

Unlimited Services, Inc.
Agency Policies & Procedures

POLICY #: 33.0

SUBJECT: Diversity Plan

POLICY: Unlimited Services believes in treating all people with respect and dignity. We strive to create and foster a supportive and understanding environment in which all individuals realize their maximum potential within the company, regardless of their differences, sexual orientation or socioeconomic status. We are committed to employing the best people to do the best job possible. We recognize the importance of reflecting the diversity of our customers and markets in our workforce. The diverse capabilities that reside within our talented workforce, positions us to anticipate and fulfill the needs of our diverse customers, providing high quality services. We believe that the wide array of perspectives that results from diversity promotes innovation and business success. Managing diversity makes us more creative, flexible, productive and competitive.

PROCEDURE: Unlimited Services recognizes its talented and diverse workforce as a key competitive advantage. Our business success is a reflection of the quality and skill of our people. US, Inc. is committed to seeking out and retaining the finest human talent to ensure top business growth and performance.

Unlimited Service's diversity policy covers 4 areas: recruitment, career development and promotion, employee support and community programs. This policy applies to all employees, prospective employees, individuals served, contractors, vendors and all others who do business with or are in contact with Unlimited Services.

Recruitment: We welcome employees from many different cultural, linguistic and national backgrounds to provide us with valuable knowledge for understanding diversity. We are committed to educating ourselves on how to identify talented people from under-represented backgrounds for recruitment. We do this thru participation in career and job fairs.

Career development and promotion: US, Inc. rewards excellence and all employees are promoted on the basis of their performance. All managers are trained in managing diversity to ensure that employees are treated fairly and evaluated objectively as outlined in Human Resources Policy #3.0, Equal Employment Opportunity/Affirmative Action, #11.0 Performance Reviews and #15.0 Transfers and Promotions.

Employee Support: US, Inc. provides a safe and pleasant environment for our employees. We also offer flexible working time arrangements and on the job training.

US, Inc. will also provide support for special needs of staff as outlined in the Human Resources Policy #3.1, Reasonable Accommodations and ensure that management staff attend programs to enhance sensitivity and communication

to increase awareness of issues in relation to the employment of staff from diverse backgrounds.

Community programs: US, Inc. recognizes that there are distinct demographic groups that have long been disadvantaged. We recognize that racism, ageism, sexism and other forms of discrimination are problems both for our organization and society as a whole. US, Inc. is committed to tackling cultural stereotypes both within and outside our organization. We have clear reporting procedures for any type of discrimination or harassment combined with follow-up procedures to prevent future incidents as outlined in the Human Resources Policy # 19.1, Harassment in the Workplace and Management Policy #36.0, Complaint/Grievance Policy.

Party Responsible for Policy: The Risk Management Committee team members make up the diversity committee, which is responsible for ensuring that our diversity policy is articulated in the day to day running and the strategic direction of US, Inc. This committee will receive training to encourage and develop an understanding, valuing and informed respect for diversity amongst staff and persons served.

Policy Enforcement: All employees are expected to be aware of Unlimited Service's policies around diversity and share the responsibility of upholding the policies. All employees undergo diversity training. Diversity training encompasses raising awareness about issues surrounding diversity and developing diversity management skills. If an employee notes that a section of the policy is not being upheld they should bring it to the attention of one of the members of the Risk Management committee.

Issues and non-compliance will be brought to the attention of members of the Risk Management committee and dealt with on a case by case basis by members of the committee and individuals involved in the incident or non-compliance.

Review: The Risk Management committee will review the diversity policy with the board of directors annually.

Communication of Policy: All new employees will be given a copy of this policy upon commencement of employment. Updates will also be distributed yearly if changes are made to the policy during the yearly review. The policy will be posted, along with the names and contact information for members of the Risk Management Committee and Unlimited Service's website at: www.unlimitedservices-inc.com .

Approved: 12/11/14

Revised 9/23/15

Revised: 5/22/17

Revised: 11/19/19