

Viapath Heroes Awards

These are the category statements for the Viapath Heroes awards. Each contains a descriptive statement and some criteria around how we would judge these.

Going the Extra Mile – This award seeks to reward a one-off outstanding individual/team contribution that addresses a customer issue or circumstance.

A winner of this award may:

- Go outside of the confines of their role
- Go to great lengths to ensure service is upheld
- Innovate to deliver a solution, perhaps working collaboratively – bringing others on their journey with them
- Improve or share their skills to address the particular issue.

All Star – This award honours those special individuals who continually demonstrate Viapath's ICE values for the benefit of Viapath, their colleagues, our customers and patients.

A winner of this award may:

- Strive to keep customers at the forefront of their mind and to provide exemplary service to their customers
- Demonstrate continuously that they are experts in their field and are always happy to share their knowledge for the benefit of others
- Be the first port of call for people who need help, are always willing to help others, and are usually the first to volunteer when needed.

Unsung Hero – This award recognises individuals that work extremely hard and are highly regarded but are rarely publicly acknowledged for the contribution they make.

A winner of this award may:

- Shy away from the limelight
- Quietly go about their role
- Deserve to be thanked for the difference they make and the value they bring to providing a great service for customers.

Firefighter – This Award recognises a team that the company relies upon to resolve problems day in - day out.

A winner of this award will:

- Have a difficult job, perhaps they have difficult processes to overcome or perhaps they work in a challenging environment
- Always do everything they can to overcome the odds and resolve the issue
- Be ambassadors for the Viapath values and integrate the values into their solutions to ensure a safe service is provided at all times.

Bright Beginners - This award aims to reward and encourage employees who have made a shining example of themselves in their first year at Viapath through their customer focus and living the ICE values.

The winner of this award will be someone who:

- Joined between 1 October 2016 and 31 September 2017
- Can demonstrate their commitment to improving customer service
- Integrated the ICE values into their everyday role.