

On the Spot Recognition Program

At GracoRoberts, we strive to foster a culture of empowerment and appreciation. To support this, we're excited to introduce the **On the Spot Recognition Program** to **Silmid, SkyGeek, and Pacific Coast Composites** and reintroduce it to all other locations where it was first launched in 2019.

This program encourages **spontaneous recognition** of employees who go **above and beyond** the day to day in embodying our core values:

- **Sweep the Floor:** Do whatever it takes.
- **Solve Problems:** Offer creative customer solutions.
- **Commit to Quality:** Do it right.
- **Passion for Growth:** Everyone owns our success.
- **Communicate:** Share information with transparency and frequency.
- **Focus on Relationships:** Stakeholders matter.
- **Data Driven:** Make better decisions.

Example of Sweep the Floor:

"We had an urgent order that needed ice. It missed our 4 PM FedEx pickup, so he drove it to the FedEx hub himself to ensure it was dispatched that day! A truly amazing can-do attitude and effort."

Example of Solve Problems:

"We have been up against it with a delays and production issues with one of our current suppliers who was unsupportive and sometimes unresponsive. She worked tirelessly and spent a whole morning wanting to fix this for our customer – she found the material with another supplier and had an order placed in the hour, and ready to ship. Even better, it was £300 cheaper! She has gone above and beyond with this, her positive attitude and drive to support this customer, has been simply fantastic."

How the Program Works

Recognizing Employees Within Your Facility

1. Complete an **On the Spot Certificate** (available from any Manager at your facility).
 - Include the name of the recognized employee, your name, a description of how the employee went above and beyond, and the relevant core value(s).
2. Present the certificate to Megan Butler to receive their £20 gift card.
3. Present the certificate to the employee in a celebratory moment.
4. The recognition will also be featured in the **One Company Connection Newsletter**.

Recognizing Employees in Other Locations or Remotely

1. Send an **email recognition** with the following:
 - **Subject Line:** On the Spot Recognition – [Employee Name]

- **Message:** Describe how the employee went above and beyond and note the core value(s) demonstrated.
- Copy the employee's manager and Megan Butler for newsletter inclusion. Optionally, copy others as applicable.
- Fully remote employees should contact **Megan Butler** for an e-gift card.

Let's celebrate and recognize those who make a difference every day!