

Cabcharge Australia Limited

Last Updated: February 2012

DIVERSITY POLICY

1. PURPOSE

Cabcharge aims to create an environment in which individual differences are valued and all staff have the opportunity to realise their potential and contribute to the success of Cabcharge.

Cabcharge recognises that diversity can help facilitate the rise of fresh ideas and approaches which in turn may contribute to a more efficient or effective business.

Cabcharge will set measurable objectives for gender diversity and assess annually both the objectives and the progress towards achieving them.

Diversity relates to a broad range of differences including religion, gender, cultural background, sexual orientation, age, disability, ethnicity and includes differences that have arisen as the result of varied experiences such as education, problem solving skills, functional expertise, and interpersonal skills.

2. OBJECTIVES

Cabcharge will use the framework set out in this policy to achieve:

- A diverse and skilled workforce capable of achieving Cabcharge's commercial objectives;
- A workplace culture characterised by inclusive practices and behaviours;
- A work environment that values and utilises the contributions of employees with diverse backgrounds, experiences and perspectives;
- Awareness in all staff of their rights and responsibilities in relation to fairness, equity and respect for all aspects of diversity.

3. GENDER DIVERSITY

The Board of Cabcharge requires managers to coordinate recruitment and promotion processes in a manner that ensures:

- Efforts are made to identify prospective appointees who are female;
- Efforts are made for any short list of prospective appointees to include at least one female candidate;
- Gender diversity inside Cabcharge exceeds the gender diversity of Cabcharge's key commercial stakeholder groups – taxi operators and taxi drivers.

The Board, either itself or through delegation to a sub committee or the managers, will establish other measurable objectives for achieving gender diversity as it sees fit.

The Board will assess achievement of the above gender diversity objectives annually.

Cabcharge will disclose in its Annual Reports the proportion of female employees in the organisation as a whole, in senior executive positions, and on the Board.

4. DIVERSITY FRAMEWORK

Cabcharge will use a range of tools from time to time to develop and sustain a culture that embraces diversity. These tools may include:

- Diversity targets;
- Leadership and culture programs;
- HR policies, systems and processes that are equitable and limit potential bias;
- Sponsorships and special events relating to diversity;
- Internal communications and awareness campaigns.

Above all else, Cabcharge is committed to recognising and rewarding performance, suitability and competence in its recruitment and selection processes regardless of the diversity characteristics of any particular applicant. Cabcharge insists that recruitment, promotion and develop decisions are based on merit.

5. ENFORCEMENT

Cabcharge does not tolerate non-inclusive behaviour and expects its staff to further the advancement of diversity and proactively uphold the laws relating to discrimination. Cabcharge expects its staff to:

- Understand and comply with Cabcharge's HR Policies and Diversity Policy;
- Attend any diversity awareness training provided by Cabcharge;
- Be assertive and proactive in preventing inappropriate and non-inclusive behaviours of discrimination, harassment, bullying, victimisation or vilification;
- If required, willingly adapt their own behaviours to ensure appropriate workplace conduct in accordance with the spirit Cabcharge's HR Policies and Diversity Policy.

6. COMPLAINTS

All supervisors, managers and senior executives within Cabcharge are required to be alert to inappropriate behaviours and, in particular, to make themselves available in a meaningful way to any staff member who elects to make a complaint on the basis of being subjected to inappropriate behaviours relating to diversity.

Complaints may be made at the election of an aggrieved staff member either informally (verbally) or formally (in writing).

Supervisors, managers and senior executives involved in resolving a complaint are required to exercise a high degree of discretion, sensitivity and confidentiality.

Staff members should be reminded of their ability to make use of the Employee Assistance Program in place from time to time.

7. **POLICY CHANGES**

This Diversity Policy is approved by the Board. The Board will periodically review this Policy and may approve updates and amendments to it from time to time.