

# BPA Human Resources Desk Reference

## Employee Recognition

HR Desk Reference: 410-08-01

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# 1. Purpose & Background

This HR Desk Reference implements DOE Order 331.1D and BPA Supplement for Employee Recognition.

## A. Introduction:

1. **Governance model:** This HR Desk Reference is part of a tiered approach to the DOE-BPA Service Center (HRSC) governance model. The first tier is the DOE-BPA Policy, which provides broad DOE-BPA guidelines and standards for making specific human resources-related decisions and specifies who in BPA is delegated decision-making authority.

The second tier consists of HR Desk References covering more detailed instructions concerning program administration and processes. These second tier documents will be published as an extension of the specific policy.

The third tier consists of Standard Operating Procedures applicable to a specific business process. Standard Operating Procedures may stand alone or be encompassed in an HR Desk Reference.

2. **Design of the HR Desk Reference:** In order to support the overarching guidance contained in the relevant DOE-BPA policy, this Reference provides a standardized and consistent approach to BPA-SSC and BPA Management’s administration of the programs and processes contained in this HR Desk Reference.
3. **Using the HR Desk Reference:** Implementing instructions and procedures are essential for all business functions at BPA and as such are considered as an asset of the Administration that must be managed based upon content and the circumstances surrounding the function. Users of this HR Desk Reference are likely to reference a specific function or procedure rather than reading it in its entirety. This desk reference has been structured to reflect this type of use.

## B. Purpose/Objectives:

This HR Desk Reference provides procedures to be followed to recognize employees for their accomplishments, milestones and contributions to further BPA’s mission. It also provides information and clarification about BPA’s recognition programs and opportunities to support the goal of a recognition-rich culture.

## C. Background:

DOE and BPA view performance management and recognition programs as strategic tools to increase individual success and accountability, achieve agency and organizational goals, and improve efficiency. A program that works well helps supervisors to recognize their employees’ full performance potential through identifying and differentiating high achievement from areas requiring improvements, thereby assisting with meeting BPA’s and DOE’s missions and goals.

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DOE-BPA’s three-tier recognition system provides the foundation to recognize individuals, groups, and organizational achievements. The variety of programs and venues provide opportunities to enhance the recognition culture, increase engagement and express appreciation throughout the year through timely, specific and sincere recognition.

It is important to give recognition in a fair and consistent manner. A recognition-rich culture increases employee engagement, morale and productivity. Favorable recognition, when it is not earned or explained, often reduces an employee’s pride in his or her work. On the other hand, when recognition is not given where it is deserved, employees may become discouraged and lose their incentive to do a better job.

## 2. Applicability

These program requirements, guidelines, and procedures apply to recognition and awards for all BPA managers and employees.

## 3. Terms & Definitions

- A. Award:** Something bestowed, or an action taken, to recognize and reward an individual or team achievement that contributed to meeting organizational goals or improves the efficiency, effectiveness, and economy of the Government or is otherwise in the public interest. Such awards include, but are not limited to, employee incentives which are based on predetermined criteria such as productivity standards, performance goals, measurement systems, award formulas, or payout schedules.
- B. Casual meals:** Meals that include such items as pizza, sandwiches, or barbeques, but do not include meals the public would consider to be excessive or extravagant.
- C. eCards:** Cards sent electronically to recognize achievements of others at BPA.
- D. Honorary recognition:** Non-monetary items that have lasting trophy value, symbolize the employee-employer relationship, are appropriate for public use, are consistent with appropriate expenditure of public funds and are items the recipient will value. They do not convey a sense of monetary value of their own.
- E. Hours in Pay Status:** Regular time worked and hours in paid leave status, such as annual leave, sick leave, credit hours, compensatory time off, excused absence, military leave, and “continuation of pay” time under FECA.
- F. HRmis awards:** Awards that require processing of an official personnel action; documented in an employee’s eOPF, and paid or reflected on an employee’s leave and earning statement.

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- G. Informal awards:** Non-monetary items intended to recognize contributions of lesser scope that might otherwise go unrecognized. The items must be of nominal value and must take an appropriate form to be used in the public sector and be consistent with appropriate expenditure of public funds. These awards also include some safety awards.
- H. Light refreshments:** Incidental refreshments that include, but are not limited to, items such as doughnuts, bagels, fruit, pretzels, cookies, chips, muffins, and non-alcoholic beverages such as coffee, tea, milk, juice, and soft drinks.
- I. Monetary awards:** Are one-time payments awarded to an individual or group of employees for an outstanding accomplishment or contribution that produces tangible savings or intangible benefits to the Government, for effective performance or their part in helping the Agency or organization meeting performance targets.
- J. Pay pool:** The funding allocated for awards.
- K. Performance award:** A lump-sum cash or time off award based on a fully successful (meets expectations) or higher rating of record.
- L. Positive net revenue:** Positive net revenue is defined as occurring when BPA’s combined power net revenues and transmission net revenue are positive for the fiscal year.
- M. Quality Increase or Quality Step Increase (QSI):** An increase in an employee’s rate of basic pay from one step, or rate of the grade of his/her position, to the next higher step of that grade or subsequent higher rate within the pay band.
- N. Recognition:** Acknowledging contributions through monetary and non-monetary means.
- O. Recognition Celebration:** An opportunity to recognize employee accomplishments formally, and may or may not include speeches and awarding certificates of accomplishment. Examples of accomplishments that qualify for recognition include: project completions, major milestones, completion of significant work efforts, safety award celebrations, and other comparable achievements.
- P. Relative:** An individual who is related to the employee as a spouse, father, mother, son, daughter, brother, half-brother, sister, half-sister, grandfather, grandmother, grandson, granddaughter, uncle, aunt, first cousin, nephew, or niece, as well as step-relatives and in-law relatives. This definition is outlined in the Employee Referral Program.
- Q. Retirement coffee:** An opportunity to celebrate an employee who is retiring with coffee and cake or other light refreshments.

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- R. Service computation date:** A date that is to represent an employee’s time with the Federal service. This time can be both civilian and military time. This date is used to calculate the leave accruals, retirement eligibility date, and TSP date.
- S. Success Share:** A monetary payout to eligible employees based on BPA’s accomplishments of one or more Agency success targets established for the fiscal year.
- T. Time Off Awards:** Time off awarded – in lieu of a cash award or a WGI – based on the end of year performance rating, or given in lieu of a cash award as non-performance based recognition.
- U. Acronyms:**

| <b>Acronym</b> | <b>Description</b>                       |
|----------------|--|
| AEA            | Administrator’s Excellence Awards        |
| CAO            | Chief Administrative Officer             |
| COO            | Chief Operating Officer                  |
| CFR            | Code of Federal Regulations              |
| DOE            | Department of Energy                     |
| EE             | Exceeds Expectations                     |
| eOPF           | Electronic Official Personnel File       |
| FME            | Fails to Meet Expectations               |
| GS             | General Schedule                         |
| HCM            | Human Capital Management                 |
| HRD            | Human Resources Director                 |
| I/GR           | Individual/Group Results                 |
| ME             | Meets Expectations                       |
| NHE            | Employee/Labor Relations & Benefits      |
| OPM            | Office of Personnel Management           |
| QSI            | Quality Step Increase                    |
| P2P            | People-to-People                         |
| SAS            | Special Act or Service                   |
| SE             | Significantly Exceeds                    |
| TAC            | Transmittal for Administrator/CEO Action |
| TOA            | Time Off Award                           |

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## 4. Responsibilities

### A. BPA Administrator:

1. Approves the funding of BPA's recognition system;
2. Sponsors the Administrator's Excellence Awards program;
3. Approves all Administrator's Excellence Awards;
4. Notifies/congratulates AEA awardees; and
5. Hosts the AEA ceremony and receptions.

### B. Deputy Administrator, Chief Administrative Officer, and/or Chief Operating Officer:

1. Approves BPA Success Share targets, as decided by key Executive Board members, including the Chief Financial Officer;
2. Determines whether BPA Success Share targets were met and whether the criteria specified in this HR Desk Reference are satisfied in order to issue payout;
3. Makes Success Share payout recommendation to the Administrator;
4. Approves Success Share celebrations coordinated by Public Affairs;
5. Sponsors the Administrator's Excellence Awards program and approves policy and high-level program changes;
6. Arranges for the Recognition Council to evaluate AEA nominations and make recommendations;
7. Assists the Administrator in reviewing AEA honoree recommendations;
8. Co-hosts the AEA ceremony and receptions; and
9. Provides recognition, at their discretion, for employees critical to the deployment of AEA, e.g., panel rating and recommendation process.

### C. Executives and Managers with delegated authority to manage administration of BPA's recognition system:

1. Monitor the operation of recognition throughout their organizations to ensure effectiveness according to DOE Order 331.1D and BPA Supplement: Employee Performance and Recognition and this HR Desk Reference;
2. Ensure employees are informed in writing (may be electronic) of how the recognition system is administered in their organizations (e.g., whether the organization uses Organizational Honorary recognition, etc.);
3. Ensure expenditures are monitored to assure that adequate funds are available to cover recognition-related expenses charged to their organizations' accounts and that expenses do not exceed the amounts of applicable funding pools;

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4. Ensures the annual limit on individual monetary recognition is not exceeded;
5. Ensure informal recognition items, including expenses for light refreshments and casual meals, are of nominal value, appropriate for public use consistent with wise spending of public funds, and consistent with provisions of this HR Desk Reference
6. Approve or appoint representation within their organization on the Recognition Council and facilitate two-way communication with Council representative(s);
7. Support the AEA program by complying with processes and deadlines;
8. Ensure recognition is timely, specific, and sincere within their organizations; and
9. Ensure any celebrations for Success Share payout is in coordination with Public Affairs and is consistent with provisions of this Desk Reference.

**D. BPA Servicing Human Resource Office Director or designee:**

1. Develops and implements BPA’s Employee Recognition and Awards policy and associated HR Desk Reference. Advises BPA management on the policy;
2. Evaluates effectiveness of the recognition policy and its administration by others, as needed, and follows through with appropriate action to address significant problems;
3. Sponsors and advises the Recognition Council; and approves the Chair and Vice-chair;
4. Manages the Employee Referral Program awards administered by BPA SSC Internal Operations; and
5. Funds certain agency programs (e.g. P2P, Career Service).

**E. BPA Recognition Council:**

1. Reviews overall effectiveness of BPA’s Recognition program and provides recommendations to the Human Resources Director (HRD) of needed changes or areas of increased emphasis;
2. Provides two-way communication between represented organizations, unions, groups, and the Council; and
3. Rates nominations for Administrator’s Excellence Awards and recommends selections to the Administrator.

**F. BPA Managers and Supervisors:**

1. Recommend and/or approve awards according to the procedures in this Desk Reference;
2. Ensure any celebrations for Success Share payout is in coordination with Public Affairs and is consistent with provisions of this Desk Reference;

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3. Grant informal recognition to employees according to procedures in this Desk Reference and applicable operating instructions from their organizations;
4. Ensure the purchase and intended use of light refreshments/casual meals for recognition-related celebrations and for retirement coffees are in accordance with this Desk Reference and applicable operating instructions from their organizations; and
5. Strive continuously to express timely, specific, and sincere appreciation to employees for accomplishments in order to reinforce a recognition-rich culture.

**G. BPA employees:**

1. Recommend employees for awards according to the procedures in this Desk Reference;
2. Present informal recognition to other employees according to procedures in this Desk Reference and applicable operating instructions from their organizations;
3. Recognize employees through BPA’s peer recognition programs, P2P and eCards, according to procedures in this Desk Reference; and
4. Strive continuously to express timely, specific, and sincere appreciation to employees for their accomplishments in order to reinforce a recognition-rich culture.

**5. Performance Award Requirements and Guidance**

This section of the Desk Reference Guide covers recognition for employee end-of-year (EOY) performance awards. Individual/group awards and other forms of honorary and informal recognition are contained in Section 6 of this Desk Reference.

**5.1 Individual Performance and Recognition Awards Funding**

- A.** BPA recognition funding is based on separate funding pools. See Appendix A for funding amounts and allocation of funds within pools.
- B.** The performance award funding pool for General Schedule (GS) managers and supervisors is separate from all other employees.
- C.** The method used to calculate the total award pool dollar amounts is contained in Appendix A, and the method of calculating performance award share amounts is contained in Appendix F of this Desk Reference.

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## 5.2 Performance Awards

- A. General:** Performance awards are linked directly to the summary performance rating on the employee’s rating of record for the appraisal period for which the award is granted.
- B. Eligibility:** To be eligible for an individual performance award, an employee must be on the employment rolls on the last day of the performance appraisal period (September 30<sup>th</sup> for annual managers and supervisors and October 31<sup>st</sup> for all other employees) and have a qualifying rating of record.
1. Performance awards are mandatory for the following ratings:
    - a) Significantly Exceeds Expectations (SE), if the employee did not receive a Quality Step Increase QSI;
    - b) Exceeds Expectations (EE);
    - c) Meets Expectations (ME), unless the employee has an active performance demonstration plan (PDP) at the end of the appraisal period.
  2. Employees who receive a Fails to Meet Expectations (FME) summary rating of record are ineligible to receive a Performance award.
- C. Relation to other awards:** Employees may not receive other awards (e.g. OTS/SAS) for any performance goals directly identified in the employee’s performance plan, and may not a performance award if receiving a QSI.

## 5.3 Quality Step Increase (QSI)

- A. Relation to Within-Grade Increase (WGI):** A Quality Step Increase will not affect the timing of an employee's next regular WGI, unless the QSI places the employee in step 4 or step 7 of their grade. In these cases, the waiting period is increased by an additional 52 weeks. The time that an employee has already waited counts towards the next increase, but the employee must complete the full waiting period of the new step.
- B. Eligibility:** Quality Step Increases (QSI) may be granted to General Schedule (GS) employees with a “significantly exceeds expectations” rating of record (See DOE Order 331.1D and BPA Supplement) in lieu of a cash award or time off award, if the following criteria are met for the entire annual appraisal period (Note: An employee’s QSI will be delayed up to the beginning of the first pay period in April when on a non-competitive temporary promotion (see Section 7.3)):
1. The employee is at the full performance level of a career ladder position;
  2. The employee has not been permanently promoted, including a transfer that results in a promotion;
  3. The employee has been in the same grade or pay band level;

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4. The employee must be below step 10 of his/her grade level (for GS employees);
5. The employee has received a Significantly Exceeds Expectations (SE) summary rating;
6. The employee has demonstrated sustained performance of outstanding quality;
7. The employee has not received a QSI within the preceding 52 consecutive calendar weeks;
8. The employee occupies a “permanent position” (i.e., not a temporary appointment).

Recommending managers must follow nomination procedures in this Desk Reference Guide.

**C. Funding and Limitations:**

1. QSI are funded from Business Unit budgets. Re-allocation from Business Unit Recognition Program budget is strictly prohibited;
2. Business Units shall give no more QSIs than allowed per limits established based on budget restrictions and/or OMB/OPM/DOE guidance;
3. Business units shall not give QSIs to more than 10 percent of the total number of annual employees eligible to receive awards for the fiscal year; and
4. HCM is responsible for notifying Business Units of the number of QSI’s available for each performance year.

**5.4 Time Off Award**

**A. Eligibility:** An employee may be given a time off award in lieu of a cash award or QSI based on the summary rating (See DOE Order 331.1D). No award will be given if the employee has an active Performance Demonstration Plan (PDP) at the end of the appraisal period. Time off awards may be granted in one hour increments.

The number of TOA hours awarded is determined based on the employee’s share cash award amount and summary rating level. The number of TOA hours is calculated by dividing the share cash award amount by the employee’s hourly salary. The TOA hours awarded may not exceed the maximum number of hours for the employees rating level shown below (Section 7.3 (C) contains procedures determining TOA amounts and limitations):

1. SE – 50 hours;
2. EE – 40 hours;
3. ME – 30 hours when the majority of the weighted elements are rated ME or the weighted elements are equally divided between EE and ME; or
4. ME – 20 hours when all weighted elements are rated at ME.

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## 6. Individual/Group Monetary (OTS, SAS, etc.) and Non-Monetary Awards

**A. General:** These awards are used at the manager’s discretion during the year and shall not be given for any achievements or accomplishments directly identified in an employee’s performance plan. Additionally, an employee cannot be recognized more than once for the same accomplishment.

### B. On-the-Spot (OTS):

1. **Purpose:** This award recognizes a noteworthy contribution accomplished over a short period of time. This program may be used as a vehicle for organization team or group awards as well as for individuals, within OTS parameters. Any BPA team or individual employee is eligible. This award should be presented as soon as possible after the accomplishment.
2. **Award Amounts:** BPA Supplement to DOE Order 331.1D establishes the minimum and maximum amounts of each award. The amount of an OTS award must be based on applying the Monetary Awards Scale criteria contained in Appendix B of the BPA Supplement to DOE Order 331.1D.
3. **Limits:** There is no limit for a team as long as the individual team members do not receive more than the maximum. There is no limit to the number of OTS awards an employee may receive.
4. **Approval:** The immediate supervisor is the approving official for OTS awards. If the nominator is not the immediate manager, the nominator must recommend the award to the supervisor.

### C. Special Act or Service (SAS):

1. **Purpose:** This award may be given to an employee or a group of employees for continued achievement of work results that support business goals and are significantly above and beyond expectations.
2. **Award amounts:** BPA Supplement to DOE Order 331.1D establishes the minimum and maximum amounts of each award. The amount of an SAS award must be based on applying the Monetary Awards Scale criteria contained in Appendix B of the BPA Supplement.
3. **Limits:** There is no maximum amount for a group award; however, the individual award limit does apply. There is no limit to the number of SAS awards an employee may receive. The BPA Front Office must approve individual awards greater than \$1,000 and group awards of \$10,000 or more.
4. **Approvals:** This award requires approval by the recipient’s immediate supervisor and second-level manager. For awards with an employee(s) in other organizations, the nominating supervisor will need the approvals of the recipient’s supervisor and second-level manager.

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**D. Time-Off Award (TOA) (Non-Performance-Based)**

- Purpose:** This award is for employee achievements that contribute to the quality, efficiency, or economy of operations. It may be presented in lieu of an OTS or SAS award. The TOA is non-monetary by definition and it is not reflected in the recipient’s pay; however, it does count against the organization’s recognition pool by crediting the number of award hours multiplied by the recipient’s hourly rate of pay.
- Amounts of awards:** The amount of a TOA award must be based on applying the Time-Off Award Scale contained in Appendix C of BPA Supplement to DOE Order 331.1D, Employee Recognition and Awards. TOA awards are given in whole-hour increments. The maximum TOA for a full-time employee for a single instance of non-performance based recognition may not exceed 40 hours.  
  
The amounts are pro-rated for a part-time employee based on the average number of hours in the employee’s biweekly scheduled tour-of-duty (e.g., if an employee’s scheduled tour of duty is 48 hours biweekly, the may be granted up to 48 hours (performance and non-performance) in a fiscal year, and cannot exceed 24 hours for a single instance of non-performance based achievement).
- Limits:** An employee may not receive more than 80 hours per fiscal year (performance and non-performance).
- Approvals:** The immediate supervisor may approve the award, subject to any operating instructions from his or her organization.
- Scheduling and use:** A TOA must be used within 1 year (i.e., 26 pay periods) from the date given, i.e., the effective date on the SF-50, Notification of Personnel Action. In order to reinforce the connection between the accomplishment and the TOA, the manager is encouraged to approve use of the award as soon as possible after the award is received. A TOA may be taken in half-hour increments. A TOA will not, under any circumstances, convert to a cash payment.
- Transfer between agencies:** BPA will honor a TOA that has not yet been used by an employee who is hired from another Federal agency. BPA employees transferring to another Federal agency are encouraged to use TOA hours prior to leaving BPA.

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## 6.1 Honorary Recognition

**A. General:** BPA honorary recognition commemorates extraordinary accomplishments ranging from career milestones to demonstrated and sustained excellence in support of the agency’s mission.

**B. Retirement:**

1. **Purpose:** To symbolize BPA’s appreciation and provide a lasting commemoration of the BPA-employee relationship, BPA recognizes employees for their accomplishments and service to BPA and the Federal Government with a plaque or gift item (employee preference). BPA also presents a service certificate, if applicable, and may present a letter of appreciation.
2. **Limits:** This is a one-time commemorative recognition at retirement that meets the following criteria:
  - a) The item must be something that the recipient could reasonably be expected to value, but not something that conveys a sense of monetary value.
  - b) The item must have a lasting trophy value.
  - c) The item must clearly symbolize the employer-employee relationship in some fashion.
  - d) The item must take an appropriate form to be used in the public sector and to be purchased with public funds.
3. **Requirements:** See Appendix D.
4. **Retirement coffee:** Organizations may also host a retirement coffee, i.e. light refreshments etc., using up to \$50 from the organization’s Non-Monetary Award allocation and complying with celebration requirements. Organizations may honor more than one retiring employee at a coffee, as long as the total cost does not exceed the total allowed if celebrating separately and complying with all celebration requirements. The organization’s Non-Monetary Award pool funds any such celebrations.

**C. Length of service:**

1. **Purpose:** To commemorate service milestones with the Federal Government. Every employee achieving those milestones receives a certificate, signed by his/her Vice President or Executive, and may order an honorary item. The HRD or the HRD’s designee coordinates length of service awards.
2. **Limits:** One honorary item every five years on the anniversary of employment, which meets the following criteria:
  - a) The item must be something that the recipient could reasonably be expected to value, but not something that conveys a sense of monetary value.

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- b) The item must have a lasting trophy value.
- c) The item must clearly symbolize the employer-employee relationship in some fashion.
- d) The item must take an appropriate form to be used in the public sector and to be purchased with public funds.

3. **Requirements:** See Appendix D.

**D. Distinguished career service**

- 1. **Purpose:** To recognize and honor employees who have made extraordinary and steadfast contributions to BPA and the Government, i.e., a distinguished career. This plaque, signed by the Administrator, is the highest level of recognition of career service to the Government. The Administrator, or manager, presents it upon retirement. It is not linked to other BPA awards and is not intended to be given in lieu of other honorary awards.
- 2. **Limits:** This one-time, commemorative recognition is reserved for employees with documented, extraordinary careers. Years of service, alone, are not justification for this award.
- 3. **Requirements:** At least 20 years of creditable service (SCD-Retirement) that include superior career achievements as recognized by two or more of the following criteria:
  - a) Presidential or agency incentive awards;
  - b) Performance appraisals at the highest rating level (when assigned under a system other than a pass/fail system);
  - c) Quality step increases;
  - d) Administrator’s Excellence Award or the equivalent;
  - e) DOE recognition or national recognition from external entities; and
  - f) Other appropriate evidence. (Note: Commendations or certificates of appreciation are not equivalent evidence for this purpose).

**E. Secretary of Energy Awards:** The Secretary’s Awards Program is designed to recognize the career service and contributions of DOE employees to the mission of the Department and to the benefit of our Nation. The Program is comprised of three award types:

- 1. The Secretary’s Honor Awards represent the highest internal non-monetary recognition that our employees can receive.
- 2. The Secretary’s Departure Awards recognize notable career dedication and outstanding service to the Department and the American public.

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- The Secretary’s Appreciation Awards are given to individuals and groups for superlative contributions to the Agency mission.

A full description of awards, guidelines, and nomination information are located at the following link: [Secretarial Awards Program](#). Completed nomination forms should be submitted to BPA HCM Recognition coordinator at [RecognitionCoordinator@bpa.gov](mailto:RecognitionCoordinator@bpa.gov) for processing.

## 6.2 Administrator’s Excellence Awards

### A. General:

BPA honors employees and others annually during the AEA ceremony. Awards are presented in various distinct categories described below.

Generally, those honored must exemplify the characteristics of BPA’s four core values: operational excellence, trustworthy stewardship, collaborative relationships, and safety in addition to the eligibility criteria of the specific award category.

There is no minimum or maximum number of recipients per award category for any of the honorary awards.

Employees, including managers, and contract workers may initiate nominations at any time.

There are no limits or restrictions on the following:

- Number of nominations an employee may submit;
- Number of times an individual may be nominated; and
- Number of awardees from any organization or any demographic group for any of the honorary awards listed below.

### B. Guidelines:

There are some limits, beyond those of eligibility and criteria for each award, including the following:

- Employees cannot nominate themselves;
- A nomination may only be withdrawn by the nominator or the nominee once submitted;
- Employees cannot be recognized more than once for the same contribution. Note: Previous AEA awards may be referenced in subsequent nominations, e.g., in Meritorious Service and Exceptional Service categories; and
- Employees cannot receive the Unsung Hero award more than once.

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**C. Award categories:**

1. **BPA Meritorious Service Award:** BPA’s highest honorary award. It is given to recognize employees for extended (at least 10 years of BPA service), extraordinary service, and achievements. It is not a career award to be earned and presented only at the end of a career, e.g., at retirement. Any BPA employee or recent retiree, is eligible, regardless of grade. Groups are not eligible for this award.

Nominations in this category may be considered for the BPA Exceptional Service Award, also. There is no need to submit nominations in both categories.

Contributions must meet one of the following criteria:

- a) Extraordinary contributions to BPA’s mission accomplishment, through excellence in chosen field, e.g., engineering technology, sales, marketing, transmission operations, energy conservation, renewable resources development, other professional fields, administrative and analytical specialties, hourly occupations, and technical and clerical support occupations; or
  - b) Other extraordinary contributions to BPA’s mission through: unusual initiative, innovation, outstanding customer/client service, enhanced BPA relationship(s) with constituents or customers, management and supervisory skills, devotion to duty, advancement of equal employment opportunity, improvement of worker health or safety, or dramatic cost-savings or cost-avoidance for BPA or the region.
2. **BPA Exceptional Service Award:** BPA’s second highest honorary award. It is given to recognize employees for superior service and achievement extending over two or more years of BPA service. In compelling circumstances, special service characterized by extraordinary achievement throughout a complex series of events covering at least one year may also be recognized. Any BPA employee is eligible, regardless of grade. Groups are not eligible for this award. The basic criteria are the same as for the BPA Meritorious Service Award (above). The difference between the two awards is a matter of degree and time. Both represent the recognition of significant achievements and contributions.

Nominations in this category may be considered for the BPA Meritorious Service Award. There is no need to submit nominations in both categories.

3. **BPA Award for Exemplary or Courageous Act:** Honors any BPA employee that contributes significantly to an effort to save a life, even if the effort was not successful. The effort must be directed to saving the life of a person who was not a member of the employee’s immediate family. Groups are eligible for this award.
4. **BPA Eugene C. Starr Award for Technical Achievement:** Commemorates Eugene C. Starr’s many contributions to BPA and the electric utility industry at the

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regional, national, and international level. It commemorates his role as teacher and mentor to many individuals who made significant contributions to the utility industry in engineering, scientific, and industrial technology fields of endeavor as well. Current and recent (separated in the last year) employees of BPA, utilities, and educational institutions in the Pacific Northwest are eligible. Individuals must be, or recently have been, practicing in the engineering, scientific, and industrial technology areas. Groups are not eligible for this award. Contributions must meet all of the following criteria:

- a) Original and innovative contributions to the advancement of the electric utility industry in the Pacific Northwest. Examples of contributions include utility planning and operations, generation and grid enhancements, efficiencies of electrical energy use, or mitigation of environmental, fish and wildlife effects. *(Nominations should summarize and describe contributions, focusing on recent achievements and their impact on the industry, including relevant publication and patent information.)*
- b) Exemplary participation in professional and technical societies, as evidenced by leadership, technical committee assignments, peer recognition, awards, and honors.
- c) Exemplary contributions to the academic community and/or participation in civic and community activities. *(Nominations should provide examples of courses/seminars taught, papers given, volunteer activities, etc.)*

5. **BPA Award for Achievement in Environmental Protection:** Recognizes individuals who have made a significant contribution to the enhancement or protection of the environment. Groups are not eligible for this award. This award is not intended to recognize Agency-level initiatives or programs designed by external contractors. It may recognize an employee’s contributions outside of BPA. The accomplishment must meet one of the following criteria:

- a) Original and innovative contribution to minimize or eliminate release of any pollutant that may cause environmental damage;
- b) Protection or conservation of natural resources such as ground water, rivers, lakes, wetlands, coastal zones, wildlife habitat, wilderness, and recreation areas;
- c) Waste reduction and/or promotion of use of recycled materials;
- d) Improvements in energy efficiency or the generation or use of renewable energy sources.
- e) Improvements in environmental impact analysis, risk assessment, or mitigation identification;

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- f) Participation in community environmental activities as evidenced by leadership assignments, peer recognition, publications, or honors; or
  - g) Raising public and/or agency awareness of environmental issues and what can be done to improve environmental quality.
6. **BPA Award for Achievement in Equal Employment Opportunity/ Diversity:** Recognizes individuals who have made a significant contribution to the advancement of Equal Opportunity or the broader area of Diversity. This award is not intended to recognize Agency-level initiatives or programs designed by external contractors. Groups are not eligible for this award. The contribution must be in at least one of the following areas:
- a) Providing employment opportunities to under-represented individuals seeking employment;
  - b) Assisting Federal employees to achieve their highest potential and productivity through promotional opportunities; or
  - c) Creating and steadfastly sustaining a productive, efficient, and inclusive diverse work force, representative of the community at-large, and fostering an environment that facilitates individual contributions, accountability, and commitment to the success of others and the organization.
7. **BPA Award for Achievement in Employee Development:** Recognizes performance managers and employees who have demonstrated outstanding results in the development of individual employees or groups. It is not intended to recognize Agency-level initiatives or programs designed by external contractors. Groups are not eligible for this award. Examples of qualifying accomplishments may include but are not limited to:
- a) Providing significant developmental opportunities through details, cross training, or assignments.
  - b) Mentoring and/or coaching.
  - c) Creating and achieving Occupational Development Plans, Individual Development Plans, or other development tools. Strong, sustained sponsorship and demonstrated accountability for follow-through on a major employee development initiative. Innovative and successful ways of championing, encouraging, and recognizing development.
  - d) Transfer of knowledge achievements supporting succession plans, retention plans, or other means of preserving institutional knowledge of functions, fields, or utility or political relationships.
  - e) Partnerships across organization lines to support employee development.

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8. **BPA Award for Workplace or Technology Innovation:** Recognizes individuals who have demonstrated innovation in BPA’s technical operations and systems or elsewhere in the workplace. It is not intended to recognize Agency-level initiatives or programs designed by external contractors. Groups are not eligible for this award. Examples of qualifying accomplishments may include but are not limited to:

- a) Developing a new technology innovation with exceptional potential to benefit BPA and its stakeholders.
- b) Creating revolutionary breakthroughs and changes, for instance, creative application to a technical situation beyond standard methodology or practice.
- c) Developing and providing a technical solution to a problem or new idea to improve BPA’s technical operations and systems.
- d) Creating a revolutionary solution or remedy for a workplace obstacle to delivery of service directly or indirectly. The solution or innovation should be creative and provide (long-term) benefit to BPA and its stakeholders.

If changes are evolutionary or incremental, the individual is not eligible for this award, but may be eligible in a general service category, such as Exceptional Service or Unsung Hero.

9. **BPA Unsung Hero Award:** Recognizes individuals who have made steadfast contributions to organization success through consistent effort and positive attitude. They perform functions that are essential, yet are not high profile or high visibility. Their contributions may result in considerable cost-savings or cost-avoidance through streamlining processes, efficiencies, cost-effective approaches to operations, or fiscal prudence. Employees of all grades are eligible if they meet all of the following criteria:

- a) Long-term service – at least 10 years with BPA (and may include service as a contractor), with at least 5 consecutive years as a Federal employee at the time of the nomination;
- b) Perform functions that are essential;
- c) Have low visibility, i.e., not generally high profile functions or projects;
- d) Contributions are consistently dependable, credible, and accurate;
- e) Demonstrated high motivation and team orientation;
- f) Positive reflection in organization morale and environment; and
- g) Have not been recognized as an Unsung Hero previously.

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10. **BPA Award for Exceptional Public Service:** Given to private citizens, to officially commend them for contributions (not in a paid consultant or contractor role) who have advanced some of the same purposes that BPA serves in the Pacific Northwest. Individuals, groups and entities are eligible for this award. Contributions may include, but are not limited to:
- a) Assisting in the development or delivery of policies or programs that have advanced or aided the BPA mission.
  - b) Enhancing BPA’s public image and credibility.
  - c) Assisting in the improvement of BPA programs or operations.
11. **BPA Special Service Award:** Given to consultants and contractors that have provided extraordinary service for BPA. Groups are not eligible for this award. Contributions may include, but are not limited to:
- a) Going the extra mile, consistently.
  - b) Creating additional value (beyond contract expectations).
- Employees must nominate all contractors or consultants, who have made extraordinary contributions, in this category, e.g., a contractor performing an Exemplary or Courageous Act, alone or as part of a group, must be nominated in this category. Contractors/consultants who otherwise would be nominated in another category, e.g., Unsung Hero or Exceptional Service, must be nominated in this category.
12. **BPA Award for Community Outreach:** Recognizes volunteer contributions that have made significant, positive impact on the community. That impact may be significant because of long-term services or because of short-term, extraordinary accomplishments that can be reasonably expected to reap long-term results. Although some of this community outreach may be performed in the work environment, the majority of this service must be performed off-duty, as a volunteer. This award is not intended to recognize performance of community work for which individuals are compensated. Groups are not eligible for this award. Recipients of the President’s Volunteer Service Award are eligible for this award. Application is available on the Recognition web page.
- Examples of such positive community outreach may include, but are not limited to:
- a) Crisis hot line counseling;
  - b) Work improving quality of life;
  - c) Meal preparation or delivery;
  - d) Home construction, e.g., Habitat for Humanity;
  - e) Charity events and/or drives;

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- f) Mentoring programs, e.g. Big Brothers/Big Sisters;
- g) Civic, academic, historical, or cultural boards or activities;
- h) Search and rescue; or
- i) Coaching, scouting.

13. **Safety Excellence:** The nominee’s contribution must support BPA’s safety core value and must be for at least one of the following, and must provide long-term benefit or results:

- a) Significant contributions to following BPA’s core safety value by improvement of workforce, including supplemental workforce, health or safety through new approaches, methods and technology. (Innovation)
- b) Proactive elimination of a hazard that likely would have resulted in one or more injuries or fatalities. (Prevention)
- c) Leadership and education to improve awareness or understanding of a particular safety hazard, concern, or preventative measure. (Influencing culture)
- d) Stellar performance in creating an open, trusting environment and feedback loop with the nominee’s co-workers or staff that resulted in significant improvements for the workgroup, the entire business line or agency. (Leadership)

This award is for an individual or team and is not intended to recognize assigned Agency-level initiatives or programs. This award is not intended to recognize actions in response to an injury or fatality. (See Exemplary or Courageous Act Award)

14. **Roy Hunter Sampsel Tribal Achievement Award:** Consistent with BPA’s mission & reinforces relationships between BPA & the Tribes of the region.

- a) Nominee has achieved a significant accomplishment/contribution which:
  - (1) Is consistent with BPA's Mission
  - (2) Reinforces the quality of BPA's relationships with tribes in the region
  - (3) Enhances collaboration with tribes on issues/initiatives of mutual interest (including fish and wildlife programs, cultural resource protection, Transmission, Power Services, environmental compliance, and other major regional issues)
- b) Work/accomplishments represent contributions over an extended period of time, or may recognize a single project or event that creates an exceptional and lasting contribution
  - (1) Nominee displays the following characteristics:

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- (2) Widely recognized/respected for quality of work
- (3) Innovative approach that helps BPA and its partners overcome difficult operational or relationship challenges Consistently goes the extra mile and creates additional value beyond expectations
- c) Tribal partners endorse/affirm this person's achievement(s)
- d) Achievements could include a wide range of skills, such as: coaching and mentorship, facilitation, problem-solving, relationship building, leadership, and conflict resolution

### 6.3 Organizational

#### A. General:

At their own discretion, executives and managers with delegated authority to manage administration of BPA’s recognition system may establish honorary awards specific to their organization’s mission and objectives. These awards are in addition to the BPA honorary awards (i.e., AEA, etc.).

#### B. Requirements:

1. BPA award titles may not be used in organizational awards.
2. Individual organizations are responsible the establishment of the criteria, nominations, sections, and acquisition of honorary items. These must conform to the general guidance contained in this Desk Reference, including:
  - a) The item must be something that the recipient could reasonably be expected to value, but not something that conveys a sense of monetary value.
  - b) The item must have a lasting trophy value.
  - c) The item must clearly symbolize the employer-employee relationship in some fashion.
  - d) The item must take an appropriate form to be used in the public sector and to be purchased with public funds.

Examples of honorary items may include certificates (excluding gift certificates with a monetary value) of appreciation lapel pins, medals, plaques, badges, corsages, boutonnieres, jackets, T-shirts, hats, mugs, and other items that have the BPA logo, insignia, or other inscription to clearly indicate their purpose as employee recognition materials.

- C. Limits:** One or more items may be given for any single accomplishment (total cost cannot exceed \$50), provided all items have a BPA logo, insignia, or other inscription to denote their purpose as recognition materials. Informal recognition costing \$10 or less per accomplishment is considered de-minimis (Internal Revenue Service, IRC Section 132 (3)) and does not require branding, but must meet the criteria for

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appropriate recognition (i.e., commemorative, lasting value; and appropriate for public use and appropriate use of public funds).

## 6.4 Informal Recognition

### A. General:

1. BPA informal recognition can be an effective tool to promote a recognition-rich culture. These can include organizational or agency awards, including peer programs that are appropriate for public use consistent with wise spending of public funds.
2. Employees (supervisory or non-supervisory) may not give informal recognition, including P2P awards, to any supervisor or manager in their chain of command. Supervisory or managerial employees may not accept such recognition from any subordinate within their chain of command. See BPA Supplement to DOE Order 331.1D.

### B. Organizational:

1. **Purpose:** At their own discretion, executives and managers with delegated authority to manage administration of BPA’s recognition system may use their Non-Monetary Awards budget to provide informal recognition to promote a culture of recognition. Informal recognition may include items such as theater tickets for a specific event with a specific date/time, balloons, and books.
2. **Limits:** One or more items may be given for any single accomplishment as long as the total cost does not exceed \$50, provided all items have a BPA logo, insignia, or other inscription to denote their purpose as recognition materials. Note: Informal recognition, with a total cost of \$10 or less per accomplishment, is considered de minimis and does not require branding, but still must meet the following criteria for appropriate recognition: commemorative, lasting value; appropriate for public use and appropriate use of public funds. Reference IRS citation for de minimis noncash awards is found in IRC Section 132 (3).

### C. People to People (P2P):

The P2P program is a peer recognition program. The program is designed for employees to recognize other BPA employees in a timely and specific way to acknowledge contributions. The following guidelines apply to P2P awards:

1. **Requirements:** Participants must be BPA employees. P2P recognition must acknowledge, appreciation, work results beyond expectations, quick responses, modeling good leadership behaviors, and safe behaviors. (Note: At least two must recognize safe behaviors).

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2. **Funding:** This program is funded by HCM. Approximately October 1 of each year, BPA deposits an identical amount of P2P awards in each employee’s virtual P2P award account.
  - a) BPA prorates deposits for employee’s entering on-duty by reducing the number of P2P awards by one each quarter.
  - b) P2P awards not presented by September 30 each year expire, i.e., cannot be carried over to the next fiscal year.
3. **Limitations and restrictions:** Employees can recognize other employees, regardless of the organizational unit(s) in which the recipient and presenter work by presenting a P2P award. The following limits and restrictions apply to P2P awards:
  - a) Employees cannot present a P2P to any supervisor in their chain of command;
  - b) Supervisors shall not accept P2P from any subordinate employee within their chain of command. If they receive a P2P from such an employee, the manager must decline (not accept) it;
  - c) Employees cannot present more than one P2P for the same reason/contribution;
  - d) Employees cannot present more than two P2P to an employee on the same day. If two are presented, they must be for different achievements;
  - e) P2P awards cannot be transferred to another employee, e.g., transferred to one employee to present to another;
  - f) The exchange or trade of P2P between employees is prohibited, i.e., “I’ll give you one, if you give me one.”;
4. **Approvals:** The P2P program was designed to give employees the ability to recognize other BPA employees without supervisory approvals.
5. **Declination:** P2P recipients may accept or decline P2P. When recipients have not accepted or declined P2P received in the previous fiscal year, they are accepted by default at the end of October, the first month in the next fiscal year.

**D. Safety Awards:**

BPA Safety Awards Programs are administered by the Safety Office. Information may be found in the [Safety and Health Program Manual](#).

## 6.5 Light Refreshments/Casual Meals

**A. General:**

1. Each BPA organization’s executive or manager who has delegated authority to manage the administration of BPA’s recognition system (See BPA Supplement to

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DOE Order 331.1D. Appendix D) has discretion to authorize use of recognition funds for light refreshments/casual meals. The non-monetary awards budget is used for this purpose.

2. Light refreshments and casual meals may be provided for celebrations expressly at any time throughout the year for the purpose of recognizing and celebrating employee and/or group accomplishments, e.g., completion of significant projects, local community service project sanctioned by BPA, and other comparable achievements. Holiday gatherings, employee showers, or similar gatherings are not considered appropriate events.

**B. Cost limits:**

There is a limit on the cost per person (BFTE), per event (including gratuity, if applicable, any preparation/serving cost, incidental costs, etc.) as established in Appendix E, Instructions for Recognition Celebrations.

**C. Location:**

Light refreshments or casual meals should be provided on BPA-owned or leased premises, whenever possible. Off-site locations may be used as a last resort, if there are no appropriate on-site locations. When off-site locations are approved, participants should be cognizant of public perception.

**D. Authorization:**

Supervisors should follow established operating instructions from the organization, as applicable. Supervisors must complete BPA Form 2200.1e and obtain approval prior to the expenditure or financial obligation in accordance with procedures established in Appendix 5, Instructions for Recognition Celebrations

**6.6 Referral Bonus (Employee Referral Program [ERP])**

**A. Purpose:**

This program enhances recruitment for difficult-to-fill jobs/positions by providing an opportunity for monetary awards for employees who refer outside applicants. BPA vacancy announcements indicate eligibility for the ERP.

**B. Criteria:**

BPA employees are eligible to receive a monetary award for such referral, with the following exceptions:

1. HCM employees directly involved in recruiting and hiring processes, including support employees; and
2. Employees who refer an applicant who is a relative (See Definitions).

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**C. Award amounts:**

Employees are eligible for a total cash award of \$1,000: \$300 for referral and hiring; and \$700 if the referred applicant/employee remains with BPA for one year.

**D. List of difficult-to-fill positions:**

See Appendix C, List of Difficult-to-Fill Positions/Jobs Qualifying for Employee Referral.

**6.7 BPA Success Share**

**A. General:**

1. BPA Success Share program is based on BPA’s accomplishment of one or more pre-designated targets established each fiscal year.
2. The maximum amount of funds available for payout is contained in Appendix A.
3. A BPA-wide, BPA-funded celebration may be held each year concurrent with payout. Field organizations may participate in a separate funded event, provided such events are coordinated with Public Affairs staff. If there is no payout for a given year, a celebration will not be sponsored.

**B. Success Share Targets:**

1. BPA Success Share targets are determined each fiscal year, and the content and number may vary from year to year. The process for establishing targets includes consideration of input provided by bargaining units.
2. The Deputy Administrator, CAO or COO, in consultation with key Executive Board members, as appropriate, approves final BPA Success Share targets.
3. Each BPA Success Share target may identify a range of results, provided that the lower end reflects high performance and the upper end reflects extraordinary performance.
4. Targets that relate to results of employee surveys may not be established for Success Share.
5. Progress toward accomplishment of targets will be assessed periodically and reported to the workplace during the year.

**7. Procedures**

**7.1 BPA Recognition Council**

**A. Appointment:** The Recognition Council is established by the HRD and made up of representatives throughout BPA.

**B. Communications/Recommendations:**

|                                 |  |   |  |                               |  |
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1. The Council provides two-way communication between the Council and the member’s work organization and resource groups.
2. The Council evaluates nominations for the Administrator’s Excellence Awards and recommends selections to the Administrator in accordance with AEA requirements and procedures.

## 7.2 Recognition Funding

- A. Funding:** The funding for BPA recognition programs is allocated as a percentage of aggregate salaries for Individual/Group awards, except some are centrally funded (i.e., P2P, Success Share Celebration) or funded at a fixed amount (e.g., non-monetary award such as celebrations). See Appendices A and C.
- B. Budget:** Each executive or manager with delegated authority to manage administration of BPA’s recognition system (see BPA Supplement to DOE Order 331.1D, Appendix D) has the responsibility for determining the respective, projected base payroll for the year, taking into account projected FTE, and the prorated value of expected adjustments to General Schedule and negotiated pay rates used centrally by Finance for budget and other purposes.

## 7.3 Individual Performance Awards

### A. General:

1. Management will take into account the employee’s preference for type of individual performance award: Cash, TOA, or if an SE rating a QSI.
2. The sum of all monetary awards for an individual employee may not exceed the annual limitation (see DOE Order 331.1D).
3. Approved performance awards are processed in the same manner as individual/group results awards (i.e., HRmis).
4. Employees receive payout of awards in wage/salary payments.
5. Payout is made through the accrual process using funds from prior fiscal year.

### B. Cash Award

1. **Shares:** Cash awards will be determined based on the summary rating and shares multiplied by the share value of the applicable pay pool and the employee’s salary as follows (see Appendix F for sample calculations):

|                                 |  |   |  |                               |  |
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| Rating | Shares | Criteria  |
|--------|--------|---|
| SE     | 5      | All performance elements are rated EE.  |
| EE     | 4      | The majority of weighted elements are rated EE, and no element is rated FME.  |
| ME     | 3      | One half or less of the weighted elements is rated EE, with the rest weighted ME. No elements are rated FME.  |
|        | 2      | All the weighted elements are rated ME  |
|        | 1      | When all the weighted elements are rated ME and management elects to offer this award.<br><i>(Note: The supervisor must provide the employee with the basis for electing 1 share for an ME rating. For example, if the employee had been under a Performance Demonstration Period (PDP) during the year.)</i> |
|        | 0      | Fails to meet expectations rating (FME) or employee is on active PDP at the end of the current appraisal period.  |

2. **Pro-Ration:** A cash award is pro-rated for employees who are in a pay status for less than 2080 hours on October 31, or September 30 for supervisory employees. The hours in a pay status and the employee’s current salary are used to calculate the pro-rated cash award. Employees on military duty and those receiving workers’ compensation are treated as if they are in a pay status for those periods.

3. **Calculation of Cash Awards:** See worksheets in Appendices C and D.

**C. Time Off Award Procedures**

1. **General:** The number of TOA hours awarded are determined based on the employee’s summary rating (hours award may not exceed maximum for the rating level) and share cash award amount by dividing the employee’s share cash award amount by their hourly rate (annual salary/2,087 hours), and round to the nearest whole hour. For example, if an employees rating is EE; share cash award amount is \$1,344; and their hourly rate is \$44.80 (\$93,515/2,087), the employee’s TOA award is 30 hours.

2. **Pro-Ration:** A TOA will be pro-rated if the employee was in a pay status for fewer than 2,080 hours on October 31 (September 30<sup>th</sup> for annual supervisory employees). To calculate a pro-rated TOA award, divide the employee’s pro-rated share cash award amount by their hourly rate and round to the nearest whole hour.

3. **Limitation:** The total number TOA hours may not exceed the maximum number of hours permissible for each rating level (i.e., SE-50 hours, EE-40 hours, etc.) or the annual limitation contained in DOE Order 331.1D and BPA Supplement to DOE Order 331.1D.

|                                 |  |   |  |                               |  |
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#### D. Quality Step Increase (QSI) Procedures

1. Nomination procedures:
  - a) The recommending supervisor must prepare a BPA F 3450.01e, Award Nomination, and a justification statement that specifically describes:
    - (1) The expected work results;
    - (2) The actual results achieved and their linkage to established targets; and
    - (3) How the results exceeded the performance standards.
  - b) The nomination must carry the signature of the highest level official from that organization. Once all approvals are obtained, the form should be forwarded to the appropriate HCM processing unit for final processing.
2. **QSI effective dates:** The QSI will be effective at the start of the pay period following approval by the highest level official in the employee's organization.
  - a) Deferral Period for Within Grade Increases
    - (1) The effective date of the QSI may be deferred for a maximum of two pay periods to provide the maximum benefit to the employee to allow an employee to receive a WGI due during the permissible deferral period.
    - (2) HCM will notify the applicable supervisor that employee has a WGI due during the permissible deferral period.
    - (3) The supervisor, in coordination with HCM staffing, will discuss with the employee the advantage of delaying a QSI, including how the processing of the QSI will impact future waiting periods for WGI, as appropriate.
    - (4) If the supervisor, employee, and HCM staffing approve, HCM will process the QSI at a later date (not to exceed the permitted deferral period).
  - b) Deferral Period for Temporary Promotions

The effective date of a QSI will be deferred until no later than the first pay period that begins in April in order for employees to complete temporary promotions that began prior to the QSI nomination process.

#### 7.4 Individual/Group Results Monetary Awards

##### A. General:

The HCM performance management function is responsible for administration of the Individual Performance Awards program.

##### B. Funding/Budget:

These awards are charged against the recipient's organization's I/GR Award allocation (See Appendix A for funding and budget allocations)

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**C. Limitations and Certifications:**

1. Awards may not be given for accomplishments directly identified in performance plans (See individual performance award in this HR Desk Reference guide);
2. Employees cannot receive more than one award for the same accomplishment; and
3. Approving officials are required to read and certify that the preceding criteria have been met prior to submittal.
4. HCM reviews award nominations for compliance with the above criteria. Awards submitted that do not meet the criteria will be disapproved.

**D. Procedure for Submittal of On the Spot, Special Act, or Time-of-Award:**

1. Use HRmis Manager Quick Links or navigate to Manager Self-Service>Job and Personal Information> Personnel Action Requests to initiate awards requests (Transmission Field Services see below). The following are instructions:
  - a) [Award Request and Approval – Step-by-Step Instructions](#)
  - b) [Award process flow diagram](#)
  - c) [Automated Personnel Actions for Awards – FAQ](#)
2. Awards may be initiated on behalf of managers by authorized staff.
3. An appropriate level management official must approve requests.

**7.5 Honorary Recognition**

**A. Retirement:**

1. Employees verify effective retirement date with an HCM Benefits Specialist;
2. Employees complete BPA Form 3450.02e for retirement gift or plaque;
3. Employees send the form to HCM Recognition Program Coordinator (contact information is on the form) with your selection;
4. Employee provides home address and email address. Gifts are not delivered to work address; and
5. BPA Connection publishes employees’ Length of service anniversaries and retirements each month.

**B. Distinguished Career Service:**

1. Managers initiate this award nomination by completing the Honorary Award Nomination form, BPA F 3450.12e, and providing a justification of 2 pages or less. Before TAC is sent through for approval, provide to NHE Recognition Program Coordinator to ensure criteria is met. Refer to Section 5.4 (D) for eligibility and criteria.

|                                 |   |                               |                       |         |
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2. Contact Recognition Program Coordinator when approval is received. Plaque will be delivered to manager, which can take 4-6 weeks to arrive.

**C. Administrator’s Excellence Awards (AEA)**

1. Nominations:

- a) AEA nominations must be submitted using the [web-based nomination process](#).
- b) Prior to submitting a nomination, it is recommended that individuals view the following on the web-based nomination page:
  - (5) Award category eligibility and criteria to determine which category is the best fit for the nomination; and
  - (6) Resources for writing successful AEA nominations.
- c) Nominators will receive a confirmation e-mail when submitted.
- d) Nominators should send an inquiry to the Administrator’s Excellence Award inbox, in the e-mail system, if a confirmation email is not received after submittal of a nomination.

2. **Timeline:**

The annual deadline for submitting nominations is midnight, November 13. Nominations received after the deadline are considered in the next cycle.

3. **Review and Rating:**

- a) AEA awards are reviewed and rated by two raters (levels). If award category requires SME review, AEA staff will send to the appropriate person prior to Level 1 and 2 review.
- b) The Level 1 rater reviews the nomination, provides comments and rates the nomination.
- c) The nomination is provided to the Level 2 reviewer for rating (repeats the process).
- d) AEA compilations are provided to Administrator, Deputy Administrator, CAO and COO in advance of award selection meeting.

**7.6 Informal Recognition**

**A. People to People (P2P):**

The presentation and redeeming of P2P awards is completed through a web-based automated system. Instructions on presenting P2P awards and access to the web-based system can be found at BPA Connection P2P home page.

1. Receipt and redemption:

|                                 |                           |   |                       |                               |  |
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- a) Recipients receive congratulatory e-mail, which includes the reason for the award.
  - b) Recipient accepts or declines the award by following the instruction provided. Awards that have not been accepted or declined by the beginning of the next fiscal year will default to “accept.” BPA HCM publishes annual reminders prior to awards defaulting to accept.
  - c) Recipients that accept the award receive a second email with instructions to redeem by accessing the gift card vendor (third-party) website and follow instructions for selecting and ordering gift card. Gift cards may be received electronically or through regular mail to the address provided in the order. (Note: gift cards delivered by regular mail typically arrive within 10 business days)
  - d) BPA strongly suggests employees secure and register gift cards upon receipt. BPA is not responsible for lost or stolen gift cards.
2. Error Messages and Order Problems:
- a) Contact HR Help if you receive an error message in the presentation or redemption process.
  - b) If gift cards do not arrive within 10 business days, contact vendor’s customer service.

**7.7 Referral Bonus (Employee Referral Program)**

- A. The BPA vacancy announcement will indicate eligibility for the ERP;
- B. Employees recruit applicants for hard-to-fill positions;
- C. Applicant applies for eligible position with BPA;
- D. Employee who recruited the applicant completes Employee Referral Program Form, B3330.01, and submits it to HR Help;
- E. HCM staffing verifies eligibility. The following applies in determining eligibility:
  - 1. If more than one employee refers the same applicant, the referral received first will be the employee eligible for an award; and
  - 2. The referring employee’s eligibility to receive the award is not impacted by his/her retirement prior to the referred employee’s completion of one year of employment.
- F. HCM staffing tracks and arranges for processing of ERP awards.

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## 8. Performance & Monitoring

HCM collects data and reports on recognition program participation to provide accountability, information about recognition programs and their usage.

Finance reports on Individual/Group Results spending/actuals. The Recognition Council has established metrics for realistic actuals:

| <b>Quarter of Fiscal Year</b> | <b>% of I/GR Allocation Spent</b> |
|-------------------------------|-----------------------------------|
| 1 <sup>st</sup> (Oct. – Dec.) | 10%                               |
| 2 <sup>nd</sup> (Jan. – Mar.) | 25%                               |
| 3 <sup>rd</sup> (Apr. – June) | 50%                               |
| 4 <sup>th</sup> (Jul. – Sep.) | 95-100%                           |

## 9. Authorities & References

- A. DOE Order 331.1D, Employee Performance Management and Recognition Program and BPA Supplement to DOE Order 331.1D.
- B. 5 U.S.C., Chapter 45, Incentive Awards
- C. 5 U.S.C., Chapter 53, Subchapter III, General Schedule Pay Rates
- D. 5 CFR, Part 531, Pay Under the General Schedule
- E. 5 CFR, Part 451, Awards
- F. IRC, Section 132(e)
- G. BPA Safety and Health Program Handbook, Section G [Check Reference]
- H. DOE Supervisory/Non-Supervisory Employee Performance Management and Recognition HR Desk Reference

## 10. Contacts

- A. For information on recognition programs, contact recognition SME(s), HCM, NHE.
- B. For information on submitting HRmis awards (SA/OTS/TO), contact HR Help, HCM.
- C. For information on Safety Awards, contact the Safety Office, NF.

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## 11. Revision History

- A. This HR Desk Reference will be maintained on the [BPA Internal Policy Library](#) website and updated as program elements change.
- B. Revisions are be documented as follows:

| Version Number | Issue Date | Description of Change or Review  |
|----------------|------------|--|
| 1.0            | 4/18/2016  | Initial issuance.  |
| 2.0            | 10/02/2017 | Issuance of DOE Order 331.1.D and BPA adoption of performance award system.  |
| 2.1            | 05/07/2018 | Modify definition of positive net revenue based on change to HR Directive; modify references to celebration spending limits (Appendix 5); and minor editorial clean up/formatting.   |
| 3.0            | 01/25/2019 | Cancellation of HR Desk Reference 410-08-02, and incorporation of content into this DRG. Modifications for issuance of DOE Order 331.1D and cancellation of HR Directive 410-08-01. Elimination of Team Share and reallocation of funds. |

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## Appendix A: Funding Amounts for Award Pools and Allocations

### A. Recognition Pools

| Tier Program <sup>1</sup>        | Funding/Payout                           |
|----------------------------------|--|
| BPA Success Share                | Maximum payout is equal to \$950 per FTE |
| Individual/Group Monetary Awards | 1.25% of aggregate salary                |
| Non-Monetary Awards              | \$63 per FTE                             |

<sup>1</sup> The Administrator retains sole authority and discretion to determine if expenditures are prudent in light of BPA's financial condition and may choose to discontinue their use in the event of serious financial difficulties.

For each organization listed separately in Appendix D, of BPA Supplement to DOE Order 331.1D, Employee Recognition and Awards, the Individual/Group Monetary Awards amount must be allocated as shown in B below.

### B. Individual/Group Monetary Award Pool Allocation

The portion allocated for performance awards is calculated and administered separately for annual managers and supervisors verses all other employees:

1. Performance Awards are equal to 1.0% of salary (i.e., end-of-year awards).
2. Individual/Group Monetary Awards are equal to 0.25% of salary (i.e., during the year awards such as OTS, SAS, etc.)

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## Appendix B: List of Award Types & Various Expenses

The table below lists the award types and their corresponding budget sources and whether the award amounts count against individual monetary award annual limitation.

| Item  | Individual Limitation <sup>1</sup> | Funding Pool  | Budget            |
|---|------------------------------------|---------------|-------------------|
| <b>Individual/Group Results Awards and Forms of Recognition</b>   |                                    |               |                   |
| Performance Awards (EOY)  | Yes                                | I/Group       | Each Organization |
| <ul style="list-style-type: none"> <li>▪ On the Spot</li> <li>▪ Special Act</li> <li>▪ Time Off (Hours x basic pay = cost)</li> </ul> | Yes                                | I/Group       | Each Organization |
| Employee Referral Bonus   | Yes                                | N/A           | Org. with vacancy |
| Organizational Honorary and Informal Recognition  | No                                 | Non-Monetary  | Each Organization |
| Organizational Celebrations/ Light Refreshments/Casual Meals/Retirement Coffee  | No                                 | Non-Monetary  | Each Organization |
| Career Service Commemorative Items, Plaques, Length of Service, Retirement, Distinguished Career Service                              | No                                 | N/A           | HCM               |
| <b>BPA-wide Recognition</b>   |                                    |               |                   |
| BPA Honorary Recognition (Administrator's Excellence Awards Ceremony and program costs)   | No                                 | N/A           | Public Affairs    |
| BPA Informal Recognition – P2P  | No                                 | N/A           | HCM               |
| <b>Special Category Recognition</b>   |                                    |               |                   |
| BPA Success Share   | Yes                                | Success Share | Each Organization |
| AEA cross agency, i.e., Rating Day  | Yes                                | COO           | COO               |

**Note:** For information on safety awards see the Safety and Health Manual

|                                 |  |   |  |                               |  |
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## Appendix C: List of Difficult-to-Fill Positions/Jobs Qualifying for Employee Referral Bonus

The following is the list of positions for BPA's Employee Referral Program

1. Substation Operator
2. System Protection and Control Craftsman
3. Power System Control Craftsman
4. System Dispatcher

|                                 |   |                               |                       |         |
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## Appendix D: Length of Service & Career Recognition Available for Employees

|                                | During Career   |   | Retirement Honorary Recognition                                    |                      |                                    |                                    |  | Resignation <sup>1</sup>   |
|--------------------------------|---|---|--|----------------------|------------------------------------|------------------------------------|--|--|
|                                | <ul style="list-style-type: none"> <li>▪ Length of Service;</li> <li>▪ Gift; and</li> <li>▪ Framed Certificate</li> </ul> | DOE Exceptional Service Plaque <sup>2</sup>         | Letter of Appreciation Highlighting Key Contributions <sup>3</sup> |                      | Career Appreciation Plaque or Gift | Service Certificate                | Distinguished Career Service Plaque <sup>4</sup>   |  |
| VP Signature                   |   |   | CEO Signature  |                      |                                    |                                    |  |  |
| <b>Less than 5 years</b>       | No  | No  | Yes<br>(Letter is optional)  | No<br>(Not Required) | No                                 | Yes                                | No   | Yes<br>(Letter of Appreciation signed by VP)   |
| <b>5 years up to 10 years</b>  | Yes   | No  | Yes<br>(Letter is optional)  | No<br>(Not Required) | No                                 | Yes                                | No   | Yes<br>(Letter of Appreciation signed by VP)   |
| <b>10 years up to 20 years</b> | Yes<br>(5 year intervals at 10, 15)   | Yes<br>(Requires CEO, Deputy, CAO, or COO Approval) | Yes<br>(Letter is Recommended)                                     | No<br>(Not Required) | Yes                                | Yes                                | No   | Yes<br>(Letter of Appreciation signed by VP)   |
| <b>20 or more years</b>        | Yes<br>(5 year intervals at 20, 25, 30, etc.)   | Yes<br>(Requires CEO, Deputy, CAO, or COO Approval) | Yes<br>(Letter is optional)  | Yes<br>(Mandatory)   | Yes                                | Yes<br>(Framed Certificate by CEO) | Yes<br>(Manager initiates, VP approves; Deputy Admin. and/or COO recommends to CEO)<br><br>CEO Bestows | Yes<br>(Letter of Appreciation signed by VP and/or CEO; or Framed certificate signed by CEO) |

Human Capital Management coordinates length-of-service (LOS) & retirement gift processes. HCM also funds and automatically provides framed certificates signed by CEO.

<sup>1</sup> Resignation: Optional

<sup>2</sup> DOE Exceptional Service Plaque: Acknowledges Extraordinary Contributions

<sup>3</sup> Letter of Appreciation: Personalized; not a recitation of position held during Federal Career. Employee’s organization prepares letter.

<sup>4</sup> Distinguished Career Service Plaque: Highest level career service recognition

## Appendix E: Instructions for Recognition Celebrations

Managers may use their Non-Monetary Award budget for the purpose of celebrating organizational achievements, completion of projects, etc. Celebrations may occur anytime during the fiscal year.

### A. Planning

#### 1. Logistics

- Who will attend?
- What will you recognize and celebrate?
- When? Celebrations may be held throughout the year -- most often at the end of a project, to celebrate FY accomplishments or for retirements.
- Where will it be? Find a BPA room or facility. **Note:** You must hold recognition celebrations on site whenever possible.

#### 2. Light Refreshments/Casual: Per finance directive, meal cost cannot exceed average of \$15/BFTE (or \$50 total for retirement coffee/cake celebrations).

- What do you plan to serve? Check out merchants and prices.
- Determine the number of attendees. Base the number on BFTE and your best estimation of how many of them will attend. You will need this number and information to complete the required Request for Approval for Food and/or Refreshments, BPA F 2200.01e (food form).
- Will there be additional, related costs?
- Include cost of decorations, table service, napkins, etc. in the \$15/BFTE limit. Note: If there is no BPA room available that will accommodate your organization, and you rent a room/facility, you must include rental fee in the \$15/BFTE limit. If this is the case, document the reason you were unable to hold your recognition celebration at a BPA facility on the food form.

### B. Approval and Purchase Process

1. Prepare the food form and get appropriate approval signature. Do not proceed with the following steps until the form is approved.
2. Order the food.
3. You pay when you pick up the food or it is delivered. You may use the following 3 options:
  - a) Purchase with P-card and attach the original, signed food form and receipts to the appropriate monthly P-card statement (Note: This option may not be used when purchasing food for non-BPA staff that will be paid for with personal funds.)
  - b) Pay out-of-pocket (personally) for food or associated celebration supplies, i.e., paper plates, tablecloths, etc., and request reimbursement via BPA F 2230.06e, Claim for Reimbursement for Expenditures on Official Business; or
  - c) Receive invoice from vendor for food and submit a PO None via BPA F 2230.07e, Invoice/Credit Certification and Accounting Form.

***If paying using method #2 or #3 above, you should scan approved reimbursement form, receipts or invoices and signed food form into a pdf file and email to Accounts Payable-FTD. Include the vendor (or employee) name and payment due date in subject line of email. Questions can be addressed to Accounts Payable, 503.230.5787.***

## Appendix F: Sample Performance Award Process

### Pay Pool Amount 1%

The following outlines the 4 step process used to determine an employee’s full performance award.

#### Step 1.

- Multiply each employee’s salary by the number of “Award Shares” received for their summary rating to get each employee’s weighted salary. *This is done for every employee in the pay pool.*
- Add all the employee salaries together to get the *Sum of the Aggregate Salaries*, excluding employees receiving QSI awards. The *Sum of the Aggregate Salaries* will be used in Step 2.
- Add all of the weighted salaries together to get the *Sum of the Weighted Salaries*. The *Sum of the Weighted Salaries* will be used in Step 3.

| Employee’s Salary      |   | Award Shares |   | Employee’s Weighted Salary |
|------------------------|---|--------------|---|----------------------------|
| \$101,934              | X | 4 (EE)       | = | \$499,432                  |
| \$101,934              | X | 3 (ME)       | = | \$374,574                  |
| \$101,934              | X | 2 (ME)       | = | \$249,716                  |
| \$57,321               | X | 5 (SE)       | = | \$219,790                  |
| \$57,321               | X | 4 (EE)       | = | \$175,832                  |
| \$57,321               | X | 3 (ME)       | = | \$131,874                  |
| <hr/>                  |   |              |   |                            |
| \$477,765 <sup>1</sup> |   |              |   | \$1,605,258 <sup>2</sup>   |

<sup>1</sup>Sum of the Aggregate Salaries

<sup>2</sup>Sum of the Weighted Salaries

#### Step 2.

Multiply the *Sum of the Aggregate Salaries* (from step 1) by the pay pool amount to get the *Awards Pool*. The *Awards Pool* is used in step 3.

| Sum Aggregate Salaries |   | Pay Pool Amount |   | Awards Pool |
|------------------------|---|-----------------|---|-------------|
| \$477,765              | X | 1%              | = | \$4,778     |

|                                 |                           |   |                       |                               |  |
|---------------------------------|---------------------------|---|-----------------------|-------------------------------|--|
| <b>Organization</b><br>BPA HRSC |                           | <b>Title</b><br>Employee Recognition and Awards |                       | <b>Unique ID</b><br>410-08-01 |  |
| <b>Author</b><br>BPA-HRSC       | <b>Approved by</b><br>CAO | <b>Date</b><br>01/25/2019                       | <b>Version</b><br>3.0 | Page 41                       |  |

**Step 3.**

Divide the *Awards Pool* by the sum of the weighted salaries (from step 1) to get the Share Value, which represent a percent of the award recipient’s salary. *The Share Value will be used in Step 4.*

$$\begin{array}{rclcl}
 \text{Awards Pool} & & \text{Sum of Weighted Salaries} & & \text{Share Value} \\
 \$4,778 & \div & \$1,605,258 & = & 0.00298
 \end{array}$$

**Step 4.**

For each employee in the pay pool, multiply the Share Value by the number of Award Shares by the Employee’s Salary to get the employee’s Award Amount.

| Share Value              |   | Awards Shares |   | Employee Salary | Award Amount   |
|--------------------------|---|---------------|---|-----------------|----------------|
| .00298                   | x | 4             | x | \$101,934       | 1,214          |
| .00298                   | x | 3             | x | \$101,934       | \$910          |
| .00298                   | x | 2             | x | \$101,934       | \$607          |
| .00298                   | x | 5             | x | \$57,321        | \$853          |
| .00298                   | x | 4             | x | \$57,321        | \$682          |
| .00298                   | x | 3             | x | \$57,321        | \$512          |
| <b>Total Awards Paid</b> |   |               |   |                 | <b>\$4,778</b> |

|                                 |  |   |  |                               |  |
|---------------------------------|--|---|--|-------------------------------|--|
| <b>Organization</b><br>BPA HRSC |  | <b>Title</b><br>Employee Recognition and Awards |  | <b>Unique ID</b><br>410-08-01 |  |
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|                                 |  |   |  | <b>Version</b><br>3.0         |  |
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## Appendix G: Sample - Pro-Rated Cash Award Process

Determining a pro-rated share value requires an additional calculation to the process outlined in Appendix F. This additional calculation follows step 4, as outlined here:

### Step 5 (Pro-rated Calculation)

Divide the total hours in a pay status, by 2080 hours; multiply the result times the pay pool's share value to get the employee's individual **Pro-Rated Share Value**.

$$\text{Hours in Pay Status} / 2080 \times \text{Share Value} = \text{Pro-Rated Share Value}$$

### Step 6.

Multiply the employees Pro-Rated Share Value by the number of Award Shares by the Employee's Salary to get the employee's Pro-Rated Award Amount.

$$\text{Pro-Rated Share Value} \times \text{Award Shares} \times \text{Employee Salary} = \text{Award Amount}$$

Example (Pro-Rated):

Mr. Jones is a GS 12/2 with an annual salary of \$79,039. He was in a pay status for 600 hours during the appraisal period. He received a summary rating of EE which is 4 Award Shares. Following steps 1-3 above, HCM determined that the organization's pay pool share value is .001. To determine Mr. Jones' cash award, HCM must include step 4 above:

### Step 5

|                               |   |             |   |                            |   |                    |   |                                  |
|-------------------------------|---|-------------|---|----------------------------|---|--------------------|---|----------------------------------|
| <b>Hour in<br/>Pay Status</b> | / | <b>2080</b> | = | <b>Pro-Rated<br/>Hours</b> | X | <b>Share Value</b> | = | <b>Pro-Rated<br/>Share Value</b> |
| 600                           | / | 2080        |   | .288                       | X | .004               | = | .001                             |

### Step 6

|                                  |   |                     |   |                            |   |                     |
|----------------------------------|---|---------------------|---|----------------------------|---|---------------------|
| <b>Pro-Rated<br/>Share Value</b> | X | <b>Award Shares</b> | X | <b>Employee<br/>Salary</b> | = | <b>Award Amount</b> |
| .001                             | X | 4(EE)               | X | \$57,321                   | = | \$229               |

|                                 |   |                               |
|---------------------------------|---|-------------------------------|
| <b>Organization</b><br>BPA HRSC | <b>Title</b><br>Employee Recognition and Awards | <b>Unique ID</b><br>410-08-01 |
| <b>Author</b><br>BPA-HRSC       | <b>Approved by</b><br>CAO                       | <b>Date</b><br>01/25/2019     |
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