

Reward Gateway's Quarterly Product Update October - December 2020

Quarterly product development summary 20 improvements across 6 different products with a lot more happening in the background.





Employee Recognition & Reward

Scheduled recognition

Now you can schedule awards to go out to large employee groups to recognize key milestones that are meaningful to employees and the business, such as long service, special events, public holidays and birthdays! Clients can use this feature for both monetary and non-monetary recognition, and can utilize the segmentation tool to send to specific employee groups.

Nomination approvers can edit nominator's reason for award

Approvers can now edit award reasons before approving a nomination, for example, to correct typos before sharing.

Customized Social Recognition Wall filters

New filter options for employees

- Create their custom searches using Wall filters, save them and reuse them whenever they like.
- their saved filters. • Filter the groups they belong to (e.g. department, location, etc.)

• Subscribe to a weekly email digest of public recognition within

- through the My Groups filters. • Filter recognition written or received by their direct reports (if
- they are Line Managers) • Copy a link to any public recognition post, so they can share it
- with colleagues (e.g. via email, Slack, etc). For clients this advancement will allow them to:

• Pre-determine their employees' default view of the Wall when they log in (i.e. "Company filter"). For example, they can set it to

Real-time notifications through Yapster integration

Improved Instagram tile with integration

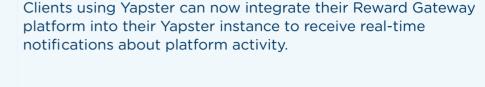
- each employee's own department. • Subscribe all registered users to a weekly email digest of all
 - Success Article to learn all about them.

recognition on the Wall, or within their Company filter Read this



Platform

Core





Employee Communications

Employee

Surveys

Employee

Discounts

which also allows employees to click through to the Instagram post. Improvements to blog announcement alerts and emails We've made significant improvements to the speed at which blog

announcements - in the form of alerts and emails - get sent out.

content. The new release also ensures that the blog author also receives announcement alerts so that they can see and check that

We have rebuilt the Instagram tile on SmartHub®. Clients can now

authorize their Instagram account to integrate with SmartHub®

which will allow the tile to properly display all Instagram posts,

Now, as soon as an author hits the Publish button, the alert will be sent. Plus, the platform will check every 2 minutes for new

the announcement has sent and delivered successfully.

In order to help keep track of alerts even further, there is a new status popup that the author can review by navigating back to the published post. This will indicate when the post was published, and the status of announcement emails/alerts getting sent. mention alerts, and any integrations being triggered.

New and improved "Image+Text" tile Following feedback from clients asking for SmartHub® tiles to reflect their branding but also to look good on mobile phones, we

following new features: Background color option

 Ability to flip image and text position Bring title and description together on vertical tiles • More text formatting and color options

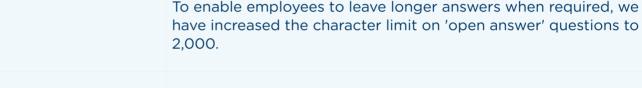
have given the "Image+text" tile an upgrade, providing the

- Recipients now editable for file upload surveys
- You can now add, edit or remove survey recipients for an employee survey after it has gone live. After launch, an admin will now have the ability to upload a file that will allow them to add

new recipients, update the existing recipients, or remove recipients. (Note: this applies to file upload surveys only, not surveys based on all members or a segment of members.)

Open Answer character limit increased to 2,000

Easier browsing on the SmartSpending™ app



'Our Picks'

To further improve navigation and ease of use we have added a new "Weekly Offers" tab on the app homepage, within which additional browsing options include: 'This week is all about'

- **New Boohoo Instant Voucher now available** A new Instant Voucher for Boohoo.com is now available on
- SmartSpending™. Employees can save on everything they buy at Boohoo.com through the new flexible (i.e. buy exactly the amount

can receive awards, too.

(UK, Australia, Ireland)

or dollar that they require.

Here's what clients can expect:

• 'Featured Retailers'

they need, to the nearest pound) Instant Voucher. This offer is also available for R+R award redemption.

Hotels.com now available for R+R award redemption We have added a brand new offer to Recognition and Reward! Employees can now use their award points/amount to save at Hotels.com.

available to our clients' employees via the Wellbeing Centre. We've added approximately 200 hours of video content from ClassPass and is available for employees to access from the "Move" section of the Wellbeing Centre. The videos cover the

ClassPass "Move" videos now available in the Wellbeing Centre Reward Gateway has partnered with ClassPass, a leading fitness and wellness membership service, to further enhance the content



Employee

Recognition

& Reward

Employee

Wellbeing

categories Yoga, Barre & Pilates, Abs & Core, Cardio & HIIT, ad Strength & Toning. Scheduled recognition for unregistered users We know that not all clients are able to provide email addresses for their employees upfront in order to send out a mass recognition communication or award. So, we've enhanced

our Scheduled Recognition tool to make sure unregistered users

Scheduled recognition will go out to unregistered users, based





on the timezone of the program they belong to They will be notified of their award through an onsite alert, which they will see on their first login All awards will be available in the users' R&R balance on their first login

New Global Hotel Card (powered by Expedia) now available

The Global Hotel Card provides great savings at over 350,000

hotels and accommodation rentals worldwide. SmartSpending™

purchasing Instant Vouchers / eGift Cards to the nearest pound



Employee Communications

Employee

Discounts

Added option for assigning blog contributors We've added a third option in the list of default permissions that

users can now save an additional 10% on their booking by



everyone can blog but posts need approval. This will allow clients to give everyone in their organization the ability to participate in writing blog content whilst retaining control of when the content gets published. Admins can still keep a schedule of when they have content going live, but they do not

need to do all of the blog authoring on their own.

can be assigned to everyone on a blog. Now, blogs have three options: everyone can blog, only those specified can blog, or

Blog counter pop-up improvement We have made a small but important improvement to the status popup by adding a tooltip with further explanation for email alerts as well as a link to a Success Portal article on the bottom to direct a client to information about allowing emails through with IP and Domain settings.

We have introduced the capability for clients to be able to choose

how they want their data exports to be available. There will now be 3 options available and these can be customised through the



Employee

Communications

versions.

Core

Platform

 Allow data exports only within Safe Listed IPs (Available to all Reports Viewers but only when in Safe Listed IPs) Do not allow any data exports (Not available to anyone)

New, enhanced data export security settings

Security Dashboard for each programme:

Making Blog segmentation easier for Authors and Admins

included more tooltip information. This improved interface will to help guide authors in any questions they may have while creating

We know that many of our clients use our Reward & Recognition

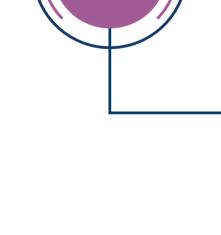
"award" to be mentioned in the notification email or the on-site alert. For example, they might want to send a Christmas Bonus or

system to issue monetary gifts or allowances as well as for

recognition awards, and therefore may not want the word

We have redesigned the segmentation experience so that Authors and Admins can be confident the correct population is seeing the proper content. Not only have we made the language around segmentation more user friendly, but we have also

Allow all data exports (available to all Report Viewers)



December



Employee

Recognition

a COVID-19 WFH Allowance. We also know that not all recognition clients send out is monetary, and so, clients may not always want award values to

be displayed in the communications.

Email wording improvement

To account for all of these scenarios, we have removed the system-generated word "award" from the recipient notification emails and onsite alerts for AwardFilePlus and Scheduled Recognition. Clients now have more flexibility to name their recognition moments the way they want. The word "Award" will not show in

Lastly, we are changing the "See your award" email call to action to "Take a look now". While this is still fixed across all clients, it applies to a wider range of initiatives.

these emails and alerts, unless their chosen award name includes

For more details, visit the Success Portal or contact your Client Success Manager. www.rg.co/successportal