

Kudos Program

Frequently Asked Questions for Managers

1. **What is AECOM's Kudos program?**

There are two aspects to the Kudos Program, administered by BiWorldwide:

- **Social Recognition:** AECOM's Kudos program enables colleagues and managers to recognize each other based on their significant contributions to AECOM. Colleagues and managers can send Kudos e-cards and badges (which reinforce AECOM values) to celebrate their professional achievements and personal events. These messages may be made public or private in the system.
- **Long Service Awards (LSA),** also known as service anniversaries: When an eligible employee reaches a 5-year service milestone (e.g., 5, 10, 15, 20+ years of service) with AECOM, they will receive points for their AECOM years of service, congratulatory messages from their manager and peers, and be invited to select a gift from the Kudos Rewards Marketplace, an online rewards catalogue with nearly 1 million physical, digital and experiential awards. Charitable contributions may even be made with points. The availability of some experiences or products varies slightly based on country-specific availability.

2. **Who is eligible for the Kudos program?**

Regular full-time and regular part-time employees globally and some fixed-term employees in locations outside of the U.S. and Canada are eligible for the Kudos program.

3. **Does the Kudos program replace formal annual performance feedback to my employees?**

No, the Kudos program is intended for use when celebrating professional achievements and personal events with colleagues. Please continue to submit all formal performance and rewards feedback for your employees in Workday.

You can use Kudos to easily recognize employees for a variety of behaviors, such as collaboration and leadership. You may send messages that are public or private. If you select your message to be private, it will not appear in your Recognitions Sent count on the site.

4. **What service award options are available under the Kudos program?**

Service Milestone Awards: Employees who reach a 5-year service milestone will have the option to select from a broad range of award options, including gift cards, experiences, merchandise, AECOM-branded awards and vouchers from the Kudos Rewards Marketplace, an online awards catalogue tailored based on your work location.

We recognize that reaching 20 years of service is a major milestone in an employee's AECOM career; therefore, employees with 20 years of service will receive special recognition. In addition to selecting an award from the Kudos Rewards Marketplace, employees will also have the opportunity to select a customized AECOM-branded award option to commemorate and celebrate their significant service and dedication to AECOM.

Retirement Gifts: US Managers - If you would like to recognize employees who are retiring with an AECOM branded gift, please place your order by selecting "Order Resources" on the top left of the Kudos homepage. At this time, availability is limited to the US due constantly changing shipping costs which cannot be priced on the site.

If an employee who works for you is preparing to retire, please remind them to redeem their remaining Kudos points or collect their service award. If the employee does not act prior to his or her retirement, the Kudos points will not expire. You will find more information on how to help retirees (or other employees who left AECOM) claim their awards after leaving AECOM, [here](#).

5. **How does AECOM determine each employee's service anniversary date?**

The continuous service date, which can be found in Workday, is used to determine AECOM service. For more information on how the continuous service date is calculated, please see your local Employee Handbook. If an employment record is maintained outside of Workday, as is the case with certain populations outside the U.S., the employee's service date is determined from the equivalent value of "continuous service date" in Workday.

6. **My employee will be reaching a 5-year service milestone. What can I expect?**

As a manager, you will receive an email notification regarding your employee's upcoming service anniversary 30 days prior to their service anniversary date. This email will include tips for creating a memorable experience and invite you to submit a personal message for your employee's service anniversary. Please take the time to make your employee's service anniversary special by contributing a congratulatory message through the Kudos program and encourage others on your team to do the same. A reminder email will be sent to you seven days prior to your employee's service anniversary date. We know you are busy, so an additional reminder email will be sent to you on the day of your employee's service anniversary.

On your employee's service anniversary date, your employee will receive an email notification from AECOM's service award administrator. The notification will include personal messages from you and their other work colleagues, as well as information about how they can use their points to redeem an award from the Kudos Rewards Marketplace.

Important note: These functionalities work for employees whose records are maintained in Workday. There are groups of employees not in Workday and the only notification received will be directed to the individual employees themselves. Managers and colleagues are not prompted to give kudos; the information does not exist in other systems.

7. **Why wasn't I notified about an employee's upcoming anniversary?**

The logic associated with who is notified — managers or coworkers — of an employee's service anniversary is entirely derived off the supervisory/team member logic built into Workday. If the employment record is maintained outside of Workday, as is the case with certain populations outside the U.S., you and your team members will not be notified through the program. The information simply does not pass to BiWorldwide for processing.

In the spirit of full transparency, even if the employee's record is in Workday, at times when there is an open requisition for the position in your department, the system may have issues sending appropriate notifications.

8. **Why did an employee inadvertently receive an email invitation to contribute to someone's service anniversary?**

It is possible for employees to send contribution emails to others simply by clicking on a link in the email request for congratulatory messages (contributions).

9. **What is the process for giving one of my colleagues a Kudos e-card or badge?**

1. On the home screen, type the name of the colleague you would like to recognize in the "Who do you want to recognize" field.
2. Select "Recognize."
3. Select *Kudos*.
4. Choose the e-card and badge you would like to send, or upload your own photo/video. If you would like to give a badge without an e-card, please select "Don't include eCard."
5. Enter your personalized message.
6. Select the send date.
7. Review all of the information you've entered and, once verified, submit your recognition.

The employee you are recognizing, and their manager, will receive an email notification.

- 10. Will I get a notification when my employees receive e-cards and badges?**
Yes, you will receive an email notification anytime one of your employees receives an e-card or badge if your employee's records are in Workday.
- 11. Will I be able to review peer messages before e-cards and badges are sent to my employees?**
No, you will not be able to review peer messages in the e-cards and badges before they are sent to your employees. However, you will receive an email notification once the e-card or badge is sent if your employee's records are in Workday.
- 12. What do I do if an employee sends an offensive/inappropriate message to a colleague?**
Please report any employee relations issues, including any offensive/inappropriate messages sent to employees, to your local HR Representative.
- 13. Can e-cards and badges be redeemed for rewards?**
No, e-cards and badges cannot be redeemed for rewards.
- 14. Can I award my employee with points that can be redeemed?**
Currently, this functionality is not available.
- 15. How can the Kudos program be accessed?**
The easiest way to access the Kudos website is to go to WellBeingAtAECOM.com. Click on "Global Benefits," then "Kudos" to get to the Kudos Program page. Then click the "Go Now" button toward the bottom of the page.
- When employees log in to Kudos for the first time, they will be prompted to enter a personal recovery email address and phone number. This information is important as it will allow terminated employees to recover their password so that they can access the Kudos website to use their points if they terminate from AECOM. Active employees with access to the AECOM network will sign into Kudos through Okta SSO.
- 16. Do points expire?**
No, once an employee receives points, they can be kept and redeemed anytime, even if the employee leaves AECOM. If an employee does not redeem their service awards, an automated email reminder will be sent to the employee within 30 days of their service anniversary date. However, points will not expire, so employees can go into their Kudos account and redeem their points anytime. If an employee left AECOM and did not order their award in time, they can go [here](#) for more information.
- 17. When will employees receive their service award?**
Merchandise awards will be delivered 2 – 4 weeks after the order is submitted. Please note that shipping times may vary depending on where the award is shipped. Digital awards will generally be received within 24 – 48 hours of an order being submitted.

18. For what reason should employees use the Contact Us link on the main page of the Kudos site once you log in?

- To change the shipping address of their gift if it has not already shipped
- To change or cancel their order
- To inquire about delivery of their award, which will be delivered 2 – 4 weeks after the order is submitted (digital awards will generally be received within 24 – 48 hours of their order being submitted)
- To return an award that was received as damaged
- For website or technical assistance — it is recommended that employees use Chrome, Firefox, Safari or Edge for the best experience

If the employee left AECOM and did not order their award in time, information may also be found [here](#).

Contact Centers are available during normal business hours as indicated below (excluding observances of local holidays).

19. Are employees taxed on their service awards?

Contact Center	Contact Center Hours	Languages Available
Asia Pacific Use "Contact Us" form on site	9:00 a.m. – 6:00 p.m. (GMT + 8)	Chinese, English, Japanese, Korean
Australia Use "Contact Us" form on site	9:00 a.m. – 5:30 p.m. (GMT + 10)	English
Europe, Middle East & Africa Use "Contact Us" form on site	9:00 a.m. – 5:30 p.m. (GMT; GMT + 1 during summer months)	English, French, German, Italian, Portuguese, Russian, Spanish
India Use "Contact Us" form on site	9:30 a.m. – 5:30 p.m. (GMT + 5:30)	English
Latin America Use "Contact Us" form on site	9:00 a.m. – 6:00 p.m. (GMT – 5)	English, Portuguese, Spanish
North America Use "Contact Us" form on site or call: 1-833-95-AECOM	7:00 a.m. – 7:00 p.m. (GMT – 6)	English, French, Spanish

AECOM abides by the tax laws of each country as it relates to service awards. AECOM will gross up any amounts associated with service award taxation; so, while a year-end tax statement or paystub may show an amount for service awards, AECOM will gross up the amount so the employee will not pay taxes. Also, please note that any amounts shown only account for 75% of the fair market value of the award; shipping and handling is not considered.

How this paystub notation appears in different countries varies. For example, in the U.S., the notation "Service Awards" is used. Additionally, the amounts considered taxable vary greatly between countries. In some countries, the taxable amount is as low as \$25, and in other countries, the taxable amount is up to \$500. But, in each instance, AECOM is grossing up those amounts, so the employee pays no taxes on their service award.