



**Culture guide**  
2026



### About Unseen

We help enterprise employers innovate and power early careers and high-volume hiring journeys – from engagement through to assessment, onboarding and development..

We combine specialist technology platforms with assessment science and recruitment expertise to deliver talent experiences that are scalable, fair and human.



# Our values and how they shape us







our values

# 1. Show up. Every day.

We're into big wins and we've had a lot of them thanks to our can-do attitude.

We celebrate achievements but are not defined by them - we know the next one is just around the corner and we're always excited by what's to come.

Every day we bring fresh energy, enthusiasm and passion - not just for the end goal, but for every step along the way.



our values

## 2. Be curious. Be seen.

We are a collective of people that do different things but are stronger together.

We grow through getting involved, raising our hands and learning from one another.

We stand up, challenge what we see and ask ourselves: What else could be possible?



our values

# 3. Not afraid to be afraid.

Taking risks is part of who we are.

We're into breaking things, changing things and being brave. We bring new ideas forward and see where they can take us. Sometimes they work, sometimes they don't, and sometimes they change everything.

Being the first can be fast and frightening, but that's where we thrive.





our values

# 4. No fluff, no bluff, just be yourself.

We know that to our customers, our partners and our team – integrity matters. That’s why we’re real.

We believe in being open, honest and upfront at all times. We bring truth and transparency to the table and appreciate people for who they are.

Be true to yourself, leave nothing unsaid and trust each other.





our values

## 5. Take pride.

The work you do matters.

We get our kicks from being the forward thinkers that have a real-world impact.

We want to change the world of people and talent for the better. And we take that seriously.





**How our  
values  
shape our  
people  
experience**



things we know to be true

# 1. People come first

While great products, excellent customer experience and creating a strong brand are all super important to us, our people come first. We're aware that without them, none of the good stuff would come together, so we make it our priority to ensure we invest in and take care of them every day.





## You can rely on us to

- Support you without micromanagement. We value autonomy and proactivity and aim to support you without micromanagement. When it comes to how we work best, it's not the case that one size fits all, so we encourage you to work in a way that's effective for you, with a strong sense of community and communication to support you in doing so.
- Value your health and wellbeing. If the stresses of home or work life begin to have an impact on your mental or physical health, we're here to support you. We have a comprehensive employee wellness programme at Unseen, offering supports for your mental health and physical wellbeing and a generous annual leave allowance so you can balance work and life.





**We know that people who naturally lean into our way of working are independent, strategic thinkers who have a record of high performance and can qualify how and why they do things.**

But our approach is not for everyone – and people who prefer tight structures, detailed instructions and those who aren't keen on solving problems end-to-end may not feel at home with us, so it's important that you reflect on how you work best before coming on board.

### **We can rely on you to**

- Work in a way that suits you, but always with the best interests of the company at the core of your 'how' and 'why'. You take ownership of your projects, objectives and growth, and back yourself to deliver.
- Think things through strategically, generate solutions independently and feel comfortable and confident to push things forward proactively. This helps us move at speed (we move fast!).
- Get involved, try new things and be comfortable with them not always working out. We're often developing new ideas, creating new products and integrating new teams. You thrive in this environment, rolling with change and opening up to different ways of thinking and doing things.
- Believe in community and connection. You're flexible, supportive and considerate of those around you. No man is an island, and just because we embrace autonomy doesn't mean we don't collaborate. Our way of working means it's more important than ever to be an excellent communicator, a team player who chips in to get things done and genuinely wants to help others succeed.



things we know to be true

## 2. The key is communication

Due to the fact that we have many teams doing different things, phenomenal communication is not a nice to have - it's an absolute must.

We approach everything we do with clear, transparent and honest communication across the board.





Communication is a two way street and the only way to guarantee that the way we work is successful.

### You can rely on us to

- Be very clear in our objectives – not just as a company, but from team to team and person to person.
- Set clear deliverables, deadlines and outcomes so you know what's expected and when.
- Provide honest information from the top. Our leadership team is open about where we're at, where we're going and stumbling blocks we're facing along the way.
- Provide plenty of opportunities to check in with your manager, team and the wider community so you can share problems, crowd-source solutions and brainstorm ideas.
- Be honest with you about things that aren't working and encourage you to try new approaches and ways of thinking.
- Keep you updated on any changes to how we work, policies we're implementing and tools we're investing in.

### We can rely on you to

- Provide regular insight on what you're doing and how you're doing it – these updates could be to your managers, your team members or even to the whole company at get togethers. It's important that everyone has a clear overview of what your role is, what you're up to and the value you bring to the wider group.
- Proactively look for roadblocks or challenges that you might need support with, put your hand up to ask for help whenever you need it. Make the most of your 1:1s with your manager and trust them to support you with whatever you share.
- Get the right people involved in the things you're working on and divide and conquer where you can. Avoid duplication of efforts and output.
- Be clear about your working practices and let people know when you're available and when you're not.
- Minimise large scale meetings, be mindful of all timezones when arranging working sessions with others and don't make major decisions without all relevant parties included.





things we know to be true

### **3. Leadership must be authentic**





## You can rely on your leader to

- Be open, honest and authentic. You can trust them to be transparent about challenges they're experiencing and ask for your input on how to move forward.
- Provide you with the technical tools and training you need to do your job.
- Seek to understand your style of working and give you the freedom to do things your way.
- Give the guidance you need to help you reach your end goal successfully.
- Celebrate your wins (big and small) and recognise your efforts along the way.
- Be open to your feedback and ideas and take action to make changes for the better. Encourage your career growth and development. They'll be clear about what's expected of you, what 'excellent' looks like and what's required to level-up in your career.



## Your leader can rely on you to

- Make the most of your time with them. Come prepared to check-ins, team meetings and deeper dives. Be prepared and open to discuss where you're at, where you're going and what you need.
- Invest the same energy into your career as they do. They expect you to take the lead in achieving and surpassing your goals and objectives and embracing your role with an entrepreneurial attitude. Make the most of their advice and embrace any learning and development opportunities that come your way.
- Be unafraid to ask for help and be clear about what tools, training and supports will help you succeed.
- Strive to shift the needle with them, being hands-on and getting stuck into getting things done.
- Understand that we're all just human beings, and even great leaders can make mistakes. We expect a lot from them and their job isn't easy. It's important that you see them as people first and give them the same encouragement and acknowledgement that they'll give you.



# Making flexibility a success

Working flexibly requires a conscious effort to remain connected to the wider team, as well as complete trust and transparency.

Here's how we make it work for us.

## 1. Understand what your role requires

Not all roles are the same, which means your experience of working may differ from others. Some working schedules require closer alignment with client schedules, live projects, or on-site presence, while others may allow for more day-to-day variation. Take time to understand the expectations of your specific role and team.

## 3. Manage your working hours responsibly

We trust you to manage your time in a way that meets your goals and responsibilities. Be mindful of the expectations of your role and team when planning your day, and ensure your approach to work supports both your own effectiveness and those you work with.

## 2. Find a routine that works within your context

Wherever possible, build structures and routines that help you perform at your best. Whether that means starting your day in a particular way or blocking out focused time, make sure your approach works within the needs of your team and role, and that others are aware of your schedule.

## 4. Prioritise quality over presenteeism

We value output and contribution over the appearance of being busy. If you have met your goals and have no outstanding priorities, it is fine to step away – just make sure your team is informed. We want everyone to have the space to rest and recharge so they can bring their best to work.





## Communication tools

Not everyone at Unseen will use the same tools to help them get stuff done, and that's OK. But at a Group level, we use the following on the daily to help us manage projects and communicate as a team:



### OUTLOOK & OUTLOOK CALENDAR

Our email platform is Outlook, and we use the Shared Calendar feature on this to let everyone know who is where and what they're doing.

**USE THIS FOR** sending official and formal communications, diary invites, reaching out to the whole team or large groups, and managing projects, timelines and tasks.

**TIP** connect your Outlook calendar with Slack so it automatically updates your Slack status when you're busy.



### SLACK

Slack is a less formal tool for communication that allows you to connect easily to others when they're online. It's a great place to unite teams when working remotely, share company-wide news, ask questions, discuss projects, have non-work related chats, and check in with people casually 1:1.

It can also be intrusive and all-consuming if notifications are pinging at you all day long or you find yourself buried in a deep thread when you've lots to do.

**USE THIS TO** bounce ideas but not to make big decisions.

**DON'T USE SLACK TO** create or store knowledge, as it's difficult to extract it (or even find it again, once it's buried in a thread).

**TIP** update your status regularly to let people know when you're offline, taking a break, walking the dog or just don't want to be disturbed.

**TIP** emojis can be a great way of communicating your body language and facial expressions – especially when you're working remotely and the tone of text can be misread.



## HR & admin tools



### ONEDRIVE

The virtual library of all the company's files which you can access from anywhere.

**USE THIS FOR** storing important files you need to access wherever you are

**TIP** look inside the 'Group Resources' folder to find things like this guide, as well as branding guidelines and other team documents



### CHARLIE HR

Charlie HR is our simple and easy online HR portal where you can book time off, see when other people are on holiday and report sick days or other absences.

## Tools for meetings & calls



### TEAMS

Our video conference tool of choice is Microsoft Teams. Everyone has access to it and you can host meetings for as long as you need.

**USE THIS FOR** booking in meetings with agendas and team catch ups where it's better to see each other.

**TIP** you can connect Teams with Slack so you can easily arrange and join video calls from your chats.



### SLACK HUDDLES

As well as using it for everyday chats with your colleagues, Slack is also great for quick audio calls. Called 'Huddles', they allow you to instantly chat with someone without having to organise a video link or book something in their diary.

**USE THIS** when it's easier to explain something over audio instead of typing it out.



# Diversity, equality & inclusion

Unseen is committed to fostering a culture of empowerment – where personal identity, past experiences and differences are celebrated and utilised to the advantage of all.

Having an open, accepting and supportive work-life experience is non-negotiable for us, and it's imperative that everyone feels safe and encouraged to be themselves.

## What we're doing to ensure DE&I at Unseen

**Hiring for diversity** – We want the best of the best to join us at Unseen, but talent doesn't need to tick traditional boxes. We don't look for superfluous criteria, such as university degrees, certain grade averages, or specific years of experience. We're happy to facilitate any technical and practical support you need to apply for a role or attend interviews.

**Keeping you safe** – Whether you witness or experience any kind of mistreatment, or behaviour that could be considered discriminatory, we'll support you in dealing with it in a sensitive and decisive manner. You can talk openly and in confidence with any member of the management or leadership team, and we're creating new channels for any incidents to be reported anonymously.

**Sharing ideas** – We want ideas to be bounced around and are always open to hearing about ways we can improve. These can be related to creating new products, services or tools that help you do your job or Unseen improve as a company, or ways to help us engage and unite as a team.

**Practical supports** – Our offices are wheelchair accessible and we provide any tools, ergonomic equipment and assistive technologies you need to work well from home and on-site.





# Thanks for reading

Our culture is a reflection of our core Mission, Vision and Values – these are the golden threads that we live by. But like most things at Unseen, our people agenda is ever evolving and we never want to be stuck in our ways.

As we grow, we look forward to exploring new ways of getting stuff done and keeping our team happy, engaged and productive.

We promise to work in partnership with everyone at Unseen to make sure we're always improving, so this manifesto will be updated as we learn along the way.



