

# Equal Opportunity Policy

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## Version Control

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## 1. Purpose

Firstsource Solutions Australia Pty Ltd (Firstsource) aims to be an equal opportunity employer. The purpose of this Policy is to promote and facilitate the progressive realisation of equality at all levels of Firstsource's operations, as far as reasonably practicable, set out Firstsource's commitment that all individuals receive fair and consistent treatment in the workplace; and ensure that Firstsource Personnel understand their rights and responsibilities for equal opportunity, and through this understanding, behave in ways that demonstrate mutual respect.

This Policy should be read in conjunction with Firstsource's Workplace Bullying, Harassment and Discrimination Policy. This Policy does not, and is not intended to, have contractual effect.

## 2. Scope

This Policy applies to all employees of Firstsource, secondees to and interns of Firstsource and Firstsource's consultants and contractors (together, Firstsource Personnel in Australia).

The Policy applies in the workplace. The workplace includes the following, even when it occurs outside of business hours working on site or off-site, attendance at a work-related conference, attendance at a client or other work-related event, including retreats and social events.

The Policy applies to all aspects of the employment relationship, including:

- in the recruitment of employees;
- during employment, including promotions, transfers, training and other employee benefits and conditions of employment;
- in the supervision of employees;
- in the discipline of employees, including termination of employment; and
- in the provision of services to clients and other members of the public.

## 3. Equal Opportunity Legislation

The legal framework for equal opportunity is provided in the following Federal and State legislation:

- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1975 (Cth);

- Sex Discrimination Act 1984 (Cth);
- Equal Opportunity Act 2010 (Vic); and
- any other Federal or State/Territory legislation that may apply to Firstsource and/or the relevant Firstsource Personnel.

This Policy has been developed and is implemented per the relevant legislations listed in section 3 above.

## 4. Responsibilities

Firstsource Personnel must not engage in discrimination in the course of their employment. This includes, but is not limited to:

- denying or limiting access to a prospective employee in relation to offering employment.
- denying or limiting the access of Firstsource Personnel to opportunities for promotion, transfer, or training or to any other benefits connected with employment;
- dismissing Firstsource Personnel or otherwise terminating their employment;
- denying Firstsource Personnel access to a guidance program, training program or retraining program; or
- subjecting Firstsource Personnel to any other detriment for the reason of that Firstsource Personnel possessing protected attributes as identified and defined under the applicable laws.

Firstsource and Firstsource Personnel must not engage in harassment, including sexual harassment, in the course of their employment. Firstsource, or any of its managerial employees, must not sexually harass: a person seeking employment with Firstsource; or Firstsource Personnel. Firstsource Personnel must not sexually harass another Firstsource Personnel, or their employer, or a person seeking employment with Firstsource.

Firstsource Personnel must not engage in victimization in the course of their employment.

Victimisation occurs where a person treats or threatens to treat another person detrimentally:

- because they have made a complaint;
- because they have supported another person's complaint; or
- for exercising a workplace right.

For further information, please refer to the [Workplace Bullying, Harassment and Discrimination Policy](#).

## 5. Breach of the Policy

Firstsource takes any breach of this Policy seriously. Any breach of this Policy by Firstsource employees may result in disciplinary action in accordance with Firstsource's Disciplinary Policy, up to and including summary dismissal.

## 6. Complaints mechanism

Firstsource Personnel may make a complaint alleging breach of this Policy. Where a grievance/complaint is made under this Policy, Firstsource will seek to, wherever possible, resolve the dispute in accordance with Firstsource's Grievance Policy.

## 7. Seeking help

- Employees may contact their manager or the Human Resources team for any questions or guidance about this Policy
- If you are an employee and need assistance with problems affecting your wellbeing, whether personal or in the workplace, Firstsource encourages you to contact Converge International Pty Ltd, the Employee Assistance Program (EAP), to obtain short-term external professional and confidential counselling (which can be contacted on
- Employees may also connect with external health and community service providers such as: o Beyond Blue (which can be contacted on 1300 22 4636); or Lifeline (which can be contacted on 13 11 14). Where to get help

## 8. General

- This Policy may deal with matters covered by Federal and State/Territory laws. To the extent of any inconsistencies, the terms of any Federal, State or Territory law or industrial instrument will prevail over the terms of this Policy.
- It is a condition of any engagement with Firstsource that all workers must comply at all times with obligations imposed by this Policy from time to time. However, this Policy does not form part of any agreement between you and Firstsource, nor does it constitute the terms and conditions of your engagement with Firstsource.

Firstsource may amend, withdraw or replace this Policy from time to time at its sole discretion.