

We are Happy to Announce a Wage Increase and New Incentive Program!

We recognize and appreciate everyone's hard work and commitment for the past year! These are challenging times for all businesses across the globe, but Medstar has continued to weather the effects of the pandemic. We continue to grow, expand and overcome the challenges that come our way.

With all your efforts and unwavering dedication, **we are happy to announce a wage increase and additional bonuses and incentives in the Transportation Department!** This includes an **increase in ALL drivers' base and after hours rate!** Other bonuses and incentives include Hazard Bonus, Safety and Performance Bonus, Seattle Bonus, Health Insurance, Paid Time Off, Health Insurance (with and without hospitalization), 401(k) plan, and cellular plan discount.

Please check BambooHR for your new rates and benefits. You will also receive a document containing all the details of your compensation package, which you need to sign by April 1st.

In addition, we will have a **new incentive program for our Office Staff!** This program is anchored in Medstar's Core Values Framework – Reliability, Engagement, Performance, Impact and Growth! Our staff will receive a monthly incentive subject to evaluation and feedback.

CORE VALUES FRAMEWORK

RELIABILITY: YOU CAN COUNT ON US

We are devoted to keeping our commitments. We do what we say we are going to do.

ENGAGEMENT: WE BUILD TRUST THROUGH ACTION

We pursue actions that consistently build trust, integrity, and reliability through transparency and open communication.

PERFORMANCE: WE ARE TEAM PLAYERS

Every person is treated with respect, encouraged to be



their best, and recognized and rewarded for their efficient efforts and positive impact in their role as a Medstar member.

IMPACT: WE TAKE OWNERSHIP AND BUILD ACCOUNTABILITY

Our goal is to expand effectively by providing excellent services safely to positively impact our customers, team members, communities, and investors.

GROWTH: WE HAVE A PASSION FOR LEARNING & GROWING

We encourage and empower people to develop holistically, increase knowledge, and promote growth and innovation in all areas of service. We seek understanding, ask questions, and constantly seek areas of improvement and change.

BROKER APPROVALS

Please be informed that we plan to have all our drivers approved by as many brokers as possible. The purpose of this is to have enough backup drivers if needed, and prepare in case we are allowed to combine or mix trips. Hence, we are hoping that this operational strategy will help us increase our overall efficiency, and have more opportunities to raise drivers' rates.

FLEET Corner

Pre- and Post-Trip Inspections

Just how important is doing your pre- and post-trip inspections?

At Medstar, we drive happiness through service, and what better way to drive happiness than to give everyone a sense of safety through pre- and post-trip inspections?

Being thorough during inspections could save you from problems later. You could be driving a client when your car breaks down on the road. This could not only cost precious time and money, but it could also cause accidents in the future.

- Make sure to be an early bird before the start of your first trip. This will give you ample time to have a thorough inspection before your trip.
- Make it a habit to check the cleanliness and other aspects of your vehicle when you have down times. A passenger's sense of security is highly affected by what they can see around them. A clean vehicle gives a person the assurance that they are being driven by someone very responsible.
- Are you cleared for the day? Make sure to do a post-trip inspection as a courtesy to the next operator and client who will use the vehicle!

Accidents, vehicle services, and many more unpredictable situations can be prevented when we do our inspections. As the famous saying goes, "an ounce of prevention is worth a pound of cure." Well, in this case, an ounce of inspection is worth a pound of service.

What is idling?

Idling is leaving one's engine on while the vehicle is not being driven. Sometimes, it's something you can't avoid (ex: in traffic), however, in most situations, it's not necessary. It's a habit that we can break, especially when we know how it can affect the vehicle, the environment, and our health.

Did you know?

- Idling can be harmful for both you and the environment—a pound of carbon dioxide is released for every 10 minutes of idling.
- Idling wastes up to ½ gallon of fuel per hour.
- Idling leaves fuel residue that can cause oil contamination and in effect, damage components of the vehicle's engine.

How can I reduce my idling?

If you expect to idle or wait for someone for more than five minutes, turn the engine off (except in traffic, of course). Park or go inside establishments instead of letting the engine run for a long period of time.

NEMT Challenges and How We Deal with Them

According to a 2017 estimate from the American Hospital Association, about four million people in the United States do not seek medical help because they lack reliable and safe transportation. Late pickups, overscheduling, and lack of transportation availability are just a few of the usual barriers to healthcare access. This is why, at Medstar, we do everything we can to provide the best service and break the barriers to non-emergency medical transportation.

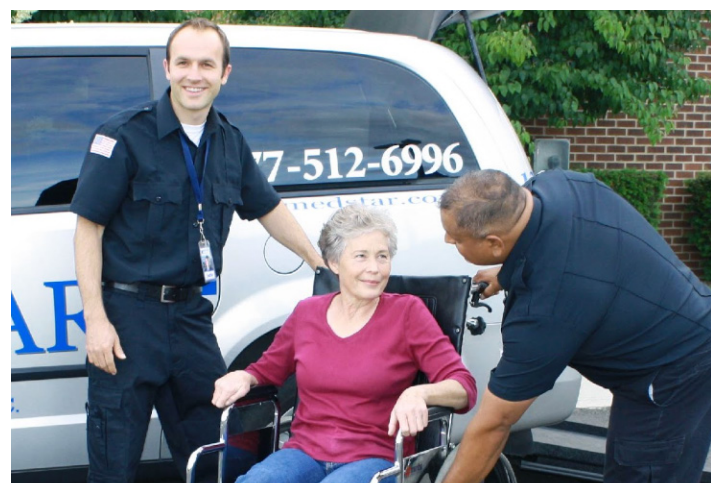
We asked one of our employees how Medstar approaches these issues and here is what she said, "As a previous dispatcher, I know that sometimes unexpected late trips can happen. In order to resolve these, we must be flexible and creative. We do our best to ensure we don't have late trips, and if we do, we attempt to reassign the trips to drivers that might be available." This demonstrates how much value we place on our services and how eager we are to go out of our way to provide such.

In addition, the National Academy of Sciences also stated that the need for improved access to health care has become even more startlingly clear with

the coronavirus pandemic. Medstar is known to be one of the first Covid+ transportation providers since the pandemic hit. It was around this time that scheduling trips appeared to be the most challenging. Thus, we had to make adjustments to help clients get the medical care they need.

"We often don't think of how much transportation can affect our day-to-day life and wellness. In the NEMT industry, it is very vital for us to arrive and transport successfully. Many of our clients are going to very important appointments, and a lack of transportation can cause them to miss that appointment, and some of these can be life-sustaining. A lack of transportation can also cause mental health issues, due to the social isolation it can bring to an individual." - Ahlisha, Support & Broker Relations Manager

Lowering the barriers to non-emergency medical transportation is one of our initiatives in ensuring that these issues are addressed and will not disrupt the continuity of care and compromise patient outcomes. Medstar is committed to delivering the best service and bringing a positive impact throughout the entire healthcare system.



Welcome to the MEDSTAR team!

We welcome the following employees who have recently been hired as drivers and office staff from February 15 until March 15, 2022.

GREGORY VB

Transportation

ROBERT A.

Transportation

RON P.

Transportation

ISABEL M.

Transportation

TIFFANI H.

Transportation

ARMANDO L.

Fleet & Safety

BETTY A.

Transportation

MICHAEL B.

Transportation

DAIQWAN H.

Transportation

BRYAN S.

Transportation

GHIE A.

Human Resources

EGIDE G.

Transportation

HEATHER B.

Transportation

CRYSTAL S.

Transportation

JOHN W.

Transportation

LLINELI R.

Call Center

SHERI M.

Transportation

ANDRES M.

Transportation

DEAN H.

Transportation

CLARK A.

Transportation

LUCAS H.

Call Center

EMPLOYMENT ANNIVERSARIES

for March

1 YEAR

DANA J.

MARCH 1

1 YEAR

JESSICA P.

MARCH 1

1 YEAR

CRIS G.

MARCH 2

1 YEAR

IKRA I.

MARCH 2

1 YEAR

FRITZ H.

MARCH 3

1 YEAR

LARRY B.

MARCH 9

3 YEARS

ANDY R.

MARCH 18

3 YEARS

JACK D.

MARCH 18

1 YEAR

MARIELLE A.

MARCH 19

5 YEARS

JUAN M.

MARCH 20

4 YEARS

JOE B.

MARCH 21

Your hard work, dedication, and commitment are very much appreciated! Congratulations and we hope to have you here at Medstar for many, many more years to come.

MEDSTAR'S BIRTHDAY WALL



MedSTARs

This month, we would like to recognize the following drivers who received positive reviews from our clients.



Please make sure Stacy knows how much I personally appreciate her for going above and beyond with compassion and professionalism for our client and his family.

Tammy M., Hopelink's Brokerage Contracts Manager



Hello, my name is Amy and we want you to know that Nicole was the best driver we've had in a long time. She was really nice and sweet. We truly appreciate her kindness. Thank you so much.

Amy B.

Kind words from our clients serve as our inspiration to be of better service to the community. Medstar Transportation has always been committed to delivering Health and Happiness through safe service.