

Policy Statement

It's where you can be your authentic self.

At Canlan Sports, all of our teammates are unique, and they are equal - we like it this way. Our mission is to make sure every person feels connected to a thriving sports community, and we mean everyone. How are we going to do that? By practicing inclusivity to ensure we are always growing our line-up. Inclusion and diversity enable us to fully respect and utilize the many perspectives and potentials that our team brings to the table. Having a diverse team is what strengthens our game and sets us apart.

We don't just play by these rules, we aim to shape the rules and live by them.

Here at Canlan Sports, we recognize the benefits of organized sport and acknowledge the need to make it more accessible and available to everyone. We believe in playing offense, doing what we can to breakdown individual and systemic barriers in our sporting communities. As leaders in the recreational sports industry, we must hold ourselves to a higher standard to influence change, for our teams, employees, customers, and stakeholders. We commit to listening attentively, to be open minded, implement change where and when needed to create a diverse, equitable and inclusive sports community.

Canlan Sports is committed to encouraging diversity, equity, and inclusion among our teams, employees, customers, and stakeholders, and eliminating unlawful discrimination.

As leaders in the recreational sports community, we aim to be representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. Furthermore, we are also committed against unlawful discrimination of players, teams, customers, or the public.

The policy's purpose is to:

Provide equality, fairness, and respect for all our employees, whether temporary, part-time, or full-time and our customers.

Not unlawfully discriminate against the protected characteristics of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex, and sexual orientation.

Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms, and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training, or other developmental opportunities.

The organization commits to:

- 1) **Actively working to breakdown barriers:** We are committed to actively working to break down individual and systemic barriers in our sporting communities. This includes holding ourselves to a higher standard to influence change for our teams, employees, customers, and stakeholders by encouraging equality, diversity, and inclusion.
- 2) **Listening with honesty and openness:** We will listen with honesty, be open-minded, and adjust when necessary to uphold a diverse, equitable, and inclusive sports community. This commitment extends to our interactions with customers, as their feedback and perspectives are essential in shaping our initiatives and policies.
- 3) **Creating a safe and respectful environment:** We are dedicated to creating a working and sports environment free of bullying, harassment, victimization, and unlawful discrimination. This includes promoting dignity and respect for all individuals, including our customers, and valuing their contributions to our sporting communities.
- 4) **Training and education:** We will provide training to managers and all other employees, including our customers, about their rights and responsibilities under our diversity, equity, and inclusion policy. This training will empower everyone to conduct themselves in accordance with the policy and uphold equal opportunities in employment.
- 5) **Establishing a Diversity, Equity, and Inclusion committee:** We will uphold a Diversity, Equity, and Inclusion committee that regularly meets to review policy and craft initiatives to further promote diversity, equity, and inclusion. This committee will include representation from our customers to ensure their perspectives are heard and considered in our decision-making processes.
- 6) **Accountability for misconduct:** We will ensure that all staff, including our customers, understand that they can be held liable for acts of bullying, harassment, victimization, and unlawful discrimination. Such acts will be dealt with as misconduct under our organization's grievance and/or disciplinary procedures, with appropriate action taken.
- 7) **Prioritizing training and development:** We will prioritize providing annual opportunities for training, development, and progress to all staff, including our customers. This will help them develop their full potential and contribute to maximizing the efficiency of our organization.
- 8) **Reviewing and monitoring practices:** We will regularly review our employment practices and procedures to ensure fairness and update them as necessary. Additionally, we will

monitor the make-up of our workforce, including our customer base, to encourage diversity, equity, and inclusion and address any issues that may arise.

1) **PRINCIPLES:**

- a) **Respect for Rights:** All employees and customers of Canlan Sports have the responsibility to respect the rights of others. We value the dignity and worth of every individual and expect mutual respect in all interactions.
- b) **Equitable Treatment:** All employees and customers will be treated equitably under our diversity, equity, and inclusion policy. Any matters arising under this policy will be dealt with in a fair, unbiased, and timely manner.
- c) **Informal Resolution:** Efforts at informal resolution will be made first in dealing with a complaint. We believe in open communication and constructive dialogue to address issues effectively.
- d) **Procedural Fairness and Natural Justice:** This policy will be interpreted, administered, and applied in conformity with the principles of procedural fairness and natural justice. This includes: i) Providing employees and customers with information about the policy and procedures available to them. Customers may also utilize the Canlan Sports Whistleblower Policy if they feel there is a conflict in reporting a matter. ii) Any complainant who wishes Canlan Sports to assist in the resolution of a complaint through investigation or mediation must be prepared to be identified to the respondent. iii) All parties involved must be given the opportunity to present evidence and defend themselves against allegations. iv) All submissions, responses, comments, and decisions pursuant to this policy will be documented in writing, ensuring transparency and accountability.
- e) **Scope of Complaints:** Under this Policy, a complaint of discriminatory behavior must pertain to Canlan Sports employment and/or work-related activities. This may also include off-duty/off-site situations where there may be an impact within the workplace.

At Canlan Sports, we are committed to creating a supportive and inclusive environment where all individuals, whether employees or customers, feel valued, respected, and empowered. We encourage open communication and collaboration to address any issues related to diversity, equity, and inclusion, ensuring fairness and respect for all.

2) **USE OF INFORMATION**

- a) Allegations of discrimination against diversity, inclusion, often involve the collection, use, and disclosure of sensitive personal information. Confidentiality is required so that those who have been discriminated against will feel free to come forward. Confidentiality is also required so that the reputations and interests of those accused of discrimination against diversity and inclusion are protected. However, either party may discuss the case in confidence with his/her supervisor, support person, and/or representative of his/her organization.

- b) Subject to any limits or disclosure requirements imposed by law or required by this policy, any and all information, oral and written, created, gathered, received, or compiled through the course of a complaint is to be treated as confidential by the respondent and complainant, their representatives, witnesses, and the officials designated by this policy.
- c) All recorded personal information will be treated as "supplied in confidence" for the purposes of compliance with the privacy acts and / or similar regulations or laws within the jurisdictions Canlan Sports does business.

3) REPORTING PROCEDURE: Any complaint reported to the Chief Privacy Officer will follow the Maltreatment Complaint Management Policy. Email can be sent to privacyofficer@canlansports.com detailing the specifics of the maltreatment.

***** End of Policy*****