

Nomination: 8728

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

Mobile Phone Number

+1 519-731-4147

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 2017), Coconut Software develops appointment scheduling and queuing software for financial institutions. We create world-class solutions that simplify how banks and credit unions connect with customers, believing everyone deserves effortless and seamless interactions at financial institutions. Our CEO Katherine Regnier has raised over \$38M since 2017, and we experienced 12.3% revenue growth in 2024 which is a testament to our hard-working team. Coconut ranked #363 on the Deloitte Technology Fast 500™ in 2024 and #92 on the Globe and Mail's 2024 Top Growing Companies list, and we are recent winners of Canada's Most Admired Cultures in the Emerging category. Coconut has been recognized on over 17 lists by Great Place to Work (GPTW) since certifying 4 years ago, consistently ranking in the top quartile. We continuously exceed the GPTW survey model average (91%) with 96% of employees agreeing Coconut is a great place to work, and consistently return high engagement (83%) scores through our annual Employee Engagement Surveys. We offer flexible, remote work for team members across Canada, with in-office opportunities in Saskatoon and Toronto. At our core are Coconut's values: Collaboration, Honesty, Elevate, Empathy, Resilience, and Service Excellence (C.H.E.E.R.S!).

b. Outline the organization's employee-relations achievements since the beginning of 2023 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 Spending Account, \$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. In 2025, we increased our GRSP matching by 100% to \$1,200 annually, and implemented a Parental Leave Top-Up Program where employees can benefit from 80% of their earnings for 8 weeks.

Our team is distributed across Canada, and we offer employees the flexibility to work from home, with optional office access in Saskatoon or Toronto. We provide frequent virtual team social events and quarterly in-person gatherings in Saskatoon, Toronto, and Vancouver.

Additionally, we offer Cabana Days, or Flexible Fridays to the Coconut team. This program enables employees to bring their whole selves to work, and realizes the importance of giving our people time and space to create more work life balance with no change to salary, benefits, or vacation accrual. Coconut employees consistently reference Cabana Days as one of our top benefits through written comments and statistical feedback, returning a 97% satisfaction rate around the program in our 2024 Engagement Survey.

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 (83%) and eNPS (+59).

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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 each 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.

Since 2021, Coconut has been recognized as a Great Place to Work (GPTW), ranking as #8 in 2022, #4 in 2023, #6 in 2024, and #22 in 2025. We have been named on over 15 GPTW lists since our original certification. Coconut has consistently exceeded the GPTW survey average of 91% with 96% of employees agreeing that Coconut is a great place to work in 2025. We are also the 2024 recipient of the Canada's Most Admired Corporate Culture award through Waterstone Human Capital, and the 2024 Gold winner of Employer of the Year and Silver winner of Achievement in Organizational Culture through the Stevie Awards for Great Employers. 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.

This sentiment is echoed through the employee feedback provided in our 2024 Annual Employee Engagement Survey returning an eNPS of +59 and a best-in-class engagement score of 83%.

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-#3 are our company pages displaying information on Coconut's mission, values, working at Coconut and VIDEO content—Watch our Canada's Most Admired Cultures video on our "About Us" page, and watch three employee testimonial videos on our "Careers" page.

Also see the "Coconut Core Values" document in document uploads.

Link #4 is the Great Place to Work (GPTW) page that links to all past and present National & Regional Lists, Industry Lists, and Featured Lists. Coconut has been named as a GPTW under the following categories since our original certification in 2022.

Document "2025 GPTW Survey Comments" outlines employee comments returned from the 2025 GPTW survey.

Best Workplaces in Canada (2022, 2023, 2024, 2025)

Best Workplaces in Technology (2022, 2023)

Most Trusted Executive Teams (2024)

Managed / Led by Women (2023, 2024, 2025)

For Today's Youth / Young Talent (2023, 2024, 2025)

Mental Wellness (2022, 2023, 2024, 2025)

Inclusion (2023)

Giving Back (2023)

For Women (2022)

Links #5-#7 & the "Coconut Cabana Days 101" document is information published about our Coconut Cabana Days Program (4-Day Work Week) internally, on our blog and from external news sources.

Link #8 is the 2024 report from the Deloitte Technology Fast 500™ ranking, where Coconut placed #363.

Link #9 is the Globe and Mail's 2024 Report on Business Ranking of Canada's Top Growing Companies, where Coconut placed #92.

Document Upload "2024 Coconut Crew View (Engagement Survey) Results" and 2024 Coconut Crew View Survey - Written Feedback outline employee comments/ results returned from our 2024 internal Engagement Survey.

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No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

Terms and Conditions

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