

Nomination: 5572

How Reward Gateway uses its engagement platform boom! to support employees through COVID-19

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Reward Gateway

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

How Reward Gateway uses its engagement platform boom! to support employees through COVID-19

Category

K01 - K06 COVID Response > K06 - Most Innovative Use of HR Technology During the Pandemic

COVID-19 Response Submission Format

Written Answers

a. Outline the organization's or individual's work during the COVID-19 pandemic, to ensure that employees are safe, employed, and/or informed, that you wish to bring to the judges' attention (up to 250 words). Required

The employee experience at Reward Gateway is centralized around boom!, an Employee Engagement platform that also acts as our social digital workspace. It connects over 600 employees across the globe with our company news, recognition, team communications, culture, strategy, diversity, and every other aspect of their employee journey with us.

We created 3 objectives to ensure effective management and coordination of our communications across the business.

- 1)Keep our employees safe and informed
- 2)Prevent the spread of COVID-19 through our communities
- 3)Maintain the quality of our service provision for our clients

To support our Coronavirus response, an internal Coronavirus information Hub was created on boom!, for our employees to explain our objectives, COVID-19 response plan, WHO information, and the local government advice. The goal was to ensure every employee would understand from the information shared how the Coronavirus would impact them and their work.

Transition to working from home was simplified for employees with the provision of Work from Home Bundles which also lived on boom!. These were created to ensure employees had the right setup at home to be able to work comfortably. We designed the bundles based on responses from an employee survey on boom! asking everyone what they needed to make working from home better.

Engagement needed to remain a priority. We continued to set up several activities and benefits geared towards wellbeing in the form of hubs on boom! to keep employees connected. (Examples: Run Club, Personal Wellbeing Coaches, Virtual Activities, Domestic Violence Support, Freedom from Addiction.)

b. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

We encouraged employees to take breaks throughout the day and created fun activities to keep our engagement high such as virtual run clubs, virtual quiz sessions, yoga classes, HIIT sessions, virtual game shows, and more. Each week varied in activities to ensure we appealed to a variety of people.

For those who wanted an opportunity to focus on staying fit while gyms were closed, we enhanced the RG Run Club offering by paying for any employee to participate in Couch to 5km, a premium app designed to make running accessible for all abilities. We increased the availability of our Personal Wellbeing Coaches and worked with them to create a fully virtual one-to-one meeting service that would support employees in a remote setting.

Later into the pandemic, as we realized how the Lockdown was impacting people in different ways we introduced more information and support hubs specifically targeted at them. A Domestic Violence Support Hub connected employees with charities, refugees, and legal teams with our business also launching 10 days of leave for anyone needing to escape their home and up to £2500 legal aid to ensure speedy support as needed.

We created another support hub named Freedom from Addiction, which expanded our Stop Smoking program to support employees who wanted to stop other addictions that lockdown could affect such as alcohol, gambling, caffeine, vaping, drugs, weight, or technology addiction. This communicated the support available and directly connected them with Allen Carr, our partner who would provide the support to employees.

Webpage Link

<https://www.rewardgateway.com/blog/how-can-hr-handle-coronavirus> (<https://www.rewardgateway.com/blog/how-can-hr-handle-coronavirus>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://www.rewardgateway.com/blog/wellbeing-for-remote-employees> (<https://www.rewardgateway.com/blog/wellbeing-for-remote-employees>)

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Webpage Link 3

<https://www.rewardgateway.com/blog/leadership-during-a-crisis> (<https://www.rewardgateway.com/blog/leadership-during-a-crisis>)

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Web Page Link 4

<https://www.rewardgateway.com/blog/how-to-improve-engagement-during-covid-19> (<https://www.rewardgateway.com/blog/how-to-improve-engagement-during-covid-19>)

Would you like to add an additional webpage link?

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Web Page Link 5

<https://www.rewardgateway.com/blog/40-ideas-to-improve-company-culture> (<https://www.rewardgateway.com/blog/40-ideas-to-improve-company-culture>)

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Web Page Link 6

<https://www.rewardgateway.com/blog/reducing-employee-stress-by-improving-employee-engagement> (<https://www.rewardgateway.com/blog/reducing-employee-stress-by-improving-employee-engagement>)

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Web Page Link 7

<https://www.rewardgateway.com/blog/morale-boosters-for-remote-employees> (<https://www.rewardgateway.com/blog/morale-boosters-for-remote-employees>)

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Web Page Link 8

<https://www.rewardgateway.com/blog/4-must-have-employee-wellbeing-tools> (<https://www.rewardgateway.com/blog/4-must-have-employee-wellbeing-tools>)

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Web Page Link 9

<https://www.rewardgateway.com/blog/how-to-adopt-a-hybrid-working-model> (<https://www.rewardgateway.com/blog/how-to-adopt-a-hybrid-working-model>)

Would you like to add an additional webpage link?

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Web Page Link 10

<https://careers.rewardgateway.com/life-at-rg/thank-you-festival> (<https://careers.rewardgateway.com/life-at-rg/thank-you-festival>)

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/13648/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxMzY0O0wiYWxsY3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9po9C80?boom-%20CV%20Info%20Hub.png>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-sage.secure-platform.com/file/13649/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxMzY0OStiWxs3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9WFH%20Bundles.pdf>)

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Supporting Document 3

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Would you like to add an additional supporting document?

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Supporting Document 4

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Would you like to add an additional supporting document?

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Supporting Document 5

Download File (<https://stevies-sage.secure-platform.com/file/13652/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxMzY1MiwiWxs3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9Run%20Club.pdf>)

Would you like to add an additional supporting document?

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Supporting Document 6

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Supporting Document 7

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