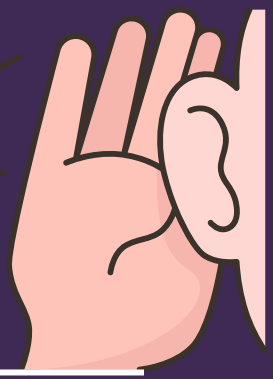
UNITE ADVISORY
LISTENING STRATEGY



PURPOSE

At the heart of our business is the value of **Respect**—we are committed to *actively listening and seeking to understand*. This Listening Strategy outlines how we create and maintain open lines of communication between team members, leaders, and the broader business. It reflects our belief that listening is fundamental to a healthy workplace, continuous improvement, and long-term success.

OUR COMMITMENT TO LISTENING

We believe every team member deserves to feel heard, understood, and respected. Listening is more than hearing—it's about creating safe spaces for open dialogue, responding with empathy, and taking meaningful action. Through our listening strategy, we aim to:

- Foster a culture of open and honest communication
- Identify and resolve issues early
- Continuously improve our employee experience
- Strengthen trust and engagement across the business

HOW WE LISTEN

To support this, we offer a range of structured and informal listening channels:

1. Open Door Policy

We encourage all team members to speak openly with their direct manager or a member of the Inspired Leadership Team at any time. Whether it's feedback, ideas, or concerns, our doors (virtual and physical) are always open. Leaders are expected to listen with curiosity and act with integrity.

2. Virtual Suggestion Box

Our suggestion platform allows team members to submit feedback, raise concerns, or suggest improvements at any time (anonymously if preferred). Submissions are reviewed regularly by the leadership team, with key themes addressed through communication updates or direct follow-up.

HOW WE LISTEN CONT.

3. Monthly Stepping Stone meetings

Regular check-ins between team members and their managers provide space for meaningful two-way conversations. These catch-ups are used to discuss wellbeing, workload, professional development, and any concerns in a supportive setting.

4. Half-Yearly Engagement 'Pulse' Survey

A short, focused survey is conducted mid-year to gauge team sentiment, monitor engagement trends, and identify any emerging issues. Results are shared with the team, and follow-up actions are communicated and tracked.

5. Annual Engagement Survey

Our comprehensive yearly survey gives everyone the opportunity to provide detailed feedback on their experience at work. Insights from this survey help shape our people strategy and drive improvements across the business.

ONGOING IMPROVEMENT

This strategy will be reviewed annually to ensure our listening channels remain relevant, accessible, and effective. We will continue to evolve our approach as our team and business grow.

TURNING LISTENING INTO ACTION

Listening is only powerful when it leads to meaningful change.
We are committed to:

- Reviewing feedback from all channels regularly
- Identifying common themes and prioritising areas of focus
- Providing timely updates on what we've heard and what actions we're taking
- Closing the loop with staff to ensure feedback has been understood and addressed

FINAL NOTE

Respect starts with listening—and we thank all team members for trusting us with their voices. Your feedback helps shape the kind of workplace we all want to be part of.