

## Balance Recruitment Diversity Policy

### PURPOSE

Balance Recruitment recognises the benefits of diversity where people from different backgrounds can bring fresh ideas and perceptions which make the way work is done more efficient, and products and services more valued.

It is for these reasons that Balance Recruitment is committed to being a diversity leader in the Recruitment sector by:

- Providing a diversity inclusive workplace in which everyone has the opportunity to fully participate and is valued for their distinctive skills, experiences and perspectives.
- Incorporating diversity into its business practices through its corporate social responsibility that aims to improve the quality of life for its workforce, their families, communities and society at large.

### DIVERSITY VISION

Balance Recruitment recognises its talented and diverse workforce as a key competitive advantage. Our business success is a reflection of the quality and skill of our people. Balance Recruitment is committed to seeking out and retaining the finest human talent to ensure top business growth and performance.

Diversity management benefits individuals, teams, our company as a whole, and our customers. We recognise that each employee brings their own unique capabilities, experiences and characteristics to their work. We value such diversity at all levels of the company in all that we do. Balance Recruitment believes in treating all people with respect and dignity. We strive to create and foster a supportive and understanding environment in which all individuals realise their maximum potential within the company, regardless of their differences. We are committed to employing the best people to do the best job possible. We recognise the importance of reflecting the diversity of our customers and markets in our workforce. The diverse capabilities that reside within our talented workforce, positions Balance Recruitment to anticipate and fulfill the needs of our diverse customers, providing high quality products/services.

Balance Recruitment is diverse along many dimensions. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education.

We believe that the wide array of perspectives that results from such diversity promotes innovation and business success. Managing diversity makes us more creative, flexible, productive and competitive.

## **POLICY STATEMENT**

Valuing and managing diversity means that Balance Recruitment will:

- Facilitate equal employment opportunities based on relative ability, performance or potential;
- 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;
- Develop flexible work practices to meet the differing needs of our employees;
- Attract and retain a skilled and diverse workforce as an employer of choice;
- Enhance customer service and market reputation through a workforce that respects and reflects the diversity of our customers;
- Make a contribution to the economic, social and educational well-being of the communities it serves;
- Improve the quality of decision-making, productivity and teamwork;
- Meet the relevant requirements of legislation and the Board;
- Align with world leading practice, and
- Create an inclusive workplace culture.

## IMPLEMENTATION

Balance Recruitment's diversity program supports a culture that not only acknowledges and values diversity, but also has the capability to manage diversity in the workplace and respond to diversity within our customer base. This will involve a program of work that provides a supportive and inclusive workplace policies and practices as well as customer responsive initiatives.

## ENFORCEMENT

Balance Recruitment does not tolerate non-inclusive behaviour and upholds the law aimed at preventing vicarious liability. To achieve this Balance Recruitment expects its employees to:

- Uphold and demonstrate Balance Recruitment's core Values and behaviours at work or at afterhours work functions;
- Understand and comply with Diversity policies and procedures;
- Be assertive to prevent inappropriate and non-inclusive behaviours of discrimination, harassment, bullying, victimisation and vilification;
- Regularly attend/complete diversity awareness training;
- Know how to appropriately access and use the Issues Resolution Process
- Willingly adapt their behaviours if required to ensure appropriate workplace conduct.

## DEFINITIONS

Non-inclusive behaviours include:

**Direct discrimination** is denying a person of an opportunity or treating them less favourably because they belong to a particular group or category. For example: not employing a male applicant on the grounds of females typically doing the job.

**Indirect discrimination** occurs when an action or policy which appears to treat everyone equally, has a discriminatory effect against a certain group of people. For example: holding workplace meetings after work hours when employees with family responsibilities would find it hard to attend.

**Harassment** is any form of behaviour that is unwelcome and which offends, humiliates or intimidates a person.

**Sexual Harassment** is any form of unwelcome sexual attention. This may be obvious or indirect, physical, or verbal, intentional or unintentional, or behaviour that creates a sexually hostile or intimidating environment.

**Bullying** is any 'repeated' and 'unreasonable behaviour' directed towards a worker or a group of workers that creates a risk to health and safety. 'Repeated' behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. 'Unreasonable behaviour' means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening. The behaviours can be physical, verbal or non-verbal.

**Victimisation** is when an employee is treated less favourably for making a complaint or providing information as a witness. For example: using pay back, refusing to acknowledge the person, removing or reducing benefits.

**Vilification** is conduct that incites hatred against, serious contempt for, or revulsion or severe ridicule of another person or group of persons on the grounds of race, ethnoreligious beliefs, HIV or AIDS, transgender or homosexuality. For example: graffiti that encourages hatred of a particular race of people.

Key terms:

**Diversity** is recognising and valuing the unique contribution people can make because of their individual background and different skills, experiences and perspectives. People differ not just on the basis of race and gender, but also other dimensions such as lifestyle, education, physical ability, age and family responsibility.

**Inclusion** is actively valuing a person or group's diversity and making them part of Balance Recruitment's success, by providing opportunities for their full participation at every opportunity – regardless of differences such as age, gender, physical or mental ability and culture or family responsibilities.

**Vicarious liability** is a legal term used to describe when a person or organisation has knowledge or is a witness to discrimination, harassment or workplace bullying and fails to take reasonable action to prevent it from occurring (including reporting). The person and/or the organisation can be held legally responsible and cannot claim not to have known.

**Corporate Social Responsibility** is a continuing commitment by the business to behave ethically and contribute to economic development and environment protection while improving the quality of life of the workforce, their families and the local community and society at large. It is a genuine attempt to build meaningful relationships between the corporate sector and the rest of society.