

The 2016 Hermes Awards

Public Relations/Communications

Category 77c: Internal Communication Campaign

AECOM Work Sample — Open Enrollment

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AECOM is a global provider of professional technical and management support services to a broad range of markets, including transportation, energy, water, sports arenas and government, to name a few. With expertise in architecture, design, engineering and construction, their 100,000 global employees serve clients in more than 150 countries and generated revenue of USD \$18.7B in 2015.

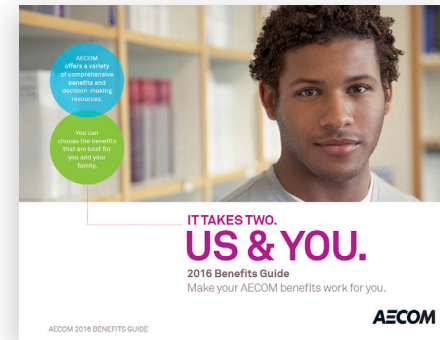
In just one year, due to the acquisition of two competitors, AECOM's U.S. workforce increased from 10,000 to 40,000. The cost to provide health care to 40,000 employees plus their dependents under the existing AECOM benefits program would impact the company's bottom line so significantly that it would jeopardize long-term competitiveness and viability. AECOM needed to introduce significant changes to their benefits program, in particular to health care benefits. They also needed to ask employees to contribute significantly more toward the cost of their medical coverage and to be more informed health care consumers.

COMMUNICATION AND CREATIVE STRATEGY

To tackle this challenge AECOM engaged three agencies — Blue Communications, Towers Watson and Aon Hewitt — to provide change management expertise and communications throughout the process. Together we created a successful multi-media campaign that delivered enrollment results exceeding everyone's expectations.

A particular challenge was cutting through the “noise” created by significant integration anxiety and continuous change. Engaging our audiences — including senior managers and Human Resources Directors, Change Agents, employees, spouses and domestic partners — required compelling visuals, clever copy and a variety of creative materials to get employees' attention; and support materials for staff to help employees make informed enrollment decisions.

Note: Please see our campaign results at the end of this work sample.



A NEW CONCEPT, A NEW MESSAGE

Our materials were built around the tagline, **It Takes Two. Us & You.**, which represented a fresh new approach to align with AECOM's new benefits direction and conceptually shifted the focus from the needs of the employee to the needs of the employee and the shared needs of the business. It emphasized that both employees and the company have important needs and responsibilities, and must work together to manage costs, build a strong business and achieve AECOM's ultimate goal: to deliver a better world.

Our communications highlighted what the company provides (Us) and what is needed, in return, from the employee (You). The new brand continued the positive and uplifting feel of past campaigns while acknowledging that change is happening, incorporating warm but more subdued imagery. We carefully chose and incorporated beautiful, light and airy images, close-up photos of individuals with personality and pleasant, somewhat contemplative, expressions, but not enthusiastic or exuberant. The writing style was conversational, friendly, informal and casual ... but not too casual, respecting that this is a difficult transition for many. The tone was empathetic, communicating that the organization cares about what employees and their families are going through and wants to help them through the benefits transition.



AECOM has chosen industry-leading vendors for our new 2016 benefits program.

You'll have new resources to help you make informed decisions about your benefits.

**IT TAKES TWO.
US & YOU.**

Our new benefits program is here. Starting November 6, make your 2016 elections at www.myAECOMbenefits.com or call the new AECOM Benefits Service Center at 844.779.9567.

2016 Benefits Open Enrollment

Important: Everyone needs to make new elections by November 20.

AECOM

Open Enrollment Concept: **It Takes Two. Us & You.**

DESIGN TOOLKIT AND GUIDING PRINCIPLES

With three agencies providing communications and change management assistance and numerous vendors creating supplement communications for employees, we understood the importance of providing specific guidance for the look, feel and tone of all our campaign materials. To ensure our **It Takes Two. Us and You.** brand was applied consistently across all benefits transition and Open Enrollment materials, we created a detailed Design Toolkit and shared it with all our communications partners. It included guidelines for color choices, typography, and images; an image library; artwork assets; and sample treatments.

In our communications Guiding Principles, which we created at the outset of this project, we specifically outlined how we wanted to communicate. In the words of one of our Benefits leads, we need to be as “optimistic, transparent and honest throughout this process” as possible.

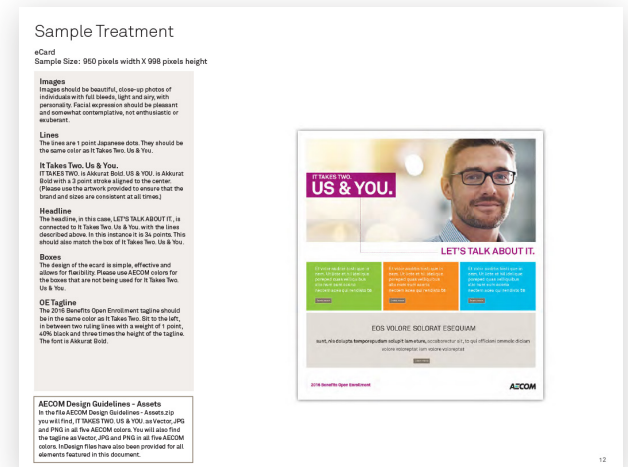
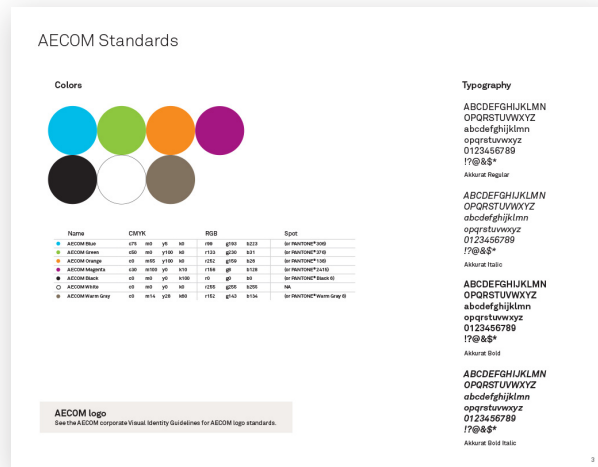
Guiding Principles for Benefits Communications

- **Clarity** – We will write in a clear, concise style in all communications to enable our employees to understand ideas and information.
- **Transparency** – We will be candid, honest and forthright in our communication at all times, regardless of its impact, to the best of our ability.
- **Human** – We will strive for, and continually look for, alternatives in the vocabulary/terminology we use to avoid insurance, technical or legal-oriented language.
- **Strategic** – We will be thoughtful and deliberate in determining our communications plans and activities, mindful of AECOM's business objectives as well as the well-being of our employees. When possible, we will align our messages with AECOM's emerging brand promise: *Built to Deliver a Better World.*
- **Plentiful** – We will carefully consider our communications plans and deliverables, striving to be efficient while providing employees with adequate and appropriately-timed information to ensure understanding and timely decision-making by employees.
- **HR-Aligned** – We will consider other communications and/or programs' messages being provided by other HR functions to verify alignment or opportunity for joint messaging.
- **Integrity** – Our communications efforts will be created with positive intent and executed honorably.
- **Leadership** – We will secure senior executive sponsorship for our work and decision-making, thereby demonstrating that our senior leaders are accountable for the decisions made and the resulting impact.
- **Global** – We will consider global/local cultures and practices in communicating our enterprise-wide global benefit plans.
- **Measurable** – We endeavor to have meaningful and measurable outcomes/results from our deliverables.

Guiding Principles



Design Toolkit



KEEPING LEADERSHIP IN THE LOOP: PRESENTATION MATERIALS

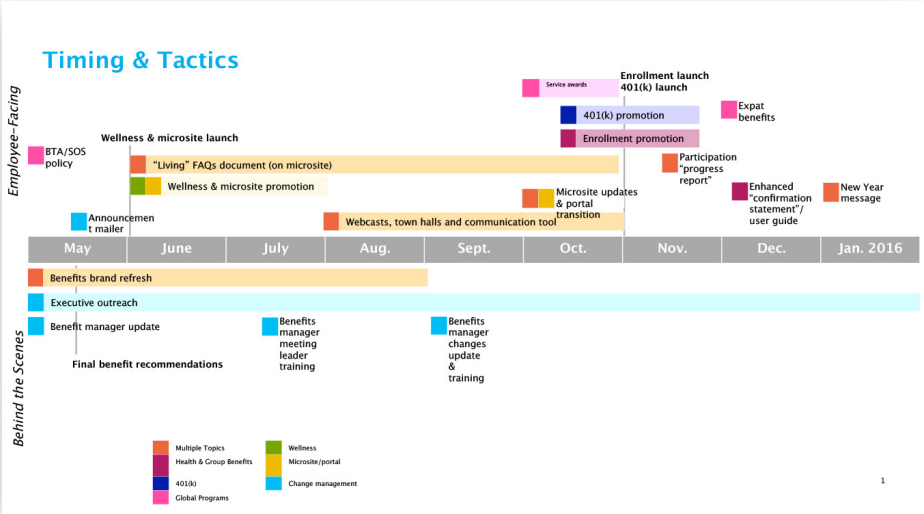
From the beginning, the Corporate Communications team collaborated on the design, development and deployment of the campaign with the leadership group, which included the Senior Vice President of Total Rewards, Human Resources (HR) leads in the U.S., site managers, and on-site Change Agents.

To ensure buy-in, concepts and strategy were presented to the leadership team for feedback early on.

The presentation board below showed leadership how the Open Enrollment branding has evolved over the years.



Open Enrollment Materials Presentation Board for Senior Management



Change and Communication Plan for Senior Management

Telling Our Story

What We're Saying

Business

- Ø AECOM and URS have joined forces to become the world's premier global provider of architecture, design, engineering, and construction services
- Ø Together, we can make AECOM great—and positively impact lives, transform communities and make the world a better place
- Ø We understand that merging our companies means change for our people. Though change is never easy, it does offer opportunities for our people
- Ø Change provides a foundation for professional and personal growth

Benefits

- Ø AECOM remains committed to providing a fully competitive and comprehensive benefits program for the aggregate employee population
- Ø We understand the new program will impact people in different ways
- Ø We are committed to providing the education, tools and resources employees need to make informed decisions
- Ø This is a partnership and employees have a responsibility to take advantage of the resources and to be accountable for the choices they make

What It Looks and Feels Like

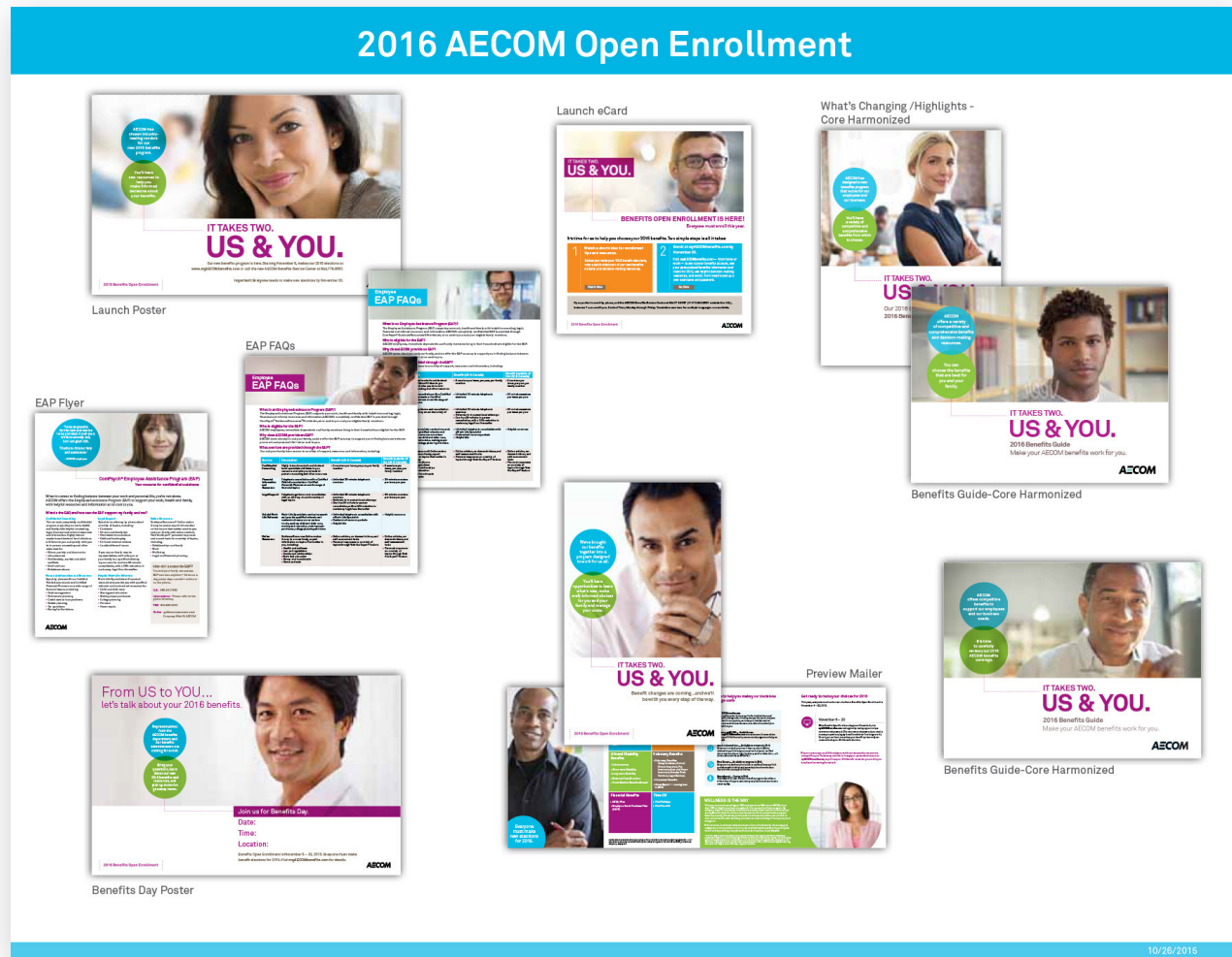
2015 Open Enrollment

2015 Change Announcement

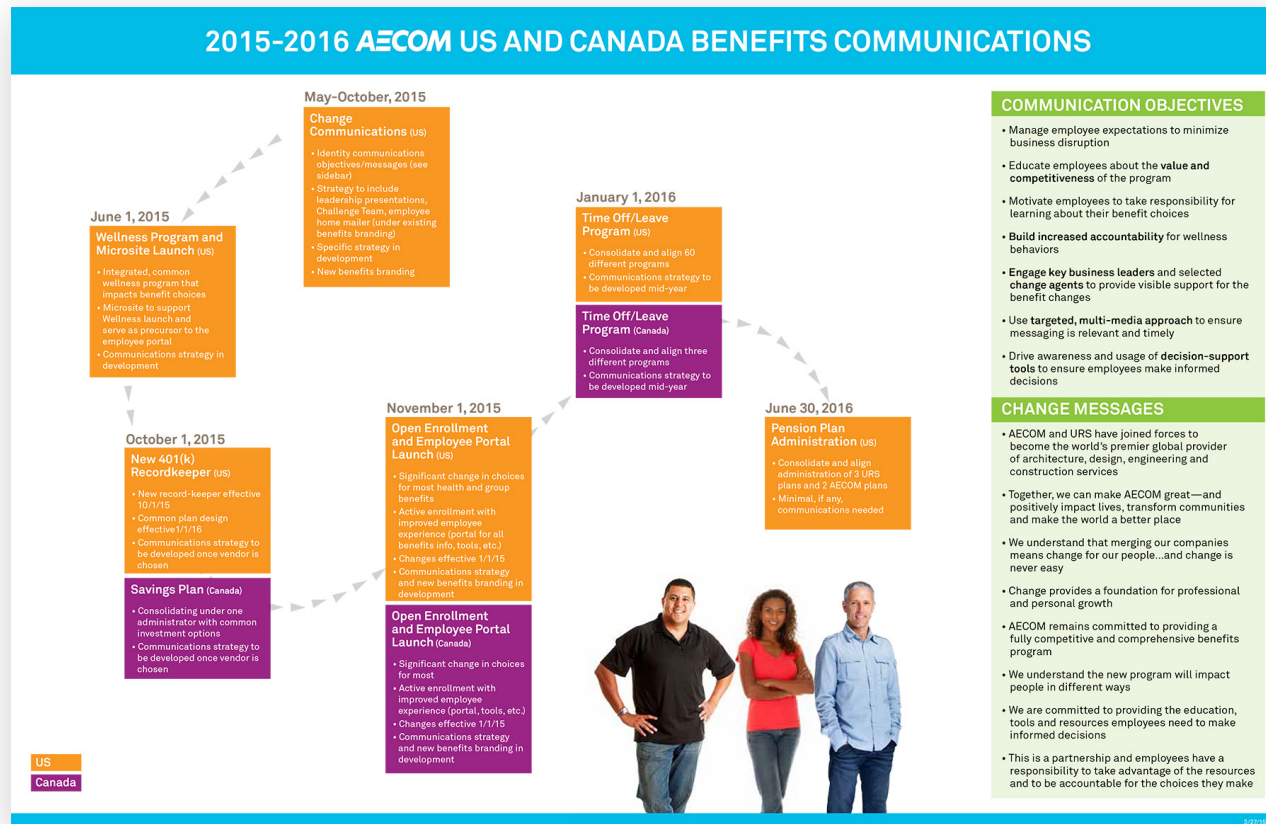
2015 Wellness

Coming soon!
new benefits brand rollout
2016 Open Enrollment

2



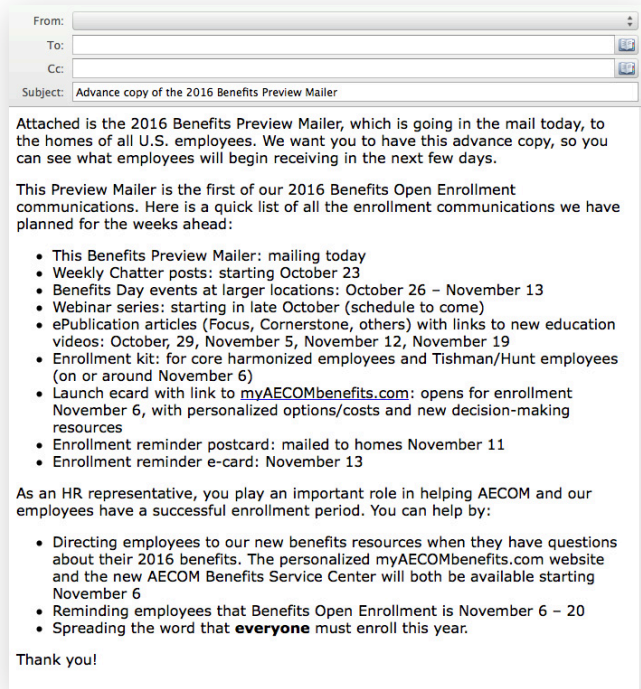
Designs at a Glance for Senior Management



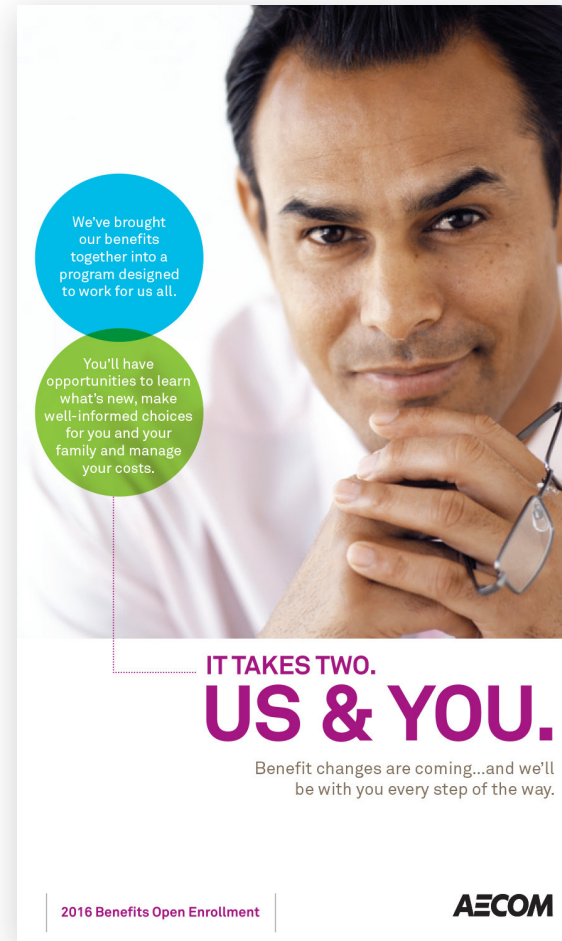
Communications Strategy and Timeline Presentation Board for Senior Management

PREVIEW PLEASE! EMAILS FOR HR AND MANAGERS

This was the first in a series of emails to HR leaders and managers, providing important reminders about upcoming communications. Each email also asked leadership to help with the benefits change process in specific ways — for example, this email asked leadership to direct employees to their decision-making resources and reinforce the message that everyone must enroll this year. Attached to this email was an advance copy of the Announcement Mailer sent to all employees at home.



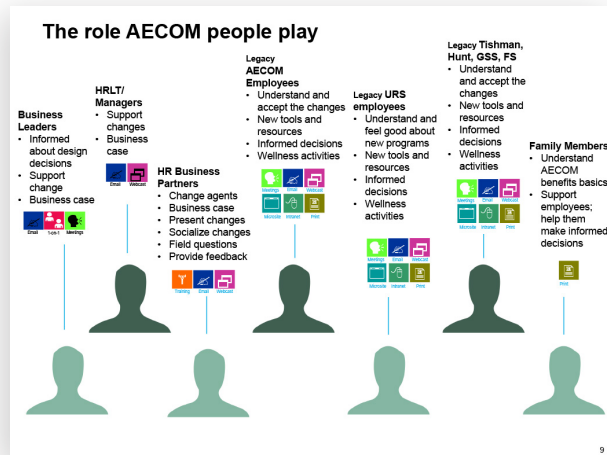
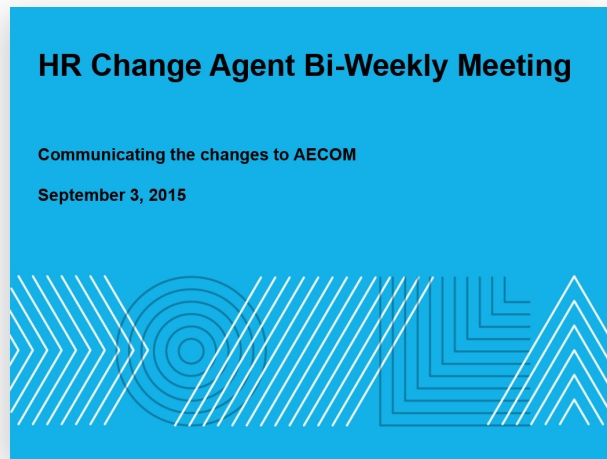
Email for HR Leaders



Announcement Mailer

OUR CHAMPIONS OF CHANGE!

From the outset of the integration, we enlisted a core group of local HR representatives to be our Change Agents, to play a role in setting a positive, but realistic tone for employees. We trained our Change Agents to help employees accept the changes and encourage them to use the tools available to make informed choices. Leading up to and throughout Open Enrollment, we conducted bi-weekly meetings with our Change Agents to let them know what communications and events were coming up and to give them opportunities to ask us questions and tell us what they've been hearing in the field from employees. This is a sample of one of these meeting presentations.



GUIDANCE FOR CHANGE AGENTS, MANAGERS, HR, CALL CENTER

An FAQs and Talking Points tool was developed to aid the new Benefits Service Center, managers, HR leaders and our Change Agents in addressing inquiries and potentially negative feedback around the cost-sharing changes and non-wellness medical plan options, so that everyone from the HR staff to the Benefits Service Center representatives were prepared with consistent messaging. The tool was updated regularly to keep these key audiences current and “in the know” throughout Open Enrollment.

2016 Benefits Open Enrollment Frequently Asked Questions (FAQs) and Talking Points

The following FAQs and talking points are designed to help you respond to AECOM employees who have questions about their 2016 benefits, the new myAECOMbenefits.com and other new resources.

When responding to an employee, either in writing or verbally, customize the messaging below as needed and please thank the employee for the inquiry. You do not necessarily have to use the entire answer.

For additional information or if you need to escalate a question or issue about our 2016 benefits and resources, email benefits@aecom.com. Please direct wellness-specific inquiries to wellness@aecom.com.

These Benefits Open Enrollment FAQs and talking points address:

- 2016 benefits and costs
- Non-wellness medical plan options for those who chose not to complete the *Wellness at AECOM* program
- myAECOMbenefits.com and other new resources

BENEFITS COSTS FOR 2016

1. In the past, I've received benefits cost information in the enrollment materials mailed to my home. Why do I have to go online to see my costs for 2016?

Under our new benefits program, AECOM offers a variety of wellness and non-wellness medical plan options, plus regional options in some locations, along with dental, vision and other benefits. In some cases, plan options differ for those who don't work regular full-time schedules or who are subject to a contract or collective bargaining agreement. We want to ensure you see 2016 employee contribution amounts that are accurate and specific to you, based on your location and employee status. The best way to do that is through your personalized account at myAECOMbenefits.com, beginning November 6.

2. Why are my medical plan contributions increasing in 2016?

One of the most difficult tasks of bringing URS and AECOM's benefits together has been reviewing and consolidating eight different benefit programs and creating a comprehensive program that meets everyone's needs. Each company's approach to sharing the cost of benefits with employees also varied.

When determining how best to combine these different cost models into an affordable program for everyone, we ultimately chose to create a new program and cost-sharing approach for both employee groups. This new approach allows us to offer a comprehensive and competitive benefits program that is also sustainable — for you and for AECOM.

As a result of our new cost structure (and rising health care costs across the country), many of our employees will see higher increases in their medical plan contributions than in past years.

Despite the increases, our 2016 employee contribution changes are aligned with similar companies in our industry. How you will be personally affected depends on the choices you make during Benefits Open Enrollment and the decisions you make when receiving medical care next year.

3. In prior years I was able to see the cost share between myself and AECOM on the benefits enrollment portal. Why can't I see the cost share this year?

As in past years, AECOM continues to pay the majority of the cost of health care for you and your family. However, we no longer share specific employer cost share amounts in our new enrollment system as one-time subsidies for certain employees during this transitional year and additional contributions for non-Wellness medical plans, etc. made this difficult to accomplish this year.

4. Why is AECOM providing a subsidy only to legacy URS employees who earn less than \$60,000 a year?

When determining how best to combine URS and AECOM's eight different benefits programs into an affordable program for everyone, we ultimately chose to create a new program and cost-sharing approach that meets everyone's needs. This new approach allows us to offer a comprehensive and competitive benefits program that is also sustainable — for you and for AECOM.

Under our new cost structure, employee payroll contributions will no longer be based on salary bands, which is a change for legacy URS. As a result, legacy URS employees earning less than \$60,000 a year will see a significant increase in their medical plan contributions for 2016. To help offset this increase, legacy URS employees who enroll in the Premier Plus HDHP and whose annual base pay is less than \$60,000, as of January 1, 2016, will be eligible for a one-time subsidy to help them transition to our new cost-sharing approach. The subsidy is specific to the Premier Plus HDHP medical plan and is for 2016 only. The details of the subsidy distribution are being finalized and will be shared at a later date.

5. What is the amount of the subsidy?

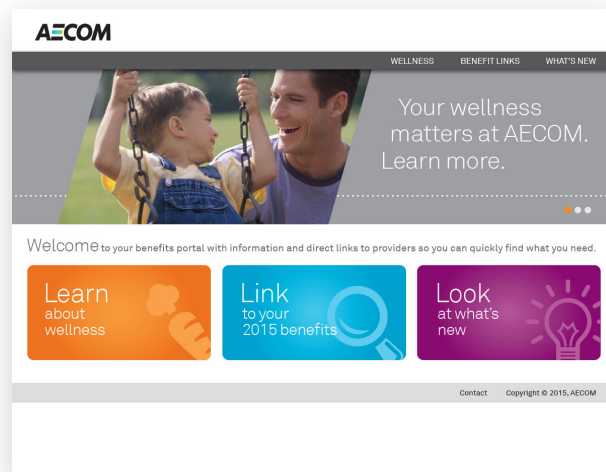
The amount of the subsidy will be based on an employee's annual base salary on January 1, 2016 and the coverage level chosen, as shown in the table below.

2016 ONE-TIME SUBSIDY AMOUNT (Annual amount paid in installments)		
Annual base salary on January 1, 2016	Employee only coverage	Family coverage (employee + 1 or more dependents)
Up to \$50,000	\$500	\$1,000
\$50,000 – \$60,000	\$150	\$300

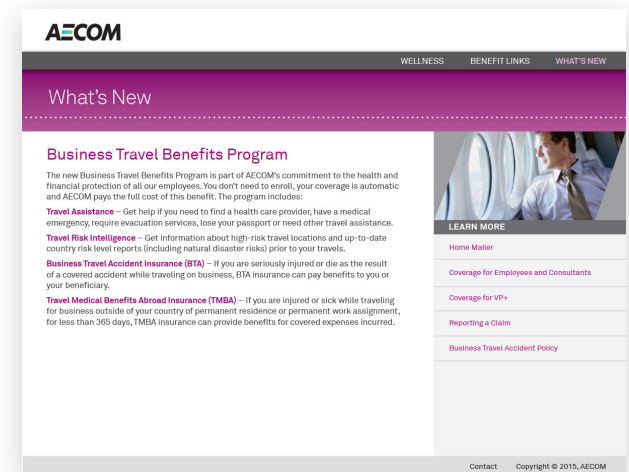
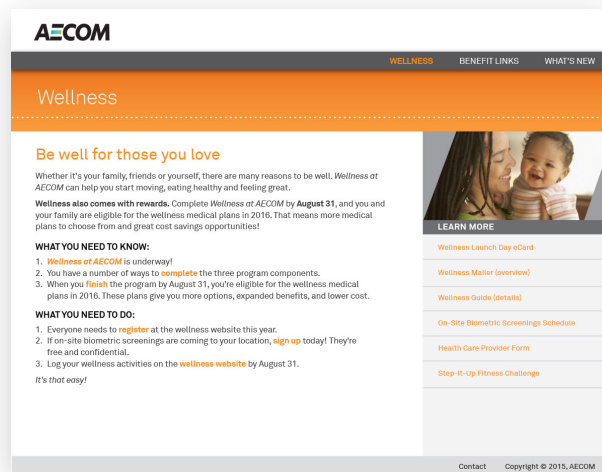
6. If I qualify, how will I receive the subsidy for 2016?

INTRODUCING ... OUR NEW MYAECOMBENEFITS.COM

As part of our benefits redesign, we decided to bring all our employees together under a single, new benefits information and enrollment website — myAECOMBenefits.com. The challenge: the site would not be ready to launch until the very first day of Open Enrollment. Our solution was to introduce a microsite before Open Enrollment to help employees and their family members become accustomed to the new URL. The microsite provided information about our wellness programs, news about the benefits integration and reminders that Open Enrollment was coming soon!

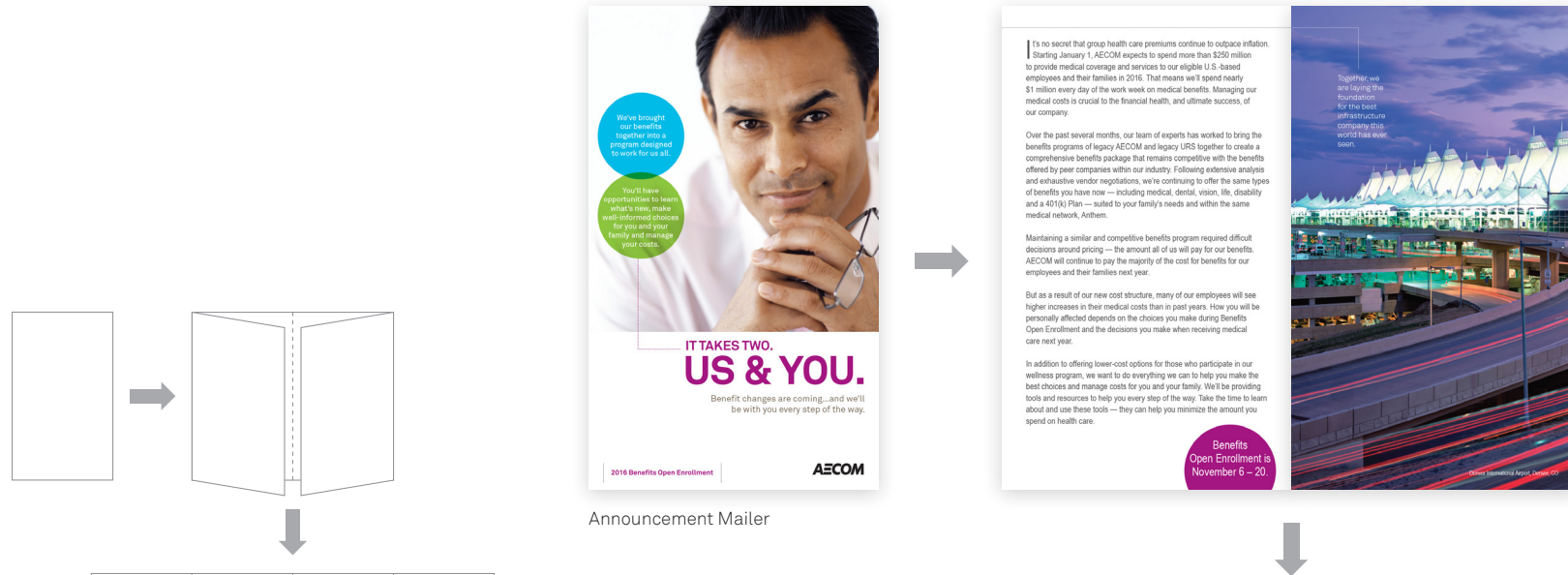


myAECOMBenefits.com



THE PIECE THAT STARTED IT ALL ...

This Announcement Mailer launched the campaign, creating awareness that important benefit changes were coming and the importance of taking time to learn about this year's Open Enrollment choices. This piece was mailed to the home to engage spouses and domestic partners in the decision-making and educational process, right from the start. For our Spanish-speaking population, we provided a Spanish version to local HR reps to distribute as needed.



Announcement Mailer

myAECOMbenefits.com will be personalized with your 2016 benefits and costs, beginning November 6.

Everyone must make new elections for 2016.

A preview of our 2016 benefits program

Below is an overview of our new benefits program. Program details will be provided when Benefits Open Enrollment begins.

Health Care <ul style="list-style-type: none"> Medical Telemedicine Dental Vision Employee Assistance Program (EAP) 	Tax Savings Accounts <ul style="list-style-type: none"> Health Savings Account (HSA) — available with certain medical plan options Flexible Spending Accounts (FSA)
Life and Disability Benefits <ul style="list-style-type: none"> Life Insurance Short-term Disability Long-term Disability Business Travel Accident Travel Medical Benefits Abroad 	Voluntary Benefits <ul style="list-style-type: none"> Voluntary Benefits: Group Accident, Critical Illness Insurance, Pet Insurance, Auto and Home Insurance, Identity Theft Services, Legal Services Commuter Benefits SmartSpend — coming later in 2016
Financial Benefits <ul style="list-style-type: none"> 401(k) Plan Employee Stock Purchase Plan (ESPP) 	Time Off <ul style="list-style-type: none"> Paid Holidays Paid Time Off

Please note that benefits and eligibility may differ by contract or collective bargaining agreement. All of the benefits listed may not be available to part-time employees (fewer than 20 hours a week), variable and temporary/seasonal employees.

Resources to help you make your decisions and manage costs

- myAECOMbenefits.com** Starting November 6, the site will offer helpful videos and decision-making tools, including one you can use to compare your health care options, estimate your family's medical plan costs and choose the most cost-effective medical plan available to you.
- Wellness at AECOM — Available now.** Visit myAECOMbenefits.com to access our wellness website where you'll find free tools, resources and programs to help you be well.
- McLine Intermediary — Available to everyone in 2016.** Everyone in an Anthem plan is able to use the McLine Intermediary, which lets you consult with a board-certified doctor anytime, day or night. By phone, email or video chat — all for the same cost as an office visit.
- Best Doctors — Available to everyone in 2016.** Everyone in an Anthem plan is able to use Best Doctors, which provides medical advice and second opinions from the best doctors in the country. And it's free.
- SmartSpend — Coming in 2016.** SmartSpend is a new discount benefits program that offers a wide variety of ways to save money on products and services we use every day.

Get ready to make your choices for 2016

This year, everyone must make new elections. Benefits Open Enrollment is November 6 - 20, 2015.

November 6 - 20

When Benefits Open Enrollment begins on November 6, visit myAECOMbenefits.com and register by setting up your unique username and password. (The username and password you used to access your previous, legacy benefits website will no longer work.) Once in, you can learn more about your benefit options and your costs and make your 2016 benefit elections.

We want to ensure you see 2016 employee contribution amounts that are accurate and specific to you. The best way to do that is through your personalized account at myAECOMbenefits.com, so you'll see your 2016 benefit costs when you enroll in your benefits online starting November 6.

WELLNESS IS THE WAY

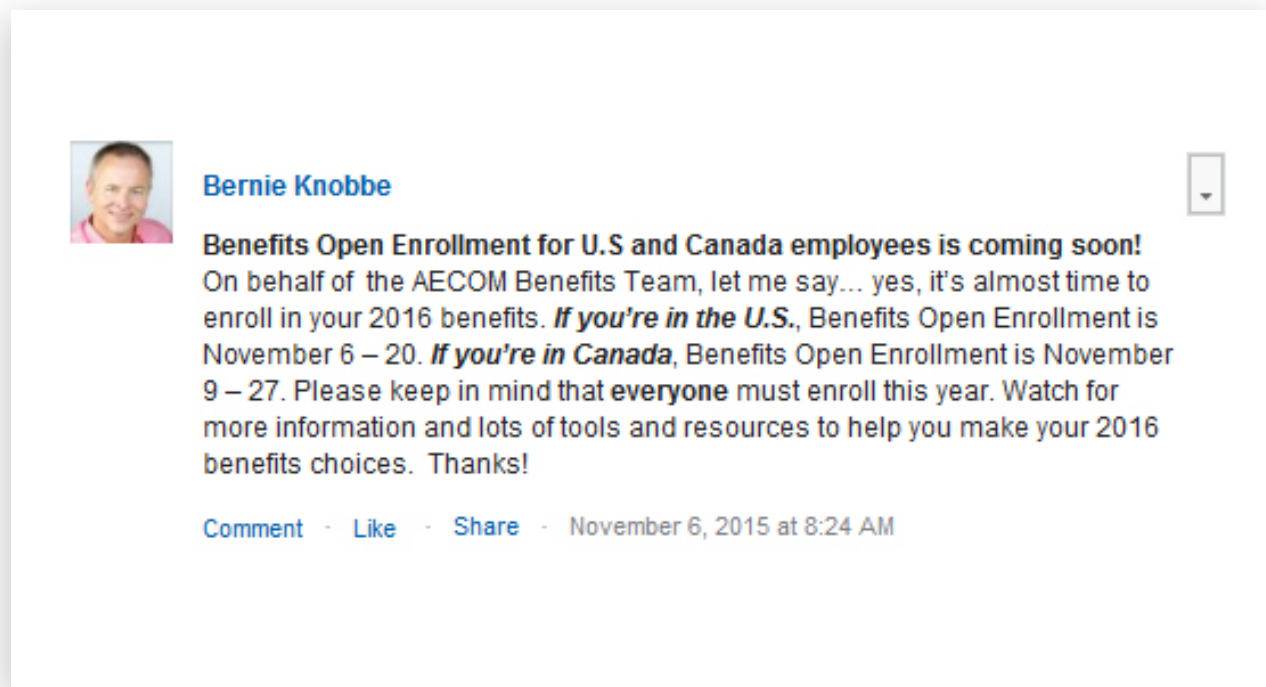
This year, as we welcomed legacy URS employees into Wellness at AECOM, more than 75% of eligible employees completed this summer wellness program. By doing so, they will save money and have more medical plan options to choose from during the 2016 Open Enrollment that starts when we do. And it's a win-win for everyone. Most importantly, those who participated in wellness may have a new outlook on their overall health and well-being, and a better understanding of the importance of being well.

We'll continue to enhance and promote our culture of wellness by encouraging all employees to make wellness a priority. By emphasizing the positive impact of good health and by providing free preventive care services year-round. Be well.

* While all employees are welcome to use the great resources and support provided by Wellness at AECOM, participation in the wellness program prior to and after 2015 federal open enrollment for the wellness program is required by a union contract. URS is a collective bargaining agreement, legacy URS employees, employees hired after June 1, employees working from a base of operations that June 1, international assignments returning after June 1 and employees not currently eligible for benefits.

SOCIAL NETWORKING WITH EMPLOYEES

Chatter is AECOM's internal social networking platform, which we used to let employees know that Open Enrollment was coming.



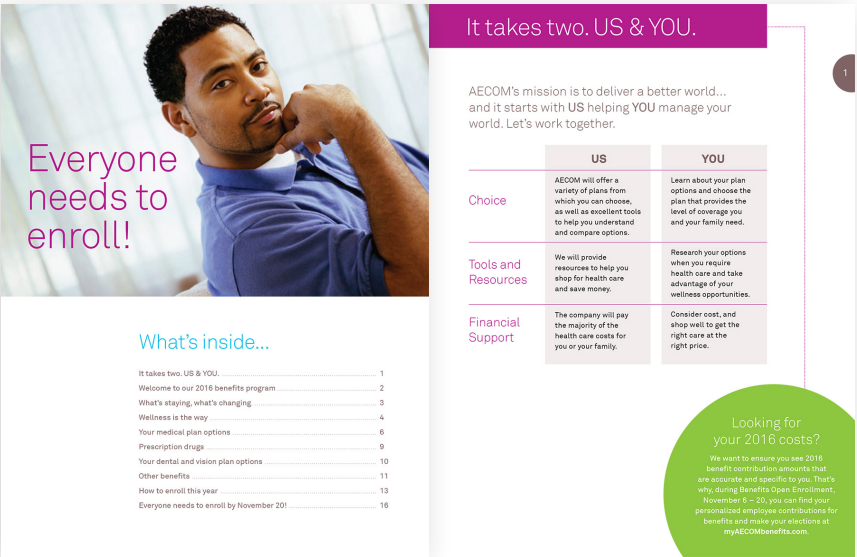
Chatter Post from VP, Global Benefits

GETTING THE MESSAGE OUT TO EMPLOYEES AND THEIR FAMILIES: HIGHLIGHTS BROCHURE AND RESOURCES INSERT

The enrollment packet was mailed to employees' homes. The packet explained AECOM's redesigned benefits program, with an emphasis on new health care options, encouraged employees to consider their personal health care spending, and urged them to use all the new decision-making resources available to them. For our Spanish-speaking population, we provided a Spanish version to local HR reps. These enrollment packet materials were also available online.



Highlights Brochure



Resources Insert




Envelope

SOUND BITES TO FOCUS EMPLOYEES

The week before Open Enrollment launched, our first “sound bite” article ran in the weekly *Focus on Americas* internal ePublication. This first article reminded employees of the Open Enrollment dates and featured an important call to action: Everyone must enroll! Each article focused on one “sound bite” of information, along with a link to a fun and compelling whiteboard video on that topic. Because costs would be increasing significantly for nearly all employees, our first Focus article linked to the *Paying for your health care* video.

Call to Action



FOCUS

ON AMERICAS

Weekly News Digest

Employee Action Items!

November 1: Fall back on Sunday [Read more](#)
November 6: U.S. Benefits Open Enrollment coming soon: What to think about now [Read more](#)
Due November 23: Year-end performance discussions [Read more](#)

Our People

IN THE SPOTLIGHT
 Crystal Gorman continues to grow and excel through learning, collaboration and a focus on clients' expectations [Read more](#)

Building together in DC Metro [Read more](#)
 All day barbeque now open in Houston [Read more](#)
 Brazilian colleagues get creative to celebrate Safety Week 2015 [Read more](#)

Our Projects

2015 AECOM Excellence Award: Advancing our Vision [Read more](#)
 2015 AECOM Excellence Awards: Delivering Technical Excellence [Read more](#)
 Transportation program management effort at LAX wins ENR Project of the Year in California [Read more](#)

Business Services News

Information Technology
 Focusing on the fundamentals: Security updates from IT [Read more](#)

Safety, Health and Environment
 If it happened to someone you know, it could happen to you [Read more](#)

(End of Index)

Employee Action Items!

Fall back on Sunday
 Daylight Saving Time (DST) ends at 2:00 a.m. on November 1 in the United States, Canada and Mexico. DST is NOT observed in Arizona, Hawaii, American Samoa, Guam, Puerto Rico, the Virgin Islands and the Commonwealth of Northern Mariana Islands. The Navajo Nation participates in the DST policy, even in Arizona, due to its large size and location in three states.

A safety reminder: Fire departments encourage us to change the batteries in our smoke detectors when we change our clocks because the switch from DST to standard time provides a convenient reminder. "A working smoke detector more than doubles a person's chances of surviving a home fire," said Chris Bartku, SH&E lead for DCS Americas. "More than 90 percent of homes in the United States have smoke detectors, but one-third are estimated to have dead or missing batteries."
[Back to the top](#)

U.S. Benefits Open Enrollment coming soon: What to think about now
 Soon you'll be choosing your benefits for 2016. This year, we're introducing new tools and resources to help you understand your options, estimate your costs and choose the plans that are right for you. Beginning November 6 for U.S. employees, you'll be able to use these new resources and see your specific 2016 costs and plan options at [myAECOMbenefits.com](#).

In the meantime, take a few minutes to learn more about one of the most important choices you'll make during Open Enrollment—your medical coverage. Cost will likely be an important factor in your decision. In 2016, AECOM will continue to pay for most of your medical costs, including your coverage and any services you receive. Your total costs—the amount you pay for coverage and the amount you pay when you receive care throughout the year—will vary depending on the plan you choose. For example:

- Do you want to pay less for your coverage, but have higher out-of-pocket costs if you have to receive more than preventive care?
- Or do you want to pay more for your coverage, but have lower out-of-pocket costs if you need more than preventive care?

There are a number of factors that add up to your total cost for medical. This year, we have some great videos to help you understand what can be complex and sometimes confusing. Check out this [short video](#) about paying for health care.

Open Enrollment Article



Whiteboard video: Paying for your health care

Link to
“Sound Bite”
Video

ON-SITE VISUALS: POSTER, FLYER, eSIGNAGE

To keep the key messaging out in front of employees, we created a poster, flyer and eSignage with the Open Enrollment dates, where to find new resources and a reminder that everyone must enroll. Each was available in English and Spanish. We asked local HR reps to use the pieces however would work best at their location.



Poster



Flyer

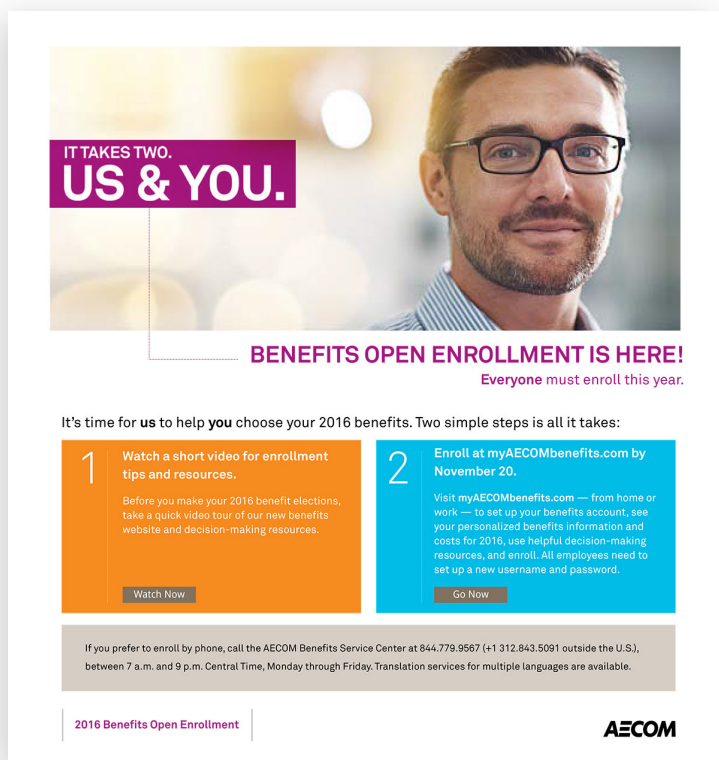


eSignage

Open Enrollment was held from November 6 to 20, 2015. This was a mandatory enrollment, meaning that employees needed to make elections for 2016 — or automatically receive default coverage that might not fully meet their needs.

IT'S TIME TO ENROLL: LAUNCH AND REMINDER ECARDS

eCards were used again to launch Open Enrollment and later to remind employees to enroll before the November 20 deadline. Each eCard allowed them to easily click through an interactive Guided Experience video to learn about the decision-making resources and the new benefits website where they could find those resources and enroll.



**IT TAKES TWO.
US & YOU.**

BENEFITS OPEN ENROLLMENT IS HERE!
Everyone must enroll this year.

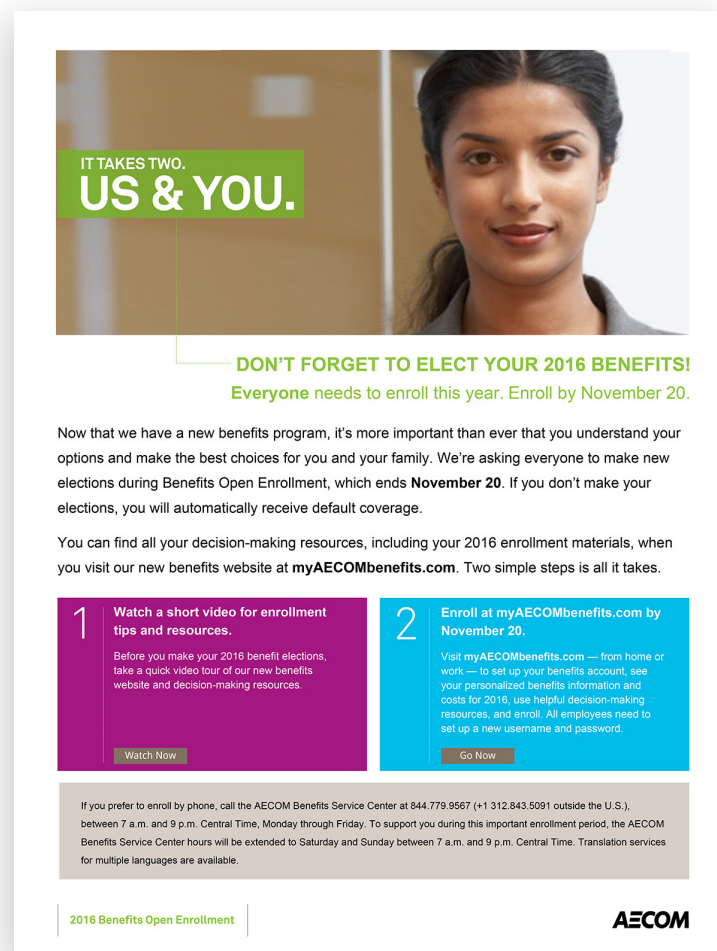
It's time for **us** to help **you** choose your 2016 benefits. Two simple steps is all it takes:

- 1 Watch a short video for enrollment tips and resources.**
Before you make your 2016 benefit elections, take a quick video tour of our new benefits website and decision-making resources.
[Watch Now](#)
- 2 Enroll at myAECOMbenefits.com by November 20.**
Visit myAECOMbenefits.com — from home or work — to set up your benefits account, see your personalized benefits information and costs for 2016, use helpful decision-making resources, and enroll. All employees need to set up a new username and password.
[Go Now](#)

If you prefer to enroll by phone, call the AECOM Benefits Service Center at 844.779.9567 (+1 312.843.5091 outside the U.S.), between 7 a.m. and 9 p.m. Central Time, Monday through Friday. Translation services for multiple languages are available.

2016 Benefits Open Enrollment **AECOM**

Announcement /Launch eCard



**IT TAKES TWO.
US & YOU.**

DON'T FORGET TO ELECT YOUR 2016 BENEFITS!
Everyone needs to enroll this year. Enroll by November 20.

Now that we have a new benefits program, it's more important than ever that you understand your options and make the best choices for you and your family. We're asking everyone to make new elections during Benefits Open Enrollment, which ends **November 20**. If you don't make your elections, you will automatically receive default coverage.

You can find all your decision-making resources, including your 2016 enrollment materials, when you visit our new benefits website at **myAECOMbenefits.com**. Two simple steps is all it takes.

- 1 Watch a short video for enrollment tips and resources.**
Before you make your 2016 benefit elections, take a quick video tour of our new benefits website and decision-making resources.
[Watch Now](#)
- 2 Enroll at myAECOMbenefits.com by November 20.**
Visit myAECOMbenefits.com — from home or work — to set up your benefits account, see your personalized benefits information and costs for 2016, use helpful decision-making resources, and enroll. All employees need to set up a new username and password.
[Go Now](#)


If you prefer to enroll by phone, call the AECOM Benefits Service Center at 844.779.9567 (+1 312.843.5091 outside the U.S.), between 7 a.m. and 9 p.m. Central Time, Monday through Friday. To support you during this important enrollment period, the AECOM Benefits Service Center hours will be extended to Saturday and Sunday between 7 a.m. and 9 p.m. Central Time. Translation services for multiple languages are available.

2016 Benefits Open Enrollment **AECOM**

Reminder eCard

TARGETED MESSAGING: SUBSIDY AND EXPAT eCARDS

Targeted eCards were developed for employees who were eligible for a one-time, transition premium subsidy and for international assignment employees who were moving to a new expat plan, which would be their only medical plan option.



IT TAKES TWO.
US & YOU.

**FOR QUALIFIED EMPLOYEES...
A SUBSIDY FROM US TO YOU.**

Soon you'll be choosing your benefits for 2016, including medical coverage for you and your family. Cost will likely be an important factor in your decision, so we want to share important news about your 2016 medical plan contributions.

Under our new benefits program, AECOM will continue to pay the majority of your benefit costs. However, due to rising health care costs and because employee contribution amounts will no longer be based on salary bands, medical plan contributions will increase for many of our employees.

To help offset the cost increase, AECOM will provide a one-time subsidy for legacy URS employees whose annual base salary is less than \$60,000 and who enroll in the Premier Plus HDHP medical plan option. It is important to note that the subsidy is available for 2016 only, and is specific to the Premier Plus HDHP.

The amount of the subsidy will be based on an employee's annual base salary on January 1, 2016 and the coverage level chosen, as shown in the table below.

2016 ONE-TIME SUBSIDY AMOUNT (Annual amount paid in installments)		
Annual base salary on January 1, 2016	Employee only coverage	Family coverage (employee + 1 or more dependents)
Up to \$30,000	\$500	\$1,000
\$30,000 – \$60,000	\$150	\$300

We know the subsidy will be paid in installments throughout 2016, however we're currently finalizing the administrative details. Later this year, employees who qualify for this subsidy will receive additional information about how the subsidy will be paid. Please note that, because eligibility for the subsidy depends on salary as of January 1, 2016, no one will see the subsidy reflected in their 2016 employee contribution amounts in the enrollment website.

As a reminder, please make your 2016 elections at [myAECOMbenefits.com](#) during Benefits Open Enrollment, November 6 – 20. If you prefer, you can also make your elections by calling the new AECOM Benefits Service Center at 844.779.9567 (+1 312.843.5091 outside the U.S.), between 7 a.m. and 9 p.m. Central Time, Monday through Friday. During the enrollment period, the Benefits Service Center will also be available on Saturday and Sunday.


If you've already made your elections and want to change your medical plan choice, you can go back into [myAECOMbenefits.com](#) or call the AECOM Benefits Service Center to update your choices any time before November 20.

Remember, **everyone** must enroll this year.

2016 Benefits Open Enrollment

AECOM

Subsidy eCard



IT TAKES TWO.
US & YOU.

**STAY HEALTHY AND SAFE DURING YOUR
INTERNATIONAL ASSIGNMENT**

AECOM is excited to announce our partnership with GeoBlue, a trusted international health insurance plan carrier with a proven record of excellent customer service. Effective January 1, 2016, GeoBlue will administer AECOM's expatriate medical, dental and vision benefits, providing medical coverage inside and outside the U.S.

Learn what's new and what it means to you, as you prepare for the upcoming Benefits Open Enrollment period: **November 6 – 20, 2015.**

What's New	What It Means to You
GeoBlue will administer the international health plan	<p>Access a similar network at home and abroad.</p> <ul style="list-style-type: none">The GeoBlue Expat® health insurance plan includes access to a trusted provider network outside of the U.S.Within the U.S., you and your dependents (including those who remain in the U.S.) will have access to the Anthem Blue Cross and Blue Shield provider network.
One international medical plan	<p>Your GeoBlue medical plan will include both international and domestic coverage.</p> <ul style="list-style-type: none">Therefore, GeoBlue will be the only medical plan option available to you in 2016. <p>You will continue to have access to the domestic dental and vision plans.</p> <ul style="list-style-type: none">We recognize that you may have trailing dependents in the U.S. or travel back to the U.S. often; therefore, you will be able to maintain your domestic dental and vision coverage. <p>Plan design and contributions are changing in 2016.</p> <ul style="list-style-type: none">More information will be provided during Benefits Open Enrollment.
Enrollment is required	<p>Take action November 6 – 20.</p> <ul style="list-style-type: none">Register at myAECOMbenefits.com.Learn more about the 2016 U.S. benefits programs and GeoBlue.Enroll in the health and group benefits available to you.
GeoBlue resources	<p>Go online.</p> <ul style="list-style-type: none">Beginning January 1, 2016, register at www.geo-blue.com to access concierge-level services and convenient online and mobile self-service tools.Read Frequently Asked Questions.Email customerservice@geo-blue.com. <p>Call.</p> <ul style="list-style-type: none">Inside the U.S.: 1.855.282.3517Outside the U.S.: +1.610.254.5304 <p>Use your new ID card.</p> <ul style="list-style-type: none">Use the new ID card, which will be mailed to you, or download a temporary card at www.geo-blue.com.

2016 Benefits Open Enrollment

AECOM

Expat eCard

TAKING OUR MESSAGES ON THE ROAD: LET'S TALK ABOUT IT!

During Open Enrollment, our Benefits team members and representatives from our benefits carriers visited more than 60 AECOM U.S. locations for a Benefits Day. Employees were invited to bring their benefit questions, learn about their new 2016 benefits and resources, and pick up some fun giveaway items. We gathered great questions and input that was used to keep our FAQs and Talking Points tool updated throughout the process. We promoted the Benefits Day events through an on-site poster and the Enrollment Kit insert.



Benefits Day Poster



Enrollment Kit Insert

RECORDED PRESENTATIONS

Employees who couldn't attend a Benefits Day or those who simply wanted another way to learn about the 2016 benefits program and new resources had the opportunity to watch a 30-minute recorded benefits presentation. The presentation was created as a PowerPoint deck with some animation and a narrated voiceover. There were two versions of the presentation for our two main audience groups, and a Spanish language version as well.

We've designed a benefits program to work for all of us.

Learn what's new and make well-informed choices.

**IT TAKES TWO.
US & YOU.**

2016 Benefits
An Overview of Our Integrated Program

2016 Benefits Open Enrollment

AECOM

Comprehensive Benefits Program

You will have many of the same programs you have today, but your choices may be different. We encourage you to take time to learn about the new program and to make active, informed enrollment decisions.

Health Care <ul style="list-style-type: none"> Medical Dental Vision Telemedicine Best Doctors Employee Assistance Program 	Life and Disability <ul style="list-style-type: none"> Life Insurance Short-term Disability Long-term Disability Business Travel Travel Medical Benefits Abroad 	Tax Savings Accounts <ul style="list-style-type: none"> Health Savings Account (HSA) – available with certain medical plan options Flexible Spending Accounts
Financial Benefits <ul style="list-style-type: none"> 401(k) Plan Employee Stock Purchase Plan (ESPP) 	Voluntary Benefits <ul style="list-style-type: none"> Voluntary Benefits (group accident, critical illness, pet insurance, auto and home insurance, identity theft, legal services) Commuter Benefits SmartSpend – coming later in 2016 	Time Off <ul style="list-style-type: none"> Paid Holidays Paid Time Off

AECOM

What is an HSA?

- A **tax-advantaged account** you can use to pay for eligible health care expenses – now or when you retire
- AECOM contributes to the account, and you can, too — and lower your taxable income!
- It's your money:**
 - Rolls over** from year to year
 - Travels with you:** You take your money with you when you leave the company
- The HSA administrator will be Health Equity in 2016

Tax-free interest earnings

Tax-free contributions*

Tax-free spending on qualified health care expenses

AECOM

Benefits Overview: How the HSA Works

When you enroll in the Premier Plus HDHP or the HDHP plan, an HSA will be opened for you and AECOM will contribute to your account

You decide how much you want to contribute each paycheck on a pre-tax basis

You decide how to pay for eligible health care expenses

OR

Pay for eligible expenses tax-free from your HSA

Any remaining account balance rolls over to the next year

Pay for expenses out of pocket and save your HSA funds for future expenses

2016 maximum contribution*

\$3,350 individual
\$6,750 family
Age 55 or older can contribute an additional \$1,000 in 2016.
* These maximums include AECOM's contribution.

AECOM

Tools to Help You Choose

- Starting November 6, you will be able to access a variety of tools at **myAECOMbenefits.com** to help you make informed benefit choices

Watch and Learn A Guided Experience interactive video shows you website features, how to enroll, and the tools to help you learn about your medical choices.	Compare Health Plan Features View up to three medical plan options side-by-side to easily compare the features of each plan.
Compare Medical Expenses Estimate and compare your costs under each of your medical plan options. Customize your results based on your expected health care needs.	Choose Your Medical Plan Answer a few simple questions and <i>DecisionDirect</i> will show you what medical plans are recommended for you and your family/

AECOM

Everyone Must Enroll by November 20

- Enroll from November 6 – 20, 2015
- Go to **myAECOMbenefits.com** anytime, at work or from home:
 - As a first time user, you'll need to register
 - Confirm the personal information requested (such as date of birth and ZIP code)
 - Create a user ID and password
- Need help?
 - Call the AECOM Benefits Service Center at 844.779.9567
 - Available from 7 a.m. – 9 p.m. CT, Monday – Friday
 - Service Center also will be open from 7 a.m. – 9 p.m. CT on Saturday and Sunday during open enrollment
 - Outside the U.S., call: +1 312.843.5091

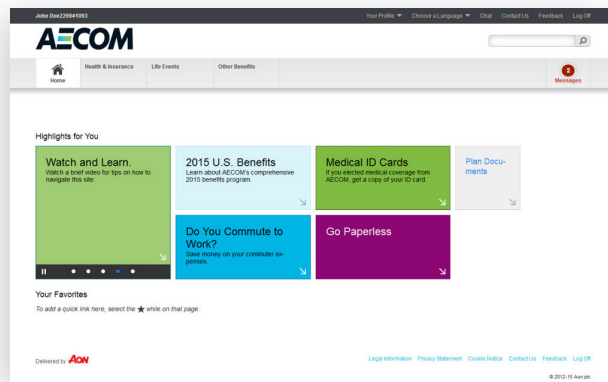
Get the app!

- Go to Google Play or App Store
- Search for UPOINT HR
- Download the app
- Click "Find Your Company" and enter AECOM
- After the initial set up, simply open the app to access the My AECOM Benefits website.

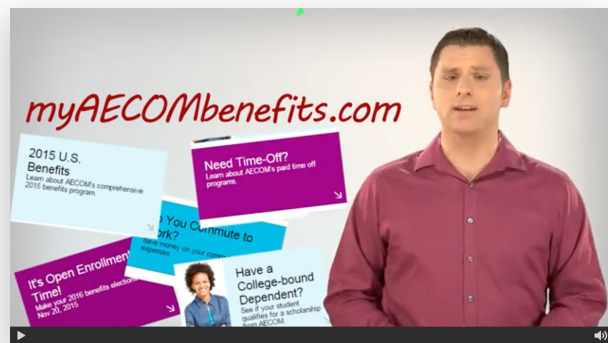
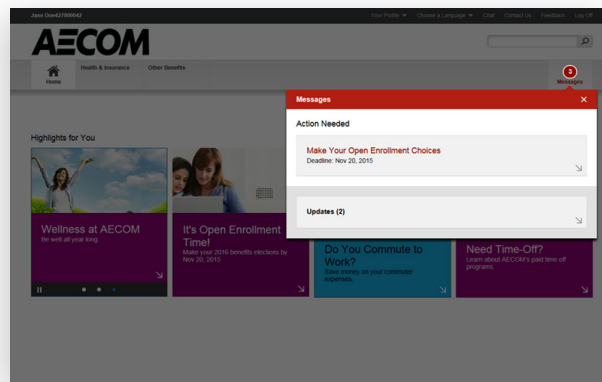
AECOM

GREAT NEW RESOURCES FROM US TO YOU

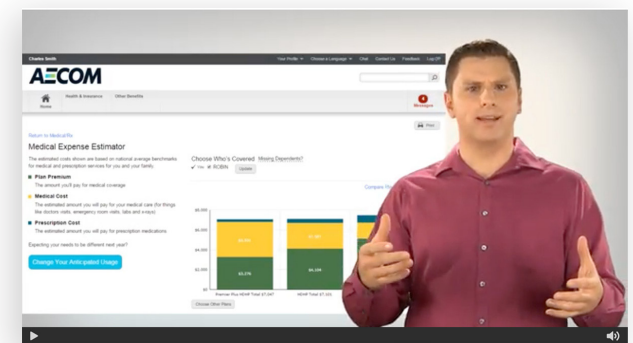
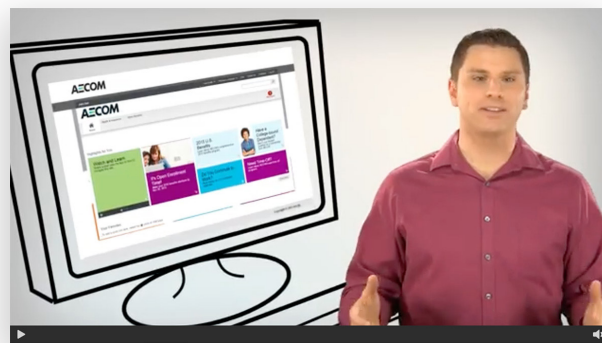
What benefits are right for me? That was the question on everyone's mind during Open Enrollment. To help employees make the best choices, AECOM offered a new benefits information and enrollment website — myAECOMbenefits.com — along with enhanced decision-making tools and resources, including a new Medical Expense Estimator, Decision Direct medical plan selection tool and informative whiteboard videos. Here are some images from the website and our Guided Experience interactive tool, which provided a quick video tour of the new website and decision-making resources. The Guided Experience tool was an off-the-shelf resource customized for AECOM. It was available on myAECOMbenefits.com and was linked to directly from our Launch and Reminder eCards. You can find the Guided Experience at <http://myaecombenefits2.com/videos/guided-experience.html>.



New myAECOMbenefits.com Benefits and Enrollment Website



Guided Experience Interactive Video

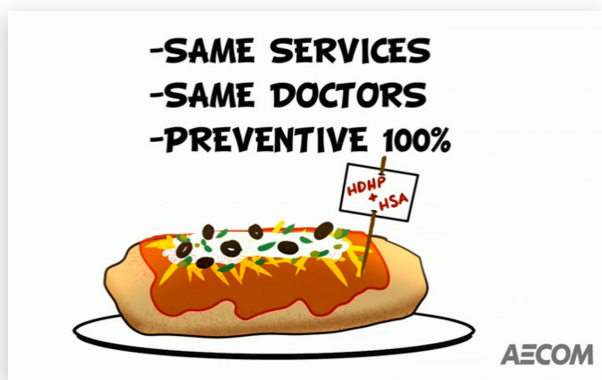


WATCH ME! INFORMATIVE AND FUN WHITEBOARD VIDEOS

To help educate employees about key aspects of our new benefits in an engaging new way, we introduced five fun and informative whiteboard videos as part of this campaign. Four were featured links in our “sound bite” ePublication articles. All five videos were featured prominently on the myAECOMbenefits.com website. As these were off-the-shelf products partially customized for AECOM, we couldn’t apply the It Takes Two. Us & You. brand to these videos. However, we were able to fully customize the content specific to the AECOM plans. To view a video, click on its image below.



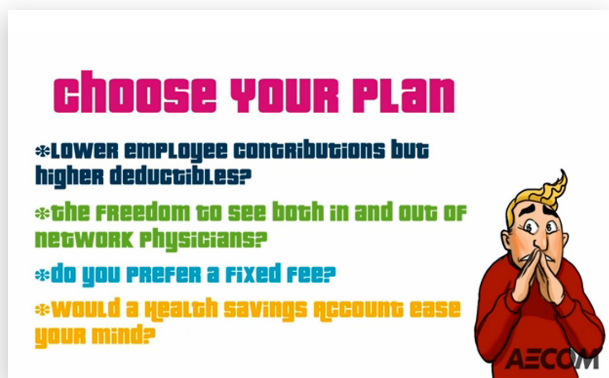
[Whiteboard 1: How you pay for health care video](#)



[Whiteboard 2: HDHP + HSA video](#)



[Whiteboard 3: ABCs of HSAs and FSAs video](#)



[Whiteboard 4: Choosing between a traditional plan and an HDHP video](#)



[Whiteboard 5: Learn about the EAP video](#)

ONLINE BENEFITS GUIDE

Our comprehensive, clickable Benefits Guide was available at myAECOMbenefits.com. It provided details about the 2016 benefits program and what employees needed to do make their elections.

AECOM offers a variety of comprehensive benefits and decision-making resources.

You can choose the benefits that are best for you and your family.

IT TAKES TWO. US & YOU.

2016 Benefits Guide

Make your AECOM benefits work for you.

AECOM

AECOM 2016 BENEFITS GUIDE

IT TAKES TWO. US & YOU.


AECOM is primed to be one of the largest and most impactful companies in the world — a place where talented, dedicated people want to work, today and tomorrow.

We know that our people are our most valuable resource, and we know how important it is to have good, affordable health care and insurance benefits as well as a retirement program that helps you save for your future. That's why we offer a variety of health, group and retirement benefits that can provide protection, peace of mind and savings. We also offer excellent tools and resources to help you choose the benefits that are best for you and your family, and manage your costs throughout the year. Whether it's health care, income protection, retirement savings or other benefits, such as the Employee Assistance Program (EAP), we've got you covered.

This guide provides a general overview of your benefit choices and enrollment information to help you select the coverage that's right for you. **Please note that health, group and retirement benefits may differ by contract or collective bargaining agreement.** Visit myAECOMbenefits.com for details, including:

- A personalized look at the benefit plan options available to you
- Your employee payroll contributions
- Quick links to benefit providers
- Tools and resources to help you make the most of your AECOM benefits, including videos to help you understand your medical plan options.

If you need additional help, call the AECOM Benefits Service Center at 844.778.9567 (+ 1 312.843.5091 outside the U.S.), between 8 a.m. and 8 p.m. Central Time, Monday through Friday.



AECOM 2016 BENEFITS GUIDE

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Take control with an HSA

An HSA is a powerful tool that you can use to pay your deductible or eligible out-of-pocket medical expenses.

Here are five great features of an HSA:

1 AECOM's contribution

If you elect the Premier Plus HDHP or the HDHP, AECOM will contribute to your HSA each month. The total annual contribution amount that you will receive from AECOM in 2016 is shown below. These contribution amounts are competitive with the contributions made by other companies similar to AECOM.

HOW MUCH AECOM CONTRIBUTES TO YOUR HSA:

Premier Plus HDHP (Wellness / Non-Wellness)

- Employee Only: \$750
- Family: \$1,500

HDHP (Wellness Only)

- Employee Only: \$300
- Family: \$600

2 Future savings, with interest!

Whatever you don't use, you can save for future health care needs, whether that's next week, next year or even in retirement.

Once your balance reaches \$1,000, you can invest your account balance.

3 Your contributions

You can add to AECOM's contributions on a federal tax-free basis, giving you another way to save pre-tax cash for your future needs. In 2016, your and AECOM's contributions cannot exceed \$3,350 for employee only coverage or \$6,750 for family coverage.

If you're age 55 or older, you can contribute an extra \$1,000 per year.

4 Triple tax savings!

HSAs are one of the best tax savings vehicles since the 401(k) plan was introduced. Here's why: You don't pay federal taxes on: 1) the money you or AECOM contributes to your account, 2) any earnings on your account, and 3) any money you withdraw from your account to pay for eligible medical expenses.

5 Portability

If you retire or leave AECOM, you can take your money with you.

You must open your HSA with HealthEquity to qualify for the company contributions. If you elect an HDHP option, your HSA will automatically be set up with HealthEquity. You have the option to decline a HealthEquity HSA by calling 866.212.4730.

AECOM 2016 BENEFITS GUIDE

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Your vision benefits

AECOM offers you and your dependents vision coverage through Vision Service Plan (VSP).

Vision benefits summary

All benefits-eligible employees (including international assignees) will be automatically enrolled in the VSP Basic Vision plan in 2016, and AECOM covers the entire cost. This plan includes an annual vision exam covered at 100%. The VSP Premier plan option includes the same annual vision exam coverage plus an allowance for frames and other services.

Key Features	VSP Basic In-Network / Out-of-Network	VSP Premier In-Network / Out-of-Network
Exam	No cost/\$45 allowance	No cost/\$45 allowance
Lenses	Not covered	Between \$10 and \$55 copay/between \$45 and \$125 allowance
Frames	Not covered	\$10 copay, then \$150 allowance plus 20% off remaining balance/\$47 allowance
Contact Lenses Instead of Glasses		
Conventional/Disposable	Not covered	\$10 - \$90 copay, then \$120 allowance for contact lenses includes fitting and evaluation /\$105 allowance
Medically Necessary		



This information is only a summary of your vision coverage. Visit myAECOMbenefits.com for more information.

AECOM 2016 BENEFITS GUIDE

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CALCULATING AND COMPARING THE COST

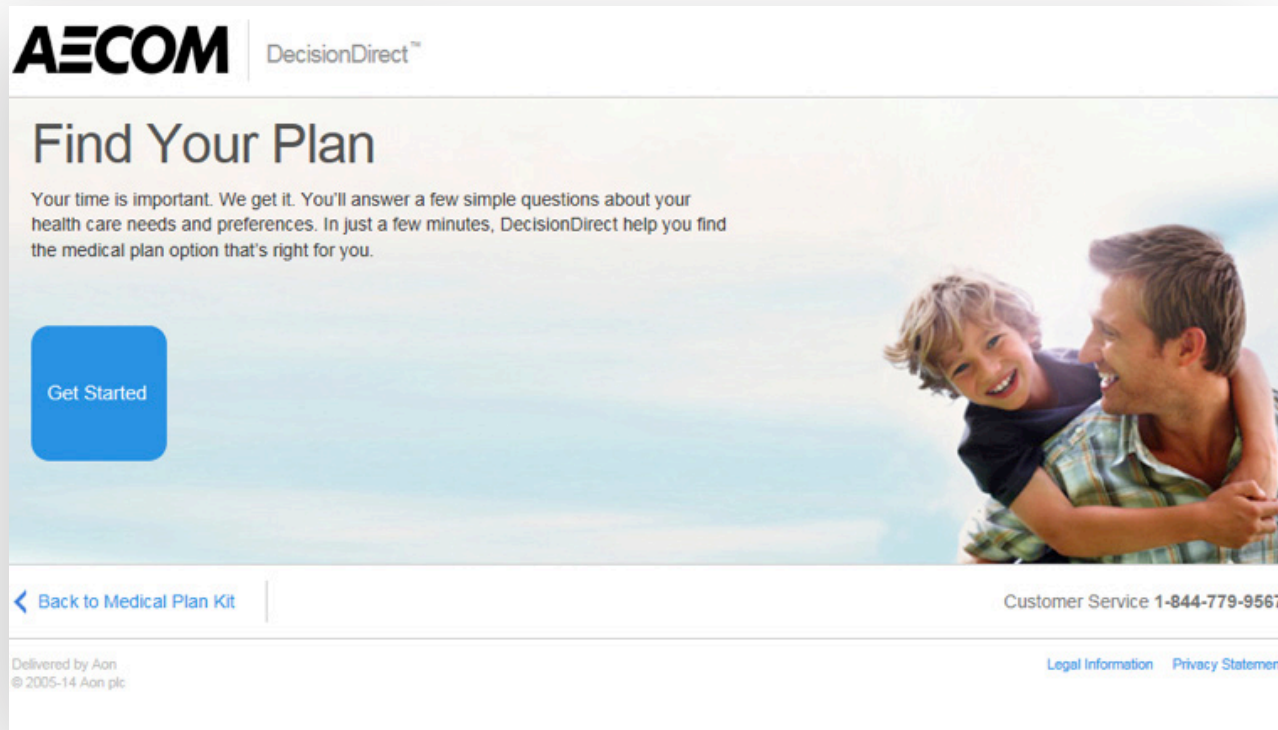
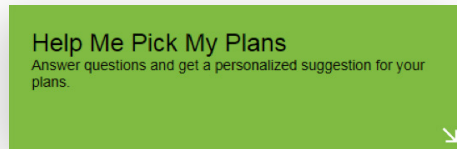
This Medical Expense Estimator tool was available to employees after they logged in to [myAECOMbenefits.com](#). It helped them project their total out-of-pocket costs for the various AECOM medical plan options to decide which medical plan was best for them.



Medical Expense Estimator

PERSONALIZED PLAN RECOMMENDATIONS IN JUST MINUTES!

With our new DecisionDirect interactive tool, available at myAECOMbenefits.com, employees could answer a few simple questions about their health care needs and preferences and get personalized medical plan recommendations. In just a few minutes, DecisionDirect helped users find the medical plan option that was right for them and their family.



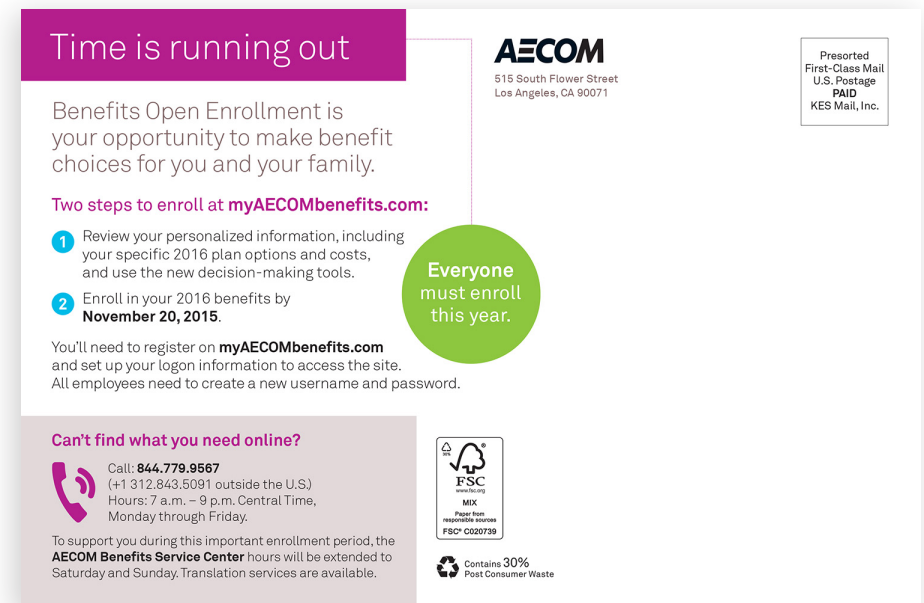
DecisionDirect Medical Plan Selection Tool

ONE MORE REMINDER FOR FAMILY MEMBERS

Before the enrollment deadline, we sent one more mailing to the homes to remind employees and their family members that this was their last chance to make elections for 2016.



Enrollment Reminder Postcard to the Home



FRIENDLY REMINDERS FROM US TO YOU!

After Open Enrollment, there were still a lot of things we needed employees to do. This is the first of two Year-End Checklists we sent to employees in December, with important and timely reminders — for example, about opening new Commuter Benefits accounts and transferring HSA balances to our new HSA vendor. Employees received a friendly “to-do” reminder checklist. When they clicked a button along the right, it provided additional information about that topic.

IT TAKES TWO. US & YOU.

YEAR-END 'TO-DO' LIST!
Friendly benefits reminders from US to YOU.

We're rolling out our new benefits program starting January 1, 2016 and there is a lot to do! Below are some important announcements and reminders. Please take a moment to see if anything applies to you. We want to make sure your benefits are set up and ready to go on January 1!

Do you currently have a Commuter Benefits account?
We're moving to a new vendor, Aon Hewitt, and you'll need to make a new election by December 10 if you want to begin participating in January! If you're currently enrolled with WageWorks, ADP, TransCheck or another vendor, you do not need to cancel your account. It will automatically close on December 31, 2015, and your January payment will move to Aon Hewitt. If you make a new Commuter Benefits election by December 10, if you don't currently have a Commuter Benefits account, consider opening one so you can save money by paying your commuting expenses with pre-tax dollars.

Did you elect the Premier Plus HDHP or HDHP for 2016?
If so, your new health savings account (HSA) has automatically been set up for you with HealthEquity. If you are not eligible for an HSA — for example, if you're also enrolled in your spouse's non-HDHP plan or Medicare — you'll need to decline your HSA by calling HealthEquity after you receive your HSA welcome kit.

Do you currently have an HSA?
We're moving to a new HSA vendor, HealthEquity, and you may want to close your current HSA and transfer your money into a new HSA account. If you do not close your current account, you will incur fees through your current HSA vendor — even if you have a \$0 balance.

If you elected either the Premier Plus HDHP or HDHP for next year, you'll receive a communication from HealthEquity and more detailed information about your new HSA and how to transfer your current HSA into it. Watch your home mail!

If you did not elect either the Premier Plus HDHP or HDHP for next year, click the Learn More button to the right for additional instructions.

Get your preventive care!
If you haven't already, get your annual physical checkup, a dental cleaning and exam (you're covered for two each year), and your annual vision exam. Your AECOM plans pay 100% of the cost!

Did you hit your deductible this year?
If so, get any additional medical care and fill your prescriptions before January 1, when your deductible starts over! Log in to your current medical carrier's website to check your deductible.

Log in 480208 and 085 Address
Check Now
Log in 480208 and 085 Address
Check Now
Log in 480208 and 085 Address
Check Now
Log in 480208 and 085 Address
Check Now

These are just a few friendly reminders to help you during this busy time. If you have additional questions, please contact our new AECOM Benefits Service Center at 844.773.9567 (+1 312.843.5091 outside the U.S.), between 8 a.m. and 8 p.m. Central Time, Monday through Friday. Translation services for multiple languages are available.

Watch for more important benefits reminders coming in mid-December.

2016 Benefits Open Enrollment

AECOM

Save money with Commuter Benefits

With AECOM's Commuter Benefits program, you can save money on transit and parking expenses you incur commuting to and from work — using pre-tax dollars from your pay! Beginning January 1, 2016, the program will be administered by Aon Hewitt.

How it works
You can use your pre-tax Commuter Benefits account to purchase transit and/or parking passes or to reimburse yourself for eligible parking expenses.

You can also get a Commuter Check Card that works like a credit card for eligible transit and parking expenses:

- **Transit** can be used to purchase products like passes, tickets, fare cards, and vanpool passes.
- **Parking** can be used at any parking facility that accepts MasterCard for payment.

There are monthly pre-tax limits for transit and parking expenses. Check [myAECOMBenefits.com](#) to learn more.

Eligible forms of commuter expenses include:

- Train
- Light rail
- Commuter rail
- Parking
- Shuttle bus
- Vanpool
- Biking
- Bus
- Ferry and boat

Mileage, tolls, fuel, carpooling and business travel are not eligible for the Commuter Benefits program.

Important!
You can enroll in Commuter Benefits anytime. If you want to participate in January 2016, you will need to enroll at [myAECOMBenefits.com](#) by December 10, 2015.

2016 Benefits Open Enrollment

AECOM

Commuter Benefits Overview

Important Information About Your HSA

Beginning January 1, 2016, we're moving to a new health savings account (HSA) vendor, HealthEquity. If you currently have an HSA, you may want to close your current account and transfer your money into a new HSA account with HealthEquity. If you do not close your current account, you will incur fees through your current HSA vendor — even if you have a \$0 balance.

- **If you elected either the Premier Plus HDHP or HDHP for next year**, a new HSA with HealthEquity will be opened for you automatically. You'll receive a communication from HealthEquity and more detailed information in your home mail about your new HSA and how to transfer your current HSA into it.
- **If you did not elect either the Premier Plus HDHP or HDHP for next year**, you can still transfer your existing HSA to HealthEquity, but you will need to open an account. Please note, if you are not enrolled in a 2016 HSA-sponsored plan, you may be responsible for account administration fees. To open a HealthEquity account, beginning January 1, go to [http://www.healthequity.com/](#), select Members, then Open an HSA and then Personal HSA. Follow the prompts to set up your account. Or you can call HealthEquity at 866.346.5800. Then follow the instructions below to complete your transfer.

If you currently have an HSA with Chase Bank

1. **Please call Chase Bank at 855.861.1370 to liquidate your account.** Your HSA can be transferred after your investment account is closed.
2. **Complete and return the HSA transfer form to HealthEquity by December 8, 2015.** For funds to be in your HealthEquity HSA by February 6, 2016.

If you currently have an HSA with Mellon Bank (Benefit Wallet)

Detailed transfer instructions along with information on how to access or close an account will be mailed to your home in the coming weeks.

For Additional Information
For information about HealthEquity or to confirm your balance transfer after February 6, 2016, log into the HealthEquity member portal at [www.myhealthequity.com](#), or call HealthEquity Member Services at 866.212.4730.

For questions about your existing account, contact Chase Bank at 855.861.1370 or Mellon Bank at 874.72.4200.

2016 Benefits Open Enrollment

AECOM

HSA Transition Instructions

Are you eligible for a Health Savings Account (HSA)?

If you elected the Premier Plus HDHP or HDHP for 2016, your new health savings account (HSA) has automatically been set up for you with our new HSA vendor, HealthEquity.

However, not everyone is eligible for an HSA.
Under federal law, you are not eligible for an HSA if you are:

- Enrolled in another medical plan (even a spouse's/domestic partner's plan) that is not an HDHP
- Enrolled to Medicare
- Enrolled in an employer-sponsored full-purpose health care FSA (or your spouse's/ domestic partner's)
- Claimed as a dependent on someone else's federal income tax return.

If you are not eligible for an HSA, it's important that you decline your HSA by calling HealthEquity after you receive your HSA welcome kit mailing.

If you are eligible for an HSA, register at [http://healthequity.com](#), so you can manage your account online. Also, according to IRS regulations, if you are currently enrolled in a health care flexible spending account (FSA), you will need to spend your entire FSA balance by December 31, 2015, to be able to make and receive AECOM's contributions to an HSA starting January 1, 2016.

See IRS Publication 969 for details at [http://www.irs.gov/pub/irs-pdf/p969.pdf](#).


2016 Benefits Open Enrollment

AECOM

HSA Eligibility Requirements

MORE FRIENDLY REMINDERS FROM US TO YOU!

This is the second Checklist eCard, with additional reminders about things employees needed to do before the year ended.



**IT TAKES TWO.
US & YOU.**

YEAR-END "TO-DO" LIST!
MORE FRIENDLY REMINDERS FROM US TO YOU.

There are a few more things we want to make sure you're thinking about. Please take a look at these announcements and reminders and see if anything applies to you. January 1 is right around the corner... Let's make sure you're ready! If you missed the first year-end "to-do" list, you can find it [here](#) on myAECOM or [here](#) on The Source.

Watch for your new medical plan ID card!
Watch your home mail for a new medical plan ID card from Anthem. Be sure to show your new card at your doctor's office, pharmacy and other health care providers beginning January 1. If you need care in the new year before you receive your new card, you can print an ID card from the Anthem website or download the Anthem app and view your ID card on your smartphone! For GoBlue, register for an account and download an ID card online at the GoBlue website.

You do not need an ID card for Aetna dental or VSP vision plans. However, if you'd like one, you can print one out from the vendor websites or download them on the Aetna or VSP apps.

[Anthem Website](#)
[Anthem App](#)
[GoBlue Website](#)

Do you have a current prescription?
Learn what to expect from your medical plan benefits when you visit your retail pharmacy or use the mail order pharmacy for the first time in the new year.

[Learn More](#)

Are you currently receiving financial assistance with your education?
If so, you'll need to submit your education assistance pre-approval and reimbursement requests to our new vendor Aon Hewitt beginning January 1.

[Learn More](#)

Do you currently participate in GlobalFit?
We're ending our current relationship with GlobalFit on December 31, 2015. Instead, we're introducing Smart Spend, a new program with more resources and discounts on a wide variety of everyday expenses, including gym memberships. If you're a current GlobalFit member, you can continue your GlobalFit benefit after January 1 or you can switch over to Smart Spend. Current members will receive more information about continuing their benefit via email from GlobalFit at the end of December. Click the Learn More button at right for Smart Spend highlights and watch for details coming soon!

[Learn More](#)

Do you have a balance in your FSA?
Don't forget to use it by December 31 or you'll lose it! (Sorry, it's an IRS rule.) To check your current FSA balance, visit [myAECOMbenefits.com](#), select 2015 U.S. benefits, then find the link to your legacy FSA administrator's website.

[Check Now](#)

Want to learn about the 401(k) transition?
Learn more about the 401(k) Retirement and Savings Plan transition and actions you may need to take.

[Learn More](#)

Are you on or planning a leave of absence?
We're moving to a new leave of absence administrator, Cigna, starting January 1. If you start your leave of absence in 2015, you'll stay with your current vendor until your leave of absence ends. If you start a leave of absence in 2016, you'll need to apply through Cigna.

[Learn More](#)

These are just a few friendly reminders to help you during this busy time. If you have additional questions, please contact our new AECOM Benefits Service Center at 844.779.9567 (+1 312.843.5091 outside the U.S.), between 8 a.m. and 8 p.m. Central time, Monday through Friday. Translation services for multiple languages are available. If you have questions related to the 401(k) Savings and Retirement Plan, please contact Bank of America Merrill Lynch at 877.637.4226 (+1 609.816.8994 outside the U.S.) Monday through Friday, 8 a.m. – 7 a.m. Eastern time.

Have a happy and safe New Year and Be Well!

AECOM

Year-End Checklist eCard #2

Helping you get ready for your new Rx benefits

To help you start using your new Anthem prescription drug benefits, here are some important tips we'd like to share.

- For new prescriptions or when requesting refills, be sure to show your new medical plan ID card when you visit your pharmacy for the first time in 2016. You should receive your new ID card by early January. Beginning January 1, you can also print an ID card by logging in at [anthem.com/ca](#), or you can download the Anthem app and view your ID card on your smartphone.
- The Anthem medical plans use the Express Scripts retail pharmacy network, which includes more than 67,000 retail pharmacies. There's a good chance your current retail pharmacy is in this expansive, nationwide network. To be certain, check the pharmacy search tool at [anthem.com](#) (Resources, Find A Doctor).
- If you take a brand-name prescription drug, your drug copay may change due to the new Anthem prescription drug formulary. You can check Anthem's National Preferred Formulary at [anthem.com/ca/pharmacyinformation](#). Remember... you can continue to receive a non-formulary prescription drug, but you'll pay more for it or you can ask your doctor to switch you to a formulary alternative and pay less.
- For mail-order prescriptions:
 - If you currently use the Express Scripts mail-order pharmacy, any outstanding refills will be available through the Anthem mail-order program. If you would like to continue this service in 2016, please contact Anthem at **866.843.1827**.
 - If you currently use the UHC/OptumRx mail-order pharmacy or the Cigna mail-order pharmacy and you'd like to continue to receive your medications in the mail, please contact Anthem to have your outstanding refills filled through the Anthem mail-order program and to provide payment information. Beginning January 1, call Anthem at **866.843.1827**.

Rx

Save money!
Use mail-order
and choose
generics when
possible.

AECOM

Prescription Drug Transition Instructions

AECOM Education Assistance Program

Improve your job-related skills and career promotional opportunities by continuing your education with AECOM's financial help.

Educational assistance benefits help you pay for eligible expenses for classes and degrees from an accredited university or college. Eligible expenses include tuition, fees and similar expenses, books, supplies, and equipment.

Starting January 1, Aon Hewitt will be handling the administration of our Education Assistance program. If you are starting or ending a class in 2016 and have received approval for your course prior to December 18, 2015, your pre-approval will automatically transfer to Aon Hewitt. Upon completing your course in 2016, you will need to submit your request for reimbursement through the Your Spending Account (YSA) tool on [myAECOMbenefits.com](#). Please follow the instructions below.

[Click here for Education Assistance FAQs](#)

Requesting pre-approval after December 18, 2015
You'll need to complete and submit pre-approval information before you're eligible for reimbursements. Beginning January 1, 2016, you can enter your pre-approval information at [myAECOMbenefits.com](#) by selecting the **Need Education Assistance?** tile and then **Get Pre-Approved**. You'll need to provide supporting documentation describing the course name, the start and end date of the course, the cost of the course, and the name of the accredited university or college. Your pre-approval will require your, your manager's and HR's signature. Once the information is evaluated, you'll receive confirmation that your request has been approved or denied.

Submitting reimbursement requests beginning January 1, 2016
You can submit a claim for reimbursement at [myAECOMbenefits.com](#) by selecting the **Need Education Assistance?** tile. There you'll find the reimbursement form, which should be completed and returned **within 90 days of your course end date**. You, your manager and HR will need to sign and date the form.

Once you've submitted your reimbursement request online, you can track its status on [myAECOMbenefits.com](#) after your request and receipts have been received.

AECOM

Education Assistance Overview

HAPPY NEW YEAR! TIPS AND REMINDERS FOR A GREAT 2016

As we started the new benefits year, we wanted to make sure employees in one of the HDHP options would be pleased with their selection. We developed a variety of materials to educate employees about how their plan works and potential cost savings opportunities. The New Year Checklist eCard also included a preview of our upcoming Fitness Challenge, emphasizing that wellness is important all year-round and not just during Open Enrollment.

IT TAKES TWO. US & YOU.

NEW YEAR "TO-DO" LIST!

Tips and reminders from US to YOU.

As we start the new year, make sure you understand all the ways you can save money and be well with your new AECOM benefits. Please take a look at these important benefits reminders and tips, and see if anything applies to you. Together, we can make it a great year!

Sharpen your shopping skills, save money.
With your medical plan, it really pays to be a good health care shopper. Being accountable and making informed choices about health care can help keep money in your pocket — and your health savings account (HSA) if you have one. Click the Quick Tips link at right for some easy ways to sharpen your shopping skills. Please note that these are intranet links. You will need to be logged into AECOM's network for these links to work.

[Quick Tips](#)

Learn how an HDHP works.
If you are new to a High Deductible Health Plan (HDHP), you might have questions... How does the deductible work? What is a health savings account (HSA)? How much will you pay for prescription drugs? Take a look at the 2016 HDHP FAQs for answers to these questions and more. Please note that these are intranet links. You will need to be logged into AECOM's network for these links to work.

[FAQs](#)

Take advantage of MDLive and Best Doctors.
Beginning January 1, all Anthem medical plan participants will have access to MDLive Telemedicine and Best Doctors.

MDLive lets you consult with a doctor within an hour, any time, any day, by phone, text, email or video chat. The cost will be \$38 (which applies to your deductible) for each consultation — less than the cost of an office visit! Take the time to register for telemedicine beginning January 1 so you're set up and ready when you need it.

Best Doctors provides expert medical advice and second opinions from some of the country's leading medical providers — all at no cost to you!

[Learn More: MDLive](#)
[Learn More: Best Doctors](#)

Check your beneficiaries.
Protect your loved ones and make sure you've got the right beneficiaries elected. Check and update your beneficiary information today.

[Check Now: Life/Accident](#)
[Check Now: Retirement](#)

Save with Smart Spend!
With Smart Spend, you get discounts on a wide variety of everyday expenses. AECOM is pleased to offer this new program and you can start using it now!

[Learn More](#)

Are you up for a challenge?
If your New Year resolutions include getting or staying fit, we can help! The Wellness at AECOM fitness challenge is coming in February, and your participation will count toward this year's wellness program. Watch for details coming soon. In the meantime, visit the Wellness at AECOM website for ideas and resources to help you meet your wellness resolutions.

[Go Now](#)

These are just a few friendly reminders to help you get the new year off to a great start. If you have additional questions, please contact our new AECOM Benefits Service Center at 844.779.9567 (+1 312.843.5091 outside the U.S.), between 8 a.m. and 8 p.m. Central time, Monday through Friday. Translation services for multiple languages are available.

If you have questions related to the 401(k) Savings and Retirement Plan, please contact Bank of America Merrill Lynch at 877.537.4225 (+1 608.818.8894 outside the U.S.) Monday through Friday, 8 a.m. – 7 p.m. Eastern time.

Be Well

AECOM

Get ready for 2016 FAQs

High Deductible Health Plan (HDHP) medical plan options

What HDHP plans does AECOM offer?

AECOM offers three HDHP medical plan options — the Premier Plus HDHP, the HDHP and the Basic HDHP. To find out which HDHP you're enrolled in, log in to [myAECOMbenefits.com](#).

How does an HDHP work?

An HDHP works like a PPO plan in that it has similar plan features such as free preventive care, a deductible, coinsurance and an out-of-pocket maximum. It also gives you the flexibility to receive care from in-network and out-of-network doctors. What makes the HDHP different are a few key features:

- **Lower paycheck contributions and a higher deductible**, so you pay only for the coverage you need.
- **Prescription drugs that are subject to the deductible**. Similar to non-preventive services, you'll first meet a deductible for your prescriptions and then the plan covers a portion of the costs.
- **Preventive care services**, including **certain preventive drugs**, are free.
- **A Health Savings Account (HSA)**, which lets you save pre-tax money (in addition to the contributions from AECOM if you're in the Premier Plus HDHP or the HDHP). You can use your HSA to pay for your plan deductible and other health care expenses not paid by the plan.

Watch our HDHP + HSA video.

How does the deductible work?

The deductible is the money you pay out of your pocket before the plan begins paying for most covered services, including most prescription drugs. There is no deductible for preventive care and certain preventive drugs, which are covered at 100%. For other services and prescription drugs, the deductible amount depends on which HDHP you elected:

2016 ANNUAL DEDUCTIBLE AMOUNTS		
Premier Plus HDHP	HDHP	Basic HDHP
\$2,500 individual only \$5,000 family	\$1,500 individual only \$3,000 family	\$3,400 individual only \$6,800 family

If you and one or more family members are enrolled in the plan, the full family deductible must be met before the plan covers non-preventive care for any individual family member. The individual deductible applies only when you are enrolled in the plan with no other family members enrolled.

Am I eligible for free preventive care before the deductible?

Yes. Preventive care services are covered 100% even before the deductible. This includes annual physicals, well-woman, well-man and well-child exams, labs and:

- Services appropriate for you under guidelines approved by the American Medical Association (AMA)
- Child immunizations recommended by the Food and Drug Administration (FDA)
- Adult immunizations recommended by the Advisory Committee on Immunization Practices (ACIP) and following FDA guidelines on age and frequency limitations.

Click here for preventive health guidelines by age and gender.

AECOM

FAQs on How to Use an HDHP

Quick tips for how to be a good health care shopper

Get your preventive care...it's FREE!
When you use in-network providers, AECOM pays 100% of the cost for preventive care even before you satisfy the deductible. This includes annual physicals, well-woman, well-man and well-child exams, labs, and more. When was the last time you had a checkup?

Use in-network providers.
You'll save money because network providers charge lower rates and your plan pays a higher percentage of the cost. That leaves more money where it belongs... in your wallet! Visit [myAECOMbenefits.com](#) for links to your plan's provider search tools, where you'll find a list of all in-network providers.

Shop for the lowest cost pharmacies.
Prescription drug prices can vary substantially by pharmacy. If you're in one of the Anthem medical plan options, use Anthem's prescription drug cost estimator tool to help you find the lowest costs at pharmacies near you, and based on your specific medical plan benefits. Log in to [anthem.com/ea](#) to get started. After you log in, scroll down and select the PRESCRIPTION button on the right side of the page and then PRICE A MEDICATION.

Check your claims.
After you receive care, review your claims to make sure there are no errors. Read this [one-page claims guide](#) from Anthem for instructions.

Choose generic over brand.
Generics can cost up to 80% less than — and have the same active ingredients as — their brand counterpart. In the Anthem medical plan options, the additional cost of a brand-name drug is only covered if there is no generic equivalent or if you provide medical evidence that a prescribed drug cannot be substituted. If you currently take a brand-name medication on a regular basis, talk to your doctor or pharmacist about switching to a generic equivalent.

Save the ER for true emergencies.
For less serious situations, consult with a doctor through **MDLive Telemedicine** for \$38 a visit (applies toward your deductible) or use an urgent care center where you can usually avoid long wait times and incur significantly lower costs!

Call an Advocate.
The Advocacy Service, available through our new AECOM Benefits Service Center, is a team of professionals who can help you and your family members with issues related to all your AECOM benefits, including health care. For example, they can answer your medical billing questions, explain medications and treatment options, and help you find a network specialist in your area. Advocacy Service helps you make the most of your benefits to save you time and money. Call **844.779.9567** and press the prompt to reach Advocacy Service.

Use home delivery for maintenance Rx.
A maintenance medication is a long-term medication for ongoing conditions such as high blood pressure, asthma or cholesterol. In the Anthem medical plan options, after you receive two refills of a maintenance prescription at a retail pharmacy, you must ask your doctor to write a new prescription for up to a 90-day supply to be filled through the mail-order program. This helps you save money on medications you need to take on a regular, ongoing basis — and you get them conveniently delivered to you!

Take charge and ask questions.
Don't be afraid to ask your doctor about the cost of procedures or treatment options. It's your health and your money.

Save money with telemedicine and urgent care

\$38	Your cost for an MDLive Telemedicine consultation with a doctor (applies towards your deductible)
\$149	Average cost for an urgent care visit
\$1,537	Average cost for an ER visit

If you have any questions, please contact our new AECOM Benefits Service Center at **844.779.9567** (+1 312.843.5091 outside the U.S.), between 8 a.m. and 8 p.m. Central time, Monday through Friday. Translation services for multiple languages are available.

AECOM

Tips on How to Be a Good Health Care Shopper

EXCEEDING EXPECTATIONS MEANS SUCCESS!

At the outset, AECOM determined that this campaign would be considered an enormous success if employees engaged in the process, researched their medical plan options, and actively made new choices for 2016, and if AECOM achieved the same level of enrollment in the HDHP options (68%). The results far exceeded the goals established:

OBJECTIVE	RESULT
<p>1. To encourage employees to elect new 2016 benefits after learning about their new program, reviewing and understanding their medical plan choices (especially the HDHPs), and using new decision-making resources.</p>	<p>Open Enrollment launched on a Friday and on that day, 9% of eligible employees registered at the new benefits website and began learning about their benefits. Over the weekend that followed, an additional 26% of eligible employees registered online and began their research.</p> <p>By the end of Open Enrollment, 75% of employees had registered on the new benefits enrollment site and 80% of eligible employees enrolled for their 2016 benefits online or by phone. These numbers demonstrate that employees read the communications, understood the importance of making new choices for 2016, and wanted to make active, informed choices rather than be enrolled in default options. In addition to registering on the new benefits website, employees took the time to learn about their new benefits: the Guided Experience interactive video tool was viewed more than 14,400 times, the DecisionDirect plan selection tool was used more than 9,300 times, and the Health Plan Comparison feature was accessed by nearly 25,000 employees.</p>
<p>2. To educate employees and spouses/domestic partners about the advantages of HDHPs and maintain the current level of enrollment in an HDHP option (68%).</p>	<p>The enrollment results for the HDHP plans far exceeded management's goal to maintain current enrollment levels: enrollment in the HDHPs increased from 68% to 81%. In addition, more than half of the HDHP enrollees elected the Premier Plus HDHP, the option that provides the most overall plan value for AECOM and the majority of employees.</p>
<p>3. To manage AECOM's 2016 U.S. health care costs.</p>	<p>Due to the new benefits program, new approach to cost sharing and successful plan migration results, AECOM was able to limit their projected 2016 health care costs to approximately twice as much as their 2015 costs rather than four times their 2015 costs. AECOM expects to spend about \$250 million to provide medical coverage and services to eligible U.S.-based employees. The savings will be realized while continuing to provide excellent family-friendly, cost-effective choices for employees and their families.</p>