

TRS DIVERSITY & INCLUSION POLICY AND PROCEDURE

1. Purpose of Policy

The purpose of this policy is to support and facilitate an inclusive environment that embraces all that makes us different and recognises the benefits that these differences make. The Reject Shop (TRS) is committed to developing and maintaining an inclusive workplace that embraces and celebrates diversity. These differences can include gender, age, ethnicity, religions or cultural background, disability, marital or family status, sexual orientation, gender identity, socio-economic background and other areas of potential difference and experience.

Valuing diversity at TRS is about respecting the unique differences that individuals bring to our business. TRS is committed to supporting and ensuring a diverse work environment that is reflective of the community and customers we serve where everyone is treated fairly, with respect and feels safe. At TRS we are an inclusive workplace and are committed to creating an environment that is free from discrimination, harassment, vilification and victimisation. TRS will not tolerate behaviour that is not in line with this policy.

The diversity of our people will be a key focus of TRS as we continue to improve the representation of the communities in which we operate. TRS recognises the diversity of **Our Team** as one of our most important resources because we believe that diversity in our Team helps:

- Create a culture that is respectful and open to all, no matter people's backgrounds, perspectives and experiences;
- Recognise the importance of diversity and value the competitive advantage that is gained from a diverse workforce at all levels of the business;
- Attract, retain and motivate our Team from all backgrounds;
- Create a dynamic environment that leads to higher performance and greater team satisfaction and engagement;

- Develop creativity, innovation, inspire critical thinking and grow the business;
- Improve the connection between our Team and our Customers through a workforce that reflects our expansive customer base and delivers the highest level of service to our customers; and
- Ensure we have processes in place to support everyone.

To the extent that the contents of this policy refer to obligations on TRS, they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a team member may rely.

2. Who does this policy apply to?

This policy applies to all team members and potential team members of TRS, contractors and visitors.

3. Definitions

Inclusion occurs when Our Team members, whatever their background (e.g. of different ages, cultural backgrounds, genders) feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve TRS.

4. Principles

The objectives of this policy at TRS relate to the following areas:

- Gender Balance – supporting and empowering Our Team to access and enjoy the same opportunities across all levels to build great careers at TRS, regardless of gender or gender identity;
- Indigenous Australians – provide more opportunities for Aboriginal and/or Torres Strait Islander peoples, organisations, communities we serve and customers to engage with our business;



THE REJECT SHOP

- Access to Flexible Working – supporting and empowering our team to balance their work, family and caring responsibilities and life commitments through a flexible working culture;
- Pride Community – enable our LGBTI community to be their authentic selves and grow at TRS;
- Accessibility – provide people with disability employment opportunities and career development; and improving the accessibility of our stores, SSC and DCs for Our Team, contractors and customers with disability;
- Free from discrimination – provide a workplace that promotes the diversity principles and is free from unlawful discrimination; and
- Cultural Diversity-continue to recognise and celebrate our multicultural diversity and grow our workforce to reflect the culturally diverse communities we serve.

We will recruit, develop and promote our team based on individual performance, achieving their “My Big Moves”, capability and potential. Our Leaders are committed to living our values and creating an environment where everyone can be themselves, as well as to provide opportunities that allow all of Our Team to reach their full potential irrespective of individual backgrounds or difference.

5. Our Goal at TRS

Our goal at TRS is to ensure Our Team works in an environment of inclusivity, built on diversity and equality of opportunity. At TRS we strive to create a culture that recognises, respects and celebrates diversity. We believe that an inclusive culture is built on ensuring our Team members:

- Feel included, connected and engaged;
- Feel empowered, respected, valued and share a sense of belonging;
- Come to work as their whole selves;
- Have a voice that is heard; and
- Work together to improve our customer

experience.

6. How TRS will promote Inclusion and Diversity

In order to promote greater diversity and inclusion TRS will:

1. Apply diversity and inclusion principles to guide our goals and commitment, including the way we lead, living our values and vision, considering diversity and inclusion in recruitment and key talent management processes and in processes impacting our suppliers, customers and community engagement;
2. ensure principals of this policy are followed in key projects, programs, and initiatives across the business;;
3. Ensure all TRS policies, procedures, toolkits and programs are available for Our Team and utilised by Our Team of different genders, ethnicities, cultural backgrounds, disabilities and age (such as access to our Flexbetter Arrangements at all levels, paid parental leave, and recruitment processes);
4. Provide current and new team members with information and training on TRS’s values, employment principles and Code of Conduct;
5. Provide opportunities for all team members on parental leave to maintain connection with TRS by choosing to receive team member communications and access Keeping in Touch Days such as by attending work functions and training sessions;
6. Ensure the recruitment process includes gender balance when meeting with potential candidates;
7. Have gender balance on the board, in leadership roles and across the TRS workforce;
8. Review and implement reasonable adjustments for Our Team where appropriate to enable them to fulfil the inherent requirements of their role to accommodate disabilities and other personal needs;



**CUSTOMER
OBSESSED**



**RIGHT TEAM,
ONE TEAM**



**LOWEST COST
COUNTS**



**OWN IT,
DO IT**

THE REJECT SHOP

9. Continue to ensure employment opportunities are filled and remunerated on the basis of merit and performance without discrimination or bias;
10. Report yearly on our Workplace Gender Equality to ensure we are promoting and improving our gender balance across all areas of the business;
11. Throughout the year celebrate or raise awareness of special days outlined in the Inclusion and Diversity Calendar;
12. Periodically review diversity and inclusion measures and initiatives to ensure they are operating effectively and update as appropriate.

7. Unlawful discrimination

As outlined above, the purpose of this policy is to support and facilitate an inclusive and diverse working environment. Therefore TRS will not tolerate any form of unlawful discrimination in the workplace on the basis of gender, age, ethnicity, religion or cultural background, disability, marital or family status, sexual orientation, gender identity, socio-economic background or other areas of potential difference and experience.

For further information, please see the TRS EEO Policy.

8. Review of this policy

TRS will report on an annual basis the gender composition of our workforce across all levels of our business including the Board. This report will be reviewed by the Board and will be disclosed in the gender indicators as defined by the Workplace Gender Equality Act 2012 (Cth).

The People and Culture Team is responsible for this policy and for ensuring all principals are applied to everything we do. The Board is responsible for review and overing see this policy.

9. Additional Information

Relevant TRS Company Policies

TRS EEO Policy

TRS Code of Conduct

TRS Flexbetter Policy

TRS Leave policy

TRS Harassment and Bullying Policy

Our Values – How we do things around here

Relevant legislation

Fair Work Act 2009

National Employment Standards (made under Fair Work Act 2009)

Workplace Gender Equality Act 2012 (Cth)

Equal Opportunity and Anti-Discrimination legislation which apply in each state and territory

