



Transportation Security Administration

TSA-PHX AWARDS AND RECOGNITION HANDBOOK

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FSD

2.6.2011

Date

Section A. Introduction

Purpose: To establish procedures and criteria for recognizing the significant contributions of TSA employees and stakeholders at Phoenix Sky Harbor International Airport (PHX) and its spoke airports in coordination with established Management and Operational Directives. Awards are intended to recognize performance that exceeds the expectations of the job, not designed to recognize skills and behaviors that are expected from all employees. The TSA awards and recognition program is a meaningful tool for sustaining and improving performance, increasing morale and improving retention.

Scope: This handbook applies to all TSA employees and stakeholders under the purview of TSA Phoenix. This handbook covers all monetary and non monetary recognition unrelated to the annual performance appraisal awards.

References:

- TSA Management Directive No. 1100.45-1, "Awards and Recognition", 08/03/2006
- TSA OD 400-2-6, "Transportation Security Officer of the Year Award", 03/10/2008
- TSA MD No. 1100.73-2, "TSO Dress and Appearance", 06/21/2007
- TSA Letter 1100.45, "TSA Official Coin and Service Recognition Pin", 08/01/2008
- TSA Form 1140, "Awards Recommendation and Approval", 10/2006

Section B. Award Descriptions and Criteria

Special Achievement Awards

1. Employee of the Year Award (EOY)

This is an annual recognition presented at the end of the fiscal year (September). EOY will be chosen from the Employee of the Quarter winners throughout the year. This award will be presented by the Federal Security Director to the individuals who have demonstrated the following: Excellence in the categories of: Innovation, Integrity, and Team Spirit

This award consists of an "Employee of the Year" certificate with a written letter of appreciation, an "Employee of the Year" lapel pin, TSA Official Coin, local TSA newsletter coverage and a time-off award of sixteen (16) hours. (8 EOY's selected).

2. Employee of the Quarter Award (EOQ)

This is a quarterly recognition presented at the end of each fiscal quarter. This award will be presented by the Federal Security Director (or designee) to individuals who have demonstrated the following:

Excellence and outstanding support of the TSA mission and emulation of the TSA Model Work Place. Employees will be evaluated in the following areas: Job Proficiency, Customer Service, Initiative, Integrity, and Team Spirit. The following seven work groups are defined as:

- PHX Checked Baggage Screening Transportation Security Officer
- PHX Passenger Screening Transportation Security Officer
- PHX Behavior Detection Officer
- Spoke Airport Transportation Security Officer
- Leadership (uniformed F/G band)
- Regulatory
- FSD Staff/Administrative (FSD staff, STI's, TSS-E's and SOCC)
- FSD Staff/Management (FSD senior staff and TSM's)

This award consists of an "Employee of the Quarter" certificate with a written letter of appreciation, an "Employee of the Quarter" lapel pin, TSA Official Coin, local TSA newsletter coverage and a time-off award of eight (8) hours. (32 EOQs selected)

EOQ awards are based on fiscal year (October through September). Nominations are submitted by the 15th of the month following the close of the quarter.

- Quarter 1- October-December
- Quarter 2- January-March
- Quarter 3- April-June
- Quarter 4- July-September

On the Spot Awards

1. Phoenix Award

This award will be presented to an individual whose distinguished service during a high risk incident, life saving event or heroic action. This award consists of a “Phoenix Award” certificate with a written letter of appreciation, a “Phoenix” lapel pin, TSA Official Coin, local TSA newsletter coverage and a time-off award of sixteen (16) hours.

2. Extra Mile Award

This award will be presented to an individual whose exceptional individual or group effort for; customer service, leadership, dedication, innovation, or maintains composure in a difficult situation, or for an employee that creates a team atmosphere or follows the ICMS concepts of a Model Workplace This award consists of an “Extra Mile” certificate, a written letter of appreciation, an “Extra Mile” lapel pin, and a time-off award of six (6) hours.

3. Eagle Eye Award

This award will be presented to an individual whose identification of an artfully concealed, suspicious, prohibited, dangerous or deadly item; or the exceptional handling of a security incident and/or inspection. This award consists of an “Eagle Eye” certificate, a written letter of appreciation, an “Eagle Eye” lapel pin, and a time-off award of four (4) hours.

4. Safety Award

This award will be presented to an individual to recognize their support for the TSA Safety Program including the identification and /or resolution of a safety issue or the reduction in on-the-job injury rates. This award consists of a “Safety” certificate, a written letter of appreciation, a “SAFE-T” lapel pin and a time-off award of four (4) hours.

Honorary Awards

1. Recognition of Excellence Award (ROE)

This award recognizes a positive attitude, display of initiative, receipt of a formal customer compliment, acknowledgement of an implemented suggestion, outstanding professional appearance, identification of unusual or difficult prohibited item, or other commendable action by an individual or group.

This award consists of a “Recognition of Excellence” certificate. This award can be distributed at the work location. ROE awards are not reviewed by the Awards Committee. Award recipient information will be routed to HR to be placed in the recipient’s performance file.

2. Partnership Award

This award recognizes our interview panel members, stakeholders, contractors and others closely associated with the TSA-PHX hub and spoke operations.

This award consists of a “Partnership Recognition” certificate or a written letter of appreciation and a TSA Official Coin. Partnership awards are not reviewed by the Awards Committee.

3. TSA Official Coin

The TSA coin can be presented to individuals as tangible, honorary recognition for acts of exceptional service and achievement, for a job well done, or for unique contributions toward the furtherance of TSA’s mission. The TSA Official Coin is issued at the discretion of TSA Senior

Leaders (i.e. Administrator, Deputy Administrator, Assistant Administrator, Chief Counsel, Special Counselor and FSD).

TSA Headquarters Awards

Annually, several TSA HQ sponsored awards are available. Information pertaining to the nomination and submission of these awards will be sent to all employees via the TSA-PHX Broadcast as the details become available. The Awards Committee shall strive to forward at least one recommendation for each category. (Reference the OD 400-2.6)

General Information

1. Time-Off Award Hours

A time off award is an excused absence from duty granted to an employee for use without charge to leave or loss of pay. These hours may be used in whole hour increments and must be used within one year of effective date of award. *MD 1100.45-1*

1. Employee of the Year (EOY): Sixteen (16) hours
2. Phoenix Award: Sixteen (16) hours
3. Employee of the Quarter (EOQ): Eight (8) hours
4. Extra Mile (EM): Six (6) hours
5. Eagle Eye (EE): Four (4) hours
6. Safety: Four (4) hours

2. Monetary Awards

Pending the availability of funds; Special Achievement and On the Spot awards may also be eligible for monetary awards. The FSD has the discretion to assign monetary award allocations to other programs outside of the local programs identified in this guidance if they meet the criteria established by TSA.

Section C. Eligible Employees

All TSA-PHX hub and spoke employees within his/her respective award category are eligible. Employee must not have been subject to the following within the twelve (12) months prior to the nomination date for the following awards: Employee of the Year, Employee of the Quarter, and Extra Mile.

- Formal disciplinary actions (LOR and above)
- Leave Restriction
- Extended LWOP

For group nominations, each nominee will be subject to the above criteria.

Section D. Nomination Process

Awards may be initiated by any TSA employee who wishes to acknowledge another TSA employee or stakeholder. All nominations shall be submitted through the nominator's chain of command to the appropriate management official for review. TSA Award Nomination Form 1140 shall be used for all awards, by selecting the appropriate Type of Award box and then entering the award name in the space provided. Example: for a nomination of an Extra Mile Award; check the "On-the-Spot Award" box, type/write in Extra Mile in the space provided.

The dollar amount of the award (pending funds) and Time Off hours shall be completed by the HR Specialist.

Additional documentation may be submitted with the nomination form to validate the award justification. Any justification or documentation provided should exclude any sensitive security information (SSI) or personal identifying information (PII).

- **Recommending Official** – Must review the nomination for its validity, sign and date the nomination form in the appropriate signature box, and forward to the next level in chain of command. If the award recipient is a Supervisor or above, the initial signature will be the next level of supervision.
- **Approving Official** – Manager or above must review the nomination for validity and concur with the justification, sign and date the nomination form in the appropriate signature box, and forward to the HR Specialist.
- **HR Specialist** – Must review the nomination to ensure that the nominee is in good standing administratively for applicable awards, sign and date the nomination form and submit to the Awards Committee.

Section E. Selection Process

All award nominations will be submitted through the appropriate chain of command for concurrence and forwarded to the Non-Voting HR Specialist. The HR Specialist will determine eligibility, verify the employee is in good standings administratively for applicable awards, track all nominations, and forward to the Awards Committee via email, prior to the bi-monthly Awards Committee meeting. The HR Specialist will determine the date, location, time of meeting and present to all committee members in advance.

1. Awards Committee

The Award Committee will review the award nomination for validity and content, prior to the Awards Committee meeting, reaching out to the nominating and/or approving official if deemed necessary. Committee members will discuss and provide their recommendations of each nomination in person during the established meeting. If an Awards Committee member is not available to attend in person, his/her designated alternate must attend and present their vote. The Non-Voting HR Specialist will total the "yes" and "no" votes and forward to the FSD for final approval.

2. Approval and Presentation

Upon recommendation of the Awards Committee, the HR Specialist shall prepare the appropriate letter and certificate and will forward to the FSD for signature. Once signed, the award shall be forwarded to the appropriate management official along with the corresponding lapel pin for presentation to the award recipient. Whenever possible, the award should be presented in the presence of the employee's peer group, nominator and chain of command. TSA Form 1140, copy of Certificate, and Letter of Appreciation for each approved award will be placed into the employee's personal file.

3. Non-approval

If an award nomination is not approved, notification will be sent to the nominating official.

Section F. Awards Committee

The TSA-PHX Awards Committee serves in an advisory role to the FSD by making recommendations on award guidelines, voting on award nominations, and providing suggestions for enhancing the awards program.

Representation - To ensure a cross representation of the workforce, members of the TSA-PHX Awards Committee shall consist of seven (7) members to constitute a quorum of five (5), the Model Workplace Coordinator and the HR Specialist for administrative oversight. The committee will consist of the following personnel:

1. Voting Member – PHX AFSD Screening (or designee) and alternate
2. Voting Member – One Employee Council Member and alternate
3. Voting Member – One Uniformed STSO and alternate
4. Voting Member – One AFSD Regulatory (or designee) and alternate
5. Voting Member – One PHX TSM and alternate
6. Voting Member – PHX FSD Staff Member and alternate
7. Voting Member – AFSD Spoke Airport (or designee) and alternate
8. Tie Breaker – ICMS Coordinator
9. Non-Voting Member – HR Specialist

Alternates will represent the primary voting member's position in their absence. The alternate names will be provided by the Awards Committee at the beginning of the appointed term. When a committee member is unavailable, the HR Specialist will be notified in advance. In the event of a deadlock vote, the MWP Coordinator shall become the tie-breaker.

Appointment Terms:

1. Awards committee term will run from January through December
2. The Employee Advisory Council member term will mirror their term
3. If a voting member misses 3 consecutive votes, he/she may be subject to replacement by their alternate