

Frequently Asked Questions about the Ovation Award.

What is The Ovation Award?

Established in 2020, the Ovation is the highest form of recognition an associate can receive at Acosta. This program gives associates and clients the opportunity to nominate associates and teams who go above and beyond their daily responsibilities and exemplify one or more of our core values of People, Integrity, Results, Trust, Teamwork, Innovation and Balance. The Ovation Award program helps identify and spotlight exceptional examples of associates living Acosta's values.

Just as the former recognition program, The Chairman's Award, each year Acosta receives thousands of nominations recognizing the most outstanding accomplishments across our company. We select 130 nominations that best exemplify our values and announce 120 Bronze winners, 5 Silver winners and 5 Gold winners companywide. Winning nominations receive the following monetary awards: \$500 for Bronze, \$2,500 for Silver and \$5,000 for Gold. Payouts for Bronze winners are split evenly among teams of 5 or less, while teams of 6 or more are asked to donate their payout to a charity of their choice (religious organizations, political committees, gifting to other employees and/or their family members are not authorized to receive the winnings). Payouts for Silver and Gold winners are split evenly among teams of 10 or less, while teams of 11 or more are asked to donate their payout to a charity of their choice.

When can I submit a nomination?

Ovation Award nominations are open from January – October. Nominations must be submitted by midnight local time Oct 31, 2020.

Who is eligible to be nominated for an Ovation Award?

All permanent Acosta and Mosaic associates are eligible. Contractors are not eligible.

What is the period of eligible work?

Nominations for the 2020 Ovation Award season can be submitted for any work done from October 2019 throughout the 2020 calendar year.

What will the nominee(s) receive if they win?

Bronze:

- Individual winners will receive \$500. Amount will be taxed.
- Teams of five (5) or less will divide the \$500 award equally among the team members. Amount will be taxed.
- Teams of six (6) or more, will donate \$500 to a community non-profit organization of the team choice. Religious organizations, political committees, other employees and/or their family members are not authorized to receive the \$500 winnings

Silver:

- Individual winners will receive \$2500. Amount will be taxed.
- Teams of ten (10) or less will divide the \$2500 award equally among the team members. Amount will be taxed.

- Teams of eleven (11) or more, will donate \$2500 to a community non-profit organization of the team choice. Religious organizations, political committees, other employees and/or their family members are not authorized to receive the \$2500 winnings

Gold:

- Individual winners will receive \$5000. Amount will be taxed.
- Teams of ten (10) or less will divide the \$5000 award equally among the team members. Amount will be taxed.
- Teams of eleven (11) or more, will donate \$5000 to a community non-profit organization of the team choice. Religious organizations, political committees, other employees and/or their family members are not authorized to receive the \$5000 winnings

What job level is not authorized for a monetary payout?

Winners at the Senior Vice President level or above will be recognized but will not receive a monetary payout. This change enables us to balance our desire to appropriately recognize leaders whose outstanding performance warrants recognition without creating concern about providing financial rewards to associates who tend to be compensated at higher levels.

What are Acosta’s company values and what do they mean?

Acosta has seven core values that define how we behave as a company and as individuals. They describe our culture, guide our relationships and help explain why we do business the way we do. These values form the foundation for the Ovation Program. They are:

- **Balance:** Nominee(s) exemplified community leadership and corporate good citizenship through volunteer service.
- **Innovation:** Nominee(s) developed and implemented an idea resulting in a new or improved product, process or service for internal, client or customer usage.
- **Integrity:** Nominee(s) behaved in a respectful manner, delivered as he/she promised, and exhibited open, honest and timely communication. Nominee(s) protected and upheld the letter and spirit of the law and the reputations of all involved.
- **People:** Nominee(s) showed dignity and respect to all people and embraced ideas different than his/her own; led with humility and listened; encouraged and supported others.
- **Results:** Nominee(s) was driven to excel and delivered both superior client service and project results. Nominee(s) took ownership to address obstacles and implemented solutions that supported project objectives.
- **Teamwork:** Nominee(s) performed in an outstanding manner as a team on a specific program/project or under extraordinary/adverse circumstances. Team successfully collaborated, leveraged the strengths of its members and supported one another.
- **Trust:** Nominee(s) spoke sincerely and honestly in all situations; always had the client’s best interest in mind; and effectively built trusting relationships with clients, customers or fellow associates.

How do I know which values I should assign to my nomination?

Your nomination may represent one value or multiple values; you may choose any and all that apply. If you need assistance selecting the most appropriate value, you may contact ovation@acosta.com.

What do the judges look for when evaluating nominations?

Acosta's mission and strategic priorities influence associate performance to drive sales for our clients and customers. An emphasis will be placed on the actual work and results driven, how the associate(s) went above and beyond in their efforts, overcame difficult circumstances, etc. Our judges evaluate each nomination based on how the write-up describes nominee's/team's actions and the results, as well as how those actions exemplify values. The judges also look for evidence that the nominee(s) embraced the selected value(s) and performed above and beyond the scope of the job. This evidence may come in the form of sales results, performance indicators or other concrete metrics clearly defined in the nomination write-up. Note that we do not accept attachments or evaluate additional input that is provided via email or other methods. In general, the more specific and detailed the write-up, the better it will fare during judging.

How many Ovation Award nominations can I submit?

You may submit as many nominations as you would like, but we do ask that you create a team nomination when multiple associates have contributed or participated in a single event that you believe deserves recognition. If you need assistance selecting the most appropriate value, you may contact ovation@acosta.com.

What should I do if the system cannot find the person I want to nominate?

The Ovation Award name lookup is based on the associate's name as it is listed in his or her official HR record. Common names such as Bob, Kathy or Mike may be in the system as Robert, Katherine or Michael, respectively. If you are nominating from the external website, please submit your nomination using the associate's name as you know it and we will contact you if we have a problem identifying the appropriate associate. If you are nominating from the internal website and cannot find a name match, or there is more than one potential match, please contact us at ovation@acosta.com.

Will the person/people I nominate be informed of my nomination?

Yes. Once the nominee or team leader's manager approves the nomination, each associate named in the nomination will be notified via email. Notification emails will include all nomination information, including the name and company affiliation of the nominator.

Why do I have to name a team leader?

We ask that you name one individual as the team leader so we can efficiently track, identify and communicate about each nomination if they are named a winner. This does not necessarily mean the selected individual played a greater role than other members of the team. The team leader becomes our point of contact for decisions such as how to distribute funds, how team members prefer to have their names written on their awards and how they prefer to have their summary write-up communicated to the company.

Can I include an attachment to the nomination?

No. All facts, figures and documentation in support of a nomination must be included in the write-up. Photos, charts and other visual elements will not be accepted.

How will I know that you have received my nomination, and will I receive a copy?

You will receive a confirmation email that contains all the information you provided, along with the nomination ID assigned to the nomination. You can click 'My Nominations' to view every nomination that you created or you can keep this automated email for reference.

Can I make a correction or change to a nomination I submitted?

We ask that you carefully review your nomination and include all pertinent information before you submit it. However, if you discover a significant error or wish to add detail that will strengthen your nomination, you will be able to edit your nomination prior to manager's approval. Otherwise, contact ovation@acosta.com. Changes are not permitted after Oct 31.

Can I check on the status of my nomination?

No. If you created your nomination via the Ovation Award application, you will receive a confirmation email immediately after you submit your nomination, which indicates that your nomination is on record within our system. You will also receive an email when the nominee's manager has approved the nomination. This email is your confirmation that your nomination will be judged. This may take several days or even weeks, depending on the supervisor and his/her schedule. If you do not receive such an email, it indicates that the nominee's supervisor has not approved, or possibly has rejected, the nomination. Supervisor approval is required for the nomination to be included in the judging process.

What is the judging process?

- **Supervisor approval.** When someone nominates an associate or team, the supervisor of the nominated associate (or the supervisor of the team leader) receives an email prompting them to review and approve the nomination. Only approved nominations will move on to HR evaluation.
- **HR review.** Acosta's Human Resources team reviews each associate named in an Ovation Award nomination to ensure they are in good standing with the company. If HR determines a nominee is ineligible for an Ovation Award, HR will discuss the issue with the manager and/or appropriate business leader.
- **Regional evaluations.** After Ovation Award nominations close on Oct. 31, all approved nominations are sorted according to the regional president to whom the nominated associate (or team leader) reports. Each group leader will assign judging responsibilities within their regions and report the allocated number of winners to The Ovation Award Team. Each group leader will also work collaboratively with his/her team to elevate the top nominations in their group to be considered for a Gold or Silver Ovation Award.
- **North American Culture Committee judging.** After the regional evaluations are complete, each member of Acosta's North American Culture Committee (comprised of company leaders who represent all business functions and regions) will review the elevated nominations and determine the ten best overall nominations and name 5 Silver and 5 Gold winners. The remaining 120 winners become Bronze winners.

When will I learn whether my nominee won an award?

In late December, the 120 Bronze, 5 Silver and 5 Gold winners will be announced. This information will be emailed to all associates, as well as all clients or customers who submitted a nomination. Winners will also be featured on MyAcosta.

Who can I contact if I have questions?

If you have trouble creating an Ovation Award or have questions about the Ovation Award process, email ovation@award@acosta.com. Be sure to include your contact information and the nomination ID of the nomination about which you are inquiring, if appropriate.

Can I cancel my nomination after the manager has approved it?

Yes. Send email ovation@award@acosta.com.