

# TOWNE DIVERSITY STATEMENT & PLAN

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Towne AllPoints is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Towne AllPoints diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees of Towne AllPoints have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor or an HR representative.

**Purpose:**

The **purpose** of our program is to integrate diversity and inclusion values and practices into our existing processes and enable progress and results to be measured departmentally and corporately.

**Vision:**

Our **vision** is to have a respectful and supportive workplace that that attracts and retains a diverse and talented workforce.

**Measurement:**

The success of our program is measured at an employee level, Department level, Management and Customers.

1. The measurements for employees are handled via employee surveys, employee outreach, reviewing census to determine participant rate and census results. An Employee census reflecting a highly diverse and inclusive workforce is used to measure the success of our efforts at an employee level.
2. At a Departmental level we use activities such as identifying barriers in policies, plans, practices, programs and services. Training sessions are used to help employees understand the Diversity and Inclusion goals. This is measured via participation and the number of training sessions offered.
3. At a Management level, the contribution of ideas and perspectives from the management team is used as a measurement indicator. These ideas and implementation are measured via higher employee and customer survey satisfaction levels generated.
4. At a Corporate level we measure the total number of complaints and/or grievances received and addressed. Measurements for Corporate adherence are also measured by customer satisfaction in survey results and internal Departments that have developed and applied Diversity and Inclusion processes.