



# **POWER OF DIVERSITY IN FINTECH**

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**Chief HR Officer**

# POWER OF DIVERSITY IN FINTECH

Thriving in a hybrid work era



## Diverse talent base

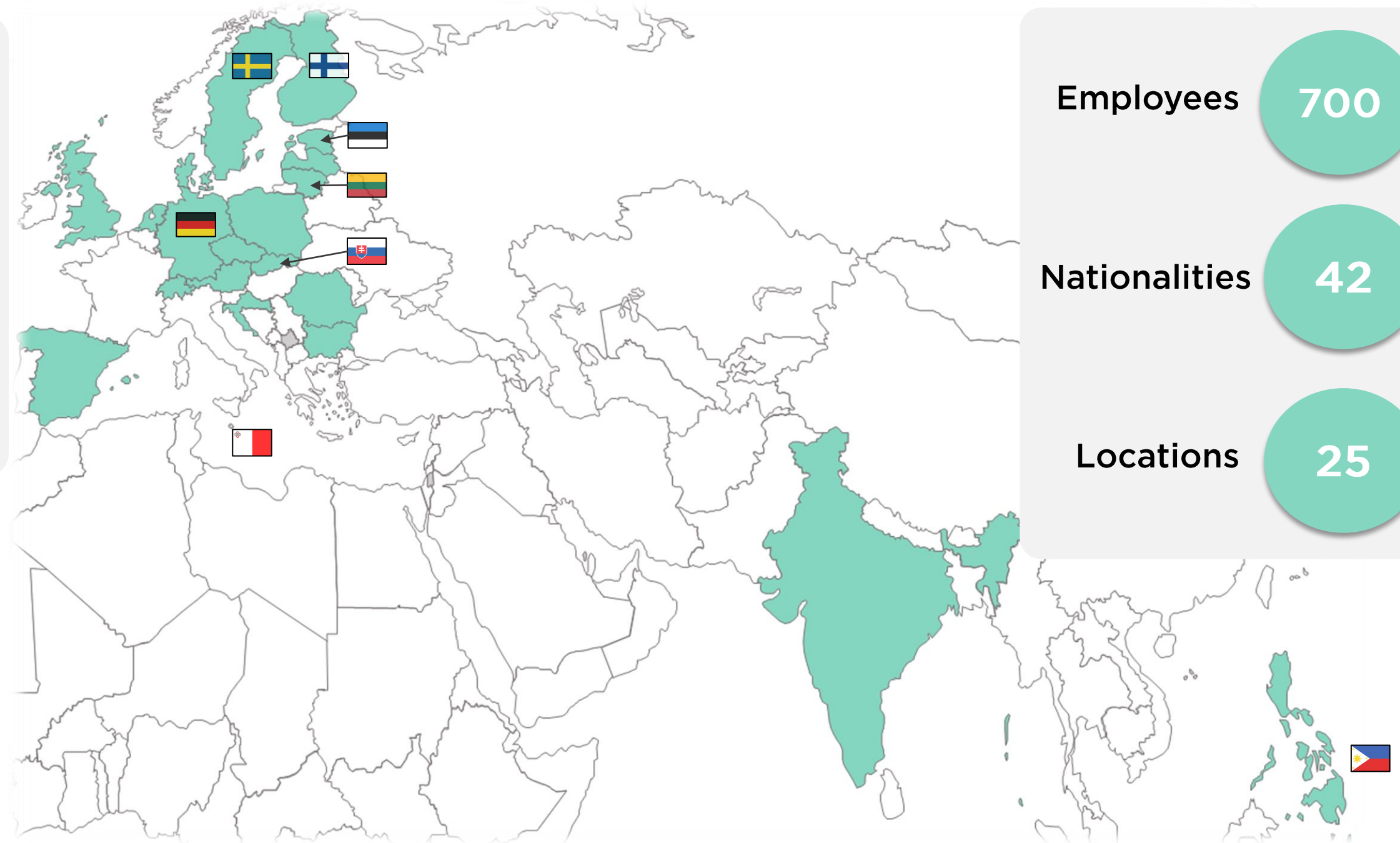
- Hire where the talent is

## Enterprise Agile

- Multidisciplinary squads

## Hybrid way of work

- Increasing flexibility
- Expanding access to talent

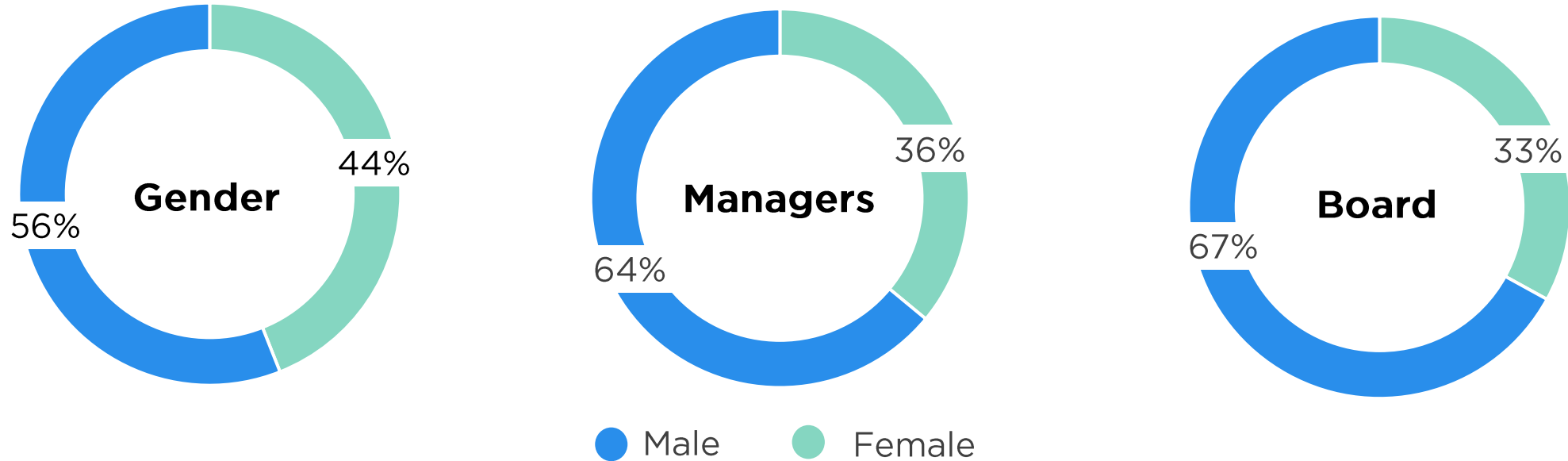


# CELEBRATING DIVERSITY: FOSTERING INCLUSION AND GROWTH



Internal survey  
EU Diversity month

Gender diversity

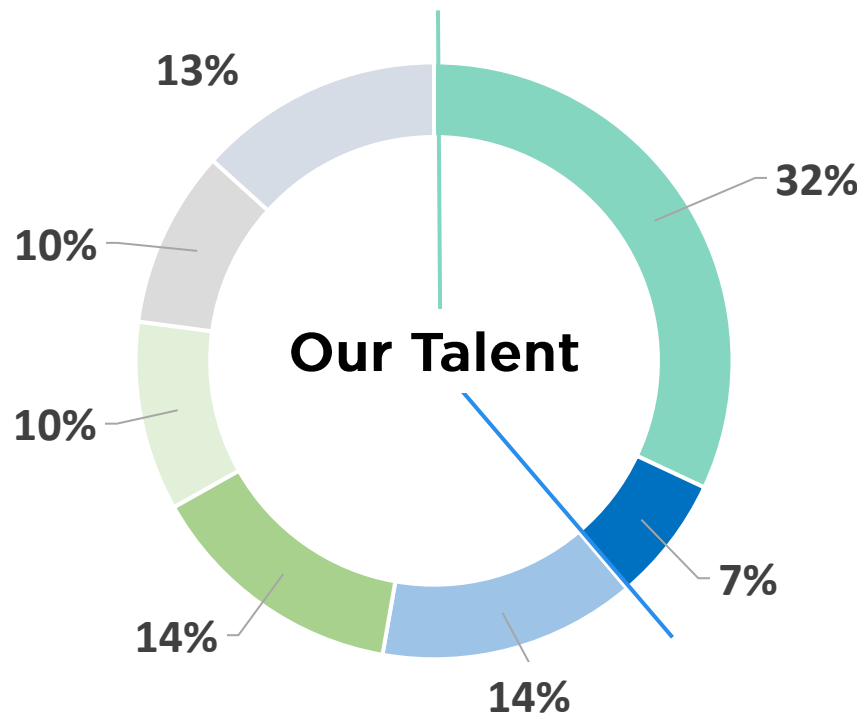


38% of board and 38% of management are female by 2025

> 79% define diversity as multiple race, ethnicity and nationalities

> 83% feel that Multitude values diverse and inclusive environment

Disciplines



Technology Risk & Data Business & Marketing Customer Support Collections Bank Operations Support Functions

Internal promotions 12M



Average tenure (years)

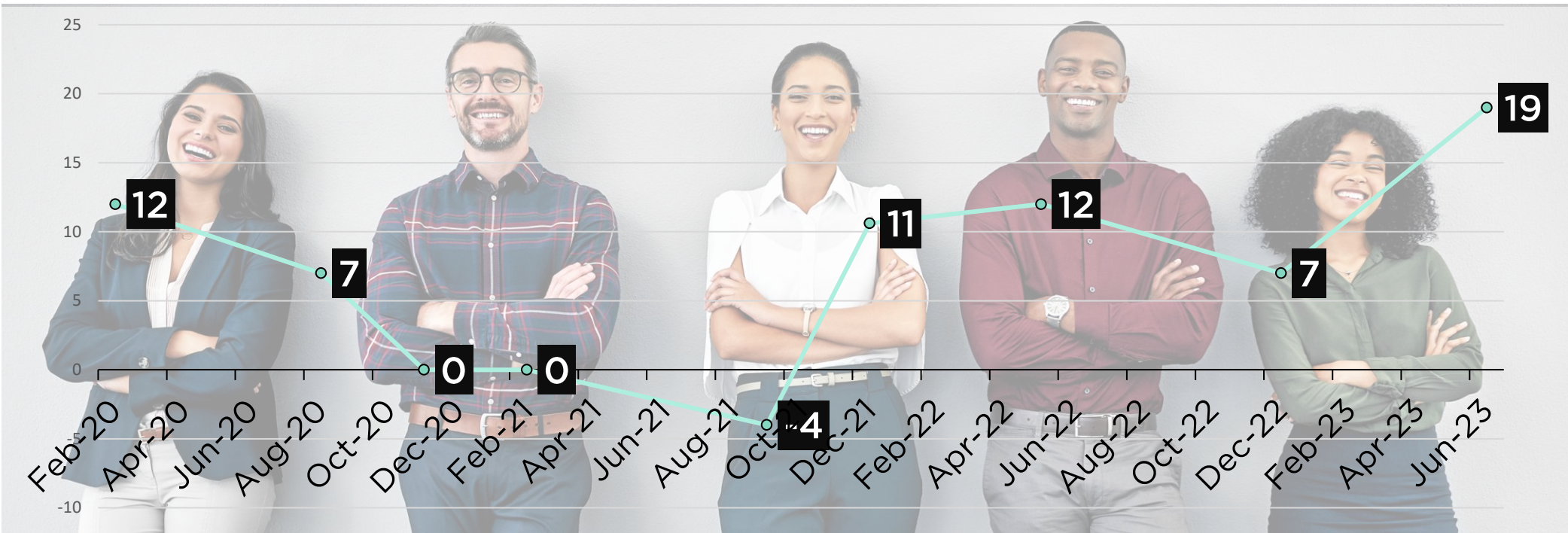


# DRIVING EMPLOYEE HAPPINESS: NAVIGATING CHANGE TO ACHIEVE EXCELLENCE

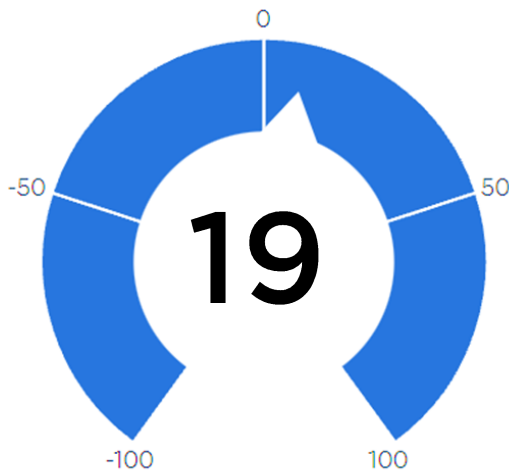


e NPS Journey: From transition to resilience and performance

e NPS



25 e NPS 2025



A good eNPS score is between 10 and 30

- Hybrid way of work
- Work-life balance
- Growth opportunities
- Flexibility
- Autonomy
- Culture & Values
- Great teams
- Vision & Mission
- Ambitious goals



# STRATEGIC TALENT CULTIVATION: GROWING, GLOBALISING AND INNOVATING

Pillars of excellence: Shaping a dynamic and high-performance team



## Nurture Growth



Elevating our team through internal development initiatives, with access to 31,500+ on-demand courses, core competency development, and providing valuable experiences through internships and annual leader meetups.



## Global Talent



Scaling up our global pursuit of top talent to unearth the best talent wherever it resides, ensuring a more extensive and diverse pool to fuel our growth and innovation



## AI & Automation

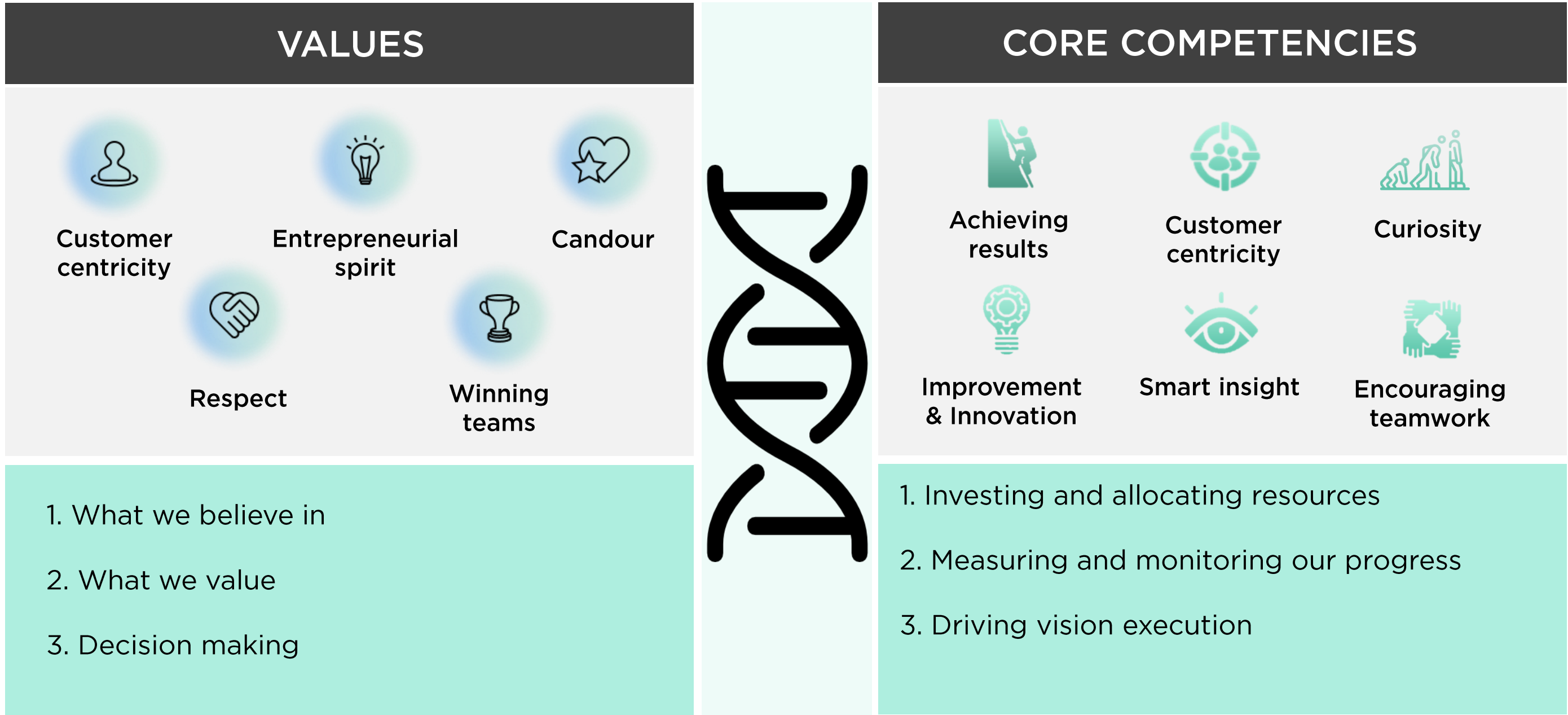


Harnessing the power of automation and AI in people processes to enable our leaders to lead and to ensure our talent focuses on value added tasks beyond automation capabilities

# LIVING OUR VALUES: CORE COMPETENCIES AS THE ESSENCE OF MULTITUDES SUCCESS



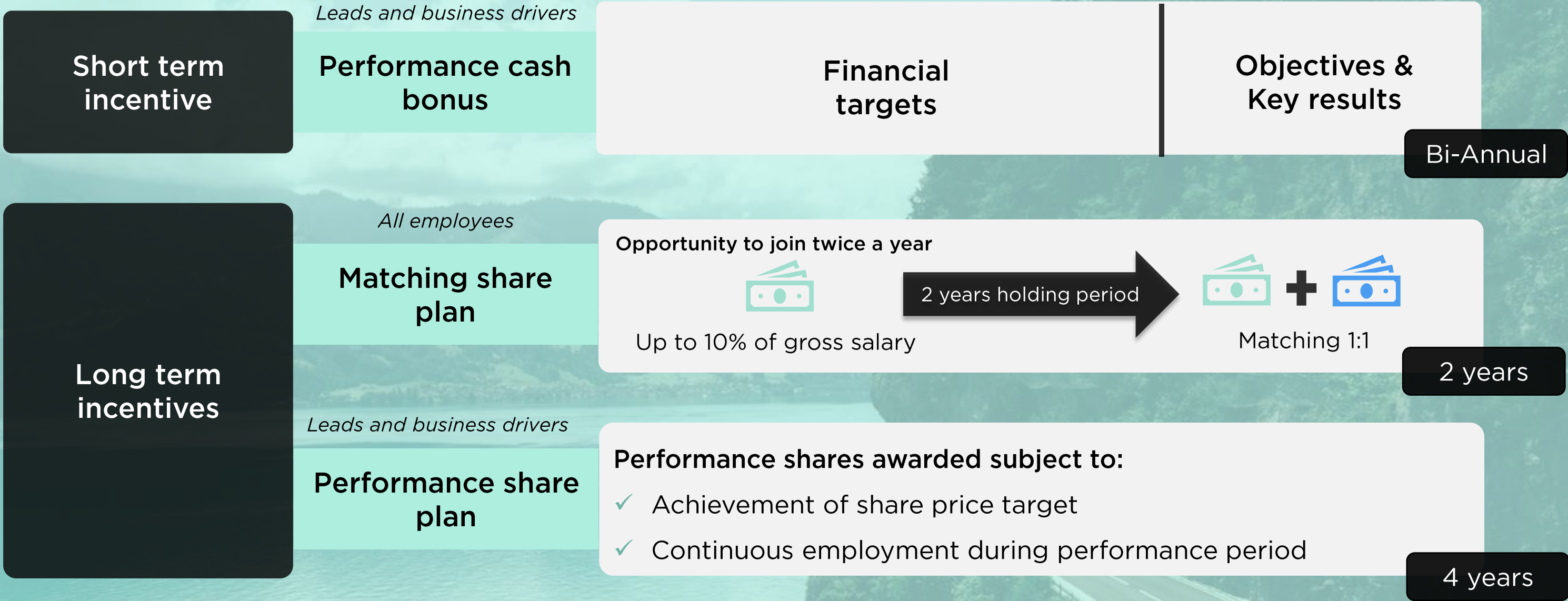
Values & Competencies: A unified approach to individual and organisational success





# INVESTING IN SUCCESS: EMPOWERING THROUGH INCENTIVES

Connecting success: Investing in employee commitment



# THANK YOU

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