

PHL Airport Employee Recognition Program Official Rules, Protocols and Procedures

Program Overview: PHL's Airport Employee Recognition Program is an airport-wide effort to recognize outstanding employee performance and conduct that supports our collective goal of providing a safe, smooth and enjoyable guest experience. Each quarter, 10-12 employees from across the airport will be selected to receive awards.

Eligibility: Personnel from all organizations and a variety of functions within organizations, including front-line and behind the scenes, can be nominated for awards. Winners will demonstrate exceptional performance that contributes to a positive experience for PHL's passengers.

Personnel are not eligible for consideration if they were previously selected as a winner in the past 24 months.

Award Categories: Employees can be nominated for awards in the following categories:

- **Teamwork Makes the Dream Work:** This award recognizes collaboration and teamwork across organizations that results in strong service delivery and positive experiences for our passengers.
- **Impression-makers:** This award recognizes front-line customer-facing employees, including ticketing agents, parking attendants, checkpoint queue managers, wheelchair assistance, security agents, concessions staff and gate agents, information counter staff and other representatives providing direct customer service.
- **Unsung Heroes:** This award highlights employees who don't typically get the spotlight. While they don't directly interact with customers, their integrity, courage, and effectiveness has a major impact on the passenger experience. This includes baggage handlers, ramp workers, maintenance personnel, custodians and others working 'behind the scenes' each day.
- **Safe & Sound:** This recognizes employees who protect the integrity and safety of passengers through proactive communication, exemplary teamwork, courage and effective action, including TSA, CBP, FBI, Airport 20, Fire, Police and Security personnel.
- **Caring Support:** This award recognizes those who provide special care and services to seniors, families with young children, disabled passengers and others with special needs. From developing programs to ensure everyone has access to what they need, to providing direct assistance through the airport, these employees make sure travel is smooth, easy and enjoyable for everyone. All employees and contractors working at PHL are eligible.

Nomination: Airport employees may be nominated by passengers or any fellow airport employee, (including supervisors, colleagues, and those employed at other organizations). Employees may not nominate themselves for an award.

Nominators should complete [the nomination form](#) and share a story about the employee and something they did that exemplifies three or more Airport Community Values: customer-centrism; teamwork; transcending expectations; proactive communication; effectiveness; respect; integrity; and courage.

Incomplete nominations will not be considered for recognition.

Applications can be submitted on a rolling basis and will be reviewed once per quarter after the scheduled quarterly deadline.

In the event an inadequate number of formal nomination applications are received, program coordinators can pull from emails and customer feedback to nominate additional individuals. Program coordinators can also pull from previously submitted nominations of employees that have not yet been selected as winners.

Selection Process:

All applications will be compiled and distributed to the Employee Conduct & Recognition Working Group of the PHL Guest Experience Stakeholder Council via email. The group will review and evaluate the nominations on a quarterly basis. Meetings/discussions will be convened on an as-needed basis.

The winners will be selected by the group with consideration of the following:

- **Strength of application:** Includes details about the employee(s) and their specific contributions to the airport. Stories/experiences are included that show how the nominee exemplifies the airport community values. The story shared is compelling and inspirational.
- **Alignment with program goals:** The nominee's position and/or the efforts of the nominee have a direct impact on passengers' experience.
- **Number of nominations per person/team:** i.e; multiple submissions for an individual or team will raise their chances of being selected.
- **Diversity of organizations, roles and job types:** Awards should span job categories and organizations to represent a cross-sector of the airport. A minimum of five organizations should be represented per quarter.

Using an online survey form, each member of the Working Group will submit votes for one to ten nominees they feel should be recognized through the program. The top 10-12 most voted nominees will be recognized with an award through the program.

Employees honored through the program will receive the following:

- A personal profile, featured on "People at PHL" in the phl.org newsroom and the Employee Recognition Program page at phl.org and promoted across PHL's social media channels.
- A professional headshot taken by the Department of Aviation staff photographer.
- Inclusion on the "People of PHL" ad campaign in the airport terminals.
- An award certificate and related presentation photo opportunity.
- Recognition during the Guest Experience (GX) Stakeholder Council meeting.
- An invitation to a special party/event for award winners (date TBD).