

# Our Culture Evolution

Frasers Property Australia

Human Synergistics Conference 2019

# Discovery Point, NSW

2004

2008

2012

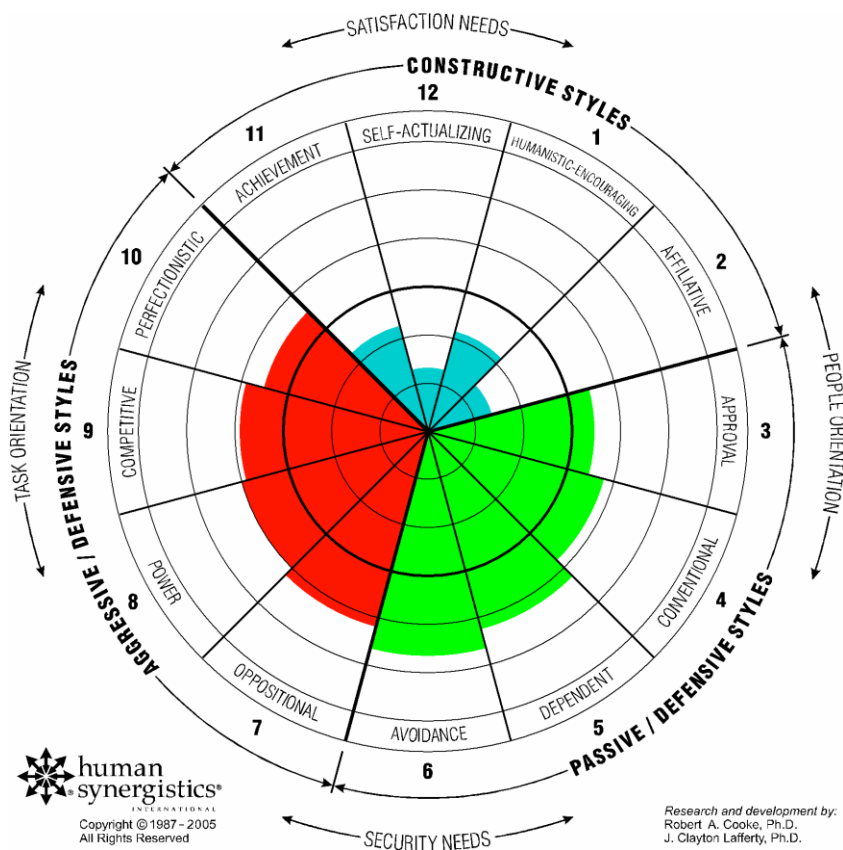


2019

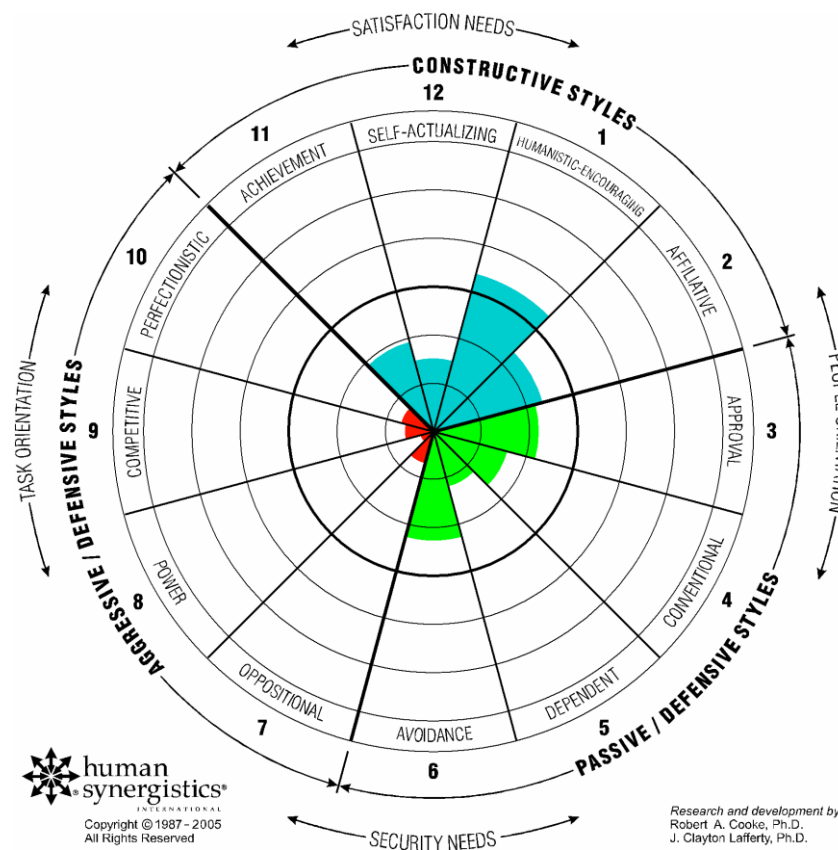


# The impact of a leader

Mar 2017  
OCI, N = 26

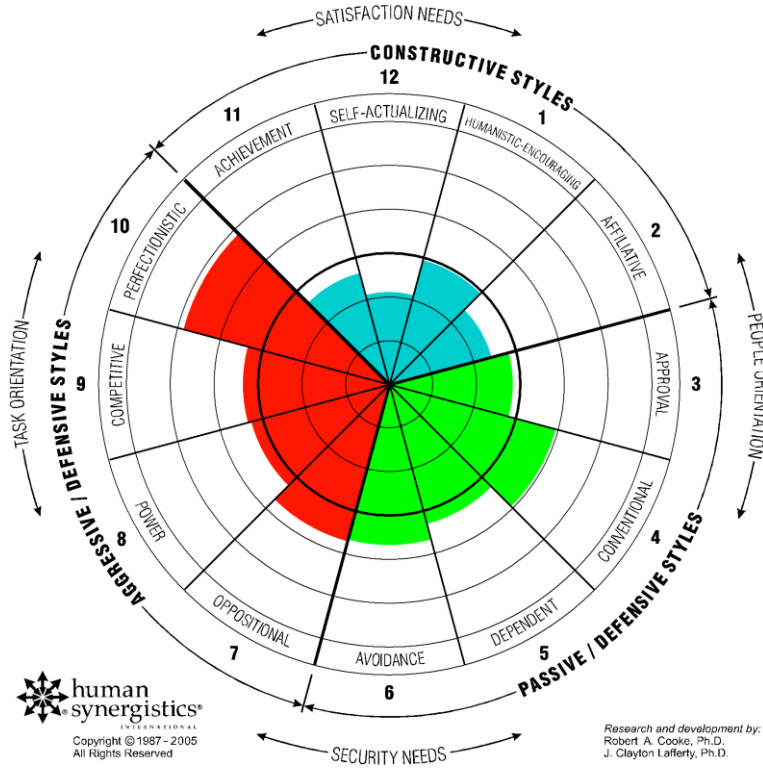


Feb 2019  
OCI, N = 19

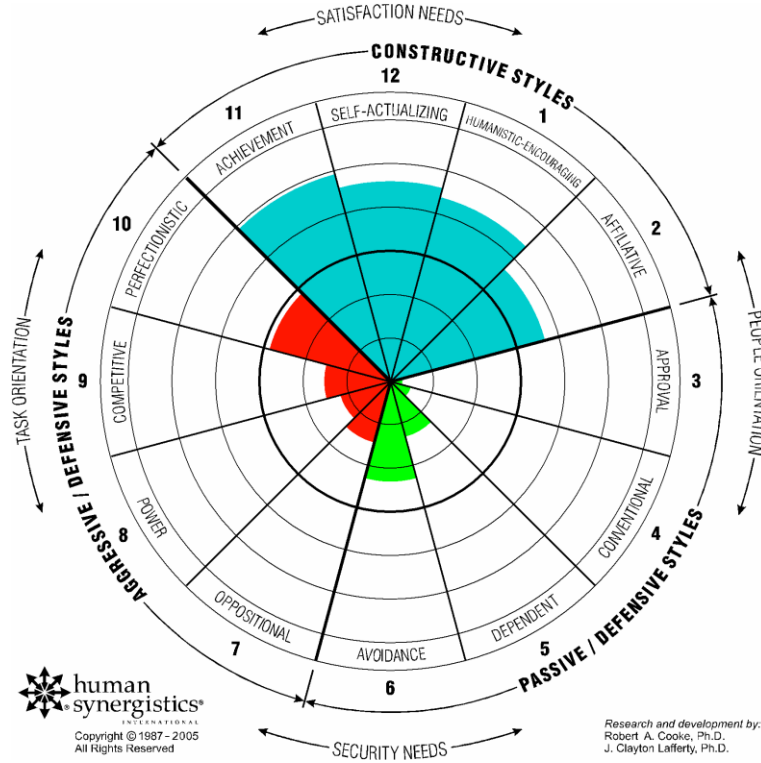


# BU transformation

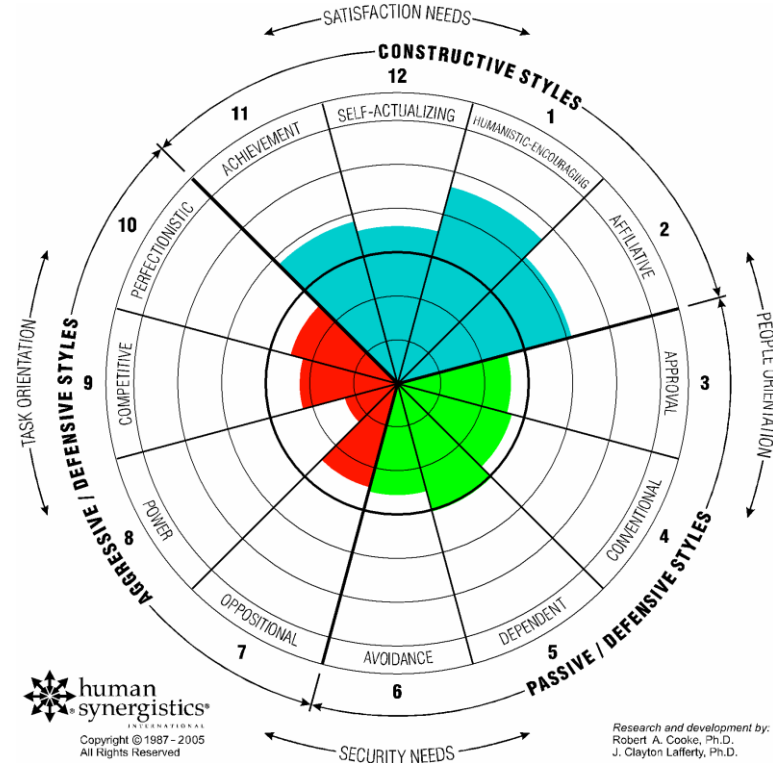
Feb 2014  
OCI, N = 32



Nov 2018  
LSI 2, N = 9



Feb 2019  
OCI, N = 36



# Our results

## Customer

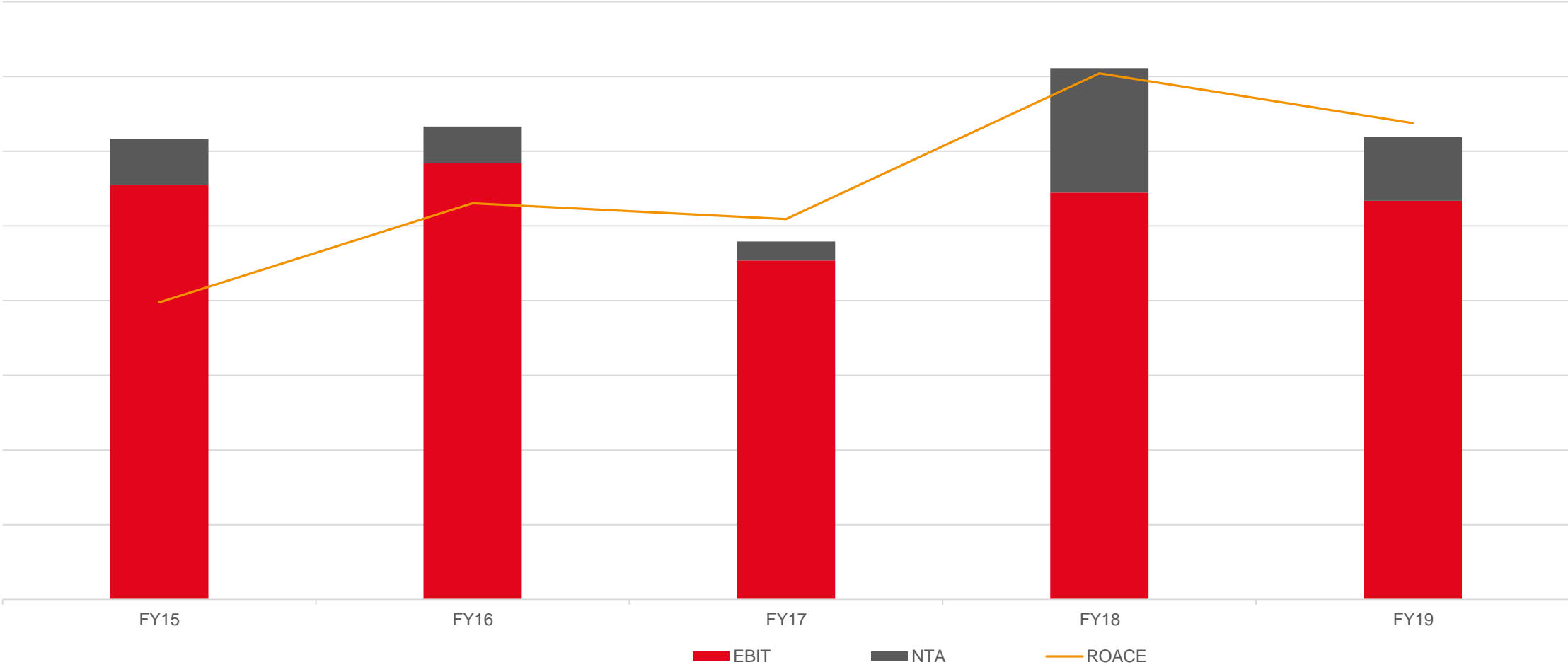
- ◆ An increase of 8 points on our NPS score in our Residential business, 2016 to 2019
- ◆ Customer referrals have increased by 45% in our Residential business, 2016 to 2019
- ◆ An increase of 200% in repeat customers in our Industrial business, 2015 to 2019

## 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

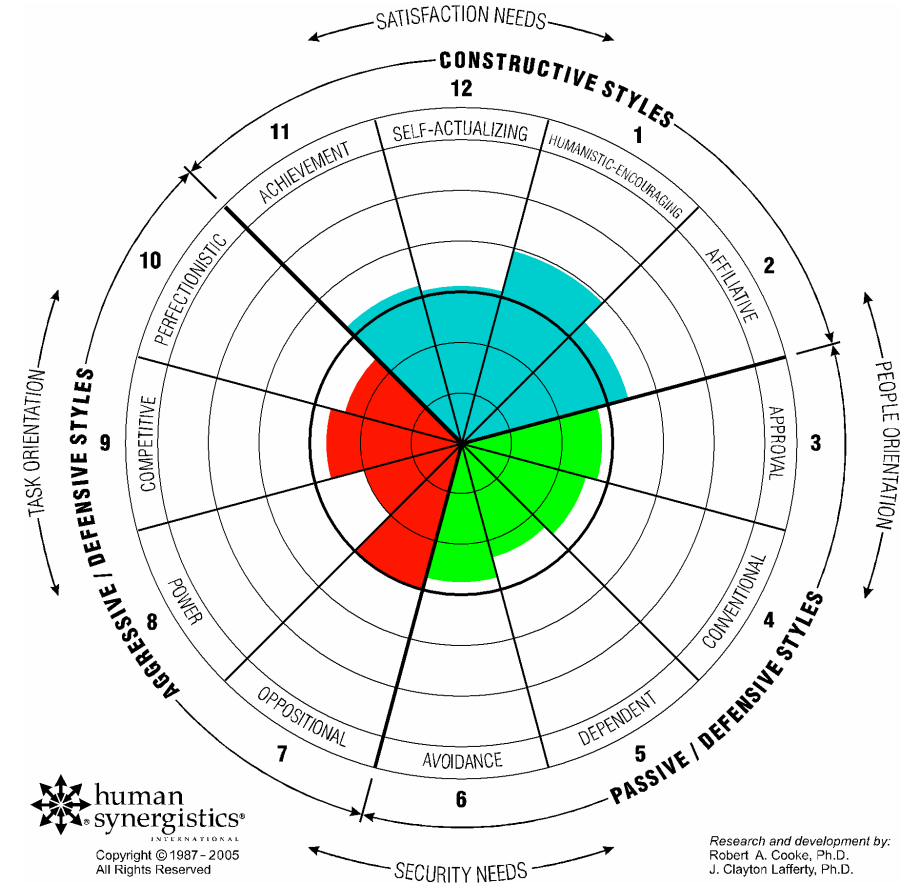
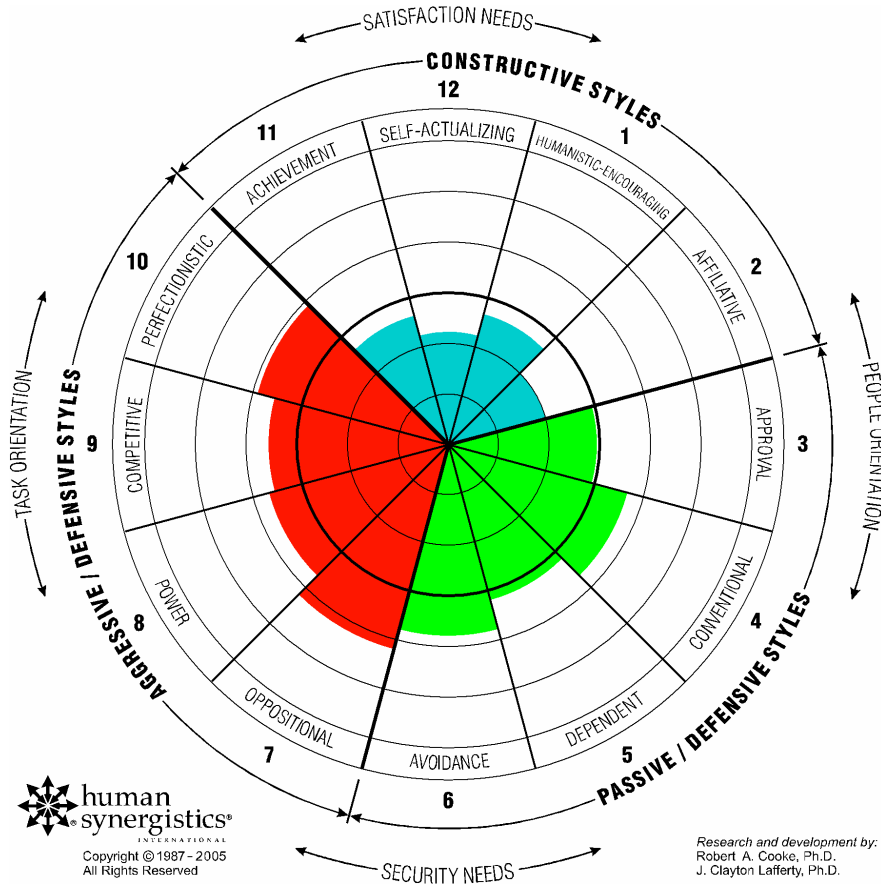
5 Year Financial Record



# Our results

March 2008, N = 523

Feb 2019, N = 625



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Research and development by:  
Robert A. Cooke, Ph.D.  
J. Clayton Lafferty, Ph.D.

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**Experience  
matters.**

