

ZERO-INJURY

Recognizes hourly employees who have an element of risk for injury associated with their work. Groups of employees within a section/department are honoured as they reach milestones defined by cumulative group hours of work without an Occupational Injury.

AWARDS

Cash allowance to fund celebratory events is provided to local management, based on group size, and the number of hours worked without an Occupational Injury. Includes draw prizes, award plaques, and gift cards.

EVENT

- TTC Executives attend celebration and honour the employees for their safety-related achievement
- Cash Allowance is provided for Joint-Health & Safety Committee members for an annual celebratory lunch

SPOT AWARDS

Supports and encourages members of Executive management to acknowledge employees in the moment as they are “spotted” doing great work at the TTC. This program creates opportunities for employees to get to know their leaders, and for leaders to become highly visible throughout the organization and among Torontonians.

AWARDS

- Custom TTC mementos will be designed and created for real time distribution to employees
- Stock will be provided to Executive management for distribution at their discretion



Welcome to the TTC's new Rewards & Recognition Program.

This program aligns with our Five-Year Corporate Plan and the People objective of creating an empowered, customer-focused workforce that values teamwork, pride in a job well done, and an organization that actively develops its employees.

Employees will be recognized for demonstrating our core values of safety, leadership, customer service, teamwork, and innovation, and will continue to be honoured for their long-term dedication and loyalty to the TTC.

This brochure provides an introduction to the various categories of recognition that define the overall program. Further communications will be issued in the coming months that will provide details on how to participate and achieve recognition.

Andy Byford
Chief Executive Officer
Toronto Transit Commission

Your Rewards & Recognition Program at a Glance

QUARTERLY AWARDS

- Leadership
- Teamwork
- Innovation & Creativity
- Customer Service
- Safety

ANNUAL AWARDS

- Employee of the Year
- Leadership
- Teamwork
- Innovation & Creativity
- Customer Service
- Safety

RECOGNITION PROGRAMS

- Long Service Program
- Retirement
- Safe Operator
- Safe Worker
- Zero-Injury

DISCRETIONARY AWARDS

- Spot Awards

EVENTS

- Long Service Reception
- Retirement Dinner
- Quarterly Events
- Annual Gala

Rewards & Recognition



Rewards & Recognition

LEADERSHIP

Recognizes employees who model and exhibit outstanding leadership qualities and behaviours.

- For example:**
- Motivating others to excel
 - Demonstrating significant organizational commitment
 - Contributing to the team’s productivity and outcomes through collaboration
 - Takes initiative to bring improvement
 - Demonstrates professionalism, ethics and integrity

- ELIGIBILITY & NOMINATIONS**
- ALL EMPLOYEES can win
 - ALL EMPLOYEES can nominate
 - No limit to number of nominations
 - Nominations are submitted via electronic form, and reviewed by Adjudication Committee
 - Nominations must address specific program criteria

- EVENT**
- 6 winners per quarter (1 per Corporate Group)
 - Winners attend Quarterly Event
 - 1 Winner selected annually from all Quarterly Winners to attend Annual Gala

- PRIZE**
- Certificate of Achievement
 - TTC memento for Quarterly Winners
 - TTC Award Trophy for Annual Winners



TEAMWORK

Recognizes groups or teams of employees who demonstrate the key elements of successful project work that advances departmental goals, or the TTC mission. Teamwork may take place within groups, across groups, or within a department or section. Key teamwork characteristics may include:

- Co-operation and communication
- Collaboration and information sharing
- Trust and conflict management
- Management of skills and resources

- ELIGIBILITY & NOMINATIONS**
- ALL EMPLOYEES can win
 - ALL EMPLOYEES can nominate
 - No limit to number of nominations
 - Nominations are submitted via electronic form, and reviewed by Adjudication Committee
 - Nominations must address specific program criteria

- EVENT**
- 1 team wins per quarter
 - Winning team attends Quarterly Event
 - 1 team selected annually from all quarterly winners to attend Annual Gala

- PRIZE**
- Certificate of Achievement
 - TTC memento for Quarterly Winners
 - TTC Award Trophy for Annual Winners



INNOVATION & CREATIVITY

Recognizes employees who develop clearly defined and implementable ideas that result in:

1. Measurable Cost Savings
2. Noticeable improvements to productivity, processes, customer service, or safety

- Typical innovations may:**
- Reduce costs or increase revenue
 - Increase the quality of customer service
 - Increase efficiencies by saving time or increasing productivity
 - Enhance internal or external customer communications

- ELIGIBILITY & NOMINATIONS**
- ALL EMPLOYEES can win
 - No limit to number of submissions
 - Ideas must be clearly defined and address specific program criteria

- EVENT**
- 1 winner per quarter from each of the two categories
 - No restrictions on the number of winners in the Cost Savings category
 - Winners attend Quarterly Event
 - 1 Winner selected annually from each of the two categories to attend Annual Gala

- PRIZE**
- Winners in the Cost Savings category:**
- Certificate of Achievement
 - 10% of Cost Savings, up to \$25,000
 - TTC Award Trophy for Annual Winners

- Winners in the Productivity & Process Category:**
- Certificate of Achievement
 - TTC memento for Quarterly Winners
 - TTC Award Trophy for Annual Winners
 - Gift related to area of improvement

CUSTOMER SERVICE

Recognizes employees who consistently demonstrate an exceptional commitment to the TTC’s goal of delivering excellent customer service. These individuals will display that they clearly understand the diverse customer groups that the TTC serves, and how to most effectively meet their needs.

- Examples of exceptional behaviour in this category include:**
- Serves as a clear role model and leader through positive interactions with customers
 - Advocates for improvements that enhance customer satisfaction
 - Provides options to customers under various scenarios and follows up to ensure complete resolution

- ELIGIBILITY & NOMINATIONS**
- ALL EMPLOYEES can win
 - ALL EMPLOYEES can nominate
 - Nominations submitted by local management
 - No limit to number of submissions
 - Nominations are submitted via electronic form, and reviewed by Adjudication Committee
 - Nominations must address specific program criteria

- EVENT**
- 10 Winners at Quarterly Event
 - The best of each Quarter (4) attend the Annual Gala

- PRIZE**
- Certificate of Achievement and TTC memento for Quarterly Winners
 - TTC Award Trophy for Annual Winners



SAFETY

Recognizes employees who consistently exemplify an extraordinary commitment to the TTC’s goal of delivering a safe public transit service to its customers, while maintaining a safe work environment for its employees.

- Examples of exceptional behaviour in this category include:**
- Serves as a clear role model and leader by proactively maintaining a safe environment for customers and/or employees
 - Advocates for improvements that enhance customer and/or employee safety

- ELIGIBILITY & NOMINATIONS**
- ALL EMPLOYEES can win
 - ALL EMPLOYEES can nominate
 - Nominations submitted by local management
 - No limit to number of submissions
 - Nominations are submitted via electronic form, and reviewed by Adjudication Committee
 - Nominations must address specific program criteria

- EVENT**
- 10 Winners at Quarterly Event
 - The best of each Quarter (4) attend the Annual Gala

- PRIZE**
- Certificate of Achievement and TTC memento for Quarterly Winners
 - TTC Award Trophy for Annual Winners



EMPLOYEE OF THE YEAR

Recognizes one employee per year who has been recognized for outstanding achievement in one, or more, of the corporate award categories. This selection is made at the sole discretion of the CEO who will select a winner based on the significance of their achievements in support of the 5 programs, and the strength of the case made for the original nomination.

- ELIGIBILITY & NOMINATIONS**
- All employees who won an award under one of the following award programs during the annual award cycle are eligible to win this award:
- Leadership
 - Innovation & Creativity
 - Customer Service
 - Teamwork
 - Safety
- Winner selected by CEO

- EVENT**
- Winner will be announced at the Annual Gala, where the candidates are already present for their achievement under one of the 5 programs

- PRIZE**
- TTC Award Trophy
 - One extra-week of vacation to be used in that year



LONG SERVICE PROGRAM

Recognizes employees for their tenure and loyalty to the TTC as they celebrate service milestones in 5-year increments.

- SERVICE & AWARDS**
- | | | |
|-----------------|--|------------------|
| 5 years | Lapel Pin | |
| 10 years | Lapel Pin | |
| 15 years | Lapel Pin | |
| 20 years | Lapel Pin | |
| 25 years | Lapel Pin, gift selection and attendance at Long Service Reception | |
| 30 years | Lapel Pin | |
| 35 years | Lapel Pin | |
| 40 years | Lapel Pin | + gift selection |
| 45 years | Lapel Pin | + gift selection |

EVENT – Long-Service Reception for employees celebrating 25 years of service to the TTC.

RETIREMENT

Honours employees upon retirement from the TTC.

- SERVICE & AWARDS**
- For employees with less than 10 years of service at retirement:
- Certificate of Achievement
 - Model Transit Vehicle
 - Small Clock
- For employees with 10, or more, years of service at retirement:
- Certificate of Achievement
 - Model Transit Vehicle
 - Silver Pass
 - Large Clock
 - Annual Pass

For employees with 10, or more, years of service at retirement:

- Certificate of Achievement
- Model Transit Vehicle
- Silver Pass
- Large Clock
- Annual Pass

EVENT – Annual Retirement Dinner.



SAFE OPERATOR

Recognizes the Operators of Bus, Streetcar, and Subway vehicles for cumulative years of service, without an at-fault collision. Awards are given at 5-year increments, upon completion of 5 cumulative years without an at-fault collision.

- SERVICE & AWARDS**
- | | | |
|-----------------|-----------|------------------------|
| 5 years | Lapel Pin | |
| 10 years | Lapel Pin | + \$50 gift selection |
| 15 years | Lapel Pin | + \$75 gift selection |
| 20 years | Lapel Pin | + \$100 gift selection |
| 25 years | Lapel Pin | + \$125 gift selection |
| 30 years | Lapel Pin | + \$150 gift selection |
| 35 years | Lapel Pin | + \$175 gift selection |
| 40 years | Lapel Pin | + \$200 gift selection |
| 45 years | Lapel Pin | + \$225 gift selection |

EVENT – Operators who achieve 35, 40, or 45 years of service without an at-fault accident are invited to attend the Annual Gala.

SAFE WORKER

Recognizes hourly employees from the Operations group for cumulative years of service, without an Occupational Injury. Awards are given at 5-year increments, upon completion of 5 cumulative years without an Occupational Injury.

- SERVICE & AWARDS**
- | | | |
|-----------------|-----------|------------------------|
| 5 years | Lapel Pin | |
| 10 years | Lapel Pin | + \$50 gift selection |
| 15 years | Lapel Pin | + \$75 gift selection |
| 20 years | Lapel Pin | + \$100 gift selection |
| 25 years | Lapel Pin | + \$125 gift selection |
| 30 years | Lapel Pin | + \$150 gift selection |
| 35 years | Lapel Pin | + \$175 gift selection |
| 40 years | Lapel Pin | + \$200 gift selection |
| 45 years | Lapel Pin | + \$225 gift selection |

EVENT – Workers who achieve 35, 40, or 45 years of service without an Occupational Injury are invited to attend the Annual Gala.