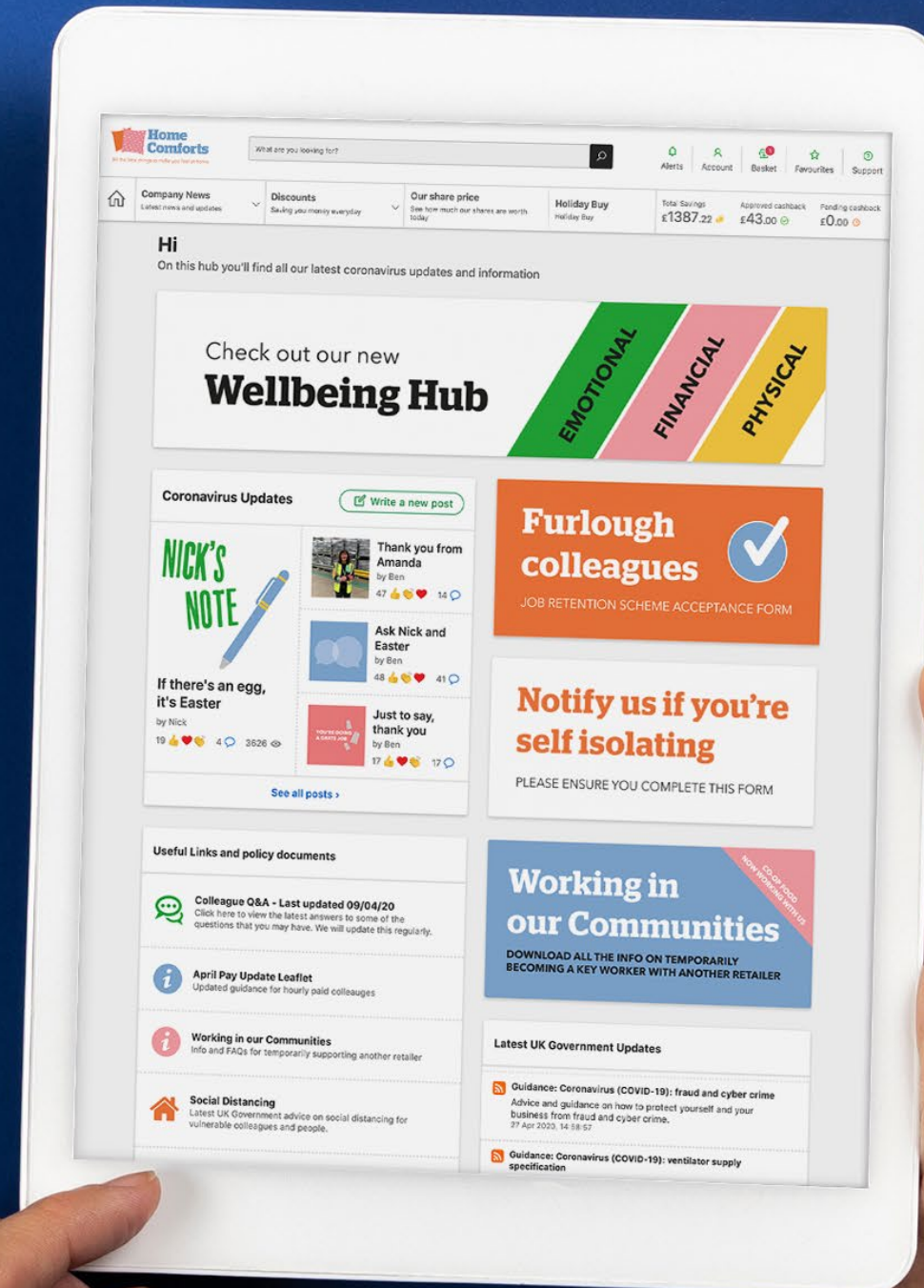


# 7 Inspirational Stories of Connection, Recognition and Support during COVID-19





Hi there,

Every day, companies around the world are learning to adapt and evolve as COVID-19 forces millions of employees to adjust how, where and when they work.

Yet, in spite of the challenges and constraints we're facing as a global community, many organisations are responding effectively and learning how to adapt to ensure their success in the coming days and months ahead. They are pivoting, innovating and strengthening their teams and culture in the midst of the crisis.

Many of our 1,800 clients are using their Reward Gateway platforms to connect, recognise and support their people during challenging times. Their stories inspired me and I hope they also inspire you. Even in difficult times, we can still reach our employees in meaningful ways to support business goals and maximise visibility, wellbeing and connection.

If you're interested in learning more about any of our solutions, we're here to help.

**Kylie Green**

SVP of Consultancy

**Reward Gateway**

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

# Introduction



**You make WFH a  
better place to work**





**Industry**  
Retail



**Number of Employees**  
9,800+

### Challenges:

- Informing furloughed employees of store closures en masse
- Opening up channels for two-way conversations with Leadership Team and frontline employees
- Boosting spirits and wellbeing to improve employee morale

## High-volume retailer uses engagement platform to communicate important announcements to staff and boosts morale with wellbeing initiatives

Dunelm has been using its platform, 'Home Comforts,' as a key player in its internal communications strategy, using blogs to communicate with and gather feedback from employees, as well as to host benefits, recognition and more.

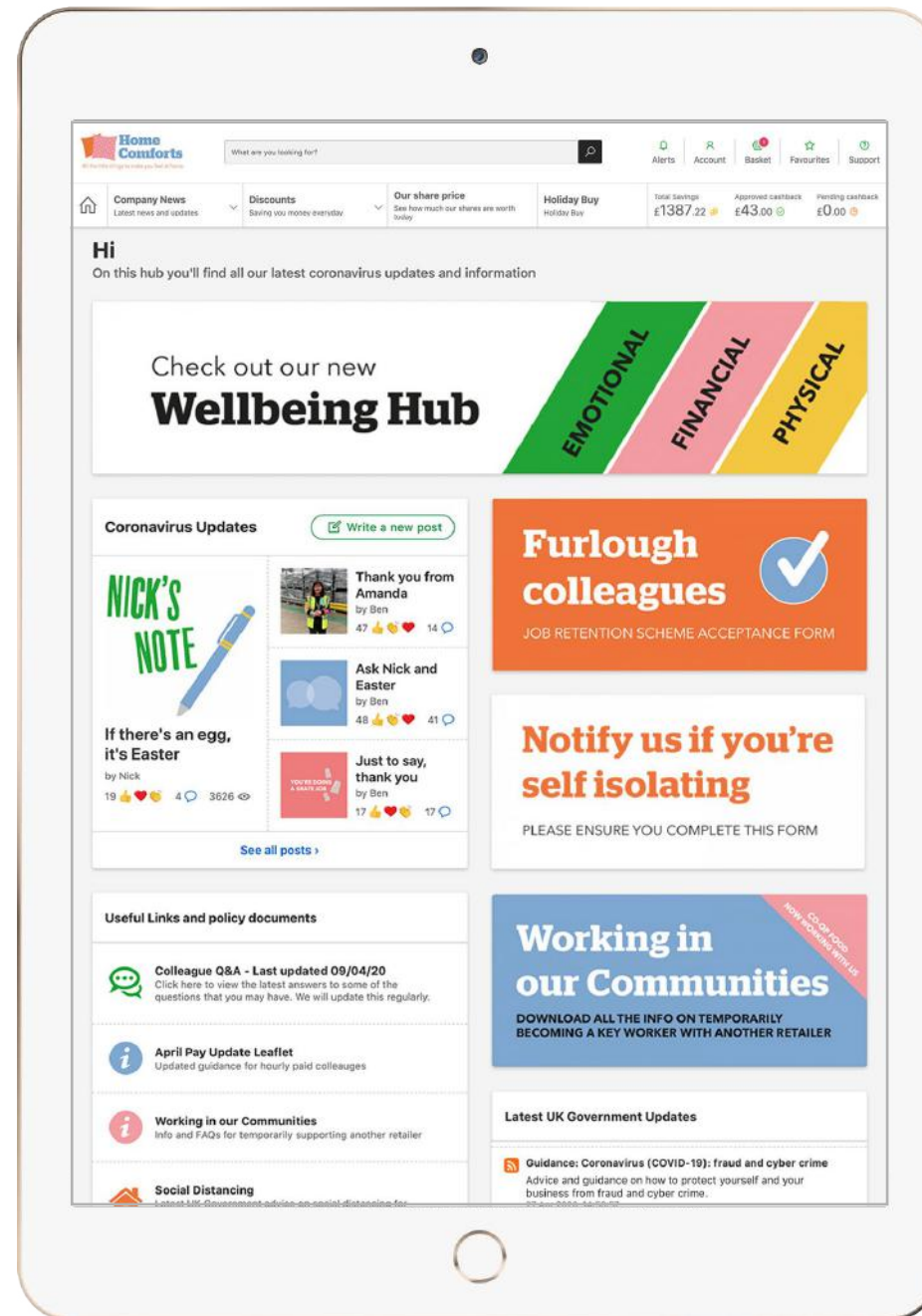
During the COVID-19 pandemic outbreak, the platform was vital to quickly get out announcements on furlough and store closures. Since the beginning of March, Dunelm has published nearly 30 blogs, with a total of close to 115,000 unique reads. The 'Announcements' feature was especially helpful as it sent out an alert to every single employee to announce store closures following country lockdowns.

Since the store closures, Dunelm has also implemented a Wellbeing Centre, where employees can access hundreds of videos and articles to help with financial, mental and physical wellbeing and use the blogs to keep employees up to date with critical company updates and to share positive news.



“I just wanted to say that having Home Comforts has been absolutely critical during this. The two-way conversation and feedback has been vital, positive or negative! Being able to answer questions has put a lot of people at ease, and we’ve raised a lot of awareness for the platform. Following the lockdown news, it was great to get out such an important message from our CEO in one go to reach all our employees.”

Ben Waterfield,  
Engagement Manager



Special features on Dunelm’s coronavirus hub include:

**Self isolation form**  
for employees

**Colleague Q&A**  
updated regularly

**Job Retention Scheme**  
for furloughed employees


**CEO blogs and video**  
written content





### Coronavirus Updates

Write a new post



#### Communication to all Dunelm colleagues

by Nick Wilkinson · ...

98 👍👏❤️ 96 💬 4430 👁

Live

#### Store Temporary Closures

by Amanda Cox · ...

22 👍👏❤️ 99 💬 4953 👁

Live

#### Q&A Live at 11:00 today

by Ben Waterfield · ...

26 👍👏😬 144 💬 4395 👁

Live

#### Watch back today's Q&A

by Ben Waterfield · ...

22 👍👏😬 45 💬 2225 👁

See all posts >

## Examples from the Dunelm hub

Home Comforts

What are you looking for?

Alerts Account Basket Favourites Support

Company News Latest news and updates Discounts Saving you money everyday Our share price See how much our shares are worth today Holiday Buy Holiday Buy Total Savings £1387.22 Approved cashback £43.00 Pending cashback £0.00

## Hi

On this hub you'll find all our latest coronavirus updates and information

### Check out our new Wellbeing Hub

EMOTIONAL FINANCIAL PHYSICAL

### Coronavirus Updates

Write a new post

NICK'S NOTE

If there's an egg, it's Easter

by Nick

19 👍❤️👏 4 💬 3626 👁

Thank you from Amanda

by Ben

47 👍👏❤️ 14 💬

Ask Nick and Easter

by Ben

48 👍👏❤️ 41 💬

Just to say, thank you

by Ben

17 👍❤️👏 17 💬

See all posts >

### Useful Links and policy documents

Colleague Q&A - Last updated 09/04/20

Click here to view the latest answers to some of the questions that you may have. We will update this regularly.

April Pay Update Leaflet

Updated guidance for hourly paid colleagues

Working in our Communities

Info and FAQs for temporarily supporting another retailer

Social Distancing

Latest UK Government advice on social distancing for vulnerable colleagues and people.

### Furlough colleagues

JOB RETENTION SCHEME ACCEPTANCE

### Notify us if you self isolating

PLEASE ENSURE YOU COMPLETE THIS

### Working in our Communities

DOWNLOAD ALL THE INFO ON TEMPORARILY SUPPORTING ANOTHER RETAILER

### Latest UK Government Updates

Guidance: Coronavirus (COVID-19): fraud and cyber crime

Advice and guidance on how to protect yourself and your business from fraud and cyber crime.

27 Apr 2020, 14:58:57

Guidance: Coronavirus (COVID-19): ventilator supply specification

Home Comforts

What are you looking for?

Alerts Account Basket Favourites Support

Company News Latest news and updates Discounts Saving you money everyday Our share price See how much our shares are worth today Holiday Buy Holiday Buy Total Savings £653.00 Approved cashback £3.68 Pending cashback £0.00

### Coronavirus Updates

Please check back on this blog for any new updates regarding the Coronavirus

Follow Blog 1208 followers Write a post Manage blog

Latest Posts / Most popular

Announcement

Q&A

GET YOUR QUESTIONS IN FOR NICK

Ask Nick

by Ben Waterfield

posted 8 hours ago · 1m read

Tomorrow morning we'll be filming Nick's weekly video update. Nick will be giving all the latest company news, including...

read more >

8 👍👏👏 23 💬 2353 👁

Top Authors

HM

Holly Matusiewicz

Rating: 166573

2

Ben Waterfield

Rating: 131307

3

Josie Dickinson

Rating: 41528

GS

Georgie Seel

Rating: 35783



**Industry**  
Utilities



**Number of Employees**  
6,500

### Challenges:

- Informing furloughed employees of store closures en masse
- Creating a channel for two-way conversations with Leadership Team and frontline employees
- Seeking ways to boost spirits and wellbeing to improve employee morale

## Utilities company uses platform to connect and recognise remote and on-site essential workers

Thames Water has been a Reward Gateway client for a decade, and through that time the utilities company has used its platform to connect and engage its employees through wellbeing, recognition, communications, discounts and benefits. When the COVID-19 pandemic started to affect Thames employees, the business turned to its platform to get out critical messages to its large workforce around any changes to its essential services of providing clean water to its customers.

During the third week of March, recognition increased from employee-to-employee and for special awards that employees could redeem on a gift of their choice. The most popular eCard was the 'Great teamwork!' eCard,

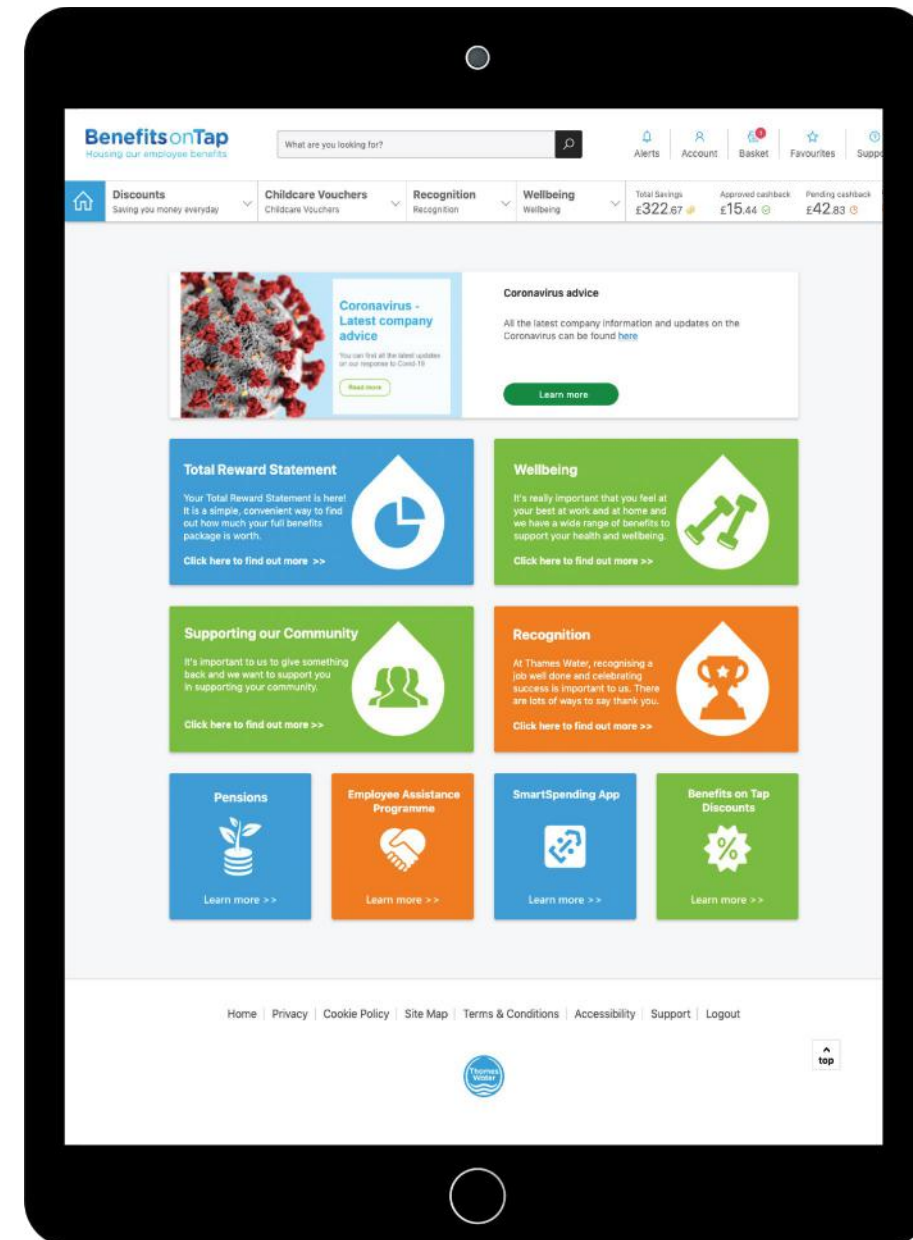
showing the importance of collaboration and team spirit despite challenging times, with eCards reaching an all-time high in April. Employees are also turning to Thames discounts for extra savings and money back in their pockets, with employee spend increasing year-over-year in the spring at popular grocery stores and markets.





**“During these challenging times with our employees either on-site or working remotely, making sure we connect with our people has been critically important. We’ve used our platform to get out important messages around developing COVID-19 news, and as a space where employees can recognise the great contributions from their peers.”**

Jenny Adair,  
Reward Manager



**Special features on Thames’s platform include:**

**Dedicated blogs**  
with coronavirus updates

**Tailored eCards**  
for peer-to-peer recognition

**Employee discounts**  
at hundreds of retailers



Examples of eCards and Wellbeing focus from the Thames Water hub

Benefits on Tap  
Housing our employee benefits

What are you looking for?

AlertsAccountBasketFavouritesSupport

HomeDiscountsChildcare VouchersRecognitionWellbeing

Total Savings£322.67Approved cashback£15.44

Wellbeing

Coronavirus Guidance  
You can find all our current guidance on our Coronavirus SharePoint page, including our new Working from Home briefing pack.

Wellness Centre  
Access a fantastic range of tips, advice, videos and articles to help you towards a healthier happier life, because your wellbeing matters.  
Click here to find out more >>

Mental Health Support  
Learn more >>

Employee Assistance Programme  
Learn more >>

Healthcare cashplan  
Learn more >>

Wellness Centre - Mind  
Learn more >>

Quick Links

Annual Leave

Childcare vouchers

Company Sick Pay

NEW Coronavirus guidance  
You can find all our current guidance on our Coronavirus SharePoint page, including our new Working from Home briefing pack.

Cycle to work

HomePrivacyCookie PolicySite MapTerms & ConditionsAccessibilitySupportLogout

Thames Water

top





**Industry**  
Construction



**Number of Employees**  
550+

### Challenges:

- Improving culture, motivation and wellbeing
- Connecting employees temporarily working from home
- Keeping employees informed and up-to-date while reducing email volume

## Construction company uses engagement platform to build connection, communicate important announcements and boost morale with wellbeing initiatives

Henley Properties Group has over 550 employees working across its state-based headquarters, construction sites and display centres in Victoria, NSW, Queensland and South Australia. Even though the majority of the workforce was familiar with working remotely or with dispersed teams, the pandemic introduced new engagement and communication challenges. Historically, email was used as the go-to method for official communications and people announcements, but daily changes to health and safety updates meant inboxes were flooded and getting cut-through was challenging. Finding ways to connect clearly and to strengthen culture across the dispersed workforce during an uncertain time became a big focus for Henley's People & Culture Team.

The team committed to increasing blog frequency on the company's engagement platform, the 'Henley Hub,' and took the opportunity to refresh the homepage design to make it more inviting and exciting for employees to log in, read and engage with the content.

They launched a COVID-19 information hub to host relevant state government updates and a rolling feed from the World Health Organisation, as well as an online wellbeing centre that provides all employees with online resources, exercise and meditation videos and recipes to help support their physical and mental wellbeing through this challenging time.

The homepage contains quick links to employee benefits including discounts from their favourite retailers, and a handy counter highlighting the amount of money individuals have saved through the discounts programme, which is collectively over £700,000 since the Henley Hub inception!

The team have also created multiple blog feeds for different purposes, including ‘The Henley Herald,’ which contains company and community initiatives such as the internal ‘Push-Up Challenge.’ Other feeds contain weekly coronavirus updates from the CEO and leadership team, resources to promote employee wellbeing, and light, happy news to promote fun and community.

For the first time, employees from around the business have offered to add their own content — from managers offering blogs on topics ranging from ergonomic

stretches to homeschooling tips and even a brand new segment – the ‘sustainability sector,’ which gives tips on energy saving and promotes environmental causes. These acts showcase how the Henley workforce supports fellow team members by leaning on their virtual community.

#### **Special features on Henley Properties Group’s hub include:**

##### **The ‘Henley Herald’**

and multiple news feeds containing company updates

##### **Fun, tailor-made eCards**

to inspire and connect employees

##### **Dedicated coronavirus hub**

with government and safety updates

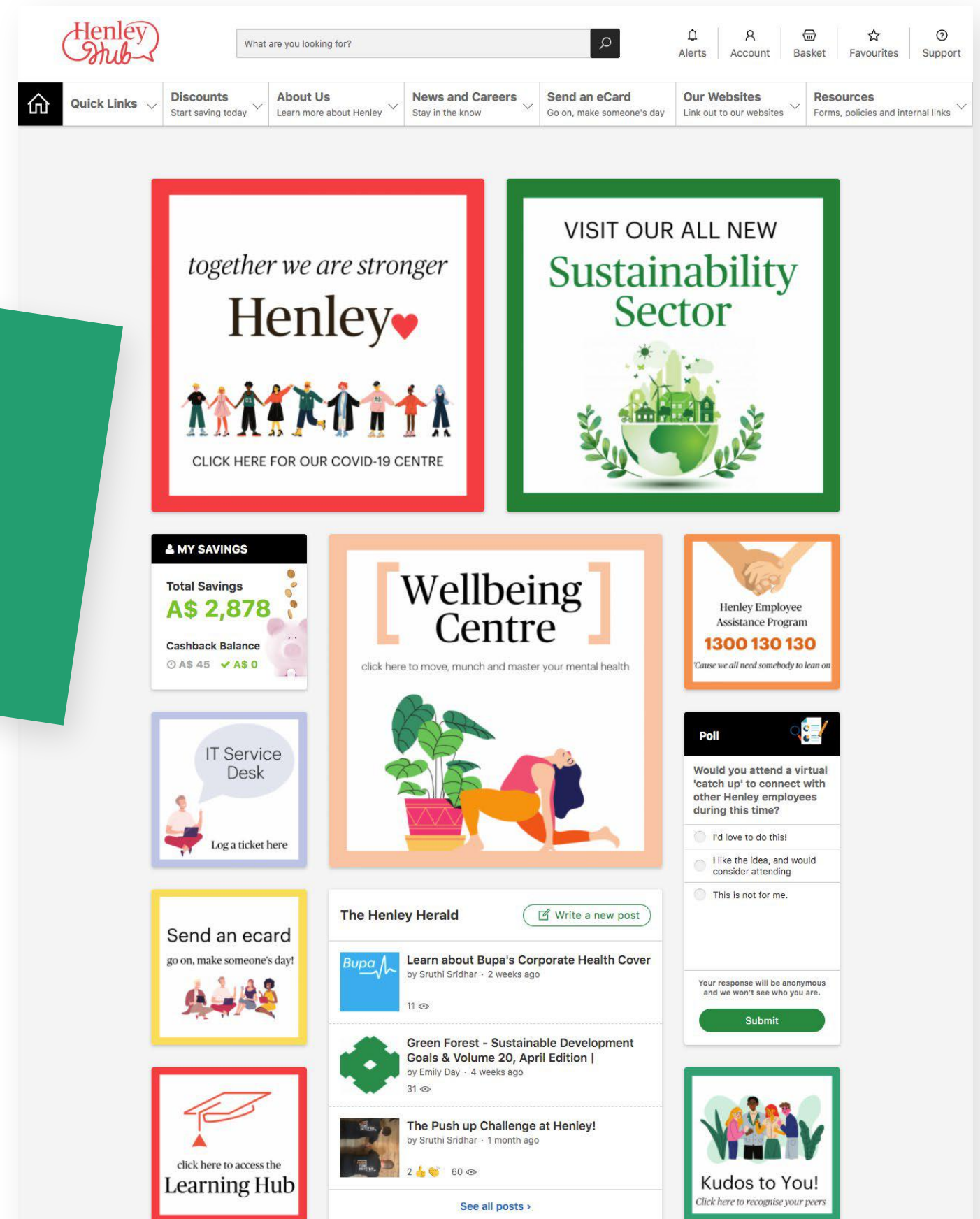
**“We can confidently say Henley Hub is the one place employees can go to find what they need. When somebody comes to us with an important update or an idea that will help other employees at work, we’re able to publish it really quickly and easily. It gets them excited to see it and share it, which means people are staying well-informed with what’s happening within our business. It’s also a nice relief on a Friday, giving us something fun to look forward to.”**

Emily Day,  
People and Culture Advisor





## Examples of eCards and the Henley Hub





### Industry

Telecommunications



### Number of Employees

400+

### Challenges:

- Keeping employees informed during the transition to remote work across multiple global locations
- Opening up channels for two-way conversations with People Experience team and employees
- Boosting spirits and wellbeing to maintain employee morale

## Global telecommunications company moves to 100% remote working and leverages centralised platform to strengthen connection, purpose and employee morale amongst dispersed staff

As a growing global telecommunications provider, MNF Group has employees working in Australia, New Zealand, the UK, US, Canada and Singapore. Keeping a dispersed workforce informed and connected was a familiar challenge that became increasingly important during the COVID-19 pandemic.

As MNF's workforce transitioned to remote work, its engagement platform 'Launchpad' became a centrepiece to its company communications strategy. They published company-wide, and team or region-specific blog posts to give people the most relevant and accurate information first, and used surveys to gather feedback from employees about their remote work needs to help the People Experience team plan for their return

to workplaces. Launchpad also features:

- A Wellbeing Centre containing hundreds of resources to support employees' mental and physical wellbeing
- A COVID-19 Updates hub containing answers to health updates, frequently asked questions and links to remote working policies and setup instructions
- A company's employee discounts programme and recognition programme

Being able to segment information for employees in different teams or countries gave the People Experience team flexibility of tailoring messages for their global workforce, and reduced the administrative burden of re-writing



messages and managing email lists. The platform’s search function also meant employees could easily locate the information they needed without having to search through multiple email threads.

The surveys and social responses on blog posts and eCards in the form of comments and emoji reactions have also encouraged employees to log in to the platform to have their say. Over the past three months, employee views and interactions on the platform have increased significantly.

**“One of the biggest benefits for us has been the ability to cut through the noise that’s in people’s inboxes or instant chats. To have that one people platform where employees could get all their information has made it so much easier for us to connect with everyone. Launchpad was as much an investment in employee engagement as it was in communications.”**

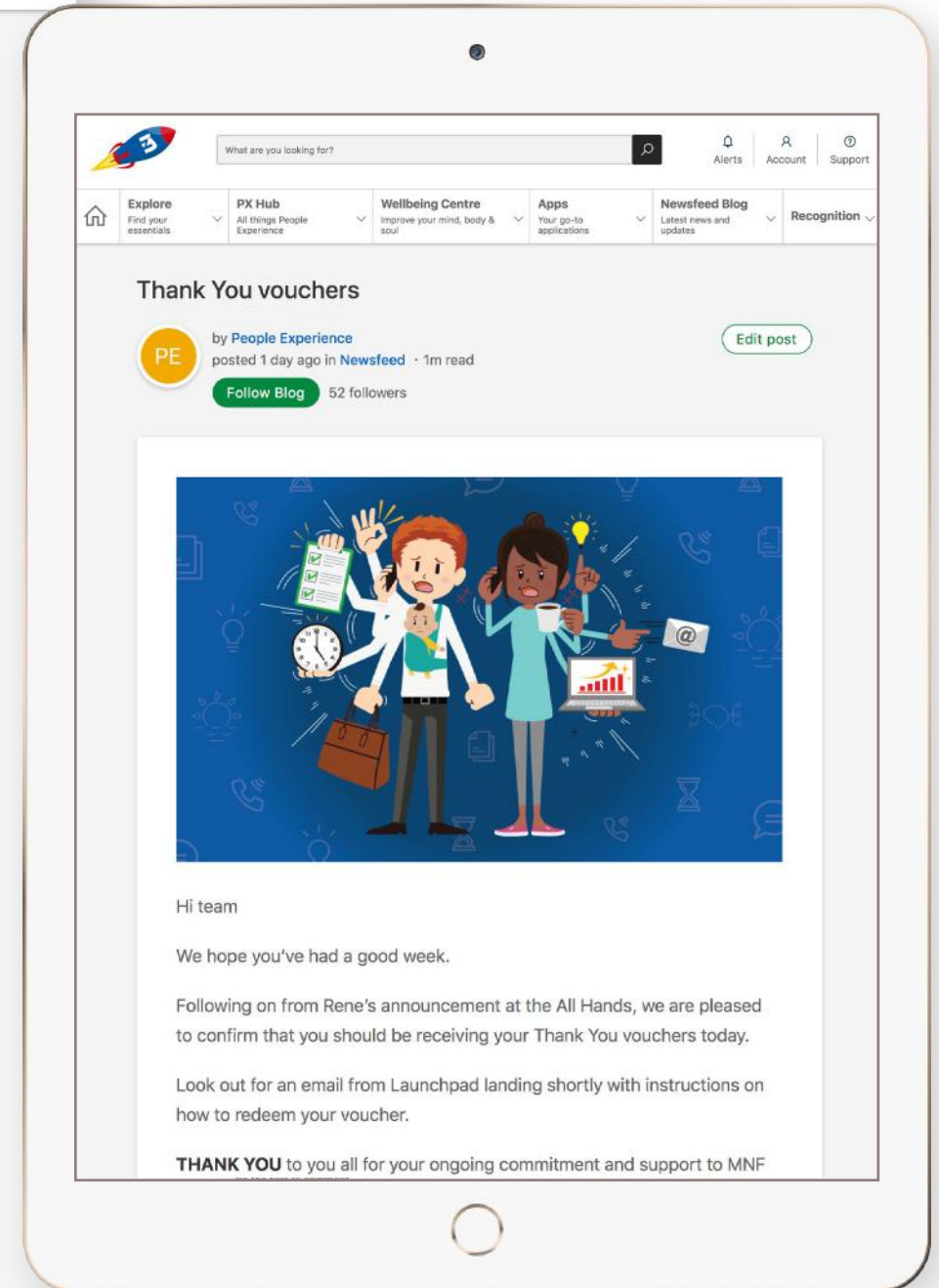
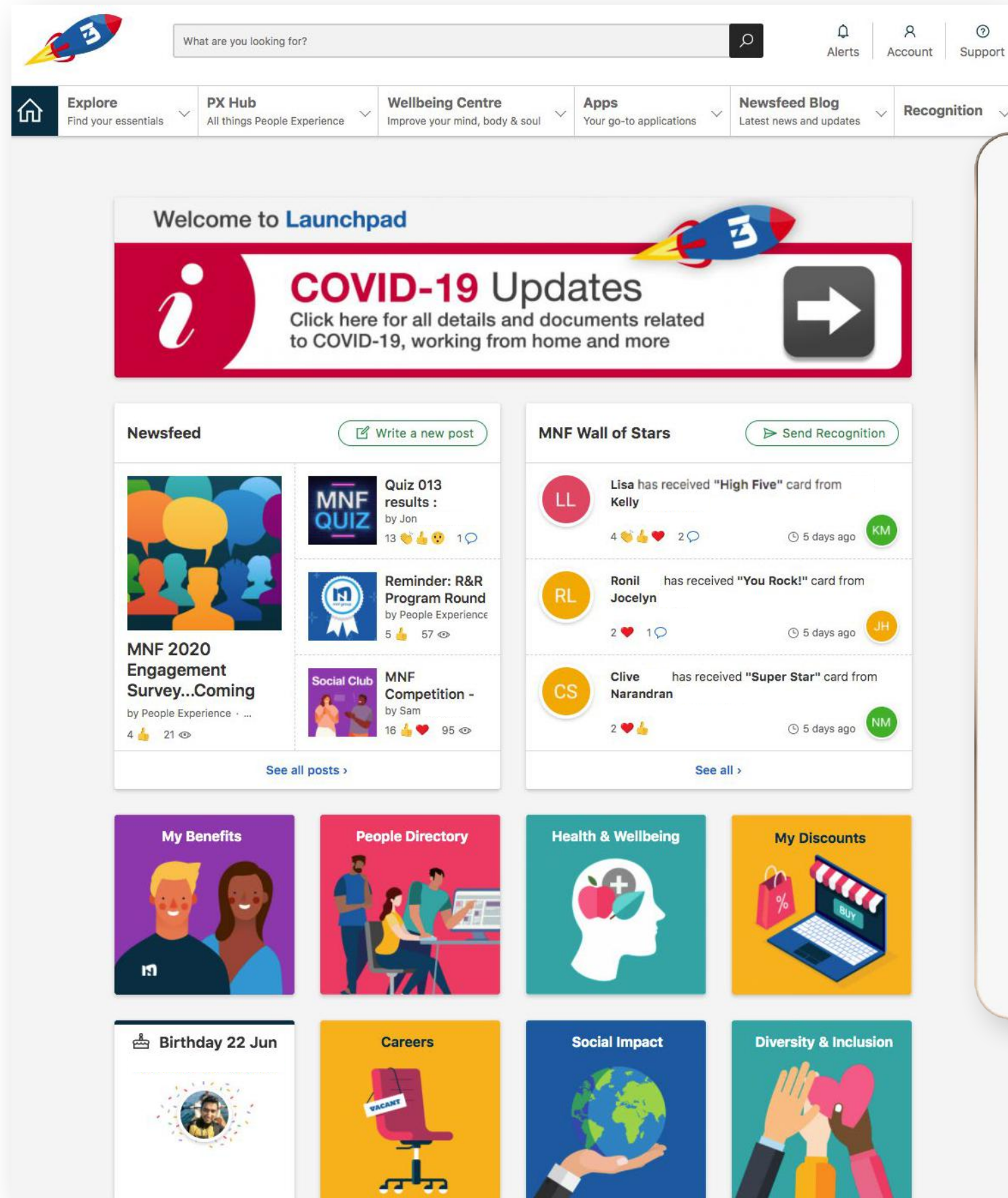
Emma Trehy  
People Experience Manager

**Special features on MNF Group’s hub include:**

<p><b>Visible reminders</b> to align employees to company purpose, mission and goals</p>	<p><b>Targeted employee communications</b></p>
<p><b>Regular surveys</b> to encourage employee feedback</p>	<p><b>One-stop-shop</b> for people-related information</p>



## Examples from the MNF Group hub







## Professional services company launches recognition and reward program on its employee engagement hub to boost employee morale



### Industry

Information management,  
Secure destruction



### Number of Employees

700+

### Challenges:

- Connecting employees to increase motivation and teamwork
- Showing appreciation and recognition across newly remote workforce

When the COVID-19 pandemic began affecting the workload for TIMG and its sister companies Med-X and Shred-X, connecting employees while maintaining a high level of motivation and client satisfaction became a critical priority for the People Team. To help, the Australian team used its recently launched employee engagement platform 'The Hive' to create a one-stop-shop for employees to find business information, employee programme and benefits, policies, etc., as well as for the company to effectively communicate business updates to reinforce a sense of togetherness.

The group quickly launched a COVID-19 information hub so that employees could turn to one accurate place for information and

avoid being overwhelmed by external news or unreliable sources. Each of the businesses had slightly different communications plans to keep employees informed. For instance, daily updates from the General Managers at TIMG, with support from the People Team publishing positive announcements from around the business. In particular, the team would spotlight exercise videos, recipes and articles available on The Hive's wellbeing centre, linking employees to 'Honey Pot,' their employee discounts offering, while also inviting employees to provide feedback through regular pulse surveys and polls.

In March, TIMG launched its company-wide recognition and reward programme on The Hive, as a way to show employees

appreciation and encourage connection as everyone was working hard during a challenging time. Because they were unable to travel to different offices, the People Team published videos to promote the programme and explain how to access and use it. To encourage people to log in, they ran a competition offering a box of donuts to the site in each of the three businesses who sent the most eCards.

Within two months, TIMG, Shred-X and Med-X employees sent over 1,200 eCards through The Hive and the number of participants and recognition moments is rising as people embrace this platform while working remotely. The team has since introduced peer-to-peer and manager awards, giving employees and leaders the ability to attach monetary reward to their recognition moments and really shine the spotlight on employees who are going above and beyond during this time.

**“Having The Hive has really made a difference – it has been quicker and easier for us to reach our teams, and we could communicate a lot of information without our people feeling overloaded with a lot of corporate emails. Pairing this with reward and recognition, and seeing our people use the Wellbeing Centre means our goals to support our people, keep them informed, and share the love are all well on track.”**

Helene Prat  
Head of People & Culture

**Special features on TIMG’s hub include:**

<p><b>CEO blog</b> and people updates called ‘The Buzz’</p>	<p><b>Tailored</b> peer-to-peer and manager ecards and awards</p>
<p><b>Employee discounts</b> at hundreds of retailers</p>	<p><b>Access to articles</b> on self-care, physical wellbeing and nutrition</p>





Examples from the TIMG hub

17 | TIMG

Menu
Alerts
Account
Search
Basket

### GM's Weekly Update

by **Chris Cotterrell**  
posted 5 days ago in **The Buzz - TIMG** · 4m read

Follow Blog 40 followers
Edit post

The virus has spread to 7,285 with 102 deaths and 1.711k tests have been done.  
9 new cases yesterday, 6,761 recovered

At our COVID meeting today, each state seems to be feeling a bit of an upswing in business. Visits are up, the bureaux are busier, and labour is being well managed. So unless we see something go very wrong from a virus spread or political upheaval, I think we are on the right track to a slow recovery. The government is making lots of promises of stimulus about the end of September which is good to hear.

What are you looking for?

Alerts
Account
Basket
Favourites
Support

Covid-19 Information
Company
Employee Life
Reward & Recognition
The Wellbeing Centre
Discounts

Total Savings £322.67
Approved cashback £15.44
Pending cashback £42.83

## COVID-19 Hub -

Find information related to the COVID-19 pandemic, safety measures, useful link, updated news, FAQs and financial support factsheets

### Quick Links

- Learning Hub
- OfficeVIBE
- Paperlite
- Coalesce
- TIMG Website

### The Buzz - TIMG

**The Freightways Lead Program is back - learn more**  
by Helene  
2 123

**GM's Weekly Update**  
by Chris Cotterrell...  
5 99

**Employee of the Quarter**  
by Demi Vass...  
8 1

### COVID-19 Updates -

- COVID-19 GMs Update  
by Chris Cotterrell...
- COVID-19 GMs Update  
by Chris Cotterrell... 1 day ago
- COVID-19 GMs Update  
by Chris Cotterrell...

### Welcome to The Hive

Click to watch a walkthrough of The Hive!

### Our new Peer to Peer Award

### Send an eCard

Make a team mate's

### Newbees

- Welcome to Derek Cadwell -  
by Nadia Roberts...
- Please welcome Pearl Kirikiri  
by Nadia Roberts...
- Welcome to Suzanne Langerak -



#### Industry

Marketing and Advertising



#### Number of Employees

350

#### Challenges:

- Showing appreciation and recognition across newly remote workforce
- Connecting employees to increase collaboration and teamwork
- Increasing understanding of company values and connecting employees to company culture

## Marketing and advertising firm moves to 100% remote working, using new platform to reinforce values and purpose among dispersed staff

When the COVID-19 pandemic forced C Space and its 350 employees to shift to an entirely remote workforce, connecting employees while still maintaining high levels of client satisfaction was critical.

C Space used its new employee engagement platform 'The Spot' to create a space where values-based peer-to-peer recognition and award nominations could happen freely. Some of the most popular eCards being sent are 'put me before me' and 'I got this,' demonstrating a strong sense of teamwork and collaboration throughout the organisation.

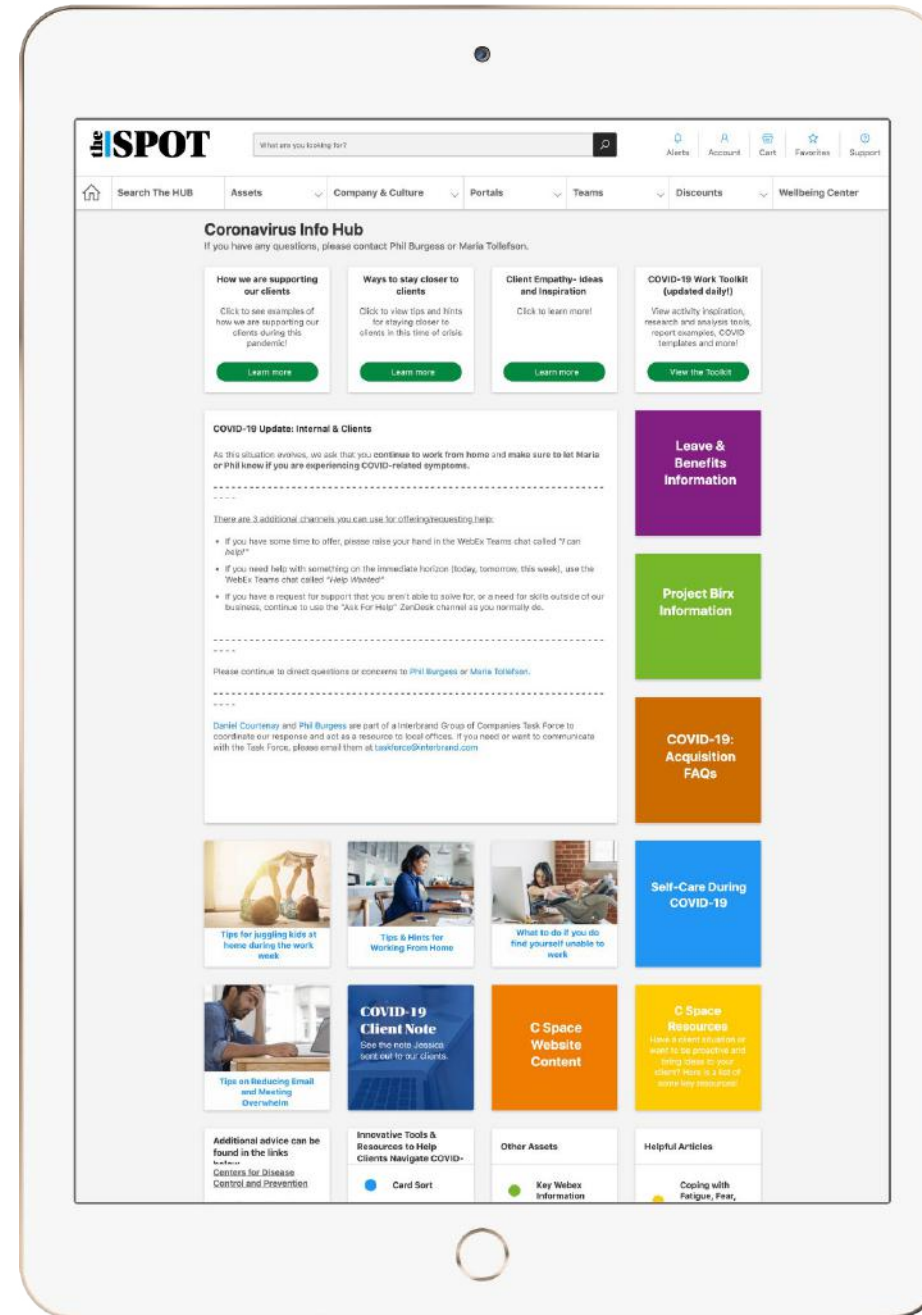
They encouraged usage of blogs as well, letting employees post blogs to quickly

communicate to their colleagues that they had time to help on time-sensitive projects or if they needed others to step in because of childcare constraints. Other blogs include weekly all-staff recaps from the Chief People & Operations Officer and Town Hall videos from C Space Global CEO, Charles Trevail to ensure that all employees are kept in the loop and up-to-date on timely announcements. Its dedicated coronavirus hub contains information about how C Space is handling client deliverables, advice on how to work with clients during challenging times and up-to-date articles and information on self-care during COVID-19.



“We are truly grateful for the role the Reward Gateway platform is playing in helping us navigate this crisis. It’s become a central hub for communications. The Values Nominations are being highlighted at staff meetings, and 90% of our people logged in last week. When we look back, we may see this as a key moment in shaping our culture and driving behavioural change.”

Phil Burgess,  
Chief People & Operations Officer



Special features on C Space’s platform include:

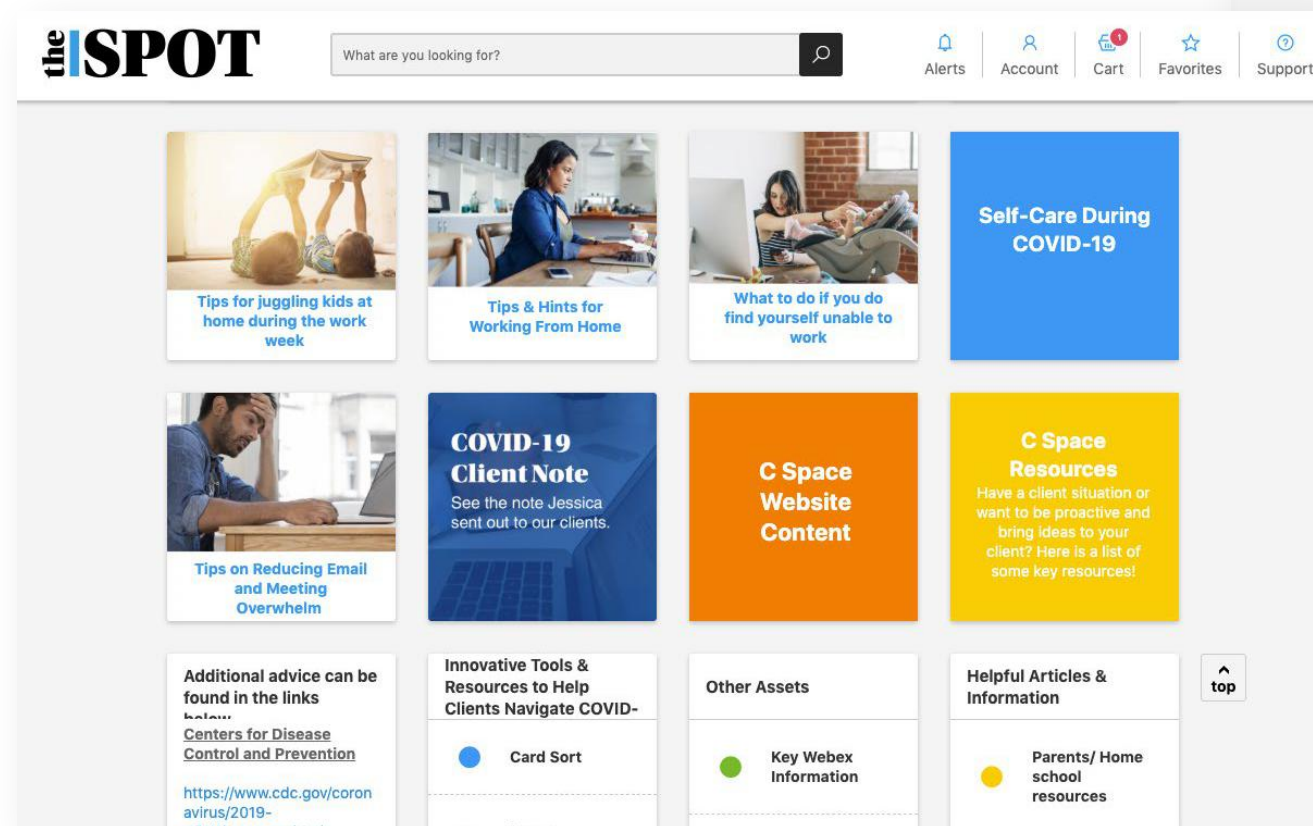
**Video town halls**  
with CEO  
Charles Trevail

**Dedicated**  
coronavirus hub

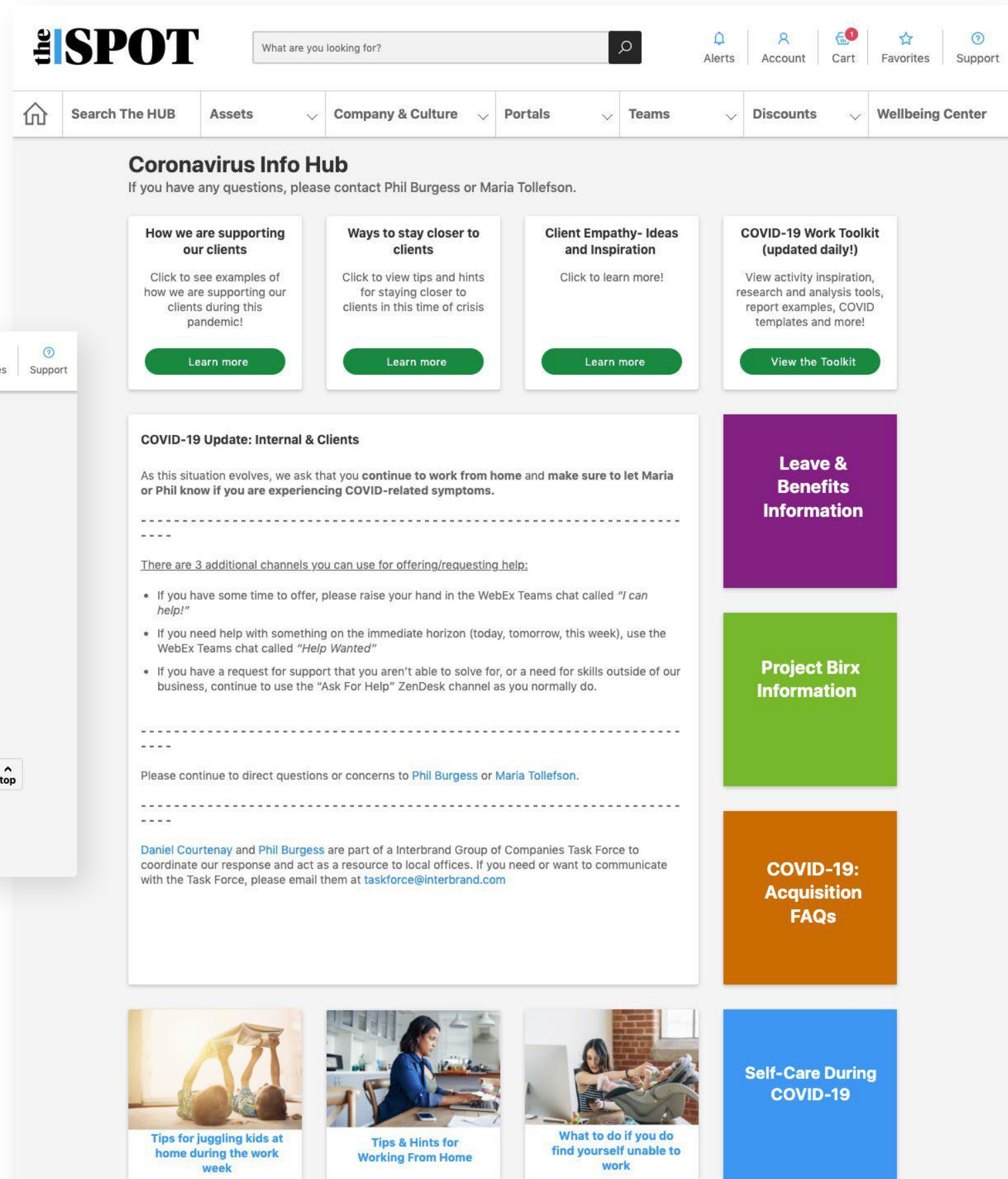
**Up-to-date articles**  
on self-care and working with  
clients during COVID-19



# c space



## Examples from the C space hub





#### Industry

Transportation



#### Number of Employees

350

#### Challenges:

- Improving connections and visibility across multiple locations
- Strengthening employer brand and keeping company values top of mind
- Showing teammates appreciation and empowering manager participation

## Transportation business creates centralised platform for employees to find important company news and boost morale with moments of recognition

To improve employee connections, Brightline first needed to work on establishing its employer brand by creating a centralised place that ‘Teammates,’ what Brightline calls its employees, could call home. On its employee engagement platform, ‘The Spike,’ teammates can send one another values-based eCards, such as ‘safety’ or ‘optimism’ as well as the newly launched ‘virtual high five’ eCard, which are tailored to the organisation’s brand identity.

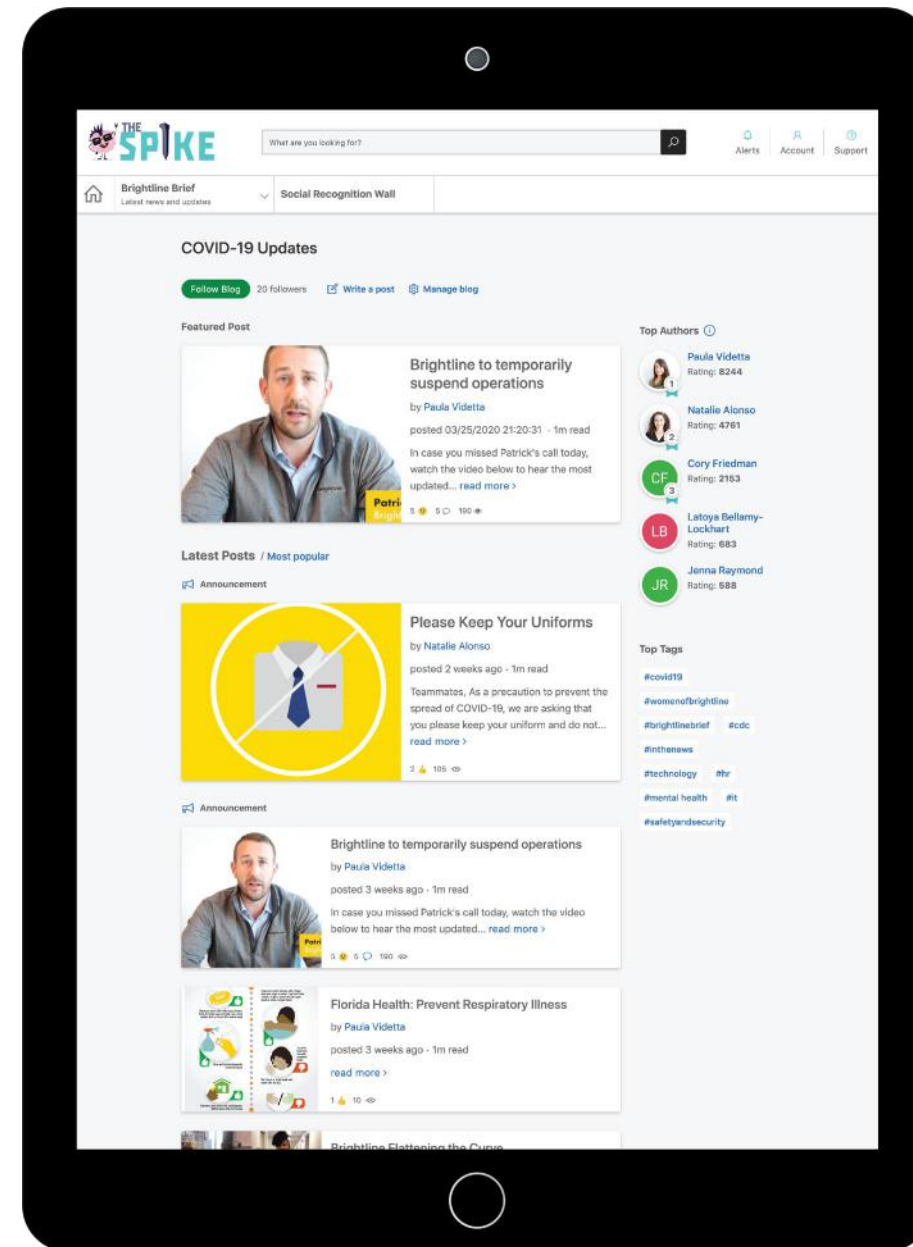
Teammates can stay connected to other departments through dedicated blogs, helping to bridge the gap between people working in various locations and on different shifts to increase visibility. The Spike also houses a COVID-19 blog that

pulls in relevant news, articles and updates to ensure its dispersed employees are kept in the loop during this time of uncertainty.



“Our platform has been a huge source of positivity, motivation, and kindness throughout this crisis. Thank you for doing such important work – it matters now more than ever.”

Paula Videtta,  
Internal Communications Manager



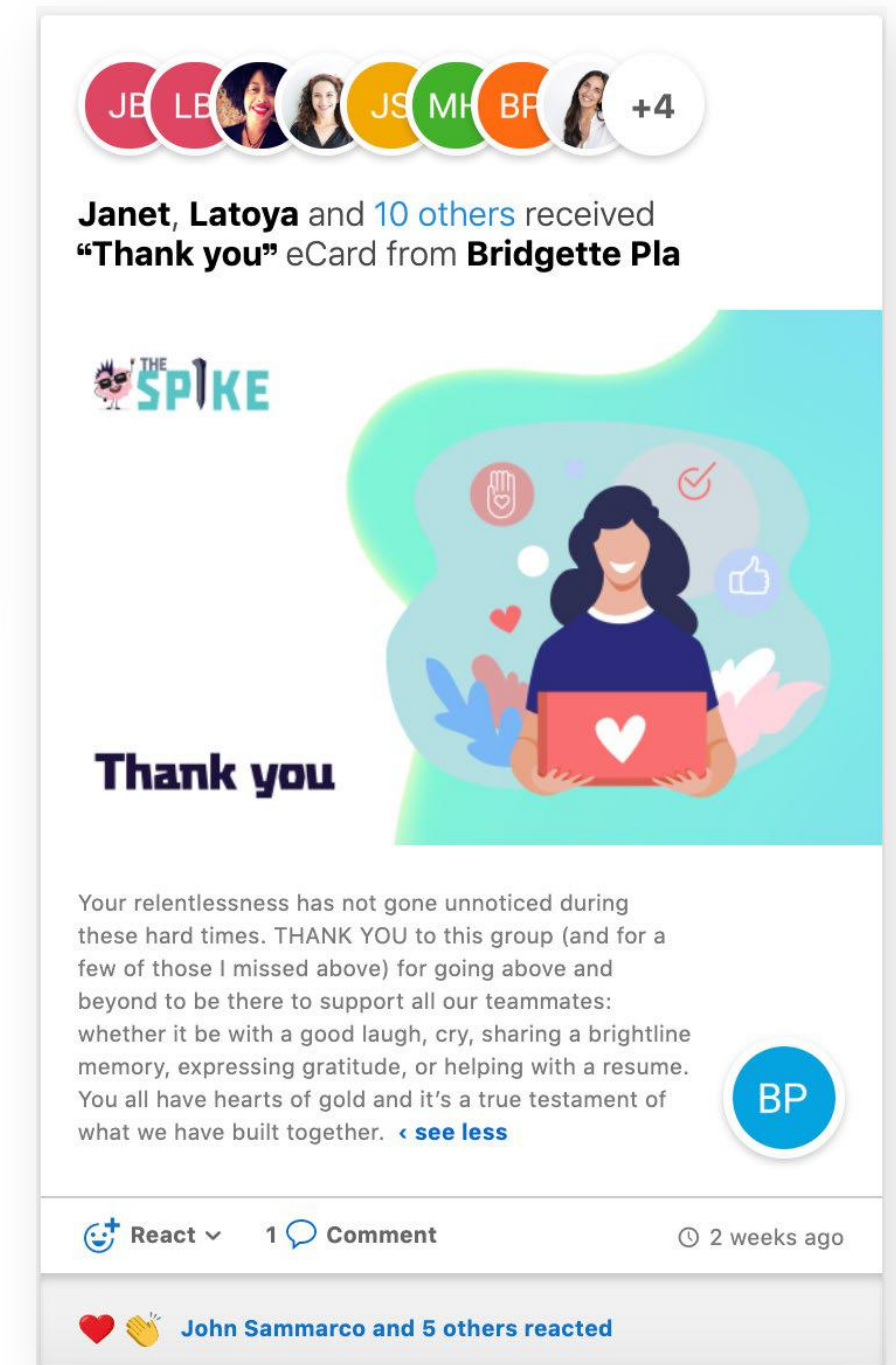
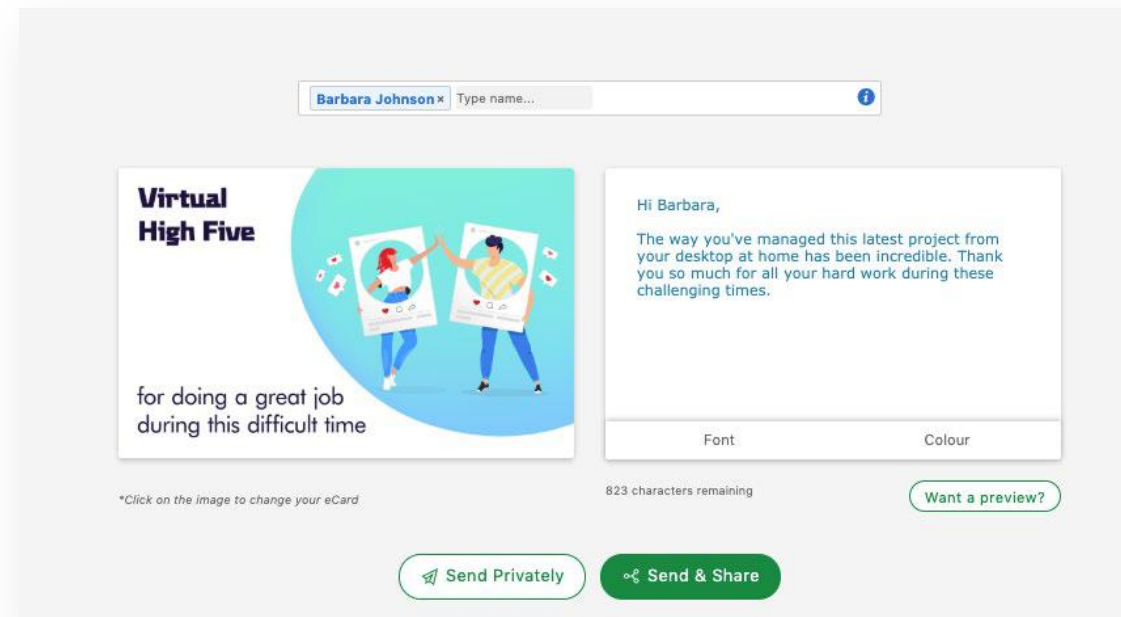
Special features on Brightline’s platform include:

**Dedicated**  
COVID-19  
updates blog

**Up-to-date**  
People news about  
benefits and events

**Real-time**  
social recognition wall for peer-to-peer eCards





Examples of eCards and social recognition from the Brightline hub

# Increasing connection and recognition moments during COVID-19

**“We want you to know that Reward Gateway is here to help People Leaders like you overcome these challenges in a number of ways. In the midst of challenging times, we are hearing consistent stories of innovation and inspiration from HR Heroes. We will continue to support you in any way we can so that together we can make the world a better place to work again.”**

Rob Boland,  
Chief Operating Officer of Reward Gateway

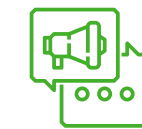
This spring, we’ve seen incredible momentum across our client base.



When comparing February to March...



**70%**  
increase in published blogs



**102%**  
increase in comments



**84%**  
increase in reactions

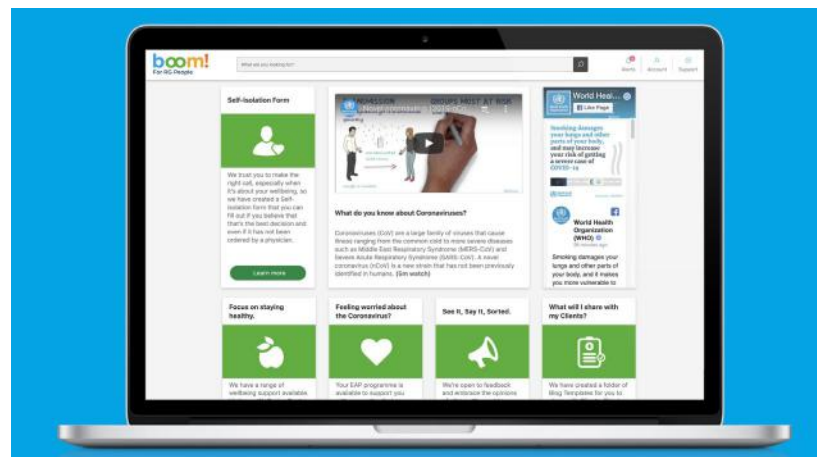


**47%**  
increase in eCards sent

## How we can help you **Connect**, **Recognise** and **Support** your people:

### Connect employees with real-time communications

- Keep remote and frontline employees informed with blogs, videos or dedicated content pages
- Increase visibility of leaders with frequent and timely content
- Branded mobile app for communications on the go (or on desktop)



### Recognise individuals for their contributions

- Showcase people living your values or behaviours
- Help remote employees feel appreciated and less isolated with meaningful moments of recognition
- Celebrate team and individual achievements, especially frontline employees making sacrifices

### Support financial, physical and mental wellbeing

- Make essential purchases easier and extend disposable income through employee discounts platforms
- Provide access to wellbeing tools so employees feel supported and empowered
- Motivate and educate employees with hundreds of expert-led wellbeing videos, articles and tips

### Expedited implementation to get you started, faster

The team at Reward Gateway has had many requests from organisations looking for quick solutions to help support their employees during these uncertain times. Our Implementation and Design teams have worked hard to **expedite our standard implementation times** for employee communication, recognition, wellbeing and discounts solutions.





On behalf of the Reward Gateway Team, stay safe and well.  
I wish you, your family and teams all the best on this change journey.

**We're in this together.**

