

UNITED STATES MARINE CORPS

MARINE CORPS BASE

CAMP SMEDLEY D. BUTLER, OKINAWA

UNIT 35001

FPO AP 96373-5001



BO 12451.1

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11 OCT 2001

BASE ORDER 12451.1

From: Commanding General, Marine Corps Base
To: Distribution

Subj: MARINE CORPS BASE INCENTIVE AWARDS PROGRAM

Ref: (a) DON HR GUIDANCE 451-01
(b) MCO 12451.2C

Encl: (1) Tangible Benefits Scale
(2) Intangible Benefits Scale
(3) Time Off Award Scale
(4) Time Off Award Nomination Form

1. Purpose. To provide information and procedures for administration of the Incentive Awards Program (IAP) for the U.S. Appropriated Fund Civilian Employees of Marine Corps Base, Camp Smedley D. Butler.

2. Cancellation. BO P12000.1, Section 8.

3. Information. The Incentive Awards Program (IAP) will be utilized to:

a. Motivate and encourage all employees to actively participate in the common task of improving the efficiency, economy and effectiveness of Marine Corps operations and functions.

b. Recognize and reward individuals and groups for their suggestions, inventions, and other efforts that exceed normal position requirements or exceptions and result in improved productivity and/or services.

4. Action. Addressees will implement policy contained in this directive.

5. Program Management

a. Program Eligibility and Coverage

(1) This instruction provides policy and guidance for any incentive award of a monetary or non-monetary nature given to an employee for his/her contribution, which has resulted in tangible

benefits, savings or cost avoidance and/or intangible benefits. This includes Suggestion Awards and Invention Awards.

(2) All Marine Corps Base, Camp Smedley D. Butler appropriated fund civilian employees are eligible to be considered for incentive awards.

b. Responsibilities

(1) Incentive Awards Board (IAB) members will be appointed by the Chief of Staff.

(2) The Assistant Chief of Staff (AC/S), G-1, will serve as the Chairperson of the IAB and act in an advisory capacity to the Commanding General on program policy matters and on an overview of the awards program in general. All other serviced commands will have an IAB appointed by the Commanding Officer/Officer in Charge (OIC).

(3) The Chief, Employee Labor Relations and Benefits Division, Civilian Human Resources Office (CHRO), is designated as Incentive Awards Program Administrator and is responsible for:

(a) Serving as the principal point of contact for all administrative matters concerning incentive awards.

(b) Maintaining records and preparing required reports.

(c) Ensuring that training on the awards program is conducted for all employees in new employee orientation sessions and that supervisory and managerial training include the effective use of awards.

(d) Maintaining files on program implementation to facilitate command inspections by higher authority and internal evaluations.

(e) Publicizing the awards program.

(4) Assistant Chiefs of Staff, Special Staff Officers and Division Heads will support the IAP by encouraging submission of special achievement awards and will be responsible for:

(a) Ensuring the appropriate funding levels are programmed for their awards program consistent with law and regulation.

(b) Encouraging active participation at all levels in the awards program.

(5) Supervisors and managers will be responsible for making maximum use of the program as a means to motivate employees by recommending awards and encouraging submission of beneficial suggestions and ensuring that all personnel under their supervision are familiar with the Incentive Awards Program.

c. Award Authority

(1) Assistant Chiefs of Staff, Commanding Officers, Commanders and Special Staff Officers are delegated authority to grant awards up to \$1,500 for each award. Re-delegation of this authority is not authorized.

(2) Awards in excess of \$1,500 must be reviewed by the IAB prior to being approved by the Chief of Staff or Commanding Officer.

d. Award Scales for Tangible and Intangible Benefits. Please refer to Enclosures (1) and (2) of this Order.

6. Monetary Awards

a. Special Act Award. Special Act Awards may be used to recognize a team or individual effort that goes beyond expected job performance. Special Act Awards are used to recognize exceptional accomplishments, such as an outstanding achievement, a scientific achievement, an act of heroism, or the elimination of fraud, waste and abuse. Special Act Awards may be given at any time. The appropriate award amount should be calculated using the tangible and intangible benefits scales in Enclosures (1) and (2) of this order.

b. On-the-Spot Award. On-the-Spot Awards are Special Act Awards designed to quickly recognize and provide immediate recognition of one-time achievements by employees that have resulted in service of an exceptionally high quality. This award is particularly appropriate for rewarding employee efforts that might go unrecognized. On-the-Spot Awards range from \$25 to \$750, commiserating with the nature of the service or act being recognized.

c. Performance Recognition. Performance Awards may be granted to employees for individual, team, or organizational achievements of high quality, that are significantly above the "acceptable" rating level. This recognition is appropriate when an employee

performs substantially beyond expectations on a regular or continuing basis. Cash awards may be determined using a specific dollar amount or a percentage of basic pay. The rate of basic pay shall be determined without taking into account any locality-based comparability, special law enforcement adjustment, or interim geographic adjustment. The Chief of Staff will review all Performance Awards prior to final processing by the CHRO.

d. Quality Step Increase. Quality Step Increases (QSI) are aimed at individual performance and not team efforts. The purpose of a QSI is to provide appropriate incentive for recognition of excellence in performance by granting faster than normal step increases; therefore, careful consideration should be given before granting a QSI. An employee is eligible for only one QSI within any 52-week period. To be eligible for a QSI, General Schedule employees must have received a rating of record of "acceptable," have demonstrated sustained performance of high quality significantly above that expected at the "acceptable" level; made a significant contribution to the organization's mission; and in addition, there must be an expectation that the high-quality performance will continue into the future.

e. Submission and processing of Monetary Awards

(1) Recommendations for Monetary Awards will be submitted in letter format. The letter must provide a brief specific statement of achievement and identify tangible or intangible benefits to the government that provides the basis for the amount of award granted.

(2) The immediate supervisor will normally originate a recommendation for a Special Act Award.

(3) Assistant Chiefs of Staff or equivalents will concur/non concur or, disapprove recommendations per paragraph 5.c., the amount to be awarded. For tenant activities, this level of approval will also apply unless superseded by other directives. The Employee Relations Section, CHRO, should be contacted for applicable guidelines on award amounts.

(4) The Employee Labor Relations and Benefits Division, CHRO, will process approved awards.

f. Suggestion Awards

(1) Eligible ideas. Suggestions must identify an improvement in the quality of operations, a cost reduction

opportunity or an improvement in the timeliness of service delivery that results in tangible or intangible benefits to the U.S. Government. The suggestion should identify a specific proposed course of action to achieve the improvement or cost reduction and be based upon tangible or intangible benefits, as provided in Enclosures (1) and (2), or a combination thereof.

(2) Ineligible ideas. Ideas or suggestions that identify the need for routine maintenance work, recommend enforcement of an existing rule, propose changes in housekeeping practices, call attention to errors or alleged violations in regulations, or result in intangible benefits of "good will" are not eligible for consideration.

(3) Submission and processing. All suggestions must be in writing and signed by the suggester(s). The Office of the Chief of Naval Operations (OPNAV) Form 5305/1 and Department of the Navy (DON) suggestion, are recommended but is not mandatory. Any improvement idea not submitted on OPNAV 5305/1 must be identified as a suggestion and must be submitted to the Administrator, IAP, CHRO. All necessary research and documentation must be provided as part of the initial suggestion package. Suggestions submitted without required research and documentation will be returned to the suggester.

(4) Adoption and implementation. Suggestions are considered adopted and eligible for award payment when actually effected by management or when written management commitment to adopt exists. Once a suggestion has been adopted, the benefiting organization shall share in the cost of the total award commensurate with the benefit. The suggester's activity will notify the benefiting organization(s) of the amount due and the benefiting organization(s) shall take prompt action to transfer the funds for payment of the award.

g. Invention Awards

(1) Inventions must identify an improvement in the quality of operations, a cost reduction opportunity, or an improvement in the timeliness of service delivery that results in tangible or intangible benefits to the U.S. Government. The invention should set forth a specific course of action to achieve improvement or cost reduction. If these conditions are not met but the invention is determined to be of value to the DON or Department of Defense (DoD), the inventor will be required to sign a claim waiver agreement to be paid an award.

(2) An initial monetary award may be paid when the patent covering the invention is granted. If an application for a patent is placed under a secrecy order, the additional award will be paid when a Notice of Allowability of the application is issued by the U.S. Patent Office instead of a patent.

(3) Awards under this section are not authorized if a monetary award has been paid for the same contribution as a suggestion.

7. Honorary Awards

a. Honorary awards provide a means to recognize an employee's overall value to an organization. They provide an opportunity to acknowledge valuable contributions made and may reflect contributions made over a period of months or years. These awards are also authorized for use in recognizing employee contributions in programs designed to improve safety records, and for informal recognition programs such as "Employee of the Month" awards. These awards can take the form of a letter of commendation, medal, tie tack, coffee mug, sweatshirt, plaque, etc. Organizations are to use discretion on the value of this type of recognition, as these awards are to be nominal in value, under \$50, and must provide a lasting trophy value.

(1) Distinguished Civilian Service Award (DCSA). The Distinguished Civilian Service Award (DCSA) is the highest honorary award the Secretary of the Navy can confer on a civilian employee. The DCSA is to be granted only to those employees who have given distinguished and/or extraordinary service to the DON. The achievements or service must be truly exceptional when measured against the position requirements of the individual, and should far exceed the contributions and service of others with comparable responsibilities. Further, the DCSA should be reserved for contributions, which are so unusual and/or significant that recognition at the Secretary of the Navy level is merited. Additional indicators include using:

(a) A pattern of long-term, sustained high performance as evidenced by the nominee having previously received high honorary awards (e.g., DON Superior Civilian Service Award (SCSA) and/or DON Meritorious Civilian Service Award (MCSA), or similar awards or honors).

(b) Career achievements that are recognized throughout the Marine Corps/DON.

(c) Indications of innovative leadership of highly successful programs or projects which have impacted beyond the nominee's activity or command.

(d) Accomplishments/achievements, which have had, as a minimum, Marine Corps/DON-wide impact.

(e) Scientific or technical advances, or suggestions of significant value.

(f) Accomplishments which show unusual management abilities, innovative thinking, and/or outstanding leadership which benefit the Marine Corps/DON.

(g) Responsibility for major cost savings/reductions/avoidance.

(h) Unusual acts of heroism.

(i) Exceptional cooperative efforts with other military offices, federal agencies, or the private sector.

(2) Superior Civilian Service Award (SCSA). The Superior Civilian Service Award (SCSA) is the second highest honorary award in the DON. It is intended that the same DCSA criteria will be used for awarding the SCSA. However, for the SCSA, the contribution, while exceptional in value, would be narrower in scope or impact (e.g., accomplishment that is significant and has far-reaching major command-wide impact).

(3) Meritorious Civilian Service Award (MCSA). The DON Meritorious Civilian Service Award (MCSA) is the third highest honorary award in the DON. Criteria used for awarding the MCSA are the same as the two higher-level civilian service awards. For the MCSA, the contributions, while high in value, are more limited in scope/impact (e.g. accomplishment should be significant and have far reaching impact, but less than the SCSA). This award should not be used as retirement recognition, or end of tour recognition upon an employee's transfer. However, if a significant accomplishment occurs close to retirement, it may be acceptable to present it at retirement.

b. Submission and processing of nominations for honorary/non-monetary awards.

(1) Recommendations for the DCSA, SCSA, and MCSA will be submitted on an individual basis. If two or more employees

connected with the same achievement are recommended for these awards, separate recommendations and supporting documentation will be submitted for each nominee. Recommendations must contain:

(a) Complete description of the employee's contribution. A specific and detailed report of the employee's accomplishments must include a thorough comparison of how these accomplishments exceeded the employee's job requirements.

(b) An account of the specific benefits, tangible and intangible, which have accrued from the contribution. If the employee's contribution resulted in saving money, the amount saved should be stated. If intangible benefits have resulted, the specific improvements should be described in detail.

(c) A description of any award or recognition, which the employee has received as a result of the contribution.

(d) A proposed citation.

(2) Recommendations must be submitted in the format shown below:

(a) Resume of one page or less limited to the following information:

1 Employee's name, job title, and grade.

2 Description of the employee's current job responsibilities.

3 Summary of employment, Federal and non-Federal.

4 Education.

5 Published papers, articles or books, inventions, participation in professional and civic organizations.

6 Awards received, including dollar amount.

(b) Narrative justification for the award not to exceed two pages which should include:

1 Areas of achievement upon which the nomination is based.

2 Scope and importance of mission, function, service, or task affected compared to normal job expectancy.

3 Description of ingenuity, innovation, or dedication demonstrating initiatives which exceed job requirements.

4 Results achieved, including benefits to the Government and impact on the organization.

(3) Proposed citation to appear on the certificate must:

(a) State the nominee's name exactly as it should appear on the certificate.

(b) State clearly, accurately, and in non-technical language the reason for granting the award.

(4) Recommendations for the DCSA and SCSA must be approved and signed by the Commanding General/Officer. The appropriate Assistant Chief of Staff or Commanding Officer or equivalent of tenant activities must sign nominations for the MCSA.

(5) The Administrator, IAP will forward nominations for the DCSA, SCSA and MCSA to the IAB for evaluation. The IAB will return the nominations to the Administrator, IAP with a recommendation. The Administrator, IAP will forward recommended nominations for the MCSA to the Commanding General (CG) for approval. The Administrator, IAP will forward recommended DCSA and SCSA nominations to the CG for endorsement and then forward for approval to Commandant of the Marine Corps (MPC-30), Headquarters, United States Marine Corps, 2 Navy Annex, Washington, DC 20380-1775.

8. Time-Off Awards

a. Time-Off Awards are an alternate and/or additional means of recognizing the superior accomplishments or achievements of employees with other than monetary or non-monetary awards. Decisions to grant Time-Off Awards shall be based upon the same criteria or circumstances as for any other award.

Examples of achievements which may be considered for a Time-Off Award include:

(1) High-level performance.

(2) Making a high-quality contribution involving a difficult or important project or assignment.

(3) Displaying special initiative and skill in completing an assignment or project before the deadline.

(4) Using initiative and creativity in making improvements in a product, activity, program, or service.

(5) Ensuring the mission of the unit is accomplished during a difficult period by successfully completing additional work or a project assignment while maintaining the employee's own workload.

(6) Accomplishing a specific, one-time, or special assignment that required extra effort or resulted in the activity receiving recognition for responsiveness to unprogrammed requirements.

b. Eligibility: Time-Off Awards may be granted to any appropriated fund civilian employee.

c. The amount of time-off should be proportionate to the value of the contribution being recognized as indicated in the time off award scale in Enclosure (3).

d. Supervisors and managers shall fully consider labor costs and productivity losses when granting Time-Off Awards and shall ensure that the amount of time off granted as an award is commensurate with the individual's contribution or accomplishment. A Time-Off Award cannot be transferred between DOD components. If an employee is transferring to another DOD activity or outside DOD, the employee should be allowed to use the award prior to the transfer. A Time-Off Award can be transferred within DON; however, it must be scheduled and used within one year after the effective date of the award. Enclosure (3) contains a recommended award scale for determining Time-Off Awards.

(1) Limitations on Time-Off Awards:

(a) The total amount of time-off that may be granted to any one individual in any one leave year is 80 hours.

(b) The maximum amount of time-off that may be granted to an individual for a single contribution is 40 hours.

(c) Time-off granted as an award must be scheduled and used within one year after the effective date of the award. Any unused amount remaining after that time will be forfeited without further compensation to the employee.

(d) Time-Off Awards do not convert to cash under any circumstances.

(e) A Time-Off Award for a period in excess of one workday must be reviewed and approved by an official at an organizational level higher than the individual making the initial award determination.

9. Customer Service Award

a. This command's policy is to use the Customer Service Award to acknowledge its commitment to quality customer service and provide special recognition to those who contribute most to the command's quality of service. This award is granted to recognize an individual employee or a group of employees for original, unique, creative approaches to communications/service delivery that improve communications/service to our customers and community. The granting of this award neither precludes nor requires other honorary recognition or monetary recognition. The two types of award that can be given are:

(1) Individual Award. An individual award is given when the contribution is the achievement of one person. The recipient receives a certificate of appreciation signed by the Commanding General. Depending on the nature/impact of the contribution, the employee may also be recommended for an On-the-Spot, Special Act or Time-Off Award in accordance with the criteria set forth in paragraphs 6 and 9c of this Order.

(2) Group Award. A group award is given when the contribution is the achievement of more than one person. Each individual in the group receives a certificate of appreciation signed by the Commanding General. Depending on the impact/nature of the contributions, the group may also be recommended for an On-the-Spot, Special Act, or Time-Off Award in accordance with the criteria set forth in paragraphs 6 and 9c of this order.

b. Eligibility. Any U.S. civilian appropriated fund employee is eligible to receive a Customer Service Award.

c. Criteria. The Customer Service Award is given to recognize, original, unique, and superior communications/service delivery contributions that demonstrates evidence of improvement in communications/service delivery to customers. Included in the service delivery concept are extraordinary acts, e.g. service in areas struck by typhoons, earthquakes, or other such crises, as well as extraordinary service to accomplish important objectives in

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short time frames in support of the mission of the organization. Although the primary emphasis is to recognize the contributions of those involved in direct service delivery, it is important to note that the criteria is intended to apply to contributions by those employees in staff and operations jobs throughout Marine Corps Base, Camp Butler who are indirectly involved in communications/service delivery as well.



T. R. LARSEN

DISTRIBUTION: LIST I

TANGIBLE BENEFITS SCALE

<u>BENEFITS</u>	<u>AWARD</u>
<u>Estimated First-Year Benefits</u>	<u>Amount of Award to Employee</u>
Up to \$10,000 in benefits	10% of Benefits
Between \$10,000 and \$100,000 in benefits	\$1,000 plus 3% to 10% of benefits over \$10,000
More than \$100,000 in benefits	\$3,700 to \$10,000 for the first \$100,000 in benefits plus 0.5% to 1.0% of benefits above \$100,000 up to \$25,000 with the approval of the Office of Personnel Management via the Office of the Secretary of Defense. Presidential approval is required for all awards of more than \$25,000.

INTANGIBLE BENEFITS SCALE

VALUE OF BENEFIT	EXTENT OF APPLICATION			
	LIMITED	EXTENDED	BROAD	GENERAL
	Affects functions, mission, or personnel of one facility, installation, regional area, or an organizational element of headquarters. Affects small area of science or technology.	Affects functions, mission, or personnel of an entire regional area, command, or bureau. Affects an important area of science or technology.	Affects functions, mission, or personnel of several regional areas or commands, or an entire department or agency. Affects an extensive area of science or technology.	Affects functions, mission, or personnel of more than one department or agency, or is in the public interest throughout the Nation and beyond.
MODERATE Change or modification or an operating principle or procedure with limited use or impact.	\$ 25 - \$500	\$501- \$750	\$751 - \$1,000	\$1,001 - \$1,500
SUBSTANTIAL Substantial change or modification of procedures. An important improvement to the value of a product, activity, program, or service to the public.	* \$501 - \$750	\$751 - \$1,000	\$1,001 - \$1,500	\$1,501 - \$3,150

<p>HIGH</p> <p>Complete revision of a basic principle or procedure; a highly significant improvement to the value of a product or service.</p>	\$751 - \$1,000	\$1,001 - \$1,500	\$1,501 - \$3,150	\$3,151 - \$6,300
<p>EXCEPTIONAL</p> <p>Initiation of a new principles or major procedure; a superior improvement to the quality of a critical product, activity, program, or service to the public.</p>	\$1,001 - \$1,500	\$1,501 - \$3,150	\$3,151 - \$6,300	\$6,301 - \$10,000

TIME-OFF AWARD SCALE

VALUE TO ORGANIZATION

NUMBER OF HOURS

MODERATE

1 TO 10

(1) A contribution to a product, activity, program, or service to the public, which is of a sufficient value to merit formal recognition.

(2) Beneficial change or modification of operating principles or procedures.

SUBSTANTIAL

11 TO 20

(1) An important contribution to the value of a product, activity, program, or service to the public.

(2) Significant change or modification of operating principles or procedures.

HIGH

21 TO 30

(1) A highly significant contribution to the value of a product, activity, program, or service to the public.

(2) Complete revision of operating principles or procedures, with considerable impact.

EXCEPTIONAL

31 TO 40

(1) A superior contribution to the quality of a critical product, activity, program, or service to the public.

(2) Initiation of a new principle or major procedure, with significant impact.

ENCLOSURE (3)

TIME-OFF AWARD NOMINATION FORM

TIME-OFF AWARD NOMINATION		
Name of Awardee	SSN	Date
Department		
Signature of Recommending Official		Number of Hours of Time Off Granted
Name & Title of Recommending Official		
Signature of Approving Official		Approval Date
Name and Title of Approving Official		Nature of Action Code/ Legal Authority Code 872/V3E
Time-Off Award Must Be Used By: (Not later than 1 year after date of approval)		
Reason for Award: (Summary statement explaining how the employee met one or more of the criteria for a Time-Off Award)		

NOTE: Forward approved original form to Civilian Human Resources Office. (ATTN: Incentive Awards Administrator), Bldg. 331, Room 109.

ENCLOSURE (4)