



**Citation**

Employee engagement at the heart of the company's dynamic people strategy

“ We believe you should treat your colleagues how you want them to treat your clients. Sustainable business growth comes from doing the right thing by your people. ”

Chris Morris, CEO of Citation

# Citation

Citation provides professional regulatory-driven compliance services to nearly 20,000 clients across a range of specialist areas, including: human resources and employment law; health and safety; ISO accreditation; and staff training. The Company is headquartered in Cheshire and employs over 400 professionals. Citation has been listed in the Sunday Times' UK Top 100 Best Companies to Work for three consecutive years.

## World-class employee engagement programme

Citation is known to be one of Hg's best performing businesses when it comes to employee engagement and satisfaction. Employee engagement is at the heart of the company's dynamic people strategy:



### Valuing its people and showing appreciation

In addition to a flexible and comprehensive benefits package, more unusual perks include: a day off on your birthday; a paid week of leave when you get married; and an extra day off for new grandparents. Staff can nominate one another for annual awards, and long service awards celebrate those who have been part of the team for more than five years.



### Creating a fun, friendly and supportive atmosphere

from virtual 'thankyous' which can be sent to anyone, to social get-togethers, Citation makes fun, friendliness and teamwork a core part of its culture.



### Putting an emphasis on communication

Chris Morris, CEO, does a monthly business briefing for all staff which is available to colleagues in the field and those on leave. It is a forum for all colleagues to pose questions or share updates, and particularly valuable for keeping those not based at head office in touch with what's going on.



### Bitesize learning sessions

Based on feedback from colleagues, Citation recently launched a new concept of 'Bitesize' learning sessions, to increase knowledge sharing across different areas in the business and increase exposure to the leadership team. The fun and interactive sessions are approximately 30 minutes long and led by Citation colleagues. In 2017, they covered topics such as 'the future' with Citation's CEO, events planning, impactful writing and keeping your loved ones safe and healthy.



### Defining the core values

In 2017, Citation initiated a Culture Club to help nurture and protect the company's culture and define the few core values that matter most to employees. The entire firm was involved, and everyone had a say, as the new values "do the right thing", "take ownership and deliver", "fresh thinking" and "the human touch" were defined.

Citation firmly believes that employee engagement improves customer service. Achieving national recognition has also boosted its ability to attract talent, with responses to recruitment posts soaring.