



Maximising Viva Engage

Top tips during organisational change

Swoop Festival 2024



What we'll cover today

- Context: Ventia's business transformation
- Set up for success
- Nurturing success
- Maintaining momentum

Our business at a glance

Ventia is an ASX 200 leading essential infrastructure services provider in Australia and New Zealand. Our purpose is to make infrastructure work for our communities



35,000+

WORKFORCE

employees & subcontractors.

400+

PROJECT SITES

Across Australia & New Zealand.

40%+

OF OUR PEOPLE

work in regional & rural areas.

Rewind to 2020/2021: Ventia experienced a major business transformation

Ventia's \$485M AUD acquisition of Broadspectrum

- Ventia's business went from ~5000 employees to ~35,000 overnight
- Decision to rebrand to Ventia was announced on Day One

Rebranding of multiple businesses to Ventia

- Rebranding of Broadspectrum & Visionstream
- In the following two years, rebranded four other subsidiaries

Complex & accelerated integration

- Office 365 integration of multiple tenants to one

Preparing the business for Initial Public Offering (IPO)

- Listed on ASX + NZX November 2021

Set up for success | Make the User Experience (UX) easy



ALL COMPANY

Share your good news stories

- Conversations
- About
- Files
- Events

Info

Welcome to Ventia's Viva Engage 'All Company' page! Sign up for groups that interest you to stay up to date & connected.

Always follow the principles of the **Ventia Code of Conduct** and our **Social Media Standard** when sharing, commenting or posting content.

Please note: Posts or comments may be deleted by Administration following review by the Compliance Officer if they do not meet the Social Media Standard.

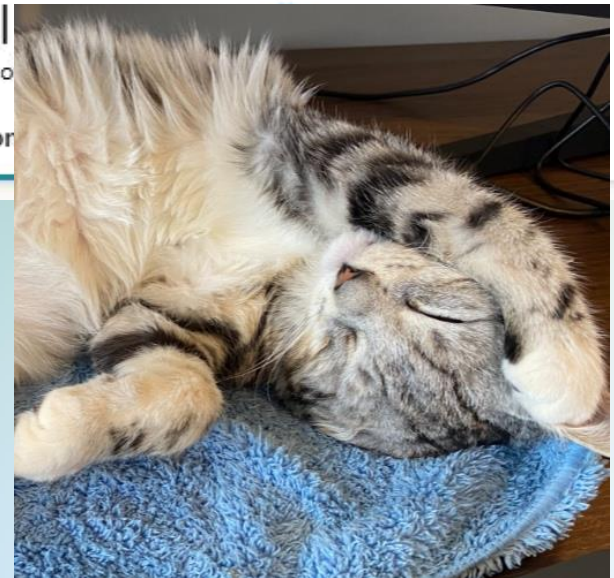
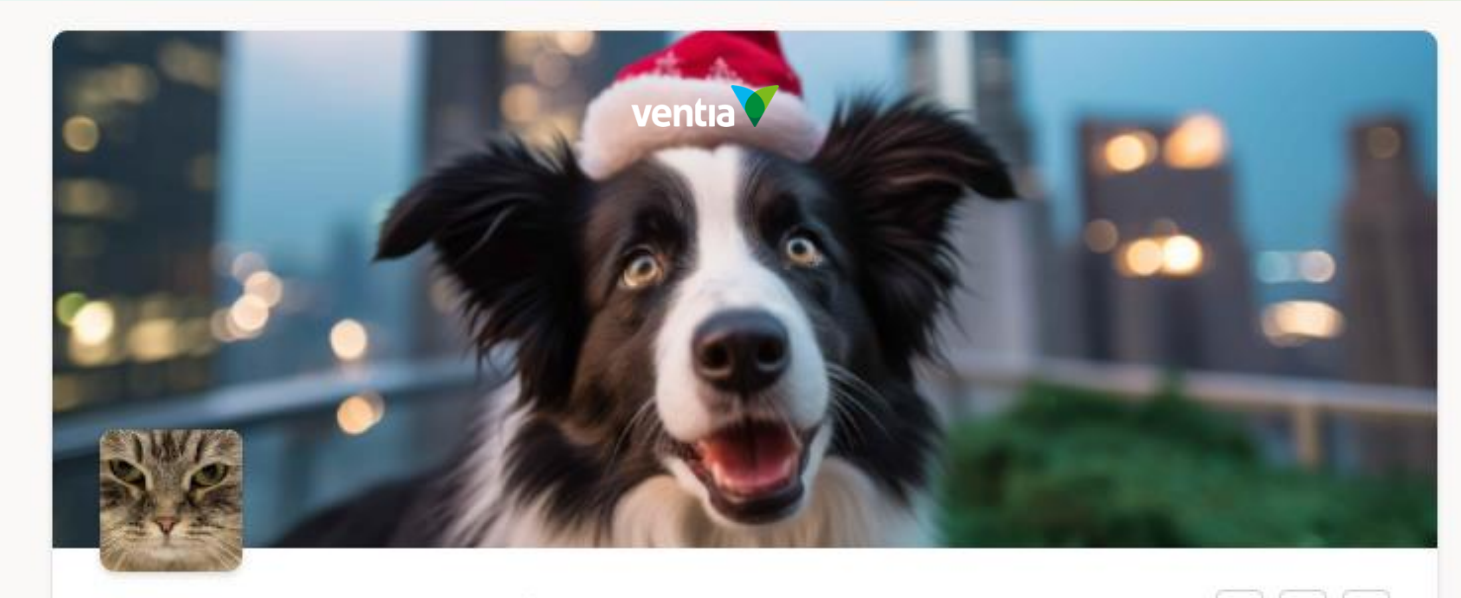
Pinned

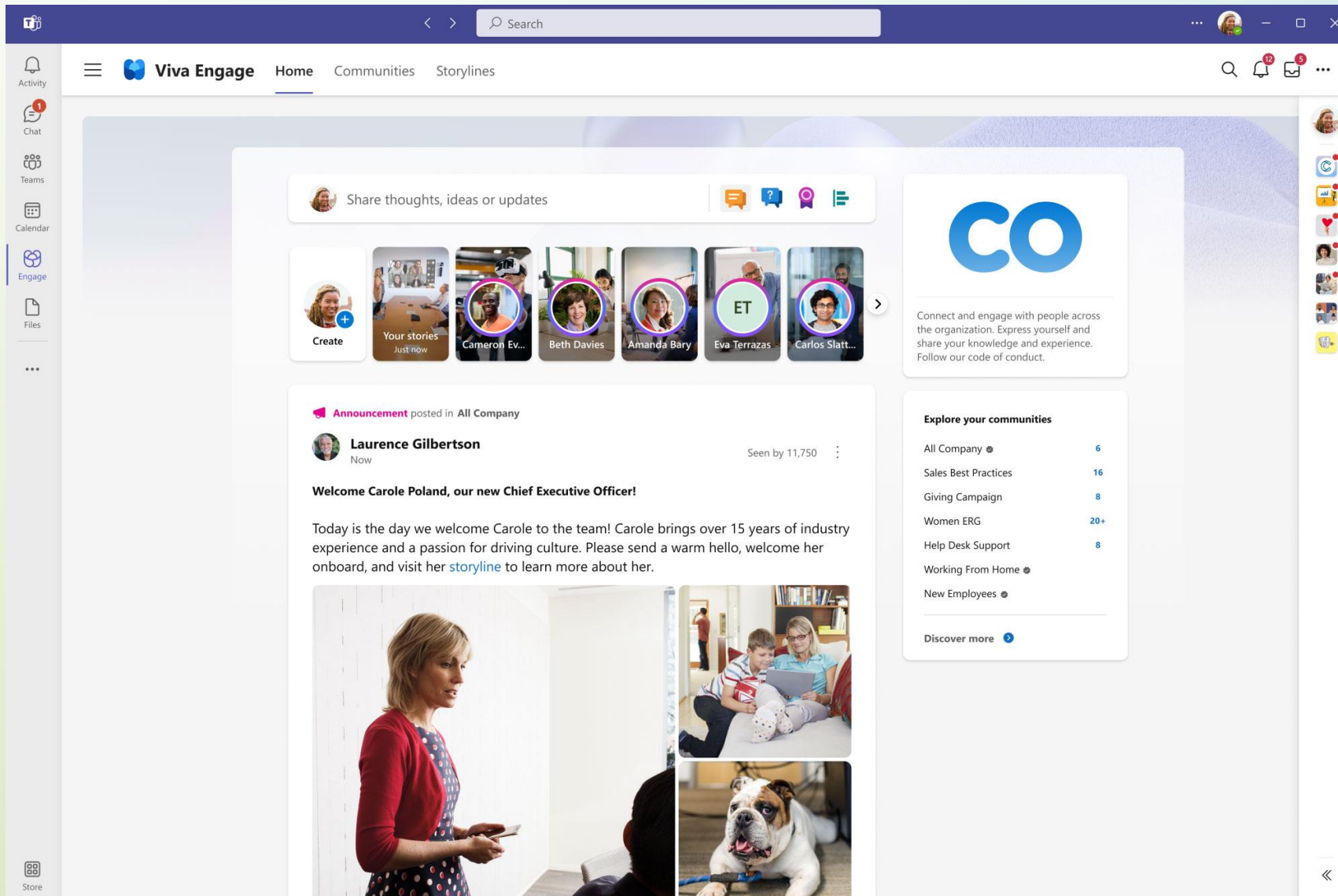
- Social Media Standard
- Code of Conduct
- ICT Acceptable Use

Set up for success | Make it fun!

Introduced fun new communities

- ‘Pets of Ventia’ is our most popular Community outside of ‘All Company’





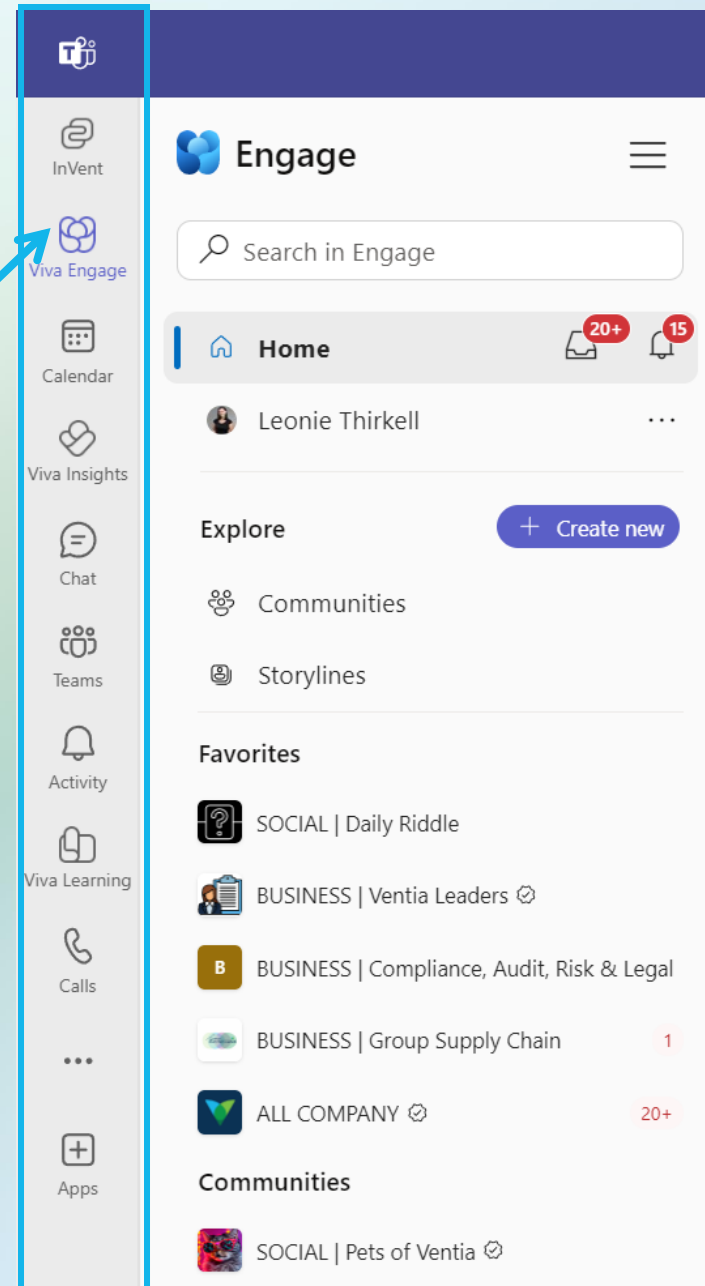
Connect Viva Engage to Teams

- Connect with people where they are
- Outside of Outlook, Teams is our most used platform
- Users can then sign in via Teams

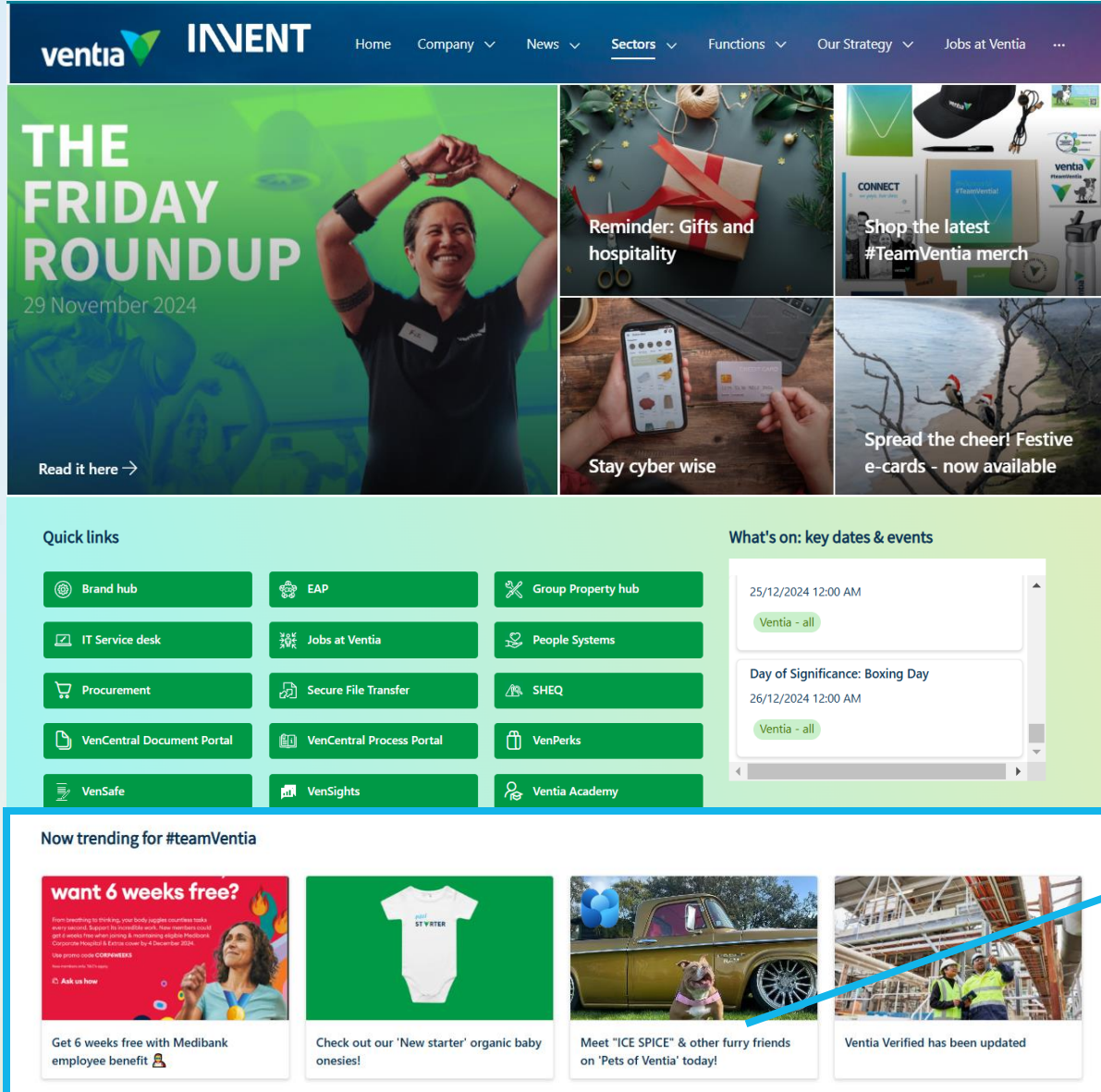
Set up for success | Make it accessible!

Pinning Viva Engage to the Teams Rail

- Worked with our Digital Services team
- Required an update to the Viva Engage default 'app setup policy' to pin it for all users
- Process took approx. two weeks which was timed w/the 'relaunch' of Viva Engage



Set up for success | Find ways to amplify



The screenshot shows the Ventia InVest intranet homepage. The top navigation bar includes links for Home, Company, News, Sectors, Functions, Our Strategy, and Jobs at Ventia. The main content area features a large banner for 'THE FRIDAY ROUNDUP' dated 29 November 2024, with a 'Read it here' link. Below the banner are several featured articles: 'Reminder: Gifts and hospitality', 'Shop the latest #TeamVentia merch', 'Stay cyber wise', and 'Spread the cheer! Festive e-cards - now available'. A 'Quick links' section provides access to various services like Brand hub, IT Service desk, and VenCentral Document Portal. A 'What's on: key dates & events' section lists upcoming events, including a 'Day of Significance: Boxing Day' on 26/12/2024. A 'Now trending for #teamVentia' section highlights popular content, including a promotion for '6 weeks free' with Medibank, 'New starter' organic baby onesies, and a post about 'ICE SPICE' & other furry friends on 'Pets of Ventia' today!

Find ways to amplify

- Introduced a feed on our intranet homepage
- Create moments of 'FOMO' to draw people in!




Meet "ICE SPICE" & other furry friends on 'Pets of Ventia' today!

Nurture success | Find your influencers

Posted in ALL COMPANY

Dean Banks
Sep 1, 2021
Seen by 494

Well everyone – it's official. I now have my 'vaccination passport' verifying my status as fully vaccinated! Our number one priority is to keep our people and the communities where we operate safe and protected. One simple way we can all do this is to get vaccinated against COVID-19. I'm proud to play my part here in helping us to achieve this goal – I hope you do too. Stay safe all.




Announcement posted in ALL COMPANY

Dean Banks
Nov 19, 2021
Seen by 3,886

Today is a momentous achievement for the business as we list on the ASX and NZX. I hope you are all very proud of how far we've come and that you are looking forward to this new chapter. Let's celebrate our pride, passion, and people while we continue delivering essential services across Australia and New Zealand.

Please join the live stream for the official ceremony as we ring the bell at the ASX at 12.45pm AEDT here: <https://publish.viostream.com/app/s-dmxxpcd>

<https://vimeo.com/647180895/24007ada36>



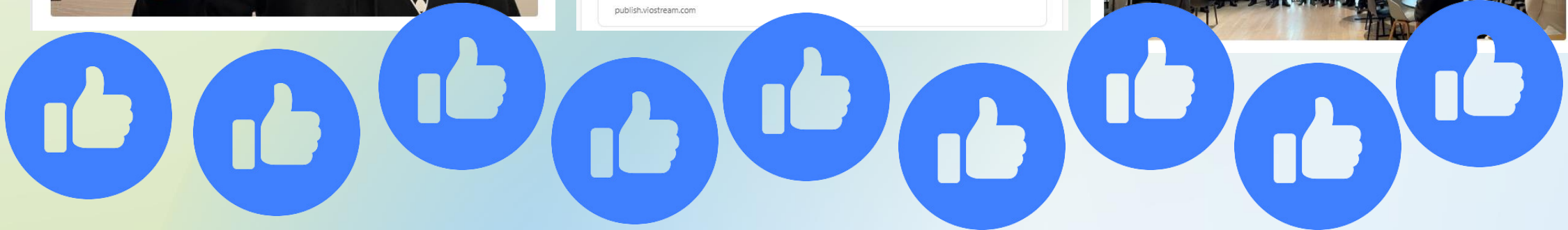
ASX - Ventia Listing Ceremony
publish.viostream.com

Announcement posted in ALL COMPANY

Dean Banks
Mar 2, 2022
Seen by 4,149

I really enjoyed addressing such a large group of staff in North Sydney earlier today. It was great to see so many people in attendance following the lifting of all COVID-related restrictions in the office environment here in NSW. The benefits of face-to-face meetings are significant, the noise from the extensive collaboration rung loudly around the room, creating a really great vibe – you cannot in my view replicate that social interaction dynamic.

I trust we can now make these type of Town Hall events a regular occurrence across our portfolio, offering a great opportunity for colleagues new and old to get to know each other and better appreciate the skills and capability that exist across the Ventia team.



Nurture success | Find your influencers



 **Mel Anders**
Fri at 9:10 AM

1 share • Seen by 72

Negotiation Nuggets

Week 1 of 52

Get comfortable with silence



NEGOTIATION NUGGETS



NEGOTIATION NUGGETS

Negotiation is 90% Preparation



NEGOTIATION NUGGETS

Tailor your Behaviour



NEGOTIATION NUGGETS

Never give away something for free

Nurture success | Find your influencers

Give your 'corporate persona' personality

- Keep an active corporate persona that engages with the feed and posts on the feed

Posted in ALL COMPANY

Brand, Marketing & Comms Feb 13 Seen by 1,888

POLL

What should we name our Ventia AI family*? Vote now.

Noting that all future bots, will have unique first names and this will be their last name.

AdVentia	24 votes
Ava (Advanced Virtual Assistants)	156 votes
CognEntia	12 votes
Ian (Intelligent Artificial Neurons)	50 votes
Tia	38 votes
VenBots	94 votes
VenGenAi	23 votes
Vennessa	31 votes
VenAI	102 votes
Wall-V	42 votes

572 total votes · Change vote · Reload

VentiaAI

Nurture success | Train your people



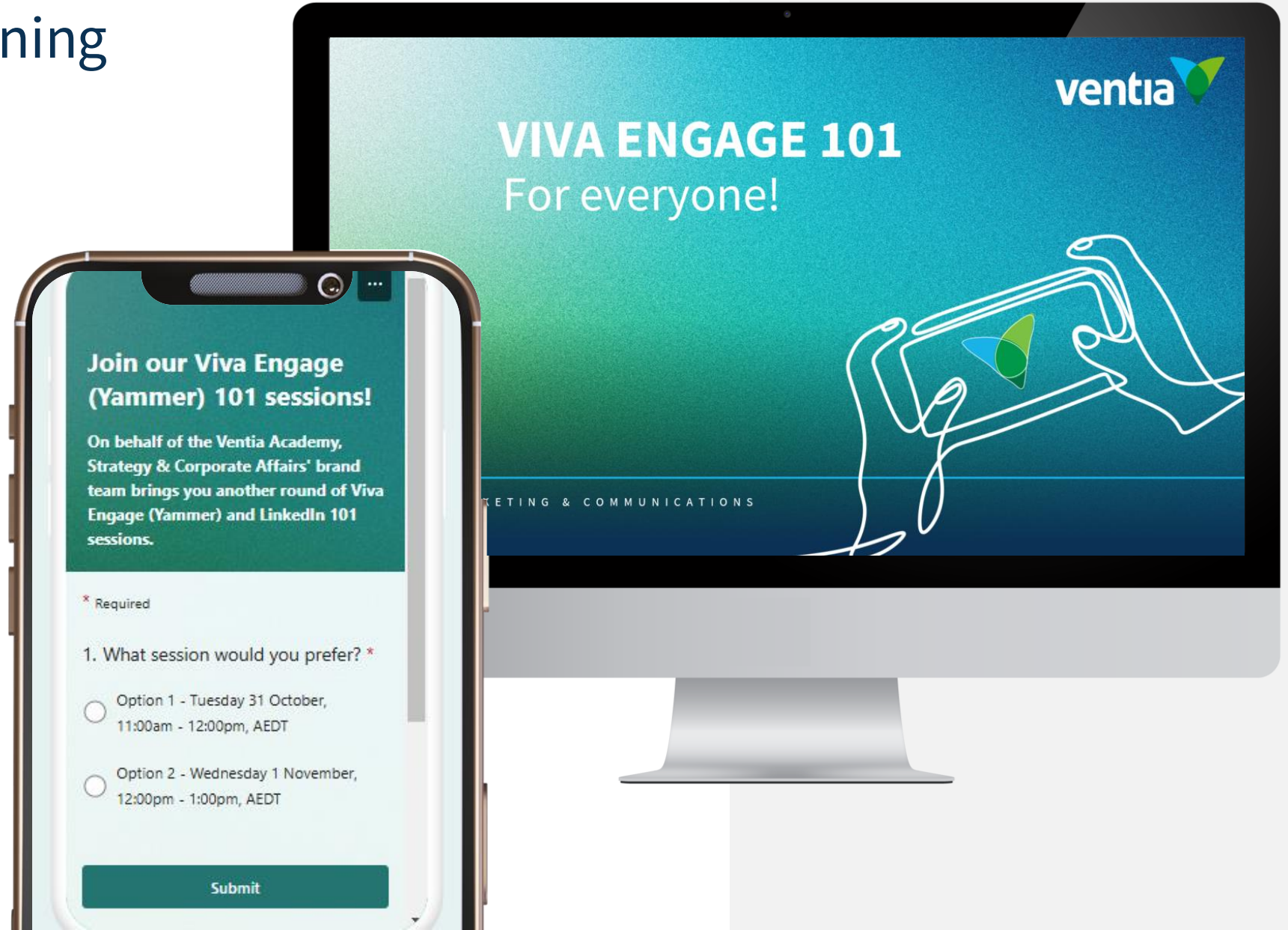
Training through the year for:

- Leaders (including Execs)
- Executive Assistants
- Graduates
- All employees

Nurture success | Train your people

All employee training

- Runs through the basics
- Encourage everyone to start by engaging with the feed
- Provides examples of what to post
- Name drop!
- Provide post-event resources



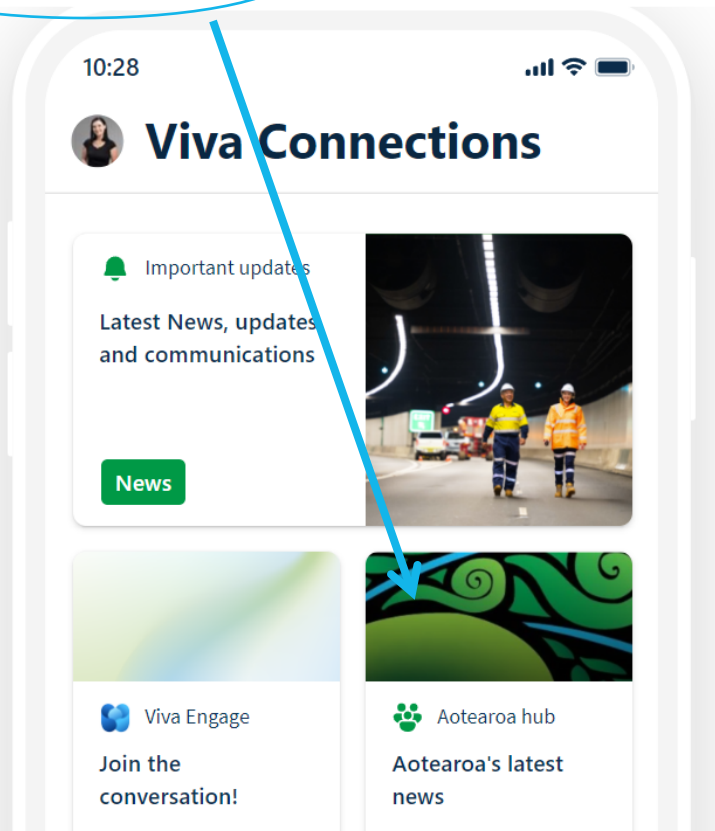
Maintaining the momentum | Make the most of what's available

Dashboard details

Mobile

Desktop

1 audience selected to preview



Build a dashboard in Viva Connections

- Brings a company's intranet into the Teams app
- Worked with our Digital Services team
- Admin access required to ensure Viva Connections was pre-pinned & pre-installed in the Teams app
- Encourages users to join the conversation on Viva Engage
- Testing 'targeting' for a more relevant user experience (UX)

High level analytics snapshot 2021 – current day

- Started with ~4000 active users
vs October 2024 with 9412

53%

increase in active users

77%

increase in activity

36%

increase in read
messages

41%

increase in activities
per user



Thank you

Leonie Thirkell
December 2024