

2020 - 21 Compliance Program

Submitted by:

**Epic Pharmacy Services Pty Ltd
(ABN:47113099013)**



#Workplace overview

Policies and strategies

1: Do you have a formal policy and/or formal strategy in place that specifically supports gender equality in the following areas?

...Recruitment	Yes(<i>Select all that apply</i>)
...Yes	Policy
...Retention	No(<i>Select all that apply</i>)
...No	Other (please provide)
...Currently under development	
...Other (please provide)	No specific policy, however gender equality principles for retention strategies included in Remuneration & Benefits Policy, Learning & Development Policy, Family and Domestic Violence Support Policy, Treating People Fairly in the Workplace Policy, and Code of Conduct Policy
...Performance management processes	Yes(<i>Select all that apply</i>)
...Yes	Policy Strategy
...Promotions	Yes(<i>Select all that apply</i>)
...Yes	Strategy
...Talent identification/identification of high potentials	No(<i>Select all that apply</i>)
...No	Other (please provide)
...Other (please provide)	No formal policy in place however included in Recruitment, Selection and Probity Policy. Formal programs have been designed and launched for leadership training that include recruitment, retention, talent identification and growth and succession planning. HR Business Partner engagement is also in place for workforce and succession planning.
...Succession planning	No(<i>Select all that apply</i>)
...No	Other (please provide)
...Other (please provide)	Whilst no formal policy is currently in place, the development of Icon's diversity and inclusion strategy launched 2021. A proposed governance structure will lead and champion diversity and inclusive initiatives including the formation of Employee led Inclusion Groups to champion and influence policies, processes and

	systems from the perspective of diverse groups, including gender equality.
...Training and development	Yes(<i>Select all that apply</i>)
...Yes	Policy
...Key performance indicators for managers relating to gender equality	No(<i>Select all that apply</i>)
...No	Other (please specify)
...Other (please specify)	A review into KPI's relating to gender equality is planned for FY 20/21 into 21/22 as part of an overall diversity and inclusion framework.

2: Do you have formal policy and/or formal strategy in place that support gender equality overall?

Yes(<i>Select all that apply</i>)	
...Yes	Policy

3: If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.

Governing bodies

Epic Pharmacy Services Pty Ltd

1: Does this organisation have a governing body?	Yes(<i>Provide further details on the governing body(ies) and its composition</i>)
1.1: What is the name of your governing body?	Epic Pharmacy Services Director
1.2: What type of governing body does this organisation have?	Other governing body/authority (provide details)
	Sole Director Company
1.3: How many members are on the governing body and who holds the predominant Chair position?	
...Chairs	
...Female (F)	1
...Male (M)	0
...Gender X	0
...Members	
...Female (F)	0
...Male (M)	0
...Gender X	0
1.4: Do you have a formal selection policy and/or formal selection strategy for this organisation's governing body members?	No(<i>Select all that apply</i>)
	Do not have control over governing body/appointments
1.5: Has a target been set to increase the representation of women on this governing	No(<i>Select all that apply</i>)

body?

Do not have control over governing body/appointments

2: If your organisation would like to provide additional information relating to governing bodies and gender equality in your workplace, do so below.

#Action on gender equality

Gender pay gaps

1: Do you have a formal policy and/or formal strategy on remuneration generally?

Yes(*Select all that apply*)

...Yes	Policy
1.1: Are specific pay equity objectives included in your formal policy and/or formal strategy?	Yes(<i>Select all that apply</i>)
...Yes	To achieve gender pay equity To ensure no gender bias occurs at any point in the remuneration review process (for example at commencement, at annual salary reviews, out-of-cycle pay reviews, and performance reviews)

2: Did your organisation receive JobKeeper payments?

Yes

2.1: Please indicate which months in the reporting period your organisation received JobKeeper payments:

.. April 2020

Yes

...May 2020

Yes

...June 2020

Yes

...July 2020

Yes

...August 2020

Yes

...September 2020

Yes

...October 2020

No

...November 2020

No

...December 2020

No

...January 2021

No

...February 2021

No

...March 2021

No

3: What was the snapshot date used for your Workplace Profile?

31-Mar-2021

4: If your organisation would like to provide additional information relating to gender pay gaps in your workplace, please do so below.

Employer action on pay equity

1: Have you analysed your payroll to determine if there are any remuneration gaps between women and men (e.g. conducted a gender pay gap analysis)?

No(Select all that apply)	
...No	Other (provide details)
...Other (provide details)	Partial review conducted annually as part of remuneration review process, with the aim that when the organisation has a single HRIS that this will become a part of the remuneration framework (which has been delayed in it's implementation) with better access to data

2: If your organisation would like to provide additional information relating to employer action on pay equity in your workplace, please do so below.

Employee consultation

1: Have you consulted with employees on issues concerning gender equality in your workplace?

Yes(Provide further details on the employee consultation process.)

1.1: How did you consult employees?	Survey
1.2: Who did you consult?	ALL staff

2: If your organisation would like to provide additional information relating to employee consultation on gender equality in your workplace, please do so below.

#Employee work/life balance

Flexible working

1: Do you have a formal policy and/or formal strategy on flexible working arrangements?

Yes (*Select all that apply*)

...Yes	Policy
...A business case for flexibility has been established and endorsed at the leadership level	Yes
...Leaders are visible role models of flexible working	Yes
...Flexible working is promoted throughout the organisation	Yes
...Targets have been set for engagement in flexible work	Yes
...Targets have been set for men's engagement in flexible work	No (<i>Select all that apply</i>)
...No	Other (provide details)
...Other (provide details)	Targets are equal regardless of gender and appropriate to the operational requirements of the business units
...Leaders are held accountable for improving workplace flexibility	Yes
...Manager training on flexible working is provided throughout the organisation	Yes
...Employee training is provided throughout the organisation	Yes
...Team-based training is provided throughout the organisation	No (<i>Select all that apply</i>)
...No	Other (provide details)
...Other (provide details)	Training is provided at the individual level and is accessible remotely
...Employees are surveyed on whether they have sufficient flexibility	No (<i>Select all that apply</i>)
...No	Other (provide details)
...Other (provide details)	The organisational wide 'Flexibility @ Icon' initiative was launched in November 2020, so will be considered in future employee engagement surveys.
...The organisation's approach to flexibility is integrated into client conversations	No (<i>Select all that apply</i>)

...No	Not a priority
...The impact of flexibility is evaluated (e.g. reduced absenteeism, increased employee engagement)	No(<i>Select all that apply</i>)
...No	Other (provide details)
...Other (provide details)	Uptake is currently being monitored for the different flexibility types offered to employees, however insufficient data is available at the moment with the new initiative launched in November 2020.
...Metrics on the use of, and/or the impact of, flexibility measures are reported to key management personnel	No(<i>Select all that apply</i>)
...No	Other (provide details)
...Other (provide details)	This will be a future consideration once sufficient data can be collated.
...Metrics on the use of, and/or the impact of, flexibility measures are reported to the governing body	No(<i>Select all that apply</i>)
...No	Other (provide details)
...Other (provide details)	This will be a future consideration once sufficient data can be collated.

2: Do you offer any of the following flexible working options to MANAGERS in your workplace?

...Flexible hours of work	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available Informal options are available
...Compressed working weeks	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available
...Time-in-lieu	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available
...Telecommuting (e.g. working from home)	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available Informal options are available
...Part-time work	Yes(<i>Select one option only</i>)
	SAME options for women and men(<i>Select all that apply</i>)

...Yes	<i>that apply)</i>
...SAME options for women and men	Formal options are available
...Job sharing	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available
...Carer's leave	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available
...Purchased leave	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available
...Unpaid leave	Yes(<i>Select one option only</i>)
...Yes	SAME options for women and men(<i>Select all that apply</i>)
...SAME options for women and men	Formal options are available

3: Are your flexible working arrangement options for NON-MANAGERS the same as the options for managers above?

Yes

4: Were managers in your organisation allowed to make INFORMAL flexible working arrangements with their team members in response to the COVID-19 pandemic?

Yes, ALL managers

5: Did you see an increase, overall, in the approval of FORMAL flexible working arrangements for your workforce compared to pre-COVID-19?

Yes, for both women and men

6: If your organisation would like to provide additional information relating to flexible working and gender equality in your workplace, please do so below.

#Employee support

Paid parental leave

1: Do you provide employer funded paid parental leave regardless of carer's status (i.e. primary/secondary) in addition to any government funded parental leave scheme?

Yes, we offer employer funded parental leave (using the primary/secondary carer definition)

1.1: Do you provide employer funded paid parental leave for primary carers in addition to any government funded parental leave scheme?	Yes(<i>Please indicate how employer funded paid parental leave is provided to the primary carers.</i>)
1.1.a: Please indicate whether your employer-funded paid parental leave for primary carers is available to:	All, regardless of gender
1.1.b: Please indicate whether your employer-funded paid parental leave for primary carers covers:	Birth Adoption Surrogacy Stillbirth
1.1.c: How do you pay employer funded paid parental leave to primary carers?	Paying the employee's full salary
1.1.d: Do you pay superannuation contribution to your primary carers while they are on parental leave?	Yes, on employer funded parental leave
1.1.e: How many weeks (minimum) of employer funded paid parental leave for primary carers is provided?	10
1.1.f: What proportion of your total workforce has access to employer funded paid parental leave for primary carers, including casuals?	91-100%
1.2: Do you provide employer funded paid parental leave for secondary carers in addition to any government funded parental leave scheme?	Yes(<i>Please indicate how employer funded paid parental leave is provided to the secondary carers.</i>)
1.2.a: Please indicate whether your employer-funded paid parental leave for secondary carers is available to:	All, regardless of gender
1.2.b: Please indicate whether your employer-funded paid parental leave for secondary carers covers:	Birth Adoption Surrogacy Stillbirth
1.2.c: How do you pay employer funded paid parental leave to secondary carers?	Paying the employee's full salary

1.2.d: Do you pay superannuation contribution to your secondary carers while they are on parental leave?	Yes, on employer funded parental leave
1.2.e: How many weeks (minimum) of employer funded paid parental leave for secondary carers is provided?	1
1.2.f: What proportion of your total workforce has access to employer funded paid parental leave for secondary carers, including casuals?	90-100%

2: If your organisation would like to provide additional information relating to paid parental leave and gender equality in your workplace, please do so below.

Support for carers

1: Do you have a formal policy and/or formal strategy to support employees with family or caring responsibilities?

Yes (*Select all that apply*)

...Yes

Policy

2: Do you offer any of the following support mechanisms for employees with family or caring responsibilities?

...Employer subsidised childcare

No (*You may specify why the above support mechanism is not available to your employees.*)

...No

Not a priority

...On-site childcare

No (*You may specify why the above support mechanism is not available to your employees.*)

...No

Not aware of the need

...Breastfeeding facilities

Yes (*Please indicate the availability of this support mechanism.*)

...Yes

Available at SOME worksites

...Childcare referral services

Yes (*Please indicate the availability of this support mechanism.*)

...Yes

Available at SOME worksites

...Internal support networks for parents

No (*You may specify why the above support mechanism is not available to your employees.*)

...No

Not aware of the need

...Return to work bonus (only select if this bonus is not the balance of paid parental leave)

No (*You may specify why the above support mechanism is not available to your employees.*)

...No

Not a priority

...Information packs for new parents and/or those with elder care responsibilities

No (*You may specify why the above support mechanism is not available to your employees.*)

...No

Not a priority

...Referral services to support employees with family and/or caring responsibilities

Yes (*Please indicate the availability of this support mechanism.*)

...Yes	Available at ALL worksites
...Targeted communication mechanisms (e.g. intranet/forums)	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not a priority
...Support in securing school holiday care	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not a priority
...Coaching for employees on returning to work from parental leave	Yes(<i>Please indicate the availability of this support mechanism.</i>)
...Yes	Available at ALL worksites
...Parenting workshops targeting mothers	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...Parenting workshops targeting fathers	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...Other (provide details)	No

3: If your organisation would like to provide additional information relating to support for carers in your workplace, please do so below.

Sex-based harassment and discrimination

1: Do you have a formal policy and/or formal strategy on sex-based harassment and discrimination prevention?

Yes(*Select all that apply*)

1.1: Do you provide a grievance process in any sex-based harassment and discrimination prevention formal policy and/or formal strategy?

Yes

2: Do you provide training on sex-based harassment and discrimination prevention to the following groups?

...All managers

Yes(*Please indicate how often is this training provided (select all that apply):*)

...Yes

At induction
Other (provide details)

...Other (provide details)

As part of the Leadership Program available to all managers and as part of an eLearning module for mandatory Group Policy compliance training.

...All employees

Yes(*Please indicate how often is this training provided (select all that apply):*)

...Yes

At induction
Other (provide details)

...Other (provide details)

As part of an eLearning module for mandatory Group Policy compliance training.

3: If your organisation would like to provide additional information relating to sex-based harassment and discrimination, please do so below.

Family or domestic violence

1: Do you have a formal policy and/or formal strategy to support employees who are experiencing family or domestic violence?

Yes(*Select all that apply*)

...Yes

Policy

2: Other than a formal policy and/or formal strategy, do you have the following support mechanisms in place to support employees who are experiencing family or domestic violence?

...Employee assistance program (including access to psychologist, chaplain or counsellor)

Yes

...Training of key personnel

Yes

...A domestic violence clause is in an enterprise agreement or workplace agreement

Yes

...Workplace safety planning

Yes

...Access to paid domestic violence leave (contained in an enterprise/workplace agreement)

Yes

...Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)

Yes

...Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)

Yes

...Access to unpaid leave

Yes

...Confidentiality of matters disclosed

Yes

...Referral of employees to appropriate domestic violence support services for expert advice

Yes

...Protection from any adverse action or discrimination based on the disclosure of domestic violence

Yes

...Flexible working arrangements

Yes

...Provision of financial support (e.g. advance bonus payment or advanced pay)

Yes

...Offer change of office location

Yes

...Emergency accommodation assistance

No(*Select all that apply*)

...No

Not a priority

...Access to medical services (e.g. doctor or nurse)

No(*Select all that apply*)

...No

Other (provide details)

...Other (provide details)	This would be considered on a case by case basis
...Other (provide details)	No(<i>Select all that apply</i>)

3: If your organisation would like to provide additional information relating to family and domestic violence affecting your workplace, please do so below.

Workforce Management Statistics Table

Industry: Other Store-Based Retailing

Question	Contract Type	Employment Type	Manager Category	Female	Male	Total*	
1. How many employees were promoted?	Full-time	Permanent	Managers	1	1	2	
			Non-managers	3		3	
		Fixed-Term Contract	Non-managers	1		1	
	Part-time	Permanent	Managers	1		1	
			Non-managers	2		2	
	2. How many employees (including partners with an employment contract) were internally appointed?	Full-time	Permanent	Managers	4	3	7
Non-managers				23	6	29	
Fixed-Term Contract			Non-managers	1		1	
Part-time		Permanent	Managers	2		2	
			Non-managers	4		4	
		Fixed-Term Contract	Non-managers	2		2	
3. How many employees (including partners with an employment contract) were externally appointed?		Full-time	Permanent	Non-managers	21	6	27
			Fixed-Term Contract	Managers	1		1
				Non-managers	11	6	17
	Part-time	Permanent	Non-managers	21	2	23	
		Fixed-Term Contract	Non-managers	6		6	
	N/A	Casual	Non-managers	14	1	15	

* Total employees includes Gender X

Workforce Management Statistics Table

Industry: Other Store-Based Retailing

Question	Contract Type	Employment Type	Manager Category	Female	Male	Total*
4. How many employees (including partners with an employment contract) voluntarily resigned?	Full-time	Permanent	Managers		3	3
			Non-managers	31	8	39
		Fixed-Term Contract	Managers	1		1
			Non-managers	9		9
	Part-time	Permanent	Non-managers	23	4	27
		Fixed-Term Contract	Non-managers	2		2
	N/A	Casual	Non-managers	16	1	17
5. How many employees have taken primary carer's parental leave (paid and/or unpaid)?	Full-time	Permanent	Managers	2		2
			Non-managers	6		6
	Part-time	Permanent	Managers	1		1
			Non-managers	13		13
6. How many employees have taken secondary carer's parental leave (paid and/or unpaid)?	Full-time	Permanent	Non-managers	3		3

* Total employees includes Gender X

Workforce Management Statistics Table

Industry: Other Store-Based Retailing

Question	Contract Type	Employment Type	Manager Category	Female	Total*
7. How many employees ceased employment before returning to work from parental leave, regardless of when the leave commenced?	Full-time	Permanent	Non-managers	2	2

* Total employees includes Gender X

Workplace Profile Table

Industry: Other Store-Based Retailing

Occupational category*	Employment status	No. of employees		Number of apprentices and graduates (combined)		Total employees**
		F	M	F	M	
Managers	Full-time permanent	12	9	0	0	21
	Part-time permanent	8	0	0	0	8
	Casual	0	1	0	0	1
Professionals	Full-time permanent	72	31	0	0	103
	Full-time contract	10	5	0	0	15
	Part-time permanent	79	9	0	0	88
	Part-time contract	3	0	0	0	3
	Casual	15	7	0	0	22
Technicians And Trades Workers	Full-time permanent	52	9	0	0	61
	Full-time contract	3	0	0	0	3
	Part-time permanent	58	2	0	0	60
	Part-time contract	3	0	0	0	3
	Casual	16	1	0	0	17
Community And Personal Service Workers	Full-time permanent	5	2	0	0	7
	Full-time contract	4	1	0	0	5
	Part-time permanent	13	2	0	0	15
	Part-time contract	2	0	0	0	2
	Casual	13	2	0	0	15
Clerical And Administrative Workers	Full-time permanent	1	0	0	0	1
	Part-time permanent	0	3	0	0	3
Sales Workers	Full-time permanent	1	0	0	0	1

* Categorized using ANZSCO major group codes (this means Professionals who are also Managers are categorised as Professionals)

** Total employees includes Gender X

Workplace Profile Table

Industry: Other Store-Based Retailing

Manager category	Level to CEO	Employment status	No. of employees		
			F	M	Total*
CEO	0	Full-time permanent	0	1	1
SM	-1	Part-time permanent	1	0	1
OM	-2	Full-time permanent	11	8	19
		Part-time permanent	3	0	3
	-3	Full-time permanent	3	1	4
		Full-time contract	1	0	1
		Part-time permanent	6	0	6
		Casual	0	1	1

* Total employees includes Gender X

Workplace Gender Equality Agency 2020–21 Compliance Program Submission approval

I, the CEO (or equivalent), confirm that the data provided in the 2020-21 Compliance Program submission is complete and correct, as reported in the full data appendices:

- Public Workplace Profile
- Public Workforce Management Statistics
- Public Questionnaire
- Confidential Data.

I approve the submission of this data to WGEA.

I also confirm that the organisation/s covered by this submission will meet the notification and access requirements as detailed below.

Name of CEO (or equivalent)

Andrew Reid

CEO (or equivalent) signature



Date of signature

21 July 2021

What next?

The contact nominated for the submission of this report must complete the declaration and consent process in the WGEA Portal. The Agency does not require physical evidence of the CEO's signature.

To comply with the notification and access requirements, your organisation/s must:

- inform its employees and members or shareholders that it has lodged its report with the Agency and advise how the public data may be accessed
- provide access to the public data to employees and members or shareholders
- inform employee organisations with members in its workplace that the report has been lodged
- inform its employees and those employee organisations with members in its workplace of the opportunity to comment on the report to the employer or the Agency.

For more information on the notification and access requirements, read [here](#).