



ICE Awards Program Manual



U.S. Immigration
and Customs
Enforcement

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Foreword

I am pleased to present the U.S. Immigration and Customs Enforcement (ICE) Awards Program Manual. Together with ICE Directive 30006.1, ICE Awards Program, this Manual sets forth ICE policy to recognize and, subject to the availability of funds, reward employees promptly and equitably when they perform in an exemplary manner or make significant contributions to the efficiency and effectiveness of ICE. This ICE Awards Program Manual establishes procedures for carrying out a comprehensive ICE Awards Program, identifies roles and responsibilities, and ensures all awards activities are conducted fairly. This will be accomplished by using the framework of Monetary and Non-Monetary Awards contained herein to recognize actions beyond normal expectations and to clearly identify and distinguish top performers in a consistent and timely manner.

Recognition of accomplishments is critical to effectively carrying out the ICE mission. This document supersedes the ICE Awards Program Handbook dated January 2021. However, office specific awards programs may continue to the extent that they do not conflict with the overall ICE Awards Program presented in this document.

Inquiries related to this Manual may be directed to the ICE Office of Human Capital (OHC).

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CHAPTER 1

GENERAL INFORMATION

1.1. Definitions. The following definitions apply for purposes of this Awards Manual:

- 1) **Approving Officials.** Any management official in the chain of command who is authorized to approve specific awards; this responsibility generally falls to second line supervisors or higher.
- 2) **Availability of Funds.** The level of resources available to afford all types of Monetary Awards through ICE program budget execution (allocation).
- 3) **Award.** An honor bestowed or an action taken to recognize and reward an individual or team achievement that contributes to meeting organizational goals; improving the efficiency, effectiveness, and economy of the government; or is otherwise in the public interest.
- 4) **Awards Coordinator.** A mission support representative on the staff of each Directorate, Program Office, or Field Office who is responsible for the proper processing of awards and who reviews award nominations for compliance with nomination guidelines, monitors the awards account, and otherwise assists the Directorate, Program Office, or Field Office head in the operation of the Awards Program.
- 5) **Contractor.** A person who works for ICE under the terms of a contract in a commercial or profit-making relationship.
- 6) **Contribution.** An accomplishment achieved through an individual or team effort in the form of a special act or service in the public interest that is connected with or related to official employment.
- 7) **Director's Award.** ICE's most prestigious award for employees (and certain non-employees). Director's Awards recognize and reward an individual or team achievement that addresses ICE's mission or improves efficiency, effectiveness, and economy of the government or is otherwise in the public interest.
- 8) **Director's Awards Board.** The board established by the Director to receive, evaluate, and act on Director's Award nominations. The members are appointed by and serve at the will of the Director.
- 9) **Employee.** An individual as defined by 5 United States Code (U.S.C.) § 2105.
- 10) **External Award.** An honorary award given to ICE Employees by non-Department of Homeland Security (DHS) external organizations to recognize meritorious

accomplishments or contributions which advance the ICE mission or mission of the government or to recognize excellence in a specific professional field associated with the ICE mission.

- 11) **Field Office Responsible Officials.** The highest-ranking official in any ICE field location. This includes Special Agents in Charge, Field Office Directors, ICE Attachés, Chief Counsels, and any other officials who have been designated, in writing, by the ICE Director.
- 12) **Headquarters Responsible Officials.** The Executive Associate Directors (EADs) of Homeland Security Investigations (HSI), Enforcement and Removal Operations (ERO) and Management and Administration (M&A); and the Assistant Directors, Officers, or equivalent positions who report directly to the Director, Deputy Director, the Chief of Staff, or the EAD of M&A.
- 13) **Honorary Award.** A Non-Monetary form of recognition of outstanding performance or achievement that does not include a cash payment. Types of Honorary Awards can include, but are not limited to, a commendation, certificate, citation, plaque, medal, emblem, pin, coin, or other similar item that can be worn or displayed.
- 14) **ICE Performance Pool.** The final amount of funds budgeted for issuance of cash-value awards, including Director's Awards. Directorates and Program Offices may create a performance pool for use within the program as a means of budgeting funds for awards.
- 15) **Informal Recognition Award.** Provide recognition of employee or group efforts that do not merit Monetary or Honorary Awards but are worthy of appreciation.
- 16) **Interagency Award.** An incentive award for a contribution by an employee or employees to a Federal, State, local, or tribal agency other than their own. Types of incentives may include cash awards, honorary and informal honors.
- 17) **Intangible Benefit or Contribution.** A service or act that benefits the organizational unit, Directorate, Program Office, Field Office, ICE, or an external community or entity in a manner that is indirect, not readily measurable in effect, or not immediately perceptible.
- 18) **Length of Service Award.** A certificate and/or pin given for years of service in the Federal Government. The recognized years of service are in five-year increments beginning with the fifth year of service.
- 19) **Monetary Award.** Monetary remuneration based on tangible or intangible benefits to the government. The remuneration is in the form of a lump sum cash payment that does not increase the employee's rate of basic pay.

- 20) **Nominating Officials.** Management officials in the chain of command who are authorized to recommend or nominate awards, generally first-line supervisors or team leaders. With few exceptions, Nominating Officials should not be the same as the Approving Official.
- 21) **Non-Employee.** Anyone who is not employed (as defined by definition 9) by ICE. This includes non-ICE Federal employees, contractors, and civilians.
- 22) **Non-Employee Recognition Award.** Recognition, with non-monetary items, for non-ICE employees who make a significant contribution to ICE.
- 23) **Non-Monetary Award.** Non-monetary meaning no cash or “non-cash” recognition awards such as Retirement, Honorary, Length of Service, and Time-Off Awards.
- 24) **On-the-Spot (OTS) Award.** A nominal value cash award presented to employees by supervisors for actions worthy of recognition where it is more meaningful to recognize achievement proximate to the event.
- 25) **Performance Award.** Determined in accordance with ICE and DHS policies and procedures and is linked directly to the employee’s annual performance appraisal. The Director designates an amount of money to be used for the Performance Award pool.
- 26) **Quality Step Increase (QSI).** A faster than normal within-grade increase used to reward employees at any GS (and equivalent pay system) grade level who display sustained and unusually high-quality performance and are expected to continue at that high-quality level.
- 27) **Retirement Certificate.** Recognizes a career completed in the Federal Government. It is initiated when an employee submits his or her retirement package and the Office of Human Capital (OHC) confirms eligibility to receive the certificate. The certificate shows the number of years of Federal civilian service.
- 28) **Special Act or Service Award.** A Monetary Award for exemplary acts or achievements providing tangible and/or intangible benefits or savings to the government for a non-recurring contribution, either within or outside of job responsibilities.
- 29) **Tangible Benefit or Contribution.** A service or act that benefits the organizational unit, Directorate, Program Office, Field Office, ICE, or an external community or entity in a manner that is readily apparent and whose effects can be measured in specifically identifiable terms. It may represent an immediate or near-term financial saving or a saving of time or effort in carrying out a task or process.
- 30) **Team or Group Award.** Jointly recognizes and equally awards two or more participants on an accomplishment.

- 31) **Time-Off Award.** Time off from duty, without a loss of pay or charge to leave, as recognition of superior accomplishment or other personal effort that contributes to the efficiency or effectiveness of government operations.

1.2. Use of Awards.

Using awards to recognize and motivate individuals and teams is crucial. An active and fair incentive awards program helps to motivate individuals and groups to achieve their greatest potential, and by maximizing their potential they facilitate the achievement of the ICE mission through the accomplishment of ICE goals and objectives. The following is a partial list of criteria for successfully using the available award tools:

- 1) Identify deserving employees without showing favoritism or singling out individuals from a team effort;
- 2) Select the most appropriate award tool based on the value of the employee's contribution;
- 3) Reward outstanding performance at the time it occurs (employees should be rewarded within 120 days of performing an action); doing so will provide strong motivation for employees to maintain their high-performing level
- 4) Justify the award by describing the achievement or contribution and linking the recipient's outstanding behavior to the award; and
- 5) Focus on rewarding employees throughout their careers to emphasize continued appreciation of their efforts.

Note: All awards are subject to, but not limited by, additional restrictions, guidance, and/or limitations as promulgated by competent authority. Check with your Awards Coordinator for any current supplemental guidance.

Under no circumstances may a political appointee receive a monetary award, including any honorarium or stipend that may be associated with an ICE Honorary Award.

1.3. Selecting Awards.

The choice of an award should appropriately match the contribution. A single award may match the accomplishment, or more than one award may be appropriate.¹ Within ICE, there are three categories of awards: ICE Director's Awards, ICE Monetary Awards, and ICE Non-Monetary Awards (i.e., non-cash). Additionally, ICE will nominate individuals for External Awards. In this Manual, the Director's Awards are discussed in Appendix A while the other three award categories are divided into three chapters. Additional and

¹ A contribution may be recognized by ICE as well as another agency or entity. In such a case, only one award should be a monetary award.

more specific procedural and approval requirements follow in the sections dedicated to each award category and type.

1.4. Designation of Awards Coordinator.

Each Headquarters and Field Responsible Official must designate a person, usually a Management Support Specialist (MSS), to serve as an Awards Coordinator. The role of the Awards Coordinator will include the following responsibilities:

- 1) Providing guidance to managers, supervisors, team leaders, and employees on program requirements, award alternatives, procedures, documentation, and related awards issues;
- 2) Reviewing award nominations for compliance with award guidelines;
- 3) Coordinating, as appropriate, to ensure proper approvals, authorizations, endorsements, and timeframes are met;
- 4) Ensuring that designs for any and all awards adhere to the guidelines established by the ICE Branding Guide (Appendix L);
- 5) Submitting award designs to Branding.ICE@ice.dhs.gov for approval and procuring properly branded certificates, plaques, and other appropriate award items as well as seeking guidance from the ICE Ethics Office if unsure of appropriateness of non-monetary awards if not previously stipulated in this Manual;
- 6) Coordinating the processing of awards with the OHC Human Resources Operations Center (HROC), located in Dallas, Texas;
- 7) Coordinating with appropriate office budget personnel on the availability of funds for monetary awards;
- 8) Ensuring, to the extent possible, that documentation of an award is filed appropriately;
- 9) Maintaining records containing Sensitive PII in accordance with Section 2.4 of the Handbook for Safeguarding Sensitive Personally Identifiable Information at the Department of Homeland Security; and
- 10) Maintaining a record of the following information for reporting purposes for awards not otherwise recorded in existing systems of records:
 - a) Name of recipient;
 - b) Type of award;
 - c) Date of award;

- d) Value of award, if applicable;
- e) Unit and/or Program or Field Office that originated the award; and
- f) Delete/redact full SSN, as necessary.

1.5. **Nominating Officials.**

The role of the Nominating Official, management officials in the chain of command who are authorized to recommend or nominate awards, will include the following responsibilities:

- 1) Nominating members of their organization to the designated Approving Official through the chain of command;
- 2) Providing documentation for each type of award as described in this Manual and recommending either Non-Monetary or Monetary Awards, as appropriate;
- 3) Coordinating with the Awards Coordinator as appropriate for guidance and advice, particularly regarding the availability of funds for Monetary Awards;
- 4) Using Non-Monetary and Informal Recognition Awards to recognize employee accomplishments in a timely manner;
- 5) Ensuring the award or recognition is based solely on merit and the amount of the award is commensurate with the value of the employee's contribution or accomplishment;
- 6) Selecting the most appropriate form of recognition and awarding it timely; and
- 7) Preserving the Directorate, Program Office, and Field Office's credibility by documenting the justification for the award or recognition.

1.6. **Approval Authority.**

Authority to approve awards is specified by the Headquarters Responsible Officials, or their designees. Each Headquarters Responsible Official may set the guidelines for its program. The following table notes the maximum approval authorities for Monetary Awards:

Approving Official	Maximum Approval Authority
Designated Office Supervisors/Managers	Up to \$2,500 per individual award
Headquarters Responsible Official*	\$2,501-\$5,000 per individual award
Director	\$5,001-\$6,000 per individual award
Deputy Secretary, DHS	\$6,001-\$10,000 per individual award
Office of Personnel Management (OPM)	\$10,001-\$25,000 per individual award
President	\$25,001 and above per individual award

*Headquarters Responsible Officials may delegate approval to subordinate supervisors.

The following table notes the maximum approval authorities for Time Off Awards:

Approval Official	Maximum Approval Authority
First-level supervisor	Up to 8 hours per individual
Second-level supervisor	Up to 40 hours per individual
Third-level supervisor	Greater than 40 hours, to a maximum of 80 hours, per individual

1.7. Confidentiality of Nominations.

Those under consideration for any award, either employees or non-employees, should not be informed that they have been nominated.

1.8. Discipline and Adverse Action Certification.

OHC and the Office of Professional Responsibility (OPR) will each review all nominations for Director's Awards and External Awards to determine if any employee has been subject to any disciplinary or adverse action and will report to the Director's Awards Board.

1.9. Funding.

- 1) Recommendations for cash awards must include a statement that funds are available in the performance pool of the nominating activity. It is recommended that awards be funded at not more than any OPM or Office of Management and Budget published guidance.
- 2) Program Offices shall ensure that all local management officials within their organizations are apprised of their awards budgets as early as possible in the new fiscal year in an effort consistent with recognizing and rewarding deserving employees in a timely manner.
- 3) Funds for QSIs must be provided as a component of available payroll funding. The amount budgeted will be determined through collaboration between program budget officials and the ICE Chief Financial Officer. Directorates and Program Offices must not overspend their allotted payroll budget.
- 4) Offices may purchase non-cash Honorary Awards directly from vendors, subject to rules regarding branding and the DHS Efficiency Review Initiative.
- 5) The Government Purchase Card may be used to purchase Non-Monetary Awards in accordance with the appropriate rules, regulations, and authorities, including the ICE Purchase Card Procedures Manual available on the Office of Acquisition Management (OAQ) intranet website located at the following links:
<https://team.ice.dhs.gov/oas/mgmt/OAQ/NPCP/default.aspx> or
<https://icegov.sharepoint.com/sites/OAQ/NPCP/SitePages/homepage.aspx>
Directorates, Program Offices, and Field Offices should coordinate with OAQ to ensure compliance with purchasing rules and regulations.

- 6) Non-Monetary Awards, such as plaques and other similar forms of recognition, are expense costs funded out of Directorate, Program Office, or Field Office activity operating funds.

1.10. Filing of Award Documentation.

- 1) The Awards Coordinator for each Directorate, Program Office, and Field Office will maintain awards records compiled by its designated Awards Coordinator (see 1.4), including the forms and justification documentation to support award actions. These records will be maintained in accordance with the retention requirements cited in 4) of this section.
- 2) The OHC Human Resources Operations Center (HROC), Dallas, Texas will document Monetary and Time Off Awards in accordance with the OPM requirements published in The Guide to Processing Personnel Actions located at the following link: <http://www.opm.gov/feddata/gppa/gppa.asp#Listing>.
- 3) The OHC Human Resources Operations Center (HROC), Dallas, Texas will file award-related documents in official personnel folders in accordance with OPM's The Guide to Personnel Recordkeeping located at the following link: <http://www.opm.gov/feddata/recguide2008.pdf>.
- 4) The respective offices will retain such related documents in accordance with NARA GRS 1, Civilian Personnel Records. General award records of case files including recommendations, approved nominations, correspondence, reports, and related handbooks will be retained in accordance with GRS 1, item 12.a (1) and destroyed two years after approval or disapproval. Lists of indexes to agency award nominations such as lists of nominees and winners and indexes of nominations will be retained in accordance with GRS 1, item 12.d and will be destroyed when superseded or obsolete. The disposition of federal records requires authorization from the ICE Records Office and NARA. Additional information is located at the following link: <https://icegov.sharepoint.com/sites/insight/director/orap/Pages/policies/statements/4007-1.aspx>.
- 5) Local program offices will redact the SSN from related awards documents prior to storing these documents within local offices.
- 6) All award documents will be maintained in accordance with Section 2.4 of the DHS Handbook for Safeguarding Sensitive Personally Identifiable Information.

1.11. Ceremonies.

Just as it is important that the recognition granted match the contribution that was made, the method of presentation should suitably honor the individual and the contribution. For OTS or Non-Monetary Awards, there may be little ceremony involved. If a ceremony is

held, it should be brief and informal. For the more prestigious awards, a more formal setting or event is appropriate.

It is important to publicize employee achievements and recognition, even minor ones. Such publicity is not only a source of pride to the recipient of the recognition but serves as an incentive to others to make contributions above and beyond job requirements and shows management's commitment to recognizing such efforts. (A Sample Ceremony Checklist can be found in



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CHAPTER 2

ICE MONETARY AWARDS

2.1. About ICE Monetary Awards.

ICE Monetary Awards consist of giving money for achievements that contribute to the ICE mission. (See the ICE Monetary Awards Quick Reference Guide in Appendix C.) These awards consist of:

- 1) Special Act or Service Awards;
- 2) Performance Awards;
- 3) QSIs; and
- 4) OTS Awards.

The chart below provides a quick reference guide to assist in the selection of the most appropriate award for the contribution.

2.2. General Procedures.

- 1) The Nominating Official completes an ICE Monetary Award Nomination Form (example provided in Appendix D) and submits it to the Approving Official with any of the following additional forms, as applicable:

Type of Award	Additional Materials to Submit	Justification Should Note:
Special Act or Service	Succinct and factual justification (no more than 1 pages unless contribution is very complex).	The activity which exceeded normal job requirements; and The benefits that can be measured or have been achieved. See intangible and tangible benefits charts in Appendix E. <i>A sample justification for a Special Act or Service Award can be found in Appendix F.</i>
Performance	None required.	Based on a current rating of Exceeded Expectations (or equivalent) or higher. This includes a “pass” rating for a two-level appraisal system.
QSI	Brief justification (no more than 1 to 2 pages); and	That the employee received the highest rating available under the applicable performance appraisal system. A statement is expected that

Type of Award	Additional Materials to Submit	Justification Should Note:
	A copy of the latest performance appraisal.	the employee will continue to work at that highest level. <i>A sample justification for a QSI Award can be found in Appendix G.</i>
OTS	Brief justification (no more than 2-3 paragraphs).	Action deserving of an OTS Award (see intangible and tangible benefits charts found in Appendix H).

- 2) The Nominating Official is normally the employee's immediate supervisor, but any supervisor or team leader can serve as the Nominating Official and submit a nomination on behalf of any employee. Unless noted otherwise, nominations shall be submitted to the Human Resource Operations Center (HROC) within 30-60 days of the event that serves as the basis for the award.
- 3) Depending on the amount of the award, the Approving Official approves or disapproves the award.
- 4) A copy of the nomination package will be sent to the Awards Coordinator to verify how much money remains in the Directorate, Program Office, Field Office, or ICE Awards Pool.
- 5) The Approving Official will notify the appropriate Awards Coordinator regarding the approval status of the nomination. For approved awards, the Awards Coordinator ensures that evidence of the award is recorded as prescribed by subsection 1.10 of this Manual.

2.3. Special Act or Service Awards.

- 1) Special Act or Service Awards are lump-sum cash and/or time-off-awards that recognize specific one-time, non-recurring accomplishments or contributions that have exceeded normal job requirements. These awards can be for individual or group accomplishments. They are connected with or related to official employment, such as:
 - a) Performance which has overcome unusual difficulties;
 - b) Creative efforts resulting in important contributions to law enforcement policy and/or research;
 - c) Special efforts or innovations resulting in increased productivity, economy, or other highly desirable benefits; or
 - d) Exemplary or courageous handling of an emergency situation related to official employment.

- 2) The purpose and intent of an award under this section is not to supplement performance awards or basic pay increases. This award is inappropriate if the performance for which the award is being granted is a duty or responsibility that appears in the employee's performance work plan or position description.
- 3) All ICE career employees are eligible for Special Act or Service Awards (refer to Appendix C for details). They may be granted to an individual or to a team or group of employees.
- 4) For team or group awards, the participants share the award equally. Generally, the total amount of an award to be shared should be the same as it would be had only one person been involved. For example, if the total award amount is \$500 dollars (a group of 4 would be eligible to receive \$500 each) conversely (an individual recipient would receive the total award amount of \$500).
- 5) The appropriate amount of the award is based on the tangible and/or intangible benefits to the Federal Government. (Refer to the Special Act or Service Award: Scale of Award Amounts Based on Tangible and Intangible Benefits charts found in Appendix E.)
- 6) Nominations shall be submitted to the OHC Human Resources Operations Center (HROC), Dallas, Texas within 30-60 days of the event that serves as the basis for the award.

2.4. Performance Awards.

- 1) Performance awards are lump sum cash awards based on varying levels of performance of specific duties identified in an employee's performance plan and reflected in the most recent performance rating.
- 2) All ICE employees, with the exception of those in the Senior Executive Service (SES) pay system, and Senior Leaders (SLs) are eligible for these awards. are eligible for these awards. Additionally, the following eligibility requirements must be met:
 - a) Only GS (and equivalent pay system) employees with a current rating of Exceeded Expectations (or equivalent) and Achieved Excellence (or equivalent) are eligible for performance awards. Employees in a two-level appraisal system must receive a "pass" rating to be eligible for performance awards. A nomination form with written justification during specific instances may not be required. OHC will provide appropriate guidance as needed during those instances.
 - b) Employees must have been on a Performance Work Plan for 90 days or more to be eligible to receive a performance award.

- c) Employees who have been temporarily promoted or detailed into a supervisory position during the performance cycle may receive the additional supervisory cash and TOA amounts if the following criteria are met:
- The employee has been detailed or temporarily promoted as a supervisor for at least 90 days (Note: Details of 90 days or more require the employee to be placed on a Detail PWP);
 - A Notification of Personnel Action Standard Form 50 (SF 50) documenting the supervisory detail or temporary promotion has been processed; and
 - The employee has received either an Interim Rating or Final Rating while detailed or temporarily promoted as a supervisor.
- 3) The “Period of Time Covered” should reflect the performance plan year on which the award is based.
- 4) Performance awards are obligated and charged to the fiscal year the award is granted rather than the fiscal year in which the performance appraisal is applicable.
- 5) Performance awards are to be submitted by the supervisor-of-record or higher position in the employee’s chain of command.
- 6) Nominations should not be submitted or approved when:
- a) Prompted solely by the impending departure of a supervisor or employee;
 - b) Prompted solely by the fact that the employee is currently at a pay rate subject to the maximum pay limitations (i.e., pay caps) or the tenth step of the grade; or
 - c) An employee has received a previous performance award based in whole, or in part, on the performance currently being recommended for recognition.
- 7) The Directorate, Program Office, or Field Office performance pool will be used to pay out performance awards for ratings of Exceeded Expectations (or equivalent) and Achieved Excellence (or equivalent). This includes “pass” ratings for employees in a two-level appraisal system.
- 8) The percentage of a Performance Award will be based on an employee’s final rating of record. The actual dollar amount will be determined as a percentage of the employees’ basic pay. The rate of basic pay used must include any applicable locality payment and special rate supplements. Basic pay for awards does not include any law enforcement special pay categories (e.g., Administratively Uncontrollable Overtime, Law Enforcement Availability Pay). Any employee not receiving a final rating is ineligible for a Performance Award.

- 9) A performance award may not be more than 10 percent of an employee's basic pay. Notwithstanding the preceding sentence, the agency head may authorize a performance award equal to an amount exceeding 10 percent of the employee's basic pay not to exceed 20 percent of basic pay if the agency head determines that exceptional performance by the employee justifies such an award.
- 10) To ensure program transparency, consistency, and equity in the payout of Performance Awards, payout percentages will be determined by OHC after the end of each performance cycle and will be based upon budgetary restrictions, available Performance Awards pool funds, and other circumstances which may affect internal awards budgets.
- 11) Performance ratings of record awards, including the performance plans on which they are based will be maintained for four years including the performance plans on which they are based. [5 Code of Federal Regulations (CFR) 293.404(a) (1) (i)]. Each supervisor and/or local office is required to create and maintain EPFs for all their employees per the EPF guidance posted on our intranet site.

OHC will provide supplemental guidance to Program Offices as needed for all monetary and non-monetary awards in the event of unforeseen circumstances such as changing budget priorities, sequestration, continuing resolutions, policy changes etc.

2.5. Quality Step Increase (QSI).

- 1) A QSI is a faster than normal within-grade increase used to reward employees at any GS (and equivalent pay system) grade level who display sustained and unusually high-quality performance and are expected to continue to perform at that level. Unlike other forms of monetary recognition, QSIs permanently increase an employee's rate of pay. To be eligible for a QSI, employees must:
 - a) Be below step 10 of their current grade level;
 - b) Have received the highest rating available under the applicable performance appraisal system;
 - c) Have demonstrated sustained performance of high-quality, six months minimum;
 - d) Have the expectation that the sustained high-quality performance will continue; and
 - e) Occupy a "permanent position".
- 2) A QSI is discretionary. However, it cannot be approved in conjunction with a performance award or any other monetary award and must be submitted for nomination within the first quarter of the new performance cycle unless otherwise

stipulated by competent authority. ICE senior management will determine the quantity of QSI to be awarded for each performance cycle.

- 3) Although otherwise merited, a QSI is not appropriate when:
 - a) The employee is nearing retirement and would benefit only for a limited period;
 - b) The employee is about to receive or has just received a promotion and the selection for which included consideration of the outstanding performance that the QSI would have recognized;
 - c) The employee's contribution has been recognized through a performance award;
 - d) The employee has received a temporary promotion. Any language within the employee's rating of record relating to performance of the employee while temporarily promoted may not be used as a basis to support or justify a QSI;
 - e) The employee has received a QSI within the preceding 52 consecutive calendar weeks; or
 - f) The employee is on a temporary appointment.
- 4) An employee who receives a QSI does not start a new waiting period to meet the time requirements for a regular within-grade increase. However, if a QSI places an employee in the fourth or seventh step of the grade, the waiting period for a regular within-grade increase is extended by 52 weeks under the graduated waiting period schedule prescribed by 5 U.S.C. § 5335(a).

2.6. On-the-Spot (OTS) Awards.

- 1) OTS Awards provide immediate recognition for worthy non-recurring contributions. Supervisors should recognize employees as quickly as possible when granting an OTS Award.
- 2) OTS Awards up to \$500 may be approved and granted by the first-line supervisor. Example: An employee may receive one or more OTS awards up to \$500). The value of the award should be commensurate with the value of the employee's or team's contribution.
- 3) An employee may receive a maximum of \$500 of OTS Awards per performance cycle. The OHC Human Resources Operations Center (HROC), Dallas, Texas monitors OTS awards received annually and will file award related documents in official personnel folders in accordance with OPM's The Guide to Personnel Recordkeeping located at the following link:
<http://www.opm.gov/feddata/recguide2008.pdf>.

- 4) Contributions that may be recognized with an OTS Award include:
 - a) Making a high-quality contribution involving a difficult or important issue, project, or assignment;
 - b) Displaying special initiative and skill in completing an assignment or project before the deadline;
 - c) Using initiative and creativity to improve a product, activity, program, or service; and/or
 - d) Ensuring that a unit's mission is accomplished during a difficult period by successfully completing additional work or a project assignment while maintaining the employee's own workload.
- 5) Organizations may develop a non-monetary method, such as a distinctive Directorate/Program Office/Field Office or mission-related certificate, to use in presenting OTS Awards to employees since an OTS Award is issued in an employee's bi-weekly salary payment.
- 6) The appropriate amount of the award is based on the tangible and intangible benefits to the government. (Refer to the OTS Award: Scale of Award Amounts Based on Tangible and Intangible Benefits charts in Appendix H).



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CHAPTER 3

ICE NON-MONETARY AWARDS

3.1. About ICE Non-Monetary Awards.

ICE Non-Monetary Awards consist of Length of Service, Retirement, Honorary, Informal Recognition, Time-Off Awards, and Non-Employee Recognition. (Refer to the ICE Non-Monetary Awards matrix in Appendix I.)

Contractor personnel are not eligible to receive awards or recognition of monetary value. However, contractors may be notified via letter of outstanding contract support and contribution to the achievement of the ICE mission by each Directorate, Program Office, or Field Office. Outstanding contract support letters must be coordinated with the appropriate Contracting Officer's Representative.

3.2. General Procedures.

The Nominating Official completes an ICE Non-Monetary Award Nomination Form (example provided in Appendix J) and submits it to the Approving Official. Unless noted otherwise, nominations shall be submitted to the OHC Human Resources Operations Center (HROC), Dallas, Texas within 30-60 days of the event that serves as the basis for the award. General procedural and approval requirements for various awards are discussed below.

3.3. Length of Service Awards.

- 1) Length of Service Awards are designed to recognize significant milestones in an employee's career in the Federal service. In computing eligibility, ICE employees will be given credit for total Federal service (based on their service computation date), including active-duty military service, provided that one year of total service has been served as a civilian employee. Certificates are issued in 5-year increments based on the employee's total Federal service.
- 2) The Office of Human Capital will be responsible for generating a regularly scheduled report of employee service data available to the Directorates, Program Offices, and Field Offices.
- 3) For employees being recognized for 30 years of service or less, the Headquarters Responsible Official may sign the certificate or may delegate this responsibility, preferably to a Field Responsible Official; however, the authority may be delegated to a lower-level supervisor to ensure timeliness of the Length of Service Award recognition.
- 4) For employees being recognized for 35 years or more of service, the Directorates, Program Offices, or Field Offices will obtain the Director's signature on the certificate which can then be forwarded to the employee's supervisor for

presentation to the employee. Certificates that require the Director's signature should be submitted to the Executive Secretariat not less than two weeks before the date of the employee's attainment of the applicable years of service, unless determined otherwise by the HRO or FRO.

- 5) Employees can be given a Length of Service lapel pin embossed with the number of years of service as well as an appropriately signed certificate. Five (5) year lapel pins are no longer available for purchase.
- 6) Each Directorate or Program Office is responsible for obtaining supplies of certificates and Length of Service pins. For ordering instructions, refer to the OHC Employee Performance Management and Awards intranet site <https://icegov.sharepoint.com/sites/insight/mgt/hc/elru/Pages/epma.aspx>.

3.4. Retirement Awards.

- 1) Retirement Awards are initiated by the employee's Directorate, Program Office, or Field Office when an employee submits his or her retirement package and the servicing center confirms retirement eligibility. Generally, it is inappropriate to reward employees monetarily when they retire since ICE Monetary Awards are intended not only to recognize employees for their special efforts, but also to motivate the recipient and others who witness the presentation. However, there may be circumstances where it is fitting and appropriate to consider awarding some form of Honorary or other Non-Monetary Award in recognition of the employee's dedicated efforts to support ICE's mission.
- 2) There are four Retirement Award levels:
 - a) **Exemplary Career Service.** Recognizes ICE employees who have made contributions of major significance to their organization.
 - a) **Outstanding Career Service.** Recognizes ICE employees who have had at least 10 years of service in the Federal government recognizing outstanding accomplishments either within or beyond normal job requirements.
 - b) **Retirement Certificate.** Given to employees to recognize a career completed in the Federal Government. A standard retirement certificate is given along with a service pin.
 - d) **Certificate of Commendation.** Awarded to ICE employees who have less than 10 years of service in the Federal Government and who have made significant contributions to an organization. The award consists of a certificate bearing a generic citation.
- 3) This award is generated by the Directorate, Program Office, or Field Office upon notification of eligible employee retirement from the appropriate servicing center.

- 4) If the supervisor considers the employee eligible for more than a standard retirement certificate, the supervisor will submit the following to the Awards Coordinator:
 - a) Non-Monetary Award Nomination Form; and
 - b) A justification of no more than two pages summarizing the employee's Federal service and highlighting significant accomplishments over the course of the employee's career, noting which retirement award is proposed and the retirement date.
- 5) The Awards Coordinator will send the nomination package through the appropriate chain of command for the following levels of approval:
 - a) Exemplary Career Service: Headquarters or Field Office Responsible Officials;
 - b) Outstanding Career Service: Headquarters or Field Office Responsible Officials;
 - c) Retirement Certificate: Headquarters or Field Office Responsible Officials; and
 - d) Certificate of Commendation: Designated Office Supervisor.
- 4) The supervisor or manager who receives notice of action taken on the nomination will notify the Awards Coordinator of the action taken on the nomination.
- 5) Traditional Honorary Awards (plaques, pins etc.), as outlined in section 3.5.4 below, may be given in conjunction with a Retirement Award.

3.5. Honorary Awards.

- 1) A Non-Monetary form of recognition of outstanding performance or achievement that does not include a cash payment. Types of Honorary Awards can include, but are not limited to, a commendation, certificate, citation, plaque, medal, emblem, pin, coin, or other similar item that can be worn or displayed.
- 2) The following should be considered for recognition and is not all inclusive:
 - a) Improved performance in core processes;
 - b) Partnership and team efforts;
 - c) Demonstrated exceptional service to customers;
 - d) Demonstrated exceptional commitment to quality and efficiency; and
 - e) Strategic problem solving and data analysis.

- 3) Awards in this category will include, but are not limited to:
- a) **Certificate of Commendation:** Granted in recognition of an accomplishment or contribution related to official employment of such outstanding merit that recognition at the Directorate, Program Office, or Field Office level is appropriate. The certificate is signed by the Headquarters or Field Office Responsible Official.
 - b) **Certificate of Appreciation:** General-purpose award that may be granted for special contributions in the public interest that are related to official employment. The certificate is signed by a designated Directorate or Program Office Supervisor.
 - c) Other Honorary Awards are to be determined by the Directorate, Program Office, or Field Office.
- 4) Each Directorate, Program Office, or Field Office establishes its own internal procedures for nominating and approving the awards. However, each office must adhere to the special considerations noted below:
- a) The Awards Coordinator must ensure that the supporting documentation for the award will be recorded as prescribed by subsection 1.10 of this Manual.
 - b) Funding for non-cash award items is paid from the Directorate's, Program Office's, or Field Office's operating expense funds so that what is spent on non-cash award items does not affect the performance awards pool. Management officials are responsible for ensuring that the granting of any award does not conflict with guidance in effect due to budgetary or other constraints.
 - c) Directorates, Program Offices, and Field Offices may purchase non-cash Honorary Awards directly from vendors, subject to DHS and ICE rules regarding branding (see Appendix K) and the DHS Efficiency Review Initiative. All award designs must be approved by the Office of Public Affairs (OPA).
 - d) The purchase card may be used for non-cash award items in accordance with the Government Purchase Card manual. The sub-object class code established by the Office of Financial Management for use in purchasing non-cash award items for employees is GE-26-20-00.
 - e) Traditional non-cash Honorary Awards include medals, plaques, certificates, pins, coins, or other items that can be used to recognize employees' contributions. Items should have some association with ICE or its mission.

3.6. **Informal Recognition Awards.**

- 1) Informal Recognition Awards are normally administered by the local office and have fewer formal approval procedures and presentation protocols than other awards. The purpose of Informal Recognition Awards is to provide more frequent, timely, and informal recognition of employee and group contributions that might not merit Monetary or Honorary Awards.
- 2) All ICE employees are eligible for these awards. Some contribution must form the basis for informal recognition and be clearly acknowledged as part of any presentation, however informal.
- 3) At their discretion, Directorates, Program Offices, and Field Offices may present these awards at various times of the year and in settings of their choice under the following conditions:
 - a) Informal recognition items must not exceed the nominal value of \$50 per individual per award.
 - b) The value of the award should be commensurate with the contribution being recognized. These awards recognize contributions that would not ordinarily merit formal recognition.
 - c) The item must reflect good judgment, be appropriate for use in the public sector, and preserve the credibility and integrity of the Federal Government's awards program. Every item bestowed as an award reflects on the agency. Items should be chosen carefully and thoughtfully to avoid public disapproval and embarrassment to the agency.
- 4) A memorandum for the record must be completed and retained in accordance with the local office policies to justify and document the granting of the award.
- 5) Before branded items may be awarded, prior approval must be obtained from OPA.

3.7. Time-Off Awards.

All ICE employees are eligible for Time-Off Awards. These awards grant an excused absence without charge to leave or loss of pay to an individual or group intended to recognize employee contributions of a one-time non-recurring nature. Time-Off Awards may be granted from a minimum of 8 hours in increments of 4 hours up to 80 hours for a single award and up to 40 hours per nomination form, not to exceed 80 hours during a leave year.

- 1) Limitations on Time-Off Awards
 - a) A full-time employee may be granted up to 80 hours of time off under this program during a leave year. For employees other than full-time, the amount of

hours entered in the Award Hours field in webTA may not exceed one-half of the maximum number of hours that could be granted during the leave year.

- b) Time-Off Awards may be used in combination with Monetary and/or Non-Monetary Awards based on the same contribution. For example, Time-Off Awards may be granted in addition to cash awards for either an eligible performance rating or a special act. However, a Time-Off Award may not be given in lieu of a performance award.
 - c) Time-Off Awards are not to be a substitute form of compensation for overtime work that should be directly compensated through paid overtime or compensatory time off.
 - d) Time-Off Awards are not transferable and have no cash value upon separation from DHS or transfer to another Federal agency. However, Time-Off Awards given by a DHS component will be honored by other components of DHS.
 - e) Time-Off Awards must be scheduled and used within one year after the effective date of the award.
 - f) Time-Off Awards are discretionary in that there is no requirement to give such awards to employees.
 - g) Since Time-Off Awards are not annual leave, Time-Off Award balances cannot be transferred to approved leave recipients under the Voluntary Leave Transfer Program.
- 2) Nominations for Time-Off Awards must reflect one of the criteria below:
- a) The nominee made a high-quality contribution involving a difficult or important assignment or displayed special initiative and skill in completing an assignment or project before the deadline;
 - b) The nominee used initiative and creativity in making improvements in a product, activity, program, or service;
 - c) The nominee ensured the mission of the unit was accomplished during a difficult period by successfully completing additional work or a project assignment while maintaining the employee's own workload; or
 - d) The nominee accomplished a specific, one-time, or special assignment that required extra effort or resulted in the organization receiving recognition for responsiveness to unexpected requirements.
- 3) Any team leader or supervisor within the employee's chain of command (normally the employee's immediate supervisor) can serve as the Nominating Official and

nominate an employee for a Time-Off Award. Within 90 days of the employee's qualifying effort, the Nominating Official should submit the following to the Awards Coordinator who will send the nomination package to the Approving Official:

- a) A completed ICE Non-Monetary Awards Program Nomination Form.
 - b) A concise justification for the Time-Off Award either written on the Award Nomination Form or as an attachment that notes the activity that warranted the award and the time period in which the activity occurred.
- 4) The Nominating Official will notify the employee of the award indicating the amount of time off.
 - 5) The Awards Coordinator will ensure that the supporting documentation for the award will be recorded as prescribed by subsection 1.10.
 - 6) The OHC Human Resources Operations Center (HROC), Dallas, Texas will process the award and input the award into webTA (or other designated time and attendance program).
 - 7) The employee must document use of the award in webTA (or other designated time and attendance program). For webTA, the employee will enter code 61 in the Prefix field, code 66 in the Transaction Code field, and the number of Time Off hours used in the applicable Week 1/Week 2 fields.
 - 8) When using their Time-Off Awards, employees:
 - a) Should request time off in the same manner as they request annual leave;
 - b) Should schedule their time off in a manner that does not conflict with their use-or-lose annual leave;
 - c) Must request time off from their supervisors and use the time within one year of the effective date the award. Time off earned as an award may be carried across leave years as long as it is within the one-year period that the employee has to use the award. The amount of the time off is forfeited if not used within the one-year period and cannot be restored. Time-Off Awards have no effect on annual leave carryover limitations; and
 - d) May be asked by supervisors or managers to defer using their Time-Off Award during heightened states of alert, increased mission activity, or other special circumstances.
 - 9) Time-Off Awards must not be granted to create the effect of a holiday or treated as administrative excusals or leave, i.e., granting the entire organization or office a Time-Off Award to be used on a specified day.

- 10) An employee's account cannot be re-credited with the Time-Off Award if he or she separates and returns after a break in service of more than three calendar days.
- 11) A Time-Off Award cannot be granted to a political appointee during a Presidential Election period (from June 1 of the year of the Presidential election to January 20 following the election).
- 12) The appropriate amount of time off to grant as an award should be determined using the Time-Off Awards Scale (see below). Use of this scale will ensure that the amount of time off granted is commensurate with the individual's contribution or accomplishment.

Time-Off Awards Scale	
Value to Organization	Number of Hours
<i>Moderate</i> 1) A contribution to a product, activity, program, or service to the public, which is of sufficient value to merit formal recognition; 2) Beneficial change or modification of operating principles or procedures.	4-20
<i>Substantial</i> 1) An important contribution to the value of a product, activity, program, or service to the public; 2) Significant change or modification to operating principles or procedures.	24-40
<i>High</i> 1) A highly significant contribution to the value of a product, activity, program, or service to the public; <i>Complete revision of operating principles or procedures with considerable impact.</i>	44-64
<i>Exceptional</i> 1) A superior contribution to the quality of a critical product, activity, program, or service to the public; <i>Initiation of a new principle or major procedure with significant impact.</i>	68-80

3.8. Non-Employee Recognition Awards.

- 1) This program allows ICE Directorates, Program Offices, and Field Offices to recognize non-ICE employees with Non-Monetary Award items. These awards are provided to individuals who make a significant contribution to the organization. A Non-Monetary Award nomination form and no more than one-page written justification will be forwarded through the appropriate chain-of-command for review

and approval. The nomination package shall be forwarded to the ICE Ethics Office for review.

- 2) Forms of recognition in this category include, but are not limited to:
 - a) **Outstanding Civilian Service Recognition:** Honor for outstanding service or substantial contribution(s) to the ICE mission. It is given to U.S. citizens and non-citizens not employed by, or contracted with, DHS (e.g., individuals, groups, non-governmental organizations, business firms, fraternal organizations, and quasi-military/law enforcement units).
 - b) **Director's Recognition for Public Service:** Honor for significant service or contribution(s) to the ICE mission. It is given to U.S. citizens not employed by, or contracted with, DHS (e.g., individuals, groups, business firms, fraternal organizations, and quasi-military/law enforcement units).
 - c) **Certificate of Gratitude:** Used to formally recognize the accomplishments of non-ICE persons (Federal, State, Local or private sector) when a higher-level honor is not appropriate.
- 3) The nominating office must ensure the following criteria are met:
 - a) The expenditure must bear a logical relationship to the appropriation sought to be charged, i.e., it must make a direct contribution to carrying out the functions;
 - b) The expenditure must not be prohibited by law; and
 - c) The expenditure must not be otherwise provided for, that is, it must not be an item that falls within the scope of some other appropriation or statutory funding scheme.
- 4) Non-Federal employees and organizations are generally prohibited from receiving recognition purchased with public funds. However, an occasional exception may be based on an adequate justification under the Necessary Expense Doctrine. Based on examples of exceptions to the general prohibition found in certain Comptroller General Decisions, non-monetary branded items can be given to non-employees in recognition of particular special acts and contributions to the organization, such as:
 - a) **Outstanding Civilian Service Recognition:** Challenge coin, lapel pin, and personalized certificate from Headquarters or Field Office Responsible Officials.
 - b) **Director's Recognition for Public Service:** Challenge coin, lapel pin, and personalized certificate signed by the Director of ICE.
 - c) **Certificate of Gratitude:** Certificate signed by the local supervisor and/or manager as determined by individual office policy.

- d) Other ICE non-employee honorary and non-monetary recognition as determined by the individual offices.
- 5) The sub-object class code established by the ICE Office of Financial Management for use in purchasing non-cash items for non-employees is GE-26-21-00.
- 6) Because there are only very limited exceptions to the general prohibition, proposed purchases must be vetted through the ICE OAQ, ICE National Purchase Card Program (for issues concerning whether or not the item(s) could be purchased using the Government Purchase Card), or through the ICE Office of Financial Management.



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CHAPTER 4

EXTERNAL AWARDS

4.1. About External Awards.

ICE is occasionally given the opportunity to nominate outstanding employees for awards presented by external organizations. These awards are typically designed to recognize and pay tribute to especially meritorious accomplishments or contributions that advance the mission of the government or the interests of the country, or to recognize employee excellence in specific professional fields. While the awards appropriately acknowledge the accomplishments of individual employees, they also serve to highlight best practices and raise the image and prestige of ICE. This can be a valuable asset in the recruitment of employees to ICE or in the retention of current employees.

4.2. General Procedures.

- 1) When Directorates, Program Offices, or Field Offices receive nominations from external organizations seeking nominees for awards, they must immediately submit those nominations to the Office of the Director (OD) for consideration. At a minimum, the Directorates, Program Offices, or Field Offices must demonstrate that the sponsors have established awards programs that are designed to legitimately recognize employees for meritorious accomplishments or contributions that advance the ICE mission, the mission of the Federal Government or the interests of the country, or to recognize employees for excellence in a specific professional field associated with the ICE mission.
- 2) Nominations which the OD determines meet the criteria set forth in subsection 4.2(1) above must be forwarded to the ICE Ethics Office for a formal ethics review prior to nominating any employees.
- 3) If the ICE Ethics Office concurs in the nomination for an External Award, it will be forwarded for distribution to the Directorates, Program Offices, or Field Offices on behalf of the OD. The tasking must include a deadline for providing nominations, background information about the award, and directions for how to apply for the award.
- 4) Directorates, Program Offices, or Field Offices must submit their nominations along with appropriate supporting documentation to the OD by the set deadlines.
- 5) The OD will review the nominations and select the award nominees to represent ICE. The names of these individuals will then be forwarded to OPR and OHC to determine if any of the nominees have been the subject of any disciplinary or adverse action. The OD has final approval authority regarding all External Award recipients.

- 6) Any nominee selected as a finalist for an External Award must meet with the ICE Ethics Office prior to attending any award ceremony or accepting or receiving any gifts from the organization sponsoring the award.
- 7) If an employee wins an External Award, the Awards Coordinator must ensure that award is recorded as prescribed by subsection 1.10.
- 8) An appropriate ceremony may be provided to recognize winners of External Awards in accordance with subsection 1.11.

4.3. Publicizing External Awards.

- 1) To recognize the outstanding achievement of award recipients, efforts will be made to effectively and appropriately publicize the receipt of External Awards.
- 2) Information about award recipients is subject to the Privacy Act of 1974 (5 U.S.C. § 552a) and disclosure of that information must comply with the requirements of 5 U.S.C. § 552a (b). Under the Privacy Act, the information that can be disclosed from performance files and to whom is governed by the “OPM/GOVT-2 Employee Performance File (EPF) System of Records Notice (SORN)” and the specific Routine Uses set forth therein. In accordance with the EPF SORN Routine Use D, agencies may disclose information from performance files “to consider and select employees for incentive awards, quality step increases, merit increases and performance awards, or other pay bonuses, and other honors and to publicize those granted. This may include disclosure to public and private organizations, including news media, which grant or publicize employee awards or honors.”
- 3) Information about award nominees and/or recipients may be disclosed to other agencies connected with reporting on and processing external awards such as OPM and external organizations that sponsor awards for Federal personnel.
- 4) Information about award recipients may be disclosed publicly for the purposes of promotion and publicity as follows: employee name, grade, organizational location, photograph, type and amount of award, and description of contribution.
- 5) Personal information (e.g., date of birth, personal contact information such as home address, professional affiliations, employment history, and other biographical information) may not be publicized without prior written permission from the employee. Once an employee provides such authorization, ICE may disclose the contents of the nomination to other sources and agencies, as requested, for the purpose of publicity.
- 6) Requests from external organizations for information intended to be used for publicity about award recipients, including the employee’s position and title, personal information (if authorized), and references to ICE and its programs, must be coordinated with OPA and the ICE Ethics Office. The award recipient must be

provided with the request for information from the external organization and must provide written permission for the release of any of his or her personal information as required by subsection 4.3(5). Requests for use of the ICE seal must be referred to OPA.



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Authorities/References

- 1) 5 U.S.C. Chapters 43, 45, and 53.
- 2) 5 U.S.C. § 552a.
- 3) 5 U.S.C. § 2105.
- 4) 5 U.S.C. § 5335a.
- 5) 5 CFR Parts 451, 531 and 2635.
- 6) OPM, "The Guide to Processing Personnel Actions," current edition.
- 7) OPM, "The Guide to Personnel Recordkeeping," current edition.
- 8) U.S. National Archives and Records Administration, "General Records Schedule 1, Civilian Personnel Records," Transmittal No. 22, dated April 2010.
- 9) DHS Directive 255-01, "Honorary Awards," dated October 31, 2007.
- 10) DHS Directive 255-02, "Employee Recognition," dated October 31, 2007.
- 11) DHS Instruction Number 255-01-001, "Instruction Guide on Honorary Awards," dated November 6, 2007.
- 12) DHS Instruction Number 255-02-001, "Instruction Guide on Employee Recognition," dated November 6, 2007.

Director's Awards

The Director's Awards are ICE's most prestigious awards. ICE employees (and certain non-employees) who make extremely significant contributions should be recognized, not just in their immediate location, but ICE-wide. These awards recognize and reward an individual or team achievement that addresses ICE's mission or improves the efficiency, effectiveness, and economy of the government or is otherwise in the public interest.

Special Note: Under no circumstances may a political appointee receive an award in the form of cash, including any honorarium or stipend that may be associated with an ICE honorary award.

Nominating Procedures

1. Nominations for the Director's Awards are submitted at a time determined by the Director. Nominations are based on the prior calendar year achievement (January – December).
2. Nominations will not generally be accepted for individuals or teams whose accomplishments are pending final action or involve a pending matter. If there is a compelling need to exceed this guidance, a justification is required.
3. Individuals or teams may not be simultaneously nominated for more than one award using the same justification. Careful attention should be paid to team nominations to ensure the inclusion of all significantly contributing individuals.
4. All nominees are to be reviewed by a Directorate, Program Office, or Field Office for concerns related to misconduct and/or indebtedness prior to submission. Each program should utilize formal screening procedures to select its nominees. The Awards Board is not to be used as a screening agent.
5. The nomination package is sent through the Directorate, Program Office, or Field Office's appropriate chain of command for concurrence within the office. In no instance may the Approving Official also be the Nominating Official, except when the Nominating Official is the Director.
6. Selections are vetted through OPR and OHC.
7. Awardees may be ceremoniously presented with an appropriate awards device as determined by the Director.

Nominating Process

1. All ICE employees are eligible for Director's Awards, unless otherwise noted.
2. The nomination of employees or teams will be from within the nominee's chain of command. Each nomination must have the personal endorsement of the first line supervisor (Nominating Official) and second line supervisor (Submitting/Approving Official). An Approving Official may re-delegate approval authority to an official who is serving in an acting capacity. If an individual is nominated for a team award from a program other than their home program, the nominee must have their first line supervisor's personal endorsement. The Nominating Official is responsible for

obtaining concurrence from the nominee's program as well as notifying all team members if the nominee wins an award.

3. The nomination justification must describe the achievement or contribution, clearly articulating the substantial contribution made by the individual, whether the award is an individual or team award.

Note: Categories of Director's Awards are subject to change without prior notification. To access the Director's Awards nomination forms, and for further descriptions of each award category, go to the [Director's Awards website](#).

Sample Ceremony Checklist

The following steps should be considered by officials when planning an awards ceremony:
[Note: Officials should refer to current purchasing and travel guidelines as appropriate.]

1. Establish the date of the ceremony based on the availability of recipients and key officials/speakers/presenters.
2. Budget for the event (cost of award, reception, decorations, etc.).
3. Determine the location for the event.
4. Draw up the invitation list and prepare invitations and request RSVPs at least one week in advance.
5. Arrange for a podium or a microphone for speakers, if necessary.
6. Create and price ceremonial booklet.
7. Procure and prepare awards:
 - a) Prepare certificates;
 - b) Obtain presentation items as appropriate; and
 - c) Prepare the request for payment through the Payroll Office if presenting a Monetary Award.
8. Determine food selections (including paper products, utensils, beverages, etc.).
9. Determine a food source (canteen, caterer, etc.).
10. Offer opportunities to employees to make contributions relating to the event, if appropriate.
11. Plan and procure decorations.
12. Determine if travel expenses are justified and make any necessary travel arrangements.
13. Make accommodations for persons with impairments.
14. Obtain flags for the ceremony.
15. Arrange for photographers.
16. Prepare speeches for master of ceremonies and other key speakers.
17. Arrange for building clearances for visitors (friends/family) who might be invited to the ceremony.

ICE Monetary Awards Quick Reference Guide

Award	Description	Type	Scope of Contribution	Eligible Persons*	Individual/ Team	Amount (Range)	Nomination	Approval Authority
Special Act or Service	Recognizes one-time special contributions or accomplishments made by employees. This is appropriate for successful accomplishment of a significant program or project.	Cash	Significant/ One-time	Employee, SES, SL	Both	See Appendix E	By any Supervisor or Team Leader (normally the immediate supervisor)	Designated Office Supervisor <= \$2,500 Office Principal \$2,501- \$5,000 ICE Director \$5,001-\$6,000 DHS Deputy Secretary \$6,001-\$10,000 OPM \$10,001-\$25,000 President >\$25,001
Performance	Given in recognition of high-level performance for a specific period of time.	Cash	Significant/ Continuing	Employee	Individual	To be determined by OHC. See section 2.4.9.	Ratings-based.	Same as Special Act
Quality Step Increase (QSI)	GS (and equivalent pay system) step increases given in recognition of continued (and expected future) excellence in performance.	Salary Increase	Significant/ Continuing	Employee	Individual	One within-grade increase	By any Supervisor	Designated Office Supervisor
On-the-Spot (OTS) Award	Recognizes one-time notable achievements which are somewhat less significant than those recognized by a Special Achievement Award. Rewards employee efforts that might otherwise go unnoticed.	Cash	Limited/ One-time	Employee, SES, SL	Both	Up to \$500	First-line Supervisor	First-line Supervisor

***Eligible Persons:**

- Employee: As defined by 5 U.S.C. § 2105 (non-SES)
SES: Senior Executive Service
- Direct Hire Foreign National (DHFN) are covered under the DHFN Awards/Recognition Program as governed by the Department of State guidance 3 FAM 4833 and the Interagency Mission Awards Policy for LE Staff dated November 29, 2010.
- Career SES performance awards are covered under 5 C.F.R. § 534.403.
- All SES awards are subject to the approval of the Director of ICE.
- Awards for political appointees shall be guided by applicable OPM regulations and current Presidential memoranda as appropriate.
- Performance awards are obligated and charged to the fiscal year the award is granted, rather than the fiscal year in which the performance appraisal is applicable.**

Appendix D

DEPARTMENT OF HOMELAND SECURITY
U.S. Immigration and Customs Enforcement

MONETARY AWARD NOMINATION FORM

To: Directorate, Program Office, or Field Office Approving Official					
Part I. Nominee Information					
Employee's Name (Last, First, MI)		Social Security Number	Position Title		
Series, Grade/Step		Organization/Location			
FFMS Financial Code for Component Paying Award _____					
Part II. Award Information					
Type of award <input type="checkbox"/> Special Act or Service <input type="checkbox"/> On-The-Spot <input type="checkbox"/> Performance <input type="checkbox"/> Quality Step Increase		Percentage of Salary or Dollar Amount	Period of Accomplishment From _____ To _____ List other awards received within the last 12 months		
Description of Accomplishment (Attach sheet)					
Estimate of Benefits (Complete A and/or B for Superior Accomplishment Awards)					
A. Intangible Benefits: Value: <input type="checkbox"/> Moderate <input type="checkbox"/> Substantial <input type="checkbox"/> High <input type="checkbox"/> Exceptional Extent of Application: <input type="checkbox"/> Limited <input type="checkbox"/> Extended <input type="checkbox"/> Broad <input type="checkbox"/> General					
B. Tangible Benefits: Compute savings at actual cost for first year of application, if applicable, and attach on separate sheet.					
Part III. Award Review and Approval					
I certify that I have reviewed the monetary awards nomination guidelines and that the submitted written justification is within the criteria for the specified award..					
Nominating Official (Print Name and Signature)	Title	Phone Number	Date		
Approving/Authorizing Official(s) (Print Name and Signature)	Title	Phone Number	Date		
1.					
2.					
3.					
Amount of Award Approved by Approving/Authorizing Official _____					
Eligibility Review (To be completed by Human Capital Officer) <input type="checkbox"/> Qualified and Eligible <input type="checkbox"/> Ineligible/Return to Originating Office (Provide reason) _____					
Reviewing Officer's Signature _____					
Financial Management Review-Availability of Funds <input type="checkbox"/> Funds are available to pay this Award Account to be charged _____					
Financial Reviewing Officer's Signature _____					
Personnel/Payroll System Entry Effective Date Pay Period					

Special Act or Service Award: Scale of Award Amounts Based on Tangible and Intangible Benefits

Tangible Benefits	
DHS Benefits (Estimated One-Year Benefits)	Employee Award
Up to \$100,000 in DHS benefits	10% of one-year benefits
\$100,001 and above in DHS benefits	\$10,000 plus 1% of benefits above \$100,001

Note: Departmental and Office of Personnel Management approval is required for awards over \$10,000 and up to \$25,000. Presidential approval is required for all awards of more than \$25,000.

Intangible Benefits				
Value of Benefit	Extent of Application			
	Limited: Affects functions, mission, or personnel of one facility, installation, or regional area, or an organizational element of Headquarters. Affects small area of law enforcement or mission support.	Extended: Affects functions, mission, or personnel of an entire regional area, several programs, and/or ICE. Affects an important area of law enforcement or mission support.	Broad: Affects functions, mission, or personnel of several regional areas, and/or one or more DHS components. Affects an extensive area of law enforcement or mission support.	General: Affects functions, mission, or personnel of more than one department or is in the public interest throughout the Nation and beyond.
Moderate: Change or modification of an operating principle or procedure with limited use or impact.	\$250-\$500	\$501-\$750	\$751-\$1,000	\$1,001-\$1,500
Substantial: Substantial change or modification of procedures. Important improvements to the value of a product, activity, program, or service to the public.	\$501-\$750	\$751-\$1,000	\$1,001-\$1,500	\$1,501-\$3,150
High: Complete revision of a basic principle or procedure; a highly significant improvement to the value of a product or service.	\$751-\$1,000	\$1,001-\$1,500	\$1,501-\$3,150	\$3,151-\$5,000
Exceptional: Initiation of a new principle or major procedure; a superior improvement to the quality of a critical product, activity, program, or service to the public.	\$1,001-\$1,500	\$1,501-\$3,150	\$3,151-\$5,000	\$5,001-\$10,000

Sample Justification and Citation for a Special Act or Service Award

Employee's Name

(Name) is an Immigration Enforcement Agent, GS-9, in the (Name of Unit), (Name of Office). In his/her position, he/she (general description of everyday duties). A copy of his/her position description is attached.

During the period of (Date to Date), (Name) was tasked, as part of a special project team, to assist in the development of a communications network to facilitate processing of detainees at remote sites. They contributed to the success of the team, providing input from a subject matter expert point of view that resulted in simplification of some aspects of the input documentation and clarification of the description of the system and the instructions to future users.

The communications network will have extensive impact upon ICE operations. (Name's) contributions have resulted in substantial changes to the proposed procedures. Examples of these changes are as follows: (List some examples)

For his/her two weeks of service on this special project, it is recommended that (Name) be granted a Special Act Award in the amount of \$750.

Proposed Citation

(Name), Immigration Enforcement Agent, GS-9, in the (Name of Unit), (Name of Office), is recognized for his/her contributions during the period of (Date to Date) as a member of the special project team tasked to develop an ERO communications network. Their contributions resulted in simplification of input documentation and clarification of the system description and the instructions to users. (Name) has benefited ICE through his/her work on this special project and has brought credit upon himself/herself while doing so.

Sample Justification for a Quality Step Increase

Issue:

I recommend (Name) for a Quality Step Increase (QSI) based on his/her performance during the FY (Year) performance period.

Background:

(Name) is a Mission Support Specialist GS-0343-14 of the (Name of Office), (Name of Unit). (Name) performance rating for FY (Year) was Achieved Excellence and has met all of the ICE Awards Manual QSI minimum criteria.

(Name) is one of those sustained superior performers greatly exceeding others found in the type of position occupied.

Recommendation:

During the period of (Date to Date), (Name) did an outstanding job in leading and supporting the (Unit) for (Program Office). Given a difficult budget environment during the last few years to include budget restrictions and reductions in personnel, (Name) is extremely effective in shifting focus and priorities as the budget situation requires without degrading (Unit) excellent customer service approach in supporting (Program Office).

As the (Title) for (Unit), (Name) managed the sequestration process for all of (Unit or Program) which included developing and publishing extensive policies and procedures on the proper execution and oversight of funding. As a result of (Name) leadership and proactive management, (Unit or Program) was highly successful in managing and adhering to the extensive and complicated spending guidance during sequestration and managed to complete hundreds of transactions within funding levels allowing critical operations to move forward.

Despite substantial time devoted to these challenges, (Name) continued to improve efficiencies and manage a significant portfolio. Specifically, he/she reduced fleet time and overtime utilities expenses by 18 %, maximized limited payroll and permanent change of station funding to support (Unit or Program) priorities, and had an integral role in conceiving and developing an automated solution away from manual vehicle reports that enhances analytical capabilities for future years.

Under (Name) management, (Unit or Program) achieved 100% accountability for the last two years for over 100,000 controllable assets with (Unit or Program) consistently executing its budget with less than .1% lapse rate each year.

(Name) is a consummate professional and the definition of excellence having consistently performed above and beyond no matter the challenges. His/her sustained superior performance does credit to herself and U.S Immigration and Customs Enforcement.

I, therefore, propose a QSI for (Title and Name).

Appendix H

OTS Award: Scale of Award Amounts Based on Tangible and Intangible Benefits

Tangible Benefits	
Estimated First Year Benefits	Award
Up to \$1,000 in benefits	Up to \$100
Up to \$5,000 in benefits	Up to \$250
Greater than \$5,000 in benefits	Up to \$500

Intangible Benefits		
Value of Benefit	Extent of Application	
	Limited: Affects functions, mission, or personnel of one facility, installation, or regional area, or an organizational element of Headquarters. Affects a small area of law enforcement or mission support.	Extended: Affects functions, mission, or personnel of an entire regional area, several programs, and/or ICE-wide. Affects an important area of law enforcement or mission support.
Common: Change or modification of a form, protocol, or local operating procedure with very limited use or focus.	\$50-100	\$101-200
Moderate: Change or modification of an operating principle or procedure with limited use or impact.	\$201-350	\$351-500

Appendix I

ICE Non-Monetary Awards

Award	Description	Type	Scope of Contribution	Eligible Persons	Individual/Team	Amount (Range)	Nomination	Approval Authority
Length of Service	Designed to give recognition to an employee with at least five years of Federal service.	Non-Cash	Service Time	Employees	Individual	Certificate	N/A	N/A
Retirement	Given upon retirement to those individuals who have served in the Federal Government and made significant contributions.	Non-Cash	Service Time	Employees	Individual	Certificate	Depends on type of award; refer to subsection 3.4 of the Awards Manual	Depends on type of award; refer to subsection 3.4 of the Awards Manual
Office Honorary	Office-specific awards for contributions to the ICE mission	Non-Cash	Significant	Employees	Individual/Team	Item	Varies by Office	Varies by Office
Informal Recognition	Informal recognition awards for employee.	Non-Cash	Limited	Employees	Individual/Team	Item	Varies by Office	Varies by Office
Time Off	Awards of time off without loss of pay or charge to leave. These awards are an alternative to Monetary or other Non-Monetary Awards, or they may be used in addition to such awards.	Time Off	Limited/ Moderate/ One-time	Employees, SES	Both	Up to 80 hours for a single act; 80 hours total per leave year	By any Team Leader or Supervisor	8 hours - First-line supervisors; 9-40 hours - 2nd-line supervisor; Greater than 40 hours - 3rd-line supervisor.
Non-Employee Honorary	Honorary Awards to individuals who make a significant contribution to the organization but who are not Federal employees	Non-Cash	Varies	Non-ICE Employees	Individual/Team	Item	By any Team Leader or Supervisor	Varies by Office

DEPARTMENT OF HOMELAND SECURITY
U.S. Immigration and Customs Enforcement
NON-MONETARY AWARD NOMINATION FORM

To: Directorate, Program Office, or Field Office Approving Official

Part I. Nominee Information			
Employee's Name (Last, First, MI)		Social Security Number	Position Title
Series, Grade/Step	Organization/Location		

Part II. Award Information			
Type of award		Time Off Recommended	Period of Accomplishment
<input type="checkbox"/> Length of Service <input type="checkbox"/> Informal Recognition <input type="checkbox"/> Retirement <input type="checkbox"/> Time Off <input type="checkbox"/> Honorary <input type="checkbox"/> Non-Employee Recognition			From _____ To _____
		List other awards received within the last 12 months	

Description of Accomplishment (Attach sheet)

Part III. Award Review and Approval			
I certify that I have reviewed the non-monetary awards nomination guidelines and that the submitted written justification is within the criteria for the specified award.			
Nominating Official (Print Name and Signature)	Title	Phone Number	Date
Approving/Authorizing Official(s) (Print Name and Signature)	Title	Phone Number	Date
1.			
2.			
3.			
Value of Award Approved by Approving/Authorizing Official \$ _____			
Eligibility Review (To be completed by Human Capital Officer) <input type="checkbox"/> Qualified and Eligible			
<input type="checkbox"/> Ineligible/Return to Originating Office (Provide reason) _____			
Reviewing Officer's Signature _____			
Financial Management Review-Availability of Funds			
<input type="checkbox"/> Funds are available to pay this Award Account to be charged _____			
Financial Reviewing Officer's Signature _____			
Personnel/Payroll System Entry Effective Date _____ Pay Period _____			

**ICE Branding Guide
Version 10/04/2012****A. Background**

Branding rules for ICE were established by DHS early in the agency's existence. Some elements have evolved since that time while others have remained constant. In 2009, the DHS Efficiency Review Initiative was established. In many ways it intertwines with branding to create a body of rules that were not previously contained in one document. Branding succeeds when ownership of a document or object is easily identified through familiar symbols and text. It also succeeds when it conserves resources, since creativity without boundaries requires more staff time than uniformity for documents or objects whose usefulness is not dependent on this characteristic. For additional information, refer to the Office of Public Affair (OPA) ICE Branding Guide <https://icegov.sharepoint.com/sites/insight/director/opa/Pages/branding/index.aspx>

B. Essentials

1. Branding involves properly representing ICE, in symbols, text, or any combination of symbols and text, on documents or objects.
2. Branding refers primarily to any use of the DHS seal, ICE signature or any other DHS visual identity on products for internal and external use such as awards and recognition items, signage, document covers or PowerPoint slides. Objects are considered as a whole, with proper branding appropriately located somewhere on the object, preferably on the front.
3. The proper name of the agency was established as "U.S. Immigration and Customs Enforcement" in 2007 (Ref: 72 FR 20131). For branding, never leave off the "U.S." or change "and" to an ampersand (&).
4. ICE has one branded symbol, in four versions. It is referred to as the ICE signature, which consists of the "lockup" of the DHS seal and text (DHS refers to this as the wordmark) for ICE, in full "U.S. Immigration and Customs Enforcement" or acronym "ICE" in a specific uniform look involving proportion, placement and font, to the right or below the seal. Only use the official artwork files when branding an item with an ICE signature.
5. Major ICE entities, e.g., ERO and HSI, may only brand in the context of ICE. This means that ICE entities may not arrange symbols and text to give the impression that they are independent agencies that report directly to DHS. There are no exceptions for internal use.
6. DHS branding and efficiency rules apply to ICE-led multi-agency entities, such as the IPR Center. An ICE-led multi-agency entity may be granted use of a unique seal, subject to DHS Branding approval. General criteria required to obtain this approval is outlined in section M.

7. Program or office symbols, including challenge coin art, are not permitted anywhere in a document (electronic or print) or on an object. An exception is generally made for lapel pin designs, due to their small size and limited application.
8. Efficiency is guided by the Secretary's intent "to unify the Department and minimize funds spent on branding-related merchandise."
9. The major impact of efficiency restrictions is that branded coins and lapel pins, as well as employee recognition objects are permitted, while outreach and recruiting objects are not.

C. Step-by-Step: Objects

1. Before a branded object may be purchased, it must meet both ICE Branding and DHS efficiency review guidelines and standards. As a requestor, you are responsible for ensuring the request follows all applicable ICE and DHS policies, as well as fiscal, ethics and contracting laws. Requests for awards and recognition items must follow the established awards program per directorate, and follow all applicable awards policies, directives and instruction as determined by ICE and DHS. Failure to obtain ICE Branding approval prior to purchase could lead to designation of the transaction by the ICE Office of Acquisition Management (OAQ) as an unauthorized commitment of government funds. Retroactive approval will not normally be given.
2. ICE Branding will provide a one sentence approval or explain why the branding is not satisfactory. Approval will free a purchase card block that has been established on merchant codes 2741, 5968 and 7338. ICE Branding approval is authority to purchase for branding and efficiency only. Other guidance may apply regarding procurement, legal, ethics or other rules.
3. After ICE Branding approval has been obtained, complete the ICE OAQ Branding Approval Memorandum form and submit to a staff member located on the OAQ site <https://icegov.sharepoint.com/sites/OAQ/NPCP/SitePages/homepage.aspx>. OAQ keeps a record of purchases of branded objects. Failure to obtain ICE Branding approval prior to purchase could lead to designation of the transaction by OAQ as an unauthorized commitment of government funds. Retroactive approval will not normally be given.
4. Blanket approval is not given for approved objects, in part because branding rules have sometimes changed between orders. Repeat purchases of branded objects require a fresh ICE Branding approval message for each order.
5. Requests to purchase branded objects for office decoration will not generally be approved. This is an efficiency issue. When an office object is needed, such as a wall clock, it should be purchased as office supplies and remain unbranded.

D. Step-by-Step: Documents

1. All ICE documents must be properly branded. Branding is reviewed when a document is to be printed or copied. The Office of Public Affairs or the U.S. Customs and Border

Protection Printing Office (CBP) will review branding when a document is to be professionally printed by CBP or the Government Printing Office (GPO), through a shared services agreement or a vendor contracted by CBP or GPO.

2. The headquarters ICE Copy Center reviews branding documents submitted for copying.
3. If a discrepancy is noted, the document will be put on hold and the requestor referred to ICE Branding for resolution.
4. Locally copied documents are not reviewed but must still be properly branded.

E. Details – General

1. For branding review requests, please select a message subject line that identifies the originator and the object. Include the name of the awardee, if applicable. A proper example would be “HSI City retirement plaque Jones.” The all-too-common subject line “Request for approval” may be difficult to locate if not immediately processed and nearly impossible if it needs to be retrieved at a later date.
2. The official DHS/ICE text font is Joanna MT. When the DHS-ICE Signature is in acronym, the text font is Joanna MT Bold. This text font should be used when creating branded objects, such as badges and coin art. It is not required for document text.
3. There is no ICE seal (aka logo). An ICE seal did briefly exist but was restricted to internal use. It was discontinued in early 2011 by direction of the Office of the Director.
4. Badges may not be used as the official representation of ICE or any of its parts. They may be used as a decorative element in documents or on objects only if ICE has been properly branded elsewhere.
5. It is the intent of the DHS Efficiency Review Initiative that branded objects are restricted, so that an observer at an event may notice that DHS entities do not spend government funds on branded giveaways.
6. Branded objects will not be grandfathered for re-order if they were previously approved but no longer meet requirements. Any existing branded object, however, may be used until exhausted. No branded object should be thrown away solely because branding rules have changed.
7. ICE Branding does not recommend vendors. There may have been an approved vendor list in the past, but none exists now and any vendor who can do the work required may be engaged.
8. Branded objects (including plaques and shadow boxes) for employee recognition are an exception to DHS Efficiency Review Initiative restrictions. DHS has defined “employee” as anyone who has assisted ICE.
9. Upon request, an ICE Branding negative decision will be submitted for supervisory

review and the requestor appraised of the result. If a situation is unique or a specific mission advancing rationale may be articulated, ICE Branding will refer the request to DHS Branding for guidance.

10. A narrow exception allowing the purchase of branded objects for outreach or recruiting use applies when Official Reception Representation or Treasury Executive Office for Asset Forfeiture funds are used. There is also an exception if another government agency is providing funds for the purchase. This has occurred several times with the Department of State funding branded items for conferences involving foreign participants. Requests should specify this source of funds when it applies.

F. Details – Challenge Coins and Lapel Pins

1. To date, 10 different vendors have successfully produced a combined total of nearly 200 different challenge coins (coins) with approved branding.
2. The preferred design scheme will incorporate the DHS-ICE Signature in one of its versions and proper branding may be achieved with only a portion of one side devoted to the signature. When the DHS-ICE Signature is used, it may be placed and sized as desired within a design. This can leave as much as 90% of the overall coin surface available for unique art related to the coin's originator. Major ICE entities, e.g., ERO and HSI, may not be identified in a coin design without ICE.
3. If the DHS seal is used, it must encompass the entire side of a coin. No informational circle or other decorative element may be employed. A common point of misunderstanding for many offices trying to design approvable coins involves recognizing that once the DHS seal is combined with the ICE wordmark to create a signature it is treated differently than the DHS seal alone. If the DHS seal is used on one side, the other side does not require the DHS-ICE Signature. A DHS seal incorporated within any of ICE's badge designs does not satisfy branding representation requirements for DHS or ICE.
4. In most cases, ICE Branding does not decline to approve coin designs based on their content. For the few occasions where a design change has been directed based on content, that determination will have been reviewed and affirmed by senior leadership.
5. A coin design does not establish a program/office seal and the design may not be used on any other object except a lapel pin.
6. Because of their small size, law enforcement exchange efficiency exception and limited applicability, lapel pins have few restrictions. Therefore, the design may consist of art from one of the sides of an office or program's coin. This is a very narrow exception and does not extend to other nearly identical objects, such as cuff links. Therefore, approval of a pin design must not be assumed to allow that design to be used in other circumstances.

G. Details – Employee Recognition Plaques

1. Plaques must properly represent ICE. It is preferred that this be done with the DHS-ICE Signature. Major ICE entities may not be mentioned in plaque text without a reference to ICE.
2. Many ICE entities use a plaque bearing the DHS seal alone. Generally, that requires a reference to ICE in the text, but if it includes only local references, it is not required.
3. A badge may be used as the only symbol on a plaque if the person receiving the plaque wears the badge depicted. Otherwise, it must be accompanied by the DHS-ICE Signature.
4. Coins may be embedded in plaques but in the overall design the images on the coins may not take on the role of alternate, unapproved seals. The presence of a coin with a displayed coin face featuring the DHS Seal or DHS-ICE Signature does not achieve branding requirements for a plaque. It must be clear, in images or text, that the parent agency presenting the plaque is ICE.

H. Details – Employee Recognition Objects

1. ICE entities may purchase approved branded objects for use with established employee recognition practices. The purpose of the objects to be presented must be to show appreciation for performance.
2. DHS specifies that an object given to everyone is an unauthorized gift and not a sign of appreciation. Providing every new employee with a branded mug, portfolio, etc. is an example of “everyone” and is not authorized. There is an exception for branded lanyards, which may be considered an integral accessory to identification badges.
3. Employee recognition objects are not to be stockpiled in numbers that exceed reasonable expressions of appreciation extending past the current fiscal year. Accommodation will be considered when vendors require orders of a minimum number of identical objects.
4. Objects available for purchase from the online DHS store are presumed to be properly branded. If a purchase is to be made with government funds the objects are not exempt from the efficiency requirement of proper use and proposed purchases are still subject to ICE Branding review.
5. A badge may be used as the only symbol on an employee recognition object if the person receiving the object wears the badge depicted. Otherwise, it must be accompanied by the DHS-ICE Signature.

I. Details – Documents

1. DHS House Style Guidelines are posted on the ICE and DHS intranet websites. Key elements of this 36-page guide are that document covers are to be formatted in a two-grid

system with an image and an information panel, and those colors and fonts are limited. If no images are used the two-grid system does not apply.

2. DHS has directed that the DHS seal may not appear in a design as a watermark.

J. Details – Uniforms

1. Uniforms are branded objects that require ICE Branding approval prior to purchase. For HSI, uniform purchases are first coordinated with HSI Mission Support staff at HSIUP@ice.dhs.gov.
2. Key to uniform branding is that the DHS-ICE Signature is generally required to be placed in a reasonable location somewhere on the object.
3. Law enforcement officers may have apparel that features only the badge if they are authorized to wear the badge depicted. Any accompanying text must be local and/or involve a personal title, e.g., “ICE Academy Instructor.” Otherwise, the DHS-ICE Signature must be present on the object.
4. Local patches will not generally be authorized. An exception has been made for Special Response Teams and the ERO national patch. Others will be considered on a case-by-case basis and DHS Branding will be consulted as a part of this review.

K. Details – Signage

1. Signs, inside and outside ICE facilities, on desks and in wallets, must be properly branded.
2. Many large, public outdoor signs across the country are not properly branded. These signs should not be replaced for branding reasons alone. When new signs are contemplated or old signs replaced, ICE entities should consult with ICE Branding regarding proposed designs.
3. For name plates, the DHS seal may be used alone with the subject’s name and title. If the subject is authorized to wear a badge, the plate may depict that badge alone, if desired. The DHS-ICE Signature (acronym below version appears to work best) must be used if additional organizational information is engraved on the plate. Local symbols are not authorized.
4. For business cards, the DHS-ICE Signature must be present.

L. Details – Flags

DHS flags are branded objects and must have ICE Branding approval prior to purchase. Approval is not required for U.S. flags and the ICE flag is no longer authorized for purchase.

M. ICE-led Multi-Agency Entities

1. For ICE-led multi-agency entities, DHS Branding, via ICE Branding, will consider granting use of a unique seal. General criteria used to determine if a unique seal is in the best interest of DHS include the following:
2. Who leads the entity? Is ICE permanent lead, in policy or practice?
3. Who funds the entity? Is ICE the sole source of, or does ICE have operational control of, the funding?
4. Is there a law enforcement benefit that would make it justifiable for the entity to take on its own identity at the expense of the gravitas provided by public identification as a DHS/ICE-led function?
5. If the answers to criteria 1 and 2 are ICE, then it is likely no unique logo will be authorized. If both are not ICE, the entity may qualify to establish its own identity. A case-by-case review will be conducted for other situations.

If a multi-agency entity is determined to warrant seal independence, support from the ICE Office of Public Affairs will be limited and proportional. Independent entities are required to negotiate access to Public Affairs staffing, usually demonstrating how other partners will share in overall needs for media relations, outreach, writing, editing, print and video production, branding, and other functions.

N. Reference

1. Branding Guides
(<https://icegov.sharepoint.com/sites/insight/director/opa/Pages/branding/index.aspx>)
DHS House Style Guidelines
DHS Seal and Signature Usage Guidelines
DHS Stationery Guidelines
DHS Vehicle Guidelines
ICE OAQ Branding Approval Memorandum form
(https://insight.ice.dhs.gov/mgt/documents/doc/ice_oaq_branding_approval_memorandum.doc)
2. Efficiency – Branding requests can be initiated by sending an email to the ICE Branding mailbox. Only requests submitted to **(b)(7)(E)** E@ice.dhs.gov will be considered for review and approval. Do not address your request to DHS Branding, as this will result in a delay to review your request.
3. Homeland Security Foundation Online Gift Shop (DHS online store)
<http://www.hsfgiftshop.com/>