22ND ANNUAL

Ted Rogers Awards

Congratulations

2020 was a year that redefined how we work and live. Through it all, we stayed true to our values while ensuring our customers stayed connected, and our people safe. We pivoted in unimaginable ways demonstrating incredible innovation, and we supported one another, giving back from the heart. Every single one of you played a meaningful role to do the absolute best for our people, our customers, our communities, and our country. You achieved great things in driving new ideas and changes to our business that not only helped us deliver but set us up for a great future. I am incredibly proud of what we accomplished together in a challenging year.

We are here today to recognize you and how you stepped up in the face of uncertainty to live our values and redefine what's possible. You set a new bar of excellence, and I am inspired by your bold and heartwarming stories of courage, compassion and resilience. The Ted Rogers Awards were created to honour team members like you.

Thank you for your tremendous dedication, empathy, and commitment.
Tonight, we celebrate you!

My very best,

Joe Natale

PRESIDENT & CEO

A Message From Jim

Congratulations to each and every one of you on your remarkable achievements during what was a very challenging year! We are so incredibly proud of how you stepped up to support our customers, our communities and each other, at a time when it was needed most. The passion, determination, and resilience you bring every day is so inspiring to us all, and it's what makes Rogers one of the best places to work in Canada.

As our founder Ted Rogers always believed, our people are the heart of our success and your accomplishments continue to honour his relentless spirit and the values he instilled in our company over 60 years ago.

Tonight, we celebrate all of you! Thank you for living our values every day, and for bringing courage, bravery, strength and heart to everything you do.

Congratulations on your incredible achievements!

Jim Reid

CHIEF HR OFFICER

Welcome from Sylvie

I am sincerely honoured to welcome you all to the 22nd Annual Ted Rogers Awards! Throughout this challenging year, I have been truly amazed at the tremendous strength and compassion each one of you have shown for our customers, our communities, and each other – and it is this very theme that comes to life in the incredible stories we're celebrating tonight.

When Canadians were asked to stay apart, you kept them connected to what matters most. And when our teams and communities needed support, your compassion and selflessness brought them light. Your leadership, humanitarianism, innovation, and teamwork is a true testament to the values we live at Rogers every day.

Thank you for stepping up for those who needed it the most - it's helped us move through these challenging times and build a brighter future ahead, together.

Congratulations on your achievements!

Sylvie Duquette

SVP, PLANNING & TRANSFORMATION
CHAIR OF THE EXECUTIVE STEERING COMMITTEE,
TED ROGERS RECOGNITION PROGRAM

Ted Rogers Awards Overview

CEO AWARDS

Our CEO's personal picks honouring the best of the best from our Employees and Teams of the Year

EMPLOYEES & TEAMS OF THE YEAR

Celebrating a selection of exceptional seasonal award winners

CUSTOMER 1ST

Honouring those who deliver seamless customer experiences

HUMANITARIAN

Recognizing those who invest personal time in the communities where we live and work

BUSINESS EXCELLENCE

Celebrating those who help deliver our plan

HERO

Honouring those who rise to the occasion to help someone in a life-threatening situation

Our Values

PEOPLE

Our people are at the heart of our success

CUSTOMER

Our customers come first, they inspire everything we do

INTEGRITY

We do what's right, each and every day

INNOVATION

We believe in the power of new ideas

COMMUNITY

We give back to our communities, and protect our environment

TEAMWORK

We work as one team, with one vision

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TEAMS OF THE YEAR

CEO Award Winners

Anthony Bangari

HUMANITARIAN COMMUNITY NORTH YORK, ON

Anthony has taken the initiative to volunteer his personal time to help those experiencing homelessness completely independent of any official group and instead, created his own charitable foundation, Forever Blessed. He has been volunteering with some friends for the past 5 years collecting and distributing clothing, creating care packages and distributing food at various downtown shelters. Thank you, Anthony for your incredible humanitarian efforts.

Anthony Liang

CUSTOMER 1ST PEOPLE COQUITLAM, BC

Anthony has repeatedly demonstrated an unmatched willingness to go above and beyond expectations for our customers and his peer group in 2020. He volunteered to work in one of our essential service locations during the retail closures and was instrumental in keeping the essential service location open with his willingness to pickup additional shifts and ensure we kept Canadians connected. In addition to this, Anthony picked up and dropped off customer devices and sanitizing supplies to other stores, some up to an hour away! His commitment to keeping stores open, keeping them safe and keeping Canadians connected was undeniable. All of this and more reinforces his incredible dedication to delivering an incredible experience to our customers in store.

Candace DiCresce

BUSINESS EXCELLENCE PEOPLE TORONTO, ON

From the very beginning of the COVID-19 crisis, Candace has given so much of herself to protect the safety and well-being of each and every Rogers employee. Starting with the Info Sessions that she chaired with Dr. Satok and other leaders, she helped us navigate this new terrain and reassured us with her knowledge and compassion. She worked long hours and truly gave all of herself to bring expertise in response to this once-in-a-generation pandemic. In doing so, she exhibited the attributes that would make Ted Rogers proud.

Eric Côté

CUSTOMER 1ST

CUSTOMER

EDMUNDSTON, NB

In March 2020, Eric received a service call from a customer with a medical condition which prevented them from using self-install. After attempting to service the customer digitally, Eric headed to their apartment to see how he could help. As he couldn't enter the building due to COVID restrictions, Eric asked the customer to provide the floor and apartment number to their unit. Using his ladder, he climbed up to explain the self install through the window. This story is a testament to how our techs go above and beyond daily to keep our customers safe and our services reliable.

Georges Chacar

CUSTOMER 1ST PEOPLE MONTREAL, QC

Georges joined the Spectrum board as Regional Chair in February with a mandate to strengthen our regional presence & ensure all LGBTQ2S+ employees across the country feel included & proud to work at Rogers. Since joining, regional participation & meeting attendance increased steadily, even as we transitioned to virtual events. These events, scheduled after work hours, were attended by over 100 participants respectively. He ensured regions were actively involved in hosting & showcasing their regional flair, engaging allies across the organization. Georges is a great partner on the Spectrum board & a pleasure to work with.

Hamza Hotait

BUSINESS EXCELLENCE INNOVATION BRAMPTON, ON

Hamza has been instrumental in defining new architectural approaches within IT, that enables us to move away from legacy monolithic technology. Hamza also led the architecture for the Credit Evaluation project which started as a program to add a credit check to a Hardware Upgrade (HUP) process and would have cost $10M in technical debt. By pulling the credit evaluation process out of Vision 21 and exposing it as a service, he turned it into an investment by making the entire credit evaluation process completely flexible and future proof across all buy flows. This is just one example of how Hamza's innovative thinking drives our progress towards the target state.

Ian Roberts

BUSINESS EXCELLENCE INNOVATION NORTH YORK, ON

Our fibre network is the backbone of our Company and up until recently, our teams did not have the capability to determine whether or not someone was entering and doing work on our fibre network. Ian Roberts developed a webpage accessible on any device that is now mandatory for all fibre contractors to enter specific information as they do work on our fibre network. This gives us real time monitoring of the fibre network allowing us to know who is doing work, time of work, reason of work, location of work and ticket number associated to the work. Our fibre techs also receive a real time email with all of this information as soon as the fibre contractors enter the information on their mobile phones. This is a huge accomplishment for Rogers and it is the hard work and dedication Ian has put in that will help this company receive the benefits of this application.

Ryan Blundell

HUMANITARIAN COMMUNITY BURNABY, BC

The Keian's Holiday Wish Toy Drive started in 2012 when Ryan's son, Keian, began delivering gifts in a wagon to kids in BC Children's Hospital during his own end of life care. Keian's wish was that all children with a life-threatening illness felt love and joy during the holiday season. After Keian's passing, Ryan Blundell proudly carries on his late son's wish, organizing the toy drive and spearheading a bottle drive and donations, to support families whose children are receiving treatment. By partnering with local RCMP, he's been able to greatly increase his impact within the local community and give back to children affected by debilitating illnesses. Thank you for your compassion, Ryan.

Sarah Parrott

HERO PEOPLE TORONTO, ON

On Wednesday January 22nd, Sarah Parrott was waiting for a train at Queen Station when she witnessed a man roll his ankle and suddenly fall onto the tracks as a train was pulling into the station. She and another man went to the victim and used all their strength to successfully pull him off the tracks. They called 911 and waited with the man to take him to the hospital. Thanks to Sarah and the other man's quick actions, they saved this man's life. Thank you Sarah, for always jumping in to help others, both at work and in every day life.

Sharon Hinds

BUSINESS EXCELLENCE PEOPLE TORONTO, ON

Sharon's unabated pursuit for equity and tackling anti-black racism is outstanding. She has been personally asked to speak at countless Townhalls and leadership meetings where her positive influence has trickled down to employees and made them feel uplifted, encouraged and heard. Sharon has invested her personal time and collaborated with countless teams to build strong and accountable leaders and help Rogers become a top destination for talent and build our reputation as a great company. Sharon is a true trailblazer.

Tony Lawrence

HERO PEOPLE ST. JOHN'S, NL

On March 29th, Tony was on route to a job when an oncoming car lost control and swerved off the road. Tony immediately pulled over to help the driver who was very disoriented. He went to the passenger side window and kept the driver calm while he called 911 and waited for the police to arrive, all while respecting social distancing guidelines. Tony's empathetic response deserves to be recognized. Not only is he a great technician but he's a team player and we are lucky to have him as part of our team.

Trevor Watson

CUSTOMER 1ST CUSTOMER MISSISSAUGA, ON

When Air Canada, a long-time Rogers Virtual Contact Center customer, began sending their agents to work from home, they were faced with challenging technical difficulties. Trevor stepped up and went above and beyond, working with Air Canada's network/IT teams and various other partners to help them resolve issue after issue. Working late nights, weekends and jumping on conference calls, he was able to guide them into network design consideration, issue remediation and in the end deliver a work from home solution for 900 agents, allowing Air Canada to continue servicing their customers. All that we can say to Trevor is a huge thank you for all of your efforts!

Pro On-the-Go

CUSTOMER 1ST CUSTOMER CONSUMER WIRELESS

Ahsan Siddiqui, Alexander Fung, Ali Salloum, Carlos Palacio, Carly Lock, Celia Esteves, Chris DelGiudice, Cody Sawler, Damien Cachia, Denice Haughey, Dev Teli, Diana Banh, Dominic Lam, Doug Cowan, Galit Davies, Jagbir Minhas, Janice Wong, Jason Parsons, Julia Letterio, Karen Yoon, Karol King, Kimberly McIntosh, Lina Ciaccia, Lisa Rezek, Mark Vanderburg, Nadim Yaghi, Olya Sanakoev, Paul Hayward, Rick Tam, Roger St Pierre, Scott Stein, Shawn Durrell, Sherzad Abdulaziz, Sonia Allison, Tori Falle, Vineet Mathur, Vladimir Pacurar, Wil Guerrero

TEAM SPONSOR - Bart Nickerson

The Rogers Pro-On-the-Go cross-functional team showed exceptional collaboration throughout various functions of the business and demonstrated accountability and resilience through IT sprints, pivots and working to find a solution no matter what the obstacle. They embodied a Rogers Customer first mentality and challenged the norm by starting with our own customers instead of going after new customers. These outstanding team qualities have led to unprecedented OTE Scores of 95% in customer satisfaction (Best in Class). We are proud to have this differentiated service launched in market!

Safe Talk - Challenging Racism

BUSINESS EXCELLENCE PEOPLE COMMUNICATIONS

Charmaine Rohee-Morgan, Donna Forde, Ella Purtill, Etienne Denis Diouf, Franca DiDio, Monifa Morgan, Penny Cromwell, Roxie Popovitch, Seema Bakthula, Sharon Hinds, Stephanie Byard, Tricia McCool, Wesline Clermont

TEAM SPONSOR - Sevaun Palvetzian

In response to the international outcry against anti-black racism and discrimination, members of the Rogers Mosaic, Rogers Women of Colour and I&D teams came together to launch and host focused discussion sessions to support our black team members, and provide an environment where allies could attend and learn as well. This team provided a safe space where all employees could learn all while promoting our extensive resources here at Rogers. This healing space will make Rogers a better place to work for everyone as we continue to work on our Inclusion and Diversity journey. A huge kudos also goes to Stephen Haynes and Nyla Ahmad who were both integral members of the planning team and whose support and leadership made this possible.

Step Up to the Plate

HUMANITARIAN COMMUNITY COMMUNICATIONS

Adam Griffith, Adrian Li, Ailen Taitt-Kinsey, Alessia Staffieri, Andrea Goldstein, Andrew Garas, Ariel Kellett, Ben Jamieson, Ben Sibley, Caroline Butler, Christopher Logan, Colin Vaillancourt, Dean Caracciolo, Emma Doubleday, Felipe Caputo, Heather Robinson, Iain Ross, Jake Walton, Jason Jackson, Jay McBeth, Jeff Holloway, Jeff Klesc, Jennifer Angiolella, Jessica Beard, Jessica Wood, Jodie Hamilton, Jordan Patriquin, Jules Porter, Kaitlyn LeFeaver, Karyn Gottschalk, Lisa Rossington, Lisha Hassanali, Mare Giacalone, Mario Coutinho, Marnie Starkman, Michelle Lomack, Michelle Seniuk, Peter King, Piero Aceto, Robert Witchel, Sam Platsis, Sarah Jarrett, Tenyka Snider, Tom Farrell, Zac Carreiro

TEAM SPONSOR - Sevaun Palvetzian

As a result of COVID, food banks across Canada were seeing up to 50% increased traffic to their locations and they needed support. Over the course of 8 weeks, Rogers and Food Bank Canada employees, family and friends packed over 390,000 hampers of food at the Rogers Centre to be distributed across Canada – that's four times the amount ever packed during one initiative for Food Banks Canada! In total, 17,000 volunteer hours produced 11 million meals and almost 10 million pounds of food. This effort took teamwork, collaboration, detailed planning, constant communication and a little elbow grease across all departments to successfully complete this project that had never been done before to this scale.

Employees of the Year

Alain Bazinet

BUSINESS EXCELLENCE | TEAMWORK | GLOUCESTER, ON

Alain works extraordinarily hard at keeping our team's work from home (WFH) solutions working and Return to Work employees set up for success. He always made himself available to employees and even made visits to team members to drop off equipment, chairs and ensure they were set up. Alain was a key contact for all of Ottawa's Managers and employees during the WFH launch and would personally video chat or call each person and walk them through the set up guide. Without his exceptional teamwork our site would not be as successful as it is today.

Amanda Young

BUSINESS EXCELLENCE | TEAMWORK | OTTAWA, ON

From the moment Amanda connected with our team in March 2020, she has breathed life into the sales process with her ideas, energy and knack at making things simple, yet effective. She has a willingness to help and is star multi-tasker. Her integrated strategies have opened up doors to new business opportunities and she has created a culture on our promotions team that has been thriving since she arrived. She has been a driving force in so many different projects and although she has only been with our team for a short time, her impact has been immense!

Alexander Smith

BUSINESS EXCELLENCE | PEOPLE | TORONTO, ON

Since 2009, Alex has serviced hundreds of clients and secured thousands of contracts for Rogers Sports and Media. As a top sales professional and Digital Media revenue generator, he is a true reflection of the 680 NEWS brand. On average, 4M dollars per year are directly associated to his contribution to our business. Alex quickly adapts to the ever-changing media landscape, develops strong client relationships, and builds marketing campaigns that work for his continuously evolving roster of clients. During this pandemic, he's been calm, professional and has led his clients through the turmoil. Our business, our radio stations and most importantly our revenue would not be the same without him.

Amy Edwards

BUSINESS EXCELLENCE | TEAMWORK | TORONTO, ON

Amy has made a significant impact in driving our business forward and creating growth opportunities for the company. She has led the creation, analysis and successful submission of Rogers Corporate Response to all of our government subsidy bids for network expansion. She has also led our responses to Canadian Radio-television and Telecommunications Commission (CRTC), South Western Integrated Fibre Technology (SWIFT) and is now spearheading the team towards success on many others. Her work will result in millions of dollars of subsidy awards and much needed expansion of our network and addressable market for all of Rogers. She engages and works tirelessly to ensure all areas of our business come together for a successful cohesive response. She is an absolute pleasure to work with and Rogers is so lucky to have her on our team.

Angela Yin

BUSINESS EXCELLENCE INNOVATION TORONTO, ON

Angela automated the manual process for the preparation of quarterly Income Tax Provision by adopting a new Excel-based application tool developed by an external consultant. Angela worked with the consultant and challenged the way income tax provision had been done in the past. After countless hours ensuring the tool was effective, the tool is now successfully implemented, and time spent in the preparation of quarterly Income Tax Provision has been reduced. Manual errors are also largely eliminated. These improvements to the process are mainly achieved as a result of Angela taking risks and pushing boundaries of what is possible.

Asim Chohan

BUSINESS EXCELLENCE INNOVATION BRAMPTON, ON

Asim developed a Price Plan validation tool that proactively helps identify gaps in price plan configuration by our Go To Market Execution (GTM-Ex) team. This validation tool validates Price Plan/Service Offer Code/Grouping configuration, which cannot be validated on Price Plan Online screens. If any issues are identified, they are reported to configuration and Pricing and Billing Solution (PBS) teams to action and resolve to avoid customer friction. After the tool was launched, it identified issues in Data Top Up (DTU) and Burnaby data configuration, which were proactively without customer impact. Asim's expertise and strong Price Plan business knowledge helped Rogers to implement new pricing configuration at highest quality.

Arber Beqiraj

BUSINESS EXCELLENCE CUSTOMER BRAMPTON, ON

Recently, Arber noticed what appeared to be an anomaly in the cloud environment, costing Rogers over $100k per month. When investigated further, he did not hesitate to reach out to the application teams to share his observations. Within days, the application team realized an immediate savings of over $3k per day and many other optimized savings! Great job Arber!

Bianca Boulay

BUSINESS EXCELLENCE INTEGRITY MONTREAL, QC

Bianca is one of our primes on Management Support Center (MSC) quality and has invested a lot of time into revamping our MSC training. She's been a valuable asset to the MSC team, helping us to conduct deep dives to determine areas of improvements and always eager to support and share her knowledge with her colleagues. She supports the agents with a friendly and professional approach which translates every month into outstanding testimonials from her internal customers. This recognition is but a small token of our gratitude to Bianca for her amazing integrity & for being someone we can always rely on!

Candace Barry

BUSINESS EXCELLENCE TEAMWORK BRAMPTON, ON

Candace single-handedly took on the responsibility of coordinating and delivering all the IT/Security capital spend reductions. This involved great organization and skill in liaising with all members of the IT/Security teams, including SVPs, to make sure that they understood the impact of deferrals and how they affected the function. Once deferrals into 2021 were agreed, she then orchestrated budget shuffles in Oracle to made sure the systems matched reality. She has great working relationships with IT SLT and has continued to go above and beyond of what is expected. Thank you Candace, for all of your great work this year.

Carrie Tarling

BUSINESS EXCELLENCE TEAMWORK NORTH YORK, ON

Since assuming her new role as Director of Dispatch and National Workforce this year, Carrie has been instrumental in demystifying some of the issues, processes and procedures that were limiting us. She has paved the way to drive a higher level of awareness and agility amongst the organization as we react to issues which may impact our workforce and ultimately, our customers. Being able to bring internal and external teams together in a collaborative manner has ensured that teams are aligned as we move forward with improvements. This team-work approach has only accelerated her vision to deliver results in a more efficient and effective manner. Thank you, Carrie!

Caroline Verfaillie

BUSINESS EXCELLENCE CUSTOMER MONTREAL, QC

The pace and frequency of Fido XTRA is non-stop as we launch new offers every week. Caroline is always patient, flexible, and open to understanding what we're trying to achieve for the business. She understands our reality, hurdles, and decisions, and because of that, she's always able to provide concrete and relevant recommendations that allow us to take the program to another level. Even with firm legal requirements, she allows us to be creative in order to provide the best possible customer experience. We look forward to Caroline's continued support as Fido XTRA keeps evolving to deliver differentiated customer experiences and compelling business results.

Chase Rosander

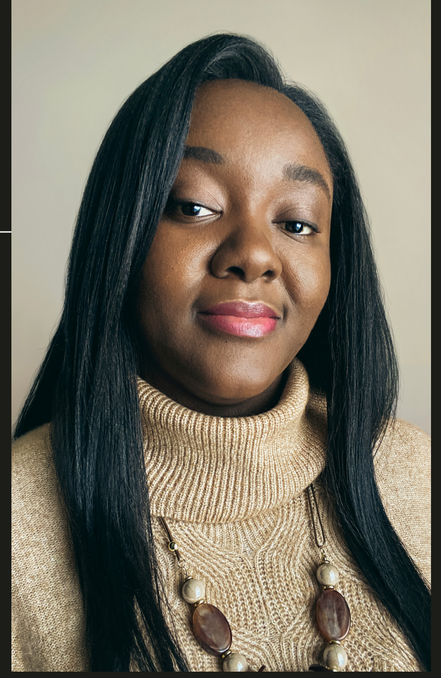
BUSINESS EXCELLENCE TEAMWORK MONCTON, NB

Chase is very knowledgeable and is always available to help the team. He has an amazing ability to find answers and gain knowledge in many areas, from technical expertise to customer service. He has proved to be an outstanding mentor, juggling many different tasks, always willing to make time even during his busy schedule. Chase constantly works to improve his team, encouraging them to learn and provides development opportunities, so his team members can work at their best. Amazing job Chase!

Chinelo Uchegbu

BUSINESS EXCELLENCE | PEOPLE | MONCTON NB

Chinelo embodies our corporate values in every interaction and is a dedicated team member who has made significant contributions to the success not only to our site, but to the National WFH team. Chinelo joined the “My Path” program in March 2019, quickly transitioning to Site Coordinator and has been a strong asset to our Moncton team. At the end of February 2019, Chinelo accepted the role of WFH Coordinator and executed the deployment of hundreds of devices for over 300 employees adjusting to working from home, due to the pandemic. She worked countless hours ensuring our employees were set up for success. If we didn’t have Chinelo in this role, we would not see the success we see today.



Christina Vertzagias

CUSTOMER 1ST | PEOPLE | MONTREAL, QC

Despite the many challenges this year, Christina has always sought to bring our team together and support us. Her leadership has been paramount to help us through many changes that happened in the last year, including Work from Home and the restructuring of Enterprise Business Unit (EBU). Whenever there were obstacles, Christina could be counted on to bring to the management teams for resolution. Her kindness and compassion helped her team members grow professionally within Rogers and feel supported when going the extra mile to help our team to deliver best in class service to our clients. Christina’s impact is deeply felt and we are grateful for all of her efforts this year.

Chris Linhares

CUSTOMER 1ST | TEAMWORK | MISSISSAUGA, ON

Chris always exceeds expectations and drops everything to help out his team. This year, Chris stepped in to cover for a team member struggling with their health and took on the jewellery commodity, which is especially challenging in a work from home scenario. Chris used all resources to navigate the unique issues we face. One of his team members said: “I have been especially touched as a Black, Indigenous, and People of Colour (BIPOC) team member who has been struggling to cope mentally this year. Chris has since consistently checked in and made it clear he is a strong ally. He has my trust and respect for helping me get through this year.”

David Howell

BUSINESS EXCELLENCE | TEAMWORK | TORONTO, ON

David and his wife had their first baby during the pandemic, and instead of taking paternity leave, he decided to go back to work as soon as his wife and the newborn baby left the hospital. David oversees Governance in Wireless, running Operating Committee (OpCo) and Steering Committee (SteerCo), and he realized that the team would need his help with all the changes that happened after the lockdown began. David is an outstanding example of team spirit and collaboration.

Dora Nicoletti

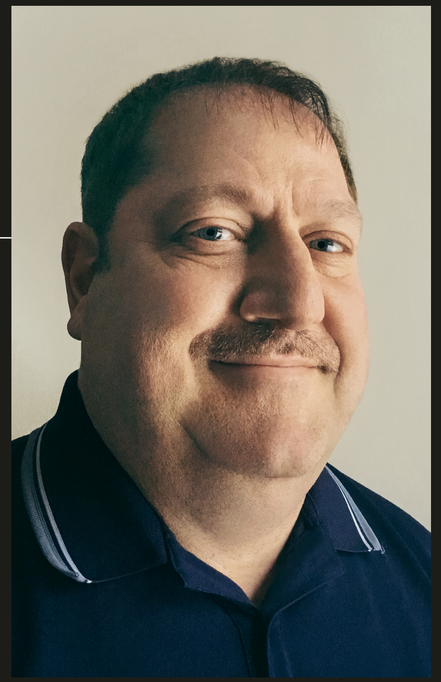
CUSTOMER 1ST | CUSTOMER | NORTH YORK, ON

When a customer with a hearing impairment contacted Rogers regarding degraded service she was experiencing, it was determined she needed a technician to visit her home. The customer requested an interpreter accompany the technician in order to have a smooth interaction, however the field technician was not made aware of this request. Understandably, the customer was upset, and this issue made it to our Field Escalations team. Dora took it upon herself to understand the procedure in this case and contacted our Interpreter partner to coordinate the next technician visit to this customer's home. The technician was able to complete this service call with the help of an interpreter and the customer is now able to enjoy their Rogers services. Dora truly went above and beyond to ensure this customer experience was resolved, she saw an opportunity to help our customer in a very special way.

Edgar Leblanc

CUSTOMER 1ST | CUSTOMER | MONCTON, NB

Throughout COVID, there were many occasions that Edgar acted as quarterback for the many teams within the New Brunswick Sales, Engineering, Major Accounts and Technical Operations groups to get new construction buildings installed with equipment so that customers were able to receive services. This was an incredibly stressful time, however Edgar handled it all like a champ. Edgar has always been and continues to be an incredible ambassador for Rogers in the East Coast.



Em Tanner

CUSTOMER 1ST | CUSTOMER | HALIFAX, NS

While working in a Rogers store, Em met a customer who came into the store and was concerned about his account information and privacy. His relationship had just ended poorly and, because his former partner had access to the account information, he wanted to ensure it was kept safe. Em took charge and worked with the Retail Support Group (RSG) to change his account and the Customers Telephone Number (CTN) so that he would be the only person with access to his account. In the end, Em was able to find a way to help him feel safe. After this story was shared to the team, Em responded humbly saying "I just did what was right. I just did my job." Thank you, Em, for going above and beyond to help our customers.

Flavia McPherson

BUSINESS EXCELLENCE | TEAMWORK | PICKERING, ON

Flavia is responsible for the on-boarding and reintegration of our Return to Work (RTW) specialists who have been on short term, long term and maternity leave. She has had excellent rapport with everyone who has come through RTW and she is very well liked and respected. She has a great deal of empathy for specialists who are nervous about returning to work. Her kind and calm demeanor helps every returning specialist feel confident and supported during their RTW. She is very patient and doesn't push anyone to move faster than they are capable. Flavia's support and contribution to our return-to-work program has been invaluable.

Gurdeep Singh

BUSINESS EXCELLENCE | CUSTOMER | MISSISSAUGA, ON

Gurdeep has gone above and beyond to help support the team and business. During our transition to WFH, Gurdeep was a major team player who volunteered to coordinate the Customer Care Center (CCC) WFH Guide to make it easy for all Associates to have the resources to work at home. During the Hearts & Smiles initiative, Gurdeep worked assiduously with the National Distribution Center (NDC) & Merchandising teams to keep the CCC up-to-date on all backorders and delay notices with the H&S fundraiser project. He's an industrious and meticulous Program Coordinator who holds TSC and customer issues close to this heart. He takes his job seriously and ensures that all issues, customer impacting or not, are addressed in a timely manner. Thank you, Gurdeep!

Jeremy Liu

BUSINESS EXCELLENCE | TEAMWORK | BRAMPTON, ON

As thousands of agents transitioned to working from home at the height of COVID, our teams had to free up physical extensions in our Genesys telephone system so that we could establish more work-from-home extensions. Working quickly, Jeremy came up with a plan to have the phones only retry once every 24 hours instead of every few minutes, though it required a lot of manual work. Each day Jeremy spent countless hours freeing up extensions from our Audiocodes system quickly and without complaint, doing his part to achieve the monumental goal of having over 7,000 frontline agents working from home by the end of April.

Jeffrey Tabet

CUSTOMER 1ST | CUSTOMER | MONTREAL, QC

On June 30th, we were struck by a critical issue during a Gigabit Passive Optical Networks (GPON) activation for Enterprise Business Unit (EBU)/ Consumer Business Unit (CBU) services where Optical Network Terminal (ONT) provisioning were failing due to an unfamiliar error triggered by the Access Management System (AMS). Although Jeffrey was out of office, he immediately jumped in to help. After going through the logs and spending several sessions with the vendor, Jeffrey found the source of this error. It was the first time we faced such issue. The next day, Jeffrey tested the solution in our Rogers Lab (VFlab) and made sure it would not impact our existing live customers and confirmed there was proper activation flow between different provisioning platforms. GPON installs resumed the next day and Jeffrey was able to get back to his time-off.

Jill Hinkey

BUSINESS EXCELLENCE | CUSTOMER | CALGARY, AB

Jill is the face of Rogers service delivery in the West Region and works closely with sales, network, and other partners to execute the successful delivery of products and services. She is always one step ahead in every order she manages and can anticipate issues ahead of time. She works closely with the Network Solution Architect (NSA) and network teams to oversee the United Fiber Plan (UFP) project, working to remove any roadblocks that could cause delays while installing 230km of Fiber in downtown Calgary. She has been great supporting our teams, while focusing on long-term growth, enhancing standardization and providing constant feedback to the product management and project teams.

Kenny Desvarieux

CUSTOMER 1ST | TEAMWORK | MONTREAL, QC

When the pandemic began, Kenny volunteered to join our team of specialists from home. He proactively changed his schedule to work evenings, rolled up his sleeves and became a pivotal player on his team. Every day he becomes a better leader and works to help his colleagues. Today our team is complete and our new specialists are perfectly integrated thanks to the incredible work of Kenny! Teamwork, innovation, employees, customers and integrity are the values he has demonstrated.

Kim Charles

BUSINESS EXCELLENCE | PEOPLE | TORONTO, ON

As a mentor for the Rogers Women of Color group and members of Mosaic, Kim has been working closely with Eric Agius to support the Care organization in impacting change, by bringing forth great ideas and sketching a solid plan to set us up for success. She has spoken at Townhalls, leadership meetings and SafeTalks. Within our own team, she has created a safe space for people of color and allies. She has invested her personal time, collaborated with numerous teams and is helping Rogers become a top destination for talent. She is a passionate leader that has that has undoubtedly impacted the life of countless individuals.

Kerri Elliott

BUSINESS EXCELLENCE | INTEGRITY | TORONTO, ON

Kerri is a role model who does her job with a high degree of thoughtful planning & execution. She understands stakeholder dependencies, risks and takes immediate action to ensure people are always engaged. Kerri's strategy, customer retention knowledge, & her overall desire to succeed has been a valuable contribution to the High Value Payments Team (HVPT) design. She has helped to bridge the strategy gap and reduced frontline friction by ensuring a new HVPT retention tool was built with the required capabilities, ensuring it's easy to use for our specialists.

Luc Lachance

CUSTOMER 1ST | CUSTOMER | TORONTO, ON

I would like to nominate Luc for his dedication to servicing our customers. During the last quarter of 2019, Luc handled almost 1,800 calls for the business via Fraud Management's Validation line. Servicing customers in French and English, Luc also filled in for colleagues who were ill or on vacation over the period. Luc was able to service more than 800 callers in December alone - ensuring fraud concerns were addressed, while ensuring Sales flow for the Business was maintained. Luc was able to hit these incredibly impressive numbers while performing a multitude of other offline tasks. Well done Luc!

Luca Mancuso

BUSINESS EXCELLENCE | TEAMWORK | CALGARY, AB

In January, Luca stepped up to transfer the Rogers Preferred Pricing (RPP) portfolio to the Customer Business Unit (CBU). He spent time with dealers across the country in understanding their concerns and consolidated the feedback into one voice. He took the dealers' opinions forward and removed obstacles that were getting in their way. In addition, he coached his peers on how to maximize the potential of this portfolio. In addition, his work on the Skip the Dishes account has led to over 4,000 Voice & Data Activations. Thank you for all your efforts Luca!

Martin Giannangelo

BUSINESS EXCELLENCE | INNOVATION | MONTREAL, QC

Martin's mission is to connect people and businesses to a world of possibilities. In R4B, our Customer Service Operations (CSO) team launched the Voice of the Frontline 2 years ago. In that time, CSO has made over 400 frontline improvements! With the success of this program in CSO , the rest of R4B asked for the same initiative to launch for their teams, so Martin built a new cross functional portal with improved functionality. His dedication to learn & build the portal functionality is admirable. Through hard work and collaboration, he taught himself a new programming language and was able to put it to great use!

Marie-Soleil Roberge-Houle

CUSTOMER 1ST | PEOPLE | MONTREAL, QC

Marie-Soleil is a dedicated Fido employee who is passionate about coaching and mentoring her teammates. When an agent on our team was running into challenges on his calls, Marie-Soleil stepped in to support him, inviting him to shadow her on calls. She provided constant feedback on his performance to ensure he was successful and ready to put his best foot forward. It's important to highlight the incredible amount of time and effort she puts in to her work and how much her presence truly makes Fido great place to work.

Mat Franklin

BUSINESS EXCELLENCE | PEOPLE | TORONTO, ON

In April, Mat onboarded new Specialists and worked through technical challenges he faced while working through the first virtual onboarding class. Although he was concerned whether his team would be ready to meet the business targets, he was determined to be ranked within Top 5 by September. He shared an exciting incentive idea that he was rolling out to his team to drive results. This required creativity and a sense of selflessness using his own HighFive points. With the team's incentive launched in August, his team improved from last place and ended up ranking second!

Meaghan Brophy

BUSINESS EXCELLENCE | TEAMWORK | TORONTO, ON

Within less than a year of being in her role as Direct Digital Sales Small Medium Business (SMB), Meaghan developed, built and executed a sales training program for 11 separate teams across eastern Canada. Her Digital Summit included intense product training and testing as well as customer facing presentations. Each execution was three full days and, in every case, each sales team saw a noticeable increase, not only in knowledge and ability but in true sales. Some teams saw as much as a 20% upward swing in year-over-year sales. Meaghan is hardworking, dedicated to her role and highly appreciated by her team and colleagues.

Michelle Mallais

HUMANITARIAN | COMMUNITY | MONCTON, NB

Michelle is an active member of her community, volunteering on various boards and committees in her area. As a volunteer for the United Way's Day of Caring Committee and Community Investment Committee, she coordinates site visits to agencies around New Brunswick and also reviews applications from eligible agencies for funding from the United Way. She is also a part of Rogers Volunteer Champions committee, where she is the point of contact with her department for all volunteer activities. Lastly, she is a member of '28 Days', a local group of women working to make menstrual products accessible for all. Her dedication to her community is a true testament to her selfless character.

Michael Pitts

CUSTOMER 1ST | TEAMWORK | TORONTO, ON

Michael has been an incredible asset to the Branded Retail team. He ensures that our Branded Retail stores are well stocked with masks, cleaning and sanitation supplies for employees and customers. This means working with supply chain and procurement, expanding his knowledge in Excel in order to track every single store as well as distributing a daily survey to every store location to get their stock levels. The dedication to this extremely important task was one that he took with excitement and pride and we are proud to have him as a member of our team.

Navneet Khare

CUSTOMER 1ST | CUSTOMER | TORONTO, ON

Recently, a customer who was visually impaired visited our Fido location at the CF Toronto Eaton Centre to clear up some billing issues they were experiencing. As the customer presented the problems to Navneet, she asked all the appropriate questions and sat down with him to understand the issue at hand. After resolving the billing issues, Navneet safely guided the customer to the exit, and ensured he was safe on his way out. Thank you, Navneet for going above and beyond to make sure that the customer was well taken care of.

Neela Khurana

CUSTOMER 1ST | CUSTOMER | TORONTO, ON

Neela plays a crucial role in our Retail TV and National Language Sales team. When all major sports were suddenly suspended due to COVID restrictions, Neela acted quick to solve a booking for a key partner. She used her best knowledge and experience to shift all sports revenue to other platforms without hesitation. We ended up being able to keep $130k on the books under a very challenging circumstance. Without her support, it wouldn't be possible for us to achieve our sales goals.

Nicole Dehghan

BUSINESS EXCELLENCE | INNOVATION | BRAMPTON, ON

Having only been in her role for 5 months, Nicole has already made significant improvements with our 5G supplier, Ericsson, which directly resulted in Rogers being able to collect approximately $35 million of credit 4 weeks earlier than the normal timelines. She also built a simple forecasting tool to enable our business partners to better predict Ericsson's spend and associated rebates. Her extensive collaboration with the supplier, business, procurement and controllers' teams has resulted in an improved timing of reconciliation and credit collection. The new process and the cadence that she has established will help maintain prompt collection and application of credits going forward.

Nicky McDonald

BUSINESS EXCELLENCE | TEAMWORK | TORONTO, ON

Nicky has been an integral part of the COVID-19 response concerning our Retail Real Estate. In addition to leading our Retail Leasing Team, Nicky has been involved in discussions with key stakeholders and has managed to coordinate efforts between these partners and provide clear direction to our team. Nicky leads daily team calls to not only provide our team with a place to connect but to check in with our well-being. She always makes time to get on a call if any of us need a minute to chat. Nicky is an incredible leader who has been a key contributor to Rogers Retail Real Estate remaining successful and healthy during these times.

Paula Aquilina-Shin

BUSINESS EXCELLENCE | TEAMWORK | TORONTO, ON

Paula has been an invaluable resource to the entire sales team over the past year. One quote we received about Paula: "Representing an agency that focuses on a lot of integrations, I have benefited greatly from her expertise across both social and content partnerships." Aside from possessing a wealth of knowledge in both categories, her willingness to help, her ability to be sales focused and her general good nature make her a delight to work with. As well, the sponsorship packages she creates for the sales team give us many great opportunities to reach out to clients. In short, she has become a vital component of our sales team and is extremely worthy of this recognition.

Sean Dillon

BUSINESS EXCELLENCE INNOVATION TORONTO, ON

Sean is a smart, efficient and effective salesperson. Recently, his work with the Retail Automotive Task Force has helped retain and gain dollars throughout this difficult period. He has led a webinar for over 150 of our retail automotive customers in eastern Canada, focusing on the current state of the industry and their customers perception of the industry. To-date his work with the task force has helped bring in $200K in revenue that otherwise wouldn't have happened. Sean makes time for any and all of my salespeople and sales leaders, he is a true asset to this company.

Sharon Barretto

BUSINESS EXCELLENCE INTEGRITY BRAMPTON, ON

Sharon exemplifies integrity and an exceptional work ethic, consistently achieving great results and cost savings year over year. Sharon worked tirelessly to review, question and validate every dollar being spent to effectively identify more cost-effective solutions and additional cost saving opportunities towards our Operational Expense (OPEX) reductions. Thanks to her leadership within the Access and Core Networks Organization and Vendor Management Team, Sharon was a key contributor in the achievement of $20.4M in OPEX challenge savings and a key supporter in the achievement of an additional $6.5M in savings achieved through the Miami Cost Savings Initiative.

Shadrach Jamespulle

BUSINESS EXCELLENCE PEOPLE BRAMPTON, ON

Not only is Shad's team consistently ranked in the Top 10 in the channel for his team's sales performance, but he leads the team's Incentive Program by preparing goals and using past performance to forecast the expected gains in performance. His effort on our incentive plans helps our team over deliver on our targets, recognize key contributors and encourages us to have fun and enjoy friendly competition. Our frontline and leadership teams couldn't reach the results we do today with out his hard work! Thank you, Shad!

Sheri Carberry

HERO TEAMWORK TORONTO, ON

Sheri offered extraordinary emotional support during the shut down of stores in our area, where only one Rogers store was open. Sheri would drive to the London store almost every day to see if the team needed anything. She was always available for calls from managers and employees if they needed any emotional aid, as well as assist with work issues. Sheri even dedicated her own time to making and selling masks to support Sick Kids Foundation, eventually raising over $2,000. She has always put her team and others over herself and is very deserving of this award.

Sherif Wasfy

BUSINESS EXCELLENCE | INTEGRITY | MONTREAL, QC

Sherif's dedication to the Kelowna project has never wavered. With busy schedules and time zone differences, he is always available to support the team. His curiosity has opened conversations and showcased what an outstanding coach he really is. He has left an indelible mark in Kelowna and has taught us all that a team is not defined by our location or line of business, but by how we choose to work together, support one another and live our values and vision to make every moment matter! Sherif embodies Rogers values with his leadership style and commitment to developing his team across the organization.

Stephen Lane

CUSTOMER 1ST | CUSTOMER | ST. JOHN'S, NL

Recently, a customer reached out to Stephen requiring an activation without having access to the home. Stephen asked the customer to hookup their cable to an active outlet and send the cable out the window from the second floor. He tested the levels from the sidewalk and confirmed all was good. He then hooked up the equipment from his van, completed the provisioning and put equipment in a bag connected to the cable. The customer pulled the cable up to her apartment with the equipment attached and was able to complete her installation. Incredible work, Steve. Thank you for showing up for our customers when it matters most.

Shummi Rahman

BUSINESS EXCELLENCE | INNOVATION | MONTREAL, QC

Shummi has made a difference by providing data and insight that allows the IT Service Desk to better handle large number of contacts related to new and undocumented technologies such as Virtual Desktop Infrastructure (VDI) or MS Teams. Moreover, she proposed new or updated ways of handling interactions to maximize productivity and accuracy. These findings led Shummi to develop and successfully deliver two training sessions to approximately 35 Service Desk Technicians to improve their troubleshooting and multi tasking skills. During this period, the Service Desk saw its volume increase by an average of 39% and it's handle time increase by 2 mins.

Susan Lee

CUSTOMER 1ST | PEOPLE | BURNABY, BC

Susan defines a customer first attitude in all situations. She has strong commitment to delivering exemplary customer service, taking ownership on every call. While some calls can be difficult, and customers can be disrespectful, Susan always remains friendly and professional. For Susan, the customer experience is always her top priority, making sure the customer's needs are addressed and expectations are clearly defined, all while aiming for first call resolution.

Tammara Moore

CUSTOMER 1ST | CUSTOMER | MONCTON, NB

This year, Tammara has shared her time between floor support for the Moncton Centre of Excellence (COE) team and taking calls. She is always flexible with her shift, accommodating based on business needs when it comes to support. A few weeks ago, she talked to a customer that was having a hard time with her services, so Tammara dispatched a technician to the customer's house with the equipment necessary to complete her self-install. The customer was extremely grateful, and during the visit, it was noted the customers son was upset that he couldn't have a birthday party with his friends. After the visit, Tammara sent a gift card and other surprises to the boy to make his special day a little brighter. Thank you Tammara, for putting our customers first.

Tommy Murphy

HERO | PEOPLE | TORONTO, ON

One evening when walking near the Bloor viaduct, Tommy noticed a man wandering on the bridge, and feared he was attempting to jump. Tommy calmly approached the distressed individual and started a conversation to distract him and divert his attention away from a potentially fatal outcome. Police nearby witnessed the interaction and approached cautiously, encouraging Tommy to continue talking to the man while they moved into position where they could help protect and rescue the man. Thanks to Tommy's compassionate response, the situation had a positive outcome. His willingness to step in to help a stranger makes him a hero, and worthy of this nomination.

Terrilynne Therien

BUSINESS EXCELLENCE | TEAMWORK | OTTAWA, ON

Terrilynne lead the Ottawa Rogers Sports & Media (RSM) Sales team's 60 Project initiative where each month, a different member of the team devoted 1/2 a day to volunteer at various organizations like the Ottawa Food Bank and Seniors in Isolation. When one of our team members' partners was diagnosed with a rare blood disorder, Terrilynne immediately jumped in to take over her colleague's work and even started a Rogers Ottawa Blood Drive in their honour. After her colleague's partner passed away, the blood drive continued to operate and is a great source of comfort to her colleague during this difficult time. There is no doubt that her selfless contributions to our business all the way around are so deserving of this award.

Varuna Mahabirsingh

BUSINESS EXCELLENCE | PEOPLE | PICKERING, ON

Varuna is very intentional in ensuring a strong customer experience and works closely with her team to execute a consistent LEAD coaching experience delivered through the adoption of our Best Practices. The team delivered an Own the Experience (OTE) score of 66% for September and 65% for October which is commendable especially during these challenging times. Varuna has proven to build and maintain solid relationships in order to deliver on our Digital Care mandates and business expectations. Varuna also supports our Employee Pillar to keep a pulse on how our employees are feeling and driving engagement with fun and exciting initiatives! Thank you Varuna for being a true Rogers ambassador.

Vivianne Karaoghlanian

CUSTOMER 1ST CUSTOMER TORONTO, ON

On March 20th, Vivianne Karaoghlanian received an urgent call that the 40+ outsourced resources we had completing our R4B wireless activations were no longer available to perform their work due to a government shut down. After discovering that work from home was not yet established as a business continuity solution with our partner, Vivianne sprung into action, quickly identifying 50 internal resources ready to help with immediate customer activations. The response and willingness of our internal teams was overwhelming. In only a few short days, our wireless activations were once again meeting a 24hr Service Level Agreement (SLA). Thank you to Viv and our internal teams for all of their efforts.

Zeeshan Malik

CUSTOMER 1ST INNOVATION BRAMPTON, ON

Zeeshan has shown great passion in using our data to enable us to better understand our customer experience and manage our network. He designed, developed and deployed the WHIX (WIFI Happiness Index) algorithm that is measuring and trending the performance of WIFI network inside customers' homes. He also designed the anomaly detection machine learning algorithm that learns from 30-day history of specific Key Performance Indicator (KPI) behaviour for network element and automatically alarms when boundaries are breached. For this and more, Zeeshan has undoubtedly shown the passion and dedication to achieving service excellence and delivering customer experience.

Teams of the Year

CFIMT COVID-19 Cross Functional Incident Management

BUSINESS EXCELLENCE TEAMWORK FINANCE & STRATEGY

Aingeal Macfarlane, Albert Nocera, Alex D'Ignoti, Alexandra Ternosky, Andrea Goldstein, Bob Georgilas, Boris Culum, Brent Innes, Brian Schembri, Candace DiCresce, Carina Slim, Carm Demkiw, Catherine Martin, Chris Ostiguy, Christina Nestor, Christine Gullage, Christopher Zuppan, Cindy Johnson, Clint Neuls, Connie Akot, Daniela Storey, Danielle Couch, David Arrol, David Dal Bo, David Mattucci, David Satok, Donna Charnesky, Edwin Wong, Ella Purtill, Frank Manieri, Glenn Torrence, Herb Ruthven, Jared Barnes, Jason Chrysomilides, Jeff Balsdon, Jennifer Melanson, Jim McCormick, Jodi Parps, John Vasiliou, Jordan Payeur, Josh Wilkins, Joshua Wagner, Julia Squire, Karen Gauthier, Kathy Bodnar, Larry Baziw, Leila Campbell, Lynn Gacser, Mandy Sterritt, Mario Coutinho, Mario Vasilkovs, Mark Ishmael, Mark Shinozaki, Matt Urban, Michael Korjus, Michael Ritchie, Mirella Mastroianni, Natasha Medeiros, Nicole Karolyi, Paul Howarth, Robert Kocsis, Roland Choo, Ruth Takayesu, Sameer Sheth, Sarah Kennedy, Sarah Nurse, Scott Kelly, Scott Metcalfe, Seemi Marwaha, Shelley Thorpe-Green, Sonny Mangat, Stacie Bumbacco, Steven Bain, Susan Somers, Sylvia Luong, Ted Pedersen, Teresa Diaz, Tony D'Agostino, Vishal Arora, William Greer, Yacov Solomon, Yusuf Patel

TEAM SPONSOR - Paulina Molnar

The Cross Functional Incident Management Team (CFIMT) was activated on January 23rd to coordinate the corporate response to the COVID-19 outbreak. This outbreak introduced large changes compared to our past pandemic strategy. Among the major variants were evolving rapid communications to customers and employees via the COVID-19 Hub, increasing percentage of employees working from home, repurposing broadcast content for media outlets, managing sanitization and PPE, adapting to self-install model and many more. These teams worked with CFIMT primes to develop COVID-19 ELT dashboards and pressure test their respective Business Continuity Plans as well as distributed Wireless and Cable Network performance reports to government.

Core Work From Home Team for Care Nation COVID-19

BUSINESS EXCELLENCE TEAMWORK CUSTOMER EXPERIENCE

André Gilkes, Jean-Paul Velasquez, Lidwina Kwan, Mirella Mastroianni, Steve Jaisaree, Steven Wilson, Sukan Varna

TEAM SPONSOR - Terry Gardiner

In 2019, as our Credit Ops Team in Toronto started to migrate our specialists to work from home, we set a goal to have 60 people working from home by November 2020. Mirella and Steve led productive project meetings, where they clearly outlined responsibilities and deadlines. By March 2020, we had met our goal, but that quickly changed as the pandemic hit. Our focus was now to keep the business running, while safely moving our internal staff home. While the number of staff that were to be moved home multiplied, the tone of the meetings, and the way Steve, and Mirella continued to conduct the meetings never wavered. We all learned valuable management skills by seeing some of the best in action.

COVID-19 Commercial Response Team

BUSINESS EXCELLENCE TEAMWORK ROGERS FOR BUSINESS

Cassandra Atkin, Ian Sobrian, Mandie Clark, Michael Hand, Michelle Asselin, Mustufa Zair, Tali Rosemberg

TEAM SPONSOR - Thomas Jolly

This core team proactively took on the challenge of developing a COVID relief strategy for all R4B Segments, Sales Channels, frontline teams and lines of business. The team formulated and deployed this strategy in record time while breaking down silos to be collaborative in their approach. This empowered the team to make strategic business decisions to ensure R4B customers felt supported and our employees properly prepared, while ensuring the company continued to be profitable. During this time, approximately 7,600 customers were supported, with 5% being escalated for quick decision making. Among other highlights, this team came together during an unprecedented time for business (and personal) challenges, demonstrating a high standard of Rogers core values.

COVID-19 Emergency Core Network Congestion Relief

CUSTOMER 1ST CUSTOMER TECHNOLOGY

Aamir Yousuf, Abhiraj Kumar, Abid Zaman, Ahmad El-Zaibak, Ahmed Chaudhry, Akhtar Khan, Alan Talion, Alex Gao, Alexander Mazuritsky, Alfred Fouad, Allan Younker, Amer Nadeem, Anan Dweik, Andre Rahal, Andrew Burris, Andrew Fong, Andrew Ho, Aqib Ahmad, Banlan Chen, Barry Hatt, Bayani Nuevaorlanda, Bledi Gega, Brendan Graham, Brent Lee, Brian Kavanagh, Brijesh Sharma, Carlos Reyes, Chris Bastow, Cory Hurst, Daniel Lemieux, Daniel Li, David Mattucci, Deepali Soni, Derek Lipinski, Dmitriy Andreyev, Dmytro Mykhaylov, Dominic Pan, Dragos Ghita, Ebrahim Gheyassi, Ed Edejer, Eduardo Videla, Edward Kozlov, Emmanuel Shousha, Ervida Lacej, Ewart Ritchie, Fahad Syed, Fameed Ali, Fei Yang, Francis Paje, Geoff Cohen, Hamid Adlaoui, Hellina Widjaja, James Shi, Jandy Guo, Janet D'Souza, Janira Sanz, Javier Fabra, Jean-Francois Aloise, Jean-Francois Mongrain, Jean-Michel Dupuis, Jeff Ivers, Jennifer Mack, Jerry Lo, Jesulito Roma, Joey Palmieri, Joseph Christy, Joseph Singarayer, Josh De Luca, Julia Mykhaylova, Jun Tablada, Jun Xu, Justin Egli, Kambiz Karai, Karl Stofast, Kent Ashton, Kiran Batth, Kirby Escobar, Kirit Patel, Krishan Lalla, Kusum Subasingha, Larisa Mareeva, Lei Zhao, Leslie Pardo, Lester D'Almeida, Lucio Cichella, Mario Nicoletatos, Massoud Khanmohammad, Matthew Roberts, Michael Ritchie, Mike Monette, Muhammad Hasan, Nadeem Asif, Nadeem Syed, Nasir Khan, Nora Torres-Leonard, Norland Riofrir, Norm Pite, Oluwatosin Olarewaju, Omar Al-Saleem, Orry Skrypec, Orville Occenad, Pablo Lopez, Pam Brake, Patrick Hendley, Patrick Ross, Paul Peixinho, Peter Gerasimopoulos, Qasim Mushtaq, Quan Li, Raman Arora, Rashmi Malhotra, Richard Gomez, Richard Sajonas, Richard Yee, Rogelio Jr Aronce, Ryan Platt, Sam Yeh, Sarvjit Karir, Scott Carnie, Scott Ridgway, Sean Goveia, Selva Arumugam, Sergey Konyshev, Shane Abde Elahi, Shariful Islam, Shaun Laverty, Sheila Tan, Simon-Pierre Olivier, Siva Sivaganesh, Spring McRae, Stephen McNally, Steve Holick, Steve Snider, Stuart Metcalfe, Sumit Rana, Taimoor Chaudhry, Taiseer Alam, Tenio Mihaylov, Thomas Chen, Tony Najera, Trisha Persad, Vener Cruz, Wasif Ali, Wendy Luo, William Gamache, William Leal, Yacov Solomon, Zbigniew Korzeb, Zeeshan Iqbal

TEAM SPONSOR - Luciano Ramos

COVID-19 prompted Canadians to work and study from home, causing a 50% increase in traffic on our voice and data networks. Thanks to this team, 98 IP links that were nearing congestion caused by the increased traffic volume were rapidly upgraded, adding 3.47 Tbps of incremental bandwidth to the network. In addition, capacity was added to many voice trunks interconnecting to other carriers. This allowed Rogers to continue to provide the best telecommunication services during the time our Customers needed the services most. The team has shown effective teamwork, immeasurable dedication and service to our customers and they understood the dire need to implement the upgrades expeditiously.

COVID-19 Special Network Taskforce

BUSINESS EXCELLENCE TEAMWORK LEGAL & REGULATORY

Brent Lee, Brian Kavanagh, Daniel Li, Denis Ciorap, Dmytro Mykhaylov, Dragos Ghita, Ebrahim Gheyassi, Emmanuel Shousha, Fameed Ali, Javier Fabra, Jean-Michel Dupuis, Jeff Ivers, Joey Palmieri, Mohamed Amine El Aomari, Mohamed Raufdeen, Nora Torres-Leonard, Norm Pite, Orry Skrypec, Pablo Lopez, Sean Goveia, Sheila Tan, Simon-Pierre Olivier, Siva Sivaganesh, Stephen McNally, Tariq Sayeed, Tenio Mihaylov, Tom Geraghty, Tony Najera, Vener Cruz

TEAM SPONSOR - Howard Slawner

For their tremendous achievements and determined efforts during the initial phase of the COVID-19, I would like to nominate this "Special Network Taskforce". In March and April, many of them worked long hours in order to increase the capacity on our voice interconnections and to alleviate network congestion. This Network Taskforce added thousands of local, toll and toll-free trunks (DS0s) in our legacy networks in only one month with Bell and Telus. Under normal circumstances, these activities would have taken many months to complete. Our colleagues on this Network Taskforce worked relentlessly in order to serve our end-customers, including government agencies when it was needed most. Thank you, Team for your dedication and commitment during this time!

Credit Operations Call Flow Enhancement Team

BUSINESS EXCELLENCE TEAMWORK CUSTOMER EXPERIENCE

Bhrigu Goswami, Carla Da Silva, Cheryl Cambia, Darrin Broadbelt, Dion Cox, Jahkobi Costa, Jasmine Poon, Jason Kolbeck, Kerri Norman, Leila Campbell, Majida Ayache, Natasha Medeiros, Nicole Karolyi, Nicole Seeley, Paul Russell, Ridwan Murshed, Wayne Demelo

TEAM SPONSOR - Pedro Maya

Team "Credit Ops Call Flow Enhancement" is making a difference in the way we deliver for our customers and for the business. The team developed new training will help us become a best-in-class solution centre by deepening our relationships with our customers. It's still early days, but compared to their own results from February, participants in the pilot group show a 6% increase in $PTP/hr, 11% increase in $ collected/hr, and 44% of the group have increased their RPCs. What sets this team apart is the incredible cross-functional effort in nurturing and leveraging partnerships to drive results. We've adopted a winning mindset and remain focused on continuously improving performance as we move along in our transformational journey.

Driving a Digital Billing Experience

BUSINESS EXCELLENCE TEAMWORK CUSTOMER EXPERIENCE

Alain Bessette, Amanda Nurse, Andrei Toumanov, AnnaLouh Anonat, Bably Sarpal, Bilal Azam, Brenden Malott, Carlos Palacio, Cheryl Vardon, Chris Busby, Chris Martin, Courtney Smith, David Pinhasov, Dror Yehezkel, Egbert Epino, Esther Kurniadi, Farishta Hadi, Fiona Bourgeois, Glenn Novak, Greg McNairn, Heather Hribal, Helen F Zhou, Henry Jing, Isabelle Boucher, Jeannot Boudreau, Joanne Flinn, John Holiad, Julie Filiatrault, Lindsey Mochrie, Lior Yefet, Majida Ayache, Marina Belinovich, Maxine Broughton, Melanie Sauve, Michelle MacPhie, Mike Vitanza, Mojgan Marafat, Monifa Morgan, Nancy Verma, Nayera Mansour, Nestephanie Capili, Paige Webster, Rosalie Lavallée, Ruth Altman, Ryan Myhal, Ryan Oliver, Ryan Youn, Sabahat Khan, Saphyre Haliburton, Shawn Davis, Sheryl Shibu, Suzan Choi, Tanbir Hossain, Tara Rana, Valentina Karacic

TEAM SPONSOR - Sandi Sewlochan

The Rogers Online Billing project team successfully migrated 616K data/Internet-enabled consumer customers from paper to digital billing on April 21st. This initiative, which removes $11M cost from the business, was successful thanks to the project team's tremendous collaboration, customer focus and commitment to execute on a challenging change management program. This team focused on the customer experience by sending multiple communications to customers prior to migration, providing frontline specialists with online billing positioning and benefits as well as developing new SMS notifications for customers to receive their bill notifications among many other initiatives. Thank you, team, for your commitment, customer focus and collaboration.

End of Promotion Team

BUSINESS EXCELLENCE TEAMWORK CONNECTED HOME

Ada Puiu, Adrian Naus, Ahmad Rakie, Ahsan Siddiqui, Ali Bahrami, Amin Akbari, Andy Lam, Anne Addison, Baila Abramson, Behdad Banan, Biagio Torres, Charu Gehani, Dan Soltys, Darrel Fort, David Trevail, Emily Herczeg, Emmanuel Arthur, Gala Shkurko, Graeme Wilson, Haiyan Zhu, Hemant Dwivedy, Hui Yi Sandy Tse, Jamil Khoja, Jason Watchus, Jenny Koschanow, Jill Caldwell, Jim Walsh, Justin Hebb, Kevin Li, Kumaran Markandu, Kyle Lichtman, Matthew Smith, Mengyi Zhou, Milind Shah, Nadia Larhouati, Paul Richardson, Praveen Kumar BR, Rohit Dev, Rong Chen, Saphyre Haliburton, Sheldon Kiernan, Sunil Kaura, Suzanne Hood, Thomas Dudek, Tom Rappos, Yuling Wong Velasquez

TEAM SPONSOR - Drew Stevenson

The Pricing Reset and EOP Strategy team took on the enormous challenge of resetting our pricing disciplining across acquisition, base and retention. Through close cross functional collaboration, the team has managed to implement a dramatic shift in the way we price CH products, sell our value prop and manage the customer base. With a focus on discount removal and base mapping, the team has driven multi million dollar year-over-year improvement in revenue while balancing nets and customer experience. The team has made great strides in improving customer experience by removing the need to “haggle” and built trust with our front line partners to execute cleanly. The team managed to deliver meaningful results for the business and continues to find new areas of focus.

Enhanced Self Installation Team

BUSINESS EXCELLENCE INNOVATION CONNECTED HOME

Aaron Shin, Adam Hoffman, Adil Khan, Ahsan Siddiqui, Aisha Delpeche, Alan MacIsaac, Alexander Fung, Alexander Persaud, Amy Melnechuk, Andjelko Pavlovic, Andrea Janovjak, Andrew Gill, Andrew MacGregor, Angela Gazze, Anthony Stodolny, Aris Georgilas, Barb Roth, Ben Nuque, Betty Ann Templeton, Brad Wrigglesworth, Brian Schembri, Caleb Lennerton, Carine Somersall, Carolyn Hay, Carrie Tarling, Chris Bloomfield, Cory Wild, Dan Iacono, Daniela Antonioni, Darryl Chandler, David Kazias, Debabrata Das, Diane Poc, Donna Charnesky, Eddie Tai, Erin Pascual, Faroud Haniff, Ferdinand Martin, Gaurav Duggal, Gautam Ghosh, Genevieve Burke, Gorman Wu, Graeme Wilson, Ibrahim Butt, James Battaglia, James Marshall, Jason Mahoney, Jeannot Boudreau, Jeny Scaria, Jerome Samuels, John Hogan, John Wang, Kajen Nadarajah, Karen Charles, Karen Gauthier, Karl Fearon, Kelly Demarest, Kris Whyte, Krista Giannone, Laura Lehmkuhl, Linda Dobos, Lisa Sutherland, Mahmood Haq, Mario Licata-Caruso, Mark Shinozaki, Mark Wheldrake, Melanie Wentland, Michael Ribeiro, Michael Snedden, Michael Van Ham, Moe El-Abdallah, Mritunjay Mritunjay, Nathalia Moreno, Nicole Cyhelka, Nicole Pauker, Nicole Tytaneck, Nilupuli Heiyantuduwa, Norm Paquette, Paul Hammerton, Paul Maitre, Prakash Panchal, Rahul Sharma, Rajat Srivastava, Randy Clarke, Ravi Misir, Ron Perrault, Samantha Dorevich, Saphyre Haliburton, Sara Sytsma, Sataish Rampersaud, Scott Szeto, Sheldon Kiernan, Siobhan McLaughlin, Stuart Perry, Sue Roy-Elias, Tara Rana, Thomas Collins, Tom Lipscomb, Vera Culic, Wayne D’Ornellas, Winston Tang, Yasin Dharamshi, Yvonne Ho

TEAM SPONSOR - Tisha Rattos

At the time height of COVID, 80% of our Ignite sales needed a technician in the home, however we also needed to prioritize customer safety. This team only had days to develop a product with optimal service experience, including self setup. Quickly, they designed an ESI journey and began testing. Within a month, the team redesigned Ignite Broadband, TV, and IHP, automated compliance, revamped moves, integrated chat WIFI Hub and shifted CPE swaps to be courier driven. As a result of the team’s rapid deployment, our daily customer additions were 900 per day, keeping over 700 of our technicians and customers safe. This team exemplified the values of keeping our people safe and our customers connected.

Marketing Transformation - Actions & Offers Delivery

BUSINESS EXCELLENCE TEAMWORK CONSUMER WIRELESS

Ahmad Dhanani, Aleksandar Delic, Ben Ghanem, Candice Cloutier, Constance Yang, Davis Lu, Francois DeLeseleuc, Gunpreet Singh, Harleen Chokar, Julia Di Renzo, Kara Person, Keith Wong, Kevin Jordan, Lalit Summan, Marylea Halloran, Mez Williams, Michael Pitts, Natalie Heng, Neeraj Aggarwal, Priyanka Sharma, Roman Tzirulnick, Sangeetha Sudhakhar, Santhosh Poobathy, Sasikala Natanam, Sean Azeez, Shawn Bickle, Trisha Seecharan

TEAM SPONSOR - John Wallis

This cross functional team worked together on a complex integration of customer facing channels with Real Time Decision Manager (RTDM). The team broke down the enormous capability backlog into smaller increments, worked collaboratively to develop their multiple components in parallel, and managed dependencies and integration challenges to ensure a massive win for our customers. Since launch, we have recorded Fido with 28,242 interactions with the banner translating into 5,789 successful price plan changes. Rogers has seen 8,120 interactions with the banner and 208 successful transactions, contributing to a significant revenue impact. Another great example that when we work together, we win together.

Mobile App and Mariana Team

BUSINESS EXCELLENCE TEAMWORK TECHNOLOGY

Alexander Dupont, Amala Muthukumar, Andy Marchewka, Candice Cloutier, David Duncan, David Godon, Kaman Ramnaraine, Lisa Hsieh, Maira Menegas, Md Omor Faruque, Pushpinder Kaur, Sergiu Filip, Shakaib Ashraf, Shweta Soman, Stuart Burge, Warren Kreitzer

TEAM SPONSOR - Sarah Mainprize

This team delivered one of the most successful wins within the Mobile App. In the first 3 hours of launching the feature within the app, we had over 500 TVM/PPC upgrades. This team showed what true collaboration and trust can do!

Montreal Performance Enablement Manager Team

CUSTOMER 1ST PEOPLE CUSTOMER EXPERIENCE

Ashley Martindale, Josette Colon, Yvonne Popovic

TEAM SPONSOR - Stephane Deland

This year, the PEM team has worked hard to set up Montreal and CDL Team managers for success through the LEAD program. Since the departure of switch gear, this team has brought the rapid round table to another level allowing each and everyone to share their successes and difficulties. These sessions have allowed many of the team managers to excel and learn best practices. There is a lot of preparation, planning and collaboration behind the scenes to enable all that they do, so thank you for empowering your teams to support our frontlines in putting customers first.

Radio Operation Support Local

BUSINESS EXCELLENCE COMMUNITY ROGERS SPORTS & MEDIA

Adam Bower, Albert To, Ali Khan, Amanda Ramondino, Amanda Young, Annie Lewis, April Burak, Arjoon Nagarajah, Ashley Aubrey, Carlos Salgado, Christa Hicks, Courtney Brace, David Bossy, Dylan Lalonde, Elisabeth Hart, Francis Kuo, Greg Stevens, Ian Jackson, Ivo Matic, Jaime Draward, Jeff Lush, Jesse Simon, Jessica Law, Korey Bray, Kris Ferguson, Libby Gould, Marc-Andre Beaudry, Marla Wach, Matt Mise, Melissa Carmichael, Melonie de Guzman, Mike Darrach, Nathan Brown, Rob Kealy, Russell Millett, Ryan Brown, Ryan Wallis, Shams Al-Bashir, Todd Train, Yen Chu

TEAM SPONSOR - Julie Adam

With COVID-19 rapidly impacting the communities that Rogers Radio serves, a cross-functional taskforce quickly formed Operation Support Local with the goal to share the importance of supporting small businesses. Through multiple story formats over-the-air and on social media, each station's website hosted a list with different ways to support local businesses. The team worked hard to produce 900+ audio elements and 117 graphic assets for digital and social, with most production staff working from home. In April, Scotiabank Small Business Banking signed on to sponsor the program and eventually OPS was extended to Breakfast Television and then R4B. With over 7,000 businesses signed up, this team made a real difference in our communities. Thank you!

Service Assurance Essential Service Technicians & IMT Regional Management Primes

CUSTOMER 1ST CUSTOMER CONNECTED HOME

Aaron Ramsay, Adam Douthwright, Allan Hillyard, Andrew Finlay, Andrew McIntyre, Andrew Smith, Anthony Dean, Barry Hefford, Ben Dioleta, Brad Penney, Brad Robertson, Brandan Otis, Brian Mazerolle, Bruno Lapointe, Bryan Gallant, Bryan Kuzma, Carl Peel, Chris Burns, Christina Schrobback, Christopher Hintz, Claudio Garofalo, Cory Kingston, Cory MacCallum, Cory Wild, Craig McAllister, Curtis London, Damien Manning, Dan Ellis, Dan MacLeod, Daniel Cloutier, Darrell Duguay, Dave Joyce, Dean Jacques, Debbie Van Den Brink, Denis Picard, Denis Satvaldiev, Denis Thibault, Emilien Savoie, Eric Cote, Fayssal Mouiha, Frédérick Mclaughlin, Greg Hynes, James Lacombe, James Maillet, James Potvin, Jamie McKenna, Jeff Lemire, Jeff Swanson, Jeff Wiseman, Jeremy Oenema, John Alexander, John Lycoyrentzos, John Saleh, John Williams, Jordan Hopper, Jordanis Loucaides, Jose Toro, Joshua Ireton, Justin Barbosa, Justin McCarthy, Keith Kieley, Kevin Golshenas Rad, Kevin Richard , Kevin Savoy, Kevin Steele, Kruvil Patel, Lily Marrello, Marc Cormier, Matt Gilmore, Michael Cakebread, Michael Persaud, Micheil Belmore, Michel Audet, Mike Blackmore, Mike Wenz, Mital Patel, Nathan Ball, Nathan Murray, Nick Campbell, Oleg Babitch, Oleksandr Mokhov, Paul Machan, Peter Gibson, Philip Osment, Philippe Lambert, Phillip Duong, Phillip Meahan, Raf Zelek, Ramanan Panchalingam, Richard Harrison, Richard Lavoie, Richard Omar-Ali, Richard Shipley, Rob Trivilino, Rock Berube, Samuel Richard, Seamus Murphy, Shawn Jackson, Sokhan Liev, Stephen O'Hara, Steve Lupson, Ted Feeney, Terry Wright, Tim Hallett, Timothy Leslie, Tod Hellier, Todd Carter, Tony Best , Tony Ramelli, Trevor Hulberg, Troy Duguay, William Clarke

TEAM SPONSOR - Firoozeh Khalily

To support our customers at the height of COVID-19, our Field Technicians were provided with specialty PPE enabling them to enter any non quarantined site/home to help service customers. This would not have been possible without the support of a group of regional technicians coming together within Ontario and the Atlantic regions. To date, 3,012 Essential Servicer referrals have been made for Essential Service Technicians (EST) support. Regional IMT PPE Field Management primes worked endlessly week over week to plan, coordinate, secure & review site inventory to ensure both EST and Regular Technician work force had the necessary PPE to work safely in the field. Kudos to the Regional EST Technicians & Regional IMT PPE Field Management Primes for your efforts!

Team Pioneers

BUSINESS EXCELLENCE INNOVATION CONSUMER WIRELESS

Aaron Lander, Alexandre Paquin, Analia Iapichino, Andrew Sermez, Arshia Zaki, Ben Wang, Cindi Yuen, Corey Jarvo, Donavan Beth, Eugene Smagin, Fabien Laffa, Hailie Choi, Jérémy Jaune, Joey Ma, Julia Di Renzo, Julian Isadas, Khardiata-Caroline Sano, Kimberly McIntosh, Lisa Hsieh, Lisa Kalogiros, Madina Moukas, Maitram Dang, Marko Pawlowsky, Marylea Halloran, Melissa Baines, Mélissa Turcotte, Mircea Florescu, Nick Starikov, Pierre-Luc Salvati, Roma Datsiouk, Sarah Taggart, Sheetal Nayar, Sindu Rajan, Tom Lumby, Virginia Liu

TEAM SPONSOR - Nancy Audette

At the end of Q4, the Pioneers team was formed from CBU & Digital to provide insights & design an operating model on how the organization can move to a more efficient way of working & deliver faster time to market using Agile Marketing methodologies. Their goal was to increase Fido Add A Line (AAL) digital mix and Certified Pre-Owned (CPO) devices sales. Within four months, the team launched 54 tests, resulting in 3X increase in digital AAL sales & accounting for 60% of overall new digital activations. On the CPO side, over 50% of Hardware Upgrades (HUP) were coming from CPO sales, compared to 3% the same time last year. In 4 months, the team drove $26M in annual margin improvement between the 2 objectives. Great work team!

Wireless COVID-19 Response

BUSINESS EXCELLENCE TEAMWORK CONSUMER WIRELESS

Aaron Lander, Agostino Cosenza, Alex Nicol, Alex Skillings, Alexander Fung, Amanda Chen, Analia Iapichino, Andre Beadle, Andrea Chahin, Andrew Cuch, Andrew Smith, Andy Kwan, Angela Henostroza, Angela Webber, Ayaz Vankalwala, Ayman Masri, Bryan Lin, Carmen Luo, Caroline LeMay, Chelsea Parker, Cheryl Mitchell, Chris DelGiudice, Chris Salimen, Claude Vézina, Cynthia O'Grady, Cynthia Woo, David Howell, David Trevail, Denis Gushchin , Dennis Kim, Diana Calvano, Elisa Quinn, Emily Rickert, Erin O'Connor, Eryn Ram, Eva Quan, Eva Tsang, Francesco Alfano, Francisco Tsevas, Francois DeLeseleuc, Gian Paolo Andreis, Grant Thibault, Greg McNairn, Hannah Leveque, Harry Casseus, Hassan Sulaiman, Heather Platt, Hellen Mason, Hui Yi Sandy Tse, Jake Brunt, Jayde Woodruff, Jérémy Jaune, Jillian Baldonado, Jordan Payeur, Kari Detzler, Kate Gordon, Kate Shniger, Kate Warnock, Katie Mcfeeters, Kayla Panno, Keenen Moreira-Lima, Keith Wong, Kendall Milne Bancroft, Kim Charles, Koosha Nikouyan, Kyle Pegg, Larry Baziw, Lindsay McKenzie, Lindsey Omelon, Lisa Kalogiros, Mandy Cheung, Marc Trudel, Marcin Zerek, Maria Pazzano, Mario Giguère, Mark Vanderburg, Matt Urban, Melanie Ly, Melissa Baines, Melissa Sabourin, Michelle Rennie, Michelle Richardson, Nancy Chadi, Natalie Heng, Nathalie Cloutier, Neeraj Aggarwal, Nirojan Kana, Pankeet Sheth, Paokou Moua, Peter King, Philicia Cohen, Prabhakar Nutakki, Rachel Brisebois, Rachel Letellier, Rafael Padilha, Rajeevan Krishnathasan, Rami Hayek, Riaz Khalil, Robbie Sherman, Ron Eng, Sabrina Bambara, Sameera Kassam, Sandi McKibbon, Sarah Zupnik, Sasikala Natanam, Savannah Cookson, Sean Azeez, Serena Prosser, Shafiul Fuad, Shahzad Dogar, Shane Crawford, Shani Sherman, Sheldon Kiernan, Sophie Emmens, Stacy Tobin, Stephanie Jackson, Susana Correia Fontes, Suzanne Hood, Sylvia Gaertner, Taylor Stone, Tenyka Snider, Tina Mazza, Todd Scoble, Tori Falle, Vedran Petrusic, Vineet Mathur, Zubair Ahmed

TEAM SPONSOR - Simone Lumsden

When the COVID-19 lockdown began in March, the Wireless team worked together to provide timely actions & information to our customers in order to deliver on our promise to keep Canadians connected. Among many achievements, the Fido team launched CSR Fido with Care platform to support the LGBTQ2S+ community, the Corporate Brand team put together a plan to build our corporate reputation including partnerships with Food Banks Canada & Stay at Home campaign. As well, the Product & Marketing teams delivered a variety of goodwill gestures, including waiving Canadian Long Distance & Roam Like Home/Fido Roam, Late Payment Charges & No Suspension policy in a matter of days. Thank you, Team for your teamwork and collaboration.

Wireless Forward Logistics

CUSTOMER 1ST TEAMWORK FINANCE & STRATEGY

Abena Burrowes, Alpana Dhamelia, Alvaro Gonzalez, Don Dorrance, Geoff Renny, Haleh Lotfi, Haydn Ho, Jackie Zhang, Jean Porter, Jeff Novak, John Vasiliou, Johnson Chan, Joy Okafor, Manolito Yecla, Min Wang, Nagi Sadig, Pamela Dunlop, Roger St. Pierre , Scott Dunn, Shamim Hasan, Sridharan Srinivasan, Tom Spolski, Umakanth Jothi, Vajira Withanawasam

TEAM SPONSOR - Paul Giamberardino

This team successfully moved the entire distribution operations for Wireless devices from one 3rd party logistics provider to another (SCI to CTDI). The team was made up of Supply Chain and IT team members who were able to transition the business with zero interruption to customers at a time when COVID-19 was dramatically changing the way we distribute wireless devices to customers. It was a complex transition that required significant IT integration and a highly orchestrated transition of all the physical inventory. This is a great example of putting the customer first and terrific teamwork to overcome all the challenges we faced during the pandemic. Well done!

Work From Home Project Team

CUSTOMER 1ST PEOPLE CUSTOMER EXPERIENCE

André Gilkes, Drew Salter, Jean-Paul Velasquez, Kevin Wilford Bechard, Mirella Mastroianni, Steve Jaisaree, Steven Wilson, Sukan Varna, Sylvain Bunel

TEAM SPONSOR - Eric Agius

This group of individuals went above and beyond for this project, ensuring that all deliverables were met according to the requirements and needs of a call center employee. Through daily war rooms, project meetings, and road shows, these folks were dedicated to ensuring the employee experience was the best possible before any agent worked from home. Their attention to detail exemplified by these individuals is a great example to this company. Thanks to the success of this team, we now have a work from home program that will span across the country.

Wireless Technical Support Team Managers of York Mills

HERO PEOPLE CONNECTED HOME

Bryan Wine, Jack Piskiewicz, John Cowdery, Lakshmi Raman, Mark Karabulut, Merle Peteza, Steve Grossett, Varun Jacob, Vivi Ferreira, Warren Lu

TEAM SPONSOR - Tracy Markwood

This team of caring managers have dealt with several sensitive incidences involving an employee struggling with a mental health crisis. Time and time again, they took these incidents very seriously, acted discreetly, coordinated with each other and the employee's family, including the paramedics and always made sure to follow-up. Without their quick thinking and support for each other and the employees, these outcomes could have been very different. These team members are not only great leaders but most importantly, caring human beings.

“The best is yet to come.”

Ted Rogers

Ted Rogers Awards

MARCH 25, 2021