



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON GRAFENWOEHR
UNIT 28130
APO AE 09114-8130

IMEU-GFW-ZA

NOV 29 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Grafenwoehr Civilian Awards Program SOP

1. PURPOSE: This SOP establishes responsibilities, guidance, and procedures for the USAG Grafenwoehr, USAG Hohenfels and USAG Garmisch Civilian Awards Program. This program is designed to recognize deserving civilians in our workforce for their exceptional performance of duty. Employees are to be recognized for extraordinary daily accomplishments that enhance the mission, provide cost savings, or afford exceptional customer service. The awards program will be administered entirely on the basis of merit and without regard to age, sex, race, color, religion, national origin, marital status, or physical or mental disability.

2. REFERENCES: Civilian awards are covered under the following:

AR 672-20 and AE Supplement 1, Incentive Awards
DA Pamphlet 672-20, Incentive Awards Handbook
AE 690-672, Monetary & Honorary Awards for Local National Employees in Germany
AE Pamphlet 672-20, Incentive Awards Handbook
AR 215-3 Nonappropriated Funds Personnel Policy
IMCOM Regulation 672-10, Incentive Awards for Military and Civilian Personnel
AE Pamphlet 672-20-1, Civilian Personnel Incentive Awards
AR 690-400, Total Army Performance Evaluation System
IMCOM-E Memorandum, SUBJECT: IMCOM-Europe Total Army Personnel Evaluation System (TAPES) Guidance

3. APPLICABILITY: This SOP applies to all U.S. (appropriated fund and non appropriated fund (NAF) and local national (LN) employees of USAG Grafenwoehr, USAG Hohenfels and USAG Garmisch.

4. PROGRAM OBJECTIVES:

a. Encourage civilian employee participation in improving organizational operations/ processes and managing resources to their maximum efficiency.

b. Recognize and reward civilian employees who demonstrate exceptional performance and special achievements resulting in significant contributions to the efficiency and mission of the organization.

c. Stimulate present and future high-level performance of awardees and their peers.

5. RECOGNITION:

a. The Civilian Awards Program consists of the following categories of recognition: honorary, monetary, within grade increases, time-off, Customer Management Services (CMS) Recognition, Civilian of the Quarter/Year Recognition, and Lean Six Sigma Recognition. All serve as motivation to the recipient and other employees. Effective use of awards requires consideration of the nature of the contribution and the needs and interest of the employees. For example, while it might be more appropriate to grant an honorary award to an individual for long and distinguished service; Civilian of the Quarter, time off, or monetary awards might be considered appropriate for an employee who sustains superior job performance or customer service. Awards should not be used solely as a farewell gesture prompted by departure or transfer of the employee or supervisor.

b. Awards of any type to include honorary and monetary awards are not automatic and should be reserved for only those whose performance truly made a difference in accomplishing our organizational goals and objectives. Under no circumstances will nominations for awards be discussed with the nominee prior to award approval. Outside administrative support such as the local CPAC should be sought, if needed, to preclude inadvertent disclosure of an award nomination. Failure to receive an award is not a basis for grievance unless a violation of applicable provisions has occurred.

c. If an award is to be meaningful, very little time should elapse between the date of the contribution and formal recognition. Supervisors/Directors are responsible for ensuring employees awards are processed in a timely manner.

d. Department of Army honorary awards should follow a progressive sequence of recognition, except under circumstances where the employee has never received an honorary award and his/her contribution is so extraordinary that recognition with a lesser award would be insufficient. Honorary awards may be given to an employee at any time in their career including retirement, reassignment, transfer or separation provided the individual's accomplishments fully meet the criteria for the particular award. See Appendix A & B for Tables of Honorary Awards for Civilian Employees to assist you in determining the proper award level.

e. Honorary and monetary awards may be used in combination provided the criteria for each award has been met. Although the same act or achievement may be the basis for an honorary award and a monetary award, it may not form the basis for more than one type of monetary award or more than one type of honorary award.

f. Directors are responsible that award recipients will be recognized at an appropriate award ceremony before the employee's departure from their directorate or at appropriate intervals during the year.

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6. RESPONSIBILITIES:

a. The GC/GM will retain approval authority for Honorary Awards as listed in Appendix A & B, Performance Awards NTE 10%; Special Act/Service Awards up to \$2,500; Quality Step Increases; and On-the-Spot Awards exceeding \$250.

b. The Garrison DHR:

(1) Has overall responsibility for implementation / execution of the Civilian Awards Program and will keep Directors informed of applicable suspense dates.

(2) Will execute program with the assistance of a Civilian Awards Manager responsible for

A. Ensuring all civilian awards that require GC/GM approval meet regulatory requirements.

B. Collects/prepares all Monetary Awards exceeding the Directors approval level and all Honorary Awards requiring GC/GM or higher approval.

C. Tracks civilian awards and assists with ensuring Civilian of the Quarter/Year, VPP and CMS awardees are recognized during the "Garrison Recall".

c. Garrison Resource Management:

(1) Ensures awards budget does not exceed 1 % of the annual total AF civilian payroll. This includes all award expenditures, including costs associated with Quality Step Increases (QSI).

(2) Provides each Director of the Direct Reporting Garrison and GC/GM of the Indirect Reporting Garrison with annual awards budget once annual funding is appropriated and allocated.

(3) Verify availability of funds for monetary awards in a statement.

(4) Tracks execution and briefs at Quarterly Budget Execution Review. Report award expenditures at the end of the FY or sooner, if requested.

(5) Enters approved monetary and time off awards for AF employees into the AutoNOA website.

(6) USAG Grafenwoehr Directorate Resource Management (DRM) will provide a central award budget to support the USAG Grafenwoehr, USAG Hohenfels and USAG Garmisch Civilian of the Quarter (CoQ), the Customer Management Services, and the Lean Six Sigma awards programs to cover payments if AF employees are recognized .

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d. Directorate, Family and MWR

(1) Cost of employee monetary Incentive Awards will be paid by the employing NAFI not exceed 1 % of the annual total NAF civilian payroll.

(2) The IMCOM-Europe appointed NAFI fund manager has the authority to determine pay raises for all Pay Band Employees and Child Care Pay Employees as long as the pay decisions are within the following percentage ranges for Outstanding and Excellent ratings:

A. 0 – 3 percent for Outstanding Ratings.

B. 0 – 2 percent for Excellent ranges.

(3) Performance-based pay increases falling outside of these ranges must be approved as an exception to policy with justification by the Deputy to the Garrison Commander for Outstanding and Excellent ratings.

(4) Financial Management Division (FMD) enters all monetary and time off awards for NAF employees into the AutoNOAwebsite.

(5) Tracks execution and report award expenditures at the end of the FY or sooner, if requested.

(6) FMD will provide a central award budget to support the USAG Grafenwoehr, USAG Hohenfels and USAG Garmisch Civilian of the Quarter (CoQ), the Customer Management Services, and the Lean Six Sigma awards programs to cover payments if NAF employees are recognized.

e. Plans, Analysis & Integration Office

(1) Verify statistical data of customer management service award nominations.

(2) Certify customer management service awards for recognition during Garrison Recall.

f. Directors:

(1) All Directors will coordinate with DRM (AF) or DFMWR, FMD (NAF) and confirm the availability of funds within their directorate before monetary award and QSI recommendations are submitted for employees within their directorate.

(2) Directors may approve up to 1% of an employee's total salary for Performance Awards, up to \$250 for On-the-Spot Awards, and up to 40 hours for Time Off Awards. For awards exceeding these amounts, the Director will submit the recommendation with the DRM Budget/NAF Fund Manager verification of funding to the Civilian Awards Manager for submission to the Approving Authority.

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(3) For honorary award recommendations exceeding the directorates approval level, Directors will submit the applicable forms (See Appendix A & B) with their comments to the Civilian Awards Manager for submission to the Approving Authority.

(4) Directors will coordinate with EEO and CPAC on awards as outlined in block 7. Procedures.

(6) Directors will provide detailed reports on numbers, types and distribution of awards in their activities if requested by GC/GM. Directors will ensure all award nomination and justification information will be maintained IAW AR25-400-2 (ARIMS) and award recipients are recognized appropriately.

g. Subordinate Garrison DHR

(1) USAG Hohenfels DHR and USAG Garmisch DHR will submit award nominations requiring GC, USAG Grafenwoehr or higher approval level with an approval/endorsement of their GC/GM to USAG Grafenwoehr DHR for further processing.

7. PROCEDURES:

a. Honorary Awards: The supervisor will prepare a nomination package to include DA Form 1256 and AE Form 672-20A for an honorary award for a civilian employee ensuring that the nomination follows the prescribed regulatory guidance and format and the nomination package conforms to the identified criteria and required timelines for submission. IAW AR 672-20, Chapter 2-2, the supervisor will coordinate nominations for U.S. employees with EEO for a review of pending and past EEO complaints. Additionally, nominations for U.S. and LN employees must be coordinated with CPAC who will furnish an adverse action certification. Upon completion, the supervisor will forward the entire nomination package including Awards Data Sheet (Encl 10, required for all awards presented with medals) for review to the Director. The Director will make a recommendation on each award and submit to the DHR Civilian Awards Manager. All nominations will be signed digitally and submitted electronically to the Garrison DHR (i.e. USAG Grafenwoehr Awards Civ email address: mail.gfn.usag-awardc@eur.army.mil). See Appendix A & B for a listing of Honorary Awards, submission timeline requirements, and regulatory guidance. The DHR Civilian Awards Manager will forward the awards thru the DHR to the GC/GM for approval as required. Once approved/signed, the GC/GM Administrative Assistant will return the award back to DHR. For awards requiring higher approval level, the DHR will submit the award and track until completion. USAG Grafenwoehr DHR will arrange coordination with U.S. Embassy and the German Foreign Office for all honorary awards which are presented with medals before presentation to LN employees. USAG Grafenwoehr DHR will return approved awards to the Director or subordinate Garrison DHR. After presentation, supervisors of AF employees will enter honorary awards data and upload applicable OPF documents (DA Form 1256, certificate and justification) at the website (<https://servicedeskw.cpol.army.mil/caisd/pdmweb.exe>). Supervisors of NAF employees have to submit relevant OPF documents to the Grafenwoehr NAF CPAC office to be processed into DCPDS and OPF. Employees will only submit their honorary awards data through the My Biz Self Service Tool if they find anything missing in their OPF.

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b. Monetary Awards: The supervisor prepares a DA Form 1256 (NAF DA Form 5167) and a justification. Monetary award nominations for U.S. employees must be coordinated with EEO for a review of pending and past EEO complaints and with CPAC who will furnish an adverse action certification. Upon completion, the supervisor will forward the DA Form 1256 (NAF DA Form 5167) to the appropriate approving official for further processing. All awards requiring the GC/GM approval will be forwarded by the Directors. The Directors will make their recommendation on each award and submit nomination packet including the DRM/FMD verification of funding to the DHR Civilian Awards Manager. The DHR Civilian Awards Manager will forward the awards thru the DHR to the GC/GM for approval as required. Once approved/signed, the GC/GM Administrative Assistant will return the award back to the DHR. For awards requiring higher approval level, the DHR will submit the award and track until completion. DHR will return approved award nominations to the Directors. Directors will ensure to submit the approved DA Form 1256 (NAF DA Form 5167) and justification to DRM (AF personnel) or FMD (NAF personnel). DRM/FMD will enter awards through the AutoNOA website for final payment. Employees may be presented a Commendation Certificate (DA form 2443) with a short citation about the performance achievements. Directors will maintain records of awards IAW AR25-400-2 (ARIMS). See Appendix A & B for a listing of Monetary Awards, submission timeline requirements, and regulatory guidance.

c. Total Army Performance Evaluation System (TAPES) employee awards: IAW IMCOM Regulation 672-10, Employees with successful Levels 1 and 2 ratings of record for the most recent rating period may be nominated for this award. Nominations and approvals of performance-based awards will be documented in Part III of the appraisal forms DA Form 7222/7223 along with DA Form 7222-1 or 7223-1. Directors need to ensure that a current performance appraisal has been submitted or is on file with the Civilian Human Resources Agency, Europe Region, Processing Division (<https://servicedeskw.cpol.army.mil/caisd/pdmweb.exe>). Performance-based monetary awards will not be submitted if the performance appraisals procedures have been not completed. Nominations will be processed with DA Form 1256 or TAPES Employees Award Recommendation Worksheet (Encl. 7) to the approving official as explained above in block 7b. Monetary Awards. Written justifications supporting the annual rating will serve as the basis for the rating-based awards. Additional instructions for forwarding appraisals, performance cash awards, and QSIs are in enclosure 2 of the IMCOM-Europe TAPES Guidance memorandum.

d. Quality Step Increases (QSI): Only TAPES employees with rated successful level 1 for the current rating period are eligible for QSI. Directors may submit nominations for the QSI to DHR if no other monetary award for the same accomplishments or contributions is approved. Nominations will be processed as explained above in block 7c. Total Army Performance Evaluation System (TAPES) employee awards. No employee may receive more than one QSI in any 52-week period. QSI actions cannot be made retroactive. The QSI will not be effective until the employee's Electronic Personnel Record has been updated at the CPAC Processing Division.

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e. Time Off Awards (TOA): Employees can be granted up to 80 hours of time off during a leave year with a maximum of 40 hours for a single contribution. The TOA must be scheduled and used within one year of the TOA approval date. Directors can approve up to two TOAs per employee per year. Local Nationals have a maximum of 10 working days, with a maximum of 5 workdays for a single contribution. The minimum TOA for U.S. employee is 1 hour and for a LN employee 1 day. Table 7-3 of AR 672-20 should be used to determine the amount of time off, if in excess of one day. The supervisor prepares a DA Form 1256 (NAF DA Form 5167) and a justification. Supervisors will coordinate TOA nominations for U.S. employees with EEO for a review of pending and past EEO complaints and with CPAC who will furnish an adverse action certification. Once approved, supervisors will forward award for final processing to DRM (AF) or FMD (NAF) who will enter award into the AutoNOA website. Employees may be presented a Commendation Certificate (DA Form 2443) with a short citation about the performance achievements. TOA may be used alone or in combination with monetary or non-monetary awards to recognize the same kinds of employee contributions. See Appendix A & B for a listing of Time Off Awards, submission timeline requirements, and regulatory guidance.

f. Awards for Groups: The mass awards/appraisal process enables to execute performance appraisals, cash and time-off-awards in mass for 5 or more employees. Supervisors have to submit a spreadsheet in the correct format (Encl. 8, 9) to the Directors for review. Awards will be processed as explained above in blocks 7b or 7e. If applicable, the Directors will make their comments on the recommendation and submit nomination packet to the DHR Civilian Awards Manager. Only TOA will not need the DRM verification of funding. Authorized and approved worksheets take the place of DA Form 1256 when processing mass awards. Ex-employees will not be included in spreadsheet.

g. Customer Management Services (CMS)

(1) Each directorate/organization/agency on the Garrison ICE system will incorporate the ICE satisfaction recognition for individuals, teams agencies or directorates into their existing employee recognition/awards programs to recognize outstanding customer service.

(2) On quarterly bases the Garrison will recognize outstanding individuals, teams, agencies or directorates based on the immediate supervisor's recommendation, customer comments regarding service administered and recommendation by the Director. To be eligible for quarterly recognition an individual will:

A. Have received comments reflecting exemplary service demonstrating a willingness to put the customer's needs and well-being first.

B. Have received no negative comments reflecting poor service.

C. The individual, team, agency or directorate meeting the criteria above will receive:

Certificate "Customer Service Excellence Award" signed by the GC/GM and CSM.

A time-off award of up to 8 hours and/or up to \$250 for On-the-Spot Awards.

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(3) Annual recognition will be based on the following criteria:

A. Selection as a CMS quarterly award winner during the current FY.

B. Effectively supported the organization in maintaining a 90% or higher satisfaction rating for the Fiscal Year.

C. Maintaining an employee/staff attitude rating of 4.25 or higher for the Fiscal Year based on all comment cards received for that FY.

D. Recommendation for award by immediate supervisor and Director.

E. The recognition for the directorate/organization/agency meeting the criteria will be as follows:

Certificate of Achievement signed by the GC/GM.

A trophy/plaque presented by the GC/GM

(4) Directorates will submit completed CMS recognition ICE nomination forms (Encl. 3) electronically to the Garrison DHR (ie. mail.gfn.usag-awardc@eur.army.mil) and to PAI (mail.gfn.usag-paio@eur.army.mil).

h. Civilian of the Quarter/Year (COQ/Y)

(1) The Garrison Civilian of the Quarter Award can be awarded to any deserving employee (AF, NAF, or LN). The Director will submit the nomination packet to the DHR no later than the 15th day of the new quarter in the months of January, April, July, and October (15 Jan, 15 Apr, 15 Jul, 15 Oct). Only one nomination per directorate will be accepted. Nomination will be submitted electronically to the Garrison DHR (i. e. mail.gfn.usag-awardc@eur.army.mil).

(2) Recommended selection criteria:

A. Employee must have been a Garrison employee the entire period covered.

B. Criteria: Enclosure (4) is the format for submission.

C. Eligibility: No individual may be selected as Civilian of the Quarter more than once in any 12-month-period.

D. The Civilian of the Year is selected from the four Civilians of the Quarter.

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E. The DGC/GM chairs a quarterly Civilian of the Quarter/Year board consisting of the following members: the Civilian Awards Manager to serve as the official recorder, an EEO rep to serve as an advisor to the board, and the following Directors: ACS, DES, DHR, DOL, DPTMS, DPW, DRM, FMWR, PAIO, PAO and Safety. Board members with candidates from their directorate will not vote. Acting Directors will vote in the absence of their Directors.

F. Each of the Selection Board Members receives a copy of the nominations and a grade sheet (Encl. 5) from the Civilian Awards Program Manager. All nominees will be ranked in numerical ascending order (five being the best score). Ranking is based on the board members' review of the nominations submitted. The Selection Board Members give their copies of the ranked nominations to the Civilian Awards Program Manager who will tally the scores. The Scoresheet can be found at Encl. 6. The nominee with the highest score will become the Civilian of the Quarter/Year. In the event of a tie, the DGC determines the winner.

G. The Civilian of the Quarter receives a Certificate of Achievement, a Garrison Commander's Coin and a \$250 On-the-Spot Award. The Garrison Civilian of the Year receives an Achievement Medal for Civilian Service and a \$500 On-the-Spot Award. DHR will prepare certificates for the "Garrison Recall". The Director of the respective employee will be responsible for processing the monetary award and the providing the DHR with an official head/shoulder photo from the Rose Barracks TSC photo studio. The photo will be published at the Civilian of the Quarter/Year photo board in the Command Group building 500.

i. Lean Six Sigma:

(1) Certified Black Belt (BB)/Green Belt (GB) Projects. BB/GB's who become certified will receive a \$500 on the spot cash award. Project team members will also receive incentive awards directly proportional to their level of participation and actual contribution to project completion/certification. The certified BB/GB must submit a brief written review of each team member's participation to the Project Sponsor/Director. The review will include a recommendation for the actual incentive award that is to be awarded to each team member. Examples, depending on extent of participation/contribution, are civilian service recognition medals, certificates, cash awards or time off awards. The Project Sponsor/Director is responsible for submitting all assigned team members for appropriate incentive awards thru DHR with a courtesy copy provided to PAI to the appropriate approving level for final approval. Upon receipt of incentive award approval the director shall notify PAI NLT 60 days after completion of the project by email (usagpaio@mail.mil).

(2) Just Do It (JDI) Projects. JDI Owners and project participants (as appropriate) will also be considered for incentive awards once the project has been validated by DRM and banked in Power Steering by PAI. Directors are responsible for recommending / submitting JDI Owners / participants for appropriate incentive awards thru DHR with a courtesy copy provided to PAI to the appropriate approving level for final approval. Upon receipt of incentive award approval the director shall notify PAI NLT 60 days after completion of the project by email (mail.gfn.usag-paio@eur.army.mil).

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8. POC: The proponent of this SOP is the USAG Grafenwoehr DHR. Users may suggest improvements to this SOP by sending DA Form 2028 to the USAG Grafenwoehr DHR.



KATHY AYDT
Acting Garrison Commander

10 Encls

1. Appendix A
2. Appendix B
3. Nomination Form (CMS)
4. Nomination Form (CoQ/Y)
5. Grade Sheet (CoQ/Y)
6. Scoresheet (CoQ/Y)
7. TAPES Employees Award Recommendation Worksheet
8. TAPES Employees Time Off Award Recommendation Worksheet
9. LN Monetary Awards and TOA Recommendation Worksheet
10. Awards Board Cover Page

DISTRIBUTION:

USAG Grafenwoehr

USAG Hohenfels

USAG Garmisch

Appendix A
USAG Grafenwoehr Timelines
For civilian award recommendations, which have to be processed through IMCOM-Europe

Civilian Honorary Awards Chart *

| Award Type | Approval Authority | # of Days to Submit to IMCOM-E before Presentation Date * | # of Days to Submit to USAG Graf before Presentation Date | Regulation | Forms |
|---|---------------------------|--|--|-------------------|--|
| Decoration for Exceptional Civilian Service | Sec Army | 120 | 150 | AR 672-20 (8-2) | DA Form 7014 & 1256 AE Form 672-20A |
| Decoration for Distinguished Civilian Service | Sec Army | 120 | 150 | AR 672-20 (9-2) | DA Form 7016 & 1256 AE Form 672-20A |
| Secretary of the Army Public Service Award | Sec Army | 120 | 150 | AR 672-20 (9-2.1) | DA Form 7402 & 1256 AE Form 672-20A |
| Meritorious Civilian Service Award | CG, IMCOM | 120 | 150 | AR 672-20 (8-3) | DA Form 7015 & 1256 AE Form 672-20A |
| Civilian Award for Humanitarian Service | CG, IMCOM | 120 | 150 | AR 672-20 (8-8) | DA Form 5652 & 1256 AE Form 672-20A |
| Outstanding Civilian Service | Director, IMCOM-Europe | 45 | 75 | AR 672-20 (9-3) | DA Form 7017 & 1256 AE Form 672-20A |
| Superior Civilian Service Award | Director, IMCOM-Europe | 45 | 75 | AR 672-20 (8-4) | DA Form 5655 & 1256 AE Form 672-20A |
| 40-50 year career service certificates | Director, IMCOM | 75 | 105 | AR 672-20 (10-1) | Applicable OPM Form |

Civilian Monetary Awards Chart *

| Award Type | Approval Authority | # of Days to Submit before Presentation Date to IMCOM-E * | # of Days to Submit before Presentation Date to USAG Graf | Regulation | Forms |
|------------------------------|---|--|--|-------------------|---------------------|
| Special Act or Service Award | \$10,001 to \$25,000 Army Incentive Awards Board | 120 | 150 | AR 672-20 (4-2) | DA Form 2443 & 1256 |
| | \$5,001 to \$10,000 DCG, IMCOM | 60 | 90 | | |
| | \$2,501 to \$5,000 Director, IMCOM-Europe | 45 | 60 | | |

NOTE: The list of awards is not all-inclusive; AR 672-20 identifies additional civilian awards. High-level honorary awards for LN employees will require a country identification and coordination with both the host nation and the U.S. embassy prior to presentation. These awards may take 6 months to 1 year to process.

**Appendix B
USAG Grafenwoehr Timelines**

For civilian award recommendations, which can be approved at the Garrison Level

Civilian Honorary Awards Chart *

| Award Type | Approval Authority | # of Days to Submit to Approving Authority before Presentation Date | Regulation | Forms |
|--|---|--|-------------------|--|
| Commander's Award for Civilian Service | Garrison commander (Colonel and above) | 30 | AR 672-20 (8-2) | DA Form 4689 & 1256 AE Form 672-20A |
| Achievement Medal for Civilian Service | Garrison commander or manager (Lieutenant Colonel and above) | 30 | AR 672-20 (9-2) | DA Form 5654 & 1256 AE Form 672-20A |
| Commander's Award for Public Service | Garrison commander (Colonel and above) | 30 | AR 672-20 (9-4) | DA Form 5231 & 1256 AE Form 672-20A |
| Certificate of Achievement | Garrison commander or manager, Deputy Garrison commander | 30 | AR 672-20 (9-2.1) | DA Form 2442 & 1256 |
| 20-35 year career service certificates | Garrison commander or manager | 30 | AR 672-20 (10-1) | Applicable OPM Form |
| 5-15 year career service certificates | Garrison commander or manager /Director | 30 | AR 672-20 (10-1) | Applicable OPM Form |

Civilian Monetary Awards Chart *

| Award Type | Approval Authority | # of Days to Submit to Approving Authority before Presentation Date | Regulation | Forms |
|------------------------------|--|--|---|--|
| Special Act or Service Award | GC/GM Up to \$2,500; | 30 | AR 672-20 (Chapter 4) AR 215-3 (NAF) | DA Form 1256 * & 2443 /5167 (NAF) |
| On the Spot Award | Director up to \$250; GC/GM/DGC Up to \$500; (NAF annual limit: \$2,000) | 30 | AR 672-20 (Chapter 4) AR 215-3 (NAF) | DA Form 1256 * & 2443 /5167 (NAF) |
| Time Off Award | Immediate Supervisor up to 1 day (8hrs); Director up to 40 hrs; (LN up to 5 work days) | 30 | AR 672-20 (Table 7-3) AR 215-3 (NAF) | DA Form 1256 * & 2443 /5167 (NAF) |
| Performance Award | Director up to 1% of annual base pay; GC/GM/DGC up to 10% of annual base pay; | 30 | AR 672-20 (5-1) AR 215-3 (NAF) | DA Form 7222/7223(WG) /2443(LN) & 1256 * /5167 (NAF) |
| Quality Step Increase | GC/GM/DGC; | 30 | AR 672-20 (Chapter 6) | DA Form 7222/7223-1 & 1256 * |

* Worksheets (Encl. 7, 8, and 9) may be used to process performance, cash and time-off-awards for 5 or more employees.

Annual performance awards for LN employees will be calculated in Euros and annotated on the nomination form accordingly. All other monetary awards for U.S. and LN employees will be calculated only in U.S. dollars.

NOTE: The list of awards is not all-inclusive; AR 672-20 identifies additional civilian awards. High-level honorary awards for LN employees will require a country identification and coordination with both the host nation and the U.S. embassy prior to presentation. These awards may take 6 months to 1 year to process.

USAG GRAFENWOEHR CUSTOMER MANAGEMENT SERVICES RECOGNITION ICE NOMINATION FORM

| | | | |
|-------|-----------------|---------------|-----------------------|
| Name: | Position Title: | Organization: | |
| Date: | Nominated by: | Phone #: | Directorate Approval: |

Individual Customer Service Award

| | Please circle | |
|--|---------------|----|
| Employee possesses and continually demonstrates customer-first mindset and attitude in job practices and interaction with customers. | YES | NO |
| Employee's customer service attitude and efforts are favorably recognized (verbally, written, or otherwise) by customers. | YES | NO |
| Employee's immediate supervisor or director recommend employee for award. | YES | NO |
| Employee does not have a derogatory or otherwise unfavorable performance file during the last 12-month-period. | YES | NO |

Section Customer Service Award

| | | |
|---|-----|----|
| Agency maintains an employee/staff attitude rating of 4.25 or higher for the Fiscal Year. | YES | NO |
| Agency maintains a 90% or higher satisfaction rating for the Fiscal Year. | YES | NO |

Proposed citation for Certificate of Appreciation signed by GC

Citation:

Complete categories and
email to mail.gfn.usag-awardsc@eur.army.mil and mail.gfn.usag-paio@eur.army.mil

CIVILIAN OF QUARTER/YEAR NOMINATION FORMAT

Employee Name: _____

Grade: _____

Job Title: _____

Submitted by: _____

Date: _____

Supervisor Review: _____

Directorate Review: _____

1. Please provide a brief description of the employee's assigned duties:

2. In addition, the five (5) criteria below **MUST** be addressed in order/paragraphs and should only be for the time period of the last quarter. The write-ups for each criterion will receive a point value and be weighed. The criteria below have a few examples for use in addressing the accomplishments and contributions the employee has made in each category. Please limit your nominations to 1 to 2 pages.
 - a. Professional accomplishments:
 - excelling in normal duties
 - certifications or continuing education
 - recognition from a professional organization
 - initiative
 - ownership of responsibilities

 - b. Leadership:
 - sharing of expertise
 - setting an example
 - involving co-workers

 - c. Customer Service:
 - internal and external customers
 - teamwork
 - projecting a positive attitude

 - d. Stewardship
 - creative ways to conduct business
 - new approaches to resolve issues
 - utilization of resources
 - cost avoidance

 - e. Command Support
 - collateral duties
 - committee work
 - community involvement

3. Proposed citation for certificate:



Civilian of Quarter/Year Grade Sheet

Point Scale 1-5 (x weight = total)

5 being the highest

1st Quarter FY 12

| Nominee Name | Professional accomplishment | X5 | Leadership | X5 | Customer Service | X5 | Stewardship | X2 | Command Support | X3 | Grand Total |
|--------------|-----------------------------|----|------------|----|------------------|----|-------------|----|-----------------|----|-------------|
| | | 0 | | 0 | | 0 | | 0 | | 0 | 0 |
| | | 0 | | 0 | | 0 | | 0 | | 0 | 0 |
| | | 0 | | 0 | | 0 | | 0 | | 0 | 0 |
| | | 0 | | 0 | | 0 | | 0 | | 0 | 0 |
| | | 0 | | 0 | | 0 | | 0 | | 0 | 0 |

i.e. 5th Place =20pts, 4th Place =21pts, 3rd Place = 22pts, 2nd Place = 23pts, 1st Place = 24pts;

Directorate: _____

Signature of Voting Member



Scoresheet

CIVILIAN OF THE QUARTER

1st Quarter FY12

| |
|---------------------------------|
| DGC / GM (PRINT NAME) |
|---------------------------------|

| |
|-------------------------------------|
| DGC / GM SIGNATURE (SIGN) |
|-------------------------------------|

| NOMINEE NAME | ACS | DES | DHR | DOL | DPTMS | DPW | DRM | FMWR | PAIO | PAO | Safety | TOTAL SCORE | RANK |
|--------------|-----|-----|-----|-----|-------|-----|-----|------|------|-----|--------|-------------|------|
| 1 | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | |

1st Place = 1pt, 2nd Place = 2 pts, 3rd Place = 3pts, 4th Place = 4 pts, 5th Place = 5pts, etc.

**USAG Grafenwoehr Directorate of XXX
TAPES Dispensation Worksheet for Time-Off-Awards - FY 12**

| Name | SSN last 4 # | Grade | Rating Date | Rating | Appraisal and support forms w/ CHRA-E | Salary per hour | TOA (hours only) recommended | TOA (hours only) approved |
|---------------------------|--------------|-------|-------------|----------------|---------------------------------------|-----------------|------------------------------|---------------------------|
| Barber, Jesse A. | 3333 | GS-04 | 30-Jun-11 | 1 - Successful | yes | \$15.27 | 4 | |
| Smith, James A | 4444 | GS-09 | 30-Jun-11 | 1 - Successful | yes | \$19.00 | | |
| Jones, Julie J. | 1111 | GS-11 | 30-Jun-11 | 2 - Successful | yes | \$21.00 | 4 | |
| Johnson, Jessica A. | 9999 | GS-13 | 30-Jun-11 | 3 - Successful | yes | \$23.00 | 4 | |
| /////nothing follows///// | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| TOTAL | | | | | | | 12 | |

Recommender: _____ (Typed Name and Title) Signature: _____ Date: _____

Indicate if nominations are consistent with paragraph 2-2 in AR 672-20 (circle YES or NO, if no, explain on separate attached page).

Date: _____ Date: _____

yes / no _____
Civilian Personnel Officer

Approving Official: XXX, Director of XXX Signature: _____ Date: _____

**USAG Grafenwoehr Directorate XXX
LN Awards Dispensation Worksheet (for 5 or more employees) - FY 12**

| Funds available from DRM: \$ XXX,00 | | | | | | | | | |
|--|--------------|-------|---------------------------|------------------------------|--|-----------------------------|-----------------|-----------------------|-----------------|
| Name | FSN last 4 # | Grade | Monthly Salary - € amount | Performance Award Percentage | Performance Award \$ amount 0.7212 (FY11 rate) | Special Act / Service Award | On the Spot | Monetary Awards TOTAL | TOA (days only) |
| Muster,Anna | 3333 | C-4a | € 2,500.00 | 1.00% | \$415.97 | | \$250.00 | \$665.97 | N |
| Muster, Hans | 4444 | C-5 | € 3,000.00 | N/A | | \$1,000.00 | | \$1,000.00 | 4 |
| Musterfrau, Maria | 1111 | C-6 | € 3,500.00 | 1.50% | \$873.54 | | \$300.00 | \$1,173.54 | 3 |
| Mustermann, Josef | 9999 | C-7 | € 4,000.00 | 2.00% | \$1,331.12 | | | \$1,331.12 | N |
| //////nothing follows///// | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| TOTAL | | | | | \$2,620.63 | \$1,000.00 | \$550.00 | \$4,170.63 | 7 |

Recommender: _____ (Typed Name and Title) Signature: _____ Date: _____

Approving Official: PA, Director up to 1%, GC/GM up to 10% Signature: _____ Date: _____

USAG Grafenwoehr Civilian Awards Data Sheet
(required for all honorary awards presented with medals)

Award:

Nominee:

Grade:

Position Title:

Organization:

Award Period:

Service Computation Date:

Time in Current Position:

Date Leaving:

Reason for Leaving:

Proposed Presentation Date (PPD):

Time Nomination Submitted Prior to PPD:

Previous Honorary Awards:

Comments:

Nomination In Accordance With AR-672-20: Yes / No