

Introducing MedSTARS: Celebrating our Stellar Employees

We are delighted to unveil an exciting new initiative aimed at recognizing and appreciating the exceptional contributions of our incredible employees—the MedSTAR Appreciation Program! Starting in July, we will be rewarding your hard work and dedication through a system of MedSTARS that can be exchanged for exclusive Medstar Merchandise.

Here's how the program works:

1. Earn MedSTARS:

- For every positive client review you receive, you will earn 10 MedSTARS.
- Every hour you accumulate in "save the day points" will earn you 1 MedSTAR. (Save the Day points are earned when you step in to cover the trips of a driver or the tasks of another employee who is absent for any reason, be it due to calling out or any other circumstances.)

2. Driver of the Quarter:

In our Company newsletter, we will announce the "Driver of the Quarter". The deserving driver will be awarded 50 MedSTARS. The selection will be based on the following criteria:

The highest performance evaluation for the quarter (striving for all 5s whenever possible)

- Consistent adherence to company policies, with no record of coaching or write-up (Coaching typically involves receiving reminders or feedback when a violation of company policy occurs, when an action disrupts the workflow, or when an action is deemed inconsistent with the company's values. It serves as a means to guide employees towards aligning their behaviors and actions with the company's expectations.)
- Accumulation of save-the-day points and positive client feedback
- A clean record with no accidents or safety violations
- Demonstrating reliability by having no unexcused callouts
- The chosen driver will also be considered for the prestigious "Driver of the Year" recognition, to be announced in December.

3. Trainer of the Quarter:

Similarly, we will acknowledge the "Trainer of the Quarter" in our newsletter, awarding him or her 50 MedSTARS. The Trainer of the Quarter will be selected based on the following criteria:

- Number of training sessions during the quarter
- Outstanding performance evaluations (striving for all 5s whenever possible)
- Accumulation of save-the-day points and positive client feedback
- Consistent adherence to company policies, with no record of coaching or write-up
- A clean record with no accidents or safety violations
- Demonstrating reliability by having no unexcused callouts
- The chosen trainer will also become eligible for the esteemed "Trainer of the Year" recognition, which will be announced in December.

4. Driver of the Year and Trainer of the Year:

The individuals who earn the titles of "Driver of the Year" and "Trainer of the Year" will receive a special reward of 100 MedSTARS, along with a bonus, during the year-end virtual Company gathering. The selection will be based on the same criteria mentioned for the Driver and Trainer of the Quarter.

5. Office Employee of the Quarter:

To recognize outstanding contributions from our office employees, we will award the Office Employee of the Quarter with 50 MedSTARS. The selection will be based on the following criteria:

- The highest performance evaluation for the quarter (striving for all 5s whenever possible)
- Consistent adherence to company policies, with no record of coaching or write-up
- Accumulation of save-the-day points and positive client feedback
- Demonstrating reliability by having no unexcused callouts

6. Office Employee of the Year:

The exceptional office employee who stands out throughout the year will be named the Office Employee of the Year and receive 100 MedSTARS. The selection will be based on the same criteria mentioned for the Office Employee of the Quarter.

7. Service Awards for Drivers and Office Staff

(to be awarded in our year-end Company virtual gathering)

- 5th year: service pin + 150 MedSTARS
- 10th year: service pin + 200 MedSTARS + plaque
- 15th year: service pin + 250 MedSTARS + plaque
- 20th year: service pin + 300 MedSTARS + plaque
- 25th year: service pin + 350 MedSTARS + plaque
- 30th year: service pin + 400 MedSTARS + plaque



Check out the following MedSTAR Merchandise!



Do you have a MedSTAR Merch Idea?
We'd love to hear them!
Just email our HR Field Representative:
dave.swensen@gomedstar.com

Wait for further announcements on how you can claim your merch!

SAFETY CORNER

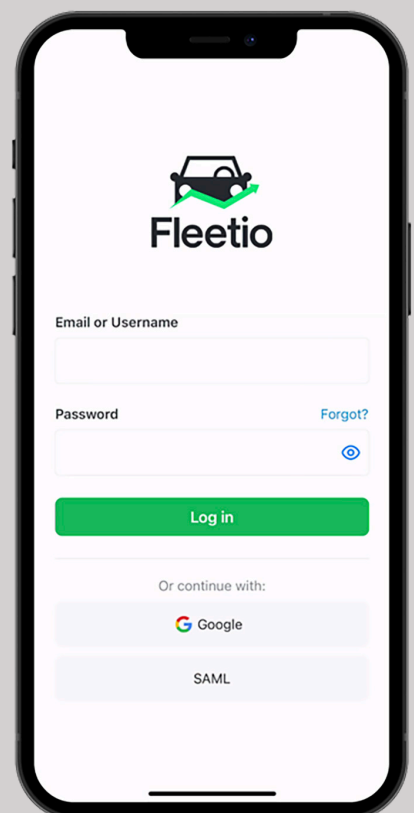


Pre And Post Trip Inspections

To ensure the smooth operation of our fleet and prioritize safety, we want to emphasize the importance of completing pre and post-trip inspections using Fleetio Go. It is mandatory for all drivers to conduct these inspections every day they are scheduled to work. In cases where you switch vehicles, please remember to perform pre and post-trip inspections on both vehicles.

Why are these inspections crucial? They play a vital role in allowing our Fleet team to accurately track vehicle mileage and schedule timely services. Additionally, pre-trip inspections help identify any safety issues or missing items from the vehicle, enabling us to take proactive measures.

Please note that during audits, our brokers specifically look for completed pre-trip inspections. Therefore, it is imperative that we achieve a minimum of 100% completion rate for pre-trip inspections. Failing to meet this requirement may result in the loss of bonuses or further disciplinary actions.



HUMAN RESOURCES CORNER

Meet Some of Our Newly-Promoted Drivers and Office Staff



ANNE "GELENE" DOMAGSANG
Human Resources Manager

Gelene has a bachelor's degree in Journalism and a master's in Ed Psychology, providing her with a unique blend of knowledge in both communication and human behavior.

She started her professional journey as a journalist/news reporter but eventually transitioned into the field of education. As an educator, she taught various types of learners, led curriculum development projects and peer-reviewed journals, and authored two widely-used textbooks on language learning and literature. However, it was in the realm of human resources that Gelene found profound satisfaction. She previously worked as an HR Generalist for a software platform company with a global workforce, gaining valuable experience in navigating the intricacies of a diverse and multinational team. She then began her journey at Medstar and GOIN' as Justin's assistant, helping out with an array of tasks such as content and proposal writing, marketing, and recruitment. Now, as an HR Lead, Gelene's main goal is to help Medstar empower its most valuable asset: its people.

"Even as a kid, I feel like I've always had a knack for spotting talent and forming teams. Witnessing the transformative power of opportunities and the incredible things that great teams can achieve has always fascinated me. That's why HR feels like home—it's like solving a puzzle, discovering the perfect combination of talents and teams, and figuring out what works and what doesn't. To me, HR embodies the very essence of an organization's soul. And when we nurture that core (our workforce), it ripples through every facet of the business."



BARRY WEST
Business Development & Marketing Manager

Barry West earned a degree in Spanish at Brigham Young University, Provo. He worked as an Account Executive Manager and Account Executive Lead for various companies. Prior to working at Medstar and GOIN', he led business development and partner strategy for TransACT Communications. He also has vast experience in RFPs and Sales.

"I've been working with Medstar since April 2023. Working at Medstar is challenging me to level up my career by learning new skills on the fly and taking on more responsibility. I also hope to help Medstar and GOIN' grow! Medstar is great for the growth opportunity it provides! There is always so much to do, and so much to learn. It's also very rewarding knowing that Medstar and GOIN' are having such a positive impact to help people get where they're GOIN'. My teammates at GOIN' are very hardworking, optimistic, and open to feedback—in other words I feel like I can trust them!"



MOSELLE TOBIAS
Accounting Admin Assistant

Prior to Medstar, Moselle did volunteer work with non-government organizations. She also worked as a Project Assistant

for the Department of Science and Technology in the PH. She was a customer support representative before transitioning to Accounting here at Medstar.

"I've been working with Medstar for over a year, around 1 year and 5 months. I feel grateful for the management entrusting me with this new position. I also feel challenged at the same time because it will be a new environment for me. But as they always say, there is no growth in your comfort zone. I appreciate Medstar's culture of prioritizing people – both clients and employees. The management is always open to feedback, providing effective methods to best cater to our clients. (...) The company's dedication to providing the highest quality of service has taught me to strive to excel in what I do. Even the simple skill of being attentive to detail contributes to the best service that we could offer for our clients."



JUNIE TALISAY
Credentialing & Learning and Development Coordinator

Having earned a degree in Education and Comparative Literature, Junie taught high school for 7 years. His stint as an educator encompassed various responsibilities such as textbook and module writing, curriculum development, and research. His background in education brought essential transferable skills to his eventual role as a Credentialing Specialist, including strong organizational abilities, attention to detail, and effective communication. This unique combination of educational expertise and credentialing knowledge positions Junie as a highly competent Credentialing, Learning, and Development Coordinator.

"Almost 3 years ago, I started as a CSR trainee for Medstar, got quickly promoted as HR Assistant, and eventually as its Credentialing Specialist. Looking back, I am grateful how Medstar has acknowledged my talent and contributions and has given me opportunities to grow professionally. I am thrilled and grateful about my recent promotion. Working at Medstar has been a rewarding experience, with its commitment to exceptional services and supportive work environment. I appreciate the chance to contribute to the growth of our company and ensure that employees are well-credentialed and have opportunities for professional development."

HUMAN RESOURCES CORNER



NIKKA IRA
Customer Service Representative II

Nikka holds a bachelor's degree in food science and technology. Throughout her professional journey, she has consistently excelled in customer service roles, building a solid foundation in this area. Before joining Medstar, Nikka gained valuable experience working in various positions, including CSR, Sales Apprentice, and Virtual Assistant. Her diverse background has equipped her with a wide range of skills and a deep understanding of customer needs, enabling her to deliver exceptional service and support to clients.

"I started with Medstar last February 2022. I am excited about my new role because it is more on data entry. I appreciate that our efforts are acknowledged and rewarded. Looking forward, I am doing my best to fulfill my role. [In my job] we are a team that's not afraid of challenges and is continuously seeking improvements. I wouldn't be where I am today if it weren't for constructive criticism. Medstar has a positive workplace environment [which] motivates me to learn more and be more. It introduced me to a whole new opportunity where I know I can thrive well. (...) I have never been happy and grateful to work in a company such as Medstar. The company has given me a better work-life balance and independence. I am a mother to a 1-year-old and am currently pregnant with my second child. Medstar has allowed me to work and at the same time fulfill my role as a mother to my children. Because of Medstar, I spend more time with my family and provide for their wants and needs. I also have enough time to learn more about myself and do the things that I enjoy the most."

As it gets warmer outside, we want to remind everyone of our dress code. We want to always maintain a professional appearance at all times while on duty. Please take note of the following:

Unacceptable Employee Dress:

- Clothing that is faded, torn, worn-out, dirty, has holes in it, or is frayed is unacceptable.
- Revealing attires such as those that bare the cleavage, chest, torso, or thigh are also unacceptable. NO tank tops, muscle shirts, or sleeveless tops, shirts, or dresses.
- NO short skirts and short shorts, sheer or see-through clothes, sweatpants, or exercise pants/shorts, and pajamas.
- Do NOT wear clothing with potentially offensive words, logos, or graphics.
- No Bermuda shorts or swimming shorts.
- Also, avoid wearing bright colors that are different from our brand colors. We want the clothes we wear to complement the vest and company brand.
- "Off brand" colors to be avoided: red, yellow, orange, bright green, and bright purple.

ACCOUNTING CORNER

Summer Tax Tips

Smart tax planning happens all year round, not just the day before the tax deadline. Here are a few things you can do to put yourself in a much better position when tax time comes around again.

1. Increase your 401(k) contribution
A 401(k) plan allows you to contribute part of your cash wages to a retirement plan on a pretax basis. These deferred wages are not subject to state or IRS tax withholding. The result? Your taxable income is effectively lowered by the amount you contribute (within certain limits).

Every dollar you contribute to the plan escapes IRS and state income taxes. Moreover, Medstar offers 3% matching contributions. Make sure to contribute at least as much as needed to capture your employer's match. Otherwise, it's like walking away from free money.

2. Revisit your W-4 withholding
Most people have far too much tax withheld from their paychecks. While over-withholding might give you a nice windfall at tax time, it also means less money in your pocket every payday. Properly adjusting your W-4 withholding can put more money in your pocket now, without resulting in a huge tax bill by the filing deadline. You won't get the large refund you may be accustomed to, but you won't be loaning the IRS your money and waiting until tax time to get it back either.

3. Carefully track your charitable donations
Keep better records of the items you donate to charity this year, so you can get the biggest write-off possible at tax time. Noting every item you donate (instead of "one bag of clothing," for example) may seem like a lot of work, but it will pay off at tax time by giving you the biggest IRS tax deduction possible.

Reference: <https://turbotax.intuit.com/>



HEALTH CORNER

Enhancing Employee Productivity and Well-being through Better Sleep Health

Here at Medstar, we want to ensure that employees - both drivers and office employees, get adequate, high-quality sleep to enable employee productivity and well-being. Sleep plays a vital role in our physical and mental well-being, affecting our productivity, concentration, creativity, and overall job performance. As employers, it is in Medstar's best interest to promote and support healthy sleep habits among our workforce. So, here are some tips to improve sleep health.

Establish a Consistent Sleep Schedule:

One of the most effective ways to improve sleep quality is to establish a consistent sleep schedule. Aim to go to bed and wake up at the same time each day, even on weekends. This helps regulate your body's internal clock and promotes a better sleep-wake cycle. Consistency reinforces your body's natural rhythms, making it easier to fall asleep and wake up feeling refreshed.

Prioritize Physical Activity:

In Medstar, for both drivers who work outdoors and office employees who work indoors, regular physical activity not only improves overall health but also promotes better sleep. Engage in moderate exercise during the day, such as walking, jogging, or cycling. Avoid exercising vigorously close to bedtime, as it can stimulate your body and make it harder to fall asleep. Incorporating physical activity into your daily routine can help regulate your sleep patterns and promote a more restful night's sleep.

Manage Stress:

Stress and anxiety can significantly impact your ability to fall asleep and stay asleep. Incorporate stress management techniques into your daily routine, such as practicing mindfulness meditation, deep breathing exercises, or engaging in hobbies that help you relax. Consider keeping a journal to jot down any worries or thoughts before bed, helping to clear your mind and promote a more peaceful sleep.

Create a Sleep-Friendly Environment:

Ensure that your sleeping environment is conducive to quality sleep. Keep your bedroom cool, dark, and quiet. Invest in blackout curtains, earplugs, or a white noise machine to block out external disturbances that can disrupt your sleep. Consider using a comfortable mattress, supportive pillows, and breathable bedding to enhance comfort.



Establish a Bedtime Routine:

Create a pre-sleep routine to signal to your body that it's time to wind down. Engage in relaxing activities such as reading a book, taking a warm bath, or practicing deep breathing exercises. Avoid using electronic devices like smartphones, tablets, or laptops before bed, as the blue light emitted by these devices can suppress melatonin production and interfere with your sleep.

In conclusion, for Medstar drivers, prioritizing sleep is essential for your well-being to also ensure the safety of everyone on the road. For Medstar office employees, sleep is essential to ensure that your physical and mental health is in good condition to help maintain work productivity and efficiency at work. By promoting employee well-being through giving importance to sleep health, Medstar can help create a more productive, engaged, and healthy workforce.

MEDSTAR LAUGHS



The international hand symbol for "what the hell is this guy doing?"



WHEN THE WIFE



ISN'T WORKING

GETTING READY FOR WORK LIKE...



Why do dads who golf always take an extra pair of socks?"



"In case they get a hole in one!"

Welcome TO MEDSTAR!

We welcome the following employees who have recently been hired as drivers and office staff from May 21, 2023, to June 20, 2023!

- | | |
|-----------------------------------------|--------------------------------------------|
| RAELYNN B.
TRANSPORTATION | NATALIE D.
TRANSPORTATION |
| KYLE G.
TRANSPORTATION | ROBERT C.
TRANSPORTATION |
| MANAIA P.
TRANSPORTATION | STEVEN-MICHAEL B.
TRANSPORTATION |
| CEE-CEE M.
TRANSPORTATION | JOSHUA B.
TRANSPORTATION |
| CHRISTOPHER C.
TRANSPORTATION | LILIANA O.
TRANSPORTATION |
| XAM C.
CSR | AJ L.
TRANSPORTATION |
| CHRIS C.
TRANSPORTATION | MARITTES J.
SALES SPECIALIST |
| KARINA C.
TRANSPORTATION | MICHAEL M.
TRANSPORTATION |
| VINCE W.
TRANSPORTATION | CHRIS N.
TRANSPORTATION |
| DANIEL H.
TRANSPORTATION | |

Welcome to the team! We are thrilled to have you onboard and we look forward to working together. As you begin your new journey with us, we encourage you to take the time to get to know your colleagues and your surroundings.

EMPLOYMENT ANNIVERSARIES *for June*

- | | |
|---------------------------------------------|----------------------------------------|
| DAVID S.
JUNE 9
2 YEARS | DOUGLAS H.
JUNE 10
1 YEAR |
| JOE L.
JUNE 21
5 YEARS | DENNIS G.
JUNE 21
1 YEAR |
| BROOKE B.
JUNE 21
5 YEARS | KEVIN B.
JUNE 27
5 YEARS |
| TYLER B.
JUNE 27
1 YEAR | KEVIN O
JUNE 30
1 YEAR |
| DANIEL MARCO R.
JUNE 30
1 YEAR | |
| JEFFREY L.
JUNE 25
9 YEARS | |
| MICHAEL R.
JUNE 30
9 YEARS | |

Your unwavering dedication and commitment to your job have been an inspiration to us all. We are truly grateful for your contributions and look forward to many more years of your invaluable service.

MEDSTAR'S BIRTHDAY WALL

JUNE 2



IVAN L.

JUNE 4



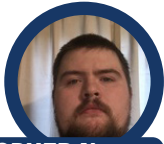
CHERIE L.

JUNE 5



NICOLE C.

JUNE 5



CHRISTOPHER N.

JUNE 6



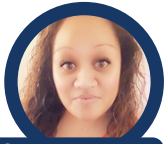
MICHAEL M.

JUNE 8



TERRI W.

JUNE 10



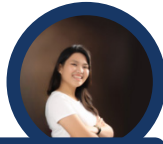
TAESE V.

JUNE 12



SARAH H.

JUNE 16



JAZIN M.

JUNE 20



KASSAHUN T.

JUNE 20



CHRISTOPHER C.

JUNE 22



ALOFA S.

JUNE 24



ELAINE M.

JUNE 24



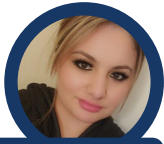
JONATHAN C.

JUNE 26



JUNIE MART T.

JUNE 28



MARIBEL E.

JUNE 20



AHLISHA J.

JUNE 30



LAWRENCE C.

TESTIMONIALS

Adali is a very good driver. She is attentive, professional, and is a good cautious driver. I really appreciate her. She is very efficient.

Kay, Client

Brittany is super great all the way through.

Marian, Client

Kudos to driver Roma, she is an excellent driver.

Jim and Spouse, Clients

Juan is fantastic and a good person. He's really nice and respectful. He also drives very well.

Richard, Client

Steve was very respectful and well mannered. I am very thankful for having such a safe driver around.

Anonymous Client

“May the joy that you have spread in the past come back to you on your birthday. Happy Birthday!”

-FROM YOUR MEDSTAR FAMILY