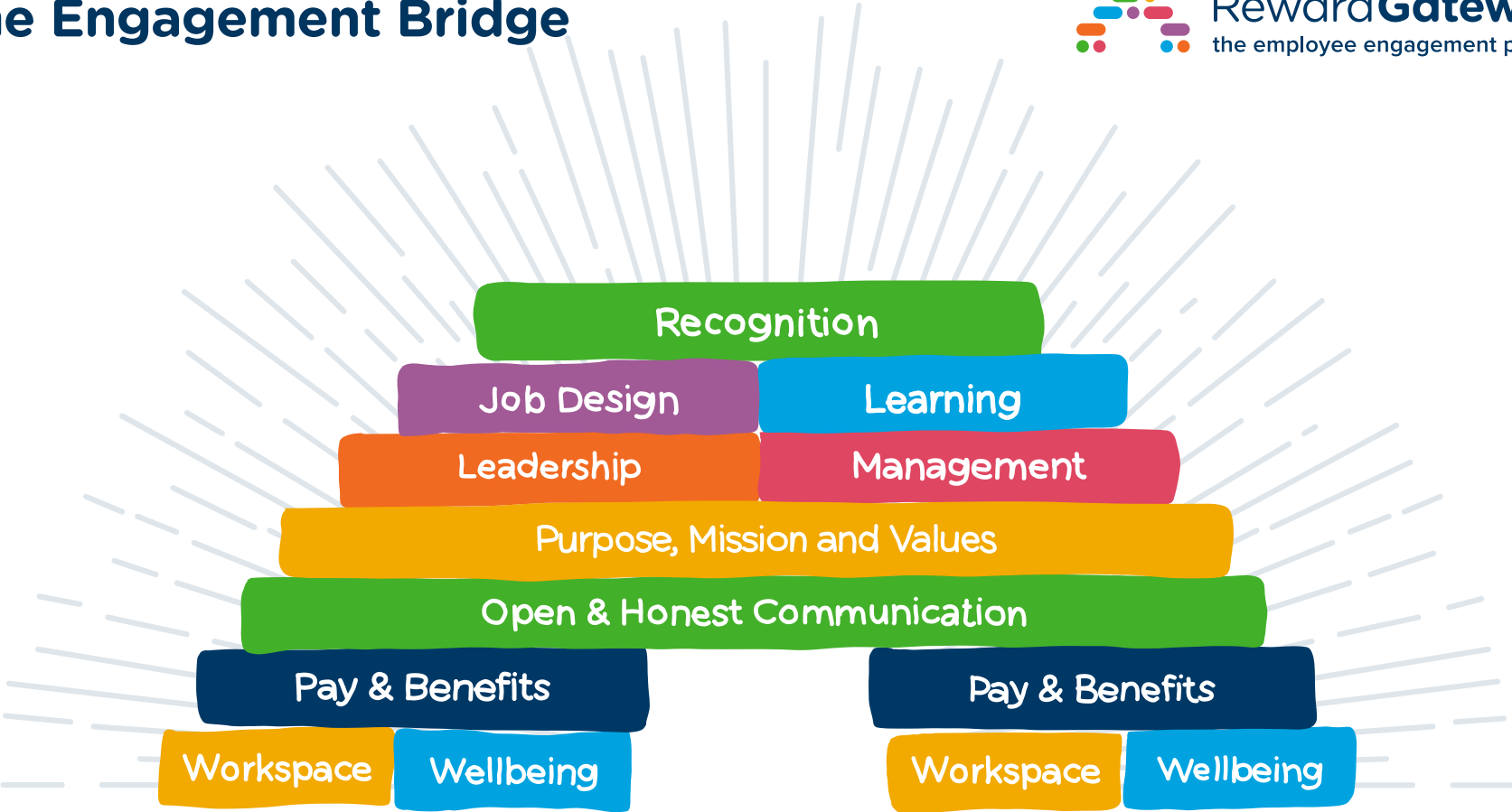




How HomeServe built a future proof EVP ready for the new world of work



The Engagement Bridge





A large Home Assistance organisation and in the UK and we have offices in Walsall, Nottingham and Preston, along with a remote workforce spread across the country.

HomeServe's workforce (around 2,500) consists of...



ENGINEERS / HOME EXPERTS

Our 'man in a van', going in to People's homes and on to their properties to fix or replace something which isn't working



CONTACT CENTRES

The People on the phones and online processing claims, deploying engineers, selling and renewing policies



SUPPORT FUNCTIONS

Marketing, Finance, IT, Compliance & Risk and the People Team, supporting the front line area's of the business



ROSHINE BULPITT

Head of Engagement & Talent Development
With HomeServe for just over 3 years

OUR CULTURE

The customer is at the heart of everything we do

Community • Pride • Leadership • Supportive • Inclusive • Development • Caring

OUR PEOPLE PROMISES

Dare to Care

Own it

Always Improve

Do The Right Thing

Win Together, Trust Each Other



COMMUNICATION

Communication is key, don't assume by saying something once, everyone has listened....

OUR CHANNELS

Yammer
PeopleServe
Big Red Couch
Manager Network

Leader Messages
Warm and Dry
Welcome Home



Salary Finance



Your new financial wellbeing benefit

DEAL OF THE WEEK


Save 13% in-store with an Instant Reloadable Card >



Wickes
Let's do it right

PeopleServe blog [Write a new post](#)

One Plan
Your Share in HomeServe's Future



One Plan - ENHANCEMENTS
by Maria Davies - 1 week ago
67 <>

EAP - What does the...
by Maria Davies - ...
1 <> 29 <>

Savvy Saver Competition
by Maria Davies - ...
52 <>

Daily Deals - day 4 - 3rd Dec
by Maria Davies - ...
70 <>


[See all posts >](#)

Cycle to Work



PeopleServe Recognition

You can nominate for a Shining Star award or you can claim your awards from here




The Wellbeing Centre



Benefits

You have some fantastic benefits just for working at HomeServe.

Check them out here >>



Ecards & Shooting Stars



SmartTech



Get the latest tech for less >>


Discounts

You can save up to £1000 year on the 900+ exciting retailer we have on the site.

Have a look and never pay full price again >>



Need help?



Contact the fantastic Helpdesk 24/7 >>

CONNECTION

Make it relevant

The 'so what'
Clarity and consistency

Make use of all of our channels
online / traditional / verbal

- ✓ Stakeholder networks
- ✓ Everyone is accounted for
- ✓ Make it fun - when we can



RECOGNITION

Recognition is BIG for HomeServe
- part of our culture and DNA

12,000 more eCards
sent over 2020 than in 2019

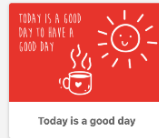
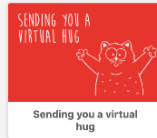
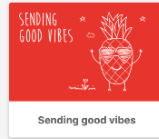
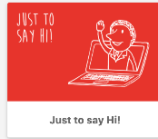
Introduced COVID specific eCards
called iso-greetings

Opened a specific nomination window
for COVID Shining Stars





Choose your moment

[eCards](#)[Say Thank You](#)[Iso-Greetings](#)[Valentine eCards](#)[Say TH](#)

WELL BEING

Dedicated Well Being and Occupational Health Team

Annual Calendar of Well Being initiatives and events
e.g Know Your Numbers, Mental Health Awareness Week

Trained Mental Health First Aiders
throughout the business

Staying Connected

Support and Sign Posting

EAP / Well Being Hub





What are you looking for?



Alerts



Account



Basket



Favourites



Support



Discounts

Saving you money everyday

Wellbeing Centre

Your wellbeing matters

Say Thank You

Total Savings

£1,191.16

Approved cashback

£0.00

Pending cashback

£5.02

Welcome to the Wellbeing Centre

Providing education, support and tools to help you live a healthier and happier life, because your wellbeing matters!



Quick Health Fact

Active people are up to 50% less likely to get colon cancer and up to 30% less likely to get breast cancer, compared to people who are inactive.

Move

Get active



Explore more >

Munch

Eat your way to a healthier you



Explore more >

Money

Financial wellbeing



Explore more >

Mind

Mastering your mental health



Explore more >

TRAIN YOUR BODY & MIND

Dance

by Amanda Robinson

Strengthen, sculpt and sweat in this full body, cardio-based class. Find the beat and have fun!

Body Relaxation Exercise

by Natasha Kerry

Just like any other habits, training your mind to calm down when we are ready to sleep requires practice. In this session,

BENEFITS

Comprehensive package, continually evolving
Pension, Life Assurance, Income Protection,
Share Scheme, Cycle to Work, Free Policy

SmartTech

Financial Wellbeing





Discounts

Saving money everyday

Wellbeing Centre

Your wellbeing matters

Say Thank You

Total Savings

£1,191.16

Approved cashback

£0.00

Pending cashback

£5.02

Edit page

Welcome to all of your Benefits

You are entitled to the following benefits as part of the HomeServe team



Employee Assistance Programme



Confidential helpline and online support

Need some support?

Your Pension



With Legal & General

To view the L&G Portal

One Plan



Become a HomeServe member

Join now

Employee Policies



Apply for a free employee policy

Find out more

Boiler Offer



Save up to £600 on a new boiler

Save now

PayCare



Reclaim money on everyday healthcare

Health Cashplan

Cycle to Work



Fancy a healthier commute?

Pedal to it!

SmartTech



Have the latest tech and pay through your salary

Spread the cost

Need more information?

If you would like to hear more or have any questions about these benefits please contact us at peopleserve@homeserve.com



COMMUNITY

Customer First

Sole purpose is to help those in need in our customer community

NHS Initiative in 1st lockdown

Anyone who worked for the NHS or in social care could call HomeServe with a plumbing or heating emergency and we went and fixed it for free. They did not need a policy or membership, they did not have to opt-in. Over 3700 jobs were completed for the NHS.

- ✓ Payroll giving
- ✓ Volunteering days
- ✓ Virtual Job Club with Business in the Community

 **Foundation**



Four final future proofing tips . . .

**Take a step back and
re-evaluate**

**Leverage technology
to do more
with less**

**Focus on the areas
that will make the
biggest difference**

Measure, test, repeat

The image features a central text message, "Let's make the world a better place to work", set against a background of a sunburst pattern. The sunburst is composed of numerous thin, radiating lines in various colors, including black, blue, orange, green, and purple, creating a dynamic and energetic feel. The text is written in a bold, dark blue, sans-serif font and is slightly tilted to the right. The overall composition is clean and modern, with a white background.

**Let's make the
world a better
place to work**