

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Susan L. Hayes
First Name Middle Initial Last Name

Honoree's Job Title: Buyer II

Department: Purchasing

Years of Service with the County: 11

Why the Honoree is receiving a GEM Award including dates:

Susan is a cornerstone of the Purchasing team, consistently distinguishing herself as a Buyer II through her thoughtful investigation, curiosity, and unwavering determination. She embodies the "extra mile" philosophy by delving into each project to research, ask questions, and ensure complete correctness rather than simply processing requests.

Her resilience is particularly evident when dealing with the time-sensitive and emergency procurements under her purview. Regardless of the urgency, Susan handles every situation with a can-do attitude, providing essential support to her internal customers. Following the July flooding at the Courthouse, her dedication was on full display. She worked unexpected hours and conducted countless hours of vendor research to provide timely inspections, solutions, and quotes. Susan's ability to see the bigger picture and contribute strategically, rather than just transactionally, has proven invaluable by helping the County avoid potential costly mistakes.

Approved by elected official or department head on the 4 day of Sept., 20 25



Michelle Charnoski
Signature of Elected Official
Or Department Head

Michelle Charnoski
Printed Name