

Our People Plan

Enabled and Engaged colleagues



Individual and team capability

- I know what is expected to help me perform to the best I can be
- I access structured learning and tools for the job
- I can adapt to new and changing business demands
- I can succeed no matter my background
- I learn continually
- My manager coaches me to enhance my contribution
- Orbit identifies and nurtures talent
- Orbit builds succession and future capability



Inspiring leadership

- I work in a climate of can-do
- Our leaders remove obstacles to success
- We trust each other and actively work together
- My leader coaches me
- My leader helps me succeed
- We do the right thing
- Orbit builds a culture of empathy and inclusivity underpinning leadership
- Orbit encourages diversity of thought and action
- Orbit creates safe spaces and a sense of inclusion and belonging



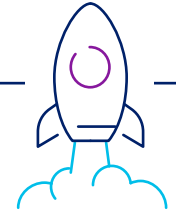
Pride in our purpose and ambition

- I understand our purpose
- We are One Team
- We put our customer first and centre stage
- We celebrate success
- We hire the best for the passion and customer focus, develop for capability
- My values are aligned
- We delight in what we do, individually, collectively and together
- We are here for our customers
- Orbit builds a place where I want to work and love



Fit for future organisation

- We encourage cross functional working
- We attract and retain the best who share our purpose
- Orbit is a lean operating organisation based on single contact
- Orbit exploits technological advancement to enhance efficiency
- Orbit creates rewarding jobs designed for agile working
- Orbit has a remuneration approach that encourages and rewards doing the right thing
- Orbit has flexible operations



Success will be

Short term

Increase:

- Colleague and customer engagement
- Colleague retention
- Colleague development

Decrease:

- Lost time
- Handoffs and duplication

Medium term

- Insight led people interventions
- Individual and enterprise capability enhancement
- Clarity of purpose and brand alignment

Long term

- Closing pay gaps

Delighted Customers