

Crown Club Program Guidelines

The Service King Crown Club program recognizes and celebrates teammates who have demonstrated Service King's core values and go above and beyond to contribute to their team's success. Once points are awarded in Crown Club, teammates are able to redeem their points as they see fit! Crown Club is a way to strengthen the culture of recognition by celebrating teammates who positively impact the teammate and customer experience at Service King.

What is the purpose of Crown Club?

The purpose of Crown Club is to acknowledge and reward those teammates who have exhibited desired behaviors and demonstrated the core values of Service King. If a colleague has gone above and beyond by putting forth exceptional effort, has gone beyond what is expected or has produced outstanding results, it's very likely that they warrant recognition through the Crown Club.

Receiving this recognition is a great feeling - and giving recognition can be even better. This is why the program is open to all levels of teammates so we all can be both receivers and givers. Recognition makes us all feel valued, engaged, and appreciated for our contributions in helping make Service King a great company. So, when you experience someone doing something extraordinary, give them a Crown Club award!

Who is eligible to participate in Crown Club?

All Service King teammates are eligible to participate in this program!

What are the reasons for recognizing someone through Crown Club?

All recognition given through Crown Club is linked to one of our core values (Integrity, Family, Service, Quality and Growth). When we practice living our values every day in our work, we drive the success of Service King.

What are the Crown Club awards and eligibility rules for giving and receiving each?

The following award levels are available to recognize varying levels of contribution:



WHERE YOU RULE

Award level	Who is Eligible to nominate	Who has to approve the award	Crown Club Point Value	Estimated Value
Good work!	Everyone	None	None	None
Great Job!	People Managers	Recipient's Manager	600	\$30
Amazing work!	People Managers	Recipient's Manager	1,000	\$50
Exceptional Contribution!	People Managers	Recipient's Manager	1,500	\$75
Tremendous Achievement!	People Managers	Recipient's Manager and Manager's Manager	2,000	\$100
Service King STAR	People Managers	Recipient's Manager and Manager's Manager	5,000	\$250





WHERE YOU RULE

What are the guidelines to ensure recognition is given fairly and appropriately?

Award approvals, CC notifications and comprehensive reporting tools help us manage our recognition activity appropriately.

What guidelines should I follow when I nominate a teammate?

The Crown Club tool has an Award Advisor feature that makes a recommendation following certain guidelines. In general, give someone the following awards based on demonstrating the indicated behavior and/or results:

Good Work! Teammates that demonstrate Service King's values in a small way by putting forth extra effort or going above and beyond.

Great Job! Demonstrating positive behavior and satisfactory results in putting forth extra effort or going above & beyond to achieve a goal.

Amazing work! Achieving success on a project or initiative by putting forth extra effort in improving a process, collaborating with others, and creating a positive effect on customer experiences.

Exceptional Contribution! Achieving significant results by completing a project, initiative or goal that took prolonged effort to impact the business results or the teammate and customer experience.

Tremendous Achievement: Achieving exceptional results by completing a long-term project, initiative or goal that provided significant impact on business results or the teammate and customer experience.

Service King STAR: Achieving incredible results by completing a long-term project, initiative or goal that provided significant and lasting impact on business results or the teammate and customer experience.

What to do when you receive an award?

First, take a moment to say or write 'thank you' to the person who nominated you for an award. After all, they took a moment to recognize you in the first place! Then redeem your award or accumulate the points and redeem later, your choice.

If you leave the company, we will encourage you to redeem your points on or before your last day, but if you don't do it by then, you will always be able to call the Service King Customer Service at (844) 732-5501 and do it by phone.





WHERE YOU RULE

What is posted publically on the recognition feed and what can I do if I see an inappropriate post?

Teammates are able to recognize their peers by posting positive feedback on their pages. Posts should be work appropriate, positive and should not include any inappropriate language. If you see an inappropriate post, email crownclub@serviceking.com immediately.

What happens to my awards and/or points if I leave Service King?

If a teammate leaves Service King, awarded points will still be available for redemption within the platform. Instead of redeeming through the website or app, the termed teammate will need to contact Workhuman directly at (844) 732-5501 to redeem an item.

Will there be a restriction on the amount of points a manager can award?

Currently, there is no restriction to the amount of points a manager can award. However, spend will be monitored to ensure that monetary-based recognition is being used appropriately.

Can Managers reward points outside of their business unit?

Yes, managers will be able to reward teammates outside of their business unit. Teammates will also have the opportunity to provide non-monetary recognition to their peers.

