

MEARS IN MOTION

**Congratulations to these winners
of our 4th Quarter Gratitude '22 Drawing!**



**Pam W.,
Accounting
*Waterpik
Complete Care***



**Danny C.,
MC Operations
*Garmin Activity
Tracker***



**Martin S.,
MC Operations
*Wonder Maxi
Mini Cycle***

EMPLOYEE NEWS

WELCOME ABOARD

We are pleased to introduce the newest member of the Mears Safety Team,

Safety Investigator Patrick M.

Patrick worked as a Deputy Sheriff for five years in Georgia before becoming a police officer for the City of Clermont, where he rose to the rank of Detective during his five years on the force. Most recently, he pursued a career in the private sector before joining Mears. Welcome, Patrick.



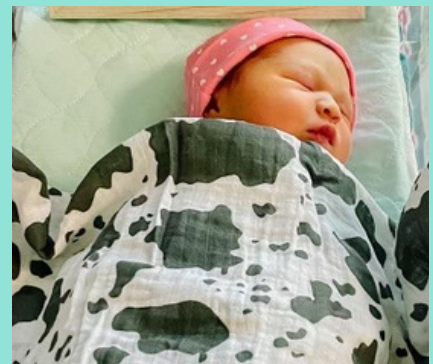
WAY TO GO!

Congratulations to **Shieva J.** on earning her State of Florida All Lines Insurance Adjuster license. Shieva has worked in our insurance claims department with mentors Pete S. and Lou H. for more than 12 years. She's a great team member, problem solver and leader, and an asset to the company. We are pleased to have a newly-licensed State insurance adjuster on our Claims Team!

IT'S A GIRL!

Accounts Payable Specialist Samantha G. and her husband, Austin, welcomed a baby girl on February 16, 2023. *Emma Jane* weighed 7 lbs., 6 oz. and measured 21 inches. She is also the granddaughter of Lydia C., Human Resources Claims Manager.

Congratulations to the family.



Send Us Your *Best Shot*

We are excited to announce a new photography feature in the *Mears in Motion* newsletter. “Best Shot” will showcase YOUR photos of the great work we do at Mears throughout Central Florida! Here’s everything you need to know:

DO's:

- Photos must be related to Mears Transportation operations, for example a Mears taxi with a stunning Florida sunset in the background, or a Mears motor coach framed by a colorful rainbow.
- Photos may include co-workers and/or yourself.
- Capture work-related images that are beautiful and unique.
- Submit photos to motion@mears.com, and be sure to tell us your full name, job title, and where and when the photo was taken. If there's a story behind the image, share that in your email, too.
- Make sure your image is attached as a high-resolution JPEG file.
- Enter before the monthly deadline: 11:59 p.m. on the 15th day of each month.
- Limit two photo submissions per employee per month.



DON'Ts:

- Taking photos while driving is a big DON'T. NEVER take a photo while driving any vehicle.
- Do NOT take photos of customers, clients or guests, and do NOT ask customers, clients or guests to take photos of you.
- Photography is not permitted to interrupt your work.
- Please don't digitally manipulate images to create scenes that didn't actually occur.



We can't wait to see your Best Shot!



Open to all Mears employees (part-time and full-time).

Photo selection is at the discretion of the Mears employee engagement team.

A photo chosen for publication also gives the employee one entry into the next quarterly recognition raffle drawing.

By submitting your photo, you agree to its use, distribution and publication by Mears Transportation Group, and release all related rights & claims.

Anyone can be an MVP in 2023!

MEARS

TRANSPORTATION
GROUP®



As we continue celebrating employees throughout the company, which of the **MVP '23** award categories are you most excited about?

Happy Customer Award

Given when an employee receives a documented 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.

Best Shot

Awarded for a dynamic photo that showcases any aspect of the Mears operation. (Specific guidelines apply, see previous page for details.)

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).



MVP '23

JANUARY AWARDS



Congrats to these outstanding team members
for their recent accomplishments!



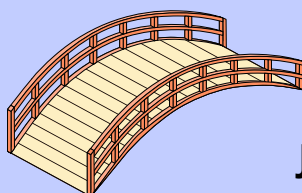
Big Brain Award

Justin L., I/T

Big Heart Awards

Jenny B., Airport Operations

Mary A., Airport Operations



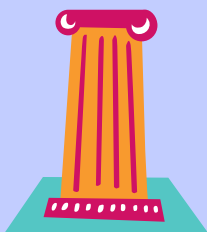
Bridge Builders

Jenny B., Airport Operations

Jaida S., Mears Connect Call Center

Extra Mile Award

Jeff D., Airport Operations



Pillar Award

Rahshonda V., Mears Connect Call Center

Rising Star

Andrew A., Accounting



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MVP '23

JANUARY AWARDS

Continued...



Happy Customer Awards

Andrew R., MC Operations
Angel L., MC Operations
Arthur D., MC Operations
Aryton P., SV Operations
Ashley T., Mears Select Dispatch
Cader H., SV Operations
Carlos A., MC Operations
Cecil W., MC Operations
Chris L., MC Operations
Daniel E., MC Operations
Danny C., MC Operations
Darrell G., MC Operations
David C., MC Operations
David P., MC Operations
Dunston W., MC Operations
Gary L., MC Operations
German R., MC Operations
Gregory M., MC Operations
Guillermo S., MC Operations
Jacqueline M., MC Operations
Jeff B., MC Operations
Jessica P., Special Accounts

Jones J., MC Operations
Jose C., MC Operations
Jose U., Sales
Jose V., MC Operations
Kadayria C., SV Operations
Laurena S., SV Operations
Lou S., MC Operations
Manny M., MC Operations
Maria G., SV Operations
Marisabel R., MC Operations
Maurice P., SV Operations
Merry M., MC Operations
Osiel I., MC Operations
Patrick W., MC Operations
Regenold C., MC Operations
Reinaldo G., SV Operations
Robert L., SV Operations
Robert W., SV Operations
Rueben S., MC Operations
Sammie P., MC Operations
Shakia G., MC Operations
Tyler D., MC Operations
Viktor M., MC Operations

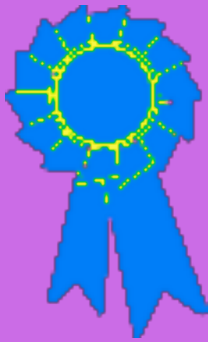


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MVP '23

JANUARY AWARDS

Continued...



Next-Gen Mentor

Lourdes S., Mears Connect Call Center



Sunshine Award

Blanca I., Mears Connect Call Center



Team Players

Debbie V., Accounting
Gamal M., Accounting
Nancy K., Accounting
Yvette B., Accounting

Super Bowl Sunday in the Call Center

Customer Service Agent **Linda C.** decorates our call center for special occasions and festivities. On Super Bowl Sunday our call center team wasn't able to watch the big game at work, so Linda served as score announcer and "referee" for the fun, while everyone enjoyed game-day snacks between incoming calls.



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