

Kudos Program Employee 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 their colleagues Kudos e-cards and badges to celebrate their professional achievements and personal events. The program is administered by BI WORLDWIDE.

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.

2. **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 U.S. and Canada are eligible for the Kudos program. Contact your local HR Representative for more information about eligibility.

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

When you reach a 5-year 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 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 your AECOM career; therefore, when you reach 20 years of service, you will receive special recognition. In addition to selecting an award from the Kudos 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.

4. **I did not receive a service award for my 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 O.C. Tanner, and you had until January 31, 2021, to redeem your unclaimed service award. All service awards that were not redeemed by January 31, 2021, were forfeited.

5. **How does AECOM determine my service anniversary date?**

Your 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.

6. **What is the process for receiving a service award?**

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

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

To send kudos to one of your colleagues, log in to the Kudos website. Once logged in,

1. Search for the colleague(s) you would like to recognize.
2. Select *Kudos*.
3. Choose the e-card and badge you'd 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".
4. Enter your personalized message.
5. Select the send date.
6. 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.

8. Can e-cards and badges be redeemed for rewards?

No, e-cards and badges cannot be redeemed for rewards.

9. Can I send a private e-card or badge to a colleague without it displaying on their Kudos profile?

Yes, you can send private e-cards and badges to your colleagues. Private e-cards and badges will not display on the user's profile; however, an email notification will be sent to their manager.

10. How do I access the Kudos website?

You can access Kudos through **Okta single sign on (SSO)** on Ecosystem. If you do not have access to AECOM's network, please log in to your account by going to aecom.performnet.com. If you have not activated your account, go to Activate my Account, enter your Employee ID as your Login ID and follow the prompts for activating your account.

When you log in to Kudos for the first time, you will be prompted to enter a personal recovery email address and phone number. This information is important as it will allow you to recover your password so that you can access the Kudos website to use your points if you terminate from AECOM or forget your password as an RSS employee. If you are an active employee with access to AECOM's network, you will sign in to Kudos through Okta SSO.

11. Do my points expire?

No, once you receive points, they are yours to keep and redeem, even if you leave AECOM.

12. I lost my credentials. Where can I request my password?

If you have lost your credentials and do not have access to the AECOM network, please follow the instructions below:

- To obtain your username, go to the **Kudos website** and click "Forgot Login ID" on the login page. Follow the on-screen prompts to retrieve your login ID.
- If you've forgotten your password and have previously set up a recovery email address or mobile phone number, you'll be able to reset your password on the **Kudos website**. Click "Forgot Password" on the login page. You will need to enter your login ID and email address or mobile phone number to receive a password reset link.

13. If I don't have enough points for a reward that I like, can I use my own funds to purchase the reward from the Kudos Rewards Marketplace?

No, buying an award option that exceeds the number of points in your Kudos account is not allowed under this program.

14. What happens if I forget to select my award?

An automated email reminder will be sent to you if you do not select your award within 30 days of your service anniversary date. Your points will not expire; therefore, you can go into your account and redeem your points anytime.

15. 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.

16. How do I change the shipping address for my award?

To change your shipping address, please log into the Kudos website and submit your request by accessing the *Contact Us* link. Please note that the shipping address can only be changed if your award has not been shipped.

17. When will I receive my 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 your award is shipped. Digital awards will generally be received within 24 – 48 hours of your order being submitted.

18. 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, log into the Kudos website and submit your request through the *Contact Us* link.

19. How do I change or cancel my order?

To change or cancel an order, log into the Kudos website and submit your request by accessing the *Contact Us* link. Please note that orders can only be changed if your award has not yet been shipped.

20. Are all browsers supported by the Kudos website?

Most browsers are supported by the Kudos website. For the best user experience, it is recommended that you use Chrome, Firefox, Safari or Edge to access the Kudos website. While you can use Internet Explorer (IE) to access the Kudos program, it may not present the best user experience as some features may not work or display as intended.

21. Who do I contact if I have questions about the program or technical issues?

Please access the *Contact Us* link on the Kudos website for technical assistance or questions regarding your award order.

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

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

If you have questions about the Kudos program, please contact the **Employee Center**.