



Client

HSE

Brief

The HSE is regular long standing client of Power Design and we have designed key projects and campaigns including Get Ireland Active and National Physical Guidelines, the Big Talk Little Talk suite of information books, Healthy Food Made Easy and various resource packs for Nutrition and Tobacco campaigns.

From this experience, the brief for this project was to design the HEAL National Implementation plan report with strong emphasis on infographics.

Deliverables

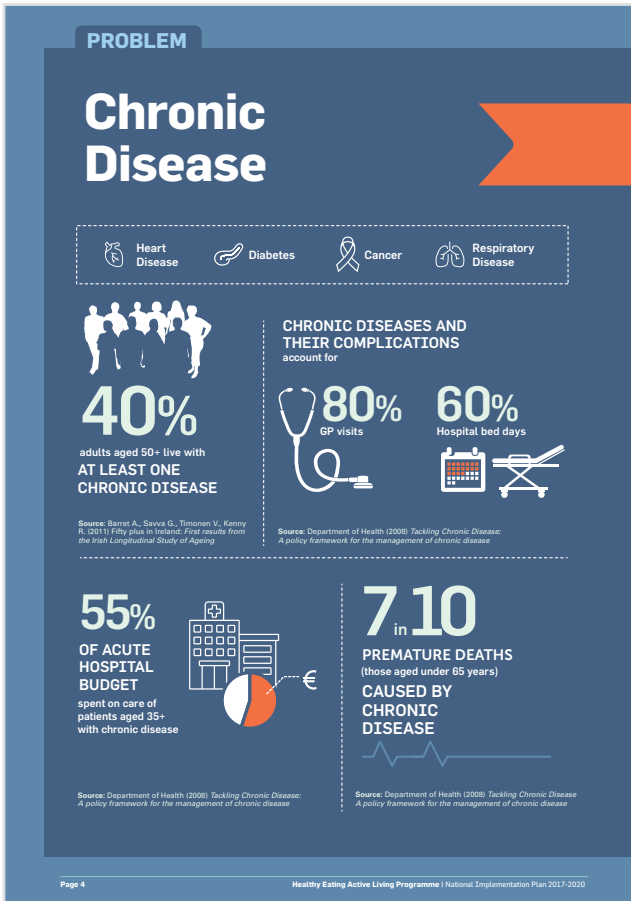
- Design
- Typesetting and artwork
- Infographics
- Digital design requirements
- Print services and fulfilment

The Challenge

On review of the content, we established the content was complex and the level of infographics required was high. The Five key areas for action graphic would used widely for the three year term of the plan so needed to be visually striking for use in other presentations and publication. Likewise, the complex content for the ‘situation, impact, solution and result’ messaging needed to be clearly understand and follow.

How we approached and accomplished the project goals

- > Initial design options for covers and page layouts within HSE brand guidelines
- > Design of Key Areas for Action graphic with striking colour coding system and shape that could be used for future communications internally and externally for both digital and print media.
- > Design a style of infographic that clearly communicated the key messages and that could be applied consistently throughout. These infographics were designed to act as stand alone pieces also.



Why we did it this way

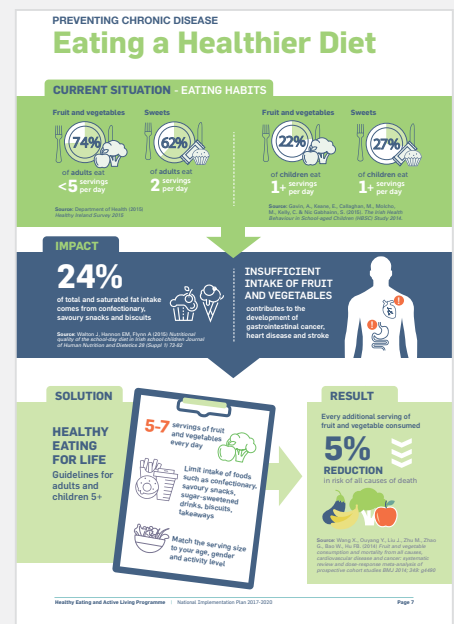
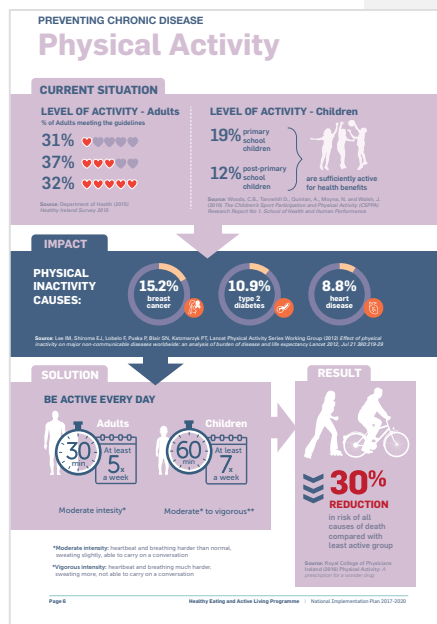
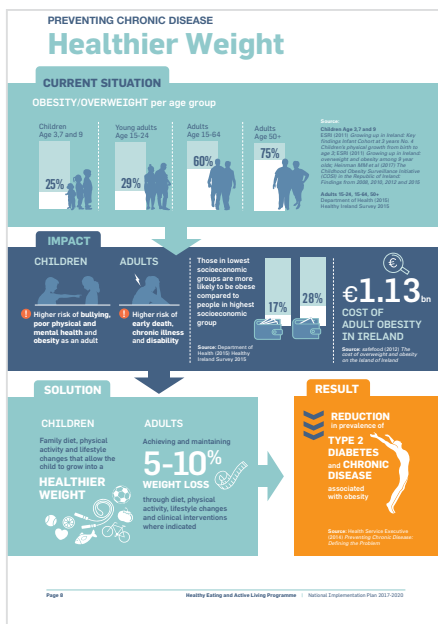
Accessibility is a key factor on all HSE publications so it was important that the reader could clearly grasp information at a glance in colour schemes that were distinguishable. Infographics are an excellent way to clearly communicate information, but its important to not to over-visualise and remember to use plain English where appropriate.

Outcome

We delivered on all the requirements set out and the final report was suitably designed so as to not outdated within with three year term of the plan, and that complex information throughout was clear, engaging and accessible. The infographics were design as one piece, but could also be extracted and individual clusters to be used as required.

Relevance to this contract

Our work on this HSE report is relevant in that the requirement demonstrate our ability to design complex information for a broad audience.



Other examples of infographics

Flexible Workforce

Recruitment is a key focus for businesses at the start of 2017, especially in relation to digital skills. Many firms are working to become more appealing by enabling their staff to work more flexibly, including working from home.

We have seen a jump in recruitment intentions in our most recent survey.

Hiring intentions (2017-2018)

| Current vs past outlook | 2017 Outlook % | 2016-16 % | 2015-14 % |
|-------------------------|----------------|-----------|-----------|
| Yes | 75 | 59 | 62 |
| No | 19 | 32 | 32 |
| Don't know | 12 | 16 | 15 |

Moreover, IT skills will be even more important in the year ahead than in our last survey, especially analytic skills:

Importance of IT skills as a pre-requisite for new hires

| | 2017 Outlook % | 2016 Outlook % |
|---------------------|----------------|----------------|
| Extremely important | 46 | 33 |
| Important | 42 | 42 |
| Not important | 11 | 21 |

Type of IT skills in most demand

| | 2017 Outlook % | 2016 Outlook % |
|--------------------------|----------------|----------------|
| Analytics skills | 70 | 66 |
| Social media skills | 49 | 37 |
| Programming skills | 65 | 41 |
| Digital marketing skills | 57 | 34 |

Percentage of businesses enabling some staff to work from home

| | 2017 Outlook % | 2016 Outlook % |
|------------|----------------|----------------|
| Yes | 61 | 64 |
| No | 36 | 46 |
| Don't know | 3 | 1 |

Percentage of staff working from home (in companies enabling this)

| Year | Percentage |
|--------------|------------|
| 2015 Outlook | 17% |
| 2017 Outlook | 24% |

A virgin media business report supporting positive business disruption 5

Valentine's Day Spending Trends

A REPORT ON OUR SHOPPING HABITS - AIB

Nationally, spending is up 42% overall on Valentine's Day

37% of all spend on Valentine's Day happens between 6-9pm

FLORISTS INSIGHTS

- Restaurants up 91%
- Florists up 458%
- Pubs/bars up 51%
- Jewellers up 60%
- Hotels up 18%

male spend increases 2,407% on the day
female spend increases 121% on the day
Average amount spent in florists €44
Males in Tipperary spend most (€54)

70% of spending throughout the day is using chip and pin, suggesting the average transaction is above the €30 contactless limit.

However, only 5% of spend on the day was using a digital wallet, suggesting many users are unaware that transactions of up to €5,000 can be made using Apple, Google or Fitbit Pay.

Source: AIB credit and debit card data 7th and 14th February 2019

Expected online percentage of total sales in the year ahead

| Year ahead outlook | 2017 Outlook % | 2016 Outlook % |
|---|----------------|----------------|
| Increase | 49 | 25 |
| Stay the Same | 37 | 40 |
| Decrease | 2 | 1 |
| Don't know, don't sell to customers outside Ireland | 12 | 34 |

Expected share of online sales to customers outside Ireland

| Year ahead outlook | 2017 Outlook % | 2016 Outlook % |
|---|----------------|----------------|
| Increase | 49 | 25 |
| Stay the Same | 37 | 40 |
| Decrease | 2 | 1 |
| Don't know, don't sell to customers outside Ireland | 12 | 34 |

Expected growth in turnover

| Year | Percentage |
|--------------|------------|
| 2015 Outlook | 11% |
| 2017 Outlook | 19% |

Expected growth in turnover if an ideal digital and online strategy is deployed

| Year | Percentage |
|----------------|------------|
| 2015 Potential | 15% |
| 2017 Potential | 26% |

Average number of days that staff work from home (in companies enabling this)

| Year | Average Days |
|--------------|--------------|
| 2015 Outlook | 2.3 |
| 2017 Outlook | 2.7 |

Impacts of working from home

| | Strongly Agree % | Slightly Agree % | Slightly Disagree % | Strongly Disagree % |
|---|------------------|------------------|---------------------|---------------------|
| Staff who work from home are happier than those who don't | 38 | 48 | 8 | 1 |
| Staff who work from home are more productive than those who don't | 23 | 45 | 20 | 5 |
| It's more difficult to arrange meetings that involve remote workers | 22 | 31 | 25 | 19 |
| It's more difficult to monitor performance of remote workers | 19 | 37 | 27 | 16 |
| It's more difficult to contact remote workers | 15 | 25 | 30 | 29 |

A virgin media business report supporting positive business disruption 4

Supervision & Protecting Consumers

21 NOTICES WARNING of unauthorised activity

€12.05m in FINES ISSUED

Confidence Compliance
CONSUMER
Culture Challenge

The Central Bank regulates most, but not all, financial services firms in Ireland. We help to ensure firms are safe, solvent and conduct their business with customers in a fair way.

Ben Cronin as MSc from Central Bank of Ireland

Digital Maturity

Digital practices and tech usage are maturing in Irish businesses, and face fewer barriers to going digital, as well as growing evidence that they are more focused on leveraging the tech they already have alongside key skills to deliver growth.

However, not all digital tech is equal - and we have seen big shifts in the usage of different products and services, with some declining sharply.

Most used communications channels (with customers)

| | Less | Some | More |
|------------------|------|------|------|
| Inbound Phone | 36 | 55 | 9 |
| Outbound Phone | 29 | 40 | 11 |
| Text | 68 | 40 | 7 |
| Email | 3 | 40 | 58 |
| Text messaging | 37 | 51 | 32 |
| Facebook/Twitter | 19 | 52 | 29 |
| Web chat | 16 | 43 | 36 |
| Other (specify) | 23 | 49 | 8 |

Is your business ready and able to meet the needs of younger customers and decision makers in the future?

| Response | Percentage |
|--------------|------------|
| NO | 9% |
| 2017 Outlook | 20% |
| YES | 71% |

A virgin media business report supporting positive business disruption 8

Working in the Bank

1600+ people employed across a broad range of roles and disciplines

- Second Level: Transition year work placements
- Third Level: Internships e.g. Summer internships and intra-placements required on your chosen third level course
- Graduates: Graduate Development Programme Diverse range of entry level opportunities

Ben Cronin as MSc from Central Bank of Ireland