



Equal Opportunity and Diversity Policy.

1. Overview

Corporate Travel Management (CTM) is an equal opportunity employer and will provide equity in employment for all people currently employed by or seeking employment at CTM. It is important to CTM's success that it values and recognises the importance of having, and being able to attract, retain and motivate, a diverse team and embraces the unique contributions of all of our team members. The purpose of this policy is to provide guidance for all CTM employees to ensure a workplace that is equitable, free of discrimination, encourages diversity and inclusiveness.

The objective of this policy is to set the minimum standards to:

- Ensure that our people act with integrity and treat others fairly and with respect, irrespective of their differences;
- Ensure equity and fairness in our people management practices and processes so that decisions and initiatives are free from discrimination, harassment, bullying, victimisation and vilification; and
- Foster a culture that values and promotes workforce diversity, flexibility and inclusion.

Every person will be given a fair and equitable opportunity to compete for appointment, promotion or transfer, and to pursue their career as effectively as others.

CTM will not condone and regards as unfair, all forms of unlawful discrimination.

Unlawful discrimination occurs when a person has adverse action taken against them based on the following attributes.

- Race
- Colour
- Sex;
- Sexual orientation
- Age
- Physical or mental disability
- Marital status
- Family or carer's responsibilities
- Pregnancy or potential pregnancy;
- Religious belief or activity;
- Political belief or activity;
- National extraction or social origin

In all cases performance and competence are to be used as the basis for employment decisions, performance assessment, training and development opportunities and promotions.

2. Scope

This policy applies to all employees, consultants and contractors of the CTM group. For CTM employees and contractors this policy applies to work and work-related activities (examples include but are not limited to; training, supplier events, client meetings and events) both at and away from CTM offices. It also applies to interactions that our people have with customers and the communities in which we operate, including our dealings with any other person or company on behalf of CTM.



3. Definitions

a) Diversity and Inclusion

Diversity and inclusion are not limited to gender. It extends to age, cultural background, disability, religion, sexual orientation and marital or family status.

b) Adverse Action

Adverse action can include action that is unlawful if it taken for a discriminatory reason. Within the Fair Work Act 2009, a number of Adverse Actions are described. Adverse action taken by an employer includes doing, threatening or organizing any of the following:

- Dismissing an employee
- Injuring an employee in their employment
- Altering an employee's position to their detriment
- Discriminating between one employee and other employees
- Refusing to employ a prospective employee
- Discriminating against a prospective employee on the terms and conditions in the offer of employment.

c) Discrimination

Discrimination is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be, seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply, while people without that attribute do or can comply.

d) Equal Employment Opportunity

Equal Employment Opportunity is ensuring that all employees are given equal access to training, promotion, appointment or any other employment related issue without regard to any factor not related to their competency and ability to perform their duties.

e) Victimization

Victimization happens where an employee is treated harshly or subjected to any detriment because they have made a complaint of discrimination or adverse action. Victimization will also happen if a person is subjected to a detriment because they have furnished any information or evidence in connection with a discrimination complaint.

4. Policy Statements

- a) At CTM we must foster inclusion where individual differences are valued, respected and appreciated.

Clear guidance must be provided so that our people know that they must act with integrity and treat others with respect and fairness. This will ensure that everyone feels valued and involved and able to contribute and perform at their best. Our people are expected to behave in accordance with CTM's Code of Conduct and must be held accountable for understanding and role modelling the expected



behaviours. This includes recognising and responding to unacceptable behaviour and taking appropriate action.

- b) CTM must ensure that its people management practices and processes are designed to provide fair and equitable outcomes.

Our people management practices and processes are to be free from bias and guided by the principles of equal opportunity to ensure decisions and initiatives affecting our people are fair and equitable. This will help to foster an inclusive culture and a highly engaged, flexible and diverse workforce. Our people management practices and processes include:

Recruitment and selection:

- Talent and succession planning (including promotion and retention);
- Performance and reward;
- Learning and development;
- Flexible work practices; and
- Employment benefits.

There must also be an effective complaints process that addresses the concerns of inequitable or unfair outcomes experienced by any of our people. This process must ensure that complaints resolution is provided in a fair and timely manner.

- c) At CTM we must endeavour to build a diverse workforce and inclusive culture to benefit our people and customers and reflect the communities in which we live and operate.

CTM must promote fairness and equality in its employment practices and within the workplace to ensure CTM remains agile, resilient and flexible. Creating an inclusive culture will enable CTM to:

- Remove barriers that prevent our people from reaching their full potential as a result of their personal characteristics (see Diversity definition for further detail); Leverage the benefits of diversity of thought in our interactions and decision making; and
- Create opportunities to better understand our customers, foster innovation, and better manage risk.

5. Responsibility

It is the responsibility of all employees, contractors and other people in the workplace to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

Employees should be aware that they are not permitted to discriminate against or victimize in any way any other employee working at CTM or any other business related to CTM.

Employees are required to: complete all relevant training and follow the relevant people practices and processes; Operate in accordance with this policy to ensure that the workplace is free from discrimination, harassment, bullying, victimisation and vilification; and treat colleagues and others according to CTM's Code of Conduct and this policy and supporting standards, guidelines and procedures.

All Senior Roles, Leaders and Managers have a responsibility to:



- understand and commit themselves to the principles detailed in this policy relating to equal opportunity and discrimination and apply them in the workplace;
- ensure that all decisions relating to the appointment, promotion and career development of an individual are made without regard to any matters, other than the individual's inherent ability to carry out the job;
- provide an environment which encourages equal opportunity, diversity and inclusion and set an example by their own behavior;
- ensure all staff are aware of this policy and the principles detailed within it;
- remain aware of employee behavior and act on inappropriate behavior, and take action immediately address any behavior that is not consistent with CTM's Code of Conduct and this policy and supporting standards, guidelines and procedures.
- Champion diversity and inclusion by widely communicating the business case and role modelling behaviors.

It is the responsibility of **Human Resources** to ensure that:

- all managers, supervisors and staff are made aware of their obligations, responsibilities and rights in relation to Equal Employment Opportunity and discrimination;
- any matter which does not comply with the principles of equal employment opportunity are identified and addressed as promptly and sensitively as possible;
- ongoing support and guidance is provided to all employees in relation to Equal Employment Opportunity principles and practice;
- measurable objectives for diversity and inclusion strategies, initiatives and programs are developed for approval by the Board.

The Board has ultimate responsibility for this policy and will annually review and assess the diversity and inclusion measurable objectives.

What do I do if I feel I've been discriminated against?

Any employee who feels that they have been discriminated against in relation to any of the definitions provided in this policy should lodge a complaint as per the steps detailed in the Grievance Handling Procedure.

6. Further Information

If you have any inquiries or require further information, please do not hesitate to contact Human Resources.

7. Related Documents

- Workplace Bullying and Harassment Policy
- Grievance Handling Procedure
- Code of Conduct Policy
- Work Health and Safety Act 2011