

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 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?**

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 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.

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

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.

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.

6. **How do I create a memorable service recognition 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 recognition experience.

7. **My employee did not receive a service award for their 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 O.C. Tanner, and they had until January 31, 2021, to redeem their unclaimed service award. All unclaimed service awards were forfeited after January 31, 2021.
8. **I have an employee with a service anniversary in January/February 2021. If the employee was active on their service anniversary date, but terminated before the Kudos program was launched, will they be able to receive a service award under the new program?**
Yes, your employee will be able to receive points for their AECOM service anniversary in 2021 and can redeem their points for rewards any time.
9. **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. A reminder email will be sent to you 15 days prior to your employee's service anniversary date.

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.
10. **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 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".
 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 recognize and their manager will receive an email notification.
11. **Will I get a notification when my employees receive e-cards and badges?**
Yes, you will receive an email notification any time one of your employees receives an e-card or badge.
12. **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.
13. **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.
14. **Can e-cards and badges be redeemed for rewards?**
No, e-cards and badges cannot be redeemed for rewards.

15. **How can the Kudos program be accessed?**

The Kudos program can be accessed through **Okta single sign on (SSO)** on Ecosystem. If your employee does not have access to AECOM's network, they can log in by going to **aecom.performnet.com**. If they have not activated their account, they will need to go to Activate my Account, enter their Employee ID as their Login ID and follow the prompts for activating their account.

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 website to use their points if they leave AECOM, and it will also allow active RSS employees to recover their password if it is forgotten. Active employees with access to the AECOM network will sign in to Kudos through Okta SSO.

16. **Do points expire?**

No, once an employee receives points, they can be kept and redeemed any time, even if the employee leaves AECOM.

17. **What happens if employees do not redeem their service awards?**

An automated email reminder will be sent to employees if they do not select their award 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.

18. **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.

19. **Who should employees contact if they have questions?**

Employees can obtain support by accessing the *Contact Us* link on the Kudos website. Additionally, please refer employees to the **[Kudos FAQs](#)** if they have questions about the program.

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 employees use Chrome, Firefox, Safari or Edge to access the Kudos website. While employees 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.

If you have questions about the Kudos program, please contact the **[Employee Center](#)**.