



## People Strategy



### Open culture with a collective learning focus

- We're **open to feedback** from our external market and each other, and use it to improve and grow
- **Learn across divisions and boundaries** so we respond rapidly
- **Innovation** = ability to generate new knowledge in areas where there is no existing expertise
- We **trust** that in the right conditions **people** have the answer to complex issues and are capable of leading at all levels in the organisation

# Leading our Future



7<sup>th</sup> year

Leadership development + culture change to prepare for disruption

## Leadership Charter

From – To

Capabilities

Mindsets

**New office 2016**

**ABW & Paperless**

**Agile 2018**

**Collaboration**



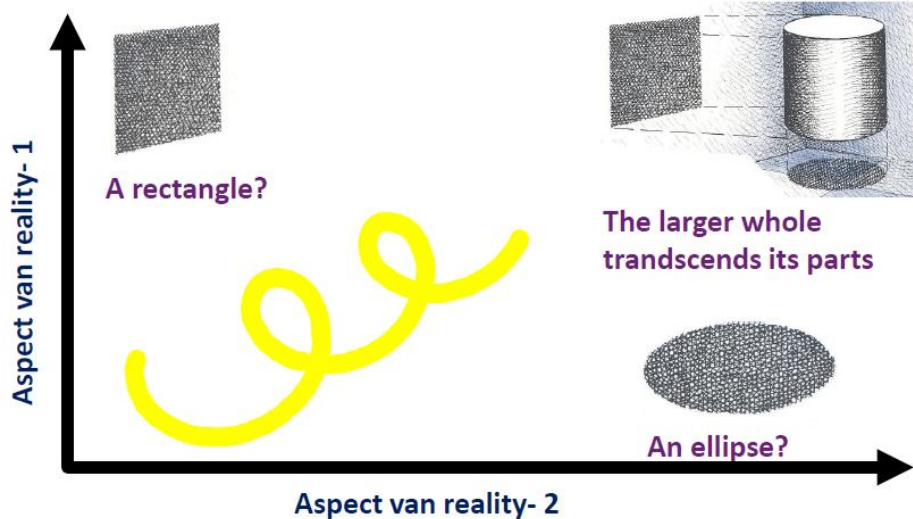
# COVID-19 Disruption



- Adapt fast
- Remote working and Telephony System
- Increased trust and autonomy
- MIT (Major Incident Team)
- Town Halls & regular communication
- PAT (Plan Ahead Team)

## Dilemmas - Creativity Unifies Diverse Ideas

*Frans Trompenaars*





# Questions

ALL IN  
A DAY'S  
WORK