



BGIS INNOVATE RAP

# Reconciliation Action Plan

MARCH 2020 - FEBRUARY 2022



## Acknowledgment

BGIS acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Australia, and we recognise and respect their ongoing cultural and spiritual connection to Country.

BGIS values the diverse cultures and beliefs of Aboriginal and Torres Strait Islander peoples and recognises the contributions Aboriginal and Torres Strait Islander peoples have made to build and strengthen our communities. We acknowledge the past, and today with respect, continue our commitment to working in partnership for a better, more prosperous future for all.



## A message from BGIS President and Managing Director, APAC



I am very pleased to introduce BGIS' Reconciliation Action Plan (RAP) for 2020 - 2022. This is our second Innovate RAP. Valuable progress has been made over the past few years, and we have taken meaningful steps forward in our reconciliation journey.

We have formed a clear understanding of where BGIS contributes with the most impact, and how we can successfully partner with Aboriginal and Torres Strait Islander peoples, communities and businesses. The ways that we help are by creating job opportunities for young people, supporting Aboriginal owned businesses, and providing skills training. We enrich our workforce by engaging with Aboriginal and Torres Strait Islander communities, celebrating Aboriginal and Torres Strait Islander cultures and building awareness amongst our people.

Our new RAP sets us on a fresh track to build upon our lessons learned and successes so far. We endeavour to make a greater contribution to the reconciliation movement across the country through our support of the Uluru Statement from the Heart. We hope to work collaboratively with our colleagues in the Facilities Management (FM) industry through a commitment to job creation for Aboriginal and Torres Strait Islander peoples and inspire industry-wide change.

As an organisation, we are enthusiastic about the future of our reconciliation path, and in particular enriching our organisational diversity by employing Aboriginal and Torres Strait Islander people.

Regards,

**Dana Nelson**

President and Managing Director, BGIS APAC



## A message from Reconciliation Australia CEO



On behalf of Reconciliation Australia, I am delighted to see BGIS continue its reconciliation journey and to formally endorse its Innovate RAP.

Through the development of an Innovate RAP BGIS continues to play an important part in a community of over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006.

RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity; institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation. This Innovate RAP provides key steps to establish its own approach to reconciliation. By implementing an Innovate RAP, BGIS will strengthen its approach to reconciliation through its business activities, services and programs, and develop mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders.

We wish BGIS well as it embeds and expands its own unique approach to reconciliation. We encourage BGIS to embrace this journey with open hearts and minds, to grow from the challenges, and to build on its successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

*“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”*

On behalf of Reconciliation Australia, I commend BGIS on its second RAP, and look forward to following its ongoing reconciliation journey.

Regards,

**Karen Mundine**

Chief Executive Officer, Reconciliation Australia



## Ngeyarankinba – One Team

The art used throughout this RAP was developed in a collaborative workshop led by internationally recognised Aboriginal artist Saretta Fielding of the Wonaruah Nation.

At the very centre of this sand engraved artwork is a large gathering circle representing the BGIS community. A traditional interpretation of the BGIS logo sits at the core of this imagery and radiates outward into five rings, symbolic of the five service areas of BGIS:

- ◉ Real Estate Management
- ◉ Facilities Management
- ◉ Project Delivery Services
- ◉ Professional Services
- ◉ Workplace Solutions

They also highlight the five timeless values that underpin all BGIS services:

- ◉ Unwavering Integrity
- ◉ Memorable Customer Experience
- ◉ Passion for Innovation
- ◉ People Engagement
- ◉ Living Sustainably









## Our Reconciliation Vision

Our vision is to continue to create opportunities within our business and sector that will lead to positive economic, social and education outcomes for Aboriginal and Torres Strait Islander peoples and communities across Australia.

We value, respect and celebrate Aboriginal and Torres Strait Islander peoples, history and cultures and are committed to reconciliation. Throughout our reconciliation journey, we continually strive to influence organisational and industry-wide cultural change and encourage continued learning, understanding and sharing through respectful exchange.

### **Our vision for reconciliation is articulated through our commitment to:**

- ◉ Building strong and respectful relationships with Aboriginal and Torres Strait Islander peoples, communities and businesses;
- ◉ Providing access to education and training for our staff to enhance their understanding and engagement with Aboriginal and Torres Strait Islander peoples, cultures and history;
- ◉ Designing opportunities that will increase the participation of, and ensure positive outcomes for, Aboriginal and Torres Strait Islander peoples and businesses in our organisation;
- ◉ Collaborating with our industry partners to create lasting and meaningful change through shared industry-wide commitments;
- ◉ Contributing to the national reconciliation dialogue and advocating for Aboriginal and Torres Strait Islander peoples.



## Our Business

BGIS is a global leader in the provision of facility management, project delivery, energy and sustainability, asset management and workplace advisory, as well as real estate services.

We have a combined team of over 7,000 globally, with 1,400 employees in Australia. There are eight staff who identify as Aboriginal and Torres Strait Islander peoples.

BGIS focuses on delivering innovative service solutions that create value for its clients.

Globally, BGIS manages over 30,000 facilities totalling more than 31.5 million square metres across several markets, including Defence, Government, Higher Education, Utilities, Telecommunications, Financial Services, Oil & Gas, Healthcare and Cloud Enterprise.

In addition to managing a diverse portfolio of corporate offices, retail, universities, hospitals and industrial assets, BGIS is a world leader in the management of data centres and other critical environments.

In Australia, we are headquartered in Sydney with offices in Melbourne, Brisbane, Adelaide and Perth.

Further information is available at [www.apac.bgis.com](http://www.apac.bgis.com)

➤ *Water symbolism in blue flows across the base of the artwork, picking up on BGIS maintaining locations across Australia and overseas and linking to country through our waterways around Australia from our coastline, rivers, lakes, creeks and wetlands.*

*– Saretta Fielding, Aboriginal artist of the Wonaruah Nation*



## Our RAP Partners

➤ *The varying gathering circles interlaced across the canvas celebrate the BGIS network across Australia, highlighting the business's operations across remote (small circles), regional (medium circles) and metropolitan locations (large circles).*

*– Saretta Fielding, Aboriginal artist of the Wonaruah Nation*

### CareerTrackers

BGIS has proudly partnered with CareerTrackers – a not-for-profit that prepares tertiary students for success in their chosen profession and respective communities – to offer summer and winter internships to Aboriginal and Torres Strait Islander university students. In 2019, we welcomed five interns through CareerTrackers' Indigenous Internship Program, including Teasha Poblet who was embedded in our Defence account and received CareerTrackers' coveted Golden Diary Award for her exceptional academic performance. The Indigenous Internship Program provides interns with year-round support and professional development opportunities, as well as leadership training, community engagement and a two-way cultural exchange.

### Supply Nation

BGIS has held a Supply Nation membership since 2010, and we currently spend more than \$7 million with Indigenous companies. Through our membership with Supply Nation, we maintain access to a range of subcontractors, recruiters, agencies and consultants where we can source goods and services directly from Indigenous businesses. We use our membership of Supply Nation and its register of Certified Indigenous Businesses to maximise employment opportunities for Aboriginal and Torres Strait Islander peoples.

### Clontarf Foundation

In 2018, we began working with the Clontarf Foundation, a not-for-profit organisation that assists in the education and employment of young Aboriginal and Torres Strait Islander men. Through educational and meet-and-greet events such as football training sessions with our Western Power team and barbecues at Optus Stadium, we have facilitated job and training opportunities for Clontarf Foundation students, including Clarence Cole who joined us as a full-time Trade Assistant. In both 2018 and 2019, we raised over \$10,000 for the Clontarf Foundation by way of various Corporate Social Responsibility events and initiatives, including our Annual Charity Quiz Night.



➤ This imagery also depicts the growth of the business as gathering circles flow outward and continue to expand across the entire canvas, highlighting BGIS's footprint on country across every State and Territory and bringing a high valuable impact on community, while maintaining a low impact on environment.

– Saretta Fielding, Aboriginal artist of the Wonaruah Nation

➤ These people symbols hold important meaning as the imagery is symbolic of partnerships, collaboration, and inclusion, celebrating a positive community impact across the network.

– Saretta Fielding, Aboriginal artist of the Wonaruah Nation

## NRL School to Work

BGIS is a major sponsor of the Bennelong Cup, an annual touch footy day and luncheon that connects communities via sport and raises funds for the National Rugby League's (NRL) Indigenous School to Work Program. The program aims to halve the gap in employment outcomes between Indigenous and non-Indigenous Australians within a decade, and the Bennelong Cup provides young Indigenous men and women with an opportunity to kickstart their own career path in facilities management, construction, administration and trades. As part of the program, BGIS offers five apprenticeships in technical services to the students in the NRL Indigenous School to Work program.

## Cowboys House Foundation

BGIS makes regular corporate donations to Cowboys House and is included among the 'Friends of the House'. Our contributions go towards providing life-changing education opportunities for young Aboriginal and Torres Strait Islander students from some of North Queensland's most remote and educationally disadvantaged communities.

## Bennelong Energy Services, Buri Building and GJK Indigenous Solutions

BGIS engages Indigenous businesses as preferred suppliers in our client accounts wherever possible. We have trusted relationships on long-term client accounts with Bennelong Energy Services (electrical services), Buri Building (construction services) and GJK Indigenous Solutions (cleaning services).

## Department of Defence

The Australian Government Department of Defence is a valued client of BGIS and is highly supportive of BGIS' RAP initiatives. Defence supports the NRL school to work program, and encouraged the recruitment of Aboriginal and Torres Strait Islander people in our team through internships and full time employment.



## Our Reconciliation Action Plan (RAP)



Our core business, in property and physical assets, is intrinsically tied to land and waters, to which Aboriginal and Torres Strait Islander peoples enjoy an enduring and deep relationship.

Because of this, our business and our customers are inherently linked to Australia's Traditional Custodians and their stewardship of Country.

Our reconciliation journey began in 2015 when we commenced the design of our inaugural RAP. Since then, we have been dedicated to working collaboratively with our clients, partners and Aboriginal and Torres Strait Islander peoples, communities and businesses to contribute to new projects and ideas that will have a positive social impact.

Through our second RAP, we are galvanising our commitment to building a workplace and shaping an industry where Aboriginal and Torres Strait Islander knowledges, cultures and values are respected and celebrated. Our work intersects social infrastructure sectors such as health, aged care, housing and education, and we believe we can explore new ways to provide better services and improve outcomes for Aboriginal and Torres Strait Islander peoples and communities.

We have reflected on what we have achieved in our 2017-2019 RAP and are proud of our journey. In this RAP, we aim to build on this strength and equally, identify and focus on the commitments that were challenging to our business. We are looking internally at our resources, planning and processes to ensure that we can deliver our commitments and achieve the aspirations of our RAP.







Oct 2010

**Established partnership with Supply Nation**

2014

Established commercial relationship with Buri Building & Design, an Aboriginal owned, developed and managed building company.

2016

Established RAP WG

Apr 2016

**INSPIRE / First Steps – Traineeship Program Launches**

- ◉ **First Steps Initiative:** BGIS working with the Vocational Institute of Australia (SA) to run a Certificate II in Customer Engagement training delivered out of our help desk office in Adelaide, the aim of which is to provide unemployed Aboriginal and Torres Strait Islander people an opportunity to learn, practice and develop the competencies required by the customer contact industry with a focus on customer service skills. This successful partnership resulted in BGIS graduating 13 of the 14 intakes (one person secured a job before completing the program). Eleven of the 13 graduates have secured employment, two of which joined our help desk, with the remaining two currently interviewing.
- ◉ **INSPIRE Program:** an internship program to mentor and support the development of Aboriginal and Torres Strait Islander students equipping them with the skills to support careers within the industry and workplace. Our INSPIRE Program (Indigenous Students Participating in Real Environments) is 12 months in duration in which the students are paid by BGIS and study key qualifications in facilities management, construction management, project management or property management.



2017

BGIS proudly partnered with CareerTrackers – a not-for-profit that prepares tertiary students for success in their chosen profession and respective communities – to offer internships to Aboriginal and Torres Strait Islander university students.

2017

Implemented first RAP

Nov 2018

BGIS is a major sponsor of the Bennelong Cup, an annual touch footy day and luncheon that connects communities via sport and raises funds for the National Rugby League's (NRL) Indigenous School to Work Program.

> *Kangaroo prints in the artwork design are reflective of the organisations complex business linkages and demonstrate pathways flowing back into BGIS from nationally spread projects.*

– *Saretta Fielding, Aboriginal artist of the Wonaruah Nation*



2018

**First Indigenous enterprise Procurement register**

- Increase of spend with Indigenous business by 143% to 0.78% of total spend 2018
- Increase of spend with Indigenous business by 71% to 1.26% of total spend 2019

2018

**Began working with the Clontarf Foundation,** a not-for-profit organisation that assists in the education and employment of young Aboriginal and Torres Strait Islander men.

2018

Acknowledgement of Country protocol roll out.

2018

Established partnership with Cowboys House – \$3000 funds raised and \$11k donation – 2019 BGIS is now a 'Friends of the Cowboy House' \$11,000 Value. This donation goes towards the support of life changing education opportunities for young North Queenslanders.

Feb 2020

After a successful partnership in 2018, BGIS was proud to once again sponsor the **Bennelong Cup in 2020.**

2018

First National Reconciliation Week event held in our head office.

2018

Established 'Indigenous' as a pillar of our Corporate Social Responsibility committee.

2018

BGIS first Identified role advertised

2018

Partnered with Defence to develop a Cultural Awareness training program to roll out to all BGIS staff

2018

**Established partnership with Orana**

In AUG 2018, Blue Lion Moving Services launched their sister company Orana Commercial Relocations – the first national Indigenous commercial relocation company in Australia. City of Melbourne and BGIS are proud to be one of the first organisations to utilise the services provided.

2018

Established a commercial relationship with GJK Indigenous Solutions to deliver services on our Defence account.

Jul 2019

Supporting Indigenous Literacy Foundation through an annual Book Swap Event.



# Our RAP Governance





## Our RAP Governance

BGIS has an Indigenous and Reconciliation Action Plan committee that sits within the Corporate Social Responsibility program.

This committee is led by executive team member Mr Brad Robbins, Managing Director – Operations, Defence & FMO, with Ms Rikki Cooper, Senior Recruitment Consultant & Indigenous Liaison Mentor, as the Indigenous lead. Committee members include:

**Praveen Weerasingha**  
National Account Manager

“I was excited to be offered the opportunity to join the RAP Working Group to gain insight into this fantastic program, to contribute and to make a difference in any way that I could. Through our RAP, we hope to have a positive impact for Aboriginal and Torres Strait Islander communities across Australia”

**Gary McCourt**  
Head of Operations Services Centre

“I am proud of the work that has been done so far, particularly creating employment pathways programs like our Traineeships. I see BGIS reaching even further in the RAP program by next implementing a Stretch RAP with even more ambitious goals for us to achieve.”

**Stan Phoenix**  
Maintenance Technician, (Caretaker).

“As an Aboriginal man, being part of the RAP Working Group means belonging to a group of like-minded people. Through our RAP, I’m proud that we have been able to reach directly into communities and provide assistance when they’ve been in need.”

**Rikki Cooper**  
**Mob: Nari Nari**  
Senior Recruitment Consultant & Indigenous Liaison Mentor

I started with BGIS in 2015 as an Account Manager for our Rio Tinto contract in Weipa. Since then, I have transitioned into a Senior Recruitment Consultant & Indigenous Liaison Mentor role with the business. My primary responsibility is to source prospective candidates

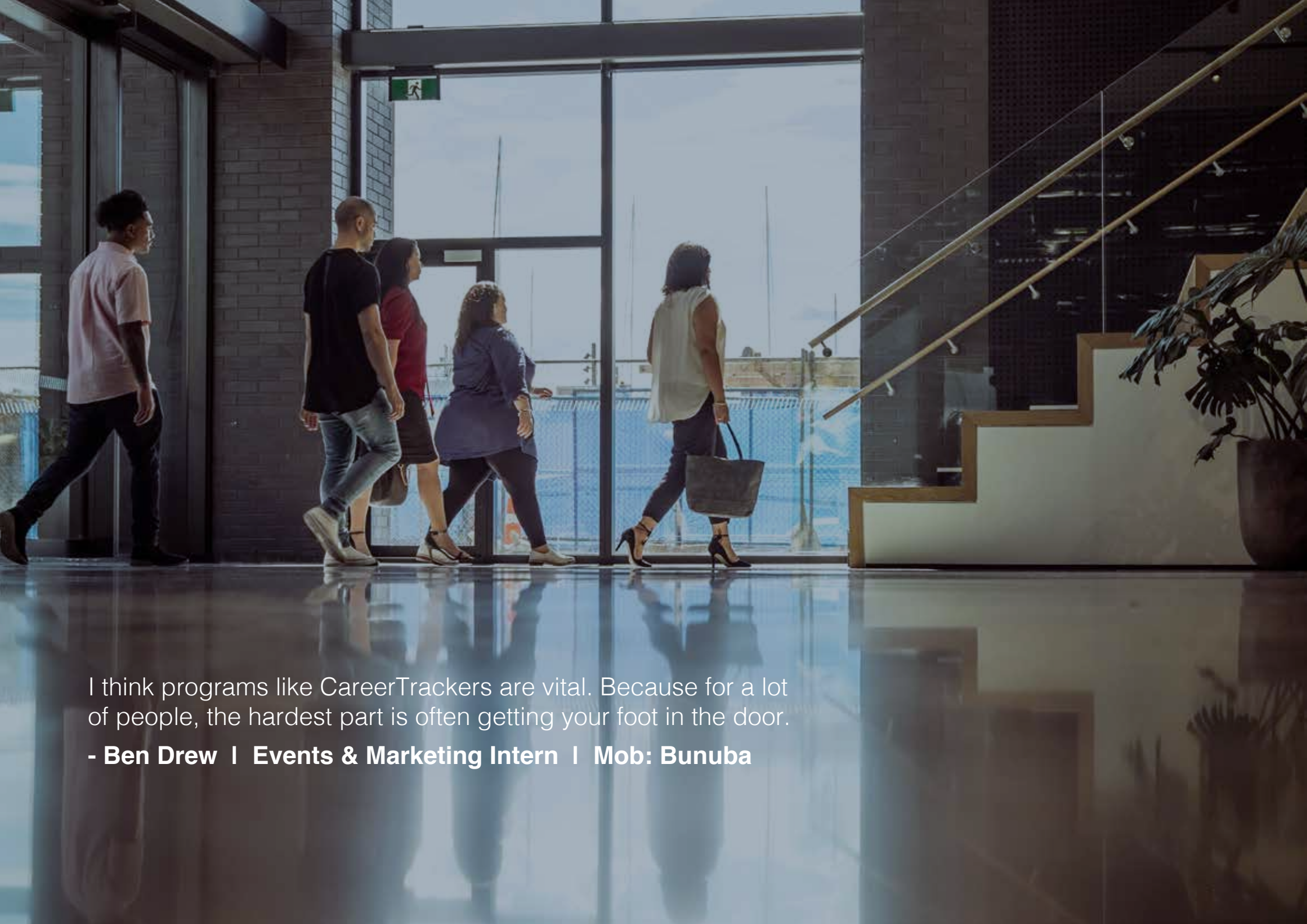
for employment opportunities with BGIS.

The second facet of my role has evolved through leading BGIS’ inaugural RAP and driving Indigenous initiatives across the organisation. BGIS embraced my enthusiasm to make change in the Indigenous space and carved out an opportunity for me to drive transformation.

This is an exciting time with BGIS as we take steps to establish reconciliation and Indigenous initiatives as part of our DNA and take a leadership role within the industry to influence widespread change and create positive outcomes for the next generation.

I am proud that my work has impact. When I talk to my family and friends about what I do, they can see that my role complements my beliefs and values, and it’s clear to them why I am so passionate about the company, and my role within it.





I think programs like CareerTrackers are vital. Because for a lot of people, the hardest part is often getting your foot in the door.

**- Ben Drew | Events & Marketing Intern | Mob: Bunuba**

## Case Study: CareerTrackers Internship Program

### Ben Drew | Events and Marketing Intern | Mob: Bunuba

I started with BGIS as an intern with the CareerTrackers Indigenous Internship Program. Through CareerTrackers, I had the opportunity to work while I completed my Bachelor of Commerce (Marketing and Entrepreneurship) with Curtin University.

My internship with BGIS has been critical in providing structure to my life outside of university and instilling in me a bedrock of knowledge that helped me to achieve during my degree.

I've had access to experienced professionals and industry leaders and established a professional network that will support and guide me through my career.

As a large company that makes a big impact on its stakeholders, BGIS plays an instrumental role in contributing to reconciliation. By partnering with CareerTrackers, BGIS is supporting me, and others like me, to get involved with our cultures, and to share and celebrate Aboriginal and Torres Strait Islander cultures.

I think programs like CareerTrackers are vital. Because for a lot of people, the hardest part is often getting your foot in the door. My advice to others would be to get involved with programs like these because there is often a vast support network that will help you to stay motivated. My experience has been that once you open yourself up to the opportunities out there, the path to your career can seem that little bit less daunting.

## Case Study: Indigenous Procurement

In late 2018, BGIS engaged GJK Indigenous Solutions (GJK IS) to provide cleaning services at the Richmond base within our Australian Defence Force facilities management contract.

The site is over 300,000m<sup>2</sup> with an annual cleaning services contract value of over \$2M per annum. The initial term of the agreement is for three years.

As part of this agreement, GJK IS have worked closely with the Indigenous communities locally in Sydney when preparing for transition. At contract commencement there was a 22% direct employment of Indigenous employees

and this participation rate has lifted to over 40% since contract commencement.

The opportunity has also led to downstream Indigenous business engagement with over five Indigenous businesses engaged directly by GJK IS across a spend of \$137,000 as self-reported at the conclusion of its first year of operation in 2019. GJK IS have also provided cultural awareness training to BGIS staff as part of our shared commitments in advocating Indigenous recognition in our workplace and communities.

BGIS' relationship with GJK IS has recently expanded with the group being contracted to perform carpet cleaning services across the entire NSW Australian Defence Force property portfolio managed by BGIS. Commencing in November 2019, these services will cover over 574,000m<sup>2</sup> of carpeted areas. BGIS is proud of its growing relationship with GJK Indigenous Solutions and the real opportunities it is providing for Indigenous Australians.



## Case Study: Clontarf Foundation

In 2018, we began working with the Clontarf Foundation, a not-for-profit organisation that assists in the education and employment of young Aboriginal and Torres Strait Islander men.

Through educational and meet-and-greet events such as football training sessions with our Western Power team and barbecues at Perth Stadium, we have facilitated job and training opportunities for Clontarf Foundation students, including Clarence Cole who joined us as a full-time Trade Assistant.

In 2018, we raised over \$10,000 for the Clontarf Foundation by way of various Corporate Social Responsibility events and initiatives, including our Annual Charity Quiz Night. In 2019, we raised an additional \$13,000 for the Clontarf Foundation.

### **Some of our activities and achievements with the Clontarf Foundation include:**

- ⦿ Clontarf Foundation Meet Year 7 – Year 10 boys at Manning Academy - Football training with kids & Western Power, Kids presentation on Clontarf, Aboriginal Heritage, Personal Experiences, Meet and Greet with all kids to talk about BGIS
- ⦿ BGIS BBQ at Optus Stadium - meet & greet Clontarf Foundation & Alumni to discuss work placement opportunities
- ⦿ Clarence Cole achieved full time employment with BGIS through Clontarf Foundation & BGIS Partnership
- ⦿ Annual BGIS Quiz Night 2018 Raised ~\$10K through fundraising
- ⦿ 2019 BGIS raised \$13K for the charity by way of HBF Run for a Reason, Annual Quiz Night, CSR Events, WA Hazard Raising Initiative

## Case Study: Bennelong Cup – NRL School to Work Program

BGIS is a major sponsor of the Bennelong Cup, an annual touch football day and luncheon that connects communities via sport and raises funds for the National Rugby League's (NRL) Indigenous School to Work Program.

The program aims to halve the gap in employment outcomes between Indigenous and non-Indigenous Australians within a decade, and the Bennelong Cup provides

young Indigenous men and women with an opportunity to kickstart their own career path in facilities management, construction, administration and trades.

As part of the program, BGIS offers five apprenticeships in technical services to the students in the NRL Indigenous School to Work program.

The 2020 NRL School to Work is being held at a Department of Defence base in Sydney.







## Our RAP Commitments



### Relationships

BGIS is committed to building and strengthening the relationships between Aboriginal and Torres Strait Islander peoples and other Australians.



### Respect

We are proud of Aboriginal and Torres Strait Islander peoples, cultures and histories, and demonstrate that through actions in our workplace.



### Opportunities

It is incumbent upon us as a company with a national footprint to engage with the communities in which we operate and provide local opportunities for Aboriginal and Torres Strait Islander people and organisations to partner and prosper with us.

 *Photo: Smoking Ceremony at the Bay and Basin Police Station, NSW.*





## Our RAP Commitments: Relationships



BGIS is committed to building and strengthening the relationships between Aboriginal and Torres Strait Islander peoples and other Australians. Through genuine partnerships we will support Aboriginal and Torres Strait Islander peoples, communities and organisations to prosper and grow. We will develop as a business by providing opportunities for BGIS staff to engage and connect with Aboriginal and Torres Strait Islander peoples and communities to learn, share and promote greater understanding. We will communicate our successes and lessons learned through our RAP journey and engage in the national dialogue.

### **ACTION 1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to deliver opportunities.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Partner with Aboriginal and Torres Strait Islander stakeholders to review and implement an Indigenous Engagement Plan.	March, 2021	Managing Director – Operations, Defence & FMO
Investigate five new partnerships with Aboriginal and Torres Strait Islander organisations across our national footprint, including the development of guiding principles for future engagement.	September, 2021	Director, Procurement
Scope and design opportunities for BGIS to contribute resources to community-led projects or community capacity building activities.	August, 2020	Managing Director – Operations, Defence & FMO
Explore joint venture opportunities to contribute to capability building within Aboriginal and Torres Strait Islander organisations.	August, 2020	Managing Director – Operations, Defence & FMO
Develop a pro bono and/or secondment program for our Aboriginal and Torres Strait Islander partners.	August, 2020	Managing Director – Operations, Defence & FMO

### **ACTION 2. Build and maintain positive relationships through celebrating National Reconciliation Week (NRW) and strengthening our engagement with our local Aboriginal and Torres Strait Islander communities.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Organise at least one national event for NRW each year that promotes the NRW theme and educates BGIS staff and stakeholders.	27 May - 3 Jun 2020	Executive Director, Marketing and Communications
Collaborate with our Aboriginal and Torres Strait Islander partners to celebrate and acknowledge NRW.	27 May - 3 Jun 2021	Executive Director, Marketing and Communications
Register all NRW events on Reconciliation Australia's NRW website.	27 May - 3 Jun 2021	Executive Director, Marketing and Communications
Invite Traditional Custodians and Aboriginal and Torres Strait Islander peoples, community and organisations to share their knowledge, cultures and perspectives at BGIS NRW events.	27 May - 3 Jun 2020 27 May - 3 Jun 2021	Chair/s, Corporate Social Responsibility Committee
Organise and/or participate in at least five local NRW events across our sites.	27 May - 3 Jun 2020 27 May - 3 Jun 2021	Chair/s, Corporate Social Responsibility Committee

Each of the RAP Working Group members will participate in an external NRW event annually.	27 May - 3 Jun 2020 27 May - 3 Jun 2021	Chair/s, Corporate Social Responsibility Committee
Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 Jun 2020 27 May - 3 Jun 2021	Chair/s, Corporate Social Responsibility Committee
Contribute to increased understanding and engagement with reconciliation by sharing Reconciliation Australia's NRW resources and reconciliation materials with our staff.	March 2020 - December 2021	Executive Director, Marketing and Communications
Provide communications about NRW via email and national e-newsletter to promote NRW events and information.	March 2020 - December 2021	Executive Director, Marketing and Communications

### **ACTION 3. Promote reconciliation through our sphere of influence.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Design and implement a national approach to celebrating Aboriginal and Torres Strait Islander dates of significance through the development of an annual Aboriginal and Torres Strait Islander event calendar.	March 2020 and February 2021	Executive Director, Marketing and Communications
Develop and implement a BGIS Aboriginal and Torres Strait Islander Communications Plan designed to raise the profile and awareness of Aboriginal and Torres Strait Islander programs and initiatives, and to communicate our RAP to internal and external stakeholders.	June, 2020	Executive Director, Marketing and Communications
Celebrate Aboriginal and Torres Strait Islander cultures by showcasing our RAP artwork on BGIS vehicles, uniforms and other collateral.	June, 2020	Executive Director, Marketing and Communications
Profile BGIS RAP and commitment to Reconciliation in marketing information for current and prospective clients, and industry partners.	June, 2020	Executive Director, Marketing and Communications
Promote the contributions of Aboriginal and Torres Strait Islander staff, partners and communities to our business and industry.	June, 2020	Executive Director, Marketing and Communications
Provide opportunities for our staff, clients and partners to engage with and advocate for Aboriginal and Torres Strait Islander peoples.	July, 2020	Executive Director, Marketing and Communications
Scope and deliver a public commitment of support to the Uluru Statement from the Heart.	July, 2020	Executive Director, Marketing and Communications
Engage with the Facilities Management Association to investigate the development of a Facilities Management Industry RAP Consortium to encourage collaborative efforts to advance reconciliation.	May, 2020	Executive Director, Marketing and Communications

### **ACTION 4. Promote positive race relations through anti-discrimination strategies.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	April, 2020	Director, Human Resources
Develop, implement and communicate an anti-discrimination policy for our organisation.	October, 2020	Director, Human Resources
Engage with Aboriginal and Torres Strait Islander staff and Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	June, 2020	Director, Human Resources
Educate senior leaders and our staff on the effects of racism.	June, 2021	Director, Human Resources



## Our RAP Commitments: **Respect**



We are proud of Aboriginal and Torres Strait Islander peoples, cultures and histories, and want to demonstrate that sentiment through actions in our workplace. Through learning opportunities that introduce BGIS staff to Aboriginal and Torres Strait Islander histories and cultures, we'll aim to enhance our employees' understanding, and promote further learning and engagement.

We will engage with Aboriginal and Torres Strait Islander cultural protocols, demonstrating respect, appreciation and value for Aboriginal and Torres Strait Islander cultures, and embedding these practices into BGIS culture. By acknowledging the contributions and successes of Aboriginal and Torres Strait Islander peoples and communities, we'll also express pride in our shared history and future.

### **ACTION 5. Increase understanding and respect for caring for Country by including cultural and land management practices for BGIS managed sites.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Engage with BGIS clients, Aboriginal and Torres Strait Islander partners, community members and Traditional Custodians to develop a plan for inclusion of cultural and land management practices.	March, 2021	Managing Director – Operations, Defence & FMO
Explore opportunities to employ local Aboriginal and Torres Strait Islander organisations and/or peoples to deliver cultural and land management practices.	March, 2021	Managing Director – Operations, Defence & FMO

### **ACTION 6. Deliver cultural learning opportunities to BGIS staff to increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Conduct a review of cultural learning needs within our organisation.	April 2020	Director, Human Resources
Consult local Traditional Custodians and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	April, 2020	Director, Human Resources
Review, implement and communicate a cultural learning strategy for our staff. <ul style="list-style-type: none"> <li>• Deliver online BGIS Cultural Learning Module to all BGIS staff and ensure its inclusion in professional development and compliance training.</li> <li>• Review and develop BGIS Cultural Learning Module content annually.</li> </ul>	October, 2020	Director, Human Resources
Senior executive and leadership strategy off-sites will incorporate a focus on reconciliation and BGIS RAP.	October, 2020	Managing Director
BGIS senior executive and key leadership will extend their knowledge of Aboriginal and Torres Strait Islander cultures, Country and history by engaging in at least one local on Country experience.	July, 2021	Managing Director
Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	July 2021	Director, Human Resources

**ACTION 7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by embedding cultural protocols in BGIS business activities and encouraging BGIS staff to actively participate and engage in observing protocols.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Review, implement and communicate a cultural protocol document, including content to increase understanding within BGIS staff about the purpose and significance behind cultural protocols. Replace this sentence with: Investigate and incorporate local protocols for Welcome to Country and Acknowledgment of Country within our cultural protocol document.	March, 2020	Director, Human Resources
Display signage acknowledging Country at all BGIS office locations using local Aboriginal language where appropriate.	September, 2021	Executive Director, Marketing and Communications
Explore opportunities to name BGIS meeting and conference rooms in local language where appropriate.	September, 2021	Executive Director, Marketing and Communications
Continue to invite a local Traditional Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year, including the BGIS annual leadership conference.	November, 2020 November, 2021	Executive Director, Marketing and Communications
Ensure BGIS staff are equipped to include an Acknowledgement of Country or other appropriate protocols at the commencement of all public events and significant internal meetings.	March, 2020	Executive Director, Marketing and Communications

**ACTION 8. Build respect for Aboriginal and Torres Strait Islander cultures and history by celebrating NAIDOC Week.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Ensure Mandatory participation of BGIS RAP Working Group in external NAIDOC Week events annually.	First week in July, 2020 and 2021	Chair/s, Corporate Social Responsibility Committee
Review HR policies and procedures to remove barriers to BGIS staff from participating in NAIDOC Week.	March, 2020	Director, Human Resources
Promote and encourage participation in external NAIDOC events to all BGIS staff.	First week in July, 2020 and 2021	Executive Director, Marketing and Communications
Organise at least one national NAIDOC Week event that promotes the NAIDOC theme and educates BGIS staff and stakeholders.	First week in July, 2020 and 2021	Executive Director, Marketing and Communications
Collaborate with our Aboriginal and Torres Strait Islander partners to celebrate and acknowledge NAIDOC Week.	First week in July, 2020 and 2021	Executive Director, Marketing and Communications
Encourage state and regional BGIS offices to host NAIDOC Week events for staff and stakeholders.	First week in July, 2020 and 2021	Executive Director, Marketing and Communications
Connect BGIS teams with Aboriginal and Torres Strait Islander partner organisations to support local community events.	First week in July, 2020 and 2021	Executive Director, Marketing and Communications
Design and deliver an event information pack to assist state and regional locations to organise NAIDOC Week events.	First week in July, 2020 and 2021	Executive Director, Marketing and Communications
Continue the use of the BGIS cultural leave policy for Aboriginal and Torres Strait Islander employees to engage with their cultures and communities during NAIDOC Week	March, 2021	Director, Human Resources



## Our RAP Commitments: Opportunities



BGIS sees the RAP as not only the right thing to do, it is incumbent upon us as a company with a national footprint to engage with the communities in which we operate and provide localised opportunities to partner with us. We value the contributions of our Aboriginal and Torres Strait Islander employees, partners and communities and see the future prosperity of our organisation as dependent upon diverse perspectives that help us transition to the future of work and become a more agile organisation representative of the broader community. It is our hope to influence industry-wide change and create employment opportunities that will transform our sector and support the next generation of Aboriginal and Torres Strait Islander leadership. Working with our supply chain to create opportunities for Aboriginal and Torres Strait Islander businesses and communities that will lead to Aboriginal and Torres Strait Islander empowerment.

### **ACTION 9. Design and implement an Aboriginal and Torres Strait Islander Employment strategy to increase Aboriginal and Torres Strait Islander recruitment, retention and professional development.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Design mechanisms to measure Aboriginal and Torres Strait Islander employee participation across the business and deliver insights as to retention and career progression to inform future employment and professional development opportunities.	August, 2020	Director, Human Resources
Design strategies to achieve 3% Aboriginal and Torres Strait Islander staff representation across all business functions. <ul style="list-style-type: none"> <li>◉ Implement KPIs for Aboriginal and Torres Strait Islander employment in Senior Management work plans.</li> <li>◉ Remove barriers to Aboriginal and Torres Strait Islander participation in our workplace via a HR policies review.</li> <li>◉ Develop and implement training to equip our recruitment team to deliver culturally appropriate recruitment practices and build strong Aboriginal and Torres Strait Islander talent pipelines.</li> <li>◉ Locally advertise vacancies to reach Aboriginal and Torres Strait Islander people to recruit for state and regional locations.</li> <li>◉ Explore options to appoint an Aboriginal and Torres Strait Islander Employment Specialist.</li> </ul> Seek advice from Aboriginal and Torres Strait Islander specialists on recruitment, retention and professional development.	August, 2020	Director, Human Resources
Develop a specific Aboriginal and Torres Strait Islander employment and retention strategy.	August, 2020	Director, Human Resources
Establish a BGIS Aboriginal and Torres Strait Islander Staff Network that will deliver networking and professional development opportunities and provide a platform for Aboriginal and Torres Strait Islander staff to contribute to strategy and policy that pertains to Aboriginal and Torres Strait Islander initiatives.	November, 2020	Director, Human Resources
Explore the development of an Aboriginal and Torres Strait Islander Professional Development Program.	March, 2021	Director, Human Resources
Scope the design of targets to enhance career development and progression.	March, 2021	Director, Human Resources
Increase access to secondment opportunities for Aboriginal and Torres Strait Islander employees.	March, 2021	Director, Human Resources
Develop a BGIS 'Grow Your Own' program to support career transition of Aboriginal and Torres Strait Islander employees.	March, 2021	Director, Human Resources

Design Training Hubs to increase participation of Aboriginal and Torres Strait Islander employees on major projects.	March, 2021	Director, Human Resources
Continue to encourage Aboriginal and Torres Strait Islander staff to access professional qualifications, including advocating for programs such as the UNE Partnerships' Diploma of Facilities Management to Indigenous staff.	March, 2021	Director, Human Resources
Develop Aboriginal and Torres Strait Islander career pathways programs.	June, 2021	Director, Human Resources
Continue the Indigenous Traineeships Program, providing four traineeship opportunities for Aboriginal and Torres Strait Islander candidates in BGIS Operations Centre offices per year of RAP.	June, 2021	Director, Human Resources
Scope a sponsored Aboriginal and Torres Strait Islander Apprenticeship Program to deliver training and certification for five trade roles per year of RAP.	June, 2021	Director, Human Resources
Continue annual intake of Aboriginal and Torres Strait Islander university student Interns through the CareerTrackers Indigenous Internship Program.	June, 2021	Director, Human Resources
Continue partnership with NRL School to Work program to support Aboriginal and Torres Strait Islander youth through school with five work experience opportunities per annum.	June, 2021	Director, Human Resources
Continue to collaborate with organisations, like the NRL Cowboys House and Clontarf, to focus our collective efforts on increasing education outcomes for Aboriginal and Torres Strait Islander students and access to employment outcomes	June, 2021	Director, Human Resources
Engage with external Aboriginal and Torres Strait Islander specialists to advise on recruitment, retention and professional development strategies.	December 2020	Director, Human Resources

**ACTION 10. Collaborate with FM Industry partners to deliver an industry-wide commitment to Aboriginal and Torres Strait Islander employment opportunities.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Contribute to the design and implementation of the FM Industry Indigenous Engagement Program.	April, 2021	Managing Director – Operations, Defence & FMO
Co-design strategy to deliver a pledge of education and employment opportunities across contributing organisations within the FM Industry.	April, 2021	Managing Director – Operations, Defence & FMO
Partner with Aboriginal and Torres Strait Islander organisations and communities; State/Federal Government; training providers; to develop and execute plan.	April, 2021	Managing Director – Operations, Defence & FMO
Embed cultural and wellbeing practices within the program, including a Touch Football gala.	April, 2021	Managing Director – Operations, Defence & FMO
Promote and celebrate the Program with a Gala Dinner event.	April, 2021	Managing Director – Operations, Defence & FMO



**ACTION 11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes for Indigenous peoples and communities.**

<b>DELIVERABLES</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
Review the BGIS Aboriginal and Torres Strait Islander procurement strategy to identify and develop new opportunities to impact through innovative approaches to Indigenous business participation.	May, 2020	Director, Procurement
<ul style="list-style-type: none"> <li>◉ Implement a 1% spend target with Indigenous businesses for the first year of the BGIS RAP with a year on year increase of 0.25% until 2027 target of 3% spend is reached and maintained.</li> </ul>	March, 2020 March, 2021	
Implement a 3% target of all BGIS executed contracts (by volume) awarded to Aboriginal and Torres Strait Islander businesses.	November, 2021	Director, Procurement
Maintain our Supply Nation membership and continue to support by attending the annual Connect conference.	March, 2020 March, 2021	Director, Procurement
Enhance communications for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to BGIS staff.	May, 2020	Director, Procurement
Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	May, 2020	Director, Procurement
Develop four new commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	November, 2021	Director, Procurement
Identify key clients and industry partners that can support BGIS' RAP commitments to increase Aboriginal and Torres Strait Islander participation in our operations.	April, 2021	Managing Director, Client Services
Explore the design of local Aboriginal and Torres Strait Islander Participation Plans.	April, 2021	Managing Director, Client Services
Conduct benchmarking of client RAP commitments and/or Aboriginal and Torres Strait Islander initiatives.	April, 2021	Managing Director, Client Services
Review agreements and explore opportunities to include Aboriginal and Torres Strait Islander participation targets.	April, 2021	Managing Director, Client Services
Work with each client to support increased Indigenous employment and procurement.	April, 2021	Managing Director, Client Services
Develop and deliver an annual report to clients and BGIS internal stakeholders on increased participation.	April, 2021	Managing Director, Client Services
Explore opportunities for BGIS to develop a joint venture with Aboriginal and Torres Strait Islander businesses.	May, 2021	Director, Procurement
Identify opportunities within our scope of business to partner with Aboriginal and Torres Strait Islander business.	May, 2021	Director, Procurement
Develop relationships with IBA, Indigenous Chamber of Commerce and other organisations to scope opportunities.	May, 2021	Director, Procurement

## Our RAP Commitments: Governance

### ACTION 12. Review and maintain BGIS RAP Working group (RWG) to drive governance of the RAP.

DELIVERABLES	TIMELINE	RESPONSIBILITY
Establish and apply a Terms of Reference for the RWG.	December 2020	Chair/s, CSR Committee
RWG meet at least four times per year to drive and monitor RAP implementation.	December 2020	Chair/s, CSR Committee
Maintain Aboriginal and Torres Strait Islander representation on the BGIS RWG.	March, 2020	Chair/s, CSR Committee
Investigate representation from the Executive Leadership Team on the BGIS RWG to ensure greater visibility of RAP initiatives and to drive outcomes.	December 2020-2022	Chair/s, CSR Committee
Investigate the appointment of an internal/external Aboriginal and Torres Strait Islander specialist to advise the BGIS RWG.	May, 2020	Chair/s, CSR Committee
Explore the design of an external Aboriginal and Torres Strait Islander Advisory Committee to provide guidance and advice to BGIS on Aboriginal and Torres Strait Islander initiatives, participation and strategy.	May, 2020	Chair/s, CSR Committee
RWG Sponsor delivers RAP progress update as a standing agenda item at Executive Leadership Team meetings.	November, 2021	Chair/s, CSR Committee

### ACTION 13. Provide appropriate support for effective implementation of BGIS RAP commitments.

DELIVERABLES	TIMELINE	RESPONSIBILITY
Define resource needs for RAP implementation.	March, 2020	Chair/s, CSR Committee
Explore an ongoing position for an Indigenous Engagement Manager.	July, 2020	Director, Human Resources
Engage senior leaders and other staff in the delivery of RAP commitments by embedding them s in divisional workplans.	March, 2020-ongoing	Chair/s, CSR Committee
Define and maintain appropriate systems to track, measure and report on RAP commitments.	March, 2020-ongoing	Chair, RAP Working Group
Appoint and maintain an internal RAP Sponsor from the Executive Leadership Team.	March, 2020-ongoing	Chair/s, CSR Committee

### ACTION 14. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

DELIVERABLES	TIMELINE	RESPONSIBILITY
Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sep, 2020. 30 Sep, 2021.	Chair, RAP Working Group
Report RAP progress to all staff and senior leaders annually.	March, 2021 March, 2022	Chair/s, CSR Committee
Publicly report our RAP achievements, challenges and learnings, annually.	March, 2021 March, 2022	Executive Director, Marketing and Communications
Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2020	Chair, RAP Working Group

### ACTION 15. Continue our reconciliation journey by developing an Elevated RAP.

DELIVERABLES	TIMELINE	RESPONSIBILITY
Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	August, 2021	Chair, RAP Working Group





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