

Credentials 2025

Design & Brands



**Best
Medium Agency**

2023



**IC Consultancy
of the Year**

2022

We want to see a world where boring is banned!

Can you imagine that? A world where we don't have to settle for stale and stodgy, where the tedious is taboo and boredom is soooo last year. No one deserves the dreary after all!

So, we're on a mission to boot boring out the barn door through killer IC campaigns, daring design and sparkling digital innovation.

Everything we do starts with you because your audience are the most important people, right?

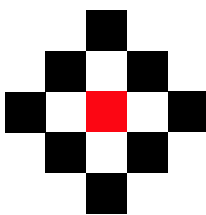
We get the **insight** we need to understand what makes your crowd tick and what motivates them so we can create campaigns made just for them.

We **make the complex simple** by surgically removing the BS and turn the mundane into the marvellous...

... and **we zero in on the problem** that needs solving, helping us to smash your targets through creative, bushy-tailed, and emotionally engaging comms.

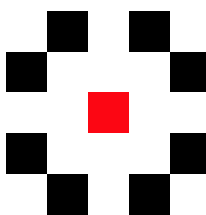
We'll **challenge you** along the way too... just don't mention the 'B' word and we'll get along just fine!

Our areas of expertise



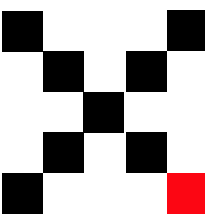
Internal Comms & Change

We'll cut out the chaff, keep it simple and help you create and share engaging and impactful stories. It's our insight, our ability to pair solution-providing campaign strategies and activations with cool, creative content that keeps clients coming back for more.



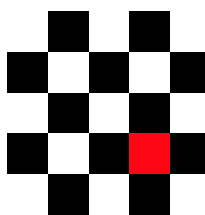
EVP & Employer Brands

Come for the internal comms and stay for the EVP! So your internal brand is a little drab, and you're not getting your fair share of the talent out there. We get it. Our Employee Value Propositions expert team can reinvigorate your employer brand, and make you dazzle for new recruits and existing teams alike.



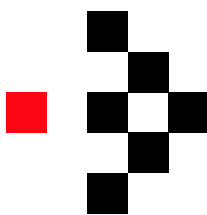
Design & Brands

Bad design is soooo 2021. Because we get to know you before we even think about opening InDesign, we're one step ahead. We'll take your brief and turn it into something beautiful which just works across multiple channels and settings. It will hit your brief and maybe even take it to another level.



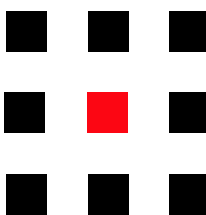
Events & Exhibitions

Virutal or face-to-face, we apply our banish boring mantra to the events and exhibitions we set up and run for our clients, too. We're 'people' people and love connecting people to people to get important messages across and embedded in an immersive and engaging way. It's an approach that works, evidenced by how our clients keep coming back to us to tell their stories through events and team get-togethers.



Animation & Film

Real-life videos, talking heads, interviews, animation, GIFs, minimations, rich pictures, scripting, storyboarding – whether it's for internal or external audiences, we can bring your story to life through moving pictures.



Digital Solutions

We transform your digital solutions and bust the complex by designing, developing, and delivering multi-platform solutions for web and mobile apps and online gamification.

We're a team of insight and IC gurus, creative sparks and digital wizards

Meet a few of us...



Creative Director

Nick Cordell

He likes to think he’s an expert mountain biker, but Nick tends to spend more time in hospital after crashing than on the trails. No matter how incapacitated he is, he always comes up with design gold!



Head of Design

Adam Smith

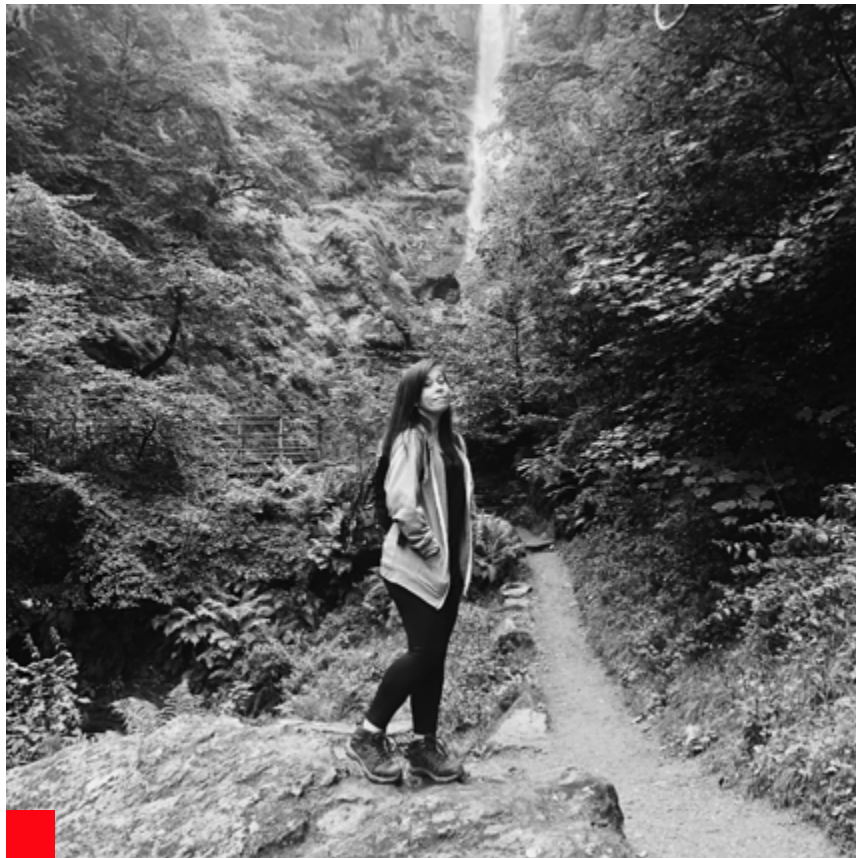
Adam splits his time at home between alphabetising his vinyl collection and tuning his telecaster. At work, you’ll find him weighing up the pros and cons of a 12-column fixed grid (rock 'n' roll, man!)



Senior Designer

Rebecca Teague

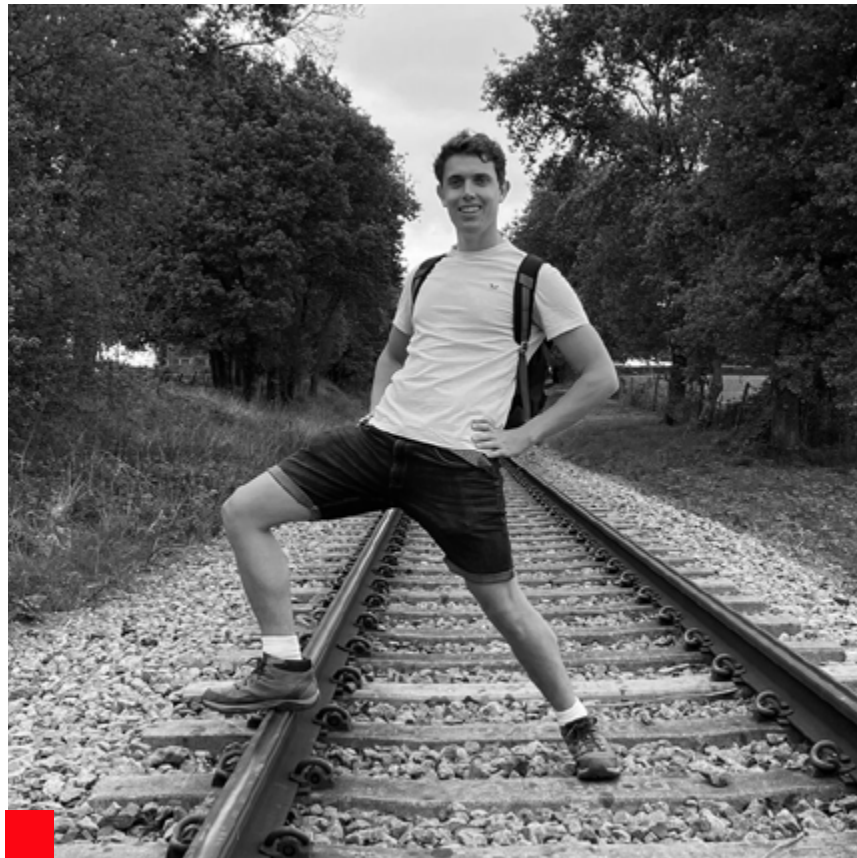
Becca's love and passion for animals matches her love of design. She is one of our creative design gurus, always ready to whip up something fab at a moment’s notice.



Senior Designer

Beth Feeney

Travelling to countries far and wide, Beth loves living in the moment. She’ll create that ‘wow’ moment for you - be it a brand refresh or an annual report.



Designer

Sam Jones

Designer Sam is a big Everton FC fan. So when he’s not suffering watching his favourite team from the terraces, he’s in front of a Mac knocking up killer designs. That or out the back having a kickaround!

Managed by a team who makes the projects flow and create content that inspires

Meet a few of the account management and content creators...



Design Director

Paul Cohen

Loves all things Christmas and would like to be employed by Father Christmas one day. Paul, or PC as he's better known, creates beautiful, uncluttered and practical designs—a mere 1,785km from the North Pole!



Senior Account Executive

Kerri Fullman

Always up for a new experience, Kerri is constantly planning the next adventure. In between, she's also planning and managing our many client accounts and adores making the complex simple.



Senior Account Executive

Megan Hambly

Typically buried somewhere in a bookshop reading the current best-seller. But when she's not, she'll be digesting the latest client briefs and turning them into perfect project plans.



Account Executive

Fran Gillard

Fran's a bit of a 'fanperson', but she can't decide between sci-fi or fantasy! While that debate continues, she manages everything digital, keeping the Surgery 'Matrix' running.



Senior Copywriter

James Blake

Senior Copywriter James once went out with an apostrophe. But it was too possessive. Copywriting jokes rock! When he's not writing, James will be playing the didge or swimming in the sea. Or both.

Our work

NATS

PROJECT

BLUEBIRD

surgery

Creating a soaring brand for AI in aviation

Insight

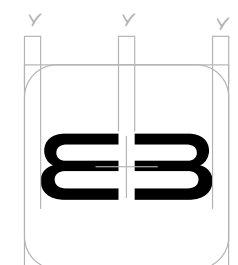
We were asked to help create a brand for ‘Project Bluebird’, a joint collaboration and research programme between NATS, The Alan Turing Institute and Exeter University. The aim of the project is to explore the use of AI and machine learning in Air Traffic Control. As the project isn’t owned by a particular partner, we needed to create an identity which will support the work but doesn’t focus on any one partner.

Idea

It was agreed that no one wanted a physical bluebird to form part of the design. Instead it was agreed that a unique, dynamic, futuristic logotype with elements that represented AI shadowing and a hint at birds in flight was the way to go. The final mark is forward looking and progressive, has an air of authority, and hints at something developing/evolving.



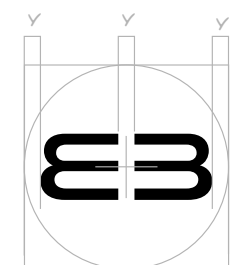
Project BlueBird



Project BlueBird

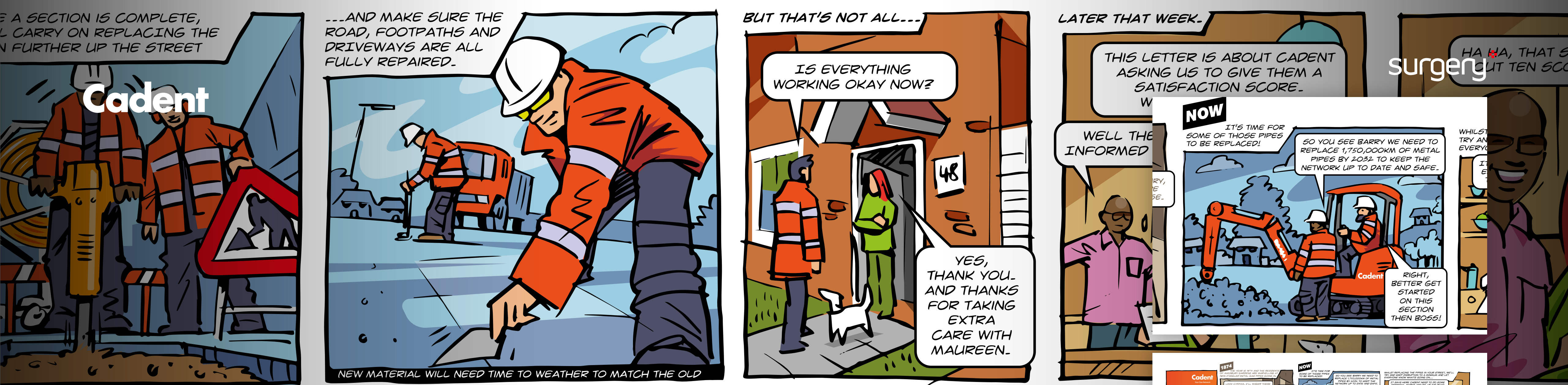


Project BlueBird



Project BlueBird





Creating a fun way to show Cadent customer care in action

Insight

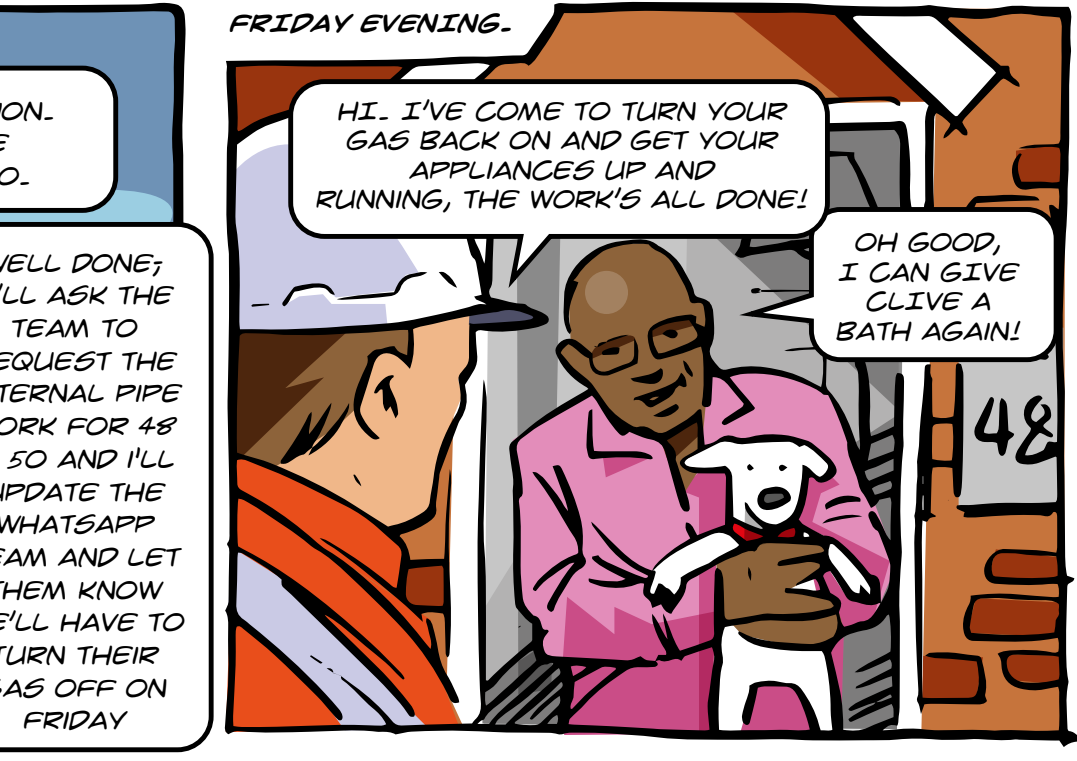
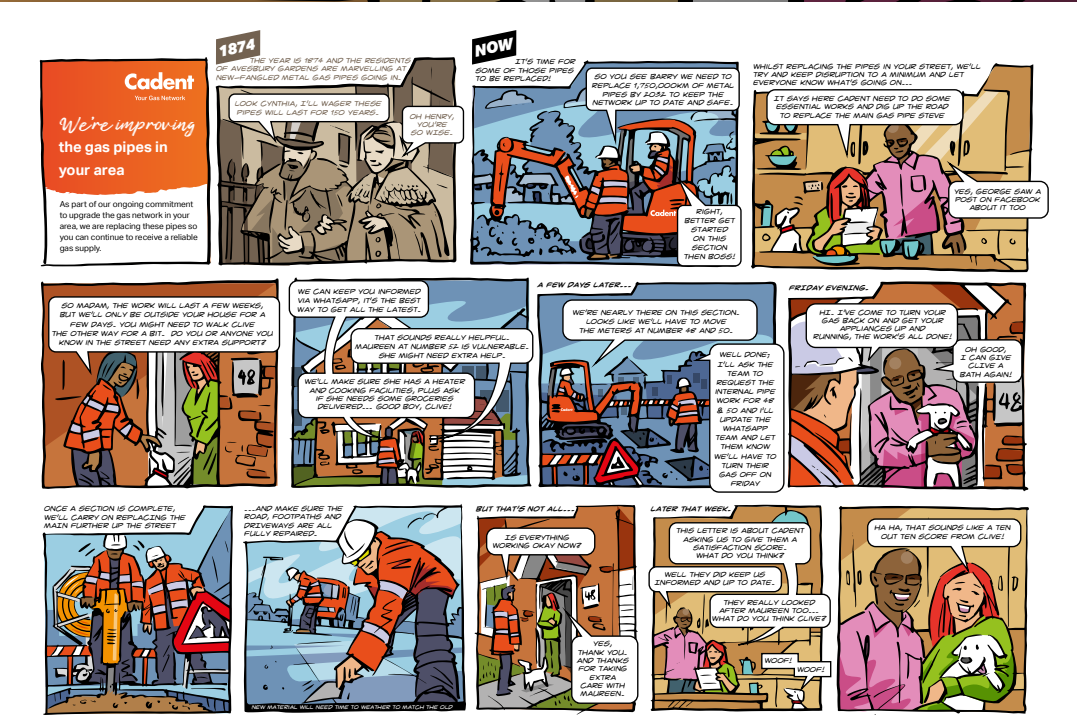
The CEC (Customer Experience Centre) were going through a transformation programme; all about improving how employees feel at work and the way they work together. We were asked to create a lock up and roadmap to give the team an identity, and map out the progress the team has made, where they are now and where they want to be in the future.

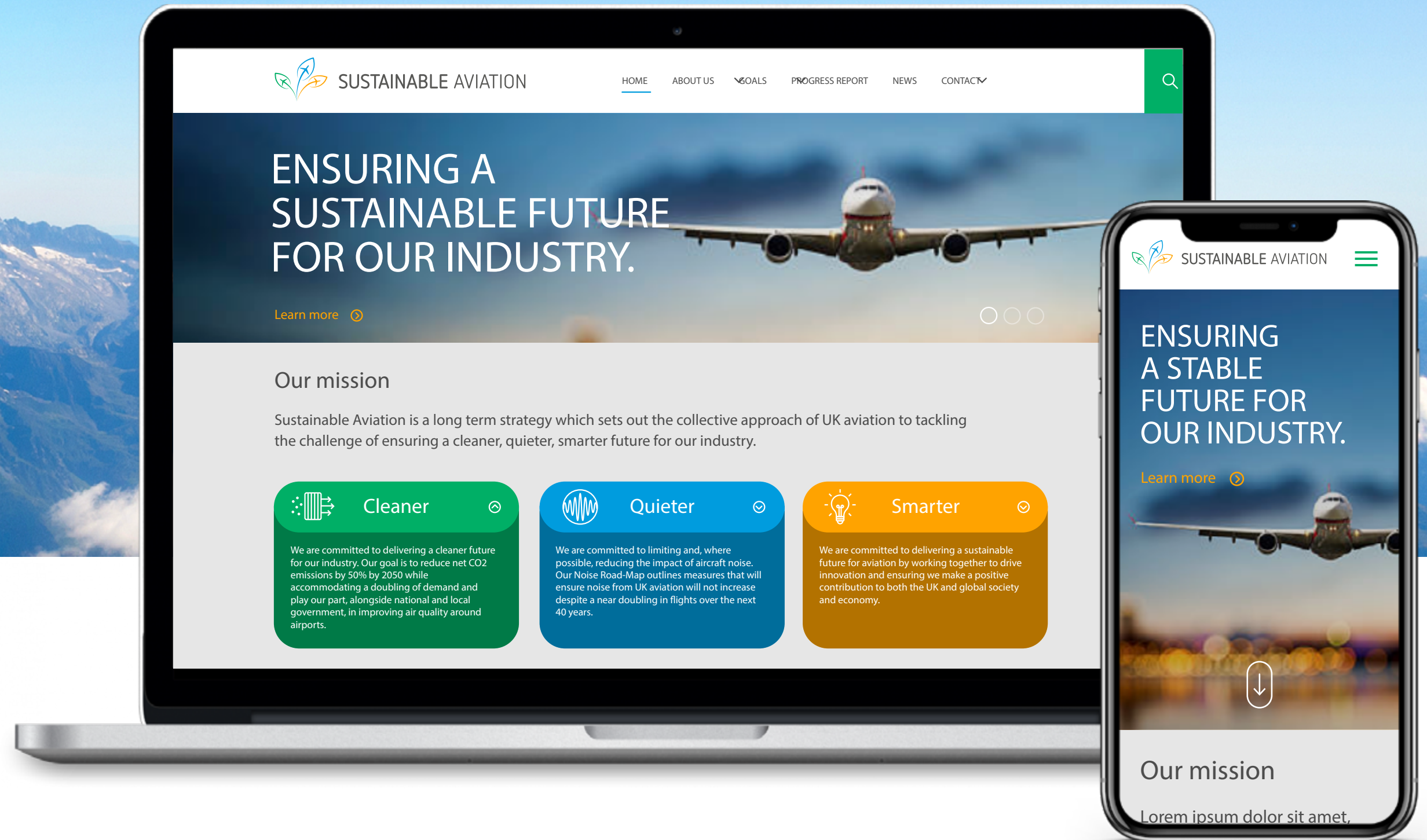
Idea

The lock up needed to included the four key elements of the transformation programme (People, Customer, Data, Technology), coming together to 'make life better'. For the roadmap, we developed this comic strip style which will be used across a suite of assets. It's an easy way to communicate the messages, and it has longevity to be used far into the future.

Impact

The client absolutely loved the design, and have now come back to us to create a whole campaign and suite of assets using the style. We look forward to seeing how the cartoon story develops!





Sustainable Aviation takes flight!

Insight

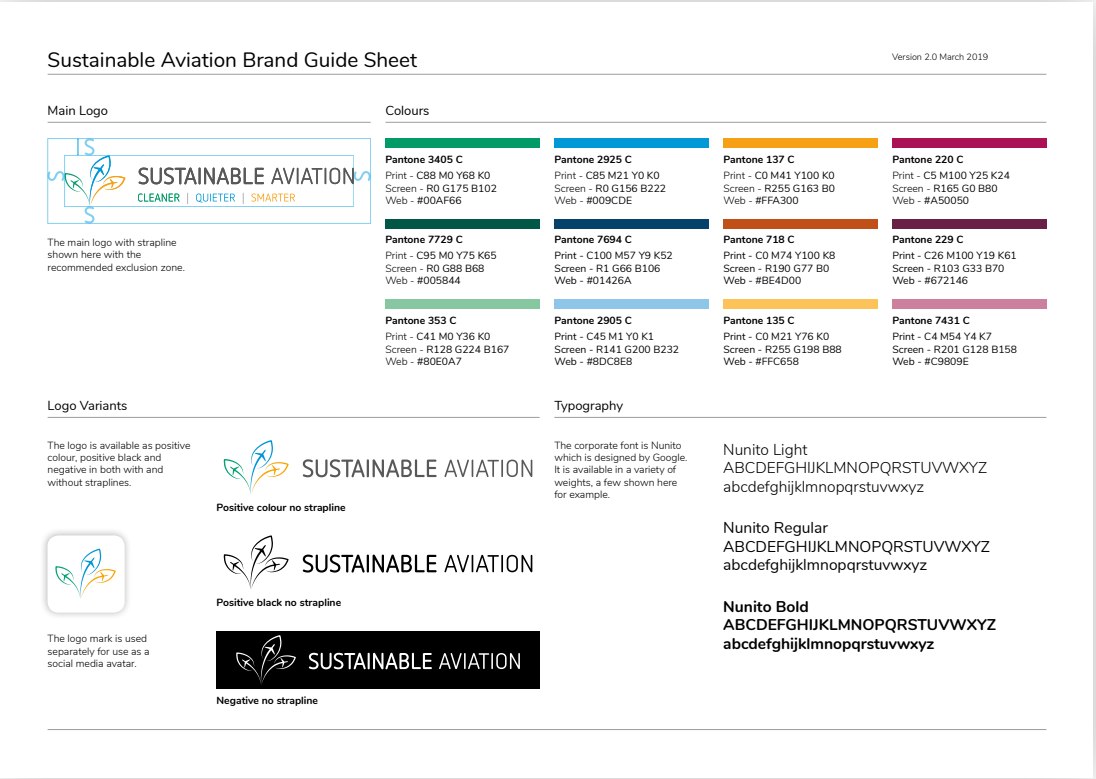
The Sustainable Aviation brand and output needed a refresh. It wasn't keeping up with the constant challenges climate change poses and it wasn't supporting the forward thinking and future focused work the strategy partners were doing.

Idea

We needed something simple and impactful so looked at creating a mark incorporating aviation sustainability. We chose the right colour pallet chosen to compliment the look and feel, using green and yellow to represent the environment and blue as a reference to the sky and sustainability. The mark cleverly uses planes to form the stem of the leaf, which branches out in a forward motion.

Impact

This new creative direction has allowed the organisation to communicate, promote and stand out clearer than before with an instantly recognisable mark now helping people to understand what they do and how they do it.





CUSTOMER
POWERHOUSE
The future of data-driven, smarter working

surgery

Powering up Bayer's radical new customer comms plans

Insight

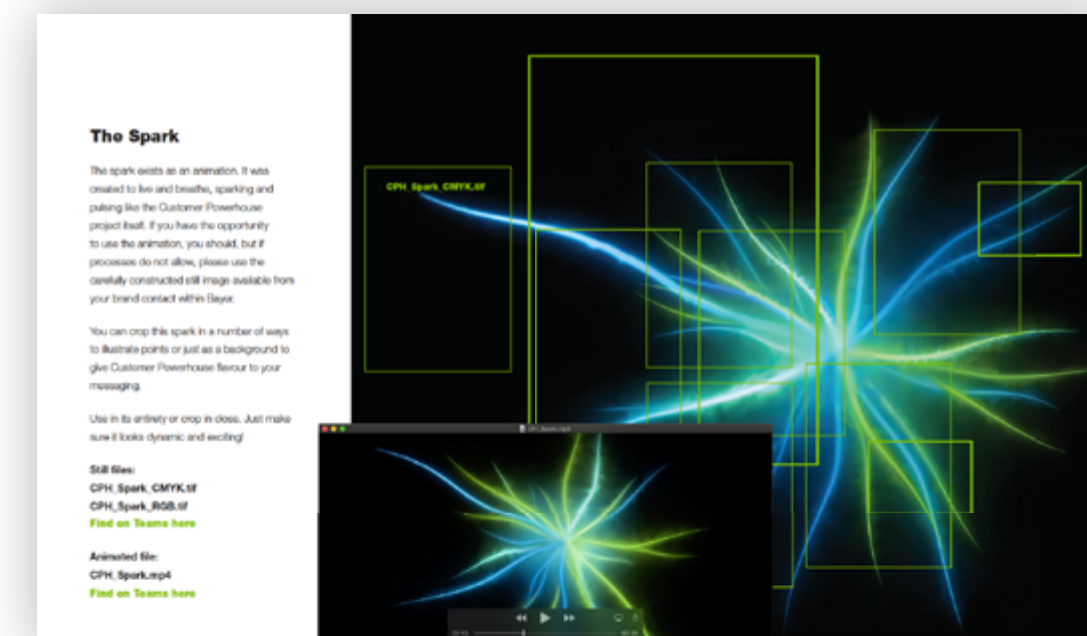
Some big, big changes were afoot at Bayer, fundamentally affecting how they do business with their customers across the globe.

Idea

Words and pictures. It all started with a narrative explaining the new approach and the what, why and how. And, of course, some fabulous offline and online creative content to bring the Customer Powerhouse solution to life.

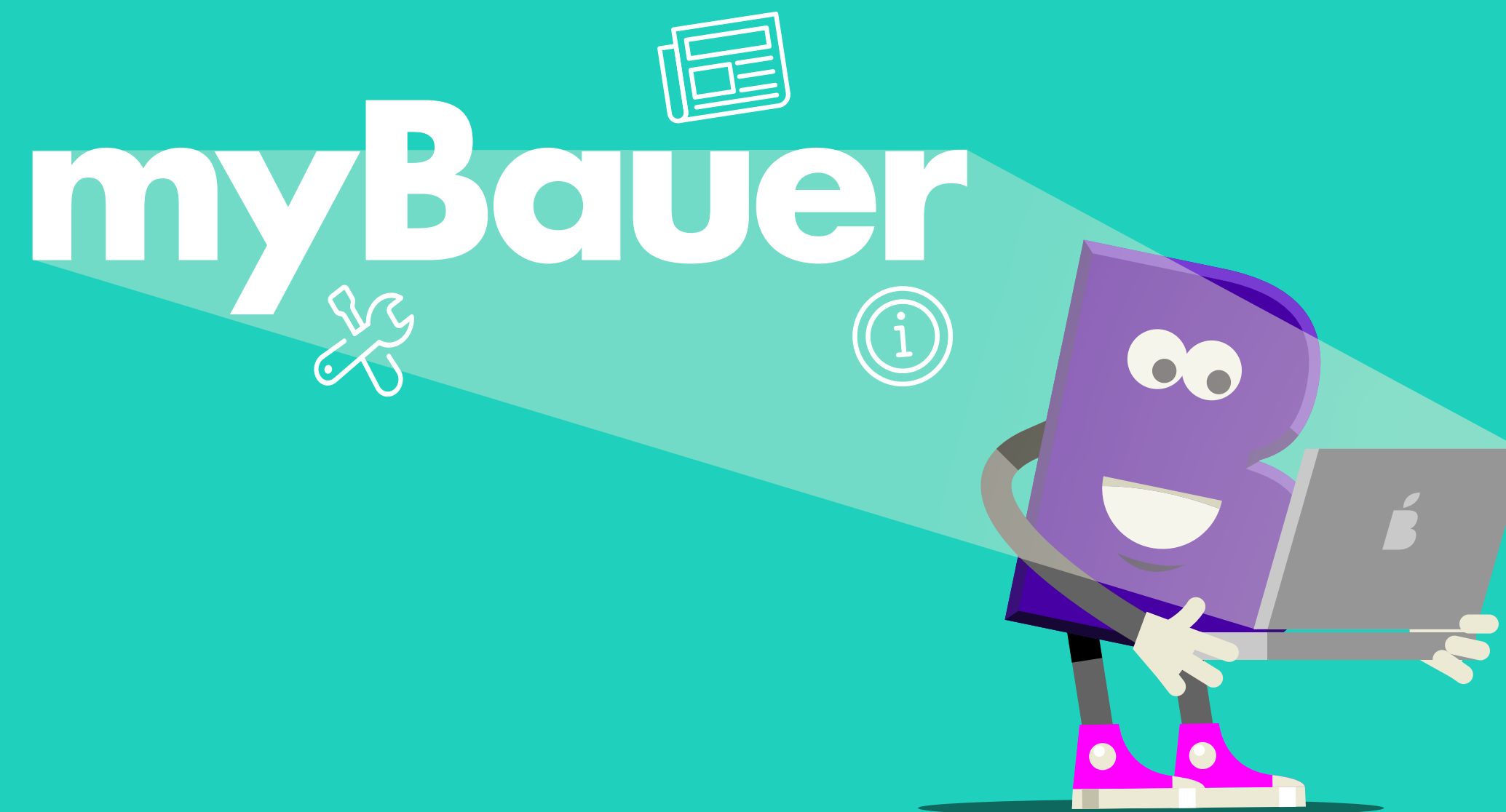
Impact

A business transformed. Customer Powerhouse comms and our cut-through visual campaign has made it an internal brand people know about.



View video





Getting Bauer buzzing about their intranet

Insight

Bauer asked for our help to make their new global intranet launch go with a bang. It was all about creating awareness, excitement and educating people on what to expect from the new platform.

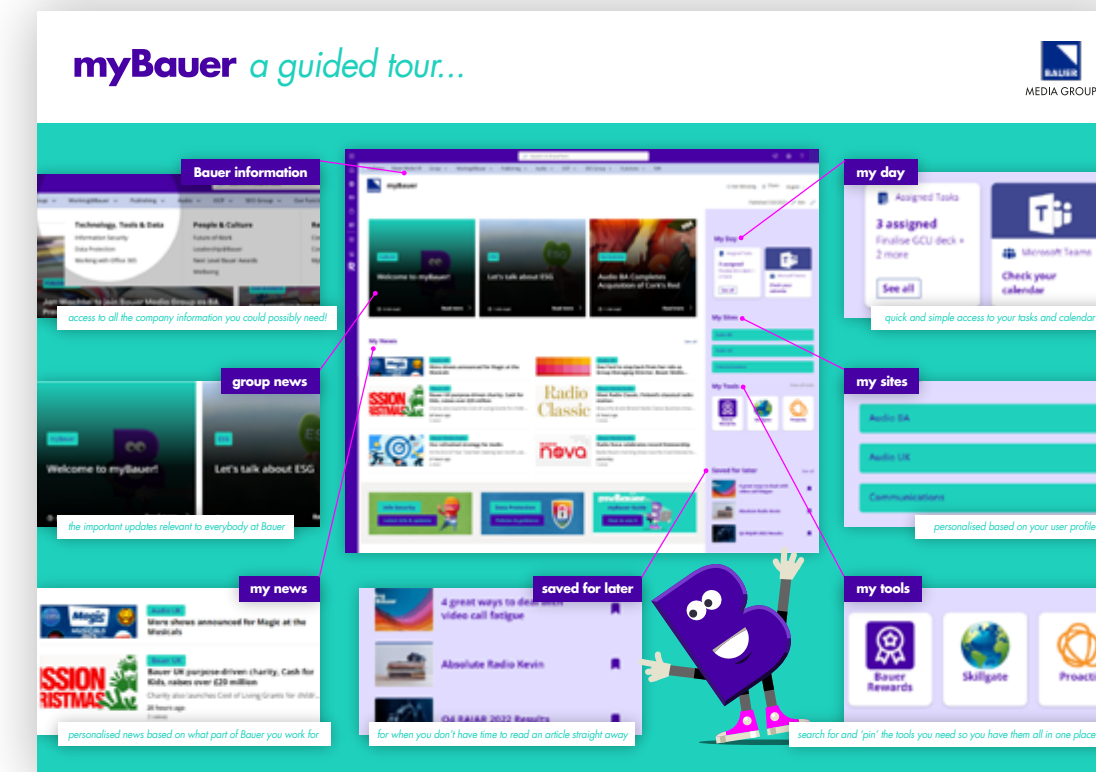
Idea

We developed a character-led approach with "Bee" walking employees through the new intranet. We produced an animation, several GIFs, infographics, email and intranet headers, plus a toolkit, to give Bee some real buzz!

Impact

The new platform launched successfully and we recieved this lovely message from the client: "The toolkit and assets were really well received by our global comms network yesterday, so thank you for all the work so far!"

View video





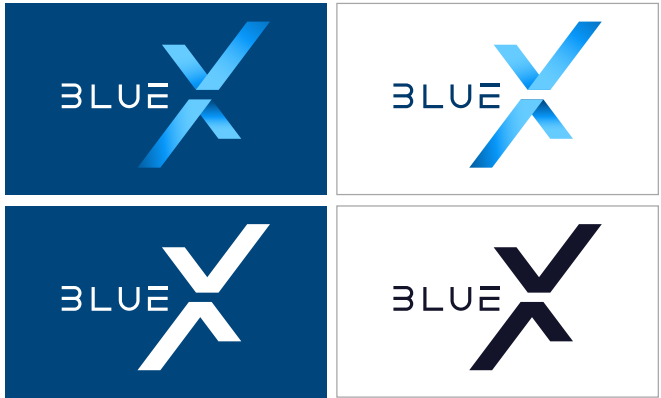
BLUE



Our BlueX Logo

There are two elements to the BlueX logo: the BLUE logotype and the X device. These elements have been created in a fixed relationship to one another and should **never** be separated or redrawn.

There are several versions of the logo for use on different backgrounds and for digital and print reproduction. To ensure that the logo is always reproduced in the way it is intended it is important to use only the digital artwork provided.



BlueX BRAND AND VISUAL IDENTITY GUIDELINES 2023

Colour Palette

Colour adds personality and promotes name and brand recognition. The BlueX colour palette is distinctive, approachable and conveys our brand's excitement.

Precise colour breakdowns have been selected to ensure that the palette is reproduced consistently across all media.

Deepest Blue	BC Blue	Bright Blue	White
Pantone 280 U PMS 280 U CMYK 100, 74, 44, 70 RGB 2, 0, 47 #00002F	Pantone 294 U PMS 294 U CMYK 100, 79, 32, 21 RGB 79, 58, 102 #464680	Pantone 297 U PMS 297 U CMYK 62, 24, 81, 25 CMYK 55, 0, 0 RGB 102, 204, 255 #66CCFF	Pantone 382 U PMS 382 U CMYK 0, 0, 0 RGB 255, 255, 255 #FFFFFF
Light Grey	Dark Grey	Process Black	
Pantone 422 U PMS 422 U CMYK 41, 32, 33, 10 RGB 153, 153, 153 #999999	Pantone 423 U PMS 423 U CMYK 47, 35, 51, 47 RGB 77, 77, 77 #444444	Pantone 424 U PMS 424 U CMYK 95, 79, 62, 97 RGB 0, 0, 0 #000000	

BlueX BRAND AND VISUAL IDENTITY GUIDELINES 2023

Executing excellence for the BlueX brand

Insight

BlueX is an FX workflow Execution Management System (EMS) designed by traders for traders and utilising data, analytics and Ai to assist critical trading decisions. BlueX is a disrupter in the FX sector, so the brand needed to stand out and draw attention.

Idea

Let's be honest, it's a fairly prescriptive brief to create a logo for 'blue' 'X' but by embracing the obvious, and pushing the boundaries of expectation, we delivered something with meaning and impact. Brand, straplines, copy and a one pager website were turned around within weeks and launched with great success.

Testimonial

“The launch of the new FX Trading Platform has been a big success with many in the industry commenting positively on the brand and design. A big thanks to the whole Surgery team for pulling this together and making it a genuine fun experience on the way. As this was stage one of many, I can't wait to see what the future developments will look like”.

Graham MacGregor
CEO

The Strapline

Where possible, we use the BlueX Strapline – FX, EXECUTION, EXCELLENCE. SMART, SIMPLE, PRECISE.

Ensure there is enough space and it will appear at a legible size. There is no fixed position for the strapline, but it makes sense to keep it below or right of the BlueX logo so it reads logically.

To ensure that the strapline is always reproduced in the way it is intended it is important to use only the digital artwork provided.

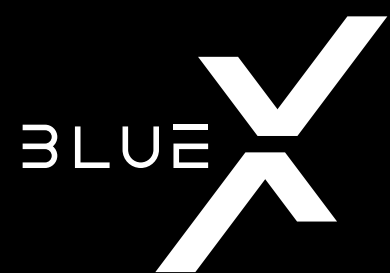


BlueX BRAND AND VISUAL IDENTITY GUIDELINES 2023

“

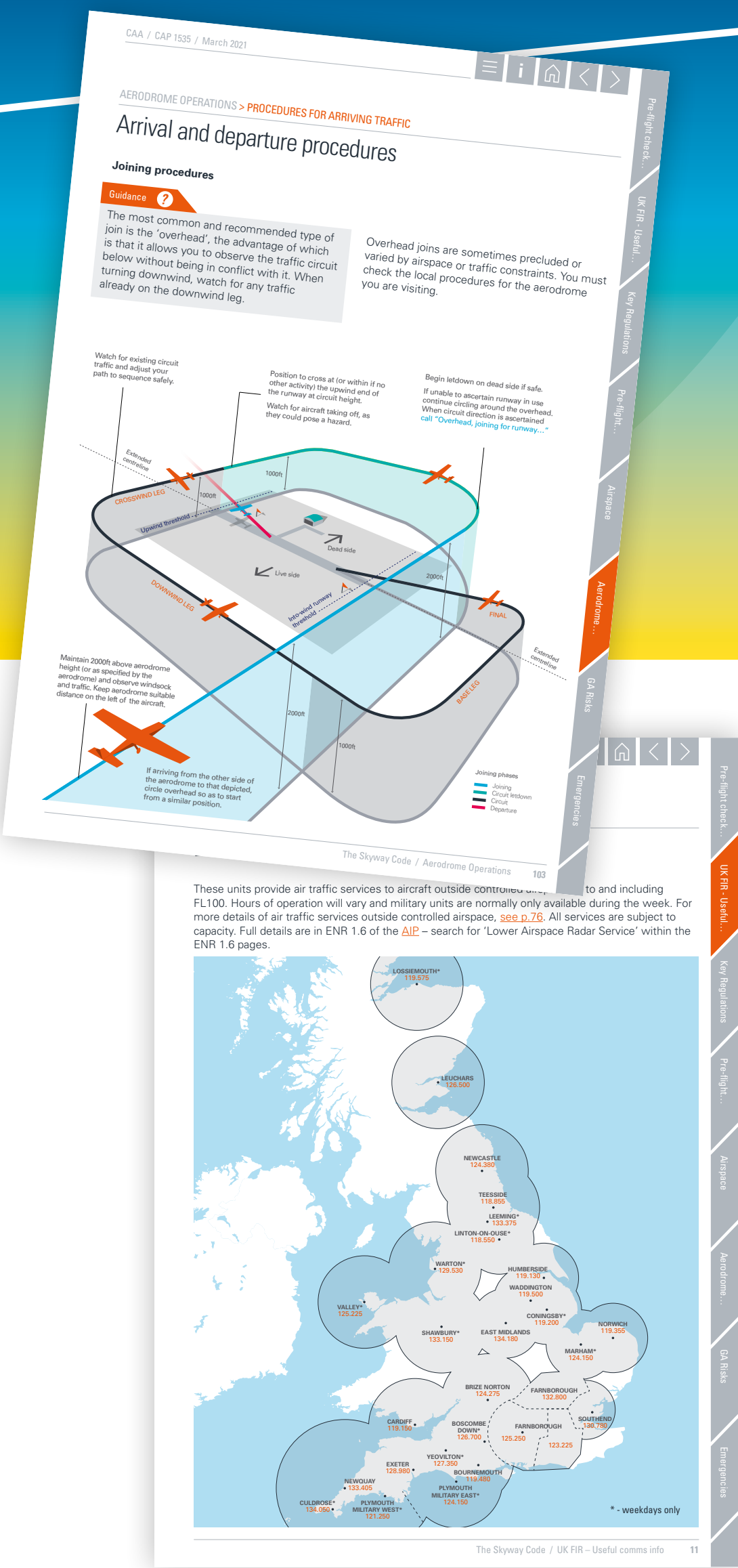
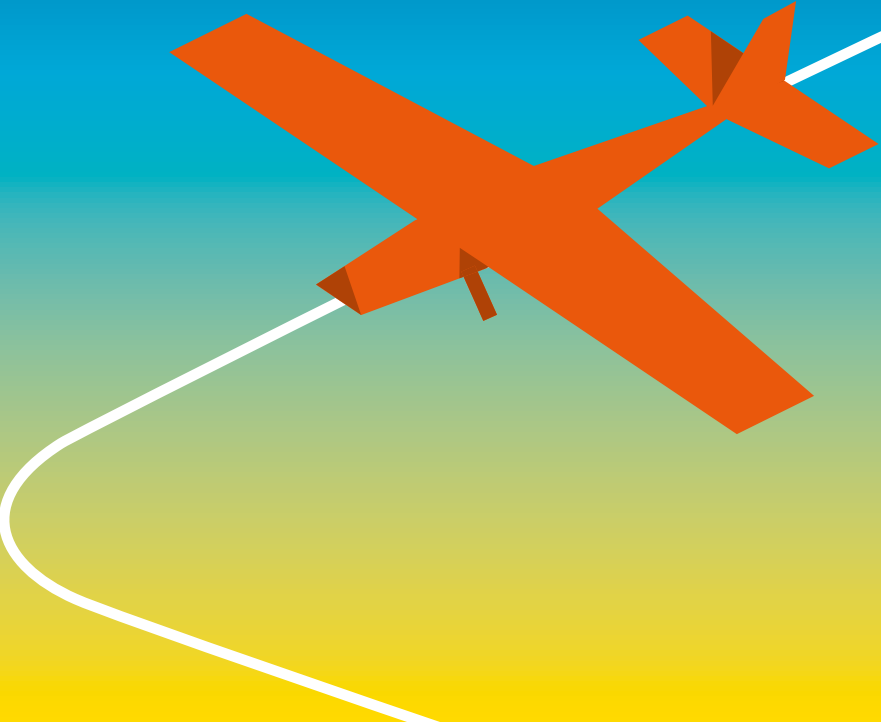
Working with the Surgery for the first time was a real joy, the team's enthusiasm and commitment to our project was inspiring. With tight deadlines to meet and starting with only a few base concepts, they expertly navigated the project to a very successful conclusion.

Graham MacGregor CEO





THE SKYWAY CODE



Broadening horizons with a Skyway Code for the CAA

Insight

The Civil Aviation Authority (CAA) is the UK's aviation regulator. A vast amount of information and data is needed when private pilots train and attain their flying licences, all of which must be accessible once they are qualified. Our task was to create an easy-to-access way for them to see and use this information.

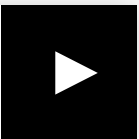
Idea

We worked alongside the CAA team to develop a short-form interactive PDF called the Skyway Code, much like the Highway Code. With clear design and well-presented information, it's a simple way for pilots to see and react to vital CAA advice and guidance.

Impact

With 18,000+ downloads to date, the Skyway Code interactive online guide is a must-have for private pilots. As a national and international first, it's held up as an example of best practice throughout the global aviation industry.

View guide





A swoosh of authority

Insight

The Civil Aviation Authority (CAA) is responsible for the regulation of the UK aviation industry. We were tasked with giving the CAA's corporate identity a makeover. It hadn't changed since the '70s and they were after a 'timeless' brand and visual language that spoke to their authority, integrity and standing in the aviation community.

Idea

Following a thorough communication audit, we developed the idea of a simple blue block, with a contour trail in the shape of a 'C'. Simple, instantly recognisable and easy to reproduce in any size. We also produced a comprehensive set of brand usage guidelines for print, digital, education, events and campaigns to ensure consistency.

Testimonial

“Working with an agency for nearly 30 years means you know each other's businesses inside out. This is the joy of working with Paul Cohen and the team. Their long-term knowledge allows for creating branding and marketing materials that are quick, efficient and affordable. One of the best agencies that I have worked with throughout my career.”

Jonathan Nicholson
Assistant Director of Communications

surgery

The CAA Swoosh

The CAA Swoosh is derived from the original swoosh within the CAA logo and represents the future of the CAA: it's ambition, it's thinking and dynamism.

There are three versions of the swoosh that can be used in any design and with any crop (shown by a white keyline on the right) to provide flexibility for use with imagery and to keep the brand feeling dynamic and progressive. Using different crops of each of the overlays will keep the brand feeling fresh long into the future.

Each of the three overlays is used as a base with any of the coloured gradients shown on page 13 to form a completed CAA Swoosh.

Never use a CAA Swoosh without a gradient overlay.



Back to contents

CAA Visual Identity Guidelines | 15

Core Elements

Our brand's visual identity system consists of five main elements: logo, colour, typography, imagery and our 'moving swoosh'.

Each element – and how to use it – is explained in detail throughout these guidelines. All the elements work together to create a powerful and consistent representation of our brand and its values.



Back to contents

CAA Visual Identity Guidelines | 04

Colour Combinations

The CAA colour palette has been designed to work together in several combinations.

Always use a chosen primary pair as the main colours within a document but if a third colour is required, for graphs or tables etc, please choose the suggested third colour for that pair shown on the right.

You can also use CAA Dark Grey and CAA Light Grey as fourth and fifth colours, if needed, with any of the primary colour palette pairs.



Back to contents

CAA Visual Identity Guidelines | 14



Breathing new life into CAA's Safety Sense series

Insight

The CAA needed our help to update their old, outdated leafelts with fresh new copy and a modern, clean look and feel. They had to be accessible and easy to understand for new and existing GA pilots.

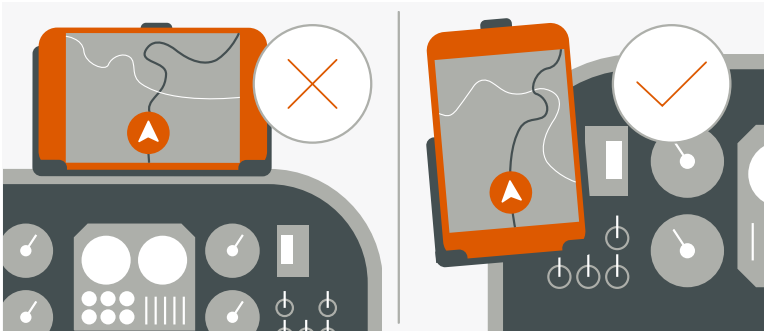
Idea

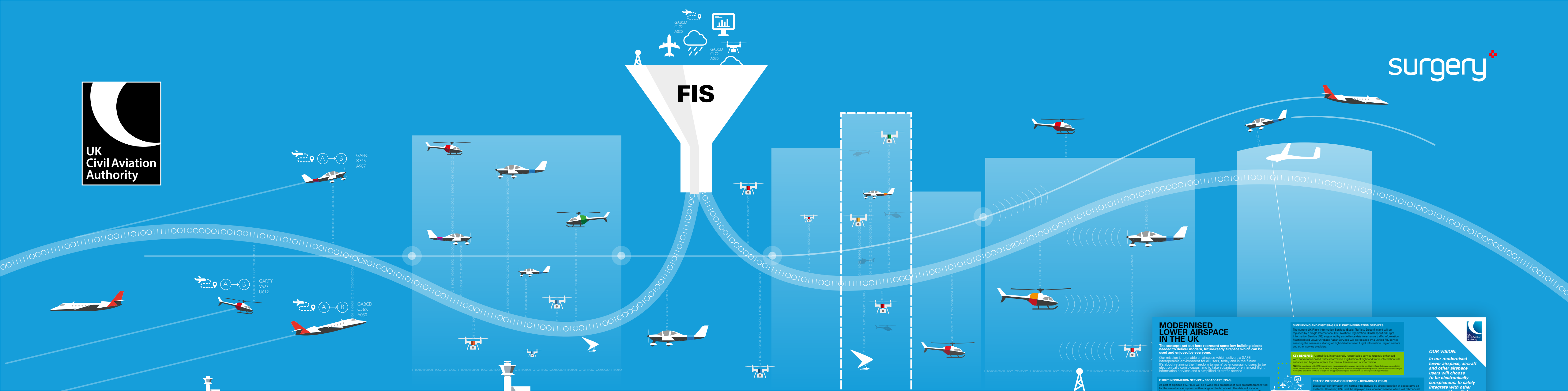
We created an overall look and feel to give the series some consistency and make them instantly recognisable. We wanted to adopt modern and bold colours with amplified graphics. Each leaflet has its own colour and rotates through the 26 colours.

Impact

The CAA were delighted with the response to these leaflets, as were we. They reported a much higher download rate compared to previous versions, and have been well received by the GA community.

Threat / Error		Device Position: Where is the best place for it to be when in use?
Why an issue?	The device position can affect many things. Can it be seen or reached? Does the charging lead reach or potentially foul the controls? Will it get a good signal/view of the sky from its position? Is it likely to fall on the floor/down the back of the seat?	
Potential Outcome Examples	The device could become unusable if the positioning is wrong or may cause flight control issues should it or any equipment associated with it interfere with the controls. Does it obscure your view/ability to lookout? Could it become a loose article?	
Mitigation	Spend some time on the ground positioning the device to ensure the issues mentioned are avoided. Use a robust mount to avoid it moving once airborne. Find a location that works both with and without passengers. Is the charging lead long enough or possibly too long such that it catches on things?	





Explaining the CAA's airspace modernisation strategy

Insight

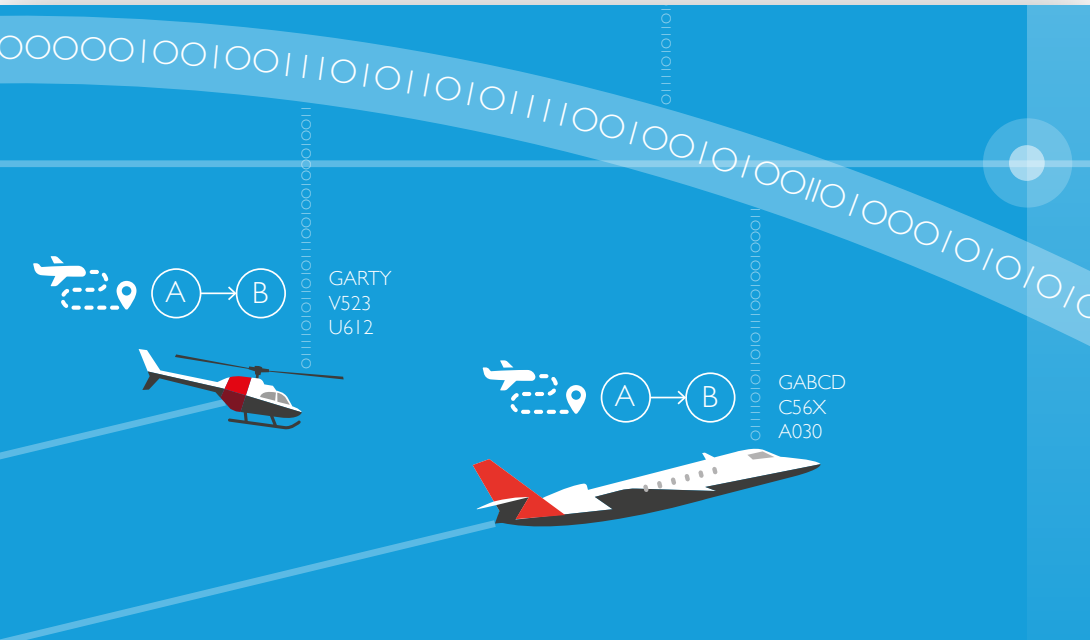
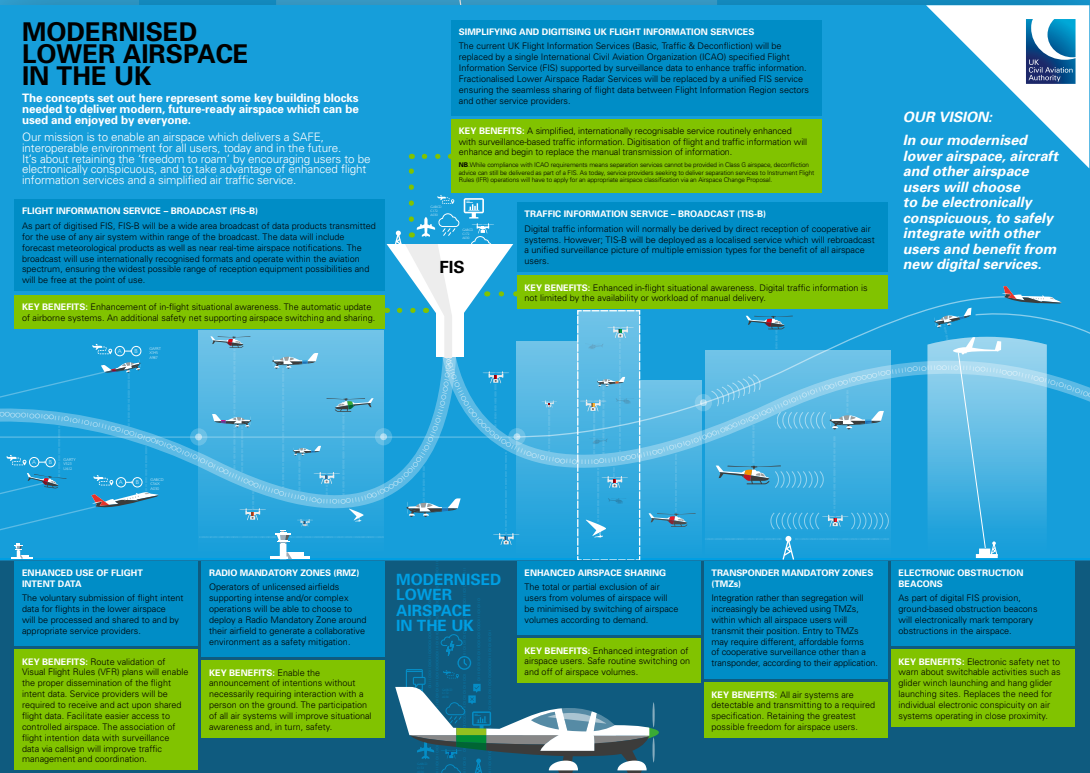
The CAA were modernising the UK's lower airspace to deliver greater SAFETY for the many forms of aircraft using it. Whilst retaining the 'freedom to roam', they needed to encourage users to be electronically conspicuous, and to take advantage of the enhanced Flight Information Service (FIS) and a simplified air traffic service.

Idea

We were tasked with explaining the initiatives to the General Aviation community on a one-page infographic. The result showed how FIS and TIS-B services' digitisation of flight and traffic information would enhance and begin to replace the manual transmission of information.

Impact

In our usual way, we made the complex simple, and delivered a graphical depiction of this very sophisticated system that is easy for its audience to comprehend.





SHAPING
OUR
FUTURE
SKIES

canso.org

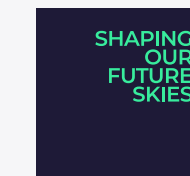
THE VISUAL IDENTITY SYSTEM

Our brand's visual identity system consists of more than just the logo. It has other important core elements: our strapline, the font, Flightpaths, icons, colour palette and brand imagery.

Brandmark

CANSO

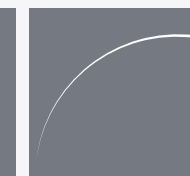
Colour Palette



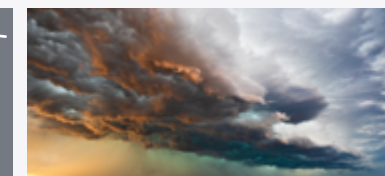
Future Block



Typography



Flightpaths



Imagery

CANSO | Brand Guidelines V1 | June 2021



THE REGION BRANDMARKS

We have a way of regionalising our brand. It consists of the Primary Brandmark, coupled with the region name in consistent typographic style.

CANSO Regional Brandmarks

CANSO

AFRICA

CANSO

ASIA-PACIFIC

CANSO

EUROPE

CANSO

LATIN AMERICA & THE CARIBBEAN

CANSO

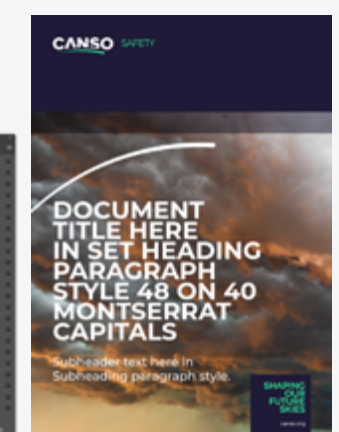
MIDDLE EAST

CANSO | Brand Guidelines V1 | June 2021



The template for our Document Covers is set up in layers so it is simple to turn on, or hide elements to create uniform collateral.

From the simplest cover (above) which has the minimum brand elements...



...to the more sophisticated cover where we may need to show the Programme, a long title, subheading, url as well as a photographic image.

CANSO | Brand Guidelines V1 | June 2021



A new future-ready brand for CANSO

Insight

CANSO is the global voice of the Air Traffic Management (ATM) industry. They connect the ATM industry to share knowledge, expertise and innovation. They needed us to modernise their brand and reposition them ahead of the significant changes and challenges the industry faced, around sustainability, autonomous flight and space.

Idea

Working with the CANSO teams, we developed a new brand look and feel around their positioning proposition, 'Shaping Our Future Skies'. We also created a new membership website to give them a clear voice for the industry and a space where members can connect, share and learn.

Impact

The rollout has been a continuous process over the past three years, and the industry has been very receptive and positive to the changes. Today the organisation feels relevant, confident and is a leader in everything it does for the ATM industry.

View video





Finance, done one way

Insight

The aim of the project was to develop an aspirational and transformative brand plus visual tools to help promote the RELX Finance System project across the groups finance teams. Within the scope of the project we also looked to develop the name and strapline.

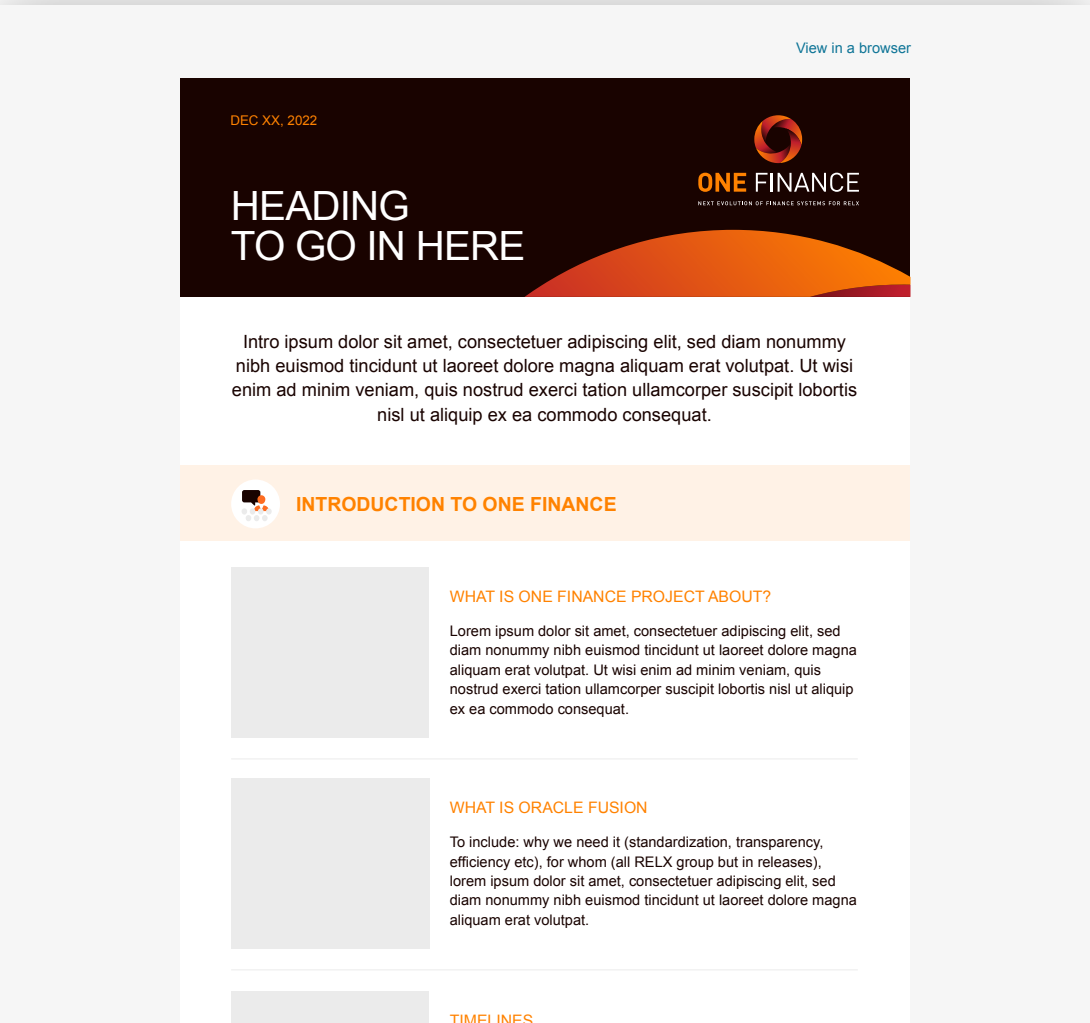
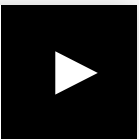
Idea

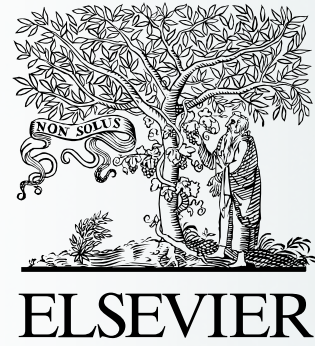
We wanted this brand to sit alongside the RELX brand, as well as the other companies that sit within the group. The logo is constructed of five parts, representing the five companies’ finance systems, coming together in one continuous circle. The final icon has the appearance of a camera lens aperture symbolising focus on detail.

Impact

Having a single look and feel, which unites all the individual businesses under Relx, who are about to embark on this change, has allowed us to clearly communicate what is going to happen, and how this is going to positively impact their day-to-day workings.

View video





We're looking for brilliant minds.

Start a great tech career with us

surgery⁺



Jobs for the here, now and everyone

Insight

Elsevier wanted to target different audiences for their upcoming roles that they had vacancies for. They wanted to make them relevant to these audiences by using images that represented them in them in the role.

Idea

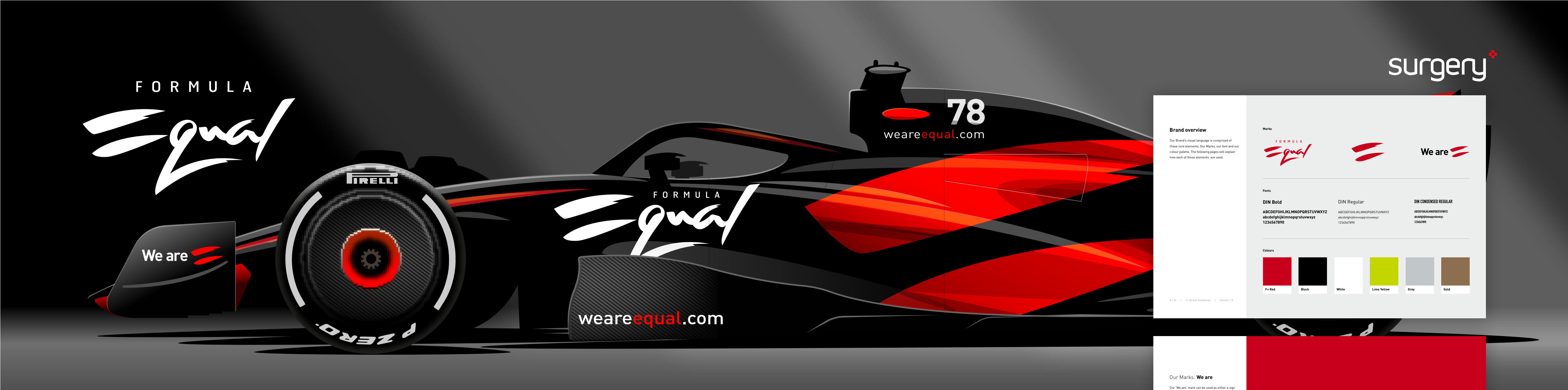
We came up with this idea of using stock imagery to show different representations and animating them by adding in this wrapping vine to highlight the individual, pulling the focus to hiring the right new candidate. It also creates this sense of belonging and coming together.

Impact

Out of the 72 different post types using this design application, Elsevier received 2,100 individual engagements across the posts. From this there was 2000 likes, 39 comments and 122 shares across social media.

View video





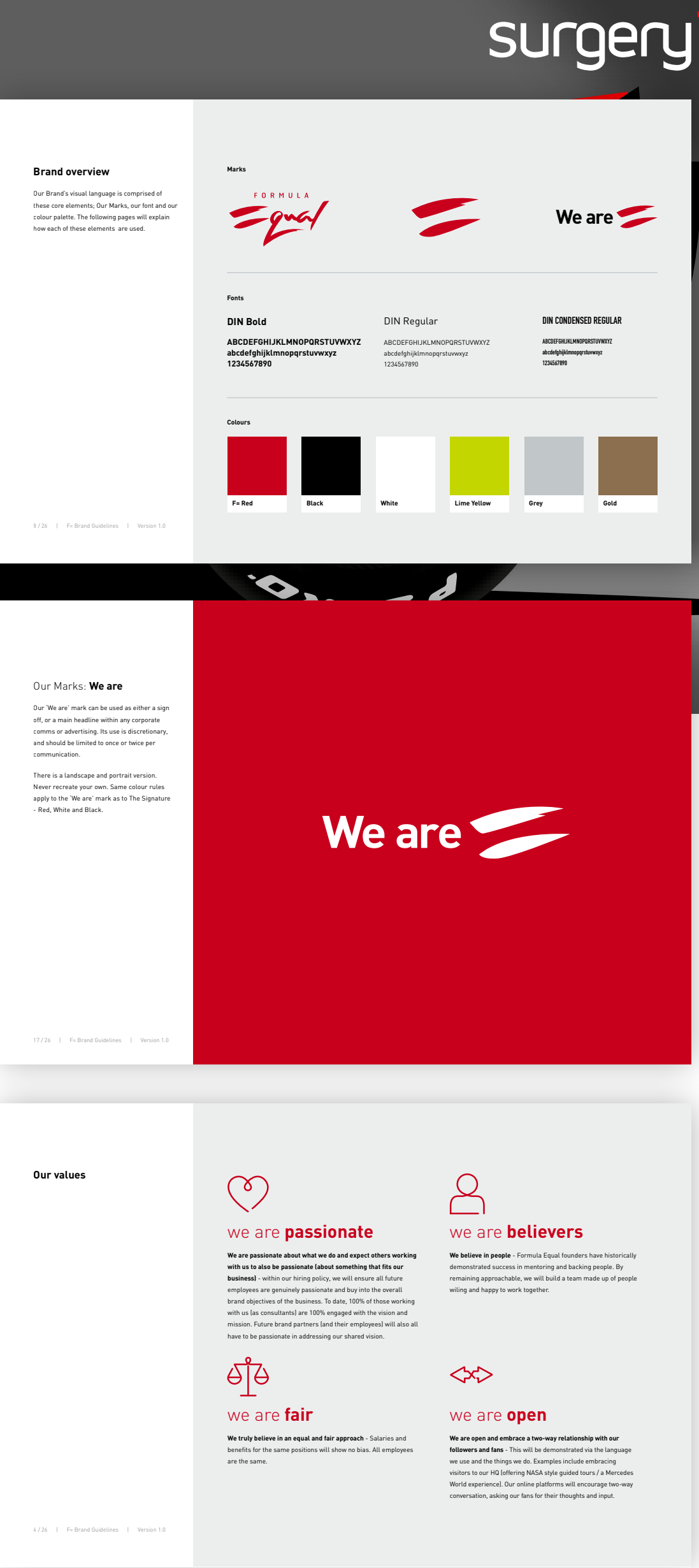
Getting the right formula to drive the F= brand

Insight

F= was created to bring a radical, 50-50 female/male team of drivers, engineers and crew to the almost exclusively male sport of Formula 1. Our brief: "Create a brand that looks nothing like anything you've ever seen in F1. A mark that represents equality, excitement and passion for change."

Idea

We turned off the Mac and took a different approach to the mark. Handing a paintbrush and a pot of ink to a young Engineering student, we asked her to just paint the word 'Equal' - however she wanted. From her first instinctive letter forms, and perhaps her subliminal interpretation of the letter 'E', making an = sign, we honed and built the logo you see here.



HAWK-EYE INNOVATIONS

Hawk-like focus to rebrand Hawk-eye

Insight

The Sony Group company provides ball-tracking technology used to officiate major sporting events, such as Wimbledon and the English Premier League. Now they work with more than 17 different sports around the world. We needed to create an exciting brand worthy of this dynamic company’s current position and growth plans.

Idea

We got to know the business inside out, and deep-dived into their requirements, wants and direction of the brand. The brand mark we created is based on the arcs formed by a bouncing ball, repurposing the distinctive shape of a soaring hawk and its connotations of accuracy and focus.

Impact

Although B2B focused, consumer recognition is important to Hawk-Eye. Their name is already well known to sports fans worldwide, but their visual identity is less so. The new ID fits seamlessly in an environment rich with sports brand logos and appeared familiar and well received from launch.

Core Elements

Our brand’s visual identity system consists of six main elements: the logo, strapline, colour, typography, imagery and the Sony Company credit.

Each element – and how to use it – is explained in detail throughout these guidelines. All the elements work together to create a powerful and consistent representation of our brand and its values.

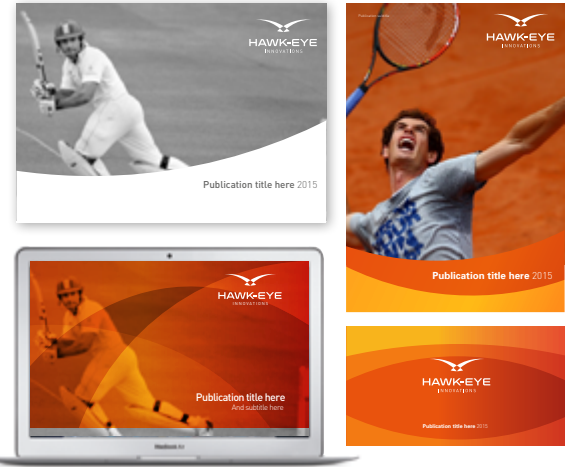


A Sony Company

The brand in action

Wherever possible, or logical, the Hawk-Eye logo should be positioned above any other text on a communication. It should always be the highest element on any page as this subliminally reinforces the company’s overseeing and authoritative values.

Elements of the Arc background can be used creatively to ‘frame’ action imagery, or on its own in layered colours and blends. It can bring Hawk-Eye personality to everything from black and white photography to ‘plain’ backgrounds with no imagery.



The brand in action

The key to merchandise is to keep it simple and stylish. Sophisticated prints on quality items, using our corporate colours.

NOTE: Use the Hawk-Eye orange colour where you can control it i.e. in the print on the item. DO NOT EXPECT to be able to source branded items in our Orange - there is little chance without going to expensive lengths. However, virtually every product has a BLACK option available. And you can almost always specify a PANTONE for the print or embroidery etc.



Getting it right

1. Ensure correct brand colours.
2. Keep it simple.

Together we grow



Achieving new highs with a school prospectus

Insight

Highfield & Brookham School needed to redesign their three school prospectuses and asked for our help and expertise to match their offline branding with the new website we'd previously created for them.

Idea

We thought we could use the diamond shape from the school's existing logo to create a recognisable design for them. Using their refreshed brand styling, we pushed their use of photography, font, and even their school uniform to create a fluid design built around overlays of typography and imagery.

Impact

The prospectuses provide high impact statements that embody the school's brand values alongside a dynamic diamond grid structure to bring their content to life. We were delighted to hear the school loved it so much they're planning to use it across other school publications and communications!





surgery



Believe the hpe! Creating a brand new clothing brand.

Insight

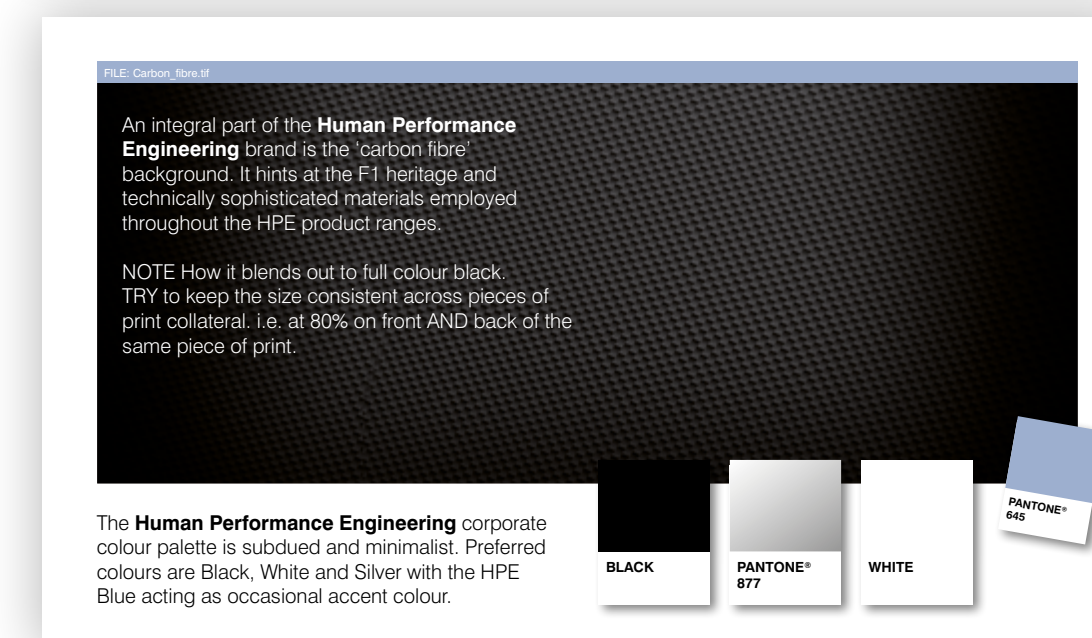
When HPE founder Nick Harris, came to us for a new brand identity, he was already running a different business. At that time, he was training F1 World Champs. The 'Motorman' logo we created for his merchandise prompted such a buzz in the paddock that it spawned an international active wear brand!

Idea

Take the spirit and strength of Formula 1 drivers, and illustrate the connection between their performance and the power within you! The distinct mark and brand now graces the growing range of HPE clothing as well as physical and online stores.

Impact

The brand, unchanged, has taken Nick from those initial few t-shirts to a global clothing company with stores in Hollywood and New York, and a celebrity following. Our original idea was so strong, it was clearly enough to build a global brand from!





EMEA COMMS

surgery

Making EMEA messages stand out

Insight

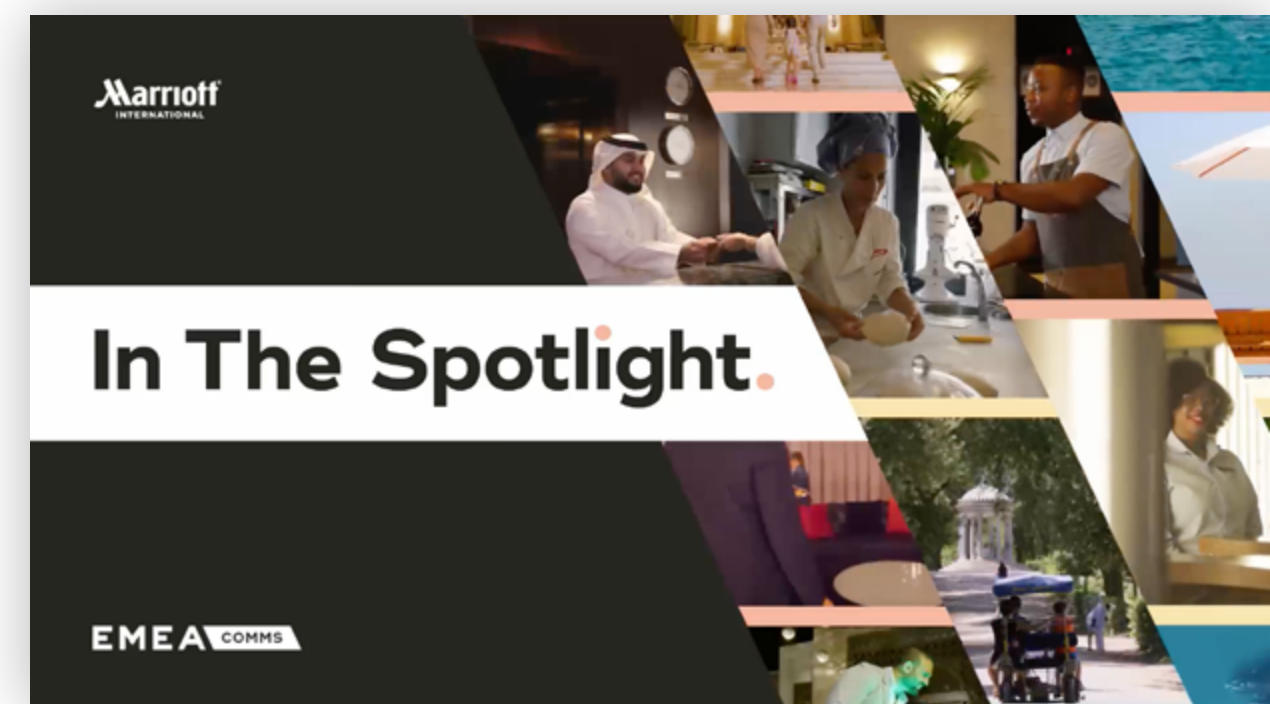
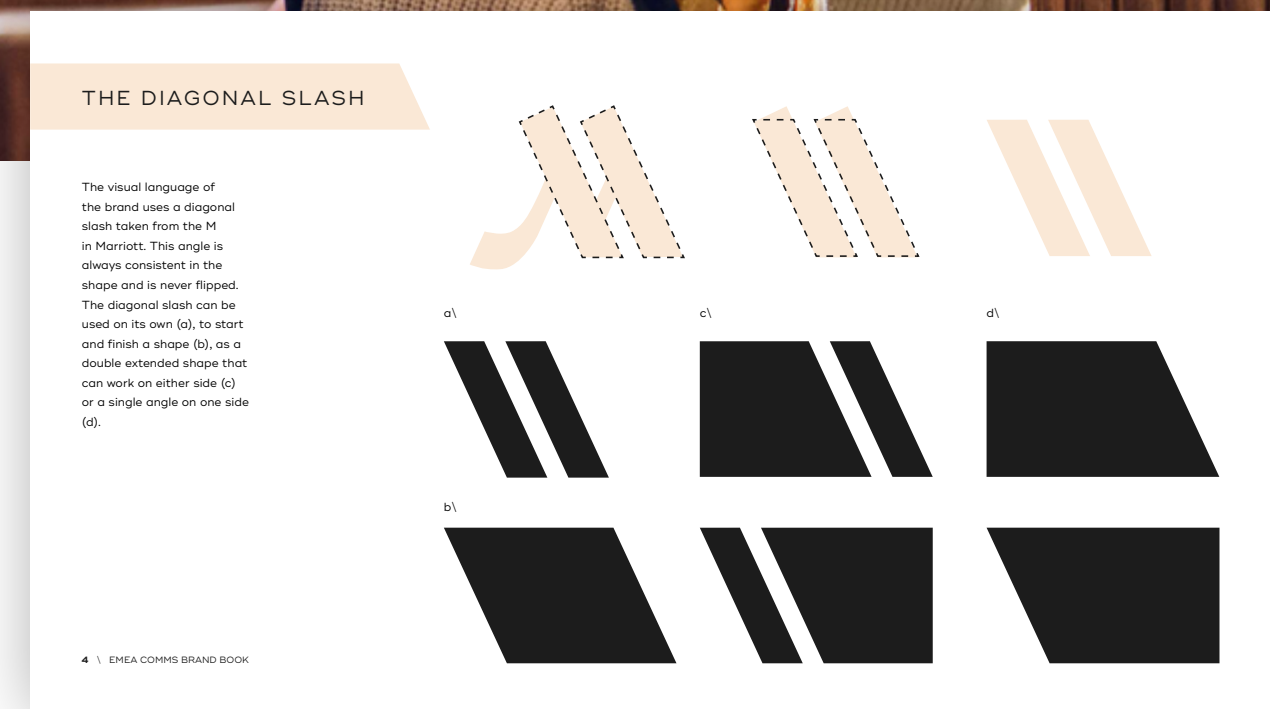
From an IC audit conducted by The Surgery, we knew that the communications experience for employees could feel overwhelming at times - it was a struggle to spot EMEA messages in amongst messages from many other sources. Employees wanted communication to feel more streamlined, less corporate and easier to find.

Idea

Using the corporate style, we wanted to create a standalone brand for all channels coming from the EMEA IC team. Our aim was to make sure that it felt fresh, strong and instantly recognisable. The clever use of the angle from the Marriott font creates a slice graphic that provides flexibility by housing various elements whether it's photography or graphics. And the use of the secondary colour palette makes the content pop.

Impact

Since the brand has been applied to all existing channels, the IC team have received feedback from employees who love the vibrancy and consistency. Having 'EMEA Comms' as an identifier across all their channels has raised the profile of the IC team and made sure that their audiences can more easily recognise messages most relevant to them.



nationalgrid



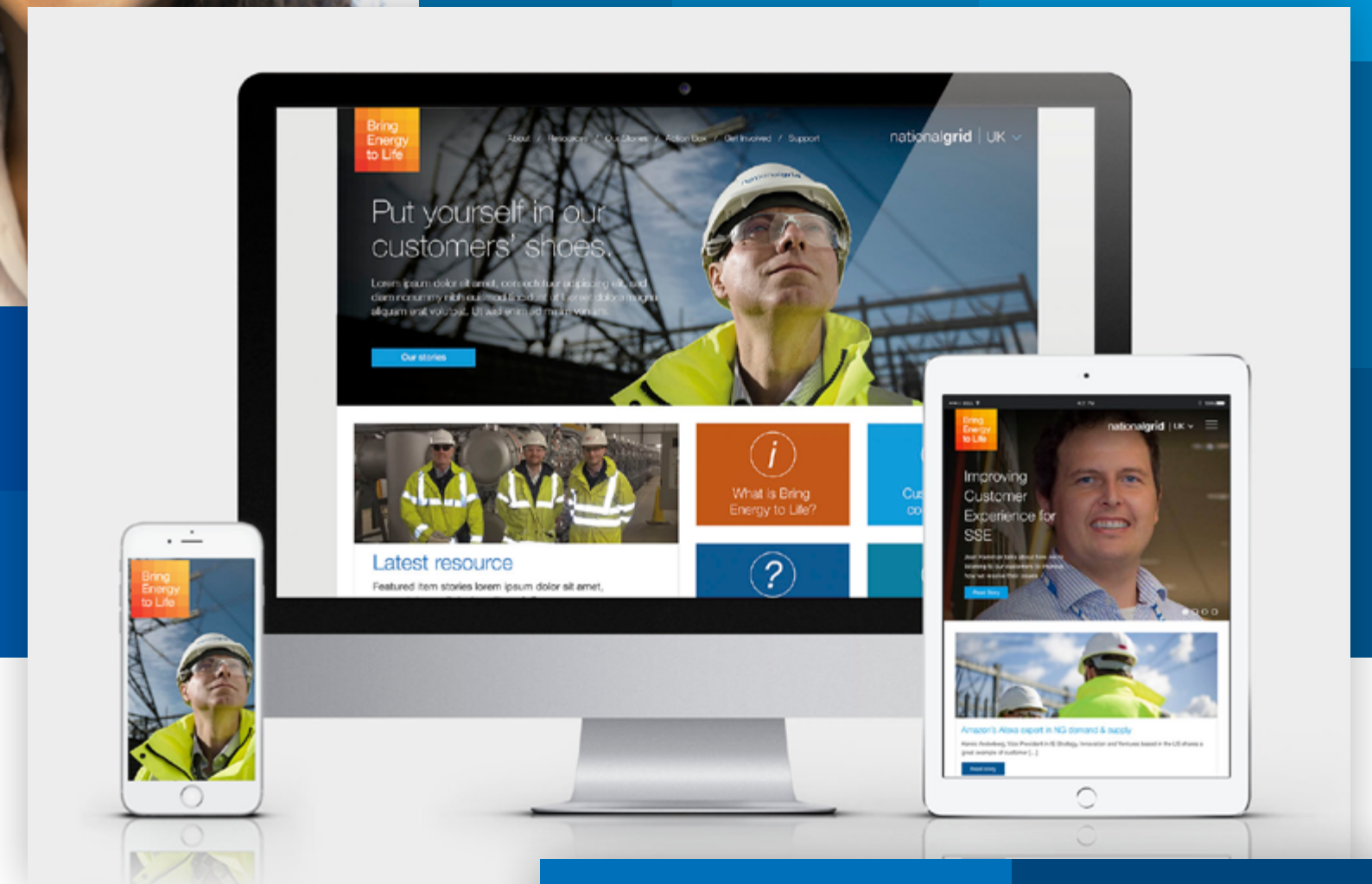
AGILE



TRUST

surgery

Working together
to exceed our
customers' expectations



Bringing energy to life

Insight

National Grid asked us to deliver a transformation programme and a customer-connected internal communications campaign. Company and staff engagement, with a focus on engineering invigoration, linked to an understanding of who their customers were, was the end goal.

Idea

We worked with the team to create a transformation app and website under an internal sub-brand, 'Bring Energy To Life', which we felt would deliver the engagement and end goals required.

Impact

The internal campaign enlightened National Grid's 24,000-plus colleagues about their customers. At the same time, the digital app and website wildly exceeded all expectations and quickly became the basis of a new company-wide mobile-first intranet.

View video



Bring
Energy
to Life

IoIC
Awards
2018



Geraint Hancock

Geraint is an Electricity Distribution Network Operator.

UK Power Networks distribute approximately 27% of the UK's electricity, serving eight million homes and businesses in London, the South East and East of England.

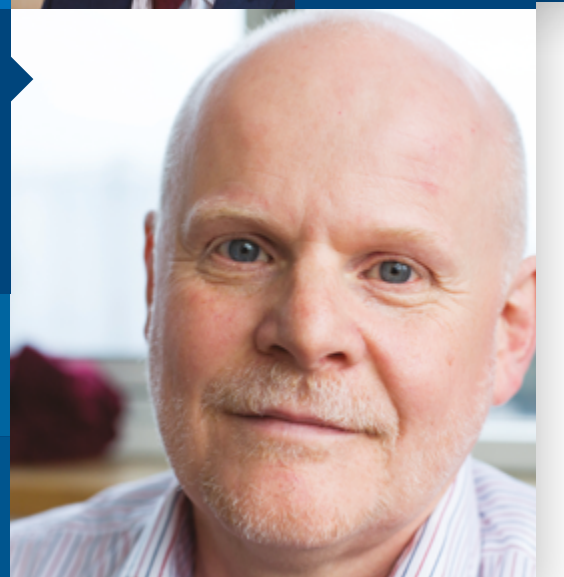


Simon Lord

Simon is an Electricity Generator and Supplier and a Gas Connection customer. Engie is the world's largest independent power producer.



Jillian Violaris
Jillian is a Distribution Network Operator which resides in the networks side of the ScottishPower business. SP Energy Networks own and manage two of Great Britain's 14 electricity distribution networks.



NATS

surgery

Lift off... creating NATS' Annual Report

Insight

NATS trusted us again with their important Annual Report document. We always bring our design insight and expertise to bear, ensuring the document is easy to navigate, reads well and looks good.

Idea

We worked with NATS to ensure the report was usable as one long document and that pages could be pulled out and used in isolation on their website. To do that, we identified key elements and highlights to bring the pages to life.

Impact

By extracting key highlights from the report for use on the NATS website, we could ensure readers were able to both deep dive into it and see headline facts and figures as needed. It's something we know readers appreciate.



southern coop

A fair, fresh approach, for all.

A fresh approach for Southern Co-op

Insight

The Southern Co-op is a large regional chain of supermarkets, funeral homes and burial grounds. Traditionally, they licensed their brand from the familiar Co-op Group. They'd decided to break free of group brand and develop their own identity when they contacted us.

Idea

To rebrand in a way that would be understood and accepted by their shareholders, suppliers, and many members. We developed a new brand to work across external and internal applications. From induction videos and customer programmes, to store fascias and employee comms, as well as the design of their just-launched 'store of the future' at Abbotswood.



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CORPORATE - EMPLOYER BRAND PALETTE

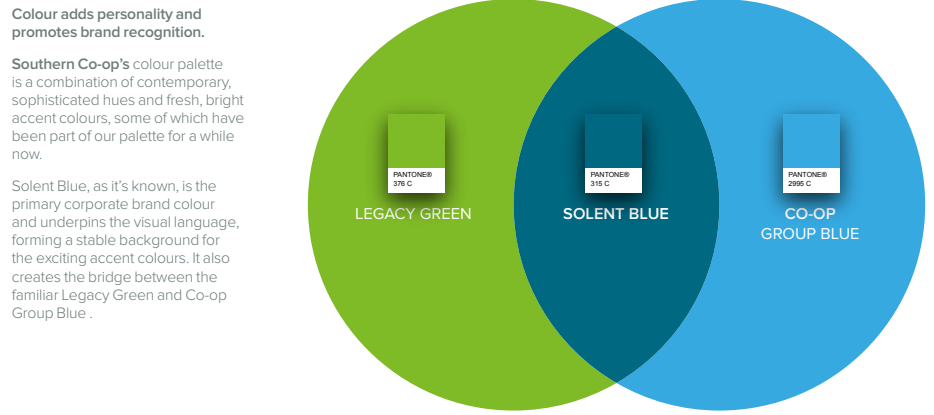
This colour group has been compiled for use in employee materials to compliment the primary So Lime colour .

All the colours except **So Aqua** and **So Rose** are from the overall palette. These two colours are created especially for the Employee brand.

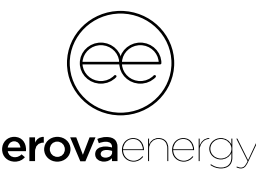
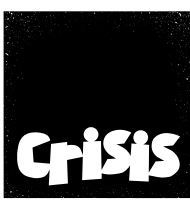
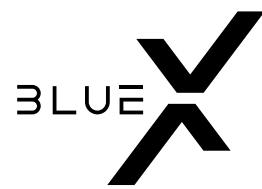
Employee Brand (unique to this set)	SO LIME	CO-OP GROUP BLUE	SO AQUA	SO ROSE	SO GREEN
Pantone® 285 C	Pantone® 285 C	Pantone® 285 C	Pantone® 285 C	Pantone® 285 C	Pantone® 285 C
C 10	C 10	C 10	C 10	C 10	C 10
M 10	M 10	M 10	M 10	M 10	M 10
Y 10	Y 10	Y 10	Y 10	Y 10	Y 10
K 10	K 10	K 10	K 10	K 10	K 10
CMYK 024 80	CMYK 024 80	CMYK 024 80	CMYK 024 80	CMYK 024 80	CMYK 024 80
HR BRAND	L&D	RECRUITMENT	REWARD & PERFORMANCE	TRANSITIONING	



COLOUR PALETTE - RATIONALE



Our clients



Our awards

 Best Evaluation Process of Internal Communications Domino UK Ltd. and The Surgery 2025	 The Surgery IC Director Carly Murray Internal Communicator of the Year Finalist 2024	 Best Medium Agency 2023	 Award of Excellence GBG All Employee Virtual Kick Off 2023	 Best New Event CANSO Airspace World 2023	 IC Consultancy of the Year 2022	 Best Interactive Content Cadent Gas' Challenge Campaign 2021
 Best Use of Storytelling Cadent Gas' Challenge Campaign 2021	 Nestlé's Ignite Leadership Programme 2019	 Consultancy of the Year 2019	 easyJet Employee Pension Campaign 2019	 HS1 'What Good Looks Like' App 2019	 CAA Dronesafe Brand, Website & Drone Code 2018	 CAA The Skyway Code 2018
 E.ON Heartbeat CRM Video 2018	 Southern Co-op Annual Report 2018	 easyJet Employee Pension Campaign 2018	 National Grid Bring Energy To Life App & Web Platform 2018	 NATS Your Space Employee Engagement Programme 2017		

BARN TO BOARDROOM

Bringing our friends, colleagues and clients together to talk all things IC. Our Barn to Boardroom (B2B) networking event was established way back in 2015 and is a chance for IC and engagement professionals to come together and share their challenges, experiences, ideas and frustrations.

We're very lucky to work in a beautiful bit of the West Sussex countryside. Our location (in an old converted barn) gives everyone the time and space, and the freedom they need to think creatively.

At B2B we unearth new thought-provoking and down-to-earth real life stories from our speakers (the sort you won't typically find on the speaker-circuit). We get five-star rave reviews every year, so don't be shy, just ask for an invite.



It's so easy to neglect your own personal development, but events like this, with like-minded IC professionals are a great opportunity to learn, grow and focus on the things that really matter.

Claire Widd Head of EMEA Internal Communications

rackspace
technology

Kick-Arse Employer Brands, the podcast

Our employer branding and EVP passion doesn't stop with our clients. We like to speak to in-house experts about their journeys and experiences which we share with our peers via our podcast.

We cover a range of topics, including:

- Using a global framework
- Authenticity vs aspiration
- Becoming an internal journalist
- Connecting EX and the EB

Find us on Spotify, Apple Podcasts
or check out all episodes:

Listen here →

The graphic is a comic book-style poster for the 'Kick-Arse Employer Brands The Podcast'. It features a red background with white and yellow text. The title 'KICK-ARSE' is in large, bold, yellow 3D letters with blue outlines. Below it, 'EMPLOYER BRANDS' is in white, and 'THE PODCAST' is in white. A small 'surgery' logo is in the top right. A photo of two hosts, a man and a woman, is in the bottom left. A list of guest logos is in the bottom right.

surgery

KICK-ARSE

EMPLOYER BRANDS THE PODCAST

WITH SPECIAL GUESTS FROM

PRIMARK® amazon gsk

shopify MERCK

Entain holidayextras twilio

Get in touch

We can engage your people in an **empathetic, exciting** and **different** way.
We will work closely with you to develop ideas and **smash your objectives**.
We can't wait to start working with **you**.

Contact us

t. 01428 707524
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