

# Virgin Pulse Communications

Be everywhere. Be unexpected.

High-impact, user-centric communications inspire your employees to take action, adopt healthy habits, and be their best at work and beyond.

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# Communications Overview

# Strategic messaging, tools, and support to drive engagement and success

Virgin Pulse empowers clients with a suite of mobile, digital, and offline communications that help create a high-touch employee experience.

Automated platform communications, on-demand member marketing assets, and self-serve communications tools make it easy to connect with your employees throughout the year.

The Virgin Pulse Client Success team is in place to support your organizational goals. Your Client Success Manager (CSM) will collaborate with you throughout your partnership to develop an annual communications strategy that layers your unique messaging and key announcements on top of our comprehensive, automated platform communications.

#### Member-Driven Messages

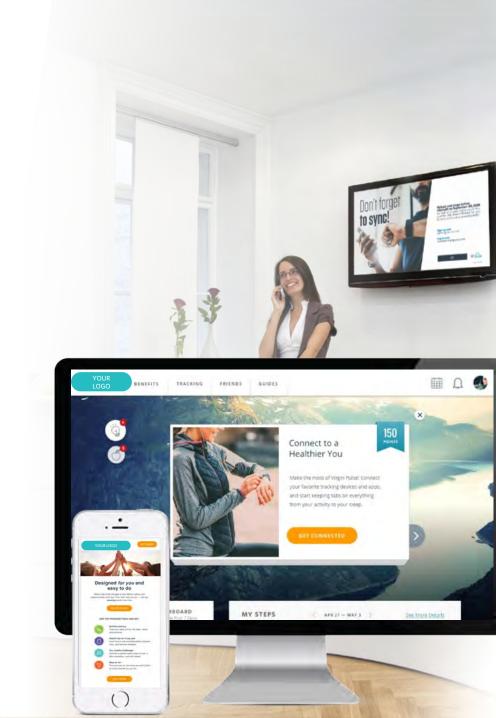
Virgin Pulse platform communications are designed to spark interest and inspire action with a friendly and supportive voice. Throughout the year, members receive timely messages and proactive reminders based on their interests, platform activity, and program milestones. These system-generated emails, push notifications, and site popups create a personalized, meaningful experience.

#### **On-Demand Engagement**

Program administrators have access to the Client Resource Center, a digital library where they can download ready-to-use member marketing assets like posters and user guides. Administrators can also manage the events calendar and connect with your entire population, or specific population segments, with self-serve tools from the Client Admin Portal.

#### **Custom Communications**

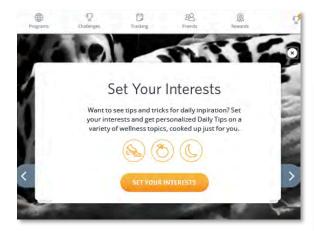
Your Annual Communications Strategy is designed to amplify engagement and support your unique program design. Each client receives a flexible **Annual Service**Credit that can be applied toward the design and delivery of custom communication assets and unique campaigns. Your CSM will be there with support and guidance to make sure your communications are effective, and provide insights for future planning.



# Communication Channels & Tactics

#### Multi-channel engagement

A variety of delivery tactics and member marketing assets enable you to reach your employees in the field, in the office, or anywhere in between.



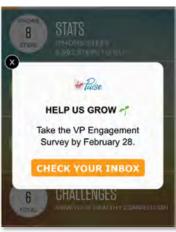
**Site Popup - Desktop** 



**Offline Asset - Postcard** 



**Offline Asset - Digital Display** 

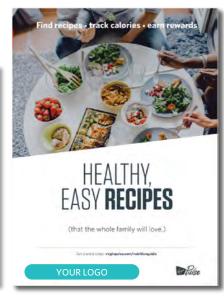


**In-app Reminder - Mobile** 

Subject: Need help keeping your New Year's resolution?



**Emails** 



**Offline Asset - Feature Guide** 



**Push Notification - Android** 



Offline Asset - Poster



**Push Notification - iPhone** 

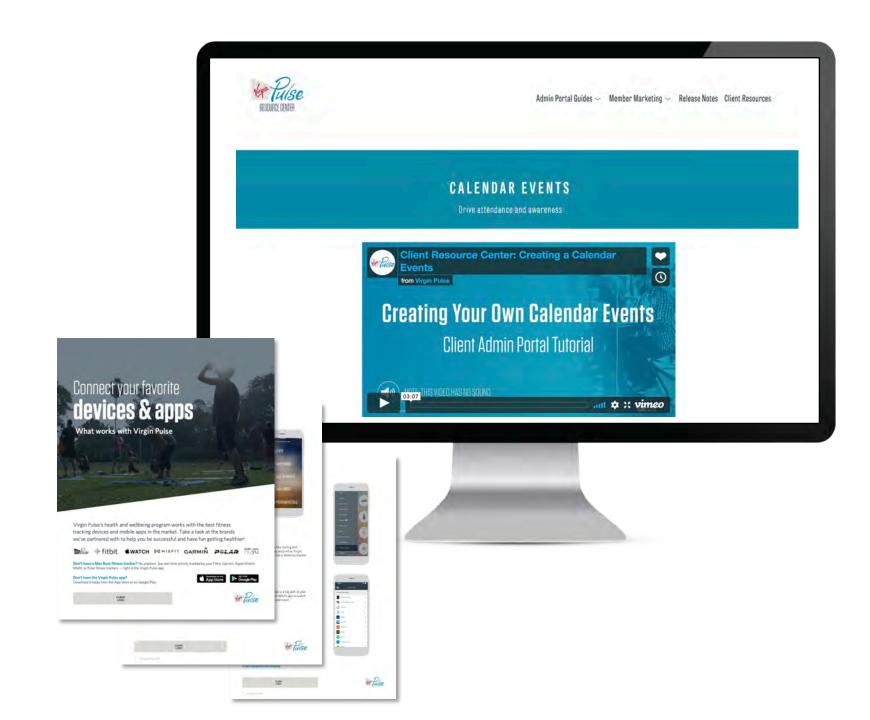
## **Client Resource** Center

#### Communication tools & support

Program administrators have access to the Client Resource Center, a digital library with ready-to-use member marketing assets, like posters and user guides, that can be downloaded any time.

The Resource Center also provides training videos and guides on services in the Client Admin Portal:

- Event calendar
- Survey Tool
- Challenges
- Analytics, and more.

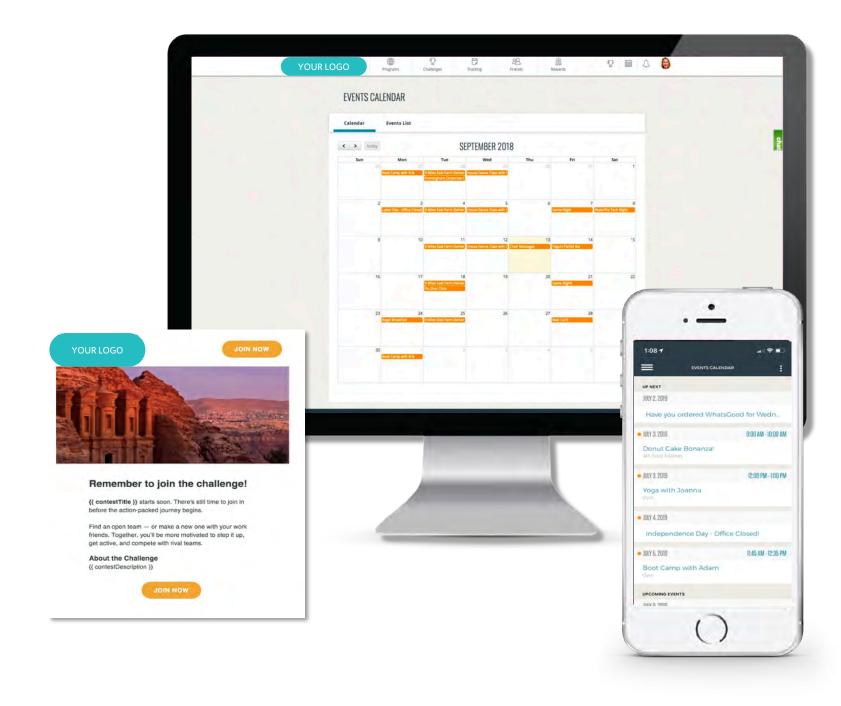


# Client Admin Portal

#### Promote company benefits, events & challenges

Program Admins can manage the Events Calendar through the **Client Admin Portal**. Set dates for company events and announcements for members to discover, RSVP and add to their calendar. Admins can set promotions to specific audiences by location.

Challenges and accompanying standard email communications can also be configured in the Admin Portal.



# Communications Lifecycle



#### Pre-Launch

Create anticipation and excitement ahead of your Launch date with inspiring digital and offline assets. Posters, postcards, emails and announcements from Leadership drive awareness and introduce the program to your employees.



#### **Custom Communications**

Spark interest throughout the year by promoting new initiatives, organizational events, and the program areas that are most meaningful to your organization. Your CSM will help align your Annual Communications Strategy to your overall goals and collaborate with you to leverage your Annual Service Credit.





#### Launch

Accelerate adoption with attention-grabbing, multitouch enrollment campaigns and helpful user guides. Members are guided through onboarding milestones with automated reminders and prompts.



#### Ongoing Engagement

Connect with members where they are on their journey with our best practice, system generated member marketing communication and promotional materials. With your Client Success partnership, we help deliver on a strategic and high touch member experience on mobile, web, and email.

# Pre-Launch Communications

Teaser Campaign

Leadership Toolkit

Wellbeing Champions Toolkit



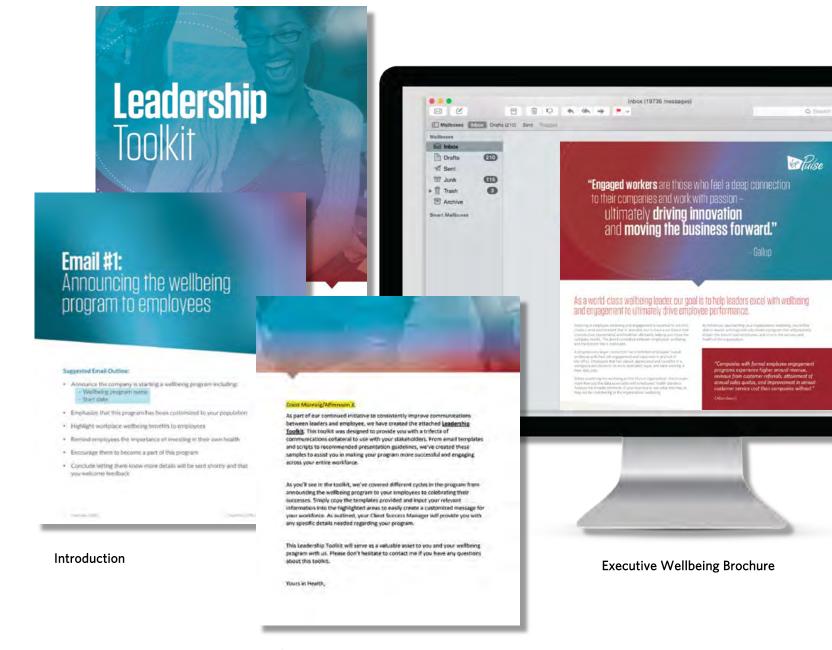
# Leadership Toolkit

#### Leverage your leadership's support

Announce your Launch Date with strategic messaging from your organization's leadership to demonstrate executive-level support.

Presentation scripts, letters, and an executive wellbeing brochure can be sent out a few weeks prior to your Launch Date.

**Best Practice Tip**: Include these letters in onboarding material for new hires throughout the year.



#### Letter

# Wellbeing Champions Toolkit

#### Harness the power of grassroots communication

Wellbeing Champions are trusted and familiar sources of inspiration and information - they can improve program engagement enormously. Champions Recruitment communications help establish your network with posters, digital displays and email invitations.

Champions have access to the Champions Toolkit, where they can learn about the program, share ideas with other Champions, and download collateral to share with coworkers.

Virgin Pulse will check in with monthly emails to Champions for continued support.





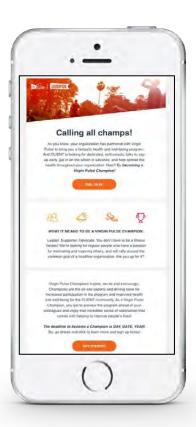
#### WHAT IT MEANS TO BE A VIRGIN PULSE CHAMPION

Needed: Leader. Supporter. Advocate. You don't have to be a fitness fanatic! We're looking for regular people who have a passion for motivating and inspiring others, and will rally around the common goal of a healthier organization. Are you up for it?

Virgin Pulse champions inspire, excite and encourage Champions are our on-site experts and the driving force for increased participation and improved health in the workplace.

> **Apply Today** www.surveylink.com





# Launch Communications

**Enrollment: Automated Emails** 

**Enrollment: Offline Assets** 

Onboarding: Automated Emails

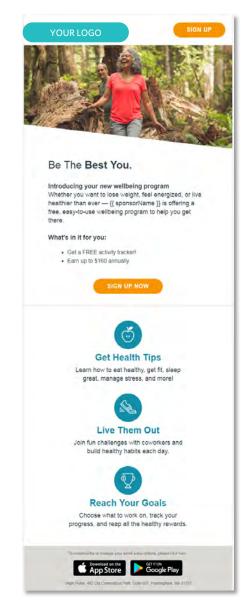
Onboarding: Feature Sheets & Guides

# Enrollment Communications

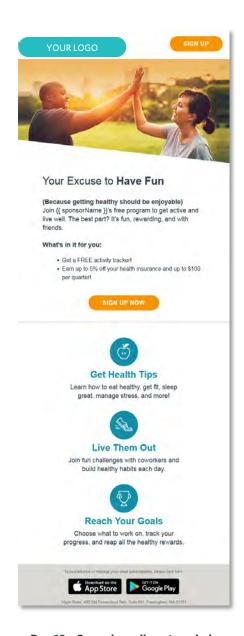
#### Automated email campaign

A 3-touch, automated email campaign starts with an introductory enrollment email sent to employees on their first day of eligibility. Reminder emails are sent on 3 and 5 days after the original email if they haven't completed enrollment by that time.

Enrollment emails include your logo, unique program URL, and bullet points containing program-specific details. Embedded links to download the mobile app enable easy enrollment from a smartphone.



Unleash The Winner Within Your coworkers have started getting healthier. Where are you? Don't forget to sign up for your free wellbeing program. offered by {{ sponsorName }}. What's in it for you: · Get a FREE activity tracker! . Earn up to 5% off your health insurance and up to \$100 per quarter! SIGN UP NOW **Get Health Tips** Learn how to eat healthy, get fit, sleep great, manage stress, and more! Live Them Out Join fun challenges with coworkers and build healthy habits each day. Reach Your Goals Choose what to work on, track your progress, and reap all the healthy rewards.



Day 1 - Enrollment email

Day 4 - First enrollment reminder

Day 10 - Second enrollment reminder

# Enrollment Communications

#### Offline marketing assets

Create excitement around the office and reach remote employees with postcards, posters, and digital displays that correspond to the enrollment email campaign.

Enrollment communications include your logo and unique program URL. These can be downloaded directly from the Client Resource Center.





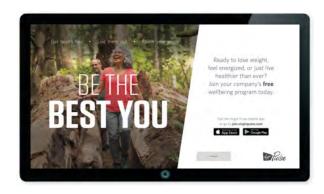














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Postcards

Postcards

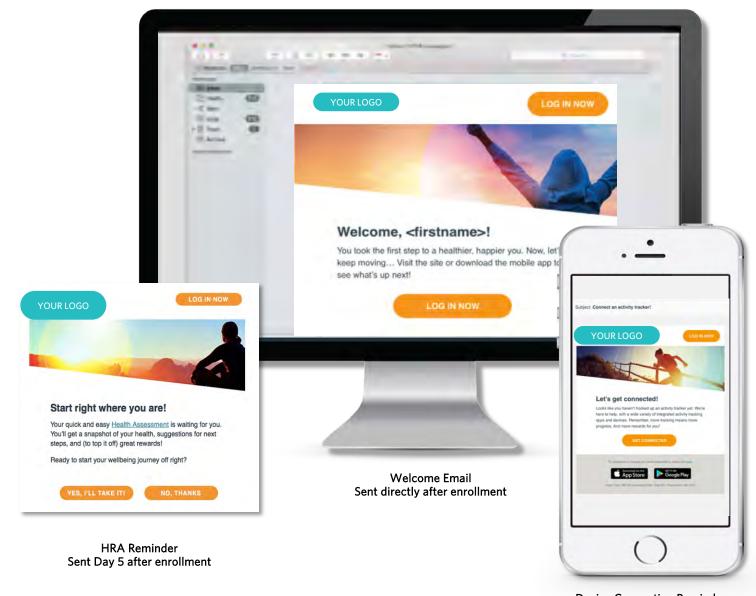
Digital Displays

# Onboarding Communications

#### Automated emails & site popups

After signing up, members receive a welcome email. When they log in to the site for the first time, they can set their interests, connect a device, and select their communication preferences.

If they miss a step, they'll receive automated reminder emails to ensure their experience is optimized for success.



Device Connection Reminder Sent Days 10, 15, 25 after enrolment, until device is connected

# Onboarding Communications

#### Feature sheets & guides

Show members what's available to them through the program with simple how-to guides on actionable program features. Guides are available as a PDF for print or digital distribution any time, and are configured with your logo and program URL. These can also be downloaded any time from the Client Resource Center.

**Best Practice Tip**: Include guides with other onboarding materials for new hires.



PILLARS AND TOPICS





**COMPATIBLE DEVICES** 



MOBILE APP



# Ongoing Engagement

Member-Driven Messages

Challenge Communications

Promoted Healthy Habit Challenges

Standard Team Challenges

# Member-Driven Messages

# Timely messages and automated reminders delivered throughout the year

#### Seasonal Push Notifications

Notes of encouragement aligned to a seasonal holiday or theme

#### Administrative Messages

Password resets, security updates, and more

#### **Quarterly Emails**

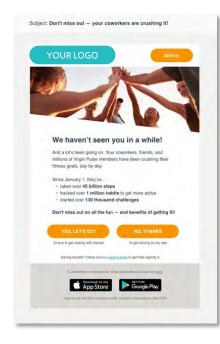
Enrollment and re-engagement reminders sent to eligible employees; Member Satisfaction Survey; Sync steps reminder

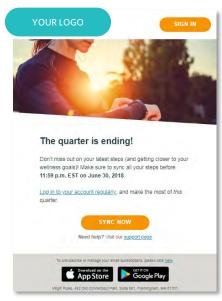
#### **New Hires**

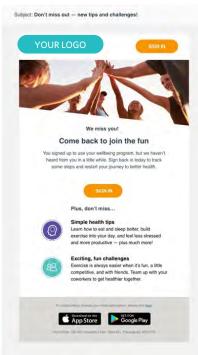
Automated enrollment campaign is activated when new hires are added to your eligibility file

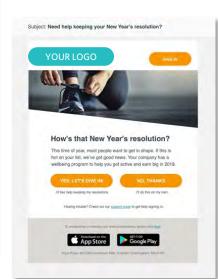
#### Champions Check-in

Monthly Email sent to Champions network with tips and strategies











# Challenge Communications

# Automated emails & offline assets encourage participation

**Personal Challenges** 

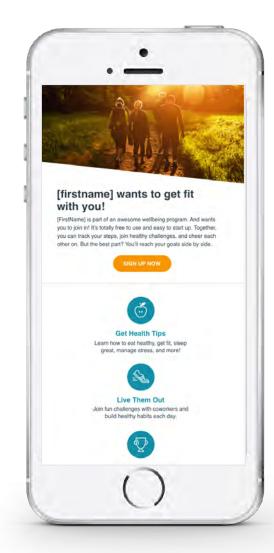
Initiated by any member

Monthly Promoted Healthy Habit Challenge

Deployed by Virgin Pulse

**Standard Team Challenges** 

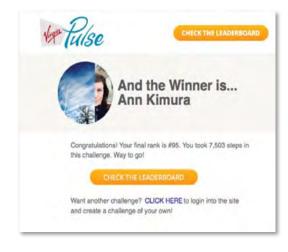
Deployed by Virgin Pulse or through the Client Admin Portal



Personal Challenge Email: Invitation



Personal Challenge Email: Starts Today

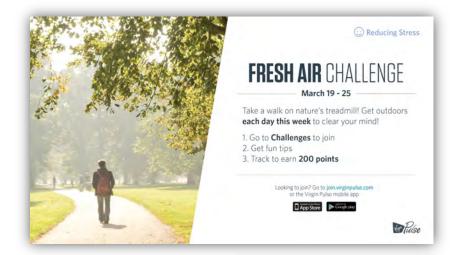


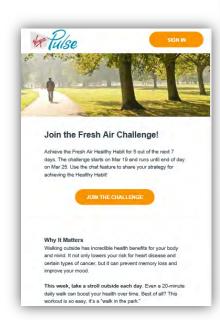
Personal Challenge Email: Winner Announcement

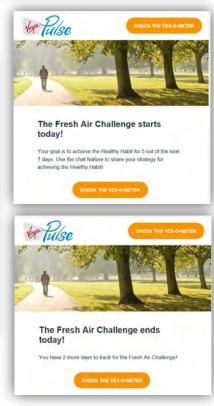
# Promoted Healthy Habit Challenges

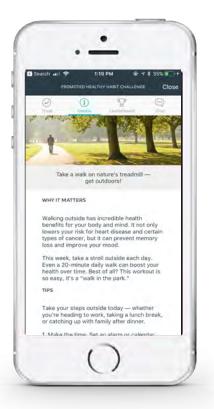
# Encourage members to focus on a new healthy habit each month

Virgin Pulse runs monthly Promoted Healthy Habit Challenges to take the work off your plate\*. Each Promoted Healthy Habit Challenge runs for 1 week of the month. Digital and offline promotional assets are available on the Client Resource Center, and members will receive automated email invitations and reminders to track the habit for 7 days.









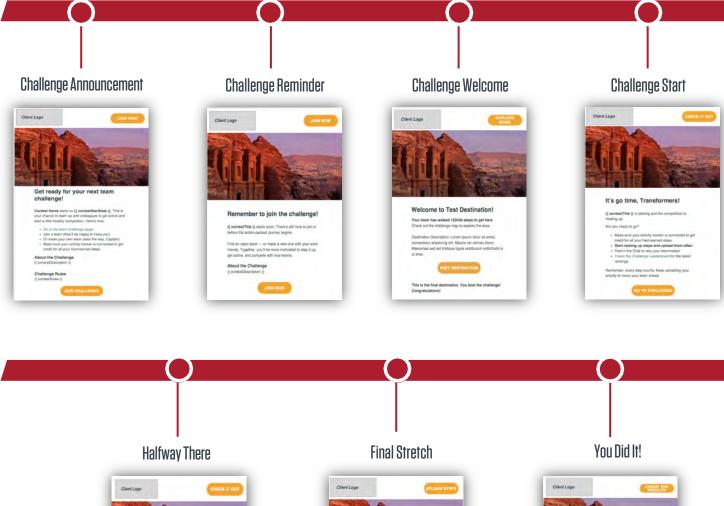
# Standard Team Challenges

#### Foster friendly competition any time

Configure and deploy Team Challenges for your entire population, or to specific population segments.

Choose a theme from our extensive Challenge library, with the option to include a unique challenge name, edit the rules, and change the image. Virgin Pulse will launch an automated, multi-touch email campaign based on the selected dates and eligible participants.

Promotional posters and digital displays are available to download from the Client Resource Center.









# **Custom Communications**

Consultative & Collaborative Support

Making it Your Own

**Custom Communications Catalogue** 

# Consultative & Collaborative Support



#### **Annual Strategy**

During implementation, you'll collaborate with your Client Success Manager to develop a 12-month overview of all program milestones, company events, planned initiatives and key dates. You'll work together to identify opportunities to support your unique program goals and objectives with custom communications.



#### **Program Alignment**

Your CSM will maintain your communications calendar throughout the year, providing insights and guidance that help shape future decisions and planning. You'll work in partnership to ensure your custom communications are effective, engaging, and driving your overall program strategy forward.



#### Execution

Delivering the right message at the right time is critical to employee engagement. Your CSM will be there to ensure custom deliverables reflect your unique messaging effectively, and help you pinpoint the best combination of communication tactics and channels.



# Making it Your Own

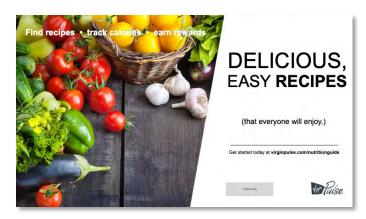
#### Flexible Annual Service Credit

Create a seamless extension of your company's brand and values with custom communications. Each year, your flexible annual service credit can be applied toward any additional, non-standard program communications and campaigns\*. Choose a template from the communications catalogue, or work with your CSM to build unique layouts and designs.

#### Some examples may include:

- Copy changes and rewrites to standard communications;
- Translations or localization of content
- · Custom imagery and layout changes; or
- Development of non-standard, client-specific marketing and communication collaterals







#### Low Customization

- Layout, images, fonts and header from Virgin Pulse Communications Catalogue
- Configurable URL
- Configurable client logo
- Configurable bullet points

#### **Medium Customization**

- Configurable URL and client logo
- Configurable image, sourced from Virgin Pulse Image Library
- Font type and font color changes
- Configurable content changes
- Standard layout from Virgin Pulse Communications Catalogue

#### **High Customization**

- Custom photography and graphic design
- Custom layout, image size and additional copy
- Custom colors and fonts

<sup>\*</sup>The number of professional service hours required determines how much of your credit is applied towards each project. Annual credit cannot be rolled over or used toward any other professional service.

# Custom Communications Catalogue

#### Available campaigns and design templates

One you've identified your communications strategy, your CSM will guide you through the design and delivery of custom communications. Virgin Pulse has an extensive library of pre-designed assets and campaigns to highlight a variety of organizational initiatives, including:

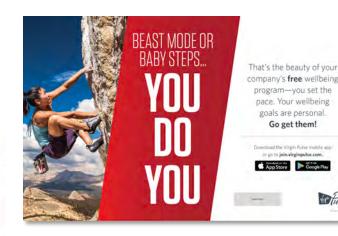
- Rewards & incentives
- Biometric health screenings
- Third party program partners
- Holidays & special events
- Health coaching
- administrative messaging











# Custom Communications Appendix

Work with your CSM to develop one-time reminders or strategic campaigns that drive awareness around program features, company events and organizational initiatives.

# Virgin Pulse Team Challenges









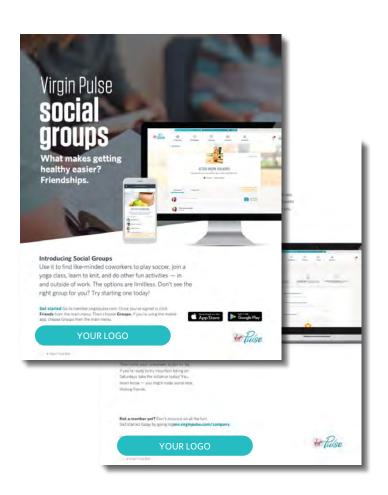


# Social Support









Social Groups

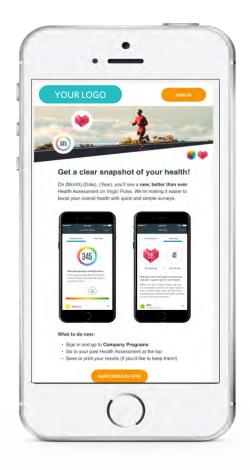
# Virgin Pulse Journeys



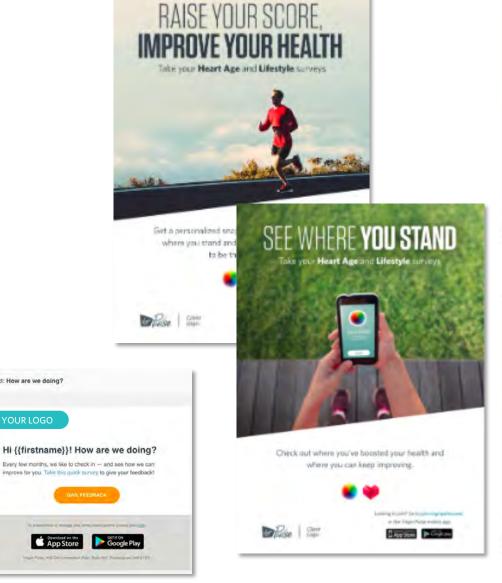


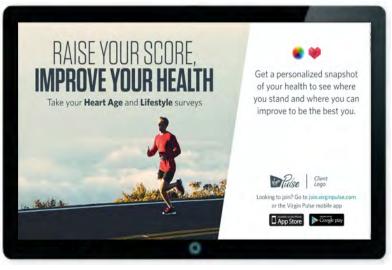


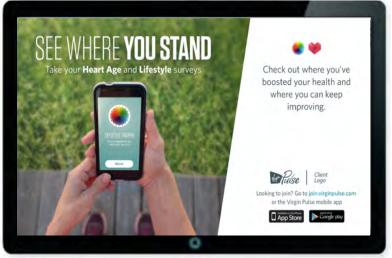
# Virgin Pulse Surveys



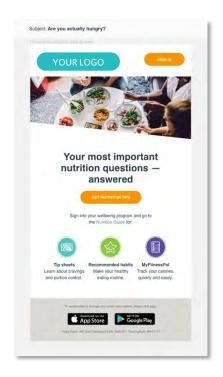
Subject: How are we doing?



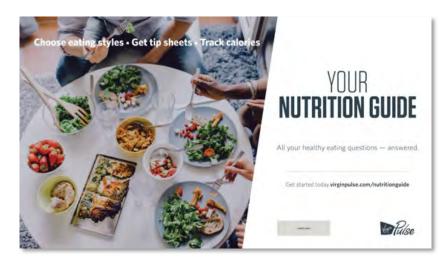


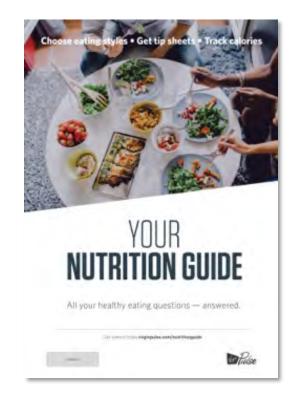


# Virgin Pulse Nutrition Guide





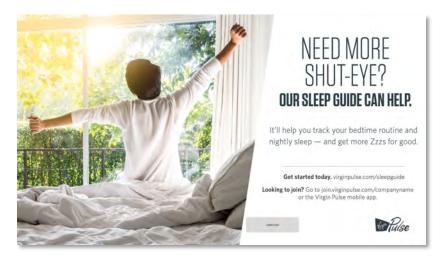


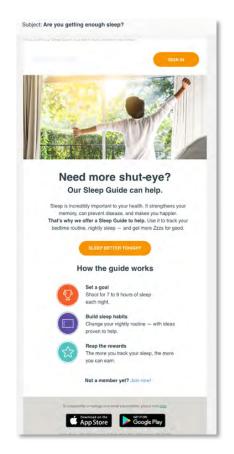


# Virgin Pulse Sleep Guide

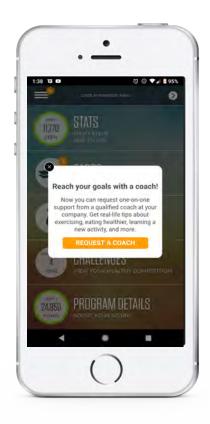






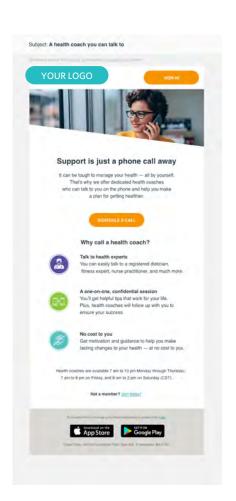


# Virgin Pulse Live Coaching

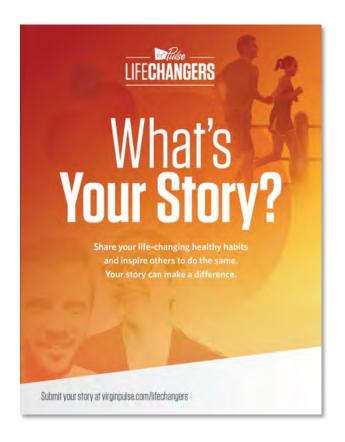






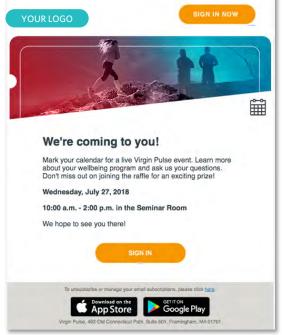


# Onsite Events & Company Initiatives

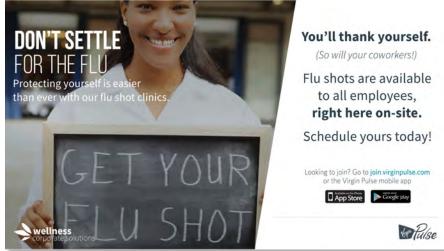








## Virgin Pulse Certified **Partners**



Onsite Health Screenings

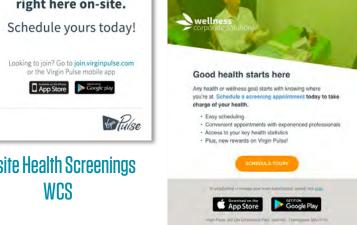


## **Mindfulness and Resiliency Training** Whil





**Benefits Navigation Jellyvision ALEX** 



## **Translations**







