

Metropolitan Washington Airports Authority

ORDERS & INSTRUCTIONS

SUBJECT: INCENTIVE PROGRAMS FOR AIRPORT EMPLOYEES AT THE METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

Issuance Date: 1/18/2017

1. PURPOSE

This Order & Instruction (O&I) sets forth requirements and procedures for the Challenge Incentive Testing Program, Safety/Security Awareness Awards, and Customer Service Awards, at Ronald Reagan Washington National Airport (Reagan National) and Washington Dulles International Airport (Dulles International).

2. DISTRIBUTION

This O&I is distributed to the Metropolitan Washington Airports Authority (Airports Authority) department level and above, and to all air carriers, tenants, and concessionaires, government agencies, and others under contract to the Airports Authority.

3. ELIGIBILITY

All airport employees (Metropolitan Washington Airports Authority, airlines, tenants, concessionaires, governmental agencies, and others under contract) at Reagan National and Dulles International are eligible for these incentive programs.

4. GENERAL

- A. The Security Challenge Incentive Testing Program:** Challenging is the practice of stopping and questioning someone in the restricted area who is not properly displaying a security badge. Challenging is vital to maintaining security at our airports. Each person who has been issued an airport ID badge is responsible for having situational awareness while in the Security Controlled Areas and for challenging others who are not properly displaying a valid airport ID badge.

The Airports Authority tests compliance with security badge requirements. Badge holders are rewarded for successfully challenging and appropriately responding to such test protocols when observing someone not properly displaying a valid airport-issued ID badge in accordance with TSA Regulations and the Airport Security Program.

- B. Safety/Security Awareness Award:** The Safety/Security Awareness Award rewards employees who recognize and take action to prevent or lessen the consequences of an unsafe situation or a breach of security procedures.
- C. Customer Service Awards:** The Going the Extra Mile awards program, commonly referred to as the “GEM Award,” rewards employees who have gone above and beyond what is expected in their normal duties to provide outstanding customer service.

The GEM program increases airport employee awareness of the need for customer service in the airport, recognizes employees who perform great customer service, and encourages other employees to provide great service.

5. AWARD PROCEDURES

- A. The Security Challenge Incentive Testing Program:** Airport Operations conducts random checks to test awareness of security badge requirements. Employees successfully responding to test protocols are provided a voucher card by Airport Operations which may be reclaimed for a gift card at the Agent Cashier’s Office in Terminal A at Reagan National or the Terminal Agent’s Office in the Main Terminal at Dulles International. No individual may receive more than one award per calendar year.
- B. Safety/Security Awareness Awards:** Any airport ID badge holder can nominate an employee for a Safety/Security Awareness Award. All nominations must contain the name of the employee, the office or department employing them, the name of the nominator, the date or approximate date of the action, a description of the action, and why they should be recognized. Incomplete nominations may not be considered. The Airport Security Coordinator reviews nominations and recommends the best examples of Safety/Security Awareness to the Airport Operations Manager for approval. The awards are presented to the recipient by the Airport Manager or Airport Operations Manager at the Airport Safety Committee meeting. Successful nominees are issued a voucher card which may be reclaimed for a gift card at the Agent Cashier’s Office in Terminal A at Reagan National or the Terminal Agent’s Office in the Main Terminal at Dulles International. No individual may receive more than one award per calendar year.
- C. Customer Service Awards:** Anyone can nominate an employee: a passenger, another employee, a supervisor, etc. for a “Going the Extra Mile” (GEM) Award. All nominations must contain the name of the employee, the office or department employing them, the name of the nominator, the date or approximate date of the action, a description of the action, and why they should be recognized. Incomplete

nominations may not be considered. All nominations are reviewed by a committee led by the Customer Service Manager for the Airport. The best examples of great customer service receive a gift card and an award certificate at a ceremony honoring the recipients. The awards are presented to the recipient by the Airport Manager or a member of his staff. Recognized employees are also featured on our website and in the Authority newsletter. No individual may receive more than one award per calendar year.

6. RECORD KEEPING

- A. Security Challenge Incentive Testing Program:** A log will be kept by the Agent Cashier/Terminal Agent. The log shall include the award recipient's First & Last Name, ID badge number, company name and award date. For MWAA employees, the employee's clock number and MA- number shall be included. Awards received by Airports Authority employees will be included with the quarterly report of On-the-Spot awards submitted to the Office of Finance for taxable income purposes.

- B. Safety/Security Awareness Awards:** A memo to the Agent Cashier/Terminal Agent will be prepared and signed by the respective Airport Manager identifying the names and company of the recipients. The gift cards will be issued to the Airport Security Coordinator for presentation at the Airport Safety Committee meeting. Awards received by Airports Authority employees will be included with the quarterly report of On-the-Spot awards submitted to the Office of Finance for taxable income purposes. The Agent Cashier will contact the employee to obtain the employee's clock number and MA- number and record it in the tracking log.

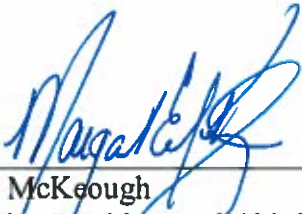
- C. Customer Service Awards:** A memo to the Agent Cashier/Terminal Agent will be prepared and signed by the respective Airport Manager identifying the names and company of the recipients. The gift cards will be issued to the Airport Customer Service Manager for presentation at the awards ceremony. Awards received by Airports Authority employees will be included with the quarterly report of On-the-Spot awards submitted to the Office of Finance for taxable income purposes. The Agent Cashier will contact the employee to obtain the employee's clock number and MA- number and record it in the tracking log.

7. AWARD AMOUNTS

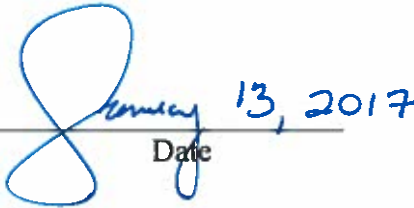
- A. Security Challenge Incentive Testing Program:** \$20.00
- B. Safety/Security Awareness Awards:** \$100.00
- C. Customer Service Awards:** \$100.00

8. ATTACHMENTS

- A. Sample Security Challenge Incentive Testing Voucher**
- B. Sample Safety/Security Awareness Award Voucher**
- C. Sample Customer Service "GEM" Award Voucher**



Margaret E. McKeough
Executive Vice President and Chief Operating Officer



Date

Attachment A

Award voucher

Front

Metropolitan Washington Airports Authority

Security Challenge Incentive Program
Award Voucher: \$20.00

Back

Presented to _____

Date _____ **Company** _____

Clock Number _____ **MA-** _____

Airport ID _____

Issuer _____

To redeem, present this certificate to the Agent Cashier.

Attachment B

Award voucher

Front

Metropolitan Washington Airports Authority

**Safety/Security Awareness
Award Voucher: \$100.00**

Back

Presented to _____

Date _____ **Company** _____

Clock Number _____ **MA-** _____

Airport ID _____

Issuer _____

**To redeem, present this certificate to the Agent
Cashier.**

Award voucher

Front

Metropolitan Washington Airports Authority

**Customer Service "GEM"
Award Voucher: \$100.00**

Back

Presented to _____

Date _____ Company _____

Clock Number _____ MA- _____

Airport ID _____

Issuer _____

**To redeem, present this certificate to the Agent
Cashier.**