

On the Spot Recognition Program

At GracoRoberts, we strive to foster a culture of empowerment, appreciation, and shared success. The **On the Spot Recognition Program** is designed to encourage timely, meaningful recognition of employees who go above and beyond in demonstrating our Core Values.

Program at a Glance

See it → Say it → Celebrate it → Share it → Redeem it

- Recognize a teammate in the moment for exceptional effort
- Clearly connect their actions to one or more Core Values
- Celebrate publicly when possible
- Share the recognition so it can be celebrated company-wide
- The recipient redeems a **\$25 gift card**

Who Can Use This Program?

- This program is open to **all employees**.
- Anyone may recognize a teammate—peer-to-peer, cross-department, or across locations.
- Manager approval is **not required** to give recognition.

The goal is to make recognition **easy, immediate, and meaningful**.

Our Core Values

Recognitions should clearly connect the behavior to one or more of the following 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.

What Deserves Recognition?

On the Spot Recognition is intended for actions that **go beyond normal day-to-day expectations**—a selfless effort, creative problem-solving, or a moment where someone truly lived our Values.

There is **no limit** to how often someone can be recognized, as long as the recognition is genuine and value-based.

Examples of Strong Recognition

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.”

Solve Problems (Customer Recognition)

“We were facing a delay and a line-down situation. Our current supplier was unsupportive and at times unresponsive. She stepped in immediately and worked tirelessly spending an entire morning focused on resolving the issue. She identified an alternate supplier, placed an order within the hour, and ensured it was ready to ship. Even better, the solution came in \$300 under cost. Her determination, positive attitude, and commitment to the customer were outstanding.”

Simple Recognition Template

“I’m recognizing **[Employee Name]** for demonstrating **[Core Value]**. When **[brief description of what happened]**, they went above and beyond by **[specific action and impact]**.”

How the Program Works

If You’re in the Same Location

1. Obtain an **On the Spot Recognition Certificate** from your site representative or manager.
2. Complete the certificate, including:
 - Employee name
 - Your name
 - Description of what they did
 - Core Value(s) demonstrated
3. Present the certificate directly to your teammate in a celebratory moment. When possible, include their manager or other teammates.

If You're Remote or Recognizing Someone at Another Location

1. Send an email directly to the teammate.
2. Use the subject line: **On the Spot Recognition – [Employee Name]**.
3. In the message, describe the action and the Core Value(s) demonstrated.
4. Copy the employee's manager and other teammates to add to the celebration.

Final Step – Share the Recognition (A Must!)

All recognitions, whether given in person or by email, should be shared with **Whitney Pratt in People Services (wpratt@gracoroberts.com)**. This ensures recognitions can be celebrated company-wide in the **One Company Connection Newsletter**.

Redeeming Rewards

- Recognition recipients may redeem a **\$25 gift card** by presenting their certificate or recognition email to their designated site representative.
- Fully remote employees should contact **Whitney Pratt** to arrange for an e-gift card.

Site Representatives

- Rodger Gant – Arlington
- Niki Townsend – Carson
- Mike Asoian – Wichita
- John Welch – High Point
- Jeff Cross – SkyGeek
- Megan Butler – Silmid
- Brandon Price – Fife
- Chris Herrero – Pacific Coast Composites
- Margarita Pelegrin – Sky Mart

Let's Celebrate

Recognition doesn't need to be complicated to be powerful. Thank you for helping create a culture where people feel seen, valued, and appreciated for making a difference every day.

On the Spot Recognition

Awarded to: _____

In recognition of you going above and beyond while demonstrating the following core value(s):

- ☐ **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.

Continues on back →

How did this employee go above and beyond?

Your name