

November 23, 2017

Denise Hanchulak  
Program Director, Certification & Standards  
AAMVA  
4401 Wilson Blvd., Suite 700  
Arlington, VA 22203

Dear Ms. Hanchulak,

I am writing this letter to nominate and recognize **Carrie Macaulay** for the annual IDEC Examiner of the Year Award. Carrie consistently performs the duties and responsibilities of a certified examiner and has diligently upheld the Examiner Professional Code of Ethics throughout her employment.

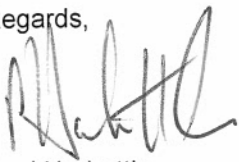
Carrie started her career with Serco Canada Inc. in 2003 at the Metro East DriveTest location. She has also worked at the Downsview and Oshawa locations and has since relocated her family and works at Lindsay DriveTest. As a single mother of two children, Carrie has learned to be resourceful and strong. Life has not always been simple for Carrie. There was a time when every day was a struggle and the dark cloud continued to get darker. Through perseverance, determination and hard work, Carrie found a way to overcome her troubles and come back to her career.

In 2014 Carrie returned to her Serco family with eagerness and a new outlook on life. She is a friend and mentor to her fellow co-workers, always there to support and lend a hand. Carrie maintains a 0% error rate and a very acceptable pass rate as well. Quality customer service is something Carrie strives to provide and she is always willing to go the extra mile, with zero customer complaints as a result. It is her integrity and professionalism that makes her the person she is and allows her to be successful in her Driver Examiner role. Carrie has earned respect in the workplace and sometimes acts on behalf of the supervisor, all while keeping the company's best interests in mind.

Carrie's ability to overcome obstacles has strengthened her confidence and allows her to conquer each day in a manner she can be proud of. The Lindsay team is fortunate to have someone as caring and supportive as Carrie.

Carrie is an exceptional employee who exemplifies Serco's values to the highest standards. This nomination for the 2016 IDEC Examiner of the Year Award recognizes and honours Carrie for her hard work and continued dedication during and away from her employment.

Regards,



Paul Harbottle  
Director

c: Logan Purdy, Director, MTO, Service Delivery Partnerships Branch

