



|   |   |
|---|---|
| <p><b>Employee Recognition &amp; Reward</b></p> | <p><b>Scheduled recognition</b><br/>         Now you can schedule awards to go out to large employee groups to recognise 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 utilise the segmentation tool to send to specific employee groups.</p> <p><b>Nomination approvers can edit nominator's reason for award text</b><br/>         Approvers can now edit award reasons before approving a nomination, for example, to correct typos before sharing.</p> <p><b>Customised Social Recognition Wall filters</b><br/>         New filter options for employees</p> <ul style="list-style-type: none"> <li>• Create their custom searches using Wall filters, save them and reuse them whenever they like.</li> <li>• Subscribe to a weekly email digest of public recognition within their saved filters.</li> <li>• Filter the groups they belong to (e.g. department, location, etc.) through the My Groups filters.</li> <li>• Filter recognition written or received by their direct reports (if they are Line Managers)</li> <li>• Copy a link to any public recognition post, so they can share it with colleagues (e.g. via email, Slack, etc).</li> </ul>  |
| <p><b>Core Platform</b></p>                     | <p><b>Real-time notifications through Yapster integration</b><br/>         Clients using Yapster can now integrate their Reward Gateway platform into their Yapster instance to receive real-time notifications about platform activity.</p>  |
| <p><b>Employee Communications</b></p>           | <p><b>Improved Instagram tile with integration</b><br/>         We have rebuilt the Instagram tile on SmartHub®. Clients can now authorise their Instagram account to integrate with SmartHub® which will allow the tile to properly display all Instagram posts, which also allows employees to click through to the Instagram post.</p> <p><b>Improvements to blog announcement alerts and emails</b><br/>         We've made significant improvements to the speed at which blog announcements - in the form of alerts and emails - get sent out. 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 content. The new release also ensures that the blog author receives announcement alerts so that they can see and check that the announcement has sent and delivered successfully.</p> <p>In order to help keep track of alerts, there is a new status pop-up that the author can review on the published post, which indicates the publish date, and the status of announcements being sent, mention alerts, and integrations being triggered.</p> <p><b>New and improved 'Image+Text' tile</b><br/>         Following feedback from clients asking for SmartHub® tiles to reflect their branding but also to look good on mobile phones, we have given the 'Image+text' tile an upgrade, providing the following new features:</p> <ul style="list-style-type: none"> <li>• Background colour option</li> <li>• Ability to flip image and text position</li> <li>• Bring title and description together on vertical tiles</li> <li>• More text formatting and color options</li> </ul> |
| <p><b>Employee Surveys</b></p>                  | <p><b>Recipients now editable for file upload surveys</b><br/>         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.)</p> <p><b>Open Answer character limit increased to 2,000</b><br/>         To enable employees to leave longer answers when required, we have increased the character limit on 'open answer' questions to 2,000.</p>   |
| <p><b>Employee Discounts</b></p>                | <p><b>Easier browsing on the SmartSpending™ app</b><br/>         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:</p> <ul style="list-style-type: none"> <li>• 'This week is all about'</li> <li>• 'Our Picks'</li> <li>• 'Featured Retailers'</li> </ul> <p><b>New Boohoo Instant Voucher now available</b><br/>         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 they need, to the nearest pound) Instant Voucher. This offer is also available for R+R award redemption.</p> <p><b>Hotels.com now available for R+R award redemption</b><br/>         We have added a brand new offer to Recognition and Reward! Employees can now use their award points/amount to save at Hotels.com.</p>  |
| <p><b>Employee Wellbeing</b></p>                | <p><b>ClassPass 'Move' videos now available in the Wellbeing Centre</b><br/>         Reward Gateway has partnered with ClassPass, a leading fitness and wellness membership service, to further enhance the content 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 categories Yoga, Barre &amp; Pilates, Abs &amp; Core, Cardio &amp; HIIT, ad Strength &amp; Toning.</p>   |

|   |  |
|---|--|
| <p><b>Employee Recognition &amp; Reward</b></p> | <p><b>Scheduled recognition for unregistered users</b><br/>         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 can receive awards, too.</p> <p>Here's what clients can expect:</p> <ul style="list-style-type: none"> <li>• Scheduled recognition will go out to unregistered users, based on the timezone of the programme they belong to</li> <li>• They will be notified of their award through an on-site alert, which they will see on their first login</li> <li>• All awards will be available in the users' R&amp;R balance on their first login</li> </ul>  |
| <p><b>Employee Discounts</b></p>                | <p><b>New Global Hotel Card (powered by Expedia) now available (UK, Australia, Ireland)</b><br/>         The Global Hotel Card provides great savings at over 350,000 hotels and accommodation rentals worldwide. SmartSpending™ users can now save an additional 10% on their booking by purchasing Instant Vouchers / eGift Cards to the nearest pound that they require.</p>  |
| <p><b>Employee Communications</b></p>           | <p><b>Added option for assigning blog contributors</b><br/>         We've added a third option in the list of default permissions that can be assigned to everyone on a blog. Now, blogs have three options: everyone can blog, only those specified can blog, or everyone can blog but posts need approval.</p> <p>This will allow clients to give everyone in their organisation 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.</p> <p><b>Blog counter pop-up improvement</b><br/>         We have made a small but important improvement to the status pop-up 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.</p> |
| <p><b>Core Platform</b></p>                     | <p><b>New, enhanced data export security settings</b><br/>         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 Security Dashboard for each programme:</p> <ul style="list-style-type: none"> <li>• Allow all data exports (available to all Report Viewers)</li> <li>• Allow data exports only within Safe Listed IPs (Available to all Reports Viewers but only when in Safe Listed IPs)</li> <li>• Do not allow any data exports (Not available to anyone)</li> </ul>   |

|   |   |
|---|---|
| <p><b>Employee Communications</b></p>           | <p><b>Making Blog segmentation easier for Authors and Admins</b><br/>         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 included more tooltip information. This improved interface will help guide authors in any questions they may have while creating versions.</p>  |
| <p><b>Employee Recognition &amp; Reward</b></p> | <p><b>Email wording improvement</b><br/>         We know that many of our clients use our Reward &amp; Recognition system to issue monetary gifts or allowances as well as for recognition awards, and therefore may not want the word 'award' to be mentioned in the notification email or the on-site alert. For example, they might want to send a Christmas Bonus or a COVID-19 WFH Allowance.</p> <p>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.</p> <p>To account for all of these scenarios, we have removed the system-generated word 'award' from the recipient notification emails and on-site alerts for AwardFilePlus and Scheduled Recognition.</p> <p>Clients now have more flexibility to name their recognition moments the way they want. The word 'award' will not show in these emails and alerts, unless their chosen award name includes it.</p> |