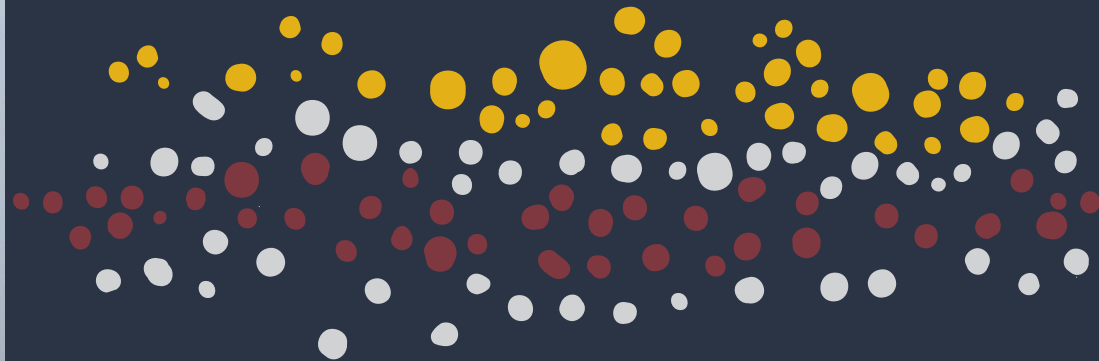




INNOVATE  
RECONCILIATION



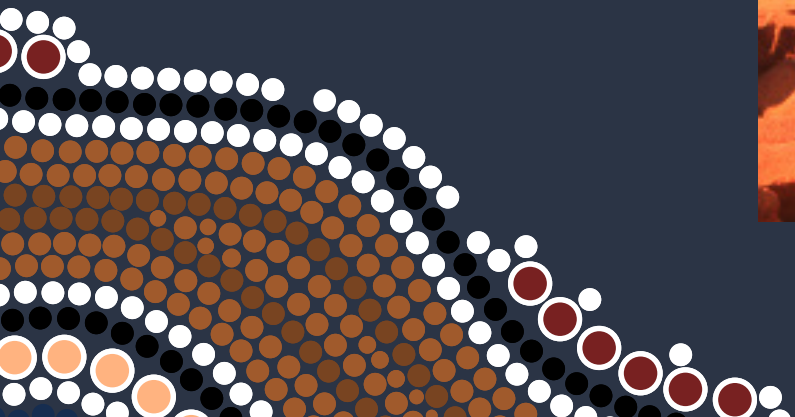
ACTION PLAN FOR FEBRUARY 2022 – FEBRUARY 2023



# OUR VISION FOR RECONCILIATION

Our vision for reconciliation affords equal opportunities to all. Menzies will ensure that Aboriginal and Torres Strait Islander people feel welcome in our businesses as employees, customers, suppliers and visitors.

We will know that we have succeeded when we have a workplace that reflects the diversity of the communities we serve.





# A MESSAGE FROM OUR CEO



The RAP has been developed to increase awareness of Aboriginal and Torres Strait Islander peoples and cultures by providing a foundation for our business to make a strong contribution to advancing reconciliation. The RAP is everybody's business.

Serious commitment is required across Menzies to provide ongoing promotion, direction and achievement through the life of the strategy. The knowledge, skills and experiences of Aboriginal and Torres Strait Islander people provide a rich learning environment for us all and contributes to improving the design and delivery of better customer services and experience.

The diverse skills of Aboriginal and Torres Strait Islander people contributes positively across our services, regardless of our customer base. Our employment of Indigenous Australians contributes across a range of positions providing valuable cultural insight for all customers of services. As part of our collaborative approach we will engage Indigenous employees in the planning and delivery of our services.

Greg Springall | CEO Menzies International





# OUR VISION & VALUES

To grow our business and become the leading organisation for cleaning and other related facility services across all industry types.

## SAFETY IN EVERYTHING WE DO

## TEAM COLLABORATION AND RESPECT

## EXCEPTIONAL CUSTOMER SERVICE

## PASSION

### SAFETY IN EVERYTHING WE DO

At Menzies, all employees are dedicated in creating a culture which promotes a safe working environment for our people and our clients.

### TEAM COLLABORATION AND RESPECT

Regardless of position or department we are one team working towards one vision and we celebrate our success.

### EXCEPTIONAL CUSTOMER SERVICE

We always provide exceptional customer service to each of our clients and go that extra mile to make them feel special.

### PASSION

We are passionate about our business, our brand and what we do.





# OUR BUSINESS



Menzies employs over 2000 employees today and turns over almost \$80 million annually with operations across all major Australian cities and regional centres. Menzies is one of the largest privately owned provider of cleaning and related property services in Australia – we have been operating since 1969.

## **CLEANING & FACILITY SERVICES**

Menzies provides end to end property management solutions to major government and private sector clients.

### **Services include:**

- Contract cleaning
- Property and specialist maintenance services
- Security services
- Manpower and labour hire and
- Waste and environmental management services.

Menzies offers the flexibility and innovation that only a family business can provide. Servicing private and Government sectors, Menzies is dedicated to customer service and committed to expansion throughout Australia.

Menzies continues to evolve and expand in new markets through innovation and continuous improvement, measured against benchmarks for quality, safety & risk management, customer satisfaction and environmental sustainability.

Our Environmental Management System incorporates sustainability training programs. Menzies provides end-to-end property management solutions Australia-wide and is flexible to meet customer needs.

## **CURRENT INDIGENOUS EMPLOYEES**

Menzies currently employs 29 Aboriginal or Torres Strait Islander employees.

## **OPERATING CAPACITY**

Menzies operates in the following states and territories and as such has a far reaching capacity to help address our vision:

- NSW • VIC • QLD • SA • WA • ACT • NT



# OUR RAP

The Reconciliation Action Plan (RAP) program is Reconciliation Australia's flagship program which was developed to provide a framework for organisations to realise their vision for reconciliation. Our RAP is the overarching document for Indigenous engagement strategies. Our RAP sets out what we intend to do to drive our businesses towards our goal of a workplace that reflects the diversity of the communities we serve.

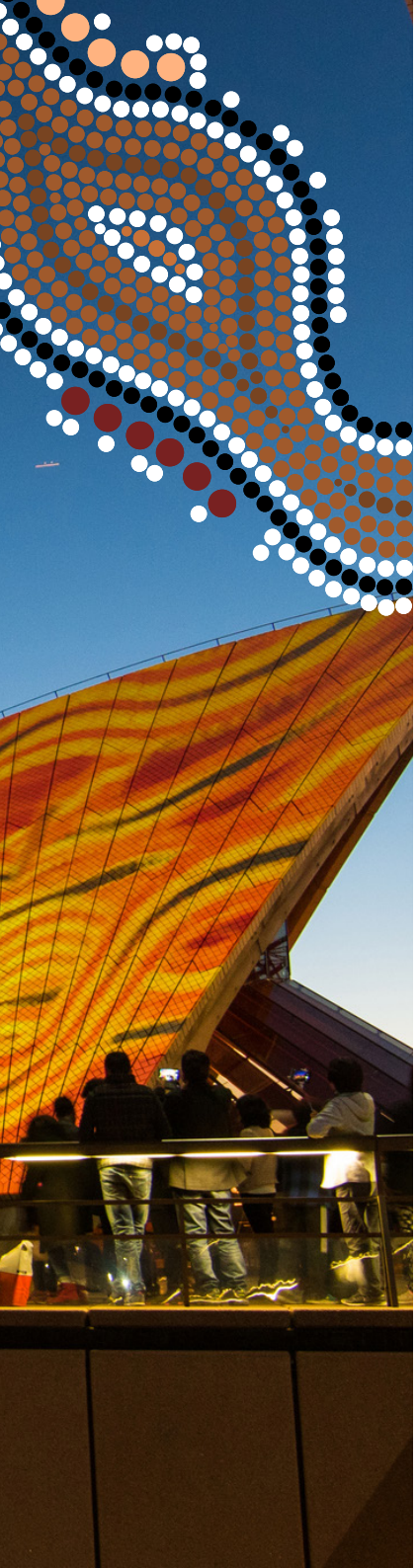
There are a number of reasons why Menzies has created a Reconciliation Action Plan with the overarching fundamental purpose being to create a more dynamic and diverse workplace.

Menzies would like to assist the greater community in creating a more tolerant, respectful society as a whole and to assist Australian businesses and organisations to build relationships, respect and opportunities together with Aboriginal and Torres Strait Islander peoples to allow the mutual benefits to flow for all parties. Menzies sees the RAP as the means by which we can make the tangible social change, meaningful enactment of what reconciliation means in everyday life for all Australians.

Our RAP is overseen by a Steering Committee that consist of Indigenous and non-Indigenous employees and members of the Menzies Leadership Team.







# OUR RAP CONTACTS

NAME	TITLE	EMAIL
GREG SPRINGALL	Chief Executive Officer	<a href="mailto:gregspringall@menziesgroup.com.au">gregspringall@menziesgroup.com.au</a>
STEPHEN HEYMAN	Chief Operating Officer	<a href="mailto:stephenheyman@menziesgroup.com.au">stephenheyman@menziesgroup.com.au</a>
PETER VETHANAYAGAM	Finance & Administration Manager	<a href="mailto:petervethanayagam@menziesgroup.com.au">petervethanayagam@menziesgroup.com.au</a>
RUKSHAN KULATUNGA	State Manager VIC	<a href="mailto:rukshankulatunga@menziesgroup.com.au">rukshankulatunga@menziesgroup.com.au</a>
TREVOR CREECH	HSEQ & Compliance Manager	<a href="mailto:trevorcreech@menziesgroup.com.au">trevorcreech@menziesgroup.com.au</a>
VERENA TACK	Business Manager	<a href="mailto:verenatack@menziesgroup.com.au">verenatack@menziesgroup.com.au</a>
NYSSA MURRAY	External Advisory Capacity to Menzies	<a href="https://linkedin.com/in/nyssa-murray-746a8272">linkedin.com/in/nyssa-murray-746a8272</a>

# OUR RAP



On 13 May 2011 Menzies signed a contract with the employment covenant ([www.generationone.org.au/employers](http://www.generationone.org.au/employers)) which highlights the importance of diversity, with specific attention to Indigenous employment at Menzies.

Additionally, Menzies was a founding member of GenerationOne, which clearly highlights our ongoing commitment to the Aboriginal and Torres Strait Islander communities.

As part of the covenant, Menzies committed to making 250 jobs available to Indigenous employees throughout the organisation, provided entry level training for our Indigenous employees and to ensure that the workplace is one which fosters a culture of supporting the retention and development of Indigenous employees.

Since the signing of the covenant, Menzies has employed 177 Indigenous employees, or 71% of our target position.



Menzies is an official partner with Supply Nation to ensure that we are always looking to engage with other like-minded companies and assisting in achieving our goals and objectives by engaging with Aboriginal and Torres Strait Islander communities.

With a depth of knowledge and experience working with Indigenous businesses and procurement teams from government and corporate Australia, Supply Nation has shaped the Indigenous business sector. Endorsed by the Australian Government as the leading directory of Indigenous businesses for their procurement teams to fulfill their targets under the new Indigenous Procurement Policy, Supply Nation is an equally trusted partner for our corporate members.

A team of specialists across Australia work intensively with businesses to embed supplier diversity in their supply chains. Through local and international partnerships and ground-breaking research, Supply Nation leads with a unique and compelling vision to build a prosperous Indigenous business sector.







# RELATIONSHIPS

By respecting and having knowledge of Aboriginal and Torres Strait Islander peoples and their cultures, Menzies staff, clients and contractors will deepen their connections to enable the provision of culturally respectful and appropriate services.

We hope to commit to fostering a culture of learning from and with Aboriginal and Torres Strait Islander peoples and view reconciliation and cross-cultural learning as a dynamic and continuous process.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish & strengthen mutually beneficial relationships with Aboriginal & Torres Strait Islander stakeholders & organisations	<ul style="list-style-type: none"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence</li> <li>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations</li> </ul>	Ongoing	RAP working group
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 our staff</li> <li>RAP Working Group members to participate in an external NRW event</li> <li>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW</li> </ul>	Annually	RAP working group
3. Promote reconciliation through our sphere of influence	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all staff</li> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey</li> <li>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey</li> </ul>	Ongoing	RAP working group
4. Promote positive race relations through anti-discrimination strategies	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination</li> <li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs</li> </ul>	Ongoing	Greg Springall
5. Include any additional unique Relationship actions to support your reconciliation journey	<ul style="list-style-type: none"> <li>List the activities that are required in order to meet the objective of the action</li> </ul>	January 2022 – January 2023	RAP working group

Our commitment to our Reconciliation Action Plan can be highlighted within our value 'Team Collaboration and Respect'



Menzies is committed to working in a respectful partnership with Aboriginal and Torres Strait Islander peoples. Building respect is a two-way process that is constructive and rewarding for all involved, and results in lowering of unintended barriers. We will learn from each other.

# RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>6.</b> 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>• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation</li> <li>• Conduct a review of cultural learning needs within our organisation</li> </ul>	Ongoing	RAP working group
<b>7.</b> Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	<ul style="list-style-type: none"> <li>• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area</li> <li>• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols</li> </ul>	Ongoing	RAP working group
<b>8.</b> Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	<ul style="list-style-type: none"> <li>• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week</li> <li>• Introduce our staff to NAIDOC Week by promoting external events in our local area</li> <li>• RAP Working Group to participate in an external NAIDOC Week event</li> </ul>	Second week in July each year	RAP working group
<b>9.</b> Include any additional unique Respect actions to support your reconciliation journey	<ul style="list-style-type: none"> <li>• List the activities that are required in order to meet the objective of the actions</li> </ul>	January 2022 – January 2023	RAP working group

Our commitment to our Reconciliation Action Plan can be highlighted within our value 'Team Collaboration and Respect'



# OPPORTUNITIES

Developing our capacity to work with Aboriginal and Torres Strait Islander communities to develop service opportunities; how, where and when to deliver our services so that more Aboriginal and Torres Strait Islander people are able to access every part of life they choose; becoming an employer of choice for Aboriginal and Torres Strait Islander people.

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>Review the business case for Aboriginal and Torres Strait Islander employment within our organisation</li><li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities</li></ul>	Ongoing	Greg Springall
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	<ul style="list-style-type: none"><li>Maintain a business case for procurement from Aboriginal and Torres Strait Islanderowned businesses</li><li>Investigate Supply Nation membership.</li></ul>	Ongoing	RAP working group
12. Include any additional unique Opportunities actions to support your reconciliation journey]	<ul style="list-style-type: none"><li>List the activities that are required in order to meet the objective of the Action</li></ul>	Ongoing	RAP working group

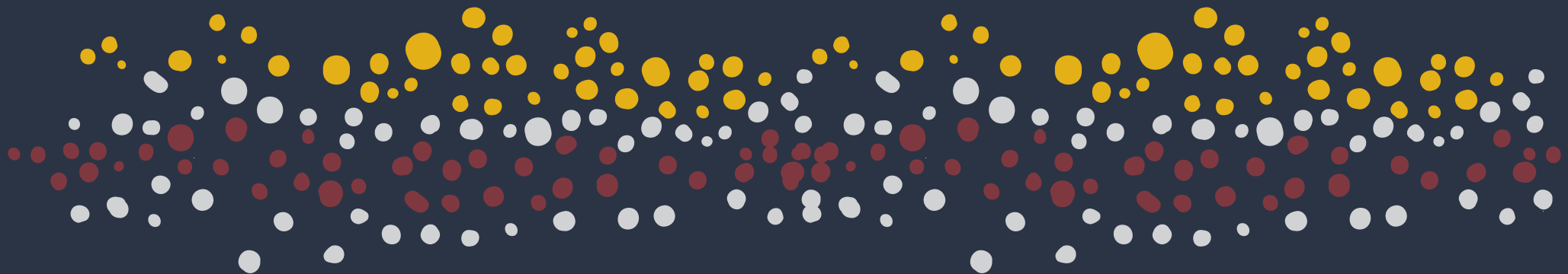
Our commitment to our Reconciliation Action Plan can be highlighted within our value 'Team Collaboration and Respect'

# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>13.</b> Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP	<ul style="list-style-type: none"><li>• Review the efficiency of RWG to govern RAP implementation</li><li>• Draft a Terms of Reference for the RWG</li><li>• Establish Aboriginal and Torres Strait Islander representation on the RWG</li></ul>	Ongoing	RAP working group
<b>14.</b> Provide appropriate support for effective implementation of RAP commitments	<ul style="list-style-type: none"><li>• Define resource needs for RAP implementation</li><li>• Engage senior leaders in the delivery of RAP commitments</li><li>• Define appropriate systems and capability to track, measure and report on RAP commitments</li></ul>	Ongoing	RAP working group
<b>15.</b> Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally	<ul style="list-style-type: none"><li>• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia</li></ul>	Annually	Greg Springall
<b>16.</b> 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>	March 2022	RAP working group



# CONTACT US



FOR ANY PUBLIC ENQUIRIES YOU MIGHT HAVE ABOUT OUR RECONCILIATION ACTION PLAN  
PLEASE CONTACT GREG SPRINGALL, CHIEF EXECUTIVE OFFICER.

EMAIL: [GREGSPRINGALL@MENZIESGROUP.COM.AU](mailto:GREGSPRINGALL@MENZIESGROUP.COM.AU) | PHONE: 0431 012 735

I N N O V A T E  
R E C O N C I L I A T I O N

ACTION PLAN FOR THE YEARS  
FEBRUARY 2022 – FEBRUARY 2023

