

Crown
Commercial
Service
Supplier



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The UK's leading authority on employee engagement and organisational health

“how your people feel - and why”

We measure, recognise and improve how employees feel about their working life, helping organisations become better places to work, and in turn increasing performance, productivity, and profit.



**25 years
of experience**



**Trusted by thousands of
organisations**



**Working within
24 different sectors**



**Insights from over
6.5 million employees**

Empowering engagement for trusted worldwide brands



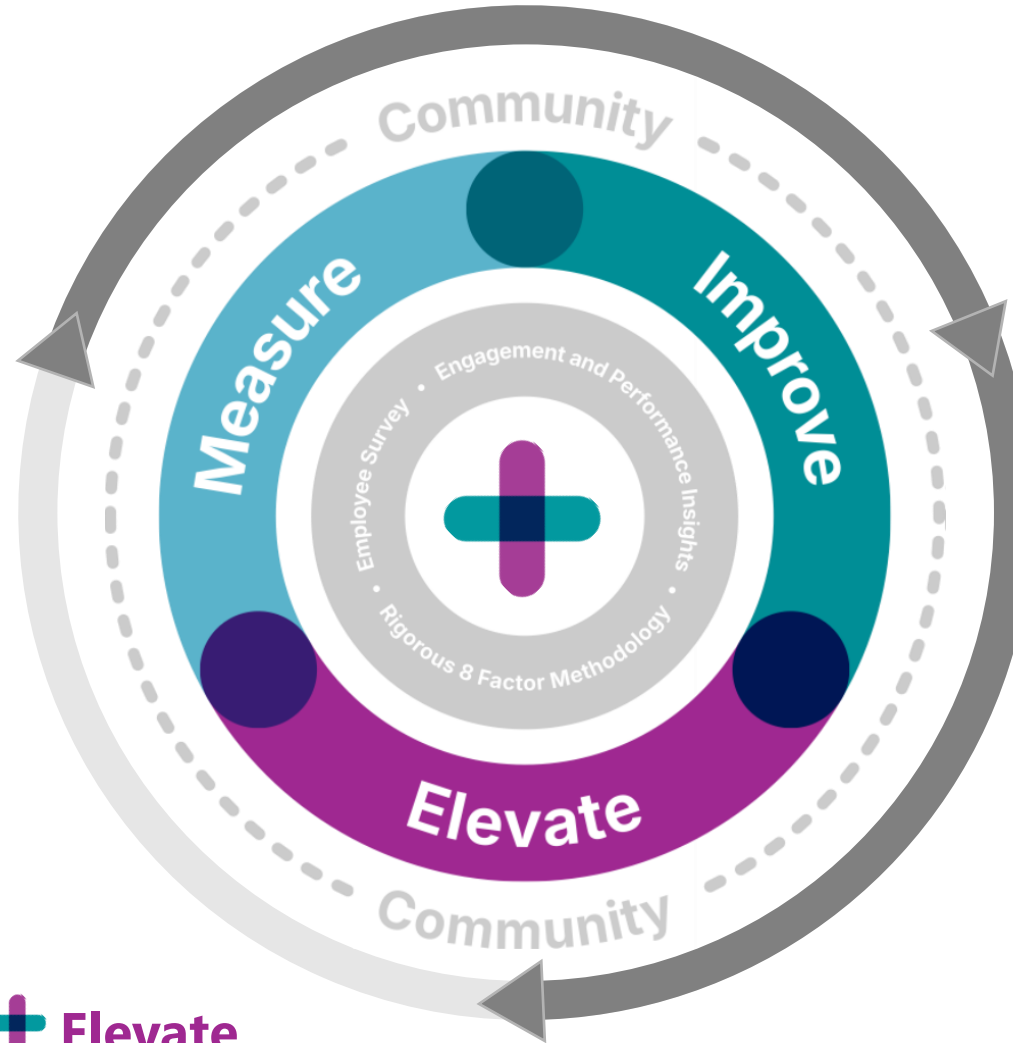


Plans overview



Measure

Ideal for smaller teams looking for **high-level** engagement insights and recognition



Improve

Seeking deep engagement insights, providing a **top-down**, strategic approach that empowers HR and leadership teams to drive meaningful change.



Elevate

Looking to take engagement to the next level, combine a **top-down** strategic approach with **ground-up** accountability, empowering managers at every level through data-driven, personalised coaching.

Measure

Provides smaller teams with **high-level** engagement insights and recognition

- + **Gain a clear measure of employee engagement** through our 24-core statement survey.
- + **Uncover the root causes of underperformance** across the 8 key engagement factors. Our high-level insights and benchmarking tools help you pinpoint where to focus, track progress over time and compare your results against top-performing organisations.
- + **Earn recognition as a leading workplace** by achieving Ones to Watch, 1, 2 or 3-Star Accreditation, and feature on the Best Companies to Work For Lists at a National, Regional and Sector level.



Measure

Surveys

Survey template	Core 24 statement survey covering the 8 workplace factors	✓
Task distribution	Assign tasks across your HR team to manage the survey process efficiently and collaboratively	✓
Intelligent people uploader	Automatically build your organisation's hierarchy and demographics for detailed reporting	✓
Manage response rates	Track and improve participation by targeting areas with low response rates	✓
Send reminders	Schedule and automate reminders to boost engagement and completion rates	✓

Recognition

Best Companies Recognition	Accolade evaluation to be recognised as a Ones to Watch, 1, 2 or 3-Star organisation and become one of the Best Companies to Work For	✓
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Insights

Insights by engagement factor	See how you perform across 8 key engagement factors and identify top drivers	✓
Insights by high-level business area	View engagement scores by department (max 12) and seniority level (max 3)	✓
Year-on-year benchmarking	Track progress over time by comparing engagement scores year-on-year	✓
Benchmarking by Accreditation	Compare your performance against One's to Watch, 1, 2 and 3-Star accredited organisations	✓

Recognition

Technical support	Access a helpdesk for fast, tactical support	✓
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Improve

Provides deep engagement insights that empower **top-down** strategic decision-making for HR and leadership teams.

- + **Use tailored surveys** - from quick pulse checks to deep diagnostics - to measure what matters, when it matters.
- + Access **Workplace Insight Pro**, transforming employee feedback into actionable intelligence by identifying key drivers of engagement and performance across teams, seniority levels and demographics.
- + **Take meaningful action** with downloadable custom reports, intelligent SWOT analysis, guided workshops, facilitation guides and a Best Practice Library, empowering leaders to act swiftly, take ownership and drive organisational change.
- + **Dive deeper into your data**, uncover trends, explore issues and build custom storyboards to inform your people strategy with precision.



Improve

Surveys

Survey template	Core 24 statement survey covering the 8 workplace factors	✓
Choose from 100+ benchmarkable statements	Choose from 100+ rigorously tested, benchmarkable statements validated by academic research	✓
Custom question design	Add custom statements to explore the issues most relevant to your organisation	✓
Task distribution	Assign tasks across your HR team to manage the survey process efficiently and collaboratively	✓
Intelligent people uploader	Automatically build your organisation's hierarchy and demographics for detailed reporting	✓
Manage response rates	Track and improve participation by targeting areas with low response rates	✓
Send reminders	Schedule and automate reminders to boost engagement and completion rates	✓
Pulse survey templates	Run quick, targeted surveys to check in on engagement more frequently	✓

Recognition

Best Companies Recognition	Accolade evaluation to be recognised as a Ones to Watch, 1, 2 or 3-Star organisation and become one of the Best Companies to Work For	✓
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Insights

Insights by engagement factor	See how you perform across 8 key engagement factors and identify top drivers	✓
Insights by high-level business area	View engagement scores by department, site or region	✓
Year-on-year benchmarking	Track progress over time by comparing engagement scores year-on-year	✓
Benchmarking by Accreditation	Compare your performance against One's to Watch 1, 2 and 3-Star accredited organisations	✓
Benchmarking by sector	Compare results with richer, sector-specific benchmarks	✓

Improve

Insights, continued

Insights by granular team-level	Access detailed results at a granular team and department level to teams as small as 5	✓
Insights By seniority level	View your data by hierarchy to understand at which level there may be areas of focus	✓
Engagement driver analysis	Identify key engagement drivers for each department and team	✓
Custom demographic reporting	Analyse data across 15 benchmarkable demographics or create custom groups for tailored insights	✓
Sentiment analysis	Analyse employee comment sentiment for deeper qualitative insight	✓

Action

Exportable report templates	Access automatically generated, downloadable data reports of survey results for easy distribution for any group	✓
Automated SWOT analysis	Instantly identify strengths, weaknesses, opportunities and threats by team and department	✓
Guided action planning	Access structured action-planning sessions tailored for any group directly from the platform, along with a facilitation guide to support your leaders and managers in running them effectively	✓
Best practice library	Draw inspiration from curated examples used by leading organisations	✓

Support

Technical support	Access a helpdesk for fast, tactical support	✓
Dedicated Account Manager	Receive guidance and ongoing account management from a dedicated expert	✓
Data insight	Explore your first survey results with high-level insights and recommendations in a guided session	✓

Elevate

Combining a **top-down** strategic approach with **ground-up** accountability, managers are empowered to drive impact at every level through data-driven, personalised coaching.

- ✚ **Equip managers** and leaders with a **personal growth companion** that turns survey data, feedback, and insights into targeted actions, delivering a personalised coaching experience.
- ✚ Drive engagement at every level by **empowering managers** to create clarity, build strong relationships and lead high-performing teams.
- ✚ Support **goal progress** with **guided check-ins** and bite-sized **coaching** that bring structure to 1:1s and performance reviews.



Elevate

Surveys

Survey template	Core 24 statement survey covering the 8 workplace factors	✓
Choose from 100+ benchmarkable statements	Choose from 100+ rigorously tested, benchmarkable statements validated by academic research	✓
Custom statement design	Add custom statements to explore the issues most relevant to your organisation	✓
Task distribution	Assign tasks across your HR team to manage the survey process efficiently and collaboratively	✓
Intelligent people uploader	Automatically build your organisation’s hierarchy and demographics for detailed reporting	✓
Manage response rates	Track and improve participation by targeting areas with low response rates	✓
Send reminders	Schedule and automate reminders to boost engagement and completion rates	✓
Pulse survey templates	Run quick, targeted surveys to check in on engagement more frequently	✓
Manager effectiveness pulse surveys	Run pulse surveys to track and enhance manager effectiveness	✓

Recognition

Best Companies Recognition	Accolade evaluation to be recognised as a Ones to Watch, 1, 2 or 3-Star organisation and become one of the Best Companies to Work For	✓
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Elevate

Insights

Insights by engagement factor	See how you perform across 8 key engagement factors and identify top drivers	✓
Insights by high-level business area	View engagement scores by department	✓
Insights by granular team-level	Access detailed results at a granular team and department level to teams as small as 5	✓
Insights by seniority level	View your data by hierarchy to understand at which level there are areas of focus	✓
Year-on-year benchmarking	Track progress over time by comparing engagement scores year-on-year	✓
Benchmarking by Accreditation	Compare your performance against 1, 2 and 3-Star accredited organisations	✓
Benchmarking by sector	Compare results with richer, sector-specific benchmarks	✓
Engagement driver analysis	Identify key engagement drivers for each department and team	✓
Custom demographic reporting	Analyse data across 15 benchmarkable categories or create custom groups for tailored insights	✓
Sentiment analysis	Analyse employee comment sentiment for deeper qualitative insight	✓
Personalised manager dashboards	Provide tailored, contextual insights for each manager based on team feedback	✓
Data-driven coaching for managers	Personalised manager coaching powered by survey feedback, AI and manager profile for truly unique guidance	✓
Manager downline reporting	Assess management performance across all levels and departments	✓

Elevate

Action

Exportable report templates	Access exportable report templates for ease of survey results distribution	✓
Automated SWOT analysis	Instantly identify strengths, weaknesses, opportunities and threats by team and department	✓
Guided action planning	Access structured action-planning sessions tailored for any group directly from the platform, along with a facilitation guide to support your leaders and managers in running them effectively	✓
Best practice library	Draw inspiration from curated examples used by leading organisations	✓
Individual goal setting for managers	Provide managers with tailored goals and opportunities based on their team's data	✓
AI-driven actions for managers	Transform team feedback into focused actions and commitments for each manager	✓
Manager progress tracking	Track goal progress with guided check-ins that drive momentum through bite-sized coaching	✓
Manager Coaching Hub	Provide access to curated content to support leadership growth and development	✓

Support

Technical support	Access a helpdesk for fast, tactical support	✓
Dedicated Account Manager	Receive guidance and ongoing account management from a dedicated expert	✓
Data walkthrough	Explore your first survey results with high-level insights and recommendations in a guided session	✓
Bespoke user adoption support	Drive employee adoption through tailored onboarding webinars	✓



Additional options

Data walkthrough session

Turn survey results into **clear, actionable plans**, helping HR teams deliver even the toughest insights constructively and drive meaningful impact.

- + **Delivered by a seasoned Data Specialist** to your HR and senior leadership team.
- + **Removes internal politics** by offering an unbiased, third-party perspective.
- + **Deep dive into your data**, exploring results factor by factor, highlighting strengths, opportunities and key areas of focus.
- + **Grounded in decades of best practice**, our specialists turn complex or sensitive insights into meaningful dialogue.
- + **Catalyst for change**, aligning stakeholders around what matters most and sparking momentum for improvement.





Data insight session

The most powerful way to translate survey results into clear, actionable insights that resonate with your leaders. By bridging HR insight with executive action, speaking CEO to CEO, it delivers an impartial view that drives alignment and real progress.

- + **Shared accountability** Engages the entire leadership team - not just HR - in driving engagement.
- + **Focused action** Breaks down results into Strengths, Weaknesses, Opportunities and Threats to guide strategic decisions.
- + **Expert-led** Backed by 20+ years of experience and insights from thousands of organisations.
- + **Clarity & confidence** Equips leaders to make informed decisions that lead to real change.
- + **Beyond the data** Sparks honest conversations, aligns senior stakeholders and builds momentum for improvement.



Pricing

 Excludes VAT

12 Month Subscription Plan Options				
Standard	Employee Headcount	500	1,000	2,000
	Measure: Employee Survey	£2,856	£3,670	£6,230
	Improve: Workplace Insight Pro	£16,770	£17,575	£22,145
	Elevate: Data-driven Manager coaching	£28,170	£33,585	£45,125
Not for Profit	Measure: Employee Survey	£2,856	£3,670	£6,230
	Improve: Workplace Insight Pro	£16,770	£17,575	£22,145
	Elevate: Data-driven Manager coaching	£28,170	£33,585	£45,125
Charity	Measure: Employee Survey	£1,550	£2,190	£3,940
	Improve: Workplace Insight Pro	£8,505	£9,145	£11,900
	Elevate: Data-driven Manager coaching	£14,205	£17,150	£23,390
Additional Services Options				
Data Walkthrough: Delivered by Data Specialist		£1,500		
Data Insights: Delivered by our CEO		£3,000		