

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 Group workplaces. Doing so will enable us to deliver high quality customer service.

Multicap Group 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 any of our entities. 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:

- ✓ Establish fair, equitable and transparent attraction and retention processes to ensure we employ and retain 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 appropriate actions to continually improve engagement levels which assists with maintaining 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 and clients.
- ✓ Provide appropriate learning, development, and career enhancement opportunities to nurture our employees' capabilities and enhance the provision of quality supports to our customers and clients.
- ✓ Ensure our recognition and benefits programs, as well as our leadership programs, 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, clients and people's overall workplace experience.

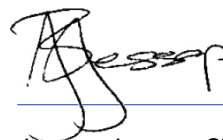
We recognise that attracting and retaining skilled, engaged, and competent employees is key to Multicap Group's ability to provide high quality customer and client service and support.

Our objective is to provide an environment where every person who works for Multicap Group 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 People Officer.



Angela Tillmanns, Chair
February 2023



Joanne Jessop, CEO
February 2023

