HEARTLAND
— GROUP —

Diversity and Inclusion Policy

Version History

Version	Date	Amendments
1.0	25 July 2017	Document created.
2.0	26 June 2018	Annual review and amendment to reference heritage.
3.0	October 2018	Policy updated to reflect Heartland demerger.
4.0	October 2020	Policy terminology updated, where required.
5.0	21 February 2022	Annual review. Amendments made to reflect actual practice within the Diversity & Inclusion Committee.
6.0	February 2023	Reviewed February 2023. Amendments made to reflect the inclusive language used and the inclusive culture at Heartland
7.0	April 2024	Policy updated to reflect ADI acquisition. Change to 2 yearly review.

Approved by:	1. HGH Board
Approval Date:	April 2024
Policy Owner:	Chief People & Culture Officer
Policy Author:	Organisational Development Manager
Education and distribution:	All Heartland Staff
Accessible on Pulse to:	All Heartland Staff
Frequency:	2 yearly

1.   Purpose

This Policy sets out the commitment of Heartland Group Holdings Limited (**Heartland**) and its subsidiaries to embracing *diversity* and to creating an *inclusive* workplace*.*

Who is covered by the Policy?

This Policy applies to all employees of Heartland and its subsidiaries.

2.   Background

Diversity is the many characteristics that make each of us different, including sex, gender[1] identity, gender expression, ethnicity, heritage, sexual orientation, age, religious beliefs or other ideologies, family status, language, cultural background, and physical and mental abilities.

A diverse and *inclusive* workplace appreciates individual differences and perspectives. A workplace where all those forms of diversity are valued, respected and leveraged, creating equal opportunities for all employees to thrive. When these can be expressed freely, listened to and respected, employees are able to fully participate in the workplace and enjoy a trusting, safe and productive and positive workplace culture.

Heartland believes that fostering a diverse and inclusive workforce has significant and tangible benefits - among other things, putting the organisation in a better position to:

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[1] We define gender as inclusive of men, women and non-binary people.

- Identify new opportunities
- Attract, retain and motivate the widest possible talent pool
- Create positive workplace experiences
- Enable people to thrive and be their authentic self
- Make the best decisions
- Understand and respond to customer, community and stakeholder needs; and
- Foster a culture that reflects and reinforces Heartland's values.

By improving our culture in this way, we believe that, ultimately, a diverse and inclusive workforce positively impacts employees' experiences, resulting in greater productivity and profitability,

3. Key Principles
Heartland's key diversity and inclusion principles are:
- To embrace diversity in all its forms
- To promote a culture of inclusion
- To leverage diversity as a competitive advantage through our hiring and retention practices; and
- To recognise, understand and value individual contribution and performance in the workplace.

4. Measurable Objectives
Each year, the Board commit to measurable diversity objectives for the upcoming year and to reviewing its progress against measurable objectives for the previous year. Measurable objectives are goals aimed at tracking Heartland's progress against the key diversity and inclusion principles. Measurable objectives can be found on Pulse**.**

5. Diversity & Inclusion Committee
Heartland's diversity and inclusion strategy is endorsed by the Board and Executives, noting the Board is responsible for setting the measurable objectives, for reviewing progress against them and for setting this Policy.

Heartland's employee network groups support Heartland's diversity and inclusion strategy and with a continuous improvement approach, Heartland is focused on growing and expanding its employee network groups;
- Manawa Whenua (Māori employee network group to support Māori initiatives)
- Rainbow Committee
- Growing Families
- Kia Eke (focused on achieving greater gender balance across Heartland)
- Rangatahi Advisory Board (shadow board made up of employees aged 35 years)
- Green Team
- Kainga Pasifika (Pasifika employee network group to support Pasifika initiatives)
- Vulnerable Customers & Accessibility
- Health & Safety

The Diversity & Inclusion Committee (**Committee**), is responsible for driving Heartland's day-to-day progress along its diversity and inclusion journey.

Among other things, the Committee, or a representative from the Committee:
- Meets with the Board to discuss proposed measurable objectives, and diversity and inclusion matters more generally
- Each year, recommends measurable objectives to the Board
- Sets the initiatives aimed at achieving those measurable objectives

- Drives, oversees and supports the implementation of those initiatives
- Assesses Heartland's progress towards achieving the measurable objectives
- Regularly reports to the Board on its findings, and diversity and inclusion matters more generally
- Reviews any disclosure which relates to diversity and inclusion at Heartland, including any disclosure in Heartland's Annual Report; and
- Ensures Heartland's culture is aligned with - and promotes - its commitment to diversity and inclusion.

When considering the measurable objectives to recommend to the Board, and when setting the initiatives aimed at achieving those measurable objectives, the Committee considers market practice, trends and research relating to diversity and inclusion.

The Committee is made up of management representatives and employee network group leads, and membership of the Committee is reviewed annually. Former Committee members are encouraged to be our diversity ambassadors across the Heartland Group.

6.   Effective Date
This Policy takes effect from the date of approval by the Heartland Group Holdings Board.

7.   Policy Review Date
This policy will have a full review and approval every 2 years, or earlier if deemed necessary. Notwithstanding planned policy review dates, this policy remains effective and applies until a revised version is distributed.