



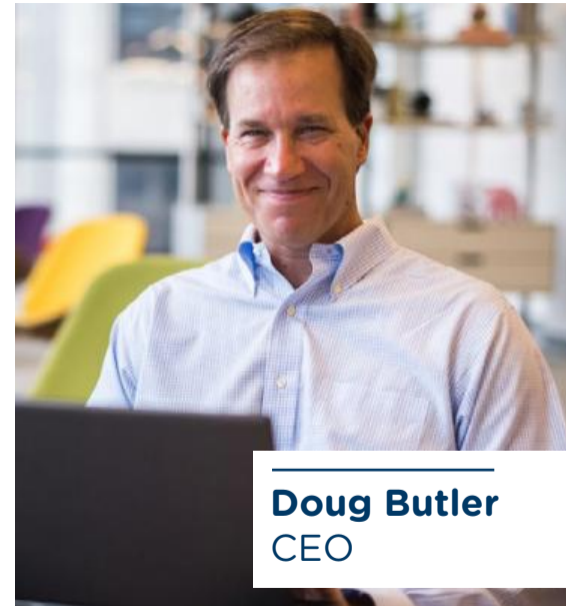
RewardGateway  
the employee engagement people

# Our Culture Book

# Our Culture Book

**At Reward Gateway, we have a grand mission of making the world a better place to work.**

For us, this mission starts inside our own business and is reflected in our culture and in the people we've brought together to achieve it. In pursuit of our mission, we hire a diverse group of talented and passionate people to build innovative products for HR, and we focus on maintaining a company culture which celebrates individuality, initiative, ownership and collaboration.



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**Doug Butler**  
CEO

# And what's a culture book?

At Reward Gateway – better known to us as “RG” – we’re very proud of our culture. We like to share it with others, and it’s something that’s constantly reviewed internally.

The Culture Book shares who we are at RG, and is kept close at hand by everyone in the business. It reminds the current team, and informs prospective employees and clients, of **who we are, what we do, how we do it** and **why we do it**.

Our founder, Glenn, has said the Culture Book is probably the most valuable document we produce.

Our culture reflects the collective input of every single employee who has ever worked at RG, and it’s their individual energy, commitment, passion and time which have shaped us into who we are today.



**Glenn Elliott**  
Our Founder



# Our Mission



Let's make the  
world a better  
place to work

Our mission is to **“make the world a better place to work”** and everyone at RG strives towards this objective each day.

Regardless of your role at RG, when you work here, you're working for something bigger. Everything we do is designed to build a bridge between our clients and their employees, and to promote employee engagement across their business.



**Employee engagement is important, because when employees are engaged, they build better, stronger and more resilient organizations. Here are three key things we believe about engaged employees:**

**1** Engaged employees understand and believe in the direction the organization is going – its **purpose, mission and objectives** – and feel part of a vision bigger than themselves.



**2** Engaged employees understand how their role **affects and contributes** to the organization's purpose, mission and objectives.



**3** Engaged employees genuinely **want the organization to succeed**, and feel shared success with the organization.



**And we believe that it's those engaged employees who are key to making the world a better place to work.**

# What we do



RG partners with thousands of clients across the globe, to help them align, motivate and engage their employees with market-leading products and world-class service.

We, and our clients, are all doing our part to **make the world a better place to work.**



Our clients use individually branded and tailored HR solutions which are designed to increase employee engagement, including an **employee engagement platform** which keeps communications at the core to magnify engagement tools such as employee recognition, discounts, and surveys.

These solutions strengthen each client's unique engagement journey and are designed to motivate, align and engage people to create radically different relationships and improve connections between employees and their employers.



# The Engagement Bridge™



**We've been on a big journey ourselves.** Since 2006, we've partnered with thousands of clients to help them achieve engagement success. Along the way, we've learned a lot about what works and what doesn't, and we've applied those learnings to our own people and initiatives.

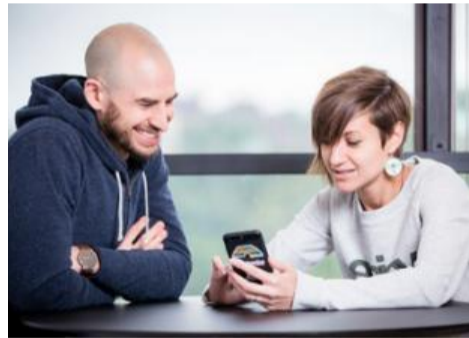
Building our own culture alongside guiding our clients all those years led to the development of a framework for effective employee engagement which we call the **Engagement Bridge™**. This framework is made up of 10 elements which you can see to the left.





You can see a brief explanation of the Bridge™ by our Founder, Glenn, at [rg.co/engagementbridge](https://rg.co/engagementbridge)

How an organization applies the elements of the Bridge™ is unique to them and their workforce, but the output of those collective actions have a big impact on their culture.



As such, our Culture Book is written to reflect the elements of the Bridge™ as we see them here at RG, starting with the two foundational elements – **Open & Honest Communication** and **Purpose, Mission and Values.**

# Our Open & Honest Communication



Open and honest communication is not an RG value, but we see it as something much bigger. Just as it supports key elements of the Engagement Bridge™, this core principle establishes trust across the business. Employees can expect leadership to be transparent with the what, how and why of decision making, and leadership trusts colleagues to give them open and honest feedback.



Even our office design supports our philosophy of being open and honest. You won't find looming corridors to the closed off offices of Senior Managers, nor need to fear secret meetings happening in hidden board rooms. We're as open and honest with our people as quickly as we can be, and we don't purposely hide anything.

**Making everything at RG as visible as possible keeps our Leadership Team accountable and our communication truly open and honest.**



Visit **boom!**  
today for your  
Product  
Success  
News update!

We promote open and honest communication by using our own version of the same employee engagement technology we provide to clients.

**boom!**  
For RG People

Known internally as boom!, everyone from top to bottom has access to our employee engagement platform, which hosts internal blogs and videos to help deliver major announcements, company updates, wellbeing initiatives, new starter and leaver information, and, well, anything else we need to talk about.



The headlines from our news are also beamed across internal screens in our global offices to ensure everyone gets the same information at the same time, and many of our employees start their days by scrolling through our company news on their cell phones to read up on what's happening across the business.

And it goes far beyond a one-way conversation. We encourage our people to freely comment on blog posts and often hold live Q&As to give everyone a voice after major announcements.

# Our Values





# Love your job

**RG People are passionate, committed and they inspire colleagues and clients every day. They love what they do.**

Their career and their work lives are incredibly important to them and they take it seriously.

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**Carla Sutherland**  
HR Business Partner

“

I truly love my job and enjoy coming to work every day. Like the saying goes - ‘Do what you love, love what you do.’”



# Be human

**RG People understand that every colleague, client, partner and supplier is another human being with their own hopes, fears, likes and dislikes.**

They understand that everyone has a career and personal life to juggle. They empathize and understand what each person needs to be happy and successful. They connect on a deeply human level, building resilient, balanced, long-term relationships.

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**Will Elliott**  
Experience Manager

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**My favorite time of day in the office is my second coffee, traditionally around 3 p.m., when energy levels start to ebb. I take this opportunity to take a little walk around the office and ask people how their day is going. Some empathy and understanding is always rewarding for both parties and it's important to check that everyone in the office is in tip-top shape. ”**



**RG People stand up and take ownership of things.**

When a volunteer is needed they all step forward. They have levels of responsibility far in excess of others. They operate in a company with few rules and minimal processes, which requires constant use and refinement of their own good judgement.

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**Tom Conran**  
UK Client Success  
Team Manager

**“ ‘Own It’ is a great value because it both encourages and celebrates a sense of empowerment, which helps people feel more involved and influential. ”**





**RG People work hard because they love what they do and get a real buzz from delivering to high standards.**

They live on the edge of their comfort zone, working with a strong sense of urgency and purpose. They're busy and under pressure but are rarely stressed because they're in control and have chosen a fast-paced ride. They thrive on challenge.

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**Asen Varsanov**  
Information Security  
Consultant

**“ I’m inspired by how hard everyone works at RG, and when you’re in an environment where people are already achieving great things every day, you can’t help but get caught up in that and achieve great things yourself. ”**



**RG People want tomorrow to be better than today. They want to build a better future through everything they do.**

They question everything, challenge norms, raise bars and restlessly innovate. They see opportunities years ahead of others. They understand that survival means that the only constant is change. RG People set the agenda. They lead our industry.



**Kire Trajkovski**  
Developer

“

**RG is a great place to ‘Push the Boundaries’ and I love finding opportunities and initiatives which help the organization grow and make the day to day easier for everyone. The more opportunities you find, the more you can improve your own skills, expand your responsibilities and build the career you want. ”**



# Delight your customers

**RG People don't want happy, they want delighted. Everything they do is to make customers love them and love us.**

They want our customers to recommend us without hesitation and to take us from company to company in complete confidence. RG People make the remarkable seem straightforward. They allow clients to expect exceptional and get it.



**Alana Kiner**  
Client Success  
Manager

**“ Delight your Customers’ is the value I work towards every day, and I think the most satisfying days I have at work are when I spend them strategizing with my clients and giving them valuable insight to bring back to their business. ”**



**RG People understand they are part of something bigger, that our strength comes from being united.**

They understand that our success demands more than individual excellence in personal roles. It requires working together across departmental, geographical and cultural boundaries, to achieve something greater than what they can achieve alone.



**Chloe Deiulis**  
Head of  
Content Strategy

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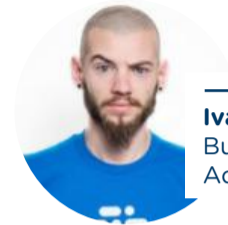
**I love that the ‘Think Global’ value helps us think about how our work impacts others who aren’t in the same city, team or role as you. It shapes so many decisions that I make during my day. ”**



**RG People are sharp, insightful and speak their mind.**

They discuss, debate, share views, listen and develop their position. They are confident but never bullish. Their passion for the best outcome means that they don't always agree but they respect diversity, differences and decisions made after debate. They give feedback freely and take feedback gracefully.

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**Ivaylo Enchev**  
Business System  
Administrator

“

**By being honest about problems, you shine a light on small details that need to be fixed. Honest people speak the truth, and that open and honest communication helps us achieve great things together.**”

# Our Culture Team



**To ensure everyone at RG can live and breathe our values, we've got a dedicated team of volunteers across the globe who work to preserve our culture, on top of their daily roles.**

Together, these passionate individuals make up our Culture Team and their mission is to make RG a great place to work. Well, we like to think RG already is a great place to work, and this team helps to make it even better!



As visible, approachable representatives in our offices, the Culture Team tries to gauge how people are feeling every day, and share advice and suggestions to continually evolve and nurture RG Culture. Protecting our culture means constantly dreaming up new ways to live our values - you'll see our culture come to life through global and local events like office volunteer days, potluck lunches and even hosting the occasional yoga class in the office.

**If you've got an idea for our Culture Team, some feedback, or maybe you'd like to see if there's an opening to join them, you can reach out using: [culture@rewardgateway.com](mailto:culture@rewardgateway.com), go to their page on boom! or join the #culture-team channel on Slack.**







# Our Leadership & Management

Far from a motley crew, our Leadership Team are the protectors of the RG kingdom, with a keen understanding for what makes RG special and a great place to work, and an eye for what makes a business successful.



Everyone on the team has a unique skill set and brings specific expertise and experience to the business. With shared global responsibility, they're responsible for leading our growth while preserving and constantly improving our culture. But they can't do it alone, and welcome thoughts and ideas from all employees on how to make RG not just a great place to work, but an amazing one.



You'll no doubt see and hear from them often during your RG career. If you haven't already, send them a Slack message, say "hi" and get to know them.

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**You can find out more about the Leadership Team and get to know them a little better by visiting [rg.co/leadership](https://rg.co/leadership)**

# Our Job Design & Learning



**For employees to be successful, jobs should be designed to allow for growth and autonomy.**

We don't want RGeners to be held to a boring list of daily tasks and responsibilities, so we design our jobs to inspire your passion, not contain it. Everyone's job should give them opportunities to improve their professional skills and abilities while increasing their influence and contribution to the business. All of this is made possible in an environment which encourages people to go outside of their job scope and to find their own ways to bring success to the company and to their own individual career.

**And in the spirit of being open, honest and fair, learning and development should be equally as open.**

RGers have access to a variety of opportunities and resources to cater to different learning needs and styles – including workshops, instructor-led learning, online courses, app subscriptions and free books. This is not an exhaustive list either, and if anyone at RG finds a way to improve themselves in line with their career aspirations, we'll find a way to facilitate it.

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As you're growing your career at RG, we also want you to build your knowledge of how we operate at RG, and understand our product set, too. The more you know, the more you can push the boundaries and delight our customers. You can always find up-to-date product details and more background within our Success Portal, which is open to the public. Within the Success Portal, you can also explore RG University (for internal use only) to brush up on induction, RG-specific processes and other useful courses.

**Visit the Success Portal and RG University through [rg.co/success](https://rg.co/success)**

# Our Glassdoor Reviews



**We feel one way we can measure the success of our job design and learning is through Glassdoor.com, and we encourage everyone at RG to contribute their honest, anonymous reviews to this site. It's a great way for us to get balanced feedback.**



Our Leadership Team take the time to read each review carefully and, since 2016, have made a commitment to reply to each review personally and quickly. It's another way to maintain a two-way conversation with our people and to stay open and honest by letting them know their feedback is valued.

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**You can see all of our [Glassdoor reviews](https://www.glassdoor.com/overview/rg) and [Leadership Team responses](https://www.glassdoor.com/overview/rg) by visiting [rg.co/glassdoor](https://www.glassdoor.com/overview/rg)**

# Our Recognition



**We're big believers in making sure everyone at RG feels respected, appreciated and valued for the work they do.**

Our recognition, much like everything at RG, is a constant evolution. We use our own innovative products to recognize across the company, and test out new ideas and products on our own RGeers to see what resonates best.

# MORE!

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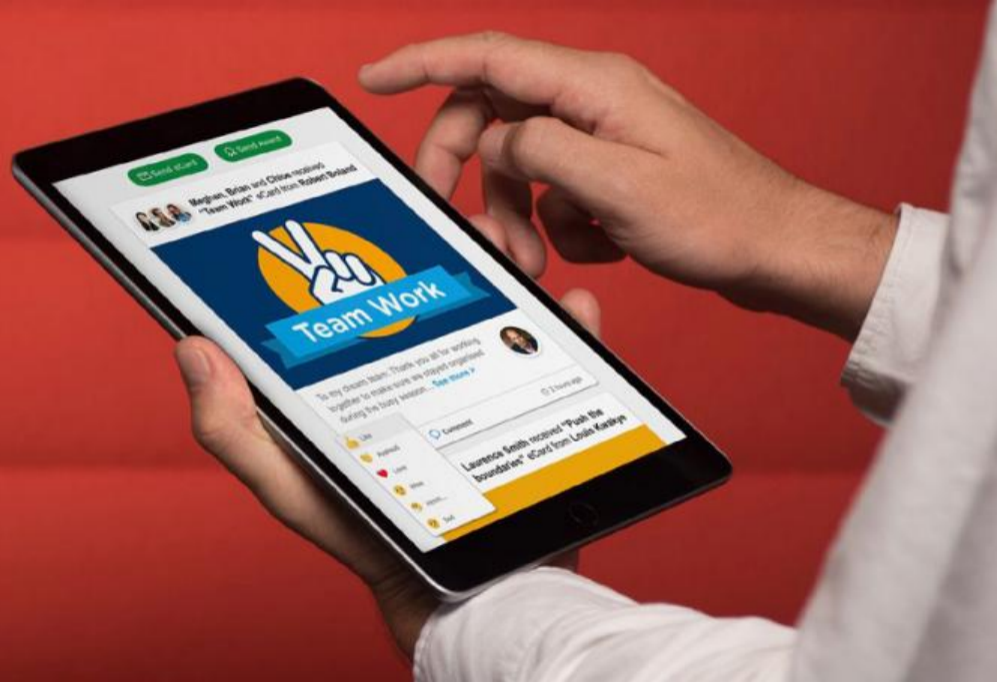
We group our recognition initiatives under one name, MORE! – which stands for Moments of Recognition Everyday! – and everyone across the company can use it to recognize each other’s achievements in a variety of ways.



All of our recognition initiatives are centered around our company values – from peer-to-peer recognition to manager-led and leadership-driven rewards – MORE! is core to who we are, and how we roll up our sleeves to help make our world a better place to work.

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## More on MORE!

To keep our recognition global and visible, we use eCards to send digital “High Fives” all over the company, since high-fiving someone in different offices or countries can be pretty challenging! We’ve designed our core set of eCards to reflect our values, but we like to vary the selection depending on what’s going on in the business and to keep things current.

From top to bottom, side to side, any RGer can send a personalized eCard to a colleague to say welcome to the company, great job living our values, get well soon, and, well, a big thank you for anything which needs shouting about! Plus, eCards get delivered to our “Wow Wall” where everyone else in the company can react to them with a Like, a Love or some other emoji, and comment on it as well!

# A few messages of thanks...

We've sent a huge amount of recognition across every office, and we've chosen a few of our favorites to show you here:



**Receiver**  
Petko Pironkov  
Plovdiv, Bulgaria



**Nominator**  
Yancho Bakalov  
Plovdiv, Bulgaria

“ I wanted to let you know how grateful I am for all your help in the past few months. I am glad that our friendship doesn't stop you from pointing out my mistakes and showing me the best possible solution every time. Keep owning it, brother! ”

“ You never stop wowing me with your passion for recognition and commitment to spreading the word about recognition and employee engagement. Thank you for setting such a high standard and wanting to execute with excellence. Working with people like you, who know and love your job inside out, makes my job a million times better. ”



**Nominator**  
Joy Adan  
Sydney, AUS



**Receiver**  
Kylie Terrell  
Sydney, AUS



**Receiver**  
Blaga Mihaylova  
Plovdiv, BG



**Nominator**  
Charlotte Pak  
Sydney, AUS

“ You are so responsive and able to show initiative and think about the long-term effects of our work, which makes me that more confident in our capabilities at RG! ”

**We love to innovate at RG and nothing excites us more than when someone changes the game.**

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Beyond our peer-to-peer recognition solution, we also have manager- and leadership-led recognition moments, which are personalized and given out when they see someone going above and beyond, driving a big change or succeeding in a high-pressure situation.



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Depending on the level of the reward, Recipients can celebrate with monetary awards at their top retailers, with many of our employees using their rewards to buy something they truly want, which reminds them of their accomplishments! Truly exceptional awards in the past have included craft beer tastings, a night away or an entire spa weekend!

# Our Workspace



Part of making the world a better place to work is making sure your own world is a great place to work. And that's most successful when you're given the right environment to do it in. That's why our global offices have been designed with RG people in mind. They're modern, accessible, and have multiple working modes to match the tasks at hand. **Come and take a look!**

## Our offices A-Z

Having offices across the globe allows us to service our clients and their employees on a 24-hour basis as well as giving RGeners the opportunity to experience different cultures and ways of working.



**London**  
UK



**Boston**  
USA



**Melbourne**  
AUS



**Plovdiv**  
BG



**Rochester**  
USA



**Stratford**  
UK



**Sydney**  
AUS

# RG Pets



Daphne



Scooby



Star



Frankfurter



Fergie Fleming

**And our offices  
wouldn't be the  
same without a  
few of our RG Pets  
roaming around.**  
(At least, when the  
landlords let us!)

# Our Pay & Benefits, & Wellbeing

## Local benefits

Being a global company means we often have to be flexible and work with local laws and practices to provide the best possible offerings. We'll cover some of our global benefits in the following pages. Our benefits are constantly evolving to make sure they fit the needs of RGeners across the world, in every stage of life.

**To see what's specific to where you are,  
take a look at [rg.co/benefits](https://rg.co/benefits)**



# Diversity & Inclusion

Just as we cater to a diverse set of clients, RG understands that each of our employees is an individual with their own skills, hopes, dreams, interests, passions and fears. Careers are built around all of these traits, and our culture allows everyone to be themselves, regardless of gender, race, sexuality or other differences.



Inclusion +  
Opportunity  
=  
Diversity

Our focus on diversity and inclusion has led us to open up benefits like gender-neutral parental leave and a salary advance, and make our job postings more accessible to candidates with visual impairments or disabilities. Catrin Lewis, our Head of Global Engagement and Internal Communications, leads up our diversity and inclusion initiatives and can tell you more.

**To view our latest annual Diversity Report, visit [rg.co/diversity](https://rg.co/diversity)**





# Wellbeing

At RG, we care about our employees whether or not they're at the office. Your days might not have a set start or end point as we believe in flexible working. And to be the best version of yourself, no matter where you are, we want to support your efforts to improve your wellbeing, whatever that means to you.

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Our Wellbeing Allowance is another one of our benefits, which is given annually to RGeners to spend on their mental, physical and financial wellbeing. Employees have the flexibility to decide how they spend it, and all we ask is that you commit to a goal and explain how your wellbeing allowance will help you get there.

# The RG Foundation



**RG**  **FOUNDATION**

Being able to work at RG, with all of the freedoms, benefits and our human-centred nature, you can easily forget that this is a unique environment and many don't have the same luxuries.



That's why our Founder, Glenn, launched the RG Foundation. The Foundation extends from our mission by contributing to initiatives which work to make the world a better, fairer and safer place to work for women, young people and disadvantaged or excluded groups.



**RG**  **FOUNDATION**

The Foundation has already made an impact by addressing equality through supporting ethical clothing manufacturing and building a rural empowerment hub in Kerala, India.

**Find out more about the RG Foundation and what projects it's currently supporting by visiting [rg.co/foundation](https://rg.co/foundation)**

# Our Final Words

We took the most popular words from our Glassdoor reviews.

Here's what people are saying about us:

Talented Atmosphere Succeed Caring Dynamic Breathes  
Flexible Incredible Wellbeing Genuine Fantastic  
Refreshing Relevant Friends Caring Learn  
Proactive Agile Understanding Change  
Approachable Caring Open Values Learn True Balance  
Caring Great benefits Atmosphere Supportive Caring Open  
Innovative Opportunity Talented Amazing  
Global Mission Challenging Leadership Proactive  
Skills Love Honest People Friends Approachable



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

