

# Annual Excellence 2025

Flagship recognition program

Oct-03-2025



# Annual Excellence Award Categories – Helping employees and teams benchmark achievements against defined categories

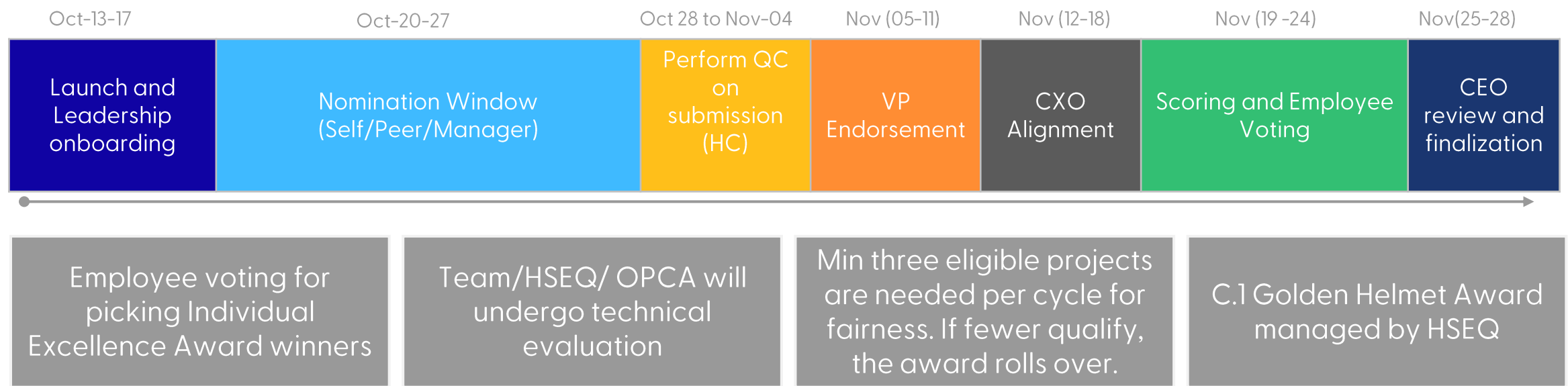
Bundled into 4 categories

| A                                                                                      | B                                                                                   | C                                                                              | D                                                                          |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Individual                                                                             | Team                                                                                | HSEQ                                                                           | OPCA                                                                       |
| <b>A.1 CX Champion</b><br>(Outstanding CX service / recovery)                          | <b>B.1 CX Team</b><br>(Contribution to CX)                                          | <b>C.1 Golden Helmet</b><br>(Best HSEQ contractor 2025)                        | <b>D.1 Outstanding project</b><br>(Linked to the 9 transformation pillars) |
| <b>A.2 Transformation Champion</b><br>(Contribution to transformation)                 | <b>B.2 Transformation Team</b><br>(Contribution to transformation project)          | <b>C.2 HSEQ Innovation Award</b><br>(For solution, initiatives linked to HSEQ) |                                                                            |
| <b>A.3 Operations Champion</b><br>(Contribution to operational efficiency, excellence) | <b>B.3 Operations Team</b><br>(Contribution to operational efficiency, excellence)  | <b>C.3 HSEQ Team of the year</b><br>(Showing exceptional efforts in HSEQ)      |                                                                            |
| <b>A.4 Best Employee</b><br>(For living the Values)                                    | <b>B.4 Outstanding Business/ Service Centre</b><br>(For efficiency, customer focus) |                                                                                |                                                                            |
| <b>A.5 Best Manager</b><br>(For leading with Values)                                   |                                                                                     |                                                                                |                                                                            |
| <b>A.6. Frontline CX Star</b><br>(For outstanding customer feedback)                   |                                                                                     |                                                                                |                                                                            |
| <b>A.7. Rising Star Award</b><br>(For Youth council/ volunteering)                     |                                                                                     |                                                                                |                                                                            |

Coverage: All employees, including EtihadWE subsidiaries and outsourced staff.

# Annual Excellence Awards: From nomination launch to CEO approval a 9-week structured journey ensuring fairness and transparency.

Annual Excellence Award 2025 – End-to-End Timeline (Oct–Dec 2025)



Centralized governance and synchronized evaluation ensure consistency, fairness, and transparency across all categories.

# A. Individual Excellence Award Explained



# A.1 CX Champion: Recognizing employees who deliver exceptional customer experience through ownership, empathy, and quick recovery.

## A.1 CX Champion

### Purpose and Focus

This award celebrates individuals who went beyond routine duty to resolve customer issues, improve satisfaction, or recover a difficult situation using EtihadWE Values

| Who                                                                                                                                                                                                                                                          | What                                                                                                                                                              | How                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>– Employees in customer-facing or support roles who made a visible difference in a customer's experience (delivery/ recovery)</li><li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li></ul> | <ul style="list-style-type: none"><li>– Recognizes ownership in handling service challenges and creating positive impact on customer trust and loyalty.</li></ul> | <ul style="list-style-type: none"><li>– Based on real cases, customer feedback, or internal nominations</li><li>– Self/peer/ manager nominations are accepted</li></ul> |

The A.1 CX Champion award will celebrate and recognise employees living our CX transformation program

## A.2 Transformation Champion: Recognizing employees who made visible contributions to the success of our transformation program

### A.2 Transformation Champion

#### Purpose and Focus

Recognizes employees who actively drove process improvements, digital adoption, or cross-functional change initiatives aligned with transformation goals.

| Who                                                                                                                                                                                            | What                                                                                                            | How                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>– Employees who led or supported key transformation milestones.</li><li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li></ul> | <ul style="list-style-type: none"><li>– Recognizes proactive engagement in change programs or pilots.</li></ul> | <ul style="list-style-type: none"><li>– Based on demonstrated outcomes, measurable results, or recognition from project sponsors</li><li>– Self/peer/ manager nominations are accepted</li></ul> |

The A.2 Transformation Champion award will recognize employees for bringing real change linked with our transformation program

## A.3 Operations Champion: Recognizing employees who made elevate our operational standards across EtihadWE

### A.3 Operations Champion

#### Purpose and Focus

Recognizes individuals who improved efficiency, productivity, within their operational teams through practical, impactful initiatives.

| Who                                                                                                                                                                                                                   | What                                                                                                                                                                             | How                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Employees in operational or technical , engineering roles with measurable results</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes individuals who improved operational efficiency, reliability, or cost optimization through impactful initiatives.</li> </ul> | <ul style="list-style-type: none"> <li>– Based on validated performance data, field inspections, or manager endorsements.</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

The A.3 Operations Champion award will recognize employees for keeping their work efficient and reliable

## A.4 Best Employee: Recognizing employees who consistently demonstrate our EtihadWE Values to produce exceptional outcomes

### A.4 Best Employee-2025

#### Purpose and Focus

Highlights individuals who lives the spirit of EtihadWE's core values and inspire their peers through consistent commitment and positive behavior.

| Who                                                                                                                                                                                                 | What                                                                                                                  | How                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Any employee who is seen as a role model for living the values.</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes consistent positive attitude, teamwork, and integrity.</li> </ul> | <ul style="list-style-type: none"> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

A.4 Best employee award will recognize employee who is able to live our Values daily.

## A.5 Best Manager : Celebrating managers who inspire teams through integrity, empathy, and performance excellence.

### A.5 Best Manager-2025

#### Purpose and Focus

Recognizes leaders who create an environment of trust, accountability, and growth – driving both people and performance results.

| Who                                                                                                                                                                                           | What                                                                                                             | How                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>– Managers at any level demonstrating value-driven leadership.</li><li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li></ul> | <ul style="list-style-type: none"><li>– Recognizes coaching mindset, empowerment, and team engagement.</li></ul> | <ul style="list-style-type: none"><li>– Evaluated through team feedback, 2025 engagement results, and outcomes.</li><li>– Self/peer/ manager nominations are accepted</li></ul> |

A.5 Best Manager award will recognize outstanding manager who leads with our Values

## A.6 Frontline CX Star : Celebrating exceptional customer appreciation and service excellence

### A.6 Frontline CX Star-2025

#### Purpose and Focus

Recognizes frontline employees who demonstrate exceptional ownership, empathy, and service excellence – turning customer interactions into lasting trust and positive feedback.

| Who                                                                                                                                                                                                                                                              | What                                                                                                                                                              | How                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Frontline or customer-facing employees across all EtihadWE service areas (field, call center, customer service center, etc.)</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes employees who received direct thanks, or appreciation notes from customers for service excellence.</li> </ul> | <ul style="list-style-type: none"> <li>– Evaluated through verified customer feedback, appreciation letters, or documented commendations reviewed by CS</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

A.6. Frontline CX Star: represent our finest frontline champions who consistently go above and beyond to deliver superior CX

## A.7 Rising Star Award : Celebrating Exceptional Youth Council and Volunteering Contributions

### A.7 Rising Star Award-2025

#### Purpose and Focus

Recognizes young EtihadWE employees who demonstrate exceptional commitment, initiative, and leadership through their contributions as Youth Council members or in volunteering programs – driving community impact and embodying the spirit of service.

| Who                                                                                                                                                                                                                                                                                                   | What                                                                                                                                                          | How                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Active Youth Council members or employees engaged in volunteering or community initiatives. • Age &lt;30 years</li> <li>– Open to all EtihadWE employees under the Youth Council program or those contributing to approved volunteering programs.</li> </ul> | <ul style="list-style-type: none"> <li>– Honors those who go beyond formal responsibilities to champion community well-being and youth engagement.</li> </ul> | <ul style="list-style-type: none"> <li>– Evaluated through verified records of volunteering participation, Youth Council project outcomes, and leadership testimonials.</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

A.7. Rising Star Award: Celebrates EtihadWE's young leaders who embody service, purpose, and passion – inspiring others to contribute meaningfully beyond the workplace.

## B. Team Excellence Award Explained



## B.1 CX Team: Recognizing teams that collaborate to deliver remarkable customer experiences and lead the way in CX transformation.

### B.1 CX Team

#### Purpose and Focus

Honors teams that turn customer insights into meaningful improvements, elevate service standards, and contribute to EtihadWE's CX transformation.

| Who                                                                                                                                                                                                                                                                                               | What                                                                                                                                                                                                                                          | How                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Cross-functional or service teams that improve customer journeys or recovery experiences.</li> <li>– Teams that contributed meaningfully to CX transformation</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes teamwork that drives measurable CX impact – higher satisfaction, faster recovery, or digital CX enhancement.</li> <li>– Celebrate team-work that accelerated CX transformation</li> </ul> | <ul style="list-style-type: none"> <li>– Based on customer outcomes, feedback, or transformation milestones achieved through team collaboration.</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

The B.1 CX Team award :Celebrating teams that delivered, recovered, and transformed customer experience

## B.2 Transformation Team: Honoring teams that make EtihadWE's transformation journey real through execution and collaboration.

### B.2 Transformation Team

#### Purpose and Focus

Recognizes teams that drove digital projects, process changes, or cultural shifts with visible impact on transformation objectives.

| Who                                                                                                                                                                                                          | What                                                                                                                                   | How                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Cross-department teams working on key change/transformation initiatives.</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes effective collaboration and execution discipline across project phases.</li> </ul> | <ul style="list-style-type: none"> <li>– Assessed through project completion, business impact, and feedback</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

The B.2 Transformation Team award :Celebrating teams that helped convert strategy into actions on the ground

## B.3 Operations Team: Celebrating teams that deliver efficient, and reliable operations every day

### B.3 Operations Team

#### Purpose and Focus

Recognizes teams that improved operational efficiency, reduced risk, or enhanced service reliability through collaborative effort.

| Who                                                                                                                                                                                                        | What                                                                                                                                           | How                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Field, maintenance, or support teams demonstrating strong coordination</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Celebrating teams that deliver efficient, reliable, and high-quality operations every day.</li> </ul> | <ul style="list-style-type: none"> <li>– Evaluated through productivity data, incident records, and manager endorsement.</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

The B.3 Operations Team award :Celebrating teams that helped deliver operational excellence on the field

## B.4 Outstanding Business/Service Center: Recognizing Excellence in Service Delivery and Customer Experience

### B.4 Outstanding business/service center

#### Purpose and Focus

Recognizes customer service centers that consistently deliver outstanding customer experience, operational excellence, and measurable business results – setting the benchmark for performance, reliability, and service quality across EtihadWE.

| Who                                                                                                                                                                                      | What                                                                                                                                                                                                                                  | How                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Business or customer service centers across EtihadWE</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes overall excellence in service quality, customer satisfaction, operational discipline, and value creation.</li> <li>– Center's that embody our CX transformation spirit</li> </ul> | <ul style="list-style-type: none"> <li>– Evaluation based on agreed criteria defined by CCO and VP – Customer Service, covering customer satisfaction, service turnaround, quality scores, and operational KPIs.</li> <li>– Self/Team/ Manager nominations</li> </ul> |

The B.4 Outstanding business/service centre award :Celebrating EtihadWE's top-performing service centers – where operational excellence meets customer experience.

# C. HSEQ Excellence Award Explained



# C.1 Golden Helmet: Recognizing the best performing HSEQ contractor for outstanding safety performance and compliance.

## C.1 Golden Helmet

### Purpose and Focus

Honors contractors who demonstrate uncompromising commitment to safety standards, incident-free operations, and continuous improvement

| Who                                                                                                               | What                                                                                                        | How                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>– External contractors and partners engaged in EtihadWE projects.</li></ul> | <ul style="list-style-type: none"><li>– Recognizes outstanding safety records and HSEQ leadership</li></ul> | <ul style="list-style-type: none"><li>– Evaluated through audit scores, incident data, and HSEQ team reviews</li><li>– Managed by VP HSEQ</li></ul> |

The C.1 Golden Helmet award :Symbolizes zero-harm commitment in action.

## C.2 HSEQ Innovation Award: Celebrating new ideas and initiatives that enhance safety, health, and environmental performance.

### C.2 HSEQ Innovation

#### Purpose and Focus

Recognizes creative solutions that reduce risk, improve processes, or creates a safer and more sustainable work environment.

| Who                                                                                                                                                                                                               | What                                                                                                                    | How                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Employees or teams for introducing innovative HSEQ practices or tools in 2025</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes ideas that improved safety awareness or reduced hazards.</li> </ul> | <ul style="list-style-type: none"> <li>– Assessed on originality, impact, and adoption by HSEQ division.</li> <li>– Evaluation and endorsement by HSEQ department</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

The C.2 HSEQ innovation award :Recognizing implement projects / initiatives in 2025.

## C.3 HSEQ Team Award: Celebrating new ideas and initiatives that enhance safety, health, and environmental performance.

### C.3 HSEQ Team Award

#### Purpose and Focus

Recognizes team collaboration that resulted in exemplary safety outcomes or cultural improvements in health, safety, environment, and quality.

| Who                                                                                                                                                                                                         | What                                                                                                                                  | How                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– HSEQ departments or project teams with proven safety leadership in 2025</li> <li>– All employees, including EtihadWE subsidiaries and outsourced staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Recognizes collective effort/ projects in creating safe work environments in 2025</li> </ul> | <ul style="list-style-type: none"> <li>– Measured through incident reduction, training impact, and audit feedback.</li> <li>– Self/peer/ manager nominations are accepted</li> </ul> |

The C.3 HSEQ team award :Recognizing teams that made impactful contribution to HSEQ in 2025

# D. Outstanding Project Contribution Award(OPCA) Explained



# D.1 OPCA Award: Celebrating teams that deliver strategic, high-impact projects aligned with EtihadWE's nine transformation pillars.

## D.1 OPCA Award

### Purpose and Focus

The OPCA recognizes cross-functional project teams whose initiatives shape EtihadWE's future – driving measurable outcomes in customer experience, digital transformation, operational excellence, and sustainability.

| Who                                                                                                                                                                                         | What                                                                                                                                                                                                                                | How                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Any cross-functional project team, internal or contracted, linked to <math>\geq 1</math> transformation pillar and sponsored by a VP/CXO.</li> </ul> | <ul style="list-style-type: none"> <li>Recognizes strategic, scoped, outcome-linked projects delivering measurable impact (cost, CX, compliance, safety etc.,)</li> <li>Must be linked with the 9 transformation pillars</li> </ul> | <ul style="list-style-type: none"> <li>Evaluated via 25-point scoring matrix with documented evidence.</li> <li>Minimum qualifying score: 18.</li> <li>Reviewed by Award Committee for fairness and strategic alignment.</li> </ul> |

A minimum of three eligible projects is required per cycle to maintain fairness and comparability. If fewer projects qualify, the award will roll over to the next cycle.

# FAQ section



# 2025 Annual Excellence Award: FAQ for leaders and managers

FAQ document(1 of 3)

| # | Questions                                            | Answers                                                                                                                                                                                                                                                                                     |
|---|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | What is the purpose of the Annual Excellence Awards? | To recognize individuals, teams, and projects that demonstrate excellence in customer experience, operational performance, innovation, safety, and transformation impact – aligned with EtihadWE's values and transformation pillars.                                                       |
| 2 | How many categories are there?                       | <ul style="list-style-type: none"> <li>– There are four (4) categories of award (Individual, Team, HSEQ, OPCA)</li> <li>– Each category has defined sub-awards (e.g., CX Champion, Transformation Team, Golden Helmet Projects).</li> </ul>                                                 |
| 3 | Who can nominate or be nominated?                    | <ul style="list-style-type: none"> <li>– Any EtihadWE employee can self-nominate, nominate a peer, or be nominated by their manager, except for OPCA, which requires VP nomination.</li> <li>– The award is open to all employees including EtihadWE subsidiaries and outsourced</li> </ul> |
| 4 | What is the nomination period                        | The nomination window runs Oct 20–27, 2025. Late or incomplete entries will not be accepted.                                                                                                                                                                                                |

The most common questions answered to ensure every leader and manager drives the program with confidence and consistency.

# 2025 Annual Excellence Award: FAQ for leaders and managers

FAQ document(2 of 3)

| # | Questions                                             | Answers                                                                                                                                                                                                                                                                                                                      |
|---|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | How are winners selected?                             | <ul style="list-style-type: none"> <li>– Individual awards: QC by HC, voted on by employees</li> <li>– Team/HSEQ/OPCA awards: Evaluated using the 25-point scoring matrix through VP, CXO, and Award Committee</li> </ul>                                                                                                    |
| 6 | Who governs the process?                              | <ul style="list-style-type: none"> <li>– Human Capital centrally manages the process, ensuring fairness, consistency, and transparency.</li> <li>– VP, CXO ensures objectivity and parity in the nomination process for their Function</li> <li>– Team based award are formally evaluated by the Awards committee</li> </ul> |
| 7 | What if fewer than three projects qualify under OPCA? | The OPCA award will roll over to the next cycle to maintain fairness and comparability.                                                                                                                                                                                                                                      |
| 8 | When will final results be announced?                 | Winners will be finalized by Nov 28, 2025, following CEO approval, and officially announced in on December 10, 2025                                                                                                                                                                                                          |

The most common questions answered to ensure every leader and manager drives the program with confidence and consistency.

# 2025 Annual Excellence Award: FAQ for leaders and managers

FAQ document(3 of 3)

| #  | Questions                                        | Answers                                                                                                                                                                            |
|----|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9  | What is expected from managers during the cycle? | – Communicate program details, support nomination preparation, verify data accuracy, endorse fairly, and encourage employee voting participation.                                  |
| 10 | How is bias prevented in selection?              | – A multi-layer governance model (HC review → VP endorsement → CXO alignment → CEO approval) combined with scoring and employee voting ensures balanced, evidence-based decisions. |

The most common questions answered to ensure every leader and manager drives the program with confidence and consistency.

# 2025 Annual Excellence Award: FAQ for employees

FAQ document(1 of 3)

| # | Questions                                | Answers                                                                                                                                                         |
|---|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | What are the EtihadWE Excellence Awards? | The awards celebrate employees, teams, and projects that go above and beyond in delivering customer experience, innovation, safety, and performance excellence. |
| 2 | Who can participate?                     | Every EtihadWE employee( including subsidiaries and Outsourced) can nominate themselves, a colleague, or a team for eligible categories.                        |
| 3 | How many award categories are there?     | A. Individual Excellence, B. Team Excellence, C. HSEQ Excellence, and D. OPCA (Outstanding Project Contribution Award).                                         |
| 4 | When can I submit my nomination?         | The nomination window runs Oct 20–27, 2025. Late or incomplete entries will not be accepted.                                                                    |

Nominate, vote, and celebrate – because every effort counts at EtihadWE.

# 2025 Annual Excellence Award: FAQ for employees

FAQ document(2of 3)

| # | Questions                                     | Answers                                                                                                                                                                                                                                                                        |
|---|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | How do I submit a nomination?                 | <ul style="list-style-type: none"> <li>– Complete the <b>online nomination form</b></li> <li>– You'll need to fill in nominee details, select the category, describe the achievement, and upload proof.</li> </ul>                                                             |
| 6 | Can I nominate more than one person or team?  | Yes. You can submit multiple nominations – one per category – if you have valid examples of excellence.                                                                                                                                                                        |
| 7 | What kind of achievements should I highlight? | <ul style="list-style-type: none"> <li>– Focus on measurable impact – customer recognition, operational improvement, safety innovation, or community contribution.</li> <li>– Be specific, use data where possible, and describe how it supports EtihadWE's values.</li> </ul> |
| 8 | What happens after I submit?                  | Human Capital reviews all entries for completeness, followed by VP and CXO endorsement.                                                                                                                                                                                        |

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# 2025 Annual Excellence Award: FAQ for employees

FAQ document(3of 3)

| #  | Questions                       | Answers                                                                                                                                        |
|----|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 9  | Will there be employee voting?  | Yes! For Individual Excellence categories, employees will get the chance to <b>vote for shortlisted nominees</b> from <b>Nov 19–24, 2025</b> . |
| 10 | When will winners be announced? | Winners will be announced in the Excellence recognition ceremony on Dec-10-2025                                                                |

Nominate, vote, and celebrate – because every effort counts at EtihadWE.

