



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON STUTTGART
UNIT 30401
APO AE 09154-0401

AMIM-SGH

21 July 2023

MEMORANDUM FOR All Civilian Professionals (Local National, Appropriated Fund and Non-appropriated Fund) of the United States Army Garrison (USAG) Stuttgart

SUBJECT: USAG Stuttgart Command Policy Letter #9, Civilian Employee Award Processing Procedures

1. REFERENCES:

- a. AR 215-3 (Non-appropriated Funds Instrumentalities Personnel Policy)
- b. AR 672-20 (Incentive Awards)
- c. AE Regulation 672-10 (Incentive Awards in IMCOM-Europe)
- d. AE Regulation 690-672 (Monetary & Awards of Local National Employees in Germany)
- e. AE Regulation 690-672G (Leistungspraemien und Ehreenauszeichnungen)
- f. IMCOM OPORD 18-107 Service Culture Campaign (SCC), 011515ZAUG18.

2. APPLICABILITY: This policy memorandum/instruction applies to all USAG Stuttgart professionals including local national (LN), appropriated fund (AF) and non-appropriated fund (NAF) employees.

3. PURPOSE: To provide guidance for recognizing outstanding achievements, both service and performance, in a fair and equitable manner. This memorandum prescribes the policies, responsibilities, and procedures for implementing and operating the USAG-Stuttgart Civilian Employee Awards Program in accordance with the references set forth in paragraph 1. It does not replace or supersede any Army regulation or higher headquarters guidance. To the extent that any provision of this policy conflicts with the requirements of any of the references, the reference takes precedence. This policy is intended to provide guidance for the internal operations of the USAG Stuttgart Civilian Employee Awards Program. It creates no substantive or procedural employee rights, benefits or privileges beyond those created by applicable statutes and regulations. This policy is not intended to, does not, and may not be relied upon to create or enlarge the jurisdiction or review authority of any court or administrative tribunal, including the Merit Systems Protection Board.

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4. POLICY: Supervisors are encouraged to use awards to recognize the exemplary accomplishments of professionals. Supervisors should consider the level of award appropriate for a given achievement or service. Award types are monetary; performance; career service recognition; honorary; professional and supervisor of the Quarter/Year; and professional team of excellence of the Quarter/Year. All approved awards will have an appropriate presentation ceremony. Supervisors are required to organize and ensure the presentation is conducted within 30 days of the award approval date. Available venues include workplace presentation, farewell event, or other ceremony. Supervisors will coordinate with the Directorate Human Resources (DHR) and Administrative Service Division (ASD).

5. COORDINATION PROCEDURES FOR GERMAN OR THIRD-COUNTRY NATIONAL CITIZENS:

a. Nominations for the awards in subparagraphs 1 through 6 below for German citizens who are employed by the U.S. Forces in Germany must be coordinated with the U.S. Embassy and the German Foreign Office pursuant to AER 690-672, Appendix B. Nominations for third-country citizens must be submitted to the U.S. Embassy and to the nearest consulate or defense attaché office of the appropriate third country. Coordination with the U.S. Embassy will be done through the DHR Administrative Office.

- (1) Distinguished Civilian Service Medal.
- (2) Superior Civilian Service Medal.
- (3) Meritorious Civilian Service Medal.
- (4) Civilian Service Commendation Medal.
- (5) Civilian Service Achievement Medal.
- (6) Certificate of Achievement.

b. Packages must be sent to the DHR to be processed through USAREUR G1 (AEAGA-CL), CMR 432, APO AE 09081.

c. Nominating organizations must be cognizant that coordination with USAREUR G1 and the U.S. Embassy may take 3 to 6 months (in addition to the 30 days for Garrison processing or appropriate time for IMCOM-E and/or for HQ, IMCOM processing) when planning for the presentation of the award.

d. Approval by the German Foreign Office will be granted in a written, formal note

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(*note verbale*) to the U.S. Embassy. The USAREUR Liaison Office at the U.S. Embassy will forward the *note verbale* to HQ USAREUR (AEAGA-CL), who then sends it to the requesting organization. Awards may not be presented to employees before the requesting organization receives the formal *note verbale*. The *note verbale* will be kept as part of the employee's award file

6. MONETARY AWARDS:

a. **Special Act or Service Awards.** This award recognizes a meritorious personal effort, act or service, or other achievement accomplished within or outside assigned job responsibilities.

(1) All AF and NAF employees are eligible for this award.

(2) This award is appropriate for group or team recognition. AR 672-20, tables 7-1 and 7-2, must be used in assessing the amount of the award. The amount will be equally distributed among the members of the group or prorated based on the individual contributions of the group or team members.

(3) When the award is given for accomplishments within assigned job responsibilities, the accomplishments must significantly exceed normal expectations. Superior short-term accomplishments in the regularly assigned position, in a temporary assignment, or at the conclusion of a special project are particularly appropriate to recognize with a Special Act or Service Award.

(4) The accomplishment to be recognized may not have served in any way as the basis for a previous cash award.

(5) The scope and value of the contribution must be considered when determining the award amount that is approved. AER 672-10, 22 Aug 16, Appendix C, Table C-1 provides a matrix for determining the amount of a Special Act or Service Award based on intangible benefits.

(6) Nominations should be initiated within 30 days after the achievement to ensure timely recognition.

(7) Approval of up to \$2,500 is delegated to the Deputy to the Garrison Commander (DGC). Approval of up to \$1,000 is delegated to Directors and Special Staff Managers. If the approving official is not the Garrison Commander, the approving official must be at least one level above the nominating official.

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b. **On-the-Spot Cash Awards.** The on-the-spot cash award is a small, Special Act or Service Award that may be given by a supervisor in recognition of a one-time achievement or day-to-day accomplishments.

(1) Nominations should be initiated within 30 days after the achievement to ensure timely recognition.

(2) Approval of up to \$500 is delegated to the DGC, Directors and Special Staff Managers. If the approving official is not the Garrison Commander, the approving official must be at least one level above the nominating official.

c. **Submission of Monetary Awards.**

(1) Monetary award nominations for AF professionals to include LNs must be prepared on DA Form 1256, include a written justification, and be approved by the corresponding approval authority. The requesting office will submit all awards for AF professionals, to include Local Nationals, through AutoNOA in the Defense Civilian Personnel Data System (DCPDS) through Civilian Personnel On-Line (CPOL). Once the action has been authorized in AutoNOA, it must be routed through the Resource Management Office (RMO) for final approval before it will be forwarded for payment. The approved DA Form 1256 and justification will be retained locally by the nominating office.

(2) Monetary award nominations for NAF employees must be prepared on a DA Form 5167, include a justification, and submitted through the Directorate of Family, Morale, Welfare and Recreation (DFMWR) Financial Management Division (FMD), Director DFMWR and/or Garrison Commander (depending on corresponding approval authority), and then to Civilian Personnel Advisory Center (CPAC) NAF Human Resources Office (HRO), along with a Request for Personnel Action (RPA).

7. **TIME-OFF AWARDS (TOAS):** Time-off awards may be given for achievement or performance which contributed to the accomplishments of an USAG Stuttgart mission.

a. **TOAs for AF and NAF Professionals.** Approval of up to 40 hours is delegated to the Deputy to the Garrison Commander, Directors, and Special Staff Managers. All approving officials must be at least one level above the nominating official or the Garrison Commander.

b. **TOAs for LN Professionals.** LN professionals may be given TOAs of up to 10 working days during one calendar year without being charged leave. A TOA of up to five workdays may be granted for a single contribution. TOAs of less than one day may not be granted. The time off must be taken either within the current calendar year or within

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the first three months of the following calendar year; otherwise, it is forfeited. A TOA of two or more days may be granted in one day increments if so desired by the employee and approved by management. Approval of up to five days is delegated to the DGC, Directors, and Special Staff Managers. All approving officials must be at least one level above the nominating official or the Garrison Commander.

c. Professionals should be allowed to take time off when they wish, provided it does not conflict with operational requirements of the organization. Supervisors will not direct that TOAs be used at a specific time or on a specific day, whether for an individual or a group of employees. Time off awards do not convert to a cash payment and will not transfer to another Army organization if the employee leaves. Supervisors must ensure that time off is scheduled and taken in a timely manner.

d. TOAs may be used alone or in combination with monetary or nonmonetary awards to recognize the same professional contribution. When an employee has received a time-off award, financial compensation in place of the time off is not authorized.

8. **PERFORMANCE AWARDS:** Performance awards can be either monetary awards, TOAs or honorarium based on annual evaluations, and will be processed according to AR 215-3 for NAF; DoDI 1400.25, Volume 431 and 451 for AF. Performance awards will be documented by the approving official and will be at least one level above the nominating official and should be the official responsible for the awards budget of the directorate or special staff. When the commander is the rating supervisor, higher review or approval of the award is not required (unless the dollar amount of the award exceeds the commander's delegated approval authority). Appropriated fund employees who are rated at "Outstanding" level 5 or "Fully Successful" Level 3 in the DoD Performance Management and Appraisal Program (DPMAP) will be eligible for a performance award. Non-appropriated fund professionals who are rated "outstanding", "excellent" or "satisfactory" on DA 3612 are eligible for sustained superior performance award for any 12-month period of service. Performance awards may also be used to recognize sustained high-level performance by LN professionals over a specific period of not less than 12 months (AE Reg 690-672, para 6c). LN professional performance awards should be processed in the May / June period. DPMAP performance-based awards for the cycle ending 31 March cannot be processed prior to the appraisal effective date of 1 June.

a. **Quality Step Increase (QSI).** Only those professionals with an "Outstanding" rating (level five) and who have demonstrated sustained performance at that level are eligible for a QSI so long as the employee has not received one in the previous 52 weeks. QSI nominations should be reviewed to ensure the proposed recipient has not been compensated with other monetary awards for the same accomplishment, or contributions, and to ensure funding availability.

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b. **Monetary Awards for Performance.** Performance-based monetary awards for AF professionals (to include LNs) may not exceed 10 percent of the employee's base pay or \$10,000, whichever is less. Performance-based monetary awards for NAF professionals rated as excellent may not exceed 5 percent of the professional's base pay. When the Commander is the rating supervisor, higher review or approval of the award is not required, unless the dollar amount of the award exceeds the commander's delegated approval authority.

c. Professionals may receive a QSI or monetary awards, but not both. Criteria for QSIs and monetary awards are explained in AR 672-20. A Performance Award Review Board will be conducted to ensure fairness and equality across the garrison. The board will be chaired by DGC and members will be DHR, RMO, and EEO. Additional members may be invited.

d. The DGC and/or Commander will approve all performance awards and QSIs.

e. RMO will establish spending limits for each Directorate and Special Staff Office based on OPM, OMB, DoD, Army and IMCOM guidance. Directors and Special Staff Managers will track awards given throughout the year and submit performance award and QSI requests for review and approval within 60 days of the approved evaluation. Typically, this will be no later than 30 April for U.S. APF employees and local national employees, and as necessary for NAF employees.

9. **CAREER SERVICE RECOGNITION:** Length-of-service (LOS) awards are used to recognize all Federal civilian and military service in five-year increments, from five to 50 years, provided that one year of total service has been served as a civilian employee. A certificate will be provided for the first five years of service. The award for every additional five years of service will include a pin and certificate. In addition to a pin and a certificate, LN professionals completing 20 to 50 years of service are eligible for other entitlements (AE Reg 690-672, para7). For NAF professionals, the last full year of service must have been as a NAF civilian professional of the Department of the Army. LOS list can be obtained from DHR, CPOL, CPAC or the CPAC NAF HRO.

a. The Garrison Commander will sign 5 to 35 years of service awards.

b. For 40 or more years of service, the LOS award must be requested from HQ, IMCOM. Directors and Special Staff Managers should coordinate with the DHR to facilitate this process as required.

c. Length-of-services awards for 30 or more years will be presented by the Garrison Commander at the employee quarterly town halls.

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d. During the month of November (and as necessary thereafter throughout the year), Directors and Special Staff Managers should coordinate with the DHR Administrative Office to facilitate this process by providing a list of professionals broken down by year (40, 45, 50) LOS, who will be able to receive them the following year. This list must include the professionals' Service Computation Dates or other appropriate documentation to support the LOS awards requested.

10. HONORARY AWARDS: AR 672-20 provides the criteria for honorary awards. Submit all civilian honorary award nominations to the DHR Administrative Office on the IMCOM-E awards form. This form includes a DA 1256, written justification for the period of service to be recognized, and a proposed citation. This form must be accompanied by the professional's award history, which can be obtained from CPOL. Awards that can be approved by the Garrison Commander must be submitted at least 30 days prior to the proposed presentation date. Awards that must be approved by IMCOM-E or IMCOM must be submitted in accordance with applicable regulatory timelines, allowing an additional 30 days for the Garrison to process the award before submitting it to IMCOM-E. All U.S. honorary award nominations require EEO and adverse action certification and must be routed through both EEO and CPAC (for AF professionals) or NAF HRO (for NAF professionals) to DHR administrative office for processing. LN honorary awards must be routed through both EEO and the LN Labor Advisor at CPAC before being routed through the DHR administrative office for processing.

11. QUARTERLY AWARDS:

a. The objective of the program is to recognize and reward the contributions and behaviors that support and further the mission, goals and initiatives of the civilian workforce with USAG Stuttgart.

b. Any customer, professional, or supervisor may nominate a civilian professional (AF/NAF/LN) for the quarterly awards. Nomination packets must be submitted through the appropriate Director/Staff manager to the DHR Administrative Office no later than the last business day of December, March, June and September. The DHR Administrative Office will consolidate, coordinate, and forward nomination packages to the selection board for review. Late nominations will not be accepted.

c. Professional of the Quarter/Year Category 1: GS01 through GS11 and Category 2: GS12 through GS14 (and equivalent AF/NAF/LN) Awards.

(1) Nominations must be submitted on IMCOM-Europe Army Professional of the Quarter Nomination Form (Enclosure 1).

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(2) The candidate must have been a USAG Stuttgart professional for the entire period covered.

(3) The nomination should address the professional's specific accomplishments and their impact on the IMCOM and garrison mission; specifically addressing exceptional dedication, initiative and extraordinary daily accomplishments that enhance the organization.

(4) Quarterly winners will be announced at the Garrison Town Hall following the cutoff date, will receive a certificate and a \$250 cash award. Quarterly winners will also be forwarded to IMCOM-E for consideration in the IMCOM Europe-wide Professional of the Quarter program.

(5) All quarterly winners during the fiscal year will be considered for the Professional of the Year (Category I and II) award. The Professional of the Year awards will be announced at the first Garrison Town Hall of the calendar year (usually held in January). Professional of the Year winners will receive a certificate and \$500 cash award. Quarterly winners being considered for Professional of the Year will be submitted through the appropriate Director/Staff manager for re-endorsement.

d. Supervisor of the Quarter/Year Award.

(1) Nominations must be on a Word document not to exceed two double-spaced pages.

(2) The supervisor must have been a USAG Stuttgart professional for the entire period covered.

(3) The nomination should address the supervisor's specific accomplishments and their impact on the IMCOM and garrison mission; specifically addressing cost savings, productivity/process improvements, performance of everyday duties and special projects.

(4) Quarterly winners will be announced at the Garrison Town Hall following the cutoff date, will received a certificate and a \$250 cash award.

(5) All quarterly winners during the fiscal year will be considered for the Supervisor of the Year award. The Supervisor of the Year award will be announced at the first Garrison Town Hall of the calendar year (usually held in January). The supervisor of the Year winner will receive a certificate and \$500 cash award. Quarterly winners being considered for Supervisor of the Year will be submitted through the appropriate Director/Staff manager for re-endorsement.

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e. Professional Team of Excellence Quarterly/Annual Award.

(1) A team will consist of 3 to 12 members.

(2) Nominations must be on a Word document not to exceed five double-spaced pages.

(3) The nomination should address the team's specific accomplishments and their impact on the IMCOM and garrison mission; group achievements, outstanding customer service, maintaining high safety record, combining talents and actively demonstrating a willingness to encourage teamwork in the workplace.

(4) Quarterly winners will be announced at the Garrison Town Hall following the cutoff date, will receive a certificate and an 8-hour or 1-day time off award.

(5) All quarterly winners during the fiscal year will be considered for the Professional Team of the Year. The Professional Team of the Year award will be announced at the first Garrison Town Hall of the calendar year (usually held in January). Winning team members will receive a certificate and a \$500 cash award. Quarterly winners being considered for Professional Team of Excellence of the Year will be submitted through the appropriate Director/Staff manager for re-endorsement.

f. ICEBreaker Award.

(1) Recipients (individual or team) will be recognized for improving programs or services based on customer feedback obtained through the Interactive Customer Evaluation (ICE) system.

(2) Nominations must be submitted on the USAG Stuttgart SharePoint site: [ID-E USAG Stuttgart - ICE Breaker Award Submission - All Items \(sharepoint-mil.us\)](https://sharepoint-mil.us)

(3) The candidate must have been a USAG Stuttgart professional for the entire period covered.

(4) The nomination should address the major achievements leading to the improvement of the Customer experience through innovation and customer feedback, as well as include documented customer feedback and comments received from the ICE system.

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(5) Quarterly winners will be announced at the Garrison Town Hall following the cutoff date and will receive the ICEBreaker trophy. Winners will display the ICEBreaker trophy in a customer facing location for the duration of the quarter.

g. Unsung Hero Award.

(1) This award is a peer-submitted award. Designed for any garrison Professional to nominate any other garrison Professional in recognition for a job well done.

(2) Nominations must consist of at least one paragraph and no more than one double-spaced page describing what the nominee did, and what the impact was.

(3) The nomination should address the professional's specific accomplishment and their impact on the IMCOM and garrison mission; specifically addressing how what they did enhanced the organization.

(4) Quarterly winners will be announced at the Garrison Town Hall following the cutoff date. Winners will have the opportunity to select either a \$250 cash award or 8-hour / 1-day time off award.

h. There will be two selection boards, one that will consist of 4 to 6 garrison professionals and another that will consists of 4 to 6 garrison leaders/supervisors. The garrison professionals' board will review Professional of the Quarter/Year Category I (GS01 through GS11 and equivalent AF/NAF/LN), the Professional Team of Excellence Quarterly/Annual award nominations and the Unsung Hero award. The supervisors' board will review the Professional of the Quarterly/year Category II (GS12 through GS14 and equivalent AF/NAF/LN) and the Supervisor of the Quarter/Year award. Board members will be solicited through an annual task order and nominated by each director. Each board member will serve for a 12-month period. Board members will use the criteria provided in this policy as outlined, and the rating sheet provided to them by the DHR ASD office (Enclosure 2 and 3) to rate each nomination and return their ratings to the DHR Administrative Office by the established deadline. Results will be provided to the Commander and Deputy to the Garrison Commander for final approval.

12. AWARD SUBMISSION:

a. Award Submissions within the Garrison. Submit award nomination packages approved by the Garrison Commander to DHR Administrative Office via the Global Electronic Approval Routing System (GEARS). All awards to be presented at the Garrison Quarterly Town Halls must be submitted by the last business day of December, March, June and September, as appropriate.

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b. **Award Submissions to IMCOM-E.** Submit award nomination packages approved by IMCOM-E to DHR Administrative Office via the Global Electronic Approval Routing System (GEARS) for review and processing in accordance with applicable timelines as established by applicable regulation (for submission timeline, see AER 672-10, 22 Aug 16, Appendix B, Table B-2, and add 30 days for Garrison processing of the award). If a submission deadline cannot be met, the nominator will prepare a "letter of lateness" for the Garrison Commander's signature and include it in the award submission.

c. **Award Submissions to IMCOM and DA.** Submit award nomination packages approved by IMCOM and higher to DHR Administrative Office via the Global Electronic Approval Routing System (GEARS) for review and processing in accordance with applicable timelines as established by applicable regulation (for submission timeline, see AER 672-10, 22 Aug 16, Appendix B, Table B-2, and add 30 days for Garrison processing of the award). All support for the award as required by the applicable regulation, including a biography and official photo in electronic format, should accompany the award packet at the time of submission. If a submission deadline cannot be met, the nominator will prepare a "letter of lateness" for the Garrison Commander's signature and include it in the award submission.

13. RESTRICTIONS:

a. A single act or achievement will not serve as the basis for more than one monetary award or a second honorary award. However, a monetary and an honorary award may be given simultaneously to employees for the same act or achievement if the criteria for each award are met and the award of both are approved by the Garrison Commander. Nominations for honorary awards must follow a progressive sequence of recognition unless a lower-level award would be inappropriate.

b. Contractors are not eligible for monetary, honorary, or public service awards. Organizations may recognize contract professionals by preparing a letter of commendation or by sending a letter to the professional contractor through the contracting officer representative, recommending appropriate recognition.

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7. POINT OF CONTACT: Questions or comments about the policy or procedures in this memorandum should be addressed to the USAG Stuttgart DHR.

3 Encls

1. Nomination Form – IMCOM-E Army Professional of the Qtr/Year
2. POQ Cat I, Team of the Quarter Ranking Sheet
3. POQ Cat II, and Supervisor of the Quarter Ranking Sheet



G. KIRK ALEXANDER
COL, FA
Commanding