



CALL CENTER ONLINE EMPLOYEE RECOGNITION PROGRAM

Call centers are often subject to high turnover and absenteeism and low employee engagement. Companies in the call center or contact center industry can turn to incentive program solutions such as peer to peer recognition, customer service and attendance awards to combat these problems. Awards Network's flexible online incentive programs allow each client to tailor the program to specific organizational objectives. With Awards Network analytical reporting capabilities, organizations are able to determine the progress of an incentive program anytime, anywhere.

Case Study

Situation:

A client approached Awards Network to assist in rewarding, engaging and recognizing their call center employees with incentives.

Solution:

Awards Network designed a custom online incentive program that allowed employees to access the program website with a unique username and password. With 15 different categories/point levels of lifestyle merchandise, each employee qualified for the lowest level, provided he or she did not have an unexcused absence for the first 2 months. After the kickoff period, emphasis was heavily placed on monthly sales goals and customer satisfaction ratings. Finally, after 6 months of the incentive program, employees were then able to earn points for improving their processing times.

Since the incentive program goals were introduced over a 6 month period, emphasis was equally placed on the organization's various objectives. Throughout the incentive program, employees were able to nominate co-workers for different reasons as part of the incentive program's peer to peer recognition component.

Results after the first year of the program:

- Employee retention rates increased by 25%
- Attendance rates increased from 85% to 95%
- Overall processing time for calls in all areas decreased by 15%
- The customer satisfaction rating soared from 79% to 90%

Are you ready to engage and recognize your call center employees? [Contact Awards Network](#) today to discuss your employee incentive program needs.



The money saved by one company from implementing an incentive program and the resulting reduced call center training and staffing costs was \$2.5 Million

Source: International Customer Management Institute, 2005

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CONSTRUCTION INDUSTRY SAFETY AWARD PROGRAM

Numerous companies in the construction industry are realizing the impact of offering **safety awards** on bottom line results. Construction companies are able to increase safety compliance and awareness on the job-site by providing safety awards to workers who complete safety training and reach safety milestones.

Construction employees and contractors work in dangerous job site environments every day and the potential for injury not only results in multiple expenses for construction companies but can also cost a person his or her life. Awards Network works with construction companies to create a safety program that improves safety awareness and compliance while reducing the cost of insurance and worker's compensation claims.

Case Study

Situation:

A construction company decided to start presenting safety awards to employees who reached specific quarterly safety program goals.

Solution:

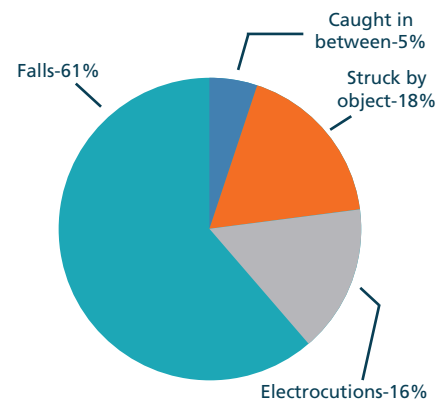
Monthly job-site safety training and safety meetings were implemented to help inform employees on how to work safely at various job-sites while keeping them up to date on construction safety issues. Each employee who reached the quarterly safety goals was presented with a custom safety award booklet. As the employees began to redeem the safety awards, management was provided with safety program status reports, allowing the company to see tangible results of the safety award program without having to perform the day to day administrative functions.

Benefits and Results of the Safety Award Program:

- Over the course of 3 years, job-site accidents decreased by 70%
- Lost time accidents were reduced by 47%
- Insurance premium costs decreased
- Absenteeism decreased
- Productivity and profitability was increased

Want to learn more about how a safety award program can help to make your company safer? [Contact Awards Network](#) to discuss your safety program needs.

Eliminating the Fatal Four would save 410 construction workers' lives in America every year



Source: OSHA, 2011

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DRIVER SAFETY AWARD PROGRAM

Many trucking companies are looking to provide **safety incentive programs** to their local and long haul drivers as part of an overall driver safety improvement strategy. It is no wonder considering that last year alone there were over 135,000 non-fatal collisions reported in the United States. When companies employ thousands of employees who utilize company vehicles, improving their driving safety record is vital to bottom line results.

Awards Network Account Managers work side by side with clients in the trucking industry to ensure that each safety incentive program is as successful as possible. All program administration, communication of the safety program and gift fulfillment is performed by Awards Network. Most importantly, safety program reporting is available anytime for program administrators so that the safety incentive program's effectiveness can be measured and compared over time.

Case Study

Situation:

A long haul driving company needed to increase safety awareness and compliance on the road in order to decrease the high cost of accidents and insurance.

Solution:

Awards Network designed an online safety incentive program for drivers of the company which allowed employees to access the program information anywhere, anytime. As drivers reached safety goals, they received points which could be redeemed for a safety award or banked for an award from a higher priced collection later on. When points are awarded to drivers they are notified via email along with their unique username and password to access the safety program. Drivers used the safety program website to view information on safety program goals and corresponding point levels, take monthly safety quizzes and check out the safety award catalog.

Benefits and Results of the Employee Recognition program:

As a result of having the safety incentive program in place for 3 years, absences due to injuries were nearly eliminated, workers' compensation claims decreased by 40% and the cost of insurance declined by 20%. Driver engagement increased and employee loyalty was raised by 34% over the course of the safety incentive program.

Ready to find out how our safety programs can work for your driving company? [Contact Awards Network](#) to discuss how our safety incentive programs can work for your organization.

For every dollar spent on safety, management can expect a \$4 to \$6 return on the \$1 investment



Source: Liberty Mutual Group, 2005

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HEALTHCARE SERVICE AWARD PROGRAM

The healthcare industry faces recruitment and retention issues on a regular basis as it has maintained the fastest growing demand for skilled labor over the past decade. Attracting and retaining quality healthcare employees has become increasingly difficult for hospitals and healthcare clinics in this competitive job market. **Employee recognition programs** are a proven way to help retain workers in the healthcare industry.

In a recent study, over one third of respondents cited the same reason for leaving a company- he or she felt they were not recognized by an employee award program at all or on an inconsistent basis. Not only do employees crave recognition for a job well done, but can feel more engaged and productive on a consistent basis when they receive recognition through an employee recognition program, such as a healthcare staff award program.

Case Study

Situation:

A regional health system provider wanted to implement an employee recognition program to help combat the high turnover it was experiencing and improve its commitment to patient satisfaction.

Solution:

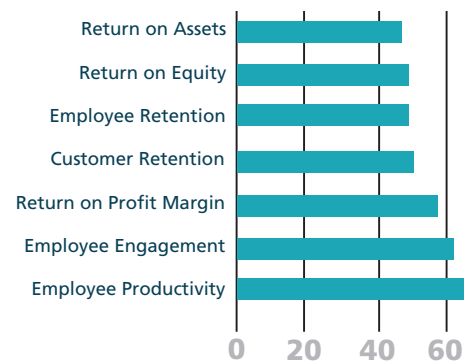
Awards Network designed a cost effective and customized recognition award package for each hospital's employee award program that is given to employees on their service anniversary. Each employee is presented with the packet containing a congratulatory letter from the CEO, a certificate of appreciation signed by the CEO and a catalog and ordering form for a gift.

Benefits and Results of the Safety Award Program:

After 5 years of the initial implementation of the employee recognition program, the regional health system provider has a nursing staff turnover rate of 5.5% compared with the national average of 18% and an overall workforce turnover is 8.7% compared to a 15% industry wide rate. The overall cost of hiring and training employees was reduced in turn, while recruiting costs also declined. This contributed to savings of over 55% in hiring and rehiring costs.

Interested to learn how we can help you implement a healthcare staff award program? [Contact Awards Network](#) to discuss how our employee recognition programs can work for your organization.

Metrics that increase as a result of implementing an employee recognition program



Source: SHRM, 2012

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LAW FIRM RECOGNITION PROGRAM

The legal industry often deals with disengaged employees and low employee retention rates. Creating and sustaining employee engagement can increase employee loyalty and also help to retain workers. Recognition award programs are a proven method of improving employee engagement at a law firm as these programs provide a way for firms to recognize and reward workers.

Approximately three in four legal professionals are currently not engaged. Not only do employees crave recognition for a job well done, but can feel more engaged and productive on a consistent basis when they receive recognition through an employee award program. Often as a result of implementing an employee engagement program, employee loyalty will increase.

Case Study

Situation:

A law firm wanted to reduce its recruiting costs and increase employee engagement.

Solution:

Awards Network designed three different recognition award packages for the law firm to reward employees on their anniversaries, recognize employees for an above and beyond performance and also for providing outstanding client service. The recognition award packages were customized with the law firm's logo and personalized with the recipient's name and accomplishment as a special touch.

Inside the award package, there was a recognition letter and a certificate of appreciation signed by the senior partners of the law firm. An award catalog with over 70 lifestyle merchandise items and an order form was also included in the recognition package.

Benefits and Results of the Employee Recognition program:

The law firm conducted an engagement survey before the implementation and after a year of the employee engagement program. The number of disengaged employees decreased from 70% of workers to fewer than 40%. In addition, employee retention increased by 14% over the course of the year.

Want to learn more about how your law firm can benefit from an Awards Network employee engagement program? [Contact Awards Network](#) to discuss how our award programs can work for your organization.

**US Businesses Lose \$11 Billion
Annually due to Employee
Turnover**



Source: US Bureau of National Affairs, 2013

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MANUFACTURING SAFETY INCENTIVE PROGRAM

Increasing safety in the workplace is a goal established by many organizations within the manufacturing industry, but achieving safety compliance can seem like a difficult task to manage. Awards Network [safety incentive programs](#), whether paper based, online based or both is a great solution for manufacturers looking to increase the safety awareness of employees while also reducing costs related to accidents and creating a culture of safety in the workplace.

Case Study

Situation:

A leading manufacturing company approached Awards Network in need of a safety incentive program to encourage proper safety compliance and help to lower costs associated with lost time accidents.

Solution:

Awards Network worked with the manufacturer to compile a list of goals. Once the budget was set and the amount for each goal was established, a custom online safety incentive program was designed to the manufacturer's requirements. Managers distributed safety points to employees as goals were achieved.

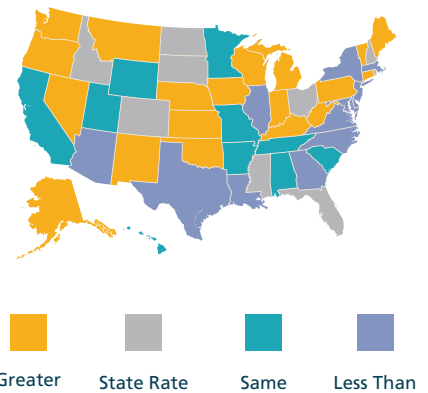
The employees logged into the online website to view information on safety program goals and corresponding point levels, take monthly safety quizzes, take advantage of peer to peer recognition opportunities and place orders. Once a quarter, account statements were sent out to the employees' homes along with ordering information. Once a month, company announcements were mailed to safety supervisors at each location who held safety meetings that introduced new safety goals and kept employees actively involved in safety awareness and compliance in the workplace.

Benefits and Results of the Employee Recognition program:

The manufacturer saved \$6.50 per every \$1 invested in the safety incentive program over the course of 2 years. Reduced injuries, decreased insurance premiums, decreased absenteeism due to injury, and a boost in employee engagement all contributed to the safety program's high return on investment. As a result of the safety award program, the manufacturing company was able to gain a competitive advantage through the cost savings that it achieved.

Ready to find out how our safety programs can work for your manufacturing company? [Contact Awards Network](#) to discuss how our safety incentive programs can work for your organization.

Injury and Illness Rates Compared to National Rate



Source: OSHA, 2011

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MINING SAFETY INCENTIVE PROGRAM

Numerous companies in the mining industry are realizing the impact of offering safety incentives on the cost of insurance premiums and overall profitability. By providing safety awards to workers who complete safety training and reach safety milestones, mining companies are able to increase safety compliance and awareness on the jobsite.

Miners work in dangerous jobsite environments every day and the potential for injury not only results in multiple expenses for mining companies but can also cost a person his or her life. Awards Network works with mining companies to create a safety program that improves safety awareness and compliance while reducing the cost of insurance and worker's compensation claims.

Case Study

Situation:

A client in the mining industry found that each on the job accident cost around \$50,000 due to lost time and productivity. In order to reduce the number of accidents, the company decided to start a safety point certificate program.

Solution:

Awards Network designed custom point certificates that could be given to employees for on the spot safety recognition. Employees could save the safety point certificates or spend the points on safety awards by mailing the certificates in or redeeming them online.

To supplement the safety point certificates, the incentive program included safety posters that gave pointers on safe work behavior and were posted in employee locker rooms and break rooms. The company regularly held safety discussions in which employees could volunteer to lead a discussion on a safety topic of their choice. Volunteers were then awarded safety point certificates based on the quality of the presentation.

Benefits and Results of the Employee Recognition program:

As a result of the safety point certificate program over two years, lost time accidents were reduced by 47% over the previous years. The estimated cost reduction was \$5 million for lost time accidents alone. Overall, the company saw a decrease in employee absenteeism and a favorable increase in productivity and profitability due to the increased safety awareness among employees.

Ready to find out how our safety programs can work for your manufacturing company? [Contact Awards Network](#) to discuss how our safety incentive programs can work for your organization.

Every \$1 spent on mining accident prevention yields \$3-6 in loss avoidance



Source: Mining Safety and Health Administration, 2012

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NONPROFIT COMPANY INCENTIVE PROGRAM

Numerous foundations and public institutions have turned to Awards Network for recognition and incentive program solutions to overcome retention and engagement challenges while remaining within budget. Awards Network has assisted nonprofit organizations in designing and implementing recognition programs that award employees and volunteers on their anniversaries. In addition, some nonprofits have utilized **incentive programs** to increase charitable responses, and foster engagement and loyalty in the workplace.

Case Study

Situation:

A nonprofit blood bank asked Awards Network to develop an online incentive program that would serve to engage and retain both employees and volunteers.

Solution:

Awards Network created and administered an online incentive program for the blood bank. The online award program served as a central hub for communication between the organization, employees and volunteers. When accounts were updated, new goals introduced or an organizational milestone reached, users were notified via opt-in email updates. Each user was given a unique username and password to access the program website and could log in to view the incentive program goals, gifts that could be earned and leader board reflecting the program's top point earners. Employees and volunteers could earn points to spend right away or opt to bank the points earned to spend at a later date.

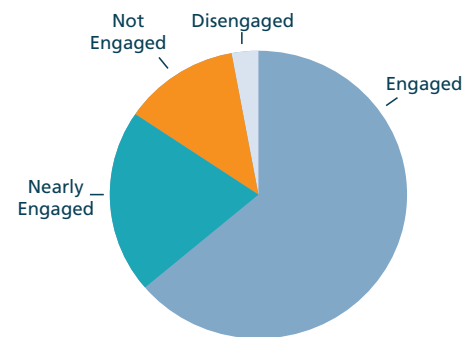
Managers and employees could also visit the website to submit peer to peer recognition nominations. For example, when an employee or volunteer worked later than scheduled or came in to work on a day off, managers and co-workers could formally thank the person via the incentive program website.

Benefits and Results of the Employee Incentive Program:

- Recruiting costs declined by 22%
- Employee retention increased by 17%
- Volunteer retention increased by over 25%

Do you need an expert to help your organization retain and engage employees and volunteers? [Contact Awards Network](#) today to discuss your employee incentive program needs.

Level of Engagement Among North American Employees



Source: Aon Hewitt, 2012

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PUBLIC UTILITIES COMPANY SERVICE AWARD PROGRAM

Awards Network employee recognition programs are a great solution for public utilities and government offices looking to reward employees. With **gifts to fit any budget** and recognition a proven method for increasing employee engagement, it has never been easier for public utilities and government offices to take advantage of recognition programs.

Considering the advertising, interviewing and training expenses a company incurs when hiring a new employee, it is easy to see why employee turnover can be costly. Many municipalities and public works across the United States have decided to implement **years of service** programs in an effort to decrease these costs and ensure employees feel valued and recognized for their hard work.

It is estimated that one out of three employees will resign from his or her current position in the next two years. By starting a program, you are sending a message that employee loyalty is appreciated and valued.

Case Study

Situation:

A public utilities company wanted to implement a recognition program in an effort to increase employee engagement and loyalty.

Solution:

Awards Network designed an award package with the company logo featured on the cover, a certificate of appreciation signed by the general manager, a letter of congratulations from the human resources director and a catalog and ordering form for a gift. Employees who reached milestone anniversaries along with employees of the month and quarter were all recognized at a quarterly ceremony.

Benefits and Results of the Employee Recognition Program:

The employee award program generated excitement at the first banquet that truly helped to rejuvenate the worker's attitude. Within the first two years of the program, employee turnover was reduced by 23% improving the public utilities company overall budget. In addition, as a result of the increased employee engagement, poor recruitment rates were reversed dramatically and referrals became much more frequent.

Interested to find out more information on our recognition awards? [Contact Awards Network](#) to discuss how our employee recognition programs can work for your organization.

Disengaged Employees cost the US Economy \$300 Billion Annually



Source: Gallup, 2013

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SALES INCENTIVE PROGRAM

Sales teams can be highly motivated by non-cash rewards programs. Awards Network's online incentive program is a perfect fit for busy sales managers who want to implement a sales contest or sales incentive program quickly. Our wide variety of brand name merchandise, gift cards and travel experiences will appeal to any demographic and ensure your rewards catalog has items that your sales team will want. With Awards Network's reporting dashboard, sales managers can track the sales incentive program progress online anytime and from anywhere.

Case Study

Situation:

Client wanted to increase sales and referrals by rewarding employees and insurance agencies who referred businesses or home owners to the company.

Solution:

Awards Network designed an online incentive program featuring brand name merchandise, travel and gift card options. Employees and insurance agents could sign up for a free account to start earning rewards. Awards Network worked with the client to design a set of goals and budget along with ways to promote the program. Each approved referral earned the participant \$15 worth of points. Depending on the value of the job once completed, the employee or agent could earn between \$20 – \$1000. A total of about 150 participants are currently active in the program.

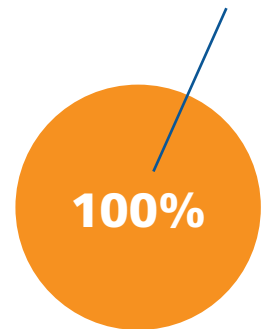
Results after the first year of the program:

- Over \$7500 have been awarded to participants
- Client received double the amount of referrals in 2011 than 2010
- 3 participants have been identified as the top performers, driving the largest volume of business and earned an end of year bonus for participating

The client was satisfied with the results of the sales incentive program and renewed it for the following two years. They have also decided to start rewarding participants who sign up for continuing education courses and for completing them.

Ready to find out how our sales incentive programs can work for your company? [Contact Awards Network](#) to discuss how our sales incentives can boost sales and engagement for your organization.

100% of the "best in class" companies use incentives to reward their sales teams



Source: The Aberdeen Group, 2013

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WELLNESS INCENTIVE PROGRAM

Combating the high cost of healthcare is a major challenge for small businesses with limited resources. However, employing a small number of workers can also be an opportunity to tailor a **wellness incentive program** to the specific needs of the organization and its employees. Small businesses can spend little budget and time polling employees on wellness program expectations. Additionally, having limited resources can inspire creative wellness incentive solutions that are rewarding for participants.

In the past year alone, healthcare costs have increased by 5%. The impact of implementing a wellness program that improves the health and well being of workers can benefit a small business in many ways. From higher employee engagement and retention to lower healthcare costs and absenteeism, wellness programs equal dramatic cost savings for small businesses.

Case Study

Situation:

A design firm asked Awards Network to implement and administer a wellness incentive program to its 50 employees.

Solution:

Awards Network created an online wellness program that allowed employees to read health and wellness information, learn about the goals of the program, view their points earned and browse the online award catalog. Once a month, employees were invited to take part in a brown bag lunch followed by a 20 minute promenade. Throughout the wellness program, participants got in the practice of completing monthly HRA quizzes online, cooking the weekly healthy meal idea and making appointments with physicians for annual physicals. From awarding points and reporting on the wellness program success to gift fulfillment, all aspects of the online wellness incentive program were managed by Awards Network.

Benefits and Results of the Wellness Incentive Program:

The small business reported after 2 years, for every dollar that was invested in the wellness program, health care costs were reduced by over \$3. Employee engagement increased by over 20% and the company was able to reduce absenteeism by over 35%

Want to learn more about wellness incentive programs? [Contact Awards Network](#) to discuss how our award programs can work for your small business.

Companies with effective wellness programs had an average reduction of:



28% in sick days

26% in health costs



30% in workers' compensation & disability management claims

Source: Aflac WorkForces Report, 2012

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