

The Length of Service program recognizes employee tenure in the Federal Government. Employee recognition is a vital part of the Interior Business Center, as part of the length of service program, employees are eligible for length of service awards at 10, 20, 30 and 40 years of service. At each milestone, a certificate and a lapel pin are awarded on the anniversary date of an employee ten years in service.

The employee years of service is determined by his or her leave service computation date (SCD). Employee SCD are calculated from years in the Federal government, however employees can combine civilian service with retired uniform service to achieve an overall Length of Service. An employee who is retired from the uniform service must present his or her Human Resources Assistant with a DD-214. The Human Resources Assistant then uses the combination of the leave SCD and the uniformed service documentation to determine the employees overall Length of Service, and the appropriate pin and certificate are awarded.

DATE ISSUED: March 8, 2010

(Supervisors: Please ensure that employees without access to electronic mail receive a paper copy of this notice.)

MEMORANDUM

TO: All NBC Employees

**FROM: Douglas J. Bourgeois /s/
Director**

SUBJECT: NBC Awards Policy

I am pleased to announce that we have just issued a NBC-wide Awards Policy. This policy provides a complete overview of the numerous award and recognition programs that are available for use throughout the NBC. As our employees continue to work diligently and at times heroically towards our mission success, it is critical to recognize these accomplishments.

The policy provides updated policy guidance for some of our existing NBC award programs, such as the Employees of the Quarter/Year, as well as information about new award programs including the One-NBC Team Award that recognizes cross-Directorate and cross-organizational success which exemplify the core value of Teamwork, as well as a new Employee Referral Bonus Program.

Specifically, the NBC Awards Policy includes information on:

- Awards and Recognition related to the Performance Appraisal Cycle
- STAR Awards
- Employee of the Quarter/Year Awards, including updated guidance and nomination templates
- The new NBC Employee Referral Bonus Program which rewards NBC employees for referring candidates who are subsequently selected for hard-to-fill positions
- Non-Monetary Awards
- The Director's Coin for Excellence
- Director's Award - Herculean Effort
- Director's Award - Strategic Goals
- One-NBC Team of the Year Award
- Departmental Honor Awards
- Outside Awards
- Top Ten Simple Ways to Show Appreciation to our Employees

The policy (NBCM-COS-6101-009) is available on the Office of the Director's Policy page on the employee page at <https://employee.nbc.gov/Policy/DIR/index.html>. User friendly guidance on Types of Awards, Delegations of Authority for Awards, and the

new Referral Bonus Program is available at <https://employee.nbc.gov/awards/index.html>.

If you have any questions regarding the NBC's Award Policy and our award programs, please contact Ellen Bliss, Chief, Human Capital Strategy, at 202-208-4392 or Ellen_S_Bliss@nbc.gov.

LENGTH OF SERVICE RECOGNITION PROGRAM

What is the length of service recognition program?

Length-of-service certificates and lapel pins are awarded to employees who have completed 10, 20, 30, 40, and 50 years of Government service and for retirees. We do not issue certificates and pins for any other number of years of service.

A. We use the employee's service computation date to determine eligibility. The date used on all length-of-service certificates is the day and month of the employee's service computation date and the year in which the anniversary takes place. We use the date of retirement for retirement certificates.

B. IBC's Human Resources Operations Division, (HROD) will submit certificates for signature by the IBC Director.

C. IBC's HROD will send certificates and lapel pins to the identified point of contact within each IBC Directorate for distribution to supervisors of all employees for recognition on their anniversary dates.

D. The individual supervisor may decide how to present the certificate and pin to the employee.

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Point of Contact: Chief, Human Capital Strategy
Distribution: All IBC Employees

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1. PURPOSE

This policy (Policy) issuance provides policies and procedures for providing incentives to and recognizing employees, individually and as a group, as well as acknowledging their contribution to the Interior Business Center's (IBC) mission accomplishment. Rewarding employee accomplishment is an investment in our human capital and acknowledgement of the positive impact our human resources have on mission accomplishment.

2. SCOPE

This Policy applies to all employees of the IBC. Cash and non-monetary awards may not be granted to contractors of the IBC.

Contractors are not permitted to receive awards under Chapter 45 of Title 5, United States Code (U.S.C.). Contractors may be acknowledged with a certificate of appreciation.

There are prohibitions on awards for certain Federal employees, such as political employees (Schedule C and non-career Senior Executive Service (SES) members) who are not eligible to receive awards between June 1 of any year in which there is a Presidential election and January 20 of the following year.

3. DEFINITIONS

Approving Officials: The management official authorized to approve awards as identified in this policy. The organizational level of the Approving Official varies depending on the type of award as identified in Section 5.2.3. and Appendix B for the various award types/amounts.

Directorate Head: The Associate/Assistant Director who leads a specific IBC-Directorate or the Deputy Director (for purposes of Office of the Director nominations).

IBC Strategic Framework: The Values, Themes and Strategic Perspectives that comprise the IBC Strategic Framework.

The IBC's Values are:

Accountability – doing what we said we would do

Customer Focus – providing **Accurate, Courteous and Timely (ACT)** service

Innovation – leveraging advances in business practices and technology

Integrity – consistently doing the right thing

Teamwork – working *collaboratively* with all stakeholders

Thrift- finding better ways to operate that help customers reduce cost

The Strategic Perspectives are:

Customer - Deliver an exceptional customer experience

Financial - Provide economic value through shared services

Internal Processes- Optimize operational performance, productivity and quality

Learning and Growth- Create a climate of employee engagement and innovation

The Themes are:

Maximize Customer Value and Experience

Achieve Operational Excellence

Monetary Award: Cash awards granted to recognize an individual or team of employees.

Non-Monetary Award: Awards of nominal value and informal honor to recognize employee contributions.

Nominal Value: Per Department of the Interior (DOI) policy, up to \$50 cash value.

Performance Award: Monetary award tied to a rating of record of Superior or Exceptional.

Quality Step Increase (QSI): An increase in employee's rate of basic pay through an additional within-grade increase granted under 5 U.S.C. 5336 for sustained high quality performance.

Rate of Basic Pay: An employee's rate of basic pay including a special rate under 5 Code of Federal Regulation (CFR) part 530, subpart C; a locality payment under 5 CFR part 531, subpart F; and/or similar payment under other legal authority, but excludes additional pay of any other kind.

Referral Bonus: A monetary award given to an employee for referring a candidate for a hard-to-fill position who is ultimately selected for the position.

STAR Award: Special Thanks for Achieving Results Award – used to recognize noteworthy accomplishments that are limited to a one-time occurrence or for exceptional accomplishments over a period of months. Accomplishments can be either within or outside the scope of an employee's normal duties.

Time-Off Award: A non-monetary award that is an excused absence without charge to leave or loss of pay.

4. ROLES AND RESPONSIBILITIES

4.1. Director, IBC

-
- 4.1.1. Has overall responsibility to encourage the use of incentive awards to foster high performance and recognition;
 - 4.1.2. As indicated in this policy, may serve as the approving official for award recognition;
 - 4.1.3. Approves monetary awards of \$2,500 or more; and
 - 4.1.4. Signs Career Service and Recognition Certificates.

4.2. Human Capital Strategy Office (HCSO)

- 4.2.1. Provides administrative leadership and management in the execution of the IBC Awards Program;
- 4.2.2. Appoints Employee of the Quarter/Year Review Board.
- 4.2.3. Serves as Awards Program Coordinator for the IBC;
- 4.2.4. Assigns Supervisor of the Year selection committee; and
- 4.2.5. Liaisons with the Department's Office of Human Resources on Department-level awards and related programs.

4.3. Human Resources Operations Division (HROD)

- 4.3.1. Provides consultative support to IBC managers, supervisors, and employees on available awards and recognition programs;
- 4.3.2. Processes monetary awards, time-off awards, and QSI's in the Federal Personnel and Payroll System (FPPS);
- 4.3.3. Generates Career Service and Recognition Certificates; and
- 4.3.4. Issues annual guidance on performance-based awards.

4.4. Payroll Operations Division (POD)

- 4.4.1. Processes non-monetary awards that exceed the nominal value to ensure award is included in the employee's taxable income.

4.5. Directorate Head

- 4.5.1. Ensures that employees within their Directorate are properly recognized. This includes soliciting and collecting nominations for the respective awards detailed in this policy;
- 4.5.2. Serves on the selection board for Employee of the Quarter/Year as designated; and
- 4.5.3. As indicated in this policy, may serve as the approving official for award recognition.

4.6. IBC Managers and Supervisors

- 4.6.1. Ensure that award programs are administered fairly to ensure consistent and equitable opportunity for employee recognition; and
- 4.6.2. As indicated in this policy, may serve as the approving official for award recognition.

4.7. IBC Employees

4.7.1. Nominate peers for the respective awards detailed in this policy; and

4.7.2. Serve on the selection committee for the Supervisor of the Year as designated.

5. POLICY

The IBC will actively use a variety of award, reward and recognition programs and processes to acknowledge employees. Rewards and recognition must be aligned with the IBC's organizational goals and values. Rewards and recognition should be timely to acknowledge exceptional individual, team, and organizational performance. Acknowledgment should be a continuous process. Awards and types of rewards and recognition programs should be used and presented in a manner that supports the significance of the recognition.

Light refreshments may be purchased with operating funds when it is determined that the effectiveness of an official award ceremony would be materially enhanced by serving light refreshments as an integral part of the event.

Travel expenses for an employee award recipient and one guest may be paid by the IBC when holding a major IBC or DOI award ceremony or Convocation. All requests for payment of travel expenses for guests must be approved in advance by the IBC Director.

5.1. Performance Recognition

Under the DOI 5-level performance management system for the general workforce (e.g. General Schedule (GS) and Wage Grade (WG) employees) the year-end performance rating is used as a basis for appropriate personnel actions, including rewarding noteworthy performance.

IBC managers/supervisors have the flexibility to recognize employees using any of the award recognitions outlined below, or a combination thereof:

Rating Level	Recognition
Exceptional (Level 5)	<ul style="list-style-type: none"> ▪ Cash Award up to 5% of base pay (employee must be considered for an award; however, there may be circumstances when awards cannot be given, e.g. lack of funds). ▪ QSI ▪ Time-Off Award not to exceed 40 hours
Superior (Level 4)	<ul style="list-style-type: none"> ▪ Cash Award up to 3% of base pay ▪ Time-Off Award not to exceed 24 hours
Fully Successful (Level 3)	<ul style="list-style-type: none"> ▪ Not eligible for performance-based award ▪ Employee may be recognized for a noteworthy

	contribution within the rating period through the use of a STAR Award.
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5.1.1. Performance Awards

Performance-based cash awards must make a meaningful distinction based on level of performance. An employee who receives an award based on a performance rating of Exceptional (Level 5) must receive a larger cash award, in terms of percentage of base pay, than an employee at the same grade/pay level who received a rating of Superior (Level 4).

To ensure that performance awards make meaningful distinctions in performance, performance-based cash awards will be based on a percentage of the rate of basic pay as opposed to a specific dollar amount. The following breakdown is a sample. The specific breakdown will be identified by the Director with consideration for any government-wide or DOI funding restrictions:

Rating Level	Score	% of Base Pay
Exceptional (Level 5)	5.00	5.0%
	4.60 – 4.99	3.1% - 4.9%
Superior (Level 4)	4.21 – 4.59	2.5% - 3.0%
	3.81 – 4.20	2.1% - 2.5%
	3.60 – 3.80	1.5% - 2.0%
Fully Successful	Less than 3.60	n/a

Performance awards will be documented on the front page of the performance appraisal form (DI-3100 or DI-3100S). Performance awards based on approved percentages may be approved by the rating official for awards based on a Superior rating or the reviewing official for awards based on an Exceptional rating. All performance awards should be input into FPPS for processing no later than November 30, or within 60 days after the end of the performance cycle.

The HROD will issue guidance on the processing and approval of performance-based awards on an annual basis. Percentage of base pay and amount of awards and timing of submissions are subject to change based on updated Departmental guidance and funding limitations in any particular year.

5.1.2. Quality Step Increases (QSI)

QSI's provide faster than normal progression within grade steps for permanent GS employees. Employees are eligible for a QSI if they have a rating level of Exceptional (Level 5). QSI's must be approved by the Directorate Head. QSI's should be processed no later than December 31, or 90 days from the end of the performance cycle. If the QSI is going to

be delayed more than 90 days, a request for exception must be submitted to the Director, IBC, through the Chief, HROD. Requests should be in the form of a memorandum and include an explanation as to why it was not possible to process the rating and the QSI within 90 days from the end of the performance cycle. Requests must include the signatures of both the rating and the reviewing officials and be forwarded to the Director, IBC, through the Directorate Head and the Chief, HROD.

5.1.3. Time-Off Award

A Time-off award is an excused absence awarded to employees without charge to leave or loss of pay. The minimum time-off recognition is one hour. Time-off awards shall not exceed 40 hours per event (e.g. performance-rating based) or 80 hours total per calendar year. This annual limit includes both performance-based and non-performance-based time-off awards. Further information on time-off awards is included in Section 5.4.2.

5.2. Monetary Awards

5.2.1. General

Monetary awards are cash awards that may be granted to recognize an individual or team of employees. An employee can be recognized for the same accomplishment by granting two different types of awards provided that the combined value of both awards is commensurate with the accomplishment. Monetary awards may be given for:

- Achieving organizational results;
- Providing quality customer service;
- Displaying exemplary behavior, dedication, innovation, and/or team cooperation;
- Fostering partnerships;
- Promoting diversity; and
- Ensuring safety in the workplace.

All monetary awards must be processed using gross, not net, dollar amounts.

5.2.2. Types of Monetary Awards

Special Thanks for Achieving Results Award (STAR)

A STAR Award is used to recognize noteworthy accomplishments that are limited to a one-time occurrence or for exceptional accomplishments over a period of months. It should not be issued in relation to an employee's annual performance appraisal. Cited accomplishments may be either within or outside the scope of an employee's normal duties.

An IBC employee may be recommended for a STAR award by another federal employee who is aware of an achievement he/she believes

deserves recognition. Form DI-451, Award Certification, is used to recommend a STAR award and must be submitted to the proposed recipient's supervisor for concurrence. The DI-451 is included in Appendix C. If an award recognizes team achievements and members are to receive different amounts, the justification must describe each individual team member's specific contribution. There is no limit to the number of STAR awards an employee may receive, but IBC Managers and Supervisors should administer the program fairly to ensure consistent and equitable opportunity for employee recognition.

Productivity Improvement Award

Productivity Improvement Awards are recognition for process improvement, cost-saving suggestions, streamlining, or the elimination of non-value added processes. The award shares some portion of actual savings resulting from cost reduction or productivity gains with the employee(s) who recommend or achieves the savings.

Form DI-451, Award Certification, is used to recommend a Productivity Improvement Award. Proposed award amounts should be based on the Scale for Monetary Awards for Tangible Benefits included in Appendix D.

Invention/Patent Award

The Department encourages the use of monetary awards to reward employees for their inventions. An automatic \$500 (gross) compensation is awarded upon the actual filing of a patent application at the Patent Office by the Office of the Solicitor. An additional \$800 (gross) will be awarded if the patent is granted. Further recognition based on the benefit of the contribution may be granted through the use of a STAR award. Form DI-451, Award Certification, is used to recommend an Invention/Patent Award.

5.2.3. Approval Authority for Monetary Awards:

Non-Performance-Based Monetary Awards

Amount	Approving Official
Awards up to \$500	Branch Chiefs
Awards up to \$1,500	Division Chiefs/Equivalent Office Heads
Awards up to \$2,500	Associate/Assistant Director
Awards above \$2,500	Director, IBC
\$5,001 to \$10,000	Assistant Secretary, Policy, Management and Budget (PMB)
Above \$10,000	Office of Personnel Management (OPM)
Above \$25,000	Presidential approval after OPM Review

Any amount for SES/SL members	Department's Executive Resources Board
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The Director, IBC, may approve group awards up to \$10,000 if no individual member receives more than \$5,000.

Directorate Heads may establish additional review requirements, e.g. Directorate Head concurrence, for those cash awards that are approved at subordinate levels within the Directorate. In accordance with IBCM-COS-6101-008, Delegations of Authority for Human Resources Activities, Directorate Heads can re-delegate the awards authority to subordinate supervisors below the Branch Chief Level, e.g. Section Chiefs.

The recommended scale of awards based on intangible and tangible benefits is included in Appendix D.

Performance-Based Awards

Performance-based awards which are based on a percent of base pay are approved based on the annual performance recognition table. No further approvals are required. See Section 5.1. for further information.

5.3. IBC Monetary Award Programs

5.3.1. IBC Employee of the Quarter Awards

One method of officially recognizing the efforts of individuals who demonstrate outstanding performance is the IBC Employee of the Quarter granted on a quarterly basis.

Employee of the Quarter Categories:

Three IBC employees are named Employee of the Quarter, one in each of the following categories:

- ACT (Accuracy, Courteous, Timeliness)
- Exceptional Performance
- Leadership

Nomination Procedures:

The HCSO will solicit nominations through the IBC's Senior Leadership Team (SLT) on a quarterly basis for the Employees of the Quarter. Nominations will be due to the HCSO using the "awards@nbc.gov" mailbox by the 20th, or the next work day, of the month following the end of the fiscal quarter (e.g. January 20, April 20, July 20, and October 20). Nominations can be made by any IBC employee through the nominee's Directorate Head. Directorate Heads are responsible for reviewing the nominations to ensure they meet the requirements and the nominee is eligible for fair consideration based on the narrative. Directorates are encouraged to develop internal procedures to screen and determine which

nominations will be submitted. Each Directorate may submit one final nomination in each category.

Nominations must be submitted using the Employee of the Quarter nomination template. Nominations will be in a narrative format, limited to two pages, single-spaced, Times New Roman 12 point. Electronic submissions must be submitted in Word. The narrative should annotate the category for which they are requesting the nominee be considered and must address the employee's accomplishments for the specific nomination category (listed below). Each criterion must be addressed in the nomination, and must be addressed separately. Accomplishment(s) must have been achieved in the previous quarter for which the nomination is being submitted.

The nomination template is included in Appendices E-G.

Category 1- A.C.T. (Accuracy, Courteous, Timeliness)

What: For employees who demonstrate exceptional performance.

Who: Open to all grades and occupational series.

Nomination Criteria: Nominees for this award will have demonstrated a combination of the following:

- **Accuracy:** Provides accurate and reliable service. Consistently uses a systematic approach to accomplishing responsibilities, taking care to minimize errors. Acknowledges and takes pride in ownership of the day-to-day processes for which he/she is responsible and utilizes initiative where necessary to meet overall goals.
- **Courteous:** Consistently demonstrates patience, good humor and enthusiasm while on the job. Demonstrates excellence in resolving conflicts and/or facing challenges.
- **Timeliness:** Understands expectations and delivers service/product in a timely manner. Able to respond to customer requests with minimal wait time. Tracks, follows up, and completes request, ensuring timely action.

Category 2- Exceptional Performance

What: For employees who demonstrate exceptional performance.

Who: Open to all grades and series.

Nomination Criteria: Nominees for this award will have demonstrated a combination of the following:

- **Productivity:** Achievement of significant, measurable success. Consistently considers availability of resources (time, personnel, funding) to efficiently yet effectively deliver services.

- **Problem Solving:** Incorporates innovative approaches to new and reoccurring problems. Anticipate scenarios and plan ahead to minimize disruptions or delays. Maintains an open mind towards solutions and minimizes communications barriers.
- **Creativity:** Participates in activities that are highly original or creative. Generates new ideas and re-evaluates existing procedures to improve productivity.
- **Prioritize Objectives:** Attains priorities of IBC or DOI objectives by identifying pertinent goals. Effectively formulates then implements strategies to achieve goals. Ability to balance and consider long term and short term objectives.

Category 3- Leadership

What: For employees who demonstrate exceptional leadership qualities.

Who: All non-supervisory employees in all grades and occupational series. Employees designated as Leaders and Team Leaders are eligible for nomination in this category.

Nomination Criteria: Nominees for this award will have demonstrated a combination of the following:

- **Focus:** Is aware of the task at hand and not on what he/she may gain from the position. Rallies and motivates others to help achieve something great. Builds camaraderie among a group.
- **Vision:** Demonstrates an understanding of what success looks like and how to achieve it. Is capable of communicating the big picture and inspiring others to work together towards the goal.
- **Character:** Reveals consistently trustworthy behavior. Observably driven and committed to doing the right thing. Builds excellence by example.
- **Competency:** Displays reasoning and logic when making decisions. Continues to develop skills by taking on new challenges in the pursuit of IBC and/or DOI missions.

Selection Procedures:

On an annual basis, the HCSO will appoint and assemble a three-person board made up of members of the IBC's SLT. Every year, two of the three board members will be replaced with new representatives from the SLT. This Board will meet in a closed session during the month following the end of the quarter to review nominations and to select a recommended Employee of the Quarter in each of the three categories above. The recommended selectees will be forwarded to the IBC Director for final approval.

5.3.2. Employee and Supervisor of the Year

One employee is named Employee of the Year and one supervisory employee is named Supervisor of the Year. For the purpose of this program, a supervisor is an employee serving in a supervisory capacity who has completed at least 12 months of supervision at the IBC and completed their 12-month supervisory probationary period per Office of Personnel Management (OPM) guidelines. Specific criteria for each award is listed below.

Employee of the Year:

What: For employees who demonstrate exceptional commitment to and application of IBC's two Strategic Themes within the IBC Strategic Framework. All efforts must be both measurable and documented.

Who: All non-supervisory employees in all grades and occupational series.

Nomination Criteria: Nominees for this award will have demonstrated accomplishments in both of the following:

- Maximize Customer Value and Experience
- Achieve Operational Excellence

Nomination Procedures:

After the end of the fiscal year, the HCSO will solicit nominations for the Employee of the Year. Nominations will be due by the date specified in the call for nominations to the HCSO using the "awards@nbc.gov" mailbox. Nominations can be made by any IBC employee through the nominee's Directorate Head. Directorate Heads are responsible for reviewing the nominations to ensure they meet the requirements and the nominee is eligible for fair consideration based on the narrative.

Directorates are encouraged to develop internal procedures to screen and determine which nominations will be submitted. Each Directorate may submit two final nominations for the Employee of the Year.

Nominations must be submitted using the Employee of the Year nomination template. Nominations will be in a narrative format, limited to two pages, single-spaced, Times New Roman 12 point. Electronic submissions must be submitted in Word. The narrative must address the employee's accomplishments in support of the two Strategic Themes within the IBC Strategic Framework. Each Strategic Theme must be specifically addressed in a separate paragraph. The timeframe in which the accomplishment(s) must have been achieved is from November of the previous year to November of the current year. Each nomination should also include 3 bullets which highlight the nominee's achievements. The nomination template is included in Appendix H.

Selection Procedures:

The three-person board previously mentioned will meet before the end of December annually to review nominations and to select a recommended Employee of the Year. The recommended selectees will be forwarded to the IBC Director for final approval.

Supervisor of the Year:

What: For employees who demonstrate exceptional commitment to and application of IBC's four Strategic Perspectives within the IBC Strategic Framework, as well as leadership and diversity. All efforts must be both measurable and documented.

Who: All supervisory employees in all grades and occupational series.

Nomination Criteria: Nominees for this award will have demonstrated accomplishments in all of the following:

- Customer - deliver an exceptional customer experience
- Financial - provide economic value through shared services
- Internal Processes- optimize operational performance, productivity and quality
- Learning and Growth- create a climate of employee engagement and innovation
- Leadership- guiding a group of individuals to achieve a common goal by having a clear focus and vision, competence and character
- Diversity- support of DOI and IBC EEO and diversity programs.

Nomination Procedures:

After the end of the fiscal year, the HCSO will solicit nominations for the Supervisor of the Year. Nominations will be due by the date specified in the call for nominations to the HCSO using the "awards@nbc.gov" mailbox. Nominations can be made by any IBC employee through the nominee's Directorate Head. Directorate Heads are responsible for reviewing the nominations to ensure they meet the requirements and the nominee is eligible for fair consideration based on the narrative.

Directorates are encouraged to develop internal procedures to screen and determine which nominations will be submitted. Each Directorate may submit two final nominations for the Supervisor of the Year.

Nominations must be submitted using the Supervisor of the Year nomination template. Nominations will be in a narrative format, limited to two pages, single-spaced, Times New Roman 12 point. Electronic submissions must be submitted in Word. The narrative must address the supervisor's accomplishments in support of the four Strategic perspectives within the IBC Strategic Framework, as well as Leadership and Diversity.

Each criterion must be specifically addressed in a separate paragraph. The timeframe in which the accomplishment(s) must have been achieved is from November of the previous year to November of the current year. Each nomination should also include 3 bullets which highlight the nominee's achievements. The nomination template is included in Appendix I.

Selection Procedures:

A selection committee made up of non-supervisory employees assembled by the HCSO will meet before the end of December annually to review nominations. The committee will vote using selection criteria provided by the IBC Director in a closed session to select and recommended the Supervisor of the Year. The recommended selectee will be forwarded to the IBC Director for final approval.

Recognition:

All nominees not selected as Employee of the Quarter/Year or Supervisor of the Year will receive a letter/certificate of appreciation signed by the IBC Director. Individual Directorates may also provide further recognition for nominees through their individual award programs. Selected Employees of the Quarter/Year and Supervisors of the Year will receive the following recognition:

- Employees of the Quarter: Plaque or similar item and \$500 STAR Award
- Employees of the Year: Plaque or similar item and \$1000 Star Award and Letter from the IBC Director
- Supervisor of the Year: Plaque or similar item identifying them as Supervisor of the Year and \$1000 STAR Award.

The Director's Office will be responsible for funding the above recognition.

Award recipient photos will be placed on Walls of Honor at the IBC Centers in Washington, DC; Denver, CO, and Herndon, VA.

5.3.3. Outstanding New Employee

This award is for new employees who have demonstrated exceptional performance.

Who: Employees in all grades and occupational series who have been with IBC for less than 2 years from the date of hire.

Nomination Criteria: Nominees for this award will have demonstrated a combination of the following:

- Service Excellence: Demonstrates understanding of internal and external customer needs. Consistently receives outstanding feedback from customers. Delivers services accurately and on time. Anticipates and then is able to meet customer needs.

- **Competency:** Displays reasoning and logic when making decisions. Continues to develop skills by taking on new challenges in the pursuit of IBC and/or DOI missions.
- **Organizational Awareness:** Understands how social, political, and organizational factors work and operates effectively within them. This includes the policies, procedures, rules, and regulations of the work or organization.

Nomination Procedures:

After the end of the fiscal year, the HCSO will solicit nominations for the Outstanding New Employee. Nominations will be due by the date specified in the call for nominations to the HCSO using the "awards@nbc.gov" mailbox. Nominations can be made by any IBC employee through the nominee's Directorate Head. Directorate Heads are responsible for reviewing the nominations to ensure they meet the requirements and the nominee is eligible for fair consideration based on the narrative. Directorates are encouraged to develop internal procedures to screen and determine which nominations will be submitted. Each Directorate may submit one final nomination. One employee will be named Outstanding New Employee.

Nominations must be submitted using the Outstanding New Employee nomination template. Nominations will be in a narrative format, limited to two pages, single-spaced, Times New Roman 12 point. Electronic submissions must be submitted in Word. The narrative must address the employee's accomplishments in support of the three criterion listed above. Each criterion must be specifically addressed in a separate paragraph. The timeframe in which the accomplishment(s) must have been achieved is from November of the previous year to November of the current year. Each nomination should also include 3 bullets which highlight the nominee's achievements. The nomination template is included in Appendix J.

Recognition:

All nominees not selected as Outstanding New Employee will receive a letter/certificate of appreciation signed by the IBC Director. Individual Directorates may also provide further recognition for nominees through their individual award programs. Selected Outstanding New Employee will be recognized with a plaque or similar item and \$1000 STAR Award. The Director's Office will be responsible for funding the above recognition. Award recipient's photo will be placed on Walls of Honor at the IBC Centers in Washington, DC; Denver, CO; and Herndon, VA.

5.3.4. IBC Employee Referral Program

IBC employees may receive a referral bonus for the referral of a qualified candidate for a hard-to-fill IBC position when that candidate is subsequently selected for the position.

Covered Employees:

All IBC employees are eligible for referral bonus awards with the exception of:

- Employees whose regular, recurring job include the recruitment of employees;
- Employees who are related to the referred candidate as defined in 5 U.S.C. 3110(a)(3). This includes father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, and any individual related by blood or affinity whose close association with the employee is equivalent to a family relationship;
- Management officials in the supervisory chain of command of the position being filled;
- Members of the IBC's SLT; and
- Other persons associated with or involved in the recruitment, rating, or selection of the candidate.

Hard-to-Fill Positions:

Referral bonuses can only be granted for hard-to-fill positions, or positions for which the IBC has encountered difficulty in recruiting high quality candidates. The human resources specialist from HROD will work with the hiring manager to identify when a position is hard-to-fill. This determination must be made prior to advertising the vacancy or making a non-competitive selection. The following factors will be considered in identifying hard-to-fill positions:

- Lack of success in recent efforts to recruit candidates and retain employees in like positions;
- Availability in the labor market of highly qualified candidates;
- Recent turnover in similar positions; and
- Other unique factors that demonstrate difficulty in filling the position.

Referral Method:

A qualified IBC referring employee must submit the "Candidate Referral Form" in Appendix L to the HROD prior to the issuance of a competitive selection certificate or prior to management's non-competitive selection of the referred candidate. In the case of a non-competitive selection, the referral form must be completed prior to appointment. If a referred employee is selected, the HROD will forward the Candidate Referral Form to the selecting official for completion.

Ineligible Referrals:

Referrals will not be eligible for a referral bonus in the following cases:

- Referral for temporary hires not to exceed two years or less;
- Referral of current DOI employees for a position within the IBC;
- Referral of an employee who preceding his/her appointment was on a contract and assigned to IBC for 30 days or more; and

- Former IBC employees with a break of service less than three years.

Referral Bonus Award:

If a referred candidate is selected and appointed, the referring employee will be eligible for a \$500 Referral Bonus Award. The hiring Directorate will be responsible for funding the cost of the Referral Bonus. The Hiring Manager will indicate approval of the Referral Bonus on the Candidate Referral Form. The Directorate Head of the hiring Directorate will also sign the Candidate Referral Form. The HROD will initiate the processing of the Referral Bonus Award upon entrance on duty of the person referred.

5.4. Non-Monetary Awards**5.4.1. General**

Non-monetary recognition awards are granted to employees to recognize contributions to the Directorate, IBC, and DOI. Non-monetary awards include items of nominal value and informal honors. Supervisors and managers should consider the employee's effort expended, the behavior exemplified, or the results achieved when selecting recognition methods for non-monetary awards. Gift cards or other items that can be easily converted to cash (e.g., gift certificates, tickets, or similar items) may not be given out.

Nominal Value Items:

Nominal value is considered to be up to \$50 cash value. This may include items such as business card holders, portfolios, paperweights, pen and pencil sets, etc. Directorates are authorized to purchase items of nominal value similar to those listed to provide recognition to employees. When possible, these items should have the appropriate logo on them. When purchasing items of nominal value, the Directorate Head should exercise care to avoid the potential appearance of misuse of government funds and should consider whether public disclosure of the item would cause embarrassment to the IBC and DOI. Directorates are encouraged to purchase items in a manner to affect cost savings and provide for immediate recognition of employees.

Items may be awarded, as appropriate, without completion of form DI-451, Award Certification. The upper limit for non-monetary recognition is \$50.00 cash value annually per employee. Items that exceed this \$50.00 limit may be provided to employees with approval from the IBC Director. This level of approval is required to ensure the organization recognizes the valued achievements by an employee or group of employees. This would include retirements recognizing the career contributions of an employee, IBC special awards, and services awards. This is also required to prevent creating tax liabilities for the employee. Tax liability is determined based on the cumulative value of the awards, even if each individual award is under the nominal value.

Items That Exceed Nominal Value:

Items that exceed nominal value are those items similar to the ones listed above but where the cost exceeds \$50.00. A non-monetary recognition may exceed the nominal cash threshold of \$50.00; however, the cost must be included in the employee's gross wages and is taxable. The maximum value for a non-monetary award in this case is \$250.00. Items that exceed the nominal cash value threshold must:

1. Be something that the recipient could reasonably be expected to value, but not something that conveys a sense of monetary value;
2. Have lasting trophy value. An employee can show the item to coworkers and friends as a "trophy" given in appreciation of good work; and,
3. Clearly symbolize the employer-employee relationship in some fashion.

Items that exceed nominal value are taxable.

Taxing of Non-Monetary Awards:

When granting a non-monetary award that exceeds nominal value, the employee should be advised that the award will be taxed. Employees should concur in the granting of the taxable award item before finalizing a non-monetary award that exceeds nominal value. If the item exceeds nominal value or if enough nominal value items are given in a pay year that the combined total exceeds nominal value, a DI-451, Award Certification, must be completed including the Financial Action Record section and faxed to the POD.

5.4.2. Time-Off Awards

Time-off awards are an excused absence awarded to an employee without charge to leave or loss of pay. The minimum time-off recognition is one-hour. Time-off awards may not exceed 40 hours per event or 80 hours total per year. These limits include performance-based time-off awards discussed in Section 5.1.3. Employees typically have discretion to determine when to use a time-off award, subject to supervisory approval, similar to the request of use of annual leave. Time-off awards must be used while the employee is still employed by DOI, they cannot be transferred to another agency upon separation of the employee or cashed out for payment.

The following approval authorities are in place for time-off awards, however funding limitations in any particular year may impact these levels:

Number of Hours	Approving Official
Up to 8 hours per event	Branch Chiefs
Up to 24 hours per event	Division Chiefs/Equivalent Office Heads
Up to 40 hours per event and 80 hours per year	Associate/Assistant Director

5.4.3. IBC Certificate of Appreciation

This award is a way to recognize employees who have done valuable, worthwhile work, yet the work or outcome may not be measurable or qualitative. The intent of this award is to acknowledge work or projects which do not necessarily fit within the precise parameters of other IBC awards.

This award is given throughout the year and nominations can be submitted at any time. Employees in all grades and occupational series are eligible to receive this award.

Nomination Procedures

Any employee may submit a nomination through the nominee's Directorate Head. Nominations must be submitted using the IBC Certificate of Appreciation template. Nominations should be in a narrative format, limited to two paragraphs, single-spaced, Times New Roman 12 point, and use the nomination template in Appendix L.

There is neither no maximum number of nominations allowed, nor winners chosen. Nominations should be sent to the awards@ibc.doi.gov mailbox.

5.5. Honor Awards

Honor awards provide non-monetary recognition to employees and contractors. They are prestigious recognition for accomplishments and exceptional support to the IBC.

5.5.1. IBC Honor Awards

IBC Award for Excellence

The IBC Award for Excellence is given to teams who expend considerable effort in accomplishing a task, project, or work assignment, through successfully demonstrating a minimum of four of the six IBC values. Particular emphasis should focus on cross-Directorate teams, and accomplishments due to support and collaboration from IBC external partners. All efforts must be both measurable and documented.

Nominees for this award will have demonstrated accomplishments in at least four of the following:

- Accountability- doing what we said we would do
- Customer Focus-providing Accurate, Courteous and Timely (ACT) service
- Innovation-leveraging advances in business practices and technology
- Integrity- consistently doing the right thing

- Teamwork- working collaboratively with all stakeholders
- Thrift- finding better ways to operate that help customers reduce cost

Nomination Procedures

In June of every calendar year, the HCSO will solicit nominations for the IBC Award for Excellence. Directorate Heads will submit nominations to the HCSO using the "awards@nbc.gov" mailbox. Each Directorate may submit 3 team nominations, at least one which is cross-Directorate/external partners. The IBC Award for Excellence will be awarded to one team. The IBC Director has authority to modify the number of submissions allowed per Directorate and the number of awards to be given as appropriate. In order to timely recognize these types of extraordinary efforts, Directorate Heads may also submit IBC Award for Excellence nominations at other times outside of this annual cycle. Final decisions on the awarding of the IBC Award for Excellence will be made by the IBC SLT voting members.

Nominations must be submitted using the IBC Award for Excellence nomination template. Nominations should be in a Word narrative format limited to two pages, single-spaced, Times New Roman 12 point, and must contain the following:

- Identification of the nominated group of individuals.
- A concise description of the work effort.
- Detailed information regarding the efforts of the individual/group and the impact on the IBC's mission achievement in relation to at least four of the six criterion described above.

An Excel spreadsheet should be attached (see example below) indicating the following: each team member's name (using the first name, last name format- e.g., John Doe in one cell), their Directorate or DOI organization, their office location, and whether the member is an IBC employee, DOI employee, or contractor.

Team Member Name	Directorate/DOI Organization	Office Location	Employee or Contractor
John Doe	HRD	Denver	Employee

Contractors supporting a team effort being nominated for an IBC Award for Excellence may be identified in the nomination.

If an IBC Award for Excellence nomination for a group of employees and/or contractors contains employees and/or contractors from more than one Directorate, the Directorate Head from each represented Directorate must approve the nomination in respect to their Directorate employees.

The IBC Award for Excellence winning team will receive a plaque or similar item and individual certificates. Winners are typically recognized at employee appreciation functions.

5.5.2. Departmental Honor Awards

Departmental Honor Awards provide non-monetary recognition to employees and partners of the Department. Honor Awards are the most prestigious recognition that can be granted by the Department for career accomplishments, exceptional support of the Department's mission, or for heroism.

The Department has three primary categories of service-related honor awards:

1. Distinguished Service Award – the highest level honor award; recipient must have demonstrated extremely significant long-term contributions to Departmental programs and missions.
2. Meritorious Service Award – second highest Departmental honor awards for employees and groups who have made exceptional continuing contributions to Department or bureau or equivalent mission accomplishments.
3. Superior Service Award – first level of recognition in the Departmental Honor awards program for career employees who have made significant contributions to the Department through outstanding service to the IBC or equivalent program.

Information on additional Departmental Honor awards is included in Appendix M.

Any IBC employee may initiate an Honor Award nomination by completing form DI-451, Award Certification. However, the nomination and supporting documents must be prepared and submitted through the recipient's Directorate Head to the HCSO. All Honor Award nominations will then be approved by the Director, IBC before being submitted to the Department for approval. Specific information on the nominating procedures for Departmental Honor Awards is included in Section 3.5 of 370 DM 451.3. Please contact the HCSO for information and support when developing nomination packages.

5.6. Outside Awards

Outside awards are award programs that are sponsored by external organizations. Generally, the Department's Office of Human Resources will formally solicit nominations for outside awards, providing the criteria, due date, and other pertinent information. Any employee or supervisor may nominate an IBC employee for an outside award, but the nomination must be transmitted through the employee's Directorate Head to the HCSO. The HCSO will then finalize the nomination for the approval of the

Director, IBC. Approved nominations are then forwarded to the Assistant Secretary, PMB for approval before submission to the Department's Office of Human Resources.

Information on some of the currently available outside awards is included in Appendix N.

5.7. Career Service and Recognition Certificates

The IBC grants length of service certificates in 10-year increments. The HROD identifies employees who are eligible for certificates based on their length of federal service. The HROD will prepare the certificates and forward them to the Director, IBC, for signature. The certificates are then forwarded to the employee's supervisor for presentation. IBC supervisors are encouraged to present their employee's with length of service certificates during staff meetings or employee appreciation events.

6. RECORDS MAINTENANCE

The HROD is responsible for establishing and maintaining appropriate award documentation/files for the following awards:

- Performance Awards
- QSI's
- Time-Off Awards
- STAR Awards
- Productivity Improvement Awards
- Invention/Patent Awards
- Referral Bonus Awards
- Other processed monetary awards
- Career Service and Recognition Certificates

The HCSO is responsible for establishing and maintaining appropriate award documentation/files for the following awards:

- Employee of the Quarter/Year Awards
- Supervisor of the Year Awards
- All IBC and DOI Honor Awards
- Outside Awards

Files should include referral forms/documents, justifications, approvals, and program review records. Records should be maintained for a period of two years. Records may be reviewed by Departmental Officials or the OPM to ensure compliance with rules, regulations, policies, and procedures.

7. AUTHORITY

- 5 U.S. C. Chapter 43 and 45;
- 5 CFR Parts 430 and 451;

- Comptroller General Decision B-223319 dated July 21, 1986; and
- Comptroller General Decision B-235163.11 dated February 13, 1996.

8. REFERENCES

- 370 DM 451, Awards and Recognition program, dated July 16, 2008;
- Personnel Bulletin No. 09-11, Referral Bonus Awards, dated August 6, 2009;
- IBCM-COS-6101-008, Delegations of Authority for Human Resources Activities dated May __, 2010; and
- Human Capital, Using Incentives to Motivate and Reward High Performance (GAO/T-GGD-00-118) <http://www.gao.gov/archive/2000/gg00118t.pdf>.
- Executive Order 13589, Promoting Efficient Spending, dated November 9, 2011.
- DAS Budget, Finance, Performance and Acquisition Memorandum, Restriction on the Purchase of Promotional Items, dated March 29, 2012.
- AS- Policy, Management and Budget Memorandum, Non-Monetary Awards Policy, dated November 21, 2012.

9. EXCEPTIONS, LIMITATIONS

When a conflict with a statute, regulation, or higher level policy exists, the statute, regulation, or higher level policy takes precedence.

10. MISCELLANEOUS

Not applicable.

11. VERSION CONTROL RECORD

Included in Appendix A.

Approved:

_____/s/_____
Joseph M. Ward
Director,
Interior Business Center

January 3, 2013
Date

APPENDICES

APPENDIX A: VERSION CONTROL RECORD

Version	Date	Description of Revision/Update	Distribution
	3/07	Updates IBCM-COS-6100-002 Employees of the Quarter/Year Program dated March 29, 2007; and IBCM-COS-6100-001 Director's Coin for Excellence Program dated March 2007.	All IBC Employees
1.0.0	02/23/10	Consolidation of all Awards policies for IBC	All IBC Employees
1.1.0	3/26/10	Updates policy to allow for distribution of the Director's Coin by Directorate Heads. Also updates policy to clearly indicate that the Director can award a Herculean Effort Award at any time of the year at his/her discretion.	IBC Senior Leadership Team
2.0.0	5/10/10	Updates policy to delete Mega Coin and One-IBC Team Award. Renames the IBC Herculean Effort Award to IBC Award for Excellence and updates approval process. Renames Crystal Buffalo Award to DOI Buffalo Award. Updates delegations of authority for monetary awards.	IBC Senior Leadership Team
2.0.1	2/9/12	Clarification to Employee of the Quarter/Year Program.	myNBC
3.0.0	01/03/13	Updates to Employee of the Quarter/Year Program and IBC Award for Excellence. Removal of DOI Buffalo Award, Director's Award- Strategic Goals and Director's Coin for Excellence. Clarified use of non-monetary awards.	myNBC
3.0.1	1/30/13	Updates to IBC Employee and Supervisor of the Year criteria	IBCnet
3.0.2	2/20/13	Clarified criteria for IBC Award for Excellence.	IBCnet
3.0.3	5/8/13	Clarified criteria for Employee of the Quarter Leadership category	IBCnet
3.0.4	6/10/13	Clarified nomination procedures for IBC Award for Excellence	IBCnet
3.0.5	11/13/13	Updated criteria and nomination for IBC Award for Excellence	IBCnet
3.0.6	1/16/14	Minor grammatical edits	IBCnet

APPENDIX B: AWARD APPROVING OFFICIALS

The approving official authority indentified for individual award programs are summarized as follows:

Type of Award	Approving Official
Performance Recognition:	
Performance Awards	Rating Official (for Ratings of Superior) or Reviewing Official (for ratings of Exceptional) based on approved percent of base pay scale for the Directorate
QSI	Directorate Head
Time-Off Awards	
▪ Up to 8 hours	Branch Chief
▪ Up to 24 hours	Division Chief/Equivalent Office Head
▪ Up to 40 hours	Directorate Head
Monetary Awards:	
STAR Awards/Productivity Improvement Awards	
▪ Up to \$500	Branch Chief
▪ Up to \$1,500	Division Chief/Equivalent Office Head
▪ Up to \$2,500	Directorate Head
▪ Above \$2,500	Director, IBC
▪ \$5,001 to \$10,000	Assistant Secretary, PMB
▪ \$10,001 to \$25,000	OPM
▪ Above \$25,000	Presidential approval after OPM Review
▪ Any amount for SES/Senior Level Member	Department's Executive Resources Board
Employee of the Quarter/Year	Director upon recommendation of SLT Selection Board
Supervisor of the Year	Director upon recommendation of employee selection committee
IBC Referral Bonus	Hiring manager after consultation with HROD
Non-Monetary Awards:	
Nominal Value Items	As delegated by the Directorate Head
Items Exceeding Nominal Value	Director, IBC
Time-Off Awards	
▪ Up to 8 hours per event	Branch Chief
▪ Up to 24 hours per event	Division Chief/Equivalent Office Head
▪ Up to 40 hours per event and 80 hours per	Directorate Head

Type of Award	Approving Official
year	
Director's Coin for Excellence	Director, IBC
Honor Awards	
IBC Award for Excellence	Senior Leadership Team
Departmental Honor Awards	Director, IBC before submission to Department point of contact
Outside Awards	Director, IBC before submission to Department point of contact

APPENDIX C: DI 451, AWARD CERTIFICATION

This form is available at http://www.doi.gov/IBC/formsmgt/forms/DI_451.pdf.

Print Form

**UNITED STATES DEPARTMENT OF THE INTERIOR
RECOMMENDATION AND APPROVAL OF AWARDS**

Agency/Bureau	Name of Employee (last, first, middle initial) or Group (attach list of participants)	
Social Security No. XXX-XX-____	Position Title	Pay Plan-Series/Grade/Step
Duty Station	Period Covered For Award (MM/DD/YY) From _____ To _____	Cost Account Number

COMPLETE THE APPROPRIATE AWARD SECTION BELOW

MONETARY AWARD:

_____ Performance-Based Cash Award

_____ Exceptional (Level 5) Performance Rating \$ _____ or % _____

_____ Superior (Level 4) Performance Rating \$ _____ or % _____

_____ Quality Step Increase

(Exceptional (Level 5) Performance Rating Required)

_____ Star (Special Thanks for Achievement) Award \$ _____

_____ Productivity Improvement Award \$ _____

_____ Invention/Patent Award \$ _____

NON-MONETARY AWARD:

_____ Time-Off Recognition Performance-Based _____ Non-Performance Based _____

Number of Hours: _____

_____ Non-Monetary Recognition

Cash Value of \$ _____

HONOR AWARD:

_____ Distinguished Service Award

_____ Cooperative Conservation Award

_____ Meritorious Service Award

_____ Outstanding Service Award

_____ Unit Award for Excellence of Service

_____ Superior Service Award

_____ Citizen's Award for Exceptional Service Award

_____ Valor Award

_____ Citizen's Award for Bravery

_____ Exemplary Act Award

BUREAU-SPECIFIC AWARD:

Name of Award: _____

It is the policy of the Department to ensure that consideration for awards is made without regard to race, color, national origin, religion, sex, age, marital status, disability or other non-merit factors. Information on this form is protected by the Privacy Act. Disclosure may be made only to authorized persons according to Title 5 U.S.C., Section 552a(b).

DI-451
Rev. 5/08

RECOMMENDATION AND APPROVAL

Recommending Individual (Signature)	Date	Reviewing Official (Signature)	Date
Title:		Title:	
Approving Official (Signature & Title)			Date

HONOR AWARD REVIEW APPROVAL

HR Review of Official Personnel Folder	Date	Finding
Bureau Office of Civil Rights (Signature)	Date	Finding
Department Office of Civil Rights (Signature)	Date	Finding
Office of Inspector General (Signature)	Date	Finding
Departmental Ethics Office (Signature)	Date	Finding
Office of the Solicitor (Signature) (For Non-Departmental Employees)	Date	Finding

JUSTIFICATION

Summary of Accomplishments/Contributions Being Recognized by Award

It is the policy of the Department to ensure that consideration for awards is made without regard to race, color, national origin, religion, sex, age, marital status, disability or other non-merit factors. Information on this form is protected by the Privacy Act. Disclosure may be made only to authorized persons according to Title 5 U.S.C., Section 552a(b).

DI-431
Rev. 5/08

FINANCIAL ACTION RECORD This record is to initiate payment, accounting and tax transactions for only non-monetary recognition of significant value.

Recipient Name: _____ Social Security Number: xxx-xx-_____

 Bureau Sub-Bureau Block Org. Code Cost Account

NONMONETARY RECOGNITION OF SIGNIFICANT VALUE (Date Presented: _____)

Cash Value of Award (Hours Code 66A) \$ _____ (Net Amount)
 Value Including Taxes (Cash Value divided by .55) (Hours Code 30A) \$ _____ (Gross Amount)

Disposition of this form: Original to servicing personnel office, copy to recipient. FAX this form to the Payroll Operations Division. This fax is in lieu of original. **DO NOT SEND ORIGINAL OF THIS DOCUMENT TO PAYROLL.**

It is the policy of the Department to ensure that consideration for awards is made without regard to race, color, national origin, religion, sex, age, marital status, disability or other non-merit factors. Information on this form is protected by the Privacy Act. Disclosure may be made only to authorized persons according to Title 5 U.S.C., Section 552a(b).

DI-451
 Rev. 5/08

APPENDIX D: SCALE OF NON-PERFORMANCED BASED MONETARY AWARDS

The following are recommended amounts to recommend for monetary awards that are based on contributions other than an employee's annual performance rating.

Intangible Benefits

Value of Benefit	Extent of Application		
	Local	Bureau	Department-wide
Moderate: Change or contribution to an operating principle, practice, procedure or program of limited impact or use.	Up to \$500	Up to \$1,500	Up to \$3,000
Substantial: Significant or important change, contribution to, or modification of an operating principle, practice, procedure, program, or service to the public.	Up to \$1,500	Up to \$3,000	Up to \$5,000
Exceptional: Complete revision or initiation of a major policy, practice, or procedure that has a significant impact on DOI's mission. Major improvement in the quality of a critical product, activity, program, or service to the public.	Up to \$3,000	Up to \$5,000	Up to \$10,000

Tangible Benefits

Estimated First-Year Benefits	Awards
Up to \$100,000	10% of benefits
\$100,001 and above	\$10,000 plus 1% of benefits above \$100,001, up to \$25,000 with the approval of OPM. Presidential approval is required for all awards of more than \$25,000.

**APPENDIX E: NOMINATION TEMPLATE FOR EMPLOYEE OF THE QUARTER-
A.C.T. (ACCURACY, COURTEOUS, TIMLINESS)****Employee of the Quarter Nomination
Category: A.C.T (Accurate, Courteous, Timely)**

Employee Name:
Directorate:

I am recommending (*employee name*) for the IBC Employee of the Quarter in the A.C.T category. (*Employee name*) has demonstrated exceptional performance in each of the following areas:

Accuracy: Provides accurate and reliable service. Consistently uses a systematic approach to accomplishing responsibilities, taking care to minimize errors. Acknowledges and takes pride in ownership of the day-to-day processes for which he/she is responsible and utilizes initiative where necessary to meet overall goals. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Courteous: Consistently demonstrates patience, good humor and enthusiasm while on the job. Demonstrates excellence in resolving conflicts and/or facing challenges. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Timeliness: Understands expectations and delivers service/product in a timely manner. Able to respond to customer requests with minimal wait time. Tracks, follows up, and competes request, ensuring timely action. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

APPENDIX F: NOMINATION TEMPLATE FOR EMPLOYEE OF THE QUARTER-EXCEPTIONAL PERFORMANCE**Employee of the Quarter Nomination
Category: Exceptional Performance****Employee Name:**
Directorate:

I am recommending (*employee name*) for the IBC Employee of the Quarter in the Exceptional Performance category. (*Employee name*) has demonstrated exceptional performance in each of the following areas:

Productivity: Achievement of significant, measurable success. Consistently considers availability of resources (time, personnel, funding) to efficiently yet effectively deliver services. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Problem Solving: Incorporates innovative approaches to new and reoccurring problems. Anticipate scenarios and plan ahead to minimize disruptions or delays. Maintains an open mind towards solutions and minimizes communications barriers. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Creativity: Participates in activities that are highly original or creative. Generates new ideas and re-evaluates existing procedures to improve productivity. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Prioritize Objectives: Attains priorities of IBC or DOI objectives by identifying pertinent goals. Effectively formulates then implements strategies to achieve goals. Ability to balance and consider long term and short term objectives. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

APPENDIX G: NOMINATION TEMPLATE FOR EMPLOYEE OF THE QUARTER LEADERSHIP**Employee of the Quarter Nomination
Category: Leadership****Employee Name:**
Directorate:

I am recommending (*employee name*) for the IBC Employee of the Quarter in the Leadership category. (*Employee name*) has demonstrated exceptional leadership qualities in each of the following areas:

Focus: Is aware of the task at hand and not on what he/she may gain from the position. Rallies and motivates others to help achieve something great. Builds camaraderie among a group. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Vision: Demonstrates an understanding of what success looks like and how to achieve it. Is capable of communicating the big picture and inspiring others to work together towards the goal. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Character: Reveals consistently trustworthy behavior. Observably driven and committed to doing the right thing. Builds excellence by example. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Competency: Displays reasoning and logic when making decisions. Continues to develop skills by taking on new challenges in the pursuit of IBC and/or DOI missions. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

APPENDIX H: NOMINATION TEMPLATE FOR IBC EMPLOYEE OF THE YEAR**IBC Employee of the Year Nomination****Employee Name:****Directorate:**

I am recommending (*employee name*) for Employee of the Year exceptional commitment to and application of IBC's two Strategic Themes within the IBC Strategic Framework.

Strategic Theme #1- Maximize Customer Value and Experience

- Customers would choose us over other available competitors or options
- DOI leadership would be delighted
- Expansion of our services within the Department and the Federal Government
- Customers seek our expertise as a trusted partner
- Services are aligned with customer needs
- Regular open communications

(Please keep on ly the title of the Strategic Theme and delete the supporting criteria submitting the nomination).

Narrative addressing employee's accomplishments related to this area.

Strategic Theme #2- Achieve Operational Excellence

- Climate for cultivating innovative ideas
- Proven internal controls
- Meeting or exceeding benchmark standards
- Culture of continuous process improvement
- Enhanced brand value
- Measured qualitative and quantitative performance
- Employees are equipped with the right tools

(Please keep on ly the title of the Strategic Theme and delete the supporting criteria submitting the nomination).

Narrative addressing employee's accomplishments related to this area.

3 Highlights of the nominee's achievements

- Bullet #1
- Bullet #2
- Bullet #3

APPENDIX I: NOMINATION TEMPLATE FOR IBC SUPERVISOR OF THE YEAR**Supervisor of the Year Nomination****Employee Name:****Directorate:**

I am recommending (*employee name*) for Supervisor of the Year for their exceptional commitment to and application of IBC's Strategic Perspectives within the IBC Strategic Framework, as well as the supporting factors leadership and diversity.

Strategic Perspective #1- Customer. Deliver an exceptional customer experience. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Strategic Perspective #2- Financial. Provide economic value through shared services. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Strategic Perspective #3- Internal Processes. Optimize operational performance, productivity and quality. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Strategic Perspective #4- Learning and Growth. Create a climate of employee engagement and innovation. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Supporting Factor #1- Leadership. Guiding a group of individuals to achieve a common goal by having a clear focus and vision, competence and character. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Supporting Factor #2- Diversity. Support of DOI and IBC EEO and diversity programs. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

3 Highlights of the nominee's achievements

- Bullet #1
- Bullet #2
- Bullet #3

APPENDIX J: NOMINATION TEMPLATE FOR OUTSTANDING NEW EMPLOYEE**Outstanding New Employee Nomination****Employee Name:****Directorate:**

I am recommending (*employee name*) for Outstanding new Employee for exceptional performance in each of the following areas:

Service Excellence: Demonstrates understanding of internal and external customer needs. Consistently receives outstanding feedback from customers. Delivers services accurately and on time. Anticipates and then is able to meet customer needs. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Competency: Displays reasoning and logic when making decisions. Continues to develop skills by taking on new challenges in the pursuit of IBC and/or DOI missions. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

Organizational Awareness: Understands how social, political, and organizational factors work and operates effectively within them. This includes the policies, procedures, rules, and regulations of the work or organization. **(Please keep only the title of the definition and delete the definition when submitting the nomination).**

Narrative addressing employee's accomplishments related to this area.

3 Highlights of the nominee's achievements

- Bullet #1
- Bullet #2
- Bullet #3

APPENDIX K: IBC AWARD FOR EXCELLENCE

IBC Award for Excellence Nomination

Employee/Team Name:

Nominating Directorate:

I am recommending (*employee/team name*) for the IBC Award for Excellence for their exceptional commitment to and application of IBC's values. (*Employee/team name*) has demonstrated exceptional performance in four of the six following areas:

Accountability- doing what we said we would do (**please keep only the title of the definition and delete the definition when submitting the nomination**).

Narrative addressing employee/team accomplishments related to this area.

Customer Focus- providing Accurate, Courteous and Timely (ACT) service (**please keep only the title of the definition and delete the definition when submitting the nomination**).

Narrative addressing employee/team accomplishments related to this area.

Innovation- leveraging advances in business practices and technology (**please keep only the title of the definition and delete the definition when submitting the nomination**).

Narrative addressing employee/team accomplishments related to this area.

Integrity- consistently doing the right thing (**please keep only the title of the definition and delete the definition when submitting the nomination**).

Narrative addressing employee/team accomplishments related to this area.

Teamwork- working collaboratively with all stakeholders (**please keep only the title of the definition and delete the definition when submitting the nomination**).

Narrative addressing employee/team accomplishments related to this area.

Thrift- finding better ways to operate that help customers reduce cost (**please keep only the title of the definition and delete the definition when submitting the nomination**).

Narrative addressing employee/team accomplishments related to this area.

3 Highlights of the nominee/team's achievements

- Bullet #1
- Bullet #2
- Bullet #3

APPENDIX L: IBC CERTIFICATE OF APPRECIATION

IBC Certificate of Appreciation Nomination

Employee Name:

Directorate:

I am recommending (*employee name*) for the IBC Certificate of Appreciation.

Justification: (1-2 paragraphs maximum)

APPENDIX M: CANDIDATE REFERRAL FORM

This form must be submitted by the referring employee to the applicable Human Resources Office prior to the issuance of a competitive selection certificate or prior to management's non-competitive selection of the referred candidate.

Name of the Candidate referred: _____

Title, grade, and vacancy announcement of the position to which the candidate is referred (if applicable): _____

Name of the employee making the referral: _____

I certify that I meet the eligible criteria as specified under "Covered Employees" in PB-09-11 and section 5.3.2 of IBCM-COS-6101-008. I do not have a relationship to the candidate which violates 5 U.S.C. 3110, 5 CFR 2635.502, 18 U.S.C. 208, 5 CFR 451.105, or any other relevant statute or regulation.

Referrer's Signature

Date

HR Specialist Name and Date Received: _____ (*Human Resources Office will complete*)

If the referred candidate is selected, this section must be completed by the applicable management officials:

Justification that the position is hard-to-fill and of the quality of the candidate selected (*to be completed by hiring official*):

Monetary Award: \$500

Recommending or Hiring Official Signature

Date

Directorate Head Signature

Date

APPENDIX N: DEPARTMENTAL HONOR AWARDS

Highest Level Honor Awards:

- Distinguished Service Award – granted to career employees of the Department.

Mid-Level Honor Awards:

- Meritorious Service Award – granted to career employees of the Department, typically in mid-career.
- Unit Award for Excellence of Service – for exceptional contribution(s) of employee groups, units, or teams.

Entry-Level Honor Awards:

- Superior Service Award – for career employees of the Department who have made significant achievements and/or performed acts or services that materially aid the mission of the Department of the Interior.

Heroic Act Honor Awards:

- Valor Award – highest honor granted to employees of the Department who demonstrate unusual courage involving a high degree of personal risk in the face of danger and risk their lives while attempting to save the life of another.
- Exemplary Act Award – for Department employees who attempt to save the life of a Departmental employee serving in the line of duty or the life of any other person while on property owned by or entrusted to the Department when risk to their own lives is not an issue.

Other Honor awards:

- Departmental Unsung Hero Award – recognizes employees of the Department who have made valuable behind-the-scene contributions.
- Secretary's Diversity Award – recognizes and honors employees or groups of employees who have provided exemplary service and/or have made significant contributions to the Department in its efforts to increase diversity at all levels.
- Environmental Achievement Award – recognizes Department employees and teams as well as DOI cooperators (contractors or outside partners) who have attained exceptional environmental achievements.
- Safety Awards –
 - Award of Merit – given to an individual, group, bureau, office, or organizational unit which has performed an outstanding service or made a contribution of unusual value to the DOI Safety and Occupational Health Program.
 - Professional Service Award – highest recognition presented to members of the Department's safety and health community who have demonstrated sustained accomplishments in preventing injury, illness, and accidents; and who have contributed quality service to their bureau, office, and the Department during their career.

Partners in Conservation Award:

This honor award is granted to Department employees and partners who work cooperatively with bureaus or offices to achieve common goals related to conservation. The award may be granted for outstanding performance and direct service to the effectiveness of the Department's mission including service to any of the bureaus or offices of the Department.

APPENDIX O: OUTSIDE AWARDS

Association for Federal Information Resources Management (AFFIRM)

<http://www.affirm.org>

AFFIRM presents Leadership Awards and Distinguished Leadership Awards to individuals who have demonstrated exemplary leadership in Federal IRM programs or initiatives.

Association of Government Accountants Achievement of the Year Award

[http://www.agacgfm.org/Membership/Awards---Recognition-\(1\)/Achievement-of-the-Year-Award.aspx](http://www.agacgfm.org/Membership/Awards---Recognition-(1)/Achievement-of-the-Year-Award.aspx)

To accord national recognition for leadership or outstanding achievement in developing, implementing, and improving financial management in Government service in the past year.

Association of Government Accountants Frank Greathouse Distinguished Leadership Award

[http://www.agacgfm.org/Membership/Awards---Recognition-\(1\)/Greathouse-Award.aspx](http://www.agacgfm.org/Membership/Awards---Recognition-(1)/Greathouse-Award.aspx)

To formally recognize Government employees who have demonstrated sustained outstanding leadership and notable contributions to financial management, and to encourage increased interest, growth, development, and distinctive leadership in the field of financial management.

Careers and the disABLED Employee of the Year

<http://www.eop.com/awards-CD-employees.php>

To recognize an agency employee who has a disability and has made a difference in the American workplace.

Federal Asian Pacific American Council Outstanding Achievement Award

<http://www.fapac.org/>

This award recognizes an individual who has made significant contributions to the advancement of Asian Pacific Americans and the promotion of equal opportunity in the Federal workforce and the Asian Pacific American community. Each agency is limited to one nomination.

Arthur S. Flemming Awards

<http://www.gwu.edu/~flemming>

Sponsored by the George Washington University and Government Executive Magazine, in conjunction with the Arthur S. Flemming Awards Commission, to recognize those who have performed outstanding and meritorious work for the Federal Government; to encourage high standards of performance in Federal Government; to enhance appreciation of our form of government and the opportunities and responsibilities that it presents; and to attract outstanding persons to the Federal Government. Four awards are made to individuals in the scientific or technical fields (Scientific), four to individuals in administrative or executive fields (Administrative), and four to individuals in information and technology fields (Applied Science).

Innovations in American Government Awards

<http://www.ash.harvard.edu/Home/Programs/Innovations-in-Government/Awards>

Sponsored by the Ford Foundation and Harvard University to highlight models of innovative Government to encourage replication; to recognize public managers who are the backbone of these exemplary programs; and to provide compelling and credible portraits of the many ways in which Government contributes to public problem solving and the quality of life.

International Personnel Management Association (IPMA) Agency Award for Excellence

<http://www.ipma-hr.org/public-sector-hr-community/awards-scholarships-fellowships>

To recognize the overall quality, accomplishments, and contributions of an agency human resource program that exceeds the normal operation of a "good government human resource program".

International Personnel Management Association (IPMA) Warner W. Stockberger Achievement Award

<http://www.ipma-hr.org/public-sector-hr-community/awards-scholarships-fellowships>

To recognize and honor a person in public or private life who has made outstanding contributions in the field of public sector personnel management at the federal, state or local level.

Roger W. Jones Award for Executive Leadership

<http://spa.american.edu/pages.php?ID=3v>

Sponsored by the School of Public Affairs at American University to honor Federal career executives who have exhibited superior leadership in organizational achievements and the development of managers and executives for effective continuity in Government.

William A. Jump Award

To recognize outstanding service in administration by a Federal career employee who has not reached his/her 37th birthday. The winner must demonstrate long-term resourcefulness and adherence to the principles of enlightened public service, integrity, and dedication to duty.

Manager of the Year Award

<http://www.fedmanagers.org>

Sponsored by the Federal Managers Association to honor an outstanding Federal manager for community involvement, workplace accomplishments and contributions, and active participation in the association.

Service to America Medals

<http://servicetoamericamedals.org/SAM/program/>

Awarded annually by the nonprofit, nonpartisan Partnership for Public Service and the magazines of Atlantic Media Company (*Government Executive*, *National Journal* and *The Atlantic Monthly*) to honor the accomplishments and commitment of America's outstanding public servants, the Service to America Medals recognize the importance of a strong civil service and seek to inspire a new generation of Americans to serve. Award categories include:

- Federal Employee of the Year
- Career Achievement (minimum 20 years service)
- Call to Service (maximum 5 years service)
- Citizens Service
- Homeland Security
- National Security and International Affairs
- Justice & Law Enforcement
- Science & Environment

Training Officers Conference Distinguished Service Awards

<http://www.trainingofficers.org/awards.html>

To recognize excellence in Federal human resource development for both individuals and groups. Training Officers Conference has the following eight award categories:

Leadership Development
Innovation
Human Capital Management

Change Management
IT Training
Learning Management Systems
Return on Investment
Spencer Logan Award

Additional Outside Award References:

<http://www.opm.gov/perform/HONORAWD.asp>

<http://www.aspanet.org/public/ASPA/Opportunities/Awards/ASPA/Awards.aspx?hkey=a663aa75-bf5c-4c5d-80e2-b601100aa221>



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As the cornerstone of federal benefits calculators, GRB Platform™ provides the capabilities for accurately computing various complex estimates needed in assisting employees with their retirement decisions. GRB Platform™ increases productivity and lowers cost by providing the framework for organizing and managing a high volume case load.

Functionality

- Deployment
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 - Employee Profile Centric
 - Build Service History
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 - Automatic Determination of Creditable vs. Non-Creditable Service
- Full and Part-Time Retirement Annuity Estimates
 - Optional
 - Involuntary/Early
 - Deferred
 - Disability
 - Survivor Benefits
 - Special Groups (LEO, Firefighters, and Air Traffic Controllers)
- Other Retirement Computations
 - Deposits/Redeposits
 - FERS Annuity Supplement
 - Post-1956 Military Service Deposits
 - Part-Time Service Proration Factors
 - Alternative Form of Annuity
 - Retirement Coverage Determination
 - FERCCA Determination
 - FERCCA Benefits Comparison (coming soon)
 - Severance Pay
 - Lump-Sum Annual Leave Payment
- Service Computation Dates
 - Leave/RIF SCD
 - TSP SCD
 - Retirement SCD
- Social Security Estimates
 - Old-Age Benefits
 - Amount of CSRS Offset
 - Windfall Elimination Penalty (WEP)
- Average Salary Computations
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 - Breaks in Service
 - Less Than 3-Year Period
 - Part-Time Employment
 - Reemployed Annuitants
 - Excess LWOP
- TSP Tools
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GRB Platform™ creates professional retirement estimate reports, service computation date reports, average salary reports, deposit/redeposit reports, and many more. Reports displayed on screen look identical when they are printed on paper. The reports add generous amounts of room for comments by the personnelist. Reports can be printed to any print ready device such as local printers, network printers, and even fax machines. GRB Platform™ allows reports to be saved as PDF files. Once saved, these files can easily be attached or embedded in email messages.

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Personnelists will find that help is only a click away! GRB Platform™ supplies a comprehensive help menu. The help menu provides explanations of all the tools and functions of GRB Platform™.

Free Support

GRB wants to ensure your success, so that's why we include support with GRB Platform™ at no extra charge.

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To help you utilize all the capabilities of GRB Platform™, we have developed a new user training program. Training is routinely available at selected locations and dates posted on our website. New user training is available free of charge.

Two Hosting Models

GRB Platform is Software-as-a-Service (SaaS) and delivered on a subscription basis. Total pricing is based on quantity and types of users as well as hosting model selected. The two hosting models are GRB Hosted and Agency Hosted.

GRB Hosted Requirements - The only requirements for customers under this hosting model is the use of Internet Explorer 6 or greater and Adobe Acrobat. All Hardware/Software/Bandwidth and IT administration is provided by GRB.

Agency Hosted Requirements - Windows Server 2000/2003/2008 running IIS 5.0, 6.0, 7.0 or greater is required. Backend database is required to be Oracle 9i or greater or SqlServer 2005 or greater. All administration is provided by the customer.

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The retirement years of a Federal employee's life should be fulfilling and financially secure. To prepare employees for retirement and help them obtain the financial security they seek, GRB offers a number of seminars for Federal employees. These seminars cover a range of topics from benefits orientation for new employees to retirement planning seminars. The seminars provide employees with an overall understanding of all the benefits that are available to them including CSRS and FERS retirement, Social Security, the Thrift Savings Plan, Medicare, Long Term Care Insurance, the Federal employee health and life insurance programs, and Flexible Spending Accounts.

Agency Hosted Seminars (On-Site)

These seminars are offered by GRB for on-site presentation at your Agency

Open Enrollment Seminars (for Employees)

These seminars are offered by GRB open at pre-established dates and locations. *Coming Soon*

eTraining

GRB has developed professional online Planning for Retirement courses to meet the needs of federal agencies with a distributed work-force, and support the federal government's e-Training initiatives.

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Training for HR Specialists

GRB provides a wide range of courses for HR Specialists. Each course provides expert instruction in the field of Federal employee benefits. All course materials are included in the cost of the training course.

Live Instructor Lead Courses

Comprehensive Federal Employee Benefits Training

This 5-day course is designed for HR Specialists that are new to the employee benefits field and provides participants with information on how to counsel current employees, separating employees and potential retirees on all employee benefits such as CSRS and FERS benefits, FEHB, FEGLI, Social Security, Medicare, Long Term Care Insurance, Flexible Spending Accounts and TSP.

Advanced Employee Benefits Training

This 3-day course builds on our Comprehensive Federal Employee Benefits Training course focusing on more complex situations such as special retirement coverage determinations, FERCCA, USERRA, difficult annuity computations, OWCP, reemployed annuitant, and court orders.

Federal Benefits for Staffing and HR Specialists

This 3-day course is designed to provide information on Coverage Determination and Federal benefit programs and explains in simple practical terms what Staffing and Human Resource Specialists should know about employee benefits in order to inform and accurately process new and current employee actions.

Online On-Demand Courses

Social Security, Medicare, and the FERS Annuity Supplement

This course is designed to provide HR Specialists with a sound understanding of the Social Security and Medicare programs for Federal employees including information needed to counsel employees, survivors, as well as how Social Security benefits are calculated. In addition, the course will provide participants with the information needed to manually compute and counsel FERS employees and survivors regarding the annuity supplement portion of their retirement benefits.

Computation of Retirement Benefits for Part-Time Employees

This course provides HR Specialists with detailed information (including manual computations) on CSRS and FERS retirement computations for employees who have performed part-time service during their Federal career.

Reemployed Annuitant Determinations

This course provides HR Specialists with detailed information on the benefits reemployed annuitants are entitled to under CSRS, FERS, TSP, FEHB, and FEGLI. Participants will also learn how to manually compute a supplemental and redetermined annuity.

Death Benefits

This course provides HR Specialists with detailed information (including manual computations) on survivor benefits payable to family members in the event of an employee's or retiree's death.

For further information send email to:

training@grbinc.com

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