



G Cloud I5 Service Description

Transform your people, culture and performance
with our total employee experience platform

About Us

Reward Gateway is culture and client driven. Since 2006, we've been right by the side of the world's most innovative HR people, giving them the tools and solutions they need to engage their people and drive company success.

Engaged employees build better, stronger, more resilient organisations. Bridging the engagement gap between employers and employees leads to people being more productive, more innovative and able to make better decisions – because they are engaged. As an employee engagement company, we empower more than 8 million employees to connect, appreciate and support one another to make the world a better place to work.

This is achieved via our unified employee engagement hub which provides the best of recognition, reward, wellbeing, surveys, benefits and discounts that support talent acquisition, retention and values-driven growth.

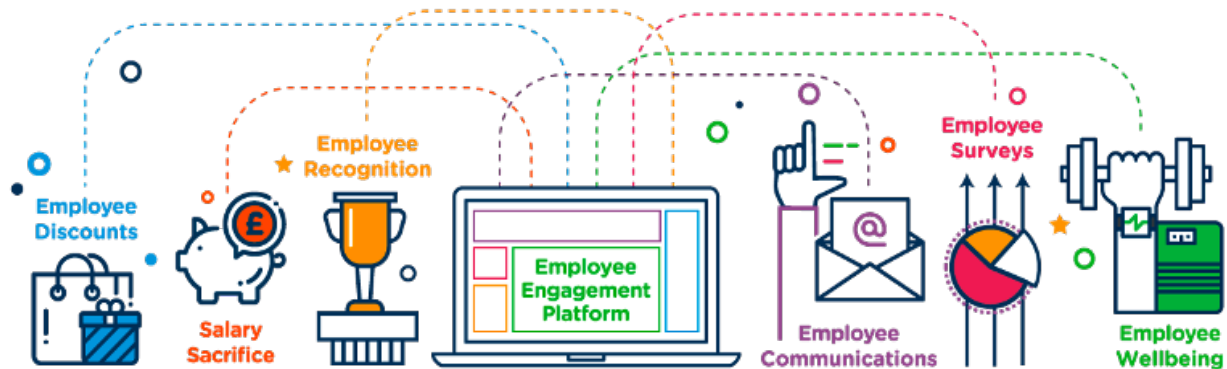
In 2023, Edenred SE acquired Reward Gateway for £1.15bn – the largest transaction in the employee engagement space at that time. This investment accelerates our mission to make the world a better place to work. Edenred is present in 45 countries and supports more than 52 million users. We have the technology, expertise and global footprint needed to make a giant impact for our clients and their people.



Reward Gateway Solutions

Stand out from the competition in the talent market with our industry-leading employee experience platform which helps you to attract, retain and engage your people.

Give your employees a one stop shop for recognition, reward, wellbeing, surveys, benefits and discounts. Harness our technology to amplify the feeling of appreciation, transforming your people, culture and performance.



Our customisable platform allows you to pick and choose which services you want – with the opportunity to grow your Employee Value Proposition (EVP) over time.

Reward Gateway services available via G-Cloud 15:



Employee Discounts

Extend your people's pay and save them money on everyday expenses



Employee Benefits

Show your appreciation by offering valuable benefits to your people



Reward and Recognition

Create a culture of appreciation, support and boost morale



Employee Communications

Connect and inform frontline, on-site and remote employees



Employee Surveys

Assess the needs and morale of employees through real-time feedback



Employee Wellbeing

Help support employees' mental, physical and financial wellness

Whatever services you choose within your platform they'll be employer branded, centralised from the one platform and easily accessible to all.

Branded

Out of our thousands of clients, no two platforms are the same

Our design team will work with you to create a platform that's cloaked in your branding and style. The look, feel, tone and images will be an extension of your brand. You can customise the layout of the platform and which benefits and services you want employees to access and how they're presented.

Centralised

Make life easier with one-stop-shop benefits

Our streamlined, user-friendly platform simplifies, automates and consolidates the employee experience and reduces administrative burden while showcasing benefits and rewards in the best way possible.

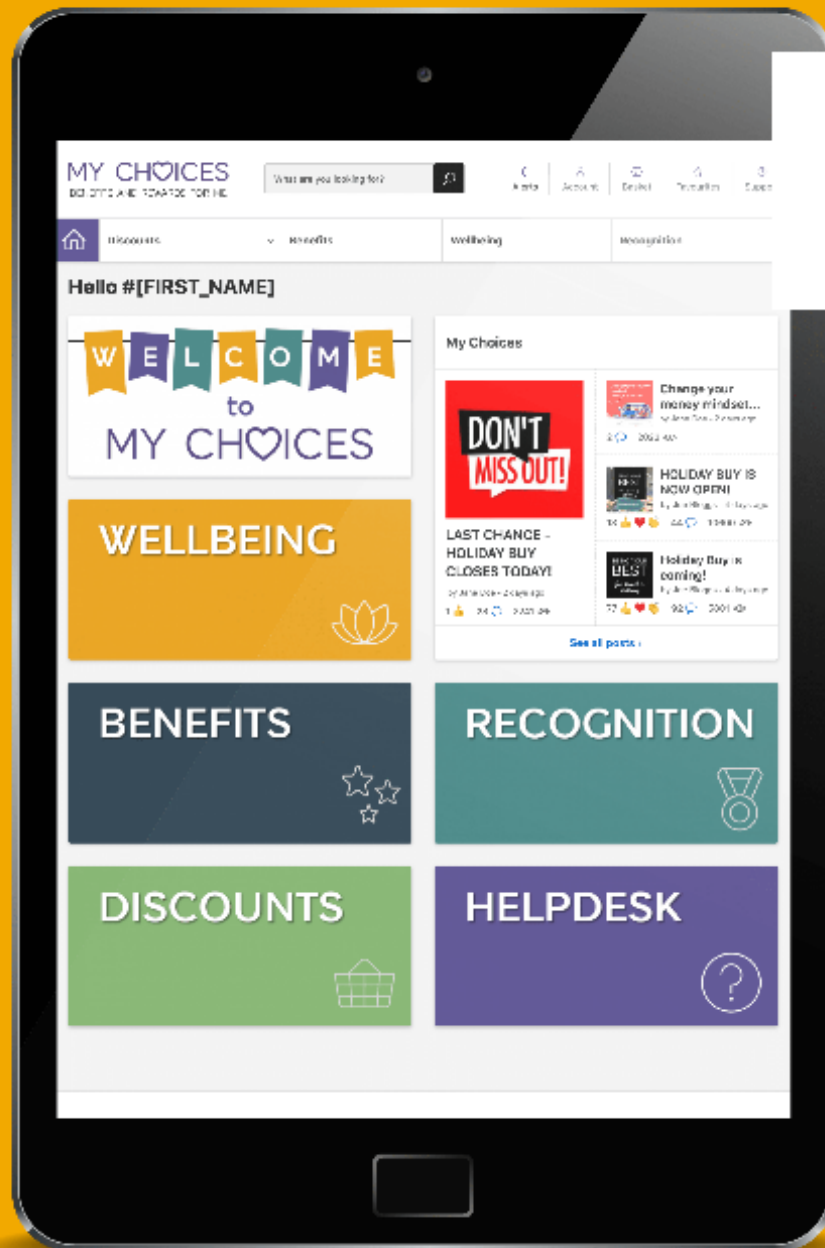
Accessible

Designed with inclusivity in-mind

A responsive design gives employees access anywhere, anytime from any device! An iOS and Android app provides single-point entry making it even easier to engage on-the-go. WCAG compliance ensures accessibility to all. We partner with several accessibility organisations including Level Access, to identify and remove barriers that may block full user engagement.

“

Our My Choices' platform has changed my work life. It makes me feel a lot more valued as an employee at M&S. Not many companies offer such a variety of perks and it's great to have it all in one place so I can access it really easily.” Project Manager Marks & Spencer



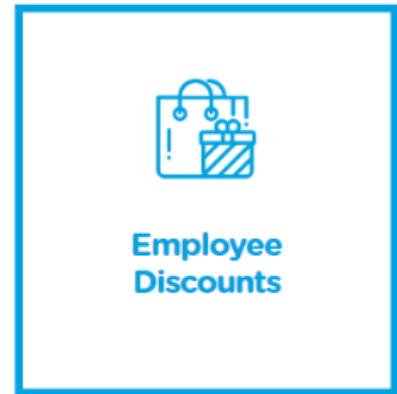
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Employee Discounts

A market-leading employee discounts scheme that saves your people money.

Employee discounts are a meaningful way to extend your employees income, without the expense of a company-wide pay rise by giving employees significant monthly savings on essential and everyday purchases.

From groceries to wellness products, travel and more, your employees can save more money on things they're already buying.



Our employee discounts scheme helps you:

- **Deliver financial support** - improve your employees' day-to-day lives with meaningful financial support that stretches their disposable income
- **Enhance your EVP** - attract and retain top candidates with a high-ROI benefit to delight your people, without the expense of a company-wide pay rise
- **Save employees money** - extend your employees' disposable income through significant savings on 900+ top retailers and Cashback

As the largest employee discounts scheme provider in the world, we use our unmatched buying power to ensure attractive and competitive savings.



**Easy to use,
transparent
discounts**



**In-store and online
instant vouchers**



**Easy reloadable
cards**



**Generous employee
Cashback**

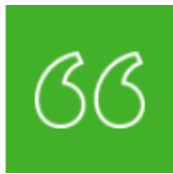


**Exclusive, tailored
offers**



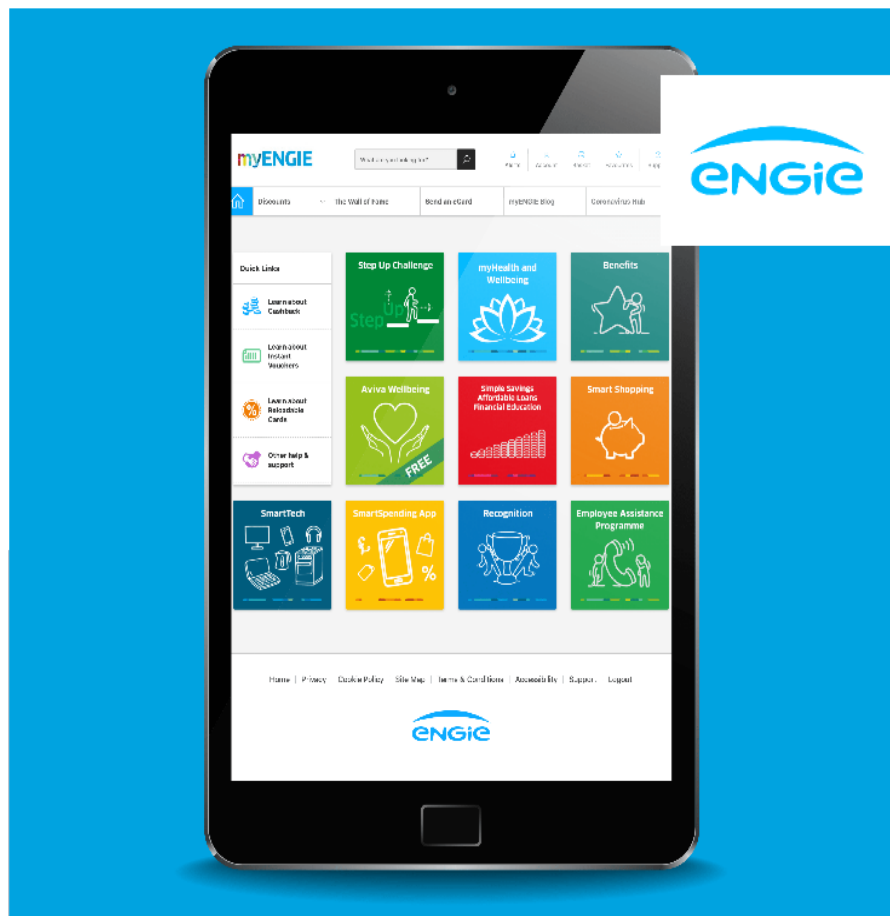
**Employer-branded
mobile app**

Available on iPhone and Android, employees can access their employee discounts with a mobile app tailored to match your employer branding. Plus, no matter where the initial purchase starts – desktop, smartphone or tablet – your employees will be able to finish it via an intelligent shopping basket.



"I'm immensely proud of our employee engagement platform. Employees are saving over £600,000 a year. Every time I log on to 'myEngie', I have a visual reminder of everything our small team has accomplished over the last few years"

Benefits Manager at
Engie UK



Employee Benefits

Simplify and consolidate all your benefits to boost take-up and engagement

The streamlined, easy-to-use employee benefits platform is designed to help drive uptake to make a meaningful difference in the lives of your people.

We consolidate and automate all of your offerings onto one branded platform, whether that means helping employees increase their take-home pay with discounts, giving them cost-effective access to a new car or bike, or simplifying their access to a season ticket loan.

Our streamlined benefits platform saves your HR and Reward team valuable time to help:

- **Streamline and simplify** - consolidate everything that makes your company great into one centralised space



- **Elevate the employee experience** - truly support your employees by making benefits easy to find, use and understand
- **Drive ongoing usage** - gain higher engagement and improve uptake of benefits to boost programme ROI

Benefit Choice

We will help you stand out from the competition through the provision of an attractive range of benefits that support your people – and their families – with benefits that save money and provide affordable access to important resources.

The range includes salary sacrifice, net deduction and voluntary benefits from Cycle to Work, Cars, Tech and Payroll Giving through to Holiday Trading, Travel Benefits, Dental Insurance, Health Cash Plans and more!

Choose your benefits

- Cycle to Work



- Payroll Giving



- SmartTech™



- Car Benefit



- Childcare Vouchers



- Gyms



- Healthcare Cash Plan



- Financial Wellbeing



- Dental –



- **Holiday Trading** 
- **Travel Benefit** 
- **Charles Cameron Mortgage Advice** 
- **Employee Assistance Programme** 

Flexible Benefits

The option for Flexible Benefits technology will enable you to work with any third-party provider of any benefit and integrate them directly onto your platform.

Our technology supports:

- Election windows
- Flex pot allowance
- Life event matrices
- Dependent detail requirements
- Automatic benefit modelling to show the impact on take home pay
- Automated NMW checks
- Automated approval based on agreed eligibility criteria

Total Reward Statements

Help your people understand their full benefits package at a glance with a Total Reward Statement.

Total Reward Statement are a powerful engagement and retention tool that help employees to understand the value of your EVP from salaries and pensions to non-monetary benefits that can be overlooked. They are:

- **Impactful** – helping employees to understand the value of your investment in them beyond pay.
- **Holistic** – covering all elements of your employee value proposition from salary, benefits, discounts and savings, reward and recognition, pensions, bonuses and non-monetary benefits.
- **Automated** – providing a real-time overview of the employee's total reward package aligned to any benefit selections, employee discount purchases and Reward and Recognition activity via the platform.

Wellbeing Module

Boost wellbeing initiatives

Give your employees the education, support and tools they need to be better versions of themselves both at home and at work.

Whatever your wellness agenda, you can tie it all together in one branded, dedicated place for all things wellbeing. Having one go-to hub for all of your wellbeing programmes and initiatives makes it easy for employees to find just what they need – and more.

By prioritising wellness in your employee engagement programme you can:

- **Offer your people support where it matters most** - reach all your employees with a wellbeing strategy that's personal, proactive and inclusive
- **Boost your Employee Value Proposition** - deliver wellbeing tools and support to show employees you care and enhance your benefits portfolio
- **Delight employees with wellbeing choice** - make wellbeing accessible through on-the-go features and an ever-growing library of expert content



"One of the biggest challenges we have is sharing

with our colleagues all the fantastic initiatives we have in place to support their health and wellbeing, and to get some of these key campaign messages out there. The 'My Choices' platform absolutely does that for us."

Wellbeing Manager at Marks and Spencer.



Reward & Recognition

Make employee recognition a central part of your company culture

Our customised reward and recognition platform helps create a culture of continuous recognition and appreciation across your entire business. Empower everyone, from your frontline employees to your Leadership Team, line managers and everyone in between to celebrate contributions that drive your business forward through multi-directional reward and recognition that aligns to your mission, values and employer brand.



Our recognition platform helps you:

- **Celebrate daily success** - showcase individual and team achievements with meaningful moments of recognition and reward
- **Recognise and reward in the moment** - create a culture of continuous recognition with on-the-spot awards or Boost accessible anytime, anywhere
- **Boost connections and visibility** - help your people feel part of your mission, purpose and values while highlighting behaviour that influences business goals



Customised eCards



Automated reward and recognition



On-the-spot manager rewards



Endless redemption options



Customised service awards

We'll help you to create a recognition solution from a range of reward and recognition options:

eCards are a great way to drive peer-to-peer recognition, connect employees and build a culture of appreciation across your organisation. eCards can be designed to reflect your unique culture and values whilst strategically highlighting what great behaviour looks like to progress business goals.

eCards inspire company-wide collaborations by highlighting moments of recognition in real-time, allowing others to react and get involved in the celebrations. You can even schedule your eCards ahead of time for onboarding, anniversaries or birthdays with our scheduled

InstantAwards is our on-demand, manager-to-employee reward and recognition solution that puts your senior team in control of your reward programme. Any manager can have their own fund, or 'pot,' to give instant awards – in the form of points or monetary value that can be

exchanged for shopping vouchers and gift cards – to their team members to reward achievements, progress and positive behaviours.

AwardNominator allows you to use peer-nominated awards as a key recognition tool within your organisation. Any one of your employees can nominate their colleague for an award on their desktop computer, smartphone, or tablet. You set the level award, so it can be either financial or non-financial.

AwardFilePlus is our bulk award upload tool that allows managers to recognise multiple employees for their contributions or long service all in one go, with no manual processing or complexity. All you have to do is gather a list of employees you'd like to acknowledge for any award, upload the file and we'll take care of the rest!

Reward Marketplace is where your employees go to redeem their monetary awards. It's easy to access from their engagement platform or the app and employees can choose how to spend their award from a huge range of options including experiences, high street brands, groceries, holidays, charitable giving and they can even redeem their award against any Amazon purchase, thanks to our seamless integration. You can also add custom redemption options, allowing you to create tailored categories unique to your organisation.



e-Gift Cards

Deliver instant e-gift cards for products, services and experiences to suit every lifestyle



Physical Catalogue from Amazon

Access millions of products, all delivered by Amazon's world-class fulfilment services



Custom Rewards

Get creative with your rewards, such as lunch with the CEO, a free holiday or the front parking spot!



Charitable Giving

Enable employees to donate their award funds to the charity of their choice

Communications Module

An internal communications platform to keep all your people connected.

Today it's harder than ever to help all employees (including remote and frontline employees) feel in the know and connected to the company – and even more so to one another. Our internal communications platform helps bring your company's mission, purpose and values to life by delivering the right information, to the right people, at the right time, while boosting awareness of important company news and information.



Employee Communications

Get everyone on the same page by hosting leadership blogs about strategic updates, publishing videos that can be easily viewed on any device, and creating web pages that go in-depth about important company information. Plus, your employees can access our solution on mobile, laptop, tablet and desktop – making information available anywhere, anytime.

Our platform helps you:

- **Tell your unique company story** - bring your mission, purpose and values to life through blogs, photos and videos from your people
- **Reach everyone, everywhere** - feel confident that important company news and updates are seen and read by your people, wherever they are
- **Maximise benefits uptake** - increase awareness and drive uptake of employee benefits and HR programmes with segmented content delivered to your people



Customised blogs and content pages



Engaging social features



Tools to schedule, segment content



Employer-branded mobile app



Integrations for seamless updates

You can quickly and easily deliver relevant messages to each segment of your workforce - whether you want to target different locations, job roles, business units, or any other demographic. Imagine a different homepage specifically for new starters, your satellite offices or frontline employees, all uniquely versioned to only showcase what they need, and nothing more... what could be better?

Survey Module

Employee engagement surveys help turn insights into action to respond to issues you may not even be aware of, reducing the risk of employee turnover or presenteeism.

Gain a solid understanding of what your employees need and believe with surveys that help spark positive change.

Surveys are easy to build and administer and are based off of our 10-step strategic model to employee engagement, the Engagement Bridge™, which has helped more than 2,500 clients achieve greater engagement. They are a valuable tool to measure progress toward your individual engagement goals, and the goals of your business as a whole.

Our employee surveys can help you:

- **Benchmark and track employee engagement** - our Engaged Index helps you to benchmark your score and identify areas at risk of turnover, presenteeism and low morale



Employee Surveys

- **Listen to more employee voices to uncover honest feedback** - give your employees the microphone through surveys to help them feel heard, respected and valued
- **Segment surveys to capture the right details** - target specific employee groups by department, location or role to gain even more insight

Our employee engagement software includes:



The Engaged Index

A powerful four-question tool to measure and track workforce engagement



Custom survey builder

Customise your own survey on any topic you want from top-to-bottom in content and tone



Employee NPS

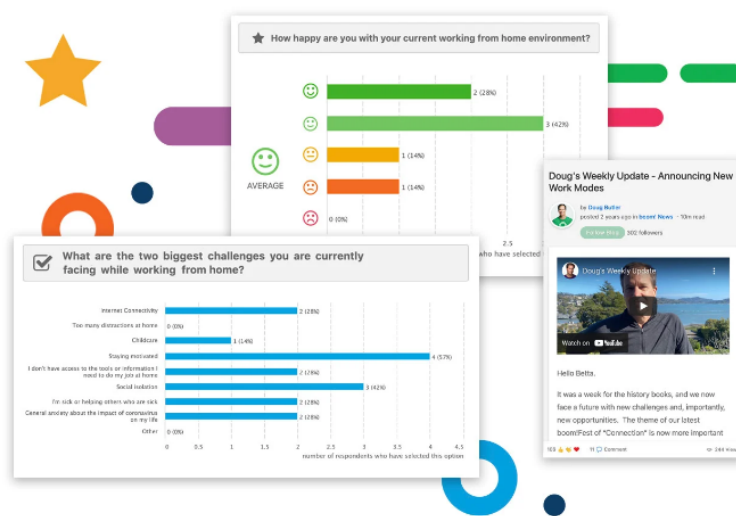
A one-question, pulse-style survey designed for frequency and high response rates



Survey templates

An evolving library of expert, editable survey templates

It can be hard to determine if your employee engagement programmes are actually working. Prove the ROI of your employee engagement initiatives to your leadership team with tangible results from employee surveys. This helps to boost credibility and tie analytics to engagement programmes, investments and goals.



Engagement Analytics

Gain more actionable insight to transform your culture with powerful employee engagement analytics

Rich Management information gives HR leaders insight into employee engagement activity that impacts their everyday culture.

You managers and leaders are empowered with access to relevant data about the engagement levels of their division, team or department, in an application they use every day.



Engagement Analytics

You can uncover how different groups of employees interact with your engagement platform and other employee engagement initiatives through real-time dashboards and meaningful data across your entire business. More valuable insight helps you to make decisions that positively influence and impact team performance and allows you to fine-tune and increase the impact of your programmes to get the most out of your platform features.

Our employee engagement analytics and reporting helps you:

- **Use dynamic data to drive the business** - uncover data across all areas of your business based on location, role and more
- **Equip managers with actionable insights** - a dashboard pinpoints engagement activity specific to their team
- **See full platform performance at a glance** - understand and track how company communications, reward and recognition, and benefits strategies impact engagement goals

Our powerful engagement analytics empowers you to view the data you need to drive change in your business, including:



Easy front-end access



Manager-specific dashboards



Filters to sort by date, teams, location etc



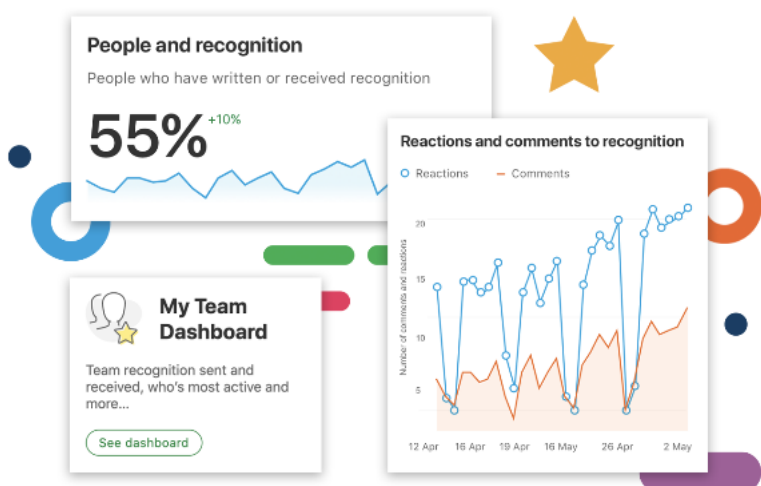
Dynamic and visual data displays



Insights across all your product sets

“These dashboards provide visibility into employee engagement like we’ve never had before. It’s like seeing our culture in action. Going forward this data will help us identify where we can target specific programmes to improve employee engagement.”

Reward Manager at Dunelm



Customer Support

Reward Gateway's focus is on providing customers with the best-in-class technology and world-class support. Our service embodies our value 'Delight Your Customers' and our teams have been independently awarded a +60 Net Promoter Score (NPS) from current clients. This shows how valued their service and support is, and how vital it will be to the success of your programme.

 Support For your employees in all aspects of your platform	 Extension of your team Free up your time by letting us handle all enquiries	 Always available 24h per day, 365 days per year, even on Christmas Day	 Easily contactable via email, telephone and our Live Chat facility
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Employee Support Team

Available 24/7, 365 days a year support to all of your employees via phone calls, live chats and emails.

Our team of Support Specialists are dedicated to providing an exceptional, personalised service to each and every customer on every call, chat or online web form, that will keep them coming back to your platform day after day.

Client Support Team

A second team to support your project stakeholders. This team provides IT, administrative and technical support covering technical assistance and guidance, platform training, instant administrative assistance and more.

Implementation support

Your market-leading platform will be fully supported by a team of dedicated experts who are on hand to minimise admin efforts for your HR/Reward teams whilst keeping your employees' needs at the heart of the scheme's design and operation. Our tried and tested processes mean we can launch services from anywhere between 2 weeks to 6 months depending on your ambitions.

Implementing a new system can be a daunting effort that requires input from multiple stakeholders. To make it as easy and admin free for you as possible, our experts will use their

knowledge and resources to manage the process for you. You will be kept updated at each stage and provide sign-off before we move on to the next milestone.

Implementation Specialist: Project Manages implementation with responsibility for building your unique, tailored solution, overseeing all the details from kick-off to launch and serves as your liaison to our other internal technical resources.

Design Team: Create a platform that speaks to your goals, brand and even colour palette. We can provide as much or as little design input as you want covering everything from the name of your platform to the organisational values you want promoted via eCards.

Continuous support

You will continue receiving consultative support through every phase of your journey with us. As a partner, we'll work collaboratively – acting as an extension team – to understand your requirements, ambitions and goals – and achieve them. They will use their industry expertise to maximise employee engagement and your return on investment. Your team will include:

Employee Engagement Consultant: Guides the overarching employee engagement strategy to determine how we can best help you reach your goals.

Client Success Manager: Strategic partner throughout implementation and beyond. They will work with you to develop and execute communication strategies that generate excitement and drive maximum employee engagement. They provide training and benchmarked recommendations on how to get the most out of the platform. You'll be kept updated with continuous improvements to drive business results.

Exit Planning

As a customer-centric company, offboarding is managed efficiently and positively using established processes. These ensure continuity of service and minimises the effort required from your HR/Reward teams.

Your dedicated customer support team will help migrate services by adding your service specific information into the below Exit Plan.

The plan covers:

- Description of transfer and cessation processes
- Transfer and activity timetable, for example, the date on which we will provide any required data to allow transition of services. This will be provided at least 10 working days before service termination.
- Proposals for providing you with copies of service documentation
- How we'll ensure there's no disruption/degradation of services

Exit Plan extract

If requested and stipulated in the Order Form that services can extend beyond 36 months, we will prove an additional exit plan for your approval at least 8 weeks before the 30 month anniversary of the contract start date. We will work with you to ensure the additional exit plan includes:

- alignment with your own exit plan and strategy
- methodology for achieving an orderly transition of services from us to you at the expiry of the proposed extension period/contract end
- full details of timescales, activities and roles and responsibilities for transferring to you any technical information, instructions, manuals and code reasonably required to enable a smooth migration
- the strategy for testing and then exporting and migrating your data from our system to yours, including conversion to open standards or other required standards
- transfer to you of Project Specific IPR items and other customisations, configurations and databases
- any TUPE-related activity to comply with the TUPE regulations
- any other activities and information which are reasonably required to ensure continuity of service during the exit period and an orderly transition.

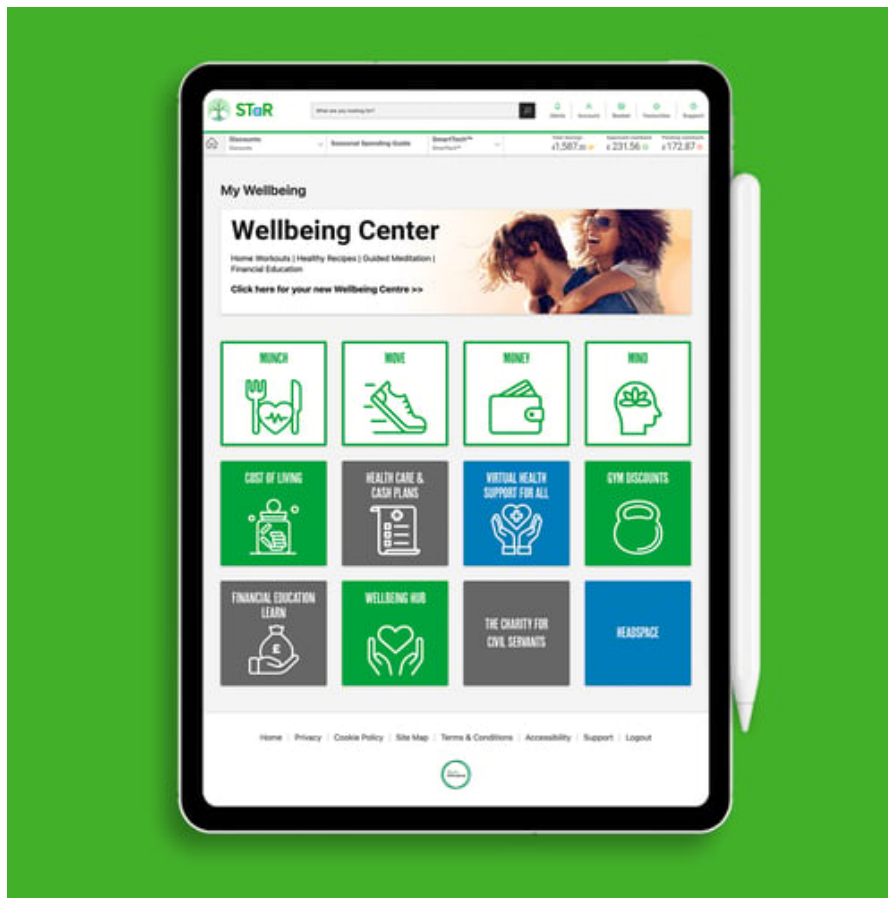
The exit will be managed at our own expense if the Call-Off Contract ended before the expiry date due to a fault on our part.

Case studies

We partner with over 4,000 clients including over 700 public sector organisations. Clients across every sector receive the support and resources needed to make their schemes a success.

- Central Government
- Local Authorities
- NHS
- Charities
- Education
- Defence
- Housing
- Energy
- Financial Services

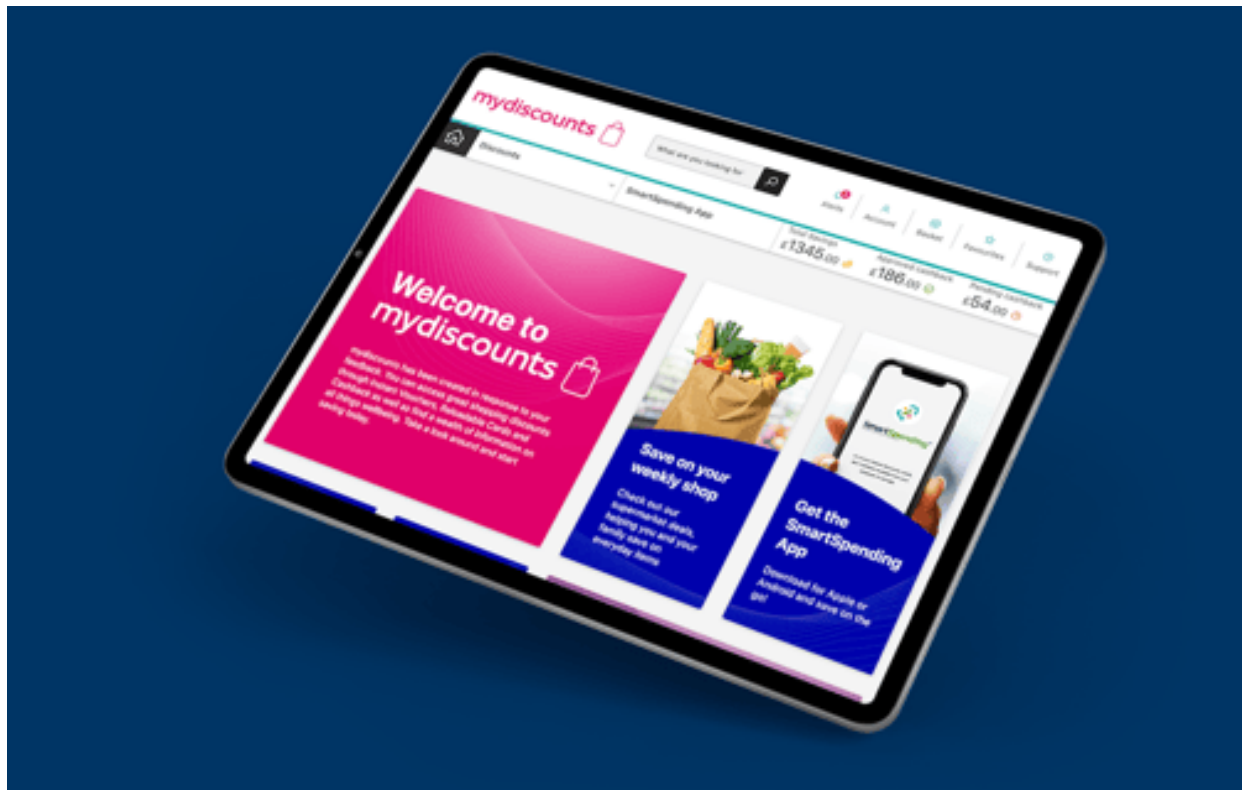
Defra employees save an average of £47,000 a month



- 95% of staff are active users on the platform
- £607,000 spent through SmartTech™ over 2 years
- 35,000 employees in 700+ locations
- Employee engagement scores increased from 27% to 45%

The Department for Environment, Food & Rural Affairs (Defra) needed a platform that could handle the complexity of a large and multigenerational workforce, operating across 17 different arms. We worked them to create STaR (Special Thanks and Recognition) a centralised benefits platform with easy-to-access discounts, Reward & Recognition, SmartTech™ and Wellbeing that links back to their intranet. Since launch, strong engagement with STaR has helped the Employee Benefits team achieve one of their main goals - putting money back in the pockets of their employees.

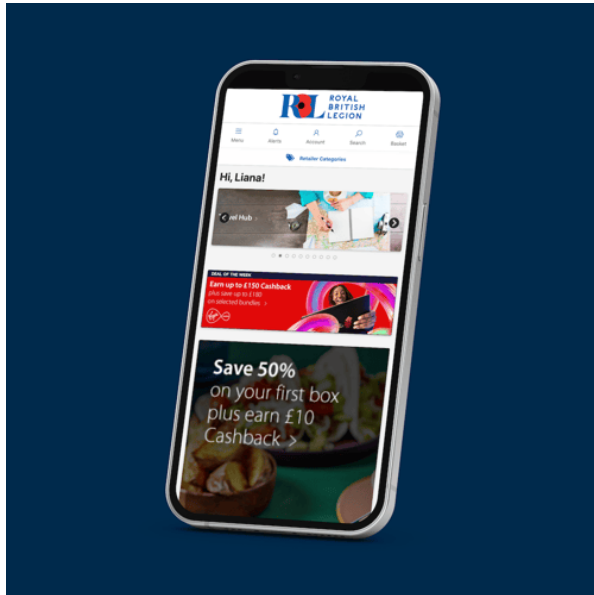
Transport for London employees saved over £360,000 in five months



- 60% of the workforce are active users
- 26,000 employees many of whom work offline
- Employees spent over £5.25 million in the first 5 months of launch

Transport for London's (TFL) employee survey highlighted their discount requirements including truly instant, instant vouchers and an easy-to-use app for their largely offline population. We worked with them to tailor a new discounts platform that increased engagement and employee savings. An app and discounts at valued retailers including supermarkets, electronics, fashion and DIY, as well as local shops and brands with a focus on sustainability, drove take-up. So much so, that employees saved £360,000 in the first five months alone. Results demonstrate that TFL employees have confidence in their discount provision

Royal British Legion employees saved over £16,000



- **1,700 staff across the UK**
- **66% of the workforce are active users**
- **£115,000 of Holiday Trading orders**

Royal British Legion (RBL) is a national charity that provides financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants. Their HR team wanted a flexible benefits platform that would strengthen its Employee Value Proposition beyond pay and connect its entire workforce, from care homes and nursing staff to HR and regional operations.

We created a custom-build benefits platform, 'Rewards Hub' to bring together key benefits such as Cycle to Work, SmartSpending™, and discounts. The platform makes it easy for staff to see the full range of benefits on offer and for managers to track and approve applications. Integration with their internal systems allows employee data to be automatically synced and updated in real time, removing the need for RNL's admin team to go back and forth to input, check and update information.

Holiday Trading was a great initiative that drove traffic to the platform, improve employees work-life balance and increased awareness of RNL's Employee Value Proposition. Platform flexibility and scalability means that RNL have a future-proof solution that will continue growing with their requirements.

Social Value and Modern Slavery Commitments

At Reward Gateway, we are committed to making a positive impact through our Corporate Social Responsibility (CSR) initiatives, guided by Edenred's three CSR pillars: People, Planet and Progress.

People:

Reward Gateway Edenred want to establish ourselves as a benchmark organisation in terms of professional development, respect for human rights, diversity and inclusion. We aim to promote people's wellbeing through healthy and sustainable eating habits and to contribute to local development.

Some of the current initiatives that support these objects are:

- **Idealday:** A movement carried out annually by all of our business units with the aim of promoting voluntary actions and supporting local communities in different areas (environmental, social etc).
- **Edenraid:** An initiative that encourages all employees to walk, run or cycle to raise funds for the UN World Food Programme's Share the meal initiative. This inclusive activity encourages movement for a cause and supports global food security.
- **Talent Week,** an initiative that brings together around 20 employees with between 5 and 10 years' professional experience, with the aim of developing the Group's young talents.
- **Armed Forces Covenant:** We are signatories of the Armed Forces Covenant and work with Pivot Group, who upskill ex-military candidates in key skills such as sales training.

We are committed to creating a workplace where everyone feels they belong, and where career growth is accessible to all. Our in-house CSR initiative and D&I strategy, EPIC, leverages our solutions to increase staff engagement and growth. Staff networks support individuals from underrepresented backgrounds to develop leadership skills and access career pathways. A dedicated Social Mobility network tackles economic inequality, expanding mentoring opportunities through our partnership with Cricl.

We operate a zero-tolerance policy on discrimination, ensuring fair treatment across all protected characteristics. This applies to all individuals who interact with Reward Gateway, including employees, clients and partners.

Planet:

We are committed to making a lasting impact – not just for our clients and communities, but also for the planet we all share. Our ambitious climate goals are approved by the Science Based Targets initiative (SBTi), reinforcing our dedication to a sustainable future aligned with the Paris Agreement. We are also UN SDG signatories, with our Group KPIs aligning to 12 of the 17 Sustainable Development Goals.

Reward Gateway Edenred aims to protect the environment by reducing its carbon footprint, consumption of resources and waste, designing eco-services for mobility and food waste and managing the impact of its solutions during their lifetime – with a strong commitment: achieving Net Zero Carbon by 2050, in line with the SBTi (Science Based Targets initiative) methodology. In 2024, by obtaining SBTi's approval of its targets, Edenred joined over 5,000 companies pioneering this approach. We're committed to:

- Reducing absolute scope 1 and 2 greenhouse gas emissions 51.4% by 2030 and 90% by 2050.
- Reducing our scope 3 GHG emissions 55% per million EUR value added by 2030 and 97% by 2050.

We have in place a concrete plan to reduce our emissions, which covers:

- The energy consumption of buildings
- The reduction of the environmental footprint of IT equipment and servers
- The adoption of a sustainable procurement policy
- The elaboration of an ethics charter for our suppliers

Our Carbon Reduction Plan can be found in full on our website.

Progress:

Through our Progress pillar, we are committed to creating value responsibly throughout our ecosystem. We carry out our activities and establish partnerships in an ethical manner and focus on the digital transition, always with a strong concern for aspects such as cybersecurity, compliance and data protection.

Modern Slavery:

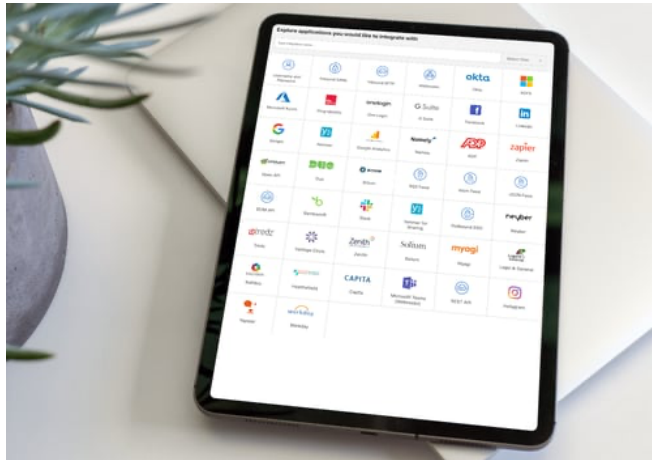
We are fully compliant with the Modern Slavery Act 2015. Our Modern Slavery Statement (published online, signed by Board of Directors) details our commitment to preventing, detecting, and addressing slavery throughout our business. We take a zero-tolerance approach.

Other Crown Commercial Services Agreements

Reward Gateway is a leading service provider to the Public Sector and additionally provides services through the below Crown Commercial Services Agreements.

Agreement	Ref.	Lot details
Employee Benefits and Services Framework	RM6273	Lot 1: Managed Service Lot 2: Reward and Recognition Scheme Lot 3: Financial Wellbeing Scheme Lot 4: Cycle to Work Scheme Lot 5: Childcare / Payroll Giving Scheme Lot 6: Technology and Smartphone Scheme
Payment Solutions 2 Framework	RM6248	Lot 3: Vouchers
Fund Administration and Disbursement Services DPS (FAADS)	RM6322	N/A
G-Cloud 14	RM1557.14	Lot 2 – Cloud Software

Integration options



Multiple integration options make it easy for your new platform to serve as an extension of your internal ecosystem via Single-Sign-On. We minimise the efforts required for HR/Reward teams to collate and share employee data. Both from your systems and those received from benefit providers. Our Integrations Dashboard empowers you to choose from the below options:

- **Secure File Transfer Protocol (SFTP)** automated data workflows
- **HRIS integration** including Microsoft Azure, Workday and ADP
- **Push publish and share updates** via Slack, Yammer and Microsoft Teams
- **One-click secure access** to Facebook, LinkedIn and Amazon
- **Authentication** providers include Okta, Ping Identity Active Directory Federation Services
- **Outbound connections** include Salary Finance, Legal & General and Capita
- **Open API** for any other type of integrations

During implementation, we will map out your integration requirements to ensure that your platform makes your benefits administration easier and less complicated.

Uptime and maintenance management

The platform is available 24/7/365. Our SLA is 99.5%; which was 100% achieved in the last 12 months (2025).

Our SaaS solution and scalable infrastructure/resource model services without disruption at peak demand; Amazon Web Services supports auto-scaling in response to traffic patterns based on End User application performance.

A continuous rolling schedule for maintenance ensures continuous improvement and protection. Software releases and patches are carried out on a zero-downtime basis every Wednesday 06:30am to 07:30am GMT. These take 60 seconds to upload and are instantly available.

Security & GDPR

Security is of the utmost importance. We adhere to Government Service Design Manual and NCSC Cloud Security principles. We're Cyber Essentials Plus, ISO 27001 and SOC 2 certified, GDPR compliant and are part of the Pan Government security framework.

Business Continuity

To ensure service continuity without disruption, we are ISO 22301 certified.

Contact us

Get in touch in touch for a demo or a chat:

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Email us: ccsframework-uk@edenred.com

Visit our website: www.rewardgateway.com

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