



TOTAL Rewards

My Recognition Program
designed with YOU in mind.



Program Overview

We deeply value the dedication and loyalty of our employees. We understand that the foundation of our success rests on the commitment and passion of those who choose to build their careers with us. We know the importance of recognizing our employees for the work that they do. The Total Rewards My Recognition Program allows us to express gratitude and celebrate our employees in a meaningful way.

How It Works

The program provides real-time recognition for milestones, special occasions, and acts that reflect our Credo values, reinforcing the positive impact you make within our organization. It will feature both points-based recognition rewards (Credo Coins) as well as personalized recognition for your valuable contributions. Enhancements will be made along the way based on feedback from our employees.

There are flexible ways to redeem Credo Coins you earn based on what's important to you. By partnering with Awardco, we can provide employees with a recognition platform that allows you to track the recognition you receive and be rewarded with coins that you determine how to spend. In our partnership with Awardco, we are equipped with a robust catalog that allows you to redeem your coins on Amazon items, purchase gift cards, experiences and more.

This guide will walk you through all the recognition opportunities available under the program and how you can redeem your coins as you earn them.

How To Receive and Redeem Credo Coins:

Whenever you reach a milestone in the My Recognition Program, you'll receive a personalized email celebrating your contributions. If your milestone includes Credo Coins, your email will detail how many you've earned. You will be able to redeem your coins on:

- Amazon items
- Entertainment tickets
- Travel
- Pre-paid gift cards
- E-gift cards
- Foundation Donations

Employees can view or redeem their coins by visiting grh.awardco.com and using the Single Sign On (SSO) feature.



Manager and Peer Recognition

Our recognition program allows us to recognize and share our appreciation for each other. Through our recognition platform, Awardco, you can send a thank you note to someone for exemplifying our Credo Values by utilizing the Peer-to-Peer or Manager-to-Peer recognition feature.

Recognition sent from a leader may also be accompanied by Credo Coins, which are added to your Awardco account to redeem when and how you want.



Sending Recognition

Here are more details on what to keep in mind when sending and receiving recognition within the platform:

- All employees have access to send recognition to one another and are encouraged to do so.
- Leaders and employees can recognize employees through Awardco by sending a note of appreciation and tagging the Credo value they exemplified.
- All employees and leaders are eligible to receive recognition through our Awardco site. This information will be fed into Workday in the Feedback Section.
- Contracted employees are not eligible to receive recognition through Awardco.

Credo Coins

- Leaders can award up to 25 Credo Coins per recognition.
- Employees receive a personalized email notification whenever they are awarded coins.
- Credo Coins are given by a leader to recognize someone for a specific moment of gratitude and appreciation based on our Credo values.
- Those eligible to receive Credo Coins:
 - Active employees (full-time, part-time and PRN)
 - Employed providers and physicians
- Contract employees are not eligible for Credo Coins.





Automated Programs

The automated recognition that is included in the new My Recognition Program are”

- Birthday*
- New Hire Welcome messages
- Service Anniversaries

These automated programs will send reminders to leaders about upcoming dates that are approaching and allow employees to celebrate each other through these milestones.

**Employees may opt out of Birthday recognition programs.*

Birthday Recognition

At Great River Health, we value the incredible contributions you make every day. Your birthday is a perfect time to recognize you and the positive impact you bring to our organization.

This recognition is based on your date of birth listed in Workday. Below are the details and eligibility for this celebration:

- **Birthday Recognition** – Each year on your birthday, you’ll receive a personalized email sent to your Great River Health email.
- **Leader Notification** – Your leader will also receive a notification to help them celebrate your special day.
- **Who’s Eligible?**
 - Active employees (full-time, part-time, PRN)
 - Employees currently on leave
 - Employed physicians and providers

We’re grateful you’re part of our Great River Health family—happy birthday in advance!

New Hire Welcome Messages

We believe that welcoming new employees is more than just a first-day experience—it’s about making sure every employee feels valued and supported from the very beginning. To help guide new employees through their early days with us, we send thoughtful welcome messages at key milestones: 7 days, 30 days, and 60 days.

These messages serve as a reminder of how glad we are to have them as part of the Great River Health family. Each message encourages reflection on their journey so far, highlights their achievements, and reinforces our commitment to their growth and success.





Service or Anniversary Recognition

A Service or Anniversary Recognition celebrates your work anniversary with Great River Health. Whether it's 5 years or a remarkable 40 or more, each milestone represents a testament to the lasting relationships we cultivate. These anniversaries not only symbolize our employees' dedication but also the mutual growth we've shared over the years. Employees are recognized by a personal email message each year on the anniversary.

- Recognition for this program is based on years of service based on your hire date in Workday.
- All employees will receive a recognition message from their leader celebrating their anniversary.
- In addition to a recognition message from your leader, employees who are celebrating a 5-year incremental milestone will also receive Credo Coins as indicated in the chart.
- Those eligible for Credo Coins for their 5-year service award milestone:
 - Active employees (full-time and part-time)
 - Employees on leave
 - Employed providers and physicians
- Those not eligible for Credo Coins:
 - Contracted employees

GIFT AMOUNT (1 Coin = \$1)	
5 Years	50 Coins
10 Years.....	100 Coins
15 Years.....	150 Coins
20 Years.....	200 Coins
25 Years.....	250 Coins
30 Years.....	300 Coins
35 Years	350 Coins
40 Years.....	400 Coins
45 Years.....	450 Coins
50 Years.....	500 Coins





Other Recognition Programs

Learning Achievement Program

Continuous growth and development deserves to be celebrated. Through the Learning Achievement program, you can tell us about your recently obtained degree or certification so that we can celebrate you and your accomplishment. It's our way of honoring your commitment to growth and lifelong learning!

Excellence in Practice

Our Excellence in Practice program allows you to nominate employees for their exceptional contributions to Great River Health. This annual nomination program allows nominations to be submitted for 8 different categories:

- Advanced Practice Professionals
- Clinical Excellence
- Community Excellence
- Leadership Excellence
- Nursing Excellence
- Physician Excellence
- Rookie of the Year
- Service Excellence

From your nominations, 3 finalists are selected for each category and a winner is chosen. Finalist and Winners will be recognized at our annual awards ceremony and receive Credo Coins through our Awardco platform. Employees who are nominated but not selected as finalist will also receive recognition through our Awardco platform so that we can all celebrate these achievements together.



Frequently Asked Questions

Eligibility

Who is eligible to participate in the new My Recognition Program?

Recognition and access to the Awardco platform is limited to employees only and not accessible to contractors. For additional details on specific programs, please refer to that specific program within this guide.

Credo Coins

How do I redeem my Credo Coins?

Log into our Awardco website, grh.awardco.com. Once on the website, go to “Spend Coins” and select how you want to redeem your coins. The choice is yours!

What are my choices for the redemption of my coins?

You have the following options for redeeming coins:

- Amazon items
- Entertainment tickets
- Travel
- Prepaid gift cards
- E-gift cards
- Donation to one of our Foundations



Do I have to pay taxes on my redeemed coins?

Yes. Redeemed rewards are considered taxable income, subject to both federal and state taxes, and as such are included on your paycheck for W2 purposes. Please note that applicable sales tax is built into the cost of an Amazon purchase.

Do my coins expire, or can I save them?

Your Credo Coins never expire! You can save them up for bigger rewards or spend them anytime—it's completely up to you.

What if I leave the organization? What happens to my coins?

Coins must be redeemed prior to your termination date. Coins that have not been redeemed will be forfeited.

Is there a waiting period to redeem coins that I receive?

Coins are added to your Awardco account as soon as you receive your recognition email acknowledging your personal milestone or contribution. You get to choose whether you save them up or redeem them right away.

Can I donate coins that I am rewarded to other employees?

Coins earned or rewarded are not able to be donated to other employees. If you desire to assist another employee, you have the option of redeeming your earned coins for a gift card or another item that you can give to an employee. Applicable taxes will still apply to your redemption.

Who do I contact if my Credo Coins aren't showing in my Awardco account?

Please contact your askHR team at askHR@greatriverhealth.org or by phone at 319-768-3750.



Frequently Asked Questions

Navigating the Awardco Platform

How do I log in to the Awardco website?

There are two ways to access the Awardco site:

- Enter grh.awardco.com in the internet browser (do not enter into the internet search engine) and sign in with SSO.
- Navigate to the SharePoint homepage and select the Awardco icon under Quick Links.

Can I view other employees' recognitions or milestones?

Yes, our Awardco platform has a recognition feed where employees can see other recognitions to allow us to celebrate each other's accomplishments together. To access the recognition feed, you would log in to your Awardco account and click on "Feed" in the upper left side of the home page or go directly to the Feed on the homepage.

Can I make my recognition private if that is my preference?

Yes, you can make recognition given to you private within your profile on the Awardco site. While logged in, navigate to the upper right corner and click on your name. From the drop down, choose "My Account". Towards the bottom of the page, you will see Private Recognitions and may toggle to Private if you would like to make all recognition private.

Can other employees see the recognition given to me?

Yes, unless you have your settings on Private or the person recognizing you chose Private recognition as part of their submission.

Who do I contact if I have questions about the My Recognition program?

If you have any questions about the My Recognition program, please contact your askHR team at askHR@greatrivierhealth.org or by phone at 319-768-3750.

If you are having technical issues within the Awardco system, you may also utilize the Chat feature in the bottom right corner by clicking on the question mark icon. It should be noted that you are chatting with Awardco support, and they may not be able to assist you with program specific questions, however, they will be able to help you with technical or

How do I add or change a profile picture?

- Log in to your account.
- Once you've logged in, click on "My Account" under your name, on the right-hand side of the page.
- On your profile page, next to your current picture, click "Change Picture."
 - Note: If you haven't added a picture yet, your current picture will be your initials.
- Choose the file you want to use as your photo and click "Open." Your new picture will be displayed for your account.

Can I purchase additional coins?

You cannot purchase additional coins due to tax reporting requirements. However, if you are short on coins, you can use a credit or debit card to pay for the remaining cost of an item that you are wanting to purchase. If you need help locating a specific item, please contact the Awardco support team for assistance.





What is My Circle?

It is a fun feature on Awardco that allows you to select the persons that you want to stay connected with throughout our organization and also makes suggestions of persons to include in your circle. This feature highlights the people in your circle, reminds you when someone hasn't been recognized in a while and suggests even more people to recognize – helping you build a culture of appreciation across teams, departments, and locations. Consider it like the people you want to “follow” as allowed in other social media platforms.

How do I access My Circle?

My Circle can either be accessed by clicking on the Profile icon or the “Who Do You Want to Recognize?” widget on the homepage.

How do I add people to My Circle?

To add people to My Circle, search for names in our organization using the search box under “Add People to My Circle.” Any person added will show up in the “People in My Circle” section. There you will see data such as how many recognitions specific users have given to you and how many recognitions you've given them. You're also able to see how many days have passed since the last time you've recognized them. Use the Summary Time Frame drop-down menu to view My Circle data from different time periods.

Are you allowed to comment on the recognition that is visible on the public feed?

Yes. Employees are encouraged to comment on recognition that is visible on the public feed to celebrate others. As a reminder, comments should be positive and include appropriate words and/or emojis.



Redeeming Credo Coins

Can I redeem coins for cash?

No. You are not able to redeem your coins for cash, however, you can redeem coins for a Virtual Prepaid Rewards card through Mastercard.

What is a Virtual Prepaid Rewards Card?

A Virtual Prepaid Rewards Card is a 16-digit card account that can be used digitally for electronic shopping. The redeeming user can start shopping online, over the phone, or add the card to a favorite retailer or other mobile app, wherever debit cards are accepted.

Note: A Virtual Prepaid Rewards Card cannot be used in a physical store that store accepts mobile wallet payments, or it is converted into a physical gift card. The process for converting the virtual card into a physical card is described below. Virtual cards can take 2-3 business days from the time the order is processed to arrive in the inbox of their recipient.

When does the Virtual Prepaid Rewards Card expire?

Awardco will send the user a link to activate the card once coins are redeemed for the card. The link will expire four months after its creation. After the card has been activated, the card will expire in six months and any remaining value will be forfeited.

Can a Virtual Prepaid Rewards card be converted to a Physical Prepaid Rewards card?

Yes. When the user receives the activation link for their virtual gift card in their email inbox, they will click the link and be taken to a page that will ask the user to select their desired card format. There is a \$3-5 processing fee for the conversion to a physical gift card. Standard delivery to receive the Physical Prepaid Rewards Card is 5-7 business days but may take up to three weeks. It will be shipped in a plain white envelope. Note: For orders outside of the U.S., delivery times vary.

How is the Virtual Prepaid Rewards Card activated?

- Click the activation link in the email you received.
- Copy the code and access the MyPrepaidCenter.com/redeem link provided. Enter the copied code.
- Complete the registration process with recipient information and accept the terms and conditions.
- Receive your virtual card.
- Click “Add to Wallet” to access the virtual card at brick-and-mortar retail locations.
- To request a physical card, click “View Card Details,” then select “Request Plastic Card.”

How do I track my order of purchase of e-Gift cards and Prepaid Virtual cards?

- Log in to your company’s Awardco website
- Click your name in the top right corner of the screen
- Select “Orders” from the dropdown menu
- If the order says “Processed” under the order’s date, contact the Awardco support team for additional status information.

Note: While tracking information is not shown in your order details for these items, you may contact the Awardco support team for more information on the status of your order. Keep in mind, depending on the card ordered and your location, it may take up to 15 business days for these cards to be fulfilled. If the order status shows “Processed” and you have not received the card, contact the Awardco support team. Remember to check your inbox’s spam folder for the card before contacting the team.



My card isn't working, who can help?

For the user's security, once the prepaid card is activated through either the virtual or physical options, Awardco Support is not able to contact the card vendor on the user's behalf. Any issues with the card service or delivery of the physical card option will need to be handled by the user contacting the vendor directly.

While Awardco Support can no longer initiate the service request with the card vendor on the user's behalf, the user may copy support@awardco.com on the email chain created with the vendor so that Awardco can remain apprised of the situation and provide assistance in requesting help from the vendor. The card vendor's Customer Service team can be reached through the Contact Us link on account.mypaymentvault.com/CardLogin or by email and phone.

How do I contact the Awardco support team?

There are three ways to contact the Awardco support team, which is available 24 hours on weekdays except for recognized holidays:

- **Chat** – Contact Awardco support by clicking the blue question mark button in the bottom right corner of the web page or at the bottom of any page in your company's Awardco platform. The Chat bot will attempt to solve the inquiry; the user will be redirected to a support representative if needed.
- **Email** – Create a support ticket automatically by emailing support@awardco.com. Be sure to include as much detail as you can including your full name, company name and a detailed outline of the issue you're experiencing.
- **Phone** – You can contact the Awardco support team by phone at: **(800) 320-0893**.





Amazon Redemptions

How do I spend Credo Coins on Amazon?

- Sign into the Awardco platform
- Hover your mouse over “Spend Coins”
- In the drop-down menu, select “Amazon”
- Search for your desired items
- Add these items to your cart
- Select “Checkout” to begin finalizing your order

Note: Fluctuations in item availability may cause order delays and/or cancelations. Should this happen, our support team will be proactive in reaching out in a timely manner via email. Coins will be returned for all canceled items.

As always, if you require any assistance when placing your order, please contact the Awardco Support team by emailing support@awardco.com or by clicking the blue question mark button in the bottom right corner of every page in the platform.

How do I track my order of a physical item through Amazon?

- Log in to your company’s Awardco website
- Click your name in the top right corner of the screen
- Select “Orders” from the dropdown menu
- Locate the Tracking field under your order
- Navigate to the appropriate shipping website (e.g. for UPS, Google “UPS Tracking”)
- Input tracking number

Note: The tracking information will be displayed once the order is processed. While most orders will process immediately, some orders may be pulled for manual review and may take several business days to transition to processed. When an item is shipped by Amazon Logistics, you will be unable to track this information on your own. To track an order that is being shipped via Amazon Logistics, contact the Awardco support team. Remember to check your inbox’s spam folder for the card before contacting the team.



How do I track my order of an Amazon e-Gift Card?

- Log in to your company's Awardco website
- Click your name in the top right corner of the screen
- Select "Orders" from the dropdown menu
- Locate and click the "Show Claim Code" text under the value of the card

Note: With orders placed for the Amazon eGift Card option, fulfillment to your email address should be immediate but there are cases where the fulfillment of the order can take several days. If you do not receive your Amazon e-Gift Card via email, you may check this orders page to see if a claim code has been generated for the card.

Click the "Show Claim Code" button in the order details to reveal the gift card code and input this code into your personal Amazon account. If your order says processed, but no claim code is visible, you may contact the Awardco support team for additional information about your order. Remember to check your inbox's spam folder for the card before contacting the team.

How do I return, cancel or refund an Amazon order?

To initiate a return, order cancellation or replacement, you will need to send in a support ticket to Awardco's support team. This allows the team to contact Amazon on your behalf. In your support ticket, you will need to include:

- Your name, as it appears in your account, and the name of your organization
- When you placed your order
- The exact item(s) you need to replace/cancel/return
- The reason you need to replace/cancel/return the item(s), e.g. the item was damaged, not what you expected, wrong size, etc.
- State whether you want to return the item(s) for a refund or if you want to receive a replacement.
 - If Amazon approves the return, you will likely be required to return the item to an Amazon warehouse.
 - If Amazon requires the return of the original item, the Awardco support team will send you a return label via email. Use the return label to ship the item back to Amazon.
 - Once Amazon receives the returned item, your point refund or your replacement will be sent to you.
 - If you have not received your point refund or replacement item seven business days after the day you send the item back to Amazon, please reach out to our support team again.

