

To	International Leaders
CC	OTIS Retirement
Attached	*International Onboarding PowerPoint*
Subject	Ops Suite Main – Ambassadors of the Collaborative Experience
Message	<p>On behalf of the OTIS Retirement Team, we would like to take this opportunity to introduce you to our Super User Initiative, now rebranded as Ops Suite ACE. Ops Suite ACEs will be instrumental in the deployment of our new Ops Suite Main Application.</p> <p><u><i>Who is an ACE?</i></u></p> <p>An <u>A</u>mbassador of the <u>C</u>ollaborative <u>E</u>xperience (or ACE) is a Station Leader who is proficient in Ops Suite; they will be signed off within our first wave of training as a tool to drive their Station’s local Ops Suite training efforts. In preparation for OTIS Retirement, we will have a minimum number of ACE Leader positions per Station to support their local Co-Hearts in navigating the Ops Suite Main training experience. While our Operations Agents are the experts in Weight & Balance, ACE Leaders will be the experts in Ops Suite Main functions. ACEs will be used as station support while our Weight & Balance experts transfer their proficiencies over to Ops Suite Main.</p> <p>Our ACE Leaders will be made proficient in the content being trained; they will be guided on how to identify a learner’s specific needs and to connect learners with supplemental resources to better understanding their role within Ops Suite Main. They will train all required Station Employees while maintaining direct communication to their Station’s assigned GO Field Support Team Member. This innovative idea of an ACE will empower our frontline workers and assist the Company as we take on this challenge of transition.</p> <p><u><i>Ops Suite Main Webinars</i></u></p> <p>The GO Field Support Team invites you to attend our webinar series, starting on Monday, July 12th. These two hour long webinars will run for two weeks and will go into detail about Ops Suite Main and the Ops Suite ACE Initiative. Attending a webinar will be the first required step in your training plan. Information on how to book your webinar will be relayed soon.</p> <p>All webinars will be presented in English only. There will not be a translation of the materials available, but we will offer additional support to our Spanish speaking Stations by having a Spanish Speaking Support Group available to you via <u>Microsoft Teams</u>. Teams will be the main point of contact, and we can assist you with any questions you may have in real time. For additional information or concerns, please feel free to contact us via Teams - @Spanish Speakers Support Group. There will be select number of webinars where members from our Spanish Speakers Support Group will be in attendance to speak to any questions you may have during the webinar.</p> <p><u><i>Getting Prepared for Webinars</i></u></p> <p>In order to have the best experience in the webinar sessions and in training, we want to set you up for success by providing the PowerPoint attached; this will help you in advance to get you more familiar with the applications we will be using. The PowerPoint goes over functions in Microsoft Teams in great detail. Please take the time to familiarize yourself with these items prior to your first Webinar. In addition, checking your Station’s internet connection/internet provider to make sure is it capable of handling the tasks we will be</p>

doing will be vital for having the best experience possible in the Webinars and in working with Ops Suite Main.

Your support in implementing our Ops Suite ACE Leadership Group is critical to the success of our Ops Suite Main fall deployment.

Thank you for your time and continued support.

OTIS Retirement Team