

# Toolbox Talk

## Mid-Term Business Plan

From April 2023 to March 2026, Programmed has developed a Mid-Term Business Plan (MTBP) to help us achieve the many goals we have set for ourselves. The MTBP keeps us focused on the various initiatives we will strive to work on as a business over these three years. All these initiatives are to support our purpose and values.

### Our Purpose

To build outstanding people, strong customers,  
and great communities.

### Our Values



Personal safety  
leadership



Care and  
empathy



Customer  
service



Diversity, inclusion  
and equality

And together this will help support our group vision of  
**Work, and Smile.**

### Why is a MTBP important?

It helps to keep us focused as a business on the broader initiatives we want to achieve over the coming three years.

It's our commitment to our employees and customers on how we will operate and the areas we are looking to concentrate and innovate within.

### How does this impact me?

We all play an integral part in building the company and culture we want to work in.

Everyone within Programmed helps to build towards our initiatives for the MTBP, and your participation in local and national programs that support these will be important over the coming three years.

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## Mid-Term Business Plan Initiatives

### People

People are our most critical asset and support the current and future growth and ambition of the business. We will ensure our people are provided with the most appropriate Learning & Development opportunities to further their careers.

### Partnerships

By partnering with culturally aligned organisations, it will provide the opportunity to diversify our business mix away from being over-reliant on Government.

### Technology

Technology underpins our organisation. We will continually evolve our platform to support our existing and growing business and enable our people to be operationally efficient, and provide tools that demonstrate continued innovation to our customers.

### Environment Social Governance

ESG is a rapidly evolving requirement for all public and private organisations. It is changing the landscape of how service providers operate contracts and manage supply chains. We will continue to evolve our ESG offering in line with these expectations of the marketplace.

### Vertical Integration

We will continue to create the capability to self-deliver trade and project management services resulting in higher quality outcomes for our customers and better business results.

### Cultural Engagement

In line with our company values, we will continue to invest in Cultural Engagement activities across all the communities we serve.

