



CoolSys Value Coin Program Plan

INTRODUCTION

The Value Coin Program is a way to recognize associates for exceptional performance and for behavior that demonstrates CoolSys values of Technical Expertise, Excellence in Service, Integrity, Commitment to Add Value, Attitude.

Achievements, behaviors, and actions described as “above and beyond” the expectations of the role qualify for commendation. The behavior being recognized should easily be seen by others as outstanding, and through their actions, the associate is seen as being a role model.

PROGRAM STRUCTURE

Any associate can nominate another associate. Nominations are submitted through the online Value Coin Nomination form distributed each quarter. Nominations collected and submitted to each Region’s/Company’s/Function’s leader for review and selection. This process takes place each quarter on or around the dates below.

Behavior Observed	Nomination Open	Nominations Due	Review Period	Awards Presented	Winners Published in CoolTimes
Jan 1-Mar 31	March 18	March 31	April 1-8	April 14-29	May 19
Apr 1-June 30	June 16	June 30	July 1-13	July 20-Aug 11	Aug 18
July 1-Sept 30	Sept 16th	Sept 30	Oct 1-12	Oct 19- Nov 10	Nov 18
Oct 1-Dec 31	Dec 16th	Dec 31	Jan 4-13	Jan 18-Feb 9	Feb 17

PROGRAM REWARDS

Value Coin recipients will receive a coin representing the value they were nominated for, the story of their nomination, a \$100 visa gift card, and recognition in CoolTimes.

After ANY 4 coins are received by one associate an additional \$500 bonus is awarded and one day off is added to an associate’s vacation balance. Please note it may take multiple years to earn four coins.

DEFINITIONS OF AWARDS

Value Coin awards correspond with CoolSys Core Values:

Technical Expertise- Demonstrating elite, or exceptionally high levels of performance on tasks within a given domain is the essence of technical expertise. Someone who use knowledge in a practical way to complete tasks in an applicable real-world way, not theoretical manner. This person is looked to as an expert in a specific area and shares this knowledge with others through mentorship.

Excellence in Service- Service Excellence is about consistently going above and beyond what the customer expects, and if you have an issue, problem-solving or handling the complaint with a great deal of sensitivity and urgency. Service excellence means always taking that extra step to ensure the customer knows you understand what they are going through and that you are going to help, and following through to resolution.

Integrity- Having integrity means you are true to yourself and would do nothing that demeans or dishonors yourself or the company; this means following your moral or ethical convictions and doing the right thing in all circumstances, even if no one is watching you.

Commitment to Add Value- Adding value means anticipating the customers' needs and offering services that improve the customers' outcomes and promotes their business success. Collaborating with colleagues across the company, sharing best practices, working as ONE COMPANY toward continuous improvement, and adding to a positive work culture exemplifies committing to add value.

Attitude- A positive attitude means being optimistic and looking for the good in things, rather than being a naysayer and concentrating on the bad in things. Perspective can make all the difference in the world! Demonstrating a positive, can-do, solutions-oriented approach with our customers and suppliers changes how everyone interacts with one another.

SAMPLE NOMINATION

Issue: Our customer, Vixxo/7-Eleven, has gone through significant process changes resulting in scheduling challenges and new paperwork requirements.

What Associate did: John kept the Vixxo coordinator, and their CapEx team informed at every step of the process. He completed every phase of the work to meet and exceed the customer's needs. John focuses on continuous process improvement and leads these efforts with the C-store team in this division.

Impact of Associate's Actions: We used to get emails at all hours of the day and night needing information on calls. As a direct result of John's work, those emails have completely stopped. We have cut down on callbacks, and the end-user of the equipment is happy and is able to sell product out of dependable and trouble-free cases. John is not a lead tech and was never directed or expected to get this involved with our customer. He simply saw a need, and he acted to fill it. He restored our customer's faith and confidence in the level and quality of service we provide. His actions resulted in higher margins and more CapEx projects being awarded to us by our customer.

From the Customer: - "Just wanted to let you know what an exceptional job John Associate is doing since given extra responsibilities to oversee the 7-eleven account. He is incredibly focused on any issues that need resolved and will not back off until a permanent resolution is found. He stays in contact with me on a daily basis, and his updates are very detailed on what the issues are at a particular store. Thanks."