

Diversity and Inclusion Policy

Version 2

Purpose

At icare, we strive to put people at the centre of everything we do. We are committed to developing and maintaining an inclusive workplace that embraces diversity. Ensuring a safe, positive, inclusive and diverse workplace that reflects our customer and community will enable us to adapt to needs and deliver customer centric services and experience to the people, businesses and communities of NSW.

This policy applies to everyone working at icare and helps us to:

- Provide services that address the needs of all our customers, irrespective of their circumstance;
- Attract, retain and engage employees from a diverse range of lived experiences that is representative of our customers and the communities in which we live and work;
- Create an inclusive culture that enables the performance and wellbeing of our employees; and
- Improve innovation, creativity, thought leadership, customer centricity and responsiveness to the communities we serve.

Definition of diversity

At icare, workplace diversity means recognising and understanding our many individual differences. Diversity accounts for all aspects of the individual's identity and can include, but is not limited to characteristics relating to, sex, gender, gender identity, intersex or transgender status, age, ethnicity, cultural, linguistic and geographic backgrounds, disability and ability, sexual orientation, religious belief or practices, carer and family responsibilities, relationship status, education, and experience. Diversity also includes our different ways of thinking and ways of working.

Definition of inclusion

At icare, inclusion means the actions and efforts we take to create a sense of belonging through valuing, embracing and harnessing our differences. This ensures we maintain a positive workplace and create a culture where our people feel safe, respected, free of discrimination, and free to express diverse views that are in line with icare's values and Code of Conduct and Ethics.

We all have a part to play through our daily interactions with each other, our service providers, customers and communities. We act to maintain a workplace where people contribute their ideas, experiences and perspectives, without being limited by real or perceived barriers or obstacles. By achieving this, our people will prosper at work.

Principles

icare is committed to creating a workplace that:

- Is free of discrimination, harassment, bullying and vilification;
- Recognises diversity as a human right, where everyone deserves respect and opportunity and that we all have a part to play in creating a culture based on our values of integrity, courage, accountability, respect and empathy;
- Embraces the diversity of our people, suppliers and the NSW community, which will enable us to be a truly inclusive organisation;
- Ensures our people feel respected, valued and included and able to contribute their unique skills and experiences; and
- Ensures our people leaders account for diversity and ensure inclusive outcomes in the way decisions are made.

Responsibilities

Everyone

- Understands the meaning of diversity and the actions that result in inclusion;
- Contributes to a culture and work environment that is inclusive of all our people;
- Is fair and respectful, and valuing everyone's contribution;
- Appreciates that we all bring conscious and unconscious bias and stereotypes to work, actively works to identify and address these; and respectfully challenges these when you see and hear them displayed;
- Ensures that our behaviour is consistent with the principles set out in this policy;
- Is aware of all employees' responsibilities under the Code of Conduct and Ethics and Discrimination, Harassment and Bullying Policy, and how these relate to the principles of diversity and inclusion; and
- Undertakes any mandatory training associated with these or related policies.

People leaders

- Drive performance by creating a strong and dynamic working environment that effectively accesses the potential of all employees.
- Ensure that management practices are consistent with the principles set out in this policy, including:
 - Ensuring a fair and consistent merit-based selection process is applied when recruiting, selecting and promoting (including the setting of remuneration); and in leading, rewarding and developing people;
 - Ensuring procedural fairness and natural justice is applied in performance management;
 - Supporting different forms of leave, including the observation of cultural and religious holidays; and
 - Implementing work practices that are flexible to the needs of our people and our business.
- Role modelling leadership behaviours that always support Diversity and Inclusion and promote appropriate standards of conduct; and
- Actively identifying and challenging barriers and developing a work environment that encourages open discussion and values diversity of perspectives and thought.

How to raise a complaint

icare strongly encourages any person who believes they have been discriminated against, bullied, harassed on a ground of prohibited discrimination, including sexually harassed or victimised to take appropriate action. icare's Grievance Handling Policy on HUGO provides further information on your rights, responsibilities and options on what to do. To raise a complaint and/or talk about a concern regarding a breach of this policy, speak to your people leader and/or contact your People and Performance Partner in the HR Partnering team in the first instance.

If your health and safety or others health and safety is being compromised as the result of unacceptable or unlawful workplace behaviour you should act by speaking with your people leader and/or People and Performance Partner in the HR Partnering team. If necessary, you should also contact the Police.

Consequences, processes and remedies

A breach of this policy may constitute a breach of the Discrimination, Harassment and Bullying Policy and a breach of the Managing Misconduct Policy.

Individuals and groups can suffer serious physical or psychological injury because of workplace discrimination, harassment, bullying or victimisation. Both individual icare employees and icare itself may be subject to financial penalty, criminal liability or reputational damage.

Depending on the severity of the breach, individual employees or a group of employees may:

- Be required to make an apology to the individual or group concerned;
- Receive counselling;
- Participate in mediation to restore workplace relationships;
- Attend discrimination, harassment and bullying training;
- Receive a verbal or written warning;
- Be subject to formal disciplinary action up to and including dismissal; and/or
- Be subject to criminal proceedings and/or litigation.

A breach of this policy by a person who is not an icare employee should be referred immediately to that person's employer or vendor for management and may result in action being taken by the person's employer and/or the contract with the person being terminated.

Related policies and procedures

Refer to HUGO for the most up to date policies, procedures and information, including:

- *Insurance and Care NSW Award 2017* (icare Award);
- Code of Conduct and Ethics;
- Discrimination, Harassment and Bullying;
- Working Flexibly;
- Recruitment and Selection;
- Leave;
- Privacy;
- Work, Health and Safety;
- Managing Misconduct.

Contact

Contact your people leader or a raise a ticket in the HR Service Centre if you have any questions or feedback.

Approval

icare's People and Remuneration Committee has approved this policy.

Version	Policy title	Approved by / date	In force
V1	Diversity and Inclusion Policy	Chief Human Resources Officer 19 December 2018	19 December 2018
V2	Diversity and Inclusion Policy	People and Remuneration Committee 16 November 2020	16 November 2020