

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** 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 delay and a line down situation with Ducommun, our current supplier was unresponsive 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 site leader or 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).
 - Submit a scanned copy of the completed certificate to **Niki Townsend** prior to presentation to the recognized employee.
2. Present the certificate to the employee in a celebratory moment.
3. 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 Niki Townsend for newsletter inclusion. Optionally, copy others as applicable.

Redeeming Rewards

- Employees can redeem their recognition for a **\$25 gift card** by presenting their certificate or email to their site leader.
- Fully remote employees should contact **Niki Townsend** for an e-gift card.

Below are the dedicated site leaders maintaining gift cards for their respective location:

- Rodger Gant - Arlington
- Niki Townsend – Carson
- Mike Asoian – Wichita
- Cory Kirby – High Point
- Jeff Cross – SkyGeek
- Megan Butler - Silmid
- Brandon Price – Kent
- Chris Herrero – Pacific Coast Composites

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