



# Reward Gateway Solution Overview

Discover proven employee engagement solutions to connect, recognize and support your people





Hi there,

The world of employee engagement and how to manage the employee experience is ever evolving. HR professionals everywhere are facing a whole new set of challenges as they strive to support a growing remote workforce, and make sure employees feel appreciated and motivated in a changing environment, all while struggling to keep budgets tight and do more with less.

Never before has there been so much focus on HR to lead the way as we transition to our new world of work, addressing the challenges and opportunities that our evolving employee experience offers.

The ones that have risen to the challenge are truly the HR Heroes who are front and center, and critical to their business's future. Reward Gateway has been delighted to be helping HR

professionals from businesses of all sizes, in all industries since 2006 navigate their employee engagement journey.

We offer a wide range of solutions to improve the employee experience and boost engagement through our tailored, flexible platform, all driven by real-time engagement analytics that let HR leaders know exactly how their initiatives are performing and see their company culture in action.

This guide will give you an overview of our solutions and how they have solved today's most pressing challenges for clients around the globe. These include:

- **Employee Recognition and Reward** to create a culture of appreciation, maintain morale and celebrate contributions

# Introduction

- **Employee Communications** to connect and inform frontline, on-site and remote employees
- **Employee Surveys** to enable feedback and assess the needs and morale of employees
- **Employee Discounts** to extend your people's pay and save them money on everyday expenses
- **Employee Wellbeing** to help support all pillars of employee wellness

Ready to take a closer look at Reward Gateway solutions? Let's get started.

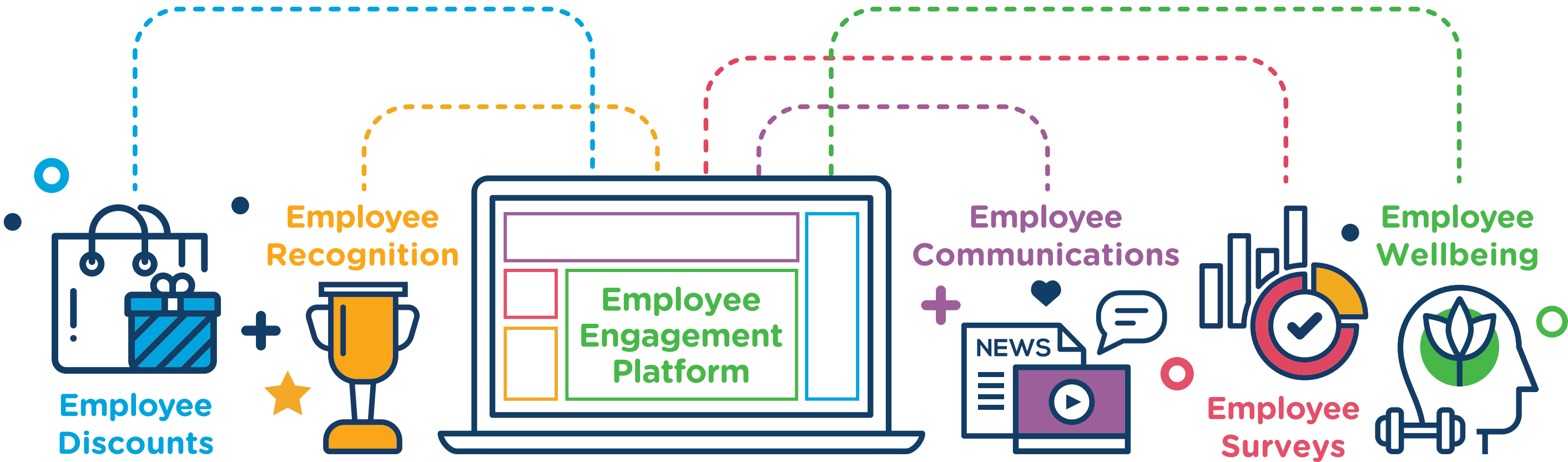
Here's to better engagement,

**Kylie Green**

Global SVP of Consultancy

[kylie.green@rewardgateway.com](mailto:kylie.green@rewardgateway.com)

Working with more than 1,800 clients since 2006, we've gained a deep understanding of how to drive positive cultural change with our tools, techniques and best practices.



# Build a platform that's uniquely yours

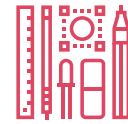
We partner with you to make your platform feel like your organization from top to bottom with your colors, brand and style. Just like no two companies are exactly alike, neither are our platforms.



# Employee Recognition and Rewards

A comprehensive employee recognition and reward program featuring a wide range of redemption options, with no markups or hidden fees

## Our recognition and reward solution includes:



**Tailored eCards**



**Automated recognition and reward**



**Instant award delivery**



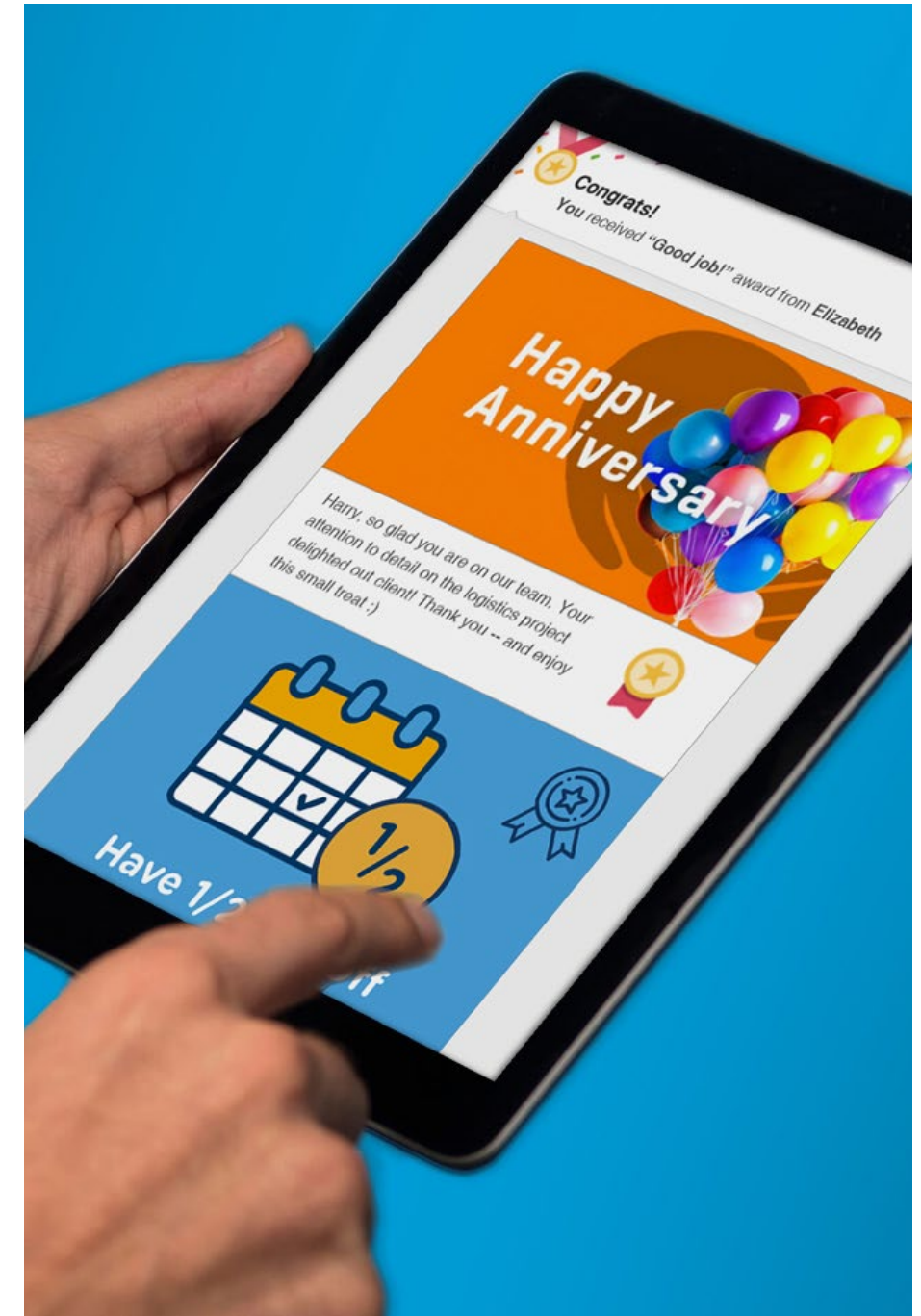
**Peer-to-peer nominations**



**Customized service awards**



**Branded mobile app**





## Redemption options with Reward Gateway include:

### Gift cards

Millions of products, services and experiences to suit every lifestyle

### Charitable Giving

Enable employees to donate their award funds to the charity of their choice

### Catalog Merchandise

Access to thousands of name-brand items or company-branded gifts

### Non-Monetary Awards

Get creative with non-monetary rewards like the front parking spot, a vacation day or lunch with the CEO!



### Industry

Manufacturing



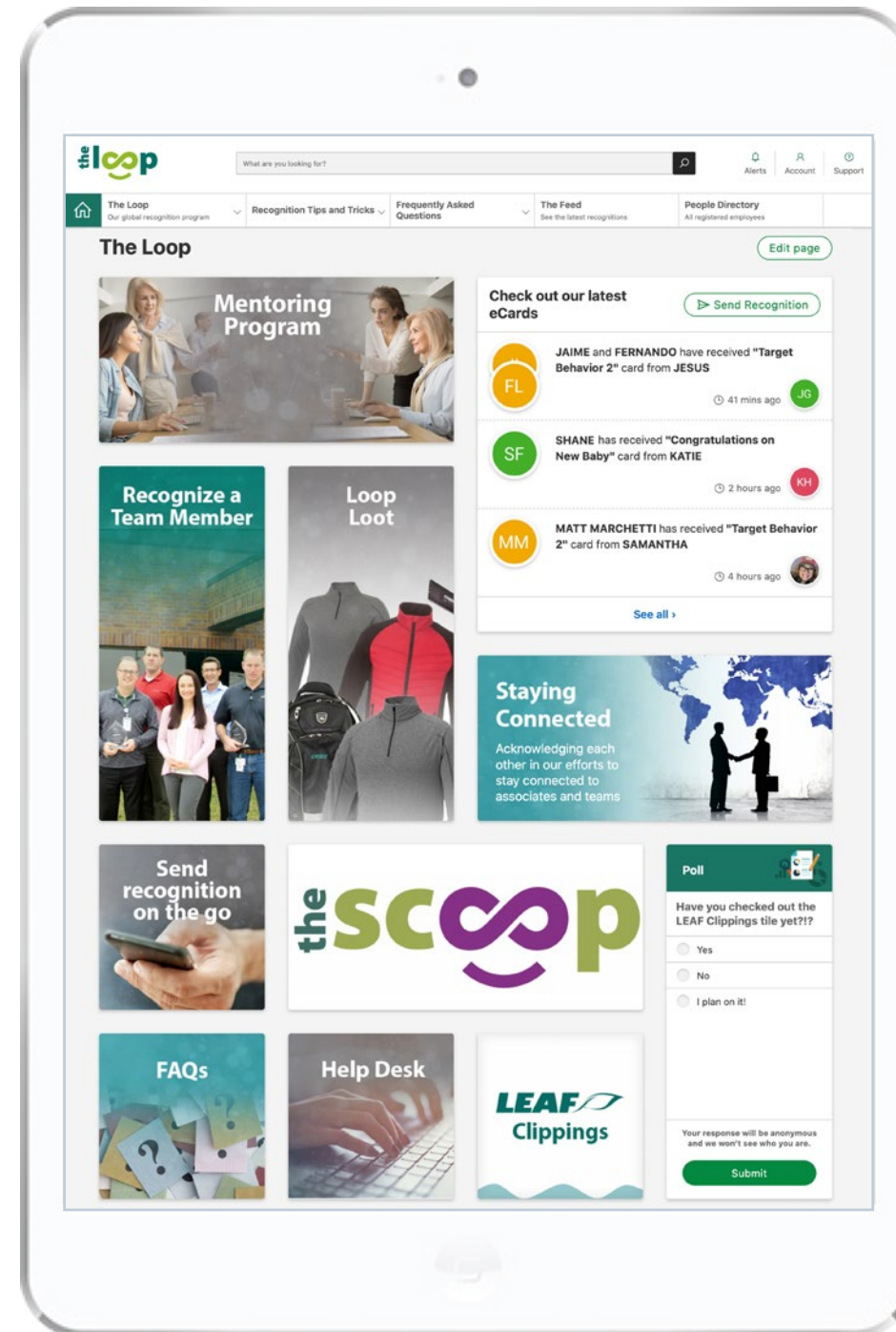
### Number of Employees

2,900+



### Platform features:

Employee recognition,  
employee surveys



**5,477**

eCards sent  
since program  
launch and  
counting

**54%**

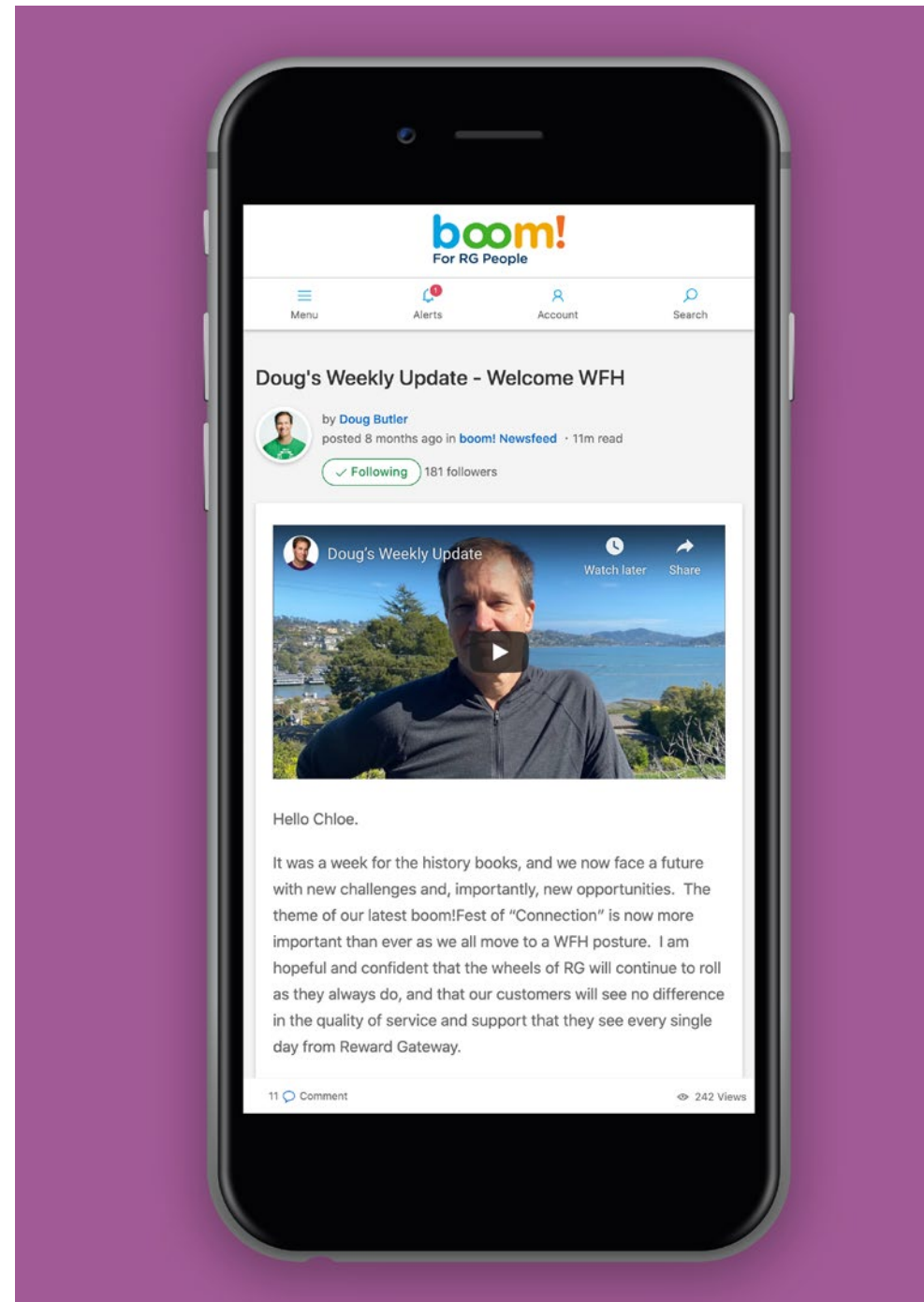
of employees actively  
using the platform  
and increasing

“We now have a really strong peer-to-peer recognition culture. Our people feel empowered to recognize and reward others across departments and everybody – from frontline employees to our leadership team – is bought into it. People not only know that recognition makes others feel good, it’s also helping to improve our business results because our people are more connected, more valued and know that their work is making a difference.”

**Sheri Treu,**  
Director of Organizational Development at ORBIS

# Employee Communications

Keep all employees (including remote and frontline employees) connected and informed



Use our employee communication tools to:

**Deliver**

important company news to staff, wherever they are

**Connect**

employees to your company's mission, purpose and values

**Boost**

awareness of people initiatives

**Showcase**

and centralize what makes your company a great place to work



# c space



## Industry

Marketing and Advertising



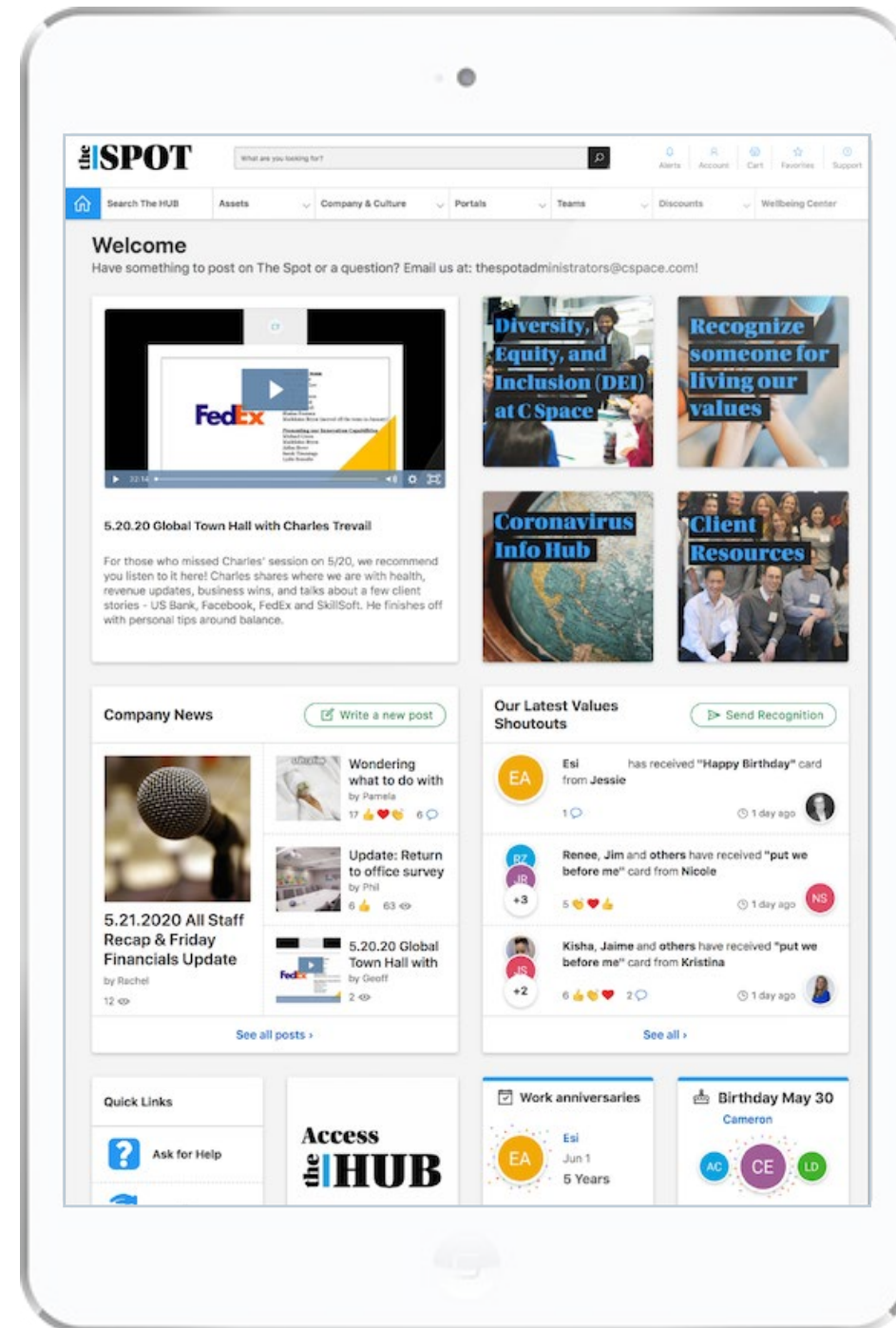
## Number of Employees

350



## Platform features:

Employee recognition, employee communications, employee discounts, employee wellbeing



83%

of employees have either sent or received recognition since the platform launch

204

blog posts, with 10,822 views since launch

“When we first launched The Spot, our main goal was to be more intentional about the culture that we wanted to create. Over the past seven months, we’ve seen a significant cultural shift – our people are recognizing each other more strategically and our communications have brought us closer together in a digital space. Even in times of uncertainty, we’re able to keep our people and our customers at the heart of everything we do to continue moving the business forward.”

**Phil Burgess,**  
Chief People and Operations Officer at C Space

# Our solution includes:



Custom, interactive blogs



Expanded contributor roles and unlimited content pages



Employer-branded app for company news on the go



Tools to schedule and segment content



# Employee Surveys

Capture feedback, assess the needs and morale of employees to drive strategy

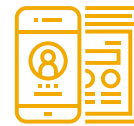
## Our employee survey solution includes:



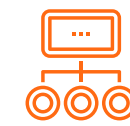
**Employee NPS:**  
A one-question,  
pulse-style survey



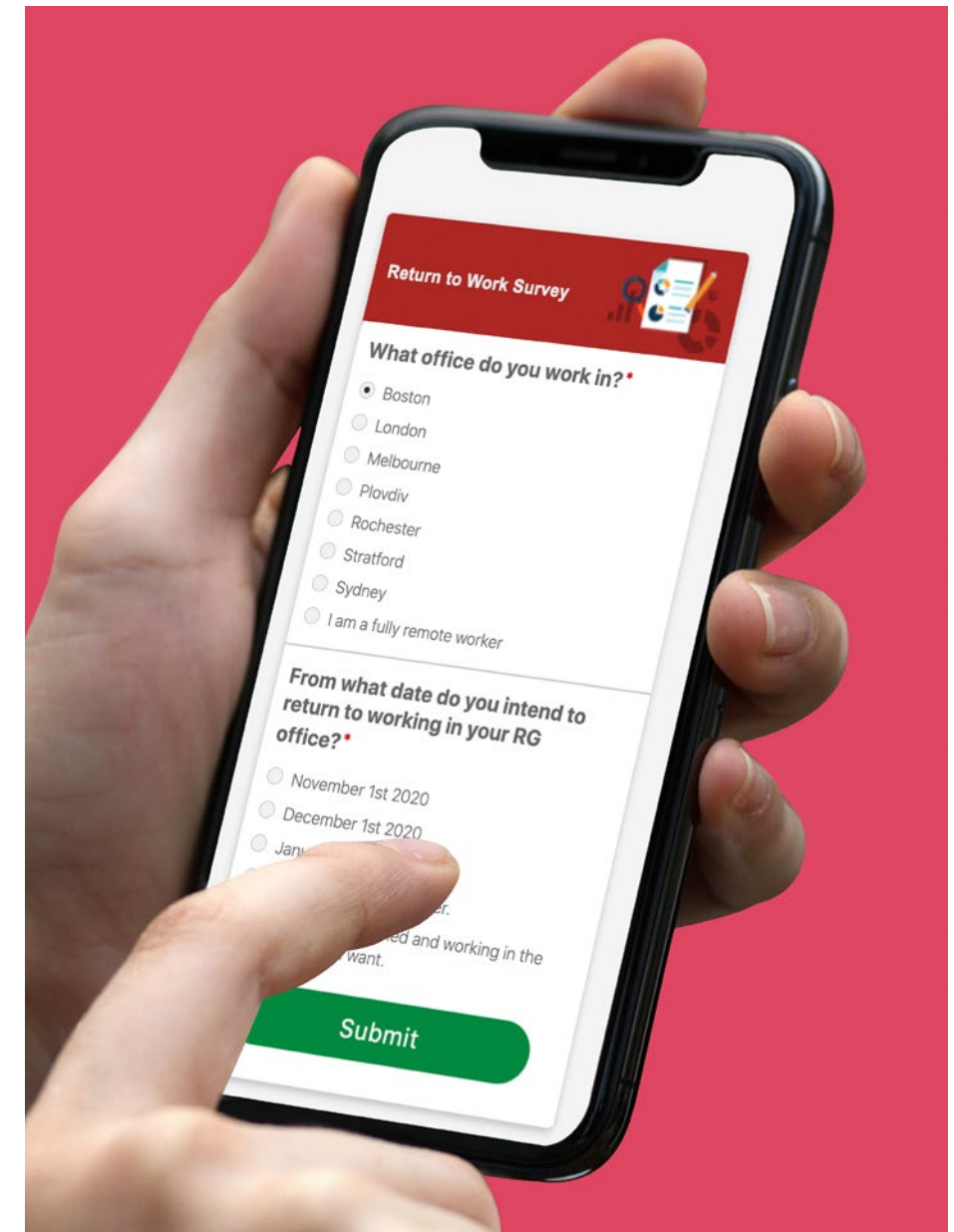
**Custom survey builder**  
for creating  
your own surveys



**An extensive library**  
of editable survey  
templates

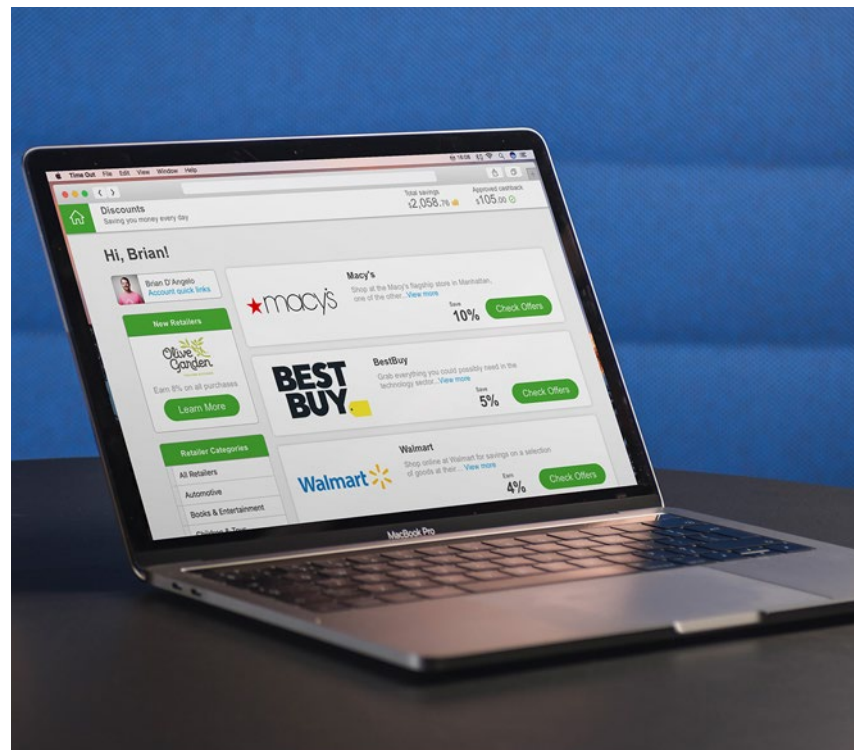


**One-question**  
polls provide quick  
feedback on timely  
topics



# Employee Discounts

Extend your people's pay and save them money where they already shop



## Our employee discounts program can help you:

### Deliver

discounts to show appreciation for staff

### Save

your employees money on everyday purchases

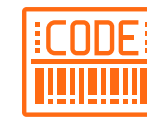
### Boost

your Employee Value Proposition

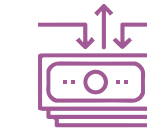
## Our discounts program includes:



Easy-to-use, transparent discounts



In-store and online instant vouchers



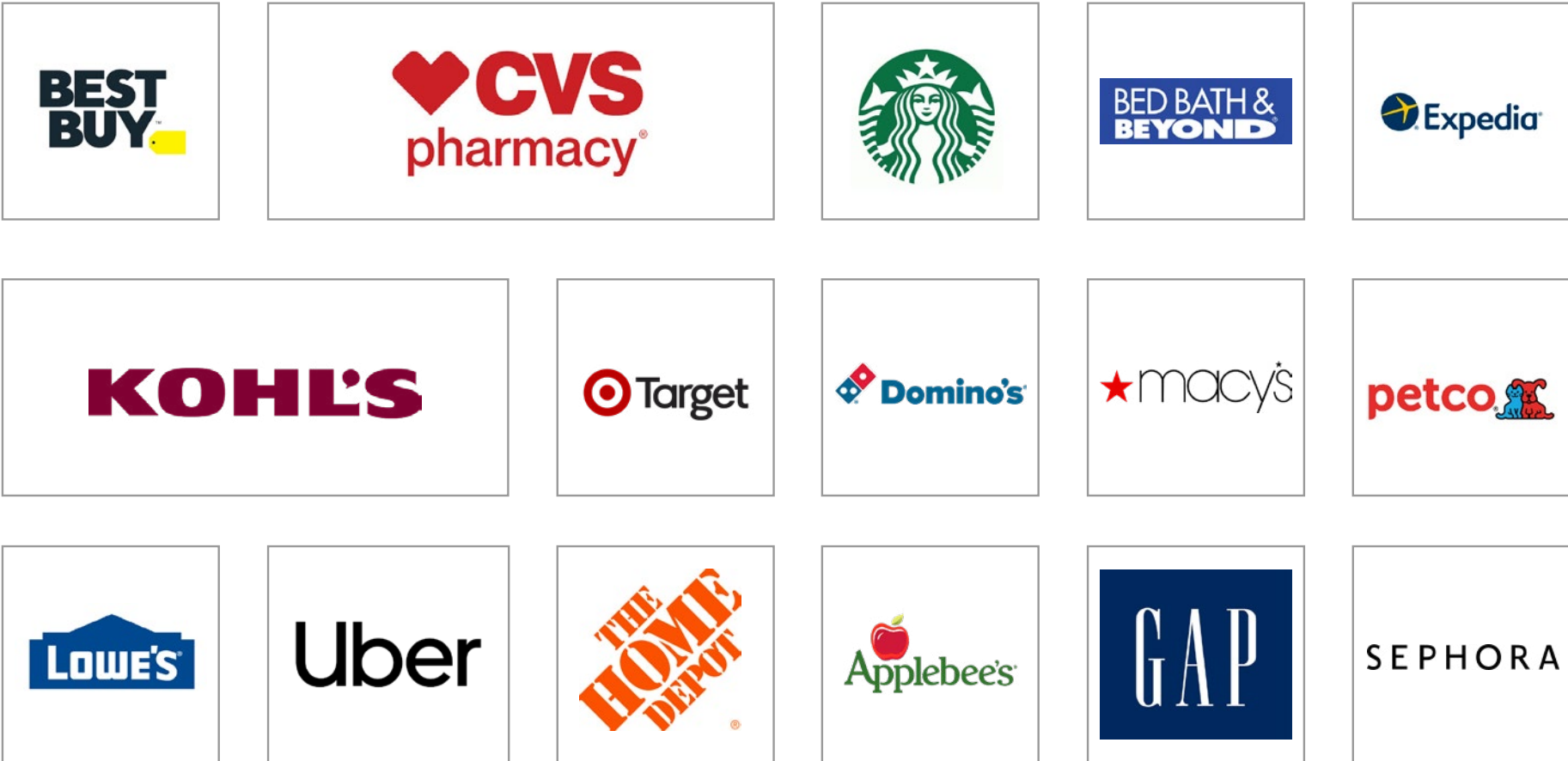
Generous employee cashback



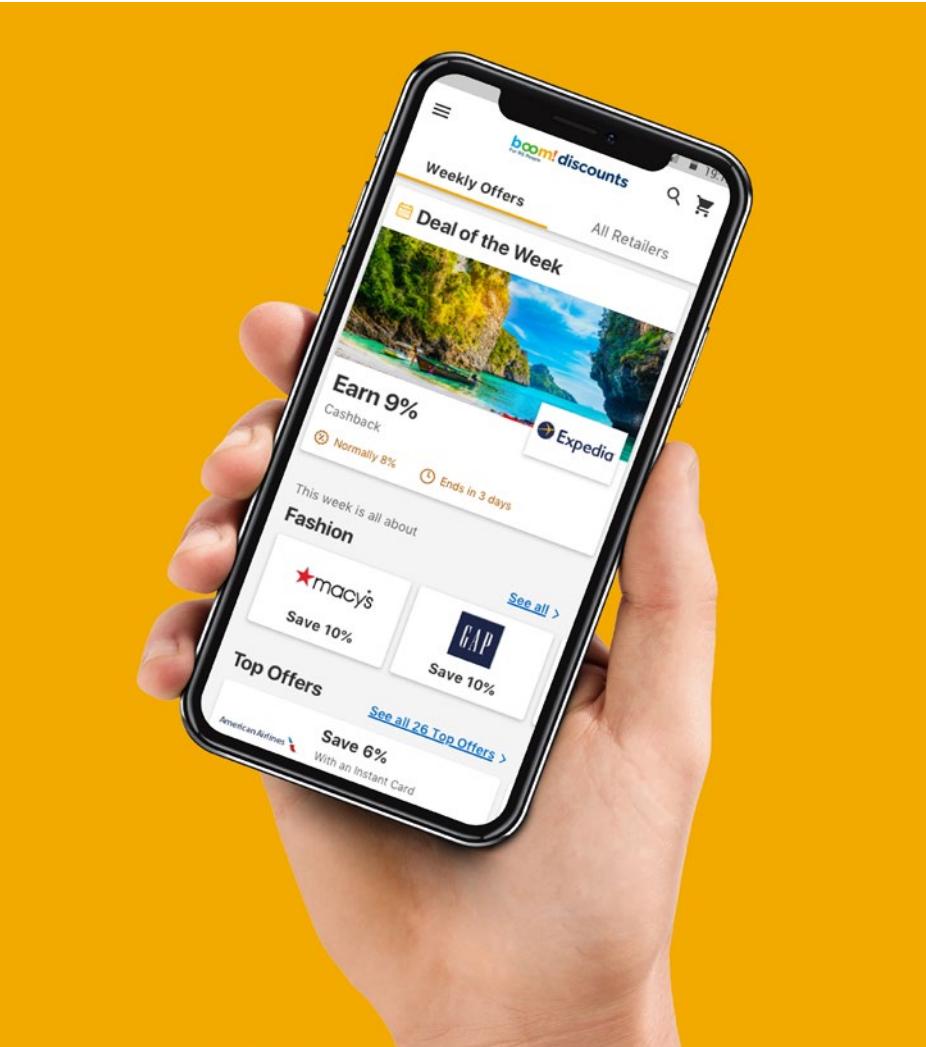
Employer-branded app for instant access to discounts

From household items to popular fashion retailers, your employees can start saving more money right away, on things they're already buying.

Employees can save on hundreds of popular retailers, including:



### SmartSpending™ app



Plus, employees can access Instant Vouchers and Cashback offers for a complete online and in-store shopping experience on their smartphones.



### Industry

Financial Services



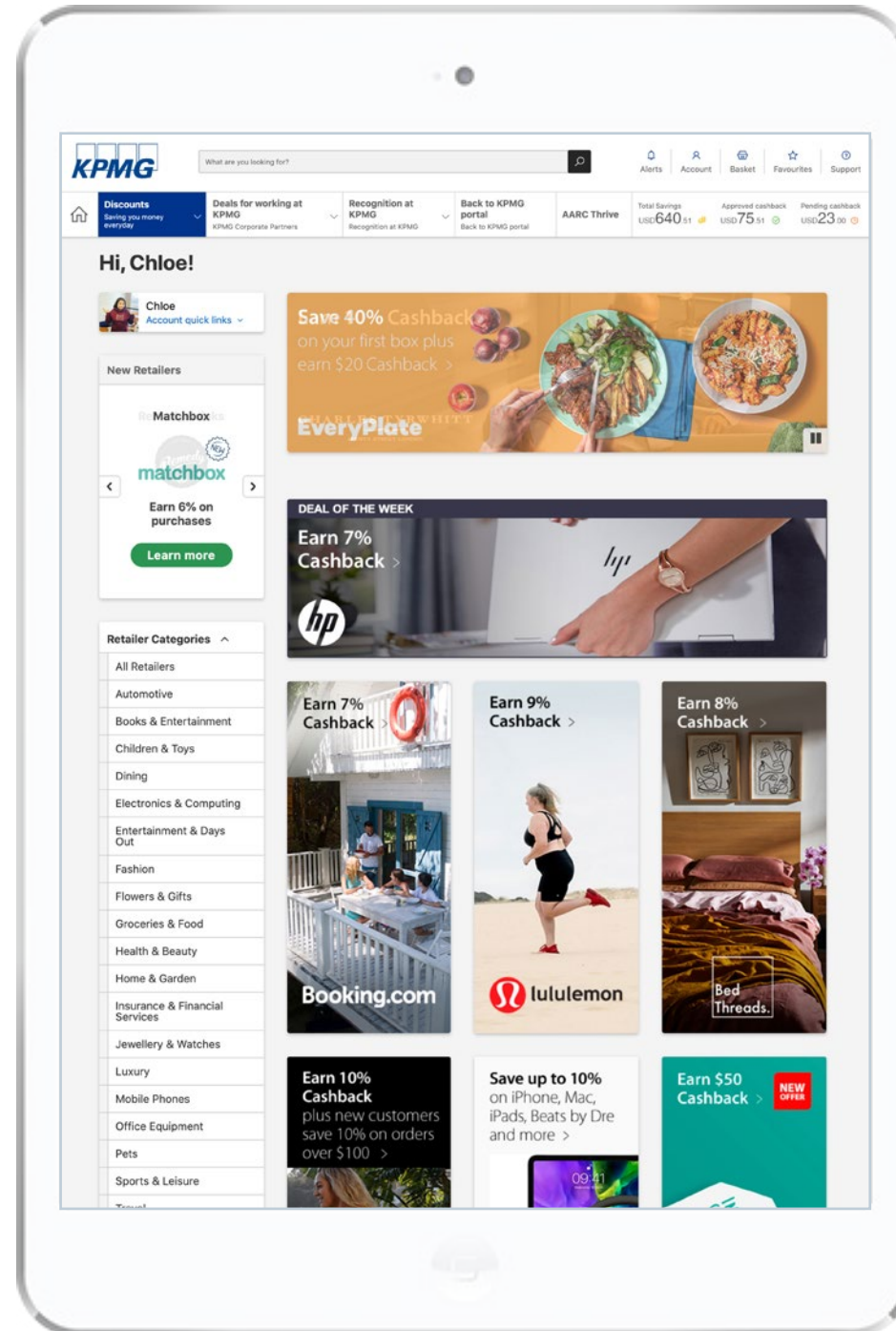
### Number of Employees

12,000+



### Platform features:

Employee recognition,  
employee surveys



**69%**

of employees engage  
with discounts  
platform, with \$5k  
average spend

**\$2.6m**

in employee savings  
through platform

“We chose to work with Reward Gateway because they were able to do every single thing we needed for our people, their customer service is exceptional, and the price point was right. KPMG’s employee discounts run seamlessly now, and they are simply easy to do business with.”

### Andy Pope,

Head of Performance and Reward - People,  
Performance and Culture at KPMG

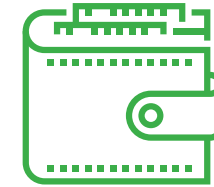
# Employee Wellbeing

Support your employees' wellness goals with curated content on physical, mental and financial wellbeing

Like the rest of our products, the Wellbeing Center can be accessed from any device, at any time. This makes it a perfect resource for those working from home and also for any employees who are working on the front lines.



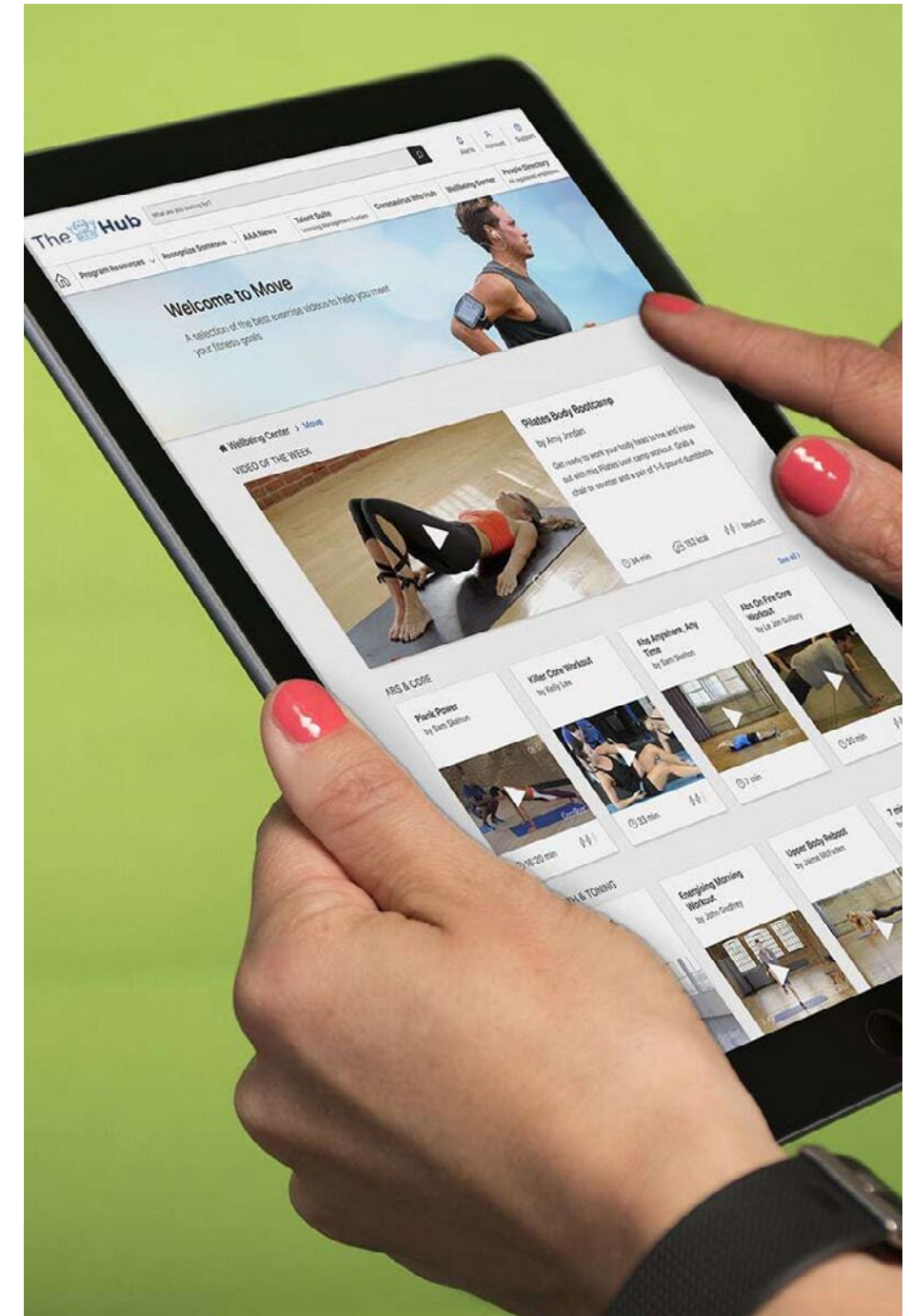
Improve employee physical wellness with **Move**



Support financial wellbeing with **Money**



Focus on mental wellbeing with **Mind**



# Engagement Analytics

See your culture in action and prove platform ROI of your engagement initiatives

The Reward Gateway SmartInsights™ Analytics Engine gives HR leaders insight into employee engagement activity that impacts their everyday culture.



**Easy**  
front-end access  
anytime, anywhere

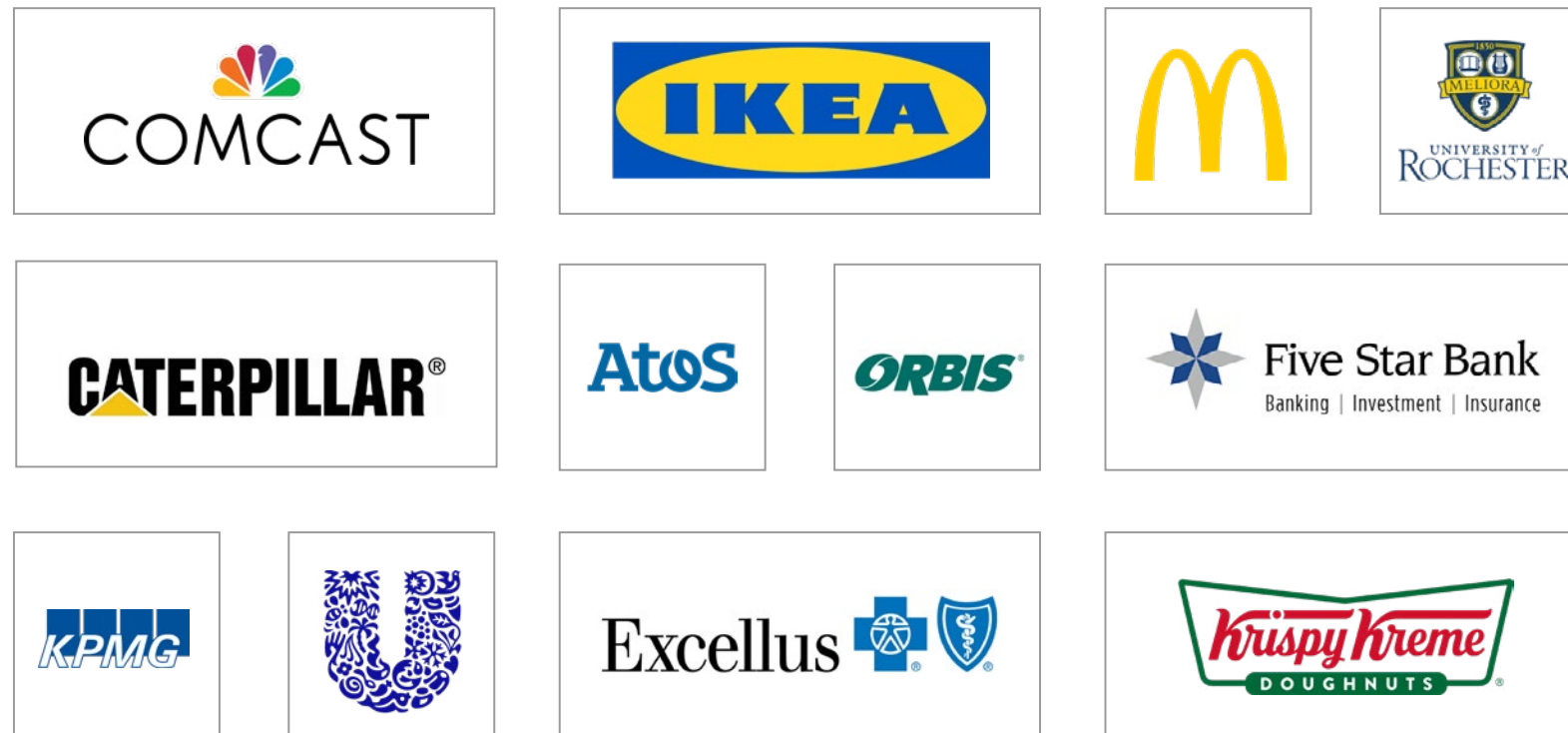
**Dynamic**  
real-time data across  
the entire business

**Manager-specific**  
dashboards for insight  
into departments or teams



# Why Reward Gateway?

Join others on their engagement journey. We've helped nearly 5 million employees through our solutions, provided by more than 1,800 companies.



**G2 Crowd Leader in Employee Engagement and Recognition 2020**



**HRD Magazine Reward and Recognition - Service Provider Awards 2020**



**Featured Customers Market Leader Employee Recognition Software**



**Featured Customers Market Leader Internal Communications Software**



# From our clients...



“These dashboards provide visibility into employee engagement that we’ve never had before. It’s like seeing our culture in action. Going forward this data will help us identify where we can target specific programs to improve employee engagement.”

Ben Waterfield, Engagement Manager at Dunelm



“We’re really trying to make sure that we sustain the momentum of our employee engagement through ‘ABC&U’. In the past, we’ve had a lot of different platforms that we have utilized for that. But this is the one program that allows us to minimize and use one system for many different avenues to reach out to our employees and keep them connected through uncertainty.”

Scott Evans, HR Director at ABC Home Medical Supply



“People are at the core of everything we do at SACU – we all work hard and help each other along the way to make an impact on the larger community. While we’re focused on improving professionalism, performance and profitability, we’re also working with Reward Gateway to become a more transparent, collaborative and family-oriented organization to benefit both our employees and our members and to transform our company culture.”

Stefany Chadbon-Hooke, Vice President of Human Resources at SafeAmerica Credit Union



“After switching to Reward Gateway from a prior platform provider, we’ve seen 97% of our employees engaged within the first month. Six months after we launched, our turnover has decreased, and our productivity and sales have increased dramatically.”

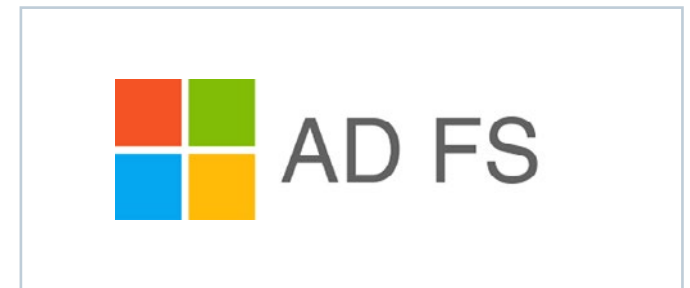
Fiona Buchanan, EVP of Human Resources, Causeway

# Reward Gateway Integrations

There are multiple platforms, apps and logins which are involved in a person's everyday life. In one of our recent surveys, 90% of HR leaders said **integrating their HR technology is a top priority**. Our goal is to connect with your existing technology to seamlessly support a culture of engagement.

Here are the types of integrations we offer, and a **sampling of the dozens of integrations you can use** to enhance the Reward Gateway platform experience:

Stay up to date with the latest integrations from Reward Gateway at [rg.co/integrations](https://rg.co/integrations).



# Proven support that makes engagement happen

An employee engagement solution impacts your entire organization. That's why we developed a proven implementation and support structure focused on your long-term success.

**An experienced Implementation Specialist** leads your project from kickoff to launch, including milestones, timelines and meeting agendas.

**A Client Success Manager** serves as your strategic partner from the moment you launch – and beyond.

Along the way, support is always available through **24/5 Client Support and 24/7 Employee Support Teams.**



# About Reward Gateway

Reward Gateway is culture- and client-driven. We lead with a core value of “Delight the Customer” in every interaction. Now, we’re ready to help you move the needle on employee engagement in a big way. Get in touch with us to learn more about Reward Gateway solutions:

**Email:** [engage-us@rewardgateway.com](mailto:engage-us@rewardgateway.com)

**Web:** [rg.co/us](http://rg.co/us)

A little more about us:

<p><b>5m employees</b> use our employee engagement solutions</p>	<p><b>1,800+ clients</b> trust us with their employee engagement strategy</p>	<p>We’re in <b>6+ offices</b> around the world</p>	<p>Our RG family is <b>420-strong</b> and growing</p>
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