

Nomination: 5614

Robert Hicks

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Reward Gateway
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Robert Hicks
<b>Category</b> C01 - C16 Individual > C05 - Human Resources Executive of the Year
<b>Individual Submission Format</b> Written Answers
<b>a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required</b> Robert Hicks is a valued member of the global leadership team, bringing experience and passion for people to a diverse group. He is truly an expert in his field and an exceptional leader, always focusing on how our business decisions will affect our people. Under Robert's leadership and guidance, his team has accelerated. He transformed HR at Reward Gateway from operational to a team focused on strategic goals and key business drivers to engage and motivate our people.  During his time with Reward Gateway, he has taken ownership of our entire HR framework, including rewards, benefits, and our internal communication department. He has made HR the heart of the company by ensuring the team is central to the strategic direction of the business. He built a team of 28 passionate individuals who now focus on five key responsibilities; L&D, Engagement & Internal Communications, People Operations, Talent Attraction, and HR Business Partnering.  When Robert took responsibility as Global Director in April 2016, he had a lot to do. We were a ten-year-old business with a small HR team that had minimal processes in place, no L&D focus, no communication alignment, no strategy, and only limited connection to our missions and values.

**b. Outline the nominee's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required**

Here are some examples of the significant projects Rob has delivered alongside his day-to-day tasks:

- Multi-location Covid Response plans across Australia, Bulgaria, USA, UK, and remote employees.
- Prepared and sold our business to new Private Equity Investors with share price at +6% what was expected.
- Completed our third Employee Share Program and all documentation for 450 employees.
- Launched global Time to Talk days where the Leadership Team take a day out of their diaries twice per year to talk to employees 1-2-1 about mental health
- Introduced eight WorkModes to make hybrid flexible working productive, engaging, and easy for employees to understand.
- Hired 150 Managers globally on Inclusive Recruitment practices while also embedding our Inclusive Recruitment Charter.
- Launched global DEI training program and five ERGs on Accessibility, Intergen, LGBTQIA+, Multicultural, and Women and Allies.
- Introduced a Manager Development program.
- Launched Reverse Mentoring across the business.
- Launched a People Team Service desk to help us upscale and work more effectively.
- Helped grow our workforce from 400 employees to 600.
- Published Salary ranges on all job adverts.
- Launched new careers website and EVP model.
- Delivered first ever EcoVadis assessment for clients.
- Completed first esos environmental audit.
- Created a global internship program
- Launched Retirement Bonus, Safely Home Benefit, Trans Gender Affirmation Support, Menopause Support, and Gender Neutral Miscarriage and Baby Loss Support
- Improved internal talent growth with 40% of advertised roles going to internal candidates.
- Supported over 100 promotions and role changes for existing employees.
- Began TUPE of 50 employees into our business.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required**

Robert's hard work has led to the creation of a People team that is trusted. For Robert, an effective People team is one where employees feel they can come to any member of the team with an issue and for them to feel we will listen, act and communicate to business open and honestly with all we do.

Robert made himself visibly accountable for a number of important projects which have changed the business for the better. Alongside his core responsibilities, Robert is also dedicated to developing people outside of his own team and acts as a mentor to a number of employees globally and also externally. Leadership interaction is something he is very passionate about.

With everything, Rob continually shows how committed he is to our mission of making the world a better place to work, starting with our own company.

In addition, Rob truly rose to the challenges that the global pandemic created. Highlights throughout this incredibly difficult period included:

- No furloughed employees
- No redundancies caused by Covid-19
- No work-related illnesses
- Proactively closing offices ahead of government guidelines
- Supportive Covid-19 internal communication hub
- Increasing our staff eNPS score
- Delivering free client webinars to share knowledge and learnings
- Launching our Thank You Festival, an annual employee celebration on employee appreciation day to boost wellbeing, morale, and engagement.
- Providing remote wellbeing programs for employees in lockdown with a virtual personal trainer, audio-led run instructor, virtual wellbeing coaching, and investing in better EAP.

**d. 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**

Rob is a trusted friend and ally to our people. Along with all the work he has done towards our DE&I strategy, Rob also shared his own personal story about why he chooses to be an ally. This level of transparency allowed others to open up about their own experiences and let our employees know that our work wasn't just for the business but our leadership team had personal stakes, experience, and empathy in the matter.

Rob made it a priority to keep employees engaged and informed throughout the lockdown. He shared his own tips about staying connected with friends, colleagues, his team, and his department as work from home increased. He launched People Team drop-in sessions available for the whole company three times a day on an open link for questions and support.

To continue social cohesion and allow our new starters to get to know their colleagues, he created his own version of 'Desert Island Discs' - a new podcast where our employees could share music and personal stories. Without the luxury of office chatter and face-to-face connections, it was a great way for employees to still feel connected with one another and learn more about each other on a deeply human and personal level.

He prioritized employee wellbeing campaigns including increasing our Mental Health coaching allowance by 25% and introducing our WFH bundles which ensured that our employees had the right set up at home to be able to work comfortably without the financial burden.

**Webpage Link**

<https://www.linkedin.com/in/robertmichaelhicks/> (<https://www.linkedin.com/in/robertmichaelhicks/>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://www.rewardgateway.com/award-winning-employee-engagement-solutions> (<https://www.rewardgateway.com/award-winning-employee-engagement-solutions>)

**Would you like to add an additional webpage link?**

**Supporting Document**

Download File (<https://stevies-sage.secure-platform.com/file/13724/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyNCwiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9yWFh%20Bundles.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File (<https://stevies-sage.secure-platform.com/file/13725/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyNSwiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9yPersonal%20Story.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 3**

Download File (<https://stevies-sage.secure-platform.com/file/13726/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyNiwiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9yDesert%20Island%20Hicks.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 4**

Download File ([https://stevies-sage.secure-platform.com/file/13727/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyNywiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9y72Qii402e-6tfWAFEPRH\\_UhUT5qiG8?RG%20Benefits.pdf](https://stevies-sage.secure-platform.com/file/13727/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyNywiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9y72Qii402e-6tfWAFEPRH_UhUT5qiG8?RG%20Benefits.pdf))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 5**

Download File ([https://stevies-sage.secure-platform.com/file/13728/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyOCwiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9y2021\\_EPIC%20Strategy\\_DEI.pdf](https://stevies-sage.secure-platform.com/file/13728/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpUlkiJoxMzcyOCwiYWxs3dOb3RTaWduZWRRVcmwiOiJGYWxzZSIsImInbm9y2021_EPIC%20Strategy_DEI.pdf))

**Would you like to add an additional supporting document?**

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

**Terms and Conditions**

I Agree