



## Global Service Award Program FAQs

### **What is AECOM's Global Service Award Program?**

AECOM's Service Award Program recognizes employees who have reached a five-year milestone with AECOM, beginning with 5 years of service. The program celebrates the accomplishments and tenure of employees who reach these anniversary milestones. To commend each 5-year milestone, employees are invited to select a gift from a tenure-specific catalog. They may also participate in an online Yearbook™ - a forum where employees may receive personalized congratulations from their manager and peers, share career highlights, and receive recognition from friends and family on social media.

### **Who is eligible for AECOM's Global Service Award Program?**

Regular full-time and regular part-time employees in the U.S. and Canada and permanent employees in locations outside of the US and Canada are eligible for the Service Award Program.

### **What is the process for receiving an award?**

You will receive a congratulatory email on the first day of the month in which your anniversary occurs. The email will include a link to the online catalog, Yearbook™ and an access code you will use to select and track your gift.

### **Does my access code expire?**

Yes, your access code expires two years after you receive it.

### **I lost my access code. Where can I request another one?**

You may request a new access code by contacting OC Tanner's customer service center.

- Email: [Orders@octanner.com](mailto:Orders@octanner.com)
- Call: 888-708-7080

### **What award options are available via the Service Award Program?**

When you reach your five-year milestone at 5, 10 or 15 years of service, you will have the option to select merchandise from an online award catalogue or a voucher award, depending on your work country. If you prefer an AECOM-branded award, you will have the option to choose a customized AECOM-branded acrylic numeral that will include your name and AECOM imagery in lieu of merchandise or a voucher award.

We recognize that reaching 20 or more years of service is a major milestone and therefore, employees with 20 or more years of service will receive special recognition. In addition to selecting either merchandise or the voucher award option, you will also receive a customized AECOM-branded acrylic numeral.

**If I see a service award that I like in a different country's service award catalogue, can I order from that catalogue?**

No, you can only select award options specific to the country in which you are located. It should be noted that service award options may vary by country.

**If I have a five-year milestone and see a gift for 10 years of service that I like, can I pay the difference to receive the merchandise?**

No, buying an award option that is above your milestone is not allowed under the Service Award Program. However, if you are at a higher award level (e.g. 15 years of service) and see an award that you would like at a lower award level (e.g. 5 or 10 years of service), you can select the award at this lower level by calling the OC Tanner customer service center.

**What happens if I forget to select my award?**

An automated email reminder is sent out every 30 days up to 120 days. If a selection is not made within the 120 day grace period, you will not receive any additional notifications.

**Can I choose where my award is shipped?**

Yes, you may select where you would like your service award to be shipped within your work country. You may use the [track your order](#) feature on the OC Tanner website to track your package.

**How do I change the shipping address for my award?**

To change your shipping address, please contact OC Tanner's customer service center. Please note that the shipping address can only be changed if your award has not yet been shipped.

- Email: [Orders@octanner.com](mailto:Orders@octanner.com)
- Call: 888-708-7080

**When will I receive my service award?**

Your award will be delivered two to four weeks after the order is submitted. Please note shipping times may vary depending on whether your award is shipped from the U.S. or from an international location.

**I received an award that was damaged. How do I return the award for repair or exchange?**

If you received an award that is damaged, visit the OC Tanner website, click on the [returns and repairs](#) link and complete the request form with the required information.

**How do I change or cancel my order?**

To change or cancel an order, visit the OC Tanner website and click on the [change your order](#) or [cancel your order](#) link and complete the required information. If your order is already in production, please [contact customer service](#) for assistance.

**Who do I contact if I have questions about ordering my gift or technical issues?**

For questions regarding orders, contact:

- Email: [Orders@octanner.com](mailto:Orders@octanner.com)

- Call: 888-708-7080
- Online: [www.octanner.com/customerservice](http://www.octanner.com/customerservice)