

PEOPLE POLICY

This policy ensures Afinta maintains a skilled, informed and engaged workforce capable of consistently delivering high-quality, independent outcomes. It defines expectations for workforce competence, training and awareness, supporting safety, quality and client trust.

Competence - Afinta will...

- Define role-specific competency requirements for all positions impacting service delivery or assurance
- Select and assign individuals based on verified qualifications, relevant experience or proven capability
- Maintain up-to-date records of staff qualifications, training and relevant professional history
- Review individual and team competence regularly in light of new methods, technologies or risks

Training and Development - Afinta will...

- Provide learning and development tailored to individual roles, including onboarding, technical, regulatory and client-facing content
- Identify training needs through performance reviews, feedback mechanisms and business changes
- Support continuous professional development through mentoring, secondments and access to expert knowledge
- Evaluate the effectiveness of learning programs and improve them based on outcomes and feedback

Awareness - Afinta will...

- Ensure all staff understand the company's commitment to safety, quality, environmental stewardship and impartiality
- Communicate the importance of each person's role in achieving reliable outcomes and client satisfaction
- Reinforce the impact of non-compliance and the value of accountability, integrity and improvement
- Foster a culture where individuals speak up and take ownership for outcomes

Performance and Feedback - Afinta will...

- Integrate competency objectives into individual performance goals
- Use client feedback, audits and project results to identify development priorities
- Recognise high-performing staff and provide structured opportunities for career growth

Continual Improvement - Afinta will...

- Monitor workforce capability and readiness as part of operational planning
- Align people development initiatives with evolving client, project and market needs
- Review this policy annually to ensure it remains relevant, practical and effective

