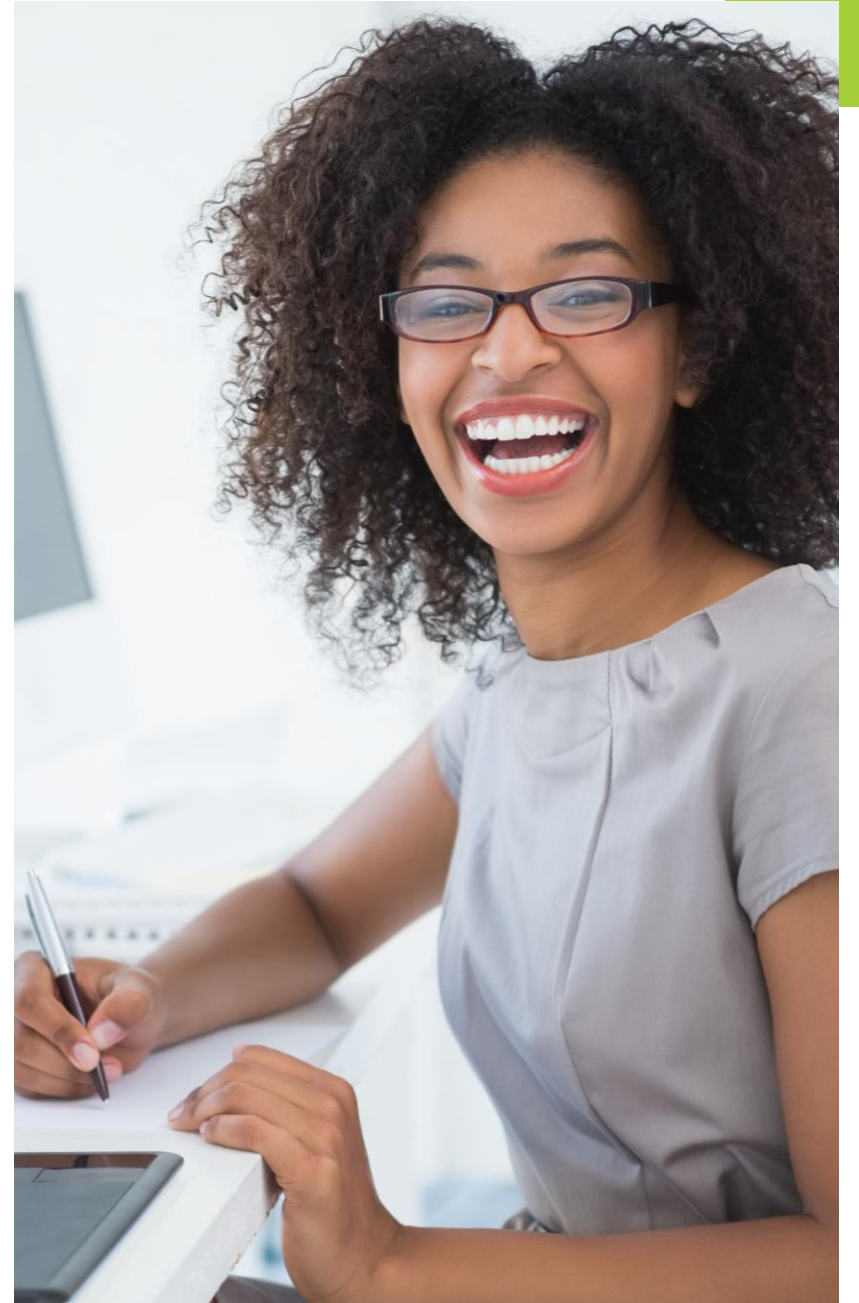


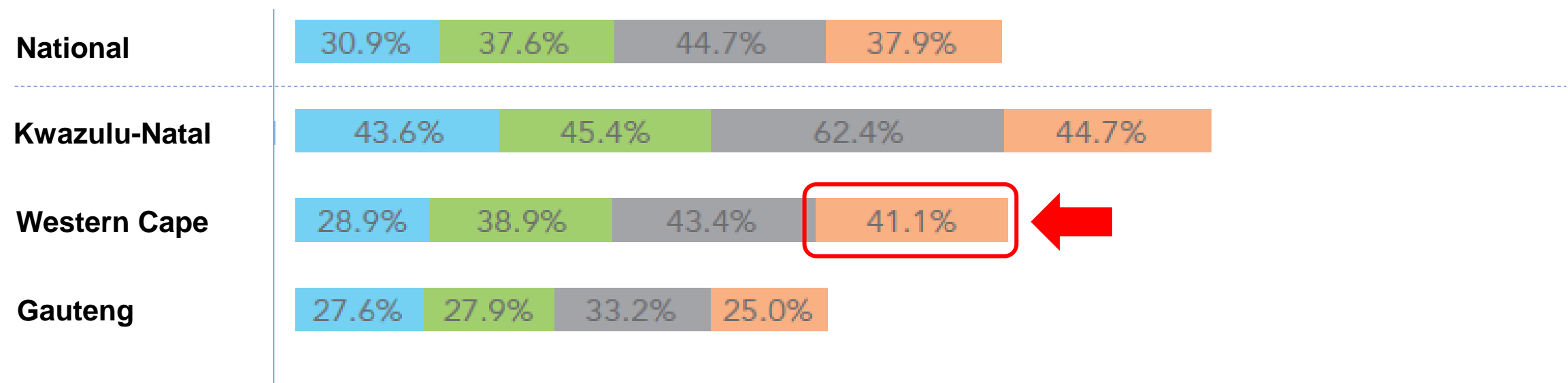
# Combatting absenteeism and staff attrition through improved engagement

Knowledge sharing event 11 March 2021



# The Cost of Staff Attrition

2015 2016 2017 2018



**Contact Centre Scenario**  
500 agents  
Average salary R120 000 p.a.

40%

200 leavers

R4 500 000

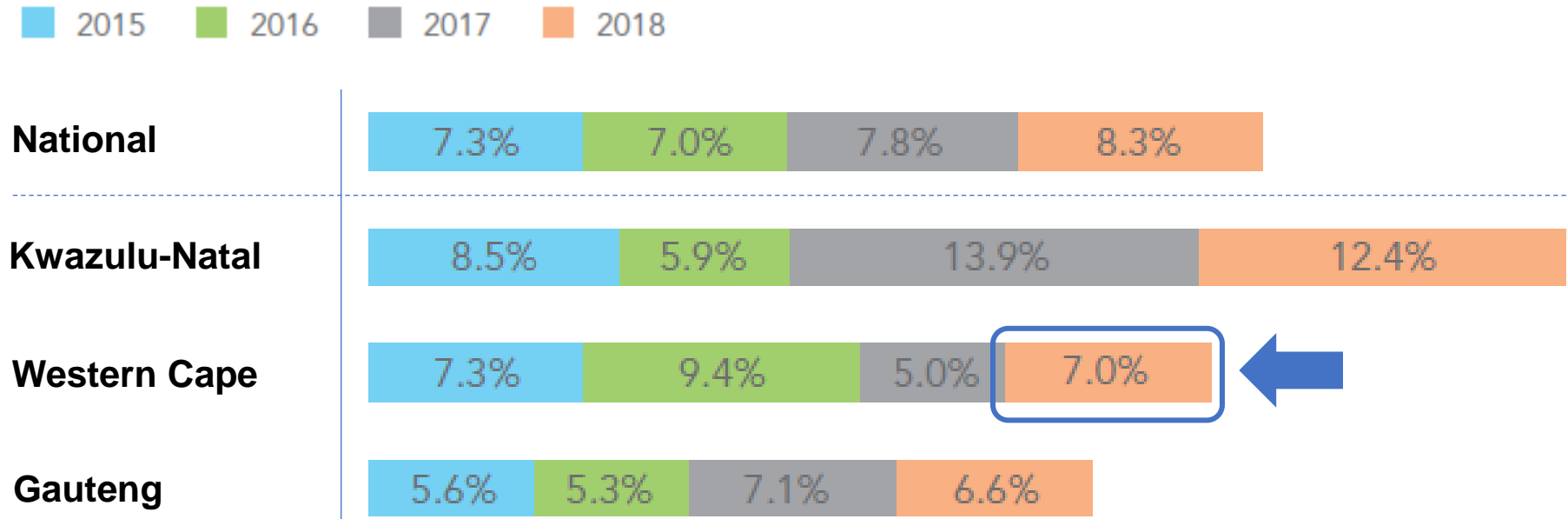
30%

150 leavers

R3 400 000

**Annual potential saving**  
**R1 100 000**

# The Cost of Absenteeism



## Contact Centre Scenario

500 agents

Average salary R120 000 p.a.

7%

16 lost days

R4 200 000

5%

11,5 lost days

R3 000 000

Annual potential saving

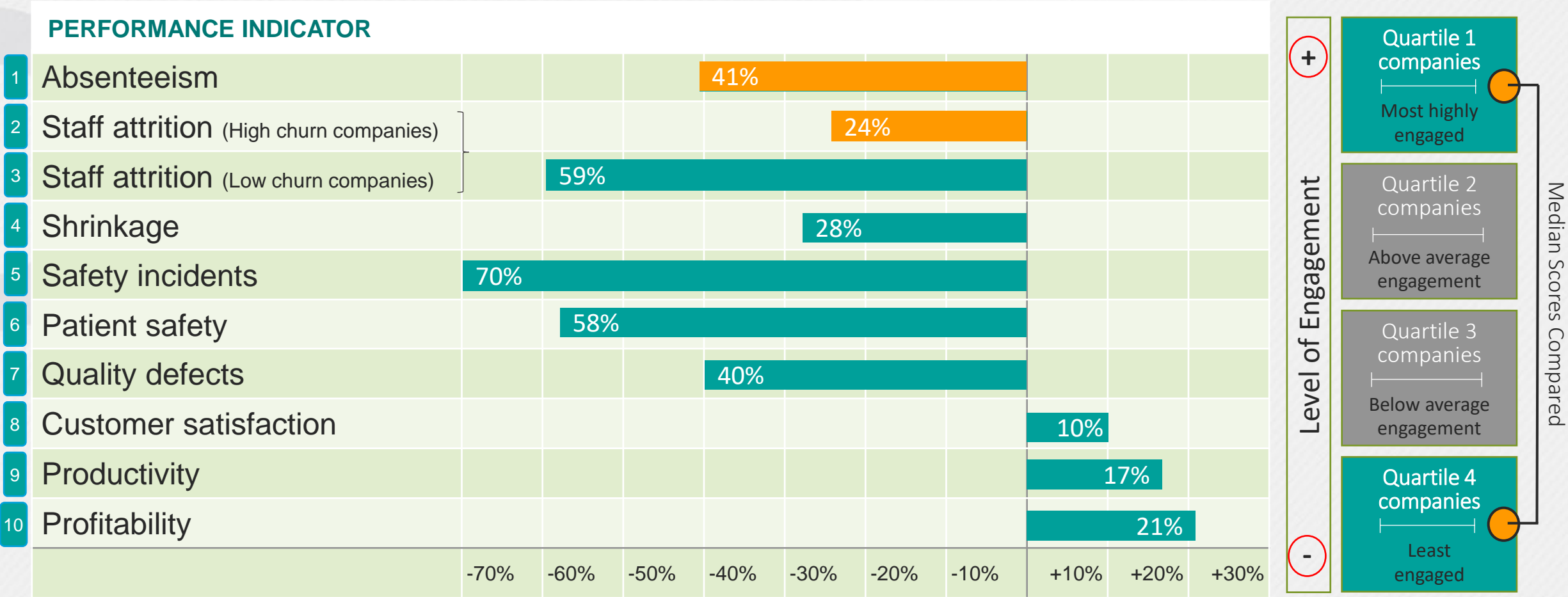
**R1 200 000**

Combined annual saving

**R2 330 000**

# Employee Engagement impacting Business Performance<sup>1</sup>

The differences between companies where employees are most engaged (Quartile 1) and least engaged (Quartile 4). Median scores for each Quartile were compared.



<sup>1</sup> Gallup 'State of the Global Workforce' Report 2017 (40,928 work units; 1.4 million employees)

# Trends in Global Employee Engagement

2018		2017
1	<b>Rewards and Recognition</b>	1
2	Senior Leadership	3
3	Career Opportunities	4
4	Benefits package	2
5	Enabling Infrastructure	5

“Like a year ago, the **Rewards and Recognition** dimension was the strongest driver of engagement globally.”

## Aon Measures Engagement Comprehensively



**8m**

employee responses



**1,000**

companies globally



**60+**

industries

**AON**  
Empower Results®



1 Employee  
engagement  
...drives business results

2 Recognition  
and reward  
...drives engagement

3 bountiXP  
...enables recognition and  
reward





Enabling  
Recognition and  
Reward

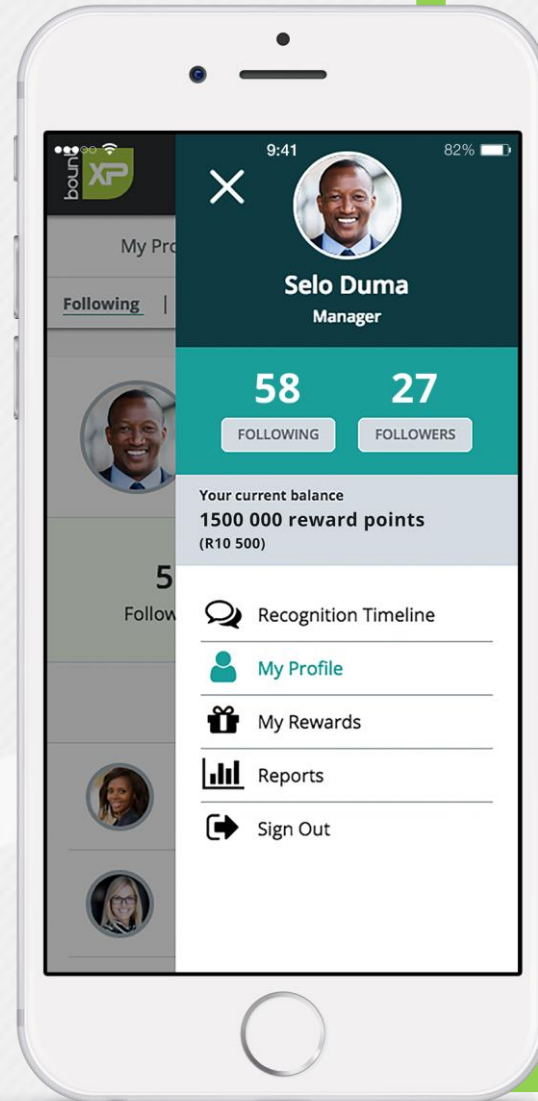
# The bountiXP Platform





# Core platform functionality

Four key features



1

## Employee **recognition**

Peer-to-peer, manager to staff. Appreciating, thanking and valuing staff for doing the right things.

2

## Ongoing **social** engagement

Via a continuous communication and social narrative that establishes connections and strengthens community.

3

## A world of **rewards**

Complete freedom of reward choice through retail reward cards, virtual cards, digital vouchers, travel and experiential rewards.

4

## Real-time **data**

Advanced people and performance data available 24/7 to help you manage your program.



Sample bountiXP user interface screen

## bountiXP is designed to work on your PC and phone

This flexibility gives participants easy access to the platform both inside and outside of the office and immediate visibility when colleagues and managers recognise their contributions.

Participants will be familiar with the user-friendly, social media style interface and are able to 'like' recognition messages, 'comment' on posts and add emojis for fun.

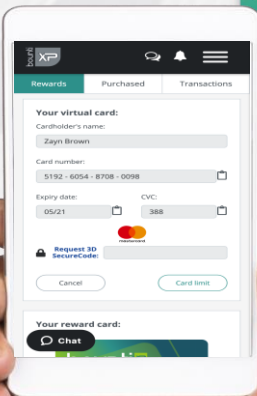
Additional built-in features enable you to create your personal profile and upload a photograph or image, 'follow' work colleagues on the platform and use the in-app 'chat' function to connect directly with these followers.

# A choice of reward systems

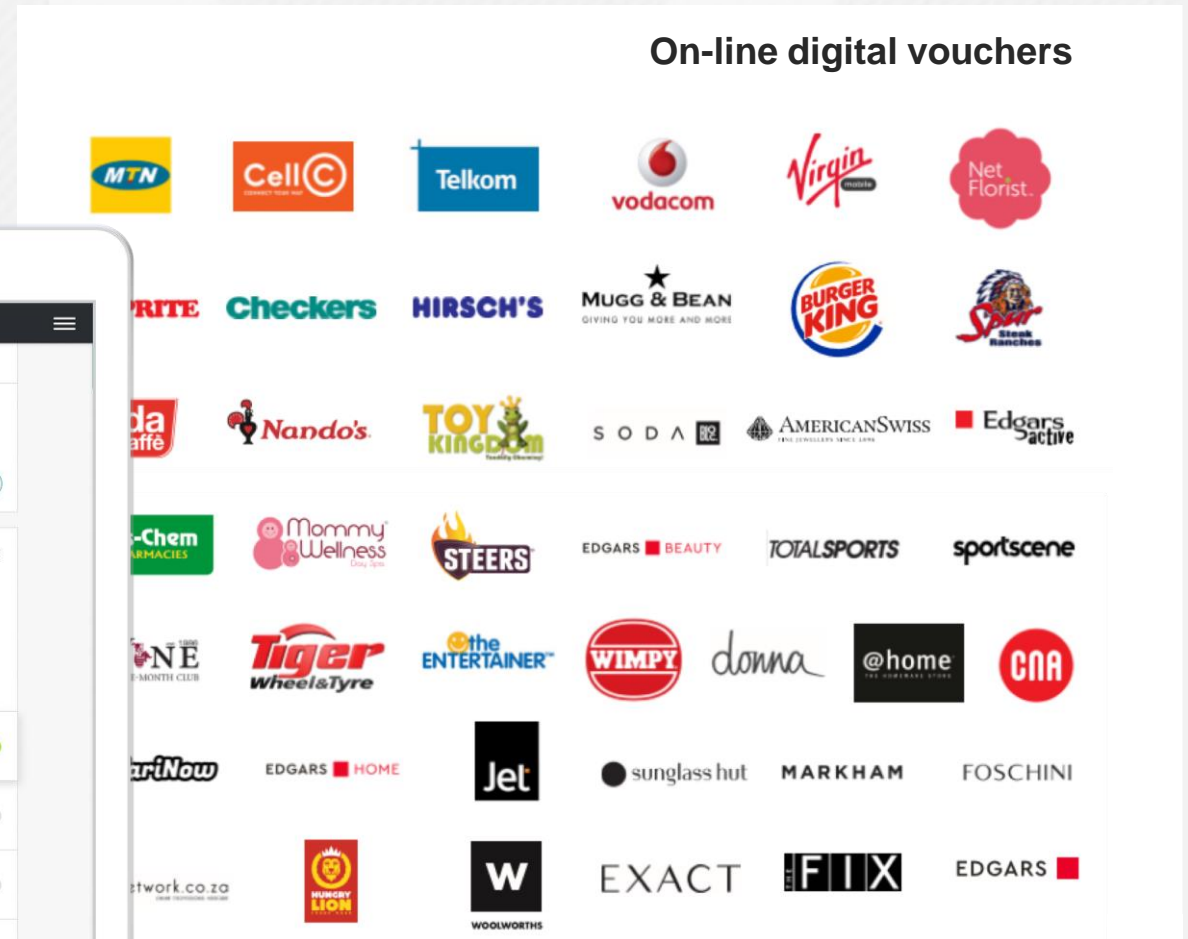
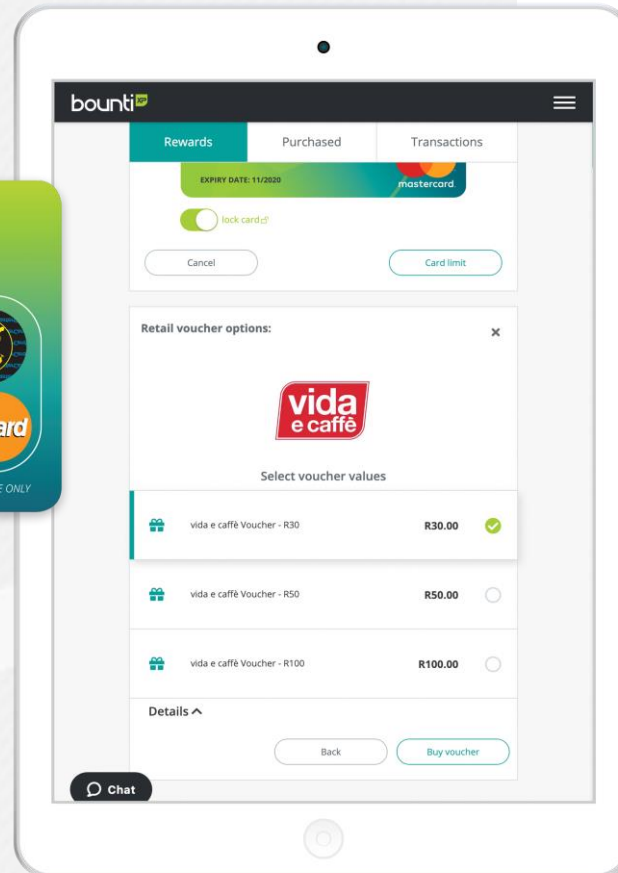
- Reward cards
- Virtual cards
- Digital vouchers



**Reward cards for in store shopping**



**Virtual cards for online shopping**



**Our digital vouchers cover the following retail categories:**  
Airtime and data; fast food and restaurants; fashion; groceries; beauty and pharmaceutical; lifestyle; jewellery; camping and sports; kids.



PLUS THREE ADDITIONAL PLUG-INS

## 5 Surveys - instant insights

Real-time feedback using pulse surveys.

## 6 Fast, fun e-learning

Efficient delivery of learning content and knowledge tests.

## 7 Gamified experiences

Applied behavioural science, using intrinsic motivation and rewards.





# Product demo

# Questions and Next Steps

Contact:

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**Ben van Wyk:** cell 071 956 3118 mail [benvw@awards.co.za](mailto:benvw@awards.co.za)

**bountiXP introductory video:**

<https://www.youtube.com/watch?v=Ylvcp21djQU>

