

**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

