
Diversity Policy

CountPlus Limited (ACN 126 990 832)
As adopted by the CountPlus Board

1. Introduction

- 1.1 CountPlus Limited (**'CountPlus'**) recognises, respects and values the diversity of its employees and the general CountPlus community. CountPlus recognises the benefits of diversity where people of different genders and from different backgrounds can bring fresh ideas and perceptions which make the way work is carried out more efficient and products and services more valued. It is for these reasons that CountPlus has formulated the CountPlus Diversity Policy (**'Policy'**).
- 1.2 CountPlus is committed to sound diversity practices under the Policy by:
- (a) Providing a diversity inclusive workplace in which everyone has the opportunity to fully participate and is valued for their distinctive skills, experiences and perspectives; and
 - (b) Incorporating diversity into its business practices through its corporate social responsibility initiatives that aim to improve the quality of life for its workforce, their families, communities and society.

2. Application

- 2.1 The Policy applies to the CountPlus Group, including all Countplus/Partner Firm employees, including Partner Firm Directors and the CountPlus Board of Directors (**'Board'**).

3. Definitions

- (a) **CountPlus Group:** CountPlus Limited and any related body corporate of CountPlus (as defined by s 9 of the Corporations Act 2001 (Cth)).
- (b) **Cultural and Linguistic Diversity:** Refers to diverse language and cultural backgrounds which frequently parallel diverse ways of thinking. This offers access and insight into new operational methods and client networks. From the perspective of clients, competence in languages other than English is a sign of service excellence.
- (c) **Cultural Diversity:** Means cultural differences based on race, colour, political or religious conviction, language and national or ethnic origin. The term embraces both Indigenous Australian and multicultural perspectives. (As well as valuing and promoting cultural richness within the CountPlus Group, this aims to redress any unfair, unjust or illegal practices which may result directly or indirectly from a person's cultural difference, identity and/or context.)
- (d) **Diversity:** Means the variety of backgrounds, characteristics, beliefs, attitudes, languages and social circumstances, sexual orientation, gender history and age of employees, who work and interact within the CountPlus Group. Valuing diversity results in an harmonious environment that embraces and supports diverse contributions and perspectives.
- (e) **Inclusive language:** Is free of bias and discrimination and avoids stereotyping and false assumptions about people on the basis of their: sex; marital status; pregnancy or potential pregnancy; breast feeding; sexual orientation; gender history; race; nationality; colour or ethnic origin; age; religious or political conviction; impairment or disability; family responsibility or family status. Inclusive language allows an all-encompassing discourse and a multiplicity of perspectives.

4. Board and Employee Responsibilities

- 4.1 Board Responsibilities
- (a) The CountPlus Board is responsible for designing and overseeing the implementation of the Policy.

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- (b) The Board will be responsible for promoting diversity within CountPlus' culture and monitoring the effectiveness of the Policy. CountPlus recognises that it needs to provide management with appropriate guidance in order to foster a value for diversity within its management culture. The Board will use best endeavours to achieve diversity goals.
- (c) The Board is responsible for reviewing the Policy and will assess the status of diversity within CountPlus and the effectiveness of the Policy in achieving the measurable objectives which have been set to achieve diversity.

4.2 Employees

- (a) All employees are required to act in a manner that supports diversity within the workplace and promotes the objectives set out in the Policy. Employees are encouraged to provide feedback to management regarding programs or initiatives which will improve the Policy.

5. Policy Statement

5.1 Valuing and managing diversity means that the CountPlus Group will:

- (a) Facilitate equal employment opportunities based on relative ability, performance or potential;
- (b) Actively promote diversity in the sourcing of candidates for employment;
- (c) Help to build a safe work environment by taking action against inappropriate workplace and business behaviour that does not value diversity including discrimination, harassment, bullying, victimisation and vilification;
- (d) Develop flexible work practices to meet the differing needs of employees provided that the implementation of these practices is congruent with effective practices for the business;
- (e) Attract and retain a skilled and diverse workforce as an employer of choice;
- (f) Enhance customer service and market reputation through a workforce that respects and reflects the diversity of the CountPlus Group's clients;
- (g) Actively provide opportunities for employees to further their learning and development potential;
- (h) Make a contribution to the economic, social and educational well-being of the communities it serves;
- (i) Improve the quality of decision-making, productivity and teamwork;
- (j) Develop Senior Executives and board members;
- (k) Meet the relevant requirements of legislation and regulation in relation to gender and other diversity and regularly report to the CountPlus Board of Directors in relation to status of same;
- (l) Record and report the participation and level of men and women in the CountPlus workplace to the Board for inclusion in the Annual Report in a manner that is accurate and not misleading;
- (m) Disclose in each Annual Report the proportion of women employees in the whole organisation, women in senior executive positions and women on the Board (and disclose the same in relation to men);
- (n) Identify programs that assist in the development of a broader pool of skilled and experienced board candidates including initiatives focused on skills development such as executive mentoring programs or more targeted practices relating to career advancement such as those that develop skills and experience that prepare employees for senior management and board positions; and
- (o) Create an inclusive workplace culture where Management seeks employees' input and ideas and everyone feels they can make a meaningful contribution.

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5.2 In order to achieve the above matters under the Policy, all areas of the CountPlus Group will continually develop and adapt a Countplus culture which integrates the following into their policies, procedures, practices and management processes:

5.2.1 Employment

- (a) Attract and retain people from equal employment opportunity target groups, youth and mature age workers and others who together make up a diverse workforce.
- (b) Ensure that employment practices in the areas of recruitment and selection, induction, training and staff development promote a workforce which has cultural and linguistic diversity up to at least the level at which people from diverse backgrounds are represented in the population of Australia.
- (c) Provide appropriate training to staff who are from diverse backgrounds and genders to enhance the retention of new employees and promotion of existing employees' career development.
- (d) Ensure that managers and staff attend programs to enhance sensitivity and communication using inclusive language to increase awareness of issues in relation to the employment of staff from diverse backgrounds.
- (e) Provide support for special needs of employees (for example, language support, workplace modification) provided that this does not result in unjustifiable hardship for CountPlus or its Partner Firms.
- (f) Embrace the ideas of the people who will shape the future as a powerful way to sustain corporate relevance; preserve the collective wisdom of the organisation and use the experience of senior employees; and manage a balance between workers from each end of the age spectrum.

5.2.2 Decision Making

- (a) Ensure that decisions made by and for the CountPlus Group incorporate input from employees from diverse backgrounds and genders, as determined by the CEO.
- (b) Ensure that, other than in exceptional circumstances, committee meetings shall be held at times which will not disadvantage people with family responsibilities and those who work part-time.

5.2.3 Workplace Culture

- (a) Ensure that individuals have the right to express their ideas, theories, and opinions while respecting the rights of others without fear of discrimination, harassment or bullying and irrespective of gender.
- (b) Ensure that relations between employees are respectful of diversity and free of behaviour of a racist, sexist or otherwise prejudicial or demeaning kind. Employees should be sensitive to the needs of employees from other cultures, particularly those whose first language is not English.
- (c) Make reasonable provisions for the cultural and religious needs of employees. Where appropriate, approve access to flexible work arrangements.

5.3 Gender Diversity

5.3.1 CountPlus recognises that gender diversity amongst its Board and employees:

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- (a) broadens the pool of high-quality directors and employees;
- (b) is likely to support employee retention;
- (c) is likely to encourage greater innovation by drawing on different perspectives;
- (d) is a socially and economically responsible governance practice; and
- (e) will improve CountPlus' corporate reputation.

5.3.2 The Board will adopt measurable objectives to assist CountPlus to achieve gender diversity and review CountPlus' progress in meeting these objectives and the effectiveness of these objectives each year. The Remuneration and Nominations Committee may recommend such measurable objectives to the Board in light of CountPlus' general selection policy for directors, officers and employees.

6. Objectives

- 6.1 To provide a diverse, flexible and creative work environment in which CountPlus actively acknowledges, supports, encourages and values diversity, including gender diversity;
- 6.2 To provide structures and policies to create a culture for CountPlus that is cosmopolitan and diverse, resulting in an attractive, vibrant and intellectually stimulating work environment;
- 6.3 To promote and encourage a CountPlus culture where all employees ensure that their behaviour is ethical that is, behaviour that acknowledges and protects principles of fair representation and just dealings among all its members;
- 6.4 To promote an environment where the linguistic and cultural diversity and other skills and talents of all employees and of the CountPlus community contribute to the goals of the company; and
- 6.5 To further develop CountPlus locally, nationally and internationally as a leader in the area of harmonious and creative diversity in the workplace.

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