

# 2023 -2026 PEOPLE STRATEGY



## A little bit about the strategy

We want everyone to feel proud to work for Citizen. As an employer of choice our People strategy is about creating a culture where every individual feels comfortable and confident to be themselves. A place where the wellbeing of our people really matters. We want to support our people to achieve their potential, encouraging colleagues to grow, be that in their current role or to help them achieve their career aspirations. We will reward and recognise them for the fantastic work they do.

### The vision

**'We will be an employer of choice and invest in our people.'**

Citizen will become a place where everyone feels comfortable to be themselves, feel that they belong and can perform to the best of their ability.



### What will get us there

Here are some of the big areas we're focusing on...



#### Reward

Develop a benefit and reward package that is valued by colleagues – a transparent pay structure that's easy to understand, and benefits that are most important to colleagues.



#### Talent Management

A new approach which provides inclusive learning and development opportunities for all colleagues. Introduce a coaching and mentoring scheme to support our people achieve their ambitions.



#### Leadership Development

Introduce a leadership programme for leaders at all levels which creates a safe environment for all where they can be their best.



#### Self development

Offer learning and development that helps individuals to grow by supporting colleagues to develop the relevant skills and qualifications.

### What we're trying to achieve



#### Attract

Attract and retain great people by developing benefits and rewards that are really valued.



#### Engage

Support and develop leaders to create a positive experience for teams.



#### Grow

Support colleagues in their current role to develop, or to progress within Citizen.

### How we'll know we've got there



Colleagues feel comfortable to be themselves, that they belong.



People feel like they can achieve their best – we support continuous learning.



Developed a benefit and reward package that is valued by colleagues.

