

TRANSPORT GOLD AWARD

SINGAPORE KINDNESS MOVEMENT

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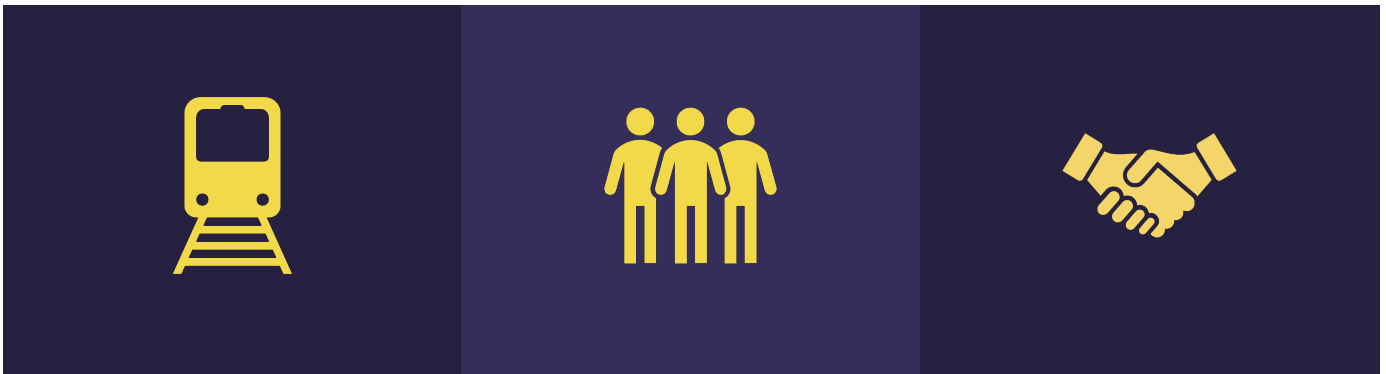
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TRANSPORT GOLD AWARD 2022

In its 22nd year running, The National Kindness Award - Transport Gold recognises service staff in the Transport Industry who have displayed exemplary service and gracious behaviour in the course of their work. This award inspires the recipients to continue to shine and influence their colleagues in contributing to a more pleasant and gracious society.



Award Objectives

- To **recognise and honour** transport workers who have gone the extra mile to help others
- To **encourage** the public transport service providers to recognise employees who have gone the extra mile to help others
- To **motivate and promote kind behaviour** in the public transport sector

About the Caring Commuter Award

The Caring Commuter Award recognises public transport commuters who have demonstrated acts of care during their daily commute. The Caring Commuter Award is jointly launched by the Caring SG Commuters Committee and the Singapore Kindness Movement, and is also part of the Caring SG Commuters Movement

History & Background

The Transport Gold Award started in **1999** as a fringe event alongside the National Courtesy Campaign. It awarded courteous staff within the public transport service sector and formed a platform for the entire transport service to launch a courtesy programme within the sector.

In **2003**, the Singapore Kindness Movement (SKM), Land Transport Authority (LTA) and Traffic Police, together with all the public transport companies and associations, organised The National Courtesy Award - Transport Gold.

In **2012**, the committee renamed the Award to The National Kindness Award - Transport Gold.

In **2019**, the Public Transport Council and the Singapore Kindness Movement jointly launched the Caring Commuter Award category, which is the first category dedicated to commuters.

Awards Presented in the Past Years

Till date, about 6952 awards were presented to public transport operators who have gone the extra mile

Year	No. of Recipients
2015	417
2016	419
2017	446
2018	445
2019	466
2020	530
2021	568

As the transport sector expands to cope with the population growth, we also see an increase in the number of awardees due to an overall expansion of the transport industry.

AWARDS NOMINATION



Awards Category

- Commendation Award Winners
- Outstanding Award Winners * (*up to 5 winners for each category*)

The **Outstanding Award winners** are those who have shown exceptional levels of kindness and empathy to ensure safe travel. There are 6 categories up for nominations:

1. Automotive & Engineering Operations
2. Bus Operations
3. Customer Service Operations
4. Rail Operations
5. Taxi Operations
6. Private Hire Car Operations

NOMINATION CRITERIA & GUIDELINE

3 Criteria

- ✓ Have received at least 2 written commendations from the public within the assessment period
- ✓ Have not received more than 2 valid complaint cases within the assessment period
- ✓ Have not obtained more than 4 demerit points / 3 repeated LTA offences within the assessment period

Submission

Transport companies are to submit their nominations via email transfer **2nd August, Tuesday, 530pm**. Any forms received after this date will not be regarded.

Assessment period: 1 July 2021 – 30 June 2022
Submission Deadline: 2 August 2022, 5.30pm

AWARDS CEREMONY

Details

- **Date:** TBC
- **Time:** TBC
- **Location:** TBC
- **GOH:** TBC

List of participating companies

1. COMFORTDELGRO CORPORATION LIMITED
2. GO AHEAD SINGAPORE PTE LTD
3. GOJEK SINGAPORE
4. GRAB SINGAPORE
5. LAND TRANSPORT AUTHORITY
6. MINISTRY OF TRANSPORT
7. PUBLIC TRANSPORT COUNCIL
8. RYDE SHARING HOLDINGS
9. SINGAPORE KINDNESS MOVEMENT
10. SINGAPORE SCHOOL & PRIVATE HIRE BUS OWNERS' ASSOCIATION
11. SMRT CORPORATION LTD
12. TADA SINGAPORE
13. TOWER TRANSIT SINGAPORE PTE LTD
14. TRAFFIC POLICE
15. TRANSIT LINK PTE LTD