



Creating a Great Place to Work for All

The Truth Behind Rewards & Recognition

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Our Mission



Our Spread



We worked with over 10,000 organisations in 2019
in over 90 countries

Our Clients

FLIGHT CENTRE
TRAVEL GROUP™

CISCO

Adobe

Lindt
MASTER CHOCOLATIER
SINCE 1845

Hilton

workday.

AMGEN®

MARS
uk

BRITVIC
soft drinks

PayPal

salesforce

stryker

Red Hat

EY

Building a better
working world

TotallyMoney

DANONE
ONE PLANET. ONE HEALTH

intuit
quickbooks.

KANTAR WJRLDPANEL

GAP

eventbrite

Marshall
Motor Holdings plc

THE BEST RUN

SAP

TEENAGE
CANCER
TRUST

HomeServe®

Reward
Gateway

indeed

Deloitte.

RCI FINANCIAL
SERVICES

AVANTIA

Admiral

The
Exeter

VW

officeangels
RECRUITMENT CONSULTANTS

OXFORD
PharmaGenesis™
The HealthScience Communicators

MCCARTHY
PROPERTY & PLANNING

TREASURY
WINE ESTATES

Our Approach

INSIGHT



ACTION



RECOGNITION



Recognising Great Workplaces



Impact on Attraction and Wellbeing

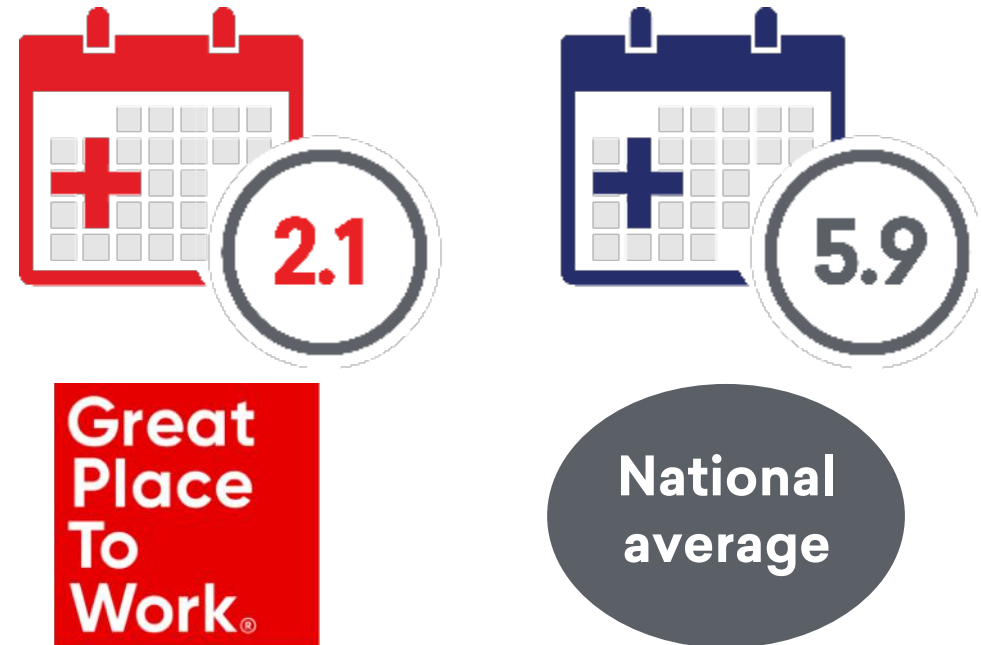
40%

More Applications Per Job Opening Than Their Peers



> 2x

Lower Levels of Absenteeism



Financial Performance of Great Workplaces

2019 Stock Performance of FORTUNE 100 Best

- FORTUNE 100 Best
- Russell 3000
- Russell 1000

Source: FTSE Russell



*Important to note that this is correlation not causation

Reward & Recognition

- Linking to key HR Metrics
(Attraction, Employee
Engagement and Retention)



What Attracts Candidates?

	Baby boomers	Generation X	Millennials
1	Salary and financial rewards	Salary and financial rewards	Salary and financial rewards
2	Location/easy to commute	Job security	Job security
3	Job security	Location/easy to commute	Flexible working

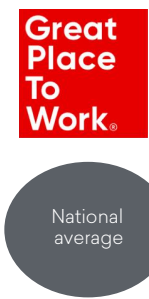
Source: Great Place to Work
(Boomer = over 55, X = 35-54, Y= under 34).

Reward at Best Workplaces

People here are paid fairly for the work they do.

I feel I receive a fair share of the profits made by this organisation.

SMALL	MEDIUM	LARGE	SUPER LARGE
86%	77%	65%	60%
58%	54%	59%	50%



SMALL	MEDIUM	LARGE	SUPER LARGE
78%	68%	57%	54%
40%	40%	41%	28%



Employees at Best Workplaces are significantly more positive regarding their pay than employees in an average UK workplace. It does matter but only in parallel with other programmes of work.



Source: Great Place to Work – Best Workplaces data (2019) and Population Survey (2018)

Employee Engagement and Retention

While pay is a top priority for choosing a job, it is not a top predictor of employee engagement or retention...

...once a basic survival need is met, then respect and credibility, camaraderie, recognition, empowerment, and ultimately, self-fulfillment become important predictors of success



More to Reward than Pay

An employee can earn the same amount of money with you as with your competitors....

...but when it comes to belonging to a strong, enjoyable team; earning respect; and having opportunities for career growth and personal development, employers aren't all created equal when rewarding colleagues



Reward, Recognition & Engagement

Employee recognition is an effective element that boosts employee engagement.

In Best Workplaces, all employees, regardless of position, tenure, etc. have the chance to receive distinctive acknowledgement in the workplace.



Drivers of Engagement	
1	Teamwork
2	Values & Ethics
3	Empowerment & Accountability
4	Recognition
5	Communication & Involvement
6	Work Environment & Processes
7	Trust
8	Strategy & Direction
9	Talent Management
10	Career & Development
11	Innovation & Continuous Improvement
12	Diversity
13	Reward
14	Line Management
15	Corporate Social Responsibility
16	Job Security

Source: Great Place to Work – Best Workplaces Data (2019)

Reward, Recognition & Retention

Drivers of intention to stay

- 1 Teamwork
- 2 Values & Ethics
- 3 **Recognition**
- 4 Career & Development
- 5 Empowerment & Accountability



According to CIPD, the top reason for employees leaving a company is lack of recognition. Our data confirms the importance of recognition programmes and practices for retaining talent.

Source: Great Place to Work – Best Workplaces Data (2019)

Reward and Recognition

People here are paid fairly for the work they do.

I feel I receive a fair share of the profits made by this organisation.

We have special and unique benefits here.



Management shows a sincere interest in me as a person, not just an employee.

Management shows appreciation for good work and extra effort.

Everyone has an opportunity to get special recognition.



Recognition at Best Workplaces

Management shows a sincere interest in me as a person, not just an employee

Management shows appreciation for good work and extra effort

Everyone has an opportunity to get special recognition

Great Place To Work®

National average

SMALL	MEDIUM	LARGE	SUPER LARGE
91%	85%	78%	73%
54%	49%	52%	39%

SMALL	MEDIUM	LARGE	SUPER LARGE
92%	86%	80%	75%
53%	50%	56%	44%

SMALL	MEDIUM	LARGE	SUPER LARGE
90%	81%	76%	70%
50%	48%	53%	43%



Employees at Best Workplaces are significantly more positive regarding recognition than employees in an average UK workplace
Recognition can be given in a variety of ways



Reward at Great Workplaces



When employees at Pets at Home complete steps of their training, they are rewarded with an 'Earn As You Learn' pay increase. This helps to encourage employees to develop their knowledge and skills in a more specialist way.



Employees that have made extraordinary contributions to the organisation and have helped in the delivery of the business' ambitions are eligible to receive an 'Extraordinary Achievement Bonus' which constitutes a 2% base pay increase.

Reward at Great Workplaces



L&Q have an ideas and innovation scheme where employees can submit ideas and suggestions via the intranet or email. Awards for successful ideas range from £10 to £500 depending on originality and includes an 'Award for the Best Innovation or Idea' at the annual staff conference.

VOLKSWAGEN FINANCIAL SERVICES
THE KEY TO MOBILITY

Onsite health benefits like dedicated Occupational Health and Wellness (OHW) professionals to support employees through illness and recovery. The team also facilitate a wide range of services from flu jabs to cancer screenings, and hold seasonal health awareness days.

Reward at Great Workplaces



Sellick Partnership have appointed a Rewards & Recognition Committee, made up of employees from all levels and areas of the business, to gather honest, constructive feedback on how employees are rewarded across the business.



When an employee has completed five years at Propellernet they become eligible for a four-week paid sabbatical (in addition to their holiday entitlement).

Reward at Great Workplaces



During the interview process, Baird explain the firm's compensation philosophy, which rewards hard work, but also teamwork. Candidates who react negatively to this or who demand "top cash" guarantees demonstrate that they are not a good fit.



In the run up to Christmas, Charlton Morris has a number of presents, one for each day, that anyone can win. Everyone in the business is capable of getting send outs, so it creates a really exciting atmosphere in the office in what can be a quiet time.

Recognition at Great Workplaces



Hilton's annual recognition calendar features 365 no- and low-cost, easy-to-implement ideas to thank Team Members. The calendar includes reminders and tips for enterprise-wide, brand, and department recognition programmes, appreciation best practices, and important location or department-specific recognition dates.



To ensure there is a mix of local and corporate recognition, Britvic PLC have developed a 'Weekly Well Done' template for all of their digital screens that allows teams to send in what's made them proud that week.

Recognition at Great Workplaces



*Charlie
Bigham's*

Managers have a budget to thank colleagues who have gone the extra mile with a small gift. We want this to be meaningful and personalised, and so each new starter is asked to complete a 'My Favourite Things' document to highlight preferences e.g. Milk Tray chocolates to Roses, books to flowers or any specific interests.

Everyone that joins Bigham's Limited is issued their own passport to record their personal journey at Bigham's. There is space to record training and development as they progress within the team, personal thank yous received, nominations for their recognition programme and work anniversaries.

Recognition at Great Workplaces



Nintex created a 'manager recognition toolkit', providing best practices to deliver prompt, specific and sincere recognition. Believing that one size does not fit all, they ask managers to get to know their teams and select recognition methods that resonate with them.



Each team is empowered to introduce their own recognition scheme. An example is the 'Wall of Awesomeness' where individuals are able to recognise peers for the contributions they make. Every team member is also able to give up to 3 gifts a year to one of their peers in order to show their appreciation of their colleagues.

Recognition at Great Workplaces



Employees who create innovations that deliver real benefits to their customers, employees, and shareholders receive a statue, recognition on the Innovation Wall of Fame, dinner with the executive team, and an all-expenses paid trip for two. Winners are also granted either half of their time for six months or full-time for three months to work on a project of their own creation.



bdht has a 'Compliments Corridor' where customer compliments and peer-to-peer compliments are framed and displayed in a corridor in the main office. These are also announced and presented on a bi-monthly basis.

■ Creating a GPTW at GPTW UK

- Continuous listening & Quarterly Collaboration Days
- Empowered People Team
- Took inspiration from the Best Workplaces
- Turned external costs into internal costs
- Revisited Rewards and invested heavily in L&D to make it a key feature of Rewards strategy
- Enhanced Recognition – Values awards, e-cards, Shining Star, Outstanding Achievement, Monthly thank yous highlighting client feedback, 1-1 thank yous

Results

- 7% Voluntary Turnover rate
- 15% increase in our own Trust Index Score
- 8 internal promotions
- Increased profitability by over 10%
- Increased sales by 11%
- Significant reduction in recruitment costs
- Sickness days reduced to less than two days average

Financial rewards are important but...

We must think in terms of total rewards and not just financial rewards

Develop employee experience resources that are directed toward:

- Recognition
- Work environment
- Work-life balance
- The nature of the job and quality of the work
- Learning and Development opportunities

LISTEN TO YOUR COLLEAGUES