



RewardGateway
the employee engagement people

The Little Book of Engagement Success

Communications / Recognition / Surveys / Perks

The image features a central text message, "Let's make the world a better place to work", written in a bold, dark blue, sans-serif font. The text is arranged in three lines and is slightly curved to follow the circular shape of the graphic. Surrounding the text is a dense, radial pattern of lines that emanate from a central point, creating a sunburst or starburst effect. Most of these lines are dark blue, but there are several lines in various colors including orange, yellow, green, light blue, pink, and purple, which are scattered throughout the pattern. The entire graphic is set against a plain white background.

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

When your people are engaged in their work, your organization will thrive

“We are on a mission to make the world a better place to work.”

We do this by helping HR to better connect their organizations to their people. Let's partner to promote what's important to your business and by doing so, make a real difference to your bottom line. One of the hardest and most important steps to the employee experience is to really engage your people and ensure that they love their jobs.

When your people love what they do, your organization will thrive. This is because:

1. Engaged employees make better decisions, because they understand more
2. Engaged employees are more productive, because they like or love what they are doing
3. Engaged employees innovate more, because they want their organizations to succeed

When people have the right communication, recognition and engagement tools they need to succeed in their careers, the results are astounding.

So, let's embark on an engagement journey together...

71% of executives

rate employee engagement as very important to achieving organizational success*

Only 24% of the same executives

said their employees were highly engaged*

**Harvard Business Review - The Impact of Employee Engagement on Performance, 2013.*



Imagine... an HR platform your employees can't wait to use

Better yet, imagine an HR platform so good that your employees can't stop talking about it.

How do we make this a reality? By ensuring a beautiful user experience.

That's why we built SmartHub® - the online platform designed to deliver beautiful content from you to your people, whatever their preferred device.

What is SmartHub®?

SmartHub® is our employee engagement platform that gives you full control, allowing you to build a program with the right components for your unique employee engagement goals.

Whether you would like a recognition hub, a communications Hub or an all-purpose engagement and culture hub - SmartHub® lets you assemble a beautiful platform quickly and easily, featuring the things that are important to you.

Whatever your current HR initiatives are, we specialize in helping you communicate what is important to your people through the following platforms:



Recognition hub



Employee Communications hub



Employee Engagement hub

We'll work with you to build a tailored solution that is just right for your people — your branding and your content, with our ongoing support.

We're delighted to share with you how some of our current clients are utilizing an employee engagement platform to connect with their people, no matter where in the world their employees are.

We hope this book may inspire you to start your engagement journey with us.

Five things HR love about their engagement hubs

1

Power all your engagement tools with a consistent central message aligned with your business

2

Unify your workforce, creating a sense of community with one platform

3

Increase the visibility of company messages with one unified hub to showcase what's important to your business

4

Gain a real understanding of your return on investment with real time reporting

5

Ease of use for your employees with one central place for all company news and updates

Engagement hub

Perks, reward and recognition and communications, in one centralized place

The major pitfall of different engagement tools in different places, is that employees get frustrated with too many passwords, too many places to go and not enough time to figure out what is where.

With SmartHub®, you can power all of your employee perks, employee recognition and employee communications through a single tailored platform — one password, one location.

Our user friendly interface gives you total control over what your people see, how they see it and when they view it. It will help you tie all of your existing engagement tools together with one central message.

Updating what you communicate about your perks, employee recognition and any other type of company news should be easy. With your personalized and easy to use hub you can edit everything in real time, in one go.

It's that simple.

Your complete engagement hub can be one centralized place for your Employee Value Proposition. An all-in-one platform for everything that makes your business a great place to work. Integrate your values, internal perks, leadership team updates, people news, e-learning, e-onboarding and more.

Need a way to track the employee engagement with your company? SmartHub® includes a real time management information system that provides detailed statistics in real time.

HomeServe

Company Info:

Industry: Insurance

Number of employees: 2,000

Online: ●●●●●●●●●●

Offline: ○○○○○○○○○○○○

Male: 👤👤👤👤👤👤👤👤👤👤

Female: 👤👤👤👤👤👤👤👤👤👤

Average age: 36 years

RG launch date: December 2014

Program remit: Engagement hub, including recognition tools such as award-nominating capabilities and eCards

Homeserve use their engagement platform to rebuild company culture and company morale

HomeServe had always prided themselves on employee engagement, but an investigation in 2011 led to several reorganizations that had a negative impact on their people. While customer satisfaction was high, employee engagement scores had fallen to 56% - a record low for the business. So HomeServe set out for a strategy to show employees that they were valued in their, and recognized for their contributions.





Image credit:
www.tamworthinformed.co.uk

The company worked alongside Reward Gateway to develop the new perks strategy whereby all their employee perks would be housed in one, easily accessible employee hub named PeopleServe.

The program was accessible for field workers as well as office staff with emphasis on smartphone accessibility and segmented communications. By the end of the first month, 67% of people had registered for the new initiative, and current engagement is close to 90%, with more than half of the field-based staff taking part. Homeserve is now listed as “one to watch” on the Best Companies survey, with a rising employee engagement score of 78%.

A sweet engagement experience for Krispy Kreme

Ensuring messages were reaching employees was challenging at Krispy Kreme, with employees at 21 locations, working various hours. They turned to Reward Gateway to achieve one centralized place for reward and recognition, communications and shopping perks, aligned to their unique culture and company values.

The KK Mixer has given Krispy Kreme a competitive edge in recruitment, along with an enhanced Employee Value Proposition.



73%

Employees registered on the KK Mixer



142

Nominations to the Bowtie awards



11.7%

Increase in engagement results

Employee Recognition Hub

Recognizing employees who have lived your values

Recognition given for high performance is the most impactful employee engagement driver amongst organizations today*.

Organizations that give regular thanks to their employees far outperform those that don't. We'll work with you to tailor and adapt a reward and recognition platform that is just right for your people and the culture and values you are working to cultivate in your organization.

Instant management recognition

Instant awards - Empower your managers to recognize and reward the efforts of their team. You'll have full control with this integrated self-service product, while creating a positive working culture that makes your employees feel valued. Plus, you have the option of your own tailored printable certificates - perfect for team celebrations or offline workforces.

Peer to peer recognition

Customized eCards - Saying thanks goes a long way in letting someone know you value their work. We'll design eCards for you, recreating your company values. Employees simply log in, select an eCard, personalize it and send. Simple!

Award-nominating capabilities - It's nice to be recognized for hard work, right? Our purpose built nomination forms allow employees the chance to acknowledge the success of their fellow colleagues and nominate anyone for their outstanding work.

Recognition of service

Whether it's for a long service award or anything else, just send us a list of who you'd like to reward and watch your employees smile when they receive a company branded, personalized email, congratulating them on their achievement.

When your people are rewarded for their hard work, they will be inspired to do great things for your business. Come on the engagement journey with us and let us take the complexity out of your reward strategy for you.

**Harvard Business Review - The Impact of Employee Engagement on Performance, 2013.*

Five things HR love about our employee recognition hubs

1

No more administration heavy award processes — let the system do all of the work for you

2

Keep your finger on the pulse with real-time end to end reporting

3

Choice of award redemption for employees — no messy points systems, no catches or tricks

4

Built from the ground up allowing you to tailor the award criteria to reflect your culture and values

5

Enables your managers to positively reinforce employee behavior — easily and immediately



Company Info:

Industry: Construction & Engineering

Number of employees: 7,100

Online: ●●●●●●●●●●

Offline: ●●●●●●●●○

Male: ●●●●●●●●●●

Female: ●●●●●●●●●●

Average age: 35 years

RG launch date: November 2012
launched with SmartHub® in May 2015

Program remit: Engagement hub,
including instant awards, award-
nominating capabilities and eCards



[Home](#) [Our Behaviours](#) [Our Values](#) [Recognition Toolkit](#) [Above & Beyond Awards](#) [Instant Awards](#) [More](#)

Thales Recognition Portal

Thales Recognition Portal

At Thales we want people to feel appreciated when they go above and beyond in supporting our business to be successful. In our recent People Survey you told us we needed to recognise each other more. The Recognition Portal will help leaders and employees say thank you with eCards, Certificates, Above & Beyond Awards and Instant Awards.

"THANK YOU!"

Send an eCard to a colleague to thank them for helping you out »

Why thanking our teams and colleagues is important to us

Find out more and get tips and tools on how to recognise locally.

[Learn more](#)

OUR VALUES

- CUSTOMER TRUST
- ONE TEAM, ONE THALES
- DEVELOPING OUR PEOPLE
- ACCOUNTABLE AND COMMITTED TO EXCELLENCE
- AGILE AND INNOVATIVE

[Click here to learn more »](#)

Instant Awards

Our Gold, Silver & Bronze Awards have been developed to instantly thank colleagues who have demonstrated our leadership behaviours while going the extra mile in their roles.

Budget holders are able to provide a **Gold Award (£50)**, a **Silver Award (£25)** or a **Bronze Award (£10)** to colleagues in Thales UK when they meet the set criteria. Those awarded can instantly redeem their award online and spend it with a retailer of their choice!

Find out more about Instant Awards by clicking here.

OUR BEHAVIOURS

- SHAPE SOLUTIONS OUT OF COMPLEXITY
- BE AMBITIOUS AND ACCOUNTABLE
- PERFORM THROUGH COOPERATION
- INFLUENCING KEY STAKEHOLDERS
- ENGAGE AND DEVELOP TEAMS
- MANAGE SELF

[Click here to learn more »](#)

Received an award? Congratulations!

[Click here to redeem your voucher »](#)

Know someone or a team who has gone above & beyond at Thales UK?

[Nominate them for a Quarterly Award »](#)

A pure recognition hub for Thales

Reward Gateway already hosted Thales discounts platform with 84% engagement. After surveying their people, Thales received feedback that the culture of recognition needed vast improvement.

So, they launched the very first recognition only platform, showcasing how to really move the needle in terms of a thank you and recognition culture.



1.5k

New registrations
after SmartHub®



200

Nominations made



1,099

eCards sent



Company Info:

Industry: Banking

Number of employees: 1,200

Online: ●●●●●●●●●●

Offline: ○○○○○○○○○○○○

Male: 👤👤👤👤👤👤👤👤👤👤

Female: 👩👩👩👩👩👩👩👩👩👩

Average age: 35 years

RG launch date: January 2013

Program remit: Engagement hub, including instant awards, award-nominating capabilities and eCards



Discounts CUA Reward & Recognition

CUA Reward & Recognition

Search retailers...

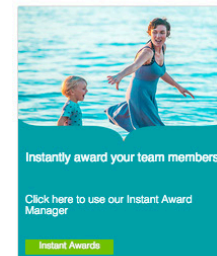
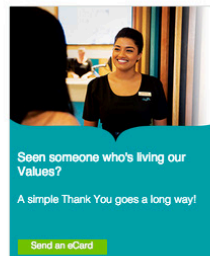


Welcome to CUA Reward and Recognition

It's about Rewarding and Recognising our people who do great things!

CUA's reward and recognition program acknowledges individuals, teams and the organisation for achieving great things in line with our values and our performance goals.

Through our Reward and Recognition program our leaders are empowered to recognise and reward their teams, and employees can recognise and thank their colleagues in a meaningful way.



Our Values



CARE



CREATE



CONTRIBUTE

A recognition platform for CUA

After twelve months of success with a perks only hub, CUA embarked on a second stage engagement journey, focusing on a culture and values relaunch.

CUA are a recognized Best Employer and maintaining this status is top priority. An integral part of this is a successful recognition hub with instant management and peer to peer recognition. The proof is in the results!



1k

eCards sent



81%

Employees engaged
with SmartHub[®]



2k

Nominations made

Communications Hub

The right communications, at the right time, for the right people

Imagine a business with no outdated company newsletters. A place where your communications can be updated in real time, in line with your employer brand and objectives.

With SmartHub®, your communications are built on a platform where your people are updated instantly.

We reviewed employee communications usage by our 2.5 million users and found that employees want access in their down time, not in their leisure time. And because of this, smartphone access is absolutely key. With SmartHub®, we'll help you build a single platform that your people love so much. It's the place that they visit on the commute to work on their phone and on their tablet at home.

SmartHub® assists you to:

Communicate company news and announcements

Create articles in a blog like format. Communicate leadership team updates, values, job roles, upcoming events, new sales - whatever is important to your people.

Communicate with your people in a beautiful way

Host video content, imagery and text that reflects your company's brand palette and language.

Communicate to the right people, at the right time

Target employee groups and present information that is important just to them. Show your new starters a video message from the CEO while your sales team sees where they're at with their quarterly targets.

Plus, you can preset communications to go live whenever it is right for your business.

And the best part is that it looks just as beautiful on a smartphone or tablet as it does on a desktop.

Morning (6am-9am) 47% of visits are on smartphone or tablet*

Work (9am-6pm) 68% of visits are on desktop*

Evening (6pm-9pm) 55% of visits are on a smartphone or tablet*

**User experience statistics from Reward Gateway's current client base - 1,300 programs, over 3 million employees. Correct as of February 2017.*

Five things HR love about our communications hubs

1

Simple and easy to edit in real-time — no more relying on IT to make changes for you

2

Communicate company news and announcements in real time

3

Schedule news stories to go live in advance

4

Built with user experience in mind - beautiful on every device and easily accessible from anywhere

5

Target news at specific employee groups for increased relevance

Company Info:

Industry: Retail

Number of employees: 1,000

Online:

Offline: ● ● ● ● ● ● ● ● ● ○

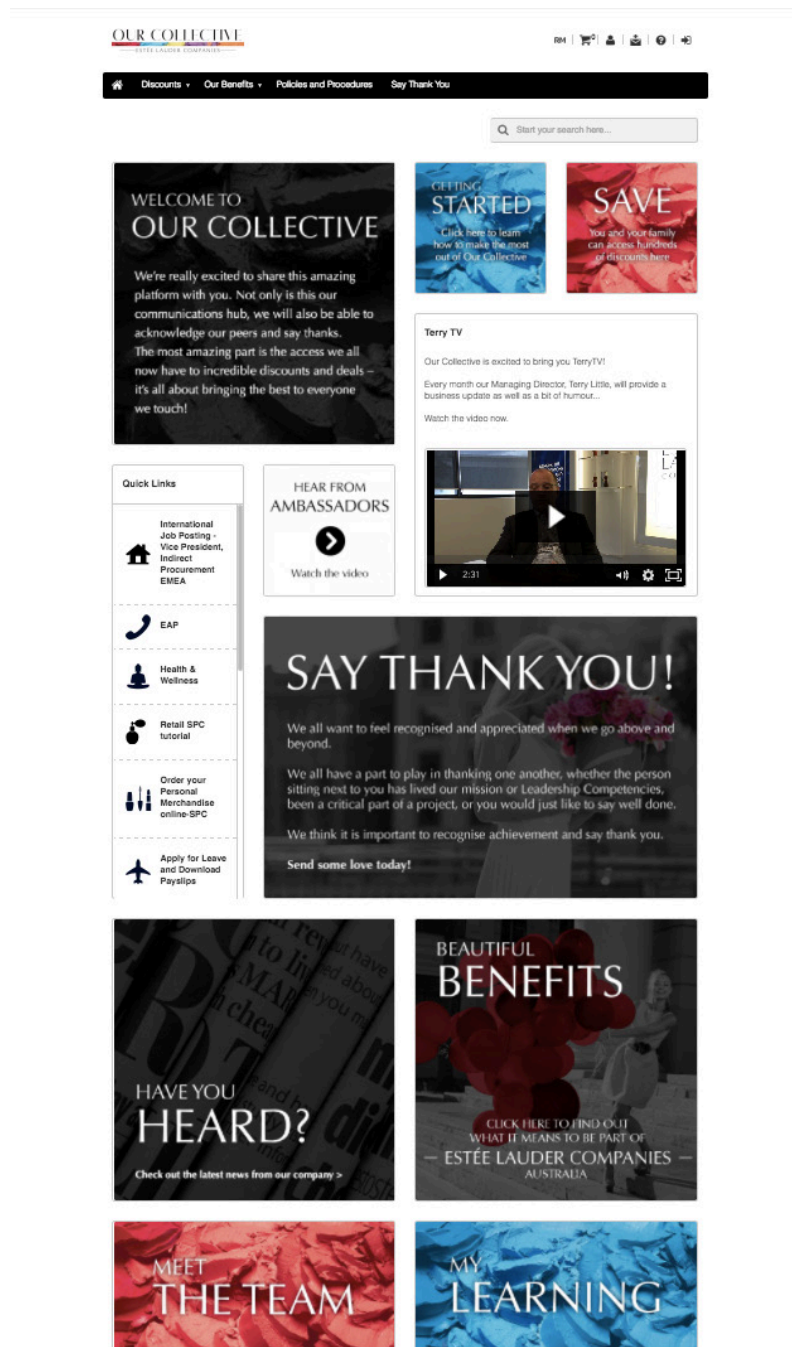
Male: 

Female:

Average age: 32 years

RG launch date: July 2016

Program remit: Engagement hub with employee communications and eCards



Connecting employees with Estée Lauder

In their 2015, employee engagement survey Estée Lauder employees asked for a solution that could enhance their pay and perks, allow them to reward and recognize a colleague and assist them to communicate better with Estée Lauder employees across all brands.

So Estée Lauder launched Our Collective, one centralized tool for all the elements that make Estée Lauder an amazing place to work.



88%

Employees viewed “Meet the Team” pages



65%

Employees engaged with SmartHub® on launch day



85%

Employees view Our Collective on their smartphone

Consult

Building you your perfect Hub

Our consultants are dedicated to understanding your engagement goals. Whether you are looking to build your Employee Value Proposition, your brand, reinforce your values, create a culture of thanks, enhance your perks or increase your connection with your people, we want to listen to you. We will put together a team of engagement experts to deliver

your HR needs. As a united team, we'll build you a bullet proof, tailored engagement platform that will blow your people out of the water.



"We are passionate about consulting with you to understand your business and tailor a solution to your key engagement challenges".

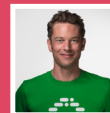
Manjuri Layne
Director of Sales

Implement

Before we even begin work on your SmartHub®, we'll get to know your people

It's the job of our Implementation Specialists to craft a program that is unique to your workforce. They will make sure that your hub is completely on brand and aligns to your engagement objectives. We also obsess about every detail of your employees' experience with your SmartHub®. The last step for our Implementation Specialists is to make sure

your SmartHub® is fully functional on all devices. Whether on a smartphone, tablet or desktop, we need to ensure the user experience is fantastic with every visit.



"We are here to work with you to understand your people, your engagement objectives and your company's culture and brand. We want to make your life easier, so as soon as we've got all of that down pat, we'll do the rest of the work for you!"

Philip Mawson
Head of Implementation

Engage

Our Client Success Managers are communication heroes

Your Client Success Manager is responsible for understanding what success looks like to you and then delivering a strategic, long term employee communications plan to deliver your goals. We know very well that one blanket message simply doesn't work for entire workforces so your Client Success Manager will identify the perfect messaging for your different employee

groups. Your Client Success Manager will become part of your business - they'll become an advocate of your culture and help implement your communications plan.



"I love the challenge of working with my clients to figure out how to communicate with all of their different employee groups, even the ones that are hard to reach. The best part is when HR receive their management information on their program through their SmartHub® and call our team with excitement about their growing engagement statistics".

Michael Reitsema
Director of Client Success

Support

Information and help at your fingertips, 24 hours a day, 7 days a week, 365 days a year

From our Consultants, to Implementation Specialists and Engagement Managers, you will be assisted throughout your entire engagement journey with us. Each step of the way you can trust that you will be working with experts in their fields. The support doesn't stop there either. Behind the scenes you have - **a Dedicated Client Support team 24/5 at your HR team's disposal.**

24/7 Employee Helpdesk, instant live chat support, for your peoples queries.

Whatever it takes to service your people and your business, we will ensure it happens at any time of day, anywhere.



"Our global client support team are trained to make the lives of HR Managers easier. We've trained and developed a team of support specialists that can take the administration off HR's hands and produce beautiful, functional pages and programs with fast turnarounds"

Ana Yordanova
Head of Support, Plovdiv



About Us

Find out who we are

Founded in 2006 by entrepreneur Glenn Elliott, our technology is used by more than 1,700 clients including American Express, Unilever, Samsung, IBM and

McDonald's to engage their employees. Reward Gateway powers employee communications, employee recognition and employee

perks through a single employer-branded hub, known as SmartHub®. Available in 196 countries, SmartHub® allows organizations to choose how



they communicate with their employees to attract, engage and retain. We have offices in London, Birmingham, Sydney, Melbourne, Boston, Plovdiv and Skopje.

We are proud to have serviced over 3.5 million employees from 1,700 employers over a diverse range of industries.

**Why our clients
love us, in their
own words**



Sally Park

Head of People
Krispy Kreme

“

Reward Gateway are our proactive partner in pushing the boundaries in employee engagement. They provide dedicated expertise and support that has been instrumental in transitioning our HR communications to a branded culture driven platform that our employees love engaging with.

”



Olivia Parrish

Group Head of HR
Haines Watts

“

I feel incredibly supported by Reward Gateway and really enjoy working with my team there. When something isn't as successful as we had hoped, they listen to my feedback and quickly come up with new solutions. They're tireless in making sure the product works for my business as an individual rather than a one-size-fits-all solution. We have a really positive relationship and, for me, that sets the Reward Gateway team apart from other providers.

”





Andy Pope

Associate Director
Performance & Reward
People, Performance and
Culture
KPMG

“

Reward Gateway is our partner in engagement, integrating our perks and recognition solutions with our other people initiatives. Their solution allows us to reach our people at an individual level, making them feel valued for their contribution to KPMG.

Reward Gateway provide us with the elements essential for success, including real-time analytics, an easily customisable platform and fantastic customer service.

”



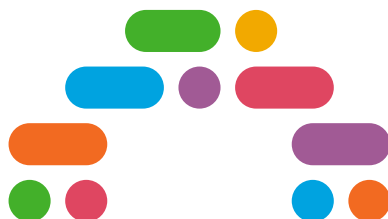
**We're so excited to embark on an
engagement journey with you!**

Get in touch with us today!

781-454-8076

engage-us@rewardgateway.com

www.rewardgateway.com/contact



RewardGateway
the employee engagement people

Written by **Fiona Wright** and **Kylie Green**
Design by **Leonie Williamson**

Photography by our lovely friend **Chris Parkes**
and various other sources as cited throughout

*(c) copyright Reward Gateway (UK) Ltd. All rights
reserved and respected.*

www.rewardgateway.com