

# **SEHER** *Family*

## **Awards & Recognition Program**

### **Program Guide**

*Our responsibility is to service customer vehicles safely, efficiently with quality and pride.*

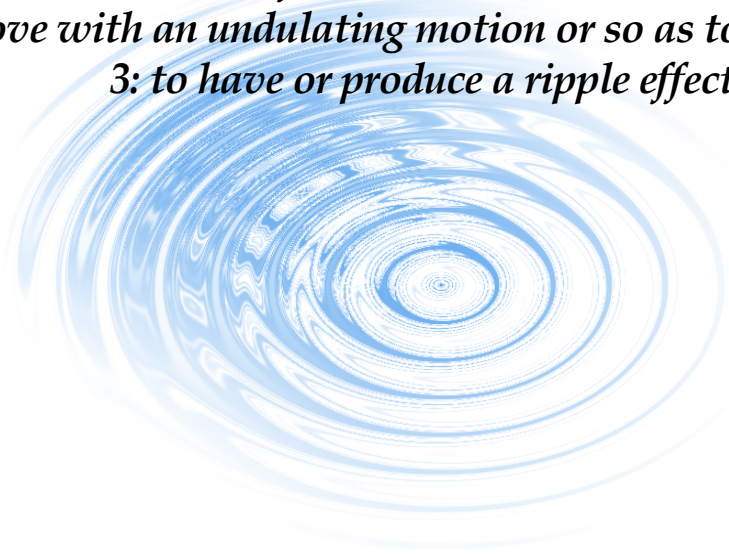
### **Making a Ripple**

*rip-ple: verb \ 'ri-p?l \*

*1: to flow in small waves*

*2: to move with an undulating motion or so as to cause ripples*

*3: to have or produce a ripple effect*





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## OVERVIEW

As a growing and changing business, it is easy to get caught up in the fast-paced culture necessary to remain an industry leader, but it is important that we don't lose sight of associates who exemplify our Values; We treat others as they want to be treated and act to deliver outstanding results for their coworkers, the company and our customers.

The Seher Family Awards and Recognition Program has been designed to acknowledge and recognize individual and team achievements done either by supervisors, peers, or both! This program is to applaud valuable contributions that support our mission and demonstrate excellence, integrity, innovation, diversity, and respect, to congratulate those associates on a job well done, and to make a "RIPPLE".

*Our responsibility is to service customer vehicles safely, efficiently, with quality and pride.*



## THEMES AND TYPES OF RECOGNITION

The Program will focus on four (4) different themes: Safety, Quality, Leadership, and Compassion.

### SAFETY

The Safety Award(s) will be presented to AWC facilities that embody Safety. Award recipients need to demonstrate consistent safety standards above the minimum requirements through a combined effort of management and associates. The Safety criteria will be measured against the following concepts:

1. Safety Record: Accidents & Injuries Reduction
2. AAR Audit Score Improvement
3. Corporate Safety Site Visit/Audit
4. Training
5. Documentation Consistency

### QUALITY

The Quality Award(s) will be presented to AWC facilities that demonstrate through a combined effort of management and associates the commitment to deliver continual improvement in facility, process, product, and customer satisfaction. Facility Quality will be measured against the following criteria:

1. Training Process Methodology
2. Procedures / SOI'S / SOP'S Consistency
3. Facility Cleanliness, Organization, and Preventative Maintenance Activities
4. Facility Focus on Continuous Improvement Activities
5. Facility Yard and Vehicle Care Management Activities



## LEADERSHIP

Our goal is to *be; North America's leader in finished vehicle logistics*. The Leadership Award Program is to recognize and reward; work, behaviors, and actions, that support/further the mission, goals, vision, values and initiatives of AWC.

The Leadership Award is presented to an Auto Warehousing Associate who is self-motivated in their effort to obtain increased knowledge and skills that contribute toward their own success as well as AWC's. Their personal drive and commitment is demonstrated through their performance, by improving the work environment of a co-worker, improving their own workplace, or the AWC organization. The Leadership Award recipient is an effective and positive communicator; shows a willingness to share information to improve quality of work; a creative problem solver, who provides open and honest feedback; extraordinary customer service, fosters a team concept, and recognizes the benefits inherent in a diverse workforce. They have made a **RIPPLE!**

## COMPASSION

The Compassion Award is presented to an Auto Warehousing Associate who exemplifies extraordinary human compassion. This compassion is illustrated when they show caring and compassion toward another individual or as part of their community within the workplace. Embrace treating others as they want to be treated, motivates and encourages others to help make an impact. They understood a need and did something about it, they made a **RIPPLE!**



## SUBMITTING A NOMINATION

1. Seher Family Awards & Recognition Program Nominee cards are provided to all locations.
2. Nominations can be completed manually (written form) or electronically at [www.autowc.com/programs](http://www.autowc.com/programs) (kiosk / HRIS-once set up).
3. The Nomination box will be located at each facility and in a conspicuous location, for all associates to see and have access.
4. Any associate can nominate any associate; hourly, staff, and management.
5. Terminal Managers or designated representative will retrieve any Nomination forms from the Nomination box, scan, and email them to Corporate Administrator.



## NUMBER OF AWARDS

### SAFETY AND QUALITY FACILITY AWARDS

Based on the metrics established by the Safety and Quality departments, annually the Board of Directors will recognize and acknowledge facilities that have high performance for safety and quality.

The Board will recognize two winners for both safety and quality.

This opportunity provides for a total of four awards during any given year.

Safety and Quality Department(s) will provide a write-up for the newsletter highlighting the successes of these facilities.

### LEADERSHIP AND COMPASSION AWARDS

Annually, Associates in all locations and departments have an opportunity to be nominated by their peers for either Leadership or Compassion Award(s). The number of awards for Leadership and Compassion are described under “Awards” and based on facility size, the current number of associates at each facility and department. By applying this approach, it helps with equal opportunity for Associates to be recognized by their peers.

Leadership and Compassion -Facility Award are based on:

“Small” facilities having less than 40 Associates, one person would be selected for Leadership and Compassion Recognition Awards.

“Medium” facilities having 40-90 Associates each would select two (2) employees for each award; two (2) for Leadership and two (2) for Compassion, for a total of four (4) awards.

“Large” facilities having more than 90 Associates would nominate three (3) associates for each award. (Refer to attached grouping for facilities.)



## SCORING AND METHODOLOGY

### SAFETY AND QUALITY

The Safety / Quality Awards Program is based off a points system. The facility(ies) with the most points at the end of the year will be considered for an award.

#### SAFETY SECTION

##### SAFETY RECORD: ACCIDENT & INJURIES

Based on the improvement from the prior year for Severity and Frequency of Incident.

Incident	Decrease of Severity	Increase in Severity	Decrease of Frequency	Increase in Frequency
Accident	1	0	1	0
Injury	1	0	1	0

#### AAR AUDIT

The AAR Quality portion will be based off the company standard goal of a 98% score for the contractor portion. If the facility has both an Origin & Destination Audit the scores will be averaged together.

AAR Score	Points
Improvement from previous audit or $\geq 98\%$	1
<98%	0
Decline from previous audit under 98%	-1

#### CORPORATE SAFETY SITE VISIT/AUDIT

The point structure for this section will be based on the items addressed from Corporate Safety Site Visits. Each Terminal Manager receives an email daily during a Corporate Safety visit if areas of concern are discovered. Items that need further attention are marked and require a closing date.

Items Closed Out	Points
0 – 25 percent	0
25 – 50 percent	1
50 – 75 percent	2
75 – 100 percent	3



## TRAINING

Safety Training should be conducted monthly with at least one (1) required safety training performed each month. All trainings are required to be submitted to SharePoint within twenty-four (24) hours of training completion and not all at one time.

Training Submittal Frequency	Points
1 Training/Month	2
1-3 Trainings/Quarter	1
No Trainings/All Submitted at One Time	0

## DOCUMENTATION CONSISTENCY

All required safety documentation for Safety Observations, Damage Prevention Points, Alert Utilizations, & Coaching Logs should be conducted consistently throughout the month/year.

- **Safety Observations:** Safety Observations must be submitted once per month on time. Observations should be conducted throughout the entire month and not just on one day. When an Observation's Corrective Action has been completed the Safety Observation form should be updated with the appropriate closing date. The facility should end with all Safety Observations for the year closed out.

Safety Observation Point Criteria	Points
Multiple Throughout Month	1
Consistently Close Out Corrective Actions	1
Consistent Employee Involvement	1
Minimum Requirements	0

- **Damage Prevention Points:** Damage Points should be submitted continually throughout the year and not only at beginning/end. The facility should be continually adding points each month to the SharePoint and not waiting until the cutoff date.

Damage Points Point Criteria	Points
Submit Above Average for Company	1
Consistently Submit Throughout Entire Year	1
Employee Involvement (30% of submissions)	1
Minimum Requirements	0

- **Alert Utilizations:** Utilizations should be submitted gradually throughout the year meeting each quarterly deadline without waiting until the end to submit them or submitting them all at the beginning of the year and not utilizing alerts to be proactive for the rest of the year.



	Points
Submit More Than Required Eight (8) Alerts	1
Consistently Submit Throughout Entire Year	1
Minimum Requirements	0

- **Coaching Logs:** Coaching items should be added throughout the entire month and not only on 1 – 2 days. Each manager and supervisor should be completing at least four (4) items each month and submitting them in the Coaching Log.

Coaching Log Point Criteria	Points
Consistently Submit Throughout Entire Year	1
Minimum Requirements	0

## QUALITY SECTION

### TRAINING PROCESS METHODOLOGY

This section reviews facility training programs related to the quality of operations. Each assessment item below will be awarded (1) point if verified being practiced at the facility.

Scoring
Total points possible for this Section = 3 points

Assessment Items;

- Associate training programs are documented.
- Training programs are consistently followed as written.
- Records of associate training are kept current.

### PROCEDURES / SOI'S / SOP'S

This section reviews the consistency of facility operating procedures and the documentation of such procedures. Each assessment item below will be awarded (1) point if verified being practiced at the facility.

Scoring
Total points possible for this Section = 3 points



#### Assessment Items;

- Personnel are following current documented procedures pertinent to their assigned responsibilities.
- Personnel have easy access to all pertinent procedural documents, and know where they're stored.
- All critical processes have sufficient procedural documentation, and have been reviewed in the last 12 months.

### FACILITY CLEANLINESS AND EQUIPMENT / VEHICLE CARE

This section reviews overall facility cleanliness, organization, and preventative maintenance activities. Each assessment item below will be awarded (1) point if verified being practiced at the facility.

Scoring
Total points possible for this Section = 6 points

#### Assessment Items;

- Cleanliness & organization is sufficient, free of clutter, regular housekeeping activity is apparent to mitigate obvious significant risks of damage, injury, or waste.
- Condition of Yards, Structures, & Equipment is sufficient to mitigate risk of damage & injury (potholes /obstacles / fallout, other risks).
- There are established Maintenance Programs for vehicles, equipment, and production related facility components.
- Maintenance programs are documented to define critical roles and responsibilities, instructions, and timing.
- Preventative maintenance of Equipment, Facility, and/or Vehicles is up to date where timing is specified.
- Maintenance records are present, easily retrievable, and maintained, and current.

### CONTINUOUS IMPROVEMENT

This section reviews the facilities focus on continuous improvement activities, best practices and documentation. Each assessment item below will be awarded (1) point if verified being practiced at the facility.

Scoring
Total points possible for this Section = 3 points



#### Assessment Items;

- There is a means in place for identifying opportunities for continuous improvement.
- There is evidence of continuous improvement activity.
- Self-audits, inspections, observations, checks, or cross-checks are performed AND recorded. Corrective action documentation procedures are followed consistently, and reports thoroughly completed. Information from self-audit activity is shared with all appropriate personnel, and in a timely manner.

## YARD MANAGEMENT QUALITY ITEMS

This section reviews a snapshot of a facilities yard vehicle care management activities. The below items will be assessed in one, two or all the following potential areas; truck, rail, and storage yards (Vehicles parked by AWC only).

#### Assessment Items;

• Vehicle Correct Location	• Seat/Back Upright & Not Reclined
• Driver Side Tires On Line	• Sun Visor(s) in Place
• Windows & Sunroof Closed	• Seat Covers Not Askew
• Doors Closed	• No Trash/Interior Clean
• Keys Stowed In Proper Location	• Floor Mats Positioned Properly
• Interior Accessories, A/C, Emergency Flashers Off	• Console Not Open/Ajar
• Parking Brake Set	• Paperwork Signed
• Transmission In Park or 1st Gear	• Lights Off
• Wipers Off	• Seat Heaters Off
• Vehicle Spacing < 10" Front or Back	

### Yard Management Scoring and Audit Example

This section will be scored as one and awarded points based the below table.

Scoring
Total points possible for this Section = 3 points

#### Scoring Table

Calculated Percentage	Points Earned
100%	3 - Points
99% to 99.99%	2 - Points
98% to 98.99%	1 - Point
< 97.99%	0 - Points



1) Sample Size of Vehicles and Items Inspected

Vehicle sample size = 20	Items per vehicle = 19	= 380 Total Items Inspected	
Scoring Example:			
Vehicles Inspected	Items Inspected	Findings	Findings Percentage Achieved
20	380	10	2.63%
Calculation: 100% - 2.63% = 97.37% = 0 points			

SAMPLE -ANNUAL TERMINAL SCORING METRIX

Facility	Safety	Quality	Total	Individual	
Total possible points	20	18	38	Leadership	Compassion
Richmond	18	16	34	1	
Vancouver	10	12	22		1
Portland	14	15	29	1	
			0		
			0		
			0		
			0		
			0063		



## SCORING AND METHODOLOGY

### LEADERSHIP AND COMPASSION

#### LEADERSHIP AWARD

Our goal is to be *North America's leader in finished vehicle logistics*. The Leadership Award Program is to recognize and reward; work, behaviors, and actions, that support/further the mission, goals, vision, values, and initiatives of AWC.

The Leadership Award is presented to an Auto Warehousing Associate who has demonstrated outstanding leadership skills in support of the values, mission, goals and objectives of AWC. The recipient is self-motivated in their effort to obtain increased knowledge and skills that contribute toward their own success as well as AWC's. Their personal drive and commitment is demonstrated through their performance, by improving the work environment of a co-worker, improving their own workplace, or the AWC organization. The Leadership Award recipient is an effective and positive communicator; shows a willingness to share information to improve quality of work; a creative problem solver, who provides open and honest feedback; extraordinary customer service, fosters a team concept, and recognizes the benefits inherent in a diverse workforce. They have created a RIPPLE!

#### COMPASSION AWARD

The Compassion Award is presented to an Auto Warehousing Associate who exemplifies extraordinary human compassion and embraces treating of others as they want to be treated. This compassion is illustrated when they show caring and compassion toward another individual or as part of their community within the workplace. Motivates and encourages others to help make an impact. They understood a need and did something about it and they created a RIPPLE!



## AWARDS AND ELIGIBILITY

### SAFETY/QUALITY

1. A certificate of Facility Safety / Quality Recognition Award, signed by a Co-President, and will be is presented to the facility.
2. A plaque and banner, in addition to a certificate of recognition, will be provided to the winning facility.
3. There is a total of four (4) awards annually.
4. The Safety and Quality award(s) recipients will be announced in AWC corporate communications. (an example, Newsletter)
5. See number 8 below.

### LEADERSHIP AND COMPASSION

1. All Non-Probationary Associates are eligible to participate.
2. Any Non-Probationary Associate can be nominated for more than one award (Compassion or Leadership).
3. A postcard will be sent to both the associate who has nominated someone and the associate being nominated. Nominees and person nominating will be announced at shift briefings or facility meetings.
4. Each Recipient selected to receive an Award will be acknowledged at their respective location at a celebration that is designed and coordinated with the RHRM, Terminal Manager, and Co-President.
5. A Certificate of Recognition signed by a Co-President and will be is presented by the TM to the Associate in front of their peers.
6. Final Award Winners will receive a net five-hundred (\$500) dollar award.
7. All Award recipients will be in AWC corporate communications. (an example, Newsletter)
8. The Award recipient will receive an AWC logo gift in addition to the certificate.
9. As with most things, to keep current and fresh, this program is subject to change or be cancelled any time at the discretion of the Seher Family.



## PROGRAM ADMINISTRATION

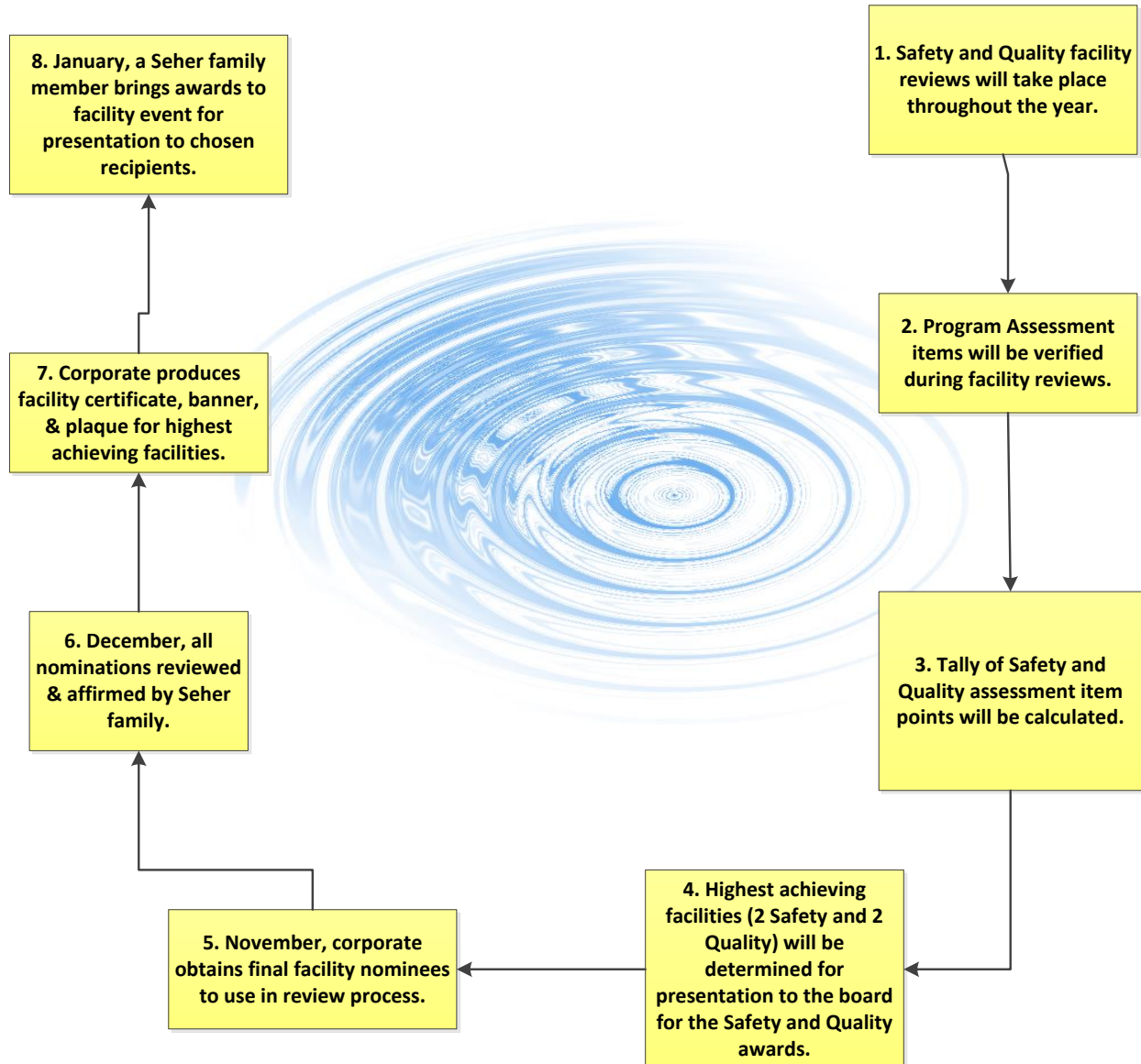
1. The Terminal Manager or designated person will collect nominations from Nomination box and scan/email to Corporate Administrator.
2. Corporate Administrator will also obtain nominations via <http://www.autowc.com/programs.html>
3. Designated Corporate Administrator will provide acknowledgement to Terminal Manager of receipt of Nominees forwarded by their terminal or department and those received from the AWC program website.
4. Designated Corporate Administrator will track all nominees on a track sheet.
5. Designated Corporate Administrator will assist the Seher family with providing to all Nominees a “thank you note” within one week of their nomination that shares what they were nominated for and statement explaining how and when the award will be announced and celebrated.
6. Designated Corporate Administrator will obtain a “Nominee Profile” for final 10 Nominees by working with local Terminal Manager, HR Representative, or department head.
7. This program guide can also be viewed on SharePoint under “Programs”.
8. The Seher Family will review the nominations, Nominee Profile, and choose the winner(s).



# **SEHER**Family

## **Awards & Recognition Program**

### Safety/Quality Process Flow

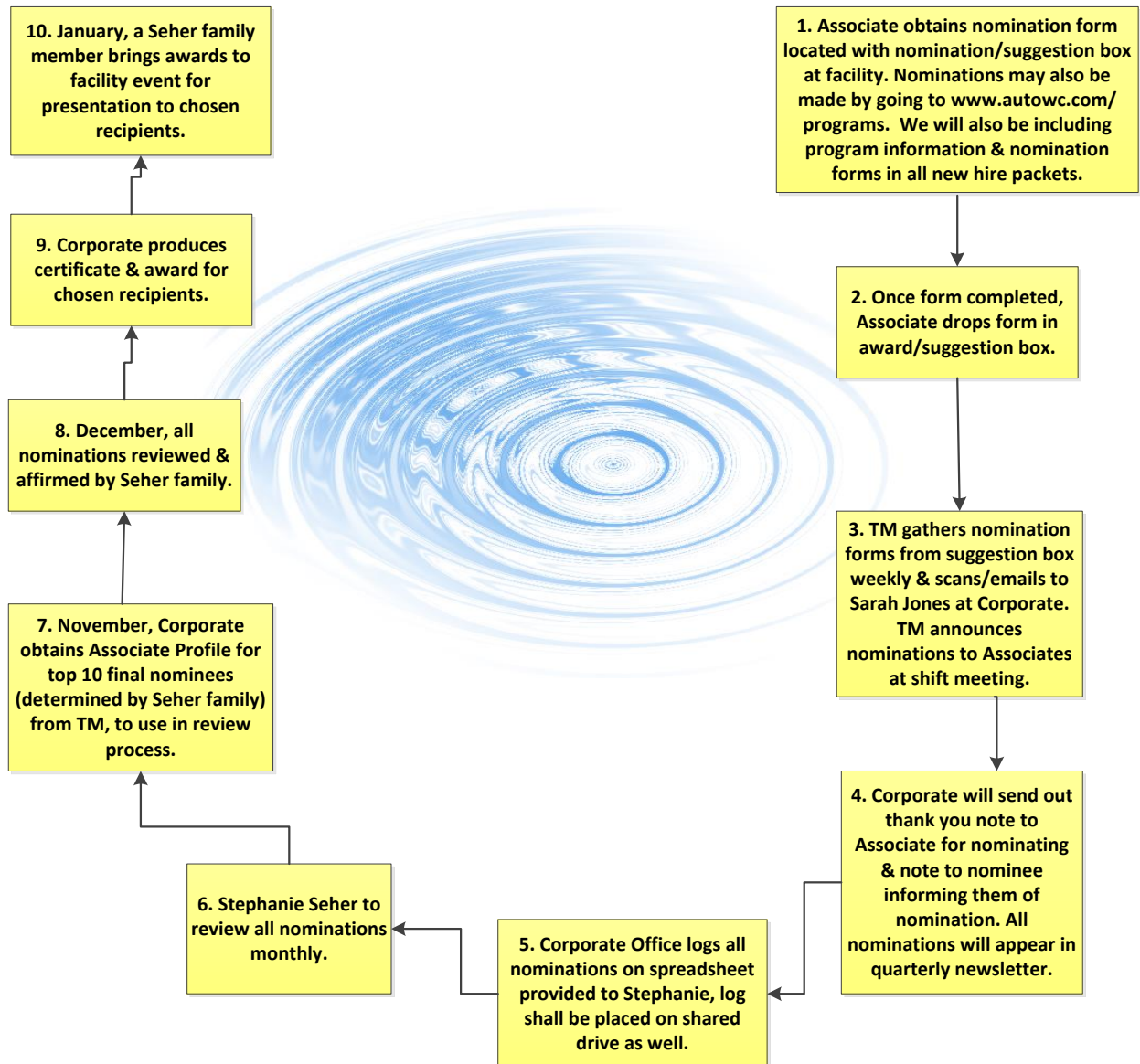




# **SEHER**Family

## Awards & Recognition Program

### Leadership/Compassion Process Flow







*Sample  
Form Can be found on  
forms drive*

## Nominee Profile

Nomination For:

Leadership ☐

Compassion ☐

Nominee Name: \_\_\_\_\_

Facility/Office/Location: \_\_\_\_\_

In order to better understand, assess, and select the best possible candidates for the Seher Family Awards & Recognition Program, please review and complete the following profile questionnaire on the candidate listed, and return to Sarah Jones.

1. Date of Hire \_\_\_\_\_

2. Employment History (within AWC) \_\_\_\_\_

3. Current position: \_\_\_\_\_

4. Seminars/Courses/Workshops they have obtained as a result of working at AWC \_\_\_\_\_

5. List any Awards/Activities of Merit/ Accomplishments/Notable activity.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

6. List any corrective action (date of corrective action and type of infraction).

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

7. Manager Assessment: (Please provide feedback of the nominee, including strengths and weaknesses. any other factors, to be considered in regard to this nomination.)

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Date Profile completed: \_\_\_\_\_ Person completing Profile: \_\_\_\_\_



**Leadership Recognition Nomination**

sample

*The Leadership Award is presented to an AWC Associate who has demonstrated outstanding leadership skills in support of the goals and objectives of AWC. The recipient is self-motivated in their effort to obtain increased knowledge and skills that contribute toward their own success as well as AWC's. Their personal drive and commitment is demonstrated through their performance, by improving the work environment of a co-worker, improving their own workplace, or the AWC organization. The Leadership Award recipient is an effective and positive communicator; shows a willingness to share information to improve quality of work; a creative problem solver, who provides open and honest feedback; extraordinary customer service, fosters a team concept, and recognizes the benefits inherent in a diverse workforce.*

Name of Nominee \_\_\_\_\_  
Date \_\_\_\_\_  
Facility \_\_\_\_\_  
Department \_\_\_\_\_

Please provide details of why you would like this individual recognized.

How did the individual demonstrate Leadership?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Optional:**

Would you like to be contacted to provide more detail? YES\_\_\_\_ NO\_\_\_\_

Name \_\_\_\_\_  
Facility \_\_\_\_\_  
Phone/Email \_\_\_\_\_



**Compassion Recognition Nomination**

*The Compassion Award is presented to an AWC Associate who exemplifies extraordinary human compassion. This compassion is illustrated when they show caring and compassion toward another individual or as part of their community within the workplace. Motivates and encourages others to help. They understood a need and did something about it.*

Name of Nominee \_\_\_\_\_  
Date \_\_\_\_\_  
Facility \_\_\_\_\_  
Department \_\_\_\_\_

Please provide details of why you would like this individual recognized.  
How did the individual demonstrate Compassion?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Optional:**

Would you like to be contacted to provide more detail? YES\_\_\_\_ NO\_\_\_\_

Name \_\_\_\_\_  
Facility \_\_\_\_\_  
Phone/Email \_\_\_\_\_





*Sample postcard*

### **Making a Ripple .....**

*Our responsibility is to service customer vehicles safely, efficiently with quality and pride.*

#### **Nomination Acknowledgement Leadership Award**

Thank you for taking the time to nominate \_\_\_\_\_ (*associate name*) \_\_\_\_\_ for The Seher Family Leadership Award. Your nomination assists us by acknowledging individuals that standout and exhibit leadership by distinguishing themselves and exemplify our values and purpose.

All nominations are reviewed in November. There are two (2) Leadership Awards presented annually. \_\_\_\_\_ (*nominee name*) \_\_\_\_\_ will receive a post card letting them know you have nominated them for The Seher Family Leadership Award. Nominees will be listed in AWC News and announced locally at their facility.

Again, thank you for taking the time to recognize great leadership at AWC and that special associate who has made a ripple.

Stephanie Seher Cantoni



### **Making a Ripple .....**

*Our responsibility is to service customer vehicles safely, efficiently with quality and pride.*

#### **Nomination Acknowledgement Compassion Award**

Thank you for taking the time to nominate \_\_\_\_\_ (*associate name*) \_\_\_\_\_ for The Seher Family Compassion Award. Your nomination assists us by acknowledging individuals who standout and exhibit compassion by understanding a need and did something about it.

All Nominations are reviewed in November. There are two (2) Compassion Awards presented annually. \_\_\_\_\_ (*associate name*) \_\_\_\_\_ will receive a postcard letting them know you have nominated them for The Seher Family Compassion Award. Nominees will be listed in AWC News and announced locally at their facility.

Again, thank you for taking the time to recognize compassion at AWC and that special associate who has made a ripple.

Stephanie Seher Cantoni



*Sample postcard*



### **Making a Ripple .....**

*Our responsibility is to service customer vehicles safely, efficiently with quality and pride.*

#### **You Have Been Nominated for The Seher Family Leadership Award**

Congratulations! \_\_\_\_\_ *(name of person who nominated them)* has nominated you for The Seher Family Leadership Award. Leadership acts as the catalyst that makes all other elements work together; without leadership, we lie dormant. Thank you for distinguishing yourself as a leader by exemplifying our values and purpose at AWC.

Your name will be listed in AWC News and announced locally at your facility.

Again, thank you for your leadership and making a ripple at AWC.

Stephanie Seher Cantoni



### **Making a Ripple .....**

*Our responsibility is to service customer vehicles safely, efficiently with quality and pride.*

#### **You Have Been Nominated For The Seher Family Compassion Award**

Congratulations! \_\_\_\_\_ *(Name of person who nominated them)* has nominated you for The Seher Family Compassion Award. Showing compassion, caring toward others, treating others as they want to be treated, and having a positive effect on others, invokes the values of AWC. When we treat ourselves and others compassionately, we come together in a manner that raises us all to greater heights. Thank you for your compassion and setting that example for all of us at AWC.

Your name will be listed in AWC News and announced locally at your facility.

Again, thank you for your compassion and making a ripple at AWC.

Stephanie Seher Cantoni



# WHO'S MADE A RIPPLE?



**SEHER** *Family*  
Awards & Recognition Program

RECOGNIZE AND NOMINATE ASSOCIATES  
WHO HAVE SHOWN LEADERSHIP AND  
COMPASSION AT AWC.

NOMINATIONS CAN BE DROPPED IN THE  
BOX HERE OR ONLINE AT:

[WWW.AUTOWC.COM/PROGRAMS](http://WWW.AUTOWC.COM/PROGRAMS)



*Sample banner*



2017 FACILITY SAFETY AWARD



Sample banner



2017 FACILITY QUALITY AWARD



sample

## 2017 SEHER FAMILY QUALITY AWARD

[Recipient Name]

is presented this certificate in recognition of outstanding quality. For demonstrating, through your combined efforts, a commitment to delivering customer vehicles with quality and pride.

Thank you for making a ripple.

**SEHER** Family  
Awards & Recognition Program

PRESENTED BY:

[Signatory name(s)]

ON THIS DAY:

May 18, 2017







sample

## 2017 SEHER FAMILY SAFETY AWARD

[Recipient Name]

is recognized, with deepest appreciation, for their commitment to safety and exceeding all standards.

Thank you for making a ripple.



PRESENTED BY:

[Signatory name(s)]

ON THIS DAY:

May 18, 2017



sample

## 2017 SEHER FAMILY COMPASSION AWARD

[Recipient Name]

is recognized, with deepest appreciation, for exemplifying human compassion and embracing a core AWC value, treating others as they want to be treated. Thank you for making a ripple.



PRESENTED BY:

[Signatory name(s)]

ON THIS DAY:

May 18, 2017



sample

## 2017 SEHER FAMILY LEADERSHIP AWARD

[Recipient Name]

is recognized, with deepest appreciation, for demonstrating exemplary leadership.

Thank you for making a ripple.



PRESENTED BY:

[Signatory name(s)]

ON THIS DAY:

May 18, 2017