

The Handy Guide to Hive

G-Cloud 15



Crown
Commercial
Service
Supplier

Hive is an employee voice platform for leaders who want to make change, not spreadsheets



----- **There's room for you too...**



“With Hive, creating surveys is easy, and employees find the platform incredibly user-friendly. Its interactive nature streamlines the entire process, making it straightforward and efficient.”

Sharon Noble - Director of People at Royal Academy of Engineering

With Hive, organisations like [FSCS](#), [Travelodge](#) and [Sheffield Hallam University](#) are making people-first decisions to build more engaged, productive teams.



Who (or what) is Hive?

We give our customers the tech, insight, coaching and confidence they need to improve employee experience, engagement and organisational performance. Our accessible, cloud-based platform gives you the toolkit you need to amplify employee voice:

hive surveying

Boost engagement, retain top talent, and enhance performance with confidential employee surveys for a thriving workplace.

hive open door

Make the changes that matter to your people. Uncover trending feedback with confidential, always-on listening.

hive professional services

Your expert partner in bringing employee voice to life. With tailored coaching and consultancy, we'll help you strengthen your people strategy and turn insight into impact.

hive fives

Build a culture of recognition to boost morale, protect wellbeing, and bring a smile to someone's face with peer-to-peer recognition.

hive messenger

Prioritise confidentiality while addressing concerns, gathering feedback, and answering questions from your people.

hive actions

Turn employee feedback into real, trackable change. No more lost insights, just clear actions, accountability, and progress.

People-powered tech for people-first organisations



**John Ryder,
Hive Founder and CEO**

Every voice has the power to change the working world.



Hive's purpose:



Take a considered and deliberate approach to employee voice



Make insightful data-driven decisions



Understand what your people think and feel in real time



Ditch endless spreadsheets - Our platform and experts can help you uncover the story behind the numbers



Empower employees to be the catalyst for change



Upskill managers in understanding and acting on feedback

Why you should embrace employee voice

Employee voice has a huge impact on engagement and experience.

According to Forbes...

...highly engaged employees are

3x

more likely to say
they feel heard at their workplace than their disengaged peers...

...and

3 in 4

say they are more effective at their job when they feel heard

There's also a clear link between employee voice and business performance. Josh Bersin found that organisations who listen to their people and act accordingly are...

3.6x more likely to innovate effectively

6.6x
more likely to adapt well to change

8.4x
more likely to inspire a sense of belonging

12x
more likely to engage and retain employees

8.5x
more likely to satisfy and retain customers

Ask what you want, when you want

Craft baseline, pulse, themed, and targeted surveys to gather insightful data, empowering you to enhance the employee experience and elevate organisational performance

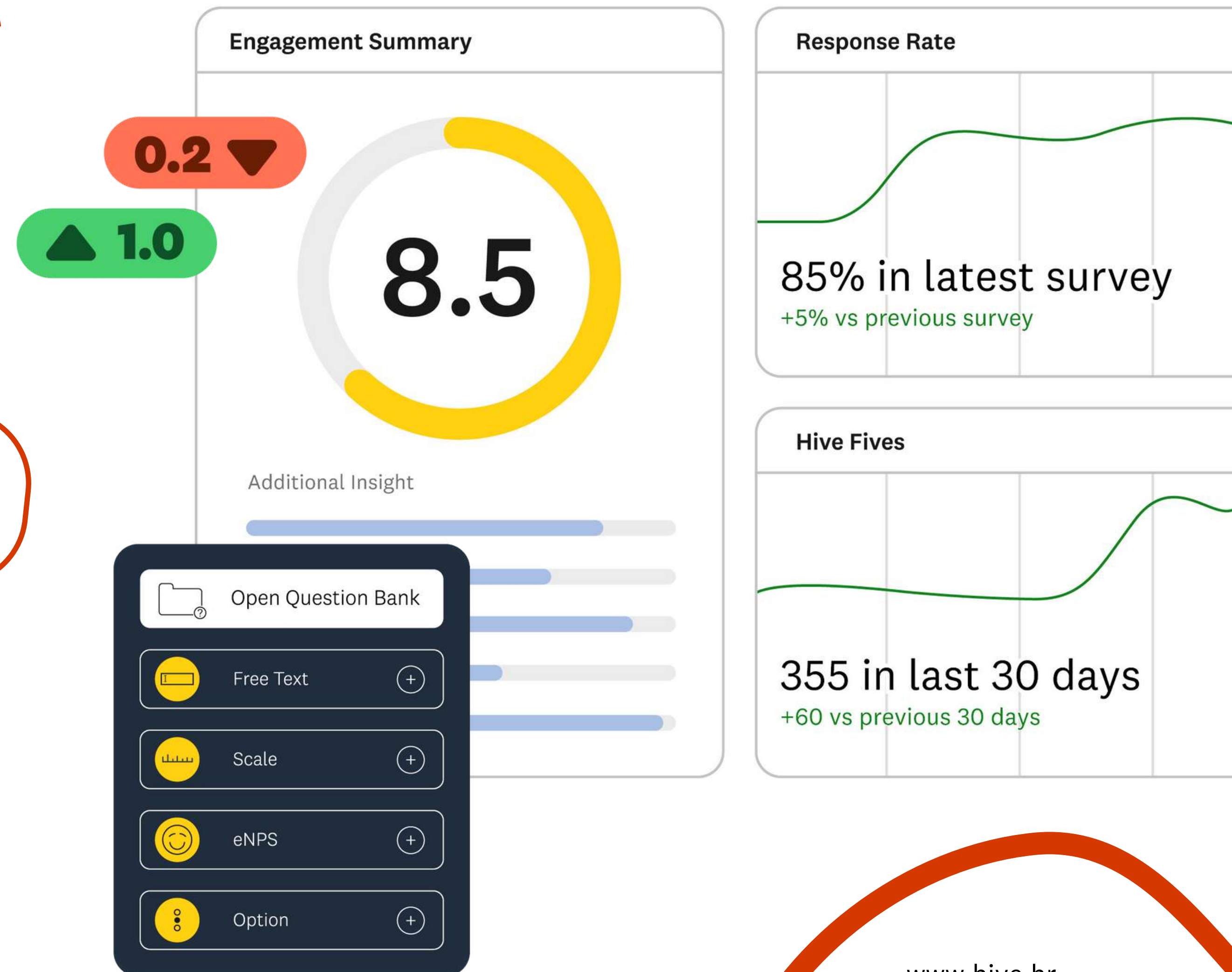
Write your own survey questions, or choose from Hive's extensive question bank designed by our experts.

Give your employees a voice and keep ahead of whatever's changing in your organisation, your industry or the wider working world.

Why HR leaders choose Hive Surveys

Build unlimited surveys how you want them with multiple-choice, scale and free text questions.

Track how you're doing against others in your industry or Hive's entire customer base with our Benchmarking functionality. Increase response rates with various access points for employees (e.g. email, SMS and via the Hive employee homepage).



Always-on listening

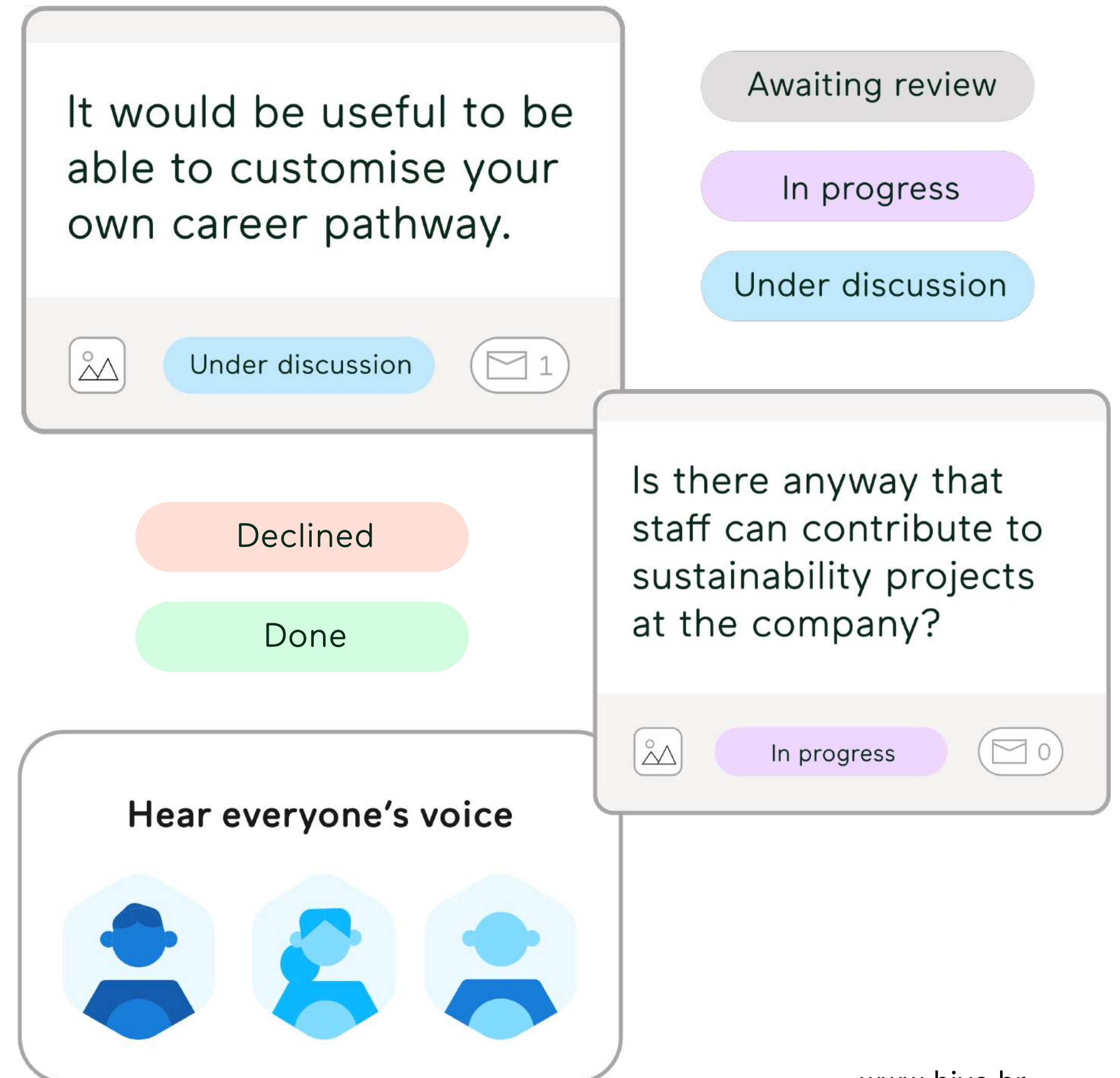
Open Door is a confidential way to get feedback, concerns and ideas from your workforce. Your employees have a really great understanding of how to improve your organisation, and Open Door allows them to submit their ideas and feedback which can help you drive positive change from the ground up.

Available 24/7, it allows you to keep your finger on the pulse, understand how employees are feeling, and figure out what might help things run more smoothly.

Why HR leaders choose Hive Open Door

Identity protected responses from employees with our **Confidentiality Commitment**.

Get feedback from employees 24/7, not just when a survey is released as the virtual Open Door is always open. Allow employees to raise any concerns they have about the workplace in a safe confidential arena.



Little messages, big smiles

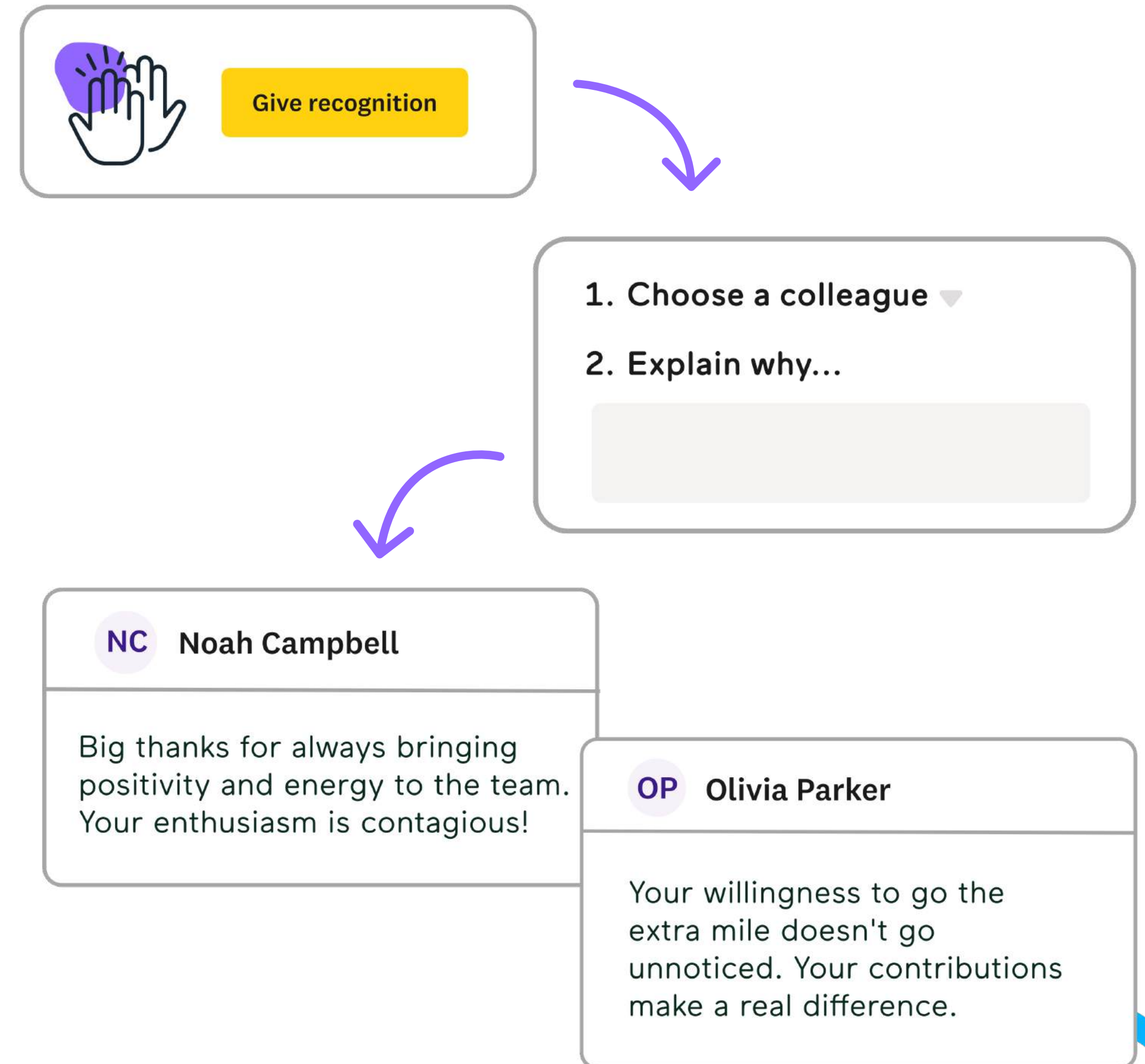
Building a culture of recognition usually takes a lot of time and effort. Hive Fives make it easy, providing a cost-effective way to boost employee engagement and improve employee experience.

You can show your people appreciation by sending them a Hive Five to highlight the everyday wins and efforts of their coworkers—making them feel more valued. This in turn fosters productivity and engagement and creates a wholesome way to inspire great performance at work.

Why HR leaders choose Hive Fives

Empower employees to thank each other and create a culture of recognition.

Show employees that they are valued by their co-workers and that they are making a big impact on performance.
Align Hive Fives with organisational values allowing you to recognise behaviours you want to see.



Identity protected, online chats

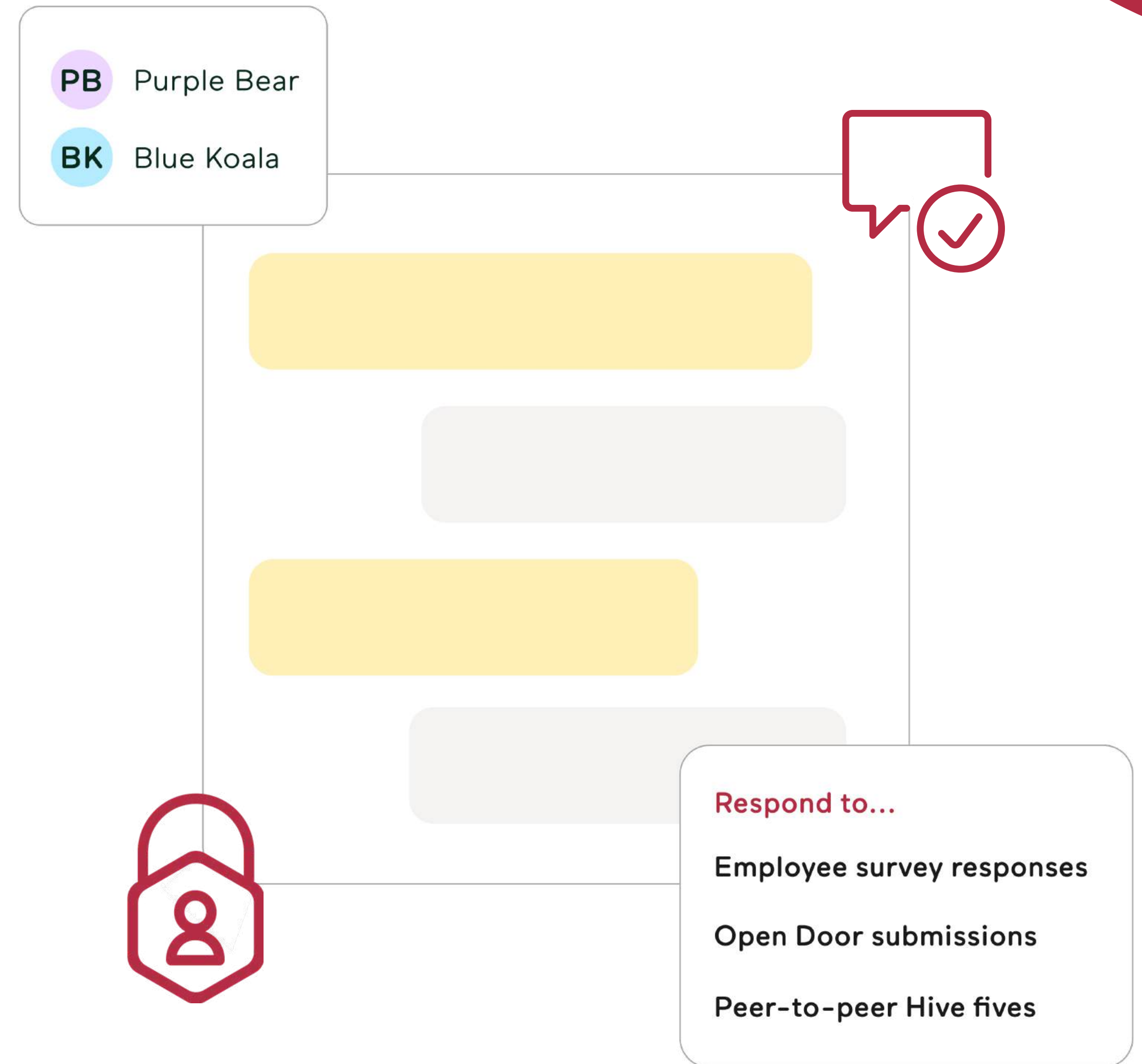
With Hive Messenger you can follow up on feedback you receive from a survey, Hive Five or Open Door message in order to get to the heart of any issues raised by your employees. This two-way conversation lets you show your people that their voice is being heard.

All messages are completely confidential to encourage participation and to identify more areas for improvement. Research has shown that employees who feel their voice is being heard at work are 4.6x more likely to feel empowered and produce their best work.

Why HR leaders choose Hive Messenger

Exchange honest and open messages from employees with our **Confidentiality Commitment.**

Showing employees that you are listening to them helps avoid their frustrations to grow and will help increase their engagement levels. Messages can be sent to employees off the back of any feedback they have submitted via Hive Surveying, Open Door or Hive Fives.



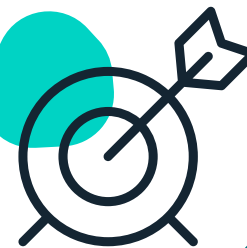
From feedback to action, make every voice count

Employee feedback is only valuable if it leads to real change, otherwise engagement drops and survey fatigue sets in. That's where Hive Actions comes in. It helps teams prioritise what matters most, collaborate effectively, and track progress with clarity.

With built-in accountability and seamless integration with Key Drivers, it's never been easier to turn feedback into action.

"Now managers are having regular check-ins about how their teams are feeling about work, and what can be improved. The data is driving those conversations and helping managers take action."

Alison Corner, People Director at Enginuity



 On track

 Due soon

 Overdue

Due Date

Status

Owners

Please type to search



Lucy Pugh

Matthew Right

✓ Tracy Bulton

Sam Norton



Contributors

LP Lucy Pugh

MR Matthew Right

 Not started

 In progress

 Done

Experts that are passionate about people

At the heart of it, your employee feedback holds the key to improving culture, retention, and performance — and that's exactly where Hive's Professional Services team comes in.

They help you make sense of all that feedback and turn it into clear, tailored actions that actually move the needle for your organisation.

You'll get coaching and consultancy designed around your needs, so your people strategy packs a bigger punch and drives real results for your organisation.

Throughout your journey with Hive, you'll have expert coaching to make the most of the employee voice tools, get practical best practice tips, and confidently show the ROI of your employee voice approach.

Plus, with bespoke consultancy, you'll get help tackling complex organisational challenges, making informed strategic decisions, and uncovering powerful insights — all aimed at boosting your organisation's performance.



Hive is a partnership. The team behind the tool are incredible. They really help bring the data to life and they seek to understand the organisation and work with us to make change.”

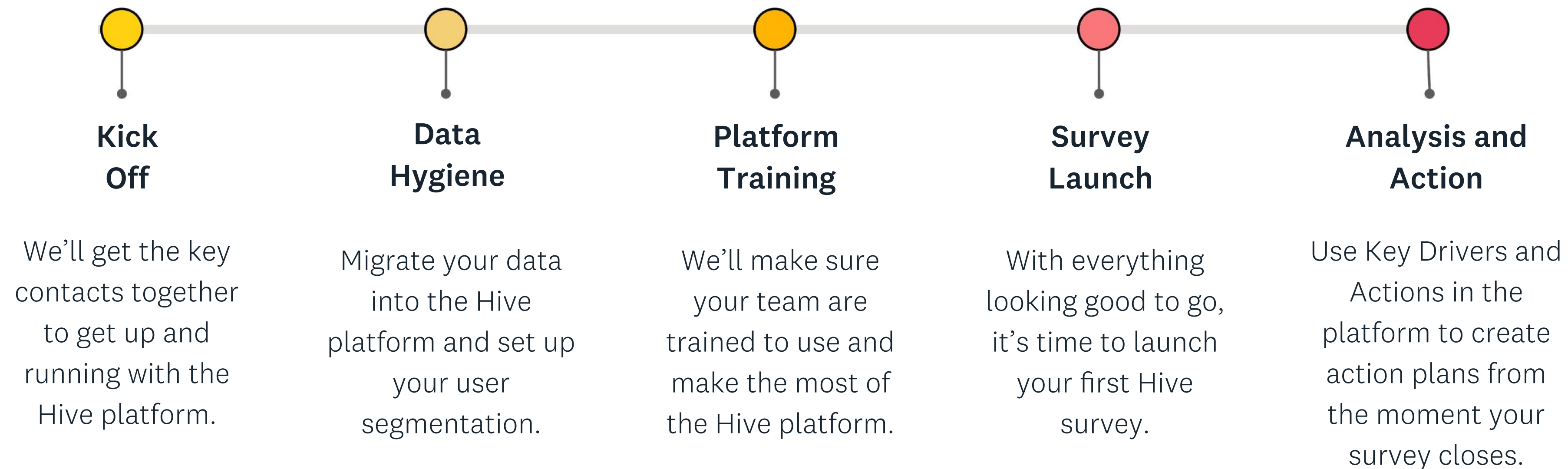
Emily, Allen – People Director Anthony Nolan.



Support and Services

Getting started with Hive

We'll help you get up and running with Hive so you can start collecting feedback and taking action quickly.





Support and Services

Here when you need us

From at-a-click support and on-demand content to training, coaching and consultancy; we've got you covered when you need us most.



Account Management

Advice and expertise to help you get the best value from your Hive subscription.



Enablement & Support

Training, query handling, user support and extensive platform knowledge.



Hive Content

Exclusive premium content, events and webinars. 24/7 access to help articles.



Professional Services

Insight, coaching and confidence from our experienced Professional Services team.



**Royal Academy
of Engineering**

**250-500 employees
Higher Education**



Since implementing Hive, the Royal Academy of Engineering has witnessed substantial progress. The platform's continuous refinement and user-friendly interface have streamlined the process of creating and sending surveys – providing efficiency for their HR professionals and ease of use for their employees.

Results:

86% survey response rate

+34pt eNPS

Improved employee experience

Improved team performance by sharing individual results with team leaders for targeted focus

More engaged workforce

“

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Sharon Noble - Director of People at Royal Academy of Engineering



Broadacres
More than the bricks

**250-500 employees
Housing association**



Broadacres, a leading social housing association, aimed to select a user-friendly employee voice platform accessible to all colleagues, including remote and on-site staff. Ensuring everyone had the opportunity to provide workplace feedback was important to them. Partnering with Hive, they've achieved remarkable progress. Response rates have surged and employee Net Promoter Scores have risen. This commitment to employee voice not only strengthens their culture but also underscores the value they place on every voice.

Results:

27% increase in response rates

11pt rise in eNPS

7.9 engagement index

“

Implementing Hive has helped develop engagement for colleague voices from our senior team and Board. This helps me champion employee voice from the top of the organisation, which strengthens the message to our colleagues that their voice matters.

Rosanna James – Head of People & Organisational Development
Broadacres Housing Association

Technical FAQ's

What security audits and certifications do you have?



As part of our ISO 27001:2022 certification we engage with auditors annually to ensure compliance with the standard. We also engage with an external party to undertake annual penetration testing.

What security policies do you have?

As part of our ISO27001 certified Information Security Management System we have developed a comprehensive set of information security policies covering a range of topics, such as an Information Security Policy, Data Protection Policy, Change Management Process and Incident Management Procedures.

Where is the data physically stored and backed up?

The data is stored and backed up in Dublin, Ireland.

How is data protected?

All data sent to and from Hive is encrypted in transit using TLS 128-bit encryption. Data is also encrypted at rest using the AES 256 cipher.

Our servers live within Hive's own VPCs to prevent unauthorised network requests.

Additionally, data is separated between service customers at the database level (logical segregation) to ensure data privacy and to prevent one customer from accessing another customer's data.

Does Hive provide access to data at the end of the contract?

Hive will provide a full data export for the customer, if requested, at the end of the contract. This document will be password protected and transferred in a secure manner.

What is Hive's service uptime commitment?

Our standard Service Level Agreement (SLA) document is shared with all of our Customers. We endeavour to deliver maximum uptime for our users, both internal and external, via various AWS mechanisms such as auto-scaling, health checks and alerting. The system has a real-time public status page that outlines and monitors any outages or planned maintenance, available here: <https://status.hive.hr/> Email alerts are available via the above public status page.



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