

We are committed to valuing and respecting our employees and will create and maintain a positive culture which promotes integrity, fairness, inclusion, accountability, and consistent decision making across all Multicap workplaces. By doing so, it enables us to deliver high quality customer service.

Multicap will create and maintain a workplace culture that values and enables all employees, students, contractors, and volunteers to have a positive experience while engaged with Multicap. This policy provides guidance for the Multicap Board, Leaders and all employees around achieving our strategic initiative of being an employer of choice.

Scope:

This Multicap Group Policy (and related document/s) applies to Multicap Limited and all subsidiary companies, related entities, and affiliates anywhere in Australia.

We will:

- ✓ Have fair, equitable and transparent attraction and retention processes to ensure we employ people who are engaged and competent.
- ✓ Effectively communicate processes and procedures to all employees, contractors, and volunteers to improve accountability and role expectations, which in turns assists them to be successful in their roles.
- ✓ Regularly measure employee engagement and take actions to continually improve engagement levels which ensures we maintain a positive workplace culture.
- ✓ Encourage and value participation, diversity, and inclusion in all workplaces.
- ✓ Continuously improve our human resource systems and processes to maximise efficiency and effectiveness so that our employees can focus on their key role which supports our customers
- ✓ Provide appropriate learning, development, and career enhancement opportunities to nurture our employees' capabilities and enhance the provision of quality supports to our customers.
- ✓ Ensure our recognition and benefits programs and our leadership behaviours inspire and motivate our employees in their actions and dealings with others.
- ✓ Actively seek and act on feedback from our employees to improve services to customers and people's overall workplace experience.

We recognise that attracting and retaining skilled, engaged, and competent employees is key to Multicap's ability to provide high quality customer service and support.

Our objective to ensure every person who works for Multicap has a positive experience which enhances our reputation as an employer of choice.

Accountability sits with the Chief Executive Officer who is accountable to the Board for engagement, well-being, and organisational culture. Management of and responsibility for all people and culture functions is vested to the Chief Employee Experience Officer.

We will comply with the requirements of all relevant employment legislation including industrial relations, anti-discrimination, and equity.



Angela Tillmanns, Chair
April 2022



Joanne Jessop, CEO
April 2022

