

Premier! AV's Recognition Program Program Guidelines

Objective

Premier! is AV's recognition program designed specifically to support organizational goals, drive business performance and recognize employee contributions. Premier! is an important component of our Total Rewards program.

Our desire is to **recognize, acknowledge, and celebrate** employees who are instrumental in driving success for AV through their actions in support of our purpose, values and business goals.

Premier! has been designed to enable the delivery of timely and personalized recognition and to provide a meaningful recognition experience for the recipient. It enables peer-to-peer recognition that empowers employees at all levels to express appreciation and thanks for a job well done.

In addition, the Premier! program enables additional recognition for four primary award reasons that play an instrumental role in our success. These include:

- **Ownership**
- **Customer Obsession**
- **Explore, Invent & Simplify**
- **Trust, Respect & Teamwork**

As a nominator, please review the definitions of these success drivers and choose the most appropriate reason for recognizing the employee you are nominating. The Premier! program is designed to put the power of recognition in your hands.

Award Reasons

During the nomination process, an award reason is selected that best fits the accomplishment you are recognizing. The Award Reasons are:

- **Ownership** - We don't sacrifice long-term value for short-term results. We act in the interest of the entire company, beyond our own teams. We take ownership of challenges and are accountable for the outcome.
- **Customer Obsession** - We anticipate and respond with agility to customer needs. We work vigorously to earn and keep customer trust.
- **Explore, Invent & Simplify** - We are externally aware, look for new ideas from everywhere, and are not limited by "not invented here." We are curious and relentless in the pursuit of new solutions and improvements.
- **Trust, Respect and Teamwork** - We demonstrate the highest standards of ethical conduct. We listen attentively, speak candidly, and treat others respectfully. We work together as a team to win.

Eligibility

All full-time regular and part-time regular employees are eligible to receive awards.

Award Definitions and Levels

Four award levels have been established to recognize varying degrees of achievement and contribution. The awards are differentiated by several criteria, including performance relative to expectations and organizational impact. Each award level is accompanied by a gift card that the employee can redeem. The **Applause**, **Cheers**, **Standing Ovation** and **Encore** awards have differing approval levels based on the award. The award will be delivered so that the Company pays applicable taxes related to the award.

Applause Award

- Criteria: An achievement of business outcomes exceeding expectations and demonstrating exemplary program values.
- Timing: Anytime
- Nomination by: Employee
- Approval: Department Manager
- Award Value: \$50 gift card

Cheers Award

- Criteria: Higher achievement of business outcomes by exceeding expectations and demonstrating exemplary program values.
- Timing: Anytime
- Nomination by: Any Employee
- Approval: Business Unit / Function Leader
- Award Value: \$100 gift card

Standing Ovation Award

- Criteria: Highest achievement of business outcomes exceeding expectations and demonstration of exemplary program values.
- Timing: Anytime
- Nomination by: Any Employee
- Approval: Business Unit / Function Leader
- Award Value: \$250 gift card

Encore Award

- Criteria: The High-level **Encore** award is to recognize and reinforce the achievements of a limited number of employees with notable functional/cross-functional accomplishments. The achievement has significant impact both to the function and to business priorities while demonstrating exemplary program values.
- Timing: Anytime. Typically associated with a high visibility event and/or achievement.
- Nomination by: Any Employee
- Approval: Business Unit / Function Leader
- Award Value: \$500 gift card

Award Tax Impact

- The award will be delivered so that the Company pays applicable taxes related to the award.

Nominating an Employee

The nomination form is available through AV Connect. Any AV employee can nominate any other employee for any award.

Message to Recipient

This is your opportunity to express to the nominee your personal appreciation for a job well done. Be sure to detail the nominee's actual achievement and craft a meaningful message that articulates your gratitude and thanks for going the extra mile.

Award Privacy

The award recipient will be shared on AV Connect.

Message to Approver

Applause, Cheers, Standing Ovation and **Encore** level awards require management approval before being processed. To assist in the approval process, consider the following criteria to help quantify the achievement. The higher the award level the more exceptional and significant the achievement should be when measured against these criteria.

- To what degree did the employee demonstrate innovation resulting in business impact?
- To what degree did the employee demonstrate leadership?
- What degree of collaboration did the employee display?
- To what degree did the employee's contribution result in productivity gains, cost reductions, or business efficiencies?
- What was the impact on either internal or external customer satisfaction?
- To what degree did the employee exceed your expectations?
- What was the impact to the company, customers, etc. of the employee's contribution?

Note: The Company's People & Culture leader will have the full authority, at any time, to terminate Premier! Recognition Program or to delete, modify and/or add to any and all of its terms, conditions, and provisions. The Premier! program does not create any obligation on the part of AV's to provide a recognition program in the future. AV reserves its rights to amend or cancel the Premier! program without thereby incurring any liability or indemnity.