

**BY ORDER OF THE COMMANDER
354TH FIGHTER WING (PACAF)**

**354TH FIGHTER WING INSTRUCTION
36-1004**

15 NOVEMBER 2018

Personnel

**MANAGING THE CIVILIAN
RECOGNITION PROGRAM**



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This instruction describes a program to recognize the achievements of civilian employees. It documents a system to implement AFI 36-1004, *Managing the Civilian Recognition Program*. It applies to all agencies and personnel serviced by the Eielson Air Force Base (AFB) civilian personnel office. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with (IAW) Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional chain of command. This publication is affected by the Privacy Act (PA) of 1974 (DODD 5400.11, *DOD Privacy Program*), and the Freedom of Information Act (FOIA) (DOD 5400.7-4, *DOD Freedom of Information Act Program*). Title 10, United States Code, Section 8013 and Executive Order 9397, 22 November 1943, authorizes the Air Force to collect and maintain the records in this instruction. Any requests for records or documents contained in this System of Records Notice will be processed under the Freedom of Information Act guidelines outlined IAW AFI 33-332, *Privacy Act Program*, Chapter 4, *Giving Access to Privacy Act Records* and Chapter 12, *Disclosing Records to Third Parties*.

SUMMARY OF CHANGES

This revision incorporates numerous modifications to make instructions congruent with guidance in AFI 36-1004, *Managing the Civilian Recognition Program*, while emphasizing reference to the parent AFI versus creating supplemental information herein. It also addresses those recognition options that support the Defense Performance Management and Appraisal Program (DPMAP).

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Chapter 1

AIR FORCE RECOGNITION PROGRAM

1.1. The Air Force recognition program is designed to improve government operations by motivating and rewarding excellence by members of the workforce. Recognizing outstanding performance and achievement is an essential management responsibility critical to stimulating and sustaining high levels of proficiency and productivity.

Chapter 2

MANAGING THE CIVILIAN RECOGNITION PROGRAM

2.1. Managing the Civilian Recognition Program is the principal reference in determining when and how recognition for a civilian may occur. The following represent some of the many different forms and venues commanders, supervisors and managers may use to recognize their civilian employees for exceptional performance.

2.1.1. Campaign and Service Awards. To recognize civilian employees who participated in a campaign, war, national emergency or to denote service requirements fulfilled in a creditable manner.

2.1.2. Awards for Non-Government Personnel. To recognize significant contributions to the Department of Defense (DoD) by a member of the general public.

2.1.3. Functional Awards. The Air Force has many unique honorary awards to recognize superior accomplishments within a functional community, i.e., Aircraft Maintenance Technician of the Year.

2.2. Quarterly/Annual Wing Awards. 354 FW has established 354FWI 36-2802, *Quarterly/Annual Awards Program*, to recognize superior performance by civilian employees in three categories.

2.2.1. Annual award winners receive a Civilian Exemplary Service Award medal for Wing level winners or an Air Force Civilian Achievement medal for Group level winners.

2.2.2. The achievements or their aggregate itemized in a quarterly or annual package may warrant further unit recognition, i.e., time-off award, cash award, etc.

2.3. The Air Force Incentive Awards Program provides special awards for superior accomplishments. These awards include:

2.3.1. Monetary Incentive Awards. A monetary form of recognition granted for a contribution or accomplishment in the public interest that is a non-recurring contribution either in or outside of job responsibilities, a scientific achievement or in recognition of a courageous handling of an emergency situation. Employees may not receive cash awards totaling more than 10% of their annual taxable pay.

2.3.1.1. Unit Award Funds. Annually, 354 CPTS/FMA will calculate cash award funds for each unit based on the aggregate salaries of employees assigned to the unit at the close of the previous fiscal year. All funds allocated to each unit are available throughout the entire fiscal year.

2.4. Oversight of awards. Each unit commander may designate a Quality Control Officer (QCO) to provide oversight of all civilian awards initiated from within the unit.

2.4.1. The QCO does not replace the unit commander as the primary approving award authority. The QCO is the advisor to the commander and is principally charged with ensuring awards are timely, complete, accurate and there is parity in how awards are issued across the unit, while preventing over execution of unit award funds.

2.4.2. 354 FW/CC waives AFI 36-1004, *The Air Force Civilian Recognition Program, Paragraph 3.2.7.1*, approval level for cash awards. Squadron commanders are authorized to approve cash awards in amounts between \$501 and \$2,000. The wing commander will remain the approval authority for cash awards up to \$10,000.

2.5. Special Act or Service Award (SASA). The SASA is a monetary form of recognition granted for a contribution or accomplishment in the public interest that is a non-recurring contribution either in or outside of job responsibilities, a scientific achievement or in recognition of a courageous handling of an emergency situation. The amount awarded for a SASA may range from \$501 to \$25,000 depending on the achievement being recognized.

2.6. Notable Achievement Award (NAA). A NAA recognizes a notable achievement meriting immediate recognition. The amount awarded may range from \$50 to \$500 and may be approved by the employee's second-level supervisor. For the purpose of monitoring parity of awards within the unit, the unit's QCO will be copied before being sent to the CPS for processing.

2.7. Time-Off Awards (TOA). TOAs provide an alternative to monetary or non-monetary recognition for superior accomplishments that contributed to the quality, efficiency, or economy of government operations.

2.7.1. Though TOAs may not have an immediate budget consequence, supervisors and managers will fully consider wage costs and productivity loss when granting time-off awards (Ref: *DoDI 1400.25-V451*). For point of reference the average salary and hourly rate for the 354 FW is respectively, \$65,132/\$31.31.

2.7.2. While TOAs do not count toward an employee's annual 10% award cap, the monetary value of a TOA will be considered in the determination of how many hours to award. Commanders, through their QCO, will ensure the number of hours granted for a time-off award are based upon the value of the individual's contribution or accomplishment.

2.7.3. Immediate supervisors may approve a TOA up to one workday without further approval of a higher official. An award in excess of one day must be approved by the employee's second-level supervisor. Required approval will not exceed the squadron commander level. For the purpose of monitoring parity of awards within the unit, in either case, the unit's QCO will be copied on the TOA before being sent to the CPS for processing.

2.7.4. Quality Step Increases (QSI). An employee who receives a QSI must display the highest quality performance, significantly above that ordinarily found in the type of position to which the employee is assigned. A QSI may only be awarded in conjunction with an annual appraisal.

2.7.4.1. The 354 FW wishes to maintain the QSI form of recognition with the utmost prestige and keep it reserved for the employee(s) who truly sustain exemplary performance, well above normal expectations.

2.7.4.2. Each squadron commander has the authority to award a QSI(s). In making such a decision, the commander will employ the greatest degree of scrutiny and consideration. In order to avert any negative perceptions use of unit panels to weigh QSI appropriateness and award parity is highly recommended.

2.7.4.3. Where a QSI is awarded, the unit award funds will be charged an amount equal to 3% of the employee's annual taxable wages (Base pay plus Locality pay). Where a unit does not have sufficient funds to cover the 3% tax, QSI consideration and funding will default to discretion of the group commander.

2.7.4.4. 354 FW/CC waives AFI 36-1004, *The Air Force Civilian Recognition Program*, requirement to use AF Fm 1768, *Staff Summary Sheet*, to authorize a *Notable Achievement Award (NAA)*, *Special Act or Service Award (SASA)* or a *Time Off Award (TOA)*; and authorizes the AF IMT Form 1001, *Award Recommendation Transmittal*, as an acceptable substitute. While the transmittal form may be substituted, the justification elements prescribed in AFI 36-1004 for each award type remain in effect.

2.8. Non-monetary Incentive Awards.

2.8.1. Letter or Certificate of Commendation. To recognize an unusual achievement or contribution that does not meet the criteria for other awards. Commanders (squadron level and above) may sign certificates of commendation.

2.8.2. Letter or Certificate of Appreciation. To express appreciation to an employee for work performance, act, or service that is above average. The employee's immediate supervisor, higher-level supervisor, or any person having knowledge of the service may sign the letter or certificate.

2.8.3. Length of Service Award. To express appreciation to an employee for their continued service and tenure. Certificates are presented in 10 year increments, i.e., 10 Yr, 20 Yr, 30 Yr or 40 Yr.

2.8.4. Certificate of Retirement and Retiree Pin. To express a final appreciation to an employee and their spouse for sustained service to the Air Force and their nation. Signature authority Wing Commander.

2.9. Honorary Incentive Awards. Honorary incentive awards can be used alone or in addition to monetary awards to acknowledge significant contributions. Employees may be recognized with an award in accordance with their achievements and accomplishments, to include at their retirement.

2.9.1. AFI 36-1004, *Managing The Civilian Recognition Program*, provides for various medals (awards) a civilian may be eligible for.

2.9.2. The following represent the civilian medals most commonly issued on Eielson AFB, and the approving authority:

Table 2.1. Civilian Awards Approval Authority and Military Award Equivalency Chart.

Civilian Awards	Approval Authority	Military Award Equivalent
Outstanding Civilian Career Service Award	PACAF/CC or CV	Legion of Merit
Meritorious Civilian Service Award	11 AF/CC	Meritorious Service Medal
Exemplary Civilian Service Award	354 FW/CC or CV	Air Force Commendation Medal
Air Force Civilian Achievement Award	354 FW/CC or CV (may be verbally delegated to Group CC by exception)	Air Force Achievement Medal
40 Year Length of Service Award	PACAF CC or CV	NA
30 Year Length of Service Award	354 FW CC	NA
20 Year Length of Service Award	Group CC	NA
10 Year Length of Service Award	Squadron CC	NA

Chapter 3

THE CIVILIAN EMPLOYEE MANAGEMENT BOARD (CEMB)

3.1. The Civilian Employee Management Board (CEMB) Working Group defined under 354 FWI 36-502: Also serves as the wing's Installation Civilian Incentive Awards (ICIA) Committee.

3.1.1. **Purpose.** The committee is the final recommending body to the wing commander for all higher headquarters, other than Air Force, and monetary awards (exceeding \$2,000). The committee may also offer advice and recommendations concerning the civilian awards program to commanders and supervisors at all levels when requested.

3.2. Responsibilities. The committee will:

3.2.1. Review, compute, and recommend to the wing commander approval or disapproval of cash award amounts that require committee action (\$2,001 or more).

3.2.2. Recommend honorary awards to the wing commander that need higher level approval and nominations for Federal or non-Federal awards.

3.2.3. Educate Eielson AFB's civilian and military workforce on the tenants of the civilian recognition program.

3.2.4. Review, modify, and update the civilian portion of 354 FW's quarterly and annual awards program instruction (354 FWI 36-2802, *Quarterly/Annual Awards*).

3.2.5. Develop a means to tie awards to performance and higher level awards.

3.2.6. Standardize and streamline administrative requirements for award submissions.

3.2.7. Identify appropriate award ceremony procedures commensurate with the level of awards.

Chapter 4

PRESENTING AND PUBLICIZING AWARDS

4.1. Civilian medals have an equivalent military medal and should be presented to the recipient in the same manner of presentation as the equivalent military medal. Commanders and supervisors should recognize and present awards to employees at a suitable ceremony. The following are suggestions for presenting other common awards.

4.1.1. Air Force-level Functional Award Winners. The commander could prepare a Letter of Commendation to present along with the Air Force Recognition Lapel Pin to the employee either during a commander's call or at the work center.

4.1.2. Length of Service Award. The commander (approving authority in Table 2.6) could present the certificate and accompanying lapel pin during a commander's call to recognize the employees years of service.

4.1.3. Letter or Certificate of Commendation. The commander could present the certificate during a commander's call to recognize superior performance.

4.1.4. Letter or Certificate of Appreciation. The commander or supervisor could present the certificate during a commander's call or work center to recognize performance above and beyond.

4.2. Publicize significant achievements or contributions in the local community as well as on base, but check with the Public Affairs Office to determine if a Publicity Release Statement is required.

Chapter 5

CIVILIAN PERSONNEL SECTION

5.1. The Civilian Personnel Section is responsible for: Purchasing certificates, medals, lapel pins, and presentation cases.

Chapter 6**AWARD NOMINATION PACKAGES.**

- 6.1. Reference AFI 36-1004, Attachments 2 and 3 to address the minimum requirements for nominating a civilian for an award.**
- 6.2. Units nominating employees for awards are responsible for printing all certificates.**

BENJAMIN W. BISHOP, Colonel, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

354 FWI 36-2802, *Quarterly/Annual Awards Program*, 8 Jun 2016

354 FWI 36-502, *Managing Civilian Personnel Resources*, 5 Aug 2012

AFI 36-502, *Managing Civilian Personnel Resources*, 11 October 2012

AFI 36-1001, *Managing The Civilian Performance Program*, 1 July 1999

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AFI 36-901, *Air Force Senior Executive Resources*, 25 July 1994

DoDI 1400.25-V451, *DoD Civilian Personnel Management System: Awards*, November 4, 2013

AF IMT Form 1001, *Award Recommendation Transmittal*, December 2015

Acronyms and Abbreviations

11AF—11th Air Force

AFB—Air Force Base

AFCAA—Air Force Civilian Achievement Award

AFCSM—Armed Forces Civilian Service Medal

AFI—Air Force Instruction

AFMAN—Air Force Manual

CC—Commander

COA—Certificate of Achievement

COC—Certificate of Commendation

CPS—Civilian Personnel Section

DoD—Department of Defense

DPMAP—Defense Performance Management and Appraisal Program

ESCA—Exemplary Civilian Service Award

FW—Fighter Wing

FWI—Fighter Wing Instruction

ICIA—Installation Civilian Incentive Award

LOA—Letter of Achievement

LOC—Letter of Commendation

MAJCOM—Major Command

MCSA—Meritorious Civilian Service Award

NAA—Notable Achievement Award

NAF—Numbered Air Force

OCCSA—Outstanding Civilian Career Service Award

PACAF—Pacific Air Forces

QCO—Quality Control Officer

SASA—Special Act or Service Award

TOA—Time off Award