE FORM ONLY</h1>			
PART III - NOMINATOR INFORMATION			
4. NAME:		5. UNIT, DIRECTORATE OR AGENCY:	6. PHONE NUMBER:
7. EMAIL:			
8. DATE(S) OF ACHIEVEMENT:		9. DATE SUBMITTED:	
a. FROM:	b. TO:	10. SIGNATURE:	
Completed form can be e-mailed or printed and delivered in person to the nominated employee's director or supervisor.			

IMKN-HR FORM 105, OCT 2017

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Figure 2, IMKN-HR Form 105, Fort Knox Garrison Informal Recognition Nomination Form

Appendix 4 ([IMKN-HR Form 106](#), Fort Knox Garrison Special Awards Nomination Request Form) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

FORT KNOX GARRISON SPECIAL AWARD NOMINATION REQUEST FORM				
<small>For use of this form, see the Garrison Employee Recognition Program SOP, the instruction agency is DHR, Garrison.</small>				
Please complete all information on form. Nomination will not be processed without all required information.				
<b>PART I - NOMINEE INFORMATION</b>				
1. NAME:		2. POSITION TITLE, PAY PLAN, SERIES AND GRADE:		
3. LENGTH OF SERVICE ON FORT KNOX:	4. LENGTH OF TIME IN CURRENT POSITION:	5. PREVIOUS HONORARY AWARDS:		
<b>PART II - AWARD CATEGORIES</b>				
6. AWARD CATEGORIES: Civilian Employee/Team/Supervisor can be nominated in one of the categories below (please check one):				
<input type="checkbox"/> EMPLOYEE OF THE QUARTER	<input type="checkbox"/> LEADER OF THE QUARTER	<input type="checkbox"/> TEAM OF THE QUARTER	<input type="checkbox"/> SERVICE CULTURE AWARD OF THE QUARTER	
<input type="checkbox"/> EMPLOYEE OF THE YEAR	<input type="checkbox"/> LEADER OF THE YEAR	<input type="checkbox"/> TEAM OF THE YEAR	<input type="checkbox"/> SERVICE CULTURE AWARD OF THE YEAR	
<b>PART III - OUTSTANDING PERFORMANCE/ACHIEVEMENTS</b>				
7. NOMINEE'S OUTSTANDING PERFORMANCE (continue on page 2, if required):				



SAMPLE FORM ONLY

IMKN-HR FORM 106, OCT 2017

FKUCS4 v5.0

Figure 3, IMKN-HR Form 106, Fort Knox Garrison Special Awards Nomination Request Form

Appendix 4 ([IMKN-HR Form 106](#), Fort Knox Garrison Special Awards Nomination Request Form) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

SAMPLE FORM ONLY			
7. NOMINEE'S OUTSTANDING PERFORMANCE (cont):			
8. OTHER ACHIEVEMENTS OR CONTRIBUTIONS:			
PART IV - NOMINATOR INFORMATION			
9. NAME:	10. DIRECTORATE OR STAFF OFFICE:	11. PHONE NUMBER:	12. SUPERVISOR'S PHONE NUMBER:
PART V - LEADERSHIP			
13. SUPERVISOR:	14. SIGNATURE: 	15. DATE:	
16. DIRECTOR:	17. SIGNATURE: 	18. DATE:	

IMKN-HR FORM 106, OCT 2017
Page 2 of 2  
FKLC314 v9.0

Figure 3, IMKN-HR Form 106, Fort Knox Garrison Special Awards Nomination Request Form

Appendix 5 ([IMKN-HR Form 107](#), Fort Knox Garrison Award Nomination Support Form) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

FORT KNOX GARRISON AWARD NOMINATION SUPPORT FORM		
PART I - NOMINEE INFORMATION		
1. NAME:	2. POSITION TITLE, PAY PLAN, SERIES AND GRADE:	
3. LENGTH OF SERVICE ON FORT KNOX:	4. LENGTH OF TIME IN CURRENT POSITION:	5. RECOMMENDED AWARD:
6. PREVIOUS HONORARY AWARDS:		
PART II - JUSTIFICATION		
7. NOMINEE'S OUTSTANDING ACHIEVEMENTS		
<div style="text-align: center; font-size: 2em; font-weight: bold; padding: 50px 0;">SAMPLE FORM ONLY</div>		
8. CERTIFICATE NARRATIVE:		
PART III - LEADERSHIP		
10. SUPERVISOR:	11. SIGNATURE:	12. DATE:
13. DIRECTOR:	14. SIGNATURE:	15. DATE:

IMKN-HR FORM 107, OCT 2017

PREVIOUS EDITIONS ARE OBSOLETE

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Figure 4, IMKN-HR Form 107, Fort Knox Garrison Award Nomination Request Form

Appendix 6 (Glossary) to United States Army Garrison (USAG) Fort Knox Civilian Awards and Recognition Program Standard Operating Procedures (SOP)

APF	Appropriated Fund
AR	Army Regulation
ARB	Awards Review Board
CPAC	Civilian Personnel Advisory Center
DA	Department of the Army
DAC	Department of the Army Civilian
DES	Directorate of Emergency Services
DFMWR	Directorate of Morale, Welfare, and Recreation
DGC	Deputy Garrison Commander
DHR	Directorate of Human Resources
DoD	Department of Defense
DoDI	Department of Defense Instruction
DPTMS	Directorate of Plans, Training, Mobilization, and Security
DPW	Directorate of Public Works
EEO	Equal Employment Opportunity
FY	Fiscal Year
GAO	Garrison Administrative Officer
GC	Garrison Commander
GS	General Schedule
GSOM	Garrison Staff Office Managers
IAW	In Accordance With
ICE	Interactive Customer Evaluation
IMCOM	Installation Management Command
NAF	Non-Appropriated Fund
NLT	No Later Than
OTS	On The Spot
POC	Point of Contact
QSI	Quality Step Increase
RMO	Resource Management Office
SASA	Special Act or Service Award
SCI	Service Culture Initiative
SF	Standard Form
SGO	Standard Garrison Organization
SOP	Standard Operating Procedure
TOA	Time Off Award
USAG	United States Army Garrison
WRI	Within Grade Increase