

Thorn Group Limited ACN 072 507 147

Diversity and Inclusion Policy

Statement

Thorn Group Limited (Thorn) is committed to actively supporting diversity in the development of an inclusive, dynamic culture and to enhance company performance.

Diversity and inclusion forms an essential part of Thorn's business strategy in maintaining competitiveness and relevance in our diverse markets for both the attraction and retention of employees and customers.

Thorn recognises that improvements in diversity and inclusion require deliberate initiatives, action and language to address barriers, create opportunities and begin the process of understanding. Thorn is focused on improving diversity and inclusion across the group, with the intention that employees and customers from all cultures, abilities, genders, sexual orientation and ages, will feel included, understood and reflected in their dealings with Thorn.

Purpose

The purpose of this policy is to demonstrate Thorn's commitment and approach to improving diversity and inclusion throughout the group.

Thorn has adopted the following principles in carrying out our diversity and inclusion commitment:

1. Recognise the needs of diverse groups, as well as individual needs within the group.
2. Remove existing barriers to inclusion, including any non-inclusive language, policies and practices.
3. Develop simple, clear and deliberate actions to improve diversity and inclusion across the group.
4. Implement a continuous improvement methodology.
5. Ensure leadership accountability for improvements in diversity and inclusion.

Diversity and Inclusion Approach

Thorn's diversity and inclusion approach includes all employees, with specific focus on the following diversity areas:

- Gender
- Aboriginal and Torres Strait Islander (ATSI)
- LGBTIQ
- Culturally and Linguistically diverse (CALD)
- Generational
- Disability

Key Objectives

Thorn's diversity and inclusion objectives are:

- Cultivate a culture of inclusion, where employees and customers of diverse backgrounds and social identities feel a sense of belonging and are valued for their unique contributions
- Develop cultural competency across the organisation, providing employees and leaders with improved awareness, knowledge and skills to effectively work with, manage and serve people from diverse backgrounds and social identities
- Comply with Equal Employment Opportunity and Anti-Discrimination legislation with respect to identified groups, ensuring the fair and equitable treatment of all employees and customers.

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Responsibilities

It is the responsibility of the Board, Leaders and all employees to foster an environment where:

- Individual differences are respected;
- The ability to contribute and to access opportunities is based on performance, skill and merit; and
- Attitudes and behaviour toward others of all cultures, abilities, genders, sexual orientation and ages is underpinned by understanding and inclusion.

The Board is committed to the improvement of diversity and inclusion within Thorn and retains ultimately accountability for the achievement of the objectives under this Policy. For the purpose of day to day implementation of Diversity and Inclusion initiatives, the CEO, Executive Team and General Manager People and Capability, have responsibility for the administration of this Policy (including reporting to the Board).

Communication

The Company is committed to the communication and promotion of this Policy internally to employees and externally to shareholders, suppliers and the market:

1. External communication will occur via the Thorn website; and
2. Internal communication will occur via the Thorn intranet and other communication programs as appropriate.

Feedback

Any comments or suggestion on improving diversity and inclusion at Thorn Group Limited should be sent to the General Manager, People and Capability.

Board reviewed February 2018