

SECTION: Human Resources

SUBJECT: Making A Difference

P & P No.: 354**Section:** Human Resources**Subject:** Making A Difference**Approved By:** Tony L. Massey**Effective Date:** October 1st, 2015**Last Reviewed Date:** October 1st, 2015**Policy Owner:** Human Resources

Because we value long term, trusting relationships with our Team Members, Massey Services has developed and implemented the Making A Difference (MAD) awards/recognition program. The MAD Program is designed to acknowledge, recognize and reward team members who go above and beyond the duties and responsibilities outlined in individual job descriptions and/or set a positive example for others.

Award -Worthy behaviors should reflect our Company's "Guiding Philosophy" as outlined in the Massey Mission Statement and/or our "Five Functions of Management", and should be of the type that go beyond the primary responsibilities and duties in the team member's job description.

MAD Awards consist of:

1. "On the spot" personal recognition of employees exhibiting incremental behaviors that managers wish to reward and reinforce. "Going Above and Beyond" - Examples can be:
 - o Team Member devoting extra time to ensure a customer is completely satisfied.
 - o Team Member leading and recruiting other Team Members in a community involvement effort for a specific cause
 - o Team Member develops or assists in developing a new program that will benefit Massey
 - o Team Member attends additional training or takes and passed an exam not required to continue to improve oneself in the job
2. Public recognition of job performance that, in the opinion of their manager, exceeds the duties and responsibilities of employee job descriptions and is worthy of higher-level acknowledgement.
3. Sales Contests/Cross Selling
 - o All sales and cross selling contests that involve giving MAD money away as prizes must be approved prior to running the contest by your Regional Manager or Director of Sales.
4. Service Excellence
 - o Any Team Member that has a customer call or write a letter to Massey commending them on excellent service will receive an award.
5. Training-This is defined as devoting an entire day to training a team member
 - o Technician training new technician
 - o Sales Inspector training new sales inspector
 - o Office Manager training CSR or new Office Manager at another Service Center
6. PCT Finalists will be rewarded by the Executive Team at Corporate.

APPROVED BY: Tony L.
MasseyEFFECTIVE DATE: October
1, 2015

Page 1 of 3

SECTION: Human Resources

SUBJECT: Making A Difference

MAD AWARDS SHOULD ONLY BE GIVEN TO TEAM MEMBERS EXHIBITING BEHAVIOR OR PERFORMANCE THAT IS ABOVE AND BEYOND THEIR NORMAL DUTIES AND RESPONSIBILITIES. MAD AWARDS ARE NOT FOR TEAM MEMBERS WHO ARE SIMPLY DOING THEIR JOBS.

Service Center General Managers and Corporate Department Managers can request making a Difference (MAD) Award to award team members who consistently perform above and beyond the responsibilities and duties of their jobs. Mad Money Awards can be requested by completing the form contained in Exhibit "A". Managers will request Mad Money Awards on an incremental basis by filling out the appropriate form (Exhibit "A") and submitting it to the Benefits Department. The Benefits Department will submit to Regional/Divisional and Corporate Manager for approval of the award. Once approved Benefits will track all awards through Massey Services Mad program on the intranet.

Team Members can redeem their Mad Money award by completing the Mad Award Redemption Order Form contained in Exhibit "B". Mad Money is only redeemable for gift cards. The list of available gift cards can be found on the x drive –Human Resources-Benefits-Mad Forms-Gift Card Lists. This list could change, so check the x drive for current gift cards available.

Benefit Department

The Benefit Department will administer the MAD Awards program and will provide support to Service Center Managers, Corporate Department Managers, Regional/Division Manager and Corporate Officers who actually dispense MAD Awards.

The Benefits Administrator will respond immediately to submitted requests from Managers for Mad Money Awards and Redemption of Awards. The Benefits Administrator will compile and prepare a monthly MAD Award Program Activity Report which is reviewed by the Director of Human Resources and forwarded to accounting for processing the monthly accrual.

MAD-Money-Award.pdf

Located: X drive: Human Resources / Benefits / Mad-Money-Award.pdf

MAD-Money-Redemption.pdf

Located: X drive: Human Resources / Benefits / Mad-Money-Redemption.pdf

Redemption Instructions

Massey MAD Money is redeemable for gift cards available in various denomination.

See gift card list located: **X drive: Human Resources / Benefits / MAD Gift Card List.pdf**

You May redeem Massey MAD Money as follows:

APPROVED BY: Tony L.
MasseyEFFECTIVE DATE: October
1, 2015

Page 2 of 3



POLICIES & PROCEDURES

NUMBER PP354

SECTION: Human Resources

SUBJECT: Making A Difference

1. Sign the Massey MAD Award Redemption Order Form
2. Select a gift card in the appropriate MAD Money amount from the MAD Gift Cards on the X drive
3. Forward signed MAD Award Redemption to your Benefit Assistant
4. Your gift card will be sent directly to your service center through interoffice mail
5. Expected time of delivery is 4 weeks.
 - o Massey MAD Money has no intrinsic or cash redemption value.
 - o Massey MAD Money cannot be transferred from one team member to another.
 - o Massey MAD Money becomes null and void upon a team members resignation or dismissal.

Contact the Benefits Department with any questions or for additional information

APPROVED BY: Tony L.
Massey

EFFECTIVE DATE: October
1, 2015

Page 3 of 3