

## Frequently Asked Questions for Employees

### 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 based on country-specific availability.

### 2. How do I access the Kudos website?

The easiest way to access the Kudos website is to go to [WellBeingAtAECOM.com](https://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.

### 3. 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 the U.S. and Canada are eligible for the Kudos program.

### 4. What Long Service Awards (LSA) 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 options, as noted above. However, 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.

### 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. If your employment record is maintained outside of Workday, as is the case with certain populations outside the U.S., your service date is determined from the equivalent value of "continuous service date" in Workday.

## 6. **Why wasn't my manager notified of my upcoming anniversary?**

The logic associated with who is notified — managers or coworkers — of your service anniversary is entirely derived off the supervisory/team member logic built into Workday. If your employment record is maintained outside of Workday, as is the case with certain populations outside the U.S., your manager and 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 your record is in Workday, at times when there is an open requisition for the position of your supervisor, the system may have issues sending appropriate notifications. In many other instances, we have noted that continuous service dates are corrected retrospectively. These dates do not trigger any action in Kudos. If this is your situation, please log onto Kudos and reach out via the **Contact Us** link on the homepage.

## 7. **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 may include personal messages from your manager and/or work colleagues, as well as information about how you can use your points to redeem an award from the Kudos Rewards Marketplace. **Note:** This is the process for most employees. If your employment record resides in a system outside of Workday, the functionality to notify your manager or coworkers is not available.

## 8. **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. On the home screen, type the name of the colleague you would like to recognize in the "Who do you want to recognize" field. It is a small blank field in the top center of the Kudos homepage.
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.

## 9. **Can e-cards and badges be redeemed for rewards?**

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

## 10. **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 public profile. An email notifying the manager of the colleague you are recognizing will be sent to their direct manager in Workday.

## 11. **Do my points expire?**

No, once you receive points, they are yours to keep and redeem, even if you leave AECOM. For more information on how to redeem your points after you leave AECOM, [click here](#).

## 12. **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. Because of restrictive tax laws, buying an award option that exceeds the number of points in your Kudos account is not allowed under this program. However, you may "watch" an item. From time to time, the points needed to redeem merchandise are reduced and you may be able to benefit from that process.

### 13. 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.

### 14. Will I be taxed on my service awards?

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 you will not pay taxes. Also, please note that any amounts shown only account for 75% of the fair market value of your award; shipping and handling is not considered taxable.

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 you pay no taxes on your service award. However, by law, the notation must appear on your pay statement.

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

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

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

Representatives are available during normal business hours, by region, as indicated below (excluding observances of local holidays).

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