

DISABILITY ACTION PLAN

BIC Services Pty Limited (BIC) is committed to ensuring that all people with disabilities have an opportunity to work for BIC.

Two of BIC's core values is for a safe workforce where everyone feels they are valued, supported and have the opportunity to participate. The other core value is that of Social Justice. To do this we will:

- Focus on achieving equality of outcome for individuals and groups
- Be compassionate and embrace diversity
- Follow Modern Slavery legislation and ensure BIC's workforce receive their full legislative entitlements
- Follow BIC's Human Rights Policy
- Follow BIC's Equal Employment Opportunity Policy

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers 2012 (SDAC) defines a person with disability as someone who has a functional limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

Excerpt from Department for Communities and Social Inclusion.

The objectives and the strategies detailed in this Disability Action Plan (DAP) aim to eliminate discriminatory practices that result in people with disabilities being treated less fairly than those without a disability. BIC is willing to make reasonable adjustments to rectify the situation where possible without causing hardship to the company.

The Disability Discrimination Act states that discrimination will not be unlawful where the elimination of all discriminatory practices would impose "unjustifiable hardship on a person or business.

BIC recognises that this is the start of the process and a number of challenges remain when developing and implementing a DAP. These challenges include:

- Employing people in cleaning positions that requires extreme mobility.
- Giving access to people to buildings that are not under BIC control.
- Modifying offices in buildings that are not under BIC control.

The DAP covers both strategic and operational requirements in outlining the journey from where BIC is now to where we want to be, and the steps needed to get there. It is BIC's intention that in addition to meeting the statutory requirements. This DAP shall also serve as a guide in promoting disability awareness and equality issues amongst employees at BIC.

BIC has developed this DAP in response to obligations with respect to relevant legislation to ensure that people with disabilities are not subjected to discriminatory practice.

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BIC provides a commercial cleaning service throughout Australia. It services about 3200 sites and employs about 2000 staff (depending on contracts and seasonal fluctuations)

BIC supports Federal and State Government strategies to eliminate any discriminatory policies and practices that may result in people with disabilities being treated less fairly than those without a disability.

BIC is aware that its employees should not:

- Discriminate against people with disabilities;
- Treat people with disabilities less fairly; and
- Fail to make reasonable adjustments

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator	Progress Update
OUTCOME: Reduced barriers for people with a disability obtaining and maintaining employment at BIC					
Recruitment panels are aware of the process to support applicants who have a disability	Review recruitment procedures	Human Resources	April 2021	Procedures are reviewed.	
Staff involved in recruitment have the capability to support colleagues with a disability	Review 'Prospective Cleaner Interview' competency training to confirm inclusion of topics relevant to recruiting potential staff who have a disability.		February 2021	Review will be completed.	
	Increase awareness of the requirement to complete the 'Prospective	Human Resources	March 2021	Staff involved in a recruitment process have undertaken the 'Prospective	

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	Cleaner Interview' competency training			Cleaner Interview' competency training.	
Have policies and practices in place to support staff with a disability	Review and maintain policies and practices that support employees with a disability.	Human Resources	June 2021	Policies and Procedures will be up to date	
Ensure employment materials are available in accessible formats	Audit employment materials to determine if they are available in a variety of formats.	Human Resources	August 2021	Completed Audit	
	Develop a process to support prospective staff so they can access information in a format suitable to their individual needs.	Human Resources	January 2021	Process will be developed, and staff will have access to information suitable to their individual needs	
Promote the way BIC welcomes and encourages people with a disability to apply for positions	Review how BIC promotes being a welcoming, inclusive employer.	Human Resources	March 2021	Promotional materials will be developed.	
Develop and maintain a reasonable adjustment (of workspace) policy.	Develop Reasonable Adjustment Policy	Human Resources	December 2021	A Reasonable Adjustment Policy will be developed	