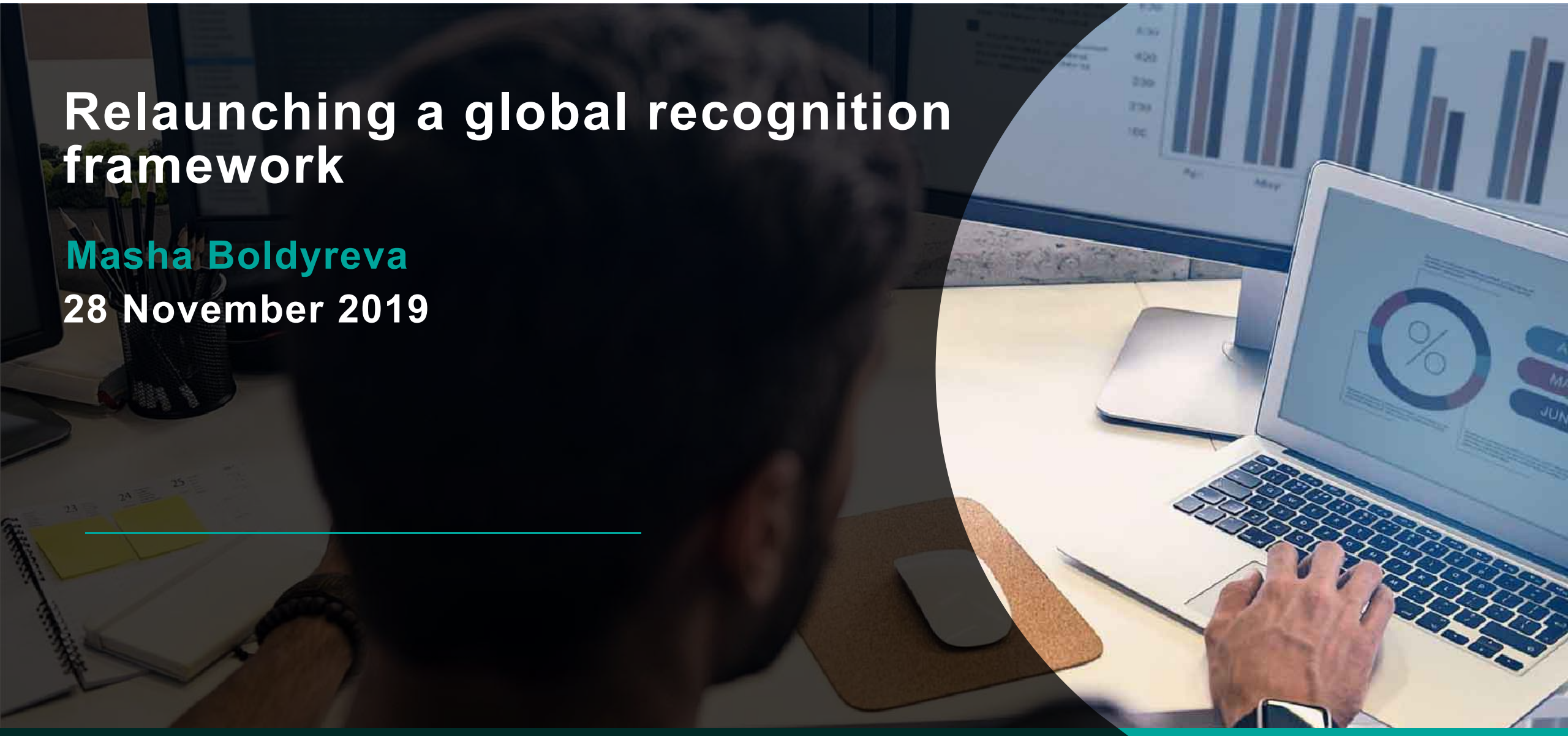


Relaunching a global recognition framework

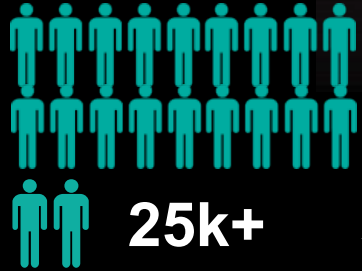
Masha Boldyreva

28 November 2019

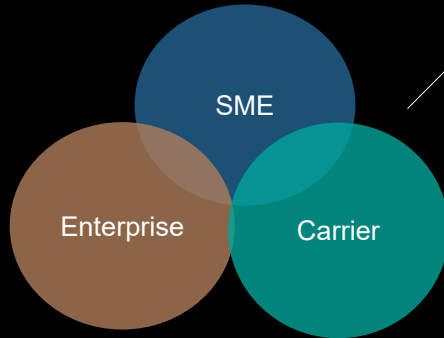


Colt in focus

colt



25k+
Business
customers



Network
Services



Voice
Services

205
Cities
28
Countries
3
Continents



5k+
Employees



Recognition challenges at Colt

- ❑ Internal platform that wasn't engaging
- ❑ Confusion about which award is for what
- ❑ No visibility on winners
- ❑ Confusion between award options
- ❑ Multiple delivery methods caused complexity
- ❑ Fragmented back end processes
- ❑ Governance and reporting insufficient

- ❑ To create a new global recognition framework that would make colleagues feel valued and appreciated and drive a new set of behaviours that will make Colt successful.
- ❑ Empower our colleagues through a recognition portal that is fun and intuitive to use.
- ❑ Simplify back end processes and improve recognition governance and reporting.



Reviewed the market

- Talked to 10+ providers to find the right “fit.”
- Looking for expertise, a genuine trusting partnership and the ability to launch globally



Changed provider

- Signed a contract with Xexec in May 2018



Created a new global recognition framework

- Launched **Colt Inspire** in October 2018
- A brand new portal that relaunched Ecards, spot awards, career milestones and the annual trip award to c.5000 employee in 28 countries



Menu ▾ Logout

MG

Hello Mathilde

Home

Nominate

Redeem

Reports

Recognition Guide

Awards

Approvals

Admin

Send an Ecard

Tag My Manager

Recognise Success at Colt

Ace Connect @ Colt

10894

Total Company Awards to Date

My Function 705

My Country 1680

Awards

3

Given

3

Received

Winners Wall

Sort By: All >

MR

Mukesh Rawat
 Chief Operating Officer, India
Success at Colt
 Core Value: Smash our goals

Smash our goals

Awarded by:
 Aby Thomas

0

0

KV

Kirsten Van der Voort
 Sales and Marketing, Spain
Success at Colt
 Core Value: Win together

Win together

Awarded by:
 Carmelo Cabboi

0

0

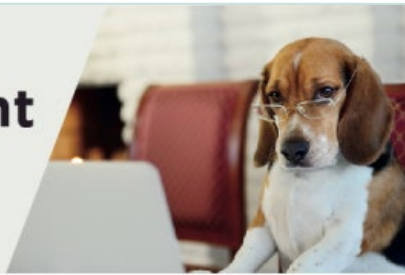
© Xexec 2018

Ecards

Send engaging e-cards at any time



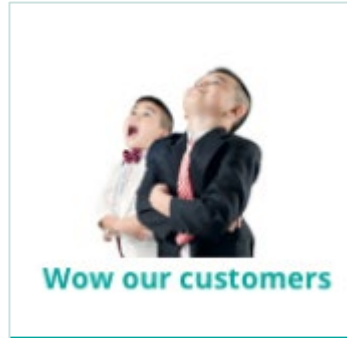
**Brilliant
job**



Thanks for
your support



.... and the most frequent feedback “It’s so simple to use!!” (No training required)



Success at Colt

E-voucher awards to recognise role models of the company’s success behaviours.



Challenger awards

Quarterly opportunity for a bigger financial award.



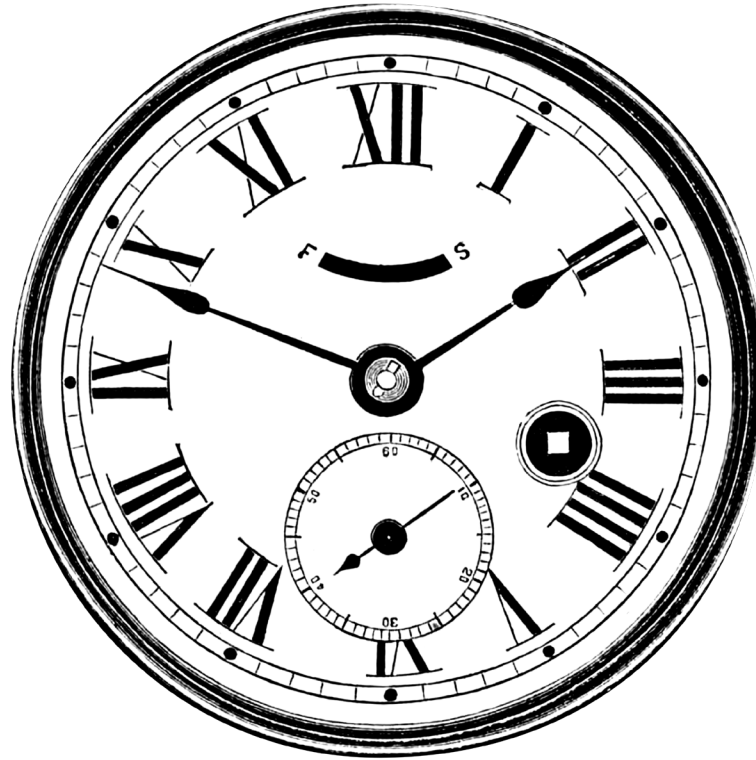
Ace Connect

A trip of a lifetime for our “best of the best”.

Romania will never get
the same as India...

Some people are still very
attached to physical gifts

Unofficial programmes don't
end with the new framework



Reducing amounts in countries
due to cost of living adjustment
was not as emotive as we thought

Tracking rejected awards and
nominator demographics is as
valuable as tracking approved awards

If you get it right,
the scope will increase

colt | INSPIRE



Over 11,000 recognition moments (financial and non-financial)

Top 5 countries recognising colleagues:-

- India (35%)
- UK (15%)
- Spain (12%)
- Germany (6%)
- Romania (5%)

46% engaging in the platform to nominate non-financial recognition

Total of EUR 320,000 awarded and below budget

Colleagues aged 34-44 sending/receiving the most e-cards

Junior staff are being recognised the most

- 37% of e-cards
- 42% of spot awards

63% of recognition is within the same business function



Thank you