



## Who we are

**Transdev in Yorkshire and Lancashire** is one of the UK's most innovative bus companies, with operating centres in Harrogate, Malton, York, Bradford, Keighley, Huddersfield, Halifax, Burnley, Rochdale and Blackburn. Its subsidiary companies provide many of the region's most successful bus services, with branded services recognised as household names in the communities they serve.

### THEY'RE ALL WINNERS – The Amazing Awards

Presented at the National Science and Media Museum in Bradford with 100 nominees and partners, The Amazing Awards is a glittering in-house ceremony to recognise those exceptional individuals who earn the very best feedback from our customers and their peers.

We are keen that high performance from each of our colleagues is recognised, irrelevant of job role. We emphasise that we cannot do our job successfully without each other contributing. The Amazing Awards encourage peer-nomination across nine award categories and ensure that everyone in the business can be included and recognised.

We believe in three things:

- employing people who are happy to work with us
- serving people who are proud to be our customers
- ...and creating a business which is innovative and successful

The Amazing Awards truly help us embrace all three pillars of our ethos.

We are really proud to celebrate everything that's good about our amazing people who deliver the highest standard of service for our customers. Our Amazing Awards are a way of celebrating our skill and passion for delivering our signature brand of customer care, every single day.

Finalists win a place on the shortlist in nine categories from a total of over 1,300 people who keep the wheels turning at 10 bus companies operating hundreds of bus routes

Transdev's Amazing Awards are divided into nine categories. Awards presented are:

- **Rising Star** – for an exceptional colleague who has impressed in a short time
- **Lifetime Star** – presented to a multi-talented colleague for their contribution to the business over many years
- **Customer Choice Award** – Transdev asked its customers to nominate their favourite drivers, along with the reasons why.

- **Engineer of the Year** – presented for outstanding contribution in maintaining safe, reliable buses.
- **Eco Champion** - for smooth, safe and economical driving.
- **Team of the Year** – presented to a team that has shown outstanding dedication and achievements throughout the year.
- **Hero of the Year** – presented for an outstanding act of bravery or courage.
- **Depot of the Year** – teams are assessed on reliability, eco performance, engineering and route delivery, cost management, lost mileage, accident reduction and customer satisfaction.
- **Driver of the Year** – presented to the driver that has achieved the highest ratings from mystery traveller journeys.

To continue to build on our businesses being a key part of the community we engage a regular Master of ceremonies popular broadcaster and recently retired presenter of BBC Look North in Yorkshire, Harry Gratton MBE.

Reward and recognition is a key part of our business, at every step we want to inspire and motivate our people. They make Transdev what it is and our Amazing Awards really help demonstrate how much we appreciate them. Not forgetting a fabulous opportunity to help build on an inclusive and welcoming culture where everyone feels they are integral part of the business.