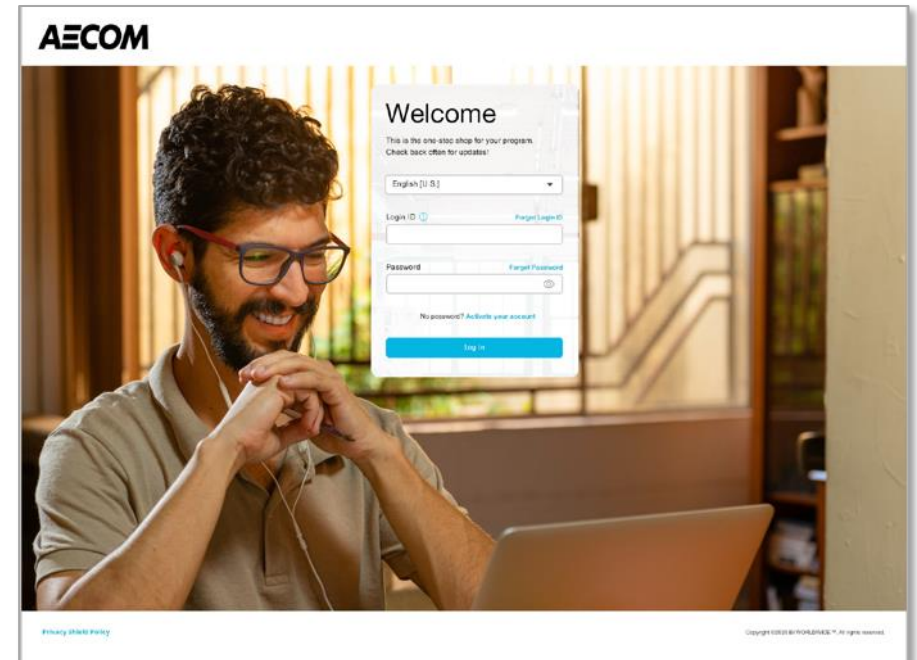


# Give and Receive Kudos

## Kudos Program Overview

# Announcing the Kudos Program

- Kudos is AECOM's global service award and informal social recognition program.
- Through Kudos, you can easily celebrate the professional contributions and personal achievements of your colleagues around the world by:
  - Sending a congratulatory message when they reach a service milestone.
  - Showing your gratitude for the support they provide by sending them a Kudos e-card.
  - Giving a badge when they exemplify an AECOM core value.
  - Sending a congratulatory e-card for a personal event such as birthday or graduation.
- The Kudos program is administered by BI Worldwide.
- Kudos does NOT replace formal performance and rewards feedback which will continue to be submitted through Workday.



# Accessing Kudos

## Who's Eligible

Regular full-time and part-time employees globally and some fixed term employees outside the U.S. and Canada.

## How to Access Kudos

- Access Kudos anytime through **Okta single sign on (SSO)**.
- If you're an RSS employee, go to **aecom.performnet.com**, select Activate your Account and enter your Employee ID as your Login ID. Follow the remaining prompts for activating your account.
- It is important for you to set up a recovery email address and mobile phone number using your personal contact information when you first log in to your account as it will allow you to reset your password in the future if you cannot locate it or leave AECOM.
- Once logged in, you can select your preferred language by going to your settings.

## Forget Your Password?

- If you cannot locate your password, you can reset your password by going to Forgot Password on **aecom.performnet.com** and entering your AECOM Employee ID as your Login ID and your recovery email address or mobile phone number.

# Global Service Awards

# Global Service Award Recognition Overview

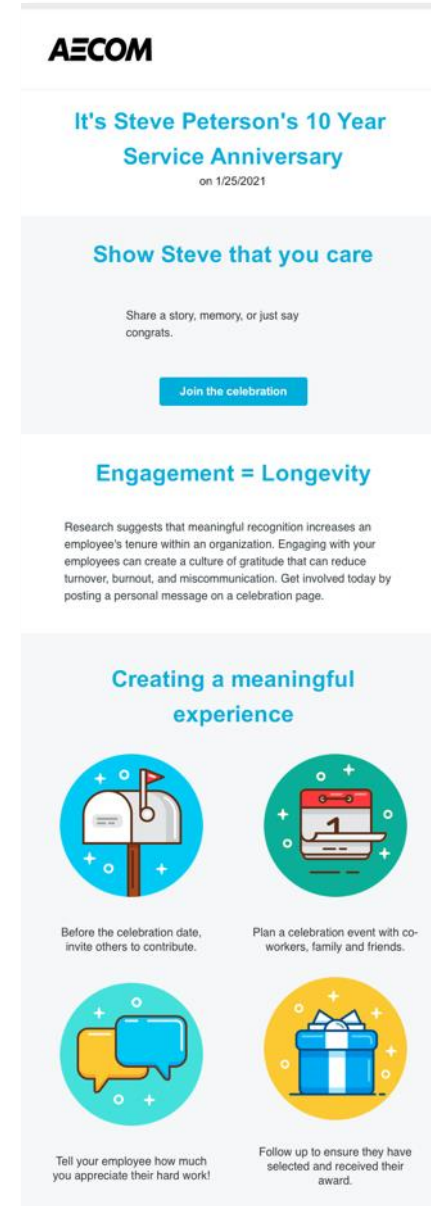
- When employees reach a 5-year milestone (e.g., 5, 10, 15, 20+ years of service) with AECOM, they will receive points which they can use to purchase gift cards, vouchers, experiential awards, merchandise and more from the Kudos Rewards Marketplace.
  - There are nearly 1 million locally-relevant award options from over 2,000 top brands.
- Employees can also choose to donate their points to a charity.
- Points never expire. Once they're deposited into an employee's account, they are theirs to keep, even if they leave AECOM.
- When an employee reaches 20 years of service, they will be able to select a 20-year icon award from an exclusive rewards catalogue in addition to receiving points.



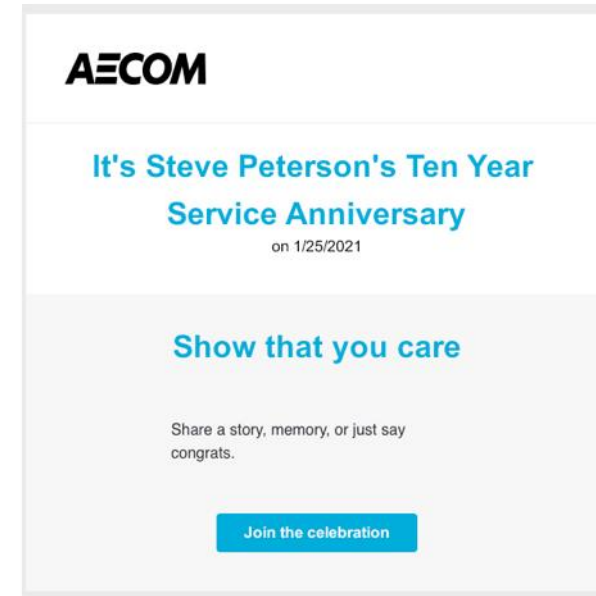
# Prior to an Employee's Service Anniversary

- 30 days prior to an employee's service anniversary:
  - Managers and peers in the same supervisory organization will receive an email, notifying them of the employee's upcoming service anniversary and requesting that they submit congratulatory comments.
- 15 days prior to an employee's service anniversary:
  - Managers will receive a reminder email about the employee's upcoming service anniversary.

Manager Email

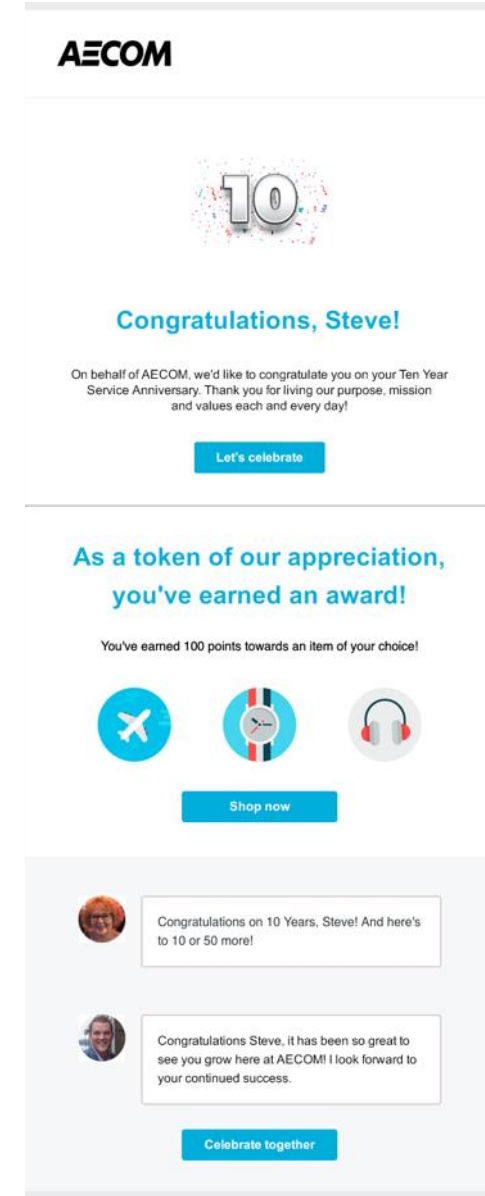


Peer Email



# On an Employee's Service Anniversary Date

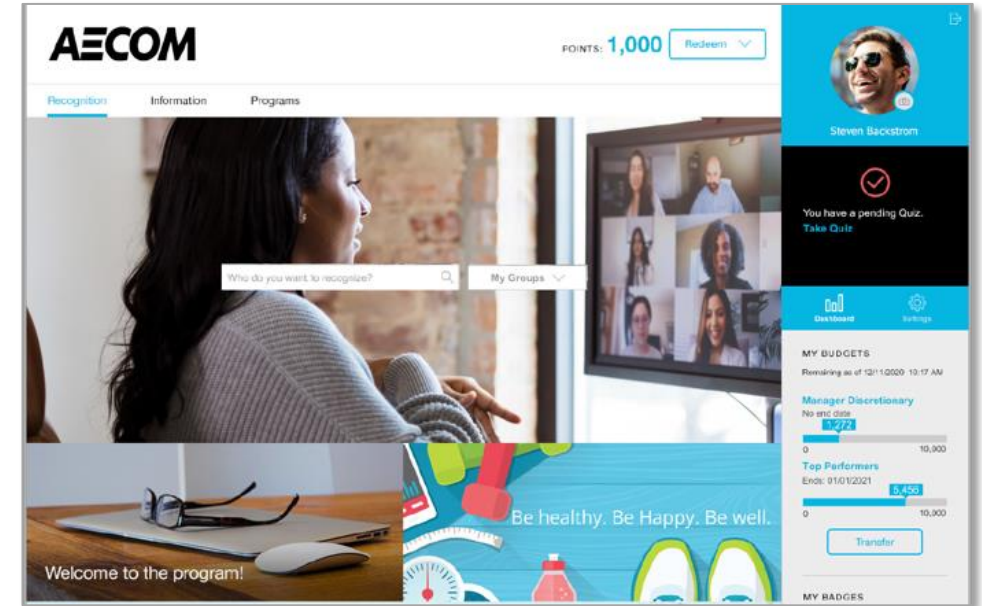
- Managers will receive a reminder email with tips for creating a memorable experience.
- Employees will receive a congratulatory email with:
  - Peer and manager comments
  - Information about the points they've received
  - A link to the Kudos website to select an award from the Rewards Marketplace



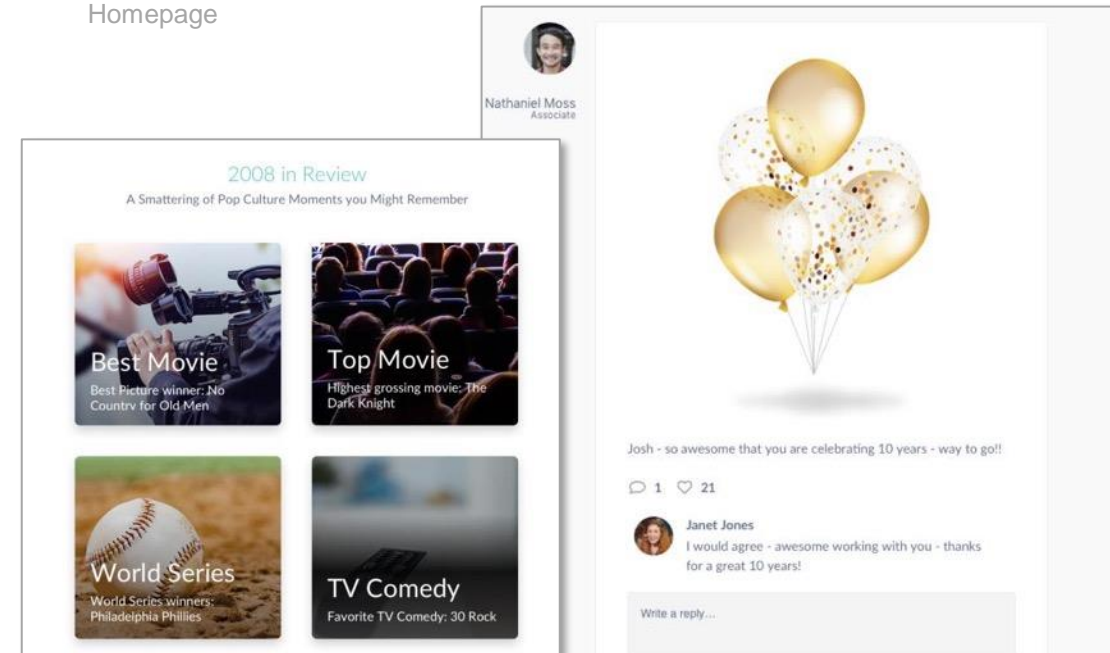


# Employee Experience

- Once logged into the site, employees will be able to view the points added to their account and redeem their awards through the Rewards Marketplace.
- Merchandise awards will be delivered 2 – 4 weeks after order submission. Digital awards will generally be received within 24 – 48 hours after order submission
- Service awards may be taxable in some locations; however, AECOM will pay taxes on employees' behalf



Homepage

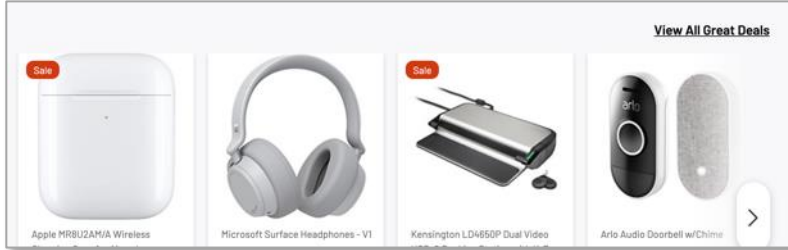


Year in Review

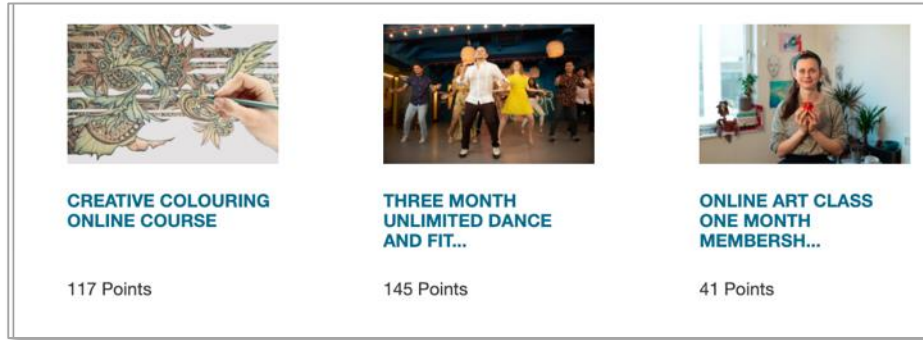
Celebrations page (social feed)



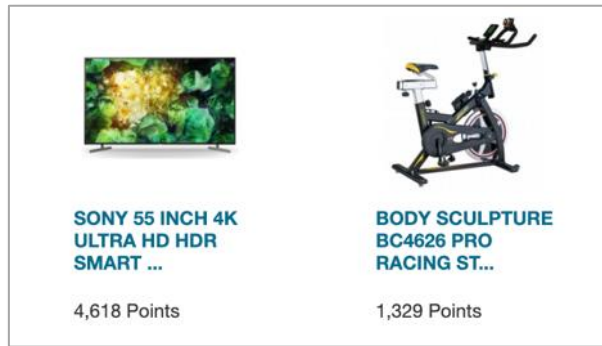
# Local Service Award options (SAMPLES)



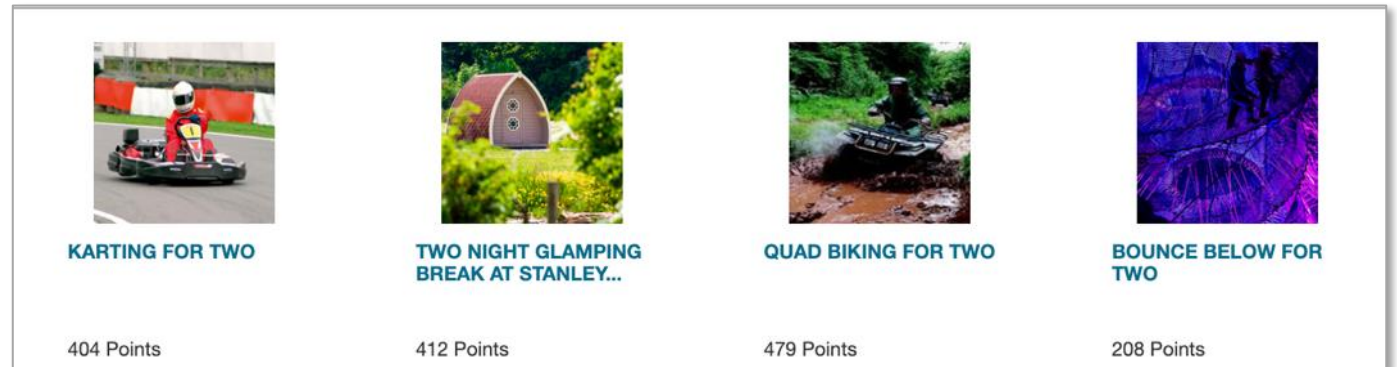
Electronics



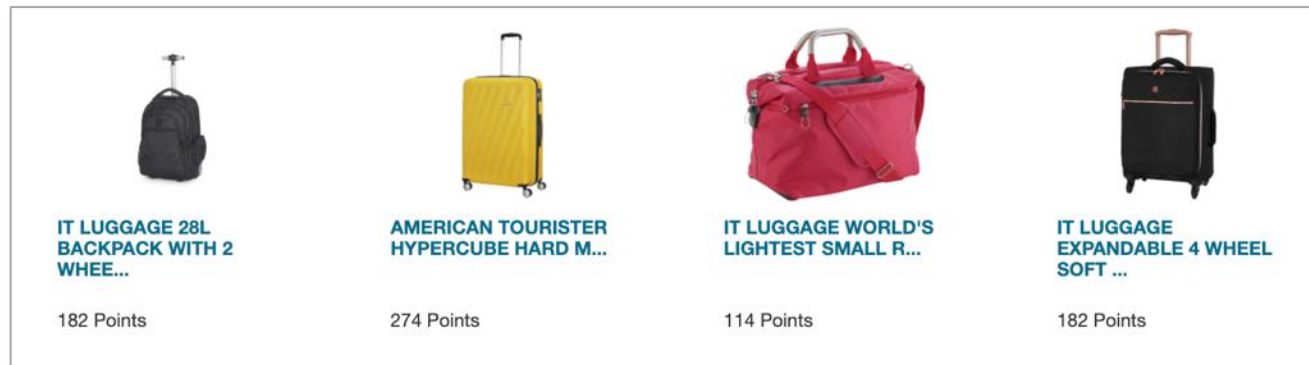
Well-Being



Best Sellers



Experiences

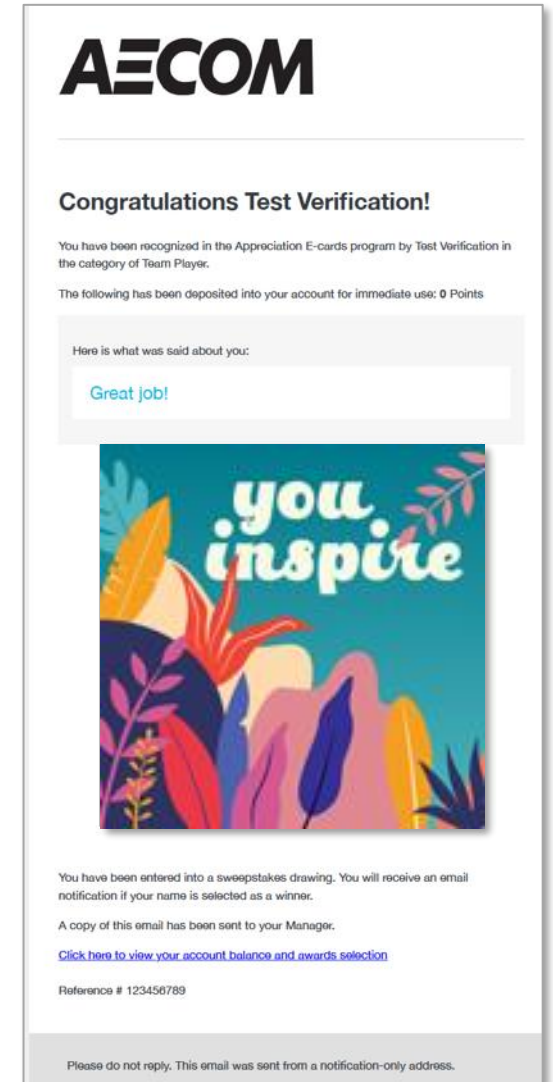


Travel and Luggage

# Give Kudos

# Kudos E-cards and Badges

- Send Kudos e-cards and badges with personalized messages when your colleagues exemplify an AECOM core value.
- You can recognize your colleagues around the world for their professional achievements and personal events, including but not limited to:
  - Individual and team successes
  - Acts of corporate citizenship and altruism
  - Safety behaviors
  - Life events such as birthdays, birth/adoption of a new child, marriage, graduation or loss of a loved one
  - And more
- There are no points associated with e-cards and badges.
- A recipient's manager will be automatically copied when kudos is given.



# Kudos E-cards and Badges (EXAMPLES)

## Badges



Safeguard



Collaborate



25 years of service



Inspire



Deliver

## E-cards



# Retirement Recognition

# Retirement Recognition Gifts

- Managers can recognize the contributions of retiring employees with an AECOM-branded retirement recognition gift.
- Retirement recognition options include:
  - Men and women’s Caravelle watches
  - Corkcicle canteen and stemless cups
- Please contact your HR Representative to request pricing and to learn more about the retirement recognition gift options available to you.

Men’s watches



Women’s watches



Corkcicle canteen and stemless cups



# Helpful Resources



# Manager Resources

- As a manager, you will have access to a diverse set of communication resources and reporting tools to help you create memorable recognition experiences, including:
  - A service anniversary tool on [WellBeingAtAECOM.com](https://www.aecom.com/WellBeingAtAECOM.com) to find employees with upcoming service anniversaries by date, work location and business line
  - Manager tips
  - A customizable certificate
  - Manager FAQs
  - Recognition reports and dashboards

### Kudos Program Manager FAQs

- 1. What is AECOM's Kudos program?**  
AECOM's Kudos program provides service anniversary and social recognition to employees based on their significant contributions to AECOM. Through the Kudos program, managers and employees can recognize their team members for their service milestones, in addition to sending them appreciation e-cards for their personal and professional achievements. The program is administered by B Worldwide. When an eligible employee reaches a 5-year incremental service milestone 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 Rewards Marketplace, an online rewards catalogue with a variety of physical, digital and experiential awards.
- 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 US, and Canada are eligible for the Kudos program.
- 3. What service award options are available under the Kudos program?**  
Employees who reach a 5-year incremental 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 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 and therefore, employees with 20 years of service will receive special recognition. In addition to selecting an award from the 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.
- 4. How do I create a memorable service award experience for my employees?**  
As a manager, you play a critical role in creating a memorable service recognition experience for your employees. It's important that employees feel appreciated for their contributions and while a service award is one component of showing appreciation, the extent to which you engage your team in celebrating your employee's service milestone and successes with AECOM will make a significant difference in how impactful the experience is. Here are [5 tips](#) for creating a memorable service award and recognition experience.
- 5. My employee did not receive a service award for their 5-year incremental service anniversary. Will they receive a service award under the new program?**  
If an employee's service anniversary was prior to January 1, 2021, they were eligible for a service award under AECOM's legacy program, administered by OC Talent. To claim their service award, employees will need to log into the legacy AECOM service award portal (Yearbook) and select their award by **January 31, 2021**. Employees can access the Yearbook by:
  - Searching for a message from OC Talent ([OrderReminder@octalent.com](mailto:OrderReminder@octalent.com)) in their AECOM email. Employees should search their own inbox, as well as their quarantine and spam folders.
  - Clicking on the link in the email and entering the personal access number provided.
  - Selecting an award from the Service Award catalogue.All unclaimed service awards will be forfeited after January 31, 2021 so please encourage your employees to select an award in a timely manner.

### Manager Tips for Creating a Memorable Service Recognition Experience

When employees feel valued and appreciated by their managers, they work harder, are happier, and are more satisfied with their jobs. While it's important to celebrate and show appreciation for everyday successes, recognizing significant milestones in your team's personal and professional lives can make a big difference in whether they feel part of the organization. At AECOM, we celebrate the countless hours our employees have dedicated to building a better world for all, including our clients, communities, colleagues and families!

Here are five actions you can take to create a memorable service recognition experience for your team members:

- 1. Plan ahead.**  
Put your employees' service anniversary dates on your calendar as a reminder. Make it a recurring calendar entry so that each year you get a friendly reminder of each employee's service milestone.
- 2. Make it personal.**  
Send a personalized message directly to your employee on their service anniversary date. Take a few minutes to highlight their strengths and the contributions they've made to the team and the AECOM organization during their tenure.
- 3. Make it impactful.**  
Download, print and sign AECOM's [digital service award certificate](#). Present it face-to-face (safely in person or via Teams) on your employee's service anniversary date and show sincere gratitude for their contributions to AECOM.
- 4. Make it social.**  
Invite others to take part in the service recognition experience. Make others aware of your employee's upcoming service milestone at least 15 days prior to their anniversary date and remind team members and other managers/colleagues who work on common projects with your employee to participate in the Kudos program by sharing personal recognition messages with your employees on their service anniversary date.
- 5. Make it memorable.**  
Coordinate a virtual or in-person celebration for the employee. Invite attendees to share one positive memory they have working with the employee during their AECOM tenure.

### Celebrating AECOM Service

Join us in celebrating the service, dedication and invaluable contributions of AECOM employees around the world. You can use this tool to search for employees with upcoming service anniversaries, including 1, 3, and 5+ years of service. Data will be updated on a monthly basis.

Don't forget to spread gratitude, celebrate AECOM service and connect with your colleagues around the world with Kudos «link to come». AECOM's global service award and social recognition program.

First Name	Last Name	Month	Day	Years	Country	State/Province	Office Location	Business Unit	Sub A
A.	Saravakumar	January	20	1	India	TN	Chennai - Airport	Asia	Asia - India District
A.P	Rajeev	November	23	3	India	AP	Gudhala,PMC Vijayawada	Asia	Asia - India District
A.Reza	Khabbazi	November	26	3	Canada	ON	Markham, ON - 105 Commerce Valley Dr W	AME Environment	Northwest Canada
Aadil	Nasir	February	10	1	India	KA	3rd Floor - Farris.com - Bangalore	GDG	GDG - India

## Kudos

**insert employee's name**

You have reached **insert years of service** years of service with AECOM!

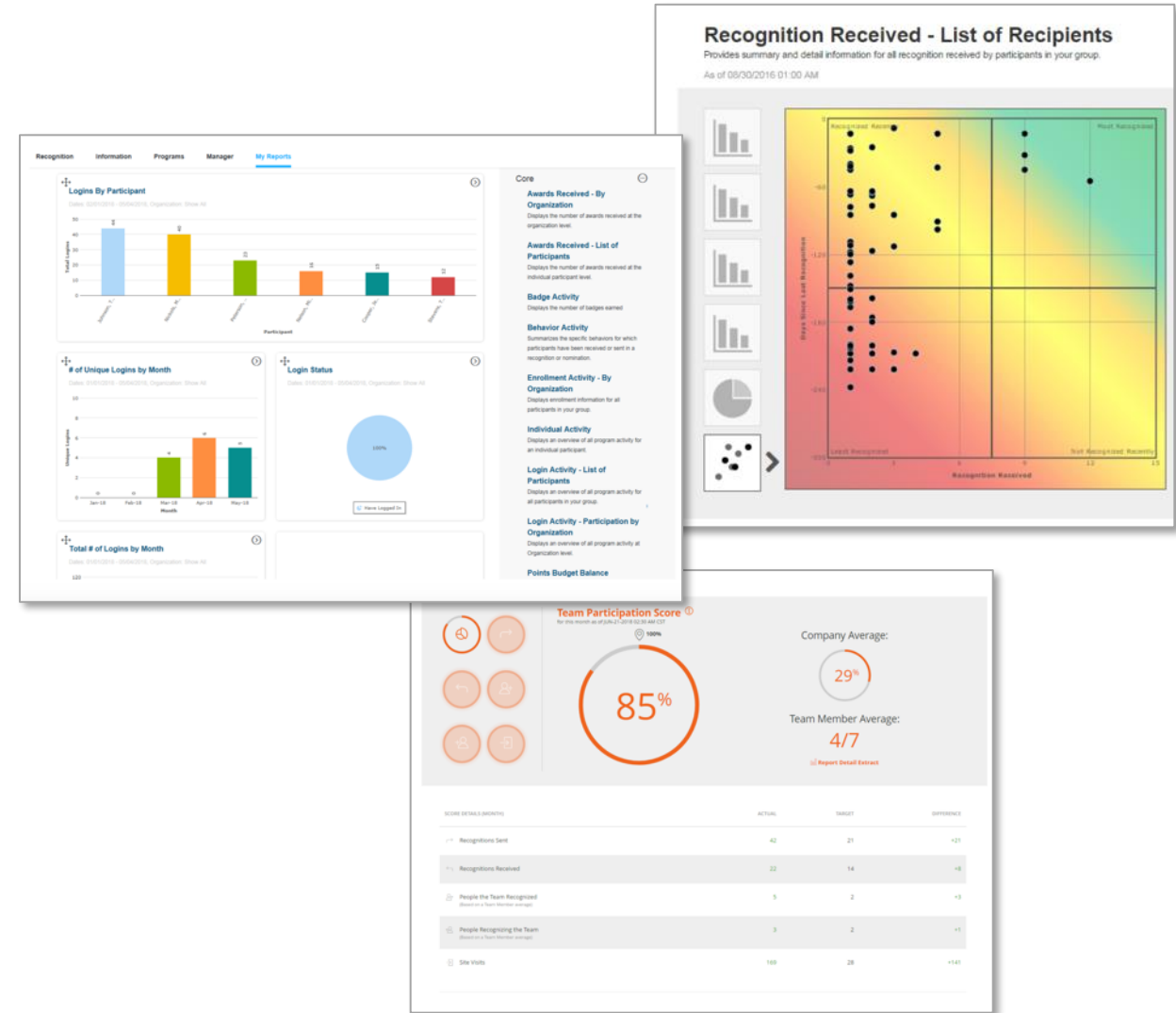
Thank you for your unwavering commitment and dedication to deliver a better world.

Wishing you many more years of personal and professional success.

**insert your name/signature**

# Monitoring Our Culture of Appreciation

- You will have access to robust reporting tools to help you evaluate recognition trends on your team.
- You'll be able to see:
  - Who is giving recognition
  - Who is receiving recognition
  - How your own program participation compares to the AECOM organization, targets set and other team members
  - Any areas of concern
- Share the trends with your team and encourage them to spread gratitude and appreciation to their colleagues around the world!



# Employee Resources

- Employees will also have access to a diverse set of recognition tools and resources to help them spread gratitude and show appreciation for their colleagues around the world.
- A service anniversary tool on [WellBeingAtAECOM.com](https://www.wellbeingataecom.com) to find employees with upcoming service anniversaries by date, work location and business line.
- [Kudos Program FAQs](#) to get answers to the most commonly asked questions.
- Personal dashboards to see how many kudos they've given this year and how it compares to the rest of AECOM.

The image shows two overlapping screenshots. The top one is a document titled "Kudos Program Employee FAQs" with five numbered questions and answers. The bottom one is a "My Dashboard" interface showing a participation score of 100% and a table of activity.

### Kudos Program Employee FAQs

- What is AECOM's Kudos program?**

AECOM's Kudos program provides service anniversary and social recognition to employees based on their significant contributions to AECOM. Through the Kudos program, managers and employees can recognize their team members for their service milestones, in addition to sending them appreciation e-cards for their personal and professional achievements. The program is administered by HR Workforce.

When an eligible employee reaches a 5-year incremental service milestone 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 Rewards Marketplace, an online rewards catalogue with a variety of physical, digital and experiential awards.
- Who is eligible for the Kudos program?**

You are eligible for the Kudos program if you are a regular full-time or regular part-time employee. Please note that some fixed-term employees in locations outside of the US, and Canada are eligible for the Kudos program.
- What service award options are available under the Kudos program?**

When you reach a 5-year incremental service milestone, you 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 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 your AECOM career and therefore, employees with 20 years of service will receive special recognition. In addition to selecting an award from the Rewards Marketplace, you will also have the opportunity to select a customized AECOM-branded award option to commemorate and celebrate your significant service and dedication to AECOM.
- I did not receive a service award for my 5-year incremental service anniversary. Will I receive a service award under the new program?**

If your service anniversary was prior to January 1, 2021, you were eligible for a service award under AECOM's legacy program, administered by HR Talent. To claim your service award, you will need to log into the legacy AECOM service award portal (Worktools) and select your award by **January 31, 2021**. You can access your Worktools by:

  - Searching for a message from "OC Talent" ([opac.fawcender@ecol.com](mailto:opac.fawcender@ecol.com)) in their AECOM email.
  - Clicking on the link in your email and entering your personal access number provided.
  - Selecting an award from the [Service Award](#) catalogue.

All unclaimed service awards will be your award in a timely manner. If [Order@kudos.com](mailto:Order@kudos.com) or by phone.
- I have a 5-year incremental service anniversary. Will I be leaving AECOM before the new program?**

Yes, you will receive points for your service anniversary for awards any time.

### My Dashboard

My Participation Score <sup>Ⓢ</sup>  
100%  
Company Average: 29%

AECOM Service Activity	Actual	Target	Difference
Recognitions Sent	7	3	+4
Recognitions Received	4	2	+2
People Recognized	7	2	+5
People Recognizing Me	4	2	+2
Site Info	14	4	+10

# Get Support

If employees need technical assistance with the Kudos website or have questions about their award order, they should reach out to their local contact center.

Contact Center	Contact Center Hours	Languages Available	How to Access
<b>Asia Pacific</b>	9:00 a.m. – 6:00 p.m. (GMT+8)	Chinese, English, Japanese, Korean	Access the Contact Us link on the Kudos website
<b>Australia</b>	9:00 a.m. – 5:30 p.m. (GMT +10)	English	Access the Contact Us link on the Kudos website
<b>Europe, Middle East &amp; Africa</b>	9:00 a.m. – 5:30 p.m. (GMT, GMT +1 during summer months)	English, French, German, Italian, Portuguese, Russian, Spanish	Access the Contact Us link on the Kudos website
<b>India</b>	9:30 a.m. – 5:30 p.m. (GMT + 5:30)	English	Access the Contact Us link on the Kudos website
<b>Latin America</b>	9:00 a.m. – 6:00 p.m. (GMT -5)	English, Portuguese, Spanish	Access the Contact Us link on the Kudos website
<b>North America</b>	7:00 a.m. – 7:00 p.m. (GMT -6)	English, French, Spanish	Call 1-833-952-AECOM (1-833-952-3266)

Or

Access the Contact Us link on the Kudos website



**AECOM** Imagine it.  
Delivered.