

# 2020 - 21 Compliance Program

Submitted by:

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**National Storage Holdings Limited**  
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# #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	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Performance management processes	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Promotions	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Talent identification/identification of high potentials	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Succession planning	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Training and development	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Key performance indicators for managers relating to gender equality	Yes( <i>Select all that apply</i> )
...Yes	Strategy

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

Yes(*Select all that apply*)

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

National Storage has a strong commitment to gender diversity and the fundamental principle that gender is not a barrier to participation in our workforce, management, senior executive and on our Board. Our leaders are committed to providing opportunities that allow women to reach their full potential.

To achieve greater diversity, it is important to ensure where possible that the pool of potential available talent is nurtured and developed effectively. Early identification and development of female talent is clearly of significant importance in ensuring that there are appropriately qualified and experienced women for consideration when positions become available. National Storage aims to grow the number of women performing senior roles and to create programs that prepare women to assume senior roles within the business.

## Governing bodies

### *National Storage (Operations) 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?	National Storage Holdings Limited
1.2: What type of governing body does this organisation have?	Board of directors
1.3: How many members are on the governing body and who holds the predominant Chair position?	
...Chairs	
...Female (F)	
...Male (M)	1
...Gender X	0
...Members	
...Female (F)	1
...Male (M)	4
...Gender X	0
1.4: Do you have a formal selection policy and/or formal selection strategy for this organisation's governing body members?	Yes( <i>Select all that apply</i> )
1.5: Has a target been set to increase the representation of women on this governing body?	Yes( <i>Provide further details on your target</i> )
10.6: What is the percentage (%) target?	30.00%
10.7: What year is the target to be reached (select the last day of the target year)?	1-Jul-2023

### *National Storage Holdings Limited*

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

On 25 August 2020, the Board set the following objectives for the next three years:

- to have at least 30% female representation at the senior executive and board level; and
- to maintain at least 50% female representation in the workforce.

# #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

Strategy

1.1: Are specific pay equity objectives included in your formal policy and/or formal strategy?

Yes(*Select all that apply*)

...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)  
To be transparent about pay scales and/or salary bands

2: Did your organisation receive JobKeeper payments?

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)?

Yes(*Provide further details on the most recent gender remuneration gap analysis that was undertaken.*)

1.1: When was the most recent gender remuneration gap analysis undertaken?

Within the last 12 months

1.2: Did you take any actions as a result of your gender remuneration gap analysis?

Yes(*Select all that apply*)

1.2: Did you take any actions as a result of your gender remuneration gap analysis?

Reviewed remuneration decision-making processes  
Trained people-managers in addressing gender bias (including unconscious bias)

.. Yes

1.3: You may provide details below on the type of gender remuneration gap analysis that has been undertaken (for example like-for-like and/or organisation-wide)

A like for like gap analysis has been undertaken.

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?

Exit interviews  
Performance discussions

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.

Management and Human Resources conducted an informal employee consultation in FY20 which led to the National Storage Paid Parental Leave Scheme being implemented in August 2020 ("Scheme"). This Scheme provides company parental leave and partner leave, in addition to any Government parental leave to which employees may be entitled.

# #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	Strategy
...A business case for flexibility has been established and endorsed at the leadership level	No ( <i>Select all that apply</i> )
...No	Other (provide details)
...Other (provide details)	Ad hoc arrangements between manager and employee.
...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	No ( <i>Select all that apply</i> )
...No	Not a priority
...Targets have been set for men's engagement in flexible work	No ( <i>Select all that apply</i> )
...No	Not a priority
...Leaders are held accountable for improving workplace flexibility	Yes
...Manager training on flexible working is provided throughout the organisation	No ( <i>Select all that apply</i> )
...No	Not aware of the need
...Employee training is provided throughout the organisation	No ( <i>Select all that apply</i> )
...No	Not aware of the need
...Team-based training is provided throughout the organisation	No ( <i>Select all that apply</i> )
...No	Not aware of the need
...Employees are surveyed on whether they have sufficient flexibility	Yes
...The organisation's approach to flexibility is integrated into client conversations	No ( <i>Select all that apply</i> )
...No	Not aware of the need

...The impact of flexibility is evaluated (e.g. reduced absenteeism, increased employee engagement)	No( <i>Select all that apply</i> )
...No	Not a priority
...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	Not a priority
...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	Not aware of the need
...Other (provide details)	No

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	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	Informal 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	Informal 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	Informal options are available
...Part-time 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
...Job sharing	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Insufficient resources/expertise Not a priority
...Carer's leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
	Formal options are available

...SAME options for women and men	Informal options are available
...Purchased leave	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Insufficient resources/expertise Not a priority
...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?

No	
3.1: You need to indicate which of the following flexible working options are available to NON-MANAGERS in your workplace.	Yes( <i>Select one option only</i> )
.. Flexible hours of work	
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Informal options are available
...Compressed working weeks	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Insufficient resources/expertise Not a priority
...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	Informal options are available
...Part-time 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
...Job sharing	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Insufficient resources/expertise Not a priority
...Carer's leave	Yes( <i>Select one option only</i> )
	SAME options for women and men( <i>Select all</i>



...Yes	<i>that apply)</i>
...SAME options for women and men	Formal options are available Informal options are available
...Purchased leave	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Insufficient resources/expertise Not a priority
...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

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?

No

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
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?	16
1.1.f: What proportion of your total workforce has access to employer funded paid parental leave for primary carers, including casuals?	61-70%
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
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?	4
1.2.f: What proportion of your total workforce has access to employer funded paid parental leave for secondary carers, including casuals?	60-70%

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

Other (provide details)

...Other (provide details)

This is not practical due to the fragmented nature of our workforce working at various storage locations across Australia.

...On-site childcare

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

...No

Other (provide details)

...Other (provide details)

This is not practical due to the fragmented nature of our workforce working at various storage locations across Australia.

...Breastfeeding facilities

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

...No

Other (provide details)

...Other (provide details)

This is not practical due to the fragmented nature of our workforce working at various storage locations across Australia.

...Childcare referral services

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

...No

Insufficient resources/expertise

...Internal support networks for parents

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

...Yes

Available at SOME worksites

...Return to work bonus (only select if this bonus is not the balance of paid parental leave)	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...No	Not a priority
...Information packs for new parents and/or those with elder care responsibilities	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...No	Insufficient resources/expertise
...Referral services to support employees with family and/or caring responsibilities	Yes( <i>Please indicate the availability of this support mechanism.</i> )
...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	Insufficient resources/expertise 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	Insufficient resources/expertise
...Parenting workshops targeting fathers	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...No	Insufficient resources/expertise
...Other (provide details)	Yes( <i>Please indicate the availability of this support mechanism.</i> )
...Yes	Available at ALL worksites
...Available at ALL worksites	National Storage has a Parental Leave Policy which enables eligible employees to take up to 12-month unpaid parental leave, which may incorporate 16 weeks of paid parental leave depending on length of service.

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*)

...Yes

Policy

1.1: Do you provide a grievance process in any sex-based harassment and

discrimination prevention formal policy and/or formal strategy?	Yes
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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 At least annually
...All employees	Yes(Please indicate how often is this training provided (select all that apply):)
...Yes	At induction At least annually

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	No(Select all that apply)
...No	Currently under development(Select the estimated completion date.)
...Currently under development	31-Jan-2022
...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)	No(Select all that apply)
...No	Other (provide details)
...Other (provide details)	5 days unpaid family and domestic violence leave is provided.
...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)	No( <i>Select all that apply</i> )
...No	Insufficient resources/expertise
...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)	No( <i>Select all that apply</i> )
...No	Not a priority Not aware of the need
...Offer change of office location	Yes
...Emergency accommodation assistance	No( <i>Select all that apply</i> )
...No	Other (provide details)
...Other (provide details)	Considered on specific circumstances, but an instance has not occurred to date.
...Access to medical services (e.g. doctor or nurse)	No( <i>Select all that apply</i> )
...No	Insufficient resources/expertise
...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.

# Workplace Profile Table

Industry: Property Operators and Real Estate Services

Occupational category*	Employment status	No. of employees		Number of apprentices and graduates (combined)		Total employees**
		F	M	F	M	
Managers	Full-time permanent	13	27	0	0	40
	Part-time permanent	1	0	0	0	1
	Part-time contract	1	0	0	0	1
Professionals	Full-time permanent	12	10	0	0	22
	Full-time contract	1	0	0	0	1
	Part-time permanent	2	0	0	0	2
	Casual	0	1	0	0	1
Clerical And Administrative Workers	Full-time permanent	17	16	0	0	33
	Part-time permanent	9	6	0	0	15
	Casual	0	4	0	0	4
Sales Workers	Full-time permanent	151	136	0	0	287
	Part-time permanent	34	20	0	0	54
	Casual	12	9	0	0	21
Labourers	Part-time permanent	0	1	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: Property Operators and Real Estate Services

Manager category	Level to CEO	Employment status	No. of employees		
			F	M	Total*
CEO	0	Full-time permanent	0	1	1
KMP	-1	Full-time permanent	1	4	5
GM	-2	Full-time permanent	3	8	11
SM	-3	Full-time permanent	5	6	11
		Part-time permanent	1	0	1
		Part-time contract	1	0	1
OM	-4	Full-time permanent	4	8	12

\* Total employees includes Gender X



## Workplace Profile Table

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	Part-time permanent	1	0	0	0	1
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	Full-time contract	1	0	0	0	1
	Part-time permanent	2	0	0	0	2
	Casual	0	1	0	0	1
Clerical And Administrative Workers	Full-time permanent	17	16	0	0	33
	Part-time permanent	9	6	0	0	15
	Casual	0	4	0	0	4
Sales Workers	Full-time permanent	151	136	0	0	287
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	Casual	12	9	0	0	21
Labourers	Part-time permanent	0	1	0	0	1

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GM	-2	Full-time permanent	3	8	11
SM	-3	Full-time permanent	5	6	11
		Part-time permanent	1	0	1
		Part-time contract	1	0	1
OM	-4	Full-time permanent	4	8	12

\* Total employees includes Gender X

# Workforce Management Statistics Table

Industry: Property Operators and Real Estate Services

Question	Contract Type	Employment Type	Manager Category	Female	Male	Total*
1. How many employees were promoted?	Full-time	Permanent	Managers		2	2
			Non-managers	13	14	27
2. How many employees (including partners with an employment contract) were internally appointed?	Full-time	Permanent	Managers	1		1
			Non-managers	2	3	5
	N/A	Casual	Non-managers		1	1
3. How many employees (including partners with an employment contract) were externally appointed?	Full-time	Permanent	Managers	6	4	10
			Non-managers	68	80	148
	Part-time	Permanent	Non-managers	23	16	39
		Fixed-Term Contract	Managers		1	1
	N/A	Casual	Non-managers	6	9	16

\* Total employees includes Gender X

# Workforce Management Statistics Table

Industry: Property Operators and Real Estate Services

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	1	4	5
			Non-managers	47	45	92
	Part-time	Permanent	Non-managers	19	13	32
	N/A	Casual	Non-managers	2	8	11
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	Non-managers	2		2
6. How many employees have taken secondary carer's parental leave (paid and/or unpaid)?	Full-time	Permanent	Managers		2	2
			Non-managers		3	3

\* Total employees includes Gender X

# Workforce Management Statistics Table

Industry: Property Operators and Real Estate Services

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	1	1

\* Total employees includes Gender X

## Workforce Management Statistics Table

\* Total employees includes Gender X



## Workforce Management Statistics Table

\* Total employees includes Gender X

## Workforce Management Statistics Table

\* Total employees includes Gender X

# Workforce Management Statistics Table

Industry: Property Operators and Real Estate Services

Question	Contract Type	Employment Type	Manager Category	Female	Male	Total*
1. How many employees were promoted?	Full-time	Permanent	Managers		2	2
			Non-managers	13	14	27
2. How many employees (including partners with an employment contract) were internally appointed?	Full-time	Permanent	Managers	1		1
			Non-managers	2	3	5
	N/A	Casual	Non-managers		1	1
3. How many employees (including partners with an employment contract) were externally appointed?	Full-time	Permanent	Managers	6	4	10
			Non-managers	68	80	148
	Part-time	Permanent	Non-managers	23	16	39
		Fixed-Term Contract	Managers		1	1
	N/A	Casual	Non-managers	6	9	16

\* Total employees includes Gender X

# Workforce Management Statistics Table

Industry: Property Operators and Real Estate Services

Question	Contract Type	Employment Type	Manager Category	Female	Male	Total*
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	Part-time	Permanent	Non-managers	19	13	32
	N/A	Casual	Non-managers	2	8	11
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	Non-managers	2		2
6. How many employees have taken secondary carer's parental leave (paid and/or unpaid)?	Full-time	Permanent	Managers		2	2
			Non-managers		3	3

\* Total employees includes Gender X

# Workforce Management Statistics Table

Industry: Property Operators and Real Estate Services

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	1	1

\* Total employees includes Gender X