

# BPAY Group recognised as a 2020 Best Place to Work

Announcement follows 92% employee engagement score from Culture Amp

BPAY Group has been ranked as one of Australia's Best Places to Work in 2020 by Great Place to Work®, one of the world's most comprehensive assessments of workplace culture.

BPAY Group ranked 5 on the 2020 Best Places to Work study, in the 100-999 employee category. The ranking was based on an assessment and data collected during the COVID-19 crisis, and follows the company's recent 92% employee engagement score from Culture Amp.

"I am incredibly proud that BPAY Group has been named as a top 50 Best Place to Work in 2020. It proves that we continue to make a difference by building on our AON Best Employer recognition in 2018 and 2019," said John Banfield, BPAY Group CEO.

"We have actively strengthened BPAY Group's culture and capabilities through a people and culture strategy that prioritises leadership, innovation and empowerment. We continued transforming our organisation in the past year after collaboratively building our organisational purpose and vision with all our employees. This has built on the values, behaviours and work practices we've been reinforcing over the past few years. I am privileged to be the leader of an organisation that prioritises bringing out the very best in our people," said Banfield.

Lucy Lithgow, BPAY Group General Manager, People and Culture said, "This recognition is testament to our great company culture and how it contributes to organisational success. We are proud to be an employer that puts people at the heart of everything we do and creating an environment where they are empowered to be curious and make a difference. Our extremely high levels of employee engagement reflect this.

"The move to remote working during the COVID-19 crisis has given us the opportunity to exemplify our agility and resilience as an organisation. We continue to retain key BPAY Group cultural attributes such as flexibility, empowerment and inclusivity in the new environment, allowing innovative ideas to thrive.

"We are continually asking our people how they feel through the COVID crisis, and the answer is 'always supported by our leaders and lucky to work at BPAY Group'. I couldn't be prouder of that response," said Lithgow.

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## About BPAY Group

BPAY Group was launched in 2017 as the parent company to BPAY and our growing family of businesses. Our brands include BPAY, Osko® and Syph. For over 20 years, BPAY has created great payment experiences in tune with Australians. Throughout our evolution, we have focused on continuing innovation from our unique position in Australia's financial services industry. We're the brains behind some important Australian firsts – like our flagship BPAY bill payments system and Osko, the faster way to pay. Our purpose is to 'make life simpler'.

For more information about BPAY Group visit <https://bpaygroup.com.au/>

## About Great Place to Work Australia

Great Place to Work Australia, part of Great Place to Work Inc, is a global research and consulting firm specialising in employee engagement, organisational alignment, and its effect on high performance workplace cultures. Through proprietary assessment tools, including Trust Index® Employee Engagement Survey and Culture Audit®, Great Place to Work provides the framework and expertise needed to create, sustain, and recognise outstanding workplace cultures.

## About the Best Places to Work in Australia Benchmarking Study

Companies nominated for the Best Places to Work benchmarking study must go through an application process and are selected and ranked on the basis of employees' responses to our Trust Index® Employee Engagement Survey

(2/3 of the score), which measures employee perceptions of their workplace. The Culture Audit®, completed by management and evaluated by the Great Place to Work® Australia research team, accounts for 1/3 of the total score. Companies receiving high scores on these assessments appear on our national Best Places to Work lists; the highest scores enjoy the highest rankings. The list recognises companies in three size categories: Under

100 employees; 100-999 employees; and Over 1,000 employees. The 2020 study was conducted between September 2019 and June 2020. The results represent 39,156 Australian-based employees from 124 companies.

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