



President's Award Winner Arllie Parrett

Piedmont Ground Handling



Nomination #1: I am proud to nominate Arllie in recognition of her unwavering commitment as a Gate Agent. For the past 10 years, she consistently goes above and beyond while embodying the core values of Piedmont. Arllie approaches each day with kindness and a strong sense of responsibility. Whether it is assisting passengers, ensuring safe right starts, on time departures, or training new team members, she leads with patience and grace. Over the past decade, Arllie's heart for service have made her an integral part of the Piedmont family. Featured on Piedmont Ground Handling Career brochure and on the About Us section of the Piedmont website, Arllie exemplifies what it means to be The Face of the Airline. Her actions reflect pride in her work and genuine loyalty to the company's mission, making her a most deserving recipient of the President's Award.

Throughout Arllie's 10 years with Piedmont Airlines, she has consistently demonstrated teamwork, leadership, and professionalism that strengthen both her team and the operation. During major weather disruptions, Arllie calmly handles gate operations, keeps an open communication with Ops, crew members, and managements to keep stressed travelers well informed and updated. With empathy

and patience, her calm and reassuring presence has turned many stressful events into better experiences, showing deep understanding of what it is to serve with care. Arllie conducts herself with a focus on compliance and safety, setting high standards that improve station reliability. She also embodies community by supporting her coworkers, covering shifts when needed and often asked to do SPY, a supervisor role when short staff. Arllie has earned the respect and trust of her team, management, and passengers alike. Her drive and compassion make her a true reflection of Piedmont's mission and values.

Nomination #2: Ms. Parrett has been recognized as being accountable, skilled and gets the job done in a timely manner. She's professional when working to solve the customer's issues in any cancellation of flights when there's irregular operations. She's dependable, takes the initiative and works well with her peers and managers. She is very knowledgeable about the operation and loves to help train the new hires and make them feel welcome.

Ms. Parrett once volunteered to take a co-worker to the ER who had fallen on the job and she was not in a position to drive herself there. When it comes to the customer, she will treat each one with kindness, patience and empathy as if they were family. She always has a positive demeanor and accepts constructive criticism when necessary. She takes into consideration who is offering advice or opinions and tries to grow from it. She's respectable to everyone she interacts with. It's always a pleasure working with Ms. Parrett she is a great asset to the company.

