

Service Excellence Award Nomination

Q3 Nominator Testimonial: Please describe in detail why this employee is deserving of the Service Excellence award. Please use specific examples and ensure to include how the nominee demonstrates Service Excellence in relation to all four values.

I have worked at Shannex for just over a year now and in that short period of time [REDACTED] has stood above the rest when it comes to service excellence in relation to our core values. During my first month at Shannex I did a few campus tours with [REDACTED], during these tours it was easy to see how much [REDACTED] is admired by employees and residences. He is always smiling taking time to greet folks, and making sure they are looked after. over the past 5 years [REDACTED] has lived and breathed Shannex, he started out in Operations working various jobs at Parkland at the Gardens before returning to School to get his ICT Certifications. [REDACTED] was an easy choice for the ICT team, the values instilled during his time at the Gardens and fresh out of School [REDACTED] was ready to start a new chapter at Shannex.

Clients First

- [REDACTED] is well known in the company and for good reason, he is always cheerful, understanding and always willing to help. His coworkers, management and clients alike respect him and enjoy having conversations with him.

Trusted Partnerships

This individual demonstrates the expectations of Recognize Others and Communicate Well

- [REDACTED] is quick to submit caught you being great for anyone that he feels deserving, be it a co-worker solving a complex problem or a staff member from one of the sites for taking the initiative to troubleshoot and issue or giving us the heads up on something that may cause us issues in the future.
- [REDACTED] also makes a point of communication with operations when updates around outages or issues arise, he is great at making sure the message he delivers is in terms everyone can understand.

Improving Quality

This individual demonstrates the expectations of Produce your Best Work and Respond to Every Request

- [REDACTED] moved into a senior support roll 6 months ago after the position had been vacant for 6 months. There was very little documentation or support tools in place, this may have been a road block for others it was merely a speed bump for [REDACTED]. He was quick to dig in spending many hours of his own time learning and getting up to speed. not only was he working to improve our systems and network environment he was helping me with documentation and coaching a team of ICT Partners all of which have been here less than a year.

Being Accountable

- [REDACTED] has been a great coach for the ICT Partners, he leads by example and is a great role model for the team. I worked closely with him on some big projects and it great to see how he interacts with operations staff and clients setting a great example for his coworkers.
- I've seen a few curve balls thrown his way during some of these projects and I expected him to get upset, maybe throw his hands up in disgust but it has yet to happen. He always sees the cup half full coming to the table with solutions not problems. • Has a positive outlook no matter what

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Q4 Supporting Testimonials: Please include any testimonials from the nominee's Manager, Co-workers, and Residents that support your nomination. Supporting testimonials are not mandatory but are a valuable addition to any nomination. Supporting Testimonials help to reinforce and validate a nomination.

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'██████████ is truly one of the very best here at Shannex. There are few (if any – none are coming to mind) problems that ██████ can't solve. You always leave any time spent with him in a much better position than when you started – both physically and mentally. I don't think ██████ has the word No in his vocabulary unless it's used in front of a problem, as in no problem. ██████ is willing and able to handle any request that comes his way.

Two remarkable things stand out for me about ██████. The first is his ability to help at all levels. Whether it's a printer on one of our campuses or a new phone for a brand new senior hire ██████ give the same level of service. The second is his incredible attitude. Always in a good mood, always willing to go that extra mile. He wakes up every morning and wonders how he can help today. A remarkable individual and we are exceptionally lucky to have him on our team. This man personifies Service Excellence." - Ian Mader Regional Director of Operations Nova Scotia & Ontario

"After working closely with ██████ in a few different roles, I can be certain when I say that he is an epitome of Service Excellence! ██████ has always taken on all aspects of his job with a positive attitude, and because of this and his great work ethic, ██████ is extremely well respected in his role in IT. We always feel a high level of comfort knowing he is the one on the other end of the line or when he visits our site, he goes above and beyond ensuring that all our IT operations are running smoothly. ██████ also has this wonderful ability to build relationships with all our Shannex stakeholders, whether this may be his colleagues, residents or corporate partners. He is a 'DOER' so anything you ask for, he will gladly take it on with a smile. He has a way with everyone that is open, genuine and honest and you immediately feel a sense of comfort when working with ██████. He is a true asset to this company!" - Jodi Bartlett General Manager Parkland at the Gardens

"I have worked with ██████ for over five years and in that time I have met very few people that have a stronger commitment to our values. When we worked side by side at Parkland At The Gardens he had an incredible ability to put residents first every single one of his shifts. Whether it was in assisting residents with their every day needs, which included many personal IT visits. Or from assisting fellow employees with some of the many issues that came up during opening that were preventing them from doing their jobs effectively. ██████ simply is incredible at every project he is part of and his presence on the IT team could not be replaced. I can remember a instant in which I caused the entire network at Parkland At The Gardens to crash, I called ██████ and he dropped everything he was doing and was down on site in minutes. Not once did he make me feel as if it was my fault... and it was certainly my fault. He spent countless hours re-building every aspect of our network from the bottom up. During that time he met with managers, residents, and employees to explain what the status of the network was and when they could expect to regain access. This is the same type of mentality and commitment ██████ has every day, I would consider him to be one of the most respected people I have ever worked with and I can not think of many more deserving recipients of an excellence award. " - Elliot Kavanagh Manager of Employee Engagement

'██████████ has been a great support for me personally with my IT onboarding as well as for clients and colleagues at the Glenerin Inn! ██████ used some of his downtime while here on a training course to port several of us over to the shared drive, a big task as we have plenty of files. He is always available to assist with small annoyances (usually user error) with efficiency and effectiveness. ██████ speaks in layperson's terms to my team and I and is very meticulous when walking us through a reboot from afar. IT service can be intimidating, but we always know we are in good hands with ██████!" – Lisa Tracz General Manager Glenerin Inn and Spa

'██████████ has always been quick to respond to our IT needs in Sydney despite the distance from Corporate Office. He is friendly, helpful, and appreciated as an excellent resource for the team in Sydney. ██████ was able to come to our sites and correct numerous concerns for us and offer suggestions as to how we can improve. He is a wonderful resource and an asset to the company." - Kyle Richardson Regional Manager Harbourstone Enhanced Care & Celtic Court