

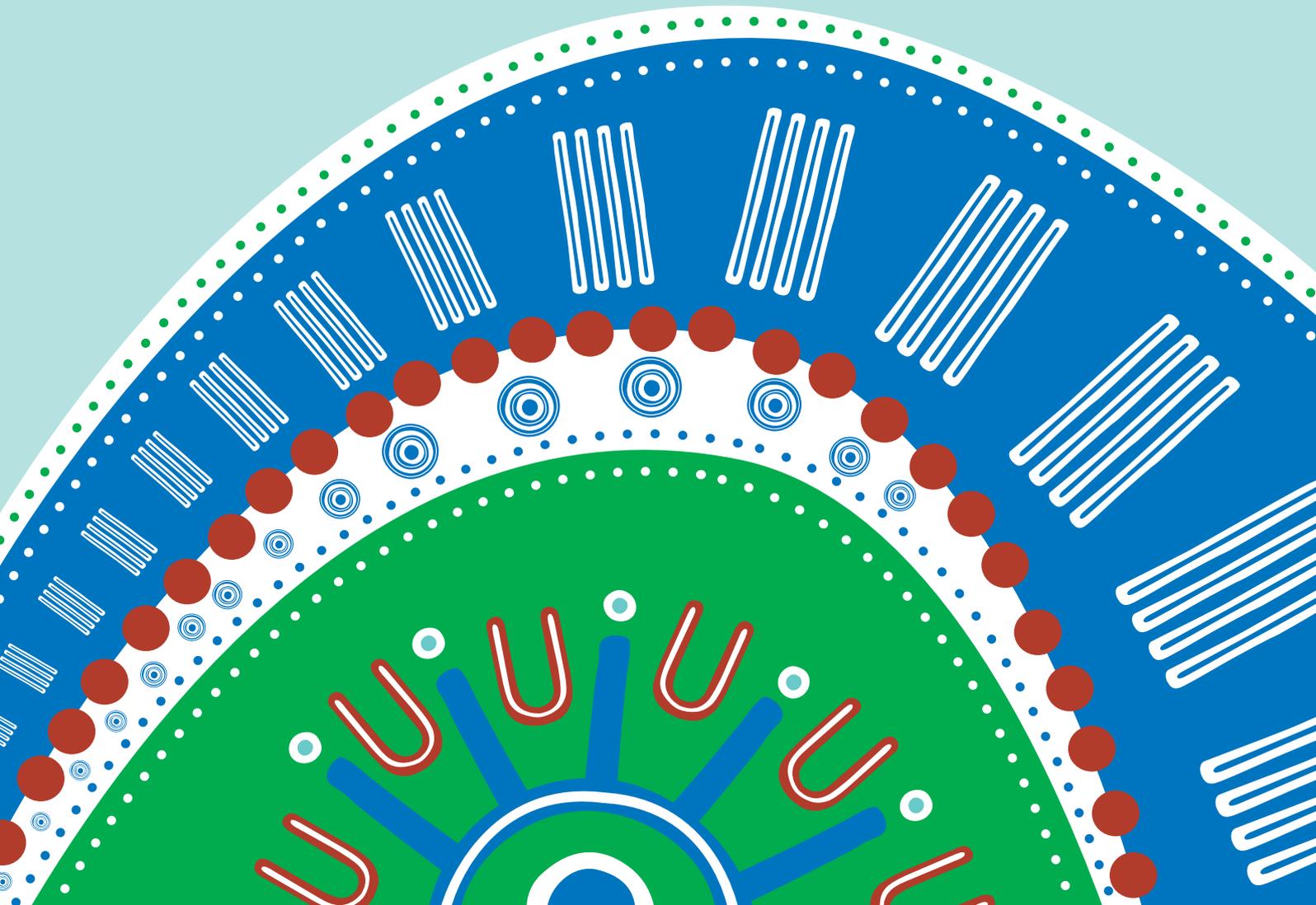


■ Cleaning & Maintenance ■



Reflect Reconciliation Action Plan

May 2018 – May 2019





Our Business

Zippy Cleaning and Maintenance Services has been providing cleaning and maintenance solutions to South Australian and Northern Territory organisations since 1985.

Our client base is diverse and includes organisations in local, state and federal government, education, medical and property management sectors as well as many private sector clients. The facilities that we service are located in metro, regional and remote areas and range from CBD high-rises to industrial facilities.

Our range of services includes:

- Scheduled commercial cleaning
- Specialised services such as window cleaning, carpet cleaning and hard floor treatments
- Hygiene services including sanitary and nappy bins, sharps disposal and linen services
- Waste services including recycling and organic waste
- Property maintenance including exterior and garden maintenance and pest control.

Our organisation has a strong focus on sustainability and we are continually researching chemical and waste reduction solutions; not only for/in our own operational processes but also those of our clients. We are committed to reducing the impact that our industry has on our Country's eco-system and are proud to currently be the only commercial cleaning provider in South Australia and the Northern Territory to offer 100% chemical free cleaning solutions.

Our family-owned and operated organisation employs approximately 430 cleaning staff across South Australia and the Northern Territory. We are committed to providing secure employment opportunities to our staff and we avoid using contractors wherever possible. We are currently unaware of the exact number of Aboriginal and Torres Strait Islander staff employed by Zippy. Although we have been proactive in efforts to employ Aboriginal and Torres Strait Islander workers. Through the development of our RAP we will work towards collecting this data in a meaningful manner and we see the RAP playing a key role across our organisation to create meaningful and authentic actions that assist us in playing our role in reconciliation.

In South Australia, our cleaning staff are managed and mentored by our 6 Client Services Managers and in the Northern Territory employees have the full support of our NT State Manager and 2 Client Services Managers who are based at our State Office in Winnellie, Darwin. Additionally, our senior management and administration teams, based at Head Office in Joslin, Adelaide, are always available to provide support where required.



Following the commencement of our membership with Supply Nation in 2016, we began to realise the opportunities that we're available to us to support equal opportunity for all Australians. The development of a Reconciliation Action Plan provides a framework and clear plan for how this will be achieved within our organisation.

The reason why Zippy has developed a Reconciliation Action Plan can be broken down in to three key opportunity areas; awareness, employment and procurement. These key areas are the common themes that run through the actions of our RAP.

Awareness

Through our experience of employing Aboriginal and Torres Strait Islander employees, and working within Aboriginal and Torres Strait Islander communities in both South Australia and the Northern Territory, we identified that there was a clear need to increase awareness amongst our employees and clients about the culture and history of First Australians.

By creating an awareness of the difficulties and barriers faced by Aboriginal and Torres Strait Islander people both in the past and in the present, we believe that we can provide a more supportive and understanding service and more authentically advance reconciliation for all Australians.

Employment

At Zippy, we feel that we can offer excellent entry-level employment opportunities to Aboriginal and Torres Strait Islander people and also provide career progression opportunities. We wanted to develop a RAP to provide a framework to make employment in the cleaning industry more accessible and sustainable for local Aboriginal and Torres Strait Islander people in the locations where we deliver contracts.

Procurement

Although we had already commenced working with Aboriginal and Torres Strait Islander owned businesses prior to the development of our RAP, we could see that there were more procurement opportunities within our organisation and therefore felt that it was important to include this key area in our RAP.

By working closely with Aboriginal and Torres Strait Islander owned businesses within South Australia and the Northern Territory, we can positively contribute to the growth and success of Aboriginal and Torres Strait Islander businesses and individuals.

Our RAP Journey



**October
2016**

Commenced Supply Nation membership.

**November
2016**

Met with the SA Industry Participation Consultant for Indigenous Business, Sue Panagaris, to discuss business opportunities (procurement and partnerships).

Commenced research in to joint venture and partnership opportunities with an Indigenous owned business.

**January
2017**

Relationship formed with Ochre Dawn Industries. Became preferred supplier for promotional material and large scale printing (e.g. banners).

**May
2017**

Attended Supply Nation Connect 2017 Conference.

Attended National Reconciliation Week Breakfast event.

**June
2017**

Relationship formed with Print Junction. Became preferred supplier for printing services (marketing material, stationary, etc).



December 2017

November 2017

September 2017

August 2017

July 2017

Relationship formed with Quick Corporate, who contributes part profits of Indigenous branded products to the Kulbardi Fund. Quick Corporate became preferred supplier for office stationary products (paper, pens, etc).

Engaged with Corporate Connect AB to facilitate our RAP journey.

Formed a RAP Planning Group consisting of 2 Aboriginal employees and 4 non-Aboriginal corporate employees which operates to form the RAP actions and objectives.

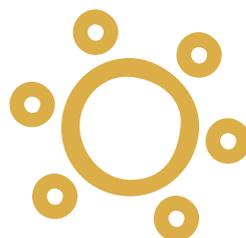
Attended Indigenuity SA Aboriginal Business Expo and network with Aboriginal businesses with whom we may be able to work with in business.

Business partnership formed between Zippy and The David Liddiard Group.

Implemented internal processes to ensure that information about Aboriginal & Torres Strait Islander heritage is captured at time of employment.

Purchased Acknowledgement of Country banner for Reception area from Ochre Dawn Industries.

Met with David Liddiard (David Liddiard Group) to discuss the progress of our RAP and gain his feedback and insights.



Our RAP Champions

To ensure that our RAP considered all aspects of the business and the people within the business, we developed a RAP Committee comprising Zippy corporate and cleaning employees of both Indigenous Australian and non-Indigenous Australian backgrounds.

The RAP Committee is made up of the following Zippy representatives:

- 2 cleaning employees of Aboriginal and Torres Strait Islander heritage
- Company Executive
- General Manager
- Operations Manager
- NT State Manager
- Marketing & Communications Officer.

The two Aboriginal and Torres Strait Islander cleaning employees are Keagan Hunter and Jaqueline Mobourne.

Our Partnerships & Current Activities

Supply Nation

In October 2016, Zippy took the steps to become a Supply Nation member as it was becoming increasingly apparent that supplier diversity was a key area of the business that needed improvement.

Zippy is committed to contributing to the growth of Indigenous business in South Australia and the Northern Territory, hence our decision to become members and make an active effort to make a difference. Since the commencement of our membership, we have had the opportunity to network and work together with a number of certified members and we continue to maintain these professional relationships even after our requirements with those suppliers have been met.

Members of our senior management team have also attended a number of Supply Nation events, which has allowed for the development of relationships with Aboriginal and Torres Strait Islander people as well as exposure to Indigenous culture through Welcome to Country, smoking ceremonies and performances.

Procurement

Through our Supply Nation membership and the relationships developed through networking opportunities, Zippy have commenced working with a number of Indigenous businesses, all with very positive outcomes.

To date, we have employed/contracted the services of Aboriginal and Torres Strait Islander owned businesses to handle our stationary supplies, printed media (brochures, business cards, etc) and promotional and display items (promotional USBs and display banners).

Events

Through relationships that we have built with Aboriginal and Torres Strait Islander people (through business, networking, etc), Zippy employees have had the opportunity to attend a number of significant Aboriginal and Torres Strait Islander events in 2017. These include:

- **2017 Reconciliation Week Breakfast**
This event, held by Reconciliation SA, provided Zippy attendees with a great insight in to traditional and contemporary culture as well as the challenges faced (and for many, overcome) by Aboriginal and Torres Strait Islander people, particularly through the stories told by keynote speaker, Dr Jackie Huggins AM.
- **Supply Nation Connect 2017 Conference and Trade Show**
This event was an excellent opportunity to meet with Aboriginal and Torres Strait Islander owned businesses from around the country as well as listen to and celebrate supplier diversity success stories.
- **2017 Indigenuity Aboriginal Business Expo**
In addition to the cultural exposure through the Welcome to Country by Allan Sumner, this event provided an excellent opportunity for Zippy employees to meet with Aboriginal owned businesses based in South Australia and discuss the opportunities that we can offer from a procurement perspective.

David Liddiard Group

In 2017, we commenced a successful working relationship with The David Liddiard Group, specifically CorporateConnect AB. CorporateConnect AB is a proudly Aboriginal owned and operated business, whose goal is to close the gap in Indigenous employment through the facilitation and implementation of tailored employment and retention strategies and community engagement plans.

CorporateConnect AB is providing valuable facilitation and feedback as we develop and implement our RAP.

Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group	<ul style="list-style-type: none"> Form a RAP Working Group that is operational to support the implementation of our RAP, comprising of 2 Aboriginal and Torres Strait Islander people and decision-making staff from across our organisation (SA and NT). 	March 2018	General Manager
2. Build internal and external relationships	<ul style="list-style-type: none"> Make contact with a South Australian Indigenous cultural awareness Company (e.g. Kornar Winmil Yunti – KWY), and make a plan for cultural awareness activities to be undertaken by Zippy employees. 	June 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Meet with our Aboriginal & Torres Strait Islander employees to discuss challenges they have faced during their employment at Zippy and elsewhere to gain an understanding of what we need to do to understand the challenges faced by Aboriginal and Torres Strait Islander employees and potential employees and through that, determine the support systems that we need to put in place for our Indigenous employees. 	June 2018	Operations Manager
	<ul style="list-style-type: none"> Make a connection with a South Australian training organisation (e.g. Taoundi Community College) and discuss collaboration opportunities on our proposed RAP activity. 	July 2018	Operations Manager
	<ul style="list-style-type: none"> Identify an Aboriginal business or organisation in the Northern Territory and investigate potential mutually beneficial relationship opportunities. 	July 2018	NT State Manager
3. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Once the local community event programs for NRW 2019 have been released we will encourage our corporate and cleaning staff to attend and participate. We will communicate via our staff newsletter, social media, payslips and staff portal. 	April 2019	Marketing & Communications Officer
	<ul style="list-style-type: none"> Client Services Managers will distribute printed NRW program information to employees (including the NRW website) when visiting staff on site and information will also be circulated to employees through social media, pay slips, staff portal, news section on website, newsletter. 	April 2019	Operations Manager
	<ul style="list-style-type: none"> Our RAP Working Group will participate in a NRW event organised by a local council (SA and NT offices) to recognise and celebrate NRW. 	May 2019	Marketing & Communications Officer
	<ul style="list-style-type: none"> Investigate NRW event or Aboriginal community support program sponsorship opportunities within our existing and prospective client database. 	April 2019	Operations Manager
4. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness amongst all corporate and on-site employees across the organisation about our RAP commitments. 	May 2018	General Manager
	<ul style="list-style-type: none"> Develop and implement a plan to engage and inform key personnel of their responsibilities within our RAP. 	May 2018	General Manager

Respect

Action	Deliverable	Timeline	Responsibility
5. Investigate Aboriginal and Torres Strait Islander cultural learning and development	<ul style="list-style-type: none"> Develop an overview of the mutually beneficial outcomes of our organisation understanding more about Aboriginal and Torres Strait Islander culture and history and circulate this information to all employees and the Advisory Board. 	May 2018	Company Executive
	<ul style="list-style-type: none"> Subscribe to Koori Mail and have available at Head Office for employees and visitors. 	June 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Provide links in staff communication to National Indigenous Times and The First Nations Telegraph. 	June 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Investigate a visit for key staff to the Living Kurna Cultural Centre at Marion including meeting an Elder for a cultural discussion (and similar in Northern Territory). 	July 2018	Operations Manager
	<ul style="list-style-type: none"> Undertake an online and face-to-face staff survey to gauge current levels of cultural understanding and awareness. 	August 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Conduct a review of cultural awareness training needs within our organisation to inform the development of a cultural awareness strategy for all staff and new employees. 	September 2018	Operations Manager and Marketing & Communications Officer
6. Participate in and celebrate NAIDOC Week	<ul style="list-style-type: none"> Circulate programs for NAIDOC events in South Australia and the Northern Territory to all corporate and on-site employees through our communication channels. 	May 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting community events in our local area in South Australia and the Northern Territory. 	May 2018	Marketing & Communications Officer and NT State Manager
	<ul style="list-style-type: none"> Ensure our RAP Working Group participates in an external NAIDOC week event in South Australia and the Northern Territory. 	July 2018	General Manager
7. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	<ul style="list-style-type: none"> Scope and develop a list of Traditional Owners of the lands and waters local to our organisation's physical locations in South Australia and the Northern Territory and share this information with corporate and on-site employees. 	September 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Connect with Taoundi Community College and invite a representative to speak to corporate employees about the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols. 	September 2018	Marketing & Communications Officer, Operations Manager and NT State Manager
	<ul style="list-style-type: none"> With appropriate external support, develop an internal document that outlines the protocols around Acknowledgment to Country (e.g. when it should be used, who it should be said by, etc). 	February 2019	Operations Manager
	<ul style="list-style-type: none"> Acknowledgement of Country banner to be permanently displayed in Reception areas in South Australia and the Northern Territory offices. 	February 2019	Marketing & Communications Officer
8. Explore other ways to demonstrate respect and build staff cultural capabilities	<ul style="list-style-type: none"> Celebrate/recognise Aboriginal and Torres Strait Islander dates of significance through our communication channels. 	May 2018 (monthly)	General Manager & Company Executive
	<ul style="list-style-type: none"> Investigate the appropriateness for the online Reconciliation Australia tool "Share Our Pride" for cultural awareness for our staff. 	October 2018	General Manager & Company Executive

Opportunities

Action	Deliverable	Timeline	Responsibility
9. Investigate Aboriginal and Torres Strait Islander employment	<ul style="list-style-type: none"> Aboriginal & Torres Strait Islander Recruitment Policy to be drafted including objectives and targets. 	February 2019	Operations Manager
	<ul style="list-style-type: none"> Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities. 	December 2018	Operations Manager
10. Investigate Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. 	August 2018	Company Executive
	<ul style="list-style-type: none"> Develop a Procurement Policy that encourages local South Australian and Northern Territory Aboriginal business procurement within the Company. 	December 2018	Operations Manager
11. Investigate training opportunities for Aboriginal & Torres Strait Islander employees.	<ul style="list-style-type: none"> Investigate partnering with an appropriate Aboriginal Registered Training Organisation to provide hands on, practical work experience opportunities and/or support Cert III & Cert IV Cleaning Maintenance for Aboriginal and Torres Strait Islander employees and make recommendations for potential initiative. 	February 2019	Operations Manager

Governance & Tracking Progress

Action	Deliverable	Timeline	Responsibility
12. Build support for the RAP	<ul style="list-style-type: none"> Define resource needs for RAP development and implementation. 	30 September 2018	Marketing & Communications Officer
	<ul style="list-style-type: none"> Define systems and capability needs to track, measure and report on RAP activities. 		
	<ul style="list-style-type: none"> Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia. 		
	<ul style="list-style-type: none"> Develop a presentation that will update our Advisory Board on the RAP process, our RAP commitments and progress. 	31 May 2018	General Manager
	<ul style="list-style-type: none"> Report RAP actions to Advisory Board. 	30 September 2018	General Manager
13. Review and Refresh RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements. 	31 January 2018	General Manager
	<ul style="list-style-type: none"> Submit draft RAP to Reconciliation Australia for review. 		
	<ul style="list-style-type: none"> Submit draft RAP to Reconciliation Australia for formal endorsement. 		





Cleaning & Maintenance

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