

# Our Culture Evolution Frasers Property Australia

Human Synergistics Conference 2019

**Discovery Point, NSW** 

## 2004 2008 2012

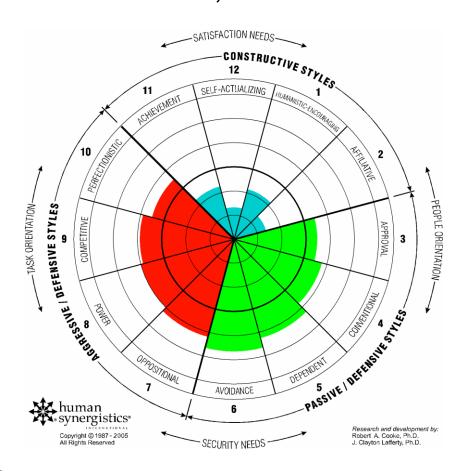


2019

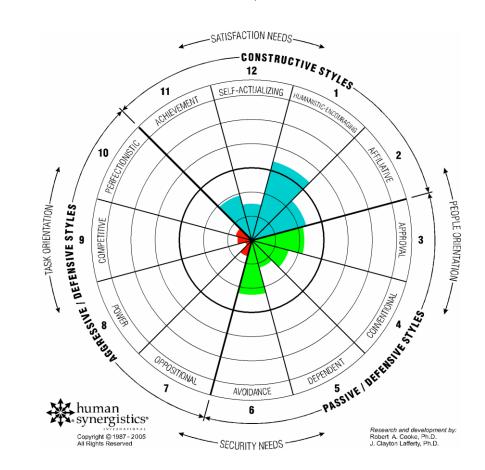


#### The impact of a leader

Mar 2017 OCI, N = 26



Feb 2019 OCI, N = 19



#### **BU** transformation Nov 2018 Feb 2019 Feb 2014 LSI 2, N = 9 OCI, N = 36 OCI, N = 32GATISFACTION NEEDS-SATISFACTION NEEDS-SATISFACTION NEEDS--CONSTRUCTIVE STYLES -CONSTRUCTIVE STYLES -CONSTRUCTIVE STYLES SELF-ACTUALIZING 11 SELF-ACTUALIZING SELF-ACTUALIZING ACHIEVEMENT 11 ACHEVEMENT 11 ACHIEVEMENT PEAFECTION OF PERFECTION/051C PERFECTION/051C AFFILIATIVE AFFILIATIVE AFFILIATIVE 2 2 2 MGGHESSIVE I DEFENSIVE STYLES MGRHESSIVE | DEFENSIVE STYLES PEOPLE ORIENTATION PEOPLE ORIENTATION. PEOPLE ORIENTATION TASK ORIENTATION APPRO APPROVA APPR 3 3 3 2010 ENTIONAL CONENTIONAL CONTENTIONAL PASSIVE DEFENSIVE PASSIVE DEFENSIVE V PRSSIVE | DEFENSIVE ALL POINTER POINTER POINTER OPPOSITIONAL DEPENDENT OPPOSITIONAL DEPENDENT OPPOSITIONAL DEPENDENT AVOIDANCE AVOIDANCE AVOIDANCE human synergistics human synergistics\* human synergistics\* 6 6 6 NATIONAL Research and development by: Robert A. Cooke, Ph.D. J. Clayton Lafferty, Ph.D. Research and development by Research and development by: Robert A. Cooke, Ph.D. J. Clayton Lafferty, Ph.D. Copyright © 1987 - 2005 All Rights Reserved Copyright © 1987 - 2005 Robert A. Cooke, Ph.D. Copyright © 1987 - 2005 All Rights Reserved All Rights Reserved SECURITY NEEDS SECURITY NEEDS J. Clayton Lafferty, Ph.D. SECURITY NEEDS

#### **Our results**

#### Customer

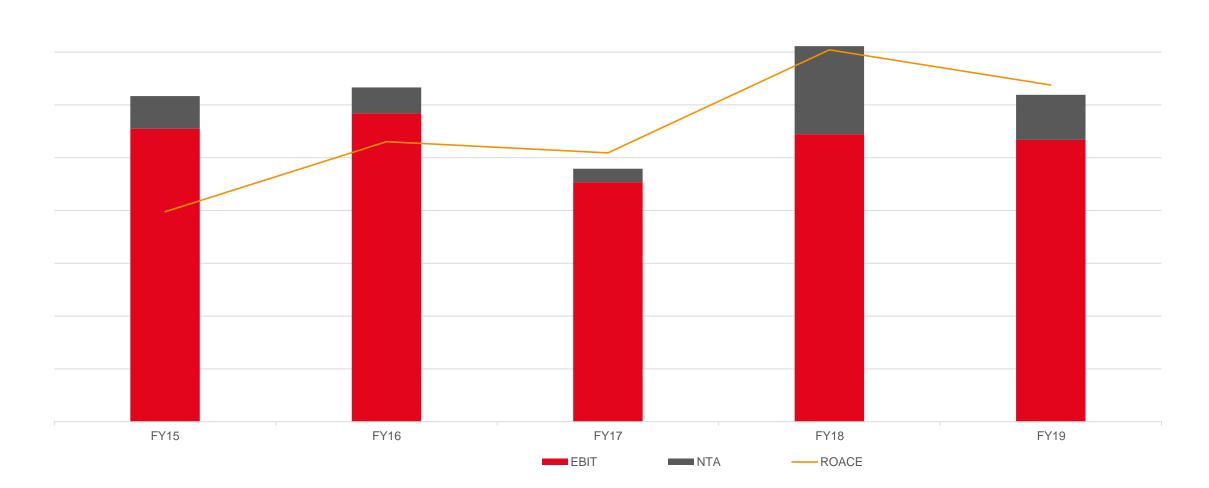
- An increase of 8 points on our NPS score in our Residential business, 2016 to 2019
- Customer referrals have increased by 45% in our Residential business, 2016 to 2019
- An increase of 200% in repeat customers in our Industrial business, 2015 to 2019

#### Staff

- Voluntary staff turnover is at ~ 11% in 2019 vs
  ~ 22% in 2008.
- 86% of staff agree that they have the flexibility to manage "work and personal commitments" which is well above the 65% WGEA threshold

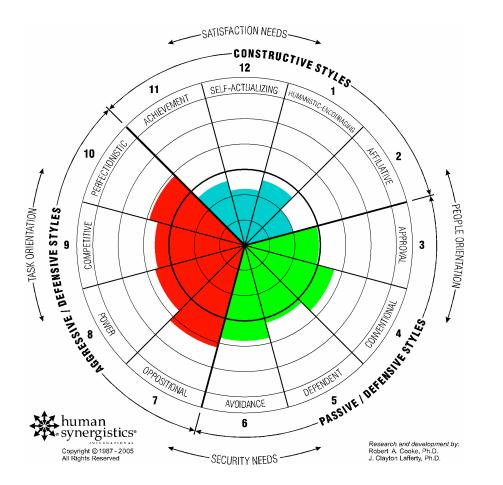
### **Our results**

#### 5 Year Financial Record

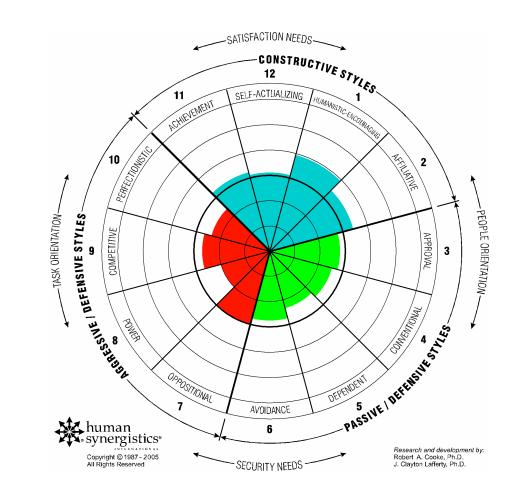


#### **Our results**

March 2008, N = 523



Feb 2019, N = 625





## **Experience** matters.

