



COMMUNITY  
BROKER  
NETWORK



# CBN Rewards Information Pack

Created February 2020

# About the Program and How to Access

- You can earn awards as well as points to spend in the rewards shop in CBN Rewards for exhibiting the CBN Values!
- Visit our Reward and Recognition portal – CBN Rewards at [steadfastrewards.com.au/login](https://steadfastrewards.com.au/login)
- Email [support@steadfastrewards.com.au](mailto:support@steadfastrewards.com.au) for your login details

# CBN Rewards Dashboard snapshot

The dashboard features a user profile for Katrina Tamayo with a point balance of 0. A navigation bar includes links for My Profile, Award Approvals, Redeem Steadfast Card, and FAQs. Below are six service tiles: Nominate a Colleague (with a NOMINATE button), a 0 day Steadfast reward (with a View Details button), Let's Go Shopping (with a SHOP button), Concierge Service (with a CONTACT button), and Live Chat (with a GET IN TOUCH button).

**Katrina Tamayo**

**0**  
Point Balance

[View Profile](#)

**My Profile** **Award Approvals** **Redeem Steadfast Card** **FAQs**

**Nominate a Colleague**  
or say thank you  
[NOMINATE](#)

**0 day**  
with Steadfast. We appreciate everything you do for us!  
[View Details](#)

**Let's Go Shopping**  
Choose from thousands of products  
[SHOP](#)

**Concierge Service**  
Want something you can't see?  
Let us find it for you.  
[CONTACT](#)

**Live Chat**  
Available 24 hours, Monday to Friday  
[GET IN TOUCH](#)

# Program Features:

- **Nomination Wizard** - Every employee deserves some sort of recognition. The Wizard will create a nomination that can either be automatically approved or will send the nomination through to the nominee's manager for approval. Once the award has been approved, the nominee will receive an email notification congratulating them on their achievement, as well as a certificate and any points associated with the award.
- **Years of Service widget** – Employees can track how long they have been with CBN.
- **Rewards Shop** – Thousands of products to choose from to redeem your points.
- **Birthday e-card** - The platform automatically generates a birthday e-card for you on your birthday.

# Program Features:

- **Concierge Service** – Concierge allows members to redeem their CBN Rewards points for almost anything they can find online with an online payment option. We can source any online products for your members. We'll just need the members' full name, email, the product or service they would like to purchase, and a link to where we can find this product or service online. Submit this and our customer service team will be in contact to provide the member with a quote.
- **Live Chat** – Employees can communicate instantly with our customer service team.
- **Structured Communications Plan** - Regular eDMs to drive engagement. Communication around reminders to nominate, focus on values etc.
- **Manager Training** - Getting managers on board to drive CBN values is critical to the success of the program. Recognition needs to be driven from the top down. Manager training webinars to provide old managers a refresher or new managers an overview on the importance of recognition and how to use the platform. We will have a bi-yearly training schedule on the site for managers to register.

# CBN Values

<b>Listening Award</b> 	<b>Achievement Award</b> 	<b>We are One Award</b> 
<p><b>WE LISTEN:</b></p> <p>Customer value is the non-negotiable end result of every decision we make. To understand the value we provide, we listen intensely to develop fresh insights, efficiencies and ideas that fuel our connections with each other and our network. We provide intimacy at scale (where our scale is in service of intimacy not the other way around), through our broad reaching network and personal connections. We don't deliberately make decisions that disadvantage one stakeholder group to the benefit of another. We share insights, ideas and best practices in an honest way and help each other grow personally and professionally.</p>	<p><b>WE ACHIEVE:</b></p> <p>We work persistently with a growth and curiosity mindset recognising that whether it is people, systems, purpose, execution: nothing stays still lest it becomes irrelevant. We are focused on achieving all our goals. We take accountability, challenging the status quo and identifying efficient ways of providing service and support that will ensure that our community thrives. We are fearless in the way we work to achieve these results and the responsibility we take to be the best.</p>	<p><b>WE ARE ONE:</b></p> <p>We are passionate about people: our colleagues, brokers and clients. We treat everyone with respect, fairness and honesty. We celebrate the experience and diversity that people bring every day and at CBN we are always one. We strive to put what's right for the team first. We work hard and have fun doing it. We keep it real every day, in every interaction, to build trust, respect and deep connections. Whether together or apart, we are one CBN team.</p>

Find out more

*At CBN we want to foster a culture of recognition that aligns to our values and mission.*

**Points in the CBN program can be earned in the following ways:**

- Values Award – 7,692 points
- Thank You eCard – 1,538 points (Nominator cap of 1 Thank You eCard per month. This turns over on the first day of each month)
- Service Awards – vary depending on YOS

**CBN Values Awards**

All employees can nominate each other for displaying CBN Values, allowing them to earn an award as well as points to spend in the rewards gallery. At CBN our values are clear – Listening Award, Achievement Award and We are One Award!

These nominations go straight to the nominee's Manager for approval. Once the award is approved, the points are instantly added to the nominated employees account.

NOTE: Your points do not expire and can be accumulated over time to purchase more expensive items on the Rewards Gallery.

Find out more

### **Send Thanks!**

You can recognise a colleague that's doing an awesome job by simply sending a Thank You eCard

### **Service Awards**

Service Awards will be issued to employees who reach certain service milestones at CBN. You will receive recognition for achieving the following levels of tenure:

- 1 Year Service – 7,692 points
- 5 Years Service – 15,384 points
- 10 Years Service – 38,462 points
- 15 Years Service – 38,462 points
- 20 Years Service – 38,462 points
- 25 Years Service – 38,462 points



## GUIDE FOR MANAGERS

### Sending a Thank You

1. Access the CBN Rewards platform - <https://steadfastrewards.com.au/login>
2. Click the 'Nominate a Colleague' button
3. Select 'Thank You Award'
4. Enter the person/people's name(s) you're thanking in the 'Search for Employee' box
5. The drop-down list below will show all relevant members to your search
6. Check the box(es) of the person/people you're thanking, then click the arrow next to the box to add them into the adjacent 'Nomination List'
7. When you've finished, click on the 'Continue' button, bottom right
8. Write your message to the person/people you're thanking in the 'Description of Achievement' box
9. Select the 'Submit Nomination' button, bottom right

### Checking My Approvals

1. Access the CBN Rewards platform - <https://steadfastrewards.com.au/login>
2. Click 'Award Approvals'
3. You have the option to bulk approve/deny from here
4. You may view either 'Pending', 'Approved', or 'Denied' awards by clicking the drop-down box underneath the 'My Approvals' header
5. Click any award to view more information; i.e. who was nominated, what date, the description written by the nominator and also to approve/deny/request more information
6. To approve awards, tick the box next to each award you would like to approve
7. Click 'Select' at the bottom right and then 'Approve Selected'
8. Follow the same process for each award

### Nominating for a Values Award

1. Access the CBN Rewards platform - <https://steadfastrewards.com.au/login>
2. Click the 'Nominate a Colleague' button
3. Select 'Values Award'
4. Enter the person/people's name(s) you're nominating in the 'Search for Employee' box
5. The drop-down list below will show all relevant members to your search
6. Check the box(es) of the person/people you're nominating, then click the arrow next to the box to add them into the adjacent 'Nomination List'
7. When you've finished, click on the 'Continue' button, bottom right
8. Select the Value (Listening Award, Achievement Award or We are One Award) you want to nominate the person/people for
9. Describe the achievement to support your nomination and write your personal message to the person/people you're nominating
10. Select the 'Submit & Approve Nomination' button, bottom right if the nomination is for a member of your team
11. Select the 'Submit Nomination' button, bottom right
12. The nominee's manager will now be notified of your nomination and will approve/decline/request more information
13. If approved, the nominee will receive a personalised notification email and points
14. If the award is not approved, you may receive an email from the manager asking you to provide more information for your nomination.

To provide more information, access CBN Rewards and select the award requiring more information.

Underneath 'Please input your Comment(s) below', add further information to support your nomination. Click the 'Resubmit' button, bottom-right of the page



## GUIDE FOR MEMBERS

### Sending a Thank You

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### Earning and Spending Points

Earn CBN Rewards awards and points by demonstrating our company values of Listening Award, Achievement Award or We are One Award.

The more you're living and breathing our values everyday, the more potential you have to be nominated for Values awards and earn points to spend!

Once you start earning points you can spend them in the online Rewards Shop. Or, if you don't see anything in the shop you like, you can fill out a request with the Concierge Service to redeem your points for practically anything online!

The 'Rewards Shop' is in the CBN Rewards dashboard. Click on 'Concierge Service' to fill out a concierge request.

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# User Guide

<https://www.steadfastrewards.com.au/asset/24085/v=1582601899>

FAQs

<https://steadfastrewards.com.au/faqs>

# Contact

**Email:** [support@steadfastrewards.com.au](mailto:support@steadfastrewards.com.au)

**Phone:** 1300 853 542

**Hours of Operation:** Available 24 hours, Monday to Friday (AEST)