

## SUSTAINABLE FUTURE AND GLAD GROUP'S JOURNEY TO RECONCILIATION

Our Reconciliation Action Plan (RAP) is about laying out a strategy for how we as a company will build and strengthen meaningful relationships between Aboriginal and Torres Strait Islander peoples and non-Aboriginal Australians.

As an Australian company that operates nationwide, we recognise the importance of developing respectful relationships and creating meaningful opportunities for Aboriginal and Torres Strait Islander peoples, throughout our organisation and the communities in which we operate. We endorse the vision of a nation which values Aboriginal and Torres Strait Islander heritage, cultures and peoples, and recognises their unique position as the original custodians of Australia.

To ensure that we meet our commitments, we have employed a streamlined approach via which we ensure that we embed the values of inclusion and diversity throughout our workforce.

Our RAP cements our commitment, provides direction and clarity around expectations and achievements, and builds reconciliation into day-to-day business. By establishing our RAP, we have provided structure and targeted priorities to drive our approach and inform our strategy.

### **ACHIEVEMENTS, PROGRESS AND TRANSPARENCY:**

In August 2018, our journey started, with a dynamic workshop held by Aboriginal Employment Strategy (AES). They revealed simple ways via which the Glad Group can support Aboriginal businesses.

#### ***Glad Group stands tall knowing our Human Resource team have proactively:***

- Partnered with registered training organisation Learning Sphere, to provide employment opportunities across our NSW cleaning operations.
- Implemented an Aboriginal and Torres Strait Islander Employment and Retention strategy in partnership with AES and Learning Sphere.
- Reviewed HR and recruitment procedures and policies to ensure there is ease of access for Aboriginal and Torres Strait Islander employees, as well as clear reference to inclusion in all job advertisements: 'Glad Group values diversity and encourages interest from Aboriginal and Torres Strait Islander Peoples and people with diverse cultural and linguistic backgrounds.'

#### ***Glad Groups Purchasing team have taken steps to support local businesses:***

- In Western Australia we have developed a commercial relationship with Wirrpanda Chemical Supplies, which forms part of the Wirrpanda Foundation which exists to

improve the quality of life for Aboriginal and Torres Strait Islanders through education and employment opportunities.

- Explored the possibility to partner with Supply Nation to equip Glad Group and broaden our services supplied by Aboriginal and Torres Strait Islanders.

***Glads Marketing team have ensured communication and celebration by:***

- Circulating Reconciliation Australia's NRW resources and distributing to staff.
- Supporting National Reconciliation week with an internal event that aimed to educate, inspire and support Aboriginal and Torres Strait Islander peoples and non-Aboriginal Australians.
- Encouraging staff to participate in external events to recognise and celebrate Aboriginal and Torres Strait Islander peoples and non-Aboriginal Australians including supporting our client Scentre Group at Westfield Penrith by volunteering participation in NAIDOC Cup, which celebrates Aboriginal culture and showcases the natural athletic skills of our Aboriginal kids and their friends.
- Introducing the protocol of an Acknowledgement of Country at the commencement of all important internal and external meetings.
- Organising a display of Acknowledgment of Country plaque in our head office building.
- Consulting and embracing Aboriginal and Torres Strait Islanders designers to develop intricate artwork that signifies and showcases their importance to Glad.
- Recognising Aboriginal and Torres Strait Islander dates of significance in Glad Group's Quarterly newsletter throughout the year.

While our RAP is the first official step on our journey toward reconciliation, we're proud of the different programs and initiatives, both underway and planned, to support Aboriginal and Torres Strait Islander peoples around Australia.

We will continue to publically report our RAP achievements, challenges and learnings and we're excited about upcoming opportunities to build positive relationships with traditional owners and their communities, and how we are working in partnerships with all stakeholders necessary to bring about progressive change.

