

INCLUSION & DIVERSITY POLICY

1. Vision and Purpose

The Serko Limited (Serko or the Company) Board believes that building inclusion and diversity of thought across the organisation will deliver enhanced business performance. Diverse backgrounds, experience and perspectives are viewed as critical to building a leading-edge business and delivering for customers.

Serko values the richness of diversity in its workforce, embracing a wide range of individuals' skills, backgrounds, experiences, ethnicities, and genders. We are dedicated to building a workforce that reflects the world we operate in and the customers we seek to engage with. We do this through enhancing our behavioural inclusion, ensuring equity, and hiring and retaining the best, diverse talent. This inclusive approach encourages varied perspectives, fostering an environment where all voices are heard and valued across all levels of the organisation.

Serko treats its obligations as a responsible employer seriously and recognises value in employees viewing Serko as their employer of choice.

This commitment to inclusion and diversity is reflected in our guiding principles (specifically in Be a Good Human).

2. Policy Principles

This policy is implemented by way of promoting the following principles:

- (a) Promoting a working environment free from discrimination, harassment and victimisation (refer to Serko's Anti-Harassment, Discrimination and Bullying Policy and Whistleblowing Policy);
- (b) Emphasising the accountability of our leaders to cultivate a culture of inclusion in which the strengths of every individual are recognised and valued;
- (c) Raising employee awareness of workplace inclusion & diversity by designing, delivering, and measuring the effectiveness of education programmes;
- (d) Ensuring all employees, and contractors receive equal and fair treatment in all aspects of the company's employment policies and practices;
- (e) Promoting a culture that empowers and rewards employees to act in accordance with this policy;
- (f) Reviewing progress against inclusion and diversity objectives and initiatives developed by the Company to deliver outcomes against the Inclusion and Diversity Policy; and
- (g) Regularly benchmarking our inclusion and diversity standpoint, status and objectives against appropriate external comparators.

3. Inclusion and Diversity Measurable Objectives

The People, Remuneration and Culture Committee will each year recommend to the Board measurable objectives for achieving the principles set out in this Inclusion and Diversity Policy.

The Board will assess annually both the measurable objectives and the Company's progress towards achieving them and will ensure the appropriate disclosures are made in the annual report.



4. Recruitment, Selection and Succession Planning

The People, Remuneration and Culture Committee is responsible for the development and succession planning process for the Chief Executive Officer (CEO) and the CEO's direct reports. In discharging this responsibility, the People, Remuneration and Culture Committee will have regard to diversity criteria.

The Board is responsible for Board succession planning and similarly has regard to diversity criteria when seeking new directors.

5. Who must comply with this policy?

This policy applies to Serko's operations and business activities worldwide. It applies to all persons working for us or our wholly owned subsidiaries or on our behalf in any capacity, including employees at all levels, directors, officers, consultants, contractors, interns, secondees, external consultants, third-party representatives, volunteers, agents and business partners.

6. Breaches of this policy

It is important to Serko to ensure we maintain high ethical standards, and therefore everyone working in our team plays a role in keeping Serko safe. If you think Serko could be in breach of this policy, we ask you to please speak up. It is better to be wrong, but safe, than ignore a potential breach. Remember, if you See Something, Say Something.

If you know about or suspect a breach of this policy, please reach out to someone in the PPC Team or email PPC@serko.com. For guidance on alternative reporting options, please refer to the '[See Something, Say Something](#)' page on the Employee Hub and Serko's Whistleblowing Policy.

Complying with Serko policies is a condition of employment.

7. Roles and Responsibilities

The Serko People, Remuneration and Culture Committee is the policy approver.

The People, Remuneration and Culture Committee is responsible for oversight and monitoring of this policy.

The People, Remuneration and Culture Committee should be provided with the findings following an annual review to ensure that this policy is operating effectively with no breach instances.

The Serko Chief People Officer is the owner of this policy. The PPC team are responsible for operationalising the policy through employee awareness and communications. The PPC team are responsible for providing assurance to the People, Remuneration and Culture Committee that the policy is being complied with.

If you have any questions or need help with this policy, please contact the Serko PPC team.

8. Serko documents related to this policy

- Serko Code of Ethics
- Anti-Harassment, Discrimination and Bullying Policy

All policies can be found on the [Serko Employee Hub](#).

9. Governance

Document Owner	Chief People Officer
Document Contact	PPC Team
Document Approver	People, Remuneration and Culture Committee
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