



# Reconciliation Action Plan

STRETCH

FEBRUARY 2023 – FEBRUARY 2026

**BGIS** ➤



# 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 present BGIS' Stretch Reconciliation Action Plan (RAP) for 2023 - 2026. The initiatives in this first Stretch RAP for BGIS, build on the accomplishments of our previous two RAPs.

Across our business three percent of our employees identify as Aboriginal and Torres Strait Islander peoples. We are committed to growing this number of Aboriginal and Torres Strait Islander people in our workforce, by providing opportunities across career disciplines, skill levels and locations. A key focus will be on continuing to support the careers of Aboriginal and Torres Strait Islander team members.

Procurement of services and products from Aboriginal and Torres Strait Islander suppliers have achieved strong results for BGIS, with our current spend outperforming all our peers in the facilities management sector. We were awarded the 2022 Supply Nation Corporate member of the year for our successes in procurement from Aboriginal and Torres Strait Islander businesses. BGIS has a joint venture with majority Indigenous owned company Bennelong Energy Services, where we support the business to innovate and scale through new electric vehicles (EV) and security technology services.

Rewarding relationships have been developed through our community partnerships with organisations such as Clontarf Foundation, Cowboys House, Supply Nation, Tauondi College, NRL School to Work, Career Trackers, and Kinaway Chamber of Commerce. We will continue to leverage and build these partnerships.

Our people across the organisation benefit from understanding and celebrating Aboriginal and Torres Strait Islander culture. We encourage awareness and engagement through a program of activities, training and visual representation in our offices and across our client sites. Our people share proud moments with our clients when we celebrate milestones with Aboriginal and Torres Strait Islander ceremonies.

Building on the learnings and successes to date, we are enthusiastic about the journey ahead.

Regards,

**Dana Nelson**

President and Managing Director, BGIS APAC



## A message from Reconciliation Australia CEO

On behalf of Reconciliation Australia, I congratulate BGIS on its formal commitment to reconciliation, as it implements its first Stretch Reconciliation Action Plan (RAP) – its third RAP overall.

Formed around the pillars of relationships, respect, and opportunities, the RAP program provides organisations with a framework to contribute to the reconciliation movement. This framework allows for continuous development, encouraging organisations to embed and expand on their commitments, while adapting to obstacles and circumstances as they arise.

Over the course of its previous Innovate RAP, BGIS took the time to gain a deep understanding of itself, its operations and stakeholders, and its unique capacity to advance the reconciliation movement. With a large national footprint, BGIS recognised the role it could play in furthering economic and social opportunities for Aboriginal and Torres Strait Islander employees and businesses – and consequently increasing agency for First Nations communities. Working across industries meant BGIS has the capacity to model these values to its stakeholders, in turn amplifying their benefits.

Building on this vision, BGIS is taking an ambitious step on its reconciliation journey, moving to a Stretch RAP. This will mean putting into action all it has learnt so far and focussing on long-term strategies and measurable goals, so these initiatives become business as usual.

Increasing its Aboriginal and Torres Strait Islander employment and procurement targets, as well as developing innovative employment pathways, this Stretch RAP will help contribute to equity, control and prosperity for Aboriginal and Torres Strait Islander people and communities. BGIS' relationships with First Nations organisations – such as CareerTrackers and Killara Services – will ensure the efficacy and sustainability of these endeavours.

Further, by working on its own internal capacities, such as through a new anti-discrimination policy and increased cultural awareness training for staff, BGIS is making sure its foundations are strong and that it can continue to develop its contribution to reconciliation well into the future.

In total, this Stretch RAP shows BGIS extending itself, building on the learnings and vision for reconciliation it established in its Innovate RAP, and working to create concrete, substantive opportunities for Aboriginal and Torres Strait Islander peoples.

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

### **Karen Mundine**

Chief Executive Officer, Reconciliation Australia

# Our vision for reconciliation

**At BGIS, our vision for reconciliation in Australia is of a nation in which every Aboriginal and Torres Strait Islander person has the employment, business and social opportunities needed to ensure positive economic outcomes for themselves and their communities.**

In this vision, all our stakeholders have a deeper appreciation of Aboriginal and Torres Strait Islander cultural heritages, informed by a better understanding of our modern and ancient histories. This understanding has strengthened the social harmony needed to build prosperous networks and partnerships. Every Australian First Nations person should feel a sense of pride in knowing they are uniquely valued, needed, and respected.

BGIS has a critical role to play in the reconciliation journey, as an organisation with a visible profile, national footprint and diverse services that reach across multiple industry sectors. This influence is with employment and business opportunities, as well as guiding the attitudes that push the needle on cultural change. We will embed reconciliation at BGIS, by committing to goals that practically make a difference. The pillars of our plan are to increase cultural competency at organisation, industry, and community levels, develop meaningful employment opportunities, skills training, and career pathways, and increase supply chain contracts with Aboriginal and Torres Strait Islander-owned businesses.

Through the initiatives of the previous Reconciliation Action Plans, we have grown the support of our people to commit to our vision and action our initiatives. We are now ready for the challenge to grow our impact and engagement further, with ambitious next steps for our organisation. These programs include skills training with pre-employment readiness, vocational and financial training, cultural nurturing of our BGIS people for awareness, achieving a leading employment industry standard of 8%, reaching a 3% spend in procurement by 2025, and mentoring and building up the Indigenous joint venture.

We understand the major tasks ahead to achieve our vision and are committed to realising the outcomes.

“RECONCILIATION  
MEANS ACKNOWLEDGING  
ABORIGINAL AND TORRES  
STRAIT ISLANDER PEOPLES  
AS THE FIRST PEOPLES OF  
THIS LAND.”

**BGIS EMPLOYEE, NATIONAL  
SURVEY, 2022**





## Our business

BGIS has over 9,000+ employees globally, we are a leader in the provision of facility management, project delivery, energy and sustainability, asset management, workplace advisory, real estate and technical services. We are focused on delivering innovative service solutions for our clients.

Our organisation manages more than 40,000 facilities, including corporate offices, universities, schools, hospitals and stadiums, and we are regarded as a world leader in the management of data centres and other critical environments. Our clients come from a diverse range of sectors, such as defence, healthcare, government, higher education and utilities.

### Employees

BGIS has a combined team of over 9,000 globally, with 1,388 full time employees in Australia. As of May 2022, 3.7% of our full-time employees identify as Aboriginal and/or Torres Strait Islander people. Through strategic talent acquisition we have achieved a 375% growth in First Nations employee representation within the last two years and 2200% growth since 2015.

### Sphere of influence

Globally, BGIS manages over 40,000 facilities totalling more than 37 million square metres in a portfolio of corporate offices, retail, universities, schools, hospitals, venues and stadiums, institutions, bases, remote townships, warehouses, industrial assets, and data centres.

Our clients operate within several markets, including defence, justice,

government, education, healthcare, utilities, finance, telecommunications, property, resources, oil, gas, sport, and leisure. In Australia, some of our higher profile clients include BP Australia, Qantas, Virgin Airlines, Casey Hospital, Healthscope Australia, Dept. of Corrections and Justice NSW, Dept. of Defence, Edith Cowan University, National Capital Authority, Caroline Chisholm Centre, Canberra University Hospital, Gold Coast University Hospital, Melbourne Convention and Exhibition Centre, VicRoads, City of Melbourne, Reserve Bank of Australia, Optus Stadium and Telstra Australia.

### Geographic reach and office locations

BGIS has 32 offices in Canada, United States of America, United Kingdom, Australia, and New Zealand.

In Australia, we are headquartered in Sydney with offices in Melbourne, Brisbane, Adelaide, and Perth, but our teams operate nation-wide at multiple client bases and offices across every state and territory of Australia.

BGIS has a Joint Venture partnership with Bennelong Energy Services (BES), a majority Indigenous owned and operated electrical and security maintenance and service company. They provide electrical services, security and CCTV services, boiling and chilled water services, and bundled services to government departments and corporate and industrial organisations. BES has been a long-standing vendor to BGIS, providing services to client accounts across the eastern states of Australia.





“AT ITS HEART, RECONCILIATION IS ABOUT STRENGTHENING RELATIONSHIPS BETWEEN ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND NON-INDIGENOUS PEOPLES, FOR THE BENEFIT OF ALL AUSTRALIANS.”

**BGIS EMPLOYEE, NATIONAL SURVEY, 2022**



## Our RAP

Our organisation has developed a Stretch RAP to ensure we can continue our journey with a strong focus on historical acceptance; race relations; equality and equity; institutional integrity and unity. We would like to educate and ensure that our employees have a safe space to learn and ask questions around First Nations histories and past, how we can build on First Nations knowledges whilst ensuring we offer opportunities for the future. We will continue our commitment to involve broader community engagement ensuring growth in employment pathways and Aboriginal and Torres Strait Islander peoples procurement spend across our national contracts. Everyday our role is to bring communities together for strategic and commercial growth.

We developed our RAP with input from our senior leadership team, a survey was sent out to all employees around what reconciliation means to them and asked for their opinions and suggestions. Some of the key outcomes from the consultations and survey is that we as a business must continue to focus on engaging new and existing Aboriginal and Torres Strait Islander businesses and employment. Given the response, we will deliver on this by creating future pre-employment programs and generating future training opportunities and programs to expand on our annual intake of trade apprentices. We believe what we are doing now is great however what we are doing today is still not enough, we need to ensure we stretch ourselves to ensure generational change for First Nations people.





**Rikki Cooper, National Indigenous Engagement Manager**

### **Our RAP Champion**

National Indigenous Engagement Manager

#### **Who internally and externally is in your RAP Working Group?**

- Executive Director, Marketing & Communications
- National Indigenous Engagement Manager
- Facilities Manager
- Regional Soft Services Manager
- Senior Building Manager
- Learning and Development Consultant
- Head of Operations Services
- Accounts Director
- Account Manager
- CSI Business Partner
- HSEQ Operations Manager
- Self-Perform NSW Operations Manager
- Defence Regional Business Manager
- Customer Service Officer
- Performance and Reporting Manager
- Compliance Coordinator
- Business Administrator
- Workplace Manager
- Maintenance Technician
- Customer Experience Manager
- Business Administration Manager
- EMOS Manager
- Project Manager
- A minimum of four Aboriginal and/or Torres Strait Islander employees

As an organisation we advocate and promote our RAP Working Group and reach out to all Aboriginal and Torres Strait Islander employees and ask if they would like to join the RAP Working Group. We often seek their advice and opinions on planned activities and development of policies and procedures. External to the RAP Working Group we are creating a monthly Yarning Circle for employees to attend to have a safe place to share experiences, their journey and mentor each other on personal and career growth. We offer a collective voice to all First Nations employees to ensure we/they are heard and not only have a voice at the table but are involved in our growth that supports our families and our communities.

While BGIS has achieved several important milestones and we have much to celebrate, there is still work to be done. As we continue our journey with our RAP, we look forward to wider active engagement with reconciliation beyond the executive leadership team and the RAP Working Group to every department, level, and aspect of the business, all coordinating to meet clear and measurable KPIs. We've established a solid foundation that we can only build on, so we are looking forward to seeing our First Nations team, partners and community grow.

During National Reconciliation Week (NRW) 2022, we undertook a survey to assess employee sentiment around reconciliation. These responses highlight the positive outcomes achieved by our Innovate RAP, which aimed to embed cultural protocols throughout the organisation, increasing cultural awareness, understanding and knowledge.



## Key learnings

- The importance on having our first National Indigenous Engagement Manager position led by a First Nations employee.
- Ensuring that our First Nations employees feel empowered, comfortable and supported to hold a strong voice within the organisation.
- By supporting our directors, managers, and employees, we have moved into our next RAP with our previous deliverables now part of our DNA. From all of our previous RAP's we have evolved our journey whilst ensuring that our previous goals now form part of business as usual.
- We improved our advertising campaign to reflect identified roles to ensure we attract First Nations employees.
- By highlighting our Indigenous artwork on all advertising, websites, office spaces we learned that this shows prospective employees, visitors, and vendors that their First Nations voices will be heard. Feedback has been provided by recently employed Aboriginal and Torres Strait Islander employers who have advised one of their core reasons for applying with BGIS was our artwork. This showed that BGIS was inclusive and our employees are able to bring their whole self to work and be proud of their Aboriginal and/or Torres Strait Islander culture and heritage.
- We designed an employee reconciliation survey allowing all employees (including non-Indigenous and Aboriginal and Torres Strait Islander employees) to have a voice and to provide their individual feedback in a confidential space. Great insight was provided on where our employees believe we do well and where we can improve. Working together and collaborating both as a business and as a nation was the main outcome from this feedback and our employees are looking forward to building on their own unconscious bias (if any) strategies and learning more about Australia's cultural heritage.

## Challenges

- Employee engagement when we first commenced in our Reflect and Innovate RAP was difficult as there was not as strong of a focus on Aboriginal and/or Torres Strait Islander engagement. On our journey through our Innovate RAP we have promoted our Aboriginal and/or Torres Strait Islander engagement and have led our teams to feel comfortable to ask questions and learn about what reconciliation means to not only BGIS, but also to our employees personally. Due to this, First Nations engagement has now become part of our DNA and each contract nationally has a strong focus on how we can move forward on our reconciliation journey and what we can do individually to assist on the journey. The increase on authentic participation is evidenced by the growth across our First Nations employees and our First Nations procurement spend.

“RECONCILIATION MEANS INFORMING AND EMPOWERING ALL PEOPLE TO PARTICIPATE IN AND CONTRIBUTE TO RECONCILIATION AND ADDRESSING INEQUITY AND THE ACKNOWLEDGEMENT OF HISTORICAL CRIMES COMMITTED.”

**BGIS EMPLOYEE, NATIONAL SURVEY, 2022**





## Achievements

- Investment in our reconciliation journey and ensuring we continue to hold a strong focus on our First Nations engagement, BGIS created its first National Indigenous Engagement Manager position.
- Supply Nation – 2022 Corporate Member of the Year Winner.
- Roll out of our Aboriginal and/or Torres Strait Islander brand within our corporate brand, Aboriginal and/or Torres Strait Islander corporate brand uniforms.
- Renaming of our office spaces and meeting rooms to locally significant Aboriginal and/or Torres Strait Islander names.
- BGIS First Nations employees offer to give speeches during BGIS Lunch and Learns, Dates of Significance and career expo's/presentations, providing information about their personal and career journeys to encompass knowledge sharing to guide other Aboriginal and/or Torres Strait Islander employees on how to progress their careers.
- Responses from our internal First Nations and Reconciliation Survey.
- Being invited to be guest speakers at nationally held and recognised events like CEDA, CareerTrackers and CoreNet to share our reconciliation, employment, and First Nations journey.
- Launch of our Gowns for Graduation where we donate gowns to regional and remote schools to assist students to attend their formals. With over 100kg of donations for Gowns for Graduation in 2022, this allowed the Students to be able to attend their school formals if formal gowns (which they did not have access to otherwise).
- 375% growth in Aboriginal and/or Torres Strait Islander employee representation within the last two years.
- 2200% growth in Aboriginal and Torres Strait Islander employee representation within last seven years.
- 20+ identified Apprenticeships / Traineeships offered across previous two years (during the pandemic).
- Vehicle branding.
- 18 CareerTrackers Intern placements.
- National rollout on meeting room name changes to significant Aboriginal and/or Torres Strait Islander names.
- Appointment of National Indigenous Engagement Manager.
- Indigenous secondments / remote roles.
- Partnered with Bennelong Energy Services to coordinate the Bennelong Cup and for employees to access their volunteer days to assist with event planning and execution.
- Advertised and promoted identified roles.

## Case studies or staff profiles which reflect the positive progress our organisation has made

### **RIKKI COOPER NATIONAL INDIGENOUS ENGAGEMENT MANAGER**

A proud Nari-Nari woman, Rikki Cooper joined BGIS in 2015 as a Contract Manager, before accepting a position on BGIS' Reconciliation Action Plan (RAP) steering committee. With more than 19 years of experience in talent acquisition and Aboriginal and Torres Strait Islander engagement, Rikki is skilled in employment and engagement, contract management, business planning and change management. Throughout her career with BGIS, Rikki has transitioned from Contract Manager to Recruitment Consultant to Talent Acquisition Business Partner and then Acting Head of Talent Acquisition. In 2022 with the growth of BGIS across Aboriginal and Torres Strait Islander engagement over the previous five years, coupled with Rikki's proven passion, dedication, and strong focus on Aboriginal and Torres Strait Islander engagement BGIS officially appointed Rikki as the BGIS National Indigenous Engagement Manager for the Australian region.

#### **Award Winner:**

- Facilities Maintenance Industry Awards for Excellence - Industry Leader in Diversity - 2022
- CoreNet Global Australia Chapter – Diversity & Inclusion Excellence - 2022
- Diploma of Facilities Maintenance Indigenous scholarship – 2021

### **STEPHEN KNOTT: CONTRACT MANAGER**

Stephen is an experienced facilities professional who manages BGIS' Shell Australia account. He demonstrates a caring management style, so his team knows they always have his support, and he ensures they have the tools to do the job. This approach has worked well throughout his successful 45 year career.

### **ANGEL PETROU: BUSINESS & PROJECT SUPPORT**

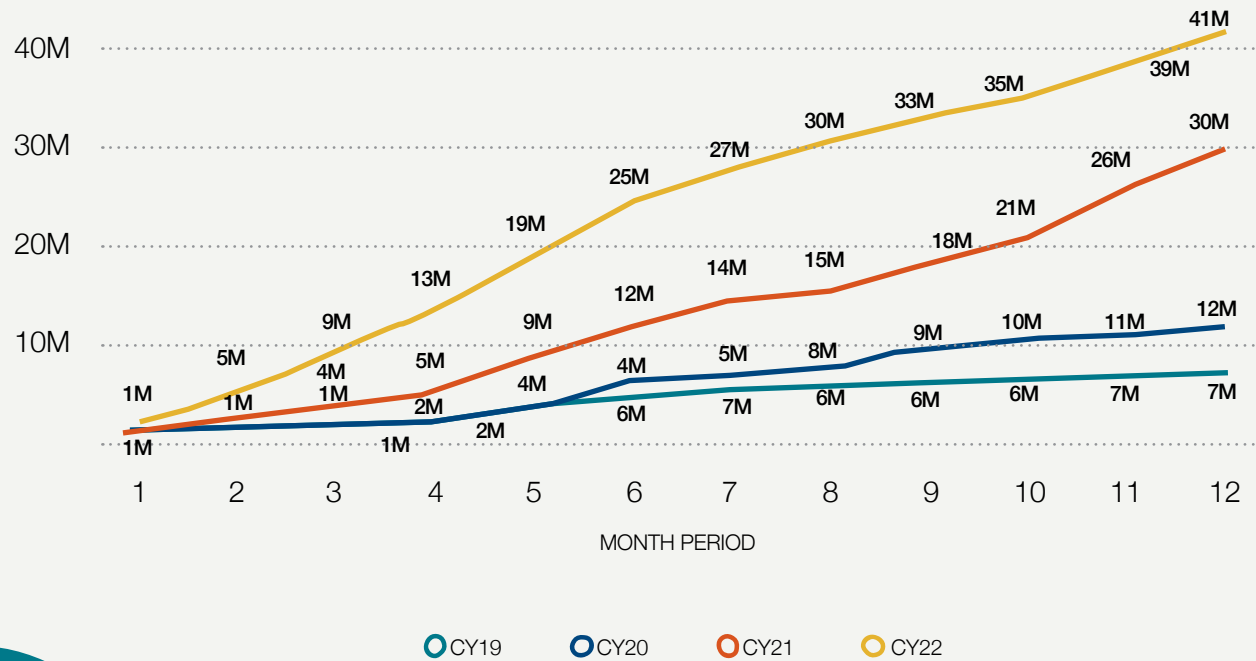
A proud Bundjalung woman, Angel Petrou joined BGIS in 2020 as a Business and Project Support Trainee before accepting a full-time position as a Business Administrator. Completing her Certificate III in Business Administration, Angel is skilled in designing and managing business documents, working effectively within a team, communication, uniform ordering and assisting in sending our customer surveys. Throughout her career with BGIS, Angel has developed confidence, effective communication skills and business acumen. Her proven passion, dedication, and strong focus have made her a positive role model and success story, inspiring trainees, and apprentices within the BGIS & NRL School to Work programs.

### **TORI SENIOR: FACILITIES MANAGER**

Tori joined BGIS in 2022 and is responsible for facilities management and maintenance on the Department of Defence account. She enjoys that no two days are the same, with plenty of opportunity for training on the job and self-improvement.



### TOTAL INDIGENOUS SUPPLIER SPEND (CUMULATIVE)



“RECONCILIATION MEANS INCLUDING INDIGENOUS PEOPLE IN ALL ASPECTS OF SOCIETY. EQUALITY AND RESPECT AFFORDED TO THEM. HEALTH AND WELLBEING STEPPED UP. TRAINING AND EMPLOYMENT FOR THOSE WHO WANT TO SEEK EDUCATION & SUPPORT FOR THOSE WHO PREFER TO BE ONE WITH THE LAND AND WHAT THAT MEANS TO THEM CULTURALLY.”

**BGIS EMPLOYEE,  
NATIONAL SURVEY, 2022**



## Relationships



BGIS remains committed to building long-term relationships with Aboriginal and Torres Strait Islander peoples and organisations that are based on authenticity and trust, fostering genuine connection and shared understanding.

We believe that genuine connection is like a rainforest, first a seed needs to be planted, then nurtured so that it can grow. By nurturing relationships organically, we continue to build our understanding and ability to support our stakeholder groups as they engage with Aboriginal and Torres Strait Islander people to facilitate reconciliation. Additionally, BGIS is purposeful in developing the right relationships to succeed in delivering meaningful opportunities and initiatives aimed at closing the gap across employment and education between non-Indigenous and First Nations peoples.

Embedded into the BGIS values is the understanding that mutually respectful relationships are at the very heart of reconciliation. We actively pursue open, honest, and meaningful engagement with Aboriginal and Torres Strait Islander peoples and their communities. We promote reconciliation within our sphere of influence by implementing proactive initiatives internally and externally that promote cultural awareness by participating in cultural celebrations such as NRW, NAIDOC Week, attending industry events as guest speakers and facilitating mutually beneficial relationships between key service providers and Indigenous businesses.

## Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> <li>Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to continuously improve guiding principles for engagement.</li> </ul>	March / June / September 2023 / 2024 / 2025	Lead: Account Manager Support: State RWG Leads
	<ul style="list-style-type: none"> <li>Maintain and annually review the Aboriginal and Torres Strait Islander engagement plan at a national and local level to further enhance the BGIS document, 'Indigenous Participation Plan'.</li> </ul>	September 2023 / 2024 / 2025	Lead: National Indigenous Engagement Manager (NIEM) Support: Managing Director, Client Services / Bid Manager / Client Services Manager
	<ul style="list-style-type: none"> <li>Establish and maintain four formal two-way partnerships with Aboriginal and Torres Strait Islander communities or organisations. Including:               <ul style="list-style-type: none"> <li>Cowboys House Partnership</li> <li>CareerTrackers Internal placements</li> <li>Bennelong Energy Services</li> <li>Killara Services</li> </ul> </li> </ul>	February 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations nationally to continuously improve principles for engagement and review annually.</li> </ul>	February 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services / State RWG Leads
	<ul style="list-style-type: none"> <li>Meet with Metropolitan Local Aboriginal Land Councils four times per year in each state to discuss engagement plan and areas of improvement and engagement opportunities.</li> </ul>	February / June / September, November 2023 / 2024 / 2025	Lead: State RWG Lead Support: NIEM
	<ul style="list-style-type: none"> <li>Partner with Aboriginal and Torres Strait Islander communities and organisations to identify opportunities for 'on-Country' engagement.</li> </ul>	November 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Partner with a range of CDP (Community Development Partnerships) &amp; ISEP (Indigenous Skills and Employment Program) providers to support engagement of Aboriginal and/or Torres Strait Islander peoples.</li> </ul>	October 2023 / 2024 / 2025	Lead: Head of Talent Acquisition / HR Support: NIEM

## Relationships

Action	Deliverable	Timeline	Responsibility
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia’s NRW resources and reconciliation materials to all staff.</li> </ul>	May 2023 / 2024 / 2025	Lead: Account Manager Support: State RWG Leads
	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in three external NRW events ensuring client inclusivity and joint partnerships.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: State RWG Lead Support: NEIM / Managing Director, Client Services / State Dirs
	<ul style="list-style-type: none"> <li>Arrange First Nations focussed CSR activity during NRW and remind staff to utilise their CSR volunteering leave to attend community day.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: NIEM Support: HR / CSR
	<ul style="list-style-type: none"> <li>Organise at least one national event for NRW each year that promotes the NRW theme and educates BGIS staff and stakeholders.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Collaborate with Aboriginal and Torres Strait Islander Land Councils in each contracted region nationally to celebrate and acknowledge NRW within their traditional lands. Invite Elders and Traditional Custodians to events for yarning circles, story telling and Welcome to Country.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Organise three internal NRW events per each office in QLD, NSW, SA, NT, and WA each year.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: State RWG Lead Support: NEIM / State Dirs
	<ul style="list-style-type: none"> <li>Provide communications about NRW via email and national e-newsletter to promote NRW events and information.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Publish internal NRW events via the Aboriginal and Torres Strait Islander Yammer page and LinkedIn.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Senior staff to encourage and support all staff to participate in at least one event or activity to recognise and celebrate NRW.</li> </ul>	27 May - 03 June 2023 / 2024 / 2025	Lead: HR Support: President & Managing Dir / State Dirs / Contract Managers

## Relationships

Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through BGIS sphere of influence to internal employees, subcontractors, stakeholders and the broad facilities community.	<ul style="list-style-type: none"> <li>Release staff engagement strategy to raise awareness of reconciliation across our workforce.</li> </ul>	May 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Promote the use of CSR volunteering days to engage/volunteer in activities related to reconciliation such as Aboriginal and Torres Strait Islander events, seminars, festivals, on-country experience, NAIDOC, NRW etc.</li> </ul>	January / May / July 2023 / 2024 / 2025	Lead: NIEM Support: HR / CSR / Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Attend at least two quarterly RAP leadership gatherings per year.</li> </ul>	June / September 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation publicly via ongoing posts across our website, LinkedIn, Yammer, and internal communication channels.</li> </ul>	February / June / September 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Post Aboriginal and Torres Strait Islander career videos via our jobs posting on our careers page.</li> </ul>	February / June / September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / L&D / NEIM
	<ul style="list-style-type: none"> <li>All sites to promote the current RAP via BGIS created Acknowledgement of Country plaques and posters. Posters are displayed at front counters and break rooms across BGIS offices.</li> </ul>	July 2023 / 2024 / 2025	Lead: Contract Managers Support: State Dirs / Executive Director, Marketing & Communications / Workplace Solutions
	<ul style="list-style-type: none"> <li>Implement strategies to positively influence our external stakeholders to drive reconciliation outcomes.</li> </ul>	June 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Include Aboriginal and Torres Strait Islander engagement strategies within all strategic account management plans across the BGIS Australia network.</li> </ul>	January / July / September 2023 / 2024 / 2025	Lead: Contract Managers Support: State Dirs / NIEM
	<ul style="list-style-type: none"> <li>Review and promote 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.</li> </ul>	August 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NEIM / Managing Director, Client Services

## Relationships

Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through BGIS sphere of influence to internal employees, subcontractors, stakeholders and the broad facilities community ( <i>CONTINUED</i> ).	<ul style="list-style-type: none"> <li>Collaborate with Aboriginal and/or Torres Strait Islander vendors to offer two cross career secondment/work experience opportunities per annum.</li> </ul>	March / June / September 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Promote the contributions of Aboriginal and Torres Strait Islander staff, partners and communities to our business and industry by sharing via Yammer, LinkedIn, and our internal and external newsletter.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Collaborate with five client approved RAP and other like-minded organisations to implement ways to advance reconciliation, including meeting with all existing clients on building and delivering on joint outcomes.                             <ul style="list-style-type: none"> <li>Department of Defence</li> <li>BAE Systems</li> <li>Jindalee Operational Radar Network - JORN</li> <li>Shell QGC</li> <li>Virgin Australia</li> </ul> </li> </ul>	October 2023 / 2024 / 2025	Lead: NIEM Support: State Dirs / Contract Managers
	<ul style="list-style-type: none"> <li>Offer internal awards for outstanding contributions by staff who actively promote reconciliation and engagement.</li> </ul>	July 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Promote 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.</li> </ul>	January 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Invite a minimum of one stakeholder per state to days of significant events, joint learning circles, joint celebrations.</li> </ul>	March / June / September 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Attend guest speaking opportunities as they arise with our industry bodies to share knowledge in Indigenous engagement and employment. An example of this is being invited to speak at CareerTrackers, Property Council of Australia, CoreNet and the Facilities Maintenance Associations forums. Source a minimum of two opportunities per annum.</li> </ul>	May / September 2023 / 2024 / 2025	Lead: Executive Director, Marketing and Communications Support: NIEM

## Relationships

Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through BGIS sphere of influence to internal employees, subcontractors, stakeholders and the broad facilities community ( <i>CONTINUED</i> ).	<ul style="list-style-type: none"> <li>Align with a minimum of 50% of our clients who hold a current RAP, working to implement ways to advance reconciliation. Cross reference BGIS RAP and client RAP and work on joint strategies to further promote Aboriginal and/or Torres Strait Islander engagement.</li> </ul>	January / July / September 2023 / 2024 / 2025	Lead: NIEM Support: State Dirs / Contract Managers
	<ul style="list-style-type: none"> <li>Collaborate with a minimum of one client per state to joint co-deliver/co-host events with our clients.</li> </ul>	January / July / September 2023 / 2024 / 2025	Lead: Contract Managers Support: State Directors
	<ul style="list-style-type: none"> <li>Create a cross-agency working group to share RAP outcomes and successes and create opportunities to work together.</li> </ul>	January / July / September 2023 / 2024 / 2025	Lead: NIEM Support: State Dirs / Contract Managers
	<ul style="list-style-type: none"> <li>Continue Reconciliation Awards established for staff contributions towards outcomes in the RAP and/or the Aboriginal and Torres Strait Islander Strategic Plan initiatives that demonstrate mutually beneficial relationships between non-Indigenous and Aboriginal and Torres Strait Islander people.</li> </ul>	September 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Promote the RAP program to new clients and advocate the relationship with Reconciliation Australia and creating their own RAP deliverables. Promote cultural responsibility by ensuring our corporate partners have a RAP, are working towards one, or are contributing positively to the reconciliation movement within their sphere of influence.</li> </ul>	January / July / September 2023 / 2024 / 2025	Lead: NIEM Support: State Dirs / Contract Managers / Bids / Client Solutions
	<ul style="list-style-type: none"> <li>Continue annual survey email to all employees on what Aboriginal and Torres Strait Islander engagement and reconciliation means to them.</li> </ul>	May 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Engage with the Facilities Maintenance Association to develop a Facilities Management Industry RAP Consortium to encourage collaborative efforts to advance reconciliation.</li> </ul>	May 2023 / 2024 / 2025	Lead: Director Operations Support: NIEM

## Relationships

Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Continuously improve HR policies and procedures concerned with anti-discrimination.</li> </ul>	April 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to continuously improve our anti-discrimination policy.</li> </ul>	June 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>Implement and communicate an anti-discrimination policy for our organisation.</li> </ul>	October 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>Provide ongoing education opportunities for senior leaders and managers on the effects of racism.</li> </ul>	June 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>Senior leaders to publicly support anti-discrimination campaigns, initiatives or stances against racism.</li> </ul>	June 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>Communicate widely and provide education and information to our people through group discussions with our senior leaders at BGIS Lunch and Learn sessions about our anti-discrimination policy for our organisation and the effects of racism.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM

“RECONCILIATION MEANS ACKNOWLEDGING AND CELEBRATING EACH OTHER’S DIFFERENCES. IT IS ABOUT UNDERSTANDING AND ACKNOWLEDGING WHAT HAS HAPPENED IN THE PAST AND WORKING TOGETHER TO ACHIEVE EQUALITY WHILE BUILDING RELATIONSHIPS, RESPECT, AND TRUST.”

**BGIS EMPLOYEE, NATIONAL SURVEY, 2022**





## Respect



As a business operating with a large presence across Australia, we have embedded reconciliation into our business as part of our DNA. We respect the people and land on which we operate and ensure that cultural learning, knowledge sharing, and respect are always at the forefront of every interaction. BGIS acknowledges the Traditional Owners of the lands and pays its respect to First Nations peoples, Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples from across the country.

BGIS is proud to celebrate the world's oldest continuing cultures by integrating the cultural practices, traditions, and values of Aboriginal and Torres Strait Islander peoples. We actively demonstrate respect for First Nations peoples, first by acknowledging their connection to Country through formal protocols, promoting inclusive language, encouraging employees to engage in further learning, developing relationships, celebrating days of cultural significance, and using visual representations of the culture across our physical sites, website, intranet, social media, key documents, and a myriad of other touchpoints. The engagement of a National Indigenous Engagement Manager also speaks to our commitment to enhancing cultural competency, and dedication to integrating Aboriginal and Torres Strait Islander histories and cultures throughout the entire organisation now and into the future.

## Respect

Action	Deliverable	Timeline	Responsibility
5. Continue to promote and increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within our organisation.</li> </ul>	April 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the implementation of a cultural learning strategy.</li> </ul>	April 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Implement and communicate a cultural learning strategy for our staff.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Commit all RAP Working Group members, HR managers, senior executive group, and all new staff to undertake formal and structured cultural learning.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>100% all staff undertake formal and structured online cultural awareness training as part of their induction.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>100% all staff will be provided with formal and structured online cultural awareness training annually with a goal of 90% of employee completion rates.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>10% of all staff will be provided with formal and structured face to face cultural awareness training annually with a goal of 90% of employee completion rates.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, People & Culture / L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Partner with an Aboriginal and/or Torres Strait Islander business to deliver in-person cultural awareness training to all staff based at Head Office - World Square.</li> </ul>	July 2023 / 2024 / 2025	Lead: L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Update online e-learning training and employee induction to ensure it is up to date and relevant.</li> </ul>	April 2023 / 2024 / 2025	Lead: L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Ensure BGIS Cultural Learning Module is included in professional development and compliance training.</li> </ul>	April 2023 / 2024 / 2025	Lead: L&D Support: NIEM

## Respect

Action	Deliverable	Timeline	Responsibility
5. Continue to promote and increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning. ( <i>CONTINUED</i> )	<ul style="list-style-type: none"> <li>Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to co-design and review face to face training cultural learning and offsite cultural immersions programs.</li> </ul>	April 2023 / 2024 / 2025	Lead: L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Conduct three BGIS Lunch and Learn sessions per annum to all BGIS staff relating to reconciliation.</li> </ul>	March / June / September 2023 / 2024 / 2025	Lead: NIEM Support: Marketing & Communications Manager
	<ul style="list-style-type: none"> <li>Offer three screenings per annum of documentaries relating to reconciliation. One of each will be offered during NAIDOC and National Reconciliation Week.</li> </ul>	March / June / September 2023 / 2024 / 2025	Lead: NIEM Support: Marketing & Communications Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> <li>Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. This will be achieved via BGIS Lunch and Learn sessions, internal communication (both Yammer and our newsletter) and internal communication, particularly during days of significance events.</li> </ul>	January / February / March / May / June / July / August / September 2023 / 2024 / 2025	Lead: L&D Support: NIEM
	<ul style="list-style-type: none"> <li>Review, implement and communicate a cultural protocol document (tailored for all local communities we operate in), including protocols for Welcome to Country and Acknowledgement of Country.</li> </ul>	June / July 2023 / 2024 / 2025	Lead: NIEM Support: Marketing & Communications Manager
	<ul style="list-style-type: none"> <li>Invite a local Traditional Owner / Custodian to provide a Welcome to Country / other appropriate protocol at all NRW, NAIDOC, client events, office openings, large projects rollouts and national conferences.</li> </ul>	February / May / July 2023 / 2024 / 2025	Lead: Executive Director Support: Marketing & Communications Manager
	<ul style="list-style-type: none"> <li>Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.</li> </ul>	February / May / July 2023 / 2024 / 2025	Lead: Executive Director Support: Marketing & Communications Manager

## Respect

Action	Deliverable	Timeline	Responsibility
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols. <i>(CONTINUED)</i>	<ul style="list-style-type: none"> <li>Staff and senior leaders provide an Acknowledgement of Country or other appropriate protocols at all public events.</li> </ul>	February / May / July 2023 / 2024 / 2025	Lead: State RWG Lead Support: NIEM
	<ul style="list-style-type: none"> <li>All staff email signatures to include an Acknowledgement of Country.</li> </ul>	July 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Review and maintain a list of Traditional Custodians in each location who would be available to provide Welcome to Country and Acknowledgement of Country at events.</li> </ul>	February 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
7. Celebrate NAIDOC Week by providing opportunities for all employees to engage with Aboriginal and Torres Strait Islander cultures and histories by attending events and on-country experiences.	<ul style="list-style-type: none"> <li>Encourage and support staff and senior leaders to participate in three external events to recognise and celebrate NAIDOC Week.</li> </ul>	First week of July 2023 / 2024 / 2025	Lead: Managing Director, Client Services Support: NIEM
	<ul style="list-style-type: none"> <li>Collaborate with our Aboriginal and Torres Strait Islander partners to celebrate and acknowledge NAIDOC Week. Invite at least one partner to each event held in each state.</li> </ul>	First week of July 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Hold four NAIDOC Week event across QLD, NSW, SA, and WA each year . This will include inviting Aboriginal and/or Torres Strait Islander community member/s into the office to connect and share experiences including working with clients on site murals and yarning circles.</li> </ul>	First week of July 2023 / 2024 / 2025	Lead: NIEM Support: State RAP WG Lead
	<ul style="list-style-type: none"> <li>Provide communications about NAIDOC Week via email and national e-newsletter to promote NAIDOC events and information both internally and externally.</li> </ul>	July 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Publish events via the Aboriginal and Torres Strait Islander Yammer page and LinkedIn.</li> </ul>	July 2023 / 2024 / 2025	Lead: NIEM Support: Executive Director, Marketing & Communications
	<ul style="list-style-type: none"> <li>Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.</li> </ul>	April 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM

## Respect

Action	Deliverable	Timeline	Responsibility
8. Support Uluru Statement from the Heart aspirations.	<ul style="list-style-type: none"> <li>Meet with and consult the Aboriginal and Torres Strait Islander communities about the Uluru Statement from the Heart to identify appropriate ways to support their aspirations.</li> </ul>	September 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Support Aboriginal and Torres Strait Islander calls for constitutional recognition by promoting and sharing information about the Uluru Statement from the Heart.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Continue our support of the Uluru Statement from the Heart by educating staff on the aims of the reforms of voice, treaty and truth via internal communications, including fact sheets made available on the intranet.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
9. Acknowledge all significant dates on the Aboriginal and Torres Strait Islander calendar.	<ul style="list-style-type: none"> <li>Acknowledge, promote and celebrate dates and events of significance to all staff on the intranet and social media platforms each year.</li> </ul>	January, February, May, June, July, August, September, December 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Annually review internal document and create SharePoint post to remind employees of location of stored document for future reference.</li> </ul>	December 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM

# Opportunities



BGIS continues to acknowledge the importance of creating a culturally sensitive workplace that delivers employment pathways and opportunities to Aboriginal and Torres Strait Islander peoples. We have dedicated programs that aim to attract, recruit, train, retain and provide career pathways into leadership roles. We ensure that our entire workforce has the understanding and tools they need to both recognise and encourage cultural diversity. By actively influencing industry change, we have grown and expanded our engagement through economic development and strengthening relationships within the Indigenous business sector, which extends benefits to their communities by generating additional employment opportunities.

We are dedicated to growing the opportunities across our CareerTrackers intern placements, NRL School to Work program and annual apprenticeship and traineeship intakes. In addition, we recognise and support our Indigenous leaders of tomorrow by increasing opportunities with a specific commitment to career progression, professional development, and senior roles.

## Opportunities

Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> <li>Continue to track Aboriginal and Torres Strait Islander applications, employees, and engagement to ensure opportunities are provided to attend interviews, career progression and First Nations engagement.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: NIEM Support: HR / Talent Acquisition
	<ul style="list-style-type: none"> <li>Continue with exit interviews for Aboriginal and Torres Strait Islander employees, note reasons for departing and implement corrective actions to improve cultural safety within the workplace.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: NIEM Support: HR / Talent Acquisition
	<ul style="list-style-type: none"> <li>Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>Review and update an Aboriginal and Torres Strait Islander recruitment, retention, and professional development strategy.</li> </ul>	April 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander employees to be supported to take on management and senior level positions. Minimum of one Aboriginal and Torres Strait Islander employee to be offered a place in our leadership training program per annum.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Establish an APAC 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.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / Executive Director, People & Culture

## Opportunities

Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development. <i>(CONTINUED)</i>	<ul style="list-style-type: none"> <li>Continue annual intake of Aboriginal and Torres Strait Islander university student interns through the CareerTrackers Aboriginal and Torres Strait Islander Internship Program. Minimum of 10 internship placements offered per annum.</li> </ul>	June & November 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR
	<ul style="list-style-type: none"> <li>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.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR
	<ul style="list-style-type: none"> <li>Continue to collaborate with organisations, like the NRL Cowboys House, Clontarf, and Tauondi Aboriginal Community College, to focus our collective efforts on increasing employment and education outcomes for Aboriginal and Torres Strait Islander peoples and access to employment outcomes.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR
	<ul style="list-style-type: none"> <li>Increase internal employment and training opportunities annually:                             <ul style="list-style-type: none"> <li>Year 1 – 5 placement opportunities</li> <li>Year 2 – 6 placement opportunities</li> <li>Year 3 – 7 placement opportunities</li> <li>Year 4 – 8 placement opportunities</li> <li>Year 5 – 9 placement opportunities</li> </ul> </li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR
	<ul style="list-style-type: none"> <li>Continue to grow the internal employment of Aboriginal and/or Torres Strait Islander people from 3% to at least 9%.                             <ul style="list-style-type: none"> <li>2023 – target 4%</li> <li>2024 – target 6%</li> <li>2025 – target 9%</li> </ul> </li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR
	<ul style="list-style-type: none"> <li>Implement a new Aboriginal and Torres Strait Islander pre-employment pathways program for at least five people each calendar year.</li> </ul>	September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR
	<ul style="list-style-type: none"> <li>Identify two senior roles per annum and support Aboriginal and/or Torres Strait Islander employees to apply for them.</li> </ul>	September 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR



## Opportunities

Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> <li>Hold at least one session per quarter for Aboriginal and/or Torres Strait Islander staff to communicate, collaborate and support each other.</li> </ul>	April / August / October 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Collaborate to offer cross-career secondment/work experience opportunities to Indigenous employees between BGIS and BES joint venture.</li> </ul>	June 2023 / 2024 / 2025	Lead: Business Development Manager - BES Support: State Directors / Contract Managers
	<ul style="list-style-type: none"> <li>Identify initiatives that increase opportunities, apprenticeships and traineeships for Aboriginal and/or Torres Strait Islander peoples beyond existing formal partnerships.</li> </ul>	October 2023 / 2024 / 2025	Lead: Head of Talent Acquisition / HR Support: NIEM
	<ul style="list-style-type: none"> <li>Co-design employment related programs and pathway opportunities.</li> </ul>	October 2023 / 2024 / 2025	Lead: Head of Talent Acquisition / HR Support: NIEM
	<ul style="list-style-type: none"> <li>Ensure culturally sensitive and appropriate content is evident in all marketing material and employment advertisements.</li> </ul>	September 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: NIEM
	<ul style="list-style-type: none"> <li>Deliver at least five opportunities per year in the form of information sessions for local Aboriginal and/or Torres Strait Islander youth through schools, to promote opportunities and career pathways.</li> </ul>	October 2023 / 2024 / 2025	Lead: Talent Acquisition Support: HR / NIEM
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> <li>Review annually BGIS Aboriginal and Torres Strait Islander Procurement Strategy to identify and develop new opportunities to impact through innovative approaches to Indigenous business participation.</li> </ul>	May 2023 / 2024 / 2025	Lead: Procurement Director Support: NIEM
	<ul style="list-style-type: none"> <li>Maintain 3% target of all BGIS executed contracts (by volume) awarded to Aboriginal and Torres Strait Islander businesses.</li> </ul>	December 2023 / 2024 / 2025	Lead: Procurement Dir. Support: State Directors / Contract Managers
	<ul style="list-style-type: none"> <li>Maintain Supply Nation membership and continue to support by attending the annual Connect conference.</li> </ul>	October 2023 / 2024 / 2025	Lead: Procurement Dir. Support: NIEM

## Opportunities

Action	Deliverable	Timeline	Responsibility
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. <i>(CONTINUED)</i>	<ul style="list-style-type: none"> <li>Maintain Kinaway membership to ensure continued access to Victoria-based Aboriginal and/or Torres Strait Islander business database.</li> </ul>	October 2023 / 2024 / 2025	Lead: Procurement Director Support: NIEM
	<ul style="list-style-type: none"> <li>Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.</li> </ul>	May 2023 / 2024 / 2025	Lead: Procurement Director Support: NIEM
	<ul style="list-style-type: none"> <li>Enter into five new commercial relationships with Aboriginal and Torres Strait Islander organisations across our national footprint, including the development of guiding principles for future engagement.</li> </ul>	December 2023 / 2024 / 2025	Lead: Procurement Director Support: NIEM
	<ul style="list-style-type: none"> <li>Educate all relevant employees in contracting Aboriginal and Torres Strait Islander businesses through Supply Nation or an equivalent organisation.</li> </ul>	May 2023 / 2024 / 2025	Lead: Head of Procurement Support: Procurement Team, Leadership Team
	<ul style="list-style-type: none"> <li>Continue to roll out 'Meet the buyer' information roadshows/sessions at various locations across Australia to provide Aboriginal and/or Torres Strait Islander owned businesses with a greater understanding of BGIS and the services we deliver, and information on how to supply to BGIS.</li> </ul>	May 2023 / 2024 / 2025	Lead: Head of Procurement Support: Procurement Team, Leadership Team
	<ul style="list-style-type: none"> <li>Conduct a Lunch and Learn session during National Indigenous Business month to educate employees in contracting Aboriginal and Torres Strait Islander businesses through Supply Nation or an equivalent organisation.</li> </ul>	October 2023 / 2024 / 2025	Lead: Head of Procurement Support: Supply Chain Procurement Manager
	<ul style="list-style-type: none"> <li>Implement a 2% spend target with Aboriginal and Torres Strait Islander businesses for the first year of the BGIS RAP, with a year on year increase of 0.33% until 2025 target of 3% spend is reached and maintained.</li> </ul>	December 2023 / 2024 / 2025	Lead: Head of Procurement Support: Supply Chain Procurement Manager
	<ul style="list-style-type: none"> <li>BGIS will continue to guide, influence and promote that our vendors increase their Aboriginal and Torres Strait Islander employee numbers by 3% per annum.</li> </ul>	December 2023 / 2024 / 2025	Lead: Head of Procurement Support: State Directors / Contract Managers

## Opportunities

Action	Deliverable	Timeline	Responsibility
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. <i>(CONTINUED)</i>	<ul style="list-style-type: none"> <li>Promote Aboriginal and Torres Strait Islander businesses goods and services spend in the BGIS Procurement Monthly Report.</li> </ul>	January / February / March / April / May / June / July / August / September / October / November / December 2023 / 2024 / 2025	Lead: Head of Procurement Support: Supply Chain Procurement Manager
12. Promote Aboriginal and Torres Strait Islander peoples in activities to enhance employment opportunities.	<ul style="list-style-type: none"> <li>Provide job-readiness programs and career information for students across high school career expos in at least five communities, utilising our Career Hub, Indigenous Apprenticeship and Traineeship Program and pre-employment program.</li> </ul>	June, September, November 2023 / 2024 / 2025	Lead: Talent Acquisition Manager Support: L&D
	<ul style="list-style-type: none"> <li>With the federal and state governments, promote and advocate for the continuation and expansion of programs that provide opportunities for Aboriginal and/or Torres Strait Islander participants to move into ongoing employment.</li> </ul>	June, September, November 2023 / 2024 / 2025	Lead: Talent Acquisition Manager Support: L&D
	<ul style="list-style-type: none"> <li>Commit to ensuring that 100% of Aboriginal and/or Torres Strait Islander employees have a dedicated personalised Learning and Development Plan within the first 12 months of employment mapped to a range of career pathways across our workforce requirements.</li> </ul>	June, November 2023 / 2024 / 2025	Lead: L&D Support: Executive Director, People & Culture
13. Strengthen our commitment to reconciliation and stronger relationships to enable increased numbers of Aboriginal and Torres Strait Islander peoples to access employment solutions.	<ul style="list-style-type: none"> <li>Publicly acknowledge Aboriginal and/or Torres Strait Islander peoples' successful completion of their apprenticeships and traineeships.</li> </ul>	July 2023 / 2024 / 2025	Lead: Executive Director, Marketing & Communications Support: L&D
	<ul style="list-style-type: none"> <li>Continue to promote and guide a minimum of five agreements with subcontractors to increase the intake of Aboriginal and/or Torres Strait Islander apprentices and trainees.</li> </ul>	November 2023 / 2024 / 2025	Lead: HR Support: L&D

# Governance



## Governance

Action	Deliverable	Timeline	Responsibility
14. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> <li>Maintain Aboriginal and Torres Strait Islander representation on the RWG.</li> </ul>	March, June & September 2023 / 2024 / 2025	Lead: NIEM Support: President & Managing Dir / Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Renew and update a Terms of Reference for the RWG.</li> </ul>	December 2023 / 2024 / 2025	Lead: President & Managing Dir / Executive Director, People & Culture Support: NIEM
	<ul style="list-style-type: none"> <li>RAP Committee to meet at least four times per year to review, drive and monitor RAP implementation. RAP Committee to report back into Executive team.</li> </ul>	January, March, June & September 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Ensure ongoing representation from the executive leadership team on the BGIS RWG to ensure greater visibility of RAP initiatives and to drive outcomes.</li> </ul>	January, March, June & September 2023 / 2024 / 2025	Lead: President & Managing Director Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Engage 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.</li> </ul>	May 2023	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>RWG sponsor delivers RAP progress update as a standing agenda item at executive leadership team meetings.</li> </ul>	January / February / March / April / May / June / July / August / September / October / November / December 2023 / 2024 / 2025	Lead: President & Managing Director Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Create First Nations advisory panel and meet bi-monthly to promote projects and deliverables and receive feedback on actions.</li> </ul>	February, April, June, August, October, December 2023 / 2024 / 2025	Lead: NIEM Support: State RWG Lead, First Nations Employee advisory committee

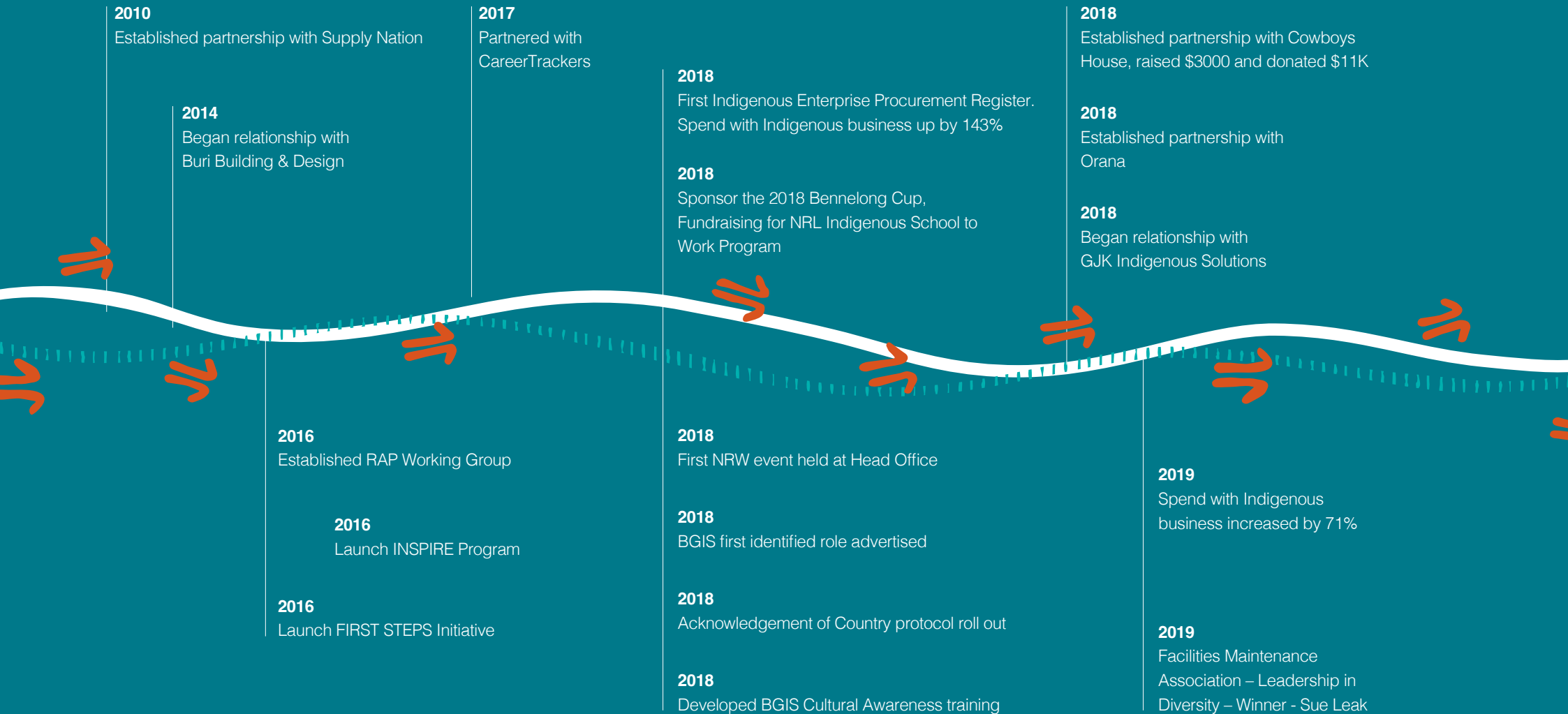
## Governance

Action	Deliverable	Timeline	Responsibility
15. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> <li>Embed key RAP actions in performance expectations of senior management and all staff.</li> </ul>	March 2023 / 2024 / 2025	Lead: President & Managing Director Support: Director Operations
	<ul style="list-style-type: none"> <li>Embed appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	January, March, June & September 2023 / 2024 / 2025	Lead: Director Operations Support: NIEM
	<ul style="list-style-type: none"> <li>Maintain an internal RAP Champion from senior management.</li> </ul>	January, March, June & September 2023 / 2024 / 2025	Lead: President & Managing Director Support: Director Operations
	<ul style="list-style-type: none"> <li>Continue to include our RAP as a standing agenda item at senior management meetings.</li> </ul>	January / February / March / April / May / June / July / August / September / October / November / December 2023 / 2024 / 2025	Lead: President & Managing Director Support: Director Operations
	<ul style="list-style-type: none"> <li>Maintain identified National Indigenous Engagement Manager and support roles as part of the People and Culture team.</li> </ul>	September 2023 / 2024 / 2025	Lead: President & Managing Director Support: Executive Director, People & Culture
	<ul style="list-style-type: none"> <li>Embed key RAP actions in strategic account management plans.</li> </ul>	September 2023 / 2024 / 2025	Lead: President & Managing Director Support: Executive Director, People & Culture

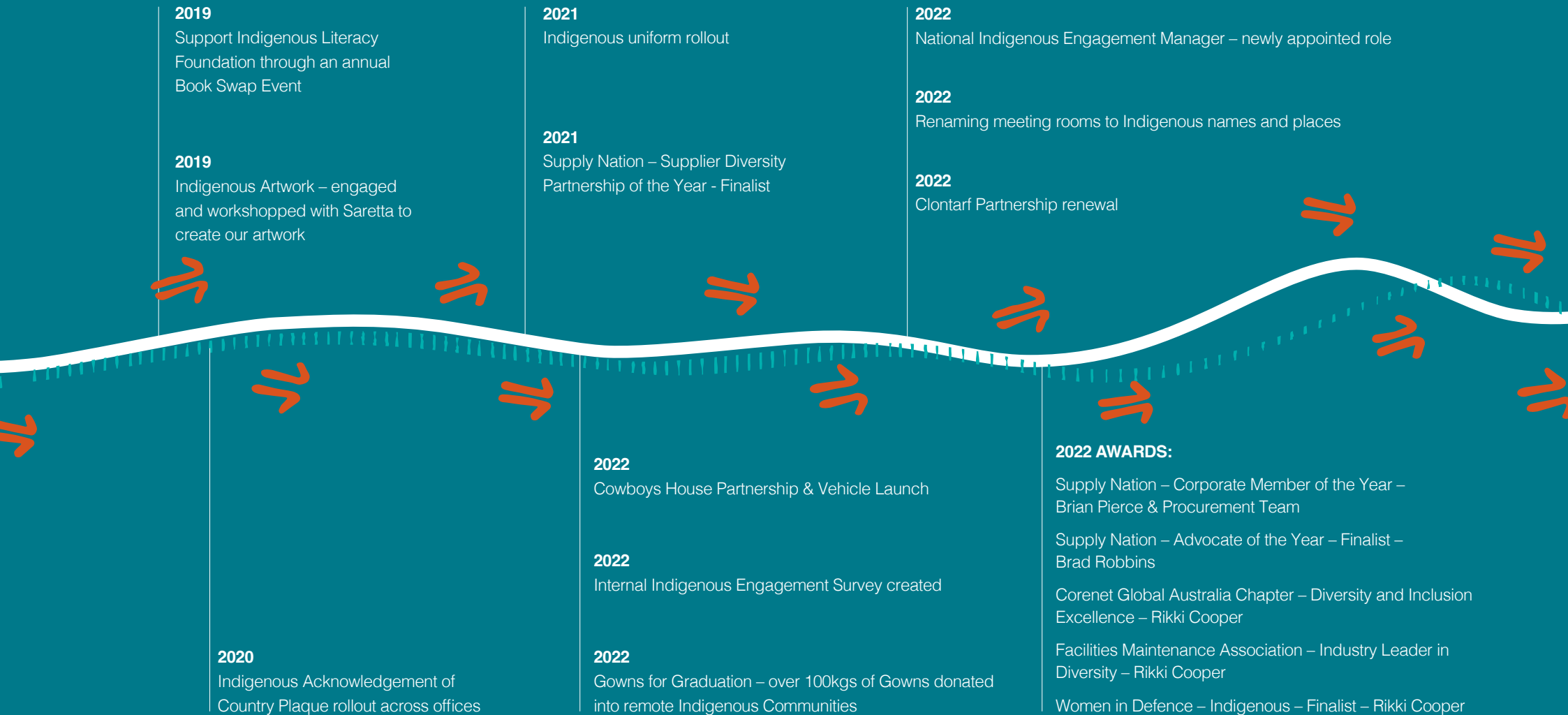
## Governance

Action	Deliverable	Timeline	Responsibility
16. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss important RAP correspondence.</li> </ul>	June 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.</li> </ul>	August 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	30 September 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Report RAP progress to all staff and senior leaders quarterly.</li> </ul>	January, March, June & September 2023 / 2024 / 2025	Lead: Managing Director, Client Services Support: NIEM
	<ul style="list-style-type: none"> <li>Publicly report against our RAP commitments annually, outlining achievements, challenges, and learnings.</li> </ul>	October 2023 / 2024 / 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Continue to participate in Reconciliation Australia's biennial Workplace RAP Barometer.</li> </ul>	May 2024	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.</li> </ul>	June 2025	Lead: NIEM Support: Managing Director, Client Services
17. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> <li>Register via Reconciliation Australia's website to begin developing our next RAP.</li> </ul>	June 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Commence the development, endorsement, launch and advocacy of the importance of our next RAP.</li> </ul>	June 2025	Lead: NIEM Support: Managing Director, Client Services
	<ul style="list-style-type: none"> <li>Complete registration online on Reconciliation Australia website.</li> </ul>	June 2025	Lead: NIEM Support: Managing Director, Client Services

# Our RAP Journey





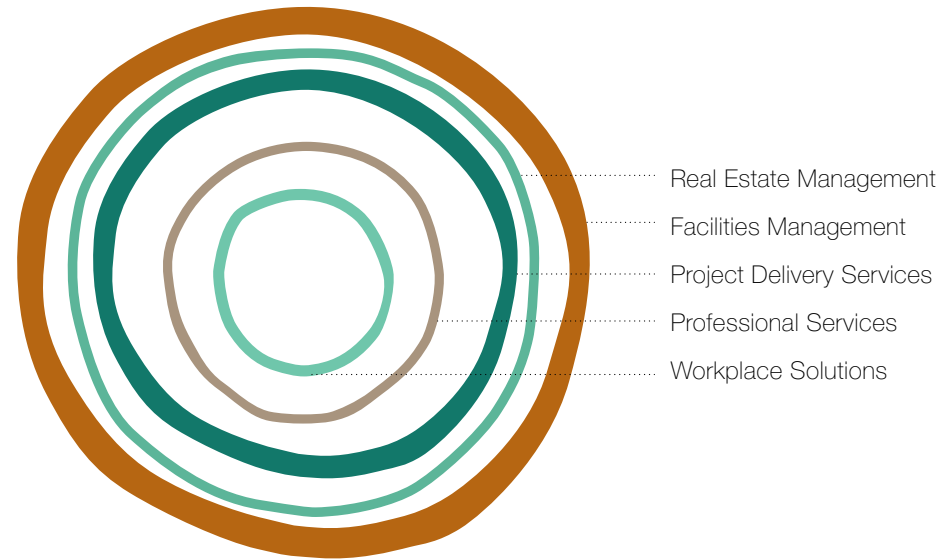


## The artwork explained by the artist, Saretta Fielding of the Wonaruah Nation

At the centre of this artwork is a gathering circle, representing the BGIS community



The figure radiates outward into five rings, symbolic of the five service areas of BGIS:

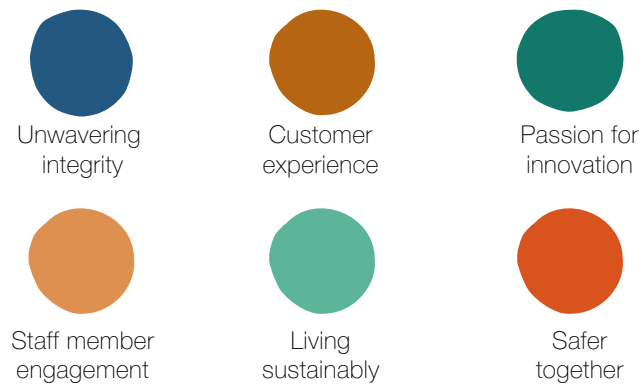


These people symbols hold important meaning

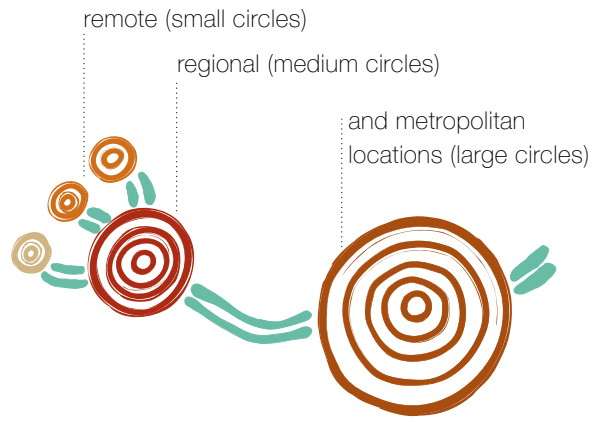


This imagery is symbolic of partnerships, collaboration, and inclusion, celebrating a positive community impact across the network

Also highlighted are the values that underpin all BGIS services:



The varying gathering circles interlaced across the canvas celebrate the BGIS network across:

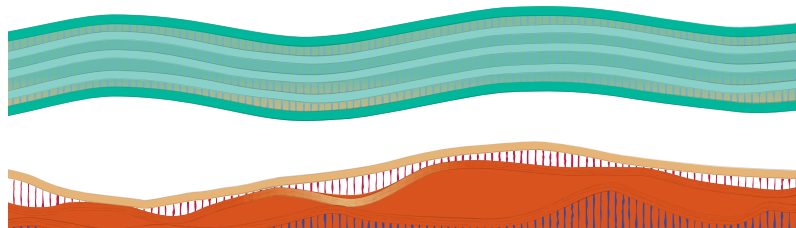


This imagery also depicts the growth of the business as gathering circles flow outward and continue to expand across the entire canvas



This is BGIS's footprint on country across every state and territory, bringing value to community, while maintaining a low impact on environment

Water symbolism flows across the base of the artwork, picking up on BGIS locations across Australia and overseas and linking to country through our waterways – coastline, rivers, lakes, creeks and wetlands



This artwork (Ngeyarankinba – One Team) was developed in a collaborative workshop led by internationally recognised Aboriginal artist Saretta Fielding of the Wonaruah Nation.

[www.saretta.com.au](http://www.saretta.com.au)



**CONTACT:**

Name: Rikki Cooper  
Position: National Indigenous Engagement Manager  
Phone: 0475 948 069  
Email: [rikki.cooper@apac.bgis.com](mailto:rikki.cooper@apac.bgis.com)