DOUGLAS PHARMACEUTICALS · PEOPLE FIRST SUMMIT 2026

A Prescription for People First

The formula behind Australasia's Most Inspiring Workplace

douglas
improving lives

Three prescriptions from our session, each with directions for use in your own organisation.



Small things matter

Vic Hayward
Head of People Experience

WHAT WE DID

We survey quarterly through Workday Peakon and receive around 1,100 comments each time. Small, visible changes followed, from meeting rooms and alternative milk to parental leave and period products. People Leaders close the loop with their teams, backed by internal comms.

DIRECTIONS FOR USE

Pick one small change from your last survey that you can make within a month. Tell people it came from them: what you heard, what you're doing, and what you're not doing and why.



Make it visible

Liv Wilson
Head of Learning

WHAT WE DID

Our I LEAD Expectations (Clarify, Connect, Coach, and Celebrate) each have eight observable behaviours. Leadership development at every stage, from emerging leaders to executives, is built on them.

DIRECTIONS FOR USE

Rewrite one leadership expectation until a team member could answer yes to: "Did I see this from my leader this week?"

For example:
Before: Make people feel valued.
After: Says thank you on the same day good work happens.



Hold steady

Ceri Rowland
Chief People Officer

WHAT WE DID

Through a business separation and our first non-family CEO, our voice at the table stayed focused on our people. Engagement held, with an eNPS of +45 and 91% Workday Peakon participation.

DIRECTIONS FOR USE

Before your next big change, agree what your people experience must protect, and who will speak for it in every decision.

Side effects

COMMONLY REPORTED

Higher engagement
Stronger leaders
People who choose to stay

ALSO REPORTED

People expect action every time they give feedback
More comments to read every quarter

#PeopleFirstSummit
#InspiringPlacesToWork