

Shannex Team Member Recognition

Program Guide



Shannex is committed to recognizing the dedication and outstanding contributions of team members and volunteers.

At Shannex, we recognize that our team members are the foundation for our success. Dedicated, caring, attentive staff who have committed themselves to providing excellent service to our residents deserve to be recognized and rewarded for their contributions.

Shannex's Team Member Recognition Program, which is outlined in detail in this program guide, provides several ways to recognize and celebrate our *Great People* for their exceptional work and commitment to Leading the Way to Better Living™.

Years of Service Awards

The Years of Service awards recognize milestones for our team members. 1- and 3-year anniversaries are celebrated with a certificate and a pin. For 5 years and at every 5-year interval following, team members will receive a certificate and pin, as well as a points reward in Moments.

Long Service Awards

In addition to being recognized in Moments, team members with 20 years of service and every five-year increment onwards are invited to the annual Shannex Excellence Awards with a guest.

Retirement Awards

We thank our *Great People*, who we know have given so much of themselves. Upon retirement, team members are recognized by their peers at the site level. In addition, team members who are retiring after 20+ years of service are invited to the annual Shannex Excellence Awards and President's Reception, where they will receive a commemorative gift.

Moments & Caught You Being Great / Safe / Green / Innovative

Through our 'Moments' recognition platform, team members can recognize one another in the moment for living our Guiding Principles in action. Whether it's by delivering service excellence, promoting health & safety, acting sustainably, or thinking outside the box, each time you recognize a team member, you're making a difference. Moments are visible across the organization, creating opportunities to celebrate each other every day!

To make recognition meaningful and connected to the way we work, we can recognize team members for the following behaviors that represent our Guiding Principles:

- **Great** – for going above and beyond by being honest, compassionate and professional.
- **Green** – for making a positive impact on sustainability.
- **Safe** – for promoting and prioritizing occupational health and safety.
- **Innovative** – for finding creative ways to improve processes or experiences.

People leaders can recognize team members with Moments that Matter, which come with points reward that can be used to redeem prizes.

Annual Excellence Awards

The Shannex Excellence Awards are held annually to recognize team members throughout the organization. Attendees include: the Executive Leadership Team; the Senior Operational Leaders; the Senior Management Team; any team member who retired with more than 20 years of service or celebrated a Long Service milestone within the previous calendar year and winners of Shannex Excellence Awards.

The Shannex Excellence Awards have been designed to formally recognize and celebrate the outstanding contributions of Shannex team members. The awards program consists of 10 award categories:

- Service Excellence
- Environmental Sustainability Excellence
- Christopher Reinhardt Safety Excellence
- Volunteer Excellence
- Care Excellence
- Sales Excellence
- Innovation Excellence
- Mentorship Excellence
- President's Leadership Excellence
- Founder's Seal of Excellence

These awards reinforce the importance of service, leadership, safety, environmentalism, sales achievement, and community.

The Shannex Excellence Awards provide opportunities for all team members and volunteers to be recognized for their outstanding service to the company. Being recognized and recognizing others builds a supportive and positive workplace and contributes to making Shannex the best place to work.

Employee Engagement Survey

We are always looking for ways to improve and create solutions that recognize the diverse experiences and perspectives of our *Great People*. We support honest, open communication to help us learn. One of the ways we encourage feedback from our *Great People* is through the yearly Great Place to Work® Trust Index™ Survey.

The survey is externally administered, which means that 100% of the responses are anonymous and confidential. It consists of 60 questions that help us gauge levels of employee engagement and satisfaction and give us valuable demographic data that helps guide us in our ongoing work to make Shannex an equitable and inclusive workplace. The results of the survey are studied each year and then put into practice: our *Great People's* feedback is integral to steering our strategic direction and next steps.

Great People Month

We know that our *Great People* go above and beyond to create exceptional resident experiences every single day. To show our appreciation for their hard work and dedication, we have chosen the month of May to formally celebrate their contributions. Beginning in 2023, Great People Month features a full calendar of events throughout the month, with weekly themes and prize draws. Each site hosts a Great People Party with cake and gifts, and at the end of May, we draw for the grand prize of free groceries for a year.