

UNILY

Impact Report

2024



Contents

A message from our CEO, Chris Ciauri	4
Leading change through people and innovation, Jenny May, Sustainability Lead	6
The importance of organizational velocity, Katy Hiller, CMO	8
Leading global analysts	10
Measuring our environmental impact	13
Prioritizing our people	21
Community impact	29
Governance and ethical innovation	35
Recognizing user value	45

A message from our CEO: The cost of digital noise and disruption on productivity

As companies invest heavily in digital transformation, the resulting information overload has created new productivity barriers. By addressing digital disruption and workplace distractions, organizations can create environments where employees feel more engaged and connected. Unily CEO, Chris Ciauri, shares his vision for transforming workplace productivity in the digital age and discusses how AI-driven solutions can improve the employee experience to drive organizational velocity.

CEO FOREWORD BY CHRIS CIAURI

Digital disruption is creating unprecedented workplace stress, with nearly 60% of employees reporting that workplace disruptions affect their wellbeing – a figure that rises to 70% among managers. The problem originates from the pandemic when companies invested heavily in digital, best of breed applications. In so doing, they inadvertently generated a proliferation of data that is now bombarding employees and causing productivity decline.

My conversations with enterprise customers have often centered around how the experience of most employees today is not a good one. While companies invested heavily in customer experience during 2010–2020, they didn't have the capacity to address digital transformation of the employee experience and we're now seeing the consequences of that underinvestment.

Many organizations are turning to AI for solutions but there's a clear gap between AI's perceived potential and its practical implementation. We're helping companies implement AI-driven solutions that enhance the employee experience and have updated our product roadmap to incorporate GenAI capabilities. To ensure employees can effectively leverage AI, we aim to empower them with tools to manage digital noise while upholding robust governance, security and ethical AI standards.

On average
581 hours
are lost due to distractions
per person annually, equivalent
to **28%** of total working hours²

Digital distractions in the workplace amount to an estimated annual salary cost of

US\$34,448
per person in lost productivity²



We're helping customers implement AI-driven solutions that enhance the employee experience and have updated our product roadmap to incorporate GenAI capabilities. Using robust governance and security measures, we want to enable employees to manage the digital noise, while maintaining high ethical standards.

Sustainability continues to be a key focus at Unily. We're responding proactively, not just with environmental initiatives but by helping our customers navigate their own sustainability journeys. Our efforts are focused on where we see the Chief Sustainability Officer and Chief HR Officer coming together with a vision to create a sense of connection, purpose and belonging and increased productivity for employees.

Looking ahead, I'm particularly encouraged by recent customer implementations, where we're seeing tangible improvements in engagement and productivity metrics. This real-world impact validates our strategic direction and reinforces the value we're delivering to our customers. This isn't just about implementing new technology, it's about fundamentally reimagining the employee experience to reduce digital friction, break down silos and create an environment where employees can work effectively and purposefully and as a result, companies can increase their organizational velocity.

¹The digital noise impact report for Unily (20204) <https://www.unily.com/insights/guides/digital-noise>

²Economist Impact report, In search of lost focus: The engine of distributed work (2023) <https://impact.economist.com/new-globalisation/in-search-of-lost-focus-2023/>

Leading change through people and innovation

BY JENNY MAY

Sustainability is increasingly influencing business decision making as the rising levels of regulation demand greater transparency and data understanding. Unily's Sustainability Lead, Jenny May, reflects on key highlights from the past year while recognizing the challenges that still lie ahead.

As I think about all that we've achieved over the last year it feels both exciting and humbling!

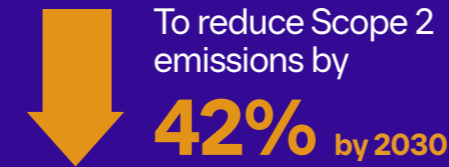
We continue to look at ways of reducing our environmental impact while recognizing that supporting people is central to our sustainability strategy. Our CEO talks about the benefits of engaged employees for productivity and this really aligns with our mission to inspire and engage employees through frictionless, digital experiences, across everything we do. We're seeing firsthand how engaged employees report improved wellbeing, in turn increasing workplace productivity. This is helping to shape both our internal policies and investment in innovation as part of our ongoing roadmap.

Our conversations with customers are evolving too. We're investing heavily in partnering with our

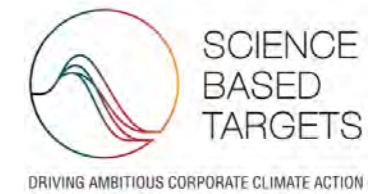
commercial teams. By providing information about the challenges our customers are facing with the increased pressures of sustainability regulation and reporting, we want to be proactive in showing we are forward thinking in our approach to supporting them. With 95% of request for proposals (RFPs) now including environment, social and governance (ESG) criteria, typically contributing 10-12% of the final scoring, it's important we can demonstrate our ability to be a proactive partner, as part of our customers' supply chains.



Our SBTi commitment:



ecovadis



LOOKING AHEAD TO 2025, WE HAVE SET SOME KEY TARGETS:

- Maintain marketing leading position with EcoVadis Silver
- Supplier Engagement Program
- Launch DE&I Strategy
- Integration of climate-related risks and opportunities in decision making
- Stakeholder Engagement and Enablement with tools such as this Impact Report, Climate Awareness and Carbon Training

Receiving our third consecutive silver EcoVadis accreditation was a real highlight of the year and we only narrowly missed out on gold! We're also way ahead of our science-based target initiative (SBTi) commitment to reduce Scope 2 emissions by 42% by 2030, having introduced solar power, at our offices in Easing.

We've done some amazing things but there's always more to be done so I never take our successes for granted. When your focus is on long term value creation it's easy to feel like you're not having an immediate impact, that feeling of wading through treacle can often kick in! So it's important to take a moment to acknowledge the successes. Writing our second impact report provides the perfect moment of reflection for me. This year we've successfully navigated the ever-increasing demands that are thrown our way, kept ahead of regulation and further cemented ourselves as leaders in our sector for sustainability.

OUR ESG STRATEGY FOCUS ON 4 PILLARS

We believe in measuring what matters - our impact on people, communities and the planet. By placing employee experience at the heart of our mission, we drive innovation and purpose. We are intentional about advancing environmental stewardship through net zero initiatives while creating a positive change in our communities.



The importance of organizational velocity

BY KATY HILLER

While technology promises enhanced efficiency for companies, rapid expansion of digital tools and applications has created new challenges around employee focus and productivity. The concept of “Velocity Drain” has emerged as a significant barrier to organizational effectiveness. Unily CMO, Katy Hiller, shares her views on leadership, sustainability and why coming top in the analyst rankings really matters.

Being in a people-based business means we hold ourselves to account when it comes to sustainability and as business leaders, we're in a privileged position to be able to act on it. From helping to shape corporate values to influencing business behavior, it's all about looking beyond and thinking long-term.

Sustainability is becoming more important in the workplace as employees expect their employers to align on personal values. It's no longer enough to just have a great product in an exciting industry, you need to have solid business principles too and expectations are changing. When I look at a product label, I don't just think about the product. I now also consider the company making that product, their values, their treatment of staff and the sustainability of their supply chains. A decade ago, it was important that companies have a diverse leadership team but that's become table stakes and employees and new hires are now wanting companies to evidence their commitment to sustainable practices while ensuring high ethical standards.

This is why it's really important to have a clearly articulated purpose and set of values, helping employees understand your company's commitment to sustainability. It's also a great way of engaging the next generation of employees and demonstrating action through leadership. Sustainable success relies on an environment in which people can deliver their best work, free from constant disruption, and with a clear sense of corporate purpose.

But engaging employees takes more than just words. Today's digital distractions are just one of the elements that cause the 'Velocity Drain' and this is harming employee wellbeing. When employees

By 2030 **70%** of the workforce will be millennials up from **34%** today




Sustainable success relies on an environment in which people can deliver their best work, free from constant disruption, and with a clear sense of corporate purpose.

become disconnected from their company, it makes it difficult for businesses to shape their workforce into productive teams and maximize the velocity at which their organization operates. Employers must take responsibility for ensuring all their employees, from frontline workers to knowledge workers, feel connected to their company, with a sense of belonging, in order to maximize productivity.

We need to remember we're increasingly relying on a younger generation of workers. By 2030, 70% of the workforce will be millennials, up from 34% today. This is a workforce that expects employers to deliver more than just profit and a good product, they want to work for responsible businesses, where they feel motivated and engaged with a clear sense of purpose.

As I come to the end of my first year working at Unily, I have been amazed at what a refreshing experience it has been. We have been acknowledged as a leading provider by three of the world's largest, global, analyst

By 2030, 70% of the workforce will be millennials, up from 34% today.

firms, which serves as a powerful endorsement of our capabilities and offerings and marked a highlight in the year for me.

Analyst opinions matter to us because we know that every single evaluation criteria they use is based on the needs of the market and the needs of the customer. These accolades prove we are the best at helping iconic, global companies recognize that organizational velocity comes from empowering their most valuable asset - their people. It's about investing in the right places with the right balance of technology and that is a hugely positive reflection on Unily.



Unily achieves triple leader status from world's top industry analysts

GARTNER:

Unily was named a leader in the 2024 Gartner® Magic Quadrant™ and ranks first in all Use Cases for Intranet Packaged Solutions (IPS). We were also unsurpassed by any vendor for Completeness of Vision.

We were delighted to be recognized in this way and it is a testament to our commitment to delivering innovative solutions and exceptional outcomes for our customers.

Gartner Magic Quadrant for Intranet Packaged Solutions, December 2024

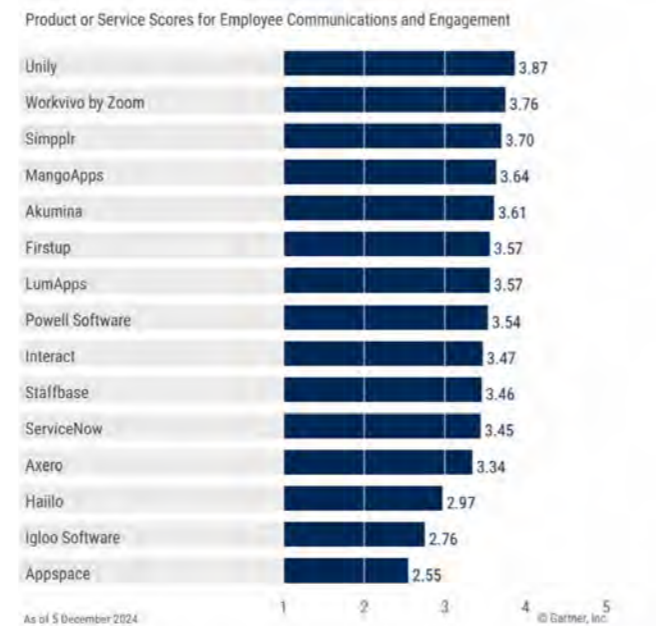


2024 Gartner® Critical Capabilities for Intranet Packaged Solutions

We scored the highest across all six use cases in the 2024 Gartner® Critical Capabilities for Intranet Packaged Solutions. The areas in which we excelled include:

- **Employee communications and engagement** - helping to foster interaction between employees to define the corporate culture while strengthening the community and enabling greater productivity
- **Employee services** - helping employees to be more aware of policies and procedures reducing employee support costs
- **Application portals** - providing easy access to business processes and systems
- **Knowledge services** - allowing employees to find expertise and applicable content through improved knowledge capture, share and transfer
- **Work management** - giving employees task-driven hubs and dashboards to aid with work prioritization
- **Frontline worker support** - providing intranet communications to service client-facing employees and helping those working in 'deskless environments'

Figure 1. Vendors' Product Scores for Employee Communications and Engagement Use Case



Gartner

FORRESTER:

We were named a leader in the 2024 Forrester Wave™ for intranet platforms.

Of the 13 top global intranet platform providers, our Employee Experience Platform (EXP) was recognized as a Leader by Forrester receiving a maximum score in 13 categories - more than any other vendor. The report credited us for:

- A well-resourced roadmap that its customers influence
- Broad application integrations
- Strong capabilities including dashboards/reporting for internal communication leaders and technical platform owners
- Enhanced automation in areas like content governance, repeatable employee journeys, and communication campaigns
- Flexibility in delegating its design, scheduling, and administration tools across sites/subsites
- Reference customers report high satisfaction with Unily's customer success services, search, and overall content creation and management.

"Unily has strong capabilities including dashboards/reporting for internal communication leaders and technical platform owners, enhanced automation such as content governance, repeatable employee journeys and communication campaigns..."

The Forrester Wave™ Intranet Platforms, Q2 2024



IDC MARKETSCAPE:

The world's largest analyst firm rated Unily as a leader in the experience-centric intelligent digital workspaces vendor assessment 2024.

We are particularly pleased to be recognised for the following key strengths:

- **Integration** - the ability to configure the customer's branded experience and install application connectors with an option to embed a video player in real time with autodetect captions
- **Search and knowledge management** - a federated search capability that aggregates results from different data sources including out of the box templates for different knowledge bases
- **Customer experience** - positive customer feedback in which Unily was described as having a "straightforward and user friendly" content management system.



Source: IDC, 2024



Being named a leader by not just one, but all three of the top leading analyst firms is a huge honor. It shows our dedication to continuously improving the employee experience and driving innovation and business results for our customers. We're proud to receive this esteemed recognition, and we're committed to continued excellence for the path ahead.

Chris Ciauri, CEO, Unily

Unily has been committed to delivering employee experience excellence since the dawn of our market. We're proud to partner with some of the world's leading brands as we innovate to create value that puts their employee needs at its core.

We take great pride in having our product and organization closely examined by the world's top market analysts. Unily is honored that landmark reports have recognized our dedication to employee-centricity and consistency in approach.

Such analyst reports are an invaluable source of empowerment for customers, shining a light on our evolving, fast-paced space.



Measuring our environmental impact

- Monitoring our emissions
- Science-Based Target
- EcoVadis certification

As a people-based business, we are focused on driving sustainability to help improve lives and workplace wellbeing. Our environmental goals led to the implementation of new carbon management software and investment in renewable energy, to actively monitor and reduce our energy consumption. We recognize the environmental impact of cloud computing and AI technologies and advocate for responsible and sustainable innovation.

Measuring our environmental impact

The latest analysis shows just 57 companies are linked to 80% of greenhouse gas emissions since 2016³. The technology has not historically been a significant contributor but the advent of cryptocurrency and GenAI has led to a surge in reliance on data centers, which are highly energy intensive. Enterprise technology is said to be responsible for around 1% of total greenhouse gas (GHG) emissions, equivalent to the total carbon emitted by the UK.

And whilst Unily has a relatively micro carbon impact by comparison, we are still committed to reducing our footprint which in turn, helps our customers as they look to reduce supply chain emissions.

It's important to us that we grow responsibly, being mindful of the choices we make and the impact it has on the environment. It's critical that value chains link up in their quest for net zero since this is not a time for siloed thinking.

SCIENCE BASED TARGETS INITIATIVE (SBTi)

One of our environmental promises in 2024 was the SBTi in which we made a commitment to decarbonizing our Scope 1 and 2 emissions by 42% with a target year of 2030. Having installed solar panels at our Eashing office, we are on track to deliver this five years ahead of target.

During 2024 we worked with our carbon partner to implement carbon management accounting software. This software allows us to track progress throughout the year giving us greater visibility on our carbon hot spots.

We've extended the platform to a number of stakeholders around the business, including our events team, for more accurate in-depth data collection. This allows us to continue to develop our carbon reporting data.

ISO 14001

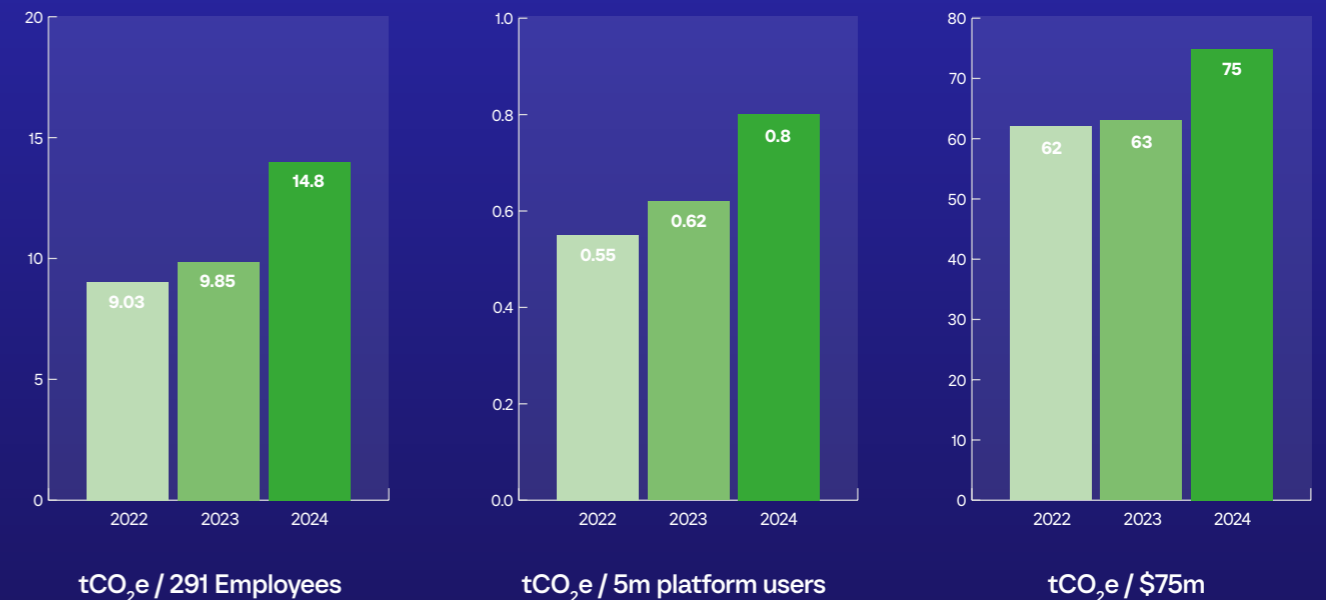
We proudly maintain a comprehensive environmental risk approach that is integrated with our ISO27001-certified framework, demonstrating our commitment to the Climate Act and Environmental Management. Although we do not currently hold the official ISO 14001 EMS certification, our environmental practices are aligned to the industry standards.

We've embedded environmental and climate-related risks into our Business Continuity Plan, implementing tangible safeguards that ensure our operation remains resilient in the event of physical environmental challenges. This integrated approach allows us to manage environmental stewardship and operational excellence simultaneously.

Carbon report data



CARBON EMISSION INTENSITY RATIOS



CAPTURED CARBON CATEGORIES



³Watts, J. (4 April, 2024) Just 57 companies linked to 80% of greenhouse gas emissions since 2016, article in The Guardian, <https://www.theguardian.com/environment/2024/apr/04/just-57-companies-linked-to-80-of-greenhouse-gas-emissions-since-2016>

⁴McKinsey (15 September, 2022) The green IT revolution: A blueprint for CIOs to combat climate change, <https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-green-it-revolution-a-blueprint-for-cios-to-combat-climate-change>



As complexities around carbon continue to evolve, it's important to us that we hear the voice of the customer to understand their needs. Through collaboration with Unily, we are developing a new product feature that Unily will be the first to Beta test, before launching to our wider customer base. We really value the input and feedback we get from our partnership.

Nathan Tiller,
Co-Founder CarbonQuota

BUSINESS TRAVEL

Business travel still accounts for a significant amount of our emissions. In 2023 we saw our emissions from business travel 689 tCO₂e, they are now 730 tCO₂e in 2024. We are currently reviewing our travel policy and increasing the maturity of data capture for more robust CO₂e reporting, strengthening the promotion of our electric vehicle scheme and green commuting initiative. Employees can access electric vehicles and cycle-to-work schemes to help reduce emissions from commuting. We are continuing to work on creating a sustainable travel policy, providing advice on low carbon alternatives, such as train travel. We have decided not to introduce carbon budgets for now, preferring to create a culture of awareness and accountability.

OFFICES

We continue to make good progress towards eliminating fossil fuel use in our offices by switching to renewable alternatives. This year, installing solar panels at our Eashing office helped reduce our annual grid energy consumption by 44,000 KW, providing a reduction of around 16tCO₂e. The full effects of the installation will become clear through our dashboard reporting in 2025 and we look forward to sharing the results in next year's impact report.

Another small yet impactful addition has been the installation of flavoured water taps, reducing our plastic bottle and can waste.

AQUA LIBRA FLAVOUR TAP IMPACT:

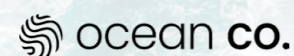
Unily Guildford:

SAVED 904 plastic bottles = **20kg packaging avoided***

Unily Farringdon:

SAVED 3,520 plastic bottles = **77kg packaging avoided***

*Since installation



Unily Flavour Tap serves have funded the collection of **15kg of ocean bound plastic** (period from 21.09.24 - 20.12.24)



Procurement – Scope 3 emissions

We know that much of our environmental impact comes from our supply chain so our focus for 2025 will be to work with finance to create a supplier engagement program. The aim is to increase our supply chain visibility and consider the wider environmental and social impacts of our buying decisions, in accordance with Unily's ESG policies and principles.

Recognizing that we have different types of suppliers, we are building a matrix structure in which we will evaluate suppliers based on their relationship with Unily, size and maturity of their sustainability program and overall impact on the business. Our intention is to connect with all of our largest suppliers by the end of our first quarter in fiscal 2025. Activity-based sustainability data will enable us to weigh up the value of purchased goods against the carbon footprint and make adjustments where necessary.

In the long run, our new supplier engagement program will help us to:

- **Clearly articulate and report our Scope 3 emissions**
- **Help us make balanced choices that consider carbon footprint, alongside performance and price**
- **Futureproof the business ahead of regulatory change**
- **Conduct an impact evaluation to consider the carbon footprint of products and services before committing to purchase**
- **Manage exposure to climate-related risks, by knowing which businesses are at risk from the effects of extreme weather events**
- **Seek opportunities for collaboration and innovation so that we can work with our suppliers in finding lower carbon alternatives**





We've achieved EcoVadis Silver status for the third consecutive year, placing us in the top 15% of 130,000+ assessed businesses.

We gained **outstanding** results on our sustainability performance in the categories:

- Environment
- Ethics
- Sustainable Procurement

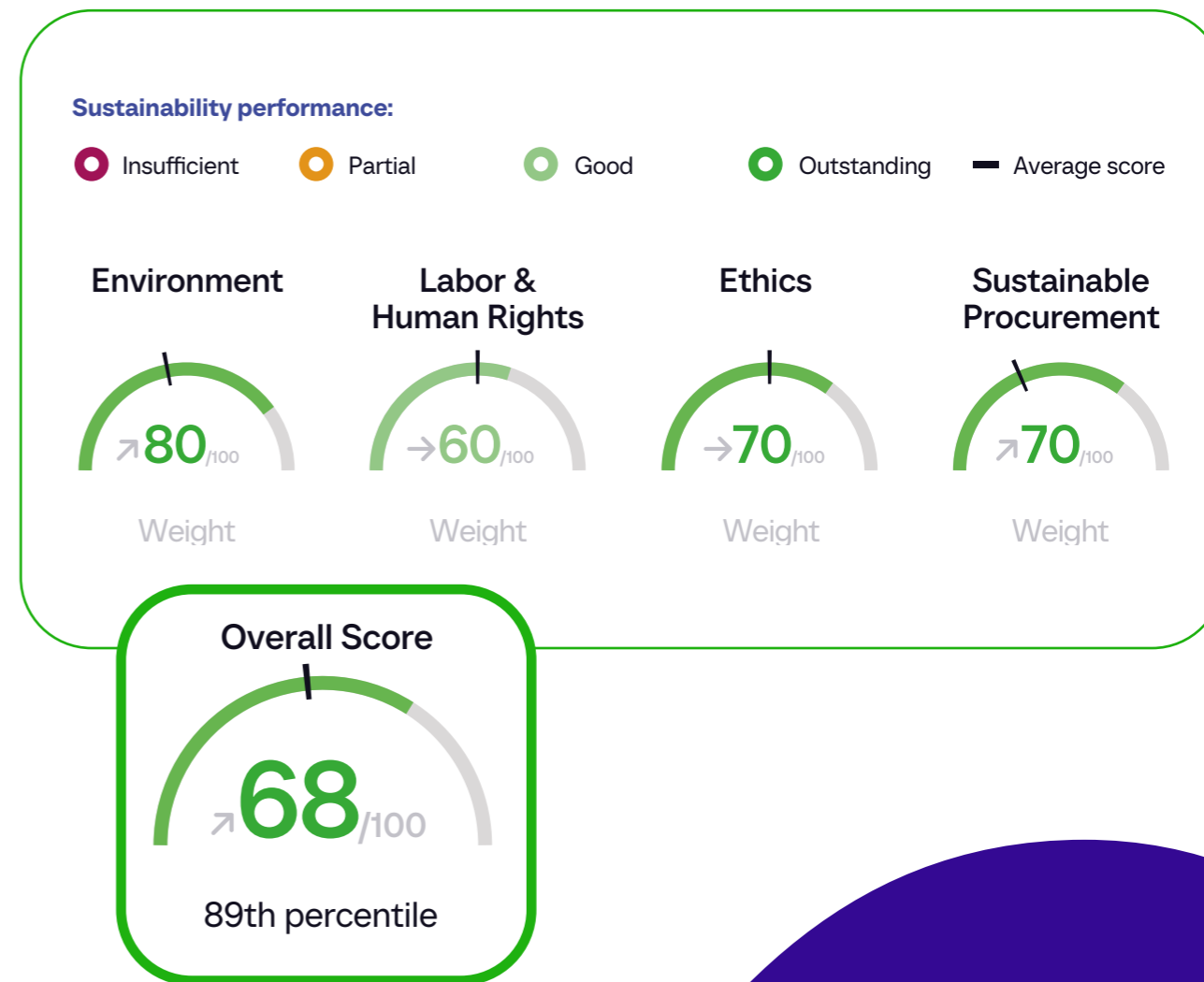
ABOUT

EcoVadis provides sustainability ratings to evaluate how well a company has integrated the principles of sustainability into their business. It measures performance across 21 indicators in four themes: environment, labor and human rights, ethics and sustainable procurement.

Our **environmental** initiatives earned **80 out of 100** with assessors acknowledging our

- ✓ exceptional climate policies
- ✓ emissions targets
- ✓ and employee awareness programs.

We scored **70 out of 100** for **sustainable procurement**, highlighting strong policy alignment with the United Nations Sustainable Development Goals (SDGs).



We were just **1% off meeting the gold rating** and that drives us to keep improving.

MEETING THE UNITED NATIONS
SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH
AND WELL-BEING



8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



Prioritizing our people

- Core Values
- Employee Engagement Survey
- Compass
- Diversity, Equity & Inclusion
- Hiring for Success

Our people form the bedrock of our organization and we believe engaged and inspired employees help to build resilient, adaptable and highly motivated teams. In 2024 we made significant investments across learning and development and career advancement opportunities for employees. In support of new recruits, we launched our graduate program, expanded our apprenticeship scheme and introduced the Compass initiative.



Prioritizing our people

In 2024 we launched a company-wide framework called Compass to improve our alignment and collaboration with employees. Creating outstanding volunteering opportunities enabled us to build great teams and give back to our communities while our new early careers program was set up to strengthen and diversify our talent pipeline. All of this was underpinned by our commitment to diversity, equity and inclusion.

OUR CORE VALUES ALIGN WITH OUR MISSION FOR ENGAGING EMPLOYEES

At Unily, we are united by four core values that set expectations on how we work together. This builds a greater sense of community and improves our working environment, helping to ensure we stay focused on the things that matter most. Unily has evolved rapidly in recent years so we refreshed our core values in 2024 to reflect our progress.

We foster exceptional employee experiences
 Not only do we want Unily to be a great place to work, but we strive to make other workplaces exceptional through our product

We are customer obsessed
 Both internal and external customers are served quickly and to the best of our ability

We are innovative
 Employees are expected to push the boundaries, doing things they never thought possible

We strive for excellence
 We hold ourselves and each other accountable to high standards

EMPLOYEE ENGAGEMENT SURVEY:

Twice a year, we run an employee engagement survey across the organization to better understand how employees are feeling and provide an opportunity for feedback. In the latest survey, 86% of employees responded, which is a testament to the engagement of our employees and their dedication to making Unily a great place to work.

Our Executive Leadership Team (ELT) discusses the survey results and identifies areas of improvement. Managers get sent a copy of their team's survey results to help them strengthen and build on their own team's culture. Finally, results are shared across the entire company so everyone can see where we are excelling and where we need to improve.



At Unily, creating a great employee experience is in our DNA. After all, our number one value is “we foster exceptional employee experiences”. Every day we create technology that helps our customers’ employees enjoy their work. We love hearing the positive impact we’ve had on their lives. This commitment to fostering great workplaces permeates throughout Unily. We promise our people that Unily will be a high-performance culture where they will have fun, grow, and be recognized and rewarded.

Jenny Shiers,
 Chief People Officer, Unily

COMPASS - OUR FRAMEWORK FOR ALIGNED CORPORATE, TEAM AND INDIVIDUAL GOALS

Every year, Unily conducts a goal-setting and alignment process called Compass. This starts with our ELT creating the company Compass, which lays out our high-level corporate goals and priorities for the year ahead. Then, each member of the ELT creates a Compass for their organization. This cascades down until everyone in the company has participated.

Compass has many benefits including:

- Employees now have clear visibility of how their roles directly contribute to company objectives
- Improved transparency and access to Compass on Rockstars (Unily’s employee engagement platform) has led to more effective project planning and execution
- Improved sense of purpose and value
- Better performance tracking and recognition with clear metrics and goals

The biggest benefit of Compass is the conversations that it starts – between managers, direct reports, and cross-functional peers. Compass helps us break down silos, creates a collaborative environment, and provides a sense of purpose.



HIRING FOR SUCCESS

At Unily, we aim to attract, develop and retain the best talent and the global Talent Acquisition Team pride themselves on playing a key part in this process.

The level of detail and time that the team gives to each of our candidates enables them to make the right match, and in 2024 Unily had a 94% retention rate across new hires.

To enable internal mobility, all roles are advertised to existing employees. The majority of external candidates come via recruitment platforms such as LinkedIn. The Talent team partners closely with Unily's hiring managers to understand the needs and requirements of each role.

We operate in a fair and transparent way to ensure equality throughout the process. Clear interview guidelines and training sessions are used by our hiring managers to overcome issues such as unconscious bias, diversity, equity and inclusion (DE&I) language for consideration when writing job descriptions, conducting interviews and providing feedback. In 2024 we are proud to say 50% of new joiners were female.

“I would recommend Unily as a great place to work” **80%**

DIVERSITY EQUITY & INCLUSION (DE&I)

Our commitment to DE&I is maturing rapidly as we seek to drive positive organizational change and deliver meaningful business outcomes. Research consistently demonstrates that diverse organizations outperform their peers, showing higher levels of innovation, and better decision making.

Throughout 2024, we recognized opportunities to mature equality across the business. In 2025 we will be launching a robust DE&I strategy showing our commitment to creating an inclusive culture where everyone can thrive.

The three core pillars for success are:

Inclusive culture

To create an inclusive, diverse, bias-free, and accessible workplace for all by focusing on enablement, safe spaces and empowering our Employee Resource Groups.

Measurement and continuous improvement

Define a DE&I data strategy to allow us to monitor progress over time and make required adjustments based on insights.

Clear and concise communication

To define a clear communications program that serves to raise awareness and empower our employees to champion individual uniqueness and collective belonging.

Next steps include launching an employee Self ID program in 2025.

Whilst we are keen to accelerate our strategy in 2025, we are proud of the gender equality we have in Unily, sitting well above the average 3:1 ratio of men to women in tech firms globally.

Gender Parity

FTEs **291**
(down from 332 in 2023)

Women at C-Suite **44%**
(up from 33% in 2023)

% Women FTEs **41%**
(up from 39% in 2023)

Mean hourly gender pay gap average

2023:
males were paid **1%** more than females

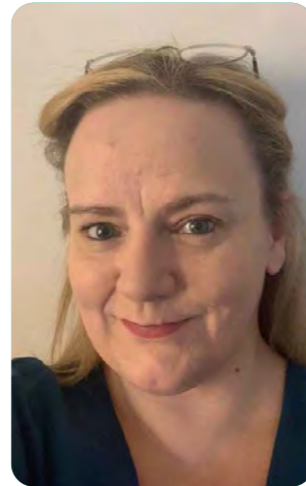
2024:
females were paid **5.8%** more than males

(note: this was due to an increase in female representation in senior manager roles)

Percentage of staff who received a bonus
99% male | **97%** female

People development at Unily: progress and plans

In the summer of 2024, we welcomed Nicola Slater as our People Development Manager. Nicola brings years of hands-on experience in Learning and Development (L&D), having successfully built and refined L&D strategies across various organizations.



One of Nicola's first major tasks was defining Unily's People Development strategy – a key component of our long-term success. This strategy helps ensure our employees continue to grow, stay engaged, and remain aligned with Unily's goals. It's also a great way to attract top talent.

2024 HIGHLIGHTS

Last year, we laid some important groundwork:

- **Learning Platform Launch:**
We introduced a basic learning management system, giving employees access to self-service learning opportunities
- **Leadership Training:**
We ran a comprehensive leadership development program
- **Public Speaking Skills:**
Advanced courses were offered to help sharpen presentation skills
- **New York Learning Week:**
Our first-ever in-person, learning event took place in New York featuring sessions tailored to the local team

MORE TO COME IN 2025

We're building on this momentum with more exciting new initiatives:

- **Personal Development Plans:**
We're kicking off the year with a thorough strengths and development assessment, ensuring everyone has a tailored plan for growth in 2025
- **Upgraded Learning Platform:**
A more advanced system with a wider variety of topics and formats
- **Management Training:**
A blended program combining live sessions and self-paced learning for all line managers
- **Top Talent Program:**
A development journey for standout colleagues, featuring challenges, networking opportunities, and strategic projects that will support Unily's growth

We're excited to continue investing in our people and helping them thrive as we grow together.



DEVELOPING OUR EMPLOYEES

Jamie Sauvarin - UI Developer

Jamie started life at Unily as an apprentice. Now an experienced UI Developer, Jamie shares his experiences and reflections on working at Unily and the opportunities he's been given along the way to develop his career and skill set.

How long have you been with Unily and how have you found your experience so far?

I have been at Unily for almost 14 years now and my journey has been incredibly enriching. During my apprenticeship, I had the privilege of meeting many fascinating and talented individuals who greatly influenced my personal and professional growth. The supportive environment fostered by my colleagues at Unily made the experience even more rewarding.

What's really helped you to progress during your time with Unily?

One of the standout aspects of working at Unily has been the opportunity to explore areas of the business beyond the core focus of my apprenticeship. This exposure enabled me to broaden my skill set and gain a deeper understanding of different functions within the organization, setting a strong foundation for my career.

What advice would you give others considering joining?

Find something you're passionate about and pursue a path that genuinely interests you as it will make your journey more enjoyable and fulfilling

Keep an open mind and be ready to explore new areas and embrace unexpected opportunities

Build connections because networking is invaluable. The relationships you form can open doors and provide support throughout your career

Reach out if you ever feel stuck or uncertain, don't hesitate to ask for help. There's always someone willing to guide you.

What do you know now that you wish you'd known before?

Be yourself. Authenticity is key to building meaningful connections and thriving in your career

Ask questions because it's okay not to have all the answers, asking questions is an essential part of learning and growth

Be willing to take on new challenges and step outside your comfort zone. Every challenge is an opportunity to develop new skills and gain confidence

Support others. Helping your colleagues and peers creates a positive and collaborative environment that benefits everyone.



Reading Unily's impact report ahead of joining was a fantastic way to get a real, in-depth view of their environmental and social commitments. The level of transparency around initiatives reinforced my belief that this was a business dedicated to making positive impact.

Ian Shaw - Analytics and Insight Manager, Unily

MEETING THE UNITED NATIONS
SUSTAINABLE DEVELOPMENT GOALS



Community impact

- Employee Resource Groups
- Volunteering with Laura Anderson
- Treloars
- Treadm

Community engagement flourished in 2024 through strategic partnerships with organizations like Treloars and Treadom. These partnerships not only support our social impact goals but also provide valuable opportunities for employee engagement and professional development. Our goal at Unily is to identify opportunities to partner with our community, by sharing skills, knowledge, time and financial resources.

Creating an inclusive environment with Unily Employee Resource Groups (ERGs)

We value the unique perspectives shared through our voluntary groups and the sense of belonging they provide employees. Our ERGs serve a really important role in helping to unite colleagues across our global workforce, with a common purpose and shared sense of passion.

ERGs currently running across the organization are:

- Women's Network
- LGBTQIA+
- Accessibility
- Charity

Throughout 2024 we ran a number of ERG events, from volunteering to knowledge sharing with guest speakers. This year during Mental Health Awareness week, we invited Brain and Mind Expert, Mark Dean, as our guest speaker. This engaging session was attended by over 112 employees across the globe, providing an educational experience on how our mind works.

SAGE

In the U.S. we have been working with SAGE to support the needs of LGBTQIA+ for the elderly.

Unily's Employee Resource Group, Pride@Unily, volunteered with SAGE NYC at their Chelsea location to support their members. Volunteers served low-cost and free meals, in a warm and welcoming environment, that fostered connection and a sense of belonging for a group at risk of loneliness. We also made a donation to support their mission of advocacy and direct care.

SAGE is the largest and oldest national organization in the U.S. dedicated to improving the lives of LGBTQ+ older people and working to improve fairness and equality of treatment.



The 'Expanding your Sphere of Comfort' session with Mark was a great opportunity to better understand how we can coach our brain and help ourselves; all achieved through the use of some really simple, yet thought-provoking, examples. As an Employer, it's great that Unily provides these opportunities and prioritizes anything that promotes mental health awareness.

Gareth Harries,
Engineering Manager, Unily

The value of volunteer days with Laura Anderson, Senior Implementation Consultant

Unily's Senior Implementation Consultant, Laura Anderson, shares her passion for driving positive change through employee volunteering. Leading a cross-functional employee resource group, Laura is transforming how Unily empowers its workforce to give back to their communities. Her innovative approach combines personal choice with structured support to create lasting social impact.



When sustainability comes to mind, I tend to think of how we can be more mindful of our choices and have the ability to give back to others.

At Unily, every employee has one paid day, per year, to donate their time to causes they hold close to their heart. Although we didn't reach our 2024 volunteering target of 163 employees, we did increase uptake by 82% from 2023 to achieve 78 employees, almost doubling our efforts. As a charity employee resource group (ERG) member, I wanted to get involved in helping to reinvigorate employee action at Unily after we lost a little momentum, following the pandemic.

Taking time to give something back to our local communities is really important to me and when I heard about everyone's passions, I wanted to help them give back. To encourage greater take up, we started by creating an avenue for people to give back to society in a way that was convenient to them, by allowing them to choose their own charity.

In order to increase take up, we also worked to raise awareness within the organization. We did this by initiating a few simple actions.

- Raising awareness of how the newly formed Charity ERG can support Employees and what is available to them
- Matching Charity donations raised by employees up to £250/\$300 per employee, per annum

- Volunteering days, 1 day per employee, per annum
- Supporting employees in amplifying an event for their chosen charity
- Supporting employees with volunteering opportunity ideas
- Celebrating employees who used their match and volunteering days by congratulating them as 'Unily 'Rockstars'

This is all additional work on top of my day job but I love it because it provides an outlet for my creative energy. It's something I'm very passionate about. Together with Jenny May and Brandon Weiss, our biggest success has been in developing the process and governance of our Charity ERG. I wanted to get a group together that would outlast us and now we're a team of six people from across multiple departments spanning sales, professional services and people.

We're starting to get the message out about our Charity ERG and employee volunteer days and while we're not there yet, we are seeing an improvement. Getting a team in place was really important and gives us a much better chance of succeeding so we can help our fellow colleagues get actively involved in supporting the charities about which they're passionate.



KEY HIGHLIGHTS - UNILY EMPLOYEE FUNDRAISING AND OUR CHARITY EMPLOYEE RESOURCE GROUP (ERG):

 **80 miles** of Tough Mudder event course completed successfully

 **974 bags** of food donated to food banks

 **48 hours** of volunteering at animal shelters completed

 **1 Christmas Tree** donated

 **31 swims** to save our seas

 **1 moustache & 10km** each week to highlight mental health awareness

 **70+ hours** of nature-based volunteering

Total community fundraising financial contribution in 2024:
£23,197

Partnering for good

We believe in the value of partnerships as a way of creating links with local communities and charitable organizations.

TRELOARS

Treloars is Unily's official charity partner. It's an organization dedicated to empowering young people living with disabilities through education and therapy. Our aim is to champion students' successes, learn how we can become a more understanding organization ourselves and help students transition from a college environment to the workplace.

In 2024 we committed to hosting 4 volunteer days, spread across the year.

Treloars is made up of Treloar School and College and offers around 170 students a specialist learning environment, alongside therapy and care. Many of Treloar's students are physically disabled with complex needs that cannot be met in the mainstream education system. A lot of the students require 24-hour support, with around 50% in residence. This pastoral support provides the opportunity to develop independent living skills alongside academic success.

It is based within reach of our head offices, making it easy for us to engage directly and support a local organization.

Each year, as well as volunteering, Unily provides financial contributions to Treloars including donating a Christmas tree for the students to enjoy and decorate.



WORK EXPERIENCE WITH TRELOARS

We are proud to work with Treloars, providing work experience opportunities for their students. This collaboration reflects our commitment to fostering accessibility and inclusion both within our workplace and in the digital solutions we create. Offering both remote and in-person experiences allows the students to engage in real-world professional environments, helping them develop essential soft skills, enhance their confidence, and prepare for future employment. The feedback we have received highlights the profound impact these opportunities have on students' personal and professional growth, making this partnership deeply rewarding.

For Unily, the benefits extend beyond the immediate contributions of the students. By collaborating with individuals who have diverse needs and experiences, our teams gain invaluable insights into accessibility and inclusion. The feedback students provide as they interact with our platform will help us refine our products to ensure they are as user-friendly and accessible

as possible. Working directly with the students also challenges us to evaluate our office spaces and practices, helping to drive improvements in creating a truly inclusive workplace. This partnership is not just an investment in the students' futures but also a vital step in Unily's mission to build better, more inclusive digital solutions for everyone.

As Unily's Digital Accessibility Manager, and as someone who is visually impaired, I understand firsthand the importance of inclusion in all aspects of life and work. This program is especially meaningful to me because it helps bridge the gap between opportunity and accessibility. I am genuinely excited to be part of this initiative, and I look forward to seeing the students thrive while also helping Unily grow as an inclusive and forward-thinking company.

Chamandeep Singh Grover,
Digital Accessibility Manager



UNILY TACKLES THE TOUGH MUDDER CHALLENGE!

Eight intrepid Unily adventurers took on the challenge of the Tough Mudder competition last September, each completing a complex and challenging 10-mile obstacle course. The race is designed to test competitors' strength, stamina and mental resilience as they battle to overcome each element.

The team kicked off at 11am, full of energy and excitement and after facing a series of grueling obstacles - including mud pits, ice baths, and the infamous electric shocks. At 3pm, suitably muddy, our adventurers crossed the finish line together! It took the team four hours of sweat, mud, energy and all important teamwork. We are incredibly proud of everyone who participated for overcoming fears and exhaustion to conquer all 22 obstacles along the way.

But this wasn't just about pushing personal physical and mental limits—it was all for a good cause. We raised a total of **£1,745** (including £685 from our employee matching scheme) for **Treloars**, a charity close to our hearts.



Special shoutouts:

- **The Mud Glider:** [@Katie Johnson](#) for braving the muddy conditions with no grip on her shoes and mud skiing down most hills
- **Shockwave Survivor:** [@Amber Briscoe](#) who despite getting zapped again and again in the freezing water, powered through the shocks like a true Electric Eel, refusing to let the volts slow them down
- **Toughest Mudder:** [@Jamie Jenkins](#) for the incredible grit and determination following a heavy fall on the halfpipe

LET ME IN PROGRAM EXPANDS OUR ACCESSIBILITY

To further our partnership we will undertake the student-led 'Let Me In Program' in February 2025.

Let Me In was born during a digital skills lesson when students had to write a business plan. It is now a business, run by students in their final year at college and those completing the supported

internship programme, and includes an Assessment of Accessibility service.

The team visit your office premises to make an assessment for accessibility. The assessment generates percentages based on the answers and once complete, the organization receives a report and certificate containing an accessibility score as well as details on strengths and areas of recommended improvements.

THE IMPORTANCE OF TREEDOM

Treedom is Unily's official agroforestry partner.

At Unily, we believe trees are essential for our planet, helping to absorb CO₂, improve air quality, protect biodiversity and support local communities ensuring a better ecological balance. That's why we committed to planting 900 trees by Jan 2025. To date we have planted 726 trees with Treedom, including one tree for every new recruit. Each project we undertake is unique and intended to bring long-lasting environmental and social benefits that enhance quality of life.



1
forests



8
countries



16
species



726
trees



10,201m²
tree cover gain



211,495kg
absorbed CO₂

MEETING THE UNITED NATIONS
SUSTAINABLE DEVELOPMENT GOALS



Governance and ethical innovation

- Materiality Assessment
- ESG Leadership
- The Hidden Costs of of a digital future
with Tim Moxon

Conducting a materiality assessment was an important step change for this year and highlighted product innovation and cybersecurity as strategic priorities. This aligns with our focus in creating responsible innovation with robust governance across the ESG framework. Carefully balancing the opportunities presented by emerging tech with ethical and environmental considerations, is a topic discussed by our Director of Engineering, Tim Moxon.

Striving for excellence through robust governance and ethical innovation

Charting our strategic impact with a materiality assessment

In an era of increasing corporate responsibility and transparency, our sustainability assessment represents a key milestone in our strategy planning and commitment to excellence.

To capture the different viewpoints across our diverse stakeholder groups we opted for an approach that allowed us to capture data while also collecting more detailed, open-ended responses. The survey centered around the three core pillars of ESG and was structured to help us really understand how our stakeholders felt so we could ensure our strategy and resourcing aligned accordingly. Participants were

KEY FINDINGS:

The assessment resulted in some compelling insights with three dominant themes that validated our organizational DNA and strategic focus.

- Product Innovation: The heart of competitive advantage**
 Technological innovation emerged as our top priority reflecting stakeholder demand for solutions that balance the needs of today while anticipating future workplace requirements.
- Cybersecurity: Trust as a fundamental currency**
 Stakeholders prioritized cybersecurity as a critical priority, recognizing that data protection is fundamental to building trust in employee engagement platforms.
- Employee Engagement: A commitment beyond the platform**
 Our stakeholders validated our mission by recognizing the critical role employee engagement serves in achieving organizational velocity.



“This year we took the important first step of conducting a materiality assessment as part of our holistic sustainability efforts. Conducting an assessment like this is about much more than compliance. It gives us an opportunity to engage with our stakeholders and gain a deeper understanding of the environmental, social and governance (ESG) priorities that we can address as an organization.”

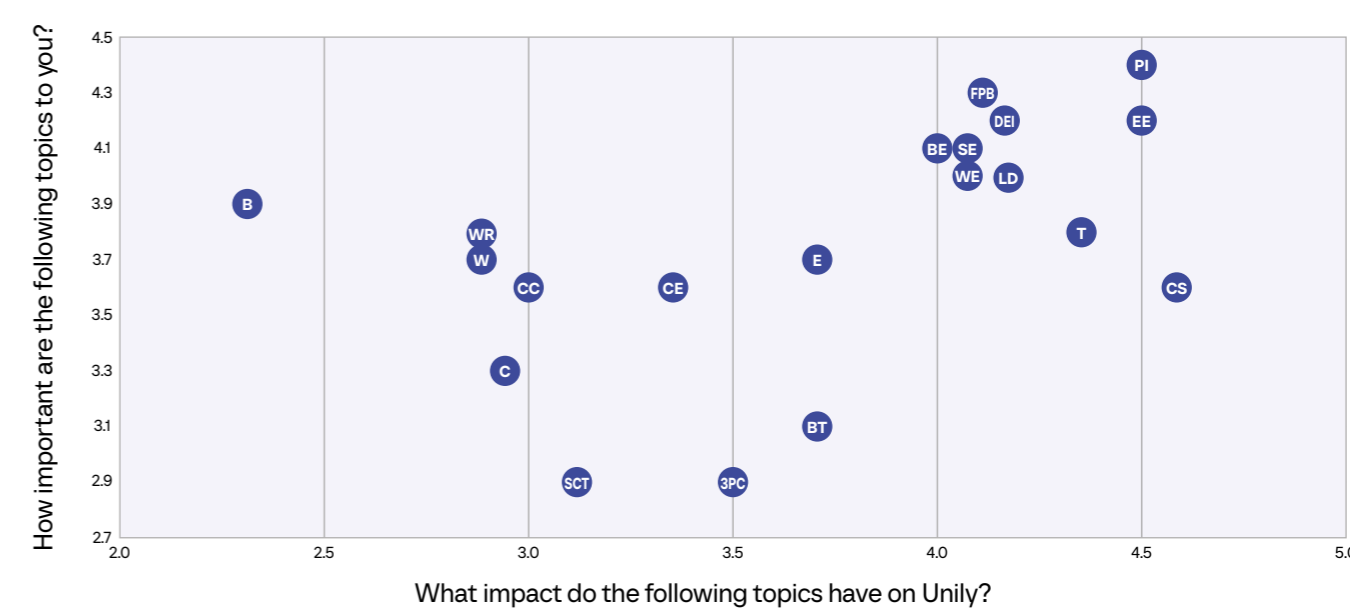
Jenny May
ESG Manager, Unily

LOOKING AHEAD TO OUR STRATEGIC VISION

The insights shared from this materiality assessment serve as directional guidance when developing our 2025 ESG Compass. They will inform our roadmap and help in prioritizing and resourcing sustainability initiatives accordingly. We will transform these insights into meaningful, measurable actions that create value for our stakeholders.

Next year, our goal is to complete an expanded materiality assessment, with deeper, richer insights, from a wider stakeholder group.

		What impact do the following topics have on Unily?	How important are the following topics to you?
CC	Climate Change	3.0	3.6
CE	Carbon Emissions	3.4	3.6
W	Water	2.9	3.7
E	Energy	3.7	3.7
B	Biodiversity	2.3	3.9
WR	Waste & Recycling	2.9	3.8
BT	Business Travel	3.7	3.1
EE	Employee Engagement	4.5	4.2
LD	Learning & Development	4.2	4.0
T	Talent	4.4	3.8
FPB	Fair Pay & Benefits	4.1	4.3
WE	Working Environment	3.1	4.0
DEI	Diversity Equity & Inclusion	4.2	4.2
C	Charity	2.9	3.3
CS	Cyber Security	4.6	3.6
PI	Product Innovation	4.5	4.4
SCT	Supply Chain Transparency	3.1	2.9
BE	Business Ethics	4.0	4.1
SE	Stakeholder Engagement	4.1	4.1
3PC	3rd Party Certification ie EcoVadis	3.5	2.9



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) LEADERSHIP

Our ESG leadership team provides the foundations for our sustainable and responsible business practices. The team oversees environmental initiatives, and social programs, and validates the alignment of our approach and policies with that of our corporate strategy. The group’s focus is to strengthen impact across all stakeholder groups, while managing risk and capturing opportunities, in an ever-evolving business landscape.

Our Executive Leadership Team is responsible for setting and approving our environmental and sustainability policy. ESG Leadership at Unily is structured as follows:



- Overall responsibility for the effective implementation of Unily’s ESG strategy
- Delegated responsibility for overseeing the implementation of ESG and sustainability policies
- Preparation of non-financial data from across the business for Board submission
- Identification and management of ESG impacts, risks and opportunities
- Developing and maintaining ESG disclosure standards
- Communicating ESG progress
- Horizon planning to stay ahead of sustainability compliance and emerging regulations

We ask every employee to take time to understand and abide by our environmental and sustainability policy requirements as part of our corporate governance.

Our ESG enablement event enlightens employees

Our commitment to being a responsible business includes training and educating our staff to improve their understanding of our sustainability policy. The strategic initiative group (SIG) was tasked with developing an ESG enablement program.

The program as focused on delivering tangible results and centred around the following outcomes:

To increase awareness and understanding of the ESG landscape and Unily’s journey so far.

To empower employees, reinforcing the positive results of individual and collective contributions, and how everyone can play a part.

Our proactive approach, demonstrating our structured and forward-thinking mindset when it comes to sustainability, and how we continue to make progress in a complex, ever-changing landscape.

Team training sessions were developed to provide insights on customer challenges, as a result of the strengthening ESG regulations and external market pressures, connected to sustainability.

The enablement day itself was held at our Easing office, and stream live to our New York and London offices, with an additional 114 people joining online, helping us keep travel emissions down.

It was an opportunity for us to tell people more about the framework we use to measure success. It was a brilliant day with lots of guest speakers presenting on key topics that had featured in our Impact Report.



Here’s some of what we heard from event attendees:

“The blend of informative content, planned actions for the future and real-world results and impact on our own organization and clients was a winning combination. I also love to see passion for a topic, it’s infectious and helps to drive change and engagement. The whole event made me proud to work for Unily.”
Glen Chambers

“It was brilliant, the topics were really interesting, a breath of fresh air and I feel more proud and engaged with Unily through our ESG efforts.”
Darren Phillips

“It was incredibly valuable to understand the company’s perspective and priorities regarding ESG. I truly appreciate hearing about the challenges and success stories shared. This has inspired me to see how I can contribute to these efforts in my everyday work and to foster a sense of belonging at Unily.”
Margie Dolch

An interview with Tim Moxon:

The hidden costs of our digital future

As organizations rush to embrace AI and cloud technologies, Tim Moxon, Director of Engineering at Unily, offers a sobering perspective on the hidden environmental and ethical costs that companies need to consider. While the benefits of these technologies are clear, their implementation raises important questions about sustainability and responsible innovation.

The recent leaps in innovation in the AI space have led most, if not all, tech companies to review how this technology can enhance their offerings. In our space there's a number of areas that can benefit from it, with varying levels of impact on resource use. One area that many vendors are working on is ways to enhance search experiences. This is an area where the technology can really improve outcomes for users, however it's such a core offering, used so much, that it risks greatly increasing the footprint from search experiences.



Connecting people with the right information, at the right time, is really relevant for us because it all contributes to improving organizational velocity and workforce productivity, so finding ways to effectively and responsibly bring these enhancements to users is key for us.

One area in which we're investing in is ensuring our resource utilization is as efficient as possible. To this end we are investing in optimizations and platform modernization that helps us use the latest technologies and practices to ensure we can scale up or down to meet demand without over-provisioning. This is an ongoing project which benefits clients by helping us flex to their ever-changing demands, while simultaneously helping us use resources as effectively as possible.

As with everyone in the tech sector, we are looking carefully at AI and GenAI and I think it's a game-changing technology but it does require a thoughtful response to innovation. The energy consumption of AI, particularly GenAI, is something we must take into account. While the operational costs of running these systems are visible in the pricing, there is high power consumption that's needed both in the training and in generating output from these models. The training costs vs operational costs are not always clear from pricing. This is something we need to be aware of when assessing the different models built by vendors, along with the functionality and quality of the models.

Of course, all of this data puts huge pressures on the infrastructure on which we rely and we're seeing a proliferation of new data centers being rapidly constructed leading to some concerning shortcuts



Our 'bring your own LLM' (large language model) approach exemplifies our commitment to recognising our customers' understanding of technology in their unique domains...

being made. For instance, data centers are being built near major infrastructure hubs, sometimes displacing communities in the process. Even the industry's biggest tech giants have acknowledged cutting corners, leading to a lowering of environmental standards, particularly around water management, in the rush to get hardware up and running.

While much of the construction is being undertaken in regions with renewable power contracts available, customers should question any claims made by companies around carbon neutrality through renewable energy purchases. This doesn't necessarily add new renewable capacity to the grid – it just redistributes existing resources.

When it comes to ethical considerations, the current state of today's AI models raises some red flags about representation and cultural sensitivity. These models are largely programmed by a narrow (Western, white, male) demographic. This can lead to biased outputs that, while seemingly innocuous to Western users, might be inappropriate or offensive in other cultural contexts.

At Unily, we're working with customers to understand what technologies and features add the most value. From optimization of user experiences to helping customers integrate their own AI models into the product. Our strategy to provide a 'bring your own LLM' (large language model) approach exemplifies our commitment to recognising our customers' understanding of technology in their unique domains, ensuring their own models of governance and application of AI technologies are reused where possible.

My advice to companies considering using AI technology is:

- **Focus on specific use cases where AI can provide the most value rather than adding it to every feature**
- **Consider allowing customers to integrate their own AI models to maintain control over governance and impact**
- **Look for ways to optimize resource usage, such as avoiding regenerating the same responses multiple times**
- **Evaluate whether the efficiency gains justify the environmental impact**

When looking at any new technology, my main priority is to ensure a genuine understanding of the full impact of everything we do, from the tools we integrate, the hardware we run on, through to how we design, build and run the software. That is sometimes a challenge because we are ultimately a company that needs to make profits but it's also about trying to operate responsibly within the confines that we have. That includes helping to educate people about the options available to them and to direct things in a better direction so that we can be more considered in our decisions and their environmental or social impact.

MEETING THE UNITED NATIONS
SUSTAINABLE DEVELOPMENT GOALS



Recognizing user value

- The voice of our customer
- Hear from National Grid
- Industry Leading Unite Conference

The workplace continues to evolve rapidly, shaped by emerging technologies and changing employee expectations. At a time when employee disengagement costs the global economy \$8.8 trillion annually, organizations must rethink how they connect with and empower their workforce. Through our platform's ability to reduce digital noise and increase organizational velocity, we're helping enterprises create more sustainable, productive, and profitable work environments.

Living our value of customer obsession

We're proud of our commitment to truly understanding and elevating our customer experience and we know that to keep improving, we have to keep listening. So we decided to take some time to reflect on and review our customer journey. This meant talking with customers and hearing about their experiences, collaborating on cross-functionality across the different client-facing teams and working together to develop a new approach to customer experience to ensure we translate shared insights into meaningful action.

As a thank you to our customers for their time, we planted a tree for each participating customer through our Treedom project (learn more on page 35).

We have developed three pillars for delivering on our success strategy

- ① **Consolidated listening** - customer sentiment captured in real-time at key journey milestones
- ② **Formalized feedback loop** - translating insights into actions and empowering the voice of our customers
- ③ **Customer experience initiative tracking** - system that quantifies our commitment to continuous improvement

By rallying around our customers and striving for continuous improvement, we can be confident that their voice is heard and felt across the business. We remain committed to creating exceptional experiences that exceed client expectations.

NEW CUSTOMER-LED INITIATIVES FOR 2024

- ✓ We piloted the 'learning hub' on our Universe platform providing a dedicated area for customers to self-service and learn. It was a huge hit and is now available to all Unily customers
- ✓ Our Success Hub community continues to be very popular and a great place to network with like-minded EX practitioners
- ✓ We published our first ever customer newsletter as a way of keeping customers up to date with news, product developments, use cases and best practice insights
- ✓ A monthly insights webinar is now available to all clients, featuring guest speakers
- ✓ Our global customer advisory board (CAB) was launched, hosted by Unily senior executives, aimed at garnering customer input to help us shape product development.

LOOKING AHEAD TO 2025

We're introducing a new customer service experience in Q1 2025, featuring "cases" to replace incident-based ticketing for better organization, tracking, and resolution of support requests. Along with virtual agent (UniBot) assistance and simplified customer satisfaction (CSAT) surveys for real-time feedback, this change will help to deliver more efficient, dedicated support, raising customer satisfaction and quality. Stay tuned as we transition to this improved support model!

HEAR THE IMPACT WE ARE HAVING WITH NATIONAL GRID

We take great pride in helping our customers get the most from their Unily products.

One of our customers is National Grid, a leading provider of gas and electricity to homes in the UK and the U.S. National Grid is using Unily platform, Grid:home, to simplify work for 30,000+ globally distributed employees.

A perspective from employees at National Grid

We took a few minutes to hear the views from a selection of National Grid employees and here is what they said.

Grid:home helps me to stay connected with everything that's going on around the company, and to learn more about the business, my colleagues, and the Function I work for. I don't know where I would get that information if Grid:home was not available. Grid:home also allows me to quickly and easily access my apps, like MyHub, so that I can complete necessary tasks such as performance review feedback.

Michelle Marston

I would describe Grid:home to my stakeholders as the foundation of truth, the place to find all colleague related information in one place. Any updates, information shared or stories for connection are linked back to Grid:home as one of the primary internal communication channels. It helps colleagues have a sense of belonging and connection to their work, their function, the wider business.

Raman Johal

“ Keeping close with National Grid and ensuring open communication allows me to provide tailored support to address their challenges. I facilitate connections with other clients to share insights and explore how others are using the platform effectively. I also collaborate with internal teams to align National Grid's needs with our strategic vision, advocating for adjustments where necessary to ensure the platform continues to deliver meaningful value.

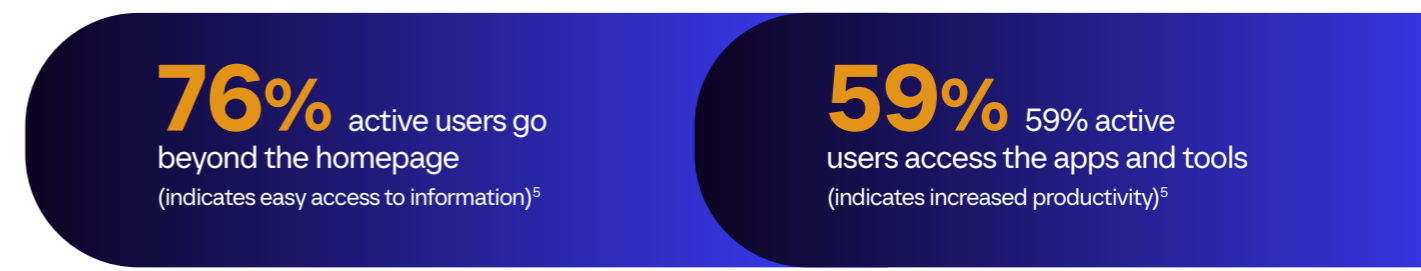
Chris Turner,
Customer Success Manager, Unily

It would strongly impact my ability to do my job as one of my roles is to write Grid:home content for our business - and sometimes for the wider company. I don't see a better way to connect to the majority of colleagues to share messaging, information and resources. And, as someone whose original role was on the team that developed Grid:home, I would personally feel an impact!

Suzanne Jones

Grid:home is a natural part of my work-day - it's a reference, a guide, a place to hang out for enjoyment and learning. Taking it out of the equation would be eliminating an essential way of working for me.

Dana Simone



⁵National Grid (December, 2024) Employee feedback survey conducted internally



A word from our Chief Customer Officer



As we look back on the past year, it's clear we've made significant progress in enhancing the experiences of our customers and their employees. It's a testament to our commitment to listening, learning, and acting on the insights we gather from our customers every day. By working together, we've found ways to not only meet expectations but to go beyond them. At the heart of it all is one simple truth, when employees feel connected and empowered, businesses thrive.

"We're grateful to our customers for their trust and collaboration as we work to deliver exceptional experiences and drive positive change in the workplace. Thank you for being part of it."

Tom French,
Chief Customer Officer, Unily



Unily proudly supports
341 customers with
5 million users, in
28 countries, across
12 industry verticals
 With a **94.4% customer retention rate**



UNITE EVENT 2024

In October, 2024, we held our industry leading event - Unite 24. This unique, two-day event was filled with keynotes, breakouts and panel sessions packed with insights to inspire EX trailblazers from around the world. The event attracted some of our top clients and partners as well as new client prospects alongside Unily employees. The conference sessions were recorded, enabling us to share the content with a wider audience and with those preferring to attend virtually. Unite aims to inspire and inform in a setting where delegates can network with peers and enjoy taking part in fun and creative experiences.



- **95 customer accounts represented**
- **44 external speakers**
- **11 partners actively participated**
- **10 journalists in attendance**
- **406 in-person registrations**



Unily's Unite Event was a game-changer! Grateful for the chance to connect and learn with fellow professionals. The event covered crucial topics like employee experience, AI advancements, company culture, intranet's future, and collaboration. The star-studded speaker lineup made a lasting impact. We dug deep into enhancing employee experiences, leveraging AI for innovation, nurturing strong company cultures, and adapting to ever-evolving intranet and collaboration tools. Huge thanks to the Unily team for orchestrating this enlightening event.

Amy Hellawell,
People Experience Team Leader at CMS Distribution, Unily



The conversation at Unite24 was a reminder that internal comms is evolving fast, and we need to be at the forefront of that change. Big thanks to Unily for giving us the platform to have these important discussions.

Joanne Frankel,
Head of Internal Communications, Amdocs

UNILY