

Diversity Policy

Introduction

Diversity refers to the tangible and intangible differences that exist between employees such as gender, culture, race, ethnicity, physical limitation, sexual orientation, age, language, religion and nationality. Diversity also encompasses the many ways people differ in terms of their education, life experience, job function, work experience, personality, location, marital status and carer responsibilities.

CSG understands that the wide array of perspectives resulting from such diversity promotes innovation and business success. Managing diversity makes us creative, responsive, productive and competitive and creates value for our customers and shareholders.

Scope

CSG believes that diversity is a business imperative, in that it provides a foundation to enable the Company to meet the organisation's objectives and achieve sustainable business results and facilitates our employee's ability to contribute to the success of CSG. CSG is committed to creating a work environment that is fair and flexible, promotes personal and professional growth and benefits from the capabilities of its diverse workforce.

This policy applies to all staff and contractors within CSG.

For the purposes of this Policy and for government reporting; the definition of the Executive Group will include the MD/CEO in Level 5, the Executive Management Team in Level 4 and all the Senior Managers in Level 3 (in line with the Remuneration Policy).

Policy

In valuing and managing diversity, CSG applies the following principles:

- facilitate equal employment opportunities based on relative ability, performance and potential
- build and maintain an inclusive environment by taking action against inappropriate workplace and business behaviour (including discrimination harassment, bullying, victimisation and vilification)
- foster a diverse workforce by developing an environment of mutual respect, dignity and openness to others.
- seek to ensure that its business practices, systems and processes do not prevent people from diverse backgrounds having equality of opportunity within the Company
- develop flexible work practices to meet the differing needs of our employees at different stages of their life in the context of business requirements
- attract and retain a skilled and diverse workforce
- attract and retain a Board of Directors whose composition reflects a diversity of backgrounds, knowledge, experience and abilities
- improve the quality of decision-making, productivity and teamwork meet the relevant requirements of local legislation and the Board and shareholders.

The way we bring these principles to life is through a combination of:

- diversity programs
- training and development
- employee networks
- policies, systems and processes
- internal communications

Achieving Diversity

To achieve a diverse workforce, CSG supports the following:

Diversity Council

The CSG Diversity Council, led by the CEO, enables the business to perform by:

- promoting diversity as an important strategic asset to achieve business objectives across the organisation
- influencing strategic direction of diversity including setting measurable diversity objectives
- providing leadership in identifying current and emerging opportunities to advance the diversity agenda
- removing barriers to achieving diversity goals and commitments
- performing a governance role to achieve effective diversity management

The Diversity Council will seek approval of the senior leadership team on an annual basis for diversity initiatives to ensure relevance and ownership across all business.

Recruitment, promotion and selection

When hiring and promoting candidates, the hiring manager will consider diversity in relation to expectations of the relevant role, and selection and appointment processes to ensure that there is no intended or unintended discrimination.

Remuneration

Managers will endeavour to ensure that there is no intended or unintended discrimination towards any particular diversity group or individual within a diversity group in relation to the remuneration or reward that an employee receives.

The Board, through its Remuneration Committee, will review remuneration and incentives programs from time to time to ensure that there are no systemic biases.

Performance Management

Performance reviews and processes will be consistently applied across the workforce, taking into account diversity and the needs to certain employees to fully take part in such reviews and processes.

Flexible work arrangements

CSG will endeavour to provide flexible working arrangements for employees to enable them to balance personal and work responsibilities for the continued success of the business.

The Executive Group and CSG Board

The Executive Group and CSG Board have an overarching role to:

- review and monitor the effectiveness of the Diversity Council
- review and monitor the effectiveness of this policy
- review and approve the measurable objectives for achieving diversity
- review objectives and progress in achieving them on an annual basis

References

EEO Policy

Harassment Policy

DOCUMENT STATUS

This policy is subject to review and revision by the Company at anytime to ensure the continuing relevance to the needs of the business. Policy review date: September 2014

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