

Frequently Asked Questions about The Chairman's Award

What is The Chairman's Award?

Established in 2004, a Chairman's Award is the highest form of recognition an associate can receive at Acosta. This program gives associates, clients and customers 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. 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 on or near September 27, Acosta's Founder's Day. Winning nominations receive the following monetary awards: \$500 for Bronze, \$2,500 for Silver and \$5,000 for Gold. Payouts are split evenly among teams of 5 or less. Teams of 6 or more are asked to donate their payout to a charity of their choice.

When can I submit a nomination?

Chairman's Award nominations are open from June 3 – July 19. Nominations must be submitted by midnight local time July 19, 2019, to be considered.

Who is eligible to be nominated for a Chairman's Award?

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

What is the period of eligible work?

Nominations for the 2019 Chairman's Award season can be submitted for any work done since the last nomination period closed. So, any work completed since August 1, 2018.

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

Bronze winners receive \$500 and a certificate. Bronze-winning teams split the payout* and each team member receives a certificate. Silver winners receive \$2,500, a trophy and a certificate. Gold winners receive \$5,000, a trophy and a certificate. Silver and Gold-winning teams split the payout* and each team member receives a trophy and a certificate.

Please note the program changes we implemented last year as a result of feedback from leaders and associates:

1. **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.
2. ***Winning teams of 6 or more will be asked to donate their payout to a charity of their choice. Winning teams of 5 or less will continue to split a monetary payout.** Monetary payouts tend to be nominal for team members of large teams, and team events are complicated to administer and expense. This change formalizes the trend of large teams contributing their winnings to charity and is consistent with our values and our Acosta Cares program.

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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 Chairman's Award 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 chairmansaward@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 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 Chairman's 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

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deserves recognition. If you need assistance selecting the most appropriate value, you may contact chairmansaward@acosta.com.

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

The Chairman's 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 chairmansaward@acosta.com.

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

Yes. The nominee(s) will be informed after their supervisor has approved the nomination. When a nomination is submitted, the nominee's supervisor (or the team leader's supervisor, if a team has been nominated) will receive an email prompting him/her to review and approve the nomination. Once the supervisor 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 400-character summary and the 12,000-character write-up. Photos, charts and other visual elements will not be accepted.

How will I know that you have received my nomination?

If you created your nomination via the Chairman's Award application, you will receive a confirmation email that contains all the information you provided, along with the nomination ID assigned to the nomination. Keep this email in case you need to contact us for any reason.

Will I get a copy of the nomination I created?

Yes. After you submit a nomination, you will get a system-generated confirmation email that contains all the information you provided, along with the nomination ID assigned to the nomination. Keep this email in case you need to contact us for any reason. Acosta associates who nominate using the internal system may click on the "My Nominations" tab within the Chairman's Award application at any time to view the nomination(s) they have created.

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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, contact chairmansaward@acosta.com. Changes are not permitted after July 19.

Can I check on the status of my nomination?

No. If you created your nomination via the Chairman's 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 your nominee's supervisor 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 a Chairman's Award nomination to ensure they are in good standing with the company. If HR determines a nominee is ineligible for a Chairman's Award, HR will discuss the issue with the manager and/or appropriate business leader.
- **Regional evaluations.** After Chairman's Award nominations close on July 19, 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 Chairman's 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 Chairman's 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?

On Sept. 26, 2019, 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 a Chairman's Award nomination or have questions about the Chairman's Award process, email chairmansaward@acosta.com. Be sure to include your contact information and the nomination ID of the nomination about which you are inquiring, if appropriate.