

**BEST & LESS GROUP HOLDINGS LTD
ACN 642 843 221**

(THE COMPANY)

DIVERSITY AND EQUAL OPPORTUNITY POLICY

ADOPTED ON 25 JUNE 2021

1. INTRODUCTION

The Company is committed to an inclusive workplace that embraces and promotes diversity at all levels of the Company.

The Company recognises a commitment to diversity can broaden the pool for recruitment of high quality employees, improve employee retention, foster a closer connection with and better understanding of customers, and improve the Company's image and reputation.

The Company values and respects the unique contributions of people with diverse backgrounds, experiences and perspectives. The Company recognises that team members will assume changing domestic responsibilities throughout their careers. The Company is committed to adopting flexible work practices that will assist team members to meet those domestic responsibilities.

This document sets out the Company's policy on diversity and equal opportunity, and a summary of this policy will be made available on the Company's website.

2. OBJECTIVES

The board of the Company (**Board**) will establish diversity-related measurable objectives for the Company in light of the diversity and equal opportunity principles discussed below. Assessment of these objectives and review of progress will be carried out on an annual basis by the Board. Progress against targets will be included in the Company's annual reports.

3. PRINCIPLES

This policy provides a framework for new and existing diversity related initiatives and policies within our business.

The Company rewards and promotes its team based on assessment of individual performance, capability and potential. The Board is committed to providing opportunities that allow individuals to reach their full potential irrespective of individual background or difference and accordingly have adopted the diversity and equal opportunity principles to achieve the following:

- (a) a diverse and skilled workforce;
- (b) improved employment access;
- (c) a workplace culture displaying fair workplace practises and behaviour;
- (d) recruitment, selection and promotion practises which are open, competitive and based on merit. This means the best applicant is selected for the job;
- (e) access for all employees to training, development and further education that enables individuals to be productive in their work;
- (f) equal access for all employees to benefits and conditions;

- (g) flexible working arrangements that meet the needs of employees and create a productive workplace;
- (h) grievance handling procedures that are accessible to all employees and deal with workplace complaints promptly, confidentially and fairly;
- (i) communication processes to give employees access to information and allow their views to be heard by senior management and the Board;
- (j) management decisions being made without bias;
- (k) no unlawful discrimination or harassment/bullying in the workplace; and
- (l) respect for the social and cultural backgrounds of all employees and customers.

4. **MEASURES AND ACCOUNTABILITIES**

The Chief Executive Officer will monitor the progress and report to the Board on the effectiveness of diversity related initiatives, including progress against measurable objectives.

The Company will disclose at the end of each reporting period the measurable objectives for achieving diversity set by the Board in accordance with this policy and its progress towards achieving them. Diversity will incorporate a number of factors, including but not limited to gender, ethnicity, physical abilities, age, family status, sexual orientation, religious beliefs or educational experience.

The Company will also disclose the respective proportions of men and women on the Board, in senior executive positions and across the Company. The Company will tailor its diversity reporting to reflect its own circumstances and to achieve an accurate representation of the relative participation of women and men in the Company and the roles in which they are employed.

5. **INDIVIDUAL RESPONSIBILITIES**

Employees need to:

- (a) understand and comply with the Equal Employment Opportunity Policy, Harassment Prevention Policy and the Discrimination Prevention Policy and be aware that these policies form part of the conditions of employment;
- (b) work to the best of your ability and provide quality service to customers;
- (c) work as part of the team to create a pleasant and responsible work environment;
- (d) recognise the skills and talent of other staff members;
- (e) act to prevent harassment and discrimination against others in the workplace;
- (f) respect differences among colleagues and customers such as cultural and social diversity; and
- (g) treat other people fairly (do not discriminate against or harass them); and
- (h) participate in training activities as required to understand their responsibilities on diversity and inclusion.

Managers must:

- (a) ensure employees understand the appropriate and acceptable standard of conduct and behaviour at work;
- (b) create a fair, productive and comfortable work place environment;
- (c) take steps to ensure that all work practices and behaviours are fair and free from all forms of unlawful discrimination and harassment;
- (d) provide employees with equal opportunity to apply for available jobs, training and development throughout the company;
- (e) ensure that information on the equal employment opportunity policy is freely available to all employees;
- (f) provide employees with training, information and other resources to enable them to carry out their work;
- (g) consult employees about decisions that affect them;
- (h) ensure selection processes are based on merit and that the methods used are consistent;
- (i) ensure that their own behaviour is above reproach and that they are aware of the behaviour of others for whom they have supervisory responsibilities;
- (j) provide all employees with equal access to fair, prompt and confidential processes to deal with complaints and grievances; and
- (k) take early and appropriate action to deal with any behaviour that may be considered as offensive, intimidating and/or discriminatory.

VERSION CONTROL – DIVERSITY POLICY	
Date	Action
25 June 2021	Adopted by the Board