

Viva Engage

Building trust in transition

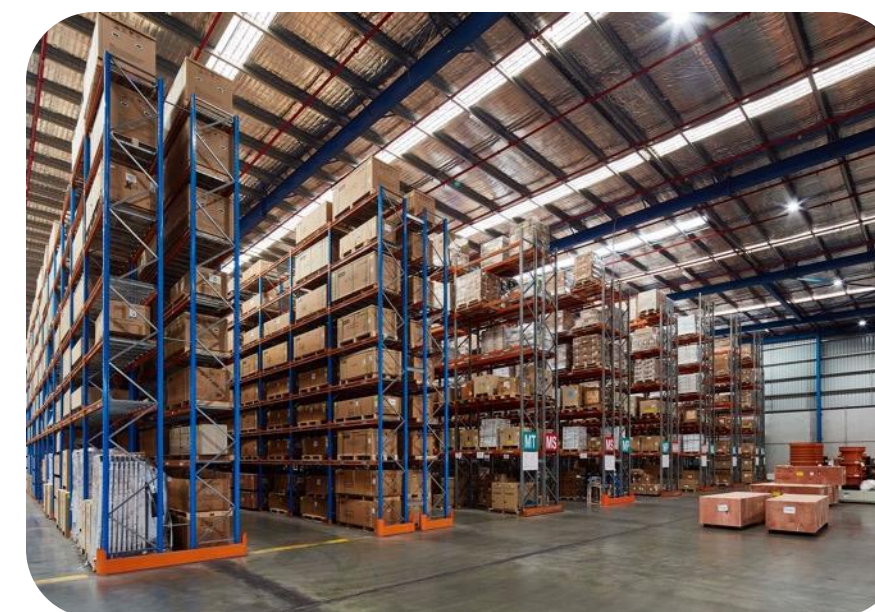


Fast facts

- 100+ years
- 9,000+ employees
- 900 branches
- 3 geographies



Delivering customised service for small to commercial trade.

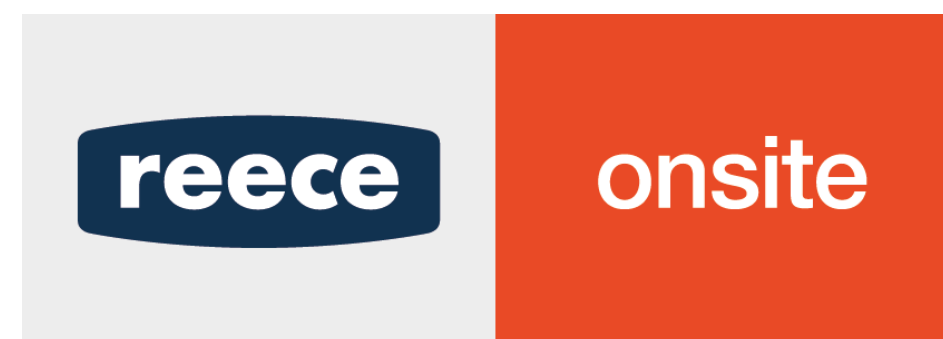


Australia and New Zealand

Plumbing & Bathrooms



Volume Builders



HVAC-R



Irrigation & Pools



Waterworks



Fire



Workplace activity snapshot

In 2024, Reece Australia and New Zealand:

216k

Posts and Replies

659k

reactions

4962

Active Users, or 77%
of our workforce
including contractors.

21k

Questions asked,
answers received

1/3

1/3 Workplace logins
are on Mobile

497

Monthly active groups

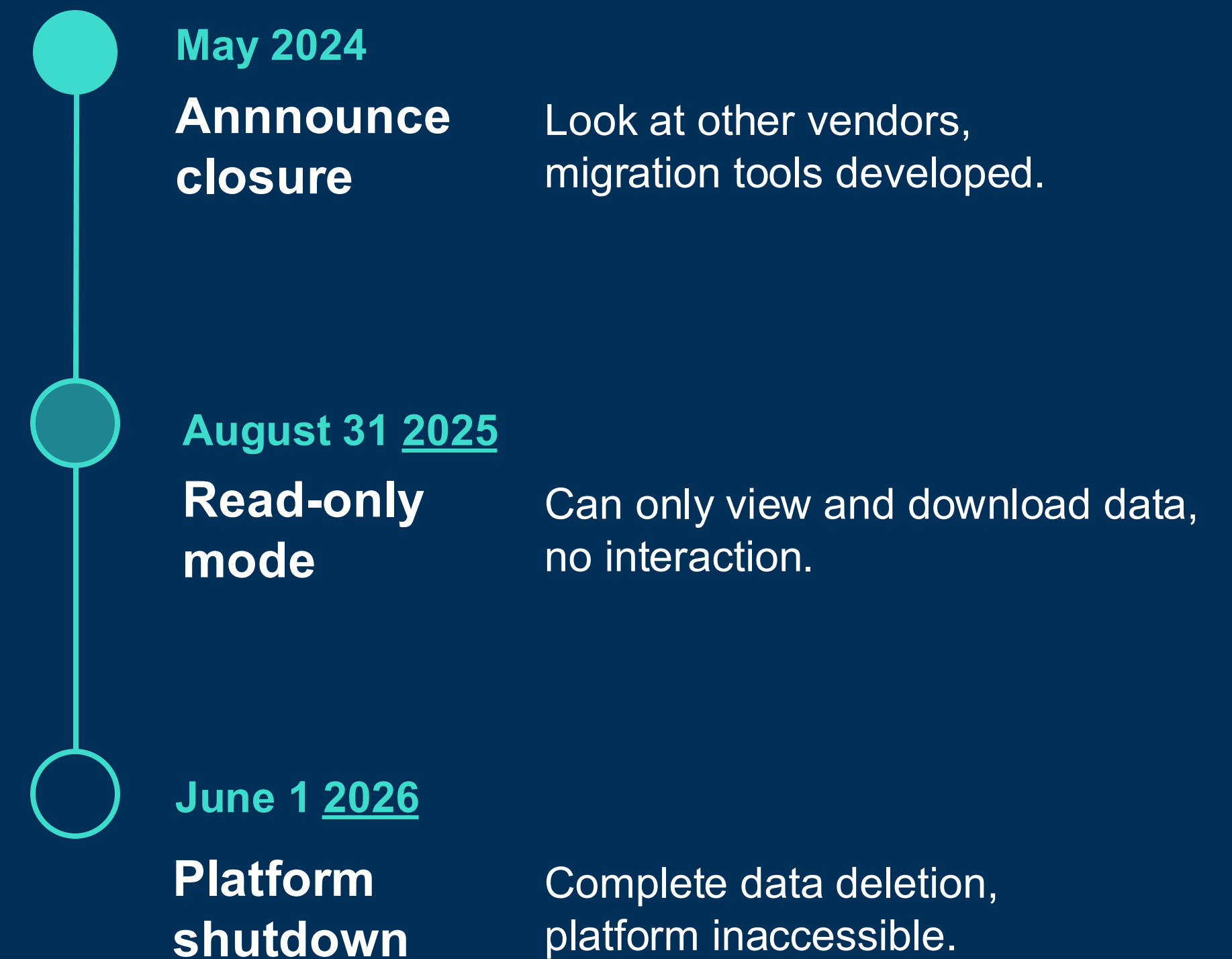
Branch Managers

Are our most active group of users, demonstrating that
this Workplace is a tool that helps them lead and cascade
information with their teams.

So what now?

We needed a new solution... but we needed to know it would work for our people.

Meta timeline



What our people told us



What they are using it for:

01

To get their jobs
done.

02

Social
Connection.
Reece's culture,
online, location
agnostic

03

Knowledge.

Say 🙌 hello to Engage

Viva Engage simplified the way we communicate internally at Reece.

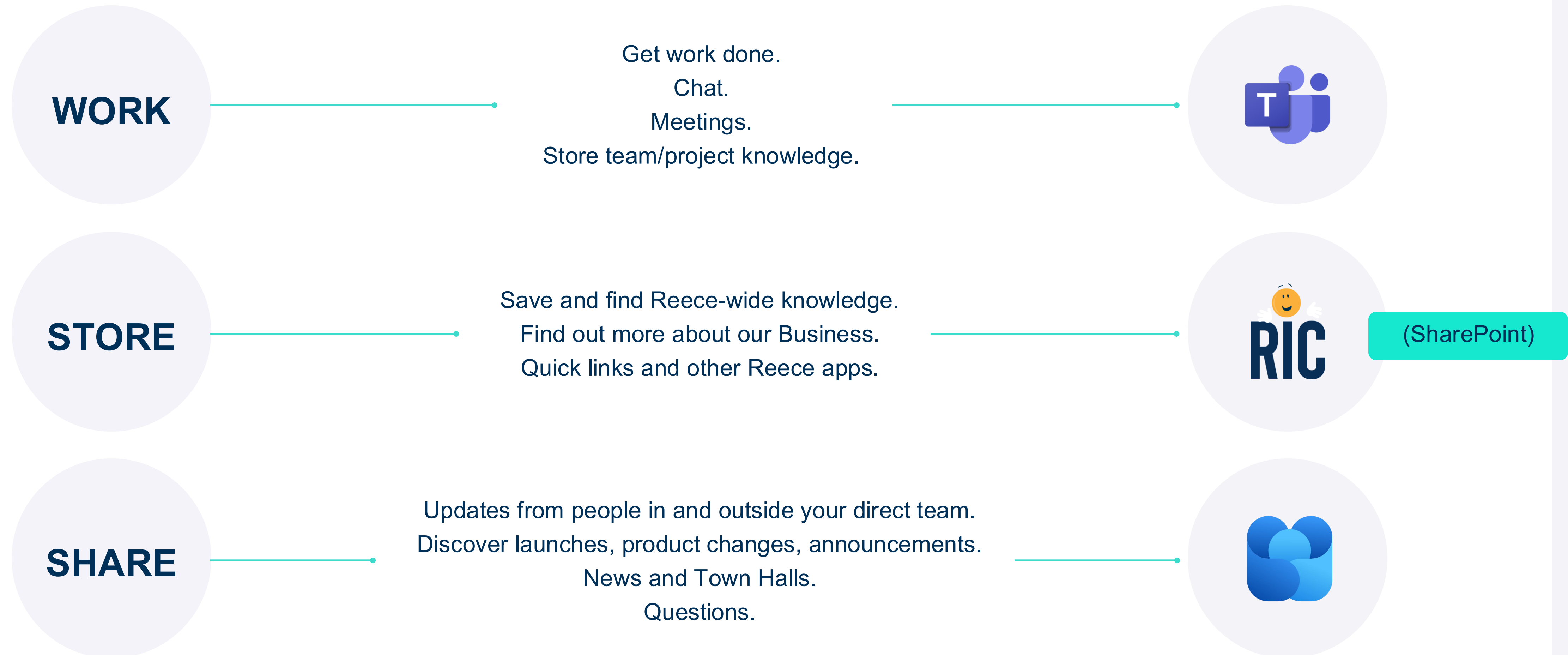
Team First approach



Microsoft integrations

After 8+ years, a fresh start

Our internal digital channels



The three areas we needed to build trust in, to make our transition a success



Our leaders



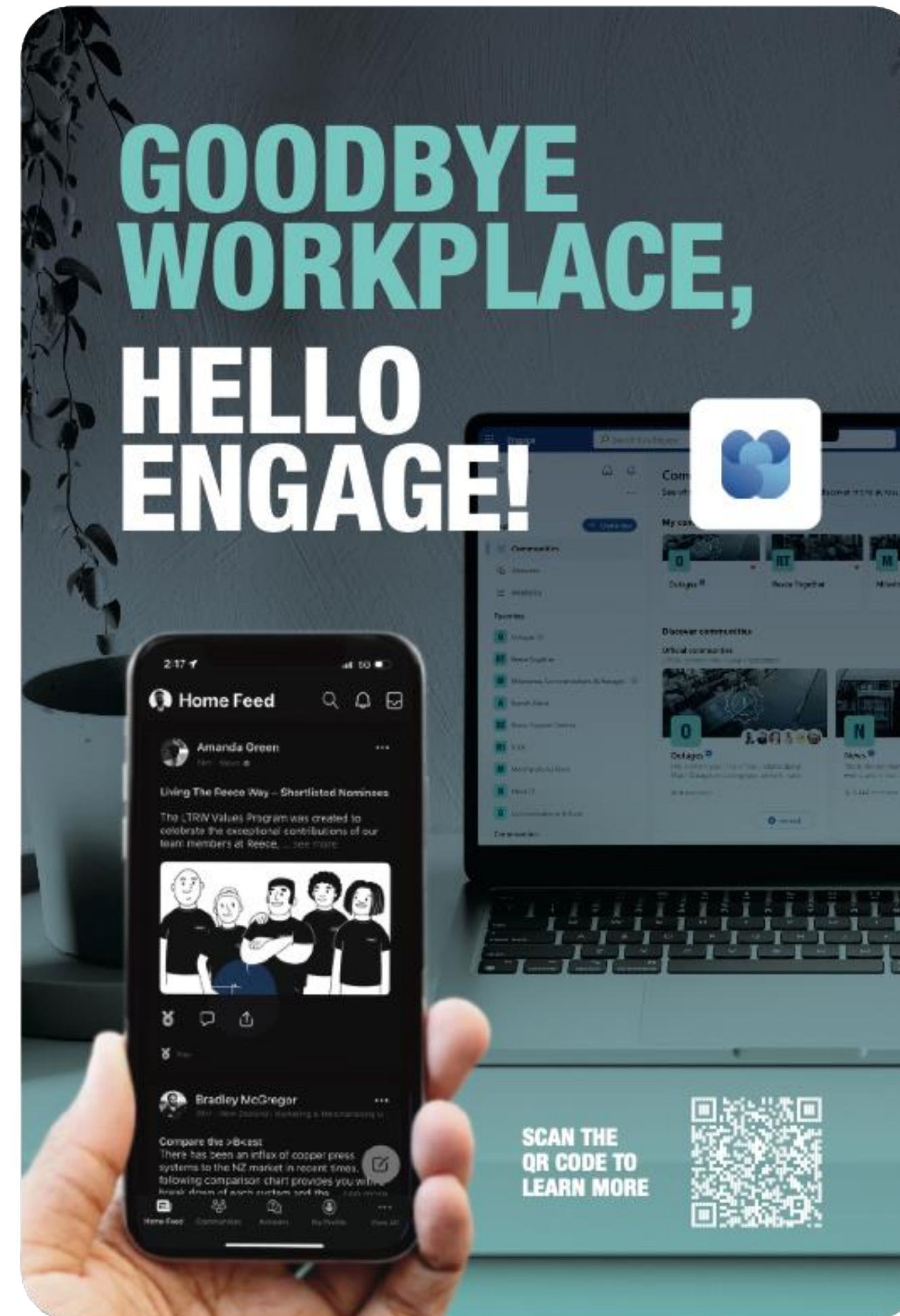
Our support centres/content contributors



Our network



Launch



56%



68%

Tips and tricks

Don't be afraid to turn things off

Rhythm and routine

Keep it simple

The golden ratio

1 Post

2 Replies

3 Likes

IT'S NOT JUST ABOUT POSTING

The most value comes from **good conversations**.
Follow this ratio as a rule of thumb to get the **balance** right:

For every **1 POST**... ...also make **2 REPLIES** ...and **3 REACTIONS**

SWOOP Analytics What does this look like for you? Check **SWOOP Analytics** to see how many **posts, replies and reactions** you have made.

Goodbye Workplace...

Hello
Engage

Building trust through transition

