

# Diversity and Inclusion Policy

## Our Promise

Access Group Solutions is committed to creating a Diverse and Inclusive work environment. We **acknowledge, respect** and **value** the **differences** in others.

Overview	The Diversity and Inclusion Policy sets out the commitment from Access Group Solutions (AGS) in creating a diverse and inclusive work environment
Objective	To uphold our promise in creating a safe, diverse and inclusive environment for the organisation, our people, our service and product partners, our customers and all those that we deal with directly or indirectly.
Scope	The scope of the policy is effective for all AGS Employees, our service and product partners, our customers and all those that we deal with directly or indirectly.
Policy Owner	The Diversity and Inclusion Policy has been developed by Access Group Solutions and is owned by Access Group Solutions
Effective Date	01/09/2018
Date of Review	01/06/2023

## Responsibilities

Employees	<ul style="list-style-type: none"> <li>• Understand what diversity and inclusion means for Access Group Solutions</li> <li>• Be fair, respectful and value one another</li> <li>• Learn about each other</li> <li>• Learn to respect and value the differences in one another and the diverse idea generation this can bring to our teams</li> <li>• Celebrate one another's diversity, be actively involved</li> </ul>
Team Leaders	<ul style="list-style-type: none"> <li>• Understand what diversity and inclusion means for Access Group Solutions</li> <li>• Ensure you know your teams, who they are, their differences, how they are included in activities</li> <li>• Learn to respect and value the differences in one another and the diverse idea generation this can bring to our teams</li> <li>• Proactively seek out different perspectives, ideas and integrate them for a better outcome</li> <li>• Challenge inappropriate behaviour and communicate Access Group Solutions policy and tolerance for such behaviour</li> <li>• Look for opportunities to increase diversity and inclusion within your</li> </ul>

Diversity Inclusion Policy POL062-050723

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# Diversity and Inclusion Policy

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<p>Management</p>	<ul style="list-style-type: none"> <li>• Understand what diversity and inclusion means for Access Group Solutions</li> <li>• Ensure you know your teams, who they are, their differences, how they are included in activities</li> <li>• Learn to respect and value the differences in one another and the diverse idea generation this can bring to our teams</li> <li>• Proactively seek out different perspectives, ideas and integrate them for a better outcome</li> <li>• Challenge inappropriate behaviour and communicate Access Group Solutions policy and tolerance for such behaviours</li> <li>• Look for opportunities to increase diversity and inclusion within your teams</li> </ul>
<p>People &amp; Culture</p>	<ul style="list-style-type: none"> <li>• Provide employees, leaders and management with support</li> <li>• Provide advice on situations and how to overcome barriers</li> <li>• Ensure company policies and procedures are always adhered to</li> <li>• Be actively part of all future goals and celebrations for diversity and inclusion within the company</li> <li>• Proactively display a diverse and inclusive culture</li> </ul>

## Policy Meanings – Diversity and Inclusion

<p>Diversity</p>	<p>Diversity is a range of differences including but not limited to abilities, experience, knowledge, strengths, age, background, ethnicity, physical abilities, political and religious beliefs, sex and other attributes.</p> <p>Diversity in the Workplace means creating an inclusive work environment that accepts each person's differences, embraces their strengths and provides opportunities for all staff to achieve their full potential.</p> <p>Acknowledging, Respecting and Valuing the differences in others allows each individual to contribute their unique experiences to the workplace and can provide a positive impact on the organisation and the organisation's activities and relationships, experience of customers and clients, colleagues and teams.</p>
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Inclusion	Inclusion is a state of being included or being made part of.  This could be in a variety of ways including but not limited to a group, a team, an idea, an activity or a project. At Access Group Solutions we believe the meaning of inclusion is ensuring we understand the differences in others, respect the differences in others and include the differences in others in everything we do.
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## 1. Background

Diversity in the workplace is critical to the success of Access Group Solutions. We believe a multitude of ideas and thinking which is derived from the diversity in others not only achieves a successful outcome for the organisation but provides a successful outcome for our clients.

Access Group Solutions strives to improve diversity and inclusion within our organisation, we believe the outcome for our people helps them drive the road to success and provides the opportunity for each individual and their teams' performance.

Recognising and including diversity has helped our teams build on their strengths which are delivered through our services, listed below are some of the outcomes we have already achieved through Diversity and Inclusion:

- Understand our customers/clients and their needs
- Build strong and meaningful relationships with one another
- Find talented people from a variety of groups
- Develop innovative ideas and problem-solving skills
- Discovery of unused or unknown potential
- Improve the quality of mental health of our employees
- High employee morale
- Better understand each other

Diversity and Inclusion must be demonstrated at all levels, our senior management play an integral role in modelling these behaviours.

Access Group Solution realises diversity and inclusion as part of its culture and we make a promise to continuously explore to improve our knowledge and approach to diversity and inclusion and ensure that diversity and inclusion are promoted throughout our organisation.

# Diversity and Inclusion Policy

## 2. Policy Principles and Requirements

### i. Acknowledge

We Acknowledge the differences in others.

We believe you must be willing and able to acknowledge that everyone is different. This helps us better understand, reflect and include diversity.

Access Group Solutions acknowledges the integral connection between businesses and the wider community, embracing inclusivity of all people and their cultures in Australia and from around the globe.

These differences can be in many forms but are not limited to the list below:

- Race
- Culture
- Religion
- Beliefs
- Age
- Gender
- Gender Identification
- Approach
- Situation
- Idea

### ii. Respect

Respecting the differences in others and the differences in us make us unique.

- Respect our people
- Treat our people fairly and with respect
- Respect ideas and perspectives
- Respect cultural, region, race, sex and age differences (not limited to)
- Respect creativity

### iii. Value

Value the differences in others, no matter what.

- Value any differences
- Value idea generation
- Value choice
- Value one another

# Diversity and Inclusion Policy

## **Our Policy Requirements**

All employees, team leaders and management of Access Group Solutions must comply with the company policies listed below. Access Group Solutions Equal Opportunity Policy and Bullying and Harassment Policy clearly prohibits discrimination against others.

Access Group Solutions believes these policies are vital to ensure we create and practice a diverse and inclusive environment.

## **3. AGS Commitment to our Diversity & Inclusion Policy and Action Plan**

To continue our mission and vision for diversity and inclusion within our workplace, Access Group Solutions is committed to actively fostering diversity, inclusion and cultural competency throughout our programmatic, research, development and operational efforts.

### **Build our organisations capability to execute our long-term action plan**

- Create Diversity/Inclusion standards
- Create and lead divisional management teams
- Increase diversity of employees
- Assess the levels of intercultural competency of employees and design tools/training to develop competency levels

### **Design a research plan to better understand the diversity of current employees**

- Employ and learn more about diversity and inclusion, and ensuring future employment opportunities
- Create an agenda of research required for our current employees, to learn more about their diversity
- Form a diversity research group to develop a set of questions for best results for analysis

### **Support Internal Activities**

- Continue our internal activities support
- Celebrate dates of significance for our employees
- Share stories of who we are and where we have come from
- Share cultural experiences
- Celebrate our diverse company culture
- Encourage diverse team activities and bonding
- Develop and share diversity and inclusion training to help one another better understand each other

# Diversity and Inclusion Policy

## Support External Activities

- Continue our support for external activities
- Encourage our employees to be involved in external activities within the community
- Discuss opportunities with our clients to participate in the external activities within the community
- Share the stories internally to help develop other employees' awareness of diversity and inclusion and support ideas

## 4. Policy & Compliance

Access Group Solutions is committed to promoting a fair and equitable environment that is free from discrimination, harassment and vilification in line with its obligations under State and Federal legislation (Acts below).

- The Sex Discrimination Act 1984
- The Disability Discrimination Act 1992
- The Racial Discrimination Act 1975
- The Equal Opportunity Act 1995

Access Group Solutions expect all employees, Managers, Team Leaders, new employees and those wishing to apply to the company to always comply with the Antidiscrimination Policy, Diversity & Inclusion Policy and all related policies and procedures.

Any behaviour that does not conform with Access Group Policies and Procedures may be subject to disciplinary action and reported to the People & Culture team for investigation

**This policy may be amended and reviewed at any time at the discretion of Access Group Solutions' nominated delegates.**

Related Policies	AGS_Recruitment Policy AGS_Equal Employment Opportunities Policy AGS_Harassment & Bullying Policy
Policy Contact	People and Culture Manager <a href="mailto:people@accessgroupsolutions.com.au">people@accessgroupsolutions.com.au</a>