

MEARS

TRANSPORTATION GROUP®

GRATITUDE '22 FEBRUARY AWARDS

Congrats to these outstanding team members for their recent accomplishments!
Each will be automatically entered into our next Gratitude '22 quarterly drawing.

.....

Big Brain Awards

Justin B., Accounting
David R., Accounting



Extra Mile Awards

Jenny M., Accounting
Dado T., Call Center/Customer Service
Heidi Z., Call Center/Customer Service



Bridge Builder Awards

Toni A., Special Accounts
Raquel B., Accounting
Yvette B., Accounting
Michelle C., Accounting
Wenjun C., Special Accounts
Amy F., Accounting
Mark F., Mears Connect
Crystal J., Accounting
Paula J., Accounting
Bobby K., MC Operations
Nancy K., Accounting
John M., Accounting
Trudy M., Special Accounts
Beatriz M., Accounting
Bryan P., Accounting
Joshua R., Accounting
Debbie V., Special Accounts



Happy Customer Awards

Crystal J., Accounting
June J., Call Center/Customer Service
Coby R., Call Center/Customer Service
Sandy T., Special Accounts



Next-Gen Mentors

Ruth C., Call Center/Customer Service
Natasha L., Call Center/Dispatcher
Jacquelyn P., Call Center/Dispatcher
David T., Taxi Recruiting



Pennywise Award

Beatriz M., Accounting



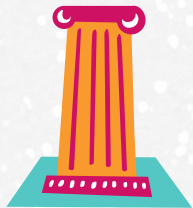
GRATITUDE '22

FEBRUARY AWARDS

cont'd

Pillar Awards

Amy F., Accounting
Justin M., Global/Special Accounts
Gail O., Accounting
Joshua R., Accounting
Samantha S., Sales
Kibera W., Accounting
Pamela W., Accounting



Team Players

Nelson B., Call Center/Dispatcher
Yvette B., Accounting
Tina B., Dispatcher
Linda C., Call Center/Customer Service
Teri D., Special Accounts
Natassja D., Call Center/Dispatcher
Philip H., Mears Global
Adalisa J-K., Accounting
Natasha L., Call Center/Dispatcher
John M., Accounting
Beatriz M., Accounting
Jenny M., Accounting
Gail O., Accounting
Rosa P., Accounting
Jacquelyn P., Call Center/Dispatcher
Gustavo R., Call Center/Dispatcher
Teresa U., Call Center/Dispatcher
Jacqueline W-M., Special Accounts



Rising Stars

Mark F., Mears Connect
Justin L., IT
Jessica P., Call Center/Customer Service



Sunshine Awards

Linda C., Call Center/Customer Service
Crystal J., Accounting
Kim S., Accounting

SHOUT-OUT SPOTLIGHT

Special thanks to our Accounting Team for their operational support during the rollout of Mears Connect. Their teamwork across and between departments truly exemplifies the spirit of the Bridge Builder award! In addition to their usual workload, these dedicated team players have been going above and beyond, putting in extra time outside of their normal schedule, responding to external customer emails, even working from home (after hours) to ensure our Mears Connect guests have the best possible experience. With the Accounting team's help, Mears Connect callers have avoided excessive wait times and received the attentive service they expect from Mears.

Thank you, Accounting, for being such great Bridge Builders!

2022: A Year of Gratitude

MEARS

TRANSPORTATION
GROUP®



Curious what all the buzz is about? Since Gratitude '22 is still new, here's a refresher on the award categories...

Happy Customer Award

Given when an employee receives a compliment from a guest/external customer. Accompanied by \$25 service award.

Team Player Award

Given when an employee receives a compliment from a co-worker/internal customer.

Bridge Builder

Acknowledges an employee who demonstrates helpful collaboration with other departments/teams.

Pennywise Award

Recognizes an employee whose work shows they're mindful about saving money/time/resources on the job.

Big Brain Award

Given in recognition of an employee who comes up with a great idea or solution to a problem or challenge.

Service Hero

Celebrates an employee who skillfully turns a negative customer service experience around and achieves guest recovery.

Sunshine Squad

Given for demonstrating a positive attitude, lifting the mood of teammates, offering encouraging words, boosting department morale.

Next-Gen Mentor

Awarded in recognition of a trainer who shows exceptional effort/results in teaching/coaching new employees.

Rising Star

Recognition of someone who is newly hired (in the past three to six months) and already making a significant mark in the company.

Extra Mile Award

Given to someone who demonstrates extra effort above and beyond the expected norm. Recipients of this award often demonstrate creativity in handling an unexpected situation that comes up on the job, perhaps something that couldn't be anticipated in a training program.

Pillar Award

For the employee whose consistency and reliability contribute to the overall success of the team. Often this person is the "unsung hero" working quietly in the background.

Safety First Award

Recognizes on-the-job safety (all roles, not just drivers).

Loyalty Club

Initially given at the one-year anniversary of employment, and annually thereafter. Employees first become members of the 1-Year Loyalty Club, then the 2-Year Loyalty Club, followed by the 3-Year Loyalty Club, etc.

Big Heart Award

In recognition of an employee in good standing who is also making a significant positive impact in the Central Florida community (outside of work).