SOCIAL SUSTAINABILITY & COMMUNITY ENGAGEMENT

1.0. PURPOSE

Social sustainability is about identifying and managing business impacts, both positive and negative, on people. Directly or indirectly, companies affect what happens to employees, workers in the value chain, customers, and local communities, and it is important to manage impacts proactively. Therefore, this policy describes Glad Group's commitment to doing business in ways that benefit society and protect people.

2.0. SCOPE

This policy is relevant to all Glad Group companies, Glad Group, comprising of:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
- Glad Security Pty Ltd trading as Glad Group Services | ABN 99 122 097 590
- Glad Maintenance Pty Ltd | ABN 85 127 522 481
- Glad Indigenous Pty Ltd | 13 648 519 957
- Auxus Pty Ltd | 12 655 147 292
- Stratium Global Pty Ltd trading as Unifyd Technology | 86 923 901 715
- Glad Group NZ Limited | NZBN 9429 047 106 437

3.0. POLICY STATEMENT

Glad Group wants to be a Force for Good. This includes being a trusted and positive contributor to society more broadly, as well as the local communities that we operate in. We recognise the Principles of the United Nations Global Compact, the first six of which focus on this social dimension of corporate sustainability, of which human rights and the support and protection of people, are a cornerstone.

We are committed to:

- Acting ethically and responsibly in all that we do.
- Being open, honest, and transparent with our stakeholders on issues and activities that matter to and impact them
- Creating meaningful, ongoing, and two-way engagement with our stakeholders, including listening, and responding to feedback
- Upholding Glad Group's values and our commitment to human rights in our activities and decision-making to ensure we remain a highly trusted business in the communities and networks in which we operate
- Working in partnership with our customers, supply chain and wider stakeholder network to make a greater positive impact.

Building stronger, inclusive, and more socially and economically resilient communities is mutually beneficial for Glad Group and the communities in which we operate. In particular, our

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approach to community engagement includes supporting marginalised and vulnerable stakeholders in our communities and networks wherever this is possible.

Glad Group does not support:

- Political events, activities, or organisations
- Overly religious programs [1]
- Programs that denigrate, exclude, or offend minority groups
- Individuals (except through scholarship programs).

Our evaluation framework and selection criteria for organisations and partnerships are designed to ensure that our partners programs engage our people and stakeholders to deliver enduring benefits to the communities where we operate, at the same time as delivering on our business objectives.

We also recognise the value of stakeholder feedback and are focused on creating opportunities for stakeholders to share their feedback through our relationship-based approach to community engagement, and by providing formal processes for both general feedback and formal complaints. We are also committed to providing timely, meaningful responses and taking additional action where necessary.

3.1. Glad Group and the community

Glad Group is committed to delivering our services in a professional manner that will create a positive experience for all members of the public and improve the communities in which we work. This includes an approach of hiring local people, especially in regional, rural, and remote Australia. Through our people and our partnerships, we aim to promote equality and dignity in work for all.

3.2. Glad Group and corporate giving

Glad Group contributes to a number of worthy causes in the community. This includes both monetary donations and also in-kind giving and other forms of assistance (including volunteering) which leverage our capabilities and resources.

4.0. RELATED POLICIES, PROCEDURES AND GUIDELINES

- A Force for Good, Sustainability Strategy
- Code of Conduct
- Human Rights Commitment
- Diversity & Inclusion Policy

5.0. CONTACT FOR QUESTIONS

Please contact the National Sustainability Manager of Head of Risk & Compliance if there are any questions relating to this policy.

[1] Glad Group does support recognised charities / events that are supported by inclusive religious-based organisations.

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6.0. LOG OF CHANGE

DATE	AMENDMENTS	AUTHORISED BY	REVISION
14/4/22	Created	Nina Collinson	1.0
21/4/22	Small updates to wording and companies	Chris Errington	1.1
29/4/22	Inclusion of contact for questions	Nina Collinson	1.2
29/4/22	Review and approval	Chris Atherton	1.3

Authorised by:
Chris Atherton
Head of Risk & Compliance

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