The Veolia Transdev Outstanding Performance Awards commenced in March 2006. The award scheme recognises outstanding levels of performance shown by staff to the Luas service, passengers and fellow colleagues. Based on the expression “a person who goes the extra mile” the award is there for people who perform above and beyond what is expected of them in their normal day to day work.

The monthly award is €250 and the annual award is €1,500

Outstanding Performance Awards
Veolia Transdev Dublin
Luas Depot,
Red Cow Roundabout,
Clondalkin, Dublin 22
Freephone: 1800 300 604
How to nominate a colleague for an award?

There are nomination forms available from the HR Department and the Customer Care Team in the Red Cow depot. Everybody is entitled to fill out a form and nominate a colleague. Nominations need to be in the nomination box by the 28th day of every month. Enclosed in this leaflet is a sample nomination form.

Who decides?

The monthly award winner is decided by a group of staff who come together every month. It consists always of a Tram Driver, Traffic Supervisor, Revenue Protection Officer, Customer Care, Commercial, HR and Communication representatives.

All monthly nominees and award winners are automatically nominated for the annual award. This will be decided by the General Manager and the above representatives. A presentation to all winners will take place at an awards dinner in January each year.

Dear Colleague,

As operator of the Luas we are responsible for the safe delivery of over 80,000 passengers on a daily basis, 26 million per year. This safe and reliable tram service is delivered by you the Tram Driver, Revenue Protection Officer, Traffic Supervisor, Customer Care Officer and all staff.

On a daily basis we share amongst ourselves many great stories relating to passenger care and service. Customers also regularly contact us to commend members of staff for various reasons.

The Outstanding Performance Awards are a reflection of our commitment to provide a professional service to Luas passengers and the people of Dublin.

We encourage you to nominate your colleague for an award when they go the extra mile.

Family, friends and members of the public can nominate also by Freephone 1800 300 604 or click www.luas.ie/outstanding-performance-awards.html. Letters should be addressed to: Veolia Transdev, HR Department, Luas Depot, Red Cow Roundabout, Clondalkin, Dublin 22.

Once again thank you for your continued commitment.

Yours Sincerely

Brian Brennan
General Manager

David Horgan
HR Generalist

Nomination Form

Name of Employee:___________________________________________________________

Employee Number:__________________________________________________________________

Nominated by:__________________________________________________________________

Daytime contact telephone number:__________________________________________________________________

Email address:____________________________________________________________________

Why have you nominated this person? Have they gone the Extra Mile? Please complete with as much information as is possible.

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

Date:______________________________________________________________________________

Signed:__________________________________________________________________________

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