ENDEAVOR'S ELITE
EMPLOYEE RECOGNITION PROGRAM

PURPOSE

The Endeavor’s Elite employee recognition program is a platform to reward employees who embrace Endeavor’s Foundation of Flight while achieving industry-leading performance. This program allows employees to be eligible for points throughout the year based on achievements.

SCOPE

Endeavor’s Elite is open to all employees of Endeavor Air. Employees have the ability to receive and award points throughout the year based on criteria through corporate programs, On the Fly recognition, peer recognition, and community service.

ADMINISTRATION

The program is based on points which are awarded in various ways to employees. By utilizing a web based portal through QIC, employees can view accumulated points, and redeem points for a large selection of gifts.

AWARD CATEGORIES

- **Anniversary Years of Service:** Expanding on the current program to now include significant anniversary years of service from 5 through retirement (5, 10, 15, 20, 25, 30, 35, 40+); formerly, the program began at 10 years. When an employee reaches a significant service milestone they will receive a mailing to their home with a certificate and a notification of points.

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<tr>
<th>Years of Service</th>
<th>Points Awarded</th>
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<tbody>
<tr>
<td>5</td>
<td>15,000</td>
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<td>10</td>
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<td>35</td>
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- **Onboarding:** 3,000 points to welcome Endeavor’s new hires to the company and introduce them to the Endeavor Elite program. New hires will receive information during the HR on-boarding and will log into the Endeavor Elite web site to claim their points.

- **Community Service:** 5,000 points will be awarded as recognition for employees that enrich our surrounding communities of residence and work at a rate of 24 hours per year or more. Employees will log their hours and type of volunteer activity through the Endeavor Elite web site on an electronic form. Hours can be added as they are accomplished. Once an employee reaches 24 hours of volunteer service the points will be added to their account in the month following.
Peer Recognition: Everyone has an opportunity to get involved in the program to recognize peers each quarter throughout the year for furthering the vision, mission, or culture of Endeavor; being a positive reliable teammate; promoting safety or safe behaviors; providing exceptional customer service; contributing to operational effectiveness; and/or delivering fiscal responsibility.

- Through the Endeavor Elite web site each employee will be provided one (1) “badge” worth 1,000 points to award to peers quarterly.
- Employees can also award peer recognition badges with no points associated. These award badges are unlimited.
- If badges aren’t used during the quarter they will not roll over to the next quarter.

On the Fly: Points awarded by leaders to employees for going above and beyond the call of duty to support the vision, mission, or culture of Endeavor; being a positive reliable teammate; promoting safety or safe behaviors; providing exceptional customer service; contributing to operational effectiveness; and/or delivering fiscal responsibility.

- Specific departmental guidelines may be established to further the use of On the Fly points.
- On the Fly points are awarded virtually with a value of 2,000, 4,000 or 10,000 points.
  - 2,000 points: “Great Job” – Recognition for positive behaviors that contribute to organizational goals or priorities
  - 4,000 points: “Above & Beyond” – Above and beyond normal job expectations to help the operation or customers
  - 10,000 points: “Exceptional Work” – Major contribution to the success of the department or company
- Employees will receive an email notification when they have been awarded On the Fly points along with a description of why they are being recognized.
- On the Fly points are automatically credited to the employee’s account.

Safety Team Award Recipient (STAR): In this category, “STAR” cards with various point values are awarded by leaders for employees who go above and beyond in safety. The award recipients are chosen through direct observation from leadership or through nomination from peers to the Safety department. Safety actions recognized could include:

- Exceptional presence of mind by performing an act to save life/limb, preventing aircraft damage, or minimizing a crisis.
- Outstanding safety management performance.
- Consistent demonstration of going beyond the normal duties of their position to promote safety awareness, compliance, and management.
- Timely reporting of safety or security hazards in the workplace that require immediate mitigation.
- To nominate a peer, employees must send an email to Safety@EndeavorAir.com with the name of the nominee and a description of the reason they are being nominated.

BEST PRACTICE GUIDELINES

- Ensure that awards and recognition are timely and specific so that employees know exactly why they are being recognized.
- Match the reward to the achievement: through endeavor elite points, employees have the option to build up their points to select a reward specific to their needs or wants.
- Positive, fair and consistent: rewards and recognition should always be positive in nature, pay attention to ensure rewards are applied fairly and consistently throughout the workforce.
- Aligned to the mission, vision and values: Ensure that rewards and recognition given support the mission, vision and values of Endeavor Air.

Endeavor’s reward and recognition program will be administered through the Endeavor’s Elite portal, which is open to all employees via the Endeavor intranet. This program may be adjusted at any time based on the needs of the Company.

Customer Care can be reached Monday - Friday, 8 am - 5 pm Central Time at 1-800-621-9745 or helpdesk@goqic.com.