

# People and Culture Policy

ServiceFM provides high-quality, integrated facility services to a broad range of industry sectors.

Our business model recognises that Everything's Connected, and we provide flexible, transparent, and scalable services to meet the needs of our clients in all regions of Australia.

This policy is intended to facilitate the creation of a workplace culture where our people feel secure and can maximise their performance. Above all, our people shall be provided the same concern, respect, and caring attitude within our organisation as they are expected to share externally with ServiceFM customers.

This policy applies to all ServiceFM employees, workplaces, and work activities.

ServiceFM is committed to becoming an Employer of Choice by creating a positive employment culture and experience so our people can reach their full potential provide a great customer experience.

## To demonstrate our commitment ServiceFM will:

- Attract and retain a dedicated and high performing workforce with the right personal attributes and skill capabilities to deliver now and in the future
- Recognise and promote that having the right culture will be critical to our success
- Empower our people to make the best decisions, driving high performance and continual improvement
- Encourage a high level of employee morale through recognition, communication, and providing feedback opportunities
- Properly balancing the needs of the employees and the needs of the organisation
- Provide workplaces where employees are treated with dignity and respect and where discrimination, harassment and bullying are not tolerated
- Ensure that we pay of people in line relevant industrial awards
- Develop the full potential of our workforce by providing training and development for career enhancement
- Establishing, administering, and effectively communicating sound policies, procedures and processes that treat employees equally
- Create an atmosphere that fosters challenges, open feedback, safety, and cleanliness
- Ensure appropriate employment governance is implemented and enforced

A handwritten signature in black ink, appearing to read "James Pollock".

James Pollock – CEO

Date: 01/04/2021