

# Reconciliation Action Plan

2014-2016





## The story and explanation of the Veolia Reconciliation Symbol

*At the heart of the symbol sits the Aboriginal & Torres Strait Islander community with Veolia's focus on reconciliation, represented by the three concentric circles surrounded by a dotted circle.*

*Radiating outwards are eight stylised boomerangs. These boomerangs represent Veolia's core business in providing innovative environmental solutions in water, waste and energy. The four patterned boomerangs represent Veolia's sustainability within the community, the marketplace, the workplace and the environment. These business aspects are linked with the heart of the symbol, representing the interconnectedness between Veolia as a responsible business and its local communities.*

*The eight 'U' shaped motifs represent each Australian state and territory where Veolia operates and has a presence.*

*The circles coupled with the 'U' shaped motifs represent yarning circles. These yarning circles are a place for national dialogue for both Indigenous and non-Indigenous Australians, towards understanding and reconciliation. Together, the two motifs represent the opportunity for both Veolia & local communities to walk alongside each other to connect, learn & develop lasting relationships through a journey of open dialogue and discovery.*





## Our vision for reconciliation

Veolia Australia aims to walk alongside and work together in partnership with Aboriginal and Torres Strait Islander peoples to offer leadership, enhance respect and understanding, and create sustainable opportunities in the communities in which we live and operate.

Veolia believes in the importance of respecting and engaging Aboriginal and Torres Strait Islander peoples and communities, and providing a work environment that is culturally safe, sensitive and supportive to all employees. We recognise the contributions that Aboriginal and Torres Strait Islander peoples have made and continue to make within our organisation and local communities. Aligning with our Diversity Policy, this policy outlines our commitment to Aboriginal and Torres Strait Islander people's inclusion in our current operations and partnerships into the future.

Specifically, Veolia will endeavour to:

- » Respect and build trust in our relationships with Aboriginal and Torres Strait Islander peoples and other local stakeholders where we operate and serve the local community
- » Communicate openly with Aboriginal and Torres Strait Islander peoples and communities
- » Assist Aboriginal and Torres Strait Islander people in identifying positive economic development opportunities
- » Promote employment, education and training opportunities for Aboriginal and Torres Strait Islander peoples
- » Increase Aboriginal and Torres Strait Islander cultural awareness and cultural safety education throughout our business
- » Provide a working environment that is culturally sensitive and supportive of all employees
- » Encourage the participation of Aboriginal and Torres Strait Islander owned business enterprises in our procurement processes



# Veolia Australia

Veolia is a global leader in sustainable development and is the only global company to provide a full range of environmental services in the fields of water, waste & recycling and energy solutions.

Veolia works closely with all aspects of local government and some of Australia's largest companies; providing them with large-scale innovative water, energy and waste solutions.

In Australia Veolia works with heavy industry, retail and commercial businesses, governments and communities to deliver innovation and sustainable solutions that are needed today, with the vision required for tomorrow. Veolia also helps organisations to reach their sustainability goals by focusing on the core elements of water, waste and energy.

*Veolia through this RAP will capture baseline data on current Aboriginal & Torres Strait Islander employees*

*(see action 3.1)*



*Veolia has over 3000 highly trained employees that operate from more than 120 sites across Australia*





## Our RAP

Veolia Australia has been actively walking alongside Aboriginal and Torres Strait Islander people - in our operations across Australia, with our support for Aboriginal and Torres Strait communities, and our participation in Aboriginal and Torres Strait Islander organisations.

We recognise however the importance of formalising this commitment and the need to further develop a deep, respectful understanding of our local communities to achieve our Vision throughout Veolia. We hope that our first RAP will provide the necessary framework for positive action over the next two years.

To signal our commitment to this journey, in early 2014 Shelley Reys AO, Managing Director of Arrilla was invited to speak to our senior management team, providing insights into the reconciliation movement and how cultural and historical matters have affected her life. This will be further supported by sustained actions as outlined in this RAP, including the

continuation of our Supply Nation membership, developing a deeper awareness within our employees, and creating stronger relationships with existing and new Aboriginal & Torres Strait Islander partners.

Our RAP is sponsored by an Executive Director, with national and state-based RAP Champions ('Rapper's) driving and implementing our commitments. Together, the team forms a network of active voices across the country to help deliver on our Vision.

This RAP has been developed with the support and guidance of Reconciliation Australia.



## CEO Message



I am pleased to launch Veolia Australia's first Reconciliation Action Plan. Although we have actively participated in many Aboriginal & Torres Strait Islander programs and organisations over the years, I recognise the fundamental importance of Veolia's formal commitment to extending opportunities to Aboriginal & Torres Strait Islander Australians.

As a business in our community, I believe that we have a genuine responsibility to contribute to and develop strong communities, strong relationships and strong opportunities for all Australians. Through open dialogue, we can create a deeper understanding of the local communities in which we live and operate to generate shared value and to enable lasting reconciliation.

Aboriginal & Torres Strait Islander people hold a special place in Australia's history, and also in our future. My hope is that our first RAP paves the way for further positive and collaborative action both with our employees and also with our many partners.

I look forward to Veolia walking alongside our communities in a journey of discovery and openness to achieve sustainable outcomes for the Aboriginal & Torres Strait Islander peoples of Australia.

**Doug Dean (AM)**

Veolia Australia and New Zealand



On behalf of Reconciliation Australia I congratulate Veolia on the development of their first RAP and welcome them to the RAP community.

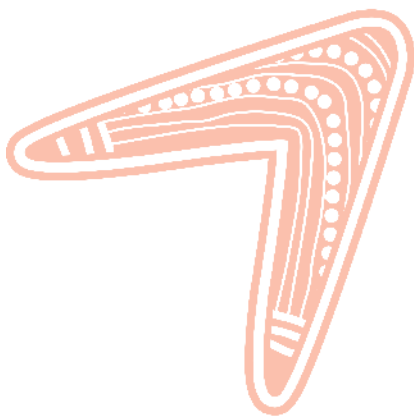
As an organisation with a national reach, and with a presence in some of Australia's remote communities, there is an exciting opportunity for both Veolia and local Aboriginal and Torres Strait Islander peoples to further cultivate deep and sustainable relationships. The practical actions in this RAP place Veolia in a solid position to make further positive differences in these communities.

**Leah Armstrong**  
CEO, Reconciliation Australia



We recognise that this will be a sustained journey for Veolia and we look forward to working with our Aboriginal & Torres Strait Islander partners and communities to develop meaningful and strong collaborations which deliver lasting benefits long into the future.

**Dean Dowie**  
Executive Sponsor  
Veolia Australia and New Zealand





# Relationships

Building strong, open relationships with local communities is a fundamental requirement to the success of our business. Only through understanding and connecting with Aboriginal & Torres Strait Islander peoples and other Australians can we unlock and discover shared opportunities for active collaboration.

Action	Responsibility	Timeline	Deliverables
<b>1.1</b> Veolia Australia RAP Working Group will actively monitor the development, implementation, tracking progress and reporting of the Veolia Innovate RAP 2014 – 2016	General Manager, Sustainability and Public Policy	June 2014	<ul style="list-style-type: none"> <li>» RAP Working Group will meet at least every two months to monitor and report on RAP implementation.</li> </ul>
<b>1.2</b> Veolia Australia to establish an Advisory Group consisting of Aboriginal and Torres Strait Islander representatives to provide strategic and cultural knowledge, guidance and support for our RAP	Director, Industrial Markets	November 2014	<ul style="list-style-type: none"> <li>» Invite key Aboriginal and Torres Strait Islander peoples to become involved in the Veolia Australia Advisory Group</li> </ul>
<b>1.3</b> Veolia Australia will continue to strengthen existing partnerships and build stronger relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations.	General Manager, Sustainability and Public Policy	July 2014	<ul style="list-style-type: none"> <li>» Create a list of Aboriginal and Torres Strait Islander communities, organisations and stakeholders and share list with the RAP Working Group</li> </ul>
	State Rappers	May 2016	<ul style="list-style-type: none"> <li>» Organise at least a minimum of two meetings per year with key Aboriginal and Torres Strait Islander organisations</li> </ul>



*Engineering Aid Australia's Graduating Students at NSW Government House, January 2014. Veolia supports Engineering Aid Australia to encourage Indigenous secondary school students to consider a career as a professional engineer*



Action	Responsibility	Timeline	Deliverables
1.4 Veolia Australia to raise internal awareness of the RAP in order to increase employees understanding and commitment to reconciliation	General Manager, Sustainability and Public Policy	June 2014	» Engage and invite Veolia Australia NSW, VIC and TAS teams to become members of the RAP Working Group
	Communications Coordinator	June 2014	» Develop and implement a communications plan to raise awareness across the organisation about our RAP commitments, particularly with key internal stakeholders.
	State Rappers	December 2014	» Present to all relevant areas of the business on Veolia Australia RAP commitments to ensure they have an understanding of how their area can contribute to the RAP.
1.5 Celebrate National Reconciliation Week (NRW) and provide opportunities for Aboriginal and Torres Strait Islander employees and other employees to build stronger relationships	Communications Coordinator	27th May- 3rd June, 2014 and 2015	» Veolia Australia RAP Working Group to attend a community event or organise an internal event to recognise and celebrate NRW
	State Rappers		» Organise at least one internal event each year across the company » Encourage all Veolia Australia sites within each state to celebrate NRW



# Respect

As a business operating in diverse Australia, it is important for Veolia to understand and respect all cultures including Aboriginal and Torres Strait Islander peoples, their histories, land, and traditions. Through understanding and respecting different cultures, backgrounds and points of view, Veolia will be a more innovative and resilient organisation.

Action	Responsibility	Timeline	Deliverables
<b>2.1</b> Veolia Australia to engage employees in cultural learning to increase understanding, appreciation and respect for Aboriginal and Torres Strait Islander peoples, histories and cultures in order to lay the foundation for other RAP actions to be achieved in the future	HR Projects Officer	December 2014	<ul style="list-style-type: none"> <li>» Develop an employee survey to capture baseline data on our employee's current level of understanding and attitudes around Aboriginal and Torres Strait Islander histories, cultures and contributions.</li> </ul>
	Learning & Development Manager/HR Projects officer/ State HR Managers	December 2014	<ul style="list-style-type: none"> <li>» Develop and implement a cultural awareness training strategy for Veolia Australia</li> </ul>
		May 2015	<ul style="list-style-type: none"> <li>» Engage and organise for each state to participate in localised cultural awareness training</li> </ul>
		May 2015	<ul style="list-style-type: none"> <li>» Embed cultural engagement strategy and ensure learning is mandatory in HR induction process for all employees, including subcontractors.</li> </ul>





*Veolia joined SupplyNation in 2013 and has built several strong partnerships with Supply Nation suppliers*



*Her Excellency Professor The Honourable Marie Bashir AC CVO, Governor of New South Wales presents Veolia's Richard Mueller with an Indigenous artwork on behalf of Engineering Aid Australia*

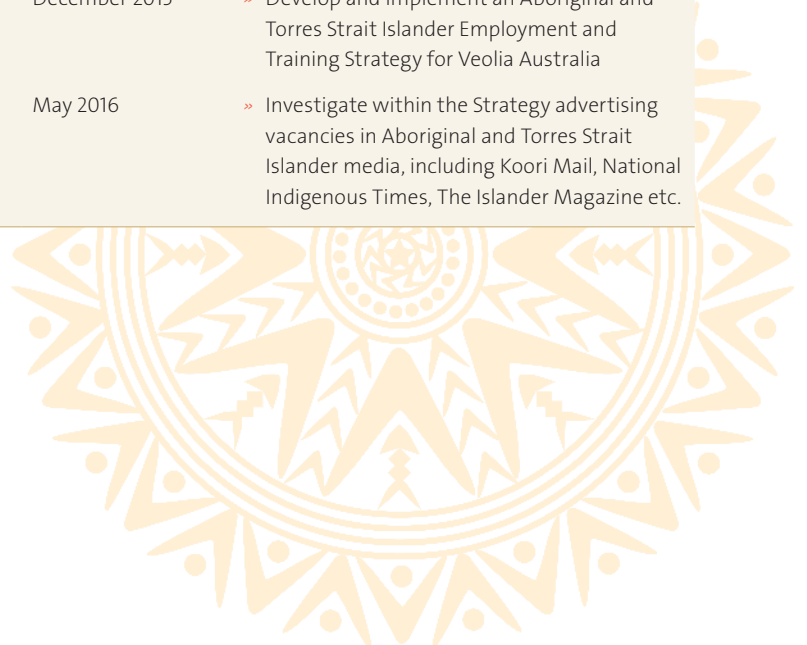
Action	Responsibility	Timeline	Deliverables
<b>2.2</b> Veolia Australia to engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies.	Learning and Development Manager	December 2014	» Develop, implement and communicate a cultural protocol document for Veolia Australia
		December 2014	» Include an Acknowledgement to Country on Veolia Australia intranet and internet websites
		May 2016	» Identify at least three significant events per year for which a Welcome to Country from a Traditional Owner will be included.
<b>2.3</b> Veolia Australia to celebrate NAIDOC Week and provide opportunities for our Aboriginal and Torres Strait Islander employees to engage with their cultures and communities through NAIDOC Week events.	Communications Coordinator	1st – 2nd Sunday in July 2014 and 2015	» Seek to raise awareness about the significance of NAIDOC Week amongst our staff
	State Rappers		» Investigate and build relationships with local NAIDOC Committee to support potential in kind and or sponsorship opportunities and activities
	HR Projects Officer		» Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week.
	State Rappers		» Provide opportunities for our Aboriginal and Torres Strait Islander employees to participate in local NAIDOC Week events.



## Opportunities

We believe that we cannot have a strong economy without strong local communities. As a business in the community, Veolia has a responsibility to create positive actions with local Aboriginal and Torres Strait Islander peoples to generate shared and sustainable economic and social opportunities.

Action	Responsibility	Timeline	Deliverables
3.1 Veolia Australia to investigate opportunities to increase Aboriginal and Torres Strait Islander employment	HR Director	December 2014	» Develop a business case for Aboriginal and Torres Strait Islander employment for our organisation
	HR Projects officer	December 2014	» Capture baseline data on current Aboriginal and Torres Strait Islander employees to inform future developments.
		December 2015	» Review HR procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employees are able to be addressed.
		December 2015	» Develop and implement an Aboriginal and Torres Strait Islander Employment and Training Strategy for Veolia Australia
		May 2016	» Investigate within the Strategy advertising vacancies in Aboriginal and Torres Strait Islander media, including Koori Mail, National Indigenous Times, The Islander Magazine etc.





*The success of Veolia's involvement with Supply Nation can be seen in our relationship with Indigenous supplier PSG. Veolia's Brett Beattie (far right) and Phil Birkby (fourth from left) pictured with the team from PSG and Supply Nation*

Action	Responsibility	Timeline	Deliverables
<b>3.2</b> Continue to increase Aboriginal and Torres Strait Islander supplier diversity for Veolia Australia	Group Procurement Manager	April 2014	» Continue to be a member of Supply Nation
	Group Procurement Manager	April 2014	» Review and address procurement policy barriers to Aboriginal and Torres Strait Islander businesses.
	Group Procurement Manager	April 2014	» Develop a plan to publicly promote supplier diversity business opportunities.
	Group Procurement Manager	December 2014	» Develop a SRM (Supplier Relationship Management Program)
	Group Procurement Manager	May 2016	» Proactively engage new Aboriginal and Torres Strait Islander businesses over the lifetime of the RAP.
	Group Procurement Manager	December 2014	» Continue to share best practice for Supplier Diversity with Veolia USA (VESNA)
	Group Procurement Manager	December 2015	» Strengthen Tier 2 Supplier Performance by working with key Tier 1 suppliers for local content
<b>3.3</b> Engage with organisations which support Aboriginal and Torres Strait Islander communities throughout Australia through sponsorships and in kind service offerings	Communications Coordinator	December 2014	» Ensure Aboriginal and Torres Strait Islander communities are recognised in Veolia's Community Engagement Strategy
	State Rappers	May 2016	» Continue to work with and identify organisations which specifically support Aboriginal and Torres Strait Islander Communities
	General Manager, Sustainability and Public Policy		

As sponsor of the Healthy Waterways Awards – Indigenous Category, in South East Queensland, Veolia recognises and celebrates Indigenous groups and individuals who are actively working to protect our waterways through community consultation and by reinstating cultural, historical and environmental values within the community actively working to protect our waterways



## Tracking progress and reporting

Action	Responsibility	Timeline	Deliverables
4.1 Veolia Australia to report learnings, challenges and achievements to Reconciliation Australia for inclusion in the RAP Impact Measurement Report.	General Manager, Sustainability and Public Policy and State Rapper's	Before 30 <sup>th</sup> September annually	» Veolia Australia will complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.
4.2 Veolia Australia Innovate RAP 2014 - 2016 RAP refresh	General Manager, Sustainability and Public Policy and State Rapper's	May 2016	» A RAP workshop planning day will be held with the State Rapper's in consultation with the Veolia RAP Aboriginal and Torres Strait Islander Advisory Group





## Contact

Website: [www.veolia.com.au](http://www.veolia.com.au)

Email: [rap@veolia.com.au](mailto:rap@veolia.com.au)