

Nomination: 7620

Coconut Software

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Coconut Software

Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

Coconut Software

Category

A01 - A31 Employer of the Year > A07a - Employer of the Year - Computer Software - Up to 250 Employees

Employer of the Year Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Founded in 2007 (incorporated in 2017), Coconut Software develops appointment scheduling and queuing software designed for financial institutions. We create world class solutions that simplify how banks and credit unions connect with their customers, and believe that everyone deserves to experience effortless and seamless interactions at financial institutions. Our CEO, Katherine Regnier, led the raise of our Series A of \$4.2M in 2017, Series A-2 of \$6.5M in 2019, and Series B of \$28M in 2021 backed by some incredible investors. Coconut was ranked #343 on the Deloitte Technology Fast 500™ in 2022 and placed #121 on the Globe and Mail's 2022 Report on Business Ranking of Canada's Top Growing Companies. We have been recognized on over 15 lists by Great Place to Work since certifying 3 years ago, ranking as the #8 Best Workplace in Canada in 2022, securing the #4 spot in 2023, and ranking #6 in 2024. We consistently exceed the GPTW survey model average with 96% of employees agreeing that Coconut is a great place to work. Coconut employees consistently return high engagement (85%) scores through our annual Employee Engagement Surveys. The written feedback that we've collected from employees through surveys (attached) speaks for itself.

b. Outline the organization's employee-relations achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

We provide employees with a phenomenal benefits package, 100% paid for by Coconut. Employees have access to Group Health & Dental, a Virtual Employee Assistance Program, a \$1,000 Health & Wellness Annual Spending Account, \$600 annually for GRSP matching, \$75 monthly toward home internet expenses, up to \$400 for home office furnishings/supplies, and up to 70% of earnings through our Medical Leave Top Up Program. Our team spans across Canada and we offer employees the ability to work from home with opportunities to work in office in Saskatoon or Toronto. We deliver one virtual team social event per month, and one in-person event at each office every quarter.

In 2021, we piloted a 4 Day Work Week program across the company as a response to the impact of Covid19. We wanted our employees to be able to bring their whole selves to work, and realized how important it was to give them the space and time to create more work-life balance. We officially launched the 4 Day Work Week program ("Cabana Days") in January 2022, with no change to salary, benefits, or vacation accrual for our team members. With this program we saw no decrease in productivity and an increase in overall employee wellbeing and happiness.

Coconut's values are Collaboration, Honesty, Elevate, Empathy, Resilience and Service Excellence (C.H.E.E.R.S!). Our strong connection to these core values is an integral part of our high employee engagement (85%) and eNPS(+65).

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required

Through Coconut's years of exponential growth, we have grown our company culture in alignment with our core values and motto. We work to ensure that each value is incorporated into the programs we create for our team, our interactions with one other and the product we deliver. Coconut's motto is "People. Passion. Performance", and we have always put "People" first for a reason: we believe that empowering people to be involved in work they are passionate about will result in strong performance and product excellence.

For the past three years, Coconut has been recognized as a Great Place to Work (GPTW), ranking as the #8 Best Workplace in Canada in 2022, #4 in 2023 and #6 in 2024. Additionally, we have been named on over 15 GPTW lists since our original certification. Coconut has consistently exceeded the GPTW survey average of 93% with 96% of employees agreeing that Coconut is a great place to work in 2024. We believe in being an industry leader, and that the experience we deliver to our customers does not come at the expense of our employees well-being. Happy people build great solutions. This sentiment is echoed on our 4.5 Glassdoor Rating.

Our employees provided feedback in our 2023 Annual Employee Engagement Survey returning an eNPS of +65 and a best-in-class engagement score of 85%. 100% of employees indicated that their manager treats them with fairness and respect, 99% stated they enjoy working at Coconut, and 98.5% feel that Coconut cares about DEIB.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

- Links #1-#2 are our company website pages displaying information on Coconut's mission, values and our leadership teams' stories. The "Coconut Core Values" upload deep dives into our core values.

- Link #3 is the Great Place to Work "Recent List Publications" page that links to all past and present National & Regional Lists, Industry Lists, and Featured Lists. Coconut has been named as a Great Place to Work under the following categories since our original certification in 2022. Document "2024 GPTW Survey Comments" outlines employee comments returned from the 2024 GPTW survey.

- 2024 Best Workplaces in Canada - 100-199 employees

- 2023 Best Workplaces in Canada - 50-99 employees

- 2022 Best Workplaces in Canada - 50-99 employees

- Best Workplaces in Technology (2022, 2023)

- Most Trusted Executive Teams (2024)

- Managed by Women (2023, 2024)

- For Today's Youth (2023, 2024)

- Mental Wellness (2022, 2023)

- Inclusion (2023)

- Giving Back (2023)

- For Women (2022)

- Link #4 is Coconut's Glassdoor page, showing our 4.5 star rating and various employee reviews.

- Links #5-#7 & the "Coconut Cabana Days 101" document is information published about [REDACTED] on our blog and from external news sources.

- Link #8 is the 2022 report from the Deloitte Technology Fast 500™ ranking, where Coconut placed #343.

- Link #9 is the Globe and Mail's 2022 Report on Business Ranking of Canada's Top Growing Companies, where Coconut placed #121.

- [REDACTED FOR PUBLICATION]

Webpage Link

<https://www.coconutsoftware.com/about/> (<https://www.coconutsoftware.com/about/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://www.coconutsoftware.com/leadership-team/> (<https://www.coconutsoftware.com/leadership-team/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

<https://www.greatplacetowork.ca/en/best-workplaces/recent-list-publications> (<https://www.greatplacetowork.ca/en/best-workplaces/recent-list-publications>)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

https://www.glassdoor.com/Overview/Working-at-Coconut-Software-EI_IE1821886.11,27.htm (https://www.glassdoor.com/Overview/Working-at-Coconut-Software-EI_IE1821886.11,27.htm)

Would you like to add an additional webpage link?

Yes

Web Page Link 5

<https://www.coconutsoftware.com/blog/cabana-days-four-day-work-week/> (<https://www.coconutsoftware.com/blog/cabana-days-four-day-work-week/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 6

<https://www.cbc.ca/news/canada/saskatoon/software-company-moves-to-4-day-work-week-1.6393671> (<https://www.cbc.ca/news/canada/saskatoon/software-company-moves-to-4-day-work-week-1.6393671>)

Would you like to add an additional webpage link?

Yes

Web Page Link 7

<https://www.globenewswire.com/en/news-release/2022/03/08/2398605/0/en/Coconut-Software-Launches-Flexible-Four-Day-Workweek-To-Improve-Employee-Experience.html>
(<https://www.globenewswire.com/en/news-release/2022/03/08/2398605/0/en/Coconut-Software-Launches-Flexible-Four-Day-Workweek-To-Improve-Employee-Experience.html>)

Would you like to add an additional webpage link?

Yes

Web Page Link 8

<https://www2.deloitte.com/content/dam/Deloitte/us/Documents/technology-media-telecommunications/us-tmt-22-deloitte-technology-fast-500-ranking-list.pdf>
(<https://www2.deloitte.com/content/dam/Deloitte/us/Documents/technology-media-telecommunications/us-tmt-22-deloitte-technology-fast-500-ranking-list.pdf>)

Would you like to add an additional webpage link?

Yes

Web Page Link 9

<https://www.theglobeandmail.com/business/rob-magazine/top-growing-companies/article-canadas-top-growing-companies-meet-430-businesses-that-will-give-you/>
(<https://www.theglobeandmail.com/business/rob-magazine/top-growing-companies/article-canadas-top-growing-companies-meet-430-businesses-that-will-give-you/>)

Would you like to add an additional webpage link?

No

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/19480/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxOTQ4MCwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6Imlnbm9zCHEERS%20-%20Coconut%20Software%20Core%20Values.pdf>)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED FOR PUBLICATION]

[REDACTED]

Would you like to add an additional supporting document?

Yes

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Would you like to add an additional supporting document?

Yes

Supporting Document 4

Download File (https://stevies-sage.secure-platform.com/file/19483/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxOTQ4MywiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6Imlnbm9z2023_Great_Place_to_Work-_Trust_Index%20A9_Survey_Comments.docx.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 5

Download File (<https://stevies-sage.secure-platform.com/file/19484/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxOTQ4NCwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6Imlnbm9UO5RJKiOYIXEtuLgq8?Medical%20Leave%20Disability%20Top%20Up%20Benefit%20Program%20%28Canada%29.pdf>)

Would you like to add an additional supporting document?

Yes

Supporting Document 6

Download File (<https://stevies-sage.secure-platform.com/file/19485/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxOTQ4NSwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6Imlnbm9Flexible-Hybrid%20Work%20Policy.pdf>)

Would you like to add an additional supporting document?

No

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