

Sigma's ESG Report continued

We continued to run Leadership Labs with a particular emphasis on upskilling new managers and leaders across the Group. Twenty-eight Leadership Labs were delivered, with 171 leaders participating in sessions throughout the year.

This year we introduced a new in-house culture and engagement survey tool that is well aligned to our values and provides the flexibility to undertake regular pulse surveys throughout the year on key issues of importance. Pleasingly, we continued to build on our engagement score and saw a positive uplift of 7.5% from the previous year. While our response rate was lower than the previous year at 59%, the survey was available for participation across our entire Sigma Group for the first time:

- 72% of respondents told us they believed in the success of the Sigma Healthcare strategy;
- 71% agreed that the changes we are implementing are the right thing for the organisation's future success and 76% believe the changes are necessary for our ongoing success;
- 92% of respondents said they were confident in managing themselves in an environment of constant change; and
- 91% of respondents feel safe at work and 89% are comfortable raising safety concerns with their manager.

We also continued to see positive momentum for our two employee Net Promoter Score (eNPS) survey items of 'On balance, how likely would you be to recommend Sigma as a great place to work' (+16.3 from 2018) and 'On balance, how likely would you be to recommend Sigma as the best choice for services provided' (+16.5 from 2018). This is very reassuring given the significant change experienced throughout the 2019 calendar year.

Health and Safety Performance

We understand that providing safe and healthy workplaces empowers our team members to perform at their best. In turn this helps create a healthy culture for our team, the Company and our customers.

Our Board receives monthly activity and metrics reporting for our key performance areas, programs, training and campaigns, including incident trending, physical injury and mental health and wellbeing outcomes.

Our three predominant incident types throughout 2019 remain the same as 2018, which are falls from height items, cuts/lacerations, and impact with objects – mobile plant against fixed items. Regular analysis of these incident types identified key themes and opportunities for reduction, which were implemented and are ongoing.

They include:

- powered mobile plant competency assessment and induction for all mobile plant operators;
- personal protective equipment requirements across logistics and dose administration facilities; and
- housekeeping and hazard reporting, specifically sharp edge removal on fixtures, fittings, containers and plant/equipment.

Other key programs that built on our mental health and wellbeing structure for the year are:

- delivery of our Mentally Healthy Workplaces program, in conjunction with Medibank Health;
- participation in RUOK Day, supporting and talking about mental health and wellbeing;
- continuation of our drug and alcohol awareness and testing program for all sites and contractors;
- assisting team members to quit smoking by providing free, personally tailored cessation programs and products in conjunction with our Professional Services team; and
- free influenza vaccinations for team members through in-house delivery and participating pharmacies.