

A&I group

Performance Improvement

Using recognition
to drive your vision



Our Performance Improvement team

Will help you get to grips with the issues, understand & influence behaviour.

We've a great range of comms tools, interactive mechanics, rewards & know-how, to help you spark interest & drive engagement & performance.





Communications
Strategic & Tactical



Sales or Customer
Service Incentive



Customer Loyalty
& Incentives



Travel
Incentives



Live Awards, Workshops,
Customers Events
Conferences



Recognition,
Long Service
& H&S Awards



Points Banking
Catalogue with
great Rewards



Research,
Surveys, Innovation
& New Ideas

Our Engagement Tools

Strategic or tactical, we'll meet your objectives with solutions based on tried & tested tools



Improves productivity

Improve business performance by up to 30%. Engaged staff are 2.5x more likely to exceed performance expectations



Demonstrates leadership integrity

Recognising an employee's efforts builds an essential bond between manager & employee



Makes values meaningful & measurable

A simple thank you increases willingness to help again by 100%



Drives employee engagement

85% of employees who feel meaningfully recognised will go the extra mile



Drives customer engagement

Engaged employees are 20x more likely to improve customer satisfaction & loyalty



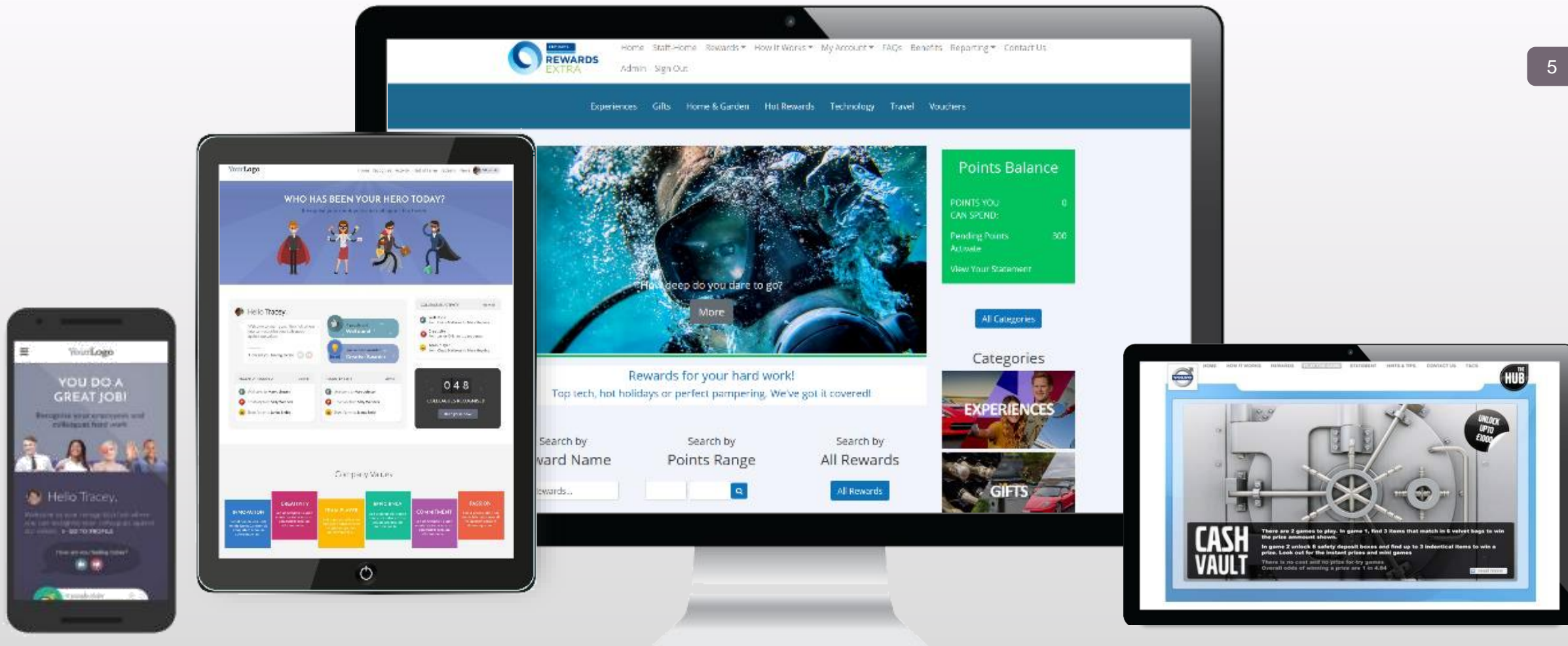
Reduces absenteeism & attrition

Peer recognition helps establish comradeship; increasing teamwork in the workplace.

The average cost of replacing staff is +£30K

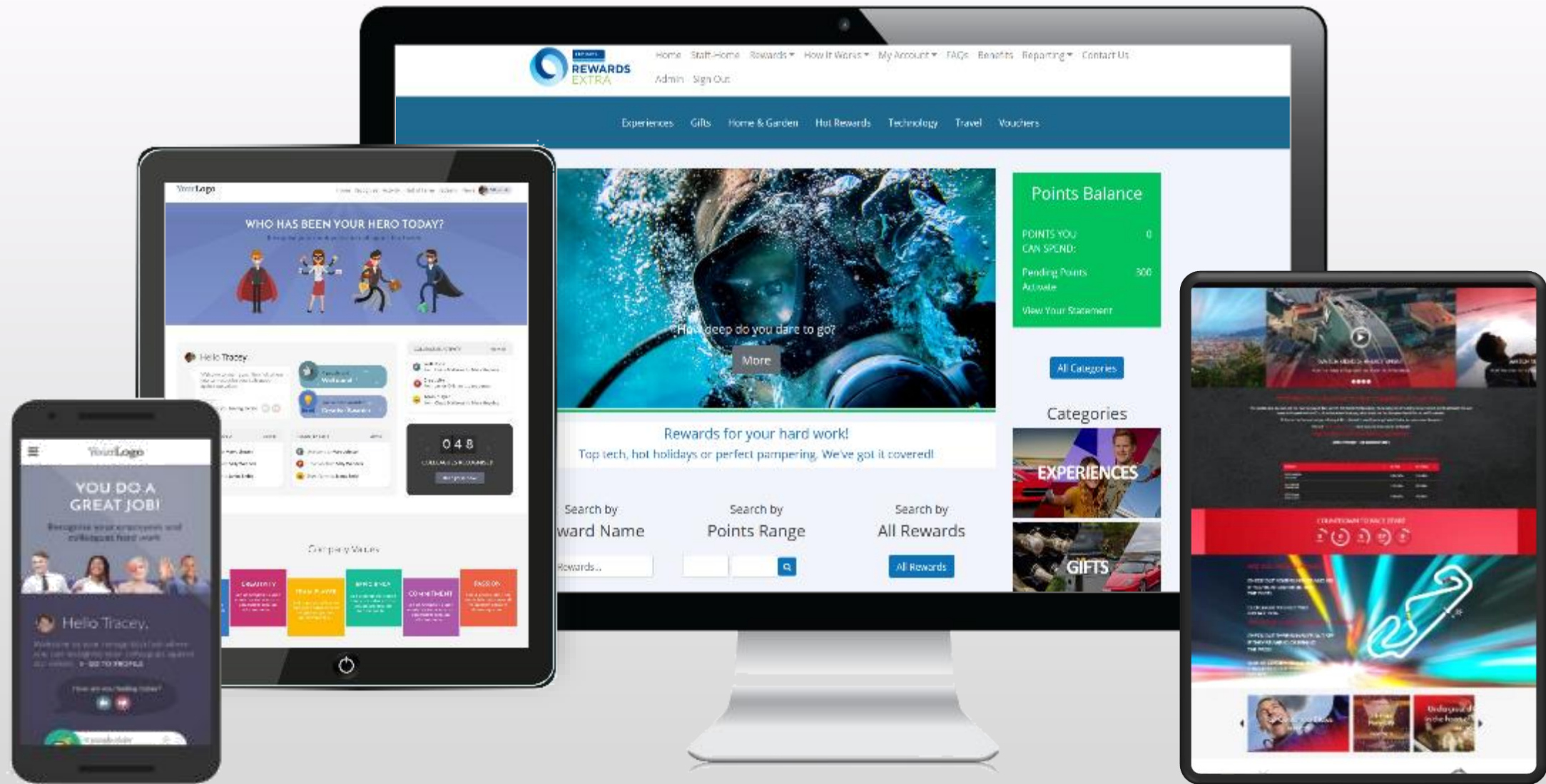
It is all about timing. If an employee is being super productive or demonstrating the company values instant recognition can make sure those behaviours are repeated time & time again

Why recognise?

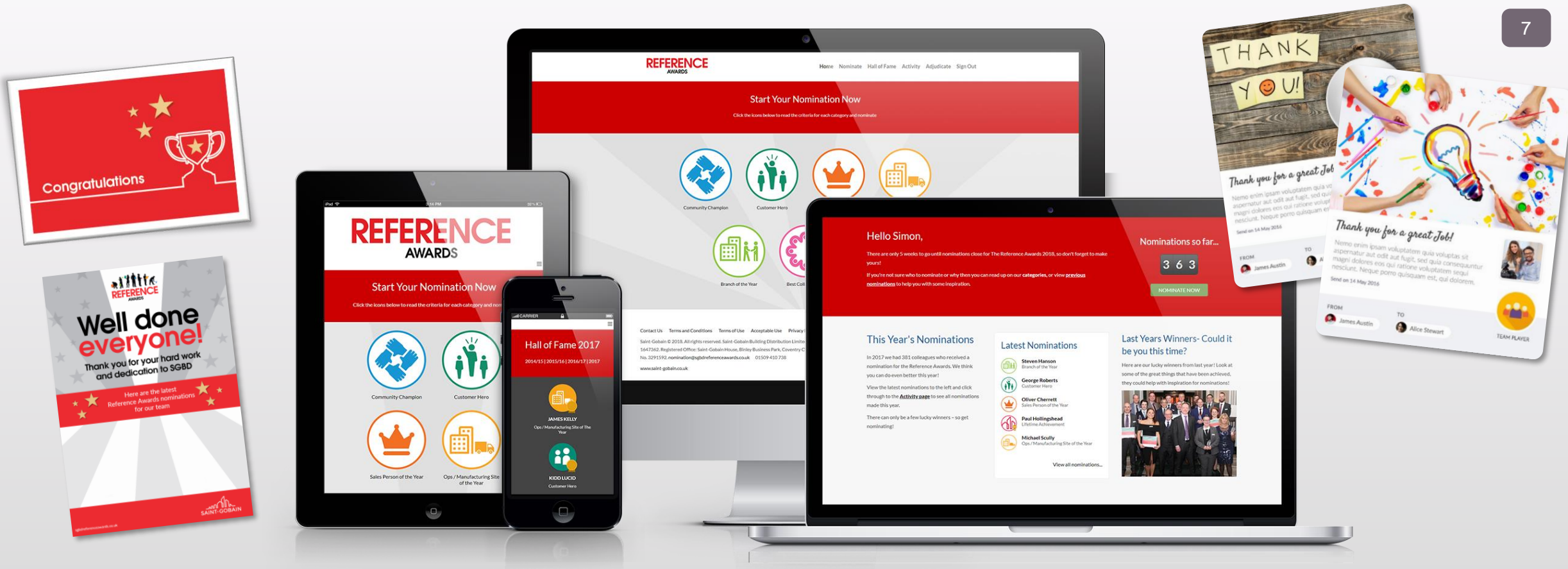


Introducing our Engagement Platform

Our fully brandable, flexible web platform accommodates your metrics & behaviours. A range of built-in interactive tools to drive participation, engagement & performance: Recognition, Leagues, performance trackers, countdown clocks, slow reveals, quick polls, surveys & product knowledge quizzes, games & automated emails based on performance.



Flexible, responsive design, reflecting your brand



Recognition – offline & online

Embed recognition & engage your people with your vision & values to improve teamwork & customer service. We offer an engaging way to send multiple levels of recognition; from quick messages to instant rewards. With great rewards, nifty tools such as counters, countdowns & ready reckoners, plus insightful reporting, you'll know exactly who's living your values & who isn't!

Give Recognition



Any device, printed forms & hotline



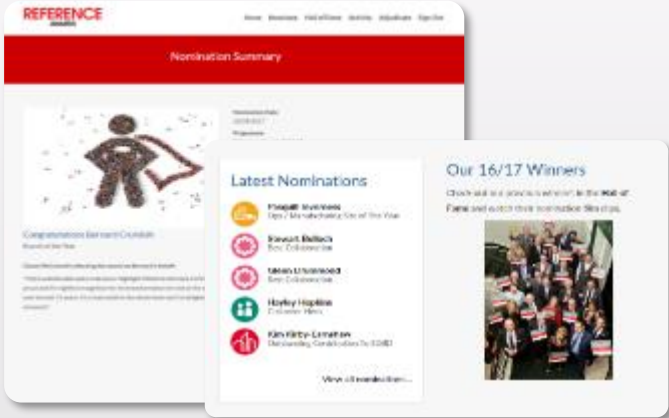
Receive Recognition



Instant e-recognition, certificates & cards



Celebrate Recognition



Hall of Fame & posters



Recognition accessibility

A&I's Recognition Solution

Range of tools to build your own scheme

Fully brandable & flexible content management
User centric / user friendly / responsive

Online & offline recognitions

Tiered levels

- Text – Quick message
- E-thank you
- Instant Rewards & Manager Budgets
- Nomination (Quarterly / Annual)
- Prize Draws & Voting Options

Flexible question setting & visibility

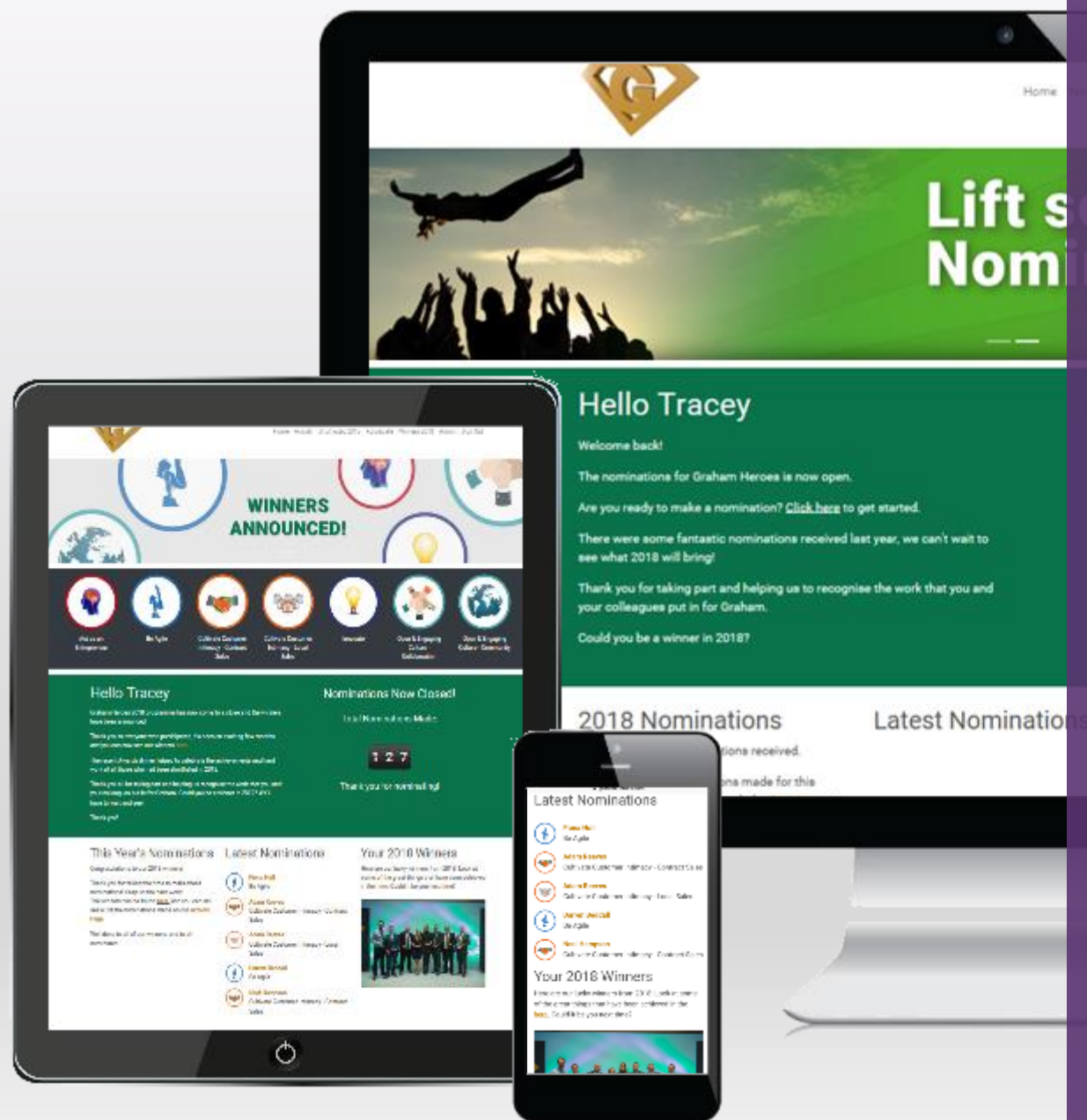
Adjudication / approval processes

Celebrate winners with the Hall of Fame

Management tools

Automated & bespoke communications

Clear, visual MI & BIK reporting



The screenshot shows the CODES Spirit website. At the top is a navigation bar with links: Home, Recognise, CODES, Activity, Rewards, My Account, Contact Us, Adjudicate, Reporting, Admin. Below the navigation bar is a large rotating banner featuring a group of diverse people cheering with their arms raised. A callout points to this banner, stating "fresh content, rotating banner". Below the banner is a "Welcome Tracey" section with a personalized message and instructions on how to use the CODES Spirit program. A callout points to this section, stating "personalised welcome & overview". Below the welcome section is a blue banner with the text "Our Behaviours" and "Recognise" above a large green arrow pointing right. The word "CODES" is written in large, colorful, blocky letters. A callout points to this banner, stating "values / behaviours promotion". Below the blue banner is a "Latest News" section with a link "Recognise More". To the right of the news is a "Recognition Feed" showing a list of recognitions with names and descriptions. Below the feed is a "Spirit Recognitions" section with a "Recognition counter" showing the number "681". A callout points to the counter, stating "Recognition counter".

ONLY 7 DAYS LEFT UNTIL
THE MONTHLY PRIZE DRAW!

07080658

DAYS HRS MINS SECS

Countdown to next
recognition prize draw



Nominee & the nominee's line manager
receive email notification on submission.

Personalised printed cards for offline audiences

A clear correlation between engagement & business performance

[Home](#) | [Awards](#) | [My Account](#) | [Sign Out](#)

Activity

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin sit amet volutpat eros. Aliquam tincidunt pharetra est eget porta. Morbi efficitur lectus leo, non elementum nibh ultrices consectetur.

View all recognitions made or use the filters and click to search for a particular recognition.

Recipient

Sender

Search

Justin Hall
Empowering ...
[View Details](#)

Robert Hawley
Meaningful ...
[View Details](#)

Allan Mann
Creates more ...
[View Details](#)

Majid Khan
Drives more ...
[View Details](#)

Lisa Halsall
Empowering ...
[View Details](#)

Justin Hall
Meaningful ...
[View Details](#)

Paul Proud
Empowering ...
[View Details](#)

Adam Nedahl
Drives most ...
[View Details](#)

Paul Hoopert
Empowering ...
[View Details](#)

Steven Sharp
Creates more ...
[View Details](#)

Trevor Brown
Drives more ...
[View Details](#)

Sawttree Day
Creates a ...
[View Details](#)

Colleagues can see who has been recognised for what, reinforcing behaviours

[Home](#) | [Awards](#) | [My Account](#) | [Sign Out](#)

Site Overview

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin sit amet volutpat eros. Aliquam tincidunt pharetra est eget porta. Morbi efficitur lectus leo, non elementum nibh ultrices consectetur.

Creates more sales opportunities

Nomination Date
06/09/2019

Programme
Long Service Awards 2019

Nominator
Laura Smith

Category
Front of House

Recognition Text
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin sit amet volutpat eros. Aliquam tincidunt pharetra est eget porta. Morbi efficitur lectus leo, non elementum nibh ultrices consectetur.

[Home](#) | [Awards](#) | [My Account](#) | [Sign Out](#)

Site Overview

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin sit amet volutpat eros. Aliquam tincidunt pharetra est eget porta. Morbi efficitur lectus leo, non elementum nibh ultrices consectetur.

Users Signed-In

29%

266 Unique Sign-ins

Received Recognition

26%

241 Unique Recipients

Sent Recognition

12%

112 Unique Senders

Total Sign-ins

555

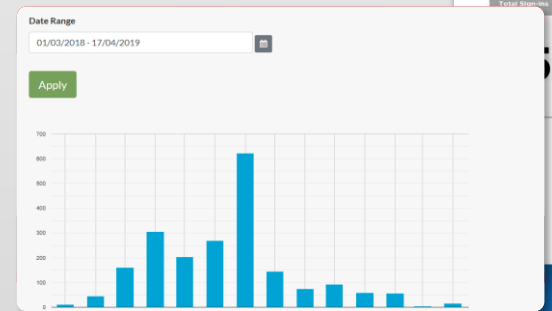
Total Received

321

8 Printed Cards Received

Total Sent

213



[Home](#) | [Awards](#) | [My Account](#) | [Sign Out](#)

Objectives: YTD

Objective: 25% Employees Engaged (Unique Logins)

Result: 24% of employees engaged

Additions to help achieve target:

- Sign in page improvements. No
- Maintain e-communications – a
- to drive final nominations

Objective: 522 Nominations Received

Result: 522 nominations received.

Additions to help achieve target:

- highlighting '2

Objective: 210 Nominations Sent

Result: 210 nominations received.

Additions to help achieve target:

- highlighting '2

Nominations Received by Category

Category	Percentage	Count
Cultivate Customer Intimacy	23%	121
Be Agile	20%	107
Build an Open and Engaging Culture	20%	102
Safety Behaviours Award	15%	79
Act as an Entrepreneur	14%	75

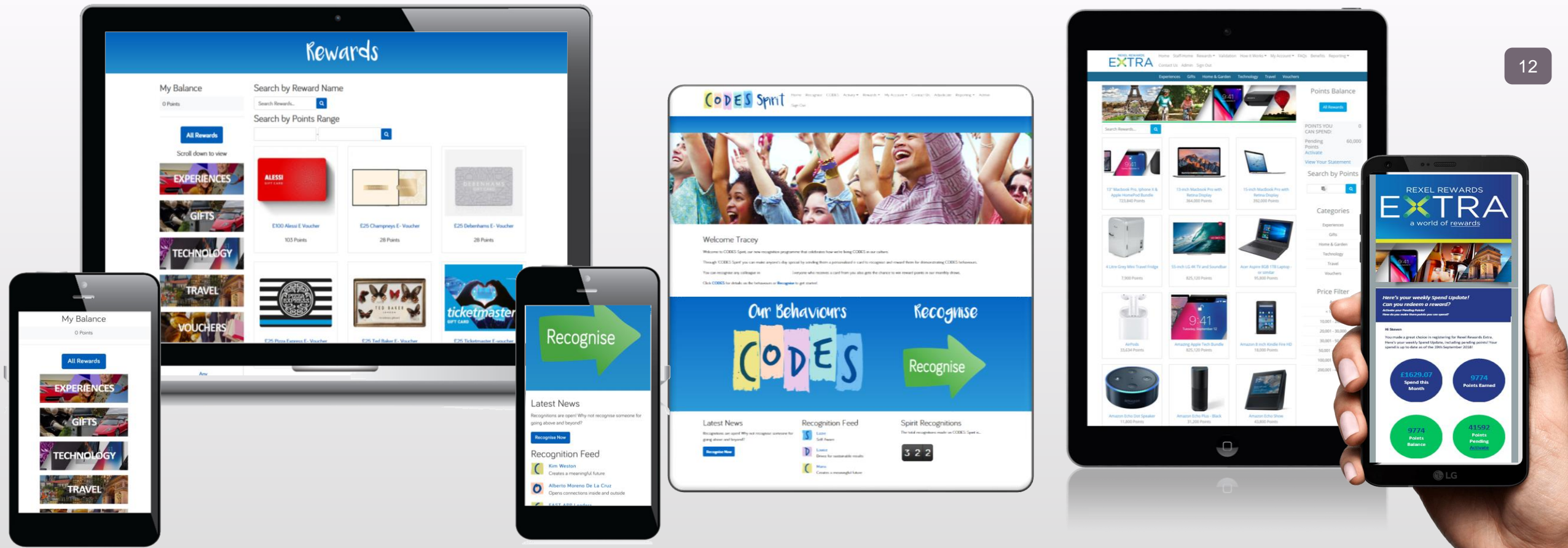
Nominations Received by Card Design

Card Design	Percentage	Count
celebrate	34%	176
good job	25%	129
super man	16%	84
star	15%	79
cham	10%	51

Celebrating Colleagues, Reporting for Stakeholders & Managers

Colleagues can see who has been recognised for what, reinforcing behaviours

Reporting allows you to see who is living your mission & values, real time at the click of a button. With full monthly MI reporting to present trends, developments & progress



Reward staff easily with Points Banking

If your recognition scheme includes rewards then we can help you with a low admin solution. Our points banking reward module is packed with features to help you motivate & engage... Save points, dream rewards, easy search & checkout, bespoke catalogues, Myrewards shows rewards they're close to getting, whatever you want, statements, games & 1,000s of rewards!



Technology



Experiences



Gifts



Alcohol



e-vouchers

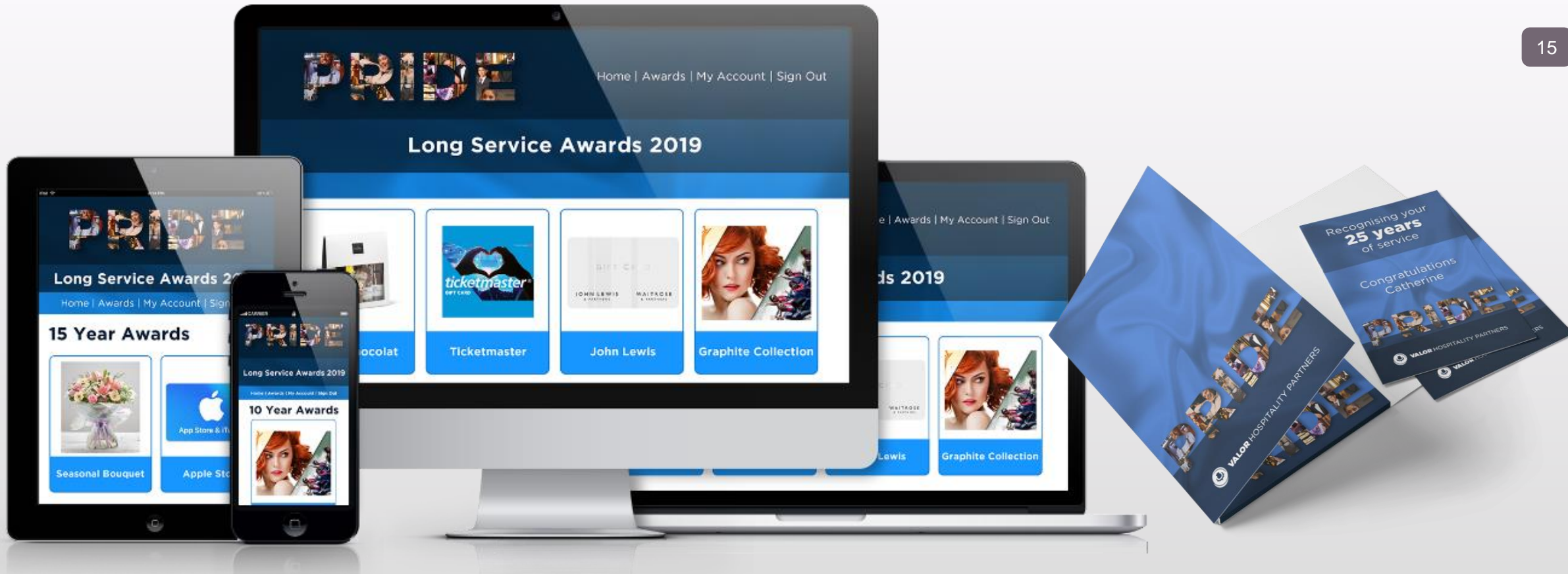


Home & Garden

Reward ideas

Why stop there?

Maximise your investment by adding long service or health & safety awards to the website...



Long Service

We'll manage the whole process for you with an engaging and personalised process. Send us your data with the reward requirements for each person and we'll manage the rest. Our Reward Shop Platform allows employees to choose from 1,000s of rewards and get it delivered direct! Branded certificates and presentation packs, postcards, greeting cards or emails offer that final touch.



An experienced team to set up & run your programme

Account direction & management to drive engagement

Support for day to day queries

Dedicated & manned hotline & email contact for employee queries



Clear programme documentation

Programme specification

Implementation plan

Communications plan



Regular reporting presented how you want it

Participation & engagement

Recognitions
Communications impact

Management: what A&I offer you



a world of energy



Who we work with

Here's the impact
we've had for one of
our clients...

Basic thank yous
Prize Draw Rewards
Instant Rewards
Customer recognition

On & offline
recognition
cards

My View &
Hall of fame
showcasing
winners



Key
engagement
stats up by
8-18%

48,453 sent
Thank you sent
every 2 mins
76% received,
53% sent

40%
Budget
saving

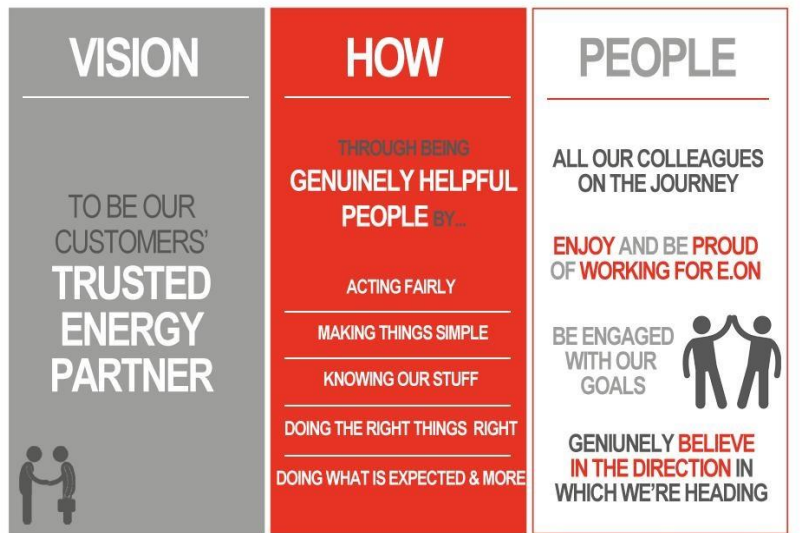
Number 1 in the uSwitch survey
of customer satisfaction – making
us the nation's favourite
energy supplier
for the second
year running



10,000 office/engineering/field & home workers across the UK

Recognition scheme to drive behaviours & job role KPIs to support the company mission to be:

“Our customer’s trusted energy partner through being genuinely helpful people.”



Going from good to great...

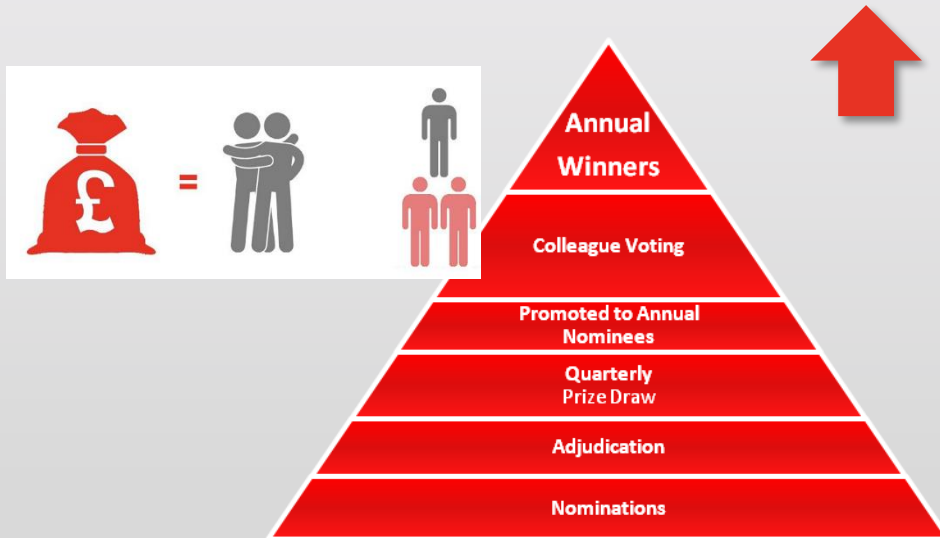


values
empower **innovation**
recognition

Senior leadership integrity
Values become meaningful and support employee voice
Manager's integrity and tools to assess
Measurement

85% of employees who feel **meaningfully recognised** will go the extra mile

A simple **THANK YOU** will increase a person's willingness to help again by **100%**



How we did it

Communications to set out the Vision & Behaviours. Create a recognition structure to move from good to great by driving 4 key indicators of engagement. Each level reinforced these.

	PRE-BUZZ	BUZZ YEAR 1	BUZZ YEAR 2
HOW MOTIVATED DO YOU FEEL IN YOUR CURRENT JOB?	61% POSITIVE	62% POSITIVE	69% POSITIVE
I WOULD RECOMMEND E.ON UK AS AN EMPLOYER TO FRIENDS	63% POSITIVE	72% POSITIVE	74% POSITIVE
I FEEL VALUED AND RECOGNISED BY THE COMPANY	39% POSITIVE	44% POSITIVE	52% POSITIVE
ALIGNMENT - THE EXTENT TO WHICH EMPLOYEES UNDERSTAND AND SUPPORT WHAT WE ARE TRYING TO ACHIEVE	57% POSITIVE IPOS UK NORM 52%	71% POSITIVE	75% POSITIVE
NET PROMOTOR SCORE	-13		-2

+18 %
Live the mission

+8%
Motivated

+11 pts
in NPS score!

The results – impressive huh?

Let's talk

and chat about how we can help

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Consultancy * Communications * Management

A&I group

