

RECONCILIATION ACTION PLAN REPORT

2017 - 2020



RECONCILIATION
ACTION PLAN

ELEVATE



COMPASS
GROUP



Acknowledgement of Country

Compass Group Australia acknowledges the Traditional Owners of the lands on which we operate, and we pay respect to their Elders past, present and emerging. We acknowledge Aboriginal and/or Torres Strait Islander peoples as the First Nations peoples of this country and recognise their continued connection to land, water and community.

We recognise that First Nations peoples' history and rich cultures are engrained in Australia's history, and this is something that all Australians should recognise, be proud of and celebrate.

Executive Summary

Our Elevate RAP signifies years of dedicated commitment by Compass Group to Closing the Gap. It also captures our focus on what positive, sustainable and capacity building outcomes we wanted to achieve for Aboriginal and/or Torres Strait Islander peoples in Australia. Driving and achieving reconciliation is a critical part of our company's DNA. We do it because we want to make a positive difference in the lives of Aboriginal and/or Torres Strait Islander peoples through out Australia.

COVID-19 Compass Group Responds

COVID-19 has caused the closure of businesses across Australia and created challenges our hospitality contracts and operations. Standing down staff, reducing employee working hours, and redeploying existing staff into new opportunities was impacting our Aboriginal and/or Torres Strait Islander employment and training commitments.

To address the matter, we took a pro-active approach to set aside some of our vacant positions to place Indigenous candidates. We also worked with other companies to accommodate their First Nations employees that had been stood down during COVID-19. We had to implement innovative adjustments to source, recruit, train and upskill Aboriginal and/or Torres Strait Islander jobseekers. We used Zoom, Microsoft Teams and other technology to meet, screen and interview potential employees.

We also had to adjust timing and design different ways to deliver training to inexperienced Aboriginal and/or Torres Strait Islander jobseekers. This involved delivering on the job competency based training, where our new employees were shadowed by their trainers and mentors.

During COVID-19, we created food boxes for essential workers and First Nations communities. We have numerous relationships with Aboriginal and/or Torres Strait Islander organisations, including Kariyarra Aboriginal Corporation and the Noongar South West Land and Sea Council. We worked with these organisations to supply fruit, vegetables and grocery essential boxes, which they distributed to vulnerable families. 300 Indigenous families were supported through this program.



Our Successful History

Compass Group has made a considerably positive contribution increasing Indigenous participation across multiple pillars — ranging from training and employment, community engagement and supplier diversity.

9059

STAFF TRAINED

Since 2014, 9059 new staff members and managers have completed Cultural Awareness Training.



11

JOINT VENTURES

Since 1998, 11 Joint Venture partnerships with Indigenous organisations.



\$312M

2015 ANNUAL REVENUE

Our Joint Venture Companies have a total annual revenue of \$312 million. Our Aboriginal and/or Torres Strait Islander partners held 40-50% shares in these entities.



2009

FOUNDING MEMBER

Founding member of Supply Nation since 2009.

Proud supporter of Supply Nation.



1349+

PEOPLE EMPLOYED

1349+ Aboriginal and/or Torres Strait Islander people have been employed since commencing our elevate RAP in 2017. Exceeding our target by 17%.



\$15.1M

2020 ANNUAL SPEND

In 2020, we spent over \$15.1M on Aboriginal and/or Torres Strait Islander owned businesses for our clients.



46+M

GROWTH RATE

From 2017 - 2020 we spent \$46M on goods products and services supplied by certified Aboriginal and/or Torres Strait Islander businesses.



80+

BUSINESS ENGAGED

80+ Aboriginal and/or Torres Strait Islander businesses engaged in our Supply Chain.



190

UP-SKILLING TRAINING

Since January 2009, we have delivered 100 Certificate II up-skilling training programs and since January 2017, 190 Aboriginal and/or Torres Strait Islander staff have undertaken professional development programs.

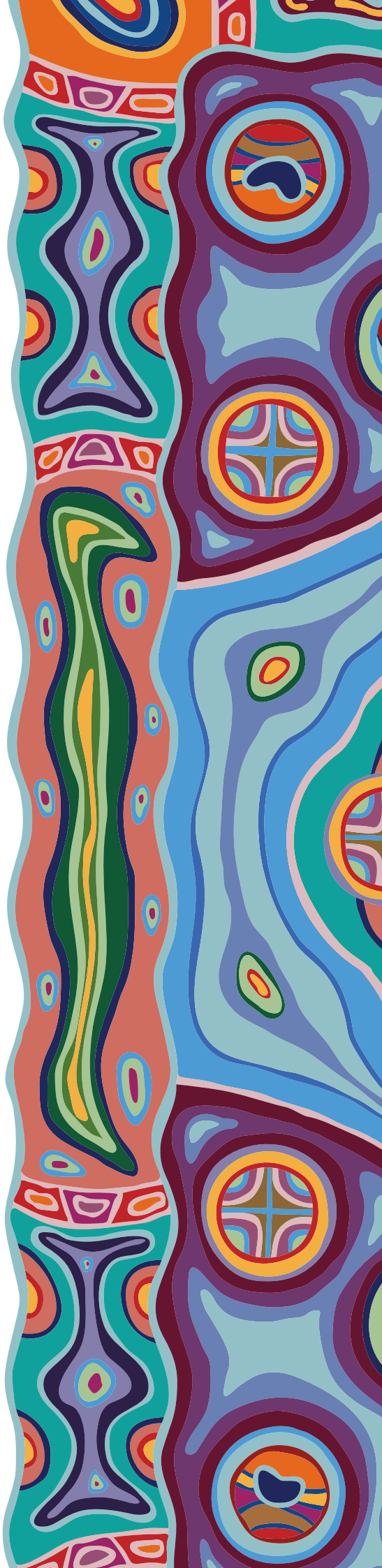


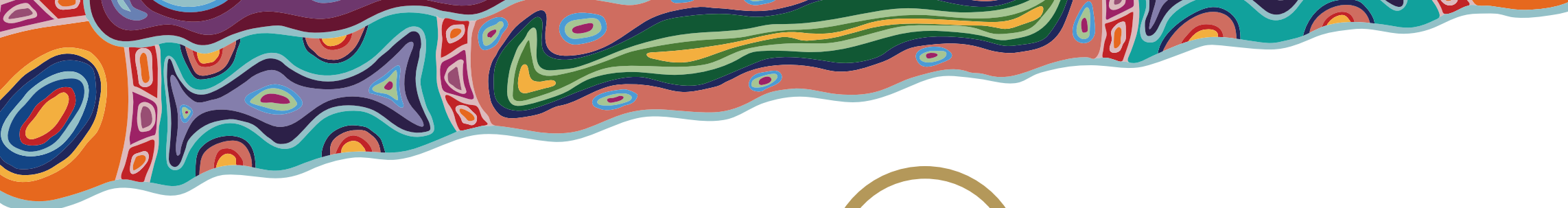
1879

PROJECT 1050

During our RAP we placed 1879 Indigenous job seekers into employment and achieved a 72% retention rate.

Exceeding our target of 1050.





Relationships

Compass Group actively develops relationships and collaborates with Aboriginal and/or Torres Strait Islander peoples, communities, organisations, businesses, clients, and other stakeholders to create sustainable and impactful opportunities for First Nations peoples in Australia.

We take pride in being an Elevate RAP organisation and proactively share our experiences and journey in working and walking with Aboriginal and Torres Strait Islander peoples in this country, to make a sustainable difference.

Key Achievements

Successful partnerships with:

- The Clontarf Foundation and Wirrpanda Foundation. Compass Group is proud to support Clontarf and Wirrpanda events and provide graduates with opportunities to receive work experience, training and employment with our company.
- 80+ Aboriginal and Torres Strait Islander businesses engaged with our supply chain providing goods and services to our operations across the country.
- Numerous Aboriginal and/or Torres Strait Islander communities, organisations and peak bodies throughout the country.
- Compass Group actively participates in and encourages the recognition and celebration of significant cultural events and milestones observed by both Australian First Nations peoples and those from different regions of the world. These important dates, events and celebrations are recorded in our yearly event calendar and are observed annually by our staff and clients throughout our business operations. Such activities provide greater understanding of the contributions, importance and values of First Nations peoples in our country's collective history and the need to reconcile the past with the present.

Keys Learnings

The most important lesson we have learnt on our reconciliation journey is the need for us to continue to partner, collaborate and work with First Nations peoples, communities and stakeholders to co-design and create sustainable and positive economic, social solutions and cultural outcomes.

Opportunities

Compass Group is committed to helping 'Close the Gap' in outcomes for Aboriginal and/or Torres Strait Islander peoples and we have been working hard to create a range of long term, sustainable opportunities in training, employment and business engagement.

Key Achievements:

- **Training and Employment commitment** - We have committed and exceeded our commitments in training and employment over the period of our Elevate RAP (2017-2020):
 - We committed to placing 12 Aboriginal and/or Torres Strait Islander employees in Apprenticeships. We achieved 39 placement.
 - We committed to placing 16 Aboriginal and/or Torres Strait Islander employees into Traineeships. We achieved 66 placements.
 - We delivered 100 pre-employment training programs for Aboriginal and/or Torres Strait Islander jobseekers.
 - We committed to employing 1,152 Aboriginal and/or Torres Strait Islander jobseekers over the period of our RAP. We employed 1,349, achieving a 117% result, exceeding our target.
 - We achieved a national 10.1% Aboriginal and/or Torres Strait Islander staff participation rate in our Offshore and Remote sector operations.

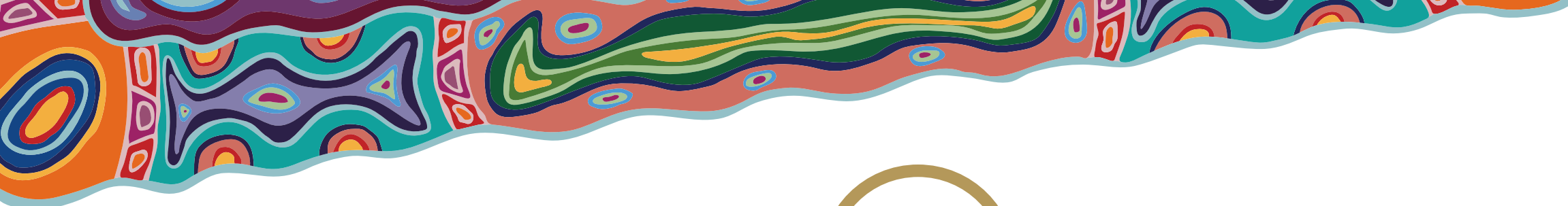
- **Project 1050** - We had a target of placing 1050 new Aboriginal and/or Torres Strait Islander jobseekers into employment for our Commonwealth Indigenous Employment Parity Initiative (EPI) Project. We achieved 1879 Aboriginal and/or Torres Strait Islander employment placements. Exceeding our 1050 employment commitment as outlined in our 2017 – 2020 Elevate RAP.
- **Business Engagement** - We committed to grow our Aboriginal and/or Torres Strait Islander business spend from January 2017 to December 2020 by an additional \$5,680,523. In 2017 we spent approximately \$7M and this jumped up to spending \$15.1M in 2020. We exceeded our RAP target and from 2017 to 2020 we had a spent total of \$46M.
- **Number of Aboriginal and/or Torres Strait Islander Businesses Engaged in our Supply Chain** - Over the period of our RAP, we also committed to expand the number of Indigenous businesses on our Supply Chain list of approved suppliers. Our target was to go from 25 to 50 by December 2020. The total number of Indigenous businesses we engaged has been 80+, again exceeding our target.

Key Learnings

To provide more opportunity to and increase the number of Aboriginal employees not only in frontline and supervisory positions, but middle and higher-level management roles.

We will continue to expand our Aboriginal and/or Torres Strait Islander business engagement, increasing our geographical and category coverage. This will provide opportunities to partner with more First Nations businesses and give our clients a wider range of goods and services. In addition this will positively impact business and communities in regions which we operate.





Respect

As a company with staff from culturally diverse backgrounds, we have an ongoing commitment to deliver First Nations cultural competency training, ensuring that our staff are engaged and proactively participate in reconciliation activities.

Our aim is to always strive to improve our employees' understanding and recognition of historical acceptance, race relations, equality and equity, institutional integrity and unity.

Key Achievements

- Compass Group Australia through the support of our Managing Director, Australian Leadership Team and Diversity & Inclusion Team has created a workforce that embraces reconciliation and diversity and is aware, understands and celebrates the uniqueness of Aboriginal and/or Torres Strait Islander cultures, histories and achievements:
- 100% of our employees have undertake structured cultural learning online each year. This is provided via an online module on our internal Compass College platform. This training and induction program is compulsory for all our new staff.
- Since 2014, 9059 new staff members and managers have completed a mix of online and face to face Cultural Competency and Awareness Training in various locations across Australia. We have engaged respective Traditional Owners and Aboriginal and/or Torres Strait Islander businesses to collaborate, co-design and deliver these impactful training programs.

Key Learnings

With our labour turnover, our WRB Survey results for 2018 and 2020 show the need for us to continually provide Cultural Competency and Awareness Training to increase the understanding of reconciliation and the inclusion and recognition of Aboriginal and/or Torres Strait Islander peoples' history and contributions.

Boost the delivery of ongoing Cultural Competency and Awareness Training with multiple delivery methodologies via online, face to face and cultural immersion activities for staff.

Ultimately, we want to close the view that "Australian history" and Indigenous histories are distinct.



Governance

Our RAP governance structure is inclusive and underpinned by Aboriginal and/or Torres Strait Islander peoples' voices. Championed by our Managing Director, our RAP governance helps build an environment of inclusivity, trust, transparency and accountability.

This is critical in fostering and building respectful relationships between Aboriginal and/or Torres Strait Islander peoples and other Australians to create a fair and equal society.

Key Achievements

- Genuine commitment and ongoing support from our Managing Director and The Australian Leadership Team.
- The Australian Leadership Team is responsible for approving and driving RAP progress.
- Our Diversity and Inclusion Advisory Committee (DIAC), along with our First Nations Working Group, develop, drive and monitor our commitments and key initiatives imbedded in our RAP and champion our RAP across our business sectors. We have five Indigenous staff members from various parts of our operations and from various locations across the country in our First Nations Working Group.
- The General Manager of Diversity and Inclusion is a Noongar Yorga (Aboriginal) and champions our RAP across our business, steering the development and implementation of the RAP and preparing quarterly reports for the Compass Group MD, ALT, DIAC, First Nations Working Group and Reconciliation Australia.
- Our Diversity and Inclusion Unit is responsible for working with operations on the day-to-day implementation of RAP initiatives.
- Our Managing Director, Executive Directors, General Managers, Managers and Supervisors take on leadership roles in championing and driving our RAP. This is also embedded in their performance agreements.

Key Learnings

Compass Group is committed to keep improving the reporting and data analysis to capture continuous improvements, key results and key learnings in our RAP quarterly and annual reporting framework.

Extend the invitation to external Aboriginal and/or Torres Strait Islander peoples, organisations and peak bodies, with whom we are connected, to be involved in our RAP Leadership Project, initiatives and First Nations Working Group.

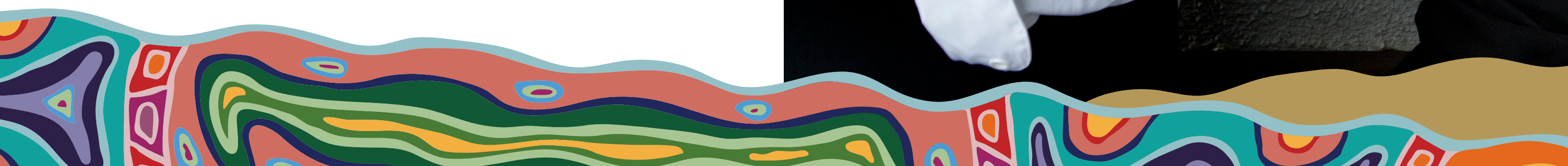
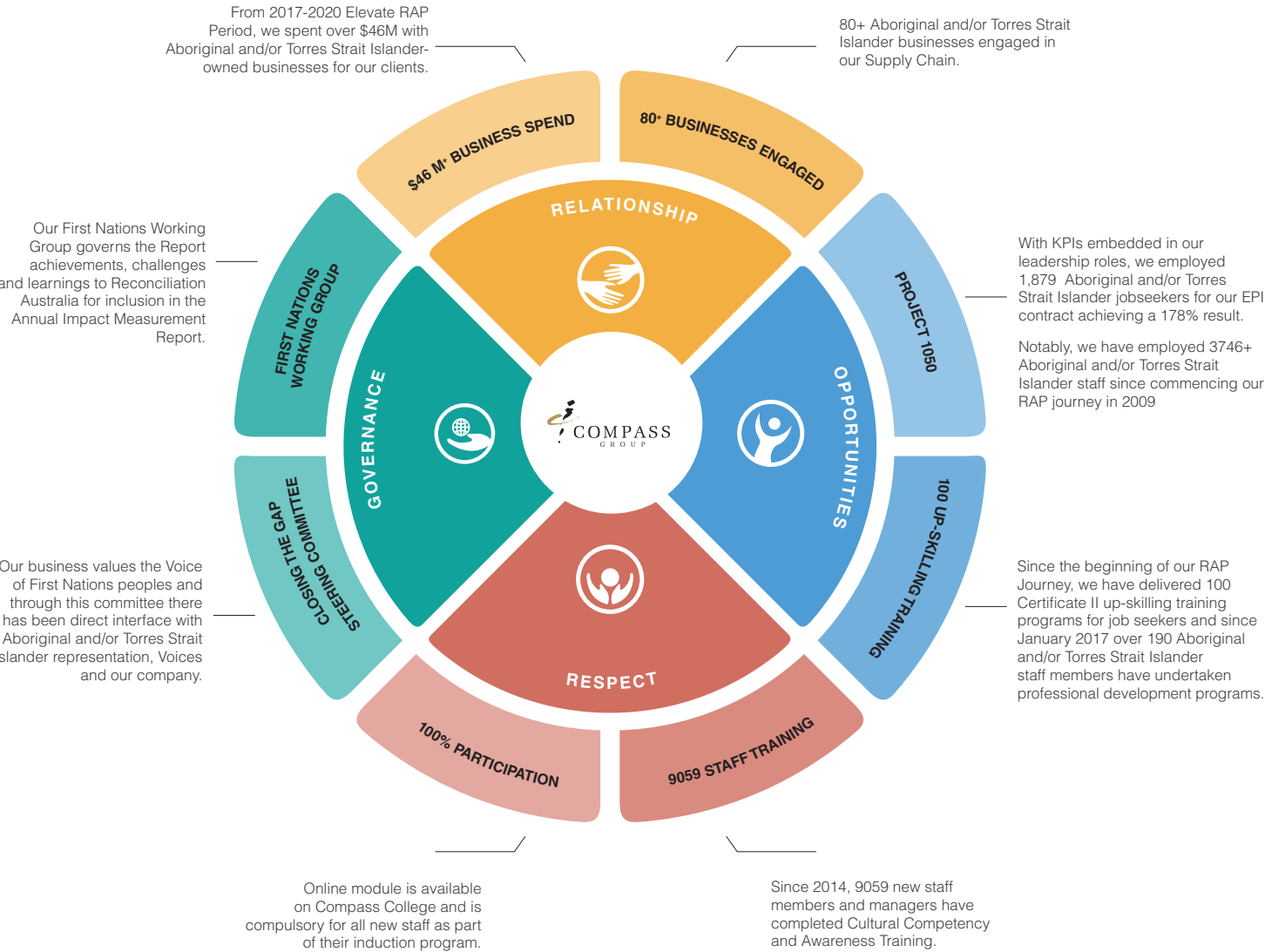
Expand our First Nations Working Group by engaging with employees from different levels and sectors of our operations, encouraging them to formally apply and be part of our new RAP Leadership Project and new RAP initiatives.



Elevate Reconciliation Action Plan

2017-2020 Key Achievements


Compass Group's Reconciliation Action Plan Report enables the business to collectively reflect on our progress against the outlined commitments of Respect, Relationships and Opportunities in 2017– 2020.



Key Indigenous Businesses


As a true market leader in supplier diversity in Australia, we have a dedicated program that ensures our procurement and contracting teams work effectively with Indigenous businesses to incubate, mentor and grow.

Below are some examples of existing and ongoing successful partnerships we have with a number of Aboriginal and/or Torres Strait Islander peoples owned and/or Supply Nation certified suppliers, each providing a diverse range of products and services for Compass Group and our Member clients.




Integrity First Aid

First Integrity Health & Safety is Australia's leading Indigenous-owned provider of Health & Safety products, customised training and software, working with their clients to provide tailored First Aid training to staff, support office and out in the field. They represent Donesafe, a leading cloud-based risk management solution




Pacific Facilities Services

Pacific Facilities Services provides professional commercial cleaning and facilities management services for the Corporate, Construction and Hospitality Industries in Sydney, New South Wales and Australia for a broad range of clientele.




Corporate Connect .AB

Part of Corporate Connect .AB's program is the development of a double walled Indigenous embossed coffee cup as well as a variety of food service related beverage and consumer products into the Australian corporate market.




Waddi Springs

Waddi Springs was formed by Indigenous Beverages Australia and offers a range of quality Natural Spring Water, Beverage and Specialty Coffee Products. Waddi specialise in supplying the Mining and Resources Sectors, Catering, Hospitality Sector, Marine Services, Corporate and Government agencies.




CMJ Wholesale

CMJ Wholesale is an Indigenous Food Distributor and Wholesaler delivering quality wholesale meat, dry, frozen and chilled goods. They have a group of highly dedicated, experienced and skilled people in the areas of butchery, warehouse and logistics, administration and sales to ensure high quality of supply.




Evolve FM

Evolve FM is the first and only ATSI certified full service facilities management business in Australia. Working with JLL, the partnership is based on a commercial framework that will enable the delivery of social initiatives to be delivered that positively change the lives of both Indigenous and non- Indigenous men and women.




BriJarCass

BriJarCass is a unique full service cleaning, security and property maintenance company in Onslow WA. Services include Alarm Systems, Gardening & Landscaping. Housing Maintenance Cleaning of all applications and Professional Résumé Writing Service as well as a Hairdressing Salon.




Print Junction

Print Junction is an Indigenous and family owned business providing a complete range of services which include graphic design, full colour offset and digital printing, binding and finishing.




Abundance Produce

Abundance is a privately owned Aboriginal company and food supply business committed to providing exceptional service, the best local produce with formidable capabilities, buying power and expertise around fresh/processed fruit and vegetables.




Pacific Services Group (PSG) Holdings

PSGH provides project, account management, recycling and waste solutions, cleaning, hygiene services, and occupational health programs. They manage a diverse range of facilities, including public sites at tourist attractions, scientific research centres, office spaces, remote buildings, mining camps and retail spaces.




Yaru Water

Yaru introduced Australia's first Indigenous bottled water. They offer both still and sparkling water naturally sourced, in a variety of sizes and product ranges both directly and indirectly into the Australian market.




Indigiearth

IndigiEarth offers traditional, Indigenous Australian made products. The range includes native bush food and skincare products and consumables. All raw native fruits, produce and materials are purchased from Aboriginal communities across the country ensuring that employment, income and education stay within the community.



Redgate Beach Meats

Established since 2007 and based in East Cannington, WA, Redgate Beach Meats is a food service distributor with the capability to supply wholesale meat, dry and frozen, chilled goods.



Goal Indigenous

Goal Indigenous provide a wide range of labour, recruitment and human resource services in the Mining, Civil Construction, Building Construction, Administration, Cleaning and Property Services Industries.

Success stories

CMJ Wholesale

We are proud of our partnership with the team at CMJ and especially how we have been able to positively support CMJ and our other Aboriginal and/or Torres Strait Islander and broader SME Supply Partners across Australia during the difficulties of COVID. Since 2017, we have invested in, and enjoyed a deep relationship with Catherine and Chris, founded on our shared values and especially trust. This relationship underpinned our work with CMJ who were severely impacted by the bushfires that hit in early 2020 and then furthermore by the COVID trading impact. Our unique Foodbuy business was able to work hand-in-hand with our ESS Defence team and their clients, where we created new opportunities and collaboration to support them through these challenges. We continue to work closely with, and support the further growth, of CMJ across our business sectors.

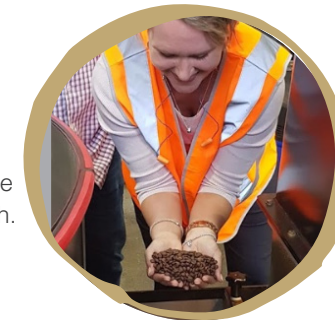


Waddi Springs

In 2017, Waddi Springs Coffee was identified and introduced into the Micro-Kitchen (MK) concepts within a client Head Office, in Sydney, NSW. Foodbuy completed a tasting with the customer where feedback was overall very positive and the coffee introduced as a permanent line item.

Additionally, Waddi Springs natural spring water is a quality complement to coffee with a number of key Member clients including this product as part of their core range.

Since their incubation, spend across all Waddi Springs products has increased at an impressive average of 26% per month.



Indigenous Career Development Nathan Rodd – Unit Site Manager

Nathan was originally placed in a town-base position at Whaleback Village in Mount Newman as a Storeman. During this time, he was put through various training programs to help him develop in his role. He stayed at Whaleback Village for a year and half, and during this period, also worked in mine-site cleaning and the kitchen when required. He then had the opportunity to move to Spinifex Village where he started in the kitchen and stayed in this role for several years. He then moved into housekeeping. Based on his experience, knowledge and capability, he was always getting asked to work in the kitchen area and after few years, he was offered a role as Kitchen Supervisor. During his time in the kitchen, he excelled and has recently moved departments and progressed in his career to the position of Unit Site Manager.

“Compass Group offered me the opportunity in 2019 to join their national Closing the Gap Steering Committee to make a difference. I feel really honored to be able to work with senior leaders inside our business and work on some key Indigenous projects and initiatives. It excites me that I have the chance to be part of something so great”



“

We use our experience to assist clients to help engage with Supply Nation certified suppliers and other Aboriginal and/or Torres Strait Islander peoples owned businesses to meet supplier diversity objectives and deliver on their key policy goals.

Bren Gray
General Manager of Procurement Capability





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Compass Group Reconciliation

Artwork Story – “This artwork is inspired by Compass Group’s First Nations Reconciliation journey. Passion is represented by the sun in the centre of the painting. Flowing out from this energy are four circle designs signifying people working together in collaborative inspirational ways to nurture, nourish and support Indigenous communities with sustainable quality programs and services. The whole is encircled by a panel that protects this holistic and dynamic approach.”

Sally Morgan Indigenous Artist

