



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, US ARMY GARRISON-YONGSAN  
UNIT #15333  
APO AP 96205-5333

22 DEC. 2016.

IMYN-ZA

UNITED STATES ARMY GARRISON-YONGSAN (USAG-Y) POLICY LETTER # 23

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Employee Recognition

1. **REFERENCES:**

a. Army Regulations 672-20, Incentive Awards, dated 1 April 2014.

b. IMCOM Regulation 672-10, Incentive Awards Program For Military and Civilian Personnel, dated 23 June 2009.

2. **GENERAL:** Customer service is the cornerstone of what the Garrison provides in supporting units, organizations, Service Members, and their Families. Customer service at USAG-Yongsan relies on positive, professional, polite people and workplace. While quality customer service is a simple concept provided consistently, it is also a standard that requires constant vigilance on leaders. The workplace environment supports and promotes a level of service reassuring our customers are genuinely valued. One of the most critical aspects is implementing a fair, consistent, and thorough employee recognition and appreciation program, particularly services that are delivered above and beyond what is expected.

3. **COMMANDER'S INTENT:** To recognize Garrison employees for outstanding work they do for Soldiers, Families, and Civilians on this installation. There are hundreds of dedicated teammates serving the USAG-Yongsan community every day who rarely are recognized for what they do. Too often, all they hear about is the negative. We want to personally recognize and thank them, but, as well as, their own Family having a sense of pride their mom, dad, or significant other made a difference. Along these same lines, we want the Garrison, as a team, to consistently work to know each other better. Employees need to identify themselves as the Garrison, as well as, crucial members of their directorate. We want a team building concept in the installation.

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4. **EXECUTION:** Garrison directors submit an annual employee recognition plan as part of their Civilian Evaluation Support Form, DA Form 7222-1 to address how each of the various recognitions listed below is leveraged to recognize employees within respective directorates.

5. **RECOGNITION:** The program will be proactive and consistent in the use of various forms of recognition contained in AR 672-20, "Incentive Award". The type of recognition will be as important as the format or venue used to present the recognition and honor the recipient. Ceremonies are the standard in an appropriate venue with co-workers, family members, significant others, or friends. In addition to AR 672-20, the following criteria will be considered to provide the recognition our members deserve:

a. Length of Service Awards: Supervisors track years of service of each civilian employee supervised to ensure they are recognized in an appropriate ceremony (i.e. certificate and medal/pin presented).

b. Unit Awards Program: Directors submit nominations for select awards listed in enclosure #1 that apply to respective functional areas. In the event the nominee is not selected, an appropriate local award is presented to recognize the individual as the USAG-Yongsan selectee.

c. Evaluation: As part of the annual evaluation process, every USAG-Yongsan employee is considered for a performance award to include cash award, time off award, step increase, and/or honorary award.

d. Departure Award: Upon departing from USAG-Yongsan, employees are recognized and presented the appropriate honorary award.

e. Employee of the Quarter: Every Directorate nominates an Employee of the Quarter for competition and present nominee with appropriate directorate level recognition.

f. IMCOM "Hero of the Week" Recognition: Each week a USAG-Yongsan employee is nominated using the format in enclosure #2 for IMCOM "Hero of the Week" recognition according to the schedule in enclosure #3. POC is DHR within the Garrison to collect, submit, and schedule presentations during IMCOM/USAG-Y Command and Staff Meetings held each Monday.

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6. The Deputy to the Garrison Commander is the point of contact for this policy letter, at DSN 738-7455.

- Encls
1. Civilian Awards Matrix
  2. Hero of the Week Format
  3. Hero of the Week Schedule

DISTRIBUTION:  
Area II Website



J. SCOTT PETERSON  
COL, CA  
Commanding

**Appendix C**  
**Civilian Awards Matrix**

<b>Award Type</b>	<b>Criteria</b>	<b>Approval Authority</b>	<b>Days*</b>
Decoration for Exceptional Civilian Service	Exceptional service, achievement or heroism	Secretary of the Army (SECARMY)	90
Meritorious Civilian Service Award	Exemplary service or achievement	Commanding General (CG), Installation Management Command (IMCOM)	60
Civilian Award for Humanitarian Service	Meritorious participation in an act or operation of humanitarian nature	CG, IMCOM	60
Superior Civilian Service Award	Superior service or achievement	Region Commanders or Directors <i>(Brigadier General and above or civilian-equivalent)</i>	60
Commander's Award for Civilian Service**	Service, achievement, or heroism	Commander, FMWRC or USAEC; Region Commanders or Directors  Garrison commanders or managers <i>(Colonel and above or civilian-equivalent)</i>	60
Achievement Medal for Civilian Service**	Noteworthy service or achievement	DCG, IMCOM  Commander, FMWRC or USAEC; Region Commanders or Directors  Garrison commanders or managers <i>(Lieutenant Colonels and above or civilian-equivalent)</i>	60
IMCOM Stalwart Award	Notably significant contributions to the mission and goals of IMCOM	DCG, IMCOM  <i>Supplemental Programs:</i> Commander, FMWRC or USAEC; Region Commanders or Directors	45
Armed Forces Civilian Service Medal	Meritorious <i>hands on</i> participation in an act or operation of a humanitarian nature to an individual or group	CG, IMCOM	60

**Appendix C**  
**Civilian Awards Matrix (cont'd)**

Enclosure #1

<b>Award Type</b>	<b>Criteria</b>	<b>Approval Authority</b>	<b>Days*</b>
Outstanding Civilian Service Award	Outstanding contributions to the IMCOM mission	DCG, IMCOM	60
Certificate of Achievement**	Commendable service or achievement	DCG, IMCOM  Commander, FMWRC or USAEC; Region Commanders or Directors may be further delegated to Division Chiefs or equivalent.  Garrison commanders or managers may delegate to directors or equivalent positions.	30
Certificate of Appreciation**	In lieu of monetary or higher level award	DCG, IMCOM  Commander, FMWRC or USAEC; Region Commanders or Directors may be further delegated to Division Chiefs or equivalent.  Garrison commanders or managers may delegate to directors or equivalent positions.	30
Career Service Certificates 5 to 35 Years**	Recognition of career service	DCG, IMCOM  Commander, FMWRC or USAEC; Region Commanders or Directors may be further delegated to Division Chiefs or equivalent.  Garrison commanders or managers may delegate to Directors or equivalent positions.	30
40 to 50 Year Career Service Certificates	Recognition of 40, 45 or 50 years of career service	DCG, IMCOM	30
Time Off Awards	Up to 40 hours for a single contribution.  Up to 80 hours of time off during one leave year for achievements or performance contributing to the IMCOM mission.	DCG, IMCOM  Commander, FMWRC or USAEC; Region Commanders or Directors may be further delegated to Division Chiefs or equivalent  Garrison commanders or managers may be further delegated to Division Chiefs or equivalent.	30

**Appendix C  
Civilian Awards Matrix (cont'd)**

Enclósure #1

Award Type	Criteria	Approval Authority	Days*
On-the-Spot Award (up to \$500)	Achievements or performance contributing to the IMCOM mission.	DCG, IMCOM  Commander, FMWRC or USAEC; Region Commanders or Directors may be further delegated  Garrison commanders or managers may be further delegated.	30
Special Act or Service Award	An act, service, or achievement resulting in either tangible or intangible benefits or both to the Government and may involve more than one employee. This award is also appropriate to recognize performance that has exceeded job requirements as a one-time occurrence.	<i>Varies with amount:</i>	
		More than \$10,000 per Army Incentive Awards Board	120
		Up to \$10,000 per Deputy Commanding General (DCG), IMCOM may be further delegated.	60
		Up to \$5,000 that are redelegated to Commander, FMWRC or USAEC; Region Commanders or Directors may be further delegated.	60
Up to \$5,000 that are redelegated to garrison commanders or managers may be further delegated.	30		

- \* Minimum number of days to submit recommendation before presentation date.
- \*\* Approval-level is based on nominee's duty assignment and chain of command.



Unclassified

ENCLOSURE #2



## IMCOM Hero of the Week (Template)

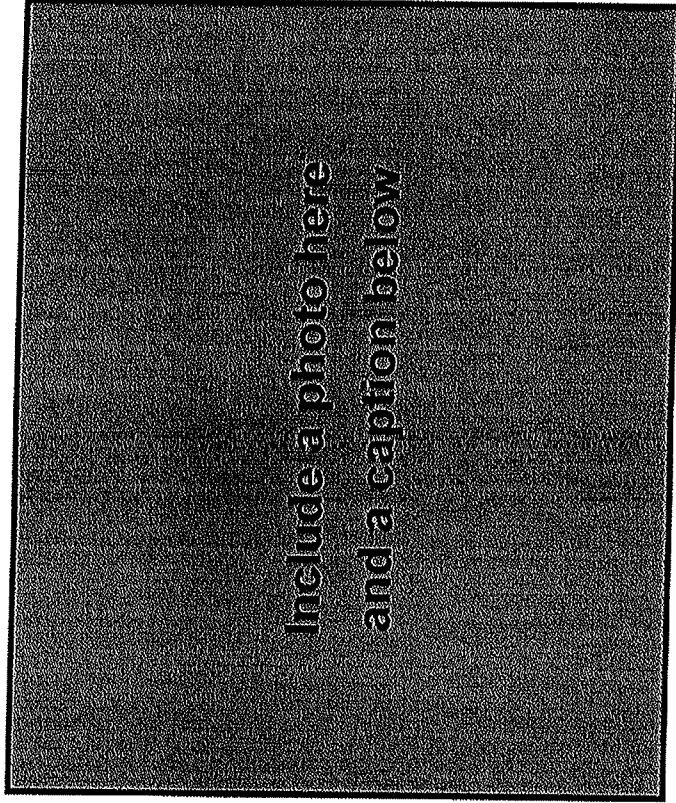
Include name of the person or team being recognized with summary about why this person or team is special.

(24 Font Arial) Additional details like nominee contact information should be included on the note page of the slide.

Send your nominees to:

[usarmy.yongsan.imcom-pacific.list.usag-yongsan-dhr-staff@mail.mil](mailto:usarmy.yongsan.imcom-pacific.list.usag-yongsan-dhr-staff@mail.mil)

The Commander is the selecting official.



Include a photo here and a caption below

Caption Not smaller than 16 Font, Arial

## Hero of the Week Schedule

### **Upcoming Schedule for Command and Staff to January 2017**

**24 Oct - C&S normal to include PAIO ICE 4<sup>th</sup> QTR - Hero of the Week - DPW**

**31 Oct - C&S normal to include Hero of the Week - DFMWR**

**7 Nov - C&S normal to include Hero of the Week - DRM**

**14 Nov - C&S normal to include Hero of the Week - DHR**

**21 Nov - C&S normal to include Hero of the Week - DES**

**28 Nov - C&S normal to include Hero of the Week - DPTMS**

**5 Dec - C&S normal to include Hero of the Week - K16**

**12 Dec - C&S normal to include Hero of the Week - RSO**

**19 Dec - C&S normal to include Hero of the Week - HHC**

**26 Dec - C&S paper copy only. Merry Christmas Everyone!**

**2 Jan 17 - C&S paper copy only. Happy New Year's Everyone!**

**9 Jan 17 - C&S normal to include Hero of the Week - DPW.**

**For your Hero of the Week ensure you provide DHR any write up by COB: Wednesday the week prior. Also there is one Hero of the Week.**