

# brilliance is you.me.we

Your personal guide  
to all things recognition

brilliance



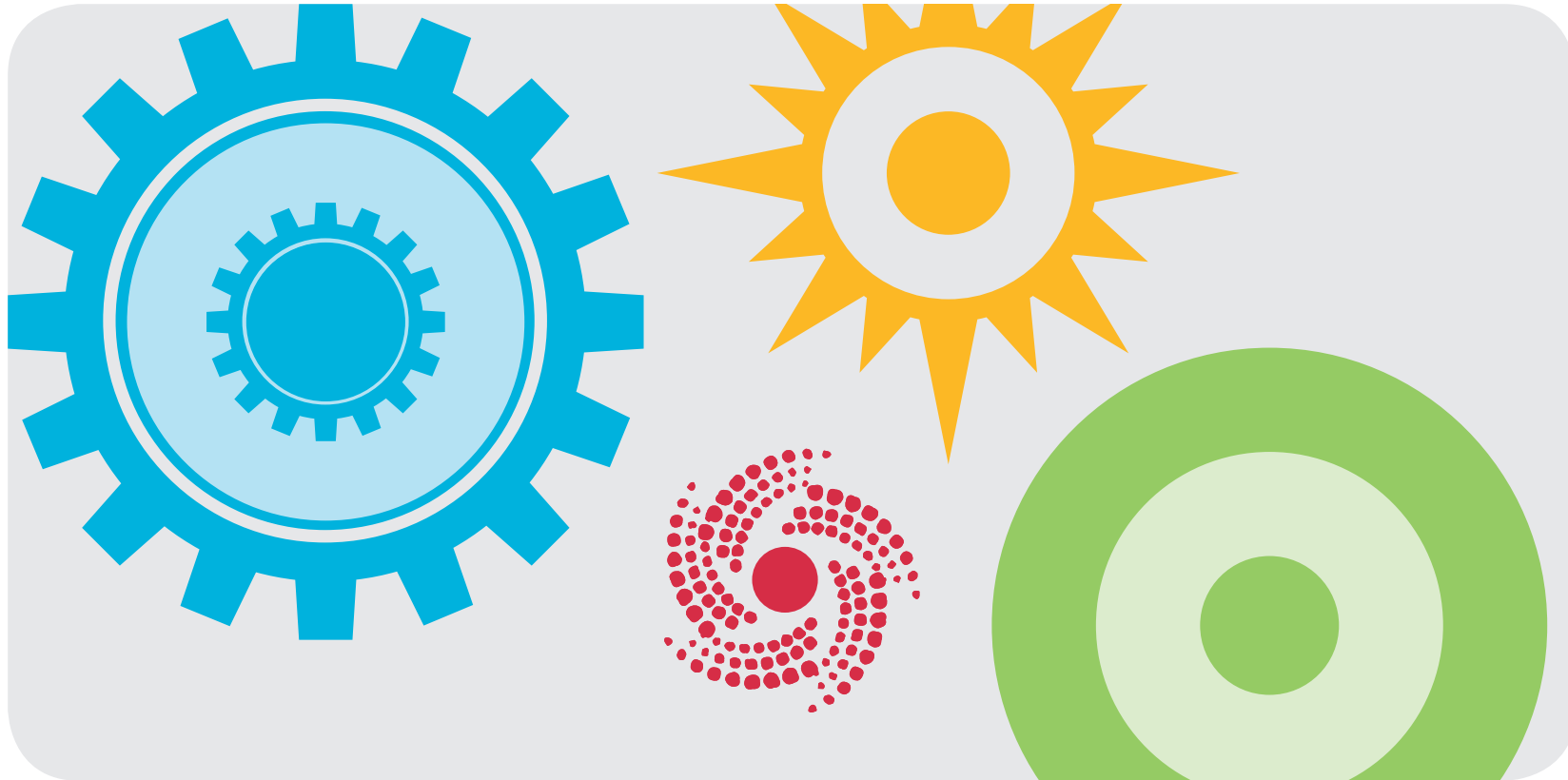
**You.Me.We bring millions of people together every year to learn, do business, eat and be entertained.**

**You.Me.We set the stage for some of the world's top live shows, important business conferences and great sporting events.**

**You.Me.We provide must have services that make it all happen.**

**You.Me.We are an amazing and diverse team who come together providing a seamless experience for our customers.**

**As brilliant people that work in our venues, you make the difference to our customers every day.**



Every day, someone at The NEC Group works a little harder to deliver extraordinary service. It might be by pitching in to help another colleague, accepting a challenge with spirited enthusiasm, or setting the bar a little higher and then reaching it. When we see this kind of work, we want everyone to recognise it, celebrate it, and encourage it in others.

That's why we're proud of Brilliance – our recognition programme and website. This is your one-stop-shop for all things appreciation. It gives you a variety of tools to celebrate those who have lived our values and deserve to be recognised.

**Our Values:**

**Customer, Energise, Spirit & Teamwork**

## Why appreciate?

Countless studies show that the best way to inspire a culture of great work and extraordinary service is to notice and reward it. With Brilliance, it's now fun and easy. The website and paper forms give you a variety of ways to appreciate an individual or team, from electronic thank you cards to prestigious award nominations. So read on. Then start saying thanks today.

You can access Brilliance through PeopleSpace

[peoplespace.necgroup.co.uk](https://peoplespace.necgroup.co.uk)



## What are our Brilliance recognition options?

Great work is recognised every day, in many ways in our business.

**Recognise** – our way of celebrating those who live our values. From a simple thank you card to a platinum award, Recognise gives us many ways to celebrate those who are truly brilliant.



**Customer Compliments** – when our customers take the time to say thank you, we know we have really made a difference. Customer Compliments give us a tool to share that valued feedback far and wide within our business. And when the compliment is truly extraordinary, we will celebrate it with a nomination into our Recognise programme and make sure that the colleagues who have impressed customers are thanked.

**SAY THANKS!**



**Brilliance** – every year the Group will celebrate the best-of-the-best through the Brilliance Annual Awards. This programme is designed to celebrate our top performers, those who have truly impacted our customers and what our business and The NEC Group strives to be.



# How does it work?

## Recognise

So many ways to appreciate performance.

It could be a fun thank you card or a gift award of their choice from our online award catalogue. We have so many ways to notice those who shine at their jobs, who've delighted our customers, and who have truly been brilliant.

### e-Cards:

A simple thank you can mean so much. Recognise those who have lived one of our core values with a no-cost e-Card. It's fast, easy and rewarding. Anyone can send an e-Card at anytime, and no approval is necessary.



### Bronze, Silver, Gold and Platinum Awards:

When someone has taken their efforts to the next level, their recognition should go there too. We have four levels of recognition, and our recognition programme will help you choose the right one.

Everyone is eligible to receive these awards. Bronze, Silver Gold and Platinum Award nominations can be submitted by anyone, and require a manager's approval. Gold and Platinum Awards must also get approval by the next level manager.

Those who receive one of these gift awards can go online to our award catalogue and choose the perfect gift.





## What if you don't have a computer or email address?

Recognise is designed with paper nomination forms so everyone can send a note of thanks or nominate for an award. This way the voice of appreciation can be shared equally by all of our NEC Group colleagues and service partner organisations.



## Customer Compliments

Customer compliments are the most sincere form of thanks, and they deserve to be recognised. So share the great feedback via a Compliments Card.

When someone shines even brighter for our customers and receives an outstanding compliment, that person deserves to be celebrated. Should a compliment warrant additional recognition, a manager may submit a nomination for an award through the Recognise programme highlighting the customer value.

A yellow sticky note with the handwritten text "Thank you!".

Thank  
you!



## Brilliance Annual Awards

Each year, a few outstanding individuals and teams will be considered for a Brilliance Annual Award. The winners will be those who think outside of the box, who lead by example, who live our values day in and day out, they are the ones who have truly been brilliant. Nominations may come from any colleague, and will be reviewed by a committee and approved by the CEO.

The Brilliance Annual Awards will culminate in an awards ceremony. This will be an event held each year, with awards for each of the values and some special achievement awards. Winners will receive higher values of award.

## Celebrating

Managers will coordinate presentations for all approved awards. They'll share with the Group how the colleagues' achievements embody our values, and how their work contributes to our success.

The NEC Group will highlight top performances throughout the year, so be on the lookout for stories about your friends and colleagues, your teams and even yourself..

**...You. Me. We.**

**Together we  
can be brilliant.**

