

Diversity and Inclusion Policy

Overview

At Smartpay we understand that building diversity and inclusion, and proactively recognising equality across our business, is critical to delivering outstanding customer experiences and business performance. We are committed to attracting, developing, promoting and retaining a diverse group of talented individuals who will help drive our business performance.

Background

Smartpay is committed to diversity and appreciating the variety of characteristics that make individuals unique in an environment that promotes and supports individual and collective achievement. These characteristics include gender, age, culture, disability (mental, learning, physical), economic background, education, ethnic or national origins, language(s) spoken, relationship status, physical appearance, race, colour, religious beliefs, gender identity, or sexual orientation.

We recognise inclusion is the practice of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalised.

The Board has identified the Company's Values as:

One Team

we will work together to create an inspiring company that we are all proud to work for

Fearless

in our approach and our focus on the customer

We deliver

by listening, engaging and being held accountable.

These inherently recognise the importance of diversity and inclusion in helping Smartpay deliver its business objectives and fulfil the needs of its customers.

Practising diversity and inclusion for Smartpay means incorporating diversity into its values and culture, talent acquisition, succession management, and to ensuring that our workforce reflects the diverse communities in which we operate in.

Managers have access to information to ensure the implementation of this policy and the processes to deal with complaints. As an organisation we will celebrate national / international events which raise awareness around tolerance, acceptance and diversity.

Diversity Measurable Objectives

The Smartpay Board will set and review annually measurable objectives designed to support and promote Smartpay's diversity and inclusion policy and will report on progress against those in the Annual Report.

Roles and Responsibilities

The Board

The Board is responsible for approving the measurable objectives developed by management and the Remuneration and Nominations Committee and conducting an annual assessment of this policy, the objectives and the progress towards achieving them.

The Remuneration and Nominations Committee ("the Committee")

The Committee is responsible for considering management's recommendations for measurable objectives for achieving diversity and inclusion and recommending those for adoption to the Board.

Managing Director/Senior Management

The Managing Director and the Senior Management team is responsible for developing for Board adoption and implementing measurable objectives for achieving diversity and inclusion. They are also responsible to reporting to the Committee on diversity initiatives and progress against measurable objectives.

ASX: SMP
NZX: SPY

SHARE INFORMATION

Issued Shares: 241,943,464

BOARD OF DIRECTORS

Independent Chair:

Gregor Barclay

Managing Director:

Martyn Pomeroy

Independent:

Matthew Turnbull

Independent:

Geoffrey Carrick

Independent:

Shelley Ruha

Non-Executive:

Carlos Gil

REGISTERED AND PRINCIPAL OFFICES

NEW ZEALAND:

205 – 209 Wairau Road
Wairau Valley, Auckland 0627

Email: info@smartpay.co.nz

AUSTRALIA:

Level 9, 151 Castlereagh Street,
Sydney, NSW 2000

Email: info@smartpay.com.au

Managers

Managers are responsible for ensuring all Smartpay's people are committed to this policy and understand their obligations under all applicable diversity and inclusion strategies and initiatives implemented under this policy and the Human Rights Act 1993.

All

All Smartpay's people are responsible for following the procedures in place for the business and for conducting their work in line with this Policy.

They are responsible for:

- their own behaviour and actions.
- being aware of and adhering to Smartpay's policies, procedures and relevant legislation.
- upholding the Policy; and
- taking all reasonable and practicable steps to ensure that no discriminatory act or attitude is condoned, or any actions of personal harassment or bullying are undertaken.

Reporting

Diversity and inclusion reporting will be included in the Annual Report.

Review

This policy is cornerstone to Smartpay's business and will be reviewed at least every two years.

Policy authorised by the Board

3 April 2025



Greg Barclay
Chair

ENDS

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AUSTRALIA:

Level 9, 151 Castlereagh Street,
Sydney, NSW 2000

Email: info@smartpay.com.au

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SHAREHOLDER ENQUIRIES

Enquiries concerning shareholdings should be addressed to:

NEW ZEALAND:

Computershare Investor
Services Limited
Private Bag 92119,
Auckland 1142

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Fax: +64 (0)9 488 8787

AUSTRALIA:

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