



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

- Recognise 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 recognise 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.

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 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

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 (or scan and send) to People Services to record the recognition and obtain £25.00 voucher.
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** to the employee you are recognizing 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 peopleservices@silmid.com for newsletter inclusion. Optionally, copy others as applicable.

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.

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How did this employee go above and beyond?

Your name

