



# ASSOCIATE EXCELLENCE PROGRAM RULES & REGULATIONS

## Rules and Regulations

### 1. Purpose of the Program

The Associate Excellence Program is designed to recognise and reward temporary associates who consistently demonstrate outstanding performance, reliability, professionalism, and a positive attitude while placed at client sites.

The program aims to:

- Encourage high performance and strong work ethic.
- Reward dedication and consistency over time.
- Create a fair and transparent recognition framework across all franchise offices.

### 2. Eligibility

- The program is open to **temporary associates** placed by franchise offices.
- Associates must be actively placed at a client site during the nomination period.
- Associates must be in good standing, with no active disciplinary actions at the time of nomination.
- Participation is automatic through nomination; no entry fee or application is required.

### 3. Employee of the Month

Each franchise office may select **one (1) Employee of the Month** per calendar month, per client site. If an Employee of the Month per shift (day or night shift) or per department at one (1) client site is selected, the Express office uses their discrepancy out of those who to submit for that specific client.

Selection is based on performance during that specific month.

Criteria may include, but is not limited to:

- Reliability and attendance
- Quality of work
- Professional conduct
- Positive attitude
- Client or supervisor feedback

The selection process must be fair, objective, and consistent.

Franchise offices are responsible for managing their own monthly selections.

**Important:**

Only associates who are officially selected as **Employee of the Month and sent through to HQ with details** qualify for progression to the next stage of the program.

**4. Employee of the Year Nomination (2026 and 2027)**

Employee of the Year nominees will be selected from **Employee of the Month winners**. The 3 nominees for the relevant year will attend our Evening of Excellence as a guest, this is also where the announcement for 3<sup>rd</sup>, 2<sup>nd</sup> and 1<sup>st</sup> place for Employee of the Year will take place.

For each year (2026 and 2027):

**Three (3) associates** will be nominated as Employee of the Year finalists.

Finalist selection is based on:

- Sustained performance over time
- Consistency, not a single achievement
- Overall contribution and professionalism
- Still an active Express associate (even if working at a different client, than where he was selected as Employee of the Month)
- Have NO disciplinary actions against him/her

Finalists are selected by **Head Office** based on submitted information and supporting motivation.

**5. Qualification for the Grand Prize Draw**

A total of **nine (9) finalists** will qualify for the grand prize draw:

Three (3) Employee of the Year finalists from 2025

Three (3) Employee of the Year finalists from 2026

Three (3) Employee of the Year finalists from 2027

Only associates who:

Were first selected as Employee of the Month, **and**

Were subsequently nominated as Employee of the Year finalists will qualify for entry into the draw.

**6. Grand Prize Draw**

The grand prize draw will take place at the **Evening of Excellence event in 2028**.

All six (6) eligible finalists will be entered into a **live draw** and will attend the Evening of Excellence.

One finalist will be randomly selected as the winner, via a live draw.

The grand prize is **one (1) brand-new car**.

The draw result is final and binding.

**7. General Conditions**

The program is intended to reward genuine performance and dedication.

Any attempt to influence, manipulate, or unfairly affect the selection process may result in disqualification.

Head Office reserves the right to:

- Verify nominations and supporting information.
- Disqualify participants if eligibility requirements are not met.
- Amend the program rules if operationally required.
- No cash alternatives will be offered for the grand prize.

Participation in the program implies acceptance of these rules.

## **8. Program Governance**

Franchise offices are responsible for:

- Monthly nominations and selections.
- Maintaining fairness and transparency.
- Communicating recognition to associates.
- Posting Office's Employee of the Month's on Social Media monthly.
- Please ensure you get written consent before posting anyone on Social Media.
- Receiving their photo and details, and participating, we will assume that written permission to post them on our social media was given.
- Providing Headquarters of each Employee of the month winner (Name, Surname, Employee Number, Client, Motivation for winning, photo with certificate and banner).
- Please note without above mentioned information or photo, we cannot do an overall congratulations post every month or determine nominees at the time of deliberation for our Employee of the year nominees.

Head Office is responsible for:

- Overall program management.
- Annual finalist selection.
- Coordination of the grand prize draw.
- Monthly Social Media post congratulating previous months winners from all offices.

## **9. Terms and Conditions**

- Participation in the Associate Excellence Program is subject to these terms and conditions.
- Only temporary associates officially placed by a franchise office may participate.
- Associates must provide basic personal details as reasonably required for verification and prize administration.
- No family members of franchise owners, directors, headquarters employees, or branch staff may participate in or benefit from this competition.
- Family members include, but are not limited to: spouses, partners, parents, children, siblings, or immediate relatives.
- Associates must be actively employed at the time of:
- Employee of the Month selection, and Employee of the Year nomination.
- Finalists must be available to attend the Evening of Excellence 2028 to participate in the live draw, unless otherwise approved by headquarters.
- The prize is not transferable and may not be exchanged for cash or any alternative.
- The organisers reserve the right to request proof of identity and eligibility at any stage.
- Any false information, misconduct, or breach of these rules may result in disqualification.
- By participating, associates consent to:
- The use of their name and image for internal and promotional purposes.

- Reasonable publicity related to the program.
- The organisers reserve the right to amend, suspend, or cancel the program if required for operational or legal reasons.
- All decisions made by Head Office regarding eligibility, nominations, finalists, and the final draw are final and binding.

#### **10. Final Note**

The Associate Excellence Program is about recognising people who consistently show up, do the work, and represent the business with pride.

**Excellence is not a once-off moment — it is a habit.**