Employee Recognition, Incentives and Retention

hinda incentives®
the future of engaging rewards

SITUATION ⌄

A leading business services company sought to strengthen employee engagement, reinforce corporate values and reduce voluntary turnover. With a workforce spanning multiple generations and roles – from plant associates to business development staff – every employee played a direct role in delivering customer satisfaction. However, the company was experiencing higher-than-normal turnover and needed a solution to realign employees around shared values and create a culture of empowerment, innovation and engagement.

SOLUTION ⌄

The company conducted a survey to identify key priorities. Twenty-six initiatives were developed, and committees were formed to define improvement strategies, metrics and execution plans. Employees were encouraged to submit ideas for cost savings and process improvements, with recognition and rewards for participants.

A rewards and recognition program was launched, offering employees opportunities to recognize and be recognized, including team-based points for meeting or exceeding quarterly metrics tied to customer satisfaction. Regular communications kept the initiative top of mind and managers reinforced participation by highlighting contributions during weekly huddles, with recognitions shared company-wide through leadership emails and employee boards.

Peer-to-Peer
eCards

Points-Based
Nominations

Awards for
Achievements

SUCCESS ⌄

The program delivered measurable improvements in engagement, retention and performance:

- 98% of associates received peer recognition
- 80% received point-based recognition with manager approval
- Voluntary turnover reduced to 3%
- 30 employee ideas implemented, generating more than $2 million in cost savings

This multi-faceted rewards and recognition program successfully strengthened alignment with corporate values, empowered employees, and created a more engaged, innovative, and loyal workforce.