



Peoplebank Australia Limited



Founded in 1990 Peoplebank is one of Asia Pacific's leading IT and digital recruitment companies, specialising in IT and digital contract and IT permanent recruitment. With over 225 staff members, the organisation works with some of Australia's and Asia's largest blue-chip organisations and has a talent pool of more than 515,000 candidates.

This is Peoplebank's fourth accreditation as an Aon Hewitt Best Employer.



What you can learn from Peoplebank Australia Limited

- Tailor your communication strategies and be transparent
- Take a holistic approach to employee engagement
- Nurture your high potential talent

Tailor your communication strategies and be transparent

Peoplebank takes a thoughtful, balanced approach to communication and tailors its strategies depending on the situation. While transparency and openness are always the end outcome, the organisation is careful to refine its messages and present to its people in a way that is appropriate, aligned with broader values and conducive to two-way discussion.

Peoplebank's 'Think Tank' is one way the organisation communicates with its people on a regular basis. 'Think Tank' is an annual workshop that sees the Head of HR engaging directly with employees from all levels and all geographies to discuss different areas of the workplace experience, and uncover and address any concerns.

For more situational communications, like the recent acquisition of the business by a major global brand, Peoplebank is focussed on ensuring that the message communicated is complete, detailed and is delivered with understanding, strength and assurance.

Part of what enables Peoplebank's communication strategies to be so successful is the close connection between the HR department and the leadership team. The organisation's people strategy is strongly aligned with its business strategy and is constantly reinforced by senior leaders. The CEO leads from the front on HR and engagement initiatives and is regularly updated on the outputs of 'Think Tank' discussions.



"In our business, it's clear that passionate, engaged employees create high performance."

Peter Acheson
Chief Executive Officer,
Peoplebank Australia Limited





Take a holistic approach to employee engagement

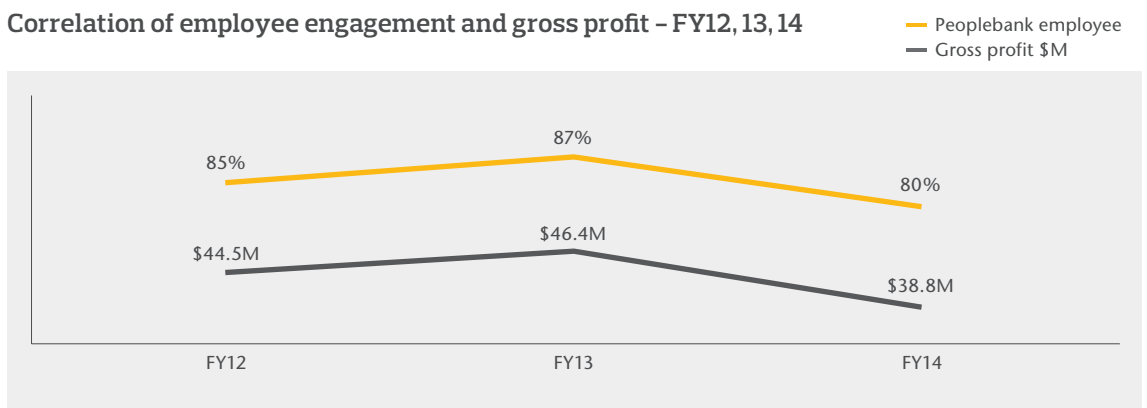
Peoplebank is truly a people focussed organisation. It is dedicated to maintaining high levels of employee engagement for the long term and invests significant time, money and resource in ensuring that all of its people strategies support this ambition.

Diversity is a priority for Peoplebank and the organisation believes that it can better service its clients by having an organisational demographic that reflects its client demographic. Its recently implemented 'life cycle' of gender diversity initiatives is focussed on improving the engagement of females; the return to work experience of new mums; the number of females in leadership roles; and the female uptake of diversity initiatives.

Similarly, the organisation has invested in health and wellness initiatives to both improve the lives of its employees and achieve better business outcomes through productivity. Its 'Stepember' walking initiative has recorded 87% uptake (more than the 80% that was targeted), and since health and wellness has become a focus, the average number of sick days taken per employee per annum has decreased from 4.9 to 3.8.

Peoplebank understands that employee engagement is more than just a number. It focusses on the different elements of the workplace experience that inspire employees to go the extra mile each day at work, and its commitment to engagement is reflected in financial results.

Correlation of employee engagement and gross profit - FY12, 13, 14



Nurture your high potential talent

Identifying and nurturing high potential talent is a critical priority for Peoplebank. In an industry that is crowded and constantly changing, the organisation believes that cultivating great talent is its best chance for a bright future.

Peoplebank has a variety of programs in place to identify and develop high performers and leaders. Its 'future leaders' program lasts for 12 months and is composed of a structured development program focussing on the specific characteristics and capabilities of Peoplebank leaders. The program is run by existing leaders and aims to share insight on best leadership practices and build networks and relationships amongst the leader community. Peoplebank also has a separate 'high potentials' program, so that employees can choose whether they want to follow the people management path or not. This program is used as an innovation platform and participants are encouraged to propose and implement new ideas regularly.

Overall, Peoplebank promotes a high performance culture with tight measurement and reward systems and a stretch target setting process. It is also focussed on celebrating success and using recognition to drive performance.