

People and Culture

Policy 5 | Version 4

We are committed to valuing and respecting our workers and will create and maintain a positive culture which promotes integrity, fairness, inclusion, accountability, and consistent decision making across all Vertaview Group workplaces. Doing so will enable us to deliver high quality customer service.

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

Scope:

This policy (and related document/s) applies to Multicap Limited and its subsidiary companies, related entities, and affiliates anywhere in Australia (collectively referred to as the Vertaview Group). Members of the Vertaview Group include Allinto Australia Limited, Arbourwell Limited, Multicap Limited, and Open Minds Australia Limited (we/us).

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 workers, contractors, and volunteers to improve accountability and role expectations, which in turn assists them to be successful in their roles.
- ✓ Regularly measure the engagement of workers and take appropriate actions to continually improve engagement levels, which assists with maintaining a positive workplace culture.
- ✓ Encourage and value participation, diversity, equity and inclusion in all workplaces.
- ✓ Continuously improve our human resource systems and processes to maximise efficiency and effectiveness so that our workers can focus on their key role which supports our customers and clients.
- ✓ Provide appropriate learning, development, and career enhancement opportunities to nurture our workers' 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 workers in their actions and dealings with others.
- ✓ Actively seek and act on feedback from our workers to improve services to customers, clients and people's overall workplace experience.
- ✓ Provide initiatives to support physical, mental and emotional wellbeing as happy, healthy teams are the foundation of our success.
- ✓ Drive exceptional performance through clear strategic goals, continuous improvement initiatives and a robust framework for measuring success, ensuring accountability and ongoing growth, providing feedback and development support.

We recognise that attracting and retaining skilled, engaged, and competent workers is key to our ability to provide high quality customer service and support.

Our objective is to provide an environment where every person who works for the Vertaview Group has a positive experience which enhances our reputation as an employer of choice.

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

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



Angela Tillmanns, Chair
February 2025



Damian Bell, GCEO
February 2025