

# 2020 - 21 Compliance Program

Submitted by:

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Services Trust (ABN:60488993202)**

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# #Workplace overview

## Policies and strategies

1: Do you have a formal policy and/or formal strategy in place that specifically supports gender equality in the following areas?

...Recruitment	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Retention	No( <i>Select all that apply</i> )
...No	Currently under development( <i>Select the estimated completion date.</i> )
...Currently under development	31-Dec-2021
...Performance management processes	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Promotions	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Talent identification/identification of high potentials	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Succession planning	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Training and development	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Key performance indicators for managers relating to gender equality	No( <i>Select all that apply</i> )
...No	Currently under development( <i>Select the estimated completion date.</i> )
...Currently under development	31-Oct-2021

2: Do you have formal policy and/or formal strategy in place that support gender equality overall?

Yes(*Select all that apply*)

...Yes	Strategy
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3: If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.

## Governing bodies

*The Trustee For Australian Registry Services Trust*

	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body</i> )
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1: Does this organisation have a governing body?	<i>details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.)</i>
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.

*Australian Registry Investments Pty Ltd*

1: Does this organisation have a governing body?	Yes( <i>Provide further details on the governing body(ies) and its composition</i> )
1.1: What is the name of your governing body?	ARI Board
1.2: What type of governing body does this organisation have?	Board of directors
1.3: How many members are on the governing body and who holds the predominant Chair position?	
...Chairs	
...Female (F)	0
...Male (M)	1
...Gender X	0
...Members	
...Female (F)	3
...Male (M)	5
...Gender X	0
1.4: Do you have a formal selection policy and/or formal selection strategy for this organisation's governing body members?	No( <i>Select all that apply</i> )
1.5: Has a target been set to increase the representation of women on this governing body?	Yes( <i>Provide further details on your target</i> )
10.6: What is the percentage (%) target?	50.00%
10.7: What year is the target to be reached (select the last day of the target year)?	31-Dec-2023

2: If your organisation would like to provide additional information relating to governing bodies and gender equality in your workplace, do so below.

Our organization is fully committed to gender equality at all levels of the business. We have recently adopted targets to achieve gender equality on our Board and amongst senior management. These targets have been included as part of our sustainability linked loan with our banking syndicate.

# #Action on gender equality

## Gender pay gaps

1: Do you have a formal policy and/or formal strategy on remuneration generally?

No(*Select all that apply*)

...No	Salaries set by awards/industrial or workplace agreements Other (provide details) Non-award employees paid market rate
...Other (provide details)	A remuneration Committee determines rates for non-award employees

2: Did your organisation receive JobKeeper payments?

No

3: What was the snapshot date used for your Workplace Profile?

31-Mar-2021

4: If your organisation would like to provide additional information relating to gender pay gaps in your workplace, please do so below.

We analyse and report gender pay equity measures to our Board twice each year. Some of the actions that we have agreed as a result of this analysis includes:

1. Proactive recruitment of females into key roles and ensuring that there are females on short lists
2. Continuing to invest in the development of female staff and in particular investing in their mentoring and promotion into more senior roles
3. Ensuring that people related policies such as working from home take into account the needs of both females and males so that we are able to retain the best talent
4. Reviewing all remuneration changes for their impact on gender equity prior to decisions being made

## Employer action on pay equity

1: Have you analysed your payroll to determine if there are any remuneration gaps between women and men (e.g. conducted a gender pay gap analysis)?

Yes(*Provide further details on the most recent gender remuneration gap analysis that was undertaken.*)

1.1: When was the most recent gender remuneration gap analysis undertaken?	Within the last 12 months
1.2: Did you take any actions as a result of your gender remuneration gap analysis?	No( <i>Select all that apply</i> )

...No	Salaries set by awards/industrial or workplace agreements Non-award employees paid market rate
1.3: You may provide details below on the type of gender remuneration gap analysis that has been undertaken (for example like-for-like and/or organisation-wide)	<p>We have undertaken detailed review of remuneration differences between genders including:</p> <ol style="list-style-type: none"> <li>1. Overall comparison of average remuneration</li> <li>2. Comparison of base rates within levels of employees</li> <li>3. Comparison of bonus distributions</li> <li>4. Comparison of people policy impacts</li> </ol>

2: If your organisation would like to provide additional information relating to employer action on pay equity in your workplace, please do so below.

### Employee consultation

1: Have you consulted with employees on issues concerning gender equality in your workplace?

No(*Select all that apply*)

2: If your organisation would like to provide additional information relating to employee consultation on gender equality in your workplace, please do so below.

We currently consult with our workforce on a range of engagement issues that includes gender equality and inclusiveness. As a result of this consultation a number of actions to support a more inclusive workplace are either underway or planned.

# #Employee work/life balance

## Flexible working

1: Do you have a formal policy and/or formal strategy on flexible working arrangements?

Yes (*Select all that apply*)

...Yes	Policy
...A business case for flexibility has been established and endorsed at the leadership level	Yes
...Leaders are visible role models of flexible working	Yes
...Flexible working is promoted throughout the organisation	Yes
...Targets have been set for engagement in flexible work	No ( <i>Select all that apply</i> )
...Targets have been set for men's engagement in flexible work	No ( <i>Select all that apply</i> )
...Leaders are held accountable for improving workplace flexibility	Yes
...Manager training on flexible working is provided throughout the organisation	Yes
...Employee training is provided throughout the organisation	Yes
...Team-based training is provided throughout the organisation	Yes
...Employees are surveyed on whether they have sufficient flexibility	Yes
...The organisation's approach to flexibility is integrated into client conversations	No ( <i>Select all that apply</i> )
...The impact of flexibility is evaluated (e.g. reduced absenteeism, increased employee engagement)	Yes
...Metrics on the use of, and/or the impact of, flexibility measures are reported to key management personnel	No ( <i>Select all that apply</i> )
...Metrics on the use of, and/or the impact of, flexibility measures are reported to the governing body	No ( <i>Select all that apply</i> )
...Other (provide details)	No

2: Do you offer any of the following flexible working options to MANAGERS in your workplace?

...Flexible hours of work Yes (*Select one option only*)

...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Informal options are available Formal options are available
...Compressed working weeks	No( <i>You may specify why the above option is not available to your employees.</i> )
...Time-in-lieu	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Telecommuting (e.g. working from home)	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Informal options are available Formal options are available
...Part-time work	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Job sharing	No( <i>You may specify why the above option is not available to your employees.</i> )
...Carer's leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Purchased leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Unpaid leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available

3: Are your flexible working arrangement options for NON-MANAGERS the same as the options for managers above?

Yes	
3.1: You need to indicate which of the following flexible working options are available to NON-MANAGERS in your workplace.	Yes( <i>Select one option only</i> )
.. Flexible hours of work	

...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Compressed working weeks	No( <i>You may specify why the above option is not available to your employees.</i> )
...Time-in-lieu	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Telecommuting (e.g. working from home)	No( <i>You may specify why the above option is not available to your employees.</i> )
...Part-time work	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Job sharing	No( <i>You may specify why the above option is not available to your employees.</i> )
...Carer's leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Purchased leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Unpaid leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available

4: Were managers in your organisation allowed to make INFORMAL flexible working arrangements with their team members in response to the COVID-19 pandemic?

Yes, ALL managers

5: Did you see an increase, overall, in the approval of FORMAL flexible working arrangements for your workforce compared to pre-COVID-19?

Yes, for both women and men

6: If your organisation would like to provide additional information relating to flexible working and gender equality in your workplace, please do so below.

We have moved our workforce increasingly to flexible working over the last year in part as a result of the pandemic. This has meant increased flexibility in both working hours and



location in order to support the needs of workers with caring and other responsibilities. In a number of cases, this has allowed us to retain key female talent and also allowed females to seek promotions into roles with greater responsibility.

# #Employee support

## Paid parental leave

1: Do you provide employer funded paid parental leave regardless of carer's status (i.e. primary/secondary) in addition to any government funded parental leave scheme?

Yes, we offer employer funded parental leave (using the primary/secondary carer definition)

1.1: Do you provide employer funded paid parental leave for primary carers in addition to any government funded parental leave scheme?	Yes( <i>Please indicate how employer funded paid parental leave is provided to the primary carers.</i> )
1.1.a: Please indicate whether your employer-funded paid parental leave for primary carers is available to:	All, regardless of gender
1.1.b: Please indicate whether your employer-funded paid parental leave for primary carers covers:	Birth Stillbirth Adoption
1.1.c: How do you pay employer funded paid parental leave to primary carers?	Paying the employee's full salary
1.1.d: Do you pay superannuation contribution to your primary carers while they are on parental leave?	No
1.1.e: How many weeks (minimum) of employer funded paid parental leave for primary carers is provided?	14
1.1.f: What proportion of your total workforce has access to employer funded paid parental leave for primary carers, including casuals?	91-100%
1.2: Do you provide employer funded paid parental leave for secondary carers in addition to any government funded parental leave scheme?	Yes( <i>Please indicate how employer funded paid parental leave is provided to the secondary carers.</i> )
1.2.a: Please indicate whether your employer-funded paid parental leave for secondary carers is available to:	All, regardless of gender
1.2.b: Please indicate whether your employer-funded paid parental leave for secondary carers covers:	Birth Adoption Stillbirth
1.2.c: How do you pay employer funded paid parental leave to secondary carers?	Paying the employee's full salary

1.2.d: Do you pay superannuation contribution to your secondary carers while they are on parental leave?	No
1.2.e: How many weeks (minimum) of employer funded paid parental leave for secondary carers is provided?	1
1.2.f: What proportion of your total workforce has access to employer funded paid parental leave for secondary carers, including casuals?	90-100%

2: If your organisation would like to provide additional information relating to paid parental leave and gender equality in your workplace, please do so below.

Our paid parental leave policy has been essential in retaining key female talent and has also supported their flexible return to work.

## Support for carers

1: Do you have a formal policy and/or formal strategy to support employees with family or caring responsibilities?

Yes (Select all that apply)

...Yes

Policy

2: Do you offer any of the following support mechanisms for employees with family or caring responsibilities?

...Employer subsidised childcare

No (You may specify why the above support mechanism is not available to your employees.)

...On-site childcare

No (You may specify why the above support mechanism is not available to your employees.)

...Breastfeeding facilities

Yes (Please indicate the availability of this support mechanism.)

...Yes

Available at ALL worksites

...Childcare referral services

No (You may specify why the above support mechanism is not available to your employees.)

...Internal support networks for parents

No (You may specify why the above support mechanism is not available to your employees.)

...Return to work bonus (only select if this bonus is not the balance of paid parental leave)

No (You may specify why the above support mechanism is not available to your employees.)

...Information packs for new parents and/or those with elder care responsibilities

No (You may specify why the above support mechanism is not available to your employees.)

...Referral services to support employees with family and/or caring responsibilities

No (You may specify why the above support mechanism is not available to your employees.)

...Targeted communication mechanisms (e.g. intranet/forums)

No (You may specify why the above support mechanism is not available to your employees.)

No (You may specify why the above support mechanism is not available to your employees.)

...Support in securing school holiday care	<i>mechanism is not available to your employees.)</i>
...Coaching for employees on returning to work from parental leave	No( <i>You may specify why the above support mechanism is not available to your employees.)</i> )
...Parenting workshops targeting mothers	No( <i>You may specify why the above support mechanism is not available to your employees.)</i> )
...Parenting workshops targeting fathers	No( <i>You may specify why the above support mechanism is not available to your employees.)</i> )
...Other (provide details)	No

3: If your organisation would like to provide additional information relating to support for carers in your workplace, please do so below.

### Sex-based harassment and discrimination

1: Do you have a formal policy and/or formal strategy on sex-based harassment and discrimination prevention?

Yes(*Select all that apply*)

...Yes	Policy
1.1: Do you provide a grievance process in any sex-based harassment and discrimination prevention formal policy and/or formal strategy?	Yes

2: Do you provide training on sex-based harassment and discrimination prevention to the following groups?

...All managers	Yes( <i>Please indicate how often is this training provided (select all that apply):</i> )
...Yes	At least annually
...All employees	Yes( <i>Please indicate how often is this training provided (select all that apply):</i> )
...Yes	At least annually

3: If your organisation would like to provide additional information relating to sex-based harassment and discrimination, please do so below.

### Family or domestic violence

1: Do you have a formal policy and/or formal strategy to support employees who are experiencing family or domestic violence?

Yes(*Select all that apply*)

...Yes	Policy
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2: Other than a formal policy and/or formal strategy, do you have the following support mechanisms in place to support employees who are experiencing family or domestic violence?

...Employee assistance program (including access to psychologist, chaplain or counsellor)	Yes
...Training of key personnel	No( <i>Select all that apply</i> )

...A domestic violence clause is in an enterprise agreement or workplace agreement	Yes
...Workplace safety planning	No( <i>Select all that apply</i> )
...Access to paid domestic violence leave (contained in an enterprise/workplace agreement)	Yes
...Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)	Yes
...Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)	No( <i>Select all that apply</i> )
...Access to unpaid leave	Yes
...Confidentiality of matters disclosed	Yes
...Referral of employees to appropriate domestic violence support services for expert advice	Yes
...Protection from any adverse action or discrimination based on the disclosure of domestic violence	Yes
...Flexible working arrangements	Yes
...Provision of financial support (e.g. advance bonus payment or advanced pay)	No( <i>Select all that apply</i> )
...Offer change of office location	No( <i>Select all that apply</i> )
...Emergency accommodation assistance	No( <i>Select all that apply</i> )
...Access to medical services (e.g. doctor or nurse)	No( <i>Select all that apply</i> )
...Other (provide details)	No( <i>Select all that apply</i> )

3: If your organisation would like to provide additional information relating to family and domestic violence affecting your workplace, please do so below.

# Workplace Profile Table

Industry: Administrative Services

Occupational category*	Employment status	No. of employees		Number of apprentices and graduates (combined)		Total employees**
		F	M	F	M	
Managers	Full-time permanent	13	21	0	0	34
	Full-time contract	0	2	0	0	2
Professionals	Full-time permanent	3	3	0	0	6
	Part-time permanent	1	0	0	0	1
Clerical And Administrative Workers	Full-time permanent	50	66	0	0	116
	Full-time contract	5	6	0	0	11
	Part-time permanent	13	2	0	0	15
	Part-time contract	0	1	0	0	1
	Casual	3	2	0	0	5
Sales Workers	Full-time permanent	0	2	0	0	2

\* Categorized using ANZSCO major group codes (this means Professionals who are also Managers are categorised as Professionals)

\*\* Total employees includes Gender X

# Workplace Profile Table

Industry: Administrative Services

Manager category	Level to CEO	Employment status	No. of employees		
			F	M	Total*
CEO	0	Full-time permanent	0	1	1
KMP	-1	Full-time permanent	1	4	5
SM	-2	Full-time permanent	1	6	7
	-3	Full-time permanent	0	1	1
OM	-1	Full-time permanent	1	0	1
	-2	Full-time permanent	3	4	7
		Full-time contract	0	1	1
	-3	Full-time permanent	5	5	10
		Full-time contract	0	1	1
	-4	Full-time permanent	2	0	2

\* Total employees includes Gender X