

DIVERSE, RESPECTFUL & INCLUSIVE WORKPLACE

nbn-Confidential: Commercial
16 November 2023
Owner: People & Culture





POLICY OVERVIEW

INTRODUCTION

This policy outlines nbn's commitment and expectation to foster a diverse, equitable, and inclusive culture to collaborate and innovate as an organisation and develop better solutions for our customers, partners, and the communities we operate within, and ultimately lift the digital capability of Australia.

We believe everyone should feel supported in being able to bring their whole self into a diverse and inclusive culture that allows the company to leverage different perspectives, backgrounds, and experience. We enable and foster flexibility and balance in the way we work.

WHY THIS IS A POLICY

A focus on [diversity](#), [equity](#), and [inclusion](#) enhances decision making, helps attract and retain talent, and is key to creating a purpose-led culture underpinned by nbn's values.

WHO DOES IT APPLY TO

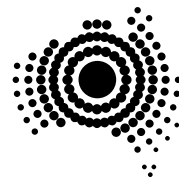
This policy applies to nbn [employees](#), [contractors](#), and [Directors](#) in all nbn workplaces.

RELATED POLICIES & DOCUMENTATION

- [Code of Conduct](#)
- [Leave Policy](#)
- [Privacy Policy](#)
- [Recruitment & Employee Development Policy](#)
- [Enterprise Risk & Resilience Management Policy](#)
- [Safety & Wellbeing Policy](#)
- [Security Policy](#)
- [Workplace Relations Policy](#)

KEY TAKEAWAYS

- We consciously create and maintain an inclusive environment where all our people feel empowered, safe, and respected, have a sense of belonging, and can thrive and succeed.
- We support accessibility needs and equal employment opportunities via [reasonable workplace adjustments](#).
- Everyone at nbn contributes to promoting an inclusive workplace by valuing and respecting people's differences.



1 PURPOSE

At [nbn](#), we recognise that when unique people work together, they can deliver extraordinary results. We are focused on building an inclusive workplace by fostering a diverse workforce where people feel valued, respected, and safe. This helps us collaborate and innovate as an organisation and develop better solutions for our customers, partners, and the communities we operate within, and ultimately lift the digital capability of Australia.

This policy sets out the nbn's commitments to finding ways to achieve [diversity](#), [equity](#), and [inclusion](#). nbn is committed to practices that embed a safe, diverse, and inclusive place to work where we prioritise our people and our customers' wellbeing and do not tolerate [discrimination](#), bullying, or harassment (including sexual harassment).

2 SCOPE

This policy applies to all nbn [employees](#), [Directors](#), and [contractors](#), in all nbn workplaces.

3 POLICY

3.1 PRINCIPLES

- Inclusion is fundamental to nbn's purpose and values, benefiting our employees, customers, and community, and is therefore a shared responsibility of all employees, contractors, and Directors.
- Our people treat each other fairly and respectfully.
- Our people empower each other to reach their full potential.
- Our people have a responsibility to be an [upstander](#) and call out unsafe or disrespectful behaviour.
- nbn complies with all relevant legislation and employer obligations.

3.2 OBJECTIVES

nbn is committed to:

- inclusive workplaces where all employees feel valued, respected, and safe, including celebrating employees of all ages, cultural background, [disability](#), ethnicity, sex, gender identity, marital or family status, religious belief, sexual orientation or socio-economic background, perspective, and experience;
- Inclusive experiences when engaging with nbn as a customer, partner, or in the communities;
- connecting with individual experiences, backgrounds, ideas, insights, skills, and qualities of a diverse workforce to achieve nbn's strategy and purpose;
- empowering team members to manage their productivity, effectiveness, and personal situation;
- supporting accessibility needs for our people and equal employment opportunities for people impacted by disabilities, including [reasonable workplace adjustments](#) and support for those with disabilities to safely perform their roles;
- supporting flexible ways of working through implementing [flexible work arrangements](#), which nbn will consider on an individual basis to ensure alignment with business requirements, and includes nbn's hybrid model, which balances flexibility with an expectation that all teams spend reasonable time at nbn workplaces;
- supporting employees undergoing [gender affirmation](#), as well as their [managers](#), teams, and clients to ensure everyone is supported throughout the process from start to end;
- creating an environment where our people can be fearless and feel safe to speak up and act against inappropriate behaviours that negatively impact themselves or others;
- providing diversity, equity, and inclusion forums consistent with modern corporate practice and nbn's sustainability goals;
- enabling people [leaders](#) with tools and training to support inclusion and diversity that creates a safe workplace and drives higher engagement outcomes;



- diversity, equity, and inclusion practices, advocating for positive change in our industry and in the community; and
- complying with all relevant legislation and employer obligations.

3.3 DATA AND REPORTING

nbn proactively incorporates legislative change and government recommendations specific to diversity, inclusion, and equitable outcomes.

nbn monitors its performance in the areas of diversity and inclusion using appropriate measures and targets.

Progress is reported to, and discussed in various forums, including nbn’s [Board](#) and all our Stakeholders these include but not limited to our, Executive Team, Audit and Risk Committee and People and Remuneration Committee.

3.4 LEGISLATIVE REFERENCES

This policy is also in place to ensure nbn’s compliance with its legal, statutory, and regulatory obligations, including but not limited to, Respect@work provisions and aspects of the following laws as they relate to fair work and discrimination:

- Fair Work legislation;
- [Discrimination legislation](#); and
- Privacy legislation.

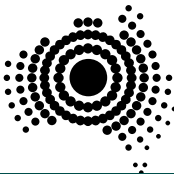
3.5 THIS POLICY AND YOUR CONTRACT

You are required to comply with nbn’s [policies](#) as a condition of your agreement to work at nbn.

However, nbn policies do not form part of your agreement and may be varied from time to time.

4 ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITIES
Employees and contractors	nbn employees and contractors have a responsibility to: • Respect each other and contribute to an inclusive workplace by valuing and respecting each other’s differences; • Speak up when you are concerned that someone maybe at risk of discrimination or unfair treatment; and • Comply, so far as reasonably able, with any reasonable instruction given by nbn relating to diversity, equity, and inclusion practices.
People leaders	People leaders have the same responsibilities as employees and contractors, plus the following additional obligations: • Model, acknowledge and encourage desired behaviour; • Create a work environment which encourages open dialogue and values diverse perspectives; and • Actively identify and eliminate any barriers to equality of opportunity in employment.



ROLE	RESPONSIBILITIES
People & Culture	People & Culture has a responsibility to: • Design, develop, and communicate appropriate strategies to support the creation and maintenance of an inclusive workplace; • Promote the value of a diverse workforce and inclusive workplace; • Develop appropriate measures, targets, and regular reporting to assist ExCo and Senior Leaders and the nbn’s Board assess nbn’s performance in for diversity and inclusion; • Provide advice and support to employees and leaders in relation to promoting and embedding a diverse and inclusive workplace; and • Assist leaders to apply the policy appropriately.
ExCo members	ExCo members have a responsibility to: • Review and endorse measurable objectives for achieving diversity, to be recommended to nbn’s board and other stakeholders; and • Sponsor and provide support to Employee Advocacy groups.
Directors	Directors have a responsibility to ensure adequate strategic priority for and delivery of Diversity, Equity & Inclusion initiatives at nbn.

5 CONTACT DETAILS

6 POLICY APPROVAL

Policy approver	People & Remuneration Committee
Version	1.0
Date approved	16/11/2023
Review cadence	Biennial
Next review date	November 2025



7 VERSION HISTORY OVERVIEW

Additional detail regarding previous versions of this policy may be obtained from the Enterprise Compliance team. The policy will be periodically reviewed to check that it is operating effectively and whether any changes are required.

VERSION	DATE	SUMMARY OF CHANGE
1.0	10/10/2024	Administrative update: aligning formatting to refreshed nbn branding, updating additional resources and adjusting definitions of contractor and extended worker to match other corporate policies.
1.0	16/11/2023	Consolidation of: Gender Affirmation Workplace Policy; Equal Employment Opportunity Policy; Flexible Work Arrangements Policy; Accessibility Policy; and Diversity, Equity & Inclusion Policy. Relocated process and operational detail into separate guidance pages on the nbn Hub. Formatting and style changes to align to refreshed nbn corporate policy template and approach.

8 DEFINITIONS

ARC means the Audit & Risk Committee of the Board.

Board means nbn’s Board of Directors.

Board Committee means [ARC](#), [PRC](#), or another Committee of the Board.

CEO means nbn’s Chief Executive Officer.

contractors means [extended workers](#) and [temporary staff augmentation](#).

DDA means the *Disability Discrimination Act 1992* (Cth).

direct discrimination occurs when one person or group is treated less favourably because of a protected characteristic (eg, because of their sex, gender identity, intersex status, age, race, sexual orientation, pregnancy, or family responsibilities).

Director means a member of the Board.

disability has the same meaning as under s 4(1) of the DDA and can include physical, intellectual, psychiatric, sensory, neurological, and learning disabilities. Disabilities can be permanent or temporary, visible, or invisible.

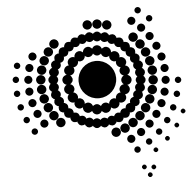
disability and discrimination laws means the DDA, *Disability (Access to Premises – buildings) Standards 2010*, [FW Act](#), and applicable State and Territory disability legislation.

discrimination can take the form of [direct discrimination](#) or [indirect discrimination](#).

diversity encompasses diversity of demographics, diversity of thought, and diversity of approach.

employee/s means [permanent employees](#) and [maximum-term employees](#) of nbn.

equity (or equitable) means ensuring that barriers to individuals realising their potential are identified and addressed and that fairness and impartiality are characteristic of all matters related to the workplace.



extended worker or **extended workforce** (EW) means a non-employee (or multiple non-employees) performing work defined as such under the Recruitment & Employee Development Policy. The resource need is typically [Outcome Based](#). nbn agrees with a third party to deliver an identified business outcome or project under a [statement of work](#). EWs do not count as headcount within a business unit's Workforce Plan Budget (a consulting budget is required) and are managed by the business unit and owner or manager accountable for the relevant SOW.

ExCo means nbn's Executive Committee, which consists of the heads of each Business Unit.

flexible work arrangement (FWA) means a modification to an employee's usual work arrangement that is agreed between the employer and the employee. Examples of flexible work arrangements include changes to hours, patterns or locations of work with the aim of helping manage work-life balance, meet carer obligations and support their personal wellbeing.

FW Act means the *Fair Work Act 2009* (Cth).

gender affirmation means diverse types of treatments, therapies, or changes that support a transgender or nonbinary person in their gender transition.

inclusion (or inclusive) exists where people are valued and respected and have a sense of belonging.

indirect discrimination occurs when there is a particular requirement, condition or practice which appears to apply to everybody equally, but which has the effect of disadvantaging more people with a particular protected characteristic, and which is not reasonable in the circumstances.

Key Stakeholders mean nbn teams that are responsible for content in a policy that is owned by another team. Teams identified as Key Stakeholders must be consulted on and may also trigger changes to the policy in question.

leaders means nbn managers who have direct teams and supervisory responsibilities.

manager refers to the person an employee or contractor reports to.

maximum term employee means an employee employed for a maximum period.

nbn is nbn co limited (ABN 86 136 533 741) and its related entities.

NES means the National Employment Standards, which are the minimum employment entitlements in the *Fair Work Act 2009* (Cth).

Outcome Based means a resourcing need for one or more people to deliver a defined outcome or project against an agreed SOW.

permanent employee means a person directly employed by nbn on an ongoing basis.

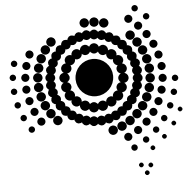
policies mean nbn's corporate policies, which focus on enterprise-wide principles and set out key roles and responsibilities. These documents are administered by Enterprise Compliance, and are approved by either the [CEO](#), a [Board Committee](#), or the Board.

PRC means the People & Remuneration Committee of the Board.

reasonable workplace adjustment may take the form of a change to a work process, practice, procedure, or environment that enables an employee with disability to perform their role in a way that minimises the impact of their disability where the making of such an adjustment does not impose an unjustifiable hardship on nbn.

statement of work (SOW) means an agreement between nbn and a supplier that sets out the approved outcome or project scope with milestones and deliverables and what is expected of the supplier to enable the supplier to complete the work on schedule, within budget, and to the required standard of quality.

temporary staff augmentation (TSA) means a non-employee performing work defined as such under the Recruitment & Employee Development Policy. The resource need is typically Role Based. nbn agrees with a third party to payroll the non-employee and provide the services of the TSA to perform an identified, temporary role. TSAs count as headcount within a business unit's Workforce Plan Budget and are recruited by the nbn Talent



Acquisition Team and are managed by nbn People Leaders.

“**we**” refers to nbn.

WHS laws means the *Work Health & Safety Act 2011* (Cth) and the *Work Health & Safety Regulations 2011* (Cth).

upstander means a person who speaks or acts in support of an individual or cause, particularly someone who intervenes on behalf of a person being attacked or bullied.

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