

## Frequently Asked Questions about The Chairman's Award

### What is The Chairman's Award?

A Chairman's Award is the highest form of recognition an Acosta associate can earn from the company.

The Chairman's Award is part of Acosta's associate recognition program, and it is designed to spotlight associates who exemplify excellence and deliver above and beyond their daily work. Each year through The Chairman's Award, the company gives its associates, clients and customers an opportunity to nominate associates they believe deserve this recognition for demonstrating Acosta's core values and excellent results.

Thousands of individual and team nominations are carefully evaluated against eligibility criteria, and 130 winners are ultimately selected and recognized companywide – five Gold Circle winners, five Silver Circle winners and 120 Bronze Circle winners. On Sept. 27, 2017, the Company will announce 120 Bronze Circle Award winners and ten finalists for the Gold and Silver Circle Awards. Executive Chairman Gary Chartrand will personally announce the five Gold Circle winners and five Silver Circle winners and present the awards at the Annual Leadership Meeting in November.

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

Any current associate of Acosta or its subsidiary companies, whether full-time or part-time, may be nominated for a Chairman's Award. Contractors are not eligible.

### What are your company values and what do they mean?

Acosta has seven corporate 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. 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.

## **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 human resources record. As such, 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 and still cannot find a name match, or there is more than one potential match, 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 still cannot find a name match, or there is more than one potential match, please contact us at [chairmansaward@acosta.com](mailto:chairmansaward@acosta.com).

## **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 deserves recognition. If you need assistance selecting the most appropriate value, you may contact [chairmansaward@acosta.com](mailto: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.

## **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.

## **What is the deadline for submitting a nomination?**

Nominations must be submitted by midnight local time July 31, 2017.

## **What will the nominee receive if they win?**

Acosta will name 130 Chairman's Award winners on Sept. 27, 2017, including ten finalists and 120 Bronze Circle winners. Bronze Circle winners will receive \$500 and a certificate (teams will split the \$500 and receive individual certificates). The ten finalists (individuals or team leaders) will be invited to the Annual Leadership Meeting in November where he/she will be honored by the company's top 350 leaders. At this meeting, Acosta's Executive Chairman of the Board will announce the five Gold Award winners and five Silver Award winners and personally present the awards. Gold Circle winners will receive \$5,000, a physical award and a certificate, and the Silver Circle winners will receive \$2,500, a physical award and a certificate. Winning teams will split the proceeds or have the option to host a celebration using their winnings. Gold Circle winners will receive individual trophies.

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

Acosta defines seven core values that influence, inform and inspire how we behave as a company and as individuals. Your nomination may represent one value or multiple values; you may choose any and all that apply. We suggest you review our “Values Criteria” document before submitting your nomination to ensure you are selecting the most appropriate values. If you need assistance selecting the most appropriate value, you may contact [chairmansaward@acosta.com](mailto:chairmansaward@acosta.com).

## **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 presented. If the nomination is among the ten finalists, the leader will be invited to represent the team at Acosta’s Annual Leadership Meeting in November.

## **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 of the information as you provided it, along with the ID number assigned to the nomination. You may wish to keep this email in the event that you need to contact us for any reason.

## **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/team’s supervisor has approved the nomination. 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/team’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. This email is your confirmation that your nomination will be judged.) Aside from those two stages, there are no status updates available.

## **Can I include an attachment to the nomination?**

No. All facts, figures and documentation in support of a nomination must be included in the 12,000 character write-up and the 400-character summary. Photos, charts and other visual elements will not be accepted.

## **Will I get a copy of the nomination I created?**

Yes. After you submit your nomination, you will get a system-generated confirmation email that contains all of the information as you provided it, along with the ID number assigned to the nomination. Keep this email in the event that you wish 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.

## What happens after I submit a nomination?

Chairman's Award nominations are routed to the nominee's (or team leader's) supervisor for approval. In early August, each president of revenue groups judge the nominations from his/her region, and it is this process that determines the 130 Chairman's Award winners. These leaders will nominate the top nominations in their group to be considered for a Gold or Silver Circle award. The North American Culture Committee evaluates these top nominations and selects the top ten winning nominations, resulting in five Gold Circle winners and five Silver Circle winners. On Sept. 27, 2017, the Company will announce 120 Bronze Circle Award winners and ten finalists. Executive Chairman Gary Chartrand will personally announce the five Gold Circle winners and five Silver Circle winners and present the awards at the Annual Leadership Meeting in November.

## 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 nominations approved by a supervisor will move on to the regional evaluations.
- **Regional evaluations.** After Chairman's Award nominations close on July 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 Corporate Communications. Each group leader will also work collaboratively with his team to elevate up the top nominations in their group to to be considered for a Gold or Silver Chairman's Award.
- **HR review.** Acosta's Human Resources team reviews each associate named in the 130 winning nominations to ensure they are in good standing with the company.
- **North American Culture Committee judging.** After the regional evaluations and HR reviews 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. These ten nominees/teams become the Gold and Silver Chairman's Award winners and the remaining 120 winners become Bronze Chairman's Award winners. On Sept. 27, 2017, the Company will announce the ten finalists and the 120 Bronze Chairman's Award winners.

## When will I learn whether my nominee won an award?

On Sept. 27, 2017, the Company will announce 130 Chairman's Award winners — five Gold Circle winners, five Silver Circle winners and 120 Bronze Circle winners. This information will be emailed to all associates, as well as all clients or customers who submitted a nomination. The winners will also be featured on MyAcosta.

## 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, please contact us at [chairmansaward@acosta.com](mailto:chairmansaward@acosta.com). Changes are not permitted after July 31.

## Who can I contact if I have questions?

If you are having trouble making a Chairman's Award nomination or have questions about the Chairman's Award process, please send an email to [chairmansaward@acosta.com](mailto:chairmansaward@acosta.com). Be sure to include your contact information and the nomination ID number of the nomination about which you are inquiring, if appropriate.