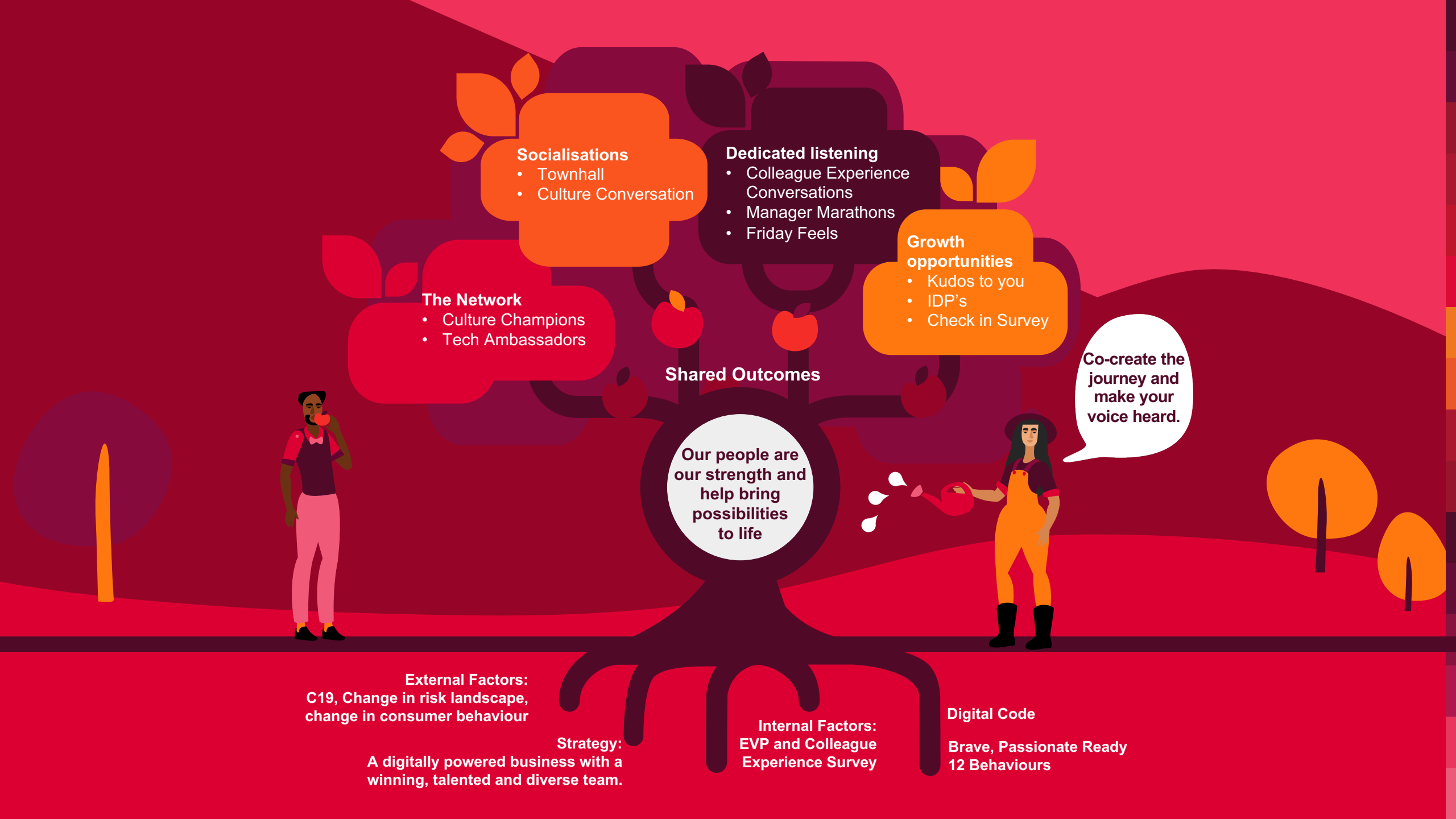


How we do things in ITO

As we are co-creating the journey of shifting how we think, act and behave we need your voice to help shape how we do things within ITO.





Socialisations

- Townhall
- Culture Conversation

Dedicated listening

- Colleague Experience Conversations
- Manager Marathons
- Friday Feels

Growth opportunities

- Kudos to you
- IDP's
- Check in Survey

The Network

- Culture Champions
- Tech Ambassadors

Shared Outcomes

Our people are our strength and help bring possibilities to life

Co-create the journey and make your voice heard.

External Factors:
C19, Change in risk landscape, change in consumer behaviour

Strategy:
A digitally powered business with a winning, talented and diverse team.

Internal Factors:
EVP and Colleague Experience Survey

Digital Code
Brave, Passionate Ready 12 Behaviours

How we do things in ITO

There are multiple components that influence how we do things within ITO, namely external factors, internal factors, and how we think, act and behave every day.

1. Rooted in our strategy

The re-anchored strategy was developed as a response to the external factors changing in the market. The need to shift how we do things in ITO was further strengthened by listening to the feedback from the Colleagues Experience Survey. Integrating with the already launched Employee Value Proposition and drafted digital behaviours the seeds were planted.

2. Growing our change drivers

Embracing a growth mindset through everything we do various change driver initiatives have been established

- The network: Culture Champions & the Digital and Technology Ambassadors
- Socialisation: Townhalls, Culture Conversations
- Listening: Colleague Experience Conversations, Manager Marathons and Friday Feels
- Others: Kudo's to You, Individual Development Plans (IDP's), and Pulse Surveys*.

These initiatives aim to engage colleagues on a frequent basis and provides the opportunity to co-create the journey with various feedback opportunities.

3. The fruits of your labour

There are various outcomes aiming to be achieved:

- Improved Colleague Experience (Transformation, Diversity and Inclusion, Leadership Role Modelling, ect).
- Psychological Safety
- Talent Attraction
- Talent Retention

4. The partners bringing it to life

It is all about the people within ITO As we journey through shifting how we think, act and behave we need your voice!



The 12 digital behaviours



01 We are **curious to find better ways**

02 We focus on **achieving shared outcomes**

03 We **champion learnings** over successes or failures

04 We seek to **break new ground**



05 We **anticipate opportunities** and act on them **quickly**

06 We **design experiences that delight our customers**

07 We **collaborate to bring possibilities** to life

08 We play as **one team**



09 We aren't afraid to **challenge our thinking**

10 We embrace **continuous learning**

11 We **promote accountable ownership**

12 We create **space for new ideas**





**We have the opportunity to collaborate to bring the right things to
life.**