

## Company Policy Statement – 5 January 2023

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### Company Policy

As Workplace Strategists, we promise to deliver people impact to enable success. Our commitment and dedication to client relationships and quality work is our key priority. Our people are committed to enabling the success of organisations through their people. We bring together expert practitioners with technical knowledge and industry experience to create a bespoke team to best meet the needs of each client. Our areas of specialisation are Behaviour & Performance, Culture & Leadership, Representation & Compliance, Strategy & Systems and Talent & Immigration.

### Vision

To be known as the leader in helping organisations enhance their people outcomes.

### Our Purpose

We are the industry experts at representing our clients in all aspects of workplace problems and have mastered the art of designing, resourcing and developing workplaces to enhance organisation performance.

Clarity. Confidence. Comfort.

### Our Values

- Integrity
- Flexibility
- Leadership
- Courage
- Excellence
- Fairness

### Our Mapien Manifesto

We're for the leaders. The creators and thinkers, the planner and problem solvers. Those who want to support and improve the teams they lead, the organisations they champion and the communities they serve. Our mission is to help them succeed. We are the people they turn to; the experts, confidants, the truth-tellers and guides. Standing shoulder to shoulder to reveal the path and walk the journey with them. As work changes, so we too will change the way we work. However, our commitment to leaders will never waver. From boardrooms to schoolrooms, mine sites to migration, from the East coast of Australia to the west, we'll always passionately be Mapien.

### Our Company Ethics

In all our actions and our dealings with others, we will:

Respect the rule of law; Promise only what we expect to deliver, only make commitments we intend to keep, not knowingly mislead others and not participate in or condone corrupt or unacceptable business practices; Fulfil our obligations and commitments, treat people according to merit and contribution, refrain from coercion and never deliberately do harm to anyone; Act in good faith, use company assets only for furthering company business and not seek personal gain through abuse of position in the company.

### Our Client Service Standards

To ensure our service and advice is always:

- Progressive
- Informed
- Consistent;
- In the best interests of
- Considered
- Appropriate
- Timely
- our clients



Our Quality Management System has been developed to ensure we remain at the forefront of firms in our Industry. We believe it is essential to our business operations and the encapsulation of our intellectual property will be a source of sustainable, strategic competitive advantage.

To achieve this, we will establish our vision and goals and subordinate KPI's, and where required measure and act upon these when necessary.

Mapien Directors and staff are committed to the implementation and continual improvement of our Quality System that complies with AS/NZS ISO 9001:2015.

Nadia Taylor  
Chief Executive Officer